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E-GOVERNANCE : AN EMERGING PARADIGM

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ABSTRACT:-
        The information era has created significant new potential for commercial and societal advancement on a global scale. Creating a space where information can be accessed freely is essential for taking advantage of these opportunities. The way society operates is changing as a result of information technology. The largest transformation in human society now is the internet. In every imaginable way, IT has an impact on economic and social activity. All modes of communication are coming together on the digital playing field, creating a wealth of new opportunities for speed, adaptability, and space-time independence.The paradigm shift in citizen governance is discussed in this essay. Governments and public sector companies must reform their public administration organisations to provide stakeholders with improved information and services that are more efficient and cost-effective. E-governance is the efficient application of Information & Communication Technology (ICT) to enhance the current system of governance and hence deliver better services to the populace. In India, e-government is regarded as a top priority agenda item, which Hon'ble Prime Minister Sh. Narendra Modi has also stressed. It is thought to be the only way to fully utilise information and communication technology (ICT) to make the business affordable, responsive in terms of quality, and all-encompassing.

**KEYWORDS :** ICT, E-Government, Acceptability, Accountability, and paradigm

INTRODUCTION
        The word governance itself derives from the Greek verb kebernon, which means to steer. To rule now refers to leading, controlling, and influencing from a position of power. Perhaps the most crucial element in reducing poverty and fostering prosperity is good government. Hence, governance is a process through which organisations are led, managed, and held accountable to their society in addition to being an exercise of power for directing social systems. An organization's general direction, effectiveness, monitoring, and responsibility are ensured by a group of systems and procedures. The use of information and communication technologies (ICTs) for e-governance aims to increase internal productivity, responsiveness, coordination, and integration between various government departments and external agencies, citizens, and business.The rise of the e-governance revolution following the Internet and e-commerce revolutions is also indicated by worldwide patterns.

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Unquestionably, one of the top priorities for governments around the world is citizen-oriented governance. People now want more access to government information as well as an efficient and user-friendly interface in their interactions with the government as general public awareness levels rise.

The use of electronic tools in (1) interactions between the government and its citizens and businesses as well as (2) internal government activities to streamline and enhance democratic, governmental, and commercial aspects of governance is known as e-governance. (Michael Baackus, 2001)Richard Heeds (2001) asserts that modern information and communication technology can significantly aid in the accomplishment of good governance objectives. This "e-governance" improves governance's effectiveness and efficiency while also providing other advantages. The three key benefits of electronic governance are:

• **E-Administration:** Enhancing government processes through cost-cutting, performance management, strategic alliance-building within the government, and empowerment.

• **E-Citizens and e-Services:** Linking the public with the government through interacting with the public and promoting accountability, by hearing the public and promoting democracy, and by enhancing public services.

• **E-Society:** Creating interactions outside of the purview of the state through fostering stronger relationships with business, creating communities, fostering government partnerships, and creating a civil society.
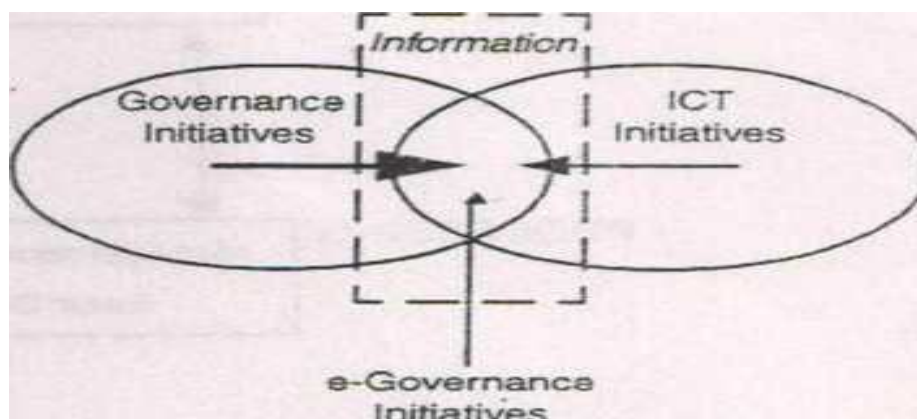
Concept of E-Governance

