



## Good Governance through “ICT”: Indian Perspective

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### ABSTRACT

In the era of 21<sup>st</sup> century the world is going towards development through various ways, in this government is implementing new ideas through their policy makers to give good governance to people of that nation, for this purpose all wings of government, work on what government should do to provide good governance through various channels of government machinery? In this process especially in developing world, government is searching for good type of services to provide to its inhabitants to carry out their work and to satisfy people's expectation about government policies and planning which they announce when they are forming the government or they are in power.

Development is important part of every government whether those nations are develop, underdeveloped or developing nation, development administration has two aspects, the development of administration and the administration of development, by development of administration is meant improvement of administrative capacity for development, administrative capacity being the capacity to obtain intended result through organizations i.e. to achieve development objectives. It means that the public administration system is an integral part of the development process.

For this all government is using modern tool, we call them ICT, through information and communication technology, not only all nation are making progress by their own, but interacting among each other with the help of ICT. Using of modern technique is enough for good governance? Can we achieve the goals? In the process of good governance through ICT, what is the role of administrative machinery?

Explain the above, this paper contain with few suggestions with the help of secondary sources like government reports, book publish by various department about good governance and report of non-governmental agencies.

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## **Introduction:**

E-governance is a global phenomena in the 21st century world. Every developing or developed country is working on this and updating and upgrading to strengthen their institutions. But there is a difference between developed and developing countries. Developing countries are far away from achieving this e- governance model. The model of e-governance cannot be identical in every country because of differences of socio-politico-economical features such as language, the literacy rate, the availability of electronic equipment and infrastructure etc.

Now-a-days everyone is using the word 'e-governance' but don't know this is e- governance, this is example of all countries and they provide services through this tool call E- governance, now question according to this what e-governance is? And how it is useful in Developing country? What type of service they give?

And how does it benefit to common men? Who is the center point in public administration, in present era people are demanding not for good government but for better government it is prime duty any government agency to provide better service to citizen of their country. Because of these government policies which are make for those who are benefited or not is check by various non-governmental origination and voluntary agencies. This help to improve quality of service.

Governance is continuous process it doesn't improve automatically. People in democracy always strive for good governance and rise in demand for it. Good governances enhance the literacy rate, educational progress, employment opportunities and modern technologies, these things are necessary to build nation to improve themselves. Institutions are the pillars of any government or company, but how they work, is important for society. The way to know peoples view or their participation in government process is carried out by various ways in most of the countries. Specially at grass rout level institutions in the developing countries. E-governance helps to create such an environment, which lays foundation of strong and impartial progress which plays an important part in policy

making and its implementation. e- governance makes the government to transform its relation strongly and transparently with its other wings, citizens, business to make government as good governance.

According to the United Nations Development Program (UNDP) the challenge for all countries is to create and develop a system of governance that promotes supports and sustains human development. Governments in many parts of the world have made huge ICT investments aimed at improving governance processes.

UNDP identifies nine core characteristics covering eight key urban issues which measure good governance.

### **Core characteristics of good governance**

#### **1) Participation**

All men and women should have a voice in decision-making, either directly or through legitimate intermediate institutions that represent their interests. Such broad participation is built on freedom of association and speech, as well as capacities to participate constructively

#### **2) Rule of law**

Legal frameworks should be fair and enforced impartially, particularly the laws on human rights

#### **3) Transparency**

Transparency is built on the free flow of information. Processes, institutions and information are directly accessible to those concerned with them, and enough information is provided to understand and monitor them

#### **4) Responsiveness**

Institutions and processes try to serve all stakeholders

#### **5) Consensus orientation**

Good governance mediates differing interests to reach a broad consensus on what is in the best interest of the group and, where possible, on

policies and procedures

## **6) Equity**

All men and women have opportunities to improve or maintain their well-being

## **7) Effectiveness and efficiency**

Processes and institutions produce results that meet needs while making the best use of resources

## **8) Accountability**

Decision-makers in government, the private sector and civil society organizations are accountable to the public, as well as to institutional stakeholders. This accountability differs depending on the organization and whether the decision is internal or external to an organization.

