

GOOD GOVERNANCE through E-GOVERNANCE

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"A transparent smart e-governance with seamless access, secure and authentic flow of information crossing the interdepartmental barrier and providing a fair and unbiased service to the citizen."

----- Dr. APJ Abdul Kalam

ABSTRACT

Success is a journey not a destination. This is applicable to governments also.

Information and Communication Technologies (ICTs) with their emergence have led to development, growth and opportunities throughout the world. ICT has led to create new dimensions of social and economic progress of governments and countries worldwide.

The present paper discusses the need and transformation in the governance pattern from traditional governance to E-Governance. It then focuses on how E-Governance contributes for Good Governance. E-governance is using ICT to improve the efficiency, transparency and effectiveness in the system of governance. Governance can be seen as the exercise of economic, political and administrative authority to manage a community's affairs at all levels. The spread of E-Governance worldwide as well as in India has improved the quality and image of governance pattern. Good Governance is a concept that has recently gained popularity in public administration and political science. It is now treated at par and appears alongside concepts such as democracy, human rights, people's participation, and social and sustainable development. Good governance is transparent, accountable and participatory way of governance. It is effective and equitable in ensuring and promoting rule of law and promoting development in economic, social and political spheres of a nation. Good governance aims at enabling an organization to do its work and fulfil its mission. The goal of this paper is to make an evaluation of the concept of E-Governance in India. This paper makes an attempt to explore how far E-governance is useful for achieving good governance in India.

KEYWORDS

E-Governance, Good Governance, Initiatives, Development, Challenges, Opportunities

REVIEW OF LITERATURE

Richard Heeks (2001) studied the effect of new information and communication technologies and how it can make a significant contribution to the achievement of good governance goals. The paper outlines the three main contributions of e-governance: improving government processes (e-administration); connecting

citizens (e-citizens and e-services); and building external interactions (e-society). Case studies are used to show that e-governance is a current, not just future, reality for developing countries.

VineetAgrawal, Manish Mittal and LavanyaRastogi (2003), this paper discusses about good practices of implementing e-governance. How it has been implemented and used. They have directly focused their study to the responsible specialists for its design and operation. They have recommended guidelines for an effective e-governance strategy and lastly essential benefits of implementing such strategies.

STATEMENT OF PROBLEM

The problem of this study is to examine whether E-Governance serves as a model of Good Governance and Smart Governance in India.

CONCEPTUAL CONTEXT

World Bank defines (as per Asia Oceania Electronic Marketplace Association report):

E-Government means the use of information technologies (such as Wide Area Networks, the Internet, and mobile computing) by public/government agencies that have the ability to transform relations with people, businesses, and other areas of government.

E-governance, expands to electronic governance, is the integration of Information and Communication Technology (ICT) in all the processes, with the aim of enhancing government ability to address the needs of the general public. The basic purpose of e-governance is to simplify processes for all, i.e. government, citizens, businesses, etc. at National, State and local levels.

According to UN Secretary-General Kofi Annan (1999), "In practice, Good governance is ensuring respect for human rights and the rule of law; strengthening democracy; promoting transparency and capacity in public administration".

AIMS & OBJECTIVE OF STUDY

- Through this paper an attempt has been made to understand the concept of E-governance and its scope & significance relevant in India.
- This paper also aims to identify the building blocks towards the rural development made through ICT.
- Further it also aims to examine a few E-Governance projects and analyse whether E-Governance actually serves as a model of Good Governance in India.

HYPOTHESIS

- E-Governance ensures Rural Development in India.
- E-Governance is suitable for a developing country like India.
- Good Governance is ensured through E-Governance in India.

RESEARCH METHODOLOGY

Information and research for this study involves data collection from secondary sources and is procured from published sources like the websites, research papers, case study books and periodicals and newspaper reports.

SCOPE & LIMITATION

- The scope of the research paper is limited to Indian Governance system.
- It mainly deals with the significance of the concept and its drawbacks are only mentioned in brief.

This paper focuses more on the positive aspect of the concept.

