



Application of ICT in Good Governance

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Abstract— The paper discusses how Information and Communication Technology (ICT) are playing an increasingly significant role in promoting Good Governance. It is faster, inexpensive, and more systematic process. This paper proposes a novel practices to reduce corruption in Governments and public administration organizations. E-governance system uses Information & Communication Technology to serve citizens by providing better delivery of services and information to the ordinary people. This paper discusses the fundamental problems of Citizens in the Government office in India and its solution using ICT.

Keywords— Application of ICT; Good Governance; ICT; e-Governance; drawbacks of ICT; ICT Based Driving License System.

I. INTRODUCTION

The Internet, SMS and different kinds of mobile apps common people can easily acquire an essential information quickly. Only in last four years number of internet user becomes 50 million. While on average only one person out of 130 people uses a computer in Africa, 1 in every two persons uses a computer with net connectivity in Europe [1]. The explosive spread of internet connection helps citizens in many ways such as persons of remote areas can be used banking services and railway or air ticket booking from their house, and also, they can enjoy online shopping facility with a different choice. Governments of many countries also start utilization of internet to serve common people; this technique is known as e-governance. Mainly e-governance is the implementation and delivery of different government services through internet. Essential features of ICT-based services are primarily active, transparent, efficient, responsive and reliable [2]. Government website share and instantly enables many necessary services actually according to the needs of regular citizens.

In 1954, W. Howard Gammon wrote e-government research paper for writing about the use of ICT for providing good governance [3]. Now it contains information from both public and private sectors. The technology, as well as e-governance, becomes a most effective plan for modern culture. With the increasing of using online services, citizens can solve many problems without any resistance. It is helpful to get knowledge and deliver information utilizing the Internet and World Wide Web. It can pass required information from Government to the citizen by using different ICT tools to the public instantly. The government in the developed country already started new channels arbitrated by ICT for increasing the uses of internet among the common people.

II. E- GOVERNMENT ANDE-GOVERNANCE

The terms e-government and e-governance are closely inter-related both of the terms are used to describe government's utilization of Information and Communication Technology (ICT) to afford services to its citizens. Within the researcher people, there is an argue on the correct use of the two terms.

While e-governance is the use of ICT to support in the administration or management of government, there E-government is the use of ICT to provide services in maintaining of government operations correctly. The term e-government will be used focusing on government or public services through the use of ICT [4].

III. ICT AND GOOD GOVERNANCE

The government uses ICT to make public administrations more efficient and effective by cutting red tape. ICTs can remove unnecessary human involvement during the public service delivery processes from the government. Government websites are mainly classified in two categories one-way communication and two-way communication. One-way communication is a process where websites provide information regulations, policies and programs to the citizens, such as downloadable forms for government services and applications. On the other hand, two-way communication is a system which provides policies and programs with requesting and receiving inputs from their citizens (fig. 1).

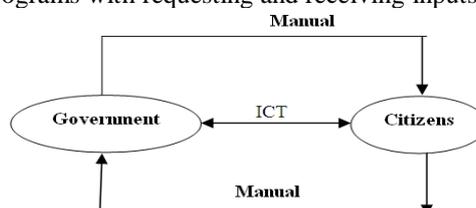


Fig. 1 ICT's value in E-Governance.

Government websites process non-financial transactions, e.g., e-voting, downloading and uploading forms, filing taxes online or applying for different types of certificates, licenses and permits. They also handle all type of financial transactions, i.e., where money is transferred on a secure network to the government [5]. Direct Government Jobcentres Plus is a job search service for people who are looking for different jobs. Student loans or Jobseeker’s allowance etc. are also being easy and flexible through online transactional services.

IV. ICT AND PUBLIC UTILITY CENTRES

ICTs take part a vital role in the daily lives of human beings for doing revolutionizing work in freedom. ICT has all technologies which can facilitate the processing and transfer of information and communication services. The main challenge by local government is its aptitude to utilize effectively technology for its daily performance. Now Indian Government trying to deliver minimum 25 percent of its dealings and services electronically. E-Governance is the solution to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective quality services to their citizens. World Wide Web is the most useful medium in E-Governance, people can use innovations in commercial online services in 24*7 times from anywhere. ICT can be used in Miscellaneous applications to go faster information distribution, get the better effectiveness of public utilities and also it can increase the transparency of government administration, to reduce corruption, and assist citizen contribution in local governance.

In India public service centre name as “Jan Suvidha Kendro”, which deal with different Government and public relationship. ‘Jan’ means public, ‘Suvidha’ natural process and where ‘Kendro’ good meaning centre. Delhi government has a website by which all necessary updates and quarries can deliver to the public regarding driving licence to get a marriage registration certificate. Using e-governance system reduces different direct cost [5]. In Sri Lanka, a multilingual government call centre is present which working to provide citizens with fast and easy access to government services [6]. By dial 1919 number from any phone, citizens can find out how to get a loan facility from a government bank or how to get their ID cards back. The number of government institutions using the service has grown from 20 to 120 over time, and more than 2,500 services are available to date. The centre works 365 days a year from 8 a.m. to 8 p.m., including major festival seasons [7].

