MOVING FROM TRADITIONAL GOVERNANCE TOWARDS E-GOVERNANCE

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ABSTRACT

A paradigm that has brought a new revolution in the quality of government services and information to the public using electronic means is e-Governance. The motivation behind research is to decrease the administrative size and costs and to increase the functionality of government body. The need for transformation of traditional governance to e-Governance is discussed in this paper. We also try to highlight the implementation of e-governance in the state of Punjab, Haryana and Chandigarh to make these states as smart states. The various e-governance projects initiated by the states will be discussed. This paper also includes models for implementation of e-Governance and the framework required for it. It will focus on proper road map, future plans & policies to make e-Government successful.

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INTRODUCTION

E- governance is the use of a range of *modern information & communication technologies* by Government to improve *effectivenes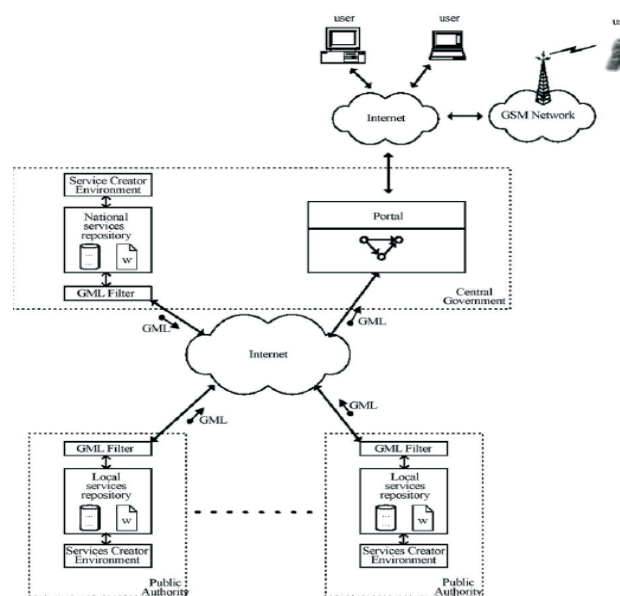s, efficiency*, *service delivery* & to promote *democracy.* E- governance is not only about putting govt. services online: it involves a fundamental change in *the way public services are delivered & managed.* Like city planning, Public records & Physical or information infrastructure management, healthcare, education & property assessment.

Thus the basic policies for democratic governance is to decrease the administrative size and costs and to increase the functionality of government body. This is the *motivation* behind research activities within governments for utilizing them to new methods and technology. The motive of government is to improve public services and strengthen support to public policies. This will lead us to the E-Government concept which is commonly defined as "Continuous and Safe execution of the mutual duties and services between government and citizens in the environment of electronic communication and transaction". Thus E-Government concept can be considered as a proper base of good and efficient governance.

It provides a common framework & direction in the implementation of govt. policies :

- The first framework defines the use of IT in decentralization and democratization.

- The second framework describes the limitations and contradictions of technology.

- Third, the socio technical systems approach emphasizes the continuous and two-way interaction of the technology and the organizational–institutional environment.

- The fourth framework describes the theories of global integration.

Architecture of the platform for e-government project

As the portal is linked through the Internet and governmental markup language to the national service repository and the local service repositories, users can obtain services from different administrations at various levels in a transparent and integrated manner. If they request information services, they will get the data from the relevant repository; and if they need transaction services, these will be executed in the service runtime environment before the results are send back to the users through the portal.

OBJECTIVES

- Transparency, the right of citizens and businesses to access all types of information and knowledge produced by institutions and administrations.

- Simplify the activities, i.e. the elimination of all types of interactions and burdens not strictly required by law from administrative activities.

- Inclusion and overcoming of the digital divide, the establishment of the right of every citizen, independently from their gender, culture, language, economic, and physical conditions to access and benefit from E-Government services.

- Efficiency and effectiveness of the administrative processes that deliver services to citizens and businesses, in terms of use of resources.

