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ROLE OF E-GOVERNANCE IN MODERN ADMINISTRATION

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Abstract

The use of communication and information technology for government service delivery, information exchange, transaction processing, and the integration of pre-existing services and information portals is known as e-government. It also contributes to the administration's expense reduction. E-governance in India has grown into an endeavor that incorporates essential aspects of governance, like "centralization of citizen, transparency of government process." Given the obvious fact that India has the greatest population in terms of density, e-governance is essential for both the government and corporate sectors of this rapidly developing nation. An evaluation of the function of e-governance in contemporary administration has been attempted in this research.

Key words:

Governance, Administration, ICT (Information Communication Technology).

Introduction

The use of communication and information technology for government service delivery, information exchange, transaction processing, and the integration of pre-existing services and information portals is known as e-government. It also contributes to the administration's expense reduction. "To increase transparency and shorten the time it takes for all government procedures, governments everywhere are implementing e-governance. The term e-Government pertains to the utilization of information technologies by government agencies, including wireless networks, the Internet, and mobile computing. These technologies have the capacity to transform relationships with businesses, citizens, and different branches of government, leading to enhanced citizen empowerment through information access, better government management, and better

delivery of services to citizens.

Less corruption, more transparency, ease of use, income growth, and cost savings are the end results. (World Bank) In India, the concept of e-governance has grown to encompass essential aspects of governance, including "centralization of citizen, transparency of government process." India is undoubtedly the nation with the highest population density, and e-governance is essential for both the government and corporate sector of this rapidly developing global leader to administer the nation. It streamlines, expedites, transparently, and ensures complete accountability and responsibility for the entire administrative process. Enabling government operations to work in a way that promotes "Simple, Moral, Accountable, Responsive and Transparent" (SMART) governance is the essence of e-Government.

With the advent of the Information and Communications Technology (ICT) revolution, a whole new governance model is now in the spotlight. E-government includes the use of ICT for increased citizen participation in public affairs and decision-making processes. The public participates in e-government. Developing governance practices and results is the main goal of e-Government implementation, with the ultimate goal of enhancing citizen service delivery.

The objectives of e-Government are:

- a. Improving citizen service delivery.
- b. Introducing accountability and openness.
- c. Providing information to empower individuals.
- b. Increased government efficiency.
- e. Enhance communication with business and industry

E-Governance Initiatives in India

History

Since its founding in 1976, the National Informatics Centre (NIC) has become recognized as a "prime builder" of e-Government and e-Governance applications down to the local level and as an advocate for digital potential for sustainable development. Through its ICT Network, "NICNET," NIC maintains institutional connections with 35 State Governments/Union Territories, over 625 District administrations in India, and all of the Central Government's Ministries and Departments. NIC has played a pivotal role in directing the implementation of e-

Government and e-Governance applications in government ministries/departments at the federal, state, district, and block levels. This has led to enhanced government service delivery, increased transparency, and the promotion of decentralized planning and management, all of which have improved efficiency and accountability to the Indian populace.

The brains behind India's e-Government are at NICNET. The groundwork for all of the nation's connectivity is done by NICNET. Due to its extensive experience, it has developed innovative methods for digitizing government projects and offering state governments advising over the years.

The major activities undertaken are:

- Putting into practice e-government initiatives at the federal and state levels.
- Goods and Services.
- Providing advice to government agencies.
- Development and research.
- Increasing Capacity.

Governments have unwavering goals, which include upholding shared security, enforcing the law, supplying the institutional framework for the economy, and making sure that social capital is increased through advancements in education and health. All levels of government need to be transformed by e-Government, but as local governments are the closest to the public and often serve as their primary point of contact with the government, they should receive the most attention. Residents and local government officials typically have a close-knit connection because of the mutually reinforcing interests in matters like public services, local development, education, and other matters.

E- Governance based administrative reforms in local governments can have maximum impact on citizens:

Central and State Government Initiatives

In order to fully utilize contemporary ICT, the Indian government has adopted e-governance as a catalyst and method for redefining and streamlining antiquated, ineffective systems and procedures. By 2008, the Prime Minister's office-constituted National Task Force on IT and Software Development sees India becoming a global IT superpower. Three sections of the Task Force's report have already been turned in. The Task Force has established a goal of US\$50 billion for Indian software exports by 2008. By this time, the domestic software business is expected to

grow to a value of \$30 billion USD. The relevant ministries and departments have carried out a variety of initiatives.

The Task Force has determined that the Citizen IT Interface is one of the most important areas to meet citizens' information needs through increased use of the newest technologies in a networked society and greater integration of IT into society. By eliminating inconveniences, information technology applications can be employed in daily administration to improve citizens' quality of life.

