

E-Governance: A Comprehensive Tool for Good Governance

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Abstract:- When we talk about electronic governance firstly see the growth of e- governance where it come from, it is a distinct dimension of New Public management(NPM) which setback considerable momentum since the early 1990.The term ‘e-Governance’ is often used to describe the networking paradigm and its decentralization and communication implications. There is an overlap between e- governance and e- government as competing paradigms that intersect at time during their development. Some state that government use e- governance tools to improve quality of governance, Thus e- governance look like a process that is being used by administration and this process also enable governance experts using information and communication technology to make governance effective for citizens. For enhances governance in the country e, Governance play a significant role.

Keywords:- Governance, Governance Good Governance, Technology, Paradigms, Momentum, Enable, Enhances.

I. INTRODUCTION

A well balanced, Inclusive approach, according to certain standards and Ideals, is essential for proper Governance of any Country. _Laisenia Qarase

E- Governanc eis the application of IT in governance process for carrying regime facilities interchange of evidence communication, transactions addition of various state only, system and amenities between G2C, G2B, G2G, B2B, and relationship between entire government framework.IT play an important role in public service distribution system and made government answerable to citizens. E-Government arises behind electronic services transporting and as part of on-going improvements and alteration of government enabling participatory government and partnership to improve good organization and usefulness. This one remains influential apparatus of advance goals, because of way in which it increases statement and exchange of awareness and information essential for expansion.IT as a new-fangled technology tool in the working of government is equally important for its development in achieving goals for whole development processes of government. In recent time the demands of people also change they want better services from its government and expecting openness in public services delivering services, and use of IT is very important in this field. The issue of Providing Transparent services to the

common People is a big challenge for Government for this purpose need of Good Governance is equally important, inclusiveness in good governance refer to provide equal opportunities to all groups in the society to improve and maintain their well-being. To bring Comprehensive Good Governance in the country e- Governance is an important tool which play a momentous role in this arena.

India is a developing nation issue of service delivery is a key challenge for the Government,ICT base service delivery can improve efficiency,cut delays, improve citizen satisfaction and lessens corruption and Increase transparency in the system, by using ICT practices ,citizen can make online complaints and therefore citizens grievances are possible with ease which is the basic obligation for Good Governance.

It appear here that e- governance is nothing but the use of Information and Communication Technology by the Government to render services to its citizens, while the e- governance definition focuses on the use of ICT to assist in the administration or management of the government, sometime both e- governance and e- government uses interchangeably and the definition of e- government focus on the use of ICT to provide services in support of government operations.

II. GOOD GOVERNANCE

When the birth of governance took place in administrative functioning of government it create new path for its effective functioning, and emerge with a new concept i.e. Good governance it goes beyond governance in term of developmental, economic and politico-social philosophies to include support systems for the poor, the disadvantages and for all those classes who can't assess basic things from the government. In this common view good governance refer to a function of installation of positive virtues of administration and elimination of vices of disfunctionalities.

Governance and good governance were generally used as synonyms meaning a strategic tool to achieve all-round development at an accelerated pace. Good governance is considered more appropriate than governance. In other words we say that when the new techniques ,tools taken into account for improving functioning of governance is known as good governance and when we use both in positive connotation refer toward good government.

Good control means anything to anybody depending on one's perception of what is good and for whom. It is equated with a range of ideas, in the form of check list of criteria, partly to satisfy international lending institutions and partly as a bench mark to achieve higher level of governance. Kofi Annan, 'Good governance' is perhaps the single most important function in eradicating poverty and promoting development.

In simple words governance and good governance would appear to be synonymous because the elementary objective of governance is, and has to be, good governance. Governance hardly seems in developing countries all around, and good governance emerge as a new panacea for corruption and other administrative ills. The term Good Governance gain prominence around the world in recent time, and become a buzzword in the vocabulary of polity and administrative reform, mainly due to importance given by international community the concept of particular term emerge in 1980s.

The term decent governance related with effective, efficient administration in a democratic framework. It implies high level of organizational effectiveness. Respectable governance is not something that government achieve itself. Good governance depends on the co-operation and a participation of a large number of citizens and organizations. These are not only required for blameless governance but for all justifiable human development.

It seem today that in intercontinental expansion, good governance is a way of measuring how public organizations conduct public affairs and manage public resources in a preferred way.



Good Governance in an organisation.

Source:Image by Vcomply editorial feb 28,2019

It seem that Supremacy is not a isolated activity but an inherent part of any organization, it refer the process by which organizations are operated, guided and held to account. The process of domination involved authority, accountability, leadership, direction and control in an insitution. Control alone cannot take care of all these needs. The Governance has to be (GOOD) in order for it to add value. Decent power require both competence and success.

Effective mean doing right things. Efficiency refer doing things the right way.

