

E-GOVERNANCE IN INDIA AND ITS BENCHMARKING

SYNOPSIS

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INTRODUCTION

India today has perhaps the most costly and ambitious E-Governance plan. At the highest level in the Government, there is a special Secretary-level official, there is an approved budget of more than Rs 15000 crores at the Central Government, at the State level there are Secretary-level officials in every State Government with additional (though small compared to Central budget) budget. There are many E-Governance conferences at the Regional, National and even International levels. Major Indian IT service majors (TCS and Wipro, for example) and MNC firms (IBM and Sun, for example) have dedicated teams to address the growing E-Governance market in India. Some early and partial successes in e-Seva, CARDS, Bhoomi, Bangalore-One etc resulted in enough media coverage, both print and electronic media, with at least two magazines devoted exclusively to E-Governance. Then there is an Institute NISG (National Institute of Smart Governance) set up in public-private-partnership (PPP) model with Government of Andhra Pradesh and NASSCOM.

Government is a Black Box arrangement for exercising the sovereign power, while governance is the process as well as the result of taking authoritative decisions for the benefit of the citizens. If the governance does not bring maximum benefits for maximum number of people, it results into mal-governance. In a welfare state, the aim is to render effective governance. A number of ways are there to achieve that and the latest or the newest is the E-Governance. It is also the most suitable one, which can bring a paradigm change in the face of governance. E-Governance is the deployment of

Information and Communication Technology (ICT) in the meticulous delivery of public service.

With the technology ruling the roost, the importance of E-Governance is self explanatory. This governance has also the potential to minimize the negative human factors prevailing in the society like the corruption, red tapism and allied other such social stigmas.

E-Governance, by definition, is a network of ICT enabled organizations to include government, semi government, nonprofit, NGOs and private-sector entities with Citizens (may read a Netizens also) at the helm of affairs and main beneficiary..Furtherin E-Governance there are no distinct boundaries.

The model for E-Governance is a one-stop portal, such as employment portal, where citizens have access to a variety of information and services. An ideal portal for employment would be where a citizen creates a profile and is presented with employment opportunities at the federal, state, local, non-profit, and private-sectors; currently websites like monster.com, naukri.com etc over these services but more often than not users are required to reenter their information for the specific job. However, not all stakeholders / partners have the same desired end-state which inhibits the possibility of a one-stop portal. The portals are never discussed too.

In order to mirror the latest to all stakeholders coupled with the Benchmarking of selected popular sites will make this Research as Prime and Novel Research

TOPIC OF THE RESEARCH

E-GOVERNANCE IN INDIA AND ITS BENCHMARKING

E-GOVERNANCE IN INDIA

With the ICT background of the Scholar and the involvement of self in the E-Governance of Goa under the TCS banner lots of revelation / confusions were thrown up. The various agencies / stakeholders were not in unison as to the outcome of the E-Governance. **The various department lacked the will to implement and there was no single Ministry to whom the grievances could be addressed.**

Ample **corruption** exists in almost all the Government Departments. The transparency is found wanting. Files are handled at leisure with **WEIGHT**. The poor man or the common man with no links cannot even get Government medicines forget the treatment.

Though the country's ICT was developed the E-Governance state was far from satisfactory and crores were siphoned off through unlimited corruption. **UN placed INDIA in E-Governance amongst the lowest pool of countries.** This was when ICT usage in INDIA is the 2nd or 3rd ranked..

The **public services** were in an awful state and ICT was knowingly not used as the people feared that retrenchment will occur. The Banks took out referendum in implementing E-Governance and it resulted that no single individual is interested in the Automation of Bank Accounts. The E-Commerce is for all of us to see and what a sea change through **E-Banking**.

Then there were oldies who preferred manual system and the babus who felt that the **commission** would vanish. (for example Railways). The **Change Management** to

was an Herculean effort. **There was a fear that with the advent of E-Governance the ‘sarkaribabus’ will be made jobless.** All this led to the state of anarchy. There has to be a way out of this dilemma. **As such the topic was narrowed to E-Governance in India.**

Government is a machinery or institutional arrangement for exercising the sovereign power, while governance is the process as well as the result of taking authoritative decisions for the benefit of society. If the governance does not bring maximum benefits for maximum number of people it results into mal-governance. In a welfare state the aim is to be good governance; a number of ways are there to achieve that. E-Governance is the most suitable one, which can bring a paradigm change in the face of governance. E-Governance is the deployment of Information and Communication Technology (ICT) in the delivery of public services. In the competitive economy, E-Governance is ubiquitous. But in terms of success of E-Governance India has much to learn. Developing nation like India has failed to exploit the full benefits of ICT. A plethora of causes are responsible for this like, **proper technology, poor funding, lack of political will etc.**

E-Governance is an initiative that can enable government departments to function in a more efficient and transparent manner. **E-Governance is all about leveraging multimedia and network technologies to help a government function better. The Research will present an insight into the E-Governance to open the windows for a detailed domain oriented Research..**

Contrary to popular perception, E-Governance doesn't stop at a website or an e-mail. E-Governance ideally is a comprehensive service that provides citizens with access

to information in a digital world. It enables citizens to make electronic payments. Effectively speaking, it is a revolutionary channel to enable citizens to communicate with the government.