## **9) Strategic vision**

Leaders and the public have a broad and long-term perspective on good governance and human development, along with a sense of what is needed for such development. There is also an understanding of the historical, cultural and social complexities in which that perspective is grounded

If we want to fulfill the MDGs in developing world we have to strengthen the governance by E-governance for this ICT is the simple way to achieve the goal and fulfil the expectation of people. As Lord Fulton stated, at a UN seminar, it is not enough for a modern civil service "to maintain the status quo: it must innovate, and to innovate, it must have "a radar system for scanning the future, it must be deeply involved in social, economic, scientific and technological change in the society around it.... it must identify sufficiently in advance the major problems likely rise in the future and must work on them, so that the political decision when taken, might be as reasonable as possible"

For this, all government is using modern tool, we call them ICT, through information and communication technology, not only all nation are making progress by their own, but interacting among each other with the help of ICT. Using of modern technique is enough for good governance? Can we achieve the goals? In the process of good

governance through ICT, what is the role of administrative machinery?

E-governance and its need for society is discuss in various platform, in united nation, member states have recognized broad public participation as a "fundamental prerequisite for the achievement of sustainable development". In a simple way e-governance is governing the administration with effective use of IT services or e-governance is more than just a government website on the Internet, use of modern technology for administrating and implementation of policies. People participation and feedback is also important in democratic government for better planning and social audit, how it can achieve, in developing countries there are many hurdles before administrators and policy makers to achieve these goals. For better policy making participation of people in governance is needed and e-governance is the best tool to achieve good governance.

## **Review of Literature**

A review of literature helps to other researcher and also helpful to them what is done in that area, it help improving a valuable information on research technique

Richard Heeks (2001) studied the effect of new information and communication technologies and how it can make significant contribution to the achievement of good governance goals through his study "Understanding e-governance for Development "the paper outline the three main contributions of e-governance: Improving government process(e-administration),connecting citizens(e-citizen and e-services) and building external interaction (e-society).

Mohammad Shakil et al (2007) in there study on e-government project in Bangladesh highlighting that most e-government project within developing countries employ high technology intervention whereas citizens are not ready for this, there are successful projects which took low and route.

Saxena K B C (2005) is of the opinion that e-governance initiatives in most countries promise a more citizen- centric government and reduce operational cost. Unfortunately most of these initiatives have not been able to achieve the benefits claimed, reason for this failure is a techno centric focus rather than a governance-centric focus.

from above review of literature, it can be concluded that some work can be done by various researchers on components of good governance in developing countries and even on India, need of good governance is important part of government to achieve goals which they set for future. Recent inter-governmental deliberations have highlighted the importance of increasing public participation through the engagement and empowerment of citizens in achievement of Internationally Agreed Development Goals (IADG, s), including the Millennium Development Goals (MDG), and setting the development agenda beyond 2015. United Nations Economic and Social commission for Asia and the Pacific (ESCAP) has called for multiple action on ICT accessibility, including the establishment of ICT accessibility unit in relevant ministries and government agencies, to increase the participation of people with disabilities in decision-making process.

Good governance is fundamental and e-governance is instrumental. e- Governance is a tool. No e-Governance tool can be successful without focusing attention to process reforms for good governance. Good governance dictates the design and shape of e-tools for improving governance outcomes and processes. e- Governance can be an effective and efficient tool for good governance if and only if the processes forms have been carried out.

The emergence of the digital economy has affected both the role and functions of public institutions. While undertaking traditional functions such as defence, law and order, justice, taxation, legislation, regulation, education, health care and social equity, the governments are now required to take new roles of harnessing the power of information technology and leading change. There has been transformation of the role of the government from a buyer or producer of ICT services to that of a facilitator and a leader. A successful ICT application in e-Governance giving one-stop solutions for rural community is the need of the hour. ICT is crafted to enable the Electronic Governance through wireless communication, thus it's integrally interred linked and knitted.

