

A Critical Study of eGovernance Implementation by Local Self-government in Kolhapur District of Maharashtra, India: A Literature Review

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Abstract: eGovernance can be defined as “a government structure which is efficient and effective and is duly controlled by citizens” (Bedi et al, 2001). Perri 6 (2004) states e-governance tools can “be used to sustain...the important elements of accountability and tension that a liberal democratic order requires”. Within the same context, e-governance aims to promote policy making, however e-government requires the use of e-democracy. On the other hand, e-government means “exploiting the power of information and communications technology to help transform the accessibility, quality and cost-effectiveness of public services” E-government also relates to the relationship between citizens and those in power. To increase accountability and empowerment, the use of e-government is vital, in order to achieve citizen participation. The topic of e-government and e-governance has become increasingly acknowledged over the last few years, and many governments desire for online services. However developing countries are disadvantaged due to lack of capital and knowledge of the internet and Information Technology. Developing countries are more likely to have corrupting governments, thus restricting the level of ICTs within the country. However with organisations from developed countries, implementation of programmes produces effective results; the degree of corruption is reduced and democracy heightens. It is also important to mention, even developed countries are confronted by issues such as how to structure their e-government.

Researcher has reviewed some previous literature related to the eGovernance insome developing and developed countries and India. eGovernance is playing very vital role in social and economic development of various segments of the society. Their role to uplift the various area is multi-dimensional, so it was a challenging subject for the research study. The covered studies discover facts, knowledge, trend, practices and other elements in society, government and related aspects of e-governance. for Local Self Government.

Keywords: *ICT, eGovernance, Assessment Framework, Digital India*

I. INTRODUCTION

Digital India is an initiative of Government of India to integrate the government departments and the people of India. It aims at ensuring the government services are made available to citizens electronically by reducing paperwork. The initiative also includes plan to connect rural areas with high-speed internet networks. Digital India has three core components. These include: The creation of digital infrastructure, Delivering services digitally, Digital literacy. The project is slated for

completion by 2019. A two-way platform will be created where both the service providers and the consumers stand to benefit. The scheme will be monitored and controlled by the Digital India Advisory group which will be chaired by the Ministry of Communications and IT. It will be an inter-ministerial initiative where all ministries and departments shall offer their own services to the public Healthcare, Education, Judicial services etc. The Public-private-partnership model shall be adopted selectively. The initiative is commendable and deserves full support of all stakeholders. However, the initiative also lacks many crucial components including lack of legal framework, absence of privacy and data protection laws, civil liberties abuse possibilities, lack of parliamentary oversight for e-surveillance in India, lack of intelligence related reforms in India, insecure Indian cyberspace, etc. These issues have to be managed first before introducing DI initiative in India. Digital India project is worth exploring and implementation despite its shortcomings that can be rectified before its implementation.

Electronic delivery or e-delivery of services in India is still at its infancy stage. India is stressing too much upon information and communication technology (ICT) procurement rather than providing online services. Further, in the absence of any national level policies and strategies for online services, e-delivery of services in India has by and large remained elusive. E-delivery of services is closely related to successful use of e-governance. E-governance in India is in bad shape and is generally unsuccessful. In fact, techno legal experts have even claimed that e-governance in India dying. Even the national e-governance plan of India (NEGP) has not been a great success. There is no performance based appraisals and neither is there any accountability for the funds issued to various e-governance projects. Recently, department of information technology (DIT) issues a paper tilted framework for citizens engagement in NEGP. The idea is to use power of citizens and public private partnership (PPP) for governmental projects and initiatives. It is clear that public inputs and suggestions are of no use for Indian government and its departments till accountability, transparency and performance bound actions and projects are not undertaken. Researcher have reviewed various International and National scenario of e-governance and researcher wants to study and assess various e-governance project implemented by local self government LSG in study area.

1. International Scenario:

1.1 Research paper titled ‘ E-Government and Universal Administrative Information Service in South Korea ‘ by Young-Jin, Shin .He is Expert Advisor, Agency: Ministry of Government Administration and Home Affairs. In his research paper he described how Implementation of e-government has motivated many projects resulting in human development and increased security around the world. South Korea has enacted an E-Government Act to protect citizen’s rights based on a national informatization promotion basic law, in 1996. South Korea has since developed several national informatization plans to encourage participation of stakeholders. Some of these plans are ICT Master Plan, e-Korea Vision 2006, Cyber Korea 21, as well as others. This paper’s primary objective is to discuss e-government in South Korea through the G4C project, local administration complex informatization, National Finance Information System, National Education Informatization System, as well as others. An additional objective is to share the experience of Korea’s e-government and suggest directions for enhanced e-government with universal information service. The most important point is that the e-government should ensure improvement of stakeholders’ benefits in connecting with government, business, and citizens. Toward this end, the Korean government has constructed an e-government plan as “the world’s best open e-government” based on citizens’ participation and based on this e-government being reliable. The participatory government rebuilt e-government to delivery public service for stakeholders and to cooperate for high quality administrative affairs to central and local governments. So e-government will provide social and economic development through reduce transaction costs and time and increased information productivity. As one measure of the results of these efforts, South Korea was assessed on its e-government as 5th out of 191 countries by the UN’s e-government readiness index from 2004.

