

E-GOVERNANCE

WHAT IS E-GOVERNANCE?

- Governance is the act of governing a state, an organization, etc.
- E-governance is the good usage of information and communication technologies to transform and enhance the efficiency, effectiveness, transparency and accountability of information and transactional exchange.
- Electronic governance is the application of Information and Communication Technology for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between Government-to-citizen (G2C), government-to-business (G2B), government-to-government (G2G), government-to-employees (G2E) as well as black-office processes and interactions within the entire government framework
- Through e-governance, government services are made available to the citizens in a convenient, efficient, and transparent manner.
- E-governance is the integration of Information and Communication Technology in all processes with the aim of enhancing government's ability to address the need of the general public.
- The basic principle behind e-governance is to simplify processes for all – government, citizens, businesses, etc. At National, State, and Local Level.

TYPES OF E-GOVERNANCE

I. GOVERNMENT-TO-CITIZEN (G2C)

- An interface is set up between the government and citizen
- Enables citizens to get access to wide variety of public services & facilities
- Most government services fall under G2C
- It helps ordinary people to reduce the time and cost involved in a transaction
- A citizen can have access to the services at anytime from anywhere
- Services like license renewals, and paying tax are essential in G2C

II. GOVERNMENT-TO-BUSINESS (G2B)

- Is the exchange of services between Government and Business organizations
- It is efficient for both groups and saves time and cost

- A business organization can have easy and convenient online access to government agencies
- G2B plays a crucial role in business development
- It enhances efficiency, quality of communication, and transparency of government projects

III. GOVERNMENT-TO-GOVERNMENT (G2G)

- The Government-To-Government refers to interaction between different government departments, organizations, agencies.
- Increases efficiency of government processes
- Government departments can work together
- This services can also increase international diplomacy and relations
- Therefore, G2G can be implemented at local or international level
- It provides safe and secure inter-relationship between domestic and foreign government

IV. GOVERNMENT-TO-EMPLOYEE (G2E)

- Is an internal part of G2G sector
- G2E aims to bring employees together and improvise knowledge sharing
- G2E provides online facilities to employees
- Applying for leave, reviewing salary payment record, etc come under G2E
- G2E also provides human resource training and development

ADVANTAGES OF E-GOVERNANCE

1. Reduced Corruption
2. High transparency
3. Increased convenience
4. Growth in GDP
5. Direct Participation
6. Reduction in overall cost
7. Extended reach of the government

DISADVANTAGES OF E-GOVERNANCE

1. Lack of Equality in public access to the internet
2. Reliability of information on the web
3. Hidden agendas of government groups that could influence and bias public opinions
4. Vulnerability to cyber attacks
5. Loss of privacy and hyper-surveillance

E-GOVERNANCE TASKS

1. Pushing Information Over the Internet: Like general holidays, public hearing schedules, etc.
2. Two-way Communications: Between the agency and citizens/businesses/another government agency. Users can post problems, comments, or requests for the agency.
3. Conducting Transactions: like lodging tax returns
4. Governance: so that citizens participate actively and are informed, involved, aware, and encouraged.
5. Non-Internet Forums: Like SMS, E-mail, TV and Radio based, etc.