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E- Nagarpalika

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Abstract

Information technology has become one of the foundation fundamentals of managerial change, and electronic government (e-government) may shape significantly in future governance. The first generation e-governance initiatives resulted in computerization of the legacy practices in government with limited ability to internalize the advances in information and communication technologies (ICT). The basic and universal qualities of good governance are quality of service, quick response mechanisms, accountable and transparent process mechanism. The primary characteristic of e-governance is to capture skill levels required to present quicker, gainful and scalable solutions at the door steps of the society. Information and communication technology is merely an enabler for good e-governance. This study concludes that e-government has been adopted by many municipal governments, but it is still at premature stage and has not obtained many of the expected outcomes.

Keywords- Warehouse.

Introduction

The term “e-Government” may be defined as the use of information and communication technologies (ICTs) by public bodies to deliver information/ services to citizens, organizations, elected representatives and other stakeholders in such a way as to complement, replace and improve existing delivery systems. IT has opened up many possibilities for improving internal managerial efficiency and the quality of public service delivery to citizens.

In India, Urban local bodies (ULB’s) are the primary delivery mechanism that provides services to urban citizens in the fields of public health, education, tax collection, power, water, telecommunications, land development, transportation, housing development and many other essential services. Most urban local bodies in India have a poor understanding of and access to the enormous potential that information and communication technologies hold in improving the functioning of these organizations. Many cities such as Bangalore have evolved unique public-Private Partnership models in which the urban local bodies, the citizens and enlightened corporate entities are working together to look at governance issues more holistically. ICT-enabled ULBs, while administering the policies for the good of the society to deliver quality services with the help of technology, focus on (i) creating, maintaining and using knowledge in decision making, (ii) creating secure systems (iii) establishing direct citizen interface and service

delivery mechanisms and (iv) providing the required ICT infrastructural support. This article is designed to conduct an empirical study of how the e-government initiative has been introduced and implemented effectively at the municipal level. The study will explore a basic conceptual framework for the evolution of e-government and will examine the effectiveness of e-government in municipal governments [1].

Objectives Of Computerization

The major objectives of total e-Governance is-

- ✓ To treat all citizens like customers of a large corporation.
- ✓ To make the system an electronic process and made user-friendly and interactive.
- ✓ To establish Citizen Convenience Centers, where the citizens can easily access information on services, file complaints and make utility payments easily.

Needs and benefits of Data warehouse for E-Governance

- Government has to deal with enormous data and when it is used properly, it can help planners and decision-makers in making proper decisions.
- Due to absence of data warehouse in government, government have to dependent on IT staff for making special reports, which often takes long time to generate.

- Data warehousing can deliver strategic intelligence to the decision-makers and provide an insight into the overall situation from the historical data.
- With the help of decision-makers, government can take their micro-level decisions in a timely manner without depending on their IT staff.

Importance Of e-Governance

The implementation of e-governance in nagar palikas can help provide various services such as [2][3]-

Online Registration and Issuance of Birth and Death Certificates:

Keeping the records manually makes it difficult to search and deliver the certificates rapidly but with its help we can easily get birth and death certificates.

On-line Issuance of Licenses for Shops and Establishments:

Earlier, it was impossible to get the licenses for shops and establishments without involving a middleman, but now the licenses can be obtained directly and easily. Renewals are also carried out online.

On-line monitoring for SWM (Solid Waste Management) Transportation:

When a container in a ward is lifted for transporting and dumping at the landfill, the information, along with Ward ID, Tractor ID, Driver ID and Container ID, are fed into the computer. This results in effective control on SWM transportation activities.

Online Information on Infrastructure Projects and Tenders:

Online information on infrastructure projects and related tenders in process could attract many well qualified contractors from all over the country.

On-line payments of all municipal dues:

All the municipal dues can be paid online. Banking facilities are also provided.

On-line Complaints Execution:

The citizens can file complaints online and online complaints filed by citizens are directly received by the chief officer and automatically directed to the concerned officer for prompt action

Pre Computerization Scenario

- The system was manually operated
- Dependency on the staff at each level
- Discretionary powers, execution
- Database is decentralized

- People had to go to the municipality for payment, lodging complaints
- Not transparent system
- Manual Interest Calculation Information available on papers registers
- People need to go to different departments & places for being served
- Restricted atmosphere for Citizen/ Employees
- Lack of connectivity led to inadequate use of resources, e.g. stand alone computers, inventory
- No accountability
- Time Consuming process
- Manual File movement Chances of losing data
- Citizens/Employees may be dishonest
- Need to be told for every action

Post Computerization Scenario

- System becomes Online
- Independent; no dependency on staff
- Transparent
- Database is centralized
- Anywhere in Civic Centre, banks Internet & credit card
- Real time interest calculation
- Information easily available on systems
- Transparent for the citizen & accessible to all
- People are served at all City Civic Center (Jan Seva Kendras)
- Atmosphere is user friendly and vibrant
- Optimum use of resources
- Performance is monitored online
- Minimum consumption of time
- Electronic file movement, No data loss
- Citizens/Employees can't be dishonest
- Computer does the task, backup, billing calculation etc.
- People affecting by the E-Governance by obtaining their policies at the accurate time.
- It is totally time saver technique to all.
- By taking this technique government can save money and records cheaply

Implementation Cost

Taking the example of smart nagar palika of Vejalpur in Gujarat, It is owned and operated by the State Government. The project started in June 2003. The capacity and skill building exercises were taken up with the help of the vendor, Microsoft Systems, who was involved in software design and development. The municipal employees were trained by the vendor on software applications. The work of

keying in the entries of previous years on births, deaths, taxes, etc. was done by operators supplied by the vendor, while the work process was handled by the Municipality's employees. The general administration staff is performing well with the same strength as before. The employees were encouraged to implement the double entry accrual-based accounting system. This model initial cost was about Rs 20 lacs.

Revenue Model

The direct source of revenue for the municipality is the fee of Rs. 10 — 20 charged per copy or certificate issued. The indirect revenue is in the form of improved finances, i.e., tax collection. Other sources of revenue are the fees for certification, application and licensing. Also, the establishment cost is reduced in municipalities, which results in income surplus over expenditure.

Hurdles Faced In Implementing the Model

Lack of

- Technicality
- Personnel capability and
- Financial capacities

These points are perceived to be the major barriers to the development of e-government in municipalities [4] [5].

Conclusion

- E-government gives an approach to the delivery of government services to the doorstep of the citizens [6].
- The proposed framework for e-governance in ULB's/municipalities is replicable and captures the required skill levels through the technology to deliver quick and quality services at the doorsteps of the citizens by minimizing the transaction costs.
- Many municipal governments are still in early stages of e-government, where they simply post and disseminate government information over the Web or provide online channels for two way communication, particularly for public service requests.
- E-Governance model is comparable to any metro city in India.
- Administration is transformed to being people-centric.
- There is reduction in delays and increased promptness in delivery of services.
- On line office administration, monitoring/control mechanisms and service provision introduced which led to time management and paperless office administration.

- General administration staff performs well with the same strength as before.
- Firm step towards implementation of double entry, accrual based accounting system – in progress.
- Citizens are proud of municipality in terms of transparency, accountability, service delivery and exemplary dedication and team work of the elected wing.

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