

E-GOVERNANCE-AN APPLICATION OF INFORMATION AND COMMUNICATION TECHNOLOGY

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Abstract— In the Era of Computer Technology, We need to communicate and accelerate our life with the help of Information and Technology (ICT). We all require certain types of services on online, which require less workout or interference of Human being. E-Governance is a live example of it. E-Governance is an application of Information and communication technology, which provide all government related services online, which limits human errors as well as human interference. In today's time E-Governance provide certain roadmap for efficient delivery of services at door step. E-Governance plays vital role while reducing corruption from our society. It provides Government– customer, Government–Business and Government– Government Services with proper utilisation of resources. It has widely successful in India using PPP models. This illustrates the Common concepts of E-Governance using Information and communication technology references. It mainly concentrates on an E-Governance in India.

Keywords— E-Governance, ICT, models, requirements, benefits, problems, Impact

INTRODUCTION

With increasing the Technology used in worldwide, now we have to fully move towards the concept of E-Governance. With Fast development of IT sectors we move towards deployment of E-Governance project With help of private public partnership (PPP). E-Governance is more than just government website on internet. It is such type of well formed structure that encompasses the interaction between customer and business with the Government. It is one of the forms of E-Business that deals with private sector companies for efficient service providing to the customer with the help of E-Governance. There are three Basic groups that can be important in any E-Governance that are Government, Customer and Business that provides backbone to any E-Governance System. With increasing the craze of technology worldwide, Indian government established the Department of Electronics in 1970. Just after seven years Government of India established National Informatics centre (NIC) in 1977 was first major step towards E-Governance in India. The first E-Governance project was started in India in 18th May 2006 in New Delhi called as E-Shasan Yojana. This project was designed by Department of Electronics and Information Technology Department of Indian Government. There are certain types of models which we use for transformation of E-Governance System are: _ Government to Citizen _ Citizen to Government _ Government to Business _ Government to Government These models are used for transformation of Communication and Information between the groups of E-Governance.

2. Objective of E-Governance

There are some important objectives of E-Governance:

1. To Enhance Public Services:

One of the important objectives of E-Governance is to be enhancing the services that are provided to public by the government. By providing all the services online, it reduces human effort as well as enhancing the public services as well.

2. To Increase Interplay between Government and Citizen:

In today's speedy world, everyone needs to communicate in lightning fast speed as well as they need fast interaction with government as well. So using E-Governance platform, it provides all the services at lightning fast speed and they gets all information in certain time span.

3. Availability of Information at any place:

Due to Internet, we can easily provide government related information to any citizen at anywhere they want using E-Governance. It is also very easy to E-Business stakeholders to participate in Auction from anywhere.

4. To promote citizen participation in government:

With increased in population day by day, it is also an important thing that each and every people of any country should have to participate in Government of their countries. E-Governance plays vital role while participating each and everyone in government process, by improving overall participation of citizens in the decision making.

5. To Reduces the Corruption:

One of the most important objectives of E-Governance is to reduce the corruption from governing system. By all things related to government becomes digitalise including information transfer, online auction, providing All certificates to the people online, it just reduces the corruption from the system.

6. To Reduce The Cost Of Services:

By using E-Governance services our aim to reduce the cost of services. By reducing the expenditures on physical transfer of information and services. By using digital transfer of all the information related to government using E-mails we can cutting down the expenditures of government by reducing the cost on stationeries used for information transfer.

7. To Reduce Reply Time by the government:

Using E-Governance we can easily reply to the citizen's complaints and queries in limited time period. E-Governance provides services to citizen to Enhance their feedback facility provided to citizens by the government.

These are the main objectives of E-Governance for providing an excellent facilities and transparency to the citizens of any country by using E-Governance. To make passive information access to citizen participation by informing, representing, encouraging, consulting, and involving the citizens into the Governing system.

3. Different models of E-Governance:

There are basic four types of e-Governance models are present, which includes:

- Government to Government
- Government to citizen
- Government to Business
- Government to employee

1. Government to Government Model:

In this case, the flow of information and communication flows only between the different governments bodies. This model is used for the government by government, where all information related to government has transfer between government bodies using E-Governance. Main objective of this model is to be increased the speed of work and performance of government.

