



PERFORMANCE OF E-GOVERNANCE IN INDIA-A COMPARATIVE ANALYSIS

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Abstract

The main objective of e-governance is to provide a friendly, efficient and affordable interface between Government and its people resulting in cost-effective and high-quality public service delivery. It provides a single window system for various Government services. It is aimed at creating a streamlined framework for Government offices and organizations. It seeks to develop ICT tools which will help citizens and businesses to keep pace with new opportunities emerging in present economy. This paper main objective is performance of e-governance and e-governance models in India i.e., National e-Governance Service Delivery Assessment-2019, Online services in the education sector and mandatory services. It is prepared purely secondary data based; the data was collected from government reports, books, thesis, journals and websites.

Key words: *E-Governance, Critical Flow Model, Comparative Analysis Model, National e-Governance Service Delivery, Information and Communication Technology.*

Introduction

The phenomenon of e-Governance was first taken up in 1972 in Chile. It was the time when Information Technology was used only in few of the businesses. Then need was felt to make Government operation paperless and bring efficiency in its operations as Government in Chile was passing through bad phase. Professor Stafford Beer took the initiative to help the Government of Chile in its survival. Thus, Chile became the first country to implement e-Governance successfully. Even though Chile created a success story by implementing e-Governance, the other countries did not want to implement e-Governance to find solutions to critical issues as Chile did. With the passage of time, the concept of e-Governance gained popularity among the public organisations across countries all over the world.

In the early nineties, e-Governance started making use of Information & Communication Technology in wide area. The main focus was to approach rural areas as well as involve private sector. Initially, the emphasis was only on computerization but later on efforts were also made to set up the systems to process information and deliver services. Then various steps were taken to enable the direct connection between Government and citizens with the help of e-Governance. Keeping in mind the benefits of e-Governance, in May 2006, the Government of India approved the National e-Governance Plan (NeGP) with the vision: “Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.”

Definition of E-Governance

“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, former President of India**

Concept of E-Governance

E-Governance or “electronic governance” is an attempt to bring about Simple, Moral, Accountable, Responsive and Transparent (SMART) governance with the use of Information and Communication Technology (ICT) for the functioning of Government processes. It involves decisional processes and uses ICT for wider participation of citizens in Governmental decision- making regarding public affairs. It has a potential to provide all Governmental information and services online to the public and private sectors. E-Governance initiatives ensure a more democratic, transparent and accountable system that includes quick accessibility and security of information which is exchanged between Government and citizens.



The main objective of e-governance is to provide a friendly, efficient and affordable interface between Government and its people resulting in cost-effective and high-quality public service delivery. It provides a single window system for various Government services. It is aimed at creating a streamlined framework for Government offices and organizations. It seeks to develop ICT tools which will help citizens and businesses to keep pace with new opportunities emerging in present economy.

Objectives

- 1) To study the e-governance models
- 2) To analyse the performance of e-governance in India.

Methodology

This paper is prepared based purely secondary data. The data was collect from concerned secondary sources such as, government reports, books, thesis, journals and websites. The statistical data was collected only in the year of 2019.

E-Governance Models

E-Governance Models

E-Governance is application of Information and Communication Technology to govern activities in different ways called Models. In this section, some of the important e-Governance models being followed in developing countries have been studied.

• Broadcasting / Wider Dissemination Model

This model is based on the distribution of relevant Government information through the use of ICT to the wider range of citizens. The motive behind this is to inform citizens regarding Government policies and procedures so that citizens can exercise their rights and responsibilities properly. It also helps Government to decide upon a future course of action. Its services include online availability of the names, e mails, addresses and phone numbers of Government officials, Government laws and legislation, information related to Government plans, budgets, expenditure, etc. It also makes online availability of key court judgments that are of great value to citizens. Project GISTNIC (General Information Services Terminal of National Informative Center) is an illustration of this model under which information is given to the public about 25 subjects that include economy, tourism, education, etc. with the technical assistance of National Informatics Centre (NIC). With the help of internet, citizens can access this information easily and quickly.

• Critical Flow Model

This model is based on providing significant information to the target audience using ICT. The model necessitates the understanding of specific information and then using it tactically. It mainly focuses on its information content and its target users. Its includes online availability of the information on corruption in Government departments, environment-related information such as effluent discharge in rivers, radioactivity spills, etc. It also involves research studies, enquiry report and appraisals given to the affected parties by the Government and information is provided to Non Government Organizations (NGOs) and concerned citizens regarding human rights violation and criminal impeachment records against Government officials. On the whole, the model depicts the weak aspects of Governance and gives information to the public regarding specific cases of state failure and bad Governance.