THE PRIMARY MODELS OF E-GOVERNMENT ARE

- G2C–Government to Citizen: This is the best known and fastest growing type of e-government. It is the online non-commercial interaction between local and central government and private individuals, rather than commercial business sector(G2B).The main goal is making public services and information accessible to all.

- G2B–Government to Business: Specifically intended to facilitate business interaction with government. This area has the greatest potential for urban planning, real estate development, and economic development. It is the online non-commercial interaction between local and central government and the commercial business sector.

- G2G–Government to Government: Probably the least known type of e-government, G2G will greatly improve the interaction among local, state, and federal governments. It is the online non-commercial interaction between government organization, departments, and authorities.

MODELS OF E-GOVERNMENT DEVELOPMENT

First model Layne and Lee 2001, states that e-government projects has four stages of development

- The first stage is cataloguing, providing government information by creating Web sites. At this stage, only one-way communication between the government and the governed is possible.

- The second stage is transaction. This stage can provide online transactions with government agencies. This makes two-way communications possible. The cataloguing and transaction stages focus on creating an electronic interface for government information and services.

- The third stage is the integration of government operations within functional areas in government. Agencies working in the same functional area integrate their online operations. For example, database sharing by the FBI, CIA, and the NSA.

- The final stage is horizontal integration. Different functional areas are integrated within the same electronic system and put to use through a central portal. The last two stages focus on the integration of the provision of e-government activities within the existing governmental structure.

Second model was introduced in a study conducted by the United Nations and the American Society for Public Administration (UN and ASPA 2002). It proposed a five-stage model of development.

- Emerging stage: An official online government presence is established.

- Enhanced stage: The number of government sites increase and become more dynamic.

- Interactive stage: It enables the users to download forms and interact with officials through the Web.

- Transactional stage: Users have the ability to make online payments for transactions.

- Seamless stage: Integration of electronic services across government agencies becomes possible.

NATIONAL E-GOVERNANCE PLAN:

It consists of making all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realize the basic needs of the common man. The Government has approved the National e-Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs) and 10 components.

The MCA 21 project is an outcome of the MCA's quest for simplifying forms, making forms e-centric, promoting online transactions, and reaching out to stakeholders in an economy that is growing fast and adjusting to the demands of globalization.

The Passport Seva Project is intended to transform the delivery of all passport related services across the country, with accent on process efficiency, citizen focus, employee productivity and system transparency

E-Office-This project is aimed at significantly improving the operational efficiency of the Government, by transitioning to a Less Paper Office within next five years. The design this MMP is to achieve work flow automation and knowledge management.

Banking – Core Banking Technology for online fund settlement, electronic mass payment system.

Central Excise – filing of service tax & excise returns through

Income Tax – 19 defined services including e – filing & online submission of forms & online payment of taxes are being covered. The MMP will include processing, correspondence, Tax accounting and allocation of PAN.

NIC - National Portal of India being implemented to provide a single window access to the information and services of the Indian Government at all levels from Central Government to State Government to District Administration and Panchayat for the Citizens .

DGS&D, Ministry of Commerce and Industry - To reduce cycle time and cost of procurement, to enhance transparency and efficiency of procurement covering all aspect of procurement from indent of tender-to-tender preparation, bidding, bid evaluation and award of contract with security features

E Biz Project implemented by Department of Industry Policy & Promotion (DIPP) for provision of Government to Business (G2B) services to stakeholders. Pilot has been initiated in four states, namely, UP, Maharashtra , Haryana at 1 district in each state. 25 G2B services relating to 14 departments of central, state and local governments would be provided online.

E-governance in Punjab

The Department of Information Technology (DoIT) has been set up to execute IT policy framework. It was formulated in 2001 to provide citizen-centric governance, and to turn the state into a knowledge society. The e-governance initiatives of the state focus on creating efficient and cost effective government by improving the internal processes of the government through administrative reforms, process re-engineering, modernization and deployment of IT for an efficient, productive, objective and accountable government. Twenty

Four departments of the State Government had participated in preparation of the Roadmap and they were prioritized into three phases:

First Phase: Agriculture, Excise & Taxation, Finance, Health & Family Welfare, Local Government, Revenue, Transport, e-District, Food & Civil Supplies, Secretariat.