For this IT force gave some recommendations to the central government that are:

Government-wide Information Infrastructure

1. To streamline service delivery, cut down on duplication, and enhance the caliber and speed of public service, an electronic information infrastructure spanning the entire government should be established. The public (businesses and individuals) would then have the ability to transmit and receive the information that is currently exchanged between them.
2. To provide citizens with government services and information, a national information infrastructure is necessary. This infrastructure has to be developed by investments from the public and private sectors.
3. The establishment of Internet service providers (ISPs), which will enable access to network-based services from even the most remote areas of the nation, should be encouraged by the government.
4. In order to successfully deploy electronic commerce and provide direct service delivery to citizens, the government and business sector must work together to set up an electronic fund transfer (EFT) system.
5. In order for computers to become more widely used, they must be more affordable. It is also advisable to look into the potential of obtaining less expensive used computers that are accessible elsewhere. These can be channelized through NICSII and ET&T with appropriate coordination with overseas NRI groups. Third National e-Government Plan
The Government of India has developed a nationwide program called the nationwide e-governance Plan (NeGP) in recognition of the potential of e-governance to enhance the standard of living for the great majority of the nation. Policy, infrastructure, finances, project management, government process reengineering, capacity building, training, assessment, and awareness, among other crucial e-Government topics, are all attempted

to be covered by this strategy across the Central and State Governments.

NeGP is a broad "programme" of the Indian government that aims to use the opportunities and skills provided by ICT to advance good governance throughout the nation.

The emphasis on implementing such initiatives in a "Mission Mode" with defined deadlines and duty assignments is one of the fundamental lessons of the NeGP. The Plan was once projected to cost more than USD 3 billion and cover a 4-year period. NeGP sought to gradually introduce e-Government through 25 Mission Mode projects that would have an impact on over 1 billion people's lives. The goal of NeGP was to provide common service delivery outlets so that the average person in his community could access all government services.

Before the service goals of each project are firmed up, the implementation plan called for structured stakeholder engagements with all stakeholders, including citizens and civil society organizations, and a clear description of service goals and metrics for each project. The state governments, ministries/departments, representatives of the IT industry, and civil society organizations were among the stakeholders with whom talks were held even during the formation phase of the NeGP, its vision, and suggested strategy.

State government initiatives were successful in the same areas where the federal government had started a nationwide program on e-governance. Projects like the e-Mitra project in Rajasthan, the e-Seva project in Andhra Pradesh, and the Common Entrance Test (CET) are a few good instances of how e-government has been successfully implemented into governmental functions.

Some e-Governance projects already implemented

Agriculture E-Governance

Initiatives in the agricultural field have the potential to improve the lives of urban impoverished people while also helping farmers and rural residents. There are many subprojects related to giving farmers timely professional assistance, food security, agricultural product marketability and commercial information, increasing crop yield, expanding the availability of microcredit, and making it easier for farmers to obtain it, to name a few.

Gyandoot: This is an intranet-based government-to-citizen (G2c) service delivery program in the

state of Madhya Pradesh.

BELE: For the purpose of recording and tracking the main actions and services, it is a web-based application with a three-tier architecture.

AGMARKNET: The Department of Marketing & Inspection (DMI), the Ministry of Agriculture, and the Government of India have given their approval to this initiative.

SEEDNET: The Ministry of Agriculture, Government of India, oversees the SEED informatics network. For the Kharif season, the experiment was initiated in Chhattisgarh in July 2008. The government of Haryana initiated the Mustard Procurement Management System.

Land Records Bhoomi:

This is the first e-Government land records management system project that the Karnataka government has successfully deployed for the benefit of the general public.

Andhra Pradesh's government launched the Comprehensive Modernization of Land Records (CMLR) project. It makes it possible to integrate field survey map updating, modification, and property registration functions.

Computerization of Land Records: The project's goal is to computerize the Department of Land Management's district-level fresh allocation, land transfer, regularization of occupied land, and other related activities.

Gyandoot is an intranet that connects rural cybercafés that provide basic necessities to the general public in the Madhya Pradesh district of Dhar.

Punjab State Government's Land Records Management System.

Uttarakhand's Devbhoomi State Government.

Rural E-Governance Initiatives

E-Jan Sampark: Information and services available to the average person in his community to meet his fundamental needs. Chandigarh is the one who initiated this project.

Hyderabad web portals and cybercrime Police: It was created, developed, and hosted in Hyderabad and offers a plethora of fascinating public utility services, such as safety advice for all people, passport status verification, and car theft information.

E-DISHA Ekal Sewa Kendra: The government of Haryana initiated this project.

E-Samadhan: The Himachal Pradesh government emphasised the need to create a grievance redress system so that legitimate public issues could be resolved promptly.

Health and Hospital

Online International Traveler Vaccination Appointment: This citizen-focused program is intended to vaccinate those heading overseas and provide them with an International Health Certificate.

SMS-based Integrated Disease Surveillance System: This system operates on the basis of SMS messages.

Hospital OPD Appointment: The Chandigarh Administration has implemented the Hospital OPD Appointment System as another welfare initiative to improve the quality of life for its inhabitants.

