ROLE OF E-GOVERNANCE IN MODERNISATION OF MUNICIPAL CORPORATIONS IN INDIA

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Abstract

India is the second most populated country; consequently it is the country of problems and barriers. Country which has the biggest threat to implement any policy up to the grass root level because of the several steps and several mediators in between the policy makers and beneficiaries of policies. That's why in order to curb these loop holes Government India had declared year, 2001, as the year of E-Governance. The Government of India along with many state governments is taking interest to introduce e-governance in different areas especially in public utility services department. E-governance basically amounts to apply Information Technology (IT) in government functions. In short, e-governance is IT enabled governance. E-governance introduces a major breakthrough in the way of the government functioning. The 'paperless office' in government organizations normally results only in two circumstances. Firstly, when there is no budget to buy paper and secondly, when the paper is misplaced. But any serious attempt in application of IT in government functions will have to take into account the hidden resistance to the whole process. Change is always resisted and this resistance, among other things can come from the culture of the government organizations. So In this endeavour, we emphasize on the pros and cons in the proper implementation of e governance in urban local bodies and municipal corporation.

Key words : *E-governance, Information communication technology*

INTRODUCTION

E-government means "exploiting the power of information and communications technology to help and transform the accessibility, quality and cost-effectiveness of public services" ". During the past decade, one of the global revolutions of the information communication technology (ICT) has been to leverage its potential in achieving good governance and trustful democracy. The strategic tool on account of this is e-governance which may be defined as the Government sector's use of ICTs with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. Given the reality of India, where a majority of the population is engaged in unorganized sector. E governance is a solution to enhance access to information for all stakeholders and thereby contribute to a better society. The impact of IT can be felt in all economic and social activities in every conceivable manner. The convergence of all forms of communications on the digital playfield is opening up immense new possibilities of achieving speed, versatility and space-time independence.

In India the Ministry of Information Technology (MIT) as well as state departments or ministries of information technology are taking progressive steps towards development of e-governance in their respective areas. It is better to have Information Technology Ministries in all states in India. In many of the states training programmes on Information Technology applications and e-governance are going on. The yardsticks are revenue maximization and public convenience.

E- Governance seeks to analyze processes and structures for identification of the potentialities for information and communication technologies at various levels of the government for the purpose of enhancing good governance. E-Governance is gaining in its ambit with the word "Good Governance". 'Good Governance' states the widest meaning. It expresses the entire process of public administration, the processes underlying the formulation of public policies, the HRD efforts required for giving training to make government machinery efficient, prioritization, and efficient management of public resources and above all re-designing the various instruments used to realize the concept of a welfare state. 'Good Government' characterized as Simple, Moral, Accountable, Responsive and Transparent Government.
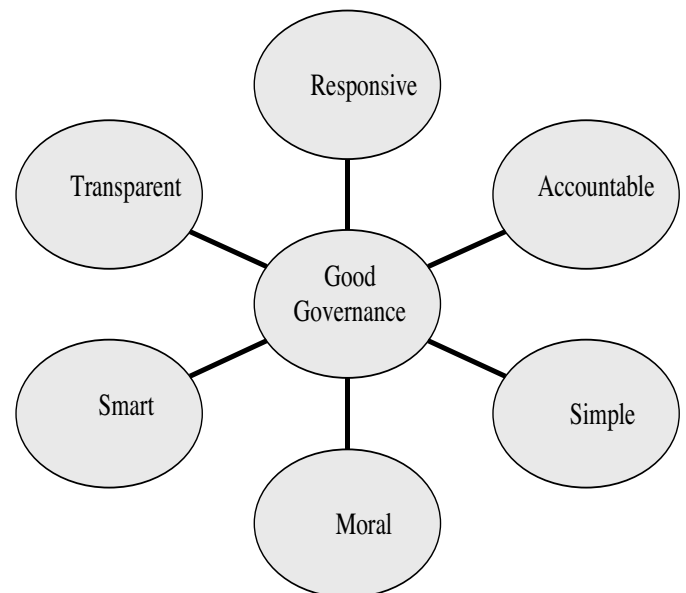
Nature of a good Governance
(Figure 1)

This is an ideal image government through the eyes of its constituents. E Government is a subset of the concepts of Good Governance and Good Government. It is the very specific task of using the tools offered by Information Technology in various aspects of the process of governance with the objective of achieving efficiency, transparency, and accountability and user friendliness in all the transactions that the citizens and businesses conduct with the Government.