2. Government to Citizen Model:

In this case, this model creates an interface between government and citizens. This model is used for efficient transfer of services of government to citizen in the form of E-Governance model. Where it provides 24 hours and 7 days services to citizen for interacting with government without any time bound, which also reduces the citizens effort for accessing the government services.

3. Government to Business model:

In this case, government provides easy access to business community for accessing the government services for different business purposes, including permits, license, tax payments services directly through online gateways. The main goal of this model is to be increased transparency and speed of work between different government bodies and business community.

4. Government to Employee model:

In this model, Government provides online tools and resources to employee to maintain the communication between government and their own community. It Provides e-benefits to employee to pay their tax, bills and other payments online using online gateways. It also benefits to employee to communicate with their colleagues via email and other communication mediums provided by E-Governance model. G2E is adopted in many foreign countries for efficient transfer of information.

4. Requirements of E-Governance:

For Best implementation of any

E-Governance Project we all are required to fulfil its needs, which includes Availability of computers centres, fast internet, Literature percentage must be increased as well as proper utilization of resources will be must as well.

1. Availability of Computer centres:

Because of poverty in our country, we need computer centres setup by government, because only 3.56% of sharing percentage of world PC's are presented in India. So we need well settle computer centres for Implementation of E-Governance project

2. Availability of Broadband Internet: For accessing E-Governance services

We have to well connect with broadband internet facility. And with connected with broadband internet facility the cost of internet facility must be low.

3. High literature percentage:

For use of E-Governance services for each and every people, they must know how to use it in proper way, so literature percentage must be high to use it. Because illiterate people cannot get how to use E-Governance in proper way.

4. Proper utilization of Resources:

The resources provided by E-Governance project must be used in proper way for better utilization of E-Governance project.

5. Impact of technology on E-Governance:

In E-Governance, we can use all the services of E-Governance online. So Technology Impact is more on E-Governance.

1. Security:

Security plays vital role when information are available for more users at one platform. External attacks have overcome on system by hacking the information related to user and government. this information is prevent only by using different virus defending technique such as using antivirus and different encryption techniques for data or information transfer. This reduces virus attacks and data hacking from unwanted users or peoples. By using standard security measures we can easily overcome these security failures.

2. Privacy:

Because of open access of information related to peoples or any business community on E-Governance website or portal, it creates serious problem with their privacy. So to overcome this problem using technology we can used some privacy measures or setting up some privacy measures, we can easily overcome these problem by using technology impact.

3. 24/7 services available to user:

Using E-Governance technology we can easily provide 24/7 services to the user for their convenience. Where user can easy to access their services on any time when they want.

4. Updating the content:

In any E-Governance model, services of Government facility and new projects related to government are updated day by day, so updating the information related to new government projects are becomes very easy to updating the information on E-Governance sites online using technology.

5. Access of services of E-Governance:

Using technology which we were used for implementing the E-Governance project, it becomes very easy to accessing the information related to government projects.

6. Challenges faced by E-Governance in India:

1. Low technology literacy:

In India, there is less awareness and understanding about Information technology. Due to these most of people in India cannot use E-Governance. So one the important challenge in front of us to literate everyone not in just education but also in use of technology.

2. Language Problem:

In India, Most of the people only Understand Hindi. They cannot understand English, and haul E-Governance project is in English language. That's why we have to create an E-Governance projects in different languages.

3. Contradiction regarding Government services:

Most of people in India, considered government services as late mark, So when E-Governance model implemented by government, we have to provide fast services than others to the people. By using it we can remove the contradiction between citizens and government.

4. Lack of Internet facility in Villages:

In India, there is lack of internet facility; Due to this most of peoples are unable to use E-Governance services mainly coming from villages. So to overcome this problem we have to spread wide area network widely in India in low cost, because cost also plays an important role while developing anything regarding to government project.

5. Population:

One of the most important challenges in front of India is to control the population. In implementing the E-Governance project in India become difficult because of the population. It's very hard to store update of each of the people because of number of peoples are more as compared to other countries. In any E-Governance activity, we have to store a unique identity of each of the citizen in large database. Because of large database, its handling becomes more complex as well as all database related problems arises.

7. E-Governance Initiative till now in India:

E-Governance plays an important in modern governance. Due to these usage of E-Governance becomes more and more.

