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ROLE OF ICT TO DEVELOP ETHICS IN GOVERNMENT IN PERSPECTIVE OF INDIA

Role of ICT to Develop Ethics in Government in Perspective of India

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Abstract – Government ethics constitutes the application of ethical rules to government. Over the years, a large number of Initiatives has been undertaken by various governments, state governments and central ministers to usher in an era of E Government. Governments and PSU around the world are facing to reform their public administration institutes and deliver more efficient and cost effective services, as well as better information and knowledge to their stakeholders. The paper will explore the key benefits and challenge in advancing E Government through ICT tools to develop ethics in government.

Keywords – ICT, E-Governance, E-Democracy, TPI, FRATERNITY

INTRODUCTION

Government ethics refers to a particular professional code of conduct for those who work in and for government. Government ethics, therefore, involves rules and guidelines about right and wrong behaviors for a host of different groups, including elected leaders, elected representatives, political staff, and public servants.

While computer ethics is the analysis of the nature and social impact of computer technology and the corresponding formulation and justification of policies for the ethical use of such policies.

Here we explore how managers, employees, politicians utilize ICT to develop ethics to execute their function of supervising, planning, organizing, coordinating, and staffing effectively.

Ethics- Ethics refers to the study of right and wrong behavior.

E government- "E-government in defined as utilizing the internet and the World Wide Web for delivering government information and services to citizens." (United Nation)

ICT- "ICT stands for information and communication technologies and one defined, for the purpose of this primer, as a diverse set of technological tools and resources used to communicate, and to create, disseminate, store and manage information ." (Blurton,c).

PRESENT POSITION OF ETHICS IN GOVERNMENT

Political, bureaucratic, corporate and individual corruption in India is major concern. A 2005 study conducted by transparency international in India found that more than 55% of Indians had firsthand experience of paying bribes or influence peddling to get jobs done in public offices successfully.

(Transparency International)

Transparency International's Corruption Perceptions Index for Selected Countries: 2010

| | CPI score 2010 | CPI rank 2010 (178 countries) | CPI rank 2009 (180 countries) |
|-------------|----------------|----------------------------------|----------------------------------|
| New Zealand | 9.3 | 1 | 1 |
| Japan | 7.8 | 17 | 17 |
| Brazil | 3.7 | 69 | 75 |
| China | 3.5 | 78 | 79 |
| India | 3.3 | 87 | 84 |
| Indonesia | 2.8 | 110 | 111 |
| Russia | 2.1 | 154 | 146 |

Source: Euromonitor International

Note: Score is based on a scale from 0 (perceived to be highly corrupt) to 10 (perceived to have low levels of corruption)

1. Administrative corruption in India – Cumbersome and dilatory administrative procedures and practices are major cause of corruption in India. India's Legal and administrative system was designed in the middle of the 19th century to serve the interest of colonial administration the focal point of colonial justice was the individual and the protection of individual properly rights. While the emphasis of a welfare state is on the right of society and social justice.

2. Judicial Corruption in India - The judicial system is so expensive, dilatory and inefficient that it takes years and years for corruption cases to be decided. The infamous 1984 Delhi riots, Babari masjid demolition, Godara Riot, Bombay riot, Harshad Mehta case, Bhagalpur riot, has been in the courts form long time and as yet there is no indication of its meaning any decision the conviction rate in the Indian courts is only 6% .There are three corer cases pendency in Indian courts.

3. Social Corruption - Corruption has adverse effect on human development. Social evils like bribery, nepotism and favoritism have come to be accepted in the society. People often approach someone known to them for favors which they know are not legally due to them. Jumping the traffic lights or a queue or getting the benefits not due to one has become part of social ethos.

4. Economic corruption - Indians Chief vigilance commissioner recently observed that," India's economy today is a standing monument to the corruption and inefficacy of four specific departments, namely, customs, Central Excise, Income tax and Enforcement Directorate. It is the evasion of taxes and the failure of the department to check illegal activities that has crystallized into the large percentage of black money in the economy.

