E-GOVERNANCE IMPACT ON PUBLIC
(A Study of AndhraPradesh)

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Abstract : e-governance can be referred as using electronic modes in administration i.e. using available information and communication technology in administration process. As the flow of authority and power from top level to lower levels, the hierarchy of various stages they can maintain at every stage with this information and communications technology. If this maintained and implemented properly there can be good governance, why because at all stages there is a chance of transparency that leads corruption-free government schemes among various people. Speed working from government employees and even in people's mind also there can be trust that government doing good for them. This is all possible only by way of e-governance.   e-governance can be implemented start from greater cities to small villages. E-governance can be a process of reform in the way government works, share information, engage people and deliver services to them. It can be referred as the empowerment of people because bureaucrat's involvement can be reduced a lot. Government also can reduce cost in terms of providing services and acquiring from different parties like suppliers, banks and various departments. With these functions of management can also be implemented like, supervising, planning, organizing, coordinating and staffing effectively.

Keywords: Administration, Bureaucrats involvement, Delivery system, Information and Communications Technology (ICT)

1. Introduction
E-governance has been evolved from different dimensions and influences. In this e- governance "electronic "is the term which represents technology based governance. E-governance has a feature of delivering the governmental services and exchange of information communication transactions, integration of various standalone systems and services between government to citizens, government to business and government to government and at the same time even for back office purposes and interactions within the entire government frame work. Through the   e-Governance, the government services will be made available to the citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are Government, citizens and businesses/interest groups. In e-Governance there are no distinct boundaries.

1.1 Defining e-Governance:
1.1.1 Origin of the word
The word *governance* derives from the Greek verb "κυβερνάω" [*kubernáo*] which means *to steer* and was used for the first time in a metaphorical sense by Plato. It then passed on to Latin and then on to many languages.[1]

1.1.2 E-Governance Meaning

* Delivery of Governmental services and administration through digital and electronic modes
* Reduction in controls and regulations
* Higher efficiency

A Good Governance which proactively and continuously leads to where Citizens needs Least Assistance from Government and has Least Interface with Government.

e-Governance is the process of administration using information and communication technology for free movement of information to overcome the physical boundary lines of traditional paper and physical based manual systems. e-Governance, also known as e-gov, digital government, online government to create transformed government, where interaction with government to citizens,

business other governments departments in a comfortable, transparent and effective at interaction low cost.

E-governance is the latest trend in the governance process all over the world. Good governance can be enabled by e-governance if appropriately implemented. Good governance will be SMART (Simple, Moral, Accountable, Responsive and Transparent) governance which is so essential today in countries all over the world.[2]

1.1.3 Definitions of e-Governance

E-governance, meaning 'electronic governance' is using information and communication technologies (ICTs) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance (Bedi, Singh and Srivastava, 2001; Holmes, 2001; Okot-Uma, 2000). According to Keohane and Nye (2000), "Governance implies the processes and institutions, both formal and informal, that guide and restrain the collective activities of a group. Government is the subset that acts with authority and creates formal obligations. Governance need not necessarily be conducted exclusively by governments. Private firms, associations of firms, nongovernmental organizations (NGOs), and associations of NGOs all engage in it, often in association with governmental bodies, to create governance; sometimes without governmental authority." Clearly, this definition suggests that e-governance need not be limited to the public sector. It implies managing and administering policies and procedures in the private sector as well.[3]

The UNESCO definition (www.unesco.org) is: "E-governance is the public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. E-governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services. E-governance is generally considered as a wider concept than e-government, since it can bring about a change in the way citizens relate to governments

and to each other. E-governance can bring forth new concepts of citizenship, both in terms of citizen needs and responsibilities. Its objective is to engage, enable and empower the citizen." [4]

2. Enabling Good Governance through Use of ICT

As the information and communications Technology has been spread at large it make a gate to faster and better communication, efficient storage of information , retrieval and processing of data and exchange and utilization of information to all the users, they may be individuals, groups, businesses , organizations or even governments. What had begun as a faster, more accurate and simpler means of word-processing quickly lent itself to being used as a tool for processing and tabulating data as an aid in decision making. With growing computerization and increasing internet connectivity, this process has presently reached a stage where more and more users are motivated to modifying their ways of doing things in order to leverage the advantages provided by ICT. In other words, this has led to 'business process re-engineering'. So far as governments are concerned, the coming together of computerization and internet connectivity/web-enablement in association with process re-engineering, promises faster and better processing of information leading to speedier and qualitatively better decision making, greater reach and accountability, better utilization of resources and overall good governance. In the case of citizens, it holds the promise of enhanced access to information and government agencies, efficient service delivery and transparency in dealings and interactions with government.