- Finance Ministry in India:
Due E-Governance following transactions becomes online:
 - 90% of import and 96% of export documentation becomes computerised
 - 85% of income tax and service tax return becomes online.
- Railway Ministry in India:
Under railway ministry online booking of train tickets, online catering services, online complaints registry and Schedule of Any train that are display online with the help of E-Governance.
- Agricultural Ministry in India:
In agricultural ministry, it provides machineries, research etc. Detailed information on the government policies, schemes, agriculture loans, market prices, animal husbandry, fisheries, horticulture, loans & credit, sericulture etc. is also available with help of E-Governance.
- Rural Development Ministry:
It provides complete information on initiatives taken by the government for bridging the urban-rural divide by upgrading the standard of living of people in rural areas. Information about programmes, schemes, employment opportunities, Panchayati Raj institutions, development authorities, drinking water, sanitation, road construction, electrification of villages and food supply etc. is provided by E-Governance
- Human Resource and Development Ministry:
This ministry is very helpful in getting information related to the elementary, secondary, higher secondary, higher and adult education etc. We can also find details of educational institutions, courses, admission procedure, scholarships, student loans, technical and medical education and vocational studies etc. Detailed information related to foreign scholarships, exchange programmes and universities etc. is provided. Related documents and forms are also provided by E-Governance.
- Health and Welfare Ministry:
It provides information pertaining to health programmes, policies, schemes, forms etc. for specific beneficiaries who include women, children, senior citizen, etc. Details of Union and state government agencies, departments, organisations, research institutions, hospitals are also available with the help of E-Governance.
These are some Services that are provided by different ministries under E-Governance facility, where it plays very important while upgrading the human life with the coordination of Government Projects.

8. MyGOV: A platform for citizen's engagement towards Surajya

A platform that empowers the citizens of India to contribute towards surajya. This is an idea of hon'ble Prime minister of India Shri Narendra Modi, He said that "Stating that in the past, there used to be a big gap between the people and the processes of governance, In the past sixty days, the experience of his Government was that there were many people who wanted to contribute towards nation-building, and devote their time and energy. The only thing they required was an opportunity to shine and showcase their contribution. The Prime Minister said the MyGOV platform is a technology-driven medium that would provide this opportunity to contribute towards good governance".

The platform – MyGOV - presents an opportunity to the citizens to both ‘Discuss’ and ‘Do.’ There are multiple theme-based discussions on MyGOV where a wide range of people would share their thoughts and ideas. Further, any idea shared by a contributor will also be discussed on these discussion forums, allowing constructive feedback and interaction.

For those who wish to go beyond discussions and wish to contribute on the ground, MyGOV offers several avenues to do so. Citizens can volunteer for various tasks and submit their entries. These tasks would then be reviewed by other members and experts. Once approved, these tasks can be shared by those who complete the task and by other members on MyGOV. Every approved task would earn credit points for completing the task.

National Informatics Centre (NIC), Department of Electronics and Information Technology (DeitY) would implement and manage the platform MyGOV which would facilitate Citizen Engagement in Good Governance.

Groups and corners are an important part of MyGOV. The platform has been divided into various groups namely Clean Ganga, Girl Child Education, Clean India, Skilled India, Digital India, and Job Creation. Each group consists of online and on ground tasks that can be taken up by the contributors. The objective of each group is to bring about a qualitative change in that sphere through people’s participation.

This is an idea of E-Governance with proper utilisation of its resources with well formed participation of peoples in E-Governance as well. With this platform peoples are easily communicate with government as well as Prime minister of India. And with this project people can easily know what the government are done for them. MyGOV is very Good example of E-Governance project and how we implement E-Governance for People use. And we will gain Lots of ideas from people also regarding to E-Governance and Government also with proper Communication.

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CONCLUSION

As we are in the Era of Information and Communication Technology (ICT), E-Governance has to increase their performance as well. It gives a basic idea about E-Governance that what are the challenges that can be faced by any E-Governance model and how we will overcome it with some simple steps as well as I have mention some better services that are provided by Government with the help of E-Governance in India. Citizens are plays vital role while implementing any E-Governance project, where any E-Governance is not complete one without citizens participation. So with the help of good governance we can easily communicate with citizens and increase their participation in government decision making.

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