India is a country of villages and to improve and sustain the overall prosperity, growth and development in the global competitive regime, National E-governance plan (NEGP) seeks to lay the foundation with various projects, starting from

the grass-root levels, and provide impetus for long-term e-governance within the country. In this direction rural e-Governance applications implemented in the recent few years have been demonstrating the importance of Information and Communication Technologies (ICT) in the concerned areas of rural development. Indeed, some of the schemes introduced in rural India have improved the government services immensely. Information and Communication Technologies (ICTs) play a key role in development & Economic growth of Rural India. Political, Cultural, Socio-economic Developmental & Behavioral decisions today rests on the ability to access, gather, analyze and utilize Information and Knowledge. ICT is the conduits that transmit information and knowledge to individual to widen their choices for Economic and social empowerment. Government of India is having an ambitious objective of transforming the citizen-government interaction at all levels to by the electronic mode (e-Governance) by 2020.

## **E- Governance Initiatives in India**

The Government in India has been continuously endeavoring to provide citizen services in a better manner. There have been several successful initiatives and many noteworthy projects have been undertaken in various states of India. The present work tries to study the various e-government projects across India with a view to explore the natures of implementations of these projects, benefits imparted from them to citizens. Some of the successful initiatives are: Gyandoot, e-seva, SETU and SUDA. The first such project to gain prominence is Gyandoot in the state of Madhya Pradesh, Gyandoot, arguably, has more services under its ambit than other projects. Gyandoot is an intranet connecting rural cyber cafes catering to the needs of citizens. The present scope of the project is limited to land records and the immediate needs of the citizens that can be fulfilled at local government level. The success of the Gyandoot project is due to : Single window facility for the citizens to avail the information. Empowerment of citizens, a model for public – private partnership in providing the e-governance service to the citizens and for facilitating entrepreneurship among the rural mass through ownership of the information kiosks.

To develop the area in a well-planned manner, Suda was formed in Jan. 1978 under Gujarat Town Planning and Urban Development act -1976, which SMC and 722 km. area of 148 villages surrounding SMC. To provide the public amenities like water supply and underground drainage to the areas under SUDA jurisdiction, SUDA has assigned the experts a task to prepare report on such works. Under the Gujarat Town Planning and Urban Development Act, 1976. Suda needs to revise its development plans every decade. In order to follow this, SUDA reviewed the future requirements of 2011 and prepared revised the development plan and presented to the government of Feb. 29, 1996 for its approval. SUDA is involved in overall development of Surat. Thus SUDA plays an important role in the overall future development.

E-Sewa is the first major initiative in the Country to employ information technology as a tool to improve services for citizens. The Andhra Pradesh government launched the e-sewa programme to provide integrated services to citizens of the state. The e-sea center is a one-stop stop for more than 30 government to consumer (G2C) and business to consumer (B2C) services. From payment of electricity, water and telephone bills to the issue of birth and death certificates, permits and licenses, reservation of bus tickets and receipt of passport applications, the e sewe centers offer a wide range of services under one roof.

Internet services like internet – enabled electronic payments, downloading of forms and government orders and filling of applications on the Web are also offered. The e sewa centers.

Function seven days a week, is an extension and renamed version of “Twin Cities Network Services project” (TWINS), which was launched in November 1999 to focus on the twin cities of Hyderabad and Secunderabad.

