Original Research Article

E- Governance, as a Tool for Good Governance: A Reflection from Selected Khidmat Centres in District Poonch of Jammu and Kashmir

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Abstract

E-governance refers to the use of information and communications technology (ICT) in the realm of governance. It is an endeavor o transfer how the government works and improve the system of service delivery mechanisms through the use of technology. Even though it is something that entirely modifies the conventional method of governing, it is an exercise. The fundamental components of good governance are the rule of law, transparency, efficacy, efficiency, effectiveness, accountability, and public engagement. The government faces difficulty in addressing the problem of providing enough public services. This paper aims to accentuate the role of e-Governance for Good Governance and the Satisfaction level of people in rural areas toward e- services delivery by the Mean of Common Service Centres.
Keywords: Rule of law, efficacy, transparency, e- Governance.

INTRODUCTION

The fundamental pillars of good governance are openness, accountability, public engagement, and the rule of law, which can only be achieved through the use of ICT in government departments to simplify the public service system, which is a significant challenge in modern nations e-Governance is the use of electronic tools to facilitate contact between citizens and government agencies, as well as inside government (Garg, 2008).

The usage of information technology has a significant impact on our daily lives, and a paradigm shift has occurred as a result of this IT component, changing the way we communicate and distribute things. When governments adopt new inventive tools to simplify things in the everyday lives of their citizens worldwide, the administration's role, decision-making process, and policy formulation change (Jeet, 2006).

The governance process refers to decision-making inside an organization (Barthwal, 2003). The engagement takes place at the administrative level. Excellent governance governance has piqued the interest of philosophers from the dawn of organized civilization. Plato spoke extensively about administration and secret discipline in his work Republic. In India, Chanakya went so far as to define the goals and roles of governance, emphasizing a code of behaviour for the king 2013 (Rajiv Sharma).

When governance was born in the administrative functioning of government, it paved a new road for its successful functioning and gave rise to a new notion, namely, good governance. It extends beyond governance in terms of developmental, economic, and politico-social ideologies to incorporate support mechanisms for the poor, disadvantaged, and all classes who are unable to assess fundamental things from the government. According to this popular viewpoint, good governance is a consequence of implementing positive administrative virtues and abolishing dysfunctional ties. The term "good governance" was coined by the World Bank in 1992. Governance and good governance were commonly used interchangeably, referring to a strategic tool for achieving overall development at a rapid speed. Governance is thought to be more appropriate than good governance. In other words, when new approaches and instruments are considered to improve governance's functioning, we refer to "good governance." When both are used in a positive meaning, we refer to "good government."

Reasonable control can imply different things to different people based on their opinion of what is

good and for whom. It is associated with various ideas in the form of a checklist of criteria, partially to please international financing institutions and partly to serve as a benchmark for achieving a higher level of governance. "Good governance," according to Kofi Annan, is possibly the most critical function in eradicating poverty and supporting prosperity.

In a nutshell, governance and good governance appear synonymous because the primary goal of management is, and must be, good governance. The government does not appear widespread in developing countries, and good governance is emerging as a new panacea for corruption and other administrative evils. The term "Good Governance" has recently gained recognition worldwide and has become a buzzword in the vocabulary of politics and administrative reform, mainly owing to the importance placed on it by the international community. The concept of a specific phrase first appeared in the 1980s.

Characterstics of Good Governance
A growing number of developing countries research on the development and the usefulness of government has given rise to the term "good governance." There are new approaches and methodologies in developing countries to bring about change in development activities and better governance processes, which aid the government in achieving its target in terms of development, whether political, socioeconomic, or social. The functioning of administration at various levels is also improved. Many international organizations and respected academics have outlined the qualities of effective Governance. UNO provides these eight essential characteristics, which are explained below:
- ➤ The law of involvement.
- ➤ Clearness,\sensitivity
- ➤ Consensus oriented
- ➤ A sense of fairness and inclusion
- ➤ Efficacy and productivity
- ➤ Accountability

Researchers in the field of public administration have long been interested in finding new ways to deliver services. Academicians have urged since the 1980s that e-governance and privatization be implemented to solve this challenge. E. governance is the application of I.T. to government operations in order to offer simple, ethically accountable, responsive, and transparent Governance to the public sector-governance has the potential to make public administration more responsive and efficient because of its speed and transparency. E-governance or electronic Governance is a term for government application of information and communication technology (ICT).