E-Governance or 'electronic governance' is basically the application of Information and Communications Technology to the processes of Government functioning in order to bring about 'Simple, Moral, Accountable, Responsive and Transparent' (SMART) governance. This would generally involve the use of ICTs by government agencies for any or all of the following reasons: (a) Exchange of information with citizens, businesses or other government departments (b) Speedier and more efficient delivery of public services (c) Improving internal efficiency (d) Reducing costs/increasing revenue (e) Re-

structuring of administrative processes and (f) Improving quality of services.[5]

3. e-Governance: International Scenario

Global shifts towards increased deployment of IT by governments emerged in the nineties, with the advent of the World Wide Web in the year 1991. The technology as well as e-governance initiatives have come a long way since then. With the increase in Internet and mobile connections, the citizens are learning to exploit their new mode of access in wide ranging ways. They have started expecting more and more information and services online from governments and corporate organizations to further their civic, professional and personal lives, thus creating abundant evidence that the new "e-citizenship" is taking hold. Many countries have initiated e-Governance programmes in order to make government and its agencies efficient, more responsive and transparent. Those of developed countries started this advancement in their administration, so that they have been achieved better services to the various persons, groups, businesses, in the society. In some foreign countries they called it as digital governance or 'E-Government' (or Digital Government). This is defined by UNO as 'The employment of the Internet and the world-wide-web for delivering government information and services to the citizens.' (United Nations, 2006; AOEMA, 2005). According to the UN's "2010 e-Government Readiness Index" Republic of Korea stands in the first place which implements e-governance in the world. [6]

4. e-Governance: Indian Scenario

 The concept of e-governance has its origins in India during the seventies with a focus on development of in- house government applications in the areas of defense, economic monitoring, planning and the deployment of IT to manage data intensive functions related to elections, census, tax administration etc. The efforts of the National Informatics Center (NIC) to connect all the district headquarters during the eighties was a very significant development. From the early nineties, IT technologies were supplemented by ICT technologies to extend its use for wider sectoral applications with policy emphasis on reaching out to rural areas and taking in greater inputs from NGOs and private sector as well. There has been an increasing involvement of international donor agencies under the framework of e-governance for development to catalyze the development of e-governance laws and technologies in developing countries.[7]

5. e-Governance: on view of Andhrapradesh

Andhra Pradesh is the fifth largest state in India. It covers an area of 275,068 sq.km and has a multiethnic population of 12 crores, 46% of whom are illiterate. 65% of the population earns a living through agriculture and its related areas. It is the state which is largest in south India and its language is one of the classical languages in India. It's a state where different people from different parts of the country living in.

NIC started its State Centre at Hyderabad in 1986. The broad range of services includes system study, design, coding, testing, training, implementation, software maintenance and hand holding support that was the first step in regarding to information and communications technolgoy based service . In this state the initiation for e-governance has been taken place in the year 1990 by then CM N.ChandraBabu Naidu. He employed McKinsey &co., to guide Andhra Pradesh in developing a comprehensive vision for the future. He thought that covering everything from agriculture, healthcare, education, industry etc. lays out that AP will look like developed one. In this way of providing the services at the door step of the people there implementations like citizen centric instead of institution centric which means all services of the government will be available to the citizens even at their home because of this e-governance and whatever may the work can be done in a very less span of time.

We can understand how the particular e-governance has been made the services at the very near and the choice of the citizens by the following diagram: In the following diagram center oval represents public and A, B &C are the different departments which provide services to the public at their door step.
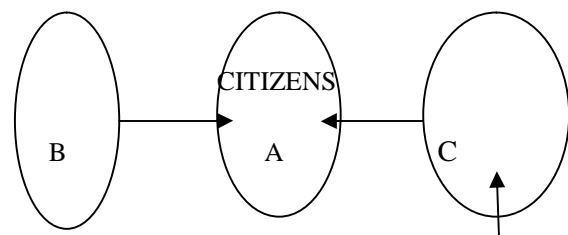
5.1. Incidence Part of e-governance in Citizen's life

Government has a part of every citizen's family in take part right from approaching first for a birth certificate after that for a caste certificate when a child joins a school. Later ,the government will present itself by distributing scholarship and fee reimbursement, then for ration purpose issuing ration cards and health cards and the finally even to issue death certificate likewise everywhere e-governance take part in the life of every citizen irrespective of status and anything.

