

## E-GOVERNANCE - IMPACT ON CORRUPTION

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### ABSTRACT

This paper defines the e-government strategy to reduce corruption. How e-government increase the transparency, efficiency, and accountability in all the government services. This study focus on different projects of e-government that is helpful to reduce corruption. This paper explore these projects are really decrease the level of corruption in different states.

**Keywords:** e-government, corruption, BHOOMI, CARD, CVC, public.

### INTRODUCTION

According to World Bank and Transparency International “Corruption is the misuse of public offices for private use”. Public life in today’s India is dominated with concerns about corruption & inability of politicians to tackle it efficiently. Different scandals in India are not exceptions but it is a regular feature of Indian politics.

World Bank ([www.worldbank.org](http://www.worldbank.org)) definition: “E-government refers to the use by government agencies of information technology that have to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improve interactions with business and industry, citizen’s empowerment through access of information, or more efficient government management. The resulting benefits can be less corruption, increase transparency, greater convenience, revenue growth, and cost reduction.” To define the level of corruption just discusses the statement of Mr. Rajiv Gandhi (ex. prime minister of India). He said if one rupee begin to spent on such plans only 15 paisa reached the beneficiary with 40 paisa being spent on overheads and 45 paisa lost due to corruption.

### How does E-governance help to reduce the corruption?

E-governance polices are used to provide the best services to the citizens, create more transparency and reduce the corruption. Now the governments have to chosen to go online in departments such as customs, income tax, sales tax and property tax which are highly corrupt and citizens have interface with these departments. E-governance introduces competition which improves services level and reduce the corruption. All the E-governance application focuses on a single objective that is to reduce corruption.

### E-governance: anti-corruption strategies

- E-government introduces transparency in all its decisions, actions, performance, rules and all kind of data.
- Build accountability for access the information through internet.
- Entry point for simplification of rules & reengineering processes.
- Makes decision traceable.
- Provide documentation to citizens for follow up.

- Automates processes to take away discretion.
- Introduces competition among different department of government services.

### Literature review

author(s)	Paper review
Pathak & parsad (2006)	Author conclude e-government can be effective to reducing corruption and eliminating it altogether
Bhatnagar (2004)	e-government projects are helpful in reducing bribes: BHOOMI(Karnataka); CARD(Andhra Pradesh); Indian custom online;
Bhatanagar, rao, singh, mandal & vaidya (2007)	Five e-government projects of India was to decrease the bribes due to computerized the different departments.
Ojha, palvia, & Gupta	How e-government fighting against corruption.
Pathak,singh,belwal,& smith(2008)	Author conclude in Fiji & Ethiopia e-governance's ICT projects fail because of insufficient planning capacity & political instability.
Central vigilance commission	Final Draft national anti corruption strategy
Pathak,parsad, singh,naz(2006)	Corruption faced by the common citizens take step to implement e-governance's anti corruption strategy.

### Types of corruption facing by the citizens:

- Administrative corruption
- Collusion
- Extortion

The internet decreases the costs associated with obtaining information, the availability of information allows citizens to right corrupt practices. First, I assume that the internet is a viable apparatus to disseminate information and promote transparency.

“The cost of corruption must be very high to serve as a deterrent to corruption. This would require a combination of sanctions, including prosecution and imprisonment and incentives, include public ranking of best performance.”

**Survey of world Bank group against corruption:****Corruption scale of India 2002 -2010:**

Year	2010	2009	2008	2007	2006	2005	2004	2003	2002
Points	3.3	3.4	3.4	3.5	3.3	2.9	2.8	2.8	2.7

(Source: [www.transparency.org](http://www.transparency.org))

India's rank is 95 out of 183 corrupt countries and scored 3.3 out of 10 .10 score for no corruption and 1 for highly corrupted country. In Bribe payers ranking India get 19 out of 28 and score 7.5 /10.

**Level of corruption in different departments in India:**

5-extremly corrupted

1-not at all corrupt

Sr. no.	Name of department	Points
1	Political parties	4.2
2	Parliaments & legislature	4
3	Police	4.1
4	Business & private sector	3.1
5	Media	3
6	Public officials & civil servants	3.5
7	Judiciary	3.1
8	Education	3.4
9	Military	2.8
10	Religion bodies	2.9
11	NGO	3.1

(Source: [www.worldbankgroup.org](http://www.worldbankgroup.org))**There are five tools to reduce corruption:**

1. Education
2. Change the government process
3. By increasing direct contact between government and citizens
4. Take strong action against corrupt person and institutions
5. Increasing transparency and professional accountability

E-Governance is not just about government websites and e-mail. It is not just about service delivery over the Internet. It is not just about digital access to government information or electronic payments. It will change how citizens relate to governments as much as it changes how citizens relate to each other. E-governance will allow citizens to communicate with government in the decision-making process, to reflect their true needs and welfare by utilizing e-government as a tool. E-Governance will help To provide easy access of tangible benefits to the citizens such as online form filling, bill sourcing and payments, distance education, telemedicine etc.

