ROLE OF E-GOVERNANCE IN MUNICIPAL ADMINISTRATION

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Abstract: *The revolution in Information and Communications Technology (ICT) has brought a whole new agenda for governance into the realm of possibility. e-Governance comprises decisional processes and the use of ICT for wider participation of citizens in public affairs. Citizens are participants in e-Governance. The purpose of implementing e-Governance is to improve governance processes and outcomes with a view to improving the delivery of public services to citizens. The purpose of implementing e-Governance is to improve governance processes and outcomes with a view to improving the delivery of public services to citizens. Information Technology presents many avenues for improving governance. It has opened up new opportunities for governments to manage things differently and in a more efficient manner by utilizing information effectively and re-engineering processes. ICT tools are emerging as important instruments towards the goal of "good governance". Since local-government is a first interface between the citizens and the government, introduction of e-governance in Municipalities will assist municipal bodies to service delivery mechanism, achieve better information management and transparency and ensure utmost citizens' involvement in governance, etc. E-governance in municipalities is expected to: (a) focus on clearly identified list of citizen services that would be covered with clearly laid down service levels and outcomes that would be achieved; (b) improve efficiency and effectiveness in interaction between local–government and its citizens and other stakeholders (i.e. Non- governmental organizations (NGOs), community based organizations (CBOs), residents welfare associations (RWAs), private sectors, etc.); (c) improve quality of internal local-government operations to support and stimulate good governance; (d) bring about transparency and accountability in the governance of urban local bodies; (e) enhance interface between urban local bodies and citizens; and (f) help improve delivery of services to citizens. Against this view point, the present paper purports to review the transparency, efficiency, effectiveness, accountability and decision making in Urban Local Bodies.*

Keywords: *Information and Communications Technology, e-Governance, Municipalities, Urban Local Bodies, Transparency, Efficiency, Effectiveness, Accountability, Decision-Making*

INTRODUCTION

The revolution brought about the information and communication technology in the era of globalization and economic liberalization had induced transformation in administrative, economic and social sector around the globe. These technologies have brought a paradigm shift in the administration and governance of countries across the globe. Governments around the globe are embarrassing electronic governance. The last decade has seen India embarking on a wide range of experiments led by visionary administrators in e-governance, in their quest to use information and communication

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