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## E-GOVERNANCE: REFORMING GOVERNMENT THROUGH TECHNOLOGY IN TAMIL NADU

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### *Abstract*

*Digital India Programme is one of the innovative, initiative which taken by the central government to provide easy and effective services to the citizens through information technology. E-governance is one of the fourth pillars of DIP which is a re-engineering process of government business using IT to improve its processes and policies. This pillar is formed by government for transforming government to e-government and its governance to e-governance. E-Governance is the situation where the interaction with the government can be done through one counter, 24 hours a day, 7 days a week without waiting in queues at government offices. Each citizen can make a contact with government through a website where all forms, laws, news and other information will be available. This model of e-governance could be put to three categories: G2G, G2B, G2C. The government of India has been attempting continuously to provide citizens better services. Government of India launched various projects at Central and State level projects for the overall development of a country.*

**Keywords:** ICT, DIP, E-Governance, e-sevai, NeGP, TNeGA.

### **Introduction**

Information and communication technology (ICT) play a significant role not only in the industrial and service sectors but also in social sector that reflect accessibility of all kind of social services at an affordable or free of cost which ultimately contributing to the nation as digitally empowered. With this aspect, honorable Prime Minister Mr.Narendra Modi launched a scheme on digital India on 2<sup>nd</sup> July 2015. It aims to ensure that government services are available to citizens electronically and people get benefited from the ICT. Digital

India programme ensure broadband highway, universal access to mobile connectivity, public internet access programme, e-governance-reforming government through technology, e-kranti electronic delivery of services, information for all, electronics manufacturing, IT for jobs and early harvest programmes. With this aspect, e-governance is one of the emerging aspect which helps to digitally empower the citizens of India. It will transform every manual work into fully computerized manner. It will revolutionize the system in government services like Voter ID, ration card, Aadhar card,

online payment gateway, birth certificate, death certificate, community certificate and income certificates, apply to all government schemes, services and examinations and many other government database are easily available to public.

### Review of Literature

E-Governance is defined as “the application of ICT to transform the efficiency, effectiveness, transparency and accountability of exchange of information and transaction between government, between government agencies, between government and citizens, between government and business.

*Saugata, B., and Masud, R.R. (2007)* e-governance is the application of information and communication technology (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back office processes and interactions within the entire government framework.

*Nikitha Yadav, V.B.Singh, (2012):* This paper sheds light on what type of technology adopted by govt. for e-governance and also pointed out that, e-governance made govt. working more transparent, effective to citizens of India. Very importantly, it concludes that by introducing technologies such as, open source and cloud computing for e-governance.

*Nagaraja K (2016)* E-governance is getting momentous in India. E-governance has had great role in each sphere of the economy over number of years. India economy has been progressive one on account of good governance. Conventionally, govt. used to struggle to provide services to its citizens before initiatives of e-governance. When government started launching many initiatives for e-governance; it has become one of the emerging economies due to its potentiality of ICT.

*Benival V.S. and Kapil Sikka, (2013):* This article highlights about future prospects and challenges in India. Besides, what initiatives taken by govt. discussed as well. It concludes that, India still lagging behind in properly utilizing ICT for delivering govt. services.

*Poonam, Priyanka and Verma P , (2014):* This paper throws light on initiatives of e-governance in various states of India, and it includes challenges, failures of e-governance projects, solutions for good governance, etc. And also discussed the targets set out for e-governance under twelve five year plan.

