

Strategical Methods Applied for E-Governance in Indian Scenario

Richa Saxena^{1*} Dr. Suneel Dubey² Dr. Sanjay Kumar Lilhore²

¹ Research Scholar, MUIT Lucknow

² Supervisor MUIT Lucknow

³ Co-Supervisor MUIT Lucknow

Abstract – E-governance is simply defined as the utilization of internet technology as a platform for sharing information, facilitating services and making interactions with citizens, businesses and other sectors of government. E-governance facilitates sound strategy to empower the overall governance. It does not only enhance transparency, efficiency and accountability of government processes, but also provide sustainable and comprehensive growth. It also facilitates mechanism of direct delivery of customer services to the marginal section of the society in the remotest areas, without involving the intermediaries. This paper basically deals with the various strategies involved in facilitating e-governance to different government sectors. The first segment begins with the introduction to e-governance and then there is a description of various strategies involved in establishing e-governance in India. At the end a conclusion is made to describe the future perspectives.

Keywords – E-governance, Strategies, Intermediaries, Customer Service Delivery, Internet Technology, Accountability, Interaction, Mechanism.

-----X-----

INTRODUCTION

The strategies are considered as an action plan for achieving the set goals and objectives and are a roadmap to run an office or organization from its present state to required future state. The government has initiated a comprehensive program to make sure that the benefits of e-governance approaches to all segments of the society and economy, coordinating with the global world in the state. Various IT functions such as establishment of e-governance infrastructure, development of software packages, e-education content etc. in e-governance structures are the factors of governments strategy in accelerating IT involvement in government organizations. NIC state units is constantly working for spreading the Information and Communication Technology applications in government organizations at different levels facilitating enhancement in government services and making improvements in the transparency in government workings. IT is having great strength for making advancements and obtaining required development's in the state.

STRATEGIES FOR E-GOVERNANCE

Infrastructural requirements for implementation of e-governance project can be explained as:

- **Establishing Technological framework**

A thorough implementation of e-governance in India will involve establishing technical hardware and software framework. It must also incorporate better and faster connectivity option. Latest connectivity options involve faster broadband connection and faster wireless connection such as 3G and 4G. The framework must be established by individual private sectors and government departments. It also incorporates promotion of interactive kiosks and internet cafes.

- **Establishing Institutional framework**

Very close communication is needed to develop any software application between agency and government departments. This requires appointment of experts and training of staff members of government departments. Apart from this the government has to establish special investigating

agency and the departments are also required to be equipped with high technology.

- **Establishing Legal framework**

The government requires forming laws that thoroughly involved the well set as well as coming up technology. Rapid changes in technology transformed several pre-established concepts. It is stated that the technologies are getting changed and advanced. And so it is essential for the government to frame laws that involve the present technology and is supposed to have enough space to include the rapidly transforming new technology. There is a requirement for IT laws to be flexible to adjust with the changing technology. Various modifications have been made in laws to incorporate electronic technology but it is not possible to extend over e-governance thoroughly.

- **Establishing Data system infrastructure**

All the information has to be published online through websites by the government. This is provided through centralized storage of information and information management system. As the information of government is the information of citizen, so the citizens are authorized to be aware of all the information of the government, because the government is of the people, by the people and for the people. Thus the quality and security of information is very important.

- **Establishing Human infrastructure**

The human infrastructure is set up by well-trained manpower both technical and non-technical. It is stated that the whole world is accelerating towards e-governance, but the literacy percentage in India is not very satisfactory. The citizens required to be educated and made e-literate to encourage e-governance. The institutional infrastructure imparts training facilities including other resources and human resource development by giving training. The technical manpower resources are significant for each phase of e-governance and associated information system life cycle including system analysis, system design, programming, implementation and documentation. The government requires campaigning for e-governance and enhancing citizen knowledge towards e-governance. This can be made possible through educating the citizen about the benefits of e-governance over physical governance.

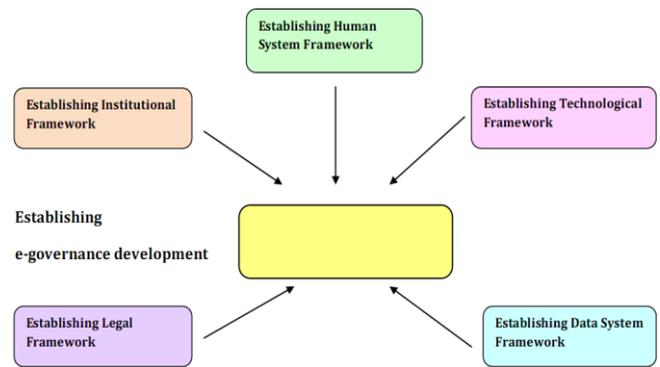


Figure 1.0 Infrastructural prerequisite for adopting e-governance

CONCLUSION

Latest technologies are growing day by day because internet technology has evolved rapidly in last few years. In this research paper a discussion has been made on the framework and dimensions of e-governance. It describes the strategies used for implementing a project successfully. Information and Communication Technology (ICT) is considered to be useful for driving economic change, restructure business and contribute significantly to growth and wealth creation. E-governance basically facilitates better services to citizen by effective use of information and technology by enhancing the system of government.

REFERENCES

1. Arunatileka Shiromi and Arunatileka Dines (2007). "E-governance Transformation as a strategic tool for SMEs in developing nations".
2. Bhatagar Subhash (2004). "Unlocking e-government potential concepts, case and practical insights", Sage Publication India, Pvt. Ltd. ISBN: 978-81-7929-928(PB).
3. Dr. Vaisla K.S. (2012). "G2C strategies of E-governance".
4. Group Gartner (2001). "Key issues in E-governance: Strategy and Management", Research notes.
5. Holmes Douglas (2001). "E-Governance: e-Business Strategies for Government", London.
6. Mahapatra R. and Perumal S. (2006). "E-governance in India: a strategic framework", Special issue on measuring e-business for development.

Corresponding Author

Rricha Saxena*

Research Scholar, MUIT Lucknow