5.2 e-Governance and good administration

e-governance simply uses the power of ICT to provide better quality and tailored services to citizens. Four critical components must be in place for this to happen, they are:

- Constant and affordable infrastructure; the state has to establish communications networks at the districts, mandal and village level. Further it has to build and refine the backend and services delivery system. In this respect government of Andhra Pradesh taken some forward steps by arranging infrastructure.

- There is need of well-architected and constant software development; Andhra Pradesh so far has been constructed main projects around such clusters as health , agriculture , education and even for business

- There was a huge requirement of Human resources previously in the state but now it's ideal state that it has more than enough Human resource but it's not the sign of overlapping but there can be better services to the public by well know ledged persons.

- And the final one is analysis and implementation of plan. Without proper plan nothing can be an effective one. By fortune of AP, planned rolling is taken place since the late 1990s. [8]

5.3. Implementation of e-Governance in Ap

As the part of the e-Governance the Government of Andhra Pradesh has been implemented many projects in the state, many of them are very models to neighboring states and many states in the country

such successful projects were undertaken by the Government of Andhra Pradesh. All these implementations are proven as the best service providers in terms of public services. We can have clear idea from the following examples:

5.3.1. e-Seva (electronic Seva)

Launched on the 25th of August 2001, electronic seva. It's the 1st electronic based service as a part of the e-governance in Andhra Pradesh. By this people can get various services like payment of different bills like electricity, water bills, and various corporations bills etc. without any hurdles of queuing. (e-Seva) is the improved version of the TWINS project launched in1999, in the twin cities of Hyderabad and Secunderabad in Andhra Pradesh. There are currently 36 e-Seva centres spread across the twin cities of Hyderabadand Secunderabad and Ranga Reddy district, operating from 8:00 am to 8:00 pm every day and between 9:30 am and 3:30 pm on holidays. 70 centers are in operation at different municipalities covering thirteen districts. E-Seva centres offer 118 different services like payment of utility bills/taxes, registration of births/deaths, registration of applications for passports, issue of births/deaths certificates, filing of Sales Tax returns, Trade licenses of MCH, B2C services like payments of Tata Teleservices, Reliance, sale of Airtel Magic cards. These services can be availed at any counter in the centre and at any place in the city. 21 more services like railway reservations, TTD services, bill payments of Airtel, Hutch etc. are in the pipe line. Though the e-Seva had a very lukewarm response from the citizens, the initiative has picked up tremendous confidence on the way and has so far netted a thumping collection of close to Rs 2,000 crores (February-end 2003) from a meager collection of Rs 43 lakh in August 2001.The government has rolled out the project to other parts of the state, including rural areas like the West Godavari district.[9]

5.3.2. Mee Seva (meaning at your service)

It's another way of getting services. It's the new implementation program from the Government of Andhra Pradesh. It's a type of program conducting first time in AP only throughout the country. Under Mee Seva (meaning at your service) launched a year ago, the state government is offering 45 various services and plans to increase the same to 100 services in two to three months it's a program which is offering services to 8.2 crores of people presently and has plan to provide services to 15 crore people by 30th march 2013. Mee seva offer Services like issuance of birth, caste and income

certificates are being performed for citizens in 15 to 20 minutes, which earlier used to take 10 to 15 days. [10]

5.3.3. e-Procurement – Online tenders

It's the way of conducting the auctions and tenders with the help of communications and information technology i.e. through online mode tenders will be called and various interested candidates can give their bids. It's the way where no chance of partiality and unfair treatment to anybody. All the persons can get equal rights and those who quote for high bids tenders will be allotted. By this e-procurement corruptions can be avoided. People also feel free of no unfair ways can be a chance. Online tendering in Andhra Pradesh, it's a Government to business transaction service through e-governance. It was implemented in January 2003. it is the service to the persons those who participate in online tenders i.e those of contractors who do government work and even some private organizations also choose this type of process because of easy , speedy , fair and accurate ways of tenders take place. Government still conducts tenders only through this procurement only. [11]

