Impact of E-Governance on Public Sector Services

Monika Pathak, Gagandeep Kaur
Assistant Professor
Multani Mal Modi College, Patiala, India

Abstract:

Government makes best possible efforts to communicate and provide information to common man and businessman. Today's government has full faith in E-Governance and widespread network of E-Governance across the world proves its importance. E-Government is the online delivery of local/national governmental information, services to the citizens, businesses and other governmental agencies. E-Governance is the technology which provides online availability of government services. It helps managers and higher authorities to perform their tasks effectively and efficiently. In this paper, important pillars, models of E-Governance are discussed. Different areas of E-Governance are explained like urban areas, rural areas and health areas. We have also critically analysed the impact of e-governance on different services provided in different areas by the government.

Keywords: E-Government, E-Governance, G2B, G2G, Pillars, G2C.

I.   INTRODUCTION

The 21st century is the world of Information Technology. It brings the revolution changes in the working of whole world. The latest impact of technology has been observed on government sectors where government offices and services are governed through information technology. The adoption of new technology in government sector emerges new phenomenon called e-governance. The e-governance is referred to services provided by government to the citizens, business and local government through information technology. The rise and popularity of e-governance has proved it. E-Governance makes working of government more efficient, responsive and transparent. Many developed countries like UK, USA, and Brazil etc. have adopted the e-governance and India is one of them. E-Governance is a web based service for local, state and national governments. Government uses these web based services by internet to serve their citizens online. Government give many online services like payment of bills, taxes etc. and citizens use the services according to their need, comfort and time. Indian government also recognised the importance of technology and established the Department of Electronics in 1970. India took [1] first step towards the e-governance with the establishment of the National Informatics centre (NIC) in 1977. India launched NICNET (National Satellite – Based Computer Network) in 1987 with the aim of computerize all the district offices of the country. E-Governance provides many services to the citizens and government also. The following are the factors[2,3] which influence the acceptance of e-governance:

Quality services and information for citizens: E-Governance provides reliable and useful information in time. In the earlier stage, information was available in the aspects of forms, rules, procedures etc. but in e-governance, information is available on internet which saves time, effort and money.

Accountability of the government: Accountability of government increases with the popularity of e-governance. Citizens are more aware about their rights, facilities and expenditures of government on schemes. Government becomes answerable to the citizens for their performances and future plans which increases productivity and efficiency of working of government.

Expanded approach and reach of governance: E-Governance makes strong bonding and connection between government and citizens. It minimises the gap, increases interaction and trustability among citizens and government. With the advancement of telephone network and expansion of internet facilitates the delivery of large number of services to the citizens.

E-GOVERNANCE: The governance is a framework which is developed with combination of man and machine. The implementation of any e- governance services requires advance technology infrastructure like for web based application require dedicated server and user friendly web interface. The following are generalized pillars considered [4] for any e-governance application.

Pillars of E-Governance

I	II	III	IV
Connectivity	*Knowledge*	*Data Content*	*Expenses*
Connectivity is very important and mandatory for the success of e-governance. It makes connection between people and services	Government should appoint the engineers who have the sufficient knowledge of IT. If any fault occurs in the working of e-governance, skill full	Government should maintain proper database for the e-governance. The data contents in database should be related to services provided by	The expenses related to money which is used by the government to provide the services and benefits to the common people.

provided by the government. There should be strong connectivity between people and services of the government.	engineers can handle it and solve it so that e-governance can work smoothly.	the government. Government share this adequate and relevant data over the internet for the success of e-government.	Money comes from both public and private partnerships. Expenses should be minimum and benefits should be maximum for the effective e-governance.

II. DIFFERENT SERVICES THROUGH E-GOVERNANCE

E-Governance is designed to provide the services to different sectors or areas and its role is multi-dimensional. The e-governance may provide services [5-8] in different dimensions which are analysed and discussed below.

