

SYBA Paper III **Public Administration**

4. Contemporary Techniques and Practices in Administration

प्रशासनातील प्रचलित तंत्रे आणि पद्धती

4.1 Good Governance - Concept, Characteristics, Challenges

सुशासन

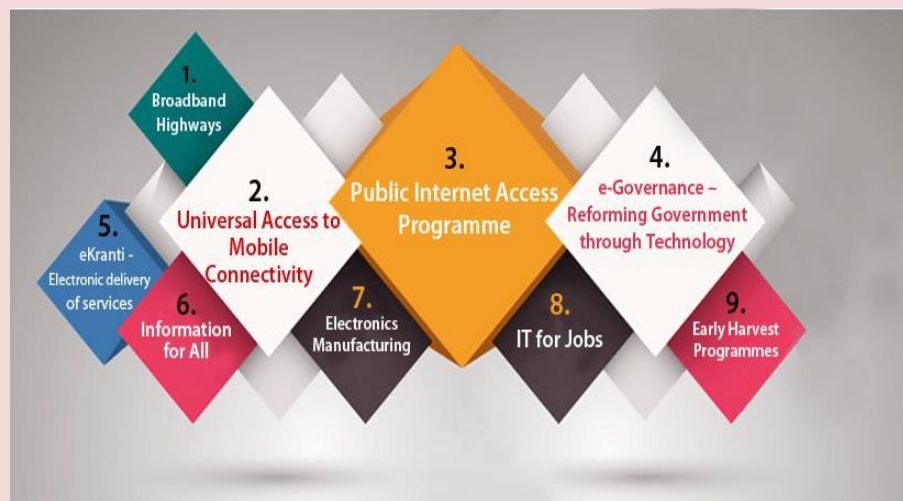
4.2 E-Governance - Meaning, SMART governance, benefits ,

E-governance initiatives in India

ई-शासन

4.3. Public-Private Partnership (PPP) - Concept, Modules of PPP, benefits and limitations

सार्वजनिक आणि खाजगी भागीदारी



Definition of e-Governance

- **Electronic governance** or e-governance implies government functioning with the application of ICT (Information and Communications Technology). Hence e-Governance is basically a move towards SMART governance implying: simple, moral, accountable, responsive and transparent governance.
- **Information and communications technology (ICT)** is an extensional term for information technology (IT) which includes radio, television, cell phones, computer and network hardware, internet, satellite systems, telecommunications (telephone lines and wireless signals) and computers, as well as necessary enterprise software, middleware, storage and audiovisual systems, that enable users to access, store, transmit, information, Management Information System, video and audio teleconferencing.

What is SMART Governance?

- **Simple**- meaning simplification of rules, regulations and processes of government through the use of ICTs and thereby providing for a user-friendly government.
- **Moral**- connoting emergence of an entirely new system of ethical values in the political and administrative machinery. Technology interventions improve the efficiency of anti-corruption agencies, police, judiciary, etc.
- **Accountable**- facilitating design, development and implementation of effective Management Information System and performance measurement mechanisms and thereby ensuring accountability of public service
- **Responsive**- streamlining the processes to speed up service delivery and make system more responsive.
- **Transparent**-bringing information hitherto confined in the government documents to the public domain and making processes and functions transparent, which in turn would bring equity and rule of law in responses of the administrative agencies.

Interactions in e-Governance

1. G2C (Government to Citizens) — Interaction between the government and the citizens.
 - This enables citizens to benefit from the efficient delivery of a large range of public services.
 - Expands the accessibility and availability of government services and also improves the quality of services
 - The primary aim is to make government citizen-friendly.
2. G2B (Government to Business):
 - It enables the business community to interact with the government by using e-governance tools.
 - The objective is to cut red-tapism which will save time and reduce operational costs. This will also create a more transparent business environment when dealing with the government.
 - The G2B initiatives help in services such as licensing, procurement, permits and revenue collection.

Interactions in e-Governance

3. G2G (Government to Government)

- Enables seamless interaction between various government entities.
- This kind of interaction can be between various departments and agencies within government or between two governments like the union and state governments or between state governments.
- The primary aim is to increase efficiency, performance and output.