In his paper he described that, in the future, the universal service of e-government has an important issue to resolve, that is, the digital divides from vulnerable regions and vulnerable classes of the people. The participatory government tries to rebuild and review e-government projects for leading e-participation in the policy process and to reduce regional digital divides so that regions can also obtain the benefits of national informatization. South Korea has been rated as among the best countries in the world for its work in e-government in the world, so e-government should particularly be noted for information environment. Finally e-government in South Korea will continue to develop and to lead in the participation of stakeholders and to expand its networking to facilitate cooperation for its national social and economy development.

1.2 e-Governance in UK

UK government has also taken remarkable steps for e-governance. It has initiated www.direct.gov.uk for the online services delivery to the citizens. Direct.gov brings together the widest range of public service information

and services online. Produced by the Central Office of Information, www.Direct.gov provides information from across UK Government departments on topics ranging from travel safety and parental leave to special educational needs and local NHS services. The site also brings together an increasing number of online government services to make life easier. One can browse by audience group, such as Disabled people etc.

1.3 Eleventh Report of ‘Second Administrative Reforms Commission - Promoting e-Governance *The SMART Way Forward* ‘ - DECEMBER 2008

In this report briefly mentioned that Singapore has ‘SINGAPORE ONE’, an e-Governance suite that offers very comprehensive services to its citizens. Once a child is born, the data base keeps track of this child during its primary and secondary school days, graduation degree, employment, marriage, housing loans, passport, business etc. South Korea is another country that has developed a number of e-Governance projects. This country boasts of the best connectivity in the world. The UK also has an excellent e-Governance system and a lot can be learnt from how the government has transformed itself in the new era. While the India processes are based on the UK processes, they have remained antiquated. They need to be updated and changed as per current circumstances. Report elaborates term e-Government as eGovernment is not about ‘e’ but about ‘government’; it is not about computers and websites, but about services to citizens and businesses. e-Government is also not about translating processes; it is about transforming them. e-Government is concerned with the transformation of government, modernization of government processes and functions and better public service delivery mechanisms through technology so that government can be put on an auto-pilot mode.

The four pillars of e-Government are: # • People • Process • Technology • Resources. In this report various challenges challenges in e-Governance have been described as centered around for key areas viz people, process, technology and resources. The key considerations in e-Governance are described below as e-Governance imperatives: **Process** - Simplicity Efficiency Citizen-Sustainability Cost- centricity effectiveness. **People** - Vision Leadership Commitment Competency Change. **Technology** - Architecture Open Reliability Scalability Security Standards Resources Holistic Efficient Service-Sustained Adequate etc.

1.4 Conference organized by Network of Asia-Pacific Schools and Institutes of Public Administration and Governance (NAPSIPAG) Annual Conference 2005 BEIJING, PRC, 5-7 DECEMBER 2005 .Conference theme was ‘*THE ROLE OF PUBLIC ADMINISTRATION IN BUILDING A HARMONIOUS SOCIETY*’ and in this conference workshop on Innovations in Governance and Public Service to Achieve a Harmonious Society . The paper presented by Dr. R.D. Pathak ,Department of Management & Public Administration, School of Social and Economic Development ,The University of the South Pacific, Suva, Fiji Islands. Research paper title is ‘Role of

E-Governance in Tackling Corruption and Achieving Societal Harmony: Indian Experience'. In this paper author explained about how we can track corruption. This paper studies the impact of E-governance on corruption basing on the Indian Experiences. Though the primary objective of different e-governance projects was to provide information and services to citizens and businesses, all of them have succeeded in reducing or eliminating the corruption. The present study is an in depth analysis of some successful e-governance projects implemented in India. The study shows that e-governance projects resulted in elimination of corruption totally in many areas or reduced corruption substantially in others. This reduction in corruption had a positive effect on the society in achieving societal harmony. The authors conclude that e-governance can be a lethal weapon to fight corruption in developing countries and can help achieve societal harmony. But in this study local self government study is not carried out.

1.5 The research paper entitled 'Implementing System-Quality Attributes' written by Gabriel Morgan, Microsoft Corporation, March 2007. In this paper author highlighted how system quality attributes can be measured. He also focuses on various dimensions of software quality. How we can plan for system quality. When you implement system quality, it's best to start with a plan. Software quality, by definition, is the degree to which software possesses a desired combination of attributes [IEEE 1992]. Therefore, to improve system quality, we must focus attention on software-quality attributes.

