

## PREFACE

**In his *Grundlegung Zur Metaphysik de Sitton*, Immanuel Kant says, “So act as to treat humanity, whether in their own person or in that of any other, in every case as an end withal, never as means only”. Kant’s observation is even more valid today. The citizens are ends in themselves, rather than as means to other ends.** The colonial view of the Government used to be as a ‘controller’ and ‘ruler’. It is now that of a coordinator and provider. Government is responsible for providing certain services to the citizens, just like an organisation is responsible for managing a value chain that leads to output. Business corporations have discovered over the last few decades that information technology can make the value chain more efficient and lead to quality improvements and cost savings. Similarly, Governments have discovered that information technology can make the provision of services to the citizen more efficient and transparent, can save costs and lead to a higher level of efficiency.

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’<sup>1</sup> (SMART) governance. In this report on e-Governance, the Second Administrative Reforms Commission (ARC) has tried to analyse the successes and failures of e-Governance initiatives in India and at the global level, in order to extrapolate the best practices, key reform principles and recommendations that can help the government to implement a new paradigm of governance in the country. This new paradigm would focus on the use of information technology to bring public services to the doorsteps of our citizens and businesses on the basis of revolutionary changes in our institutional structures, procedures and practices that would transform the relationships between our three levels of government, our businesses and our citizens.

The revolution in Information and Communications Technology (ICT) has brought a whole new agenda for governance into the realm of possibility. e-Governance comprises decisional processes and the use of ICT for wider participation of citizens in public affairs. Citizens are participants in e-Governance. The purpose of implementing e-Governance is to improve governance processes and outcomes with a view to improving the delivery of public services to citizens. Some authors have defined e-Governance as the e-business of the

<sup>1</sup>Paragraph 83, Report of the Working Group on Convergence and E-Governance for The Tenth Five Year Plan (2002-2007), Planning Commission, November, 2001