- To make use of latest technologies that makes work sophisticated, easy and accurate.
- To increase transparency in the functioning of various departments.
- To provide citizens access to information.
- To make efficient use of resources and time.
- To enlighten people about the government's role in social and economic development.
- To strengthen the inner flaws in the working system.
- To improve the communication between government and citizens, and government and business.
- To benefit rural India and bridge the digital divide to build a digital community.
- To get the productive and efficient work from the people.
- To reduce corruption & differences among communities.

The end goal of E-Governance is to have a consolidated record-keeping facility for the local government, businesses and citizens and also to create a scenario where people can transact with the government without visiting government offices.

**E-government policies against corruption:**

Corruption considered To the extent that increased transparency, accountability and predictability (of rules and procedures) are made priorities, e-government may offer a weapon against corruption.

There are different action can be taken by e-governance to reduce corruption. Many governments chosen the entire department must be on-line like customs, income tax, sales tax, and property tax.

Every services of government must be delivering online to every citizen all over the country. E-government can lead to centralizes data which can be used for improving audit and

analysis. Each decision can be traceable that is useful to exposure of wrong doing things and fear of embarrassment can be a deterrent to corrupt practices. E-government introduces competition which improves service level and reduces corruption. Take strict actions for complains of citizens that submitted against corrupt practices. The information present in a manner that leads to transparency of rules and their application in specific decisions, increasing accountability by building the ability to trace decisions, actions to individual civil servants represent the successive stage to counter corruption.

E-government, however, does not guarantee the end of corruption. Officials who master technology-empowered processes can find new opportunities for rent seeking. Under such circumstances, e-government may simply cause an inter-generational shift in corruption toward younger, more tech-literate officials. One especially sensitive issue, right from the start, is whether fighting corruption should be part of the e-government vision. Each society must answer that question for itself. If fighting corruption is included in the vision, the next key question is when to announce the anti-corruption goal to the public. If fighting corruption is publicly announced as a major part of the e-government agenda, it could help build coalitions and public pressure for anti-corruption results. However, publicity too early in the e-government process runs the risk of causing fear and resistance from corrupt officials, who are likely to exert negative pressure even upon their uncorrupt colleagues. Another option is to not publicize the anti-corruption goals of an e-government program but rather “sell” e-government (especially within the government) as a program to accomplish other goals such as improving government services, increasing attractiveness of the country for investment, reducing costs to the public/business or improving the competitiveness of the local private sector. Given the sensitivity of these issues, involvement of non-government stakeholders in the discussion is important.

- G O V E R N M E N T I N T H E D E V E L O P I

### **E-governance incentives to counter corruption**

#### **Lokvani-**

**Enabling citizens to report problems and resolve complaints online: Sitapur** (uttar pardesh, India) is a predominantly poor, rural district. When a new district magistrate was appointed in July 2004, the system was on the verge of collapse. All grievances had to be raised either face to face in a single government office or via letter. There is no computer to help them.

In 2005, the district launched LOKVANI to provide the public with more efficient and effective means of reporting problems to government.

LOKVANI is a G2c interface to solve the problems of citizens. It is a dramatically improved the efficiency, transparency and accountability of back-office processes to resolve citizen's complaints. In 2008, 110 lokvani kiosks has been established because lack of computer facility at home.

That system is so successful it has now been rolled out across 35 districts. Citizens free access to the portal through internet kiosks. Their problems are solved faster as compare to previous system. No need to longer travel to government office.

### **Bhoomi-**

#### **Land record is computerized (Karnataka, india):**

Nearly 20 million records of land ownership of 6.7 million farmers in the state have been computerized. Previously, farmers had to seek out the village accountant to get a copy of the record of rights, tenency and crops(RTC)—a document needed for many tasks such as obtaining bank loans. For this need travelling for long, time taken by accountant from 3 to 30 days, and time also depend upon size of bribe.

In manual system, accountant maintains record of 9000 village, and crop survey is 3 times in a year and this data printed back to RTC. But in BHOOMI project, a printed copy of RTC can be obtained online by just entered the name or plot number. To provide these services 180 kiosks are established and fee of Rs. 15. A farmer can check the status of a mutation application on a touch screen provided on a pilot basis in three of the computerized kiosks. Many efforts at computerization of land records in india have failed in past. BHOOMI succeeded because there was a champion in the departmental hed who worked a 15 hour day for 12 months, devoting 80% of his time to the project.

#### **Interstate Computerized Check posts in Gujarat:**

Ten check posts on interstate highways entering the state of Gujarat in India were computerized with the objective of tightening the inspection of incoming trucks for overloading and validity of document. The project was implemented in 9 months at a total cost of \$14 million, of which construction of roads leading up to the check posts accounted for 70% of the expenditure. The essential components of computerization were: a video camera to capture registration numbers of incoming vehicles; electronic weigh bridge for weighing truck to determine overload; creation of a data base of trucks to retrieve

Unladen weight of the truck; and installation of a wide circuit video camera based monitoring system. The central office in the capital state of Ahmadabad was to receive images from the check posts to monitor the activities.

