E-GOVERNANCE – TRANSPARENT ADMINISTRATIVE GOVERNANCE [TAG]

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Abstract— The emergence of Information and Communication Technology [ICT] has provided e-governance as a tool for faster and better communication, retrieval of data and utilization of information to its users. This proposed model deals with overcoming the already set challenge for e-governance and by suggesting a system of e- governance involving decentralized approach to G2C [Government to Citizen] model in query addressing and redressal approach having its implementation at constituency level. The proposed system is intended in improving inclusive growth of governance by including features like timely report generation on government departments, hierarchical surveillance for complaint redressing, involvement of local media and rating the working of various government departments.
Index Terms— decentralize, e-governance, government, governance, report

I. INTRODUCTION

The term e-Government came into existence with the advent of government websites in late 1990s.Accorfing to world bank definition E-Government refers to the use of information technologies by government agencies [such as Wide Area Networks, the Internet, and mobile computing] that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends like 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.[1]. While the world bank definition tells about e-government term e-governance comes from e-government. According to UNESCO definition on e-governance The public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. e-governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and

services. e-governance is generally considered as a wider concept than e-government, since it can bring about a change in the way citizens relate to governments and to each other. E-governance can bring forth new concepts of citizenship, both in terms of citizen needs and responsibilities. Its objective is to engage, enable and empower the citizen. [2].Further the United Nations Millennium Declaration emphasized the role of democratic and participatory government in assuring the future.

A.   Scopeinnearfuture

Here we use e-governance as tool that will allow citizens to communicate with government, participate in the government's' policy-making and citizens to communicate each other. The e-governance will truly allow citizens to participate in the government decision-making process, reflect their true needs and welfare by utilizing e-government as a tool. The National e-governance Plan of Indian Government seeks to lay the foundation and provide the impetus for long-term growth of e-governance within the country. This NPeL provides information on creation of the right governance and institutional mechanisms, setting up the core infrastructure and policies and implementation of a number of Mission Mode Projects at the Center, State and integrated service levels. It is also important to highlight few main project that is aimed at improving e-governance reach the remotest of places in our country. Google has partnered with Government of India on testing its project loon in India which will enable big balloons floating at a height of 20 kilometers above earth's surface for transmission of Internet services, technology used for 4G services, has potential to replace mobile towers as it can directly transmit signals on 4G mobile phones ensuring Internet reach even in the remotest part of India. Google has also partnered with Railnet and Indian railways for the world's largest public internet offering project which involves providing fast Internet connection to all the railway stations in our country, the project has already been kick started with top 100 important railway junction in India already enabled with fast internet made available to public using wifi. TRAI[Telecom Regulation and Authority of India] has suggested Government of India to provide free 100MB data to 50 million rural subscribers In order to bridge the affordability gap for the persons residing in rural areas and to support government's efforts towards cashless economy by incentivizing digital means. The digital India initiative started by Government of India too have focused on improving governance through digital means in various fields like law enforcement, healthcare, waste management etc. Smart cities, villages, regions is a vision to integrate multiple ICT solution in a secure fashion. ICT allows city officials to interact with the community and regional infrastructure. With Government support technological giants in the industry coming forward for promoting advancement in governance and ensuring technological infrastructure reach the remotest of the country. It is high time that we start encouraging, participating and innovating e-governance related project and e-governance model.

The proposed model in this paper is a local governance model of a constituency which will enhance few important functionalities to the existing system of e-governance, namely hierarchical surveillance for addressing the public query, improvement of participation of public, local media and social activist in the governance of the constituency, improved public rating system based on the governance, enhanced report generation of government department that is involved in governance of the constituency, improved rating module which will rate the performance of various agency involved in local governance based on various criteria.

II. LITERATURE-SURVEY

The National e-governance plan of India and several other private organizations on contract with the government has undertaken a task of ensuring proper governance through e-governance. e-governance at large can be divided into three types of modules namely, G2B[Government2buisness] G2G[Government2Government] G2C[Government2Citizen][4].

G2B model involves co-coordinating activities of the government with the impinge effects on business, e-procurement project by various state and central government eased the tender process which was done manually.