• Comparative Analysis Model

This model is based on the comparison of actual available information with the explored information available in the public/private domain, so as to take strategic decisions. The model recurrently absorbs new knowledge products and uses them as a yardstick to make changes in the Government policies and proceedings. It facilitates decision-making at all levels and provides a basis for future course of action. It reviews the performance record of all the Government officials and also establishes conditions of preference in legal matters like disputes related to patents etc., and in this way, affects future decision-making.



• Mobilization and Lobbying Model

It is one of the most commonly used digital governance models and has impact on the international decision-making processes. The model aims at strategic flow of information to build strong and effective communities, sharing information and associating themselves with the real-world activities. The model helps in the formation of pressure groups, encourages participation at wider level in decision-making processes, promotes public debates on the themes of conferences, treaties, global issues, etc. Due to unavailability of local information, it helps to develop global expertise on a particular subject that can help in decision-making.

• Interactive-Service Model

Interactive-Service Model is an amalgamation of several pre-existing digital Governance models and involves direct participation of individual in the Government proceedings. In this model, citizens are able to access Government information easily. It formulates an interactive communication channel between Government and citizens for different activities like filing of tax returns, election of Government officials, payment transfer, grievance redressal, etc. It helps in carrying out video conferencing and online discussions with the policy-makers and conducting public debates on the critical issues.

Performance of E-Governance

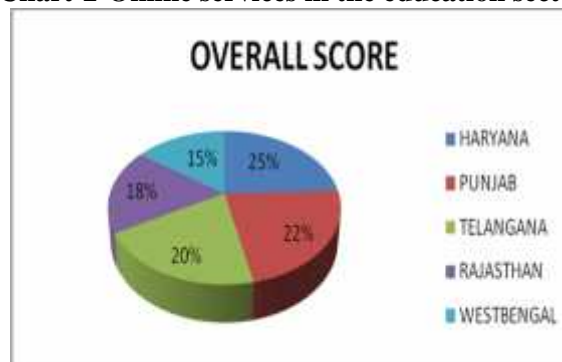
In India has been introduced e-governance is to provide a friendly, efficient and affordable interface between Government and its people resulting in cost-effective and high-quality public service delivery. e-governance performance in India discuss below.

Chart-1-National e-Governance Service Delivery Assessment-2019



Above the chart-1 reveals about the National e-Governance Service Delivery performance in top ten states in India. In south India state Kerala has occupied the first place, followed by Goa, Haryana and west Bengal. Telangana ranked 5th among the ten states and bottom rank has Madhya Pradesh.

Chart-2-Online services in the education sector





Above Chart-2 show that the performance of online services in the education department part of the e-governance. The north state Haryana has bagged in first rank, Punjab, Rajasthan, west Bengal respectively, and only one south state is occupied third place among five states.

Chart-3-Top states of mandatory services

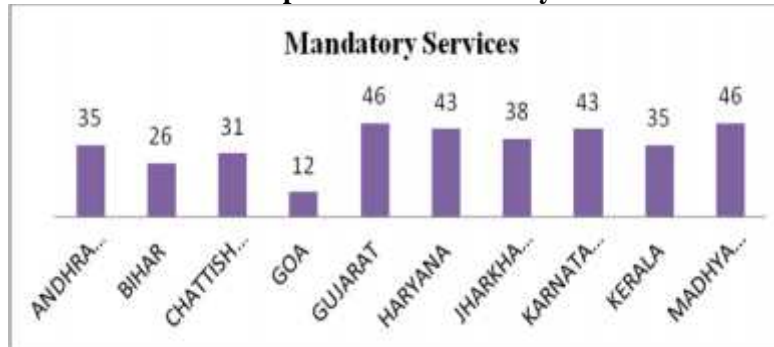


Chart-3 reveals that the e-governance mandatory services performance in among ten states which delivered more than 80 percent of the online services. The north states Gujarat and Madhya Pradesh were same rank occupied the first position and Haryana and Karnataka states are second place followed by Jharkhand, Kerala, and Andhrapradesh. The other state Goa was least perform.

Conclusion

In India has been introduced e-governance is to provide a friendly, efficient and affordable interface between Government and its people resulting in cost-effective and high-quality public service delivery. Therefore, e-governance performance in selected segments i.e., National e-Governance Service Delivery, Online services in the education sector and mandatory services. May be among the India state Kerala has occupied the first place, followed by Goa, Haryana and west Bengal. Telangana ranked 5th among the ten states and bottom rank has Madhya Pradesh. The north state Haryana has bagged in first rank, Punjab, Rajasthan, west Bengal respectively, and only one south state is occupied third place among five states. Gujarat and Madhya Pradesh were same rank occupied the first position and Haryana and Karnataka states are second place followed by Jharkhand, Kerala, and Andhrapradesh. The other state Goa was least perform. Hence, overall performance of e-governance in India, could not achieve the main objective of e-governance policy.

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