

1 What is an e-governance model? Why do we need it? What are the considerations to be made while designing the e-governance model?

→ E-governance is defined fundamentally as applications of ICT to governance activity which can be manifested in multifarious ways and models. E-governance models are models that are used to implement e-governance which are based on the inherent characteristics of ICT that provide right perspective on e-governance to scale up its use and importance.

We need it because such models inherit characteristics of ICT such as enabling equal access to de-concentration of information across the entire digital network, connecting all sources of information that flows equally across all the nodes. Equity based information flow may not be always compatible with government functioning. So appropriate administrative reforms and some reengineering may be required before e-governance may be really implemented.

The e-governance model is the very essential model to have good governance. E-governance is amrises of ICT application. Model of e-governance is very important - so it must be choose very wisely. The model of e-governance that can be used in one country cannot be useful for another country. The model used by developed countries is very difficult to implement by developing countries. So while submitting proposals

for model if e-governance one should know what can be implemented and what not for recent context of time. The main purpose of e-governance is to circulate the information of government to general public and even make daily processing paperless. So, the model that can be used to do such works can be used to have good governance. Even though the model is widely being used we can reforms and reengineers it in widely being context of own country and implement it. Models of governance may be fundamentally different from developed countries due to difference in the basic condition, perspective and expectations from good governance. So, considering the basic condition, perspective, expectation, need should be consider while designing e-governance model.

2. How can we achieve good governance through the e-governance model?

→ We can achieve good governance through the e-governance model as:

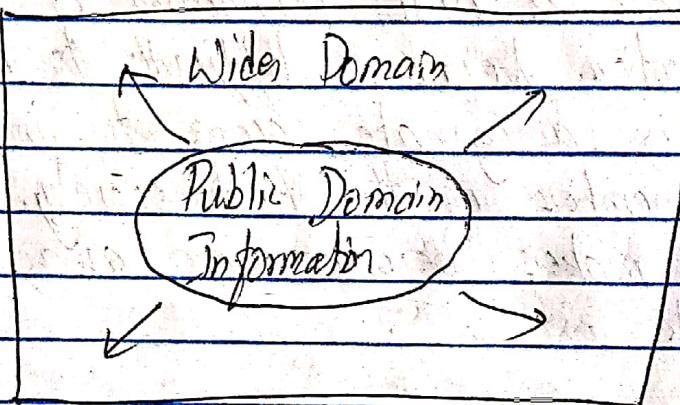
- The e-governance models brings about a transformation in the existing forms of governance as they change the nature of citizen-government relationship and bring in new agents and mechanisms to influence the governance processes.
- The models fosters democratic control over the governments economic, social and welfare policies by citizens and civil society organizations.

- It ensures that the voices of people are more likely to be reflected in decision making processes.
- The changes brought about in the citizen-governance relationship through digital governance are fourfold.
 - i) Encompass a wider foundation of the civil society.
 - ii) Information becomes difficult to be capitalized.
 - iii) There is a greater scope to influence policy-makers and members of the civil society.
 - iv) Policy-makers become more aware of the voices of people.
- The model of governance transforms from representative to individual based, passive to proactive
- People are able to capitalize
- People no longer totally dependent on informations from different sources and can proactively enter into dialogue with decision makers.
- People no longer totally dependent on information provided to them by leaders/policy makers.
- IT enabled governance models directly connect individuals with officials in the government and decisions made so the impact is immediate.
- Puts greater access and control over governance mechanism in the hands of the individual.
- Thus, makes the government more responsible & responsive to citizens.

3. Discuss the Broadcasting model along with the principle of operations, applications, and example.



Public Domain → Wider Public Domain



Broadcasting / Wider Model.

It is based on the distribution of information which is essential for better governance. The works of the model is to reach a wider public domain through the use of ICT since this information is already in the public sphere. It unlocks up an alternative channel for people to gain access to data and distribute it to the local / public domain from outside sources.

The principle of operations of broadcasting model are :-

- i) To reach a wider public domain through use of ICT
- ii) Unlocking alternative channels for people to access data and distribute it to public domain from outside sources.
- iii) To inform all individuals equally ensure that agenda and forms of governance are not biased to favor few
- iv) The widespread application of this model gradually corrects the situation of information failure and provides people

with the basic government-related information to come to a common understanding and decide upon the future course of action.

