Impact of the E-Governance in Indian Administration

Dr.Ratanlal Brahma, Post Graduate Teacher HN Seminary HS School Bagribari
Dhubri, Assam. Email:brahmaratan@gmail.comMobile:7020477396

Introduction:

The understanding of the e-Administration is the use of information and communication technology (ICTs) to modernize the state; the creation of data repositories for Management Information System (MIS) and computerization of records. And the e-Governance in India is a recently developed concept, e-Governance thereafter developed with the growth of technology. Today, there are a large number of e-Governance initiatives, both at the Union and State levels. The launch of National Satellite-Based Computer Network in 1987 and subsequent launch of the District Information System of the National Informatics Centre programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments provided the requisite impetus for e-governance. In 2006, the National e governance plan was formulated by the Department of Electronics and Information Technology and Department of Administrative Reforms and Public Grievances that aims at making all government services accessible to the common man, ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.

The meaning of e Governance can be defined as the application of information and communication technology (ICT) for providing government services, exchange of information, transactions, integration of previously existing services and information portals. The "e" in e-Governance stands for 'electronic'.

The need of opting e-Governance:

The object of E-Governance is to provide a SMARRT Government. The Acronym SMART refers to Simple, Moral, Accountable, Responsive, Responsible and Transparent Government. In the above said acronym meaning of words as follows S - The use of ICT brings simplicity in governance through electronic documentation, online submission, online service delivery, etc. M - It brings Morality to governance as immoralities like bribing; red-tapism, etc. are eliminated. A - It makes the Government accountable as all the data and information of Government is available online for consideration of every citizen, the NGOs and the media. R - Due to reduced paperwork and increased communication speeds and decreased communication time, the Government agencies become responsive. R - Technology can help convert an irresponsible Government Responsible. Increased access to information makes more informed citizens. And these empowered citizens make a responsible Government. In last e governance Increase in citizens' expectations from the government

Effects of E-Governance on Administration:

1. E-governance programmers calls for basic restructuring of age-old, archaic & colonial procedure – it indeed involves almost elimination of existing dysfunctional system of governance.

2. It straight away offers a package of efficiency, time boundedness & cost efficiency, in fact much more, transparency, demolition of discretion & arbitrariness & above all clientele orientation and redressal of citizen grievances. It will down size, cut numbers, unite knots and do away with regulation & procedural bottlenecks reduce time & increase customer satisfaction.

3. It has led to flattening & down-sizing of today's organizations, eliminating the need for levels of bureaucracy & a long chair of command. People are replaced by technology & organization is able to down size or right size. The impact of IT is mainly felt at the middle level management. Downsizing of Government departments & directorates would create a new administrative culture by doing away with middle management.

4. IT brings in a rapid change in management pattern, such as breakdown of hierarchy in administration & increase in coordination activity. Computers make coordination better & cheaper. It will facilitate Decentralized administration i.e. delegation of authority.

5. IT helps in fast & better disposal of grievance of citizen & comments. Global governance, co-governance integrated governance are expanding, E-citizen comes up.

6. Online grievance redressal of citizen and public personnel both is possible. Vigilance and Monitoring is modernized.

7. Public service will be performance based. Legal reform is better possible. Delivery of health and education service will be better Effective Disaster management

The Need of Present Research:

The concept of governance has assumed significant importance with the evolving digital economy. Presently the electronic governance is in the phase of development and it is clear that the functionaries and interaction platform created using ICT as medium of information exchange will enhance the developmental role of electronic governance and create bases for sustainability within the governance system. The success of any electronic governance system depends upon the policy and financial capacity. In the last decade many developing countries have started investing into creation and expansion of functional interactive information technology based platform for delivering services using electronic medium, which are shared across various departments and institutions to the stakeholders and therefore through various e-Governance tools and portals, therefore developing an interconnection from grass root level to top level of government hierarchy. However translating e- governance strategy into functional e-governance applications have posed serious challenges to solution providers, as the e-governance involves amalgamation of resources i.e. human, capital and technology, therefore to achieve desired objectives depends upon how clearly the objectives have been formulated and how stringent strategy has been formulated and implemented.