1. ***E-GOVERNENCE SERVICES FROM GOVERNMENT TO CITIZENS (G2C):***
   This model relates to the services provided by the government to the citizens. This model makes the strong interaction between government and citizens. Citizens use the desired services provided by the government. Citizens can interact with the government any time (24 hours a day, 7 days a week), any place (service centre, home/workplace) and with suitable medium (internet, fax, telephone, email etc.). The main objective is to enable the citizens to take benefits from efficient delivery of a large range of public services and to make government, citizens friendly. The following are the services provided by the G2C model:
   E-Citizen: E-Citizen creates many service centres to offer the various customer services like issue of Ration Cards, Certificates, Passports, Online filling of FIR and Payment of online bills such as electricity, taxes, water, telephone bills etc. These centres are like government shops for providing governmental services.
   E-Medicine: It involves online availability of various hospitals and better medical services in different parts of country.
   E-Education: With the help of E-Education, government take many initiatives to educate the citizens and upgrade their knowledge with various information technologies.
   E-Transport: E-Transport provides many facilities like online registration of vehicles, online issue of driving licenses, online payment of challans and taxes, control of pollution.
   E-Registration: E-Registration reduces the paper work for registration and transfer of properties and stamp duty. It reduces the duplication of entries and increases the transparency in work.
   The main aim of the G2C model is to deliver all the services of government to its citizens. The G2C model will successful if all the citizens have knowledge of all the government activities. Many groups like journalists, civil servants, oppositions will keep their eyes on the expenditure of government. Government should take feedback from public to improve the understanding between government and citizens.

2. ***E-GOVERNENCE SERVICES FROM GOVERNMENT TO GOVERNMENT (G2G):***
   It is also known as E-Administration. In this model, services are being shared between many governments. Information are shared among various government agencies, organizations and departments. The following are the services discussed in the G2G model:
   E-Secretariat: E-Secretariat provides huge, valuable and functional information of the state. In E-Secretariat, multiple departments are linked together on internet and exchange the information of various components. It also links all the governmental departments with their headquarters and state capitals.
   E-Police: E-Police helps everyone to feel safe and secure. For this purpose, E-Police maintains two databases. First database is of police personnel which provide records (current and previous posting etc.) of persons working in police. This database helps people to find the specialization of policemen according to geographical regions and skills. Second database is of criminal records. This database provides full detail of any criminal by just typing the name of criminal. This database also provide the past activities and area of operation of any criminal.
   E-Court: E-Court will bring a revolution in the Indian pending court cases. In India, there are number of pending cases which produce frustration in people and will bring the system to a halt. Both consumers and the system need the change. If the system w3ill work in the same manner in future, than one day it will collapse. In E-Court, IT transforms the system into databases of cases having zero level dependency. In such systems, Judges can consider the appeals from intranet, give their decisions online by considering recorded facts of case and reduce the backlog of cases.
   The success of G2G model is based on some important aspects like expenditure, establishment of network, planning, monitoring and controlling the performance of process resources like human and financial.

3. ***E-GOVERNENCE SERVICES FROM GOVERNMENT TO EMPLOYEES (G2E):***
   Government to employee model increases a transparent connection between government and its employee. Employee can monitor the functioning of the government and government can also check the working and efficiency of its employees. With the help of this model, employees can aware of their benefits and

responsibilities. This model enhances the strengths and accessibility of the employees in the governmental organization. This model share the important information like attendance record, employee record, complaints, employee salary, working record and all kind of rule – regulations etc.

4. *E-GOVERNENCE SERVICES FROM GOVERNMENT TO BUSINESS (G2B):*

Government to business model makes connection between private sector and government sector. Government and business organizations exchange important information like collection of taxes, payment of bills and penalty, sharing of rules and data. The following is the service provided by the G2B model:

E-Taxation: In the G2B model, business organizations achieve many services from government like getting licenses, payment of bills and taxes, complaints/dissatisfaction, rejection and approval of patent etc.

The standards for electronic transactions and secure payment mechanism to enable payments over the electronic medium are required in the success of G2B model.

III. IMPACT OF E-GOVERNANCE ON DIFFERENT SERVICE SECTORS OF GOVERNMENT

Today government implemented e-governance in every field. E-governance shows [9-10] its importance in every field like urban area, rural area, teaching area and politics etc. Every department/sector is dependent on e-governance. E-Governance shows very strong impact in rural areas. The following are some areas which are influenced by the e-governance:

Urban Area	*Transportation:* There are many services which are provided by e-governance in transportation like provision of booking facility of interstate transport, plans for regional transportation, time table of buses and transportation improvement program etc. The following are the projects under e-governance in transportation such as: *OSRTC*- The Orissa State Road Transport Corporation project was started to provide online facilities in the transportation department. *HRTC*- The Himachal Road Transport Corporation project provides many facilities like online booking, availability and cancellation of seats and buses etc.
	Online payment of bills and taxes: E-Governance also provides online transactions, payment of bills, EMIs and taxes etc. The project under e-governance in online payment is *FRIENDS* which is started by Kerala Government to make online payments of fees, water and electricity bills etc.
	Municipal services: The services provided by municipal sector are house taxes, issue the death certificates, maintain records of property and approval for site plans etc. The following are the projects under municipal services are: *SDO Suite:* This project was started by Assam Government. It provides many facilities by issuing certificates like permission for land sale, birth and death report etc. *Rural Digital Services:* It gives many social security services such as old age pension, widow and freedom fighter pension.
	Roads and traffic management: The services provided by road and traffic management are construction and maintenance of roads, traffic management and pollution control schemes. The project under e-governance in road and traffic management is *CFST* (Citizen Friendly Services of Transport) which is started by Andhra Pradesh Government. It checks the pollution control level, road safety and safety of people.
Rural Area	*Agriculture:* The farmers rely on the information provided by the government through e-governance. Governments are working on many projects used in agriculture like *AGMARKET* which is approved by Department of Marketing and Inspection (DMI), Ministry of Agriculture and Government of India.
	Local information: Government provide many local information such as prices of seeds, loan rates etc. The project under e-governance in local information is *E-JanSampark* which is started by Chandigarh Government to help people in access the local information in their locality to fulfil their needs.
	Land record management: With the help of this management, huge number of land records can be maintain in very small time. The following are the projects under land record management are: *Bhoomi*: It was started by Karnataka Government and known as first E-Governance land records management projects. *Land Records Management System* State Government of Punjab.
	Panchayat: Panchayat provides many services such as issuing the birth and death certificates, various schemes for poor people and water supply and sanitation etc.

Research Article | April 2014

Health	E-Governance provides many services in health sector also. With the help of E-Governance, people can online check availability of medicines, health camps and other facilities. The following are the projects under health area are: *Hospital OPD Appointment:* It is the system of welfare measure started by the Chandigarh Government to make life of citizens simpler and comfortable. *HEALING:* This project is started by the Kerala Government for Medical Health and Family Welfare Department.
Education	E-Governance in education sector is helpful in providing basic education and education facilities to the children. It aim is to provide computer education to children and online results for various classes. The following are the projects under education field are: Online Scholarship Management System: Its purpose is the distribution of scholarships and fees among brilliant and needy students. AISES (All India School Education Survey): The aim of this project is to surveying the number of schools in district which helps in Census. This project was started by Assam Government.

IV.   CONCLUSION

E-Governance in India has reached in transitional state where almost every sector of Government is empowered through E-Governance. The people of India are enlarging extent availing these services. The most popular services like e-transport, e-education, e-police, e-court and e-tax etc. The influence of E-Governance has been observed in rural India where services like *Rashtriya Krishi Vikas Yojana, Kisan Call Centre* etc. are more popular. The current study concluded that however E-Governance becomes very popular in these days but still it faces so many hurdles in its working. Funding is the basic issue in e-governance. The projects are not properly funded and governments are not taking very initiatives in the success of these projects. Governments, citizens, government employees and businessmen are not friendly with these online services because they are not sufficient knowledge of these IT based technologies. Privacy is another important issue. Citizens have to give so much personal information while using online transactions which results in privacy issues. The availability of internet services is very limited in our country due to which services are not properly delivered to the citizens.There should be some language software which translates the English language into other local languages so that citizens can understand and avail the services in their local languages.

REFERENCES
1.   E. W. Welch, C. C. Hinnant and M. J. Moon, "Linking Citizen's Satisfaction with e-Government and Trust in Government," Journal of Public Administration Research and Theory, pp. 371-391, Vol. 15, No. 3, 2005.
2.   Z. Fang, "e-Government in Digital Era: Concept, Practice and Development," International Journal of the Computer, the Internet and Information, Vol. 10, No. 2, 2002, pp. 1-22.
3.   "State level e-governance projects in India: Overall assessment of impact on citizens," Centre for E-Governance, Indian Institute of Management, Ahmedabad.
4.   National E-Governance Plan, http://deity.gov.in/content/national-e-governance-plan.
5.   National E-Governance, department of electronics and information technology, http://deity.gov.in/content/e-governance.
6.   E-Governance standards, http://www.nic.in/services/e-Governance%20Standards.
7.   Common services centers scheme, department of electronics and information technology government of India, http://csc.gov.in.
8.   Yadav, K.P. Singh "Cover Story: Can Indian Villages be Logged on to Infotech Highway?", Down to Earth 9(18): 28, 2001
9.   Gupta, M.P. (2004). Towards E-Government Management Challenges, Tata McGraw-Hill
     Publishing Company Limited, New Delhi.
10. Schware, Robert, "Information Technology and Public Sector Management in Developing Countries: Present Status and Future Prospects", Indian Journal of Public
     Administration 46(3): 411–16, 2000.