

PRESENT AND FUTURE PROSPECTS OF E-GOVERNANCE IN INDIA - AN OVERVIEW

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Abstract

Electronic governance or e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Through e-governance, government services are made available to 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/intermediary groups. In e-governance, there are no distinct boundaries, ICT, E-Kranti, Connectivity. **Keywords:** Good Governance, citizen, Globalisation, ICT, E-Kranti, Connectivity.

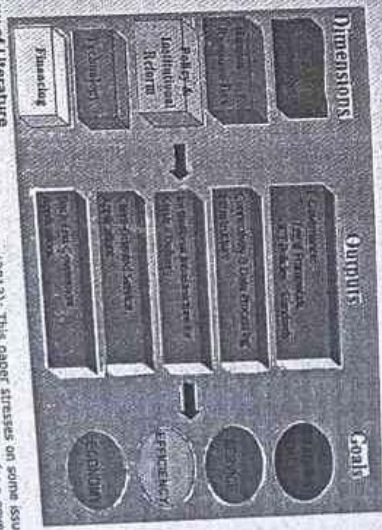
Introduction

E-Governance has become an essential part of any firm in globalisation process. Increasing demands of customers in administration, rapid information transfer, more expedient performance and improved public service has pushed organizations to choose electronic means for success in business. Organizations can give better performance through innovative use of information technology and e-governance. There are many advantages of e-governance and impact public management through, for example, improved access to services, decreased operational costs, enhanced knowledge management, and strengthened coordination of government agencies. E-governance has been major developments of the web. It is well established that Internet supported digital communities. The application of ICT and e-governance has huge potential for intermediate organizations in developing countries. The main goal of e-governance is to support and simplify governance for all parties: government, citizens and businesses. Good governance uses electronic medium to support and motivate good governance. The purpose of e-governance are analogous to the objectives of good governance. Good governance can be seen as an application of economic, political, and administrative authority to smoothly manage business activities of a country at the door step of customer, business and other stakeholder. In E-Governance, government makes best use of internet technology to communicate and provide information to common people and businessman. Today, electricity, water, phone and all kinds of bills can be paid over the internet and when citizens depends on government internet services that come is E-Governance. There are four pillars of e-governance: a) **Connectivity:** Connectivity is required to connect the people to the services of government. There should be a strong connectivity for an effective e-governance.

b) **Knowledge:** Here knowledge refers to IT knowledge. Government should employ all capable all kind of staff that may occur during the working of E-governance. c) **Data Content:** To share any kind of knowledge or information over the internet, there should be its database. This database should have the data content which is related to government services. d) **Capital:** Capital can be on public or private partnership. It refers to money used by government to provide their services or to that sector of the economy based on its operation.

Conceptual framework of a governance strategy:

The e-governance model can serve as a reference for governments to situation where a project fits in the overall development of an e-governance strategy. An e-governance project is essential to accomplish the corporate goals. Projects have structural value for development when entrenched in vision and supported by policies. Anderson had described the process of implementing e-governance projects. He has perception of Think big, start small, and scale fast. Thinking big is vital to set the general vision and objectives of e-governance. Starting small is crucial to build immediate success and keep a positive driving force, both internally as well as externally. Scaling fast is only possible with a deep strategy that provides all necessary resources are available in time



Review of Literature
 Shrinivas Nishanthyam Athalye (2013): This paper stresses on some issues and challenges of e-governance and also suggests some remedies for e-governance failures in India. Nadeem Khan and Nazia (2015): This paper discusses the reforms of e-governance regarding issues, challenges and strategies of e-governance in India.