III. CHARACTERSTICS OF GOOD GOVERNANCE

In recent time the use of the term good governance has come into vogue increasingly because of the studies of many developing countries related to development and meaning goodness in governance. Basically developing nations coming with new approaches and methodologies, modele, to bring change in developmental activities, and making better governance processing which helps government to achieve its target in three term of development either political, social, economic, societal, and the functioning of administration at various levels. The characteristics of good governance has been given by many international organizations and scholars of reputed institutions. These eight most important features are given by UNO are discussed in following ways.

- Involvement,
- Rule of law,
- Clearness,
- Sensitivity,
- Consensus orientation,
- Equity and inclusiveness,
- Effectiveness and efficiency,
- Accountability,

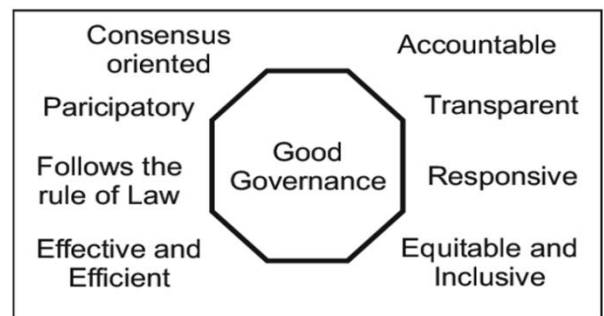


Fig 1.2 source (Goswami, 2013)

When we talk about good governance through e-governance it vibrant that the characteristics of decent governance assure that corruption is minimized, taken into account different classes of the people, i.e. minorities, and other vulnerable section in society are pick up in decision-making. It is also responsible for the present and future needs of society.

Participation: Citizen Contribution is most important for effective administrative function, and plays a great role make governance process more successive. To take part in the decision-making process and its implementation, by all the segment of the humanity, irrespective of gender, caste, social and economic status. Participation through direct or indirect way is helpful in governance. Participation also refers to choice of association and expression one hand and a structured civil society on the other hand. This process of participation enhances the effective working of governance and bringing good governance in administrative functioning.

Rule of Law: Good supremacy demand legal outlines, which is fair, that imposed neutrally. Complete protection of social rights. It also require in depended judiciary. Laws are basic requirements of any system, especially in democratic style government, effective implementation of laws play greater role for governance working.

Transparency: The main aim of good governance is to bring transparency in public sector it need participation of peoples in decision making process and transparency is the basic requirement of decision making process. Decision occupied and their enforcement is done in a way which follows laws and regulations. Information is spontaneously available and directly accessible to those who will be affected by such decisions and their enforcement. Transparency is all important for citizens, which help to understand government policies by common-man of the society.

Responsiveness: Responsibility on all in governance is key for the success of good governance. The responsible stakeholders are served within a reasonable time by governing apparatus with due care and without discrimination. Positive responses by all segment of the society are equally important of effective governance working.

Consensus Orientation: Arriving at results which would be fair to all and ruling out extreme arrangements to the extent possible. Requirement of meditation of different aids the society to reach a broad agreement in community on what is in the best interest of whole community and this can be achieved. It also need a long –run perspective for human development and how to the achieve objectives of such growth. Change requires long duration planning for it better results is key component.

Equity and Inclusiveness: It is important for every organization that they ensure to all its participants of the society touch that they have a stake in its affairs and do not impression excluded from the mainstream. This has need of all segments of community the weaker section to enhance their well-being. Providing basis amenities and development is elementary purpose of good governance.

Effectiveness and Efficiency: The key of all development projects is effectiveness and efficiency in its working not a single venture of development is successive if it fails in both. Action being taken according to effective decisions and fully implementation process. Organisations, procedure, produce outcomes to meet the need of society while making the paramount use of assets at their clearance. It also refers workable use of natural resources and the protection of environment. It helps in progressive development, and equilibrium growth, in term of economic, social, political, etc.

Accountability: Accountability is the main instrument in a democratic set-up public and private sector and civil society organizations must be accountable to the public and to their institutional stakes holders .In other words we may

say that governments bodies are answerable to those who will be effected by choices and actions. The whole administrative process is accountable to public and accountability is equally important of effective growth and development in the society. The process of governance is strengthening through accountability of the institutions.

Strategic Vision: UNDP and Second Administrative Reform Commission of India have included strategic vision as ninth feature. In planned vision-Leaders and public have a wide-ranging and long term perspective on good governance and human development, along with a sense of what is desirable for such growth.

These are the characteristics of good governance. Now the question what is inclusive good governance and who e-governance is an inclusive instrument for good governance. Inclusive good governance refers to bring all groups of the society into a same plat form.

The main focus of government is to provide services to citizens, for this purpose various agencies are involved in services delivery process, i.e. Public, Private sector and civil society Groups. It is very essential that the services should be responsive to user needs.

In the context of Good Governance, Willy McCourt defines three key elements.

