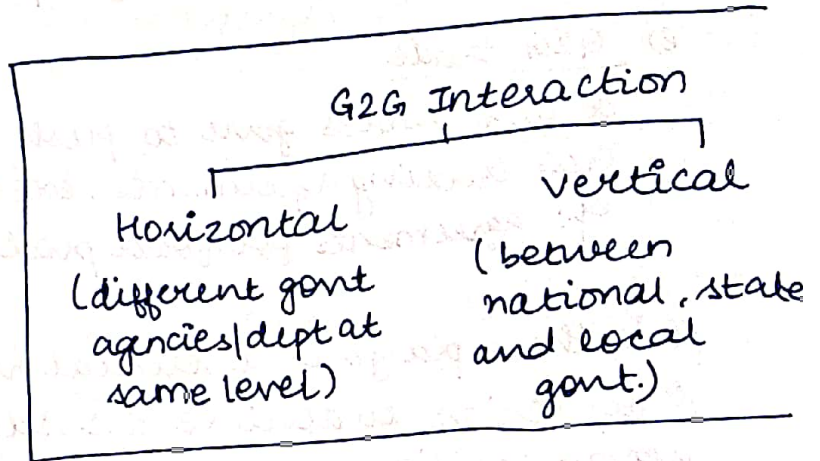Que24 In what ways & how can IT play a crucial role in effective G2G interaction in the context of GG?

G2G is the interaction between Govt organisations, departments & authorities. It takes place at 2 levels : domestic/local level
International level.

The primary objective of G2G interaction using IT is to increase, speed, efficiency and outcome. This in turn improves G2C and G2B processes.

G2G Interaction
Horizontal (different govt agencies/dept at same level)
vertical (between national, state and local govt.)

The various ways in which IT can play a crucial role in effective G2G interaction are :

a) Aids decision making process
It enables tracking every activity, receive data, conduct studies, performance evaluation and data-driven decisions.
eg: Khajane project (Karnataka) leading to computerisation of state treasury.

b) Knowledge Management
Increasing emphasis on collection, storage and processing of data to streamline operations through workflow automation.
eg: AP's AP's SmartGov Initiative.

c) Inter-state coordination
NEGIS (& NE Gang Information system) is used by states in the northeast to share info about

street gangs. It connects all state police dept of participating states.

d) Effective Monitoring

IT also enables effective monitoring of projects by govt at various levels. For ex - PRAGATI, online monitoring of monthly reports of MORD.

e) G2G trade

It also enables govt to push exports through G2G trading agreements, executed online.

eg: agreements for food products with Philippines

IT is thus playing a crucial role in effective G2G interaction to achieve the ideals of GG - transparency, accountability and responsiveness.

Que 25. Building a congenial environment is a sine-qua-non for successful implementation of E-governance initiatives. In this context, discuss the imp recommendations of SARC on e-governance.

E-governance represents a paradigm shift in the way govt operates & collaborates today and there is a need to build a congenial environment for it to be more effective.

The imp recommendation of SARC in this regard are :

1) <u>The will to change</u> - Inertia in govt. agencies is often the biggest impediment to reform & so a will to bring about the desired change is a must.

2) <u>Political support at highest level</u> - The visions at the top trickles down to the bottom & the change should begin from the top and go progressively downwards.
   eg: PM Modi's vision of a <u>Digital India</u> shows his commitment to the cause of E-governance.

3) <u>Incentives</u> - Incentives in the form budgetary support, infrastructure, training & capacity building to ensure willing cooperation

4) <u>Awareness</u> - E-governance initiatives should be popularised & the message should be spread far & wide to include more people in its ambit.
   eg: common service centre, ~~extra~~ PMGDISHA etc.

