



E-Governance: An Effective Tool in Community Industry Services

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Abstract

Government makes best possible efforts to communicate and offer details to common man and businessman. Today's government has full faith in E-Governance and widespread system of E-Governance across the entire globe proves its significance. E-Government is the online distribution of local/national government details, solutions to those, businesses and other government organizations. E-Governance is know-how which provides on the online accessibility to government solutions. It will help managers and higher authorities to perform their tasks effectively and efficiently. In this paper, essential support beams, models of E-Governance are mentioned. Different sections of E-Governance are explained like towns, non-urban places and wellness places. We have also critically evaluated the impact of E-Government on different solutions offered in different places by the federal government.

Keywords: *E-Government, E-Governance, G2B, G2G, G2C, G2E, Models*

I. Introduction:

The Twenty first century is the entire realm of Information Technological innovation. It brings the trend changes in the operating of entire globe. The latest impact of technological innovation has been noticed on government areas where government workplaces and solutions are governed through details technology. The adoption of new technology in government sector emerges new phenomenon called E-Governance. The E-Governance is referred to solutions offered by government to those, business and municipality through details technology. The rise and reputation of E-Governance has proved it. E-Governance creates operating of government more effective, responsive and clear. Many western globes like UK, USA, and Brazil etc. have adopted the E-Governance and Native Indian is one of them. E-Governance is an internet centered service for regional, condition and nationwide government authorities. Government uses these online solutions by online to serve their citizens online. Government give many on the online solutions like transaction of expenses, taxation etc. and others use the assistance according to their need, comfort and time. Native Indian government also recognized the significance of technology and established the Division of Electronics in 1970. Native Indian took first step towards the E-Governance with the organization of the National Informatics center (NIC) in 1977. Native Indian launched NICNET (National Satellite – Based Computer Network) in 1987 with the aim of computerize all the region workplaces from the. E-Governance provides many solutions to those and government also.





II. Factors affecting acceptance of E-Governance: The following are the factors which impact the acceptance of E-Governance:

Quality solutions and details for citizens: E-Governance provides reliable and valuable details soon enough. In the earlier stage, details was available in the factors of forms, guidelines, procedures etc. but in E-Governance, details are available on online which saves time, effort and money.

Accountability of the Government: Responsibility of government improves with the reputation of E-Governance. Citizens are more aware about their rights, features and expenditures of government on techniques. Government becomes answerable to those for their performances and upcoming programs which improves productivity and performance of operating of government.

Expanded approach and reach of Governance: E-Governance creates powerful bonding and relationship between government and others. It minimizes the gap, improves connections and trustability among individuals and government. With the advancement of phone system and expansion of online facilitates the distribution of great variety of services to individuals.

E-Governance: The US government is a framework which is designed with combination of man and machine. The implementation of any e- government solutions requires advance technology infrastructure like for online program require dedicated server and simple to use web interface. The following are generalized support beams considered for any e- government program.

III. Objectives of the study: The objectives of this studies are as under:

- To study about the significance of E-Governance Services provided by Government to Citizens.
- To describe the significance of E-Governance Services provided by Government to Other Government Divisions.
- To find out the significance of E-Governance Services provided by Government to Employees.
- To study about the significance of E-Governance Services provided by Government to different types of Businesses.

IV. Different Services through E-Governance:

E-Governance is designed to provide the assistance to different areas or places and its role is multi-dimensional. The e- governance may offer solutions in different dimensions which are evaluated and mentioned below:



1. E-Governance Services from Government to Citizens (G2C):

This design relates to the assistance offered by the federal government to those. This design creates the strong interaction between government and others. Citizens use the desired solutions offered by the federal government. Citizens can interact with the federal government any moment (24 hours a day, 7 days a week), any place (service center, home/workplace) and with suitable method (internet, fax, phone, email etc.). Primary is to allow individuals to take advantages from effective distribution of a wide range of public solutions and for making government, individuals helpful. The following are the assistance offered by the G2C model:

E-Citizen: E-Citizen creates many support centers to offer the various customer solutions like problem of Ration Cards, Accreditations, Passports, Online filling of FIR and Payment of on the online expenses such as power, taxation, standard water, phone expenses etc. These centers are like government shops for offering government solutions.

