



National Training Programme on Strategies for E-Governance for Better Service Delivery

5-9 December, 2016

Rationale

Governance consists of the traditions and institutions by which authority is exercised in a country. This includes the process by which governments are selected, monitored and replaced; the capacity of the government to effectively formulate and implant policies; and the respect of citizens and the state for the institutions that govern economical social interactions among them. Good governance does not occur by chance. It must be demanded by citizens and nourished explicitly and consciously by the nation state. It is, therefore, necessary that the citizens are allowed to participate freely, openly and fully in the political process. Good governance is accordingly associated with accountable political leadership, enlightened policy-making and a civil service imbued with a professional ethos. The presence of a strong civil society including a free press and independent judiciary are pre-conditions for good governance.

'*Good governance*' has been placed high on the agenda in development policy. Good governance helps create an environment in which sustained economic growth becomes achievable. Conditions of good governance allow citizens to maximize their returns on investment.

The concept of E-governance goes beyond the application of IT in public management. A new definition of public governance defines government information, online transactions of public services. It implies electronic delivery transformation of public services between the government and citizens. The advent of e-governance enabled SMART governance too. It encompasses a wide variety of IT enabled government services and made significant contribution in the achievement of good governance goals. *E-Governance* can transform citizen service, provide access to information to empower citizens, enable their participation in government and enhance citizen economic and social opportunities, so that they can make better lives, for themselves and for the next generation.

The National e-Governance Plan of Indian Government seeks to place the foundation and provide the momentum for long-term growth of e-Governance within the country. In continuation, Government of India has taken up e-Governance initiatives at the central and state level. Centre and state have also collaboratively taken up several e-Governance initiatives.

Object of E-Governance

The object of E-Governance is to provide a SMARRT Government. The Acronym SMART refers to Simple, Moral, Accountable, Responsive, Responsible and Transparent Government.

S - The use of ICT brings simplicity in governance through electronic documentation, online submission, online service delivery, etc.

M - It brings Morality to governance as immoralities like bribing, red-tapism, etc. are eliminated.

A - It makes the Government accountable as all the data and information of Government is available online for consideration of every citizen, the NGOs and the media.

R - Due to reduced paperwork and increased communication speeds and decreased communication time, the Government agencies become responsive.

R - Technology can help convert an irresponsible Government Responsible. Increased access to information makes more informed citizens. And these empowered citizens make a responsible Government.

T - With increased morality, online availability of information and reduced red-tapism the process of governance becomes transparent leaving no room for the Government to conceal any information from the citizens.

These objects of E-Governance are achievable with the use of ICT and therefore the concept is very alluring and desirable

Hence, the national training programme aims at addressing the following *objectives*:

1. To discuss the need and concept of E-Governance in service delivery
2. To generate knowledge and skills about the role of E-Governance for better governance goal achievements and best practices of E-Governance initiative
3. To draw inferences from the best practices of E-Governance initiative
4. To make the participants to adopt E-Governance initiatives for better service delivery
5. To ensure inter-governmental participation for better public management

Content:

Module 1: Good Governance: A disciplinary transformative concepts.

Module 2: E- Governance: A significant transformative in contemporary society.

Module 3: E- Governance is leading to best practices Transparency, accountability and better service delivery

Module 4: Strategies for E-Governance as an empirical factors of state performance

Module 5: Flagship programmes- role of E-Governance in effective implementation

Methodology:

Lecture cum discussion; Role Playing; Debate; Exposure Visits, Group Exercises and Presentation by groups.

Participants: State and district level planning officers, official from RDD dealing with flagship programmes, Nodal officers, NGOs and CBOs

Duration: 5-9 December 2016 at NIRDPR, Hyderabad, INDIA.

For further details visit to our website www.nird.org.in

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