

Theme 1-B: E- Governance for People Centricity

E-GOVERNANCE IN MUNICIPAL CORPORATION IN INDIA: AN ANALYSIS

Dr. Seema Das,
Assistant Professor

Abstract: Due to the increasing trend of urbanization, the urban problem has become very difficult and complex, besides providing essential services to the citizens. It has very necessary to develop and plan related to works by the Urban Government. Information and communication technology are essential for speeding up the work process. look like a system. E-governance got legitimacy through the information Technology Act 2000 and under the National Governance plan 2006. The electronic method was given dominance in place of the traditional working method through 31 mission mode plans in municipalities. Efforts were made to make the municipal corporations, SMART i.e., simple, moral, accountable, and transparent, under this process. Currently, various facilities are being provided through E-governance in the municipal corporation of India. As a result, there has been a change in the work process of municipalities and better, paperless services are being provided to consumers reasonably. But in E-governance implementation, many challenges are also outgoing before the municipalities. Only by facing the challenges efficiency, honesty and transparency will be encouraged and irregularities like red tape will be put to an end. In this paper, an attempt has been made to study of e-governance in the constitutional institution, and the challenges before it have also been analysed.



Keywords: E-governance, Municipal Corporation, Service, Responsible.

CITIZEN SERVICES THROUGH E-GOVERNANCE IN ANDHRA PRADESH

Dr. K Rajesh Kumar and Dr. K Anil Kumar
Assistant Professor

Abstract: E-Governance is the integration of ICT into government operations to promote good governance. To put it another way, e-governance is the use of ICTs by the public sector to make government more accountable, transparent, and effective, increase citizen participation in decision-making, and improve information and service delivery. Information and communication technologies are undergoing a global revolution. The way we work, learn, and interact is being fundamentally altered by the



Internet, personal computers, and mobile phones. The benefits of E-Government are being recognized by governments worldwide-Government has the potential to save money for citizens, businesses, and the government itself, as well as increase efficiency in the delivery of government services, simplify compliance with government regulations, increase citizen participation, and strengthen citizen trust in the government.

Objectives

1. To study the status of citizen services through E-Governance.
2. To analyze the policies implemented by the government for citizen E-Governance.
3. To explore the possibilities and challenges in citizen services.

Good governance cannot succeed without E-Government. Indians have easier access to government services thanks to e-government. The country is using the internet more and more every day. The government is currently dealing with a number of issues when it comes to implementing e-government, as this paper demonstrates. By identifying the necessary human resources and establishing the appropriate institutions and organizations, e-government may become more efficient. E-government can be successfully implemented with the help of competent management and government specialists rather than technical expertise. As in other nations where communication is limited to a single language, it is essential to remove geographical barriers like language. Enhancing the efficiency of e-government is also essential.

The time has come to concentrate on the obstacles to implementation, particularly those related to the institutional framework and cross-level applications, which would make it possible to implement broader changes in governance. In India, e-government is gaining traction, but public awareness and the digital divide must be addressed.

Kew Words: *E-Governance, ICT, Technologies and Citizen Participation*

RIGHT TO THE CITY: NEEDS OF INCLUSIVE URBANIZATION IN INDIA

Dr. Atanu Bose
Assistant Professor

Abstract: The “Right to the City” is an idea and a slogan which has been increasingly emerge in academic, activist and policy discourses on inclusive urbanization across the globe. According to French philosopher Henri Lefebvre, who first conceptualized it, the Right to the City is the right of all urban inhabitants, not just citizens, to participate in and appropriate urban space and resources. This manifests that all urban inhabitants should have a role in decision-making regarding urban space and be able to access,



