



E GOVERNANCE

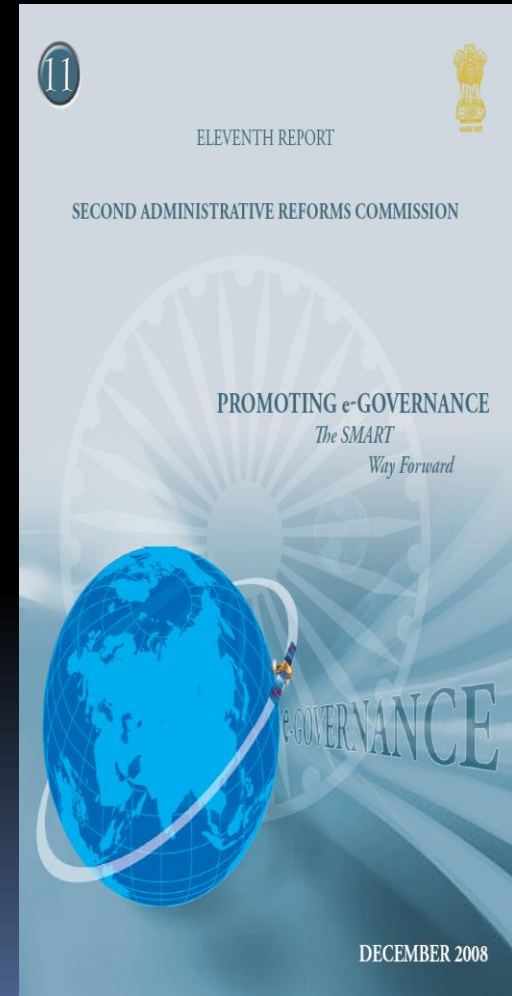
A SMART WAY FORWARD - 2ND ARC •

READINGS:

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1. 2ND ARC 11TH REPORT
 2. IT ACT 2000
 3. RIGHT TO INFORMATION ACT 2005
 4. IT ACT AMENDMENT 2008.
 5. INDIAN PRIVACY LAW 2011.
 6. THE WHISTLE BLOWERS PROTECTION ACT, 2011.

Objectives of the class:

1. Evolution of e governance
2. Challenges
3. Approach of 2nd ARC for better e governance (e governance – The smart way forward)