E-Governance refers to using information and communication technology (ICT) in public administration to improve transparency and make government operations more efficient.

E-Governance is a way to deliver governmental services online to citizens. It aids the government's ability to carry out its responsibilities to the public and empowers citizens through technology.

E-governance and making public services available to citizens are critical to India's future because of the difficulties in service delivery. The G2C, GTB, G2G, and G2C service delivery models for e-governance.

Benefits of e-Governance
When it comes to e-governance, the requirement for excellent Governance in India necessitates these benefits. As per Wikipedia, e-governance is the practice of citizens monitoring their government rather than the government watching its citizens through internet technology. Good Governance is a complex process which requires a wide range of factors, including the ability to enhance government processes, connect individuals and build social engagement (Kumar, 2017).

Some Indian e-projects have already succeeded in bringing good governance analysis by using e-government. Various types of research on good governance initiatives in the Country reveal that the best outcomes are achieved in various states, according to the literature. An increasing number of governments, particularly those in developing countries, are adopting e-governance, and India is making moves to include e-governance into its Governance.

E-Government Expected to Provide
- **Better Service:** High-quality services should be expected e-Governance in a better way.
- **Cost-Effective and Efficiency:** Less in cost and corruption-free services, and better information provided to the citizens.
- **Improved Reputation:** Countries like India work in this line to improve the governance process and bring good governance, moving the Country's reputation across the Globe.
- **Greater Participation by People in Government** is Helpful for all nations who wish to contribute to better government.
- **Leadership:** Leadership is the key to all these processes- Governance supporting the Knowledge Society through public sector Innovation.

Contextual of Study Area
About Poonch District
District Poonch, popularly known as mini Kashmir,, is the smallest in the area and the remotest in the district of Jammu and Kashmir state. It is bounded

by three sides' actual line of control (ALC). The ALC is about 103 km from Tarkundi in Balakote to Sawjian in Mandi block. Poonch has witnessed many historical events and has been ruled by outsiders and locals. In the 6th century A. D. Chines travelers. HUIEN TSANG passed through Poonch. He wrote that Poonch was famous for graphics, fine tea (Muslim), and good horses. Poonch city is bounded by the Mandi block toward the east, Mendhar the block toward the south, the Surankote block toward the east, and the Balakote block toward the south.

KHIDMAT CENTRES

Every state has its own Common service center (CSC), and they are known by different names. In Jammu and Kashmir, these CSC are named' as Khidmat Centre. J&K state adopted Public Private Partnership (PPP) model for implementation CSCs with Jammu and Kashmir bank further J& K bank was appointed as SCA in 2000.

In the discourses of information and communication technology, the government of India aimed to connect rural India with standard services through e-services promoted through various means such as Khidmat Centre. The primary query about common service centres is whether people of rural India have internet, electricity, Staff, and central facilities. Secondary questions are how many people know the services like Khidmat Centre and how many people cannot use it (jk bank.co.in).

The roles of the Khidmat Centres in these areas are essential to connect the government e-project and the nation's development. Therefore the people connect with the fast e-services development and easy Governance for both people and government.

Khidmat Centre" in the state and will act as the primary front for the delivery of Government and banking services.

The infrastructure provided to the Khidmat Centres:-
- Laptops, Printers Scanner,
- Gen -set inverter, furniture

- The SWAN aims to establish a secure government data network consisting of POPs (point of presence)
- State Level POPs.
- District Level POPs.
- Block level POPs.

The Khidmat centres provide high-quality and cost-effective services in e-governance, education, health, and entertainment, as well as other private sectors.

Possible services areas are listed below:-
- **Government to Customer Services**:- The government provides some services to Khidmat Centres, including vehicle issuances of certificates, government services, employment exchange, cards, electoral services, pension schemes, road transport, phone bills, and (government undertaking) public grievances.
- **Business to Customer Services**:-Khidmat services offer the following services. Railway ticketing, recharging, the bank will also provide services (primary health care) and amusement services. Agriculture services offered to Khidmat Centres are agri- inputs, Agri-loans, Agri-consulting, and training. Other B2C services offered by Khidmat Centres include web suffering etc.

RESEARCH METHODOLOGY

The Data is collected from both primary and Secondary sources, and The Primary Data is Collected from Selected Khidmat Centres with the help of a Structured Questionnaire for the VLEs to know their experiences in operation Khidmat Centres, apprenticeship provided by the authority, display of service list, services under Khidmat Centres in the study area, etc.The Data is tabulated in MS excel. Moreover the respondents are further divided in two catagory for its few responces only fifteen respondents taken into account and for rest only eleven respondents are taken into consideration. What is your experienced in operating common service Centres.

