# E-GOVERNANCE

**SUBJECT:PROFFESIONAL Business skill**
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# E- governance

- **It is the application of information technology in government functioning and for the delivery of government services**
- **It is the integration of ICT at all levels of the government for better governance**

# It involves the use of ICT by government to:

- Improving efficiency
- Reducing cost and delay
- Restructuring administrative processes
- Improving quality of services
- Exchange of information with citizen,business and other agencies

# Stages of e- governance

- Computerization

- Networking

- Website-online presence

- On-line interactivity

- E- infrastructure

# Types of interactions

- G2G: Information communication and interactions within and between government entities such as state government ,central government and local government

- G2C :efficient delivery of government services to the citizen by electronic means

- G2B: electronic communications and interactions between business and government  such as licensing , permit ,tax collection etc

- G2E: efficient interaction with employees such as circulation of information , salary processing ,reports etc..

# Benefits of e-governance

- Access to information and quality services for citizens

- Time saving

- Cost reduction

- Transparency

- Accountability

- Improved efficiency

- Expanded reach of governance

# Disadvantage of e- governance

- Lack of equality in access to the internet

- Lack of trust and cyber crime

- High surveillance

- False sense of transparency and accountability

- Costly infrastructure

# E- GOVERNANCE INITIATIVES IN INDIA

- **FRIENDS**
- (Fast, Reliable, Instant, Efficient Network for the Disbursement of Services) is a Single Window Facility providing citizens the means to pay taxes and other financial dues to the State Government.The services are provided through FRIENDS *Janasevana Kendrams* located in the district headquarters.
- **Akshaya e- Kendra**
- It is the e- services launched by the govt. of Kerala as a citizen e –literacy project. Now it is a common platform for accessing various services of the government

- # Bhoomi:

- 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

- # E- seva:

- This project is designed to provide 'Government to Citizen' and 'e-Business to Citizen' services. The highlight of the *eSeva* project is that all the services are delivered online to consumers /citizens by connecting them to the respective government departments and providing online information at the point of service delivery.

- **Sakshat:**

- "**Sakshat portal** addresses the educational requirements of learners from Kindergarten to PhD. All the e-learning contents would be disseminated through **Sakshat portal** free of cost," she said. The **portal**, developed by eGyanKosh of IGNOU, was launched by the then President of India Dr. APJ Abdul Kalam on October 2006.

- **Concert:**

- country wide network of computerized enhanced reservation and ticketing was developed by the Centre for Railway Information Systems (CRIS), New Delhi primarily using 'C' and also using 'FORTRAN'. The application was first implemented at the Secunderabad PRS site in September 1994 and subsequently at the other four PRS sites(passenger reservation system)

- **TARAhaat**
- TARAHaat.com is a web portal designed for people of rural India. It offers a variety of services like weather forecasts, current commodity prices, e-mail service, educational opportunities, government schemes, medical or career advice for just a few rupees worth of net connectivity. It currently offers these services in 3 different Languages namely, English, Hindi, Punjabi.

- **Dishtee:**
- **Drishtee** is an India-based business that provides information technology goods and services[1] to rural India through village kiosks that are run and managed by local entrepreneurs. These kiosks are developed using a franchise and partnership model

- Vidya vahini:
- The government's initiative to connect 60,000 Indian schools is aimed at providing a thrust to computer-aided learning for rural students. 'Vidya Vahini' is one such ambitious project launched by the department of IT along with ERNET, in an attempt to explore how IT can be integrated into the learning process of school children. Although there are other projects on similar lines mostly in the private sector, Vidya Vahini is different because it takes up the cause of the rural students.

- <span style="color:red">Gyandoot:</span>

It is an Intranet-based Government to Citizen (G2C) service delivery initiative. It was initiated in the Dhar district of Madhya Pradesh in January 2000 with the twin objective of providing relevant information to the rural population and acting as an interface between the district administration and the people.

<span style="color:red">Card</span>

- Computer –aided admiration of registration department .designed to eliminate the maladies affecting the conventional registration system by introducing electronic delivery of all registration services.

- *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.

# e-Governance Initiatives in India

- **DIGILOCKER:** A mobile document wallet which allows citizen to keep their documents in approved digital format.

- **e-Biz (G2B):** An initiative to provide fast and reliable online services to business entities.

- **e-Office (G2G):** A digital workplace solution for both inter and intra government processes

- **e-Sampark:** Platform used for sharing informational and public service messages in the form of mail, SMS, telephone call etc.

- **e-Filing:** Online platform for filing income tax return and availing tax related services.

# e-Governance Initiatives in India (Kerala)

- **Oruma Web** (Online portal of KSEB for quick payment of bills) – G2C
- **Sanchaya** – The revenue and license system for local governments in Kerala
- **e-Tender** – Submission of tender in electronic format in Kerala (G2B)
- **Sevana**: Registration of birth, death & marriage (G2C)
- **Subhadra** – Financial management system
- **Samoohya**: Citizen database.