SETU (meaning “Bridge” in local language) or the Citizen Facilitation Centre has been set up by government of **Maharashtra in the city of Aurangabad** (Population 1 million approx.) as a one- stop service center for citizens who have to visit government offices for certificates, permits, authentication, affidavits and other services. The Centre attempts, through the use of ICT, to reduce the visit of citizens from one office to another and prevent the functioning of touts while making. Key stakeholders are the general public, especially farmers, labourers small entrepreneurs and students who require certificates and permits. Other

stakeholders are the NGO, and government officials, SETU can be adjudged a partial success at present. The center has been successful in introducing mechanism for completed applications. However, the constraint is in preparing a complete application, since it requires the support of many documents that are issued by other offices at lower, (Sub district or block or village) level and these offices still have the old procedures. It is not possible to comment on the efficacy of SETU since only the top end of the process chain has been impacted.

In the state of Kerala in South India, Friends (Fast, Reliable, Instant, and Efficient Network, for Disbursement of Services) centers provide a one – stop, front-end, IT- enabled payment counter facility for the government payments to be made by citizens. Friends is a front end solution now i.e. it is a counter automation as opposed to a process improvement project, since the back end computerization is yet to be completed. The counters are equipped to handle approximately 1,000 types of payments due to public sector departments / agencies viz. utility payments for electricity and water, revenue taxes, license fees, motor vehicle taxes, university fees etc.

The project can be considered successful, considering the direct and indirect benefits and win-win situation provided to both government and citizens. The front end first approach has been proven as a method of providing the services to citizens without waiting for the complete chain to be complete. However, this will not be real e-governance if the internal systems are structured to make the system smooth. Seen in this light, Friends is not a complete success as e-governance project since it is not yet addressing the governance issues.

### 2.3 Some – E-governance Initiatives –

State /Urban Territory – Initiatives covering departmental automation, user charge collection delivery of policy / programme information and delivery of entitlements.

Andhra Pradesh-	e-Seva, CARD, VOICE, MPHS, FAST, e-Cops, AP online- One stop –shop on the Internet, Saukarya, Online Transaction processing Sales Tax
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Administration Management Information.

Bihar - Sales Tax Administration Management Information.

Chhattisgarh - Chhattisgarh Infotech Promotion Society, Treasury Office, e-linking project.

Delhi - Automatic Vehicle Tracking System, Computersation of website of RCS office, Electronic Clearance System, Management Information System for Education etc.

Goa - Dharani Project

Gujarat - mahiti Shakti, request for Government documents online, Form book online, G.R. book online, census online, tender notice.

Haryana - Nai Disha

Himachal Pradesh- Lok Mitra

Kamataka - Bhoomi, Khajane, Kaveri

Kerala - e-Srinkhala, RDNet, Fast, Reliable, Instant, Efficient Network for the Disbursement of Services, (FRIENDS)

Madhya Pradesh - Gyandoot, Gram Sampark, Smart Card in Transport Department, Computerzation MP State Agricultural Marketing Board (Mandi Board) etc.

Maharashtra - SETU, Online Complaint Management System – Mumbai

Rajasthan - Jan Mitra, Raj SWIFT, Lokmitra, RajNIDHI

Tamil Nadu - RasiMaiyams- Kanchipuram, Application forms related to public utility tender notices and display.



*STATUS OF E-GOVERNANCE IN INDIA*

Use of E-Governance system in context to India proved very beneficial and there are challenges also for its effective implementation.

**Achievements**

- 1) Increase in the capacity.
- 2) Transparency.
- 3) Very effective and helpful for Public Participation.
- 4) Saves time in the effective public service delivery.
- 5) Appropriate data collection for Policy making.
- 6) More Accountable
- 7) Local Government Bodies will achieve larger canvass and put on the global map.
- 8) Helpful to avoid red-tapism.
- 9) Job opportunities.

**Challenges**

- 1) Unavailability / Lack of Resources.
- 2) Untrained /illiterate class.
- 3) E-illiterate class.
- 4) Economical condition.
- 5) Power crisis / Electricity.
- 6) Mindset of Bureaucrats and political leaders.
- 7) Barrier of Language.

**1) Increases Capacity:-** Use of E-governance saves time and also builds the capacity of the employees.

**2) Transparency:-** All the information about the government rules, works and schemes is made available on the website which makes it transparent.