To make the entire functionality of various voluntary organizations at the national level must be implemented through Information Technology which should be organized, time bound, simple, transparent and technical perfect

The research will attempt to look into the **E-Governance Scene in India** in various sectors and will scrutinize the ICT usage in governance and will attempt to study some of the milestone projects.

Overall the research will be an amalgamation of Management and ICT with the ratio of 80 : 20 approximately.

E-Governance Models

Models of E-Governance are still evolving in developing countries and continuously improving to fully harness the potential of knowledge networks. A few generic models, however, have shaped up which are finding greater recognition and are being replicated. These models are based on the inherent characteristics of ICT, which are enabling equal access to information to anyone who is a part of the network and de-concentration of information across the entire network. In simpler terms, information does not reside at any one particular node in the E-Governance models but flows equally across all the nodes- a fundamental change from the more common hierarchical information flow model that leads to unequal distribution of information and hence skewed power-relations. The various models are:-

1. Broadcasting/Wider-Dissemination Model
2. Critical Flow Model
3. Comparative Analysis Model
4. Mobilisation and Lobbying Model
5. Interactive-Service Model.

Research will attempt to discuss a few models in an informal way.

Some Areas to be looked into in E-Governance:

1. Citizen services.
2. Public Services.
3. Government Offices / Ministries.
4. Health
5. Crime
6. State services
7. Election
8. Law / Cyber Law.
9. Miscellaneous.

Benchmarking E-Governance in India

The procedure of benchmarking is now considered one of the standard method to determine the efficacy of the project. There are two ways in which this can be done.

1. Audit (Bill is still in the draft mode and to make it a Law it is bound to take time).
2. **Benchmarking**

Benchmarking of E-Governance has so far been done by the United Nations.

In India the benchmarking is a new Phenomenon. Whereas India has more than 200

billion rupees for E-Governance the benchmarking issue is left to newspapers and magazine audits. **The benchmarking will be attempted in this research in a limited way** but will give out the following.

1. **E-Governance readiness in rural / urban sectors.**
2. **E-Governance sites frequented by Indians.**

A bit of strategic benchmarking will also be undertaking to see the efficacy of E-Government initiatives in India. Overall 5 to 6 Chapters are visualised.

AIMS AND OBJECTIVES OF RESEARCH WORK.

At the onset the aims and objectives are spelt out but as the Research progresses there may be a few additions and or deletions.

The Research will attempt to study the following aspects:

- 1. E-Governance.**
- 2. Benchmarking E-Governance in India.**

The aim of the research will be to probe into the various aspects of **E-Governance**. Some of them are :

1. Justification of heavy financial aid from the IMF and World Bank Agencies apart from State and India's Tax Payers money.
2. Manpower efficacy in E-Governance domains like Ministries and or Departments.
3. Research shall give the direction as to whether we are on the right track on E-Governance or are there hurdles on the road to E-Governance.
4. Benchmarking will provide the impetus to achieve a ranking in the interest of the Indian citizen. If the E-Governance is successful then there is no doubt that all are rendering excellent services to the citizens.
5. It will support the E-Governance pioneers and will give some direction in case they require feedback for autocorrection.
6. May augur GoI efforts to ensure that E-Governance proceeds as per the National E-Governance Plan (NeGP)
7. Is the E-Governance in sync with the ICT development.

8. Whether transparency exists and the corruption inimised through exploiting E-Governance.
9. Fund Management.
10. Technology Management
11. HR Management

Objectives of the Research

Following are the suggested objectives / aims of the Research on E-Governance.:

- 1. To build an informed society.**
- 2. To study and enhance Government and Citizen interaction.**
- 3. To encourage citizen participation.**
- 4. To bring transparency in the governing process.**
- 5. To make the Government accountable.**
- 6. To reduce the cost of Governance.**
- 7. To reduce the reaction time of the Government.**
- 8. To use the ICT strength of the Nation.**

How the Research Topic is justified.

The Research Topic is necessitated by the following:

1. Lots of money is involved in E-Governance. Accordingly lots of Manpower is utilized for its implementation. Whether this is justifiable and worth further implementation.