STAGES OF E-GOVERNANCE
According to the United Nations E-Readiness Survey, governments around the world are at the following phases of e-governance:

1. Beginning Presence - The Stage I, or Emerging Presence, takes into account the availability of basic and restricted internet information. An e-basic government's online presence consists of an official website and a few WebPages. There may or may not be links to the regional and local governments' ministries and departments of the central government. The constitution or the messages from heads of state may currently be available on the website as archived content. Unfortunately, there are currently few options available to citizens and the majority of the information is stagnant.

2. Increased presence - The UN considers the government's online presence to be the Stage II. At this point, the government offers more public information resources, including reports, newsletters, laws, regulations, and government policies. This may currently be downloadable as well. Users may now have the option to

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search the data contained in the online papers. To make navigating the website easier, a help section and a sitemap feature may also be offered. Even if there are currently more materials available online, the website's navigation is still basic and unidirectional. At this point, there is no interaction because information is only directed at citizens rather than also flowing from citizens to government.

3. Interactive presence - At Stage III of interactive presence, governments are expected to start incorporating interactive elements onto their websites. It entails making government services accessible online in order to improve consumer convenience. These will feature documents and applications that can be downloaded for paying bills, taxes, and renewing licences. Now, audio and video capabilities on government websites would boost citizen interaction. At this point, it would be possible to get in touch with government representatives by email, fax, phone, and mail. To ensure the public's access to current and accurate information, the website would undergo frequent updates.

4. Transactional presence - Stage IV, or transactional presence, enables two-way communication between the public and the government. By enabling the citizen to submit forms and applications online, 24/7, it offers possibilities like paying taxes, applying for ID cards, birth certificates, passports, licence renewals, and other such C2G activities. At this point, residents will be able to use their credit, bank, or debit card to pay for pertinent public services including traffic fines, taxes, and postal service costs. Using secure links, suppliers of goods and services can submit online bids for public contacts.

5. Networked presence - According to the UN Survey, Stage V is "Networked Presence," which denotes the most advanced stage of online e-government efforts. An combination of G2G, G2C, and C2G interactions can describe it. At this point, the government supports citizen involvement, online participatory decision-making, and is prepared and equipped to engage society in a two-way open discussion. The government will actively seek out citizens' opinions on public policy, lawmaking, and democracy participatory decision-making through interactive features like the web comment form and cutting-edge online consultation procedures.At this stage of e-governance, the integration of the public sector agencies is underway with their complete cooperation and awareness of the concepts of participatory democracy, citizen empowerment, and collective decision-making as democratic rights.

NEED OF E-GOVERNANCE

There are many advantages to successfully implementing e-Government. Whether or not e-Government will effectively benefit citizens is no longer up for debate. These advantages are now available to the nations that have successfully implemented e-Governance. To serve the public, however, an increasing number of public Internet service centres will need to be created.
These are a few of them advantages:

Increases Government Efficiency

Many options exist for e-government to improve governmental effectiveness. Important meetings, for instance, can be held via video conferencing equipment without the need for people to walk around physically. This can help government employees save a lot of time and money in the current traffic scenario. The electronic interchange of data and other information allows for considerably faster contact between officials than was previously possible. Government decision-making can be improved in ways that are unthinkable with traditional methods of analysis thanks to instant electronic access to data and automated report production tools from complex databases.

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Cuts down Costs to Society Government choices that are made more quickly and with greater knowledge can help prevent significant economic loss. Also, saving time and money by not having to visit government offices to obtain paperwork and other procedural information is possible.

Power to the People
The fact that e-Government empowers citizens is one of its most significant advantages. Citizens are made more aware of their rights by open communication regarding governmental processes and obligations. Instead of being an opaque behemoth, the government apparatus ought to be a transparent provider of services to the populace. Via e-Government, citizens may demand more from the government and the government can provide better services.