1.6 Allen B.A., Juillet L, Paquet G, Roy J (2001) E-Governance and government on-line in Canada: Partnerships, people and prospects, Government Information Quarterly, Issue 18, p.p. 93-104, <http://www.Sciencedirect.com>

Allen et al (2001) envisages the challenges for Canada and emphasises a "new culture in government", to overcome existing barriers for development. Two sections are investigated; partnerships and leadership of people. By empowering citizens, an effective e-Government system can be implemented. It is not just technology that affects e-Governments but leadership, partnerships and existing structures. One of the main barriers is "an administration culture" (Allen et al, 2001). The Canadian goal was to provide all public services online by 2004. To create an environment of knowledge and learning has been a forefront for Canada. The government needs readjusting to the new form of e-Governance.

1.7 Backus M, updated April 2001, E-Governance and Developing Countries; Introduction and examples, <http://www.ftpicd.org/files/research/reports/report3.pdf>

This report is influential in collating examples from developing countries, such as Ghana, Tanzania and Kenya, where the use of e-Governance strives to overcome corruption. For each case study, problems and development objectives are assessed. The main problems are transparency and limited resources. Links to other e-

Governance initiatives such as e-Democracy Initiatives in South Africa, Uganda and Burkina Faso are also outlined. The social, economic and technological aspects are examined. Success factors include political stability and trust. The use of workshops can help to educate people in the developing world about ICTs and e-Governance.

1.8 Bonham G.M., Seifert J.W, updated 3rd January 2003, Thorson S.J. (2003) **The Transformational Potential of e-Government;** The Role of Political Leadership, <http://www.maxwell.syr.edu/maxpages/faculty/gmbonham/ecpr>.

This paper states the potential for e-Governments in developing and developed countries. Case studies in Europe, Asia and North America are also discussed. Dimensions and sectors of e-government are examined. The paper also outlines the stages of e-Government; "presence, interaction, transaction and transformation" (Bonham et al, 2003). Issues are investigated, with case studies from Birmingham (England), Rochester (New York) and Seoul (Korea) are discussed. The Birmingham government allows citizens to pay council taxes and report various domestic problems online. The initiatives of these three continents are reviewed. Expectations of e-Governance are an existing issue, as expectations are still very high.

1.9 Carlitz R.D., Gunn R.W. (2002) online rulemaking: a step toward E-Governance, Government Information Quarterly, Issue 19, p.p. 389-405, <http://www.sciencedirect.com> (visited 20th November 2005). Online rulemaking promotes citizen participation and encourages comments to be made, through opinion polls. However the government must decide how to make this information available. There are many challenges for federal agencies who implement electronic rulemaking. Online rulemaking can be adapted to any level of the government, used to discuss problems in order for resolutions to be made. Paperwork will be a thing of the past as more governments are seeking to adapt to an electronic administration system. Topics such as transparency and common access are examined. Online rulemaking is more accessible, unlike paperwork and involves people, be it at work or home.

1.10 Digital Opportunity, Pushing the envelope on e-government, n.d. <http://www.digitalopportunity.org/article/view/120434/1/>

This online article supports e-Government, which emphasises the importance of policies and access to information. The main problem that affects developing countries is capital. The project, Romanian Information Technology Initiative: Policy (RITI) is mentioned, which has increased the use of Internets and telecommunications. This project has led to a higher level of awareness of e-Government. The article also refers to conferences such as the eGovernment Eastern Europe Conference in September 2005. This has also increased awareness and knowledge. The editorial emphasises the importance of modernisation in bringing about a global e-

Government. Examples include Kenya and Madagascar, who have been improving their strategies in e-Government.

1.11 Digital Opportunity, E-government in action, n.d., <http://www.digitalopportunity.org/article/view/119958/1>. The online editorial discusses present projects, as the deadline 2005 approaches in December. The council services and projects are expected to grow, according to the article. The importance of demand is central in promoting projects, because they must be efficient and effective for citizens and governments alike. Projects such as the Wireless City Project and Project Nomad, set up by the Westminster City Council includes monitoring and CCTV systems. The Council aims to reduce costs and improve effectiveness. The use of wireless technology is a solution to previous problems. The security element of data will also be enhanced.

1.12 Heeks R (1999) *Reinventing Government in The Information Age; International Practice in IT-enabled public sector reform*, Research in Information Technology and Society, New York.

This publication focuses on the information age and reinventing the government. It also includes relevant case studies, showing governments are unprepared for the information age reform. International practice has provided new models for reform. Electronic government projects have included those from Portugal and India. Heeks incorporates several initiatives from all over the world. Also implications for the government are addressed. Electronic democracy is also discussed in detail; models of democracy and how to strengthen relationships between the government and citizens, for example online voting. Several countries have 'government online' which broadens the gap between authority and the general public.

