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E-Governance

Electronic governance or e-governance is the application of IT for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems between government to citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as back-office processes and interactions within the entire government framework. Through e-governance, government services are made available to citizens in a convenient, efficient, and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens, and businesses/interest groups. In e-governance, there are no distinct boundaries. finance and support.

Differences between e-government and e-governance

e-Government implies the implementation of information and communication technology like internet, to improve government activities and process, with the aim of increasing efficiency, transparency, and citizen involvement. On the other hand, e-Governance means governing or administering a country/state or organization, with the help of information and communication technology.

E-Governance in Brazil

The Brazilian government can praise itself for the good use of IT technology to improve its administration and enhance interaction with citizens.

The electronic government in Brazil had a shy beginning in 2000, with the launch of official websites of a few governmental agencies and institutions, containing only their basic information, static links and very little interaction with the users.

After more than a decade of existence, the Brazilian electronic government evolved to the point of becoming an example on how the governments can better interact with citizens and [companies], improve the efficiency of internal management, cut costs and provide information and public services in a much more organized platform.

According to the last research made by the Brazilian Internet Steering Committee (CGI.br), there are currently 11.856 websites registered under the gov.br domain, what gives the size and scope achieved by the e-gov in Brazil.

Overall, the governmental websites obey a simple logic. If the entity belongs to the federal government, its address will end with gov.br. If it is a state institution, its address will be registered with the domain of the state it belongs. For example, the Central Bank of Brazil is a federal institution. Therefore, its address will be bcb.gov.br.

The Board of Trade of São Paulo, which is an entity under the management of that state, will have its electronic address like this: jucesp.fazenda.sp.gov.br.

The Brazilian electronic government is managed by the Administration of Information Technology Resources (SISP), organ attached the Ministry of Planning, Budget and Management.

Services provided by the government on internet

Accountability and transparency:

Provision of public expenditure data and documents, financial transactions, disclosure of budgets, bids, closures and cancellations and signing of contracts. This allows citizens and businesses to be aware of the government's activities as well as supervising the use of public money.

Requests:

Tools that allows the citizens to make requests for public services, complain about poor and incomplete services and check schedules for public works. Because it provides the direct contact between the citizen and the public entities, this tool eliminates the need for an intermediary person, like a politician for example, who can subject the information to his interests, as a representative in the legislature.

Space for discussion;

Forums in which citizens can publish their feedback about public services and campaigns, discuss or propose ideas and projects for the executive and legislative, or use of public funds. It is a way to open discussions that were restricted to the public sphere to those most interested, and also permits to achieve democratic and economic farther from public discussions of public affairs and once again, eliminating the need for intermediaries.

Ombudsman:

Free spaces in which citizens can complain, request information or express their assessment of public agencies, and government services. These spaces should be free speech and should not be restricted to its users.

Registration and online services:

Use of software programs and online registration for data services or perform mandatory or optional. This tool reduces cost for the public shift, manpower and time. At the same time, when only shows the alternative on-line can be exclusive.

Examples of services:

- Declaration of income
- Issuance of CPF
- Renovation of voter card
- Issuance of criminal background check
- Police report for burglary or theft
- Police report for loss of documents
- Check of lawsuits
- Check of debts related to taxes
- Check of traffic fines
- Inscription for public jobs
- Reading the state and federal official gazettes
- Issuance of passport
- Schedule for issuance of ID
- Check of grades of students from public schools
- Online library
- Public courses
- Job advertisement
- Check PIS and FGTS

The gov.br domain is extended to each Brazilian state creating a new domain with the acronym that they are designated. That domain will be used by the municipalities in their URL after words. For example, the São Paulo state domain is sp.gov.br. Bauru, a city that belongs to the São Paulo state will have its website address like this: bauru.sp.gov.br.

It is the same for the state institutions. Normally, the website of the state already has the links for the entities registered with its domain.

E-Governance in Sri Lanka

The Sri Lanka e-governance initiative began when it defined the National computer policy in 1983. Since then, there have been significant changes brought by the e-Srilanka project v1 implementation and its successor the e-Srilanka v2 launched in 2014 and running till now.

Srilanka has been able to make all its government activities online including tax paying, trade services, driving licenses, insurance policies etc. through the Srilanka official online portal

<https://www.gov.lk/>

Political aspect:

Talking about the political aspect, Sri Lanka recently emerged from over twenty years of civil war, with the signing of a ceasefire agreement between the Government of Sri Lanka and the LTTE in 2002. While peace has prevailed in the island in the last four years, successive governments have attempted to regain lost time and opportunities, by embarking on comprehensive development roadmaps, including 'Regaining Sri Lanka' in 2002 and most recently the 'Mahinda Chintana' in 2006, the strategic plan of His Excellency The President Mahinda Rajapaksa, which places greater emphasis on rural development. ICT has formed an integral and increasingly prominent part of these national plans.

Strategy:

The e-government strategy in Sri Lanka is arguably one of the most comprehensive in the South Asian region and possibly among Asian countries as a whole. It is different in that it takes a more holistic approach to development, where e-government is not an end in itself, but instead a piece of an intricate puzzle, which when put together, will aim to significantly impact all sectors of the economy and society and help Sri Lanka as a nation and its people, to take a major leap forward in economic and development terms.

Services scope

Along with above mentioned services Srilanka has now:

GIC INTER-MEDIATORY SERVICES

GIC: Call 1919 for 60 inter-mediatory services via Agents

MAJOR GOVERNMENT INITIATIVES

Open Data, Other Infrastructure initiatives

GOVERNMENT M SERVICES

60 services via Mobile apps, SMS by 45 organizations

GOVERNMENT SERVICES ONLINE

More than 205 online service by 90 organizations

As a result of the policies and actions proliferating development Srilanka has moved from e-Srilanka to smart Srilanka project over the years.