E-Medicine: It involves on the online accessibility to various hospitals and better medical solutions in different parts of nation.

E-Education: With the help of E-Education, government takes many projects to educate individuals and upgrade their information with various details technological innovation.

E-Transport: E-Transport provides many features like on the online signing up of vehicles, on the online problem of driving permits, on the online transaction of challan and taxation, management over contamination.

E-Registration: E-Registration cuts down on documentation for signing up and transfer of properties and stamp duty. It cuts down on duplication of entries and improves the transparency in perform.

The main aim of the G2C design is to deliver all the assistance of government to its individuals. The G2C design will successful if all the lots of individuals have understanding of all the federal government actions. Many groups like journalists, civil servants, oppositions will keep their eyes on the expenses of government.



Government should take feedback from public to improve the understanding between government and others.

2. E-Governance Services from Government To Government (G2G):

It is also known as E-Administration. In this design, solutions are being distributed between many government authorities. Information is distributed among various government divisions, companies and divisions. The following are the assistance mentioned in the G2G model:

E-Secretariat: E-Secretariat provides huge, valuable and functional details of the condition. In E-Secretariat, multiple divisions are linked together on online and return the details of various components. It also links all the government divisions with their headquarters and condition capitals.

E-Police: E-Police allows everyone to feel protected and safe. For this reason, E-Police maintains two information sources. First information source is of cops personnel that offer information (current and previous posting etc.) of persons operating in cops. This information source allows individuals to find the specialization of policemen according to geographical regions and skills. Second information source is of cops information. This information source provides full detail of any legal by just typing the name of legal. This information source also deliver the past actions and region of operation of any legal.

E-Court: E-Court will bring a trend in the Native Indian awaiting judge situations. In Native Indian, there are varieties of awaiting situations which produce frustration in individuals and will bring the program to a halt. Both consumers and the program need the change. If the program will perform in the same manner later on, than one day it will collapse. In E-Court, IT transforms the program into information source of situations having zero level dependency. In such systems, Judges can consider the appeals from intranet, give their decisions on the online by considering recorded facts of case and reduce the backlog of situations. The achievements of G2G design is dependent on some main reasons like expenses, organization of system, planning, monitoring and controlling the performance of process resources like human and financial.

3. E-Governance Services from Government to Employees (G2E):

Government to worker design improves a clear relationship between government and its worker. Employee can monitor the functioning of the federal government and government can also check the operating and efficiency of its employees. With the help of this design, employees can aware of their advantages and responsibilities. This design enhances the strengths and accessibility of employees in the government organization. This design discuss the main info like attendance history, worker history, problems, worker salary, operating history and all kind of rule – regulations etc.

4. E-Governance Services from Government to Business (G2B):

Government to business structure creates relationship between private sector and government sector. Government and business companies return essential info like collection of taxation, transaction of expenses and penalty, sharing of guidelines and information. The following is the support offered by the G2B model:

E-Taxation: In the G2B design, business companies achieve many solutions from government like getting permits, transaction of expenses and taxation, complaints/dissatisfaction, rejection and acceptance of patent etc. The standards for digital dealings and protected transaction mechanism to allow expenses over the digital method are required in the achievements of G2B design.

V. Impact of E-Governance on Different Service Sectors of Government: Today government implemented E-Governance in every area. E-Governance reveals its significance in every area like city





place, province, teaching place and politics etc. Every department/sector is dependent on E-Governance. E-Governance reveals powerful impact in non-urban places. The following are some places which are influenced by the e- governance:

Urban Area:

Transportation: There are many solutions which are given by E-Governance in transportation like provision of reservation facility of interstate transport, programs for regional transport, time table of vehicles and transport improvement program etc. The following are the tasks under E-Governance in transport such as: OSRTC- The Orissa State Street Transport Organization venture was began to provide on the online features in the transport department.