INTRODUCTION

The world has changed a lot over centuries and therefore there is a need for "A Government which is responsive to the needs of the people, whose transactions have clearly defined time bound accountability and whose decisions are readily available for public scrutiny." Good governance, along with E-governance will lead the future of India in creating an efficient and effective governance system.

The "e" in e-Governance stands for 'electronic'. Thus, e-Governance is basically associated with carrying out the functions and achieving the results of governance through the utilization of ICT (Information and Communications Technology). In India, the main thrust for e-Governance was provided by the launching of NICNET in 1987 – the national satellite-based computer network. This was followed by the launch of the District Information System of the National Informatics Centre (DISNIC) programme to computerize all district offices in the country for which free hardware and software was offered to the State Governments. NICNET was extended via the State capitals to all district headquarters by 1990. In the ensuing years, with ongoing computerization, tele-connectivity and internet connectivity established a large number of e-Governance initiatives, both at the Union and State levels¹. Electronic Governance is the application of Information Technology to the processes of Government functioning to bring about SMART (Simple, Moral, Accountable, Responsive and Transparent) Governance².

OBJECTIVES OF E-GOVERNANCE

The main objective of e-governance is to simplify and improve governance and enable people's participation in governance through mail and internet. E-governance is much more than just preparing some websites. It ranges from the use of internet for the dissemination of plain web based information at its

¹Insights. (2014). *E-Governance in India: Concept, Initiatives, Issues*. Retrieved from <http://www.insightsonindia.com/2014/11/23/e-governance-india-concept-initiatives-issues>.

²Government of India, (2008). *The Smart Way Forward*, Second Administrative Commissions, 11th Reform Report.

simplest level to services and online transactions on the one hand and utilizing IT in the democratic process itself, i.e., election on the other³.

E- governance is applied in following ways:

1. Putting government laws and legislations online.
2. Putting information relating to government plans, budgets, expenditures and performances online.
3. Putting online key judicial decisions like environment decisions etc. which are important to citizens and create precedence for future actions.
4. Making available contact addresses of local, regional, national and international officials online⁴.
5. Making available the reports of enquiry committees or commissions online⁵.

1. DIFFERENCE BETWEEN E-GOVERNMENT & E-GOVERNANCE

E-Government implies the implementation of information and communication technology like internet, to improve government activities and process, with the aim of increasing efficiency, transparency, and citizen involvement. On the other hand, **E-Governance** means governing or administering a country/state or organization, with the help of information and communication technology. Many think that these two are related to delivering government services through the internet, but the fact is they use ICT as a tool for the development of good governance in any country. There is always a buzz when we talk about these two terms.

BASIS FOR COMPARISON	E-GOVERNMENT	E-GOVERNANCE
Meaning	The application of ICT with the aim of supporting government operations, aware citizens and deliver services is called E-Government.	E-Governance refers to the use of ICT in enhancing the range and quality of information and services delivered to the public in an effective manner.
What is it?	System.	Functionality.
Communication Protocol	One Way Communication Protocol.	Two Way Communication Protocol.

³ Md. ZafarMahfoozNomani,(2003) “*Electronic Governance, Digital Security and Cyber Piracy: A Crimogenic Perspective*”, Company Law Journal, Vol. 3, p. 26

⁴A.Katakam, (1999) “*Information Technology: Towards E-Governance*”, The Frontline, December 10, p. 26

Types of Government Interaction

G2G- Government to Government

G2C- Government to Citizen

G2B-Government to Business

G2E- Government to Employee

Some Initiatives in the same field

GOVERNMENT TO CITIZEN (G2C) INITIATIVES

- **Computerization of Land Records:** In collaboration with NIC. Ensuring that landowners get computerized copies of ownership, crop and tenancy and updated copies of Records of Rights (RoRs) on demand.
- **Bhoomi Project:** Online delivery of Land Records. Self-sustainable e-Governance project for the computerized delivery of 20 million rural land records to 6.7 million farmers through 177 Government-owned kiosks in the State of Karnataka

GOVERNMENT TO BUSINESS (G2B) INITIATIVES:

- **e-Procurement Project in Andhra Pradesh and Gujarat:**
To reduce the time and cost of doing business for both vendors and government.
- **MCA 21:** By the Ministry of Corporate Affairs. The project aims at providing easy and secure online access to all registry related services provided by the Union Ministry of Corporate Affairs to corporates and other stakeholders at any time and in a manner that best suits them.