Second Phase: Education, Home, Information Technology, Labour & Employment, Rural Development & Panchayats, Irrigation & Power, Public Health, Social & Women Welfare & Welfare of Schedule caste & Backward Classes, Industries.

Third Phase : Co-operation, Information & Publicity, Planning, PWD B & R, Town & Country Planning, Advocate General, Punjab, Animal Husbandry, Chief Architect, Election, Forest, Governor House, Hospitality, legal remembers, Printing and Stationery, Prosecution & Litigation, Puinjab Vidhan Sabha, Sainik Welfare, Sports, Technical Education & Industrial Training, Tourism & Culture Affairs.

FUTURE PLANS IN PUNJAB:

Punjab State Enterprise Wide Software Solution:

Punjab State Wide Area Network, State Data Center and the Common Service Center, which are being planned for implementation by the state government to provide:

- File Management System to track a file in any department.
- Document Management System to facilitate centralized file and document numbering and linking incoming Correspondence.
- Knowledge Management System to enable storage and retrieval of knowledge repository.
- Workflow and Organization Model System to define the organization structure of the organization.
- Punjab One Portal for delivery of government services.
- Security and Access Controls to ensure that only the relevant information at the relevant

  level is available to relevant users at relevant times.
- Department Specific Applications to cater to processes which are specific to a department only.
- Various MIS Reports critical to the decision making as a part of a Workflow and Document Management System.

Punjab State Wide Area Network (PAWAN): Established, to act as IT backbone for all e-Governance applications, with 2 mbps bandwidth. This network would connect the State

Headquarter with three vertical layers for data, voice and video transmission -District, Sub-division and Block All horizontal offices at each vertical layer would be connected to this network through nearest Point of Presence (POP).

State Data Centre (SDC): The State Government has been working with Government of India for setting State Data Centre along-with PAWAN with a vision to create a knowledge based society and to provide better public services to its citizens. It is proposed to host various databases at central location to minimize the efforts required to maintain the applications, databases, security and other operational issues at multiple levels.

Communication Service Centres (CSCs): Punjab State E-Governance Society (PSEGS) has been appointed as the nodal agency for the on Service Centre Project. Under the Scheme, about 2112 rural CSCs would be set up across Punjab. Each CSC would cater to the service requirement of 6-7 clusters of villages. CSCs for urban areas are also proposed to cater to a large number of business transactions.

E-procurement: E-Procurement is a collaborative procurement of goods and services using electronic methods for bringing efficiency and transparency. It ranges from indent preparation, aggregation, tenders, bid evaluation, placing work orders to payments. The state government has decided to sign the MoU with DGS&D to provide E-Procurement platform which shall be used by all state government departments including PWD B&R, Irrigation, Mandi Board, etc.

Excise & Taxation: The Punjab Government was the first State in the Country to introduce Computerization in the Department of Excise & Taxation based on Value Added Tax (VAT) compliant system. All State barriers, wards and other offices are connected to the central server for on-line capturing, retrieval and cross verification of business records in a real mode. Future plans include integration of check-posts, e-filling of returns, opening of more Bikri Kar Centres for citizen services, etc.

Integrated Land Management System: Government of Punjab has already initiated a project to computerize the Registration and Land Records Management to make it transparent .All data would reside at the central server so that such services could be delivered on Internet for the land holders across the globe by ensuring anytime, anywhere services.

E-district: E-District project aims to integrate multiple applications, faster processing of public cases\appeals\grievances and redesign the processes for the core services including certificates (Domicile, Income, Marriage, Employment, Caste), social security (Pensions

(Old age, Widow, Handicap, Destitute), payments), revenue court (Case listing\ adjournment, filing), government dues and recovery .