5) <u>overcoming resistance to change</u> - lead by exemplifying and create a mindset for easy and willing adoption of new initiatives.
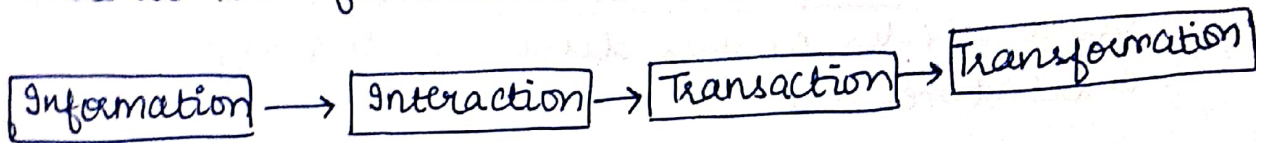
6) __Training & capacity building__ — Demonstrations, training programmes, expert guidance etc should be made available to remove fear & enhance acceptance of new technology.

Thus, apart from technical & infrastructural requirements, success of e-governance would also need a conducive environment and capacity building measures on the part of the govt.

Que 26. E-governance is a continuous process and not an end. Elucidate.

E governance is the application of ICT to government operations to creat a _SMART governance_ (simple, Moral, Accountable, Responsive & Transparent)

E- governance is a _long term strategy_ towards enhancing governance initiatives using the IT. It is a process that starts from Information & ends at Transformation.
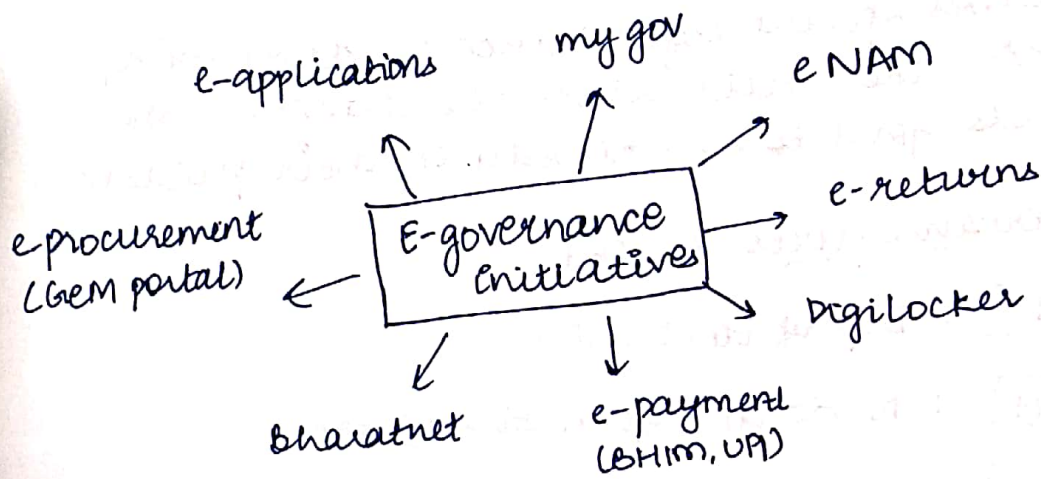
| Information | → | Interaction | → | Transaction | → | Transformation |

It assumes special significance in developing countries like India where the citizens look towards govt to as a remedy to their problems.

E-governance process in India

- 1970 : Dept of Electronics
- 1977 : National Informatics Centre
- 1980s : Computerization in govt offices
- 1987 : NICNET (A major thrust)
- 1998 : Task Force on Info Tech
- 1999 : M/O Information & Technology
- 2000 : 12 point agenda for E-governance
- 2006 : National e-Governance Plan (NeGP)
- 2014 : Digital India

However, E-governance is not about 'e' but about governance. It is concerned with transformation and modernisation of govt., but to address the citizen needs in a more efficient, economic, effective and transparent manner. It should not become an end in itself.

Technology should thus be used, not to strengthen the state but to empower the citizens ('surveillance state'). India has made rapid strides in this direction through initiatives like :

e-applications   my gov   e NAM

e-procurement   ┌─────────────┐   e-returns
(GeM portal)   ← │ E-governance │ →
                  │ initiatives │   Digilocker
                  └─────────────┘
      Bharatnet   e-payment
                       (BHIM, UPI)

But there is still a long way to go as E-governance is a journey, not a destination.