CHAPTER 7

CONCLUSION AND SUGGESTIONS
CHAPTER 7

CONCLUSION AND SUGGESTIONS

The author to the best of the ability and knowledge studied, analyzed the present scenario of the e-Governance structure with its strategies and implementation in the country with particular focus on the status of AP government’s procedures, polices and performance of e-Procurement.

A detailed introduction of the initiation of e-Government policies are presented for want of information and how these polices helped different administrations to streamline the procedures to strengthen the transactions of different sectors in society and how these e-Governance procedures
played crucial role in enhancing the basic structural procedures compared to manual systems and these are projected by the author in the developed countries where sophisticated computing facilities like internet and communicating systems are available.

The initiation of e-Government procedures with reference to Indian context is also presented that the government of India launched the e-Governance procedures by enacting a law at its parliament house in the year 2000 informing the concerned state governments to implement the said polices. Andhra Pradesh perhaps is the leading state government in implementing the e-Governance in its different areas of administration and stood as an example for the rest of the states. It is also the first state government to launch the e-Governance in the regional language to come over many listed problems. The author demonstrated the successful results of e-Governance application through a case study in the chapter six of the thesis.

A comprehensive review of literature on different aspects of e-Governance is thoroughly studied and presented.

In order to probe and analyze the e-Governance structure the author in a noval fashion suggested and defined three crucial relationships between government to citizen, business and government. These categories are studied by treating different activities involved in practice, thus creating a platform for the three defined categories for further analysis in the following fourth chapter.
In the fourth chapter the important information system with regard to audit procedures for the defined environment under investigation is established and reported how well the audit procedures must be taken care by the policy makers which creates a benchmark in enhancing the precision of e-Governance system, thus helping the implementation of the designed procedures over the existing manual systems.

The e-Governance framework is designed and reported in a novel way by considering the very important and crucial elements like Planning, Social audit, Software audit, Down time, Infrastructure audit, Budgeting, Service audit and Professional audit and the author projected for the first time a “Singuluri framework model” (Authors sur name) analyzing the effectiveness of each of the framework elements and its contributing role in optimizing the e-Governance performance when compared to the manual system with regard to e-Procurement status in Andhra Pradesh.

The study informs that the e-Governance which was initiated in 2002 and its corresponding performance in comparison to manual system is presented in the study from the year 2004, which clearly informs that e-Governance has a telling effective performance right from its initiation paving the way out for the manual system. In the year 2008 the e-Governance has come to stay proving the very fact that the revenue for the state government is found to be on exponential raise. Further the analysis reveal the hidden factor that the social audit literally has no contribution towards e-Governance performance and this very fact is highlighted in the case study and a mere 0.5 units of social
audit enhancement will show nearly 1000 crores of rupees increase in revenue for the government.

The entire study certainly revealed the contributing elements, the advantages of e-Governance, enhanced revenue, waning of manual systems, precession and sophistication of the e-Governance procedures which influence for the enhanced quality life.

The author also observed certain pitfalls of e-Governance applications from time to time listing the few important areas on which the government has to exercise care so as to avoid the mentioned causes, and if so definitely the e-Governance performance will be of highest order. Generally the population explosion coupled with illiteracy with rural background and corruption are the forcing factors for not proper implementation of e-Governance. The government has to design certain training programs to impart the advantages of technological advances while educating the rural drop particularly in computer education which helps in gaining the much needing technical knowhow. Once the commuter has the ability to support himself, he can visualize the distinct advantages of e-Governance which leads in understanding the knowledge about legal, taxation, right pricing decisions, cyber mediations, civil servants inability to adopt to the technology where in these aspects of learning will certainly help for online transactions which will definitely help the customer avoiding the middle men and other unwanted social elements in between transactions, thus help for himself, the society which basic methodology of e-Governance will be met.
The author observes a vital and a genuine communication gap of a customer because of the barrier of the regional language, though the customer is interested in negotiating his activity through e-Governance, which he is unable to do so for the simple reason that the e-Governance transactions are performed in English language only. This very fact is even analyzed by the government of Andhra Pradesh and once again for the first time in the country the government designed the e-Governance procedures in the local regional language namely Telugu very recently.