GOVERNMENT TO GOVERNMENT (G2G) INITIATIVES:

- **Khajane Project in Karnataka:** It is a comprehensive online treasury computerization project of the Government of Karnataka. The project has resulted in the computerization of the entire treasury related activities of the State Government and the system has the ability to track every activity right from the approval of the State Budget to the point of rendering accounts to the government.
- **SmartGov (Andhra Pradesh):** SmartGov has been developed to streamline operations, enhance efficiency through workflow automation and knowledge management for implementation in the Andhra Pradesh Secretariat.

ADVANTAGES OF E-GOVERNANCE

- Cheaper governance because it cuts financial and time costs.
- Quicker governance, by producing the same output at the same total cost in less time.
- Close monitoring of process performance.
- More accountability of public servants for their actions and decisions.

- Improves government efficiency and productivity.
- Facilitates the delivery of government services to the citizens through procedural simplicity, speed and convenience.
- Improves public image of the government by making government transparent.

DISADVANTAGES OF E-GOVERNANCE

- The resistant to change phenomenon can explain much of the hesitation that occurs on the part of constituents in moving from a paper based to a Web-based system for interacting with government.
- The digital divide refers to the separation that exists between individuals, communities, and businesses that have access to information technology and those that do not have such access. An individual living below poverty line does not afford a computer for himself to harness the benefits of e-government and other online services. As the digital divide narrows, broader adoption of e-government in the public domain becomes possible.
- Cost is one of the most important prohibiting factor that comes in the path of e-governance implementation particularly in the developing countries like India where most of the people living below the poverty line. Elected officers and politician don't seem to be interested in implementing e-governance.
- With the implementation of e-government projects, effective measures must be taken to protect sensitive personal information. A lack of clear security standards and protocols can limit the development of projects that contain sensitive information such as income, medical history.

E-GOVERNANCE AND LAW IN INDIA

Chapter 3 of the Information Technology Act, 2000 (Sections 4-10A) deals with e-governance.

E-GOVERNMENT INITIATIVES IN INDIA: AN OVERVIEW

In the year 2005, the Government of India has formulated the National E Governance Plan (NeGP), which consists of 25 Central, State and Integrated Projects to be implemented in Mission Mode along with 8 support components for rapid introduction of e-Governance in the country.

The following projects have been adopted by the government of India:

Central government initiatives as mission mode projects (MMP)

e-office, Immigration, Visa and Foreigner's Registration & Tracking (IVFRT), UID Unique Identification, Pension, Banking, Posts.

State Mission Mode projects

e-Governance in Municipalities, Crime and Criminal Tracking Network & Systems, Health, e- Panchayat, e-District, National Land Records Modernization Programme (NLRMP).

Integrated Mission Mode Projects

e-Courts, e-Biz, Common Services centre

Recent Initiatives

Direct Cash transfer Aadhar Enabled Payment system (AEPS) : Digital India program MyGov citizen portal.

M-governance

M-Governance, is the use of mobile or wireless to improve Governance service and information "anytime, anywhere". It has potential of using mobile phones as input devices in certain areas where last mile connectivity becomes issues for simple data inputs of critical importance for decision making in government departments.

It aims to provide government services to the people through mobile phones and tablets. It has been developed as the core infrastructure for enabling the availability of public services through mobile devices.

A Mobile Applications Store (m-App Store) has also been developed by DeitY as part of Mobile Seva. The Mobile Governance Portal and the m-App Store can be accessed at <http://mgov.gov.in/>.