Adapting an e-procurement model also eliminated the corruption and favoritism which disrupted the very base of our system. G2G model aims at improving internal government agencies working more efficient by providing digital solutions for information processing and decision making. Khajane project in Karnataka and Smart gov projects are few examples.[5] E-governance G2C model involves direct interaction of government with the citizen. Our

proposed system is a suggestion to improve the G2C model of e-governance of which query addressing and redresses, complaint booking forms an important part. In India Centralized Public Grievance Redress and Monitoring System [CPGRAMS] is maintained by Department of Administrative Reforms and Public grievances is a government of India portal for grievance against any government organization in the entire country. Major disadvantage noted in large scale implementation of a grievance redress system are, most of the grievances arise at field level for which actual redress should come from the agency functioning at local level, longer waiting period of more than two months in some cases even for basic grievance.[6] Decentralized approach for public grievance will be more cost effective and take short time for grievance redresses. Grievance redressal at a local government level takes a step further to the decentralized approach. In India all the major corporations and municipalities has a separate website for grievance redresses and complaint booking, but still the grievance redresses at local government face problem such as improper monitoring on booked complaint, proper reply from the authorities, proper rating module for rating government departments based on their work.

A.   *Proposed system*
Transparent-Administrative-governance [TAG] is a suggestion for a decentralized governance approach in G2C model which is a suggestion to make governance easier and provide better grievance redresses and rating model to government departments based on their performance.

III. PROPOSED METHODOLOGY
The proposed methodology is a decentralized approach having a small coverage area compared to local government or Municipal Corporation. The idea is to have a system in place which can ensure every citizen in an assembly constituency book a complaint and can hold all the government department and authority accountable for not delivering their duty.

A   *Complaint booking and authentication*
The proposed system allows complaint booking by both registered and unregistered user. The complaint module takes in details including, the department complaint is being forwarded to, complaint booker's name, address of the complaint booker, his/her door no, pin code, street as separate entities. Booked complaint can be viewed by both the registered complaint booker and admin of the concern department. Admin will allocate the complaint to the concern officials after verifying the type of the complaints. The un registered user however cannot view the complaints, but will have proper acknowledgement on status of his complaint, although admin will have no difference on who booked the complaint.

B. *Query-timer for compliant and hierarchal surveillance*
A query timer indicate a specified time interval for both the admin to book a complaint and the official to solve the assigned problem in stipulated time. The proposed model will send messages to both the complaint booker and the higher official if the complaint has not been attended by the concern official within a seven days time, in a same way message will be sent to the official if an admin has not assigned a complaint to the employee within a three days time.

C. *Enhanced rating module based on performance*
The proposed system will also have a rating module by which the registered user can rate based on the redress satisfaction. Every department has a database which will store complaint information; authority ratings on complaint, overall rating of the department, comments and suggestions of the citizens, the details are also made public and is available on web. Rating module also helps the government department in self-learning to improve their functioning, it also helps the government to be in better connect with the citizen, thus creating ease for the citizen. Rating module can also help the public by educating them about the functioning of government agencies in their constituency, rating module can also highlight more minute details about the government department which will enable citizen to take cautious steps. Information stored in databases on each department are sent to district

officials and public representatives for further review. on a timely basis, these information are also sent to local-media groups for publishing the information, thereby ensuring more transparency to the proposed system. Our proposed methodology is a suggestion to an enhanced method of e-governance involving de-centralized approach and G2C model.

