

**ROLE OF E-GOVERNANCE IN ADMINISTRATIVE MANAGEMENT
A CASE STUDY OF ANDHRA PRADESH STATE**

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Abstract

E-Governance means the complete transformation of the processes of Governance using the implementation of Information & Communication Technology. It aims at bringing in faster and transparent service delivery, accountability, information sharing and people participation in the decision making and govt. processes. An attempt has been made to examine the efficacy of E-Governance particularly those who are residing in urban and rural areas are affected by the E-Governance for unbelievable transformation of the technology. The key aspects like accurate information, Transparency, Delivery system, Accountability taken into consideration.

Key Words: *E-governance, administration, decision-making, information and communication technology*

Introduction

In the present study, an attempt has been made to examine the efficacy of E-Governance particularly those who are residing in urban and rural areas are affected by the E-Governance for unbelievable transformation of the technology. The key aspects like accurate information, Transparency, Delivery system, Accountability taken into consideration.

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Need for The Study

To analyse about the levels of awareness, participation and involvement of the people in the E-Governance system. The investigator wants to study the

implementation of E-Governance process through aspects like Awareness of public, Transparency, Delivery system, Accountability in the administration.

Objectives of the Study

1. To analyse the effect of E-Governance in Public Administration.
2. To examine the efforts made by the government for the promotion of E-Governance.
3. To explore the possibilities for successful implementation of the programme.
4. To recommend with few suggestions for better performance of E-Governance.
5. To explore the levels of delivery system of E-Governance in the real life.

Research Methodology

- The primary sources of data collection for the study include fieldwork, relevant documents, reports and guidelines issued by the ministry of ICT of India and Government of Andhra Pradesh.
- In addition to the collected information through the above methods, substantial

information was also collected through informal discussions with the officials and scholars.

Role of E-Governance in Andhra Pradesh

The Government of Andhra Pradesh has described some of the major benefits of e-governance in Andhra Pradesh.

First, it allows citizen-government transactions at any convenient time or place throughout the day or year. At present, citizens can usually transact business with government departments only during office hours. With Electronic Government initiative, however, most government services will be available 24 hours of the day.

Second, cross-departmental integration of information provides a one-stop interface for all transactions between citizens and the government. This will increase the convenience of citizens in more ways than one. For instance, a change of address provided to one government department will be incorporated in the databases of other departments without the need for multiple correspondence. IT will, therefore, make it possible for the government to deliver one stop, non-stop services to its citizens.

Third, the use of IT and the integration of databases and services remove the element of monopoly in the dispensation of government services to citizens. Many of the maladies of government currently arise from its monopoly of information. The Electronic Government initiative, therefore, will also reduce the scope for corrupt practices.

Fourth, the government functions most efficiently due to IT applications. The government provides fast, less expensive, reliable service to the citizens and gives transparent, open information to the citizens. E-governance facilitates improved interface between citizen and government. Therefore, government's transactions and business are open, transparent, responsive,

efficient and accountable. Finally, e-governance facilitates economic development on the one hand and democracy on the other hand.

• Some of the major e-governance projects are given below.

IT Projects in Andhra Pradesh • APSWAN (Andhra Pradesh State Wide Area Network): The APSWAN connects the Secretariat, Hyderabad with all the 23-district headquarters and two other important towns, Vijayawada and Tirupati through a 2 Mbps dedicated network meeting the data, voice and video communication needs of the government.

• Video-conferencing facility: The government used the video-conferencing facility to discuss topics ranging from the state's environment program, the farmer's bazaar (Rythu Bazaar) scheme, price monitoring and implementation of road works to sanitation and public health schemes apart from the power generation and water levels with field functionaries from across the state.

• CARD (Computer-aided Administration of Registration Department): This project was introduced to quicken the process registration of deeds. Under this system, citizens can complete the process of registering their deeds within an hour. Acclaimed as the best example of e-Governance in India, the CARD project has registered around 1.4 million documents in 25 months at the computerised centres in Andhra Pradesh.

