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**Title of Thesis : E-Governance in India and Srilanka: Problems and Prospects.**

### **Meaning of E-Governance:**

E-Governance is a new concept and is fast taking the form of a movement. The term e-governance connotes electronic governance. Many advanced countries of the world have switched over it and countries of South Asia are in the process of switching over to electronic governance as it is regarded government 'anytime anywhere'. The World Bank refers to e-governance as the use of IT by the government agencies. In the other words, e-governance may be defined as the delivery of government services and information to the public by using electronic means. These technologies enable the government to transform its relation with its other wings, citizens and business. Such an exercise leads to better delivery of government services to the citizens; improved interaction with business and industry; citizens empowerment through access to information, and a more efficient government management. The resulting benefits can be lesser corruption, increased transparency, greater convenience, revenue growth and cost reduction

### **Present Status of E-Governance In India And Srilanka**

**INDIA:** India has already embarked on the path towards e-governance. The government is gradually changing its role from 'implementator' to a 'facilitator' and regulator. It is encouraging private sector participation in e-governance project. Government of India has formulated a National e-Governance Plan (NeGP) which attempts to cover all the important areas related to e-governance, policy infrastructure, finance, project management, government process re-engineering, capacity building, training assessment .

**SRILANKA:** The ICT is well positioned for vigorous growth as there are a range of major initiative in place that are set to boost the building of national infrastructure and open the market to more competition. Srilanka has the highest literacy rate in Southern Asia with an expanding resource pool of skilled, adaptable and cost effective ICT labour force. The e-government strategy in Srilanka is arguably one of the most comprehensive in the South Asian region.

## **Major Challenges In Implementing E- Governance In India And Srilanka**

- The lack of resources, lack of technology, lack of accountability, lack of transparency and lack of commitment are major obstacles to make e-services work for citizens.
- The majority of Community Information Centers (CICs) in India and Nenasala (Knowledge centers) in Srilanka are confined to urban and sub-urban areas because of which services fail to reach the poor and needy in rural and remote areas.
- Unstable and constantly changing political environment.
- The route of accountability is too long and poor citizens are rarely able to reach the policy maker with information, demands and complains etc and even if the citizens are able to reach the policy makers it does not necessarily leads to improved services because the policy makers cannot ensure that the public service provider will provide the service due to an equally long ‘ route of accountability ‘ between the policy maker and the service providers.

## **Suggestions for Improvement In E-Governance In India and Srilanka**

The development of information and technology has facilitated a unique opportunity for developing countries to tap the vast resources of the global information networks to propel them to greater wealth and prosperity and leap over knowledge gaps that have accumulated over centuries. But developing countries can take advantage of large stock of global knowledge only if they develop technological competence to grab it and bring some improvement in the implementation of e-governance .

## **Conclusion**

According to U.N Global E- Government Survey 2005, developed countries have been benefited a lot by implementing e- governance and large number of countries have solidified their online presence further, venturing into higher and more mature areas of e-service delivery. The developing countries like India and Srilanka are also moving on the same foot print to develop further especially focusing poor so as to provide them with better government services.