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Inclusive Digital Literacy and E-Governance Framework for Citizen Centric Governance in India

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Abstract

Governance is meant for the common good of the citizens. Good governance must ensure free and fair interaction between the administration and the public. In essence, people centric systems shall be put in place instead of citizens adjusting to the bureaucratic institutions and practices.

Electronic Governance (E-Governance) is a way forward in this direction. The advances in Internet and digital technologies are used for developing 'Citizen Centric' systems E-governance each and every part of Government. E-Governance has two major components i.e. technical infrastructure and the willingness to change. It is both digital and mental service. The basic objective of E-governance is to provide maximum comfort to the citizens at low cost. Efficient, in transparent manner with less effort payment of Electricity & water bills, property taxes through internet and E-service Centers is one of the key features of the E-service. This has resulted in not only saving lot of time for the people but also reduction in Corruption levels. E-governance also resulted in enhancement of transparency across various departments. However, E-Governance in India is yet to come of age. The associated problems like illiteracy, lack of knowledge of English language, Lack of E-Security, poor internet access in rural and remote areas, high cost for initial set up etc. are coming in the way of implementation of E-Governance. This literature review focuses on various forms of E-Governance in India and impediments in implementations and strategies to overcome them.

Key word: E-governance, Citizen centric, ICT, Transparency.

Introduction

Role of Government is not just providing infrastructure facilities, civic amenities, maintaining law and order, and welfare activities etc. It shall also ensure that governance is just and equitable, transparent, swift and accountable. Whatever may be the form of Government, good governance is an expectation of citizens of every nation. With the advances in technology the world has become a global village. Technology is making continuous strides especially in the field of Information Technology. Research is not for the sake of research. The ultimate purpose of research is to enable the citizens to improve their quality of life. Applications of Information Technology have entered every walk of human life. India is no exception to it. Making use of technology for running government is a tool for bringing effectiveness and transparency in administration. Any progressive government cannot ignore the applications of information technology for improving the working of its administration.

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