

GOOD GOVERNMENT : EXPLORING THE ROLE OF E-GOVERNANCE

Mrinal Singh*

The concept and practice of governance with several interpretation including good governance have gained prominence over the past decade. While in narrow sense, they focus on improving administrative structures, processes, institutional development, broadly speaking they place emphasis on qualitative improvements in administration. Hence principles such as accountability, transparency, participation and empowerment are emphasized to make governance good or effective and to enable the development process to move towards new and productive directions.

In Indian efforts are afoot and gained momentum in the direction of good governance reforms. Some measures which can be highlights are : Citizens Charters Redressal of Citizens Grievance, Right to Information. The 73rd and 74th constitutional amendments are important reform measures fostering empowerment and participation of people in the governing process.

The concept of e-governance has revolutionized the way of good-governance. E-governance can be understood as the use of new ICT's particularly the internet and world wide web as channels of interactive communication connecting citizens and state, facilitating both the delivery of government information and services 'downwards' to citizen and also public feedback 'upwards' to government.

The idea the internet and related technologies might have an important role in aiding development efforts has captured a central place in international policy debates. Statements affirming the need to close the so-called 'digital divide' between social groups with access to the internet have been made through several UN agencies.

The idea of digitally oriented development is very powerful no signal technological revolution has changed the lines of current generations in the way that the internet has the promise of digital development is that it might have the same reach as the original internet boom of mid 1990's only this time the most disprivileged communities, these who had missed out on earlier waves of technology might be able to leap frog over their more developed competitors. The greatest obstacle to rural development large distances and inadequate infrastructure-might be obviated by instant access to virtual institutions that provide banking, education, health care, agricultural advice and so forth.

ICT has emerged as a hope that it will provide solution to the problem : that rural Indian has remained poor while the rest of the country has moved ahead. The belief that ICT can surmount at least some of rural India's social, political and

* LLM, NET

administrative challenges and create a viable technology for the provision of health, education and other social services is ICT's strongest calling card.

E-governance is finally a visible reality in India with national Informatics Centre (NIC) efforts to connect all district headquarter through computers. The planning commission has set up an Indian portal which serves as a destination for public access to information on various aspects of government functioning, as well as a single window for delivery of government services. It's recommendation of creation of citizen database into smart cards which is used as a multipurpose card helps the citizen interact for utilities services, make bill payments, obtain ration card and passport, driving license etc.

There has been increasing involvement of international donor agencies such as UNDP, world bank under framework of E-governance for development and good governance.

ICT can function to strengthen institutional capacity building and delivery of essential services and desired information in addressing the concern of people of implementation of RTI in its letter and spirit. It is bound to increase trust through interaction between public functionaries and the people and also raise official sensitivity about people expectations. It will help in developing new work culture for good governance.

A common objection to IT initiatives suggests that they are premature, electricity, telephone, connectivity are highly aquatic in many parts of India. Moreover basic infrastructure like schools, health care centers, balanced nutrition employment, transportation are lacking. In this scenario where is the need to consider this from of expensive and elitist infrastructures of development. Despite all there criticism for improving delivery of the services to the people it is necessary to adopt positive ways and growing use of ICTS as a means for streamlining the functions of bureaucratic apparatus and practically all essential services are undertaken by the government. It will help in making citizen centric governance via e-governance. It empowers people by supplying them with requisite information and by providing delivery system at grass root level, so that they start participating in the process of decision-making for their own development E-governance is time tested tool that has revolutionized the lives of people across the world.

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