Model of Good Governance
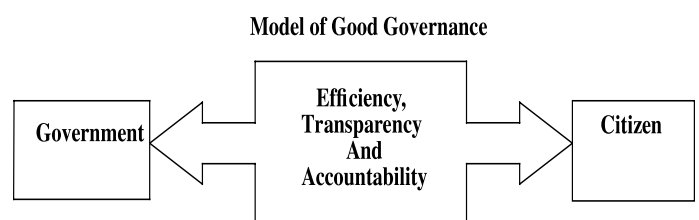
(Figure 2)

SWOT ANALYSIS OF GOVERNMENT SERVICES

SWOT analysis of Indian government system is necessary to understand the challenge for e governance. India has a matured administrative and organizational set up but due to few reasons its culture has been damaged.

Strengths	Weaknesses
2. Manpower 3. Internal Efficiencies 4. Enforcement of Law 5. Judiciary 6. Legislature 7. Education 8. Promotion	• Delay and uncertainty • Lack of transparency • Corruption • Mistrust / ill-treatment at the offices • Loss of wages / productivity of the citizen / business • Cost of travel & stay at the place of service
Opportunities	Threats
• Minimizing financial outgo • Better liquidity • Protection against technology obsolescence • Speedier implementation of e-Government projects • Efficiencies in management • Better image	• Low development of the country • Increase in poverty • Emergence of more basic problem • Poor perception • Poor economy • Low employment • Increase in Corruption • Emergence of violence

THE BARRIER IN IMPLEMETION OF E GOVERNANCE

1. Lack of clarity in objectives
2. Inadequacy of funds
3. Human resource aspects
4. Data backlog
5. Leadership and change management
6. Lack of catalyst
7. Lack of coordination
8. Internet and system readiness
9. Legal frame work readiness
10. Citizen readiness
11. Maintenance challenges
12. Less use of local language

DIRECTION OF MINISTRY OF INFORMATION TECHNOLOGY TO INDIAN MUNICIPAL CORPORATIONS:

The National Mission Mode Project (NMMP) for Municipalities is one of the Mission Mode Projects that has significant citizen interaction, since municipalities provide a large number of basic services for millions of citizen living in India's urban centres. It is envisaged that MMP for municipalities would provide a major fillip to the Government of India's Ministry of Urban Development's urban reform agenda. The vision for the National Mission Mode Project for e-Governance in Municipalities is to leverage the ICT opportunities for sustained improvement in efficiency and effectiveness of delivery of municipal service to citizens. The Key Objectives of the MMP include

• Provide Single Window services to citizens on any time , any where basis
• Increase the efficiency and productivity of ULBS
• Develop a single and integrated view of ULB information system

across all ULBs in the state
• Provide timely & reliable management information relating to municipal administration for effective decision making
• Adopt a standards-based approach to enable integration with other related applications

The overall structure for the NMMP scheme has been divided into three tiers i.e. Centre, State and Urban Local Body (ULB) or Municipal Corporation's level. MMP, in its current form, envisages covering all ULBs in class 1 cities (423 in total) during the period 2006-07 to 2010-11).

In order to achieve its vision and objectives, NMMP envisages implementation of various application modules covering the following services/management functions within ULBs and Municipal Corporations:

1. Registration and issue of birth and death certificate
2. Payment of property tax, Utility Bills and Management of Utilities that come under ULBs

   a. Property Tax
   b. Water Supply and other Utilities

3. Grievances and suggestions
4. Building plan approvals
5. Procurement and monitoring of projects
a. E-procurement
b. Project/ward works
6. Heath program
a. Licenses
b. Solid Waste Management
7. Accounting system
8. Personnel Information System.
9. Grievances Handling, including implementation of the elements of the Right To Information Act, Acknowledgement, Resolution monitoring
10. Work proposed by Ministry of Urban Affairs

PERFORMANCE OF MUNICIPAL CORPORATION ON E-GOVERNANCE
(A Case of Municipal Corporation of greater Mumbai)

In order to bring transparency and smooth collaboration within various departments of Municipal Corporation of greater Mumbai (MCGM) and for the benefit of the citizens MCGM has embraced E-Governance and facilitating most essential citizen services through its portal. The portal offers information about various aspects of the citizen, its governance and facilitates citizen services such as Birth/Death Certificate, registration of complaints, etc. Initially those services, which do not require any documentation, will be offered on this portal, other services will be offered subsequently in a phased manner. On this portal, Citizens can file online complaints and subsequently track the status of their complaints. Citizen can apply online for Birth and Death certificate, provided the Birth Registration data of the applicant is available with MCGM and the data is post 1995. It is also possible to pay property and water taxes through electronic clearance system. In addition to the services mentioned above soon it will be possible for a Citizen to apply for