As compared to the manual system where only 2% of the incoming trucks were flagged off the road for overloading, the current system enables a 100% check. The system was expected to reduce corruption by automating the fine levying process on overloaded trucks. There was a substantial increase in the fine collection over 3 years from \$19 million to \$ 50 million.

However, corruption continues unabated. A bribe of one dollar is being charged from every driver and a third of the overloaded trucks are allowed to go without fines. Bribes are collected from such trucks averaging three dollars, which is only 10% of the fine that should have been collected.

#### **CARD-**

##### **Computer-aided Administration of Registration Department (Andhra Pradesh, India):**

Computer-aided Administration of Registration Department (CARD) is the project of e-governance in Andhra Pradesh. The main objective of CARD project is to reduce corruption in registration procedure. In manual system there are 387 registration offices in A.P. , and 120,000,000 registration in a year. So the offices are heavily loaded. For selling a small part of land citizens had to go through various steps like stamp vendors, document writers, registration agents, and registration offices. The conventional procedure of registration was cumbersome which included 13 steps like ascertaining the value of the property, calculating the stamp duty, getting the legal document written, verification by sub registrar, copying the document, posting entries into register etc. Each step and each person in the process caused and contributed to corruption. There is no transparency and guidelines for all process. So citizens suffer and pressurize to

Pay bribe.

The aim of CARD project was to established corruption free registration system and transparent, fast and easily understandable system. The idea of automating the functioning was started in 1988 but not with much progress. A second study was conducted during 1996 and pilot project started functioning September 1997. With the success of the pilot project, this project was extended to 212 registration offices. At present CARD has been made operational at 387 sub registrars offices across the length and breadth of Andhra Pradesh. After the implementation of CARD, the time for registration has come down from 1 to 7 days to 1 hour, issuing encumbrance certificates from 1 to 5 days to 10 minutes, issue of certified

copies from 1 to 3 days to 10 minutes. Document writing, which used to take a number of days, could now be completed in 30 minutes and issue of valuation certificates, which used to take 1 complete day, now take less than 10 minutes. With in six months of operation of CARD 80 % of all transaction were carried out electronically and CARD had brought in transparency in valuation of properties and citizens themselves can calculate the duty. Now the CARD system is handling 5.7 million documents, 3.6 million encumbrance certificates, and 2 million market valuation slips. The most significant achievement of CARD is elimination of middlemen and organized corruption.

### **CVC-**

#### **Chief Vigilance Commission Web site:**

By any standards web site by CVC is the most innovative experiment of e-governance undertaken by a government department entrusted with the responsibility to control corruption in the government. Following direction from Supreme Court of India, CVC was made a statutory body in 1988. CVC under the leadership of the then Commissioner Mr. N Vittal, with the idea to propagate zero tolerance of corruption, launched a web site to share the information on corruption with the general public. In many aspects this web site is unique. The features of web the site include information on its role, responsibilities and strategies to fight corruption. The web site guides the citizens on the procedure to be followed to lodge complaints without fear of reprisal. Other information on the web site include the list of nominated officers from different departments who are entrusted with the responsibility of taking the complaints and the corruption statistics are published. The most important aspect the web is publishing the list of corrupt Indian Administrative Service and revenue service officers, who have been charged under corruption or punished. This easy procedure of making complaints against corrupt government servants, and likelihood of publication of names on the net had acted as quite a deterrent. This initiative has generated a lot of resentment among senior officials but was well received by the public. A public survey into the effectiveness of this experiment by Economic Times revealed that 83% respondents believed that naming charged officers would have a deterrent effect and 90% of respondents of Hindustan Times study welcomed this action. This has brought out an important fact that some officials tainted with corruption were found to be occupying sensitive posts which they should not have been occupying. Another benefit of this web site is the mass media i.e. the print and electronic media have been able to transmit important information further to the public. This has offset the problem of low computer and Internet density in India.



This undoubtedly is a bold attempt to make information available to general public and free of corruption.

Percentages of people who feel their government's efforts to find corruption are

Ineffective	effective	Neither effective nor ineffective
64%	19%	17%

Percentages of people who feel from 2007-2010 their government anticorruption efforts have:

Increases	Decrease	Stayed at same
74%	10%	16%

(Source: [www.worldbankgroup.org](http://www.worldbankgroup.org))

### Constraints to reduce Corruption through E-government

1. Government services and their fit with the on-line channel
2. Legal and administrative hurdles in disintermediation and offering services on-line
3. The continuing role of intermediaries in service delivery
4. Poorly functioning e-government infrastructure

### Conclusion

E-government plays an important role against corruption. E-government, however, does not guarantee the end of corruption. By the policies of e-government increase transparency, accountability, close the opportunity of middleman. In different projects are run ahead to counter corruption. Corruption is the main problem all over the world that never be ignored. It is not the responsibility of only governance but also the citizen's, who seen the country clean and corruption free. The awareness is necessary; the media play a great role in this. The public be aware by all the government policies and online services.

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