1.13 Heeks R, United Nations (2001) *I-Government Working Paper Series, Paper No.11; Understanding e-Governance for Development*, Institute for Development Policy and Management, <http://unpan1.un.org/intradoc/groups/public/documents/NISPAcece/UNPAN015484>.

This online document brings together the main contributions of e-Governance and mentions case studies. By promoting good governance, the developing world has more to offer; improving links between governments and citizens. The key elements of e-Governance are addressed; e-administration, e-citizens, e-services and e-society. To promote an efficient and effective government, costs need to be cut and relationships must be restored. The component of empowerment is crucial in promoting good governance. Examples of case studies include those from Egypt, Tanzania, China and South Africa. The paper also emphasises the difference between government approaches and models in the North and South regions of the world. Challenges of e-Governance are also addressed.

1.14 Jha S, The World Bank (2004) *Emerging Role of CIO in e-governance in Developing Countries- A corporate perspective*, <http://siteresources.worldbank.org/INTEDEVELOPMENT/Resources?CIO-ppt-Jha.ppt>

This is a relatively short slide show, instead of a document. It shows the basic leading problems in the government, such as lack of experience and limiting infrastructure. The slide titled 'Corporations vs. Governance' gives an outline of potential problems, such as programmes which are experimental and "methodology driven". These programmes disregard reality and instead implement programmes that are not suitable for the needs and demands of citizens. However corporations and governments do have much experience, which needs to be implemented correctly. By establishing relationships and delivering services, the effectiveness of the government will improve over time.

1.15 Perri 6 (2004) *E-governance styles of political judgement in the information age*, Palgrave Macmillan, London.

This book attempts to explore threats of ICT for governance and policy making. However opportunities are also discussed. Perri 6 aims to define e-Government in four sub categories; e-democracy, e-service provision, e-management and e-Governance. A brief history of e-Governance is incorporated, with examples and initiatives. E-governance tools are investigated; e-Governance tools rely on different situations and frameworks dependent on what stage the government is in. This publication draws on principal analysts' knowledge, contains useful definitions and discusses the importance of political judgment needed for implementation of e-Governance. Perri 6 criticises previous publications on e-Governance; simply stating its content has been "astonishingly neglected in all this vast recent literature".

1.16 Picci L (2005) *The quantitative evaluation of the economic impact of e-government: A structural modelling approach*, Information Economic and Politics, <http://www.elsevier.com>

Picci comments on the model on e-Government; relationships, policies and time. The article outlines mathematical equations. Investment of e-Government can only take place if they "are accompanied by appropriate complementary interventions" (Picci, 2004) such as training and management. Tuscany is briefly referred to in the article. Structural models are assessed in relation to e-Government, which also relates to criticism of policies. These models are dynamic and affected by time. Graphs are also integrated, to show private labour and e-Government's savings. The importance of time will substantially affect the performance of e-Government strategies.

1.17 The eSri Lanka Initiative (eSL), scheduled in 2002 aimed to bring ICTs to everyone in Sri Lanka

and to improve the role of governance. The main objectives were to alleviate poverty and to improve human welfare. The role of ICTs also intended to develop the economic situation. Being accessible in major languages ensured information accessibility. Integration of ICTs within the governmental framework led to increased “transparency, accountability and efficiency” (Samarajiva et al, 2005). The government services have been made accessible to everyone, no matter their location. The need for reliable infrastructure has improved the situation of Sri Lanka’s global communication.

1.18 Sealy W.U (2003) Empowering Development Through E-Governance: Creating Smart Communities In Small Island States, <http://www.sciencedirect.com>

This e-journal contains relevant case studies, for example from Jamaica. Topics of e-governance and the poor are focused on. Sealy states e-Governance is more about citizens rather than technology. Useful data and statistics are provided, for example Barbados; use of internet and phone lines. These projects must have an effect on rural communities and the poor must be targeted. E-Governance is an effective instrument in determining development and can bring about change. Sealy proposes that a “national unit within government” is needed for successful e-Governance. The focus on these islands and the existence of globalisation is also mentioned.

1.19 Stanca L (2005) In focus: Italy, egov, July 2005, Volume 1, Issue 4, Centre for Science, Development and Media Studies, New Delhi, India.

This article is an interview with Minister Lucio Stanca, Minister of Innovation and Technologies, Government of Italy. The use of ICT has enabled Italy to conform to perform efficiency within their government and to improve connections with citizens and corporations. Stanca states Italy has assisted with e-Government programmes in the developing world, providing ICT programmes in deprived regions. The e-Government policy has been successful. Importantly, Stanca implies the “digital revolution must be cultural before it can be technological”. The use of technologies has enabled e-learning, which provides training and knowledge to the population

1.20 The Council for Excellence in Government, updated 24th July 2001, e-Government Fellows Program Seeks to Make Government, Non-Profit Managers More Tech-Savvy, <http://excelgov.org/displyContent.php?NewsItemID=5878&keyword=a4334e73c7977c&searchWord=e%20government>.

