Review of Literature

Khera S.S., 1994, There is very little literature written by Indian authors or administrators on administration in India and especially on the district administration. The evaluation of local parameters based on local context is vitally important to study administration. The writing based upon Indian context and written by Indian bureaucrat can aid administrators to understand tasks lay upon them, and to apply principles themselves effectively to those tasks.

N. Vittal, 2002, The book is a collection of articles written by Shri N. Vittal, Distinguished civil servant; the articles were published in Economic Times on wide ranging of subjects such as government to governance, corruption, public sector, Globalizations and economic reforms, education, science and technology, IT, telecommunication, security and environment. The common feature in all articles is simple language, smooth flow of thought, analyses the issue in detail with examples and own experiences, and then comes out with original perspective or solution.

Ramesh K Arora, 2001, People centered Governance is a collection of essays written by eminent scholars and experienced practitioners in Public Administration. The main focus of the essays is on the rationale strategies, actors and consequences of people centered governance in reference to India and Bangladesh.

Pradeep Sahni, Uma Medury, 2003, This book is well presented collection of articles from academicians and administrators of repute. The articles present history of governance, its growth and present day practices with its achievements and shortcomings. The book mainly focuses on the governance for sustainable development and its four pillars i.e. accountability, transparency predictability and participation. The role of pillars is discussed in detail with its role and strategies. This can enhance country’s social and economic resources. Re-engineering with change in attitude is one of the approach suggested under administrative reform is necessary for good governance.

J. Satyanarayana, 2004, There is a surge of interest in e-Government and its implementation. Many governments across the world are laying great emphasis on delivering speedy and reliable service to citizens and businesses with the use of ICT. India is not too far behind and formulated e-Governance policy implemented programmes in different fields. The author J. Satyanarayana is a senior IAS officer and has conceptualized designed and implemented many projects in AP. Author’s background makes the book as authoritative document on e-Government.

Subhash Bhatnagar, 2004, e-Government from Vision to Implementation is a Hand Book of about 202 pages. The book is a complete practical guide to the subject. Author of the book Mr. Subhash Bhatnagar is a well-known figure in Management and Information and Communication Technology field, has written books, submitted research papers and worked as a consultant with World Bank & other development agencies. He is well versed with developing & developed countries development programme. e- Government applications are rapidly expanding in developing countries.

S. Pankaj, 2004, Electronic Governance is a comprehensive text covering the legal, social and political angle as they are important part of the Electronic Process. Author S. Pankaj is highly educated and has experience from different fields. Electronic Governance is improving lives of billions of worldwide and is integrating government services in altogether different way. Traditionally the interaction between a citizen or business and a government agency took place in a government office. With ICT it is possible to locate service centre nearby or can use personal computer to get the work done.

ANWAR SHAH, THE WORLD BANK, 2005, Governments play a big role in influencing the welfare of their citizens. The efficient and effective delivery of public services has always been the main yardstick of judging good governance. The developing countries struggle
to offer good public delivery system that resulting in lowering good governance values. The developing countries face many challenges from lack of resources and technical manpower. The system has loopholes of graft and corruption. In contrast, the western democracies have built in systems of checks and balances.

S. K. Chaturvedi and Sanjeev Sharma, 2005, The Facets of Good Governance is a collection of papers presented by eminent scholars. The scholars have touched all aspects of good governance. In modern India, since independence, number of efforts have been made to attain the goal of good governance, administrators, political leaders struggled relentlessly but still good governance is far away particularly in the context of poor, the deprived and the disadvantaged sections of the society.

Dr. P L Sanjeev Reddy, Prof. Rajesh Singh, 2006, Last two decades witnessed many changes in managing the public sector and these changes impacted public organizations structures and management. Citizens are demanding smaller, effective and efficient governments. Citizen Service with citizen satisfaction is a principle around which strategy of any administrative function is framed. Information Technology has been recognized by governments to enhance administrative capacity and organization efficiency.