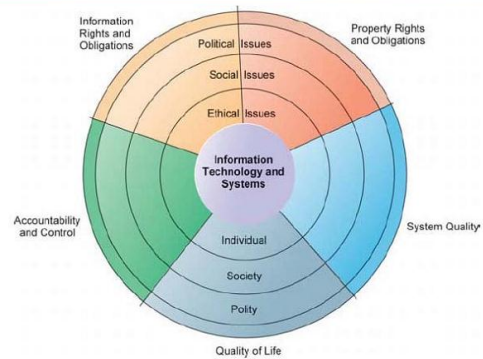
5. Political Corruption:- Politically, Corruption increases injustices and disregards for rule of law. As of December 2008, 120 of India's 522 parliament members were facing criminal charges (The economist). Many of the scandals since 2010 have involved very high levels of government including cabinet ministers and chief ministers such as in the 2G scam, Commonwealth Game scam, Mining scandal, cash for vote , Adarsh housing society scam, Bhanwari devi scandal Rajasthan etc.

ACCORDING TO GLOBAL CORRUPTION BAROMETER 2010

- ❖ Corruption has increase in last 3 years
- ❖ 50% people says that there government anticorruption efforts ineffective
- ❖ 1 in 4 people report paying bribe in last year
- ❖ 8 of 10 peoples says political parties are corrupt
- ❖ Word Wide Corruption perception ranking of India is 95

By TPI

THE RELATIONSHIP BETWEEN ETHICAL, SOCIAL, AND POLITICAL ISSUES IN AN INFORMATION SOCIETY



HOW ICT CAN DEVELOP ETHICS IN GOVERNMENTS

As we begin the 21th Century, Many eyes are focus on Technology and its potential to solve human problems. The hope the Technology can solve the problems of 21th Century seems justified when one consider the powerful wages in which technology transformed life in the 21th Century. The focus of the paper is on ICT used in Government. Government is the most important domain of life for it is the domain in which we prepare people to live and work. ICT may carry culture and even more values and yet those to adopt these technology, they have to be adopt these values. Since Computers And especially the internet lead to globalization a verity of issue arise regarding how people are effective and what kind of world will be created. The use of the ICT could be the most important factor ensuring stable global development. The ICT government based on Ethics, efficiency, effectiveness provides a new way to administer organization.

We have to accept practical approach to towered implementation of preamble of constitution of India,

"WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC and to secure to all its citizens:

JUSTICE, social, economic and political;

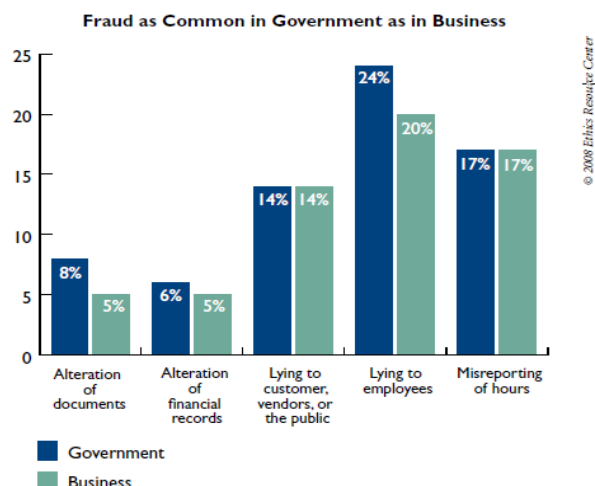
LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all

FRATERNITY assuring the dignity of the individual and the unity of the Nation....."

If we want results for shining India and we really want to create a new horizon for India under Bharat Nirman, We have to implements ICT base Governance /E Governance/ E Democracy. If we will ensure E-India than we surely got Ethical India. Because the implementation of E Governance we

can easily get better results to control bribery, corruption, administrative delay, justice delay. If citizen got better services from administrator they should also remember their role and responsibility regarding their nation. ICT devolvement upgrades rural and urban part simultaneously. If we achieve 100 % ICT upgradation in India then we will surely get ethical Enhancement in India.



