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E-Governance and Public Sector Services

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Abstract

The Government is doing all possible efforts to keep itself and citizens to the information tranjected. Usually between government man and business man. Today's government has trust in the efficient E-Governance and its spread-eagled use across the world and truly realized the importance of E-Governance. E-Government means of local, National Government information and service to the citizen, Businessman and the government Agencies online-Governance is the kind of technology that provides government services online, it also helps the authorities to keep watch on the servant's to enhance effectively and efficiently. This paper deals with some of the important modals of E-Governance, further other areas of E-Governance are also looked into in depth.

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

Introduction

The 21st century is the Information Technology era. It has brought the revolution a change in the working of varies fields. The latest impact of technology is that the government offices and services are governed through information technology. The adoption of new technology in government sector has caused 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. 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. Indian government recognized the importance of technology and established the Department of Electronics in 1970. India took first step towards the E-Governance Shown strong inclination and establishment of the National Informatics centre (NIC) in 1977. India launched NICNET (National Satellite – Based Computer Network) in 1987 with the aim of computerizing all the district offices of the country. E-Governance provides innumerable and infinite services to the citizens and government also.

Quality services and information for citizens

E-Governance provides reliable and useful information in time. In the earlier stage, information was available in documentary forms, rules, procedures etc. but in e-governance, information is available on internet which saves time, energy and money.

Accountability of the government

Accountability of government has increased with the popularity of e-governance. Citizens are consuming about their rights, facilities and expenditures of government and schemes. Government becomes answerable to the citizens for their performances and which however increases productivity and efficiency of working of government.

Expanded approach and reach of governance

E-Governance establishes strong bonding between government and citizens. It reduces the gap, increases interaction and trusteeship 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 developed involving the combination of man and machine. The implementation of any e- governance services require advance technology infrastructure like web based application and dedicated server and user friendly web interface.

Different Services through E-Governance

E-Governance is designed in such a way as to provide the services to different sectors and its role is multi-dimensional. The e- governance may provide services [5-8] in different dimensions which are analyzed and discussed below.

E-Governance Services From Government To Citizens (G2c)

This model incorporates the services provided by the government to the citizens. This model strong interaction between government and citizens. Citizens use respective services provided by the government. Citizens can interact with the government any time, any place and with suitable mediums like internet, fax, telephone, email etc.. The main object is to enable the citizens to take benefits from efficient delivery public services and to make government, citizens friendly. The following are the services provided by the G2C model:

E-Citizen

E-Citizen establish many service centers 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 centers like government run shops for providing governmental services.

E-Medicine

It facilities the online availability of various hospitals and better medical services in different parts of country.

E-Education

With E-Education, government embarks upon 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 object of the G2C model is to deliver all the services of government to its citizens. The G2C model will become successful provided all the citizens have knowledge of all the government activities. Usually journalists, civil servants, oppositions keep closely watching the expenditure of government. Government takes feedback from public to improve the relations between government and citizens.

E-Governance Services from Government to Government (G2g)

It is also known as E-Administration. In this model, services are shared between governments. Information is shared among various government agencies, organizations and departments. The following are the services in the G2G model:

E-Secretariat

E-Secretariat provides huge, valuable and functional information of the state. In E-Secretariat, multiple departments are closely linked together on internet and exchange the information of various components. It also binds all the governmental departments with their headquarters and state capitals.

E-Police

E-Police helps citizens to feel safe and secure. E-Police maintains two databases. First database provide records current and previous posting etc. of persons working in police. These databases prop up citizens to find the specialization of policemen in geographical regions and skills. Second database is of criminal records. These database full details of a criminal at fingertips on typing his name. Also previous the produces activities and area of his operation.

E-Court

E-Court shell makes a revolution in the Indian pending court cases. In India, there are numerous pending cases frustrating people consumers and the system need the change. In E-Court, Judges with component raised data bases can peruse the appeals from intranet and pronounce their decisions online considering recorded facts of case and reduce the backlog cases. The success of G2G model is based on some important aspects like expenditure, establishment of network, planning, monitoring and controlling the performance in human and financial.

E-Governance Services from Government to Employees (G2e)

Government to employee model which sieve the connection between government and its employee. Employee can monitor and over see the functioning of the government and government can also check the working and efficiency of its employees. With this model, employees could be aware of their benefits and responsibilities. This model the strengthens 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 rules and regulations etc.

E-Governance Services from Government to Business (G2b)

Governments to business model establish connection between private sector and government

sector. Government and business organizations transact 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 provide 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 above truncations to enable payments over the electronic medium are required for the success of G2B model.

Impact of E-Governance on Different Service Sectors of Government

Today government introduced E-Governance in every field. E-governance exhibited its inevitability 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.

Conclusion

In India E-Governance is picking up its space for Indian Government strongly desires to be empowered through E-Governance. The people of India to a greater extent are 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 in rural India through services like *Rashtriya Krishi Vikas Yojana, Kisan Call Centre* etc. are very popular. Despite its popularity among Indians and India in general it is because of several reasons twiddling in its operation. The most glaring obstacle is of fund. The Government is little indifferent towards implementation of E-Governance Projects. The success of E-Governance, in countries like India depends solely on the funding initiatives by the Government. The study concludes Government Employees, citizens and business not works are not feeling at home with online service, reason for this is that they do not have adequate knowledge of IT related technologies. Further the online service is not striking it'd root for privacy reasons. Privacy issue is discouraging the creeping of E-Governance because in countries like India where people attaché sacredness to personal information transactions on online services. The internet facility is very limited and therefore there is no proper delivery of services to citizens. In addition to this there is a common problem i.e. of language, English is still alien to Indians and the software facilitating the translation languages, they need software that con respond to their needs in respective languages. It is here. The E-Governance suffers the most.

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