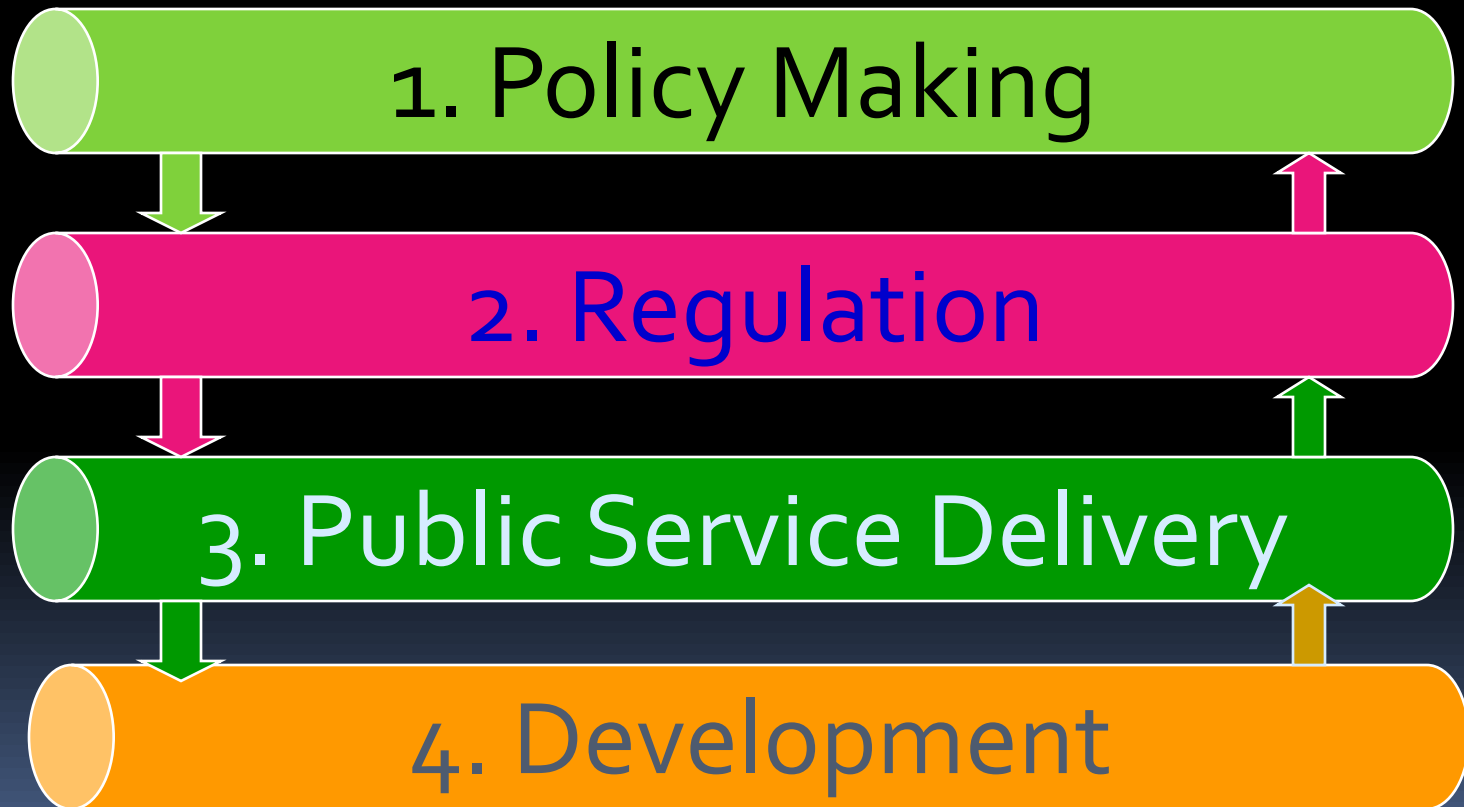




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- President of India in LS on 09-06-2014
“ minimum government
- maximum governance” .
- Buzz word in the administration after 1995-
good governance

Governance is




Good Governance

- The concept is not new.
- Kautilya in his treatise Arthashastra elaborated traits of the king of a well governed State, thus:
"in the happiness of his subjects lies his happiness, in their welfare, whatever pleases himself, he does not consider as good, but whatever pleases his subjects he considers as good'.
- Mahatma Gandhi had propounded the concept of 'Su-raj'





4 pillars of the Good Governance

- Ethos (of Service to the citizen)
 - Ethics (honesty, integrity and transparency)
 - Equity (treating all citizens alike with empathy for the weaker sections)
 - Efficiency (speedy and effective delivery of service without harassment and using ICT increasingly)
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Reflections of GG (1996 TO Present)

- Good Governance-empowerment of citizens by way of electing into local administration agencies for more effective delivery of public services
- Citizens 'charter and Right to Information Act
- Grievance Redressal machinery set up in may organizations
- E-Governance –an integral part of Good Governance.
- THE WHISTLE BLOWERS PROTECTION ACT, 2011.

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- Citizens are at the core of the Good Governance.
 - Citizen Centricity is the essence of any vibrant democracy.

Introduction:

then What is e-government ?