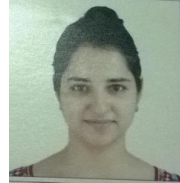
occupy and use urban space. David Harvey demonstrated that the right to the City is a “common rather than an individual rights” that seeks to transform cities by the exercise of collective power “to reshape the processes of urbanization.” The World Charter for the Right to the City sets out three principles guiding the concept of the right to the city: A. Full exercise of Citizenship: realization of all human rights and fundamental freedoms and corresponding responsibilities, assuring the collective dignity and well-being of all people in conditions of equality, equity and justice, as well as full respect for the social production of habit; B. Democratic Management: the city is a collective construction with various actors and processes. It is necessary to guarantee the right to participation through direct and representative forms in the creation, definition and oversight of public policy implementation in the cities, prioritizing the strengthening, transparency, efficiency and autonomy of local public administration and peoples’ organizations. C. The social function of urban property and the city: common interests for socially just and environmentally balanced use of urban space takes precedence over the individual right to property. All citizens have the right to participate in development, use and maintenance of urban property within democratic parameters of social justice and environmental sustainability. City management and governance policies should promote socially just and equitable use of property. The right to the city also calls for holistic, balanced and multicultural development. This includes the creation of mixed neighbourhoods. It is not about promoting gated communities of the rich and the forced relocation of the poor to the fringes. Implementation of the right to the city must ensure that city beautification and urban renewal measures do not take place at the expense of the poor. The city’s working classes, the ones who build and maintain the smooth functioning of the city, must be given adequate housing and basic services. Their living conditions must be progressively ameliorated, in situ, as far as possible. They must not be subjected to forced evictions and displacement. The contribution of the city’s poor to the city’s economy must be acknowledged and laws should not discriminate against them and favour the rich. The theoretical and methodological perspective of the study has been based on the inductive approach substantiated by empirical analysis.

Key Words: *Development, Urbanization, Displacement, Rehabilitation, Resettlement*

E-GOVERNANCE AND ORGANISATIONAL CULTURE: A CASE STUDY OF LUCKNOW MUNICIPAL CORPORATION

Ritika Sharma
Research Scholar

Abstract: The complete transformation of the processes of governance using the implementation of Information & Communication Technology is called electronic governance or E-Governance. It aims at bringing in faster and more transparent service delivery, accountability, information sharing and people participation in the decision making and government processes. "It brings in SMART Governance viz. :



S – Simple
M-Moral
A- Accountable
R-Responsive
T - Transparent

Over the years, sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. E-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency." E-governance also aims to empower people through giving them access to information. However, e-governance cannot be implemented in isolation. Like all other variables, the human element in any setting shall not be ignored and therefore electronic governance in any organisation will bring fruition when it is facilitated by the organizational culture of that organisation. The anthropologist Clifford Geertz (1973) defines culture by saying "Man is an animal suspended in webs of significance he himself has spun. I take culture to be those webs, and the analysis of it to be therefore not an experimental science in search of law, but an interpretive one in search of meaning." It is the culture of the workplace which decides the way individuals interact with each other and behave with people outside the company. A conducive environment in favor of electronic governance needs to be inculcated in the bureaucracy in order to facilitate the success of e-governance in urban local bodies. And for that to happen, we need to study the organisational culture of urban local bodies to gauge how they ensure a public centric governance.

Keywords: *Smart Governance, E-Governance, Transparency, and Organisational Culture*

लोगों के लिए सरकार ई गवर्नेंस डिजिटल उपकरण और तकनीक अंतर एजेंसी समन्वय नगर सर्वग

रोहित ओझा
शोधार्थी



सार: नागरिक सरकार से विभिन्न कारणों से संपर्क करते हैं सार्वजनिक नीति प्रभावित करने व्यक्तिगत चिंता जो उनकी होती है को संबोधित करने सरकारी लेनदेन करने और उन लाभों और सेवाओं के संबंध में जो सरकार प्रदान करती है जानकारी पाने हेतु e-governance सार्वजनिक सेवा वितरण का ऐसा ही एक चैनल है ई गवर्नेंस मात्र तकनीकी पहल ना होकर इससे कहीं अधिक व्यापक है और धारक के प्रतिबद्धता संरचित विकासात्मक प्रक्रिया और पर्याप्त ढांचागत संसाधनों के बीच संबंधों के जटिल समूह बना है