4. G2E (Government to Employees)

- This kind of interaction is between the government and its employees.
- ICT tools help in making these interactions fast and efficient and thus increases the satisfaction levels of employees.

Advantages of e-Governance

- Improves delivery and efficiency of government services
- Improved government interactions with business and industry
- Citizen empowerment through access to information
- More efficient government management
- Less corruption in the administration
- Increased transparency in administration
- Greater convenience to citizens and businesses
- Cost reductions and revenue growth

Advantages of e-Governance

- Increased legitimacy of government
- Flattens organisational structure (less hierarchic)
- Reduces paperwork and red-tapism in the administrative process which results in better planning and coordination between different levels of government
- Improved relations between the public authorities and civil society
- Re-structuring of administrative processes

e-Governance Initiatives in India

Steps taken to promote e-governance in India are as follows:

- A National Task Force on Information Technology and Software Development was set-up in 1998.
- The Ministry of Information Technology was created at the Centre in 1999.
- A 12-point agenda was listed for e-Governance for implementation in all the central ministries and departments.
- The Information Technology Act (2000) was enacted. This Act was amended in 2008.
- The first National Conference of States' IT Ministers was organised in the year 2000, for arriving at a Common Action Plan to promote IT in India.

e-Governance Initiatives in India

- Right to information Act, 2005
- Government set-up NISG (National Institute for Smart Government).
- The state governments launched e-Governance projects like e-Seva (Andhra Pradesh), Bhoomi (Karnataka), and so on.
- The National e-Governance Plan (NeGP) was launched. It consists of 31 Mission Mode Projects (MMPs) and 8 support components.
- The National Policy on Information Technology (NPIT) was adopted in 2012.

e-Governance Initiatives in India

- The National e-Governance Plan (NeGP)
- The National e-Governance Plan (NeGP), provides a holistic view of e-Governance initiatives across the country.
- Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access to the internet.

e-Governance Initiatives in India

- The Government has proposed to implement “e-Kranti: National e-Governance Plan (NeGP) 2.0” under the Digital India programme.
- E-Kranti – Electronic Delivery of Services
- e-Kranti is an essential pillar of the Digital India initiative.
- Considering the critical need for e-Governance, mobile governance and good governance in the country, the approach and key components of e-Kranti have been approved by the government.
- The e-Kranti framework addresses the electronic delivery of services through a portfolio of mission mode projects that cut across several government departments.

e-Governance Initiatives in India

Mission Mode Project

- A mission mode project (MMP) is an individual project within the National e-Governance Plan (NeGP) that focuses on one aspect of electronic governance, such as banking, land records or commercial taxes, etc.
- Within NeGP, “mission mode” means that these projects have clearly defined objectives, scopes and implementation timelines.
- NeGP comprises of 31 mission mode projects (MMPs); these are classified as state, central and integrated projects.

Mission Mode Projects

Central MMPs	State MMPs	Integrated MMPs
<ul style="list-style-type: none"> ✦ Banking ✦ Central Excise & Customs ✦ Income Tax (IT) ✦ Insurance ✦ MCA21 ✦ Passport ✦ Immigration, Visa and Foreigners Registration& Tracking ✦ Pension ✦ e-Office ✦ Posts ✦ UID 	<ul style="list-style-type: none"> ✦ Agriculture ✦ Commercial Taxes ✦ e-District ✦ Employment Exchange ✦ Land Records(NLRMP) ✦ Municipalities ✦ e-Panchayats ✦ Police(CCTNS) ✦ Road Transport ✦ Treasuries Computerization ✦ PDS ✦ Education ✦ Health 	<ul style="list-style-type: none"> ✦ CSC ✦ e-Biz ✦ e-Courts ✦ e-Procurement ✦ EDI For eTrade ✦ National e-governance Service Delivery Gateway ✦ India Portal

Challenges

- Privacy
- Authentication
- Standardization
- Cyber Crimes
- Connectivity to backward areas
- Lack of Literacy and Knowledge