Suwidha: The project was initiated in August 2002 at Fatehgarh Sahib The State has implemented SUWIDHA project in all districts and sub-divisions to provide citizen services through a common citizen interface so that a citizen does not have to visit different offices for different services. The services provided under this include Issuance and renewal of Bus Passes to Freedom Fighters\ Handicapped person, Pension to old age\widows\disabled persons, character Verification, Issuance of Dependent Certificate, Issuance of Birth\ Death Certificate, Attestation of Affidavit, Issuance\ renewal of Driving License, Passport Services, Arms License Issuance System, Registration of Vehicle, Permission for fairs, Registration of Marriage, Demarcation of Land, etc.

Transport: The project aims at computerization of transport department through the standard application software VAHAN for Registration of Certificates of vehicles and SARATHI for Driving Licenses. The district of Ropar has been selected for the pilot project.

Treasury and accounts management system: The project aims at implementing the payment module, receipt module, pension module, bank module, etc. The District Treasuries are proposed to be equipped with Interactive Voice Response System (IVRS) through which the DDOs would be able to know the status of the bills. This has not only brought efficiency in the system but has also improved the operation and management (O&M) of State funds in a better way.

Sukhmani: Sukhmani (Sukhmani Society for Citizen Services)stands for Smart, Unified, Knowledgeable, Humble/Honest, Moral, Accountable, Novel Initiative. It encompasses reengineering of business processes to create innovative solutions that offer integrated citizen services under one roof. The roadmap is to have Sukhmani as the citizen gateway for over 120 services provided by the government including payment of electricity bills of Punjab State Electricity Board; water/ sewerage bills, House Tax, applications for issuance of birth and death certificates by Municipal Corporation and payment of telephone bills of BSNL, etc. With a view to offer an integrated set of services to the citizens, the Sukhmani Society for Citizen Services is created. It is a district level body that would work under Punjab State E-Governance Society (PSEGS)Punjab.

HARYANA'S FUTURE PLANS IN HARYANA'S

OTIS (On-line Treasuries Information System)

The OTIS has provided an efficient, transparent mode of payments clearances, and facilitated faster payment processes, saving people time, and reducing the red tape involved in conducting transactions with banks and state authorities.

HaPPIS (Haryana Pensions Processing and Information System)

ICT based system "Haryana Pension Processing and Information System (HaPPIS)" has been implemented across the state to improve the public services delivery system and to have better administrative aspects for handling such a large number of citizens . State is providing social security and economical assistance to the old aged, widows and handicapped of the state, in the form of monthly pension. There have been reports of non-disbursement of pension, disbursement to wrong persons, errors in beneficiaries' list and delayed availability of requisite data as and when required.

HALRIS (Dynamically Integrated Haryana Land Records Information System & Property Registration)

The HALRIS system has been implemented for Land Records Computerization in the state. The system has improved the quality of service in Tehsils by reducing the total time taken by the Tehsil staff for registration. Now documents are returned same day to the public earlier sometimes it took weeks/months to get a registered deed. The photographs of witnesses are also taken along with the sellers and buyers on-line. This has reduced the incidents of wrong witnesses, which was very prevalent before the implementation of this system. On-line availability of Updated Nakal of ROR (Record of Right) to the public helps in reduction of litigations and frauds

e-DISIIA (Electronic Delivery of Integrated Services of Haryana to All)

The District level e-DISHA Centres (DLeDCs) in all district mini secretariats in Haryana. These services include issue of various certificates, driving license, vehicle registration, birth and death certificates, passport, and services related to arms licenses etc. By providing a wide spectrum of services at a single place has helped in saving citizens from the trouble of running around various departments.

Conclusion:

This article shows that it is important to develop such data models and to use appropriate supporting tools to help public administrations creating and delivering electronic administrative services. The development of such as the one presented here will allow the

provision of ''intelligent'' electronic services by supplying relevant knowledge to the users of a one-stop administrative portal. It is to be taken as one example for e-government projects.

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