• TWINS (Twin Cities Network Services): The objective of the TWINS project is to provide integrated citizen services in a single window mode. It provides the citizens of the twin cities of Hyderabad and Secunderabad, selected services and information of departments and agencies of the state and central government, including the payment of utility bills, issues of certificates and provision of information useful to the citizens. Currently in its pilot mode at one service: The APDMS is a GIS-based system, which has created base maps

of all the 1,125 mandals and constituent revenue villages and habitations. Apart from basic data, a suite of applications, which superimpose thematic data on the road network, community infrastructure, basic demographic data, soil and geomorphological data, etc, is also a part of the project. The information is available on the Intranet and provides a good support to research, analysis, project design and monitoring in the area of development planning.

Computerisation of departments: The state government has prioritized departments and agencies on a rational criterion for Computerisation to successfully meet the objectives of its e-governance project like: Improve quality of citizen services. Improve internal efficiencies of a government department or agency. Better enforcement of law. Promotion and outreach activities. Education and information.

- Local Language Initiative: A committee (headed by the chairman of the Official Language Commission) to design and develop standards for the use of Telugu (our local language) font on computers, has made several recommendations as the standards for using Telugu in computers. The government will implement the same to promote use of computers in rural areas.
- Collectorate: The government is computerizing all the 23 collectorates of the state by developing common software with the following objectives: - Provide a computerized interface to citizen for all needs. - Work flow automation of all standard licensing and permit procedures. - Dissemination of Information useful to citizens. - Monitoring of all developmental activities.
- Internet Policy: The entire secretariat workplace comprising of 2,000 nodes has been brought into a LAN with a bandwidth of 10 Mbps to 622 Mbps over optic fibre cable.
- E-mail Policy: Presently, all employees of the secretariat have access to e-mail facility and the

same would soon be available to all the offices at district level.

- Data Warehousing: The data warehousing project being jointly implemented by the AP state government and C-DAC, Pune, has two core objects: Person object and Land object. The main source of data for these core objects is the MPHS data and land records data. The data has been loaded into P ARAM, the Indian super computer. The Web-enabled data will be made available to all government agencies for planning and analysis. The person object has information like name, father's name, sex religion, caste, occupation, while the land object contains name of owner, extent of land, nature of land, nature of crops raised, type of irrigation source etc. Different types of analysis can be made on both the objects with different permutations and combinations.

Modes in E-Governance

1. Simple Information Dissemination - A one-way broadcasting of information stage from Govt to the constituents.
2. Two-Way Communication - A request and response form of communication which is generally done in the manner of emails, website form filling, etc.
3. Online Service Transactions - Citizens can perform a number of online services and financial transactions on a website in a self-service form.
4. Integration (Vertical & Horizontal) - Via this method the government attempts inter & intra-governmental integration by means of ICT to remove the hierarchical barriers inducing red-tapism in service delivery and information dissemination.
5. Political Participation - Online voting, online polling, online public forums and wider interaction with the government.

Types of E-Governance

E Governance models used for different situations for different responsibilities and tasks.

1. Broadcasting Model - It is a simple model that focuses on information dissemination and broadcasting which is useful to the people pertaining to Governance via ICT and convergent media. This leads to a more informed citizenry which is better able to judge the functioning of the entire governance mechanisms and make an informed opinion about them thus empowering the public to exercise their rights and responsibilities in a prudent and objective manner. This leads to an accountable, efficient and responsive government. The use of ICT also opens up an alternate channel for people to access information as well as validate existing information from different sources to keep the Government on its toes.
2. The Critical Flow Model - It is based on disseminating information of critical value to the targeted population. The strength of this model is that it can be used advantageously anywhere and anytime to transfer critical information to the strategic user group.
3. Comparative Analysis Model - The model focuses on gathering the best practices/best way of governance in various countries all over the world and then uses them to evaluate the current governance practices being analysed. The results are then used to advocate positive changes or influence "public opinion" on the same. The comparison could be made over a period of time in order to get the picture of the past and present situations and the effect that a particular intervention has had on it. The strength of this model lies in the infinite capacity of digital networks to store varied information and retrieve as well as transmit it instantly

across all geographical and hierarchical barriers.