Table 1.1: Distribution of respondent's experience

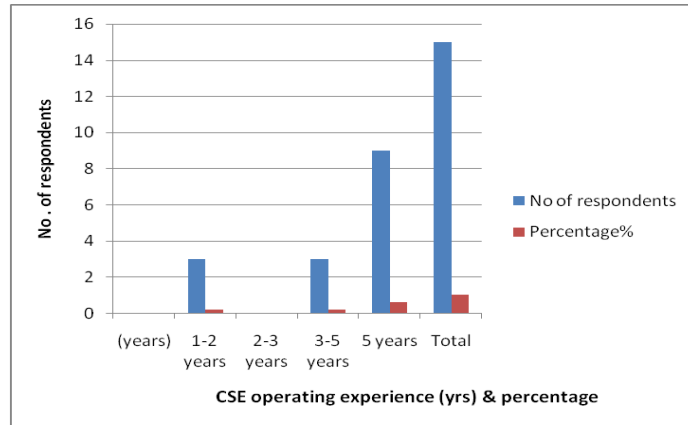| CSC operating experience (years)	No of respondents	Percentage
1-2 years	0 3	20
2-3 years	00	0
3-5 years	03	20
5 years	09	60
Total	**15**	**100**

Source (Field survey)

Figure 1.1

From the above table 1.1 and figure 1.1, it can be interpreted that 60% of VLE of Khidmat Centres in Poonch district have an experience of either more than 1-2 years or 3-5 years.

Table 1.2 Distribution of respondent's view on the availability of training manuals and user guides

Response	No of respondents	Percentage
Yes	13	86.6
No	02	13.4
Totals	**15**	**100**

Source Field Survey

Graphic representation of respondent's view on the availability of training manuals and user guides.
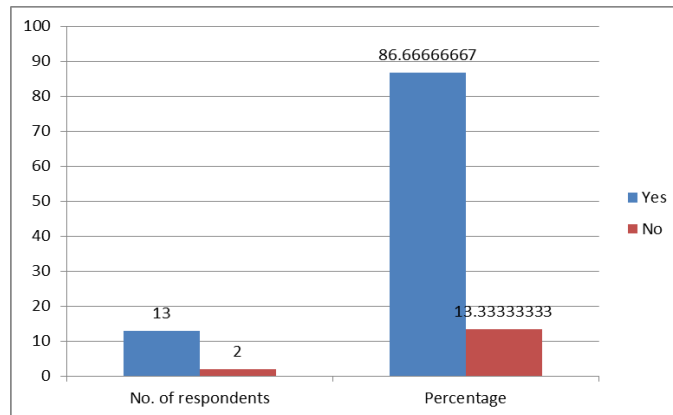

Figure 1.2

From the above table 1.2 and figure 1.2 it can be interpreted that 86.6% of VLE of Khidmat Centres in Poonch district have a view that there is no training manuals and user guides made available to the CSC operators.

Are training manuals and user guide made available to the C.S.C OPERATORS?

Do you think that state government is interested in integrating services with Khidmat Centres?

Distribution of respondent's view if state government is interested in integrating more service with Khidmat Centres.

Table 1.3

Response	No of respondents	Percentage
Yes	11	73.4
No	04	26.6
Total	**15**	**100**

