

A COMPARATIVE STUDY OF COST BENEFIT ANALYSIS OF TRADITIONAL AND E-GOVERNANCE SYSTEM IN PUNE CITY

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ABSTRACT

In today's IT (Information Technology) world technology is moving very fast and equally mind set of citizens. They want to avail civic service within less time by paying minimal cost at their doorstep. E-governance is being deployed not only to provide citizen services but for public sector efficiency purposes, improving transparency and accountability in government functions and allowing for cost saving in government administration. The present paper is an attempt to compare cost and benefits of traditional system and e-governance system and their impact on availing civic services and implementation of civic services in Pune city. Cost-Benefit Analysis estimates and totals up the equivalent value of money of the benefits and costs to the community of projects to establish whether they are worthwhile. As a case study, this paper is also highlights on successful e-governance module of Pune Municipal Corporation (PMC), 'Assessment and Payment of Property Tax' for generating revenues.

KEYWORDS: Accountability, E-Governance, Network, Transparency