4. E-Advocacy/Mobilization And Lobbying Model - This model focuses on adding the opinions and concerns expressed by virtual communities. It helps the global civil society to impact global decision-making processes. Its basis is setting up a planned, directed flow of information to build strong virtual allies in order to complement actions in the real world. Virtual communities are formed which share similar values and concerns and these communities in turn link up and network with or support real life groups/activities for concerted action. This helps mobilize and leverage human resources and information beyond geographical, institutional and bureaucratic barriers to use it for concerted action.
5. The Interactive Service Model - In this model the various services offered by the government become directly available to its citizens in an interactive manner by opening up an interactive Government to Consumer to Govt. (G2C2G) channel in various aspects of governance such as e-ballots, redressing specific grievances online, sharing of concerns and providing expertise, opinion polls on various issues, etc. Thus, this model opens avenues for direct participation of individuals in governance processes and brings in greater objectivity and transparency in the decision-making processes through ICT.

Findings of the Study

1. Best quality public services – E-Governance provides to deliver services to the citizens with greater accountability, responsiveness and sensitivity for efficient utilization-Governance provides online redressal of grievances ensures officials

accountability and also sensitises them. Better quality of services like Video tele conferences and online redressal process help public for more convenient and easy method in the administrative process.

2. Transparency – E-Governance provides clear and accurate information and helps to make the service delivery efficient and accountable.

3. Economic prosperity – E-Governance reduce transaction costs making services cheaper. regarding markets, products, agriculture, health, education, weather, etc. and also provides access that lead to better and more opportunities and prosperity in such areas.

4. Saving of Paper- Paperwork is reduced to a great extent with communication being enabled via electronic route and storage and retrieval of information in the electronic form. By saving paper it helps to save environment conservation automatically.

5. Elimination of Hierarchy - Through the introduction of Intranet and LAN there has been a reduction in procedural delays caused by hierarchical processed in organisations as it has become possible to send and receive information and data across various levels in an organisation instantaneously helping the involvement of all levels in decision making.

Suggestions

There is need to harness and adopt some suggestions for improving the capacity and need of E-Governance.

1. Development of Human Resources – There is a need for improving quality manpower in India In spite of growing rate of employment in various sectors. A gap exists between demand and supply in the IT Manpower market. To bridge this gap we need to have more technical institutes to

impart quality education and training to build a pool of human resources in the field.

2. Training for capacity building – Training should be providing in various computer skills for effective service delivery. Though this training is being carried out to all the basic public functionaries, yet its effective use of ICT is yet to be seen.

3. Rural areas access – There are 10 million users of the Internet in the country, more than 75% of these users are in urban India alone which exposes the reach of the rural and disadvantaged sections. However, Gram Panchayats are being roped in to expand ICTs reach. The National Informatics Centre (NIC) has developed a comprehensive web-based software for Panchayati Raj and rural applications viz. Andhra Pradesh which is a step in the right direction.

4. strengthening the infrastructure- Providing infrastructure facilities for internet and IT promotional organizations either by fiber optics or by radio communication with the aim to ' boost efficiency and enhance market integration' through Internet/Intranet for sustainable regional development.

5. Information utilization for the public usage – It is to identify to develop the information which is helpful for the public usage and convenience for better governance and administration in the easy way and better access.

6. Legal security- Government should provide legal security and cyber laws to enable transactions over the Internet. Credit card safety transaction facility for consumers should be provided for utilizing online facilities. Therefore, strict and universal cyber laws need to be enacted and efficiently implemented for public convenience and utilization.

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