Sources: Field Survey

Figure Graphic representation of respondent's view if state government is interested in integrating more services with Khidmat Centres.
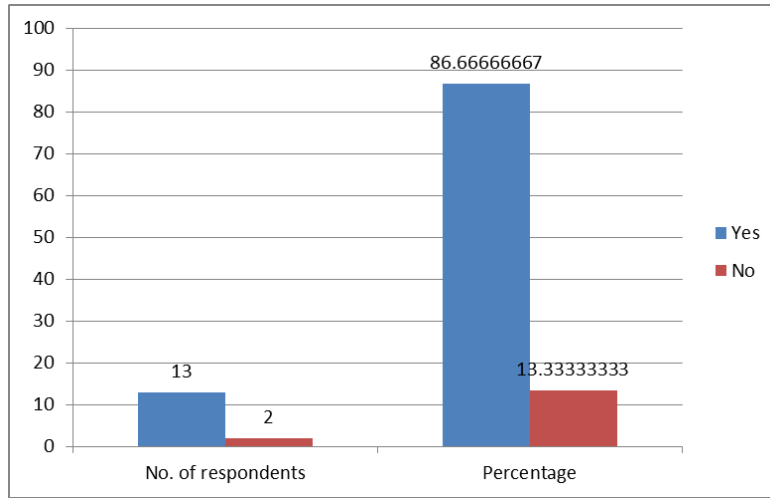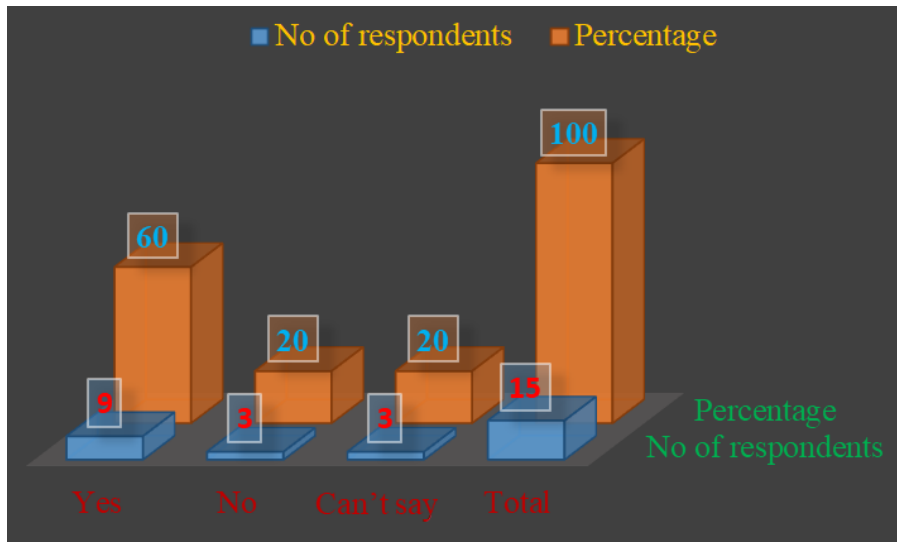

Figure 1.3

From the above table 1.3 and figures 1.3 it can be interpreted that the 73.4 % of VLE of Khidmat Centres in district Poonch have a view that state government is interested in integrating more services with Khidmat Centres.

Has adequate training been provided by the S.C.A to the VLE before they start operating the C.S.C Centres.

Table 1.4

Response	No of respondents	Percentage
Yes	09	60
No	03	20
Can't say	03	20
Total	**15**	**100**

Figures 1.4

From the above table 1.4 and figures 1.4 it can be interpreted that 60% of VLE of Khidmat Centres in Poonch district have a view that there is adequate

training provided by the SCA to the VLE before they start operating the CSC Centres.

Is the service list prominently displayed at the Centres?

Table 1.5: Distribution of respondent who display service list at the centre

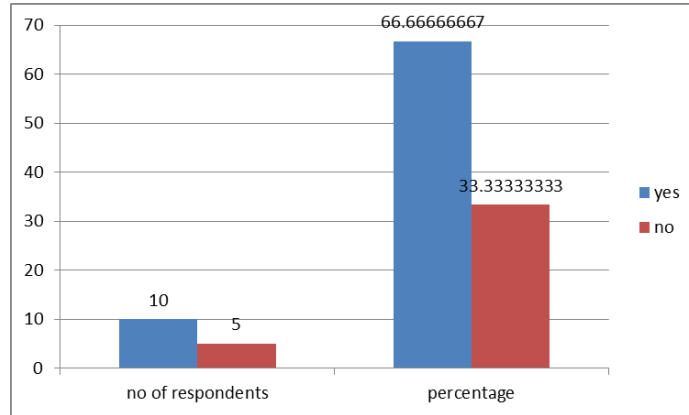| Response	No of respondents	Percentage
Yes	11	73.33
No	05	33.33
Total	**15**	**100**

Sources: Field Survey

Figure 1.5

From the above table 1.5 and figures 1.5 it can be interpreted that 73.33% of VLE of Khidmat Centres in Poonch district have displayed the service list at the Centres.