The article displays Washington’s e-Government Fellows Programme, which was implemented in 2000, and is funded by not just the state but non-profit organisations. The programme aims to train and educate government officials and to eventually implement online systems. The project intends to incorporate the government and citizens, thus to encourage participation. This page also provides links to partnership organisations and partnership polls and publications. The aim is to encourage the

citizen-state relationship for the future. The programme also allows online services.

1.21 The Office of the Deputy Prime Minister, updated 3rd October, Local e-gov, <http://localegov.gov.uk>.

This useful website aims to support local governments in order to promote sustainable use of electronic services. The website is also used by organisations and promotes good practice for digital use. The website intends to combine experience of past projects for all local governments to aspire to. Strategies and recent reports are included. The strategies page gives an overview of the strategies over the last three years, with reference to white papers and policies. The page on e-Government and efficiency includes a brief report on the e-Government programme, listing their aims. Downloadable documents are also available for public use.

1.22 The Office of the Deputy Prime Minister (2003) Local e-Government; Process Evaluation of the Implementation of Electronic Local Government in England, Queen’s Printer and Controller of Her Majesty’s Stationery Office.

This report draws on surveys of Electronic Local Government and case study interviews. Firstly the report aims to define local e-Government and lists the objectives such as issues on democracy and service delivery. The importance of economy is also illustrated; such as the workforce and infrastructure. The results have shown that time and cost of providing information has decreased, whereas ‘e-enabled’ has increased. An example of a case study includes internet voting for youths, with successful results. Models of e-Government implementation are discussed in chapter three. The e-Government strategy and effective diagrammatic models are included.

1.23 The Office of the Deputy Prime Minister, updated March 2005, Two Years On: realising the benefits from our investment in e-government, The national strategy for local e-government, http://www.localgov.gov.uk/images/2%20years%20on%20-%20Realising%20the%20benefits%20from%20our%20investment%20in%20e-gov_227.pdf

Since the publication was released in 2002, the Office of the Deputy Prime Minister has gained success in promoting e-governance. This report aims to emphasise such success over the last few years with reference to investment from efficient use of e-Governance in programmes. The importance of e-Governance is not limited to these years but for the future also. This strategy has also been supported by the IDeA, SOCITM and SOLACE. The document has clear aims to promote the capability in electronic services and delivery. The results have found an increase in ‘e-enable’ over the last twelve months and have helped Councils in e-Government approaches.

1.24 The Pacific Council on International Policy, The Working Group on E-Government in the Developing

World, updated April 2002, Roadmap for E-Government in the Developing World; 10 questions E-Government Leaders Should Ask Themselves, <http://www1.worldbank.org/publicsector/egov/e-gov.final.pdf>.

The work achieved by the Pacific Council aims to improve leadership across the western United States and the Pacific Rim. The report contains useful definitions of e-Governments to “promote more efficient and effective government” through the use of ICT. The process of ‘e-revolution’ is crucial in understanding how e-Governments work. This project collates lessons learned from developing countries to inspire other nations. Questions such as “why are we pursuing e-Government?” and “what kind of e-Government are we ready for?” are answered with the evidence of failures and successes from developing countries.

1.25 UNESCO (2002) Internet Infrastructure and e-Governance in Pacific Islands Countries, http://portal.unesco.org/ci/en/file_download.php/bc99cd450940e78925b8a2113c75173002+Internet+Survey+Final.doc

There are fifteen member states included in the documentation. This survey aimed to document the degree of internet use for e-Governance in the Pacific states. The survey contains issues that the Pacific states have to deal with; the issue of access is still a problematic feature. The majority of the states acquired their own websites. Obstacles such as capital and bandwidth are other problems which are addressed. However there is lack of e-government attention. The investigation intended to create a “connected Pacific”. There is however much to be done to improve e-Governance within the Pacific states.

1.26 United Nations Educational, Scientific and Cultural Organisation (UNESCO) n.d., Pilot Project on Village E-Governance in Tanzania, http://portal.unesco.org/ci/en/file_download.php/191643ab9c5791b69b337f3893c5799bTanzania+Report.doc

This report on the pilot project in Tanzania includes objectives, sustainability and conclusions, with recommendations. The two computerisation projects took place in Tanzanian villages. Objectives of the projects incorporated access to information and provision of services to improve governance. In partnership with COSTECH, administrations within Tanzania aim to provide training and the use of equipment. Administration of simple databases and statistics have been incorporated. E-mail systems and software have been set up. The report concludes that infrastructure and partnership is imperative for these projects to take place. Local businesses will also benefit from the use of the e-mail system. However the components of management have been discussed as more significant as a requirement, rather than infrastructure.

