

Effective E-Administration for good Governance

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Abstract

E-Administration is a paradigm shift over the traditional approaches in public administration, means rendering of government services and information to the public using electronic means. This new paradigm has brought about a revolution in the quality of service delivered to the citizens. It has ushered in transparency in the governing process. saving of time due to provision of services through single window; simplification of procedures; better office and record management; reduction in corruption; and improved attitude, behavior and job handling capacity of the dealing personnel. The present study substantiates these theoretical assumptions about e-governance by analyzing some experiences at the local, state and federal levels of government in India.

INTRODUCTION

E-Administration, or electronic administration, refers to any of a number of mechanisms which convert what in a traditional office are paper processes into electronic processes, with the goal being to create a paperless office. This is an ICT tool, with the goal being to improve productivity and performance. E-Administration can encompass both intra-office and inter-office communication for any organization.

Objective of E-administration

Its objective is to introduce total transparency and accountability leading to better e-Governance within any organization. The implementation of any e-administration solution should be customer centric rather than organization centric, should remove dependence on specific individuals, and should introduce transparent systems of working. Examples of e-administration include online timesheets and expense account. These can be used to help reduce costs to an organization.

Progress of E-Administration

- 1970 : Established Department of Electronics
- 1977 : Established NIC
- 1980s : Use of Computers confined to very few organizations
- Late 1980s: Large no. of govt. offices had computers, but only for word processing purpose.

- Later computers were used for storage, retrieval and processing information.
- Initial Applications: Tracking files and letters, monitoring development programmes, PIS for payroll purpose
- 1987: NICNET launched (National satellite based computer Network). NICNET extended via State capitals to all district HQs by 1990
- DISNIC launched (District information System of NIC): programme to computerize all district offices in the country.
- 1998: National Task Force on IT & S/W Development constituted. Computers used as enabling tool. 'Operation Knowledge' for spreading computer literacy launched.
- ✓ 1999: Union Ministry of Information Technology created
- ✓ 2000: 12 point minimum agenda for e-Gov for implementation in all Central Ministries identified Provide PCs connected with LAN up to Section Officer Level.
- Provide training to staff.

- Use Office Procedure Automation s/w of NIC (Tracking of letters, files

- use pay roll package

- Notices for internal meetings via e-mail. Other small matters like leave application, tour permissions, orders & circulars should be made online.
- Use of web enabled grievance redressal s/w of AR department

- Each ministry to have website.

- Acts, Rules, Circulars to be put online.

- Various forms to be put online

- Hindi version of website to be developed.

- Make efforts to develop s/w for electronic delivery of services to public.

- Make overall IT vision or strategy for a 5 year period.

Scope of E-administration

- Govt to Citizen (G2C)
- Citizen to Govt (C2G)
- Govt to Govt (G2G)
- Govt to Business (G2B)
- Govt to NGOs (G2N)

GOVERNMENT TO CITIZEN (G2C)

G2C will aim at connecting citizens to government by talking to citizens and supporting accountability, by listening to citizens and supporting democracy, and by improving public services. It will involve better services to the citizens through single point delivery mechanism and will involve areas like:

1.1 E-Citizen

Under e-citizen integrated service centers will be created. The purpose of these centers will be to take over the various customer services in due course. It will offer services like issue of Certificates, Ration Cards, Passports, Payment of Bills and taxes etc . These centers will become one-stop Government Shops for delivery of all services.

1.2 E-Transport

The transport aspects that can be easily e-governed include:

Registration of motor vehicles, Issue of driving licenses, Issue of plying permissions (Permits), Tax and fee collection through Cash and Bank Challans and Control of Pollution

1.3 E-Medicine

It will involve linking of various hospitals in different parts of the country and provide better medical services to the citizen.

1.4 E-Education

E-Education will constitute various initiatives of educating the citizen and the Government with the various Information technologies

1.5 E-Registration

E-Governing the registration and transfer of the properties and stamp duty to be paid there on will bring substantial reduction of paper work and reduce the duplicating of entries. Further the transparency in work will increase and the overall time of process registration will reduce.

2. CONSUMER TO GOVERNMENT (C2G)

C2G will mainly constitute the areas where the citizen interacts with the Government. It will include areas like election when citizens vote for the Government; Census where he provides information about himself to the Government; taxation where he is paying taxes to the Government.

