



Impact of e-governance in administration with special reference to Telangana State

Kethapaka Prasad

Department of Political Science, Kakatiya University, Warangal, Telangana, India

Abstract

E-Governance is the utilization of ICT by the public authority, common society and political organizations to draw in residents through discourse and criticism to advance their more prominent support during the time spent administration of these foundations. In this manner, e-government can be seen as a subset off e-administration, and its attention is generally on working on managerial productivity and diminishing regulatory debasement. In the paper creators have examined about the e-government drive in India, its advantages, its adequacy in India and its effect being developed of agricultural nations. E-Governance is use of ICT with the aim to empower citizens through citizen participation in decision making and make Government more accountable, transparent and responsive. It is a move towards SMART governance. Owing to e-governance there is improvement in the internal organizational processes of Government, increased openness in government's functioning; and enhanced political credibility & accountability in governance. Democratic practices through public participation & consultation are also facilitated through E-governance. "Mee-Seva" is a technology rich e-governance initiative utilizing the synergies of State IT infrastructure such as Telangana State Wide area network, Telangana State Data Center, State Service Delivery Gateway and digital signatures. The initiatives involves, participating departments to make available digitally signed data at a central location which forms a key stone in public service delivery.

Keywords: e-governance, impact, e-government, Telangana

Introduction

India is a developing country. Yet, it needs to fill the socio-economic objectives with effective governance of the Govt. In the era of ICT, all most all nations in the world adopted ICT in their administration, providing essential goods and services to its masses on time. In the context of Indian economy, every sector is being impacted by e-governance. Consequently, Govt. of India has launched the initiatives of e-governance; providing all services electronically as much as possible. When it dates back with regard to e-governance, it usually started from seventy decades on wards. Since then, we have had different initiatives in terms of e-governance. Strategy execution, directed by administrative plans in view of thinking principles, that governed the twentieth hundred years, has failed to answer the changing necessities of the present circumstances. E-organization, which is an adjustment of viewpoint over the standard procedures in strategy execution, suggests conveying of citizen upheld associations and information to the general population using electronic means. This new perspective has accomplished a turmoil in the idea of organization passed on to the occupants. It has lead to straightforwardness in the regulating framework; saving of time on account of course of action of organizations through single window; revisions of procedure; better office and record the load up; decline in contamination; and further created attitude, direct and occupation dealing with cutoff of the overseeing staff. The two terms E-government and E-organization are free and likeness each other, but are now and again used then again, there by the huge capability between E-government and E - organization. E-government is seen as the use of Information and Communication Technology (ICT) to propel more capable and monetarily insightful government, work with more accommodating citizen upheld associations and license more vital free to information, and make government more dependable to inhabitants, where as organization is a greater term which covers the state's institutional plans, dynamic cycles, execution limit and the association between government specialists and general society.

E-administration is the utilization of ICT by the public authority, common society and political organizations to draw in residents through discourse and criticism to advance their more prominent cooperation during the time spent administration of these foundations. Consequently, e-government can be seen as a subset off e-administration, and its emphasis is generally on working on managerial proficiency and diminishing regulatory defilement.

E-Government Initiatives in India

The Government of India launched the utilization of IT in the public authority in the right sincere by sending off number of drives. First the Government supported the National E-Governance Action plan for execution during the year 2003-2007. The arrangement is an endeavor to establish the groundwork and give driving force to long

haul development of e-administration inside the country. It proposed to make the right administration and institutional instruments at the middle, state and neighborhood levels to give a resident driven and business driven climate for administration. The Government has given endorsement on a fundamental level to the arrangement and by and large program content; execution approach and administration structure. While underwriting the arrangement, it was seen that: weight age should be given for quality and speed of execution in obtainment strategies for IT administrations; reasonable process for spurring the states for fast reception be consolidated; arrangement of conveyance of administrations to the residents through a solitary window ought to be empowered; Out obtaining of administrations any place and at whatever point plausible; endeavors be made to advance and foster public confidential organizations to use the maximum capacity of private area speculations; and network ought to be improved and stretched out up to the block level in the states.

Creation of Centre for e-governance to disseminate the best practices in the area of e-governance for the use by the Central and State Governments and act as a nodal center to provide general information on e-governance, national and international initiatives, and IT policies of the government. Developing e-office solutions to enable various ministries and departments to do their work electronically. Modules such as Workflow for Drafts for Approvals, e-file, e-noting, submission of reports, integrated personal information and financial accounting systems have been developed. Setting up of a High Powered Committee (HPC) with Cabinet Secretary as its Chairman to improve administrative efficiency by using Information Technology in Government.

Instituting websites by almost all Ministries and Departments and providing information on aspects such as their objectives, policies and decisions, contact persons, etc. Some of them have started their electronic newsletter for giving publicity to their activities on wider scale; and identifying departments, which have frequent inter-face with the citizens, and computerizing them on priority basis.