The application are

- i) Putting into the public domain, the names, contacts and address of government officials.
- ii) Posting government legislations and laws into online platforms for easier access.
- iii) Making significant judicial statements/judgements that are vital to citizens online.
- iv) Availing information about plans of the government such as budgets, security conditions, and expenditures online.

Some examples are:

i) Brazil

The official National E-government website that provides comprehensive information about the government as well as integrates citizens to the E-government.

ii) South Africa

A network called the chapter 2 Network which is a center to clear communication & information for social justice.

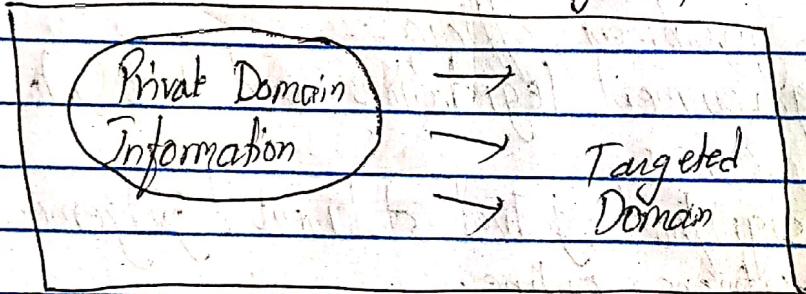
iii) Earth-Negotiation Bulletin

ENB is balanced, timely and independent reporting service on UN environment and developed negotiations that keeps citizens around the globe aware of international environmental

negotiations, decision & processes

4. Discuss the Critical flow model, along with the principle of operations, ~~oppo~~ applications and example.

→ Critical Domain → Targeted / Wides Domain



(Ex: critical flow model)

This model has been able to address and access critical information such as:-

- Violations of human rights
- Security threats
- Information on corruption both in the public & private sectors
- The green ratings of a company.

The principle of operations are

- i) It is based on distributing key value data to the targeted people or by disseminating it to the broad public using any available convergent media or through ICT.
- ii) Targeted audience includes media, affected parties, opposition parties, judicial bench, whistle blowers, private investigator or general public.

- iii) It may involve establishing the position of users to whom the accessibility of particular data can make a significant difference in implementing good governance.
- iv) It requires users to understand the importance of any data set and how to use it strategically.
- v) To lowers cases of exploiting governments which are possible as due to the time lag between availability of data between various users.

The applications are :-

- i) Making available of related corruption data about particular Ministry / Division / officials online to its electoral constituency or to the concerned regulatory body.
- ii) Making available Research studies, Enquiry reports, Impact studies commissioned by the government or Independent commissions to the affected parties.
- iii) Making Human Rights Violations cases violation freely available to Judiciary, NGOs and concerned citizens.
- iv) Making available information that is usually suppressed, for instance, Environmental Information on radioactivity spills, effluent discharge, information on green ratings of the company to concerned community.

Some examples are

- i) Global : WikiLeaks
It is not-for-profit media organization which brings important news and information to public.
- ii) Global : Transparency International - Daily Corruption News
- iii) India : Central Vigilance Committee
- iv) India : Project VIGEYE