It is the
transformation of government
to provide

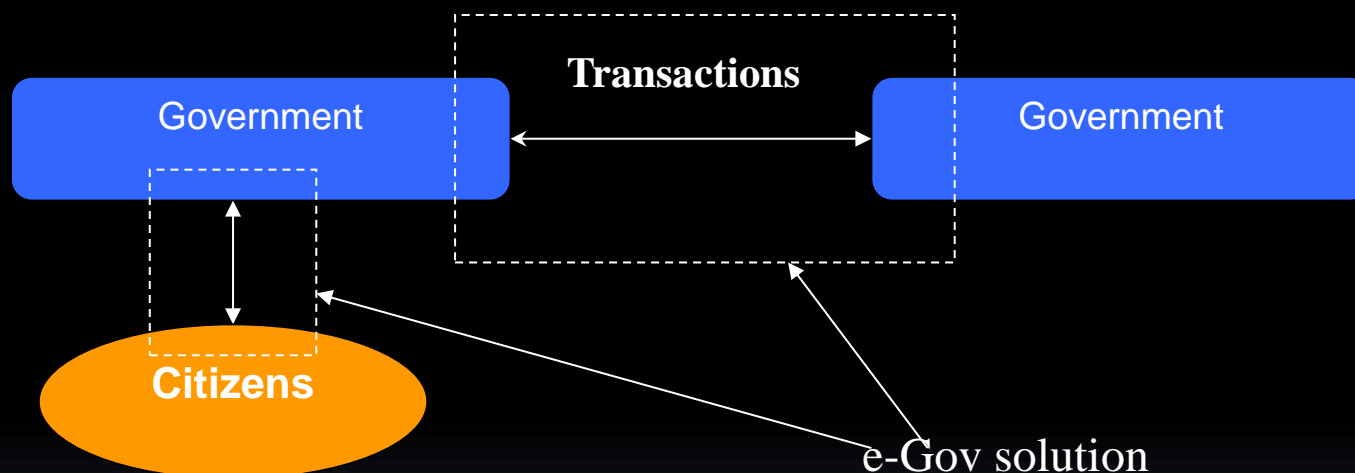
Efficient,
Convenient &
Transparent

Services
to
the *Citizens & Businesses*

through
Information & Communication Technologies

Definition of eGov

It can be defined as the civil and political conduct of government, including service provision, using information and communication technologies.



What is NOT e-Government ?

e-Government is not about 'e'

but about government !

e-Government is not about computers & websites

but about citizens & businesses!

e-Government is not about *translating* processes

but about *transforming* processes !