*Kiran Yadav and Sanatan Tiwari (2014)* There are various challenges for the implementation of e-government in India. These challenges are like low literacy, lack of awareness, low broadband penetration, lack of system integration within a department, and all other reasons. A vision is required to implement the e-government in India. Therefore we can say that e-Governance is the key to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens

### Statement of the Problem

E-Governance is one of the technology enabled innovative concept which facilitate to speedy delivery of government services to the needy people. E-Governance is nothing but use of internet technology as a platform for exchanging information, providing services and transacting with citizens, businesses, and other arms of government. It provides a sound strategy to strengthen overall governance. It can not only improve accountability, transparency and efficiency of government processes, but also facilitate sustainable and inclusive growth. In India, E-Governance process has been taken long back but effective implementation was made only after the digital India programme with nine pillars such as Broadband Highways, Universal access to phones, Public internet access programme, E-governance, E-kranti electronic delivery of services, Information for all, Electronic manufacturing target net zero import, IT for jobs and Early harvest programmes . E-Governance is one of the major pillar of the digital India programme which provides a mechanism of direct delivery of public services to the marginal segments of the society in the remotest corners, without having to deal with inter mediaries.

The National e-Governance Plan (NeGP) takes a holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause. Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records

is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP is "Make all Government services accessible to the common man in his locality, through common service delivery outlets, and ensure efficiency, transparency, and reliability of such services at affordable costs to realise the basic needs of the common man"

Tamil Nadu is also one of the successfully implementing e-governance state in the country. Tamil Nadu e-Governance Agency (TNeGA), as a State Nodal Agency has been formed to support and drive all e-Governance initiatives of the Government of Tamil Nadu. TNeGA is implementing various e-Governance projects with the objective of making all Government services, wherever feasible & accessible to the common man in an efficient and transparent manner. Tamil Nadu e-Governance Agency aims to fulfil the Vision, "Through use of Information Technology in Governance and delivery of services to public at their doorsteps." This e-Governance Agency was formed under the Information Technology Department, Government of Tamil Nadu to function as an intrinsic arm of the Government with a mandate to drive e-Governance in the State.

E-Sevai Center acts as a front-end delivery point for Government, Private and Social sector services to rural citizens. The objectives of the e-Sevai centres are to develop a platform that can enable various organizations to integrate their social and commercial goals for the benefit of rural population and to deliver services in 'Simple, Moral, Accountable, Responsive and transparent'(SMART) and most cost effective manner. E sevai is delivered by the following channels ELCOT, TACTV, PACCs, VPRCs, IFAD and Other agencies (Municipality, Corporation, and Panchayat Office).

### Significance of the Study

Governance refers to that structures and processes that are designed to ensure accountability, transparency, responsiveness, rule of law, stability, equity and inclusiveness, empowerment, and broad-based participation. TNeGA is one the state wise agency which implementing e-governance process of the digital India programme. It provides services through its e sevai centres like revenue , social

welfare , social security's , civil supplies and other services. Through e-governance, government services will be made available to citizens in a convenient, efficient and transparent manner. E-sevai centres in Tamil Nadu play a significant role in delivery of digital services to the people this will provide an opportunity to understand the awareness, perception and satisfaction level of e-sevai centre and also find out the problems faced by this centres in the Tamil Nadu.

### Conclusion

Tamil Nadu is one of the well developed and ICT enabled state in the country with more technology support from all stakeholders such as government, private, ngos and public. The National e-Governance Plan (NeGP) envisions mechanism to reach the service delivery to the Citizens. Tamil Nadu, even before the formulation of NeGP, has implemented many e-Governance Projects especially in the Land Records, Registration, Transport departments etc. Tamil Nadu has in fact progressively aligned its entire e-Governance plan in consonance with NeGP, ever since its formulation in May 2006 by the Government of India. TNeGA has implemented G2C projects such as e-District, Common Service Centres (CSCs) / e-Sevai Centres in Rural and Urban areas, Capacity Building (CB) in Information and Communication Technology (ICT) & Tools, Tamil Nadu Geographical Information System (TNGIS), State Resident Data Hub (SRDH), State Services Delivery Gateway (SSDG). With this aspect, there is a need of evaluating the e-sevai programme impact on social empowerment of local people in the study area with respect to awareness, availability, accessibility and affordability of the digitalized services and its benefits to the ultimate beneficiaries. Since the scheme have two year from its inspection, how it benefited to the rural people and how it should reached the unreached and uncovered people, particularly in the remote parts of the country.

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