PROBLEMS OF PUBLIC SERVANTS TO IMPLEMENTATION OF E-DEMOCRACY

- ❖ Theft and fraud by public officials
- ❖ Improper use of public property
- ❖ Bribery and influence peddling
- ❖ Conflict of interest and self dealing
- ❖ Divulging confidential information
- ❖ Immoral conduct by public officials

Problems to implement ICT based Projects- ICT have a valuable potential to develop Ethics in human beings by social websites and internet. But in case of our country we are facing following problems to implement projects-

- ❖ Funding
- ❖ Change of management and infrastructure
- ❖ Ensure privacy of End user information
- ❖ Operational reluctant
- ❖ Security and authentication
- ❖ Interoperability of information between departments

- ❖ Delivery of services
- ❖ Poverty in India
- ❖ Technical illiteracy
- ❖ Language Dominance
- ❖ Unawareness
- ❖ Lack of participation of society, public and private sector

PLANNING FOR E GOVERNANCE IMPLEMENTATION IN INDIA

We should emphasis on following points to establish ICT in all organization of public and private sectors-

- ❖ Building e-governance awareness & commitment.
- ❖ Building e-governance strategic capacity.
- ❖ Building e-governance implementation capacity.
- ❖ Building infrastructure for e-governance implementation.
- ❖ Government process re-engineering.
- ❖ Popularizing E Governance.

FUTURE OF E GOVERNANCE

E governance is the output of ICT services in public sector which resultant is Good Governance. With good governance public surely follow good behavior and this will increase level of ethics in country. It has following main dimensions-

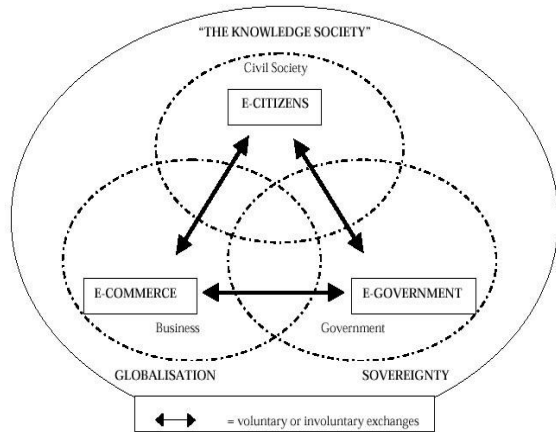
- ❖ Government to citizen services (G2C)
- ❖ Government to Government services (G2G)
- ❖ Government to Business services (G2B)
- ❖ Government to NGO (G2N)

This stage of e-governance service delivery capability enables the public to participate in the process of transforming the government forward towards its democratic goals in terms of improved transparency and governance.

IMPACT OF E GOVERNANCE

E-governance is considered as a high priority agenda in India, as it is considered to be the only means of taking IT to the common public.

“Good Governance is perhaps the single most important factor in eradicating poverty and promoting development.” **Kofi A Anan, UNO**



E-Governance is way to solve the social as well as economical problems exist in developing countries like India. Government has taken major initiatives to setup institutions for making policy, control and account deployment of e-governance which will provide effective and efficient services. Initiatives are-

- ❖ Information Technology Act 2000
- ❖ Ministry of IT Playing a crucial role
- ❖ NeGP National e-governance projects

E-Governance will able to provide the government services to the common man in a very cost effective manner. National Informatics Centre National Informatics Centre (NIC) is a premiere S & T institution of the Government of India, established in 1976, for providing e-Government / e- Governance Solutions adopting best practices, integrated services and global solutions in Government Sector. These are following-

(Implemented in NIC, Sri Ganganagar, Rajasthan)

1. E-Gram: A web based application (<http://egram.raj.nic.in>) was deployed to get the village wise amenities and monthly status of these amenities directly from the grass root level. The objective of the project was to ensure an efficient service delivery mechanism in coordination with the line departments.

2. Integrated Financial Management System (IFMS): The Integrated Financial Management System is a web based system for complete government financial accounting. It includes budget planning, estimates preparation, distribution / allocation, fund management, treasury functions etc. It eventually improves the government services and expedites

government operations making the budget process more transparent.

3. OASYS (Online Answering Information System) for Rajasthan Legislative Assembly: Going green with OASYS (Online Answering Information System) was a natural culmination of the long association of NIC with Legislative Assembly and all the departments of Rajasthan Government to facilitate faster & secure communication pertaining to assembly questions.