The architecture diagram suggest the proposed way of system and its working in a de-centralized manner.
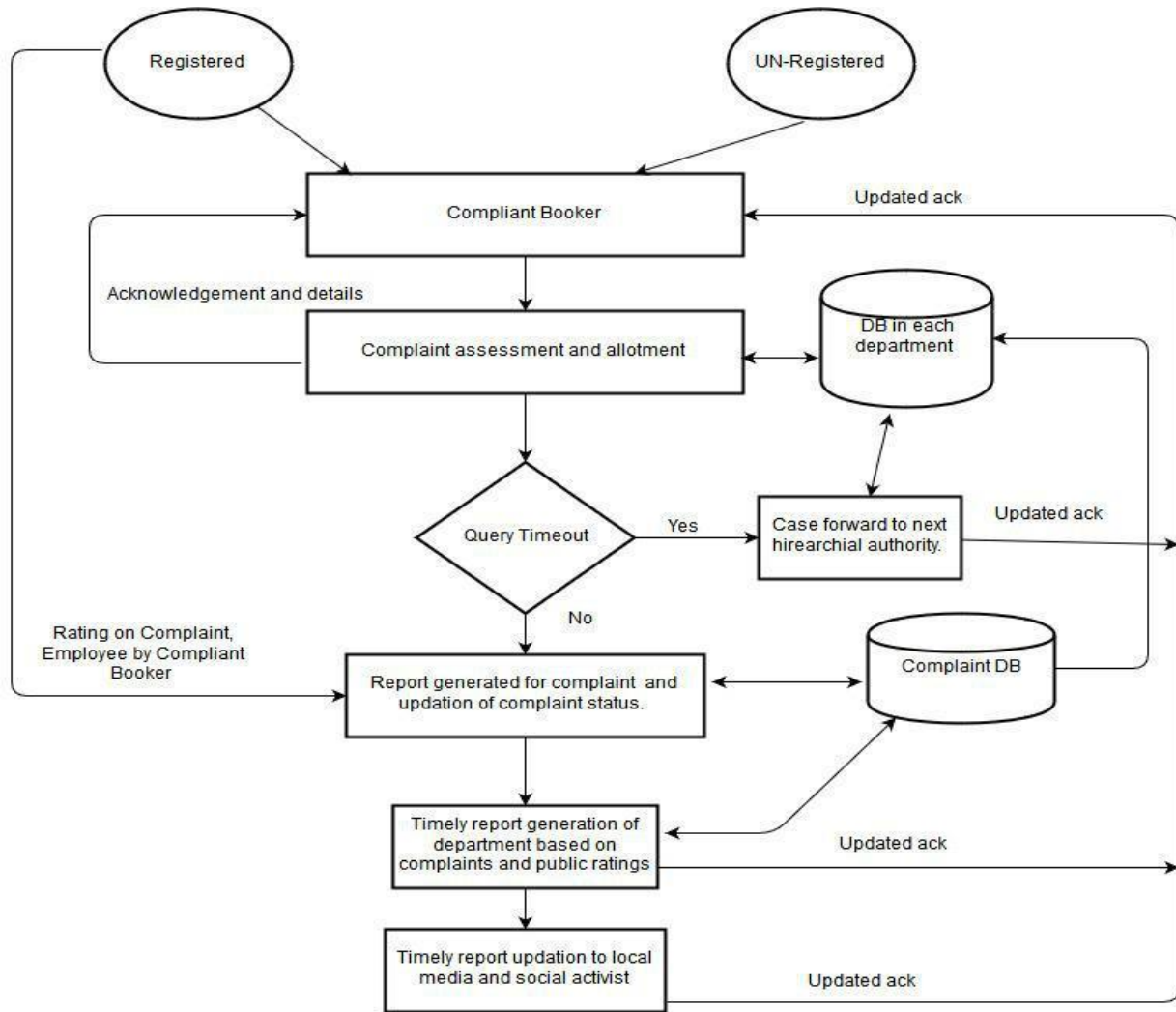
IV. SYSTEM ARCHITECTURE

Figure: Proposed TAG architecture

V. CONCLUSION

Our proposed methodology is a suggestion to an enhanced method of e-governance involving de-centralized approach and G2C model. e-governance has proved to be the effective tool in tackling age old issues like corruption and inefficiency. The proposed system shows the interest of central, state and the local government in implementing e-governance and digital application projects which will bring greater transparency and increase in public participation in government measures and schemes. Our proposed system is a suggestion for a de-centralized approach of e-governance involving a small constituency for a G2C (government to Citizen) model there by greatly enhancing query redresses mechanism in a constituency. The proposed system also has some enhanced functionality to the current system which includes important functionalities like, Hierarchal surveillance Involvement of local media Enhanced reporting module

Report generation. These functionality will put place a enhanced system of query redresser in the constituency under the G2C model of governance.

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