

## Digital administration and e-governance

**Savitha H.S.**

Associate professor, Department of Political Science, GFGC, Kadur. Chikmagalur District.

### **Abstract:**

Digital administration and E-Governance refers to the use of digital technologies, especially Information and Communication Technology (ICT), to improve the efficiency, transparency, and accountability of Government services. It bridges the gap between citizens and the state by enabling faster communication, reducing corruption, and promoting citizen-centric governance. This paper examines the evolution, objectives, importance, models, and challenges of e-governance with a focus on India's initiatives such as Digital India, Aadhaar, and the National e-Governance Plan (NeGP). It also highlights best practices, future opportunities, and the global context of e-governance

### **INTRODUCTION:-**

Digital administration and E-Governance, or Electronic Governance, refers to the application of Information and Communication Technology (ICT) for delivering government services, exchanging information, and ensuring transparency, accountability, and efficiency in governance. It is a transformative approach that connects citizens, businesses, and government agencies through digital platforms. Empower citizens by providing access to information. Improves transparency and reduces corruption in the administration. Reduces the cost and improves revenue growth. Reduces paperwork and red-tapism in the administrative process. E-governance, or electronic governance, using Information and Communication Technology in government work. It makes things clear, responsible, and fast. This helps services be fair and easy to use. Now, in our digital age, e-governance is not just for being modern but is key for the growing the country

The concept of e-governance emerged in the late 20th century with the rapid growth of the internet and digital tools. Today, it has become a cornerstone of good governance, enabling governments to provide services in a faster, more transparent, and citizen-friendly manner. Initiatives such as online portals, digital payments, Aadhaar-enabled services, and mobile governance apps reflect the growing importance of e-governance in India and across the world.

### **What connection does ICT have with governance and administration?**

Governmental and **administration** procedures are improved using **ICT in public administrations**, Which also ensures sustained development. The use of ICT in all facets of governance can eliminate pointless human engagement in the delivery of services from the state to its constituents. So, through enhancing transparency and accountability in the public sectors, ICT has been fostering good governance. It promotes decision-making, public involvement, and the effective delivery of products and services to the populace. The procedure of ensuring the citizen's right to information and functions was developed in this context using ICT. Through their websites or e-platforms, government institutions and sectors have been informing the public about their accomplishments, programs, and plans. Additionally, residents can use the to provide comments or ask questions about any initiatives or programs that most directly affect them from their homes.

In fact, integrating ICT reduces the costs associated with the administration and hastens service delivery. The utilization of block chain technology can therefore ensure integrity and security for public records, thus developing confidence between citizens.

**Comparing Traditional and SMART Governance:-**

Traditional governance uses manual steps. This can lead to slowdowns and problem. For example, Manual tax filing requiring physical visits to government offices. In case of SMART Governance: Online tax portals enabling quick, transparent, and user-friendly processes.

Moving from old to SMART governance is a big change. It needs training for officials and people. This way, everyone gets ready and can use the new system well. This shift is not just better, it changes how the government and people work together for the better.

**Merits and Demerits of electronic governance :-**

Advantages and disadvantages of e-governance. The ability to offer residents a wider range of governmental services in a methodical and economical manner is the goal of e-governance. Because it enables the public to learn about the government's projects and the policies it is attempting to enact, it promotes government openness. Enhancing the effectiveness of the current system will be the key benefit of implementing electronic government. Another benefit is that it strengthens interactions between the public and civic authorities, lowers costs, boosts revenue growth, and increases transparency in the administration. The primary drawback of e-governance is the lack of impartial public internet access, reliable online information, and covert government group agendas that could influence and sway public opinion.