RURAL DEVELOPMENT THROUGH E-GOVERNANCE IN INDIA

Ministry of Rural Development (India) has taken various initiatives at different levels by way of strengthening the ICT infrastructure in rural India. Such developments have facilitated access to innumerable services and information in a very economical manner in a scenario where the cost of accessing information has been a biggest hurdle for the poor farmers

BUILDING BLOCKS TOWARDS RURAL DEVELOPMENT THROUGH ICT

Increase in Internet User Base in Rural Areas

As citizens of rural areas get more educated about the convenience they can derive from biggest revolution of internet access, they'll be able to explore more and stay well connected with growing trends. Mobile internet users are likely to constitute 60-70% of the total online population.

TABLE I: The 2018 Internet Population will be older, more rural, more gender balanced

	2013	2018
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OLDER	60% under 25	54% OVER 25
RURAL	29% rural	40-50% RURAL
GENDER BALANCES	2.6 men online for every woman online	1.9 Men for every woman among 18-24 years' old

SOURCE: SHAH et al, BOSTON CONSULTING GROUP ANALYSIS, 2015⁶

Speech-Based Automated Commodity Prices Helpline:

All the e-governance projects initially initiated used English as the medium of communication. But in rural areas where the people are not at all educated and cannot read and write their native language dealing in English is definitely a problem. This is also a cause of failure of many e-governance projects. A very good initiative has been taken by consortium of seven institutions (IIT-M, IIT-K, IIT-B, IIT-G, IIIT-Hyd, TIFR & CDAC-Kol) and coordinated by IIT Madras. A speech based automated commodity prices helpline for AGMARKNET has been introduced in six different Indian languages. In this they have developed an automated system from which the farmers can inquire about the latest price of agricultural commodities in their own native language.

DIGITAL INDIA CAMPAIGN

Communicating with the citizens has been a big challenge for the government of India with extensive geography, immense population, and vast linguistic & cultural diversity. The most efficient way for communicating with all the people of world's largest democracy is through connectivity at a Digital platform. Government of India has aimed at effectively using the improvements in ICT to reduce the digital divide in the country. Digital India is centered on this vision area.⁷

E-GOVERNANCE PROJECTS IN RURAL INDIA

E-CHOUPAL

The International Business Division of Indian Tobacco Company (ITC-IBD) initiated a step called e-Choupal (which means a village meeting place). Under this initiative various e-Choupals were set up in around 6500 villages by 2012 and each e-Choupal was equipped with a PC, internet connection, printer and

⁶A. Shah, S. Bajpai and N. Jain, INDIA@digital.Bharat, (Boston Consulting Group, 2015).

⁷J.Jani and G. Tere,(2016) "Digital India: A need of Hours", International Journal of Advanced Research in Computer Science and Software Engineering, 5(8), 318-319.

Uninterrupted Power Supplies (UPS). Through this the managers at ICT-IBD could fetch cheapest raw materials directly from the farmers and farmers were also able to benefit out of this as there was no intermediary involved. Indian Tobacco Company Ltd. has added 7 new E-Choupals a day and plans to scale up to 20,000 E-Choupals covering 100,000 villages in 15 states, servicing 15 million farmers by 2020.⁸

GYANDOOT

The project was started in January,2000 in Madhya Pradesh and named as Gyandoot. The unemployed educated youth were trained and they ran the Sookhnalaya and are known as Sookhaks. They provide various types of services information related to agriculture, education, health, issues related to women, information about market and user fee is charged for all this. They further serve in making application for the services provided by the district headquarter for ownership of land. Sookhnalaya are connected with dial-up lines through internet. Above 600 villages and approximately 50% of the total population of a district are covered by the network of 31 such Kiosks.⁹

TATA KISAN KENDRA (TKK)