2.1 E-Democracy

The e-democracy is an effort to change the role of citizen from passive information giving to active citizen involvement. In an e-democracy the Government will be informing the citizen, representing the citizen, and encouraging the citizen to vote, consulting the citizen and engaging the citizen in the Governance. Taking the citizens input about the various government policies by organizing an e-debate will further strengthen the e-democracy. The concept of e-debate is similar to chat over the Internet, wherein not only the citizens but also the political leaders contesting the elections participate. The citizens give their feedback about the various policies of the parties and particularly the manifesto of the party. The initiative will further strengthen the process by enhancing the representative role, improving accessibility of citizens to their elected members and developing the capacity of elected representatives to engage in e-government. Elected members will also be provided with access to the local authority's Intranet and e-mail systems so that they become available online for decision making and people can easily access them.

3. GOVERNMENT TO GOVERNMENT (G2G)

This can also be referred as e-Administration. It involves improving government processes by cutting costs, by managing performance, by making strategic connections within government, and by creating empowerment. It will involve networking all Government offices so as to produce synergy among them. The major areas are:

3.1 E-Secretariat

Secretariat which is the seat of power has a lot of valuable information regarding the functioning of the State. The cross-linking of various departments and exchange of information amongst various components will simplify the process of Governance.

3.2 E-Police

E-Police will help to built citizen confidence. There will be two databases. One of police personnel and the other of criminals. The database of personnel will have the records of their current and previous postings. This will help to track policemen specialized in certain geographical regions and skills. Take for example; we want to look for a forensic expert. The

database within seconds gives the list of all forensic experts. The same database will give the track of their details like service record, family background etc which will also be helpful in intelligent posting and promotion of personnel. The second database will be of criminals. This database has to be upgraded to national database for its total utility. By just typing the name of a criminal a police officer will be able to know the details of his past activities, including his modus operandi and the area of operation. Further a database like this will help tap the criminals easily for all the police stations will have simultaneous access to their record. The module will also include G2C activities like online filing of FIR's, finding the case status of an FIR. Creating a database of Lost and Found can assist further lost and found of valuables and individuals.

3.3 E-Court

The pending court cases in India have brought the legal system to a halt. Not only are the consumers asking for changes in the administration, but also the system will collapse if it continues in this manner. IT can transform the system and bring in the court cases to a level of zero dependency. Creating a database of cases can do the same. In fact such a system will help to avoid all the appeals to High Courts and Supreme Court, for the Judges can consider the appeals from an intranet wherein the case remains in the same district court but the Higher Court gives their decision online based on the recorded facts of the case. Such a step will not only help the citizens but will also reduce the backlog of cases. Further the use of IT in the areas like recording of court proceedings, high resolution remote video to identify fraudulent documents, live fingerprints scanning and verification, remote probation monitoring, electronic entry of reports and paper work will further speed up the court proceedings.

3.4 State Wide Networks

This will involve linking all the departments of the Government with various district headquarters and the state capital, facilitating the flow of information between the various state departments and it's constituents. Here various blocks will be linked to district Headquarters, district headquarters to State Headquarters and State Headquarters to the National Capital.

4. GOVERNMENT TO BUSINESS (G2B)

4.1 E-Taxation

This will constitute the various services a business house needs to get from the Government, which includes getting licenses etc. In a similar scenario, it can also flow from a business

house to the Government as in the case of procurements, from such business houses by the Government. This will become a B2G service.

Essentials for achievement

- **Standards:** Standards for Electronic Transactions or E-Commerce needs to be built. The standards will also include standards on content etc.
- **Payment Mechanism:** A secure payment mechanism needs to be built to enable payments over the electronic medium.
- **PKI:** PKI or Public key Infrastructure is required for secure and authentic transactions.

5. GOVERNMENT TO NGO (G2N)

5.1 E-Society

Building interactions beyond the boundaries of government by developing communities, by building government partnerships, and by building civil society. It will involve building various associations or interest groups that will ensure the betterment of the society. Such initiatives deal particularly with the relationship between government and citizens: either as voters/stakeholders from whom the public sector derives its legitimacy, or as customers who consume public services.

