

Abstract be less  
corruption , increased  
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ABSTRACTE-Governance stands for Electronic Governance. It is the mechanism for delivering basic government services electronically to the citizens. Government of India has approved National e Governance Plan (NeGP), comprising of 27 Mission Mode Projects (MMPs). For Implementation of e-Governance in Punjab, Government of Punjab has entrusted DOIT (Department of Information Technology) which formulate policy, give technical advice to all the Government Departments for effective implementation of e-Governance projects in the state. PSEGS (Punjab State e-Governance Society) societies are formed by Government for effective implementation of e-Governance projects. ICT has enabled citizen's participation in e-Governance through effective interaction between the Government and the citizen and thereby developing a close partnership between the two. In this whitepaper, we describe how this newly emerged paradigm of cloud computing can be helpful for E-Governance in Punjab.

Keywords ICT, Cloud, MMPs1.

INTRODUCTION The worldwide revolution in Internet is changing our lives in terms of the way we work, learn and interact. These changes naturally should reflect the way government functions in terms of the organization of the government, its relationship with its citizens, institutions and businesses and cooperation with other governments. Also, the increasing generalization of technology access by citizen and organizations brings expectations and demands on government. At the same time, governments are also proactive in this domain and are planning new ways of interacting, improving services, optimizing processes and revitalizing democracy by spending amount on IT. 2. Objectives The primary purpose of governance is the welfare of

citizens. While one aspect of governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all.

It is expected that e-Governance would enable the government to discharge its functions more effectively. e-Governance is, in essence, the application of Information and Communications Technology to government functioning in order to create ' Simple, Moral, Accountable, Responsive and Transparent (SMART) governance. This would generally involve the use of ICTs by government agencies for any or all of the following reasons:

- Exchange of Information with citizens, businesses or other government department.

- Speedier and More Efficient delivery of public services
- Improving internal efficiency
- Reducing Costs/Increasing Revenue
- Re-Structuring of administrative processes and improving quality of services.

These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption , increased transparency greater convenience, revenue growth, and /or cost reductions. e-Governance aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, transparent, and inexpensive.

3. Mission Mode Projects (MMPs) These MMPs have been divided in three categories according to their nature & implementing strategy of the project. We will discuss only State MMPs as below:-

1. e-District
- 2.

Agriculture3. Commercial Taxes4. CCTNS-Police5. Land Record6.

Road Transport7. Treasuries8. Panchayat Raj9. Employment Exchange10.

Municipal Corporation11. Education12. Health13. PDS 4.

Punjab and e-Governance Punjab is among the one of the richest states of India which is located in the northwest of the Country. It covers 50, 362 sq. km geographical area which is 1. 54% of Country's total geographical area. Department of Information Technology (DoIT) of India provided e-Readiness report according to which Punjab is one of the leading states of India making the use of ICTs (Information and Communication technologies). Government of Punjab has entrusted DOIT (Department of Information Technology) in the state of Punjab which formulate policy, give technical advice to all the Government Departments for effective implementation of e-Governance projects in the state. Various services provided under e-Governance in Punjab are:- i.

SUVIDHA ii. State Portal and State Service Delivery Gateway (SSDG) iii. e-Districts iv. VAHAN and SARATHI v. Web-based Counseling for PSBTE (Punjab State Board of Technical Education) vi. Punjab Government Personnel Management System vii. ITISP ( Integrated Treasuries Information System of Punjab) viii.

PRISM (Property Registration Information System Module) 4. 1 Types of E-Governance All the applications fall under these categories Fig 1:

Types of e-Governance 4. 2 Components of e-Governance Elements of three tier architecture with an over view of E-Government services is presented below. For E-Governance services three tier architecture is used because it

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provides following advantages:

- Heterogeneous Systems: Applications can utilize strengths of different platforms and different software components at the different tiers
- Modifiability: As responsibilities are separated, it becomes easy to replace the code at any tier without affecting other tiers as modifiability is an important architectural driver of the case.
- Scalability to handle many clients: Each client is light weight and all access to the system is through the middle tier.

The middle tier can share the database connection across the clients, and if middle tier becomes bottleneck, we can deploy several servers executing the middle tier code; clients can connect to any of these servers.

- Integrated Data Access: In many applications, the data must be accessed from several sources. This can be handled transparently at the middle tier, where we can centrally manage connections to all database systems involved.

4.