From last two decades several researches has been done on developing successful models of implementation, capacity building, best practices and other issues of e governance, however most of the models studied are of developing nations and have marginal resemblance with the problems and issues faced by developing countries like India. In order to derive benefits from ICT based system customized models, tools, information sharing platforms and interactive services has been developed, keeping in view the needs of common stakeholders.

Objectives:

The following objectives have been set for the present study:

1. To know the Challenges and opportunities of e – governance.

2. To evaluate policies to enable participation of citizens in e governance.

3. To study the role of e - Governance on economic and social development at regional and local level.

4. To know the impact of e - Governance on human resource management.

5. To examine the existing e - Governance system practices and to evaluate various initiatives taken by government.

Scope of Future Research:

The present research areas can be capacity building measures and infrastructure divide, process re engineering, design and development. Similarly ICT & HR Policies and practices within the e Governance domain are futuristic thoughts, which need research oriented approach to develop better understanding and application of e - Governance within public domain. Several avenues for future work remain. To further extend the validity of the findings in this study, the proposed model could be tested in a variety of contexts and with a wider range of technologies. Additional statistical methods applicable can be put into use to access impact of electronic governance on various fronts. Primarily, this study can demonstrate that relation between e governance and sustainable development, whereas there

is more space for further research. Possibly, future research can explore if these findings can be replicated with other technologies and/or study populations.

In conclusion, the current study suggests that electronic governance system can be designed to influence achievement of sustainable development. Models such as this can be used in various research settings to test the relationships between various constructs of technology, service rendering and integration. Lastly, the findings suggest that electronic governance has capabilities to use technology for setting up and achievement of developmental agendas.

Suggestions:

The e-governance initiatives in rural areas should be taken by identifying and analyzing the grassroots realities. A different approach needs to be adopted for enhancing interoperability among e governance applications which will encompass a centralized approach for document management, knowledge management, file management, grievance management etc. The government should also focus on devising appropriate, feasible, distinct and effective capacity building mechanism like bureaucrats, rural masses, urban masses, elected representatives, etc. Cloud computing is also becoming a big force to enhance the delivery of services related to e-governance. Cloud computing is not only a tool for cost reduction but also helps in enabling new services, improving the education system and creating new jobs/ opportunities. The focus of this initiative is to accelerate the delivery of e-services in the country while optimizing ICT spending of the Government. The e Governance through regional languages is appreciable for the nations like India where people from several linguistic backgrounds are the participants.

Conclusion:

The success of e-Governance measures largely depends on the availability of high-speed internet, and the nation-wide roll-out of 5G technology in the near future will strengthen our resolve. And the e Governance is getting momentum in India, but public awareness and the digital divide are important issues to be addressed. In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance projects. Effective promotion schemes by the Indian government will also a boosting factor to provide quality services to their citizens, which means there is huge potential for the development of e-governance in various sectors.

Therefore we can say that e-Governance is the key to the "Good Governance" for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

References

1. Schware, Robert 2000 'Information Technology and Public Sector Management in Developing Countries: Present Status and Future Prospects', Indian Journal of Public Administration

2. Government of India 2001 E-governance. Ministry of Personnel, Public Grievances and Pensions. [http://persmin.nic.in/arpg/egov1.htm]

3. National e-Governance Plan, Ministry of Communication & Information Technology, Government of India, [http://www.mit.gov.in/ default.aspx?id=827]

4. Kochhar, S. & G. Dhanjal 2004. From governance to e-governance: An initial assessment of some of India's best projects, Technical Report, New Delhi: Skoch Consultancy Services.

5. Upadhyaya, R. 2000 'E-governance and Computer Applications', Position Paper. Ottawa: International Development Research Center.

6. www.egovindia.org/egovportals.html