5. Discuss the Mobilization and Lobbying model along with the principle of operations, application and example.

→ Virtual Community

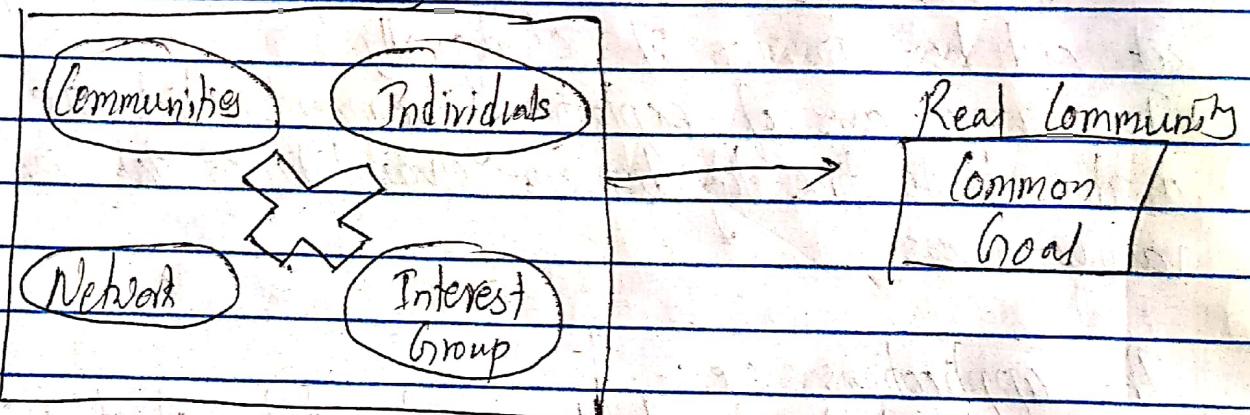


fig:- Mobilization & Lobbying model.

It is also called as E-Advocacy Model. It is one of the most frequently used Digital Governance model and has often come to the aid of the global civil society to impact on global decision-making processes.

The principle of operations are:-

- i) It is based on strategic, the directed flow of information to strengthen action and build strong allies.
- ii) It takes up a proactive approach of building virtual communities which promote vigorous sharing of information and sharing of similar values.
- iii) The diversity of these virtual communities is the strength of this model and the resources and ideas brought together through virtual methods of network.
- iv) It is able to mobilize and leverage human resources and information beyond geographical, institutional and bureaucratic barriers and use it for concerted action.

The applications are

- i) Formation of group that compel decision-making organizations to recognize their concerns.
- ii) Advocating for the right of the marginalized group from the decision-making organs
- iii) Compelling for public debates on global issues and themes of any imminent conferences.
- iv) Advocating for wider involvement in decision making processes
- v) Building up global expertise on a particular theme in absence of localised information to aid decision-making.

Some examples are

- i) Global : Drop the Debt campaign
 - It spreads awareness of their activities through emails and mobilizes support of concerned individuals.
- ii) India : PRS Legislative Research
 - Tracks parliamentary bills which have been introduced and are coming up for discussions.

6. Discuss the Interactive Service Model along with the principle of operations, applications and examples.



Citizen \leftrightarrow Government

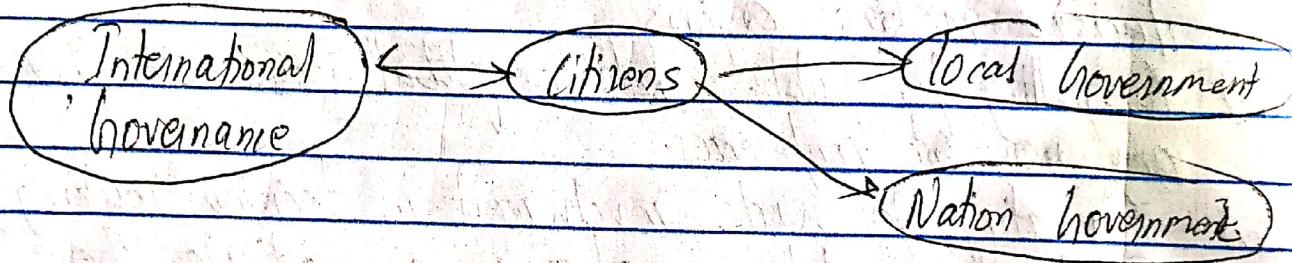


fig:- Interactive Service Model

Interactive service model is also known as G2C2G Model. It is the consolidation of the other digital governance model.

The principle of operations are

- i) G2C2G entirely includes the potential of ICT and use it for greater transparency and efficiency, and participation in government functions as well as saving time and cost related to the decision-making process.
- ii) The various services offered by the government become directly available to its citizens in an interactive manner.
- iii) It does so by opening up an interactive.

The applications are :-

- i) To establish an interactive communication channels with key policy-makers and members of planning commissions.
- ii) Used in conducting electronic ballots during election of government officials.
- iii) Filing of reports and grievances to various government bodies by the citizens.
- iv) Performing government functions online such as revenue collection, filing of taxes, governmental procurement payment transfers etc
- v) Used in carrying out opinion polls or public debates on issues affecting the everyday citizens.