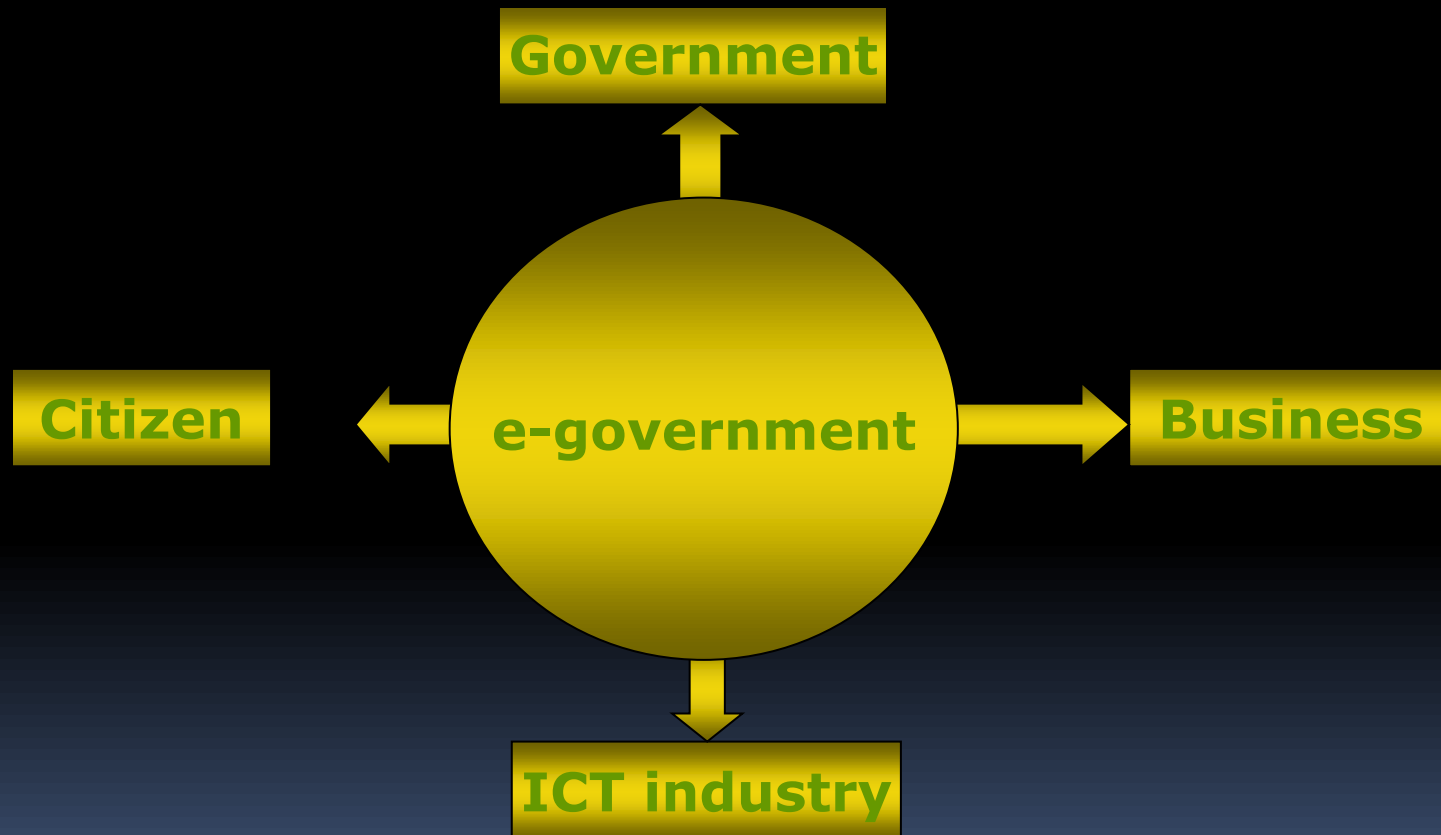
Essence of e-Government



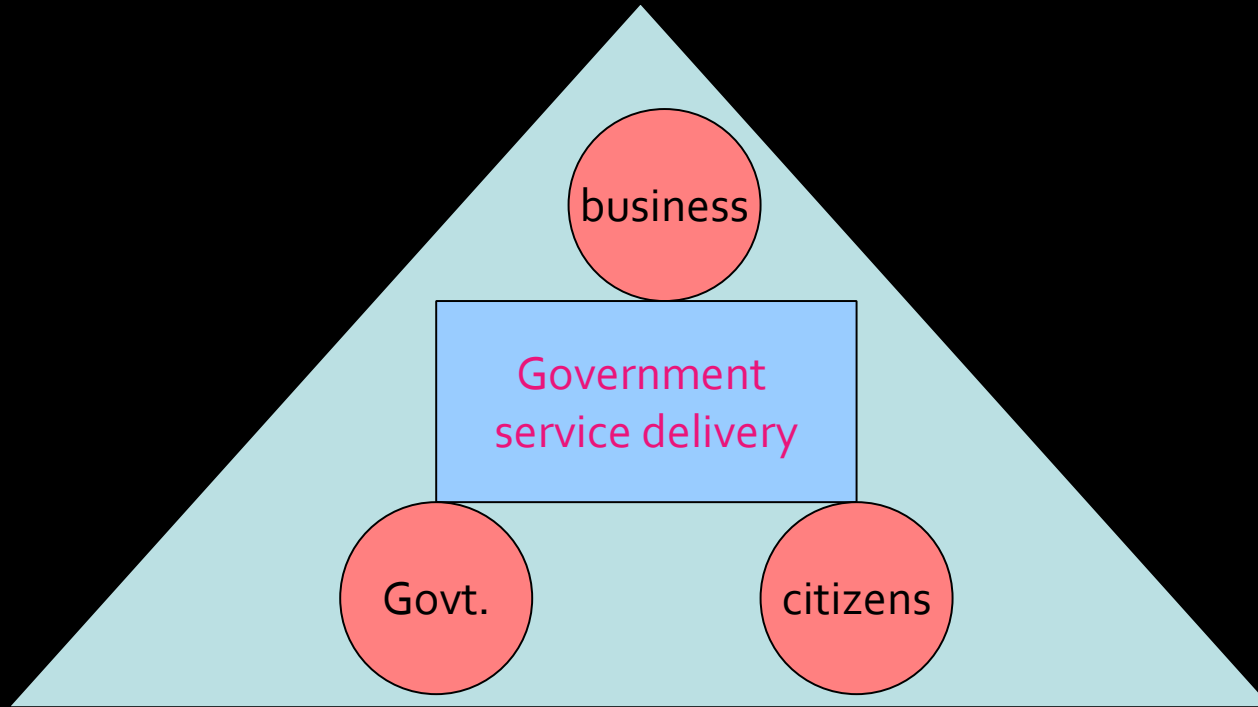
Enhanced Value for Customer



Stake Holders




E-governance Model:



The three main target groups that can be distinguished in e-governance concepts are government, citizens and businesses/interest groups. The external strategic objectives focus on citizens and businesses and interest groups, the internal objectives focus on government itself.



Vision: E-governance Policy

- What is the goal that should be achieved with e-governance implementations?
 - What focus point is taken:
 - customer satisfaction?
 - internal efficiency?
 - increased democracy?
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deliverables of e governance

Phase 1: *Information:*

- Being present on the web
- Providing the external public (G2C and G2B) with relevant information. The value to the public is that government information is publicly accessible; processes are described and thus become more transparent, which improves democracy and service. RTI

Phase 2: *Interaction:*

- The interaction between government and the public (G2C and G2B) is stimulated with various applications. People can ask questions via e-mail, use search engines for information and are able to download all sorts of forms and documents.



Phase 3: *Transaction*

- The complexity of the technology is increasing, but customer (G2C and G2B) value will also be higher.
- Internal (G2G) processes have to be redesigned to provide good service.
- Complete transactions can be done without going to an office.



Phase 4: *Transformation*

- All information systems are integrated and the public can get G2C and G2B services at one (virtual) counter. One single point of contact for all services is the ultimate goal.

Implementing E-governance

Approach

The first steps towards e-governance solutions, and the delivery of services, must combine **short -term results** and **long term goals**.

- The short- term results can be seen as small stepping-stones towards the overall goal.
 - Aspects are implemented one at a time.
- The long-term results is the ambition level of the government regarding democracy, government and business aspects of e-governance.
- The model also assumes that all necessary infrastructures, such as telecommunications and Internet access is available