1.27 United Nations, n.d., <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan006249.pdf>.

The United Nations have devised a presentation of slides, related to e-Government within administration. The slides

give a historical perspective of electronic use. The slides are basic and provide an overall summary rather than a detailed account. Figures such as internet usage data and useful diagrams are included, however there is scarcely enough information on e-Governance. E-Government will initially bring about change, however developing countries are less able to adapt. The conclusion emphasises the processes, structures and organisations, which bring about change, rather than computerisation itself. Especially in developing countries, where e-Government is only about computerisation.

1.28 Weerasinghe S (2004) Revolution within the revolution: the Sri Lankan attempt to bridge the digital divide through e-governance, *The International Information and Library Review*, Issue 36, p.p. 319-327, <http://www.elsevier.com>

Weerasinghe states the divergence of Information Technology within the world, where South and North divides one another. The journal article presents information about a new concept within the Sri Lankan government, namely ‘E-Sri Lanka’. This strategy aims to build ICTs in the country, as there is an unequal distribution of IT in Sri Lanka. Therefore the concept launched by the government aims to involve each individual, especially those from the rural sector who are desperately isolated. With the implementation of e-Governance, it is expected services (both public and private) will prosper. Therefore the economy of Sri Lanka has a positive outlook.

1.29 Allen B.A., Juillet L, Paquet G, Roy J (2001) E-Governance and government on-line in Canada: Partnerships, people and prospects, *Government Information Quarterly*, Issue 18, p.p. 93-104, <http://www.sciencedirect.com>

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1.30 Backus M, updated April 2001, E-Governance and Developing Countries; Introduction and examples, <http://www.ftpicd.org/files/research/reports/report3.pdf>

This report is influential in collating examples from developing countries, such as Ghana, Tanzania and Kenya, where the use of e-Governance strives to overcome corruption. For each case study, problems and development objectives are assessed. The main problems are transparency and limited resources. Links to other e-Governance initiatives such as e-Democracy Initiatives in South Africa, Uganda and Burkina Faso are also outlined.

The social, economic and technological aspects are examined. Success factors include political stability and trust. The use of workshops can help to educate people in the developing world about ICTs and e-Governance.

2. National eGovernance Scenario:

2.1 Bedi K, Singh P. J., Srivastava S (2001) *Government@net- new governance opportunities for India*, Sage Publications India Pvt Ltd, New Delhi, India.

The book focuses on the internet as a tool for self-governing, depicting existing programmes which have been implemented, such as the 'Friends Project' in Kerala. The internet is seen as a democratic tool to give citizens freedom, accessibility and power. The publication explains the opportunities of ICTs and the need for effective governance to create an e-Democracy. The use of the internet however reduces the role of local authorities and empowers citizens. Consequently, the use of the internet in the programmes mentioned allows participation on a non-elitist level. The link between the internet, governance and society is essentially illustrated in this book.

2.2 Bhatnagar, World Bank, n.d., *E-Government: Opportunities and Challenges*, <http://siteresources.worldbank.org/INTEDEVELOPMENT/Resources/559323-1114798035525/1055531-1114798256329/10555556-1114798371392/Bhatnagar1.ppt>

This slide show presents delivery models in less economically developed countries and provides opportunities and challenges for the future. E-Government strives to achieve efficiency and delivery of services online, according to Bhatnagar. E-Government benefits include "less corruption [and] empowerment" (Bhatnagar, n.d.). Programmes such as income tax online (Mexico and Brazil), customs online (India and Jamaica) and rural internet kiosks are cited. Access to rural areas is problematic and needs to be addressed. Public services in Bangalore, in the form of bar graphs show that all services have increased since 1994 and corruption has also declined (Bhatnagar, n.d.). Time frameworks are extremely important for programme implementation.

2.3 Bedi K, Singh P. J., Srivastava S (2001) *Government@net- new governance opportunities for India*, Sage Publications India Pvt Ltd, New Delhi, India.

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2.4 Chandrashekhar R (2005) Focusing on outcomes through NeGP, *egov*, August 2005, Vol 1, Issue 5, Centre for Science, Development and Media Studies, New Delhi, India. This magazine article conducts an interview with R. Chandrashekhar (Department of Information Technology, Government of India) discussing the National e-Governance Plan (NeGP) for India. Chandrashekhar describes the NeGP Plan which implements projects and is engaged on participation from public-private partnership. The NeGP Plan has been referred to "economic liberalisation" (Chandrashekhar, 2005), which aims to be established in both the government and outside the government. The NeGP Plan aims for governments to use ICTs to "delive[r] efficient government services and enhanc[e] transparency in governments" (Chandrashekhar, 2005). There is a strong emphasis on citizen participation in order for the NeGP Plan to perform.