The significance of e-governance lies in its ability to:

- Reduce bureaucratic delays and corruption.
- Provide citizen-centric services anytime, anywhere.
- Enhance transparency and accountability in public administration.
- Bridge the gap between government and people, particularly in rural and remote areas.
- Improved government interactions with business and industry
- Citizen empowerment through access to information
- More efficient government management
- Less corruption in the administration
- Increased transparency in administration
- Greater convenience to citizens and businesses
- Cost reductions and revenue growth
- Increased legitimacy of government
- Flattens organisational structure (less hierarchic)
- Reduces paperwork and red-tapism in the administrative process which results in better planning and coordination between different levels of government
- Improved relations between the public authorities and civil society
- Re-structuring of administrative processes

**Improve Access and Accessibility**

E-governance helps in making government services reachable to all people. This can be done even if the person is located in a remote area or has a busy schedule since he or she can have access to the services even from home or other side. This has been very helpful during the pandemic when in-person visits to government offices were limited.

### **Transparency and Accountability**

Digital platforms enable citizens to trace the progress of their applications and how funds are utilized by the government. The transparency builds up trust between the government and its people, which means it will be easier to account for any official's deeds.

### **Cost and Time Efficiency**

By moving services online, governments can save on operational costs, such as office space and paperwork. Citizens also benefit from the reduction in time spent in long queues or waiting for manual processing. This leads to a more efficient and effective system for both parties.

### **Boosting Citizen Participation**

E-governance enables participation in administrative decision-making actively through online surveys, digital feedback forms, and electronic town halls through which citizens can comment upon and contribute to policies relevant to them. This facilitates greater inclusive governance.

### **Competitive Positioning Globally**

A country that embraces more pervasive e-governance stands better positioned in competing internationally. The efficient governmental working enables business attraction along with investment, hence enabling all-round development. Improves delivery and efficiency of government services

### **e-Governance Initiatives**

#### **Steps taken to promote e-governance in India are as follows:**

- A National Task Force on Information Technology and Software Development was set-up in 1998.
- The Ministry of Information Technology was created at the Centre in 1999.
- A 12-point agenda was listed for e-Governance for implementation in all the central ministries and departments.
- The Information Technology Act (2000) was enacted. This Act was amended in 2008.
- The first National Conference of States' IT Ministers was organised in the year 2000, to arrive at a Common Action Plan to promote IT in India.
- Government set-up NISG (National Institute for Smart Government).
- The state governments launched e-Governance projects like e-Seva (Andhra Pradesh), Bhoomi (Karnataka), and so on.
- The National e-Governance Plan (NeGP) was launched. It consists of 31 Mission Mode Projects (MMPs) and 8 support components.
- The National Policy on Information Technology (NPIT) was adopted in 2012.

#### **The National e-Governance Plan (NeGP)**

- The National e-Governance Plan (NeGP), provides a holistic view of e-Governance initiatives across the country.
- 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 to the internet.
- The Government has proposed to implement "e-Kranti: National e-Governance Plan (NeGP) 2.0" under the Digital India programme.

#### **e-Kranti – Electronic Delivery of Services**

- e-Kranti is an essential pillar of the [Digital India initiative](#).

- Considering the critical need for e-Governance, mobile governance and good governance in the country, the approach and key components of e-Kranti have been approved by the government.
- The e-Kranti framework addresses the electronic delivery of services through a portfolio of mission mode projects that cut across several government departments.

### **Objectives of e-Kranti**

The main aims of the initiative are to:

- Redefine NeGP with transformational and outcome-oriented e-governance initiatives
- Enhance the portfolio of citizen-centric services
- Ensure optimum usage of core Information & Communication Technology (ICT)
- Promote rapid replication and integration of e-Governance applications
- Leverage emerging technologies
- Make use of more agile implementation models

In India, projects like Digital India, e-Seva, MCA21, and National e-Governance Plan (NeGP) highlight how technology-driven governance is reshaping public service delivery. Globally, many countries are adopting similar models to improve efficiency and citizen participation in democracy.

Thus, e-governance is not merely about technology but about redefining the relationship between government and citizens by making governance more accessible, participatory, and inclusive in the digital age.

### **Objectives of the Study**

1. To study the concept and importance of e-governance in modern administration.
2. To analyze India's major e-governance initiatives and their impact on citizens.
3. To examine the benefits and challenges of adopting e-governance.
4. To suggest measures for strengthening e-governance in the future.