Table 1.6: Distribution of respondents' views on the role of Common Service Centres in bringing E-Governance

S. No	Responses	Frequency	Percentage%
1	Yes	7	64%
2	No	4	36%
Total		**11**	**100%**

The above table 1.6 shows the Distribution of respondents' views on the role of Common Service Centres in bringing E-Governance of all of the respondents, 64 % said the Khidmat Centres (CSCs) help bring e-Governance, and the rest 36% said No about this precipitation and that CSCs help bring E-governance. The Graphical representation of the data is shown in the below figure.
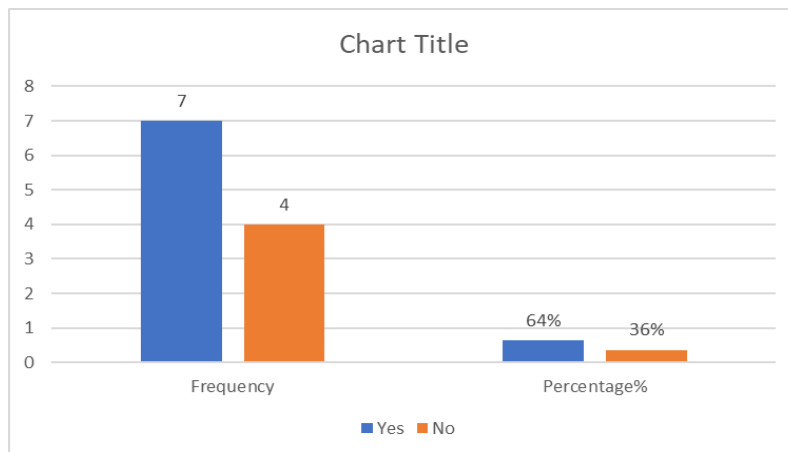

Figure 1.6

Table 1.7: Distribution of respondents on the importance of E-governance for citizens

S. No	Responses	Frequency	Percentage%
1	Yes	9	82%
2	No	2	18%
Total		**11**	**100%**

The above data shows the distribution of respondents on the importance of E-governance for citizens from all 11 respondents 9 which means 82% are saying that e- governance is helpful for Citizens in terms of services delivery and only 18% of respondents said no about this concept. The Graphical representation of the data is shown in the below figure no 1.7.
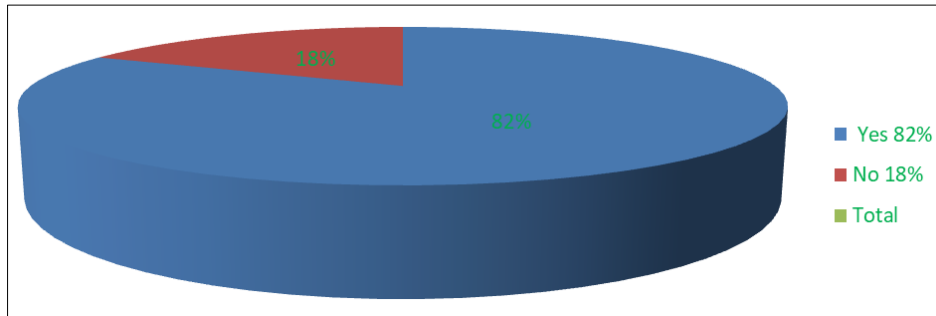

Figure 1.7

Table 1.8: Distribution of awareness level of respondents about good governance

S. No	Responses	Frequency	Percentage%
1	Yes	6	55%
2	No	5	45%
Total		**11**	**100%**

Above data shows the awareness level of respondents about good governance of all respondents, under the study area, only 55% are known about the term good governance, and the rest 45% have no knowledge about good governance which indicated that all respondents are not familiar with the term Good Governance. The Graphical data are shown in figure 1.8.
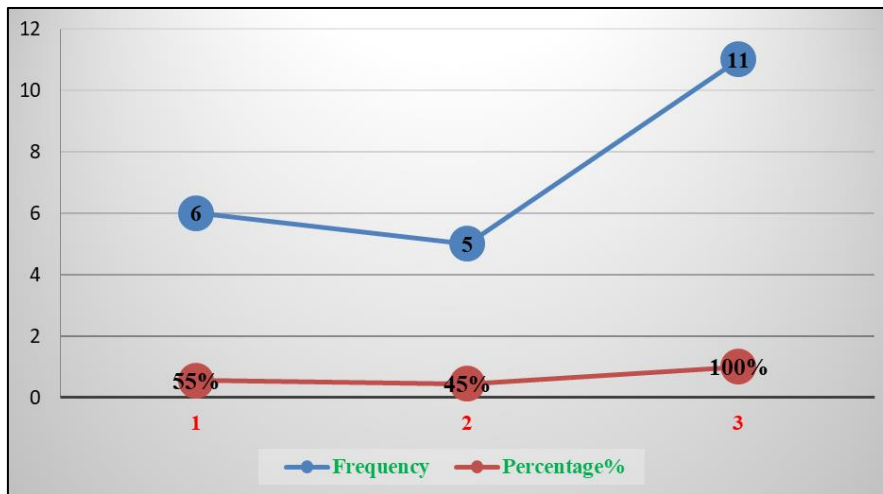

