

# **IMPLEMENTING E-SERVICE DELIVERY- GOVT. TO CITIZEN**

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**Introduction to E-Governance** – E-Governance is the application of Information Technology in the functioning of governmental activities/ services and allowing direct participation of the citizens in policy making, policy implementation, decision making. The Indian democracy's dream of decentralization down to the grass root level will be a reality in the era of E-governance. Digital Democracy will lead to a Real Democracy.

**E-Service Delivery**. The E-Service delivery will operate at 4 levels:

1. Govt. to Citizens (G2C)
2. Govt. to Business (G2B)
3. Citizen to Govt. (C2G)
4. Business to Govt. (B2G)

The most important test of efficiency of governmental services imparted digitally/ electronically is at the level of e-service delivery from the Govt. to Citizens (G2C). E-governance will bring forth new concepts of citizenship, both in terms of needs and responsibilities.

**E-governance model will operate as under:**

1. LAN in the Secretariat
2. WAN connecting the field offices to the Head Office (the Secretariat)
3. Connectivity between field offices of judiciary and the executive (civil administration with police administration)
4. Connectivity in various Departments as Finance, Education, Agriculture, Home Department (Police Stations), Planning, Public Works, Registration and Stamps Department, Revenue, Rural Development, Treasury, etc.

**Important Areas that need immediate electronic implementation are :**

1. Social Services, as registration and licences; all kinds of certificates as birth certificate, domicile certificate, etc.
2. Police, i.e. FIR registration; lost and found record
3. Rural Services, i.e. maintaining land records, etc.
4. Public Grievances of telephone, electricity, ration card, etc.

5. Public Information as road transport time-tables, railway time-tables, Government Notifications, Forms, Schemes
6. Utility Payments/ Billing
7. Agricultural Sector, information as to the market price, etc.
8. Commercial, as payment of taxes, duties, filing of returns, etc.

**Issues in Implementation of E-Governance/ E-Services:**

1. Technology/ Infrastructure Development
  - Hardware, Software, Developing Databases
  - Information kiosks with touch screen monitors
  - Developing local language software
  - Providing One Stop Shop (OSS) by giving One Click Link (OCL) to all the information required by citizens through convergent use of linking and multiple data entry mechanisms
  - Security Issues
2. Operational level
  - Accessibility to Information kiosks
  - Applying Cyber Laws (IT ACT, 2000) such as application of the provision of publication of electronic gazette
  - Approving Appointments of local Govt. Certificate Authorities to issue Digital Signature Certificate
  - Administrative Reforms
  - Expert Group/ IT Consultants in all govt. departments
  - Forming alliances/ partnerships with private entrepreneurs
  - Attestation of Original Documents
  - Affixing nominal service fees
  - Extent of Information to be displayed by the Govt.

## About the Authors

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