**3) Stimulates Public Participation:** All the information is made available to the common man and also his concern suggestion and complaints over the schemes can be achieved through the website. Which is very helpful to make changes in the existing system.

**4) Time saving in the effective public service delivery:** Aim of public administration is to provide service to the people. With the help of E-governance system we are able to provide numerous public welfare schemes and all the schemes very effectively to the public.

The Government is also thinking to include PDS under the influence of e- governance.

**5) Data collection for Policy making:** Various information is required in the government schemes. The information is used which is available and also updated about the various departments, common public to researchers which is helpful for framing the policy.

**6) More Accountable:** The information provided by the E- governance is available to common public to the civil / social activities.

**7) E-governance for legal Govt. Bodies:** This is very helpful for the local Govt. bodies which will put them on the global canvass. The innovative and best practices of the local Govt. bodies are made available to others and also the places of historical heritage will be published on the website which will attract the tourists.

**8) Helpful to avoid Red-Tapism : -**

Red Tapism is the major problem of administration which is more time consuming. With the help of ICT in the administration this

problem can be solved. Various states are working over it and also considering about the environment. 9) E-governance provides opportunities for jobs as very few population has undergone through the computer literacy courses. There is various opportunities and demand of the e-literate persons in rural and urban area.

**Challenges :-**

**1) Unavailability of Resources :** Government provides subsidy on various services which is the excess load on the budget. Government allows to spend 2 or 3% of the budget on the computerization of the departments which is very less.

Currently states like Maharashtra, Punjab and other state look welcoming steps in this regard to link all the local government by the end of this year.

**2) India is an agriculture country:** Majority of Indian population lives in the urban area on the top of this very low literacy figures. In this situation if the information of welfare is provided on the website through the E- governance then it is impossible to reach to common man resulting in poor public participation which affects the policy making and planning process.

**3) E-illiteracy :** Though mass population of India is literate the E-literacy is very less because of which the information about welfare schemes uploaded on the website by the government could not reach to the grass root level. And also people accept only traditional way and methods except the modern and advance technologies.

**4) Economical condition :** As compared to urban area there are less resources of earning sources in rural area. People from the rural area are not willing to able to purchase computers, laptops, internet connections which are very important for E-governance. And it is also created status symbol in the haves and have not's.

**5) Sacristy of Electricity:** Electricity is the backbone of E-governance. All the equipment's run only on electricity. All the necessary and important information is stored in the computers. And in the unavailability of electricity all this information would be in offline mode and because of which it leads to the corruption. In many areas in India there is problem of electricity and with the help of PSU and private companies Govt. is trying to cope up the problem.

**6) Mindset :** Some of the bureaucrats are stucked to the traditional way of working and also some of the

political leaders are not in favor of e-governance it fear that they have to be more accountable to the public.

**7) Language Barrier :** India is a multilingual country. And it become difficult to use single language for the e-governance. Using English this problem can be solved. But it has same limitations also. It overcome this problem of language barriers, with the help of C-DAC Pune the Software's of the local languages are being introduced.

One can't deny the importance of E-governance and its benefits. On the larger levels with the help of E-governance we are going to achieve sustainable development, though there is a difference in the developed and developing countries the organizations like United Nation, World Bank and their supporting organization with the help of think tanks provides insights and suggestions for the implementation of MDGs.

*After Independence India was self-facing the problems of illiteracy, superstitions, poverty, and unavailability of resources. But in the last 60 years India has overcome the problems very smoothly and efficiently. Especially in the area of Science and Technology India have achieved to glorious success of course the credit visionary and late Prime Minister Rajiv Gandhi and new emerging government with full majority. All the developing countries are facing different problems. To face and overcome the problems and administration has to be capable and provide the friendly environment to accept the changing era. And E-governance plays a very important role in it.*

*"You can't solve a problem on the same level that was created. You have to rise above it to the next level. This is possible through Innovation*

-Albert Einstein

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