Figure 1.8

Table 1.9: Distribution of respondents' Views on Good Governance through e-governance

S. No	Responses	Frequency	Percentage%
1	Yes	8	73%
2	No	3	27%
Total		**11**	**100%**

Above data shows that the views on Good Governance through e- governance from all 11 respondents 8 mean 73% of responses are saying that e-governance helps bring good governance in the study area and the rest 3 mean 27% are saying No about the concept and it indicates here that majority of respondents saying that e- governance is good for bringing good governance. The graphic data are shown in figure 1.9.
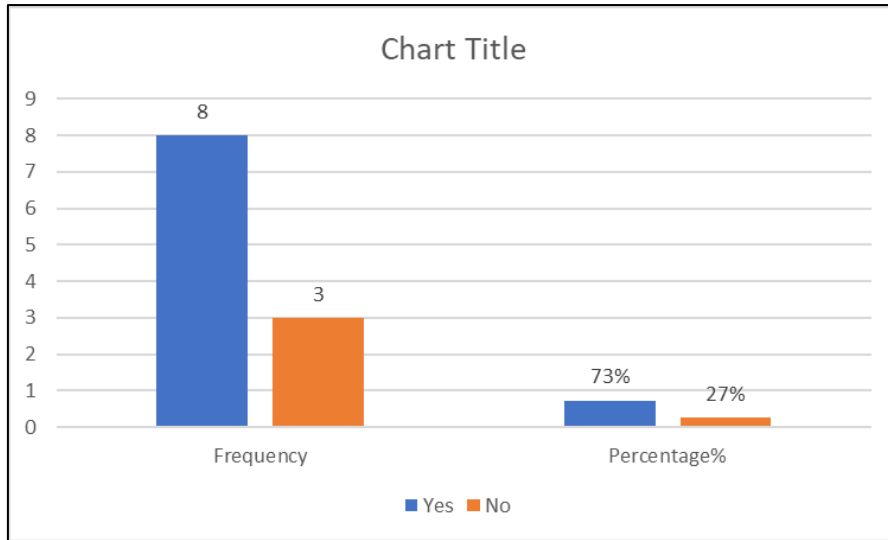
Figure 1.9

FINDING

According to the survey from the table 1.1 it can be interpreted 60% of VLE of Khidmat Centres in Poonch district have an experience of either more than 1-2 or 3-4 years.

From the table 1.2 it can be interpreted 86.6% of VLE of Khidmat Centres in Poonch district have a view that there is no training manuals and user guides made available to the CSC operators.

From the table 1.3 it can be interpreted 60% of VLE of Khidmat Centres in Poonch district have a view that there is adequate training provided by the SCA to the VLE before they start operating the C.S.C Centres.

From the above table 1.4 it can be interpreted 73.4% of VLE of Khidmat Centres in Poonch district have a view that state government is interested in integrating more services with the Khidmat Centres.

From the table 1.5 it can be interpreted 73.33% of VLE of Khidmat Centres in Poonch district have displayed the services list at the Centres.

From the table 1.9 it be interpreted that 73% of respondents says that e- governance is helpful in bringing Good Governance in study area.

CONCLUSION

While Concluded we may say that Khidmat Centres playing a great role in service delivery of District Poonch of Jammu and Kashmir, e- governance as tool for Good Governance a reality which is found from study results.

The issue of service delivery is a major difficulty for modern governments, and ICT tools assist governments in delivering services with better openness, accountability, and efficacy in a timely manner. The people, particularly in rural areas, are encountering increased difficulties in obtaining public services from numerous departments. The adoptions of current technology gear assists governments all over the world in resolving the issue of service delivery and bringing about good governance.2007 (E-Government).

So, based on the numerous and substantial applications of e-Government, it is reasonable to conclude that e-Government is a tool for good governance in modern Society.

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