

2. It also provides citizens access to information and knowledge about the political process, about services and about choices available
3. It also makes possible the transition from passive information access to active citizen participation by:
 - Informing the citizen
 - Representing the citizen
 - Encouraging the citizen to vote
 - Consulting the citizen
 - Involving the citizen
4. The use of ICTs in government operations facilitates **speedy, transparent, accountable, efficient and effective interaction with the public, citizens, business and other agencies.**
5. In the back-office, the objective in government operations is to facilitate a speedy, transparent, accountable, efficient and effective process for performing government administration activities. Significant **cost savings** (per transaction) in government operations can be the result.
6. E-governance allows citizens to communicate with government, participate in the governments' policy-making and citizens to communicate each other.

6.6 ADVANTAGES OF E-GOVERNANCE

1. **Better access to information and quality services for citizens:** ICT would make available timely and reliable information on various aspects of governance.
2. **Simplicity, efficiency and accountability in the government:** Application of ICT to governance combined with detailed business process reengineering would lead to simplification of complicated processes, weeding out of redundant processes, simplification in structures and changes in statutes and regulations.
3. **Expanded reach of governance:** Rapid growth of communications technology and its adoption in governance would help in bringing government machinery to the doorsteps of the citizens.
4. **Speed and Cost Reduction:** ICT tools like Internet, Phones, and Cell Phones have reduced the time taken in normal communication. Paper-based communication needs lots of stationary, printers, computers, etc. which calls for continuous heavy expenditure.

5. **Transparency:** It enables citizens to keep themselves informed about the policies of the government, the rights that they have and what they should expect as service from the government.
6. **Elimination of Hierarchy:** Through intranet and LAN, it has become possible to send information and data across various levels in the organisation at the same time.
7. **Change in Administrative Culture:** With e-governance, public actions coming under public glare would certainly induce norms and values of accountability, openness, integrity, fairness, equity, responsibility and justice in the administrative culture.
8. **Economic Development:** The deployment of ICTs reduces the transaction costs, which makes services cheaper.
9. **Social Development:** The access to information empowers the citizens. Informed citizenry can participate and voice their concerns, which can be accommodated in the programme/ project formulation, implementation, monitoring and service delivery.
10. **Strategic Information System:** Information regarding all aspects need to be made available to the management at every point to make routine as well as strategic decisions.

6.7 NATIONAL E-GOVERNANCE PLAN

The **National e-Governance Plan (NeGP)** is the **holistic view of e-Governance initiatives across the country, integrating them into a collective vision, a shared cause.** Around this idea, a massive countrywide infrastructure reaching down to the remotest of villages is evolving, and large-scale digitization of records is taking place to enable easy, reliable access over the internet. The ultimate objective is to bring public services closer home to citizens, as articulated in the Vision Statement of NeGP. The National e-Governance Plan (NeGP) has been formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG). It comprises of 31 Mission Mode Projects and 8 components including Health, Education, PDS and Posts. The Government has accorded approval to the vision, approach, strategy, key components, implementation methodology, and management structure for NeGP.