V. M. Rao, 2007, This book explains all the basic concepts, terms, means and tools concerning e-Governance in detail. This gives clear idea of e-Governance. With e-Governance Practices: A Global Perspective author describes the practical experience of various countries to enrich our experience. E-Governance in India is explained right from Vision and strategies to development and, implementation. Modified IT Act 2000 provides plan of action to achieve a position of leadership’s- Governance is the process by which society steers itself as e-Governance is not only introducing or using technological tools but it is about a change in mindset and work culture.

R.K.IYYAR, 2007, This book is compilation of innovative and up-to-date material on different aspects of global governance. Increasing globalization has generated a need for better global governance. The issue of global governance therefore warrants serious attention from world communities. Present system to manage political, economic and social affairs needs critical evaluation. Values like freedom, security, diversity, fairness and solidarity need to be defined in the context of globalization. The new system should respect human rights and international rules of law and democracy.

DR. M. C. Minimal, 2007, Rural Self Government is a book based on research e-Governance, data and complete history of rural self-governments in Kerala. Author has made a detail study of e-Governance activities in strengthening the functioning of rural self-governments in Kerala. It is felt that the findings of the study would generate related information catering to the requirements of researchers, planners, administrators and technocrats. The ultimate goal of any government is the betterment of its citizens, it should have better administrative system, well equipped with effective communication, so that any complaint, enquiry or suggestions made by the citizen (rural and urban both) are duly considered and answered promptly.

Ashok Agrawal, 2007, Case studies is a collection of 41E-Governance case studies of on-going government projects entered for the CSI-Nihilent e-Governance awards, edited by Mr. Ashok Agrawal. Mr. Ashok Agrawal is well known figure in the field of management and worked as a consultant to numerous organizations. The selected projects covers diverse areas of applications ranging from common areas such as single window service delivery, land records management and agriculture along with some of the unique citizen-centric applications in areas personnel information, pension, education, motor vehicle and ship ticketing. Most of the projects are guided and developed by National Informatics Centre at the state. The success of these projects proves the impact of NeGP. Editor has pointed out that even though a large number of projects in different state claim significant successes, there is
overall lack of sharing of information successes or failures of these projects. There are project champions who take the initiative and make it success, but they are very few in a country.

Roger Harris and Rajesh Rajora, 2010, This report was set to re-examine the use of ICT for e-Governance and poverty reduction. The study examined 18 development projects that make use of ICTs in the form of community centers for the benefit of poor. The objective was to evaluate them with regard to key constraints as project design, community participation and project outcomes. The study sought to understand the factors that influence how and why the projects might or might not scale up to widespread implementations. It was recognized that there are projects with promise and usefulness but external factors affect the rate at which ICTs are made available to wider audiences. Several projects failed to understand the importance of cultivating close relationships with their beneficiary community. According to the study, though the users are satisfied with benefits the projects bring, they do not feel empowered or they feel that they have little influence on the operations of the project. The respondents, mainly male seemed to feel that benefits are not evenly spread. The winning strategy will be to design the project around community and staff should be capable of fostering productive relationship.

Rahul Day, 2009, The paper analyzes seven projects implemented in India by state governments to use ICT for development, poverty reduction and improved access to government service. All these projects cover large population, sustained for significant period and used by significant population. The author observed that all the projects showed positive first order effects i.e. Bhoomi is used by 8,00,000 people in a month and e-Seva has registered over 41 million since its inception. Few have shown significant second order effects. Deeper analysis shows that Bhoomi has been of marginal relevance to landless, poor farmers and women. Many projects experienced conflict and resistance at the time of implementation from demand and supply side stakeholders as e-Governance systems have disrupted their existing ways of working. Recommendations include participation by grass-root officials in the design and implementation of the project with inter-departmental co-operation at the government level.

G R Kiran, 2008, Kerala’s FRIENDS centre offers one-stop, front-end solutions. It enabled payment counter facility to citizens of Kerala. The project can be considered successful, cost effective and user friendly. FRIENDS had two major advantages, one is ICT-enabled system was offered at much earlier date and another is single window service delivery was adopted under public response. The constraints noted are departmental compartmentalization opposed FRIENDS, procedures and processes of different departments caused major hurdles in implementation, proper updating in departmental registers caused problems to citizens. This problem was solved amicably.