

e- Governance

E-government is a way for governments to use the new technologies to provide people with more convenient access to government information and services, to improve the quality of the services and to provide greater opportunities to participate in the democratic institutions and processes.

These include gains in efficiency and effectiveness from better use and management of information, whether in support of policy making or the administration of programs. Intranet technologies offer the possibility of establishing knowledge bases and cross departmental working.

E-governance is defined as

“The application of electronic means in

(1) The interaction between government and citizens and government and businesses, as well as

(2) In internal government operations to simplify and improve democratic, government and business aspects of Governance.”

It is the transformation of government to provide Efficient, Convenient & Transparent Services to the Citizens & Businesses through Information & Communication Technologies.

E-Governance is the continuous optimization of government service delivery and governance by transforming internal and external relationships through digital technology, the Internet and new media.

Benefits of e-governance

E-Governance can fundamentally change the way government operates and relates to the stakeholders, for example:

1. Tighter integration of delivery networks
2. Horizontal integration within Governments, across departments, organizationally and functionally;
3. Change in role from that of an implementer to that of a facilitator; and
4. Citizens gain greater visibility and insight into Government activities.

The board has identified the following objectives from the IT / e-government initiatives

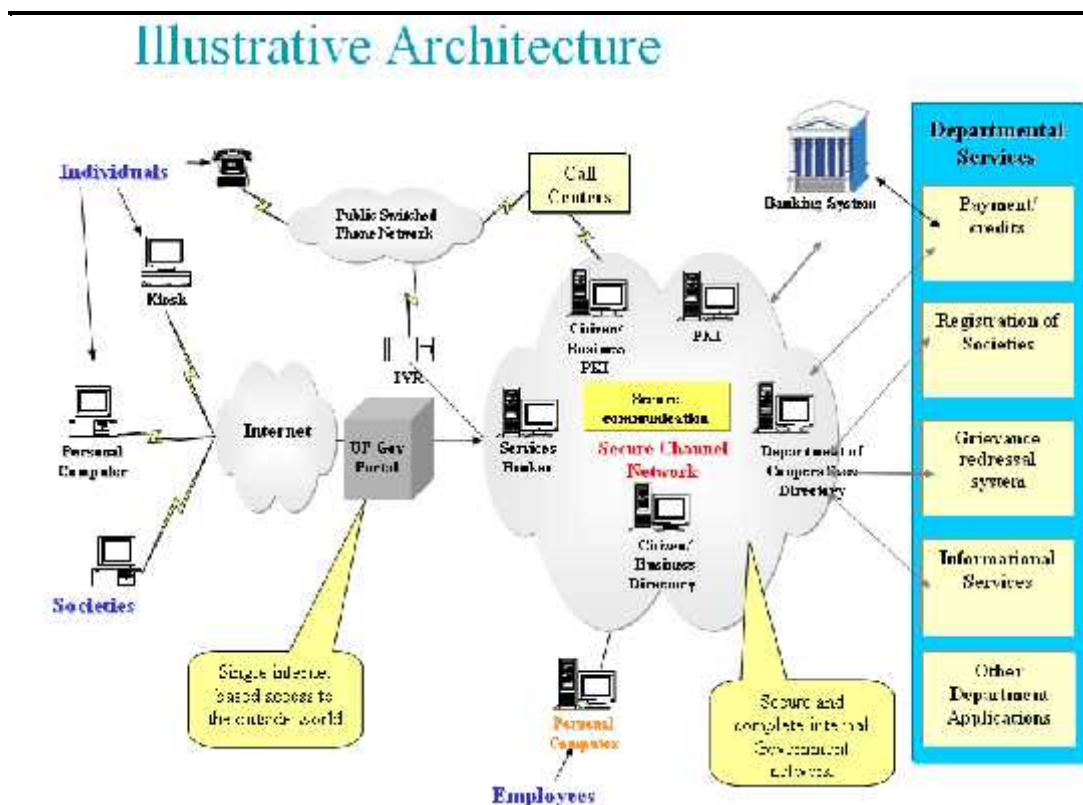
1. To provide digital maps to the land owners thereby bringing much required transparency in the system
2. To provide prompt services pertaining to domicile, income and caste certificates
3. To provide nakals for revenue court case judgments
4. To provide nakals for land record khatauni
5. To provide efficient grievance management system
6. To assist district administration generate effective MIS
7. To assist district administration to monitor the progress of recoveries

E-Governance Delivery Model

The board envisions itself as providing prompt services to all of its beneficiaries in the state. This would require an extensive coordination with in all of its offices in the state. In order to have extensive coordination with all the supporting offices, the board sees itself interconnected with them, seamless transfer of information and having MIS that can help board develop sound policies and to facilitate services to the citizens.

The following figure gives and illustrated network architecture for the service delivery in an e-Governance enabled environment

Illustrative delivery model



E-Governance Roadmap

The board will need to undertake the e-Governance initiatives on the following dimensions.



