

E-Governance & Good Governance

Dr. Ratna Shanker Mishra¹

¹Assistant Professor, Office Management & Company Secretaryship,
Faculty of Arts, Banaras Hindu University, Varanasi-221005.

E-Governance

Electronically deliverable services (emirate-governance) is a commissioner ate created for effective use of information technology to improve the system of governance and providing more efficient, transparent, respective services to the citizens taking IT to the common public. The objectives of e-mitra are to provide quality, cost effective services with an innovative accessibility of information to citizens. The definition for e-governance as provided by the world bank group emphasises on, better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information and more efficient government management. This means that the various arms of government redefine their relationship with the common citizen, community interest groups and business, assisted by various facts of information technology, networking, mobile computing etc. E-governance is the use of information and communication technology to promote more efficient and effective government, facilitate more accessible government services, allowing greater public access to information and make government more accountable to citizens.

E-government refers to the use by government agencies of information technologies (such as wide Area Networks, the Internet and mobile computing) that have the ability 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, improved interactions with business and industry, citizen empowerment through access to information or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth and for cost reductions. E-governance is not synonymous with good governance but is a tool for the latter. E-mitra is an egovernance initiative of government of Uttar Pradesh offering different services to the citizens at one counter.

Some of the services available at e-mitra centres are: -

- Water Bills
- Electricity Bills
- Telephone Bills
- Reservation of bus tickets
- National game tickets etc. E-governance aims to put information and communication technologies to the services of good governance that is

- Transparent
- Fair
- Effective
- Accountable and
- Receptive to the aspirations of the citizens. Its efforts should aim to achieve a SMART Government. SMART Stands

S - Simple

M - Moral

A - Accountable

R - Responsive and

T - Transparent

Benefits of E-governance to citizens

1. **Access to all requisite information:** E-governance provide 24-hour online access to government services to all citizens at one counter.
2. **Transparent process:** The e-governance ensure clarity and transparency in all transactions.
3. **Removal of middleman:** E-governance cuts off the role of middleman or broker. It purges the intermediaries who thrive on red tapism, complex web of rules and laws.
4. **Easy to follow up:** E-governance provide citizens with documents which can be used for subsequent follow ups and correlating various data of the individuals.
5. **Reduction in end to end time:** The e-governance can ensure that the citizens aspiring to contact a government office and wishing to get a service from it will have to undertake minimal physical visits. All the interactions between public and the government can be processed by using information technology.
6. **Equality of Access and Facilities:** The e-governance is all the more beneficial to the disadvantaged sections of the society who due to educational, economic or social inabilities and inequalities cannot aspire and attain the accessibility and facilities to which they are entitled to.
7. **Adequate redress mechanism:** The e-governance have an inbuilt grievance redressal mechanism.
8. **Greater Participation in national efforts:** Egovernance tends to produce greater democratic engagement where it is able to accept the creativity and initiative of citizens. All the persons can freely and fully participate in providing feedback and suggestions for the improvement of the system.
9. **Reduction in transaction costs:** The people not only save journey and waiting time but also most of the services through the e-governance are provided at affordable charges.

10. **Blurring of the boundaries of government departments:** E-governance ensure that the boundaries of government departments become blurred and to a large extent invisible.

Benefits of E-governance to the government

1. Improved productivity and services.
2. Better decisions
3. Cutting the Flab
4. Improving Finances
5. No loss of important data
6. Adaptability
7. Re-engineering of processes
8. Better office management
9. Weapon against the corruption.
10. Change in orientation: E-governance can lead to improved quality and customer orientation of government services.

Good Governance

In India, the process of reforms in administration began as early as 1949 with the setting up of the O & M division in the Government. The world bank has identified a number of parameters of good governance, like bureaucratic and political accountability, participation of religious and social groups, independence of judiciary, and freedom of expression and information, etc. In a democratic setup good governance would involve an evaluation of organization and processes for reconstructing the interfaces between government and citizen, political system and bureaucracy as well as the relationship between the legislature and executive. Good governance will bring into focus the relationship between the domestic of global markets, NGOs, Government, Public sectors, private sectors, centre and State Govt. institutions. Good governance is need for equity, poverty alleviation and enhancement of quality of life of all the citizens. It will also provide a framework of democratic principles for just and honest business practices. Good governance in public administration means provision of quality services to the citizens and stakeholders with diverse interests, administrative independence and managerial autonomy.

Items of good governance: - Some of the agenda items of good governance as follows: -

- Enhancing effective and efficient administration;
- Ensuring accountability;
- Reducing costs of governance;
- Improving quality of life of citizens;
- Improving quality of public services;
- Improving quality of employees;
- Making administration responsive, citizen friendly;

- Result-oriented
- Eradication of corruption
- Securing freedom of information & expression.

Some critical factors for success

(i) Training in information technology: -

There is a need for imparting high quality, professional level, training for electronic governance. The training has to be imparted to the working government officials.

(ii) Promoting commitment to quality: -

In the present scenario, the government must operate with dwindling resources and content with a public frustrated with its efforts. Govt. must find a new way to work-it must re-engineer for results.

Good Governance can be established by E-governance in the following manner: -

From To

- (i) Unwieldy paper files - Computer based files
- (ii) Batch processing - On-line processing
- (iii) Wielding power through- Empowerment through sharing hiding information
- (iv) Expenditure orientation - Performance orientation
- (v) Delayed response - Prompt response
- (vi) More time for routine - More time for creative work repetitive work.

Conclusion

E-governance can use information technology as a vehicle to create a knowledge society leading to the improvement in life of a common man. It can enhance the citizen service delivery, improve the internal efficiencies of governance/administrative units, and make government operation more transparent. The internal efficiency of the government can go up substantially, by enhanced works flow, better documentation management, more knowledge based policy formulation and collaborative inter departmental real time information sharing. India is already one of the world leaders in the computer sector. The only handicap in the e-governance system is that in India, there are a large number of illiterates and even a large number of computer illiterates. Thus, e-governance applications have to be designed and operated in such a way that they are easily and equally accessible to the literacy challenged users. E-governance is not a short cut to economic development, budget savings or clean,

efficient government. It is not the ‘Big Bang’, a single event that immediately and forever alters the universe of government. It is a reform process of transferring governance to be more citizen centered. Technology is a tool in this effort. E-governance cannot solely be a strategy for reducing the cost of government though there can be one valuable results. E-governance is not about technology and investment in information technology alone. It basically leads to re-engineering of the processes behind the screen that actually deliver the services. E-governance is not synonymous with good governance but is a tool for the latter.

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