



The Role of E-Governance in public administration :

A Brief study

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Abstract :

India has Recently celebrated 75th Independence day , during the period of British the public administration was controlled by the British Government through the East India Company Entire administration was centralized by the British government when we have adopted the Indian constitution in 1949 November the public administration was continued as per the direction of mother law In the name of Indian Constitution . The present day the public administration is very fast and stream line system was adopted in the name of E-Governance this article is mainly dealing with the concept of E-Governance and stages of E-Governance , evolution of E-Governance and also enlighten the related case study method is included in this article ¹

Key Words : Constitution , E-Governance , Public administration

Introduction :

The government of India established various endeavors to successfully implement the e-Governance initiative , the complexities exists due to inter-operability among central state , district and local government . To overcome the challenges such as inter-operability infrastructural challenges , digital divide and covid-19 pandemic etc ., India is taking new initiatives to develop the overall effectiveness of service delivery mechanism from a citizen perspective and trying to bridge the gap between urban and rural e-governance structure .

E-Governance became an inevitable evolution in successful governance in the modern era . As a coordinator and service provider, the Governments are required to embrace Information and Communication Technology to meet the demands of their citizens. 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) Governance became the order of the day to build effective and efficient governance. India being the largest democracy in the world, started adopting e- governance in the 1970s and adopted the change quickly, and progressed

towards good governance policy at a rapid speed. The e-Governance aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) convenient, transparent, friendly, effective, and cost-effective. According to the 'Gartner e-Governance Maturity Model', there are four phases of e-governance, i.e., Phase I- Information; Phase II-Interaction; Phase III-Transaction; Phase IV-Transformation. E-governance helps a democratic country to stand according to the expectations of the public in the modern era. Further, the concept of the Gartner e-governance Maturity Model was enhanced by the UN e-Governance Survey 2008 by adding Phase V i.e., Connected Government. In Phase-V, the Governments shall transform themselves into a connecting platform that responds to the needs of its citizens by developing an integrated back-office infrastructure. Though the Government of India established various endeavors to successfully implement the e-Governance initiative, the complexities exist due to the interoperability among central, state, district, and local governments. According to the UN E-governance Survey 2020 of the UN Department of Social and Economic Affairs (UNDESA), India was placed 100th in the E-Governance Development Index. In the year 2016, India acquired 107th rank, in 2014, 118th and in the year 2018, 96th rank. Compared to the 2016 index with 2018, India² jumped 22 places to rank 96, but in the year 2020, India slipped 4 places to rank 100th and is behind Bolivia (97) and Iran (89). Concerning the e-participation, in the year 2020, India bagged 29th rank, wherein in the year 2018, India acquired 15th rank (India slipped 14 places). India fell in the online services index and telecommunication infrastructure index though maintained status quo in the human capital index. To overcome the challenges such as inter-operability, infrastructural challenges, digital divide and Covid-19 pandemic, etc., India is taking new initiatives to develop the overall effectiveness of service delivery mechanism from a citizen's perspective and trying to bridge the gap between urban and rural e-governance structures. The Government of India introduced the National e-Governance Services Delivery Assessment (NeSDA) framework in August 2019 to assess the effectiveness of the e-Governance initiatives of the different government departments from the central to the local level. The Online Service Index (OSI) of NeSDA is based on the UNDESA e-Governance survey to develop the e-Governance structure of India at an international standard. The major core infrastructure components of e-governance initiatives of the Government of India are State Data Centers (SDCs), State³Wide Area Networks (S.W.A.N), Common Services Centers (CSCs) and middleware gateways i.e., National e-Governance Service Delivery Gateway (NSDG), State e-governance Service Delivery Gateway (SSDG) and Mobile e-Governance Service Delivery Gateway (MSDG), Rapid Assessment System, Aadhar-Digital Biometric Identity Infrastructure, Umang, National Center for Geo-Informatics, Programmer Management Information System, Open Forge, Learning Management System, Digital Locker, Open data, Government Procurement- Government e-Marketplace (GeM), GI Cloud (MeghRaj), Common Services Centers, Service Delivery Gateway, State Data Center, e-Taal, Archive, etc.

The biometric Identification Scheme, 'Aadhar' brought the digital revolution to e-governance. The 12-digit unique identity number issued to Indians by the Government supported the financial inclusion schemes such as Pradhan Mantri Jan Dhan Yojana (PMJDY), Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), Food and Public Distribution System, and many other poverty alleviation and welfare delivery schemes.

² Supra

³ YOJANA 2021

National e-Governance plan[NeGP] :

The following strategy , approach is adopted for successful implementation of the NeGP

- Common support infrastructures such as SWANs , SDCs , CSCs and electronic service
- Suitable governance systems development to monitor and coordinate the implementation of NeGP
- Centralized initiative , Decentralized Implementation
- Public – Private Partnership
- Integrative elements
- Programme approach at the national and state level
- Facilitatory role of DIT III implementation of NeGP by various Ministries and State Governments by providing technical assistance
- Ownership of Ministries over Mission Mode Projects (MMPs)

Mission Mode Projects

NeGP comprises 31 Mission Mode Projects encompassing 11 central MMPs, 13 State MMPs, 7 integrated MMPs, and 8 components.

MMPs focus on one aspect of governance with clearly defined objectives, scopes, implementation time lines, and milestones with measurable outcomes and service levels.

There are four phases of E-Governance as follows :

Phase one deals with information

Phase two deals with interaction

Phase three deals with transaction

Phase four deals with transportation

The digital India initiative was launched in year 2015 to fill the gap between the urban and rural areas by promoting investment in digital infrastructure , digital literacy and also to expand online service to the rural mass to establish and provide a platform in the name of one village several services scheme was successfully reach the village people this scheme was revolutionary changes were taking place and also play a major role in the name of E-Governance

Conclusion :

This article was mainly focused on E-Governance and public administration implementing the E-Governance system go digital and go paper less and save trees this message was reach to the public domain and people must actively participated in the E-governance administration for the successful people participation and lead a good governance the main objective of E-Governance is to all government scheme's reach the people in a digital manner and also to avoid the expenditure of the government it lead's think globally and act technically due to implementation and impact of the E-Governance to maintain the transparence in the government scheme's 12-point minimum agenda for E-Governance was prepared in 2006 National e-Governance Plan (NeGP) was launched which is comprised of 27 Mission Mode projects and 8 components

In the year 2009 national E-Governance division was created by the ministry of electronic and information technology as independent business division under the digital corporation. In the year 2011 four projects health , education , PDS and post's were introduced to make the list

27 mission mode project after E-Governance national informatics centre was established and finally in the year 2015 digital India program was launched after the impact of E-Governance the new concept were emerged in the name of E-Court , E-Library , E-Katha , E-Commerce , E-Chalan , E-Education , E- Post , E-mail , E-Trade , E-District , E-Panchayats , E-Payment , E-Waste management To overcome the challenges such as inter operability, infrastructural challenges, digital divide and Covid 19 pandemic, etc., India is taking new initiatives to develop the overall effectiveness of service delivery mechanism from a citizen' perspective and trying to bridge the gap between urban and rural e-governance structures.