Some Examples are :-

- i) Philippine Customs Reform
- ii) India : Gyandoot

7. What are the different levels of maturity models?

→ The different levels of maturity models are listed and described below:-

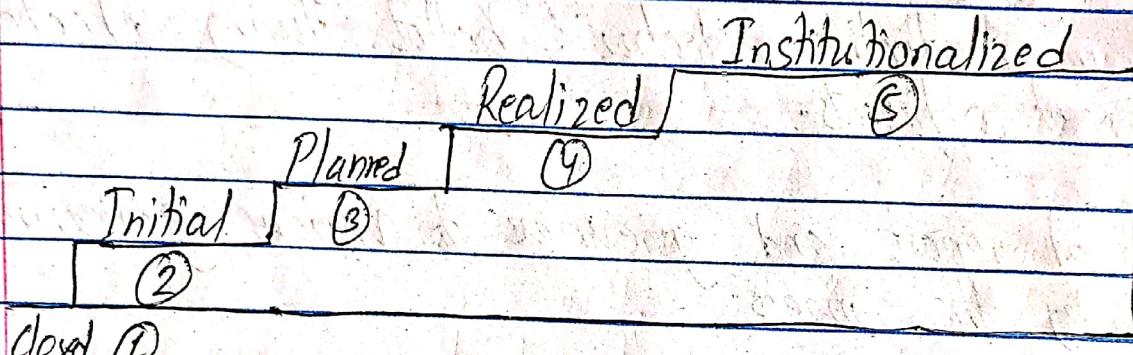


Fig:- E-governance Maturity Levels

i) LEVEL 1 : Closed

- Here an organization does not use ICT as a facilitator for good governance and has no plans to do so in the near future.
- Such situation may arise due to lack of exposure to ICT's and associated benefits that again may depend upon a number of reasons: remoteness, lack of resources and strategic thinking.
- As a result the organization is closed in terms of being connected and sharing of information in the context of "E-governance".

ii) LEVEL 2 : Initial

- This level corresponds to the stage when an organization has initiated the automation of its process but on a

ad-hoc basis

- No organized efforts are made to undertake the e-governance initiatives.
- Many of such efforts are abandoned due to lack of proper direction at a subsequent date.

iii) LEVEL 3 : Planned.

- This level comprises of systematic approaches with clearly defined vision, objectives and goals for e-governance.
- Need assessments are made to prioritize the areas of implementation and measure the extent of e-readiness.

iv) LEVEL 4 : Realized

- This level corresponds to the stage when the organization actually realizes the complete e-governance plan.
- The organization starts delivering the service to its external as well as internal customers in an effective manner.
- The sub levels are
 - Retrospected
 - E-ready
 - Partially open
 - Open

v) LEVEL 5 : Institutionalized

- At this level, the organization sustains the realized state over a period of time so that e-governance becomes part of its work culture. The e-governance services are effectively utilized and accepted by the users.
- Several iterations between planned and realized state lead to institutionalized, where e-govern.

8. What are the key forms of maturity levels? Explain.

→ The digital governance models bring about a transformation in the existing forms of governance as they change the nature of citizen-governance relationship and bring in new agents and mechanism to influence the government processes. The models ensures that the voice of people are more likely to be reflected in decision making process. As maturity levels includes 5 levels in it. In Level 1, it has not include any e-governance. It does not focus anything. In Level 2 initialization takes place with single person effort. It remains until he/she remain to adopt it. The main key focus arises among after level 2. In planning level, now government focus that areas of governance which helps governance easily among public. In this level, e-governance becomes key agenda and various strategy, thinking, extensive planning and KFA's are addressed here. Documentation including vision, scope and outsourcing guidelines, execution plan and outsourcing guidelines are performed. In next level, realized, it consists 4 sub-level in which retrospected enables awareness about e-governance among all users and stake holders.

E-ready ensure sound infrastructure with motivated users.

Partially open allow some part of system to exchange information where G2E is visible. In open, G2E, G2C, G2B, G2D are established and both internal and external customers start using e-governance services. Institutionalized levels focus that either the e-governance system is now well established and operated or not. In this level, organization is completely paperless.

3) Discuss the comparative analysis model, along with the principle of operation, applications and example.

