IMPACT OF E-GOVERNANCE PRACTICES IN INDIA: A STUDY

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Abstract
After 1990 there are major changes throughout the world and Liberalization, privatization and Globalization leads to spread of Information and communication technology which is initiation for E-Governance. In India after new economic policies introduced It act and national e governance programme which is the mile stone for E governance practices in India. Mee seva, Akshaya, Bhoomi and Gyandhoot are some of the e governance practices in the country. Reduction of corruption, red tapism and time and money savings are some of the benefits of e governance. Transparency, accountability, Responsiveness is key features of e governance. In this context Advantages of E governance and impact of e governance anaysed in this article.

Key words: E governance, Mee seva, transparency, Accountability, Impact.

Introduction
Much has been written about the applications of the advances in the field of Information and Communications Technology (ICT) to the field of Governance or public management. This application of ICT has brought about a new ray of hope, that of the potential benefits accruing out of these applications. India, even while carrying on with its stiff bureaucracy and a rigid governance structure, has been strangely at the forefront of this new development, especially among the South Indian States. 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). There is a great impact of E- governance programmes on Indian society, It reduced corruption saving time and money It also created opportunities.

E- Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance.

E- Governance provides efficient storing and retrieval of data, instantaneous transmission of information, processing information and data faster than the earlier manual systems, speeding up governmental processes, taking decisions expeditiously and judiciously, increasing transparency and enforcing accountability. It also helps in increasing the reach of government both geographically and demographically.

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 levels. The Government of India has recognized the need to modernize the Central Government offices through the introduction of Information and Communications

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Technology. e-Office is aimed at increasing the usage of work flow and rule based file routing, quick search and retrieval of files and office orders, digital signatures for authentication, forms and reporting components.

Health, Education and Livelihoods are important besides providing better service delivery through e-governance. Bhoomi in Karnataka, Mees eva in Telangana and Akshaya in Kerala are some best e-governance practices in India.

E Governance Initiatives
Delivery of public services through electronic means has assumed increased focus in India with the introduction of National eGovernance Plan (NeGP) and the formulation of Information Technology (Amendment) Act, 2008 and draft Electronic Services Delivery Bill, 2011 by the Department of Electronics and Information Technology (DeitY), Government of India (GoI). NeGP initiated in 2006, is an ambitious program undertaken by DeitY to improve the efficiency of service delivery to citizens and businesses. The plan seeks to create appropriate governance and institutional mechanisms, establish core infrastructure and implement Mission Mode Projects (MMPs) in the central and state governments. In essence, NeGP aims to make all government services accessible to citizens in their locality through common service delivery outlets in an efficient, transparent, reliable and affordable manner to help fulfil their basic needs.

The four pillars of NeGP were identified as **State Wide Area Network** (SWAN) to bring speed, efficiency, reliability and accountability in overall system of Government-to- Government (G2G) functioning; **State Data Centre** (SDC) to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G, G2C and G2B services; **State Service Delivery Gateway and portal** (SSDG) to provide a standardized interfacing, messaging and routing switch through which various departments and service providers can make their applications and data inter-operable; and **Common Service Centres** (CSC) to set up internet enabled centres in rural areas to be the delivery points for Government, Private and Social Sector services to rural citizens of India.

Several State Governments have taken various innovative steps to promote e-Governance and have drawn up a roadmap for IT implementation and delivery of services to the citizens online. The applications that have been implemented are targeted towards providing Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G) services with emphasis on use of local language. Every State has the flexibility of identifying up to five additional State-specific Mission Mode Projects (relevant for economic development within the State). In cases where Central Assistance is required, such inclusions are considered on the advice of the concerned Line Ministries/ Departments. States have MMPs on Agriculture, Commercial Taxes, e District, Employment Exchange, Land Records, Municipalities, Gram Panchayats, Police, Road Transport, Treasuries, etc. Apart from MMPs, the States have other e-Governance initiatives also. Akshya in Kerala, Mee seva in Andhra Pradesh and Telangana, Bhoomi in Karnataka, Gyandhoot in Madhyapradesh are some of the major e governance programmes in India.

E- Governance and PPP
The PPPs take several organizational forms between the government and private party, such as User-Fee Based Build-Operate-Transfer models, Annuity Based Build-Operate-Transfer models, Performance Based Management/ Maintenance Contracts and Modified Design-Build contracts. The need and

objectives for PPPs could be that government desires to tap into private investment, spread the risks over multiple partners in investments of high fixed and sunk cost intensive sectors and tap into organizational and technological efficiency of private sector and to reduce moral hazard behaviour of public agents. Furthermore, in sectors where there are externalities both in static and dynamic nature, government may intervene and get into partnership with private players for undertaking the investment. Mee Seva in Andhra Pradesh and Telangana Akshaya in Kerala Boomi in Karnataka some of the programmes being operated by the public private partnership models.

Following are the advantages of E-Governance
Speed: Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.

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.

Transparency: Use of ICT makes governing profess 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.

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.

Convenience: E-Government brings public services to citizens on their schedule and their venue.

Improved Customer Service: E-Government allows to redeploy resources from back-end processing to the front line of customer service.

Increased access to information: E-Government improves the accessibility of government information to citizens allowing it become an important resource in the making the decisions that affect daily life and so it helps in empowerment of citizens

Impact of E-Governance on Administration
1. E-governance programme calls for basic restructuring of age-old, archaic & colonial procedure – it indeed involves almost elimination of existing dysfunctional system of governance.

   It straight away offers a package of efficiency, time boundedness & cost efficiency, in fact much more, transparency, demolition of discretion & arbitrariness & above all clientele orientation and redressal of citizen grievances. It will down size, cut numbers, unite knots and do away with regulation & procedural bottlenecks reduce time & increase customer satisfaction.

2. It has led to flattening & down-sizing of today's organizations, eliminating the need for levels of bureaucracy & a long chair of command. People are replaced by technology & organization is able to down size or right size. The impact of IT is mainly felt at the middle level management.

Downsizing of Government departments & directorates would create a new administrative culture by doing away with middle management.

3. IT brings in a rapid change in management pattern, such as breakdown of hierarchy in administration & increase in coordination activity. Computers make coordination better & cheaper. It will facilitate Decentralized administration i.e. delegation of authority.

4. IT helps in fast & better disposal of grievance of citizen & comments.

5. IT will lead to administration & management revolution. The file pushing processes will be done away with, & data processing and decision making will be done quickly and cheaply. Ex.: If an information system would be built up for gathering databases regarding crimes and criminals, these data would enormously help police officer to track down criminals and prevent crimes.

Conclusion

Wide use of IT is likely to offer people friendly administrative culture by making people's easy access to data and information about public administration, bringing the functioning of bureaucrats and other public servants under the gaze of effective public scrutiny, by helping the people to assess the moral and attitude of public servants towards the people. Appreciation of needs of people will be greatly facilitated. we have seen how the concept of e-governance and m-governance has evolved in Indian scenario and how much it is required for transparency and accountability on the part of government and at the same time it is also a toll to increase the participation of people in policy making by empowering them with the right information at right time. The penetration of internet, telecommunication services in India has increased in the last decade and this gives a ray of hope to the citizens of India to fight with the long persisting problems of poverty, corruption, regional disparity and unemployment. But at the same time, due to slow pace of project completion, red-tape and resistance from the side of government employees and citizens too has not given the desired result. Information and communication technology leads to e-governance throughout the world and even in India has great initiation towards e – governance programe initiation and practices.

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