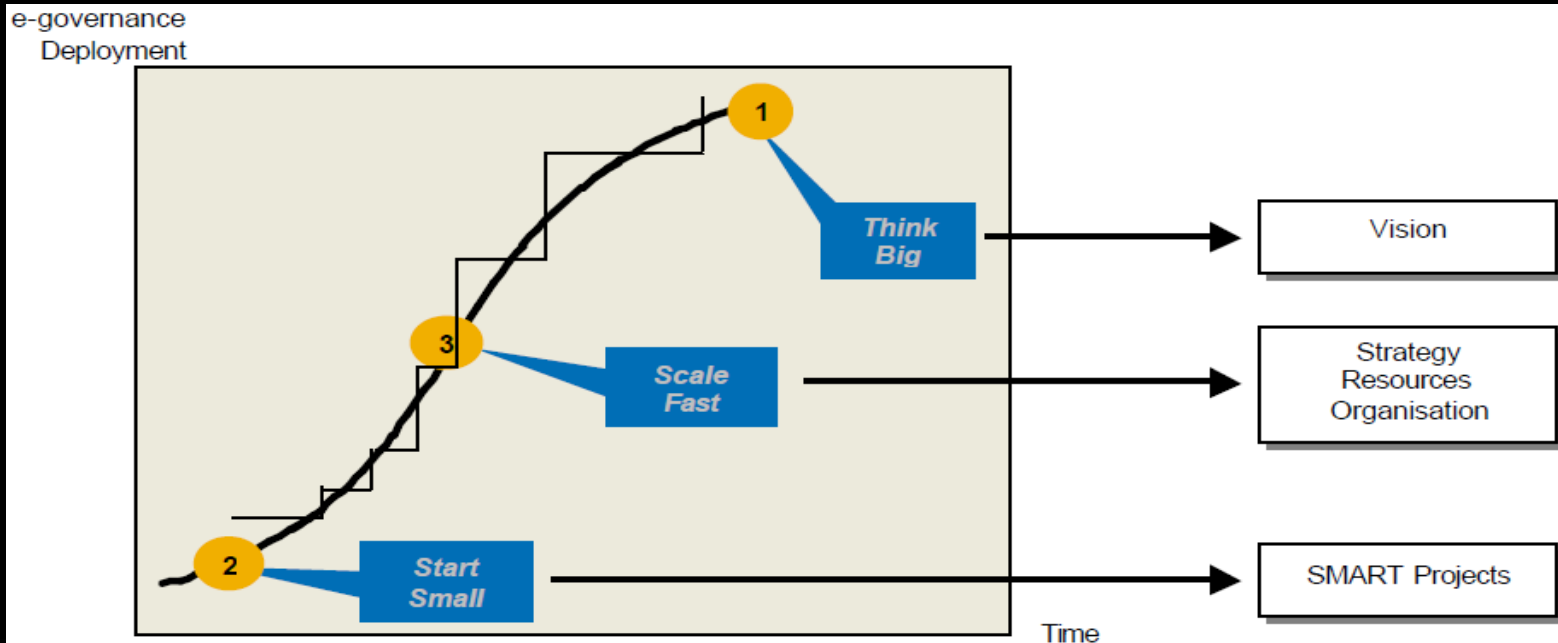


Figure 8: Approach to implement e-governance (Andersen Consulting, 2000)

Thinking big is required to set the overall vision and objectives of e-governance. *Starting small* is essential to create instant success and keep a positive driving force, both internally and externally.



Aspects of E-governance

- Political
 - Social
 - Economic
 - Technological
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Political Aspects:

- Formulating Strategies and Policies
- Laws and Legislation
- Decision-Making
- Funding
- International Affairs
- Political Stability

Social Aspects:

- Level of Education/Literacy
- Employment
- Income
- Digital Divide
- Rich vs. Poor
- IT Skills

Economic Aspects:

- Funding
- Cost-Savings
- Business Models
- E-Commerce
- Spin-Offs of E-Governance

Technological Aspects:


- Software
- Hardware
- Infrastructure
- Telecom
- IT Trained Personnel
- Maintenance
- Safety and Security

E-governance Scalability

- Pilot, Plan, Replicate, Revise and Scale.
- Scaling fast is only possible with a profound strategy that secures that all necessary resources are available in time, that bottlenecks are known and taken care of, and that project planning and phasing is aligned with the overall vision and objectives.
- A few things to keep in mind
 - Sustainability
 - Evaluation and impact assessment
 - Accountability
 - Training for civil servants
 - Private partnership




Projects: Action

- In complex situations it is normal to test a project (partly) in a pilot. If the pilot is successful, by meeting the set objectives, the implementation will be expanded. If not successful, adjustments have to be made, or the implementation must be cancelled. To be able to measure the success it is important to define projects that are:
 - SMART: simple, measurable, accountable, realistic and time-related.
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Factors for Success

- Is it necessary?
 - Is it feasible?
 - Are people for or against?
 - Is the government trusted?
 - Is there a stable economic climate?
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Centre for Good Governance