In Uttar Pradesh, Haryana and Punjab, TATA Chemical Limited launched Tata Kisan Kendra (TKK). Geographic Information Systems (GIS) helps TKK to tracks basic areas related to farming like soil, ground water and weather. The new software named GIS informs about the roads, buildings and rivers. The data is the form of digital maps and provides information regarding socio-economic, administrative and physical set up. With the help of satellite, images are being processed which further helps to detect insect attacks throughout the state and get estimates of crop. Satellite further helps in upgradation of maps and detecting unproductive farming. 48000 villages are to be served by about 800 franchisees and 40 more kiosks.¹⁰

MOTTO OF E GOVERNANCE IN RURAL DEVELOPMENT

Since the time India has adopted e-governance as a part of its policy, E-Governance has witnessed a productive advancement. E-governance is using information communication technologies in order to improve the interactions within the government departments and between citizens and government.¹¹

Prabhu states that the motto behind E-Governance is to provide SMART (Simple, Moral, Accountable, Responsible and Transparent) government.¹²

⁸ V.R. Salkute and S.R. Kohle,(2011) "*E-Government Milestones In Rural India: Eagro Aspects*", International Journal of Enterprise Computing and Business Systems,1(2).

⁹ N. Gorla,(2008) "*Hurdles in rural e-government projects in India: lessons for developing countries*", Electronic Government: An International Journal, 5(1), 91-102.

¹⁰planningcommission.nic.in/.../sereport/ser/stry_ict/12_tatakisan.pdf

¹¹S.Kumar , (2016)"*E-Governance in India*", Imperial Journal of Interdisciplinary Research, 2(2), 482-491.

¹²CSR Prabhu, (2004) *E-Governance: Concepts and Case Studies*, New Delhi: PHI Learning Private Limited.

Fig. 1:Motto behind E-Governance (Smart Government)

Abramson and Means define E-Government as the electronic interaction (transaction and information exchange) between the government, the public (citizens and businesses) and employees.¹³ World Bank has defined E-Government as the usage of information technologies by various government departments and agencies that have the ability to modify the relations among people, businesses and the government. Such technological advancements are capable of providing numerous benefits like improvised delivery of services to citizens and businesses, better empowerment of citizens, reduced levels of corruptions and efficiency in working styles adopted by government.¹⁴ The concept of E-Governance is not just used in India but is renowned globally specifically in China where lot of open source soft wares are available.¹⁵ E-Governance initiatives have not just benefitted people by providing market information economically but have also helped in the uplift of level of education of students living in rural areas through various educational projects. Definitely these projects are need of the hour and there is a vast scope for introduction of such projects in to develop rural areas.¹⁶

KISSAN CALL CENTRES

¹³ A.M. Abramson and E.G Means, E-Government, Price water house Coopers Endowment for the Business of Government, (Rowman& Littlefield Publishers Inc, 2001)

¹⁴ World Bank, Issue Note: E-Government and the World Bank, 2001.

¹⁵ V.B. Singh and N. Yadav, "E-Governance: Past, Present and Future in India", International Journal of Computer Applications, 53(7), 2012, 36-48.

¹⁶ A. H.Rizvi, (2016)"A Study Of E-Governance Educational Projects In India", Global Journal For Research Analysis, 5(1), 37-38.

There is change in the language after every 50 km in India. These call centres are specially made to respond to the issues raised by the farmers in the vernacular language continuously. This scheme was started during April 2002 by the Department of Agriculture & Cooperation, Ministry of Agriculture. The scheme was launched to deliver the farming villagers about the telecom infrastructure. As most of the villagers are not aware of the latest technological development in the country, these centres are specially designed to serve the purpose of creating awareness among the farmers. Toll free numbers are being provided to the farmers, as the services are to be cost free to all the needy ones. So the agriculture department and line departments, SAUs, ICAR organizations are being instructed by the ministry of Agriculture to do the publicity of toll free numbers of KCC. Publicity material includes posters, charts, training and demonstration Programme etc.¹⁷

