



REVIEW ARTICLE

LITERATURE REVIEW ON ICT ITS ROLE IN E- GOVERNANCE AND RURAL DEVELOPMENT

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ABSTRACT

Electronic Governance is the significance of information and communication technology (ICT) for delivering government services and provided that effectiveness, clearness and replace of information, now a days by the use of ICT our economy turn to case less economy. The calculated purpose of e-governance is to maintain and make simpler governance for all parties -government, citizens and businesses. The E-governance uses the ICT in present for better and realistic connectivity and processing solutions. The rural ICT applications try to present the services to citizens at their village access stepladder. These applications use the ICT in present for better and reasonable connectivity and processing solutions. The ICT provide the services to different modes like government to citizen (G-C), government to business (G-B), government to government (G-G) to get better the achieve, enhance the sustain, decrease the processing expenses, increase clearness, and drop off the sequence times. This paper provides the brief literature review of ICT and explains its role on E-Governance.

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INTRODUCTION

The ICT plays an imperative role on the field of E-Governance. There are many challenges which creating troubles for Indian government to run e-governance properly. The rural ICT applications aim to present the services to citizens at their village access stepladder. The appearance of ICT has provided means for faster and better communication, well-organized storage, retrieval and processing of data and exchange and utilization of information to its users, individuals, groups, businesses, organizations or governments. To improve the transparency between citizens and government, e-government setup various online information centers. The key purpose of online information centre is to extend and maintain a constituency information network, which provides open and free access to online information available for the citizens to all over the world.

ICT

ICT is short for "Information Communication Technology". It is similar to IT (Information Technology), but giving the center of interest additional on tele communication mediums, such as the internet, cell phone networks and satellite technology. ICT acting as a main responsibility in e-governance. Modern forms of ICT have made it possible for users across the world to

communicate with each other in real-time on a regular basis. Examples include instant messaging, video-conferencing, online multiplayer gaming and networking websites. A strong communication channel can be established with the help of mobile phones. Rural citizens can use the toll free numbers to call and leave messages about any issue concerning their community and listen/ learn from messages left by others from the same community [10].

E-Governance

Electronic governance or e-governance is the relevance of information and communication technology (ICT) for delivering government services, exchange of information and recuperate feedback of customers. E-Governance is in essence, the application of Information and Communications Technology to government functioning in order to create Simple, Moral, Accountable, Responsive and Transparent (SMART) governance. The types of services possible through e-Governance can be broadly classified into three categories (1) providing information (2) improving processing efficiency and (3) facilitating transactions [7].

Brief Literature Review

Dwivedi and Bharti (2005) discussed about the basic problems and acceptability of E-Governance in India also studies the Governments and public sector organizations

around the world and say that e-Governance is the key to the “Good Governance” for the developing countries like India to minimize corruption, provides efficient and effective or quality services to their citizens.

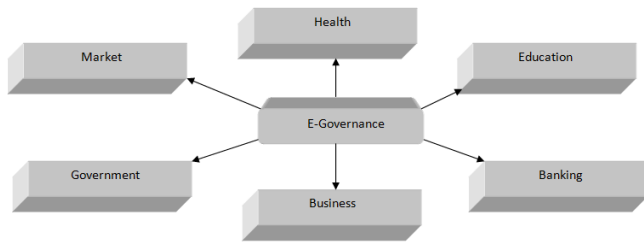


Fig 1. Application of E-Governance

Cao and Che (2007) discussed that ICT has been recognized as one main proceeds torrent for telecom industry, and extensively be used for lots of fields, such as government, automobile, health and some others. After analyzing, they will propose some suggestion for the government and telecom operators.

Kalsi et al. (2009) this paper discusses the requirement for revolution from traditional governance to e-governance. In addition, it tries to identify good way for governance. They have also focuses on utilization of e-governance for citizen and how much they were benefited from it. Results are that the developing country and governance requires Joint Corporation between various major players in the society.

Ghosh (2011) this paper presents a brief review of the inventive projects in ICT for rural development and how far it has contributed. The other intend is to deliberate over the achievements and the failures of ICT in the sustainable development demonstration. The analysis also indicates message associated initiatives and projects for development before media liberalization and post media liberalization.

Sharma, et al. (2011) in this paper they can investigate the expediency of e-governance for the government businesses and citizen of India. They also tell that today is the period of e-communication. All over the world governments are using e-communication that is e-governance which is used to govern the public and private activities in which India is one of them. They find out the sectors those are benefited through e-governance approach and those who were not at all receiving any advantage from this and what are the reasons following it also identifying the challenges for e-governance which diminish its usefulness.

Padmapriya (2013) studies to focuses on the initiatives taken by India, ways to build and deliver electronic government services, ways to develop and ensure interdepartmental collaboration and service delivery and critical factors required for successful implementation of e-governance.

Mittal and Kaur (2013) studies the emergence of Information and Communication Technology (ICT) has provided means for faster and better communication, retrieval of data and utilization of information to its users. E-Governance is basically the application of ICT to provide government services to the citizens through internet. They are highlights the main challenges related to the implementation of E-Governance in India.

Srivastava (2015) this paper deals with the challenges faced in implementing e-governance in rural areas of India, various e-governance projects taken by the Government and initiatives that should be taken by the Government for successful implementation of e-governance in rural India.

Dhillon and Laxmi (2015) here the author said that the developments in the field of ICT have helped a lot to the governments and the people. The people have been capable to use the services provided by the governments with no difficulty. They said that E-Government is a multidimensional and complicated consideration.

Conclusion

ICT performing as a main dependability in e-governance. This paper provides the brief literature review on the role of ICT tools such as internet, mobile computing, and phones by government to modernize processes and transactions, which resulting the no. of impacts for e-governments and citizens like formulate the working of government more resourceful and valuable, transmit the information about government dealings and rules, also delivered the services to citizens, business and other arms of government, and save cost and imprison profits and also discussed the problems and challenges faced by the peoples and E-Government.

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