4. SUGAM: SUGAM is a comprehensive effort by Govt. of Rajasthan in association with NIC Rajasthan for delivering ICT service to the masses. The project has been implemented all across the state right up to the sub district level. "SUGAM RPG" the single point public Grievance Redressal portal of Government of Rajasthan is a web based system, to provide an effective grievance redressal mechanism for the citizens. The multifaceted software has been developed by NIC, Rajasthan. The system can be accessed by using the URL <http://sugamrpg.raj.nic.in>.

5. Pregnancy, Child Tracking & Health Services Management System (PCTS) : The Pregnancy, Child Tracking & Health Services Management System is a web based online system developed by National Informatics Centre (NIC) Rajasthan for Medical, Health & Family Welfare department, Govt. of Rajasthan, for improving its services right upto the grass root level (Health Sub centre). The system is extremely useful in ensuring better health for women, minimizing maternal mortality, neo natal mortality and in tracing areas with decreasing sex ratio at birth.

6. RAJSSA Web Portal: Rajasthan Council of Elementary Education undertook the project of CTS (Child Tracking Survey) along with NIC Rajasthan in 2010. As a massive exercise, village/habitat level details of each child were surveyed.

7. Mid Day Meal Monitoring System (MDM): To monitor the Grants, transfer of funds and grains from Govt. of India, Distribution of funds and grains to the Districts, blocks and schools, progress and utilization, a web based application was developed and deployed to get the online status of the monthly progress of the program.

8. Police Automation: CIPA (Common Integrated Police Application): in The CIPA application is in use for Registration, Investigation, Prosecution, Generation of Charge Sheet & Final reports at the Police Stations. CCTNS (Crime & Criminal Tracking Network Systems) erstwhile CIPA: aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing through adoption of principles of e-Governance and creation of a nationwide networking infrastructure for evolution of

IT-enabled-state-of-the-art tracking system around 'Investigation of Crime and detection of Criminals'.

9. Rajasthan High Court Computerization:

Comprehensive Judicial Software System has been developed which caters to all Judicial activities viz, Case Filing, Paper Filing (Power, Reply etc), Reporting of Lower Court, and FIR details, Classification, Scrutiny, Bail Trapping, Registration, Peshi, Track the Peshi Date of a case, Causelist, track the cause listing details of a case with item no, date and court no., Disposal, Consign to Record Room, Comprehensive MIS Report Generation.

10. Hospital Management for Chief Minister's:

BPL Jeevan Raksha Kosh Is a web based on-line application, intended to facilitate free medical treatment to poor patients in any Government health facility at state, district or sub district level. The system extends right up to the CHC's and PHC's.

11. LRC - Apnakhata :

The computerization of land records and Strengthening of Revenue Administration and Updating of Land Records (SRA & ULR) has been merged with the National Program known as NLRMP (National Land Records Modernization Program). Its major components are Land Records, Digitization of Khasra Maps, Settlement Survey, Registration & Stamps and Integration of processes.

12. PMS (Prison Management System):

As part of Prison Management System following systems have been implemented in Rajasthan at all the 8 central Jails of the state: A total of 1 Lac visitors and One Lac prisoners are present in the e form in the eight central jails.

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A lot of other projects are also implemented in district level which Adherence to a rational code of ethics leads to the following benefits:

- Increased motivation and commitment
- Enhanced job satisfaction
- Increased creativity and innovation
- Improved communication and teamwork

- Greater trust throughout the corporation and between the corporation and its customers, suppliers, and shareholders
- Greater efficiency
- Reduced turnover
- Reduced stress and sick leave

CONCLUSIONS

Make all Government services accessible to the common man in his Locality, throw common services, Service delivery ensure efficiency, transparency, and reliability of such services at affordable cost to realize basic made of the common man. E governance is the key to good government and good governance is enhancing ethics in public. Use of ICT enhances accountability, responsiveness, transparency, rule of law and control unethical conduct and delivers the promised transformation of services. ICT have been widely used to promote economic development, financial services and employment in India.

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