3 E-governance Life-Cycle (Models/Stages)

In the presently accessible relevant literature there's no agreement concerning the stages in e-governance provision models. Some authors contemplate that solely 3 stages square measure needed, whereas others believe that there must be four, on the opposite hand 5 or maybe 6 stages square measure needed by others researchers. Howard<sup>16</sup> divided e-governance into 3 stages (Publication, Interaction, and group action). Chandler and Emanuel<sup>17</sup> divided e-governance into 4 stages (Information, Interaction, group action, and Integration). To boot, <sup>18</sup> have divided e-governance into 4 stages: (Cataloguing, Transaction, Vertical Integration, and Horizontal Integration). Moreover, in line with UNESA<sup>19</sup>, e-governance services maturity may be classified into 5 stages: (Emerging Presence, increased Presence, Interactive

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Presence, groupaction Presence, and Networked Presence). Deloitte, 20 classify e-governance into 6 stages: (Information business enterprise, Official Two- method Transactions, Multi- Purpose Portals, Portal personalization, agglomeration of Common Services, Full Integration and Enterprise Transformation).

4. 4 e-Sarkare-Sarkar is a turnkey project which meets the entire requirements of Software, Hardware, Network, data Centre, technical Support, Operation and maintenance of helpdesk for a period of five years after successful implementation. In order to streamline and improve upon its functioning, bring efficiency, transparency and accountability in its operations and to put effective delivery of services to its stakeholders Government of Punjab is implementing e-Sarkar constituting: Integrated Workflow Document Management System (IWDMS) in Punjab Civil Secretariat & Integrated Financial Management System (IFMS) in Department of Finance.

These projects would automate the core functioning of the State Government and covers all the transactions under the Department of Finance, various planning schemes under the Department of Planning and the entire requirements of various administrative departments within the Punjab Civil Secretariat I and II. 4. 5 PSTN Department of Technical Education is under process for implementation of Project " Punjab State Technical Education Network (PSTEN)". The Detailed progress Report (DPR) for PSTEN is being prepared by NIC. The purpose of PSTEN would be to provide seamless communication between all the participating institutions in terms of live transmission of classroom teaching in one institution to all the other

institutions, facilitate interactive learning wherein students across the institution shall be able to ask question to the instructor, support peer learning, co-share learning resources, hand-outs and digital book, write online examination. The network's e-learning module would help in overcoming a acute shortage of trained and qualified faculty member.

Further students studying in institutions with inadequate staff of inadequate trained staff shall have the unique opportunity of listening to experts and high quality lecturers being taught in other institutions. These services shall be boon to about 6.5 lacs student studying in 700 educational institutions of the state. 4. 5 AGRISNET Mission Mode Project under National e-Governance Plan of Government of India, Department of Agriculture & Co-operation. Ministry of Agriculture has decided to launch a Central Sector Scheme titled, "Strengthening /Promoting Agricultural Informatics & Communications" of which one component is AGRISNET. Department of Agriculture, Punjab has initiated to introduce e-Governance by leveraging ICT to provide agriculture related information or data and to improve upon its functioning in order to bring efficiency, transparency and accountability.

Currently the project is in the advance stage of finalizing Project Consultant. 4. 6 e-Office e-Office envisages transforming conventional Government Offices into more efficient and transparent e-Offices, eliminating huge amounts of paper work. Government of Punjab has decided to computerize all the branches of Deputy Commissioners and the offices of Divisional Commissioners. For Computerization of these offices; National Informatics Centre (NIC) Punjab has been given responsibility of implementation of the e-Office (Electronic Office) software. NIC Punjab has already completed the <https://assignbuster.com/abstract-be-less-corruption-increased-transparency/>

assessment of computing infrastructure of various field offices of the State and has submitted the techno-commercial proposal of Rs. 41. 70 crores.

The e-Office product pioneered by National Informatics Centre (NIC) aims to support governance by using in more effective and transparent inter and intra Government Processes. The Mansa district has been selected as a Pilot district for the implementation of e-Office project. 4. 7e-District-District project envisages integrated and seamless delivery of citizen services by district administration through automation of workflow, backend computerization, data digitization across participating departments. The initiative has provisions for seamless integration of various offices situated at District, Sub-division, Tehsil and Block level etc. for providing services to the citizens through a common delivery interface. SUWIDHA Centres and Gram SUWIDHA Kendras would be the primary front end channels.

In Punjab, e-District project has been implemented in two pilot districts of Kapurthala & SBS Nagar. The Project aims at electronic delivery of identified high volume citizen centric services, at district and subdistrict level, with a view to improve the efficiency and effectiveness of the service delivery. The project envisages leveraging and utilizing the four pillars of e-infrastructure namely, State Data Centres (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Gram SUWIDHA Kendras (CSC Scheme), optimally to deliver public services electronically to citizens at their door steps. New services will be added to the portfolio subsequently, once the demand for the initial set of e-enabled services increases. 5. Conclusion e-Governance is mechanism for improving the working of government. Number of e-Governance services has <https://assignbuster.com/abstract-be-less-corruption-increased-transparency/>



been implemented in state of Punjab. These services are really beneficial for the citizens.

Citizens do not need to visit different offices for payments of bills and availing other government services. But most of the rural citizens of Punjab are not aware of these e-Governance services. So, for proper utilization of e-Governance services it is necessary to create awareness among the masses. Rural citizens should be motivated to make use of these services.