A. Present Problems

ICT based public utility centre in India was known as “Jan Suvidha Kendro” started every state of India, but till now common people suffer for doing a simple work. A lot of people are unable to handle the proper way of ICT in the developing country like India; still they are dependent on the old manual process.

They submit the application but don’t know whether the request is processed or not. Rather don’t know is it accepted or if it is rejected then by whom and why? Usually, they can never know the actual cause of rejection. So, they have to submit the same form again and again and then wait for a long time. As a result, a simple task becomes more complicated. They are suffering from a long queue in the Govt. Public service office, waste unnecessary travelling cost, and time which compelled them to take illegal way to get relief. They offered some money for completing the task, work or getting required permit. Many times common people are suffered due to missing or misplacement of application forms or keep it in his personal file without passing the form in the proper channel, easily blame subordinate staff or either boss like “Your request forwarded to the Boss, but he has no time to checked it”. In this way, some employees take advantage and unnecessarily hold and delay the work which is also a part of corruption. Some cases inherent authority never trace about that types of ignorance and dishonesty. The Proper tracking system has able to overcome this kind of problems. Another common problem for liberating people, they don’t know the proper office or proper unit for particular work. These types of the problem also faced by some highly educated people due to haphazard information like as where they can get their significant challenge, form or submit related documents.

V. MODEL ICT-BASED DRIVING LICENCE SYSTEM

At Regional Transport Offices of different states of India has a system of vehicle registration, and giving driving licence. The system named as ‘Vahan & Sarathi’ was executed on a pilot basis in RTO [8]. All transactions such as issuing of Registration Certificate, Fitness certificate, etc. are completed by ‘Vahan’ and Sarathi can be used to issue a Learner’s Licence, Permanent Driving Licence and Conductor Licence to the applicant.

A. Model Online portal for application of Driving Licences

A generalized portal may be developed for driving application including the type of registration regular or old and type of vehicle etc.

Country	India	▽
State	Select State	▽
District	Select District	▽
Category	New Registration	▽
Type of Vehicle	Two Wheeler	▽
User Name		Available
Password		
Confirm Password		Match

Fig. 2 Front view of the proposed portal.

B. Proceed for online registration:

Write in block letters

Applicant's Name		
Guardian's Name		
Present Address	Vill/Town P.O Dist Pin	
Permanent Address	Vill/Town P.O Dist Pin	
Age		For below 18 Years candidate required Guardian's Approval
Sex	M/F	
Date of Application	DD/MM/YY	
Time of Application	--	
ID Card Number	UID/PAN/Voter	
Contact number		
Email		
	Proceed for submitting fees Choose bank *****	

Request for verification			
Application SL No.	Applicant's Name	Date and Time of Application	Current Status
12345	Display Name	21.5.2015 14:05	W10

Documents Verification	Online	DOB	Status
		Address proof	Status
	Offline	Blood Group	Status
		Medical Fitness Certificate	Status
Fees Received	Amount	Bank Details	

Call for Learner Test	Choose Date	Date Available	Time of test 10:00 a.m- 2:00 p.m
	Private Vehicles	Learner Test	Appear with Driving License certificate from a motor driving School
	Commercial Vehicles	Learner Test	

***Remarks: Submit original copies of documents and Blood GROUP, Medical Fitness Certificate at D.T.O office on the date before 10:00 a.m.**

Fig. 3 Illustration of the proposed portal data input modules

C. Status of Application after Learner Test:

Current Status	Waiting for	Expected Date of Delivery	Remarks:
Pass	D.T.O approval	28.05.2015	Nil
Or			
Fail	Reappear after seven days		

Fig. 4 Illustration of the proposed status module

D. After Driving Test and official work:

After completing remaining, official work SMS can be sent to the applicant for collection. Like as "Driving licence of Name Surname is ready. Please collect from counter no 'X' at the DTO office on any working day. Enjoy Safe Driving." Re-apply in the same process for getting Permanent DL in between validity period of Learner Licences (after 30 days to 180 days).

VI. CONCLUSIONS

Though India is a developing country suffering from the different social problem but still the effective application of appropriate ICT tools through Local Government can improve Government mutual relationship fight against man-made corruption, and helps to resume over workload on the staff. Also, it is a quickly and accurate process. Similar studies should be done with other departments to ensure that the use of ICT is effective at all government departments. It is also proposed that studies should be done at the departments that often come under fire for their lack of service delivery, such as the Department of Home Affairs like passport applications and ID booking, and Transport Department like vehicle registrations and license applications, Government employment, e-tendering system, etc.

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