Better Relation with Private Sector
The relationship between the government and the private sector has a significant impact on a country's business climate. E-government promotes a nicer, more involved relationship. One-stop services for businesses can be offered by e-Government, and among its other advantages is the ability to quickly distribute critical information like changes to policy.

Encourage Private Sector towards Use of IT
In order to effectively encourage the private sector to progress towards the usage of IT, the government can play a significant role. For instance, if government announcements and tenders are made available online, it will inevitably induce suppliers to communicate online. E-government is a crucial driver of corporate modernization in a country.

Encourage Citizen Awareness about IT
A society must have inhabitants who are comfortable using Technology in many facets of daily life if it is to be ready for the new century. Making individuals aware of IT as a tool they can use on a daily basis as opposed to just as a luxury item is a primary goal of e-government. People will perceive the power of the Internet differently once they can pay their bills and view their exam results online, for instance.

Enhance National Image
The improvement of a country's reputation is more crucial than ever given the current political climate in the world. The sophistication of a country is reflected in its modern government structure. The most visible and useful tool for government modernisation and transparency is e-government.

E-GOVERNANCE IN INDIA
The idea of e-governance was developed in India in the 1970s with a focus on internal government applications in the fields of planning, economic monitoring, and defence as well as the use of IT to manage data-intensive tasks such as managing elections, censuses, and tax administration, among other things. A very important development occurred as a result of the National Informatics Center's (NIC) attempts to connect all district headquarters in the 1980s. ICT technologies were added to IT technologies starting in the early 1990s to expand their use for more sectoral applications, with a policy emphasis on reaching out to rural areas and incorporating more input from NGOs and the commercial sector.International donor organisations are becoming more involved in the e-governance for development initiative to spur the creation of e-governance laws and technologies in poor nations.

State governments have made efforts to leverage ICT technologies for connectivity, networking, building up systems for processing information and delivering services even though the focus has mostly

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been on automation and computerization. On a smaller scale, this has included everything from IT automation in specific departments to electronic file handling and workflow systems, access to entitlements, public grievance systems, service delivery for high volume routine transactions like paying bills and tax dues, and achieving poverty alleviation goals by promoting entrepreneurial models and giving out market information.The aim of these programmes has varied, with some emphasising improving livelihoods while others facilitating the citizen-state interface for a variety of government services. Every state government has taken the initiative to set up an IT task group to draught the state's IT policy paper, and citizen charters have begun to appear on government websites.

Increased administrative and service delivery efficiency may be the more overt driver for governments to go from manual to IT-enabled operations, but this change can be seen as a worthwhile investment with potential rewards. Below are a few of the most recent e-governance initiatives carried out by various State Governments.

Some E-governance Initiatives	
State/Union 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, Saukaryam, Online Transaction processing
Bihar	Sales Tax Administration Management Information
Chattisgarh	Chhattisgarh Infotech Promotion Society, Treasury office, e-linking project
Delhi	Automatic Vehicle Tracking System, Computerisation 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	NaiDisha
Himachal Pradesh	LokMitra
Karnataka	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, Computerization MP State Agricultural Marketing Board (Mandi Board) etc
Maharashtra	SETU, Online Complaint Management System—Mumbai
Rajasthan	Jan Mitra, RajSWIFT, Lokmitra, RajNIDHI
Tamil Nadu	RasiMaiyams–Kanchipuram; Application forms related to public utility, tender notices and display
North-Eastern States	
Arunachal Pradesh,	Community Information Center. Forms available on
Manipur, Meghalaya,	the Meghalaya website under schemes related to
Mizoram & Nagaland	social welfare, food civil supplies and consumer affairs, housing transport etc.

Source : PC Quest Article

E-GOVERNANCE CHALLENGES SPECIFIC TO INDIA

Here are a few issues that India specifically faces:

• Technical ignorance In nations like India, there is a general shortage of both literacy and technical literacy, and there is a strong association between education level and use of electronic devices, the Internet, and other ICT tools.