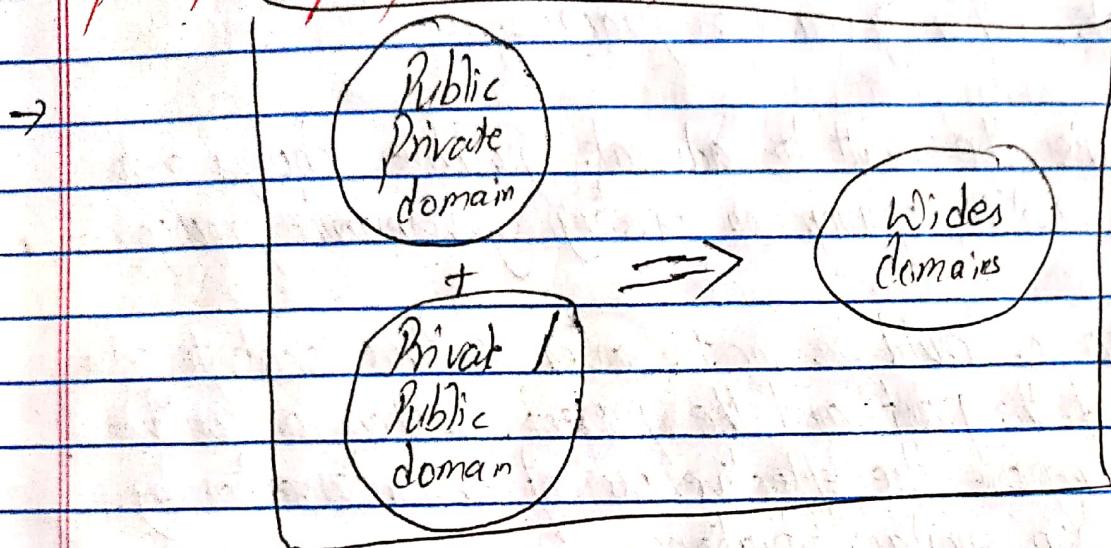


fig:- Comparative analysis model.

It is one of the least used but a high potential e-governance model for developing countries. The model can be used to empower people by comparing cases of bad governance with those of good governance and identifying specific aspects of bad governance, the reasons and people behind them, and how the situation can be improved.

The principle of operations are :-

- i) The model is based on using immense capacity of ICT and social media tools to explore given information sets with comparable information available in the public or private domain.
- ii) Strategy learning and empowerment, and can lay the outs for possible actions such as filling of right to information to find budget used in development.

- iii) The model continuously assimilates "best practice" in different areas of governance and uses them as benchmark to evaluate other governance practices.
- iv) It then uses the result to advocate positive changes or to influence public opinion on existing government practice.
- v) The comparison could be made over a time scale to get a snapshot of the past and the present situation or could be used to compare the effectiveness of an intervention by comparing two similar situations.

The application are :-

- i) Model establishes the condition of prior preference, particularly in the case of legal or judicial decision-making and uses it to manipulate how decisions are made in the future.
- ii) Used in assessing the performance of a particular public servant, ministry or the government.
- iii) Enables making informed decisions at all government levels by empowering the background to know how and provide a justification for the future convey action.
- iv) To learn from past policies & actions & derives learning lessons for future policy-making.
- v) To evaluate the effectiveness of the current policies and identify key learnings in terms of strength and flaws.

in the policies.

Some examples are:- Global - Human Development Indicators
India: Comparative Learning from Disasters.

10. What are the characteristics of maturity levels? Explain characteristics of all maturity levels.

The characteristics of all maturity levels are listed below:-

i) LEVEL 1: Closed

- Organization are closed to e-governance
- No plans or vision is available
- Continue with fully manual and conventional operation.

ii) LEVEL 2: Initial:-

- Organization lacks strategic thinking and direction for e-governance at top level.
- Unorganized and individual efforts of automation in some areas.
- Individual efforts sustains as long as the enthusiasm remains and is often abandoned due to lack of direction.
- Generally accumulate hardware without any planning and much of it goes unutilized or underutilized.

