THE ROLE OF GOVERNMENT IN THE PROVISION OF INFORMATION AND COMMUNICATION TECHNOLOGY: A FIELD STUDY ON BURDWAN DISTRICT

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ABSTRACT

The only major objective in the introduction of this information and communication technology system in India is the overall development of the country. With the introduction of computerized digitalized governance system in every sector of the country, the people will be able to enjoy great opportunities. The introduction of this system will reflect the overall development of the people. As a result, there will be a people-to-people relationship with the state. The state will be more accountable to the people. All the work of the state will be more transparent to the people and the people will be able to participate directly.

KEYWORDS: *Communication, technology, computerization, digitalization, e governance.*

1. INTRODUCTION

After the collapse of the socialist system in the whole of Eastern Europe, including the Soviet Union in the 1990s, economic, political, and social changes took place all over the world. As the technology system continues to grow, so does the globalization and technology system. As a result, the idea of a fancy state was created out of the idea of a traditional state.One of the topics that is gaining importance in the study of public administration recently is governance. But before you know e-governance, you need to know what is governance? The word governance literally means the act of administration or the Act of Governing. Governance and government are not synonymous. Government means representative legitimate power and authority. On the other hand, governance refers to the purpose of achieving goals.So the idea of e-governance was born with the improvement of information-and-communication-technology system. E-Governance is electronic government. An unprecedented change can be observed in the introduction of this concept into the system of governance. This system is a distinctly decentralized system. The task of e-government is to provide speedy service to the people, to give transparency to the system of governance and above all to the direct participation of the people in the system. As a result, the public can monitor all the work of the government sitting at home and enjoy all their work at home and the public can easily exchange all the information of the government. After the nineties, almost all over the world, the concept of e-government or the system of information and communication technology entered, but in India, the system entered much later. In India, the resolution was passed in Parliament in December 1999 and passed in May 2000. From then on, the journey of information and communication technology system started. With the introduction of this system, the transparency, accountability and prompt delivery of government services have greatly increased and the public has been able to exchange government information.

2. METHODOLOGY

This study is an observational study. To do this research I used two types of an information, one is a primary information and a secondary information. As a secondary information I have taken the help of published books, journals, periodicals, newspapers, and websites. I have selected the District Magistrate's Office of East Burdwan District for the collection of a preliminary information. From this field of research, I have first collected the necessary information in an interview with the staff of this office through a random supplementation. Necessary research data have also been collected from official documents.

3. HYPOTHESIS

It is true that the people of the country are benefiting from the introduction of an ict in India, but it is not possible to say exactly how many people are receiving it, as it is gaining the ground in all parts of the country or in some parts of the country.

It is said that this system is costly enough to create this structure, and it may not be possible to get the required speed of the Internet to set up this information communication technology system. As a result, the system is facing many problems. Because, in order to establish this system very well, it is necessary to has a high-quality internet system which has not yet being developed in India.

4. THE ROLE OF GOVERNMENT IN THE DEVELOPMENT OF THE STATE

With the introduction of information and communication technology in India, the overall development of the country has greatly increased. People are benefiting a lot as a result. Through this information and communication technology system, a connection has been established with every corner of the country. As a result person are benefiting a lot more. All the projects of the government are being delivered to the people very fast and their equality and demands are easily coming to the house of the government. The implementation of various government projects are not a difficult task for the government to see through the information and communication technology system, and the people, and the government are getting information very easily, which has created a close relationship between the people, and the state. The law department of the government, the administration department, and the judiciary department has formed an alliance with these three departments. Which will be very acceptable to the common people. As a result, the place of centralized power of the state has been greatly reduced, and the power of the state has become largely decentralized. Not only that, after the enactment of the Right to Information Act of the state, people can know information about any state. At the same time, the private sector has become much more aware and the private sector has become much more sympathetic and responsible to the people. As a result, a relationship has been formed between the state or the government and the private sector.

With the creation of the information-and-a communication and technology system, computerized systems have entered every level up to the grassroots level of an administration. As a result, the people living in a village has been able to easily assist in various tasks of the administration. Now all the work is done under the internet online system in the hope that now person can do all the government work from the home. An inclusion of the online system for any type of the tax, the various job application forms for minorities, scheduled caste, OBCs etc. Also, a lot of the work is now done through the internet online system. As a result, the various information such as the government is much more secure and the amount of damage to those documents is very low.

5. FIELD SURVEY

Talking to the staff of the e-Governance Department of the DM Office in Burdwan to implement the aforementioned concept or its assumptions shows how different the reality is from the theoretical concept.

The people working here are interviewed and asked some questions and some information is available which is very different from the theoretical concept.

Q: How does your e-governance work?

A: Everything is done here and almost everything is done online. All of our technology is provided on the website such as voter card related minority inclusion complaints, schedule caste related, various panchayat related exchanges are paid for various projects and so on.

Q: Are the people getting all the benefits through this?

A: Yes, but not all.

Q. Why not everyone?

A. There are many people who say that they do not know about these things, that is, they are not proficient in computer or internet. They like to do practically. They are scared. Again, many people come and say that there is no computer or internet system in your place.

Q: What is the percentage of people who get the opportunity of this system.

A.About 60 percent of the people actually come here and do all the work. And this system is used by the people here who live in the city of Burdwan. Not everyone said that.

Q: Are you able to fully exchange and connect with the panchayats through information and communication technology system?

A:: No, it is not happening at all. Because there are many panchayats where computers have not yet been created and where they have entered, there will not be educated and skilled people.

6. OBSERVATION

Based on the hypothesis and a survey by the DM's office, it is seen that this information and communication technology system has been hampered in many ways. One of the important reasons for this is illiteracy. Because there are many people among whom the light of education has not penetrated much, especially the people of the village. Despite the rapid nature of the day-to-day nature of information and communication technology, the

development of this system seems to be an infinite obstacle, so the need for a primary teacher training and education progress in the use of computers and the Internet.

7. CONCLUSION

The information-and-communication-technology system in our country has brought huge changes in the state system. All over the world, the information and communication technology system has made the work of the state much easier. As a result, the state has become much more transparent and free from corruption.

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