5.3.4. OLTP (Online Transaction Processing)

Launched in the year 2002, the project connects 16 government departments in Andhra Pradesh on a single network. All government records and transaction procedure details at the district will be centrally stored and managed on a single Oracle9i database. The project seeks to serve the Government department users and citizens in ten villages of Shadnagar mandal, one village each in Bijnepally and Jadcherla Mandals, Mahaboobnagar District. Citizens in these pilot locales will be able to conduct government department service transactions efficiently through specially designed internet-enabled kiosks. These transactions can be carried out in English as well as Telugu interfaces. These services include access to information such as income verification and income certificates of citizens, land cultivation details, agriculture marketing, tele-veterinary services, registration of small farmers, birth and death records, house numbering, first information reports, occupation details of residents, drinking water details and irrigation sources, etc. Future plans include

replication across 1125 mandals of the state in a phased manner.[12]

5.3.5. CARD (Computer-aided Administration of Registration Department)

The Computer-aided Administration of Registration Department - CARD in Andhra Pradesh is designed to eliminate the maladies affecting the conventional registration system by introducing electronic delivery of all registration services. CARD was initiated to meet objectives to demystify the registration process, bring speed, efficiency, consistency and reliability, substantially improve the citizen interface etc. Six months following the launch of the CARD project, about 80% of all land registration transactions in AP were carried out electronically. Since 60% of the documents, Encumbrance Certificates (ECs) and certified copies relate to agricultural properties, the success of the CARD project has great benefit for the rural farming community. CARD is operational at 387 Sub-registrar offices in the entire state of Andhra Pradesh since 1998.[13]

5.3.6. FAST - Transport Department Automated

The '**Fully Automated Services of Transport**' is another e-governance project implemented in the cities of Andhra Pradesh. The objective of FAST is to make the transport department citizen friendly in its functioning and provide SMART services to the public. It is intended to build comprehensive database and provide on-line services to the public covering all gamut of services of Transport Department like Issue of Driving Licenses, Registration of Motor Vehicles, Issue Permits, Collection of Motor Vehicle Taxes, etc. All the offices in the state would have interconnectivity through APSWAN. It is decided to take up computerization process in two phases. In phase I, Regional Transport offices of Secunderabad, Vijayawada and Chittoor have been covered on pilot basis. The remaining offices are to be covered in the second phase. However, a less powerful central server is to be located at the office of the Transport Commissioner for the purpose of inter-connectivity between these three RTO offices. [14]

6. Futuristic View of e-Governance

Everywhere around the world we can say that Information and Communications Technology playing a wide role that everybody has to approach this process because of their daily needs, as we saw right from getting birth certificate to along the life and even after life also there need with this particular e-governance. There will be a lot of importance and involvement in the life's of citizens not only in AP or in India but at worldwide there can be necessity of this particular e-governance in this regard there cannot be any doubt.

7. Benefits of e-Governance:
* Speedy solutions to the public problems by comparing to the previous manual systems.
* Better services providing as there can be online mode all receipts from public and payments.
* Everything takes place on electronic mode so no chance of corruption.
* E-governance gives chance to maintain back up the data for years
* E-government allows for government transparency
* It is convenient and cost-effective for businesses, and the public benefits by getting easy access to the most current information available without having to spend time, energy and money to get it.

8. Disadvantages

* The main disadvantages concerning e-government is the lack of equality in public access to the internet, reliability of information on the web, and hidden agendas of government groups that could influence and bias public opinions.
* There are many considerations and potential implications of implementing and designing e-government, including disintermediation of the government and its citizens, impacts on economic, social, and political factors, vulnerability to cyber attacks, and disturbances to the *status quo* in these areas. [15]

9. Conclusion

e-Governance has a lot of impact on the lives of people of Andhrapradesh but also world at large. There was a less involvement by the people when there was no any Information and Communication Technology evolution. From the side of administration now it's so transparent in terms of dealings by individuals, businesses or even any corporation. Public servants or government employees also they feel more responsibility because of the transactions which are going seen by anybody, if they want. e-Governance accelerated the life's of various persons in terms their attitudes and doing works because any work can now done in minutes even by sitting at home. If suddenly e-governance does not exist due to any reason then public will as if they cannot do any work, so such a strong knots are there between public and e-governance.

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