

Important aspects of governance: E-GOVERNANCE

GS Paper 3: Important aspects of governance, transparency & accountability; e-governance – applications, models, successes, limitations and potential.



Introduction

Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Through e-governance, government services are made available to citizens in a convenient, efficient, and transparent manner.

National E-governance Plan

The National e-Governance Plan (NeGP) has been formulated by the Department of Electronics and Information Technology (DEITY) and Department of Administrative Reforms and Public Grievances (DARPG) in 2006.

The NeGP aims at improving delivery of Government services to citizens and businesses with the following vision: “Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man.”

4 PILLARS OF E-GOVERNANCE

- i. Connectivity
- ii. Knowledge
- iii. Data content
- iv. Capital

Mission Mode Projects

- **UID:** The unique identification project was conceived as an initiative that would provide identification for each resident across the country and would be used primarily as the basis for efficient delivery of welfare services. It would also act as a tool for effective monitoring of various programs and schemes of the government.

OBJECTIVES OF E-GOVERNANCE
To build an informed society
Increase government and citizens interaction
To encourage citizen participation
Bring transparency in the governing process
To make the government accountable
To reduce the cost of governance
Reduce the reaction time of the government

- **E-Office:** e-Office is aimed at increasing the usage of work

flow and rule based file routing, quick search and retrieval of files and office orders, digital signatures for authentication, forms and reporting components.

- **Immigration, Visa and Foreigner's Registration & Tracking (IVFRT):** Immigration Check Post is the first point of contact that generates public and popular perception about the country, thus necessitating a state of the art system for prompt and user-friendly services.
- **Banking:** The MMP which is being implemented by the banking industry aims at streamlining various e-services initiatives undertaken by individual banks.
- **Posts:** Modernization of Postal Services has been undertaken by the Department of Posts through computerization and networking of all post offices using a central server-based system, and setting up of computerized registration centres (CRCs).

Latest E- governance initiatives

- **Digital India:** This programme has been envisaged by Department of Electronics and

DISADVANTAGES/ CHALLENGES OF E-GOVERNANCE
Loses person to person interaction
Technical problems like server going down
Lack of computer literacy
Digital divide in the country
Resistance to change
Different languages in India
Fraudulent transactions
Privacy & security concerns
Non- user friendly government websites
Lack of integrated services & interoperability

ACHIEVERS IAS ACADEMY

Information Technology (Deity). The vision of Digital India aims to transform the country into a digitally empowered society and knowledge economy. It would also bring in public accountability through mandated delivery of government's services electronically, a Unique ID and e-Pramaan based on authentic and standard based interoperable and integrated government applications and data basis. The program aims at providing digital infrastructure as a utility to every citizen as well as high-speed internet as a core utility in all gram panchayats.

- Aadhaar Enabled Payment system (AEPS): AEPS is a bank led model which allows online interoperable financial inclusion transaction through the Business correspondent of any bank using the Aadhaar authentication. This has helped in financial inclusion.
- Digital Cloud: Certificates issued by the government — education, residential, medical records, birth certificates, etc. — are to be stored in individual 'digital lockers' and a communication protocol established for government departments to access them without physically having to see the hard copy. The purpose of government is that copies of certificates issued by the government itself not to be carried around by people to government offices for various services.
- E-Kranti scheme: This is project for linking the internet with remote villages in the country. This scheme will broaden the reach of internet services to the rural areas in the country. The fundamental features of this scheme will be making the records handy to the government with ease. It also includes Expansion of internet and commencement of IT-based jobs in rural areas.

Questions

1. Enumerate the types of Government interaction in e-governance. There are numerous successful initiatives in the government to citizens (G2C) interactions. Comment.
2. List and analyse the potential barriers in the implementation of e-governance in the light of sharp digital divide across the whole country. What are the other challenges regarding e-governance.?