2.5 The Research paper entitled 'A Model for Impact of E-Government on Corruption:

Exploring Theoretical Foundations ' authored by Amitabh Ojha^{1*}, Shailendra Palvia² and M. P. Gupta¹, in this paper authors highlighted corruption in public administration is a cause for continuing concern, particularly in the developing world. Although optimism regarding the ability of e-government to reduce or eliminate corruption is widespread, neutral impact assessment reports however continue to expose cases where corruption persists even after the introduction of e-government. Clearly, there is a need for strengthening research on anti-corruption effects of e-government, which at present is largely a-theoretical and descriptive. In keeping with the above goal, this essay connects to a few theoretical frameworks which are relevant to corruption studies, and reviews the mechanisms by which e-government reduces or eliminates corruption. The insights developed from this exercise have helped to formulate a conceptual model of e-government's anti-corruption impacts. The proposed model is expected to stimulate further research on the anti-corruption effects of e-government, research that will help in: viewing the anti-corruption successes and failures of e-government in a more unified manner; understanding the limitations of e-government as an anti-corruption tool; and devising managerial interventions which may increase. Author concluded with there remark as corruption in many ways resembles viruses, whose survival mechanisms are so robust that containing or eliminating them proves an extra-ordinarily challenging task. E-government has shown promise this regard, and in many instances it has delivered by eliminating or at least reducing corruption in public services delivery. The insights arising from this theoretical treatment, points at possibilities for using e-government to fight corruption more effectively. While there are certain limitations currently in combating corruption through e-government, our systematic identification and theoretical discussion of those limitations offers some prospect of overcoming them in the future. Finally, if this essay succeeds in stimulating more research on the anti-corruption impact of e-government, it will have largely achieved its intended

purpose. Author highlighted detailed study is required to avoid corruption in government. In this paper author have not specified steps for eliminating corruption.

2.6 Booklet entitled 'Make Information and communication Technology for people'. In this booklet various e-governance projects like STAR, SETU, Friends, Lokmitra, eSeva, Municipal Administration etc. described. Booklet describes how e-governances projects can be used rural and urban development of India. But in this booklet author have not highlighted Impact assessment of various projects. So researcher observed that there is huge scope in Impact assessment of e-governance project for local government.

2.7 Research paper entitled 'FACTORS INFLUENCING CITIZEN ADOPTION OF EGOVERNMENT: A REVIEW AND CRITICAL ASSESSMENT', In this paper author have examined examines the factors influencing adoption of e-government services by citizens. Factors that have been explored in the extant literature present inadequate understanding of the relationship that exists between 'adopter characteristics' and 'behavioral intention' to use e-government services. These inadequacies have been identified through a systematic and thorough review of empirical studies that have considered adoption of government to citizen (G2C) electronic services by citizens. This paper critically assesses key factors that influence e-government service adoption; reviews limitations of the research methodologies; discusses the importance of 'citizen characteristics' and 'organizational factors' in adoption of e-government services; and argues for the need to examine e-government service adoption in the developing world. This paper highlights influences of individual and organizational characteristics, study on e-governance assessment and Assessment of individual characteristics of citizens. The author highlighted need of developing concise definition of e-government service for better operationalization of the concepts used for research. Future research in e-government adoption should consider sound theoretical framework research that has been tested successfully in other empirical studies. This paper draws attention to the importance of individual characteristics of adopters and lays emphasis on its significance discussed in the extant literature. The assessment of empirical studies highlight remarkable differences in observations of various studies and carefully analyses the underlying reasons presented in these studies. Due to lack of empirical and theoretical G2C studies examining cultural influence, this paper acknowledges the contextual exclusion of culture and its influence on adoption of e-government usage by citizens; which is also a limitation indicating that culture can have a profound impact on e-government service adoption. But author have not highlighted various quality attributes of system developed, various attributed related to government side.

2.8 Okot-Uma R. W'O (2005) Good practices in e-Governance: Main issues and challenges, egov, August

2005, Vol 1, Issue 5, Centre for Science, Development and Media Studies, New Delhi, India.

Explains the role of governments, problems associated with e-Governance and examines the good practices needed. The good practices mentioned include the implementation of ICT initiatives, good human resources and accessibility. Okot-Uma (2005) states the features of e-Governance needed for implementation; "Change Management, Process Enablement, People Enablement, Infrastructure Enablement and Systems Enablement". The three main good practices also include "Building an IT culture, [c]reating public awareness programmes [and] [f]ormulating and implementing a communication strategy" (Okot-Uma, 2005). Okot-Uma accentuates that good practice in e-Governance will bring about improved ICT development; however both governmental support and organisational commitment are essential.