Shop and Establishment registration, apply for Trade License under section 394, 313, 328A, apply for Heath License u/s section 394, 412 and MPFA License (new license charges and general charges), apply for factory permit, etc. (under Bombay Municipal Corporation Act, 1888)

• **Health Services:** The Health Department is an administrative department of MCGM which is responsible for Birth/ Death registrations and issue of Birth/Death Certificates. It also issues license in consultation with an advice from other technical advisory departments like, Fire Brigade, Health, Engineering, Estate, etc. In view of this it is necessary for Establishment to take necessary license from Heath department before starting manufacturing, storage or trade of any commodity/activity. The application must be received from the establishment three months prior to starting the activity. Commodities/ activities including eating house, restaurants, manufacturing drugs, medical shops, manufacturing and/or sale of milk and milk products, condiments, aerated water, ice factories, etc. fall under this license category.

• **Shops and Establishments:** The Shops and Establishment is an administrative department and issues the Shops and Establishment Registration certificate. The primary objective of this registration is the Regulation of conditions of work and employment in various establishments.

• **Licenses :** The License Department is an administrative department of MCGM and issues license in consultation with an advice from other technical advisory departments like, Fire Brigade, Health, Engineering, Estate, etc. In view of this it is necessary for Establishment to take necessary license from License department before starting manufacturing, storage or trade of any commodity/ activity. The application must be received from the establishment three months prior to starting the activity.

• **Building and Factory :** The Building & Factories Department is an Administrative Department of MCGM that issues various Permits in consultation with and advice from other technical advisory departments like, Fire Brigade, Engineering, Estate, etc. In view of this it is necessary for any Establishment/Individual/Societies to obtain required Permit from Building & Factories department before starting any activities including permissions for Factory Permit/ Flour Mill Permit, Balcony Enclosure, Loft Permission, WCC Permission, Repair Permission and Temporary Monsoon Shed/ Mandap permission within private premises that falls under this license category.

• **Garden and Trees :** The Garden & Trees Department is an Administrative Department of MCGM that issues various Permits in consultation with and advice from other technical advisory departments like Fire Brigade, Maintenance, Engineering Department etc. In view of this, it is necessary to obtain required Permit from Garden & Trees department before starting any activities such as Permissions including Tree cutting/trimming, beautification of garden Saaf Aangan Scheme, Religious Permissions, Social Permissions, Political Permissions, Election Permissions, Shooting Permissions & Sports in playground that fall under this category.

• **Maintenance:** The Maintenance Department is an Administrative Department of MCGM that issues various Permits in consultation with and advice from other technical advisory departments like, Fire Brigade, Engineering, Estate, etc. Permission including Religious Permission, Social Permission, Political Permission, Election Permission, Shooting Permission, Pay & Park, Drainage Connection - First Street Connection, Erection of Temporary Chowki, Renewal of Temporary Chowki, Street Light Connection, Trenches - New Layout & Repairs and Faults, Handing Over of Road - Set Back Area fall under this category. In view of this, it is necessary to obtain Permit from Maintenance department before starting such activities.

• **Water Works :** The Water Works Department is an Administrative Department of MCGM that issues various Permits in consultation with and advice from other technical advisory departments like Engineering, Assessment & Collection, Pest Control Department etc. In view of this, it is necessary to obtain Permit from Water Works department for new water connection.

• **Market Department :** The Market Department is an administrative department of MCGM which is primarily responsible for supervising and controlling the working and functioning of Markets established and developed by Municipal Corporation. Additionally it governs functioning of outside Meat Shops and Cold Storages and control the activities of import and slaughter of animals/ fowls and sale of contraband meat. The Department attends all the proposals relating to development of existing markets, proposed outside meat shops, re-allotment/ transfer/ change of commodities etc and looks after recovery of stallage charges, license fees, nokarnama fees, etc.

• **Check Application Status :** This facility is also provided to the citizen to check progress of their applications.

CONCLUSION:
There are many cases of successful E- Governance in municipal corporations But India is a very big countries so there are a need of more emphasis on e governance. Till date, there is no state in our country which can be called fully e governed state. That is why citizens of India facing a lot of civic problems. The citizens of our country are to go under acute pressure and tension in order to get a work done because of the several loopholes, lack of transparency and lack of accountability on the authoritative posts, they have to struggle even to get their genuine needs and demands.

The municipal corporations are such an authoritative organization which serves the society as mass level. Every urban citizen is associated with the municipal corporation. So transparency and simplicity is required on each and every level and in this regard the E governance or information on internet will make this work easier and smoother .Simultaneously this new pattern will make the policies faster and updated with the recent fast growing trends. This e governance will provide a platform for attentive citizens to participate and incorporate their intellectual suggestion for the effective implementation of government policies.

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