iii) LEVEL 3 Planned

- E-governance becomes a part of organizations agenda.
- Strategic thinking and leadership guide the e-governance initiatives.
- A clear understanding of e-governance needs as projected by the external and internal users.
- Extensive planning for implementing and addressing KPIs
- Documentation including vision, scope and need assessment survey, policy guidelines, action plan and outsourcing guidelines.

iv) LEVEL 4 Realized

a) Retrospected

- Business processes are aligned with the vision and overall e-governance objective.
- There is awareness about e-governance among all concerned stakeholders as well as the users.

b) E-ready

- The organization has a sound infrastructure in place.
- Users motivated to use e-governance services

c) Partially open

- Organization is partially open and allowing exchanging information where only G2E is visible.

d) Open

- The organization has integrated system, reflecting of smooth information exchange within and outside the organization.

- G2E, G2G, G2B are well established.
- Focus on satisfying users of e-governance.
- Internal and external customers start utilizing e-governance service and becomes dependent on them.

v) LEVEL 5 Institutionalized

- The e-governance system of the organization is driven by a well-established knowledge Management System that generates on ability in view of new requirements.
- It becomes effortless exercise and become way of life for stakeholders and users.
- Organization becomes paperless completely.

11. Discuss the pros and cons of the following
e-governance

a) Broadcasting/Wides dissemination

Pros :-

- If national governments aggressively adopt this model, they will effectively create an environment that enhances participation of its people in domestic matters.
- This model is the very first move in achieving e-governance platforms since it facilitates free flows and access to information to all parts of the society hence can be referred as the building block of digital governance.

Cons :-

- This model is not useful when the government controls the information being put in the public domain.
- Also, the model is pointless when free flow of important content is not encouraged.
- It is the sole responsibility of civil societies and government organizations to ensure that this model becomes successful.

b) Critical Flow model.

Pros :-

- It is based mostly on the direction of its information and its prospective users. By concentrating on the imposed aspect of data, the weakest feature of governance and its decision making body.
- This model informs people about particular instances of political failure and improves governance.
- While fuelling public strife, this system puts pressure on the responsible government officials and bodies to take into consideration the concerns and the opinion of citizens while making decisions.

Cons

- The government itself may have a limited motivation and attitudes in sharing such important information.
- The only way to achieve such a model is to lay its implementation responsibility to civil societies so as to have efficient watch on government actions & policies.
- The model may not work properly on instances where the government bodies do not encourage public considerations.
- Finally, the model will also fail where the government maintains tight control over all information.

c. Mobilization and lobbying Model.

Pros

- This model gained ground helps to increase the range of member ship of individuals and communication debates on any policy issues.
- This model can also be used to gauge public opinions by the governments especially on particular issues.
- This model can be used to make government knows what public want.

• Cons

- The model creates a limit for members to be careful or get the opinion of the global members is against them.
- Public with bad intensive may use such model to make government do work that is entirely benefit for only particular group of people.

d. Comparative Analysis Model

Pros

- Developing countries could very effectively use this model as ICT opens their access to the global and local knowledge produces at a relatively low cost.

- Organization trusted in maintaining this digital platform may use it to track the performance of electoral candidates and share the records in their constituencies.
- There is a vast scope of application of this model for judicial advocacy as landmark / key judgements of the past could be used as precedence for influencing future decision-making.
- Further watch-guard organizations and monitor-groups can use this model to continuously track the governance past record and performance to compare with different information sets.

Cons

- The model however becomes ineffective in absence of a strong civil society interest and public memory which is essential to force decision-makers to improve existing governance practices.
- The model relies on the availability of other informations for comparison and the attitude of people to examine and come up with self-explanatory or strong arguments from the analysis.

e. Interactive Service (G2C2G)

Pros

- The model firmly relies on the interactive application of ICT and therefore is a technology and cost-intensive model which will require a transition period before being adopted on a wide scale, especially in the developing countries.
- This model provides interaction back and forth - so can be used to receive as well as to give information faster.
- This model requires knowledge workers users and wide transition period so, if country have this model we can say country is developed country.

Cons :-

- It is costly, required more time to implement in wide range for developing countries.
- It requires elemental familiarity of ICT among the citizens to fully benefit. So, developing and countries just starting to implement e-government model may have problems.
- Required knowledge manpower to handle such large model.