E-Administration in India

E-Governance originated in India during the 1970s with focus on in-house applications in the areas of defence, economic monitoring, planning, and the deployment of ICT to manage the data intensive functions related to elections, census, tax administration etc. Most of these initiatives were stand alone applications. During the 1980s, State Wide Area Networks (SWANs) were created, linking all districts through ICT networks. From the late 1990s onwards, the national government as well as State governments have been enthusiastically pursuing the adoption of ICTs, particularly web-based technologies including the Internet. Key milestones of the Government of India (GoI) include the Information Technology Act, 2000, that legalizes electronic forms of communication and regulates practices relating to electronic exchange of information. Another revolutionary institutional change is the Right to Information (RTI) Act, 2005, that makes public institutions liable to provide information to citizens who demand such information. 1997 onwards, through the adoption of citizen's charters, each ministry/department is committed to deliver specified services to citizens in terms of explicit standards, time frames and grievance redressal mechanisms. Other prominent institutional changes include the establishment of the

Ministry of Information and Communications Technology (MICT) in Union government, and a Centre of Electronic

Governance in Hyderabad. Most ministries/ departments have also hosted their own websites wherein they provide basic information about the ministry/ department, contact persons, citizen's charter, RTI Act, mechanism for requesting information, links to related websites, annual reports, publications and other documents. Some websites also provide an interactive interface, such as online submission of forms, and viewing status of applications. Community Information Centers (CICs) have been set up in North-Eastern States, Jammu and Kashmir, Andaman and Nicobar Islands, and Lakshadweep.

▪ **National E-governance Plan**

In the early 1990s, the Central Administrative Reforms Committee recommended use of e-governance as an interface between the state and the citizen so as to improve efficiency, transparency and reliability of public service delivery. The midterm appraisal of the Ninth Plan and the approach paper of the Tenth Plan have lamented on the decline in governance processes. The NeGP (National E-Governance Plan), conceived in mid-2003, by the Department of Information Technology (DIT) and the Department of Administrative Reforms and Public Grievances (DAR&PG), is aims to improve speed, reliability, accessibility and transparency in the delivery of various public services to citizens and businesses. NeGP is based on a 'centralized planning and decentralized implementation' approach. It stresses 'process reengineering' and 'change management' as key ingredients for successful implementation of e-governance initiatives (MICT, 2006). NeGP is intended to serve as a binding thread for all e-governance initiatives undertaken by various states and line departments. In terms of the total number of government websites, India ranks seventh in the global list. However, according to the United Nations Global E-Governance Readiness Report, India is ranked 86 out of 191 countries (UNPAN, 2006). In view of ground realities, thus, NeGP appears to be over ambitious in the foreseeable future. NeGP, whose timeframe for implementation as initially stated was 2003-2007, got cabinet approval on 18 May 2006. Government of India is emerging as the fourth largest vertical spender on Information Technology after telecom, manufacturing, and banking and financial sectors. Even if we presume that finance would not be a constraint to put necessary infrastructure in place, the emergent digital divide, and the existing social divides and illiteracy could undermine the success of NeGP. It is yet to be seen how the introduction of e-governance will make the Administration more transparent, efficient and market-oriented. In the new system favoritism

and bribery might prevail, with the genesis of a new genre of intermediaries. Therefore, e-Governance alone cannot bring accountability, transparency, and corruption free society. It has to be accompanied by institutional change at a macro level.

▪ **E-governance Initiatives by State Governments**

Though all States have taken e-governance initiatives in some measure, the noteworthy ones include Andhra Pradesh, Gujarat, Karnataka, Kerala, Madhya Pradesh, Maharashtra, New Delhi and TamilNadu. A case in point is Andhra Pradesh that has a rich experience of e-governance and ICT for development projects. Each ministry in the State initiated several pilot projects because the then Chief Minister took

active interest in harnessing the power of ICT for governance and development. Single window Integrated Citizen Services Centers (ICSCs) were created through which citizens could access information from government, pay utility bills and property taxes, get certificates and licenses, and receive information regarding building permits, property registration and transport procedures(schware 2000). However, each project was designed around the information needs of the particular ministry rather than that of the citizens. The experience suggests that there is a need to first determine citizens' needs and then design the system in a citizen-centric manner. Further, a backbone architecture connecting various ministries and districts could lead to seamless integration and enable service delivery through a single window. The difficulty in dealing with a public sector environment is being able to measure outcomes in a meaningful ways, resulting in a reduced scope in applying concepts derived from the private sector. If e-governance have to move from more than hype than it must solve the problems of citizens and must respond to diversity by providing localization to accommodate the linguistic, social, cultural, environmental, political, historical issues.

• **E-Governance Initiatives by Private/ Voluntary Sectors**

Besides the initiatives taken by the Union government and various State governments, several e-governance initiatives have been taken at local level – started by private/ voluntary sector entities in partnership with district government. One such project, Gyandoot, provides e-government as well as

E-commerce services to people living in rural areas of Madhya Pradesh . Initially there was a lot of hype on the potential of Gyandoot to use ICT for development of rural masses. The critical factors responsible for the success of Gyandoot include leadership, champions for change, cost sharing between government and kiosk owner, and focus on citizens' needs. The

challenges that Gyandoot faced include poor infrastructure in terms of power supply and Internet connectivity, frequent transfers of government officials, introduction of ICT without reengineering processes, and lack of financial sustainability. Another grassroots ICT initiative, n-Logue, promoted by Indian Institute of Technology Madras, has developed viable and scaleable business models based on a three-tier franchise model and cost-effective.

