Convergence of Government Service Delivery Systems Through e-Governance in Rural Karnataka

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Abstract

Convergence and E-Governance is to promote e-governance at various levels of Government for delivery of services to the citizens, proposed regulatory measures on convergence technologies and services, the Central Government’s “Informatics-led development programme” and “development with-in” policy to overcome “digital divide” and establish e-government e-governance (i.e. digital governance or IT-governance) at National, state, district, Taluk, Hobli and Gramapanchayath levels of government, and finally the infrastructure requirements for faster growth and penetration of Internet and convergence of services to strengthen the ongoing efforts as well as new services for establishing e-governance in the country, to usher in sustainable development and growth and convergence will lead to co-evolution

The present government service models through tele centres unable to fulfill the requirements and aspirations of rural citizen in improving service delivery system. The existing telecentre model failed in sustainability, The study is to suggest better model of service delivery through Common Service Centres (CSC) convergence and reducing the cost of service delivery. The process involved in service delivery has to be reengineered and identify and propose the cost effective departmental organization. Re-engineering of the Government processes leading to “electronic governance”

Brief discussion about e-Governance in general and convergence of CSCs across the state and Mysore District in particular has to be setup In a world where IT and its usages are restricted to urban mass and less effectively used to rural bunch this sincere attempt is to find one of the avenues to reach out in an efficient and adding up to the existing research. The state has been making its unrest efforts in this vision being a part of the system The findings of the Research add value to the team through this research.

Intense policy reengineering, creating pro e-governance environment, enhanced citizen participation. Horizontal integration of systems shall enable vertical integration of systems for India’s journey towards successful Service delivery systems through e-governance models. Extending and Expanding of service delivery of CSC with Mobile Seva shall cut down the cost and time involved and improve the quality in providing G2C, G2G and B2C services, there by enhancing the efficiency and economical growth of the Citizens. The state has been making its unrest efforts in bringing transformation, process reengineering and adding value to service delivery systems through this research. Hence the study and its outcomes become relevant to all the stake holders particularly to the state and citizens in Mysore districts. An attempt is made to analyse the existing Government Service delivery mechanism through e-governance and its administrative legal impediments of convergence, To identify the convergence of inter-departmental government service delivery systems in one –stop-shop model delivery systems, the impact of e-governance on main stakeholders, viz, citizen, and Government in terms of enhancing public delivery system, and the citizen’s awareness regarding e-Governance services in the study area.

Key Words: e-Governance, Convergence, Rural Mysore District, Citizens Awareness

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