### **Review of Literature**

- **World Bank (2016):** Defines e-governance as the use of ICT to improve government service delivery, efficiency, and accountability.
- **Heeks (2006):** Emphasized that e-governance can reduce corruption and increase transparency if properly implemented.
- **Bhatnagar (2004):** Analyzed Indian e-governance projects, highlighting their role in rural empowerment and service delivery.
- **OECD Reports:** Stress the role of e-governance in strengthening democracy and participatory governance globally.

### **Methodology:**

This study follows a qualitative and descriptive research design to analyze the role and impact of e-governance in modern public administration, with special reference to India.

- **Research Design:** Qualitative and descriptive.
- **Data Sources:** Secondary data from government reports, policy documents, research articles, and international case studies.
- **Analytical Framework:** Comparative analysis of successful e-governance models in India and abroad.

## Results and Discussion

### 1. Models of E-Governance

- **G2C (Government to Citizen):** Online bill payments, digital certificates, Aadhaar services.
- **G2B (Government to Business):** MCA21 project for company registrations, e-tendering.
- **G2G (Government to Government):** E-police, inter-departmental data sharing.
- **G2E (Government to Employee):** HR management systems, online portals for government staff.

### 2. Benefits of E-Governance

- Transparency and accountability in administration.
- Reduction of corruption and red-tapism.
- Faster and cost-effective service delivery.
- Empowerment of rural citizens through digital access.

### 3. Challenges in E-Governance

- Digital divide between urban and rural populations.
- Cybersecurity risks and data privacy issues.
- Resistance to change among government officials.
- Infrastructure limitations in remote areas.

### 4. Best Practices in India

- **Aadhaar:** Unique digital identity for citizens.
- **Digital India:** Vision to transform India into a digitally empowered society.
- **e-Seva & Bhoomi Project:** Successful state-level initiatives in Andhra Pradesh and Karnataka.
- **UMANG App:** One-stop solution for accessing multiple government services.

### ICTs for SMART Governance :-

The tremendous potential of the government to serve the people is realized through its practical application and use of ICT to provide efficient and affordable services, information, and knowledge to the citizens being governed. It established connections between the state and society, government and people, human interaction, and governance. It will alter how people interact with the government in the same ways that it alters how people interact with one another.

**SMART Governance :** With the use of ICTs, we are able to achieve smart governance as discussed in below mentioned points.

- **S(Simple):** Means avoiding complex and rigidity procedures and simplifying government rules and regulations, resulting in a more user-friendly administration.
- **M(Moral):** It refers to the introduction of a new system into the political and administrative structures along with technological advancements to increase the effectiveness of various government institutions.
- **A(Accountable):** Ensure that public service employees are held accountable by creating efficient information management systems and other performance monitoring tools.
- **R(Responsive):** Process streamlining speeds up the system's response time, making it more responsive.
- **T(Transparent):** Providing information in the public domain, such as via websites or other portals, makes government functions and processes transparent.

The SMART governance principles are consistent with the overall global goals of sustainability. These comprise responsible resource use, inclusivity, and proper ethics. For instance, in applying green ICT practices in service delivery, a government can lessen its carbon footprint.

### **Conclusion**

Digital administration and E-Governance is a powerful tool for building an efficient, transparent, and accountable government system. India's journey through Digital India and related projects reflects a strong commitment to digital transformation. However, bridging the digital divide, ensuring cybersecurity, and building citizen awareness remain critical challenges. With proper implementation, e-governance can lead to inclusive growth, citizen empowerment, and stronger democracy in the digital era. While the benefits of e-governance are significant such as reducing corruption, minimizing bureaucratic delays, and delivering citizen-centric services the challenges of the digital divide, cybersecurity, infrastructure gaps, and resistance to change must be addressed for its full potential to be realized.

Looking ahead, successful implementation of e-governance requires not only technological advancement but also digital literacy, strong legal frameworks, and active citizen engagement. With sustained efforts, e-governance can play a decisive role in building a more transparent, accountable, and people-friendly democracy, thereby contributing to sustainable development and inclusive growth.

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