

e-Government

- ❖ e-Government” refers to the use by government agencies of Information and Communication technologies that have the ability to transform relations with citizens, businesses, and other arms of government.
- ❖ These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management.
- ❖ The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

E-Governance vs E-Government

E-Government	E-Governance
1.Focuses on the use of technology in government.	1. Focuses on the overall governance of processes.
2.Emphasizes the delivery of government services.	2. Emphasizes the effective management of resources.
3. Aims to improve government efficiency and transparency .	3. Aims to enhance the effectiveness and responsiveness of governance.
4. Facilitates online transactions such as tax filing and bill payment.	4. Encourages citizen involvement in shaping government policies.
5. Enables information sharing between government agencies.	5. Facilitates collaboration among government, citizens, and other stakeholders.
6. Provides convenience and accessibility to citizens.	6. Promotes citizen empowerment and active participation.

Introduction

e-Governance

- ❖ e-Governance/digital Governance refers to governance processes in which Information and Communications Technology (ICT) play an active and significant role.
- ❖ e-governance deliver **SMART** governance

S- Simple

M- Moral

A-Accountable

R- Responsive

T –Transparent

Need of e-governance

E-governance is a fundamental and important aspect in developing countries like ours. The main motive of E-governance is to provide **SMART government** to the citizens of the country. The main difficulty faced by peoples while dealing with government work is the **delay** and the **problem created by the middleman**. Hence to minimize the interruption of middlemen and make it easy for people to get all the services provided by the government.

E-governance is needed or important for various reasons some of them mentioned below:

- **Information delivery** is greatly simplified for citizens and businesses.
- It gives varied departments' information to the **public and helps in decision-making**.
- It ensures **citizen participation** at all levels of governance.
- It leads to **automated services** so that all works of public welfare are available to all citizens.
- It revolutionizes the functions of the government and **ensures transparency**.
- Each department and its actions are closely **monitored**.
- The public can get their work smartly done and **save time**.
- It provides better services to citizens and brings the government close to the public. The public can be in touch with the government agency.
- It **cuts middlemen and bribery** if any from the picture.

Issues in e-Governance

- **Trust:** People should trust the Government and they should be comfortable and confident of the tool and technology that they are using. But due to fraudulent transactions and other factors, the trust of the people is compromised which becomes one of the factors responsible for the limited use of e-governance.
- **Digital divide:** It refers to the division between the people who have access to digital technology and the others who don't have access to it. Economic poverty is one of the main causes of the digital divide. People are unable to afford computers.
- **Lack of Awareness:** Due to the use of digital technology also contributes to the limited use of e-governance techniques. People are not aware of the scope of e-governance and depend on intermediaries for its use.
- **Cost:** In a developing country like Nepal, cost plays a major role in regulating the use of e-governance.
- **Privacy and Security:** People are apprehensive about the security and privacy of their personal data. Government should ensure that no compromise should be done at that end.

- **Low Computer Literacy:** More than 90% of India's population is digitally illiterate. In addition, the illiterate population comprises 25% to 30% which is one of the biggest challenges.
- **Resistance to Change:** Due to the introduction of Information Technology, a lot of changes have taken place but still, there are various officials, citizens, and politicians who are resistant to change and have different opinions regarding e-Governance
- **Accessibility:** Due to inadequate infrastructure facilities in rural areas and language barriers people are unable to access e-governance.

Evolution of E-Governance

- Initiatives were taken up as early as 1972 by Chile
- Prof. Stafford Beer implemented for President Allende of Chile, the first governance software that would help the government survive a severe crisis.
- Major contribution by US Vice President Al Gore in early 1990s, which rooted worldwide in the information superhighway.
- Widespread in US, UK, Canada, Australia and India
- Focus largely on development of infrastructure such as fiber optic networks.
- Concept of Information Society or Knowledge Society evolved
- E-governance came into a formalized and focused manner with partial success to implement Information System in the government departments and public organizations.
- During 1980s and 90s, govt. all over the world lagged behind the commercial world in accepting and implementing ICT.

- Commercial and industrial world went far ahead all over the world in harnessing the potential of ICT in their core and peripheral activities. They used ICT to reach out to their customers and business partners, thereby impressively enhancing their quality, speed and convenience.
- Visible success cases of use of ICT
 - ✓ ATM services
 - ✓ 24 hour call center
 - ✓ E-Shopping
- Software export increase (banking, financial, aviation, industrial sector from India, Ireland, Israel, China)

Scope and Content

The scope of ICT implementation in government machinery result in

- Improvement of **efficiency and effectiveness** of the executive function of government, including delivery of public services.
- Greater **transparency** of government to citizens and business permitting greater access to the information generated or collated by the government .
- Fundamental changes and **improvement in relations between citizen and the state** thereby improving the democratic process
- Better **interactions and relationships amongst different**
 - ✓ **Wings of the same government**
 - ✓ **State or local government within a country**
 - ✓ **Countries whose governance are web-enabled**

Any e-governance activity/project involves appropriate

- Hardware and corresponding system software
- Networking of the hardware identified above- both the Internet and Intranet environment
- Application software along with appropriate database management system