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- Inadequately Integrated Services: The majority of E-Government Services provided by state or federal governments are not unified. Lack of Communication across Departments is primarily to blame for this. As a result, the information held by one department is meaningless or barely relevant to another department of government.
- Absence of Important Personnel: E-Government programmes lack key personnel, both technologically and in other areas.
- Population: This is the biggest challenge, in my opinion. In addition to being a benefit to the nation, it presents several distinctive problems, one of which is Creating Person Identities. In India, there is no such thing as an individual identity. Aside from this, other associated problems include population estimation and maintaining an updated database of all Indian citizens.
- Many Languages: a problem because of the nation's diversity. It makes it mandatory to carry out local language government (up to a specific level). It will be difficult to ensure local language e-government.
- Ignorance: There is a general lack of knowledge regarding the advantages of e-governance as well as the steps necessary to carry out fruitful G-C, G-G, and G-B initiatives. The administrative framework is not designed for updating, archiving, and retrieving governance data electronically.
- Absence of participation from the public, private, and social sectors: Creating any application involves close collaboration between the government department and the organisation creating the solutions. Currently, users in government departments don't contribute enough to the architecture of the solution. As a result, the developed and deployed solution does not satisfy the criteria of an e-governance project and is not put into use.

GOVERNMENT INITIATIVES FOR E-GOVERNANCE

The adoption and expansion of e-governance in India is frequently justified by policymakers on the grounds that it saves money, reduces waste, fosters transparency, eradicates corruption, creates opportunities to address rural poverty and inequality, and ensures a better future for citizens [9]. In other words, government frequently presents e-governance as the solution to all of India's problems; as a result, the Indian Government has set the goal of delivering at least one e-governance The Indian government has made the decision to expand connection by enhancing the telecommunications based on optical fibre networks and to increase computer density by making computers freely accessible and affordable.

The Indian government has made significant efforts to establish institutions for e-Governance policy, control, and account deployment that will offer effective and efficient services.

The Information Technology Act of 2000, which regulates cyberspace and establishes offences and punishments related to information technology (IT), such as tampering with computer source documents, violating confidentiality and privacy, publishing false digital signatures, and others, is one of the most significant projects undertaken by the central government. * The Right to Information Act of 2005, which obliges all public authorities to maintain information and republish it when requested.

The Ministry of Information Technology (MIT) is essential in facilitating E-governance because it supports knowledge-based businesses, promotes user cooperation, adopts policies based on international standards, introduces internet education, and strengthens user coordination. In order to improve capacity-building in e-governance at all administrative levels, the government has also decided to establish a National Institute of Smart Government. * A Center for Electronic Governance has been established to promote IT and e-governance in the nation, which is to identify the appropriate forms of ICT required for better service delivery, to conduct training for raising awareness among government officials, and to assist state governments in implementing policies. NeGP National e-Governance Projects (NeGP) make all government services available to the general public in their neighbourhoods through common service delivery channels, and they guarantee the effectiveness, transparency, and dependability of those services at reasonable prices

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to meet the needs of the general public. For its five-year plan, the Indian government committed roughly 23 crores in 2006. Many ministries and departments also hold summits and other awareness-raising initiatives to increase the availability of a variety of information to individuals via electronic links.

CONCLUSION

Despite its lack of infrastructure, poverty, illiteracy, dominance of one language over another, and other issues, India has a number of e-governance projects that have won awards. There is enormous potential for the development of e-governance in many sectors as a result of the Indian government's effective marketing plans, which will also serve as a motivating element to deliver quality services to its inhabitants.

8.33% of all internet users worldwide, or 243198922, are in India, according to Internet live Stats report.

The success of executing and accomplishing the goals of e-Governance, which are also the vision and purpose of Hon'ble Prime Minister Sh. Narendra Modi, would undoubtedly be ensured by this growing propensity of internet users.Consequently, we can conclude that e-Governance is essential to "Good Governance" in emerging nations like India if they want to reduce corruption and offer their population high-quality services.

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