e-Government at the Local Level  
  
*What is e-Government?*  
  
According to DICT, electronic government (e-government) is the use of information and communications technology (ICT) and other web-based technologies to improve access to information and the delivery, efficiency, and effectiveness of public services. An ICT-enabled government provides citizens with simple access to information and services at all times and from any location, while also increasing openness and accountability in government processes.  
  
*Why e-Government?*  
  
*Good Governance*  
  
e-Government, according to UNESCO, improves good governance. Recent advancements in communication technology like the internet allow for enhanced engagement, transparency, and accountability.  
  
*Delivery of Government Services*  
  
Through advancements in e-administration, e-service delivery, and e-participation, e-Government efforts use connection to better fulfill citizens' demands (UNDP 2013).  
  
*Citizen Participation*  
  
Better involvement and contact between public officials and their citizens is made possible by e-Government. The digital environment allows relevant stakeholders to actively set political goals, cooperate on the design of public services, and engage in their delivery, resulting in more coherent and integrated solutions to complicated situations (OECD 2014).