A STUDY OF NATIONAL & STATE LEVEL PROJECTS

In view of the proposed roll-out of the ambitious National e-Governance Programme (NeGP), the Government of India was keen to understand the nature and quantum of the impact created by the e-government projects that had already been implemented by the state and national agencies. The Department of IT as the nodal agency for the NeGP therefore decided to carry out an impact assessment study of the mature state and national projects that have been implemented in India. The study was carried out under the overall guidance of a team from IIMA. The DIT empanelled eleven agencies to undertake field research involving user surveys using professional staff, and analyse the data to report on impacts.¹⁸

THE PURPOSE FOR WHICH DIT COMMISSIONED THESE STUDIES WAS:

- To ensure that funds/efforts deployed in e-government projects provide commensurate value to citizens
- To use the results of the study to create a benchmark for service delivery for future projects to target
- To use the results to make mid-course correction for projects under implementation
- To carry out follow-up studies of successful and not so-successful projects that could help enhance understanding of the key determinants of the impact on citizens.

As a part of the first phase of them NeGP's three-phase impact assessment schedule, the impact of electronically- enabled (e-enabled) service delivery by the following three departments was studied:

1. **Land Records**-Issue of an RTC (among other uses, this document is required for availing crop loans from banks and as surety for bail) and filing of a request for mutation for affecting changes in land record.
2. **Property Registration**- Three key services delivered by the Sub-Registrars' offices: online registration of property sale/purchase deeds; issue of non-encumbrance certificate; and issue of copies of previously registered deeds.

¹⁷ <http://www.tatakisansansar.com/>

¹⁸<http://workspace.unpan.org/sites/internet/Documents/UNPAN043967.pdf>.

- 3. Transport-** Two key services delivered by transport offices: issue of driver's license on plastic cards with data and photograph captured on magnetic strip/chip and photo captured digitally; and on-line registration of vehicles with a plastic card registration book.

Assessment studies of impact on citizens/businesses of three national projects focused on collection and processing of income tax, registration of new companies, and issue of passport.

RESULTS OF CLIENT IMPACT ASSESSMENT

A comparative analysis of the three states and three national projects from the perspective of their impacts on clients in terms of the key dimensions of cost, quality, governance, and overall satisfaction reveals the following:

STATE PROJECTS

Three State level projects related to Land Records, Property Registration, Transport were assessed in 10 States. The impact of State level projects and the perspective of clients were made by comparing their satisfaction after using the computerised system.¹⁹

State Projects-Table II

	MANUAL SYSTEM	COMPUTERISED SYSTEM
Number of Trips	3-4 & in some cases 8	1-2
Waiting Time	2 hours or more & 6 hours in some cases	20-40% reduced
Elapsed Time	23/ 32 days and in some cases 2-3 months	40% reduced
Land record	9% citizens preferred	91% citizens preferred
Property registration	4% citizens preferred	96% citizens preferred
Transport	12% citizens preferred	88% citizens preferred
Payment of Bribes	9 out of 10 States reported payment of bribes	Bribes reduced significantly to 5 States and no traces of Bribe report in some States.

NATIONAL PROJECTS

Three National level projects MCA21 (Ministry of Corporate Affairs), Income Tax and Passport were assessed. The impact of National level projects and the perspective of clients were made by comparing their satisfaction after using the computerised system.²⁰

¹⁹*Ibid.*

National Level Projects-Table III

Projects	Manual System	Computerised System
MCA21	<ul style="list-style-type: none"> • Number of trips-more • Waiting time-75 minutes • Corruption level-20% • Quality of service & Governance- Not satisfactory 	<ul style="list-style-type: none"> • Number of trips-reduced to 2 • Waiting time-25 minutes • Corruption-reduced to 5% • Quality of service & Governance- Improved than before
Income Tax Portal	<ul style="list-style-type: none"> • Number of visits-Multiple • Waiting time-38 minutes • Elapsed time-10 days 	<ul style="list-style-type: none"> • Number of Visits-one third reduction • Waiting time-27 minutes • Elapsed time-6 days
Passport	<ul style="list-style-type: none"> • Number of trips-5-6 • Bribery-44% • Quality of service & Governance- Not satisfactory 	<ul style="list-style-type: none"> • Number of trips-3-4 • Bribery-4% • Quality of Service & Governance- Improved than before but not satisfactory

ANALYSIS & REVIEW OF PROJECTS

An overall assessment based on a composite rating suggests that MCA21 has been significantly more successful in terms of the value delivered to the users. In all the three projects users preferred the online service, even though composite scores show hardly any improvement in income tax and passport. The varying degree of impact of each of the three projects can be explained by the difference in the extent of computerization and reengineering done in each of the projects.