India's current scenario: Many developing countries like India is realizing the need for E-Governance in order to provide citizen-focused, cost effective, and user friendly for citizens to improve the transparency in procedures of Government service delivery. Different projects are established in different states to provide government services to public.

STATE LEVEL BEST PROJECTS

STATE	PROJECTS	DISCRIPTION
Andhra Pradesh	E-Seva	establish in over 200 villages for providing services an integrated land information system
	Bhu Bharati	Land Record Management System and Pass Books,
	E-village	Ration Cards Management System, Cooperative Bank Loans Management System
Assam	ASHA	Web portal for agriculture business in partnership with farmers and producers organizations, financial institutions and community information centers (CICs)
	SANWAD	offering citizen oriented services like certificate (income, caste, domicile, land records etc.) and online grievance redressed system
Delhi	Jeevan	Include payment of utility bills, getting licenses or certificates, issue of forms etc on a single online platform.
Gujarat	JanSeva	services are income certificate, domicile certificate, addition/deletion/modification of name in ration card
	Kendras.	for controlling maternal mortality
	Chiranjiv	Project for cleanliness.

	Yojana	
	Nirmal Gujarat	Projects include 24X7 days medical facilities in rural areas, model fair price shops, telemarketing of rural produce
Karnataka	Bhoomi	certificates, pensions, social security payments and special packages
	Kaveri	E-registration at 'one stop shops'.
	Gram Swaraj	Project to improve service delivery and management of public resources at the Panchayat level
Punjab	SWAN	Providing link between various government Units
	Common Service Center	providing various level e-governance services G2G,G2C,G2B
	State Data Centre	Provide every government department's services at one place especially for rural areas.
	Suwidha	to provide services transparently & efficiently
	Vahan & Sarathi	Vahan is for registration of vehicles, Taxation of Vehicles while Sarathi is for issuing learning & Full Fledge Driving Licenses.
	A market	Establish a national level information network of agriculture products.
	PRISM	related to Land (Purchase, Sale, Mortgage...etc.) with computerized automatic manner
Haryana	Janani Suvidha	For maternal health care.
	Yojana	Integrated Workflow System for Paperless Admission' with online off campus counseling

Kerala	Akshaya PEARL Asraya	Rural ICT access points with e-payment facilities for administration of registration laws and documents, Agriculture management Information System a community based initiative to remove destitution.
Madhya Pradesh	Gyandoot Para-teachers Rogi Kalyan Samitis	Owned Rural Internet Kiosks teacher absenteeism and reinforced accountability With autonomy to charge user fees and deploy them for purchase of equipment and maintenance' are other important experiments.
Maharashtra	Koshvahini E-treasury E-registration Warana	Maharashtra Government Servants Regulation of Transfers and Prevention of Delay in Discharge of Official Duties Act, 2006 for improved public service delivery with time limit of seven days for pendency with any government servant and overall time limit of forty-five days for clearance of the file Wired Village
Rajasthan	E- mitra SARATHI	Provided certificates, payment of bills, transport ticketing, ration card etc Stamp and Registration Automation with Technology and Information
Tamilnadu	Star and Reginet SARI	E- Registration on a self sustaining basis government loans; e-mail, chatting and voicemail; eye care and treatment; income, caste, birth and death certificates; old age pension; computer education etc
Tripura	E Suidha	all SDM offices providing 22 citizen services with

Uttar Pradesh	Kendras Lokavani	tracking grievances, land records, employment services, tender services, court information system
West Bengal	Tele-medicine	Hospitals providing tele- consultation with referral centers.

Benefits of E-Administration

- Accountability and Responsibility
- Avoid crowd at Public service delivery centers
- Transparency in all government services
- Reducing Corruption
- Accountability of all government Funds
- Availability of all types of forms on the Internet
- Speedy Complaint Handling
- Provide basic services like Property, Birth and death record online

Conclusion

Thus from above discussions we conclude that for good e-Administration there is the need of the hour. For successful implementation Standards, Infrastructure, Legislations, Strategy all needs to be in place. It also requires establishment of various institutions under the Ministry of Information Technology. It requires a Global Vision and local implementation. And above all it requires e-readiness in the minds of citizens and the Government employees.

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