**E-governance by the government in UK is the leading e-governance in the world. It has started providing the digital governmental services since 2012 with Government Digital Strategy. They provide the service from newly launched electronic system and also prioritize the conversion of old non electronic to electronic method,** **a range of reusable components to make it quick, cheap and easy to assemble digital services**

**The service providing methods includes the use of commodity hardware and cloud based software. Common platform strategy is used to have better interaction between customers and the service providers. They have also collaborated with business, academia, social sector and external partners to establish better electronic medium of government.**

**There are different websites for different services:-**

* + **[GOV.UK Verify to verify the identity of the UK people residing in the country.](https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify)**
  + **[GOV.UK Pay to receive the governmental services payments, fines, service charges, taxes and all.](https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify)**
  + **[GOV.UK Notify for all the notifications of the governmental services and updates to the citizens.](https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify)**

**UK government does not only provide digital services to the users but also creates the right environment for world class public service by having right digital tools, technology, governance and processes.**

**UK government set Government Transformation Strategy 2017-2020 for better interaction and co-ordination between government and citizens.**

**Challenges**

* **Many people are still unknown about how the government services are executed and decisions are made. Critics have come on often interaction with elderly, poor, language limited and less educated.**
* **Experience of citizens with online services i.e. a badly designed website or application gives unpleasant user experience.**
* **All the governmental offices and the workers must have knowledge to access the tools, update, edit and saving data correctly.**
* **A good server, strong IT strategy, big IT teams is required to make whole government electronic and digital.**
* **Strong data protection and privacy, cyber security, common data storage etc. are also required.**
* **Language barrier since the every people are not comfortable with English.**