

# Kolhapur Municipal Corporation KMC :- A way towards eGov

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## Introduction :

With the objective of creating a system driven Municipal Corporation with highest levels of Transparency, Accountability and Citizen standards, Kolhapur Municipal Corporation (KMC) has implemented custom-made e-Governance application software coupled with necessary administrative reforms. The administrative reforms implemented by KMC are acknowledged as KMC Best Practices. The Government of Maharashtra decided to transfer horizontally this application software along with the KMC Best practices in all Urban Local Bodies (ULBs) in the State of Maharashtra with eGov. Last decade has witnessed special focus on good governance. This is particularly evident among cities and towns, which are experiencing a rapid pace of urbanization along with increasing mismatch between demand and supply of municipal services. The increasing complexity of facing local government has prompted many Urban Local Bodies in India to discover creative and innovative solutions with varying degrees of success. The most important development in this area has been the increasing use of information technology for municipal governance. Traditionally municipal governance has been based on manual platform, being paper and labour intensive. However, with the increasing demand on the municipal administration, the current way of functioning is turning out to be grossly inadequate

**Keywords—** ULB,KMC,eGov

## Kolhapur Local Self Government ICT Status:

KMC believes that e-Governance is an opportunity to transform the corporation's commitment to be citizen centric, provide cost-effective services and enhance governance through improved access to accurate information and transparent and responsive democratic institutions. Thus e-Governance is no longer an experiment in administrative reform but a permanent part of the governing process. For both government organizations and citizens, its advantages are far reaching in comparison to investment in establishing e-governance.

Kolhapur Municipal Corporation (KMC) is one of the largest and leading Urban Local Governance Body in Maharashtra. It is committed to provide transparent, accountable and efficient local governance through the use of modern technologies especially in management and administration fields. It has decided to embrace Information Technology in the form of e-

Governance as a tool towards this goal. The municipal commissioner is the key figure in local self-government and is the administrative head of KMC; the commissioner is assisted by senior officials in discharging his functions. The commissioner manages the day-to-day affairs of the Corporation, subject to approvals and sanctions from the Standing Committee and the Corporation. KMC is divided into five wards, each headed by a ward officer. The total strength of officers and employees at KMC which covers an area of over about 66.82 Square Kilometres, catering to the civic needs of over 4,85,183 residents. Most of the functions carried out by this Corporation are service oriented, and have been already computerized to larger extent .

With the development of information technology concepts it was necessary for the governments to evolve and move information from the concept of dispersed applications that support various business units in an independent manner, to the concept of information services that serve the entire government as one entity. The egovernance concepts emerged from the latter perspective. egovernance is widely defined as a network of advanced computer systems that enable public access to a large number of government services and transactions automated online or through other electronic means. Okot-Uma has defined egovernment as "e-government refers to the processes and structures pertinent to the electronic delivery of government services to the public"[1]. Another definition of e-government is e-government as "the use of technology to enhance the access to and delivery of government services to benefit citizens, business partners and employees." [2]

## Conclusion :

E-governance is a multifaceted concept that refers to use of ICT for improving collective governance. Application of Information Technology in government sector was existed since 1970 but due to the fast growth of internet these technologies become affordable for mass deployment in public sector. Hence, e-governance has become popular among government sector. E-governance can be applied in verity of ways to achieve good governance. Releasing more efficient channels for service delivery, improved decision making and creating knowledge society are outcomes of e-governance. But, ultimately governance is a social not a technological phenomenon and improvements are social and institutional accomplishments. Understanding these linkages

between governance and technology is pivotal to making ICT work for human development. The benefits from e-governance are very diverse, and go beyond cost saving. Indirect cost savings are to be measured considering better accessibility and faster public services. E-governance can act as a catalyst for change only when there is political will, institutional support and commitment from key stakeholders. Experience shows that stakeholders feel ignored or threatened by e-governance reforms find many ways to boycott and manipulate the adoption of ICT in government systems. To overcome these issues, attention should be given for raising awareness within employees, build political support, engage key users in the design process share responsibilities in implementation to generate a sense of ownership. The link between better technology and better government is not automatic. The opportunities are tremendous, but the challenges are formidable and the conditions for success or failure need to be carefully identified.

eGov helps in various way for municipal corporation :

- Availability of Single Window services to citizens.
- Increase in efficiency and productivity of KMC.
- Single and integrated view of KMC information system across all centers.
- Timely & reliable management information relating to KMC administration for effective decision making.
- Standards-based approach to enable integration with other related applications.
- Comprehensive handling of Public Management System
- Fully compliant with Industry Standards
- Highly flexible (parameterized)
- User-autonomy solution capability
- Built-in electronic workflow
- Platform and database independent
- On-line real time processing
- Drill down facilities
- True 24 x 7 operations
- Automation of time consuming paper based activities
- Choice of Delivery channels
- Low Deployment time

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