HRTC: The Himachal Street Transport Organization venture provides many features like on the online reservation, accessibility and cancellation of seats and vehicles etc.

Online transaction of expenses and taxes: E-Governance also provides on the online dealings, payment of expenses, EMIs and taxation etc. The perform under E-Governance in on the online transaction is FRIENDS which begins by Kerala Government for making on the online expenses of charges, standard water and power expenses etc.

Municipal services: The solutions offered by public sector are house taxation, issue the loss of life certificates, sustain information of property and acceptance for site programs etc. The following are the tasks under public solutions are:

SDO Suite: This venture was begun by Assam Government. It provides many features by offering certificates like permission for place sale, beginning and loss of life report etc.

Rural Digital Services: It gives many social security solutions such as old age retirement living, widow and freedom fighter retirement living.

Roads and Visitors Management: The solutions offered by road and traffic management are construction and maintenance of streets, visitors management and contamination management techniques. The perform under E-Governance in road and visitors management is CFST (Citizen Friendly Services of Transport) which begins by Andhra Pradesh Government. It checks the contamination management level, road protection and protection of individuals.

Rural Area:

Agriculture: The farmers rely on the details offered by the government through E-Governance. Governments are focusing on many tasks used in farming like AGMARKET which is approved by Division of Marketing and Inspection (DMI), Ministry of Agriculture and Government of Native Indian.

Local Information: Government offer many regional details such as prices of seeds, loan rates etc. The perform under E-Governance in regional details are E- Jan Sampark which begins by Chandigarh Government individuals in access the regional details in their locality to fulfill their needs.

Land History Management: With the help of this management, large numbers of land records can be sustain in very small-time. The following are the tasks under place history management are:

Bhoomi: It was begun by Karnataka Government and known as first E-Governance place information management tasks.

Land Records Management System: State Government of Punjab.

Panchayat: Panchayat provides many solutions such as offering the beginning and death certificates, various techniques for the indigent and drinking standard water and sanitation etc.





Health: E-Governance provides many solutions in wellness sector also. With the help of E-Governance, individuals can on the online check accessibility to medicines, wellness camps and other features. The following are the tasks under wellness place are:

Hospital OPD Appointment: It is the program of well being measure began by the Chandigarh Government for making life of individuals simpler and comfortable.

Healing: This venture begins by the Kerala Government for Medical Health and Family Welfare Division.

Education: E-Governance in information sector is helpful in offering primary information and education features to the children. Its aim is to offer computer information to children an internet-based results for various classes. The following are the tasks under information area are:

Online Scholarship Management System: Its objective is the distribution of scholarships and costs among brilliant and needy students.

AISES (All Native Indian School Education Survey): The aim of this venture is to surveying the amount of schools in region which can be useful for Census. This venture was begun by Assam Government.

VI. Conclusion:

E-Governance in Native Indian has reached in transitional condition where almost every sector of Government is empowered through E-Governance. The individuals of Native Indian are enlarging extent availing these types of solutions. The most favored solutions like e- transport, e-education, e-police, e-court and e-tax etc. The impact of E-Governance has been seen in non-urban Native Indian where solutions like Rashtriya Krishi Vikas Yojana, Kisan Call Centre etc. are more well-known. The current study concluded that however E-Governance becomes extremely well-known in these days but still it faces so many hurdles in its operating. Funding is the primary problem in E-Governance. The tasks are not effectively funded and government authorities are not taking very projects in the achievements of these tasks. Governments, individuals, government employees and businessmen are not helpful with these on the online solutions because they are not sufficient understanding of these IT centered technological innovation. Privacy is another significant problem. Citizens have to provide so much private details while using on the online dealings which results in comfort issues. The accessibility to online solutions is very limited in our nation due to which solutions are not effectively delivered to those. There should be some terminology software which translates the English terminology into other regional different languages so that individuals can understand and avail the assistance in their regional different languages.

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