- Ensuring Performance
- Developing Competition
- Responsive Service

For this purpose there is a need of citizen friendly administration, where the process of service delivery become efficient, by making administration accountable and citizen friendly, so the use of ICT has touch all facets of the life of common man and play a significant role in service delivery mechanism, and the application of ICT has been found to be highly useful in governance which is known as e- governance or electronic governance.

IV. SOME E- INITIATIVES OF DIFFERENT STATES IN THE COUNTRY FOR PROMOTING GOOD GOVERNANCE

Before discussing e-initiatives of different states some (e) initiatives taken by central Government as mission mode project under national e- Governance plan 2006 some of them are as.

e- Office

UID

PensionsBanking

Initiatives at state level,

BhoomiProject: Online delivery of Land Records f by state of Karnataka.

Gyandoot: by Madhya Pradesh

LokvaniProject: in Uttar Pradesh

FRIENDS: In Kerala

e- Mitra: Project in Rajasthan

OLAP: Online Analytical Processing would be developed by Haryana for planning and decision making.

DISNIC, COURTIS, AIS,CRISP,: By state of Punjab

LOKMITRA: by Himachal Pradesh

Raj- SWIFT – State wide intranet to Facilitate data, Text and e- mail between office of CM and all District Collectors by Rajasthan.

e- Panchyat: in Jammu and Kashmir

Sukoon: by Jammu and Kashmir,

Beside these there are number of e- Initiatives taken by different states of the country for bringing Good Governance.

Its seem here that for the Implementation of these initiatives need strong Governance which demand quality governance World Bank highlight features of governance in the concept of Good Governance as the one epitomized by predictable, open and enlighten policy –making a bureaucracy imbued with a professional ethos acting in furtherance of public good, the rule of law and the public participation in decisions making.

Inclusive Good Governance refer to bring all the group of the society in same place it is only through when ,National regional, or Local Government make a concrete effort to provide service to the citizens in equal manner,they sow the seeds of stability and Growth. When this is done through legal framework of political and legal accountability,citizen increase trust on state institutions to support market not prey them, and treat all citizen in an even- handed manner. This underlies the efficacy of public sector intervention to improve health,education, welfare, development;the whole process demand reform for this e-governance is a key tool which is helpful for bringing Inclusive Good Governance In the Country.

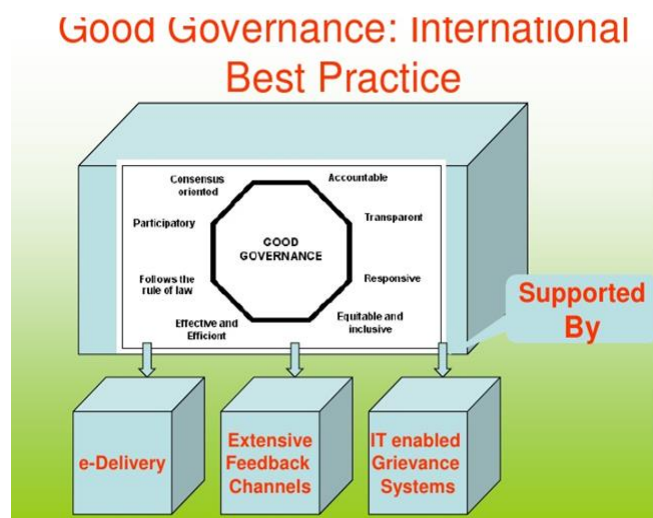


Image source: e- governance Gartner's- model by bahim upadhyaya (search engine yahoo.com) The International focus on e- Governance indicated that for bringing Inclusive good governance, e- Governance is very imperative and it seem that e- governance is key tool for bringing Inclusive Good Governance.

V. CONCLUSION

Governance is the process of decision making that need more participation, which aim at come up with good decisions and Inclusive governance, through citizen involvement make the whole process easier and helpful in policy implementation, In developing nations use of ICTs is often limited owing to various reasons, there is a need of stragic approach that aim at specified target and allot a reason able time to attain them, bringing inclusive good governance there is a need of strong e- governance involvement for this firstly we strong e- governance infrastructure which bring results in governance, improving quality of services and citizen involvement, transparency effectiveness, reduction of corruption all are the prime objective of Good Governance which is possible through the help of strong e- projects this is a successive way for bringing Inclusive Good Governance hence we can say that e- Governance a comprehensive approach for bringing Inclusive Good Governance in the Country. E Government should enable anyone visiting a city website to communicate and interact with city employees via the Internet, the use of Internet enhance the service delivery is which is the main focal area of Inclusive Good Governance providing service to all group of society at same platform in an Comprehensive style.

In other words we can say that Inclusive Good Governance, bring all together, i.e. Democracy, Respect for Human Rights, justice and rule of law which are the key to political and economic transformation in the country in future, so as a new innovative tool in the process of Governance is equally significant in bringing development and create a path toward Inclusive Good Governance in coming epoch.

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