INTRODUCTION

E-Governance is the latest trend in India. Information and communication technology including internet and web based applications are being used everywhere these days. Not only government organizations, nongovernment agencies are using the latest web/internet based technologies. This field has attracted a lot of practitioners as well researchers to work with. Now interactive communication and e-transactions are frequent as compared to state information published on internet. In fact the most innovative information and communication technologies are used with aim in mind to improve quality of services. Not only government to business but government to citizen as well as government to employee and others transactions occurs. It is the best way to bring the citizens and businesses as closer as possible to the government. G2C (Government-to-Citizen), C2G (Citizen-to-Government), G2B (Government-to-Business), B2G(Business-to-Government), G2G(Government-to-Government), G2N(Government-to-Nonprofit), N2G(Nonprofit-to-Government) as well as G2E(Government-to-Employee).

E-government leads to organizational transformation, the implementation of e-governance initiatives results in increase of organizational performance. The organizational boundaries are broken and greater access to information is achieved which in turn increase transparency.

1. Definition of E-Government

To understand E-government, it must understand administrative development and reform on government in general. During two decades, Administrative reform and development have experienced TQM in1980s, and Reengineering and Reinventing Government in 1990s. Government reinvention make us realized that government is actually a dynamic mixture of goals, structures and functions. E-government initiatives are complex change efforts intended to use new and emerging technologies to support a transformation in the operation and effectiveness of government derived from government reinvention. New challenge of public administration in 2000s or 21st century was to create an E-government. In during last 15 years the e-governance field has seen dramatic changes.
1.1 Definition of E-Government in Broad Sense and Narrow Sense

What is exactly E-Government?

Government activities taking place over electronic communication. For example take example of Haryana where land record has been computerized, all the registration related activities of land are carried out electronically. Vehicle registration and driving license related activities all are done though standard software like vahan and sarathi.

1.2 E-Government and E-Commerce

Analogous to e-commerce, which allows businesses to transact with each other more efficiently (B2B) and brings customers closer to businesses (B2C), e-government aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, transparent, and inexpensive.

In technology, E-government and e-commerce all represent the introduction of technological innovations. However, Unlike E-Commerce, E-government is usually defined as the use of technology to enhance information sharing, service delivery, constituency and client participation, and governance by transforming internal and external relationships. This includes transactions between government and business, government and citizen, government and employee, and among different units and levels of government. In another sense, E-business and e-commerce are subsets of e-government.

1.3 E-Government and E-Governance

E-governance is beyond the scope of e-government. While e-government is defined as a mere delivery of government services and information to the public using electronic means, e-governance allows citizen direct participation of constituents in political activities going beyond government and includes E-democracy, E-voting, and participating political activity online. So, most broadly, concept of E-governance will cover government, citizens participation, political parties and organizations, Parliament and Judiciary functions.
Blake Harris (2000) summarizes the e-governance as the following: E-governance is not just about government website and e-mail. It is not just about service delivery over the Internet. It is not just about digital access to government information or electronic payments. It will change how citizens relate to governments as much as it changes how citizens relate to each other. It will bring forth new concepts of citizenship, both in terms of needs and responsibilities. E-governance will allow citizens to communicate with government, participate in the governments' policy-making and citizens to communicate each other and to participate in the democratic political process. Therefore, in broadest sense, E-governance has more implications than E-Government.

2.1 Types of E-Government Partnerships:

Summarized from our research on E-Government, normally, government identifies and drives implementation of eight types of E-government which can bring significant benefits to the Government, citizens, business, employees and other nonprofit organizations and political and social organizations. Types of E-Government can be classified into 8 categories, are as follows:

1) Government-to-Citizen (G2C)
   Provide the momentum to put public services online, in particular through the electronic service delivery for offering information and communications;

2) Citizen-to-Government (C2G)
   Provide the momentum to put public services online, in particular through the electronic service delivery for exchange of information and communication;

3) Government-to-Business (G2B)
   Actively drive E-transactions initiatives such as e-procurement and the development of an electronic marketplace for government purchases; and carry out Government procurement tenders through electronic means for exchange of information and commodities;

4) Business-to-Government (B2G)
Actively drive E-transactions initiatives such as e-procurement and the development of an electronic marketplace for government purchases; and carry out government procurement tenders through electronic means for sale of goods and services;

5) Government-to-Employee (G2E)

Embark on initiatives that will facilitate the management of the civil service and internal communication with governmental employees in order to make e-career applications and processing system paperless in E-office.

6) Government-to-Government (G2G)

Provide the Government's departments or agencies cooperation and communication online base on mega database of government to have an impact on efficiency and effectiveness. It also includes internal exchange of information and commodities.

7) Government-to-Nonprofit (G2N)

Government provides information and communication to nonprofit organizations, political parties and social organizations, Legislature, etc.

8) Nonprofit-to-Government (N2G)

Exchange of information and communication between government and nonprofit organizations, political parties and social organizations, Legislature, etc.

2.2 Challenges

While implementing any project, a lot of challenges are faced by authority, including

1. Technical Issues

The interoperability with existing software and hardware platform is must to be achieved otherwise the previous investment will not be used. Designers must consider portability and compatibility issues first. Legal aspects like security, privacy must also be given due consideration.
Interoperability: Open standard architecture having well defined interfaces, must be used to incorporate better interoperability.

Privacy: Confidentiality of personal data is must to be maintained. Privacy and confidentiality has be highly valued in every project.

Security: Transaction security is key requirement.

2. Economical Issues

Economical issues are mainly concered with return of investments and safeguard of the previous ones.

Costs: implementation, operational and evoluationary maintencance costs must be low enough to guarantee a good cost/benefit ratio.

3. Social Issues

This area is concerned with usability by a large variety of people. Interface must be usable by disabled or elders, understandable by low literate persons. Services must be accessible by anybody form anywhere anytime. The efficiency and effectiveness can only be achieved only if the service will be available to one hundred percent of citizens.