ई गवर्नेंस को सुशासन के साधन की बजाय कंप्यूटरीकरण कार्यालय स्वचालन और मालसूची प्रबंधन के रूप में अधिक देखा जाता है, ई गवर्नेंस में शासन में नागरिकों को निष्क्रिय प्रतिभागी से सक्रिय प्रतिभागी में रूपांतरित करने की आशा की जाती है, नागरिक मूल्य संवर्धन में वृद्धि कोई गवर्नेंस परियोजनाओं से जोड़ कर नहीं देखते हैं उदाहरण के लिए ऐसे विभागों में जो विशेष रूप से ग्रामीण क्षेत्रों में भूमि रिकॉर्ड का अनुरक्षण करते हैं, कुछ प्रकरणों में नागरिकों की व्यक्तिगत जानकारी जैसे विवरणों की गोपनीयता से संबंधित मुद्दों की और ध्यान दिए जाने की कमी, डिजिटल डिवाइस ऐसा खतरा हमेशा बना रहता है कि ई गवर्नेंस परियोजना का कार्य वर्णन इस प्रकार तो नहीं हो रहा है कि समाज के केवल कुछ ही वर्गों का लाभ प्राथमिक हो, ई गवर्नेंस चार मुख्य घटक हे अंतिम उपयोगकर्ताओं के आवश्यकताओं की पहचान व्यापार प्रथम संशोधन आईटी का उपयोग और सरकार का अभिप्राय इनमें से किसी में भी कमी के परिणाम स्वरूप ई गवर्नेंस परियोजनाएं अपना उद्देश्य प्राप्त करने में विफल हो जाएगी एआरसी के अनुसार वांछित परिणाम प्राप्त करने के लिए पूर्ण राजनीतिक समर्थन सरकार के सभी संगठनों और विभागों द्वारा दृढ़ संकल्पित और अटल दृष्टिकोण के साथ-साथ जनता द्वारा सक्रिय और रचनात्मक भागीदारी की आवश्यकता होगी हमारी सारी संस्कृति और क्षेत्रीय विविधताओं तक ई गवर्नेंस की पहल की पहुंच बनाने के लिए संस्थागत और भौतिक अवसरचना उपलब्ध कराने और ऐसे वातावरण का निर्माण की आवश्यकता होगी जो आईसीटी का अंगीकरण प्रोत्साहित करें इस प्रकार तकनीकी आवश्यकताओं के आंतरिक ई गवर्नेंस अनु की सफलता सरकार के भीतर और सरकार के बाहर क्षमता निर्माण और जागरूकता पैदा करने पर निर्भर करेगी

कुंजी शब्द: ई गवर्नेंस, डिजिटल उपकरण, नगर सर्वग, कंप्यूटरीकरण

URBAN E- GOVERNANCE: A KEY TO CITIZEN CENTRIC GOVERNANCE

Vikram Prashant* and Dr. Umesh Kumar
*Research Scholar

Abstract: The process by which governments (local, regional, and national) and stakeholders collectively decide how to plan, finance, and manage urban areas is known as urban governance. Urban local bodies (ULBs) have constitutional capacity, Political responsibility and accountability to provide services to people. ULBs have power to choose alternative method regarding how services are provided. The needs of people must be fulfilled. With growing democratic consciousness, citizens want to involve in each step of governance from policy making to its implementation. People want all the public services like birth registration, death registration, map approval for building construction, vehicle registration, tax filling, status for garbage collection on one click and Door step delivery of all government documents and more. Efficient, Transparent and Responsible governance based on simple, interactive, accessible method is required to fulfill concerned demands of citizen. This indicates how citizen centric governance is essential for urban governance. Use of e- Governance tools at urban level makes it easy to achieve citizen centric governance or putting citizens at the centre of public administration. This research paper intends to identify how urban e governance:



- Facilitates to achieve citizen centric governance.
- Creates democratic space ensuring social equity and shapes every aspect of citizen lives.
- Provides equal opportunity ensuring citizen's access to various public services.

This paper also suggests and provides measures how to achieve them.

Key words: *ULBs, Urban e-Governance, Transparent, Accountability, Responsibility, Governance*

CONTEMPORARY INSTITUTIONAL REFORM AND SERVICE DELIVERY UNDER THE AMRUT SCHEME

Sidrat ul Muntaha and Qurat ul ain Bashir
Research Scholar

Abstract: Urban governance exists to ensure the delivery of suitable levels of infrastructure and basic services to its citizens. The opening up of the Indian economy to the world market is said to have increased the pace of urbanization, particularly in the larger cities, creating its ripple impact on smaller towns. This paper is developed against the background of contemporary debate on the institutional reform and service delivery under the Atal Mission for Rejuvenation and Urban Transformation (AMRUT). AMRUT believes that the infrastructure creation should have a direct impact on the real needs of people, which has direct link to provision of better services to people. The AMRUT comes with mandatory reforms to enhance transparency in service delivery by the Urban Local Bodies through improving governance. AMRUT also actualizing the spirit of cooperative federalism through making States and ULBs equal partners in planning and implementation of projects. The paper attempts to critically study the institutional capacity of urban governance and urban politics in the state of Jammu & Kashmir. It will attempt to highlight the 'governance gap', taking the case study of Srinagar urban space and its institutional capacity towards democratic urban service delivery.



Key words: AMRUT, Urbanization, Urban Local Bodies and Urban Governance