Benefits Achieved

India has a great opportunity to significantly improve the quality of governance through the use of e-Government. This will allow the country to:

- Facilitate two-way communication between the government and the public, allowing for the delivery of services as well as the gathering of public opinions on policies and government performance;
- Increase access to government for excluded groups, who would not otherwise have the opportunity to interact with the government and benefit from its programs and services;
- Include all societal segments in the mainstream of development; and
- Allow rural and traditionally marginalized segments of the population to quickly and easily access services in their own neighbourhoods.

Key Challenges

The nation's federal structure must be taken into consideration when implementing the e-Government agenda. According to the Indian Constitution, there are three levels of federal government in India: the Union, State, and Local Bodies/Authorities. The country is a Union of States. Local governments, such as municipalities (town councils) in urban areas and panchayats (village bodies) in rural areas, are in charge of providing the majority of common services to citizens, even though the legislative and policy-making powers are vested in the Central (Federal) and State Governments with clearly defined lists of central and state subjects. This is notably suitably reflected in the comprehensive strategy and policies that the GoI has established for the

implementation of e-Government throughout India.

Interaction and integration:

Every e-Government project needs total service integration to be successful. India is a nation with eighteen official languages, and its states have separate political parties than the national government. This gives rise to both linguistic and political problems. NIC is the only organization in charge of the entire framework, however there isn't a pre-made framework available that NIC may utilize to quickly integrate various components. In a manner, everything it does becomes the norm.

Technical divide:

Even if within the past ten years, awareness has increased. Even so, there remains a significant gap between urban and rural areas in terms of accessibility and technological prowess. It is not common to find internet access in small towns and villages. Even if within the past ten years, awareness has increased. Even so, there remains a significant gap between urban and rural areas in terms of accessibility and technological prowess. It is not common to find internet access in small towns and villages.

Infrastructure and Speed:

The usability and speed of government websites are questionable, even in urban locations. People want to use the resources at their disposal, but if the websites are poorly built, as many of them are, and do not load quickly enough, all of that effort could be in vain.

Security and technical changes:

The government is not keeping up with the rapid advancements in technology. Neither performs well. These days, entire technologies can change in a matter of months; new ones become standards, while outdated ones become obsolete. In a situation like this, keeping up with technological advancements and hacker security is essential.

Process and administrative inertia:

Fundamentally, e-Government is not a "technical initiative." It depends on re-engineering administrative procedures and processes. People and procedures must adapt if technology is to be made to operate more efficiently and quickly. In most government settings, that is not feasible.

Capacity Building for e-Governance in India

The Indian government has made it clear in a number of places that it is committed to giving all societal classes effective and transparent governance. Nowadays, the focus of the nation's goal for administrative reform and governance is mostly on e-Government. The Indian government hopes to offer:

- Government that is transparent, open to democratic participation, and easy for the public to understand (an open and transparent government)
- Governance that is focused on the needs of the citizenry, covering all services and treating each person as an individual by offering individualized care.
- The Government of India sees eGovernance as a tool to start and maintain reforms by concentrating on three main areas:
 - An efficient government that provides the most value for taxpayers' money (fast and efficient services) Authority.
 - Openness;
 - Public involvement;
 - Advancement of a democratic society
 - Governmental offerings

Effective, economical, and responsive government; convenient services for businesses and citizens; increased public information accessibility for citizens; accountability in the provision of services to citizens; management

CONCLUSION

Information technology is now widely acknowledged by economies around the world as a useful instrument for boosting economic activity, improving governance, and developing human resources. Changes in institutional processes, people's lifestyles, and attitudes are inevitable with any form of progress. E-government serves as a tool or catalyst to highlight the community's expansion. As a result, e-Government has gained acceptance as a methodology that uses information technology to increase openness, speed up the delivery of information to all citizens, increase administrative effectiveness, and enhance public services like power, water, health, transportation, and municipal services.

E-Government also offers enhanced government services that are provided to citizens in a more effective manner, better government-business and industry interactions, information access that

empowers individuals, and more effective government management. In India, e-government has advanced to the point that practically all governmental sectors are empowered by it.

The current study found that even while e-governance is becoming more and more popular, there are still a lot of obstacles in the way of its implementation. The fundamental problem with e-governance is funding. Businesses, governments, and individuals are not amenable to these internet services because they lack adequate understanding of these IT-based solutions. Another crucial concern is privacy. When using internet transactions, citizens are required to provide a great deal of personal information, which raises privacy concerns.

Because there is a severe lack of internet access in our nation, citizens do not receive services in an appropriate manner. To enable residents to comprehend and use the services in their native tongues, language software that translates from English into various regional tongues should be available. As a result, we may conclude that e-Government is essential to "Good Governance," which helps emerging nations like India reduce corruption and offer their citizens high-quality, cost-effective services.

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