2. The E-Governance will minimize corruption as per the specialists. The Research is bound to throw insight into the state of corruption.
3. The Benchmarking will provide a competitive edge to the E-Governance stake holders and will attempt to give suggestions to improve it.
4. The Research will study whether the Technology is in consonance with Software, Hardware and the Hardware. It may attempt to give a new dimension to the existing state of E-Governance.
5. With the Information Explosion (Inflosion to some) the citizens being avid Net Users or Netizens will want more from this information that comes out of this Research.
6. The topic is less studied whereas the activities are in volumes.

RESEARCH METHODOLOGY

The Research Methodology shall be as the format apropos:

Step 1. The literature that is limited will be studied and coupled with the Researcher's practical background. It will also seek Wikipedia and related Blogs input. The research will then deliberate on the rankings of various continents enlisted by the United Nations and or various private / government funded agencies. The state will be analyzed from top to bottom and the strengths and weakness of INDIA will be gone into. In this the Rankings will be International to Continent based and finally Asia based. The Research will seek background of UN Rankings and may take a cue in some cases.

Step 2. The research will dwell little on the global E-Governance and then simmer down to INDIA level to gain a thorough and in depth information. In this step the following will merit detail study:

- The Government Machinery involved and the state of affairs viz Centralised or Decentralised mode.
- The various sectors involved in E-Governance . Importance will be given to the Government Sectors.
- The various hierarchy of the E-Governance machinery.
- National E-Governance Plan
- National E-Governance Projects
- State E-Governance Projects.
- Citizen Centric sites.
- Legal aspect.

Step 3. Surveys to check the efficacy of E-Governance service, Change Management involved, and whether at all it has tried to remove corruption

Step 4. A few benchmarks will be evolved for future benchmarking.

Step 5. Finally the Research will dwell on advocating the use of Cloud Computing to make E-Governance cost effective.

Step 6. The Research will try and give various statistics in India where E-Governance is in good state.

In this research the expertise and experience of the Research Scholar will also be enlisted so as to make it pragmatic and viable. Last but not the least the research will aim at centralising the focus of all offices on E-Governance.

The methodology has got to do a lot with the research as it is pioneer work on the E-Governance. The methodology will also infer from the following :

1. Various E-Governance sites will be visited, transaction initiated and use of the ICT in all this activity will be studied. The sites will be of the Government, Public Sector undertaking, State Sector undertaking, and Private Commercial Houses.
2. Various departments will be seen for E-Governance activity like, Banks, Department of Information Technology, Department of Telecommunication etc.
3. Limited literature and or sites will be seen and or study.
4. The IT Booklet dealing with Internet Governance Issues Actors and Divides - proposes a practical framework for the analysis, discussion, and resolution of the key problems in this field. The booklet has been translated in all UN languages. It shall find scant references.

5. IT Secretary Report and or audit will also be taken into cognizance.
6. YouTube Channel.
8. Books and WWW sites on the related topic.
9. Surveys will be conducted to find out the usage and the most user friendly sites.

Research Aids

- Experience of self as Project Manager for the 1st Phase of Goa E-Governance
- Use of library of books, journals, papers and webs
- Annual UN / GoI / DIT / CSI / Egov Reports
- Questionnaire devised through extensive study
- Interviews conducted online
- Survey through Net
- Participation in seminars, conferences

Scope of research

The scope of Research is :

1. Critically examine and suggest measures to improve upon the E-Governance practices.
2. The state of National E-Governance Plan and its progress.
3. Limited assessment of the India and States mood to ethos and pathos of the E-Governance
4. Compare and enlist a few hot E-Governance projects
5. Benchmark and rank the E-Governance Sites and or practices.

6. Examine whether the citizen has become aware of the ICT involvement in his daily transactions with the Government
7. The adequacy of the Software and the hardware and seamless integration.
8. Amalgamation of the **CLOUD** in the E-Governance.
9. Suggest measures to improve E-Governance.

A SURVEY OF LITERATURE IN THE AREA OF RESEARCH.

Heeks (2003) in his book the Information Society has done substantial study on E-Governance, mostly in the domain of developing countries. He has authored books on E-Governance to facilitate the study.

Basu (2004) in his overview on International Law on Computer and Technology has in its paper laid the importance of training of citizens on ICT.

Using subjective ontology, Ciborara (2008) in his book Information Technology for Development had questioned the very adoption of E-Governance for the betterment of citizens. Ciboraras views will be kept in mind while analyzing the failures and success of E-government.

The department of Information Technology will be extensively frequented during the course of Research.

Pratchett in his book Technological Bias in an Information Age had stated in his book that the size of the project is proportional to the failure of the project.

