

DINESH.E*,

Assistant Professor,

School of Management,

Nehru College of Engineering and Research Centre,

Thrissur, Kerala.

E- Mail: vipdinesh@gmail.com ,

Mobile No: 9994889803

Dr.T.VETRIVEL**,

Professor and Head,

Dept.of Management Studies,

Velalar College of Engineering and Technology,

Erode. E- Mail: vetreemba@gmail.com ,

Mobile No: 9843658303

ABSTRACT

This exploration is result of the review e-administration hones in India. In present situation government entries like focal, state and region sites are offering data to the natives. This data electronically accessible and furthermore downloadable for the advantage of the general population. E-Governance suggests the relationship between the Government and the Citizens of India. Government Process Re-building (Re-engineering) utilizing IT to streamline and make the administration forms more productive is basic for change to make the conveyance of taxpayer supported organizations more compelling crosswise over different government areas and thusly should be executed by all Ministries/Departments. E-Governance access the various forms like, Online applications and tracking, Online repositories, Integration of services and platforms, etc.

KEY WORDS : E-Governance, G2C, G2B, E-Administration, Portals

INTRODUCTION

A few measurement and related variables impact the meaning of e-Governance. "Electronic" in the term e-Governance suggests innovation driven administration. E-Governance is the utilization of Information and Communication Technology (ICT) for conveying taxpayer supported organizations, trade of data correspondence exchanges, mix different stand-one frameworks and administrations between Government-to-Citizens (G2C), Government-to-Business(G2B),Government-to-Government (G2G) and in addition back office procedures and co-operations inside the whole government outline work. Through the e-Governance, the taxpayer driven organizations will be made accessible to the subjects in a helpful, effective and straightforward way. The three fundamental target bunches that can be recognized in administration ideas are Government, nationals and organizations/intrigue bunches. In Governance there are no unmistakable limits. By and large four fundamental models are accessible Government to Customer (Citizen), Government to Employees, Government to Government and Government to Business [1].

DIFFERENCE BETWEEN E-GOVERNANCE AND E-GOVERNMENT

Both the terms are treated to be the same, however, there is some difference between the two. "E-government" is the use of the ICTs in public administrations- combined with organizational change and new skills- to improve public services and democratic processes and to strengthen support to public policies". The problem in this definition to be congruent with the definition of e-governance is that there is no provision for governance of ICTs. As a matter of fact, the governance of ICTs requires most probably a substantial increase in regulation and policy- making capabilities, with all the expertise and opinion-shaping processes among the various social stakeholders of these concerns. So, the perspective of the e-governance is "the use of the technologies that both help governing and have to be governed" [2].

The essence of E-governance is to reach the beneficiary and ensure that the services intended to reach the desired individual has been met with. There should be an auto-response system to support the essence of E-governance, whereby the Government realizes the efficacy of its governance. E-governance is by the governed, for the governed and of the governed.

Establishing the identity of the end beneficiary is a true challenge in all citizen-centric services. Statistical information published by governments and world bodies do not always reveal the facts. Best form of E-governance cuts down on unwanted interference of too many layers while delivering governmental services. It depends on good infrastructural setup with the support of local processes and parameters for governments to reach their citizens or end beneficiaries. Budget for planning, development and growth can be derived from well laid out E-governance systems.

NATIONAL E-GOVERNANCE PLAN

The National e-Governance Plan of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. The plan seeks to create the right governance and institutional mechanisms, set up the core infrastructure and policies and implement a number of Mission Mode Projects at the center, state and integrated service levels to create a citizen-centric and business-centric environment for governance [3].

Online Services under National e-Governance Plan

- Income Tax
- Passport/VISA
- Company Affairs
- Central Excise
- Pensions
- Land Records
- Road Transport
- Property Registration
- Agriculture
- Municipalities
- Gram Panchayats (Rural)
- Police
- Employment Exchange / E-Courts

The term E-Governance has different connotations:

E-Administration—The use of ICT to modernize the state; the creation of data repositories for MIS, computerisation of records.