2.9 Gill S.S (2004) Information Revolution and India- A Critique, Rupa & Co, New Delhi, India. This publication draws on the author's own experience and records ICT advancements. The chapters observe ICT in connection with people, governments and businesses. Greed and power are the main elements which inhibit potential ICT growth. Globalisation and the influence of democracy are associated with ICTs; there is a struggle for freedom to use ICTs. As the author concludes; technology and society have a co-dependent correlation, thus each is dynamic in bringing about the Information Revolution.

2.10 Gupta M.P (2004) Promise of E-Governance: operational challenges, Tata McGraw- Hill Publishing Company Limited, New Delhi, India. A collection of papers for the International Conference on e-Governance (ICEG 2003) in Delhi. The case studies are collected internationally. The chapters include issues and challenges concerning e-Governance with relevant case studies which have been successful. The book emphasises the relationship of governance, business and citizens. By enhancing these co-relations, the role of e-Governance can continue to be successful. The application of 'Citizen Service Centres' promotes empowerment and accessibility of ICTs for local people. Analysis of successful programmes regarding e-Governance in India is integrated within the volume. Elements of capacity building and organisation cooperation are also included.

2.11 Prabhu C.S.R (2004) E-Governance- Concepts and Case Studies, Prentice Hall Of India Private Limited, New Delhi, India.

This book focuses on e-Governance in India and also includes case studies ranging from Brazil, China and Sri Lanka. The case studies are useful for future projects, although it is not very constructive; the publication needs more positive and negative points from the experience of past projects. The literature focuses on models and theories; giving stages which are not very useful for many governments. The surveys are slightly dated as much has changed since the data was collected. The book includes other literature; however this publication is merely an

outline of case studies and needs to include improved guidance for future programmes.

2.12 Ratan N (2005) National e-Governance Plan of India: Driving Good Governance using ICT, egov, July 2005, Volume 1, Issue 4, Centre for Science, Development and Media Studies, New Delhi, India.

This article indicates the implications for e-Governance; infrastructure, coverage, integrated deliverance and cost. Ratan's overview accentuates the key elements of NeGP; national connectivity, web portals and citizen service centres. This initiative uses ICTs to improve the "quality, accessibility and effectiveness" of government assistance to communities" (Ratan, 2005). The overview also states the progress of NeGP; some are at a theoretical stage and others have started practical schemes. The NeGP aims to increase the role of e-Governance to make it accessible to citizens. The article states several objectives to overcome problems affecting the NeGP plan. It also mentions that the World Bank has helped to fund the Government of India's programme, called 'e-Bharat'. However the main concern for NeGP is at the implementation stage.

2.13 The book entitled 'Governance for Growth in India' authored by A.P.J. AbdulKalam . This book, from someone who has observed our national life at close quarters, is a visionary statement for every citizen to read and understand. Through Governance for Growth in India, he expresses his vision for India and the contribution which each Indian citizen must make for the same. He maintains that the vision of a developed India can be brought to reality only if its citizens adopt a morally upright, honest, and hardworking approach to their lives. The grave issues concerning the rampant corruption which is prevalent in India are dealt in this book.

While the largest democracy undergoes the largest ever election, the ephemeral question of "Who do I vote for?" is in every citizen's mind. Everyone is discussing and debating matters relating to development, inclusive politics, defence, policies for the poor, food availability, corruption, women safety and so on. The former President of India Dr. A. P. J. Abdul Kalam has elucidated each of these developmental aspects that must be in the minds of every citizen and candidate at this stage of India's development. Author starts off by appealing to the candidates standing in the elections about the importance of the power and responsibility entrusted to them. They are directly answerable to the people. In the next few chapters, author takes up various broad issues that need addressing. He then provides solutions and ideas to overcome these problems in different arenas, with deliberation and anecdotes from his professional life, filled with vast experience. The various issues covered include the creative governance, inclusive growth, e-governance, RTI, corruption, public audit of policies and importance of transparency in defence. I thought the chapter on E-governance was particularly poignant with brilliant suggestions by author. He stresses time and again on the need for coordination between different mechanisms of the government, to ensure the proper implementation of policies. Author strongly highlights on

need of assessment framework for assessing e-governance projects. He also highlights that the only way to ensure the highest level of development if there is honesty and integrity within each and every person. He ends with the various goals India still has to achieve to fulfil the dream of Vision 2020. Though the road is tough, and there is much to do, author optimistic tone is highly uplifting. His urges to the youth are timely and he deliberates on every issue of importance, leaving no stone untouched.

II. SUMMARY

"GOOD GOVERNANCE" connotes the process of decision-making and the process in which decisions are implemented. Governance can be used in several contexts such as corporate governance, international governance, national governance and local governance. It encompasses the entire process of public administration, the process underlying the formulation of public policies. Various countries have already taken strong steps for designing policies and solutions for governance. E-Governance plays vital role in it. From various literature review researcher have observed that there is need for assessing impact of e-governance projects. Researcher wants to study impact of e-governance implementation by local government in the study area.

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