Successful implementation of e-Governance practices offer better delivery of services to citizens, improved interactions with business and industry, citizen empowerment through access to information, better management, greater convenience, revenue growth, cost reductions etc.

Furthermore, introduction of E-Governance brings governments closer to citizens. So much so that today it becomes extremely convenient to get in touch with a government agency. Indeed, citizen service centers are located closer to the citizens now. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.

E-Governance assists with improving on the cycles and make admittance to government data more straightforward. The other assessed advantages of e-administration remember proficiency for administrations, improvement in administrations conveyance, normalization of administrations, better availability of administrations, and more straightforwardness and responsibility.

Objectives of the Study

1. To study the impact of e-governance in India.
2. To focus on recent initiatives of e-governance of Telanagana State.

Methodology

This paper is a descriptive only. Data collected for this study from secondary sources. The main aim of this paper is to discuss about e-governance in India with its objectives.

E-Governance – Acceptability in India

How is e-governance important in the context of India? The answer may be found in the following lines quoted from Dr. APJ Abdul Kalam, the former President of India, "Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an e-Governance system for one billion people. It is a big challenge for us". Keeping in mind the various positive impacts of e-governance; in May 2006, the Government of India approved the National e-Governance Plan (NeGP) with the vision: "Make all Government services accessible to the common man in his locality, throughout common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man". The NeGP currently consists of a series of Mission Mode Projects (MMPs) and Support Components which are being implemented at the Central, State and Local Government levels. These include Projects such as Income Tax, Customs & Excise and Passports at the Central Level, Land Records, Agriculture and e-District at the State Level and Panchayats and Municipalities at the Local Level. There are also a number of integrated MMPs like e-Procurement, Service Delivery Gateway, etc. where delivery of services envisaged in the project entail coordinated implementation across multiple Departments of the Government. The mission Mode Projects are envisioned to enable the backend computerization of various departments, thereby e-enabling them for any time anywhere service delivery, to achieve the vision of providing government services at the doorstep of the citizen.

Impact of E-Governance

Profit from venture isn't the essential target when e-government projects are considered as they are for the most part headed to accomplish functional productivity and viability in help conveyance. Be that as it may, with

Governments running on strict financial plans, particularly in the event of emerging nations like India, there is a rising interest to reevaluate their spending needs. Further, e-taxpayer supported initiatives are exposed to investigation to see if they are conveying the result as has been guaranteed or not. There are three sorts of circumstance that require assessment in e-administration. One is the e-climate; second is tied in with assessing the presentation of an e-administration program or a venture; and the third is the general effect of e-administration on broad government working, monetary turn of events and resident overhauling.

It has been seen that most often e-government initiatives suffer delays and encounter failures as the implementation agencies lack guidance in the areas of planning and implementation of e-governance projects. The investment in e-governance tends to produce below par results in the absence of standards also. It is therefore critical to have suitable policies, guidelines and specifications well laid out to overcome the problems associated with planning and implementation of e-governance projects. Further, it is essential that there is a mechanism in place to ensure compliance of the laid down policies, guidelines and specifications. In spite of some reservations and potential negative implications of implementing and designing e-governance, including disintermediation of the government and its citizens, impacts on economic, social, and political factors, vulnerability to cyber-attacks, and disturbances to the status quo in these areas, e-governance can radically change the face of governance, especially in a big country like India and provide its citizens, an interface to get better and more efficient government services.

E Governance Initiatives of Telangana State - Mee Seva

At first Government administration conveyance frameworks were manual and obscure. Residents confronted a few difficulties in getting to Government workplaces and anticipating for longer times. The residents had a negative assessment on the working of the public functionaries because of bigger defers in resolving their issues. Administration of Andhra Pradesh had started e Seva in 2001 with the aim to give accommodation to residents consolidating IT driven precise changes in government techniques. E-Seva was begun to give bill installment administrations to different Government Departments and Private Associations in metropolitan pieces of the State. However E-Seva made ready for ease method of bill installments, it was all the while serving like a 'mailing station'; tolerating applications, sending by post to the concerned office, getting back and afterward giving over to the residents with next to no coordinated help conveyance model. Consequently Common Service Centers (CSCs) were laid out to stretch out comparative advantages to the rustic Citizens of the State as a component of the National e-Governance Project (NeGP) of Government of India. The course of transformation of E-Seva to Mee Seva began with this scenery.

Conclusion

In spite of poor infrastructure, poverty, illiteracy, language dominance and all the other reasons India has number of award winning e-governance projects. Effective promotion schemes by the Indian government are a boosting factor to provide quality services to their citizens. According to Skoch consultancy New Delhi, 81% citizens report reduction in corruption, 95% find cost of e-governance affordable and 78% favors fast of delivery of services. Therefore we can say that eGovernance is the key to the "Good Governance" for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

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