Cecchini and Raina (2004) in their paper the Gyandoot Case have discussed the public private gaps and country contest gap. The other references are

ICT and e-Governance for Rural Development is the title of the paper by **Prof. T.P. Rama Rao, Director, Center for Electronic Governance, Indian Institute of Management, Ahmedabad.** In the paper the author states that Rural e-Governance applications in the recent past have demonstrated the important role the Information and Communication Technologies (ICT) play in the realm of rural development. Several e-Governance projects have attempted to improve the reach, enhance the base, minimize the processing costs, increase transparency, and reduce the cycle times.

E-Governance and g-Governance is the paper published by **Nand Kishore, Chief Auditor, Municipal Corporation of Mumbai** giving the meaning of good governance and states that *“For citizens g-Governance, or good governance, means ease in dealing with government departments. Good governance is needed, for humanising the existence of a large section of society,”*

Effective e-Governance for Good Governance in India is authored by **N. S. Kalsi, Ravi Kiran and S. C. Vaidya** This paper specifically addresses the e-government initiatives that have a direct impact on the citizens and in which the citizens derive benefit through direct transactions with the governmental services.

Besides the above magazines, the websites and newspapers will be studied for Research purpose.

**THE IMPACT OF THE RESEARCH WORK ON GOVERNMENTS /
ACADEMICS/INDUSTRY/SOCIETY.**

The impact in the Academics, Industry, Nation and Society level will be tremendous. The reasons as visualized are :

1. Effective utilization of nation's financial resource.
2. Effective use of ICT in governance projects and Manpower efficacy.
3. The policy maker, the policy implementation body, the citizen and the various department will be cautious.
4. Give the existing E-Governance policy abused for meticulous use.
5. It will enable effective laws for IT usage.
6. The Change Management scene
7. The HR and legal aspects
8. Efficacy of citizen services.
6. It will give a chance to its citizen to smile.in case E-Governance weeds out the corruption.
7. An MIS tool for planners, budget makers, business magnates and all citizens

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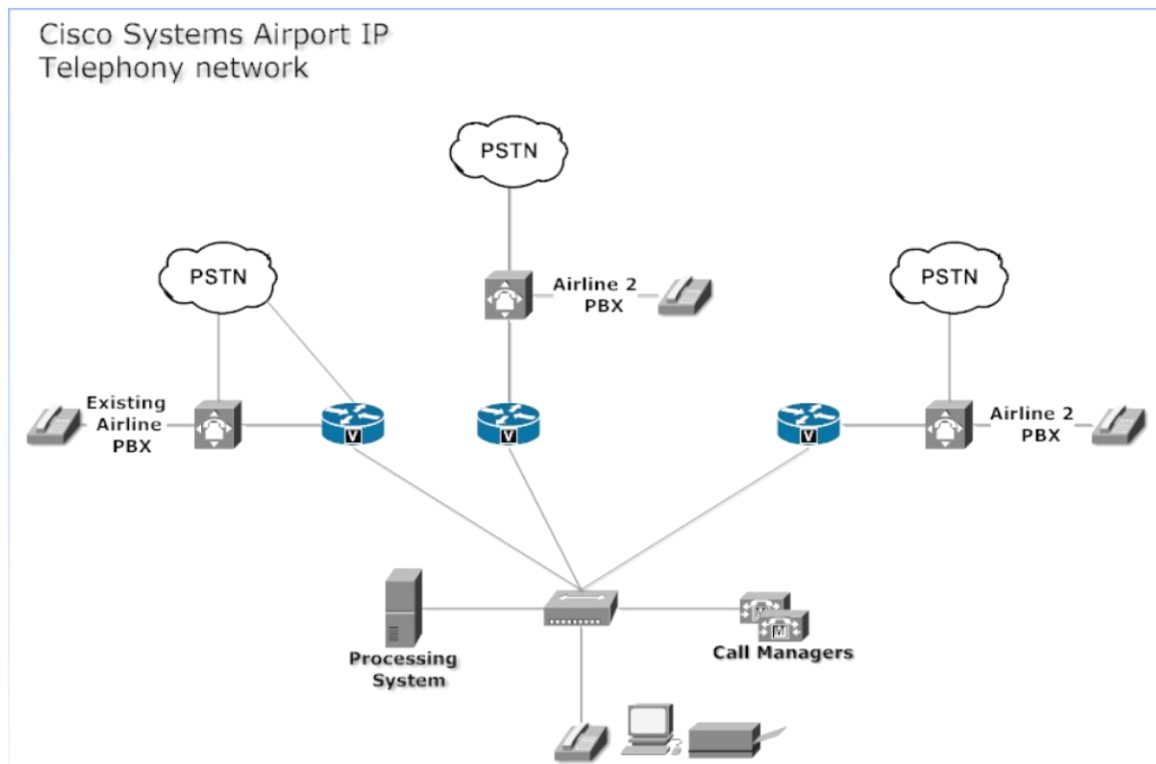
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