Some e-Tools by Centre for Good Governance

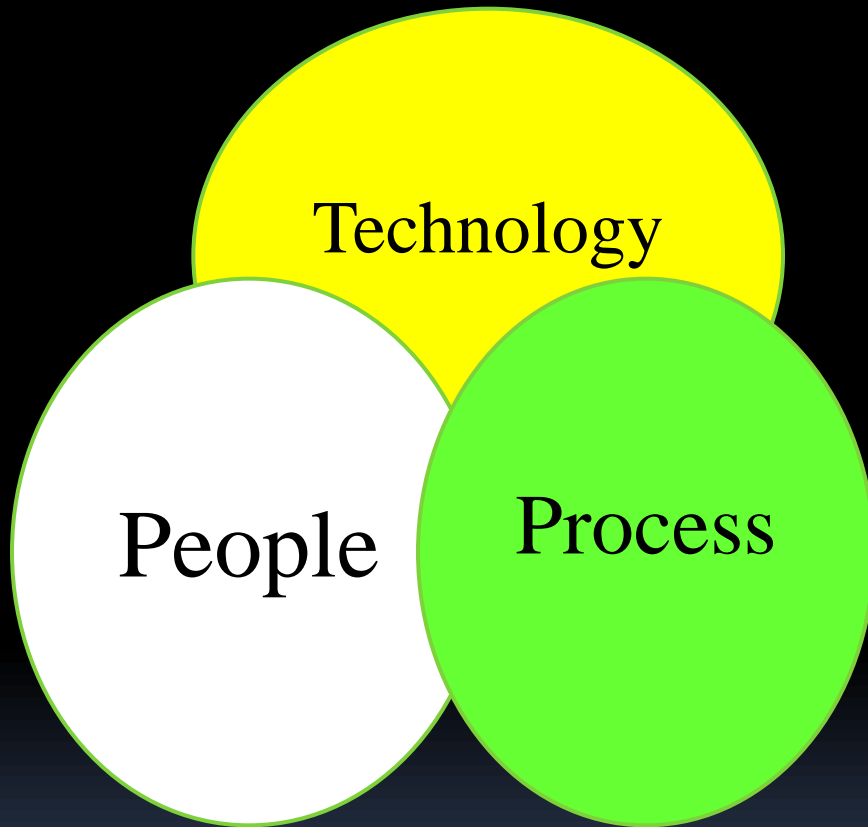
- ePASS
(electronic Payment and Application System of Scholarships)
- ORPS (Online Recruitment Process System)
- eHAMS
(electronic Hostel Administration and Monitoring System)
- BMS (Bills Monitoring System)
- CFMS (Comprehensive Financial Management System)
- RYK (Rajiv Yuva Kiranalalu)
- HOMES
(Housing Online Monitoring and E governance System)
- RTI
(Right to Information System)
- eOFFICE

- **Online Performance Tracking System**
- **Online Petition Monitoring System**
- **Online Grievance Redressal Tracking System**
- **INSTAXX**
- **Online Legal Caseload Management System**
- **Online Food for Work Tracking System**
- **GIS Applications for Water Management and School Education**
- **Irrigation and Command Area Development- Prioritized Project Management System, Works Tracking and Budgeting & Financial Management System**

Facts about e governance projects:

- 35% of e-governance projects in developing regions are complete failure;
- 50% are partial failures;
- only 15% are completely successful.
- It is still worth the effort if the successful projects can be scaled.

Enablers of e-Government

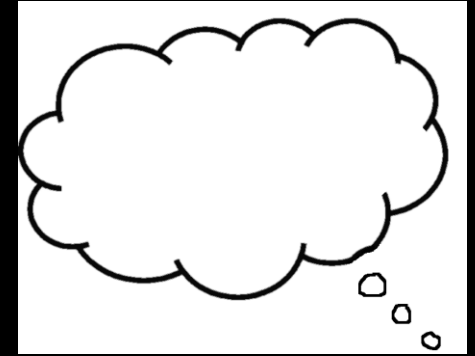


- 20 % Technology – Must get it right
- 35 % Business Process Reengineering
- 40 % Change Management
- 5 % Luck !



E-governance Best Practices

- Increased accountability
- Increased transparency
- Higher availability of public domain information
- Reduced corruption
- Higher penetration due to automation
- Increased efficiency due to connectivity
- **PROCESS RE-ENGINEERING** – technology only a tool not panacea



Break/Evaluation ?