²⁰*Ibid.*

All the three projects provide services through a portal unlike the statelevel projects where the mode of service delivery is mostly through assisted service centres. However, MCA21 is the only project that provides end-to-end online delivery of all its services and involved significant reform in forms and procedures during the process of computerization.

Online passport services are limited to partial e-enabling of the application procedure while the rest of the application process has remained more or less similar for both the online and offline applicants. Although the Income Tax website is quite comprehensive in terms of the services delivered, certain steps are still manual. The time required for preparing returns is significantly less in the online system as compared to the manual system but the requirement for depositing paper copies of the acknowledgement forms with the Income Tax department (in case of users who did not have digital signatures) negates the time gained in e-filing. On the other hand, users of MCA21, particularly those located in cities that do not have RoCs benefit by avoiding visits to the RoC office.

E-GOVERNANCE: A FACILITATOR FOR GOOD GOVERNANCE

In the past, service delivery mechanisms of the government departments was characterized by inefficiency in work, attitude of officials, procedural complexities, corruption etc. Public administration governed by bureaucratic structures built on rationale principles, has failed to respond to the changing requirements of the present times. The concept of empowering the citizen via electronic governance has been gaining momentum. The infusion of Information and Communication Technology (ICT) has played a prominent role in strengthening this demand. E-governance is a paradigm shift over the traditional approaches in public administration. This new paradigm has brought about a revolution in the quality of service delivered to the citizens. It has ushered in transparency in the governing process, saves time, simplifies the procedures, better office and record management, reduces corruption, improves job handling capacity of the personnel.

CONCLUSION

E-governance allows for government transparency and the public to be informed about the government's policies. It is good governance that will propel and sustain economic growth in India. Good governance can restore trust of citizens in governments and make governments accountable to them. Citizens have to play an active role as democracy cannot be healthy without participation. The country needs to make serious effort in implementing the policies. E-governance in India is an evolutionary phenomenon, and requires a change in the mindset of all – citizen, executives and the government. With the support of the Internet, the government processes can be made efficient, effective, and citizen friendly.

SUGGESTIONS

This paper shows how E-Governance has paved the way for an effective system of Governance and how it can further enhance good governance but still there is a lot of improvement which is required to be made with respect to E-governance in India. The following Suggestions are recommended:

- Project tracking tool should be integrated to the tasks/ activities of the project and these should be monitored instead of status reports with only long text paragraphs being generated for monitoring the project status.
- Complete transparency/ work break down/ what are the issues blocking the project progress should be provided . Projects should be tracked through milestone based approach and evaluation done at various critical checkpoints.
- Cost, schedule, quality milestones checkpoints should get included as part of the project deliverables.
- Proper baseline study should be performed for proper monitoring of the project.
- All the stakeholders must be made aware of the project deliverables, timelines etc.
- To deliver all kind of govt. services through electronic mode. It will make government transparent, efficient and easily accessible to citizens to get benefitted of various services by way of e-governance.
- In order to reach out the citizens from remote control areas, mobile governance to be given priority, through which ,both transactional and informational govt. services provided and providing innovation in mobile governance.
- To promote ethical use of e-governance services. In which, keeping the information of govt., private institutions safer and securing e-govt. cyber world.
- To improve user friendliness of the E Governance sites Graphical User Interface (GUI) and language used should be considered.
- Keeping problem faced by IT illiterate and some elderly people, in mind we can use the concept of AVATAR in websites to promote E Governance. AVATAR is an example of multimodal interactions. In which an Artificial Intelligent agent could guide user at every step while accessing and using E-Governance sites.

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