

# **EXECUTING THE POWER OF IT IN PUBLIC SECTORS**

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## **Abstract**

The advent of IT as a powerful tool for delivery of services in the public sector, private sector, education, training and the professionals has now been universally recognized. IT uses has become the enabler and differentiator in all fields and walks of life. It is imperative to widen the reach, enlarge the base and become totally e-inclusive.

E-governance allows direct participation of constituents in government activities. According Blake Harris : E-governance is not just about government website and e-mail. It is not just about service delivery over the Internet. It is not just about digital access to government information or electronic payments. It will change how citizens relate to governments as much as it changes how citizens related to each other. It will bring forth new concepts of citizenship. both in terms of needs and responsibilities. E-governance will allow citizens to communicate with government, participate in the governments' policy-making and citizens to communicate each other. The e-governance will truly allow citizens to participate in the government decision-making process, reflect their true needs and welfare by utilizing e-government as a tool.

It is very difficult for any government in a developing country to utilize all the resources. It has to be done in phased manner, to cover various areas of government operations. In order to have an impact of use of IT in government for citizen service, those services which have a direct interface with the public should be taken up for the computerization on a priority basis.

Many state governments and union territories in India have received the power of IT. Many private sectors also have started to utilize the IT. Net-based banking comes at only 10% of operating costs of conventional banking practices and services. As banks are going to play a key role in IT enabled services involving e-money transactions, and we feel that cooperative banks should consider NET-banking in a big way.

## **Detailed Paper**

E-governance is a method by which governments are empowering citizens to act for themselves without having to go through bureaucracy. Government, perhaps more than any other organization, can benefit from the efficiencies and improved service that stem from digital processes.

--Bill Gates in his book "Business @ speed of thought"

Introduction of e-governance is a key to make information technology (IT) relevant to ordinary citizens. E-governance is delivery of government services and information to the public via the electronic medium. Use of IT in government organizations facilitates an efficient, speedy and transparent process for disseminating information to the public and other agencies, and for performing government administration activities.

The recent advances in Communication Technologies and the Internet provides electronic governance opportunities to transform the relationship between governments and citizens in the most dramatic way.

The concept of Electronic Governance is only emerging as governments and citizens around the world are understanding the benefits associated with the new technological advances in presenting a better, free and open Administration.

### **Benefits for the Citizen**

- It provides Information to the Citizen.
- The Citizen is represented in the Government.
- The citizen is being consulted in important decisions.
- Encourages the citizen to participate in debates and exchange views and opinions
- It engages a Citizen towards establishing a healthy relationship between him and the Government.

### **Benefits for the Government**

- The Government provides better service in terms of time, accuracy and usefulness.
- The transaction costs are lowered.
- The services of the Government are more accessible Online.

In this way the Government of Andhra Pradesh (GoAP) is playing a vital role to make the Government to e-governance. It has undertaken multiple initiatives using Information Technology as a strategic tool to provide improved service to citizens. The pilot projects FAST, CARD, MPHS & E-Seva have been successfully piloted and widely appreciated. Capitalising on the success of these pilot projects the government departments were keen to go ahead and rollout the solutions to other locations. The Information Technology & Communications (IT & C) department wanted to develop an overall architecture for the state along with standards and policies for key technology components, so that applications developed are interoperable.

The Government of Andhra Pradesh has a clear vision to create a knowledge society by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of IT to the citizens - urban and rural, rich and poor, literate and illiterate. GoAP envisions to improve its services to citizens and businessmen by providing Simple, Morale, Actionable, Responsive and Transparent (SMART) governance. The government foresees that services to citizens will be made

available through various delivery channels (department interfaces, integrated citizen interface counter, Internet, kiosks, etc).

## **About the Author**

### **Personal Information**

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## **BRIEF RESUME**

### **Qualifications**

- Completed M.C.A in March 1996 with 65% from Nagarjuna University
- Completed B.A (Mathematics, Economics and Statistics as Subjects) in March 1992 with 64% from Nagarjuna University.

### **Experience**

- Working as a **Asst. Professor** in **C.B.I.T** (Affiliated to Osmania University, Hyderabad) from Jan 1997
- Visiting Faculty to IGNOU Study centers ( Code No. 0116p, 0125p)
- Visiting Faculty to Osmania University, Hyderabad.
- Worked as a faculty member in Prabhala Hi-Tech Solutions ( Training institute and development center), Guntur from April 1996 to December 1996.

### **Subjects Handled so far**

- TCP/IP, Operating Systems, Object Oriented Modelling and Design, Unified Modelling Language, Electronic Commerce, Visual Programming, Relational Database Management System, Management Information System.

### **Project Experience**

- Guided to M.C.A student projects.
- Developed a packages “**Student Information System**” for “**Centre for Learning**”,**Hyderabad.**
- Developed a package “**Project Maintenance System**” for **C.B.I.T**
- Developed a package “**Seminar Information System**” for the School of Management Studies, **C.B.I.T.**

### **Training Program /Paper Presented / Participated**

- Participated two week short term training programme on “ **Parallel and Distributed computing**” organized by Dept. of C.Se, CBIT from 24-6-2002 to 4-7-2002.
- Presented a paper titled “ EBusiness “ on ‘**National seminar on Challenges on Management Education in the 21<sup>st</sup> century.**’, June 28-29, 2002 held at C.B.I.T, Hyderabad.
- Participated in the one-day workshop on “**Networking and Security**” organized by **Vasavi College of Engineering, Hyderabad** on 12<sup>th</sup> April 2002.
- Paper titled “**Dot Com Companies – Performance**” presented on “**National Workshop on Brand Building Strategies in Globalization – Challenges before India**”, Nov 10-11, 2000 held at C.B.I.T, Hyderabad.

**Paper titled “E-commerce” presented on “National Workshop on challenges before Indian Manager in new millennium” Nov 6-7, 1999 held at C.B.I.T , Hyderabad.**