

E-Governance for Good Governance in Uttarakhand: A case studyRajeev Kumar¹ and Dr. M.K.Sharma²¹ Assistant Professor Department of Computer Science

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Abstract: In this paper study to all benefits and loses like advantages and disadvantages of e-Governance to define and illustrate the scope, applications and advantages of e-Governance. E-Governance is electronic governance which has provided the information of all technology. It aims to deliver more interactive services to citizens and businesses through E-Governance. It changes naturally should reflect the way government functions in terms of the organization of the government, its relationship with its citizens, institutions and businesses and cooperation with other governments.

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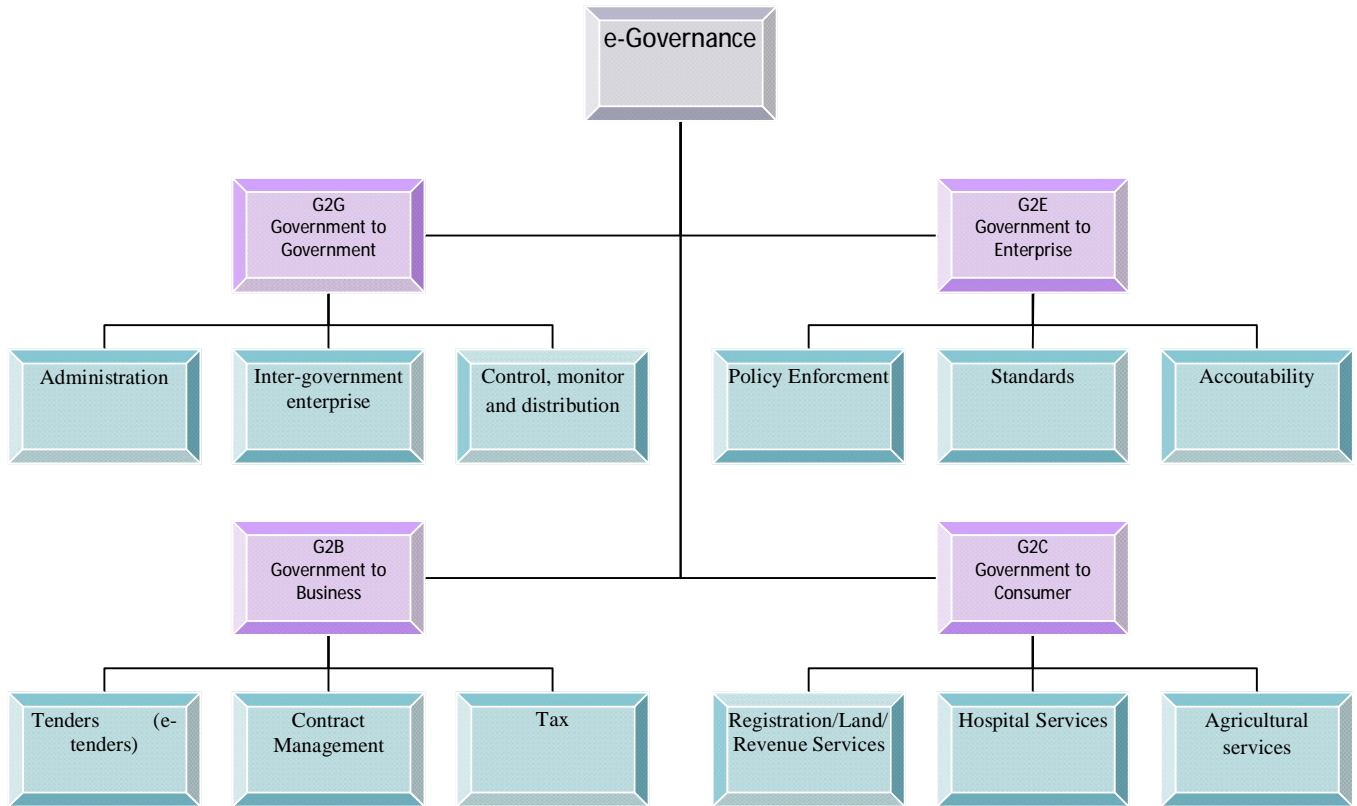
Introduction:

Governments worldwide acknowledge the potential of the internet and ICT by offering efficient and effective public services, through e-Governance. E-Government is not just “electronic” government. It is “enabled” government, the government that delivers different and better programs and services. E-government is a process that requires a sustained commitment of political will, resources and engagement among the government, private and public sectors. However, if e-government practitioners ask and answer the following ten questions outlined in the Roadmap, they potentially can develop a system of e-government that not only makes current government practices more efficient, but also transforms the very relationship between the public, the private sector and government. E-government is more about government than about “e”. It enables better policy outcomes, higher quality services and greater engagement with citizens². Governments worldwide are seeking to harness the potential offered by these new technologies to create new dimensions of economic and social progress. E-governance requirements may be driven by economic, political, technical and cultural reasons’ e-governance requires applications to be secure and protect the privacy of end users¹. “the use of information and communication technologies, and particularly the internet, as a tool to achieve better government”. In this description, the internet is defined

as a requirement and a possible medium for e-Governance. However, governments in the developing countries have taken the initiative to benefit from the electronic communication in its national development efforts. But what is e-government? It means basically “*the use of internet in the public sector*”. The nature of government decision making process encompasses several parties and political players such as the general public, businesses, not for profit organization, interest group, and other government agencies.

Applications of e-Governance:

E-Governance is a process of reform in the way and deliver services to external and internal clients for the benefit of both government and the clients that they serve e-Governance provided the many services to those within its jurisdiction to transact electronically with the government. These services differ according to users’ needs and ICT capacity, and this diversity has given rise to the development of different applications of e-Governance, described in the following subsections. In this study **e-Governance** is considered as the integrative concept for several e-initiatives methods for governing the state of Uttarakhand. Governance can thus mean organizational or personal governance (see in figure). The figure indicates that e-Governance is a collections of many different e-oriented sectors of the society.



1. Government to Government (G2G)
2. Government to Enterprise (G2E)
3. Government to Business (G2B)
4. Government to Consumer (G2C)

Good governance in Uttarakhand:

E-Governance is electronic governance which is providing of high quality government services to citizens and businesses, with equal access and equal treatment to the rich and the poor. It is provided the online data for example online polling, online transaction, online voting, online services etc. And it shows the complete transparency and fast services to other. Bringing in enhanced transparency, speed, reliability, and consistency in handling transactions, opening up immense scope for offering new services, 'any time', anywhere services' to the clientele, making the concept of citizen charters a reality and above all, of reducing the real cost of transacting with the Government, are the other important benefits that can result³. With the growing awareness of the importance of e-Governance have come a number of critical debates and normative suggestions about the "ideal" board. And e governance is the electronic governance in this governance we take all entries online anywhere and one administrator can operate it. So online governance is the best governance and it is always good for government. It is the best policy for new

technology called information technology. It has provided the all type of information? So e-government is good government.

Advantages of e-Governance:

e-Governance is the online governance. It is process of the relationship of government with its constituents the citizens, the business and between its organs through the use of tools of information. One benefit with this is cost savings, which is achieved by increasing the speed of the transactions, reduction in the number of personnel necessary to complete a task, and improving the consistency of outcomes. Another advantage, which flows from this, is improvement in the management of public resources⁴.

Disadvantages of e-Governance:

Electronic governments also consist on certain disadvantage. The main disadvantage of an electronic government is to move the government services into an electronic based system. This system loses the person to person interaction which is valued by a lot of people. And lack of interaction between customer or banking

and in this process unwanted user are used to another account and making crime. Literacy of the users and the ability to use the computer, users who do not know how to read and write would need assistance. Even though the level of confidence in the security offered by government web sites are high, the public are still concerned over security, fear of spam from providing email addresses, and government retention of transaction or interaction history. The electronic government is not secured. Because every person access the website and data. So this is disadvantage of e governance.

Future aspects of e-Governance:

In future every person accesses the data to everywhere. And it provided the data electronically as electronic card. And every person take shopping without money and it is useful for e banking, e ticketing, e shopping, e payment etc. so this is the future in our hands.

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