E-Services—The emphasis here is to bring the state closer to the citizens. Examples include provision of online services. E-administration and e-services together constitute what is generally termed e-government.

E-Governance—The use of IT to improve the ability of government to address the needs of society. It includes the publishing of policy and programme related information to transact with citizens. It extends beyond provision of on-line services and covers the use of IT for strategic planning and reaching development goals of the government.

E-Democracy—The use of IT to facilitate the ability of all sections of society to participate in the governance of the state. The remit is much broader here with a stated emphasis on transparency, accountability and participation. Examples could include online disclosure policies, online grievance redress forums and e-referendums [4].

ADVANTAGES OF E-GOVERNANCE

Following are the advantages of E-Governance

- 1. Speed** – Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.
- 2. Cost Reduction** – Most of the Government expenditure is appropriated towards the cost of stationary. Paper-based communication needs lots of stationary, printers, computers, etc. which calls for continuous

heavy expenditure. Internet and Phones makes communication cheaper saving valuable money for the Government.

3. Transparency – Use of ICT makes governing process transparent. All the information of the Government would be made available on the internet. The citizens can see the information whenever they want to see. But this is only possible when every piece of information of the Government is uploaded on the internet and is available for the public to peruse. Current governing process leaves many ways to conceal the information from all the people. ICT helps make the information available online eliminating all the possibilities of concealing of information.

4. Accountability – Once the governing process is made transparent the Government is automatically made accountable. Accountability is answerability of the Government to the people. It is the answerability for the deeds of the Government. An accountable Government is a responsible Government [5].

BENEFITS OF E-GOVERNANCE

E-Governance ushers in multiple advantages:

- It greatly simplifies the process of information accumulation for citizens and businesses.
- It empowers people to gather information regarding any department of government and get involved in the process of decision making.
- E-Governance strengthens the very fabric of democracy by ensuring greater citizen participation at all levels of governance
- E-Governance leads to automation of services, ensuring that information regarding every work of public welfare is easily available to all citizens, eliminating corruption.
- This revolutionizes the way governments function, ensuring much more transparency in the functioning, thereby eliminating corruption.
- Since the information regarding every activity of government is easily available, it would make every government department responsible as they know that every action of theirs is closely monitored.

- Proper implementation of e-Governance practices make it possible for people to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.
- 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 practices help business access information that might be important for them at a click [6].

State Data Centres (SDCs) along with Disaster Recovery (DR) are being established in order to provide shared, secured and managed infrastructure for consolidating and securely hosting State level data and applications. SDC would provide better operations and management control and minimize overall cost of Data Management, IT management, deployment etc. SDCs would ordinarily be located at the State Headquarters and help the State Government, State Line Ministries and Departments in providing central repository (database consolidation), application consolidation, State Intranet / Internet portal [7].

CONCLUSION

E-Governance is the future, numerous nations are anticipating for a debasement free government. E-government is one-way correspondence convention while E-administration is two-way correspondence

convention. It relies on upon great infrastructural setup with the support of nearby procedures and parameters for governments to achieve their nationals or end recipients. All databases and data ought to be in electronic shape and not manual. The work process inside government offices and organizations ought to be computerized to empower productive government procedures and furthermore to permit perceivability of these procedures to natives. IT ought to be utilized to mechanize, react and dissect information to distinguish and resolve determined issues. These futures generally handle enhancements.

REFERENCES

1. Garson, D.G. (2006). *Public Information Technology and E-Governance*. Sudbury, MA: Jones and Bartlett Publishers.
2. Rossel, Pierre, and Matthias Finger. "Conceptualizing e-Governance." *Management* (2007) : 399-407.
3. http://www.india.gov.in/govt/national_egov_plan.php
4. himadri.cmsdu.org/documents/EGovernance.pdf
5. <http://indiaegovernance.blogspot.in/2008/03/advantages-of-e-governance.html>
6. <http://www.mgrmnet.com/e-governance/e-governance/benefits-of-e-governance.html>
7. himadri.cmsdu.org/documents/EGovernance.pdf