

## ***E-Governance & E-Contract***

### **E-Governance**

Generally, E-Governance or Electronic Governance means computerization of current government procedures. E-governance is defined as the application of ICT in establishing interaction between the different levels of government, business, and the citizenry. E-governance is a one-stop Internet gateway to major government services. The concept of E-Governance emerged after the 1990's and Bangladesh government took the initiative to implement E-Governance in 2001.

In 2006 UN opines that, **E-Governance** means the employment of the internet and the world web for delivering government information and service to the citizens.

UNESCO defines as, **E- Governance** is the public sector's use of information and communication technologies with the aim of improving information and service delivery.

According to **Oakley**, E-Governance is a technology mediated service that facilitates a transformation in the relationship between government and citizen.

**Chen** says that it is the use of ICT to improve the quality of services and governance.

**Saxena** defined the term in very briefly but witfully as- 'An information age model of governance'.

Simply we can say that ***E-Governance means the versatile use of internet and technology in the overall activities of the government.***

### **Types of Interactions in E-Governance**

#### **1. G2C (Government-to-Citizen)**

**G2C** are those activities in which the government provides non-stop, online access to information and services to citizens. This is the communication process of individual citizens with the government. It also involves prompt interaction of individual citizens with the government.

**Examples** include- payment of utility bills or downloading government forms from the Internet etc.

#### **2. G2B (Government-to-Business)**

It involves interaction of business entities with the government.

**Examples** include- corporate tax filing or government procurement process through the Internet.

### 3. G2G (Government-to-Government)

It involves interaction among government officials, whether within a government office or other country's government offices. **G2G** deals with those activities that take place between different government organizations or agencies. Many of these activities are aimed at improving the efficiency and effectiveness of overall government operations.

**Examples** include-using E-mail for internal government communication or customized software for tracking progress of government projects. A popular G2G service is E-Nothi System in our country, through which the government offices can internally connect with each other.

### 4. G2E (Government-to-Employees)

It is the online interactions through instantaneous communication tools between government units and their employees. G2E is one out of the four primary delivery models of e-Government.

G2E is an effective way to provide E-learning to the employees, bring them together and to promote knowledge sharing among them. It also gives employees the possibility of accessing information in regard to compensation and benefit policies, training and learning opportunities and civil rights.

**Examples** include-Online training for govt. employees, online video conference with the govt. etc.

At present in our country, A2i took numerous initiatives to digitalize the G2E connections.

**Examples** include- The online platform for all the govt. school and high school teachers(<https://www.teachers.gov.bd/>), govt. online learning platform for officials and citizens called 'Mukopaath'(<http://muktopaath.gov.bd/>) etc.

## Goals of E-Governance

- ☐ Improve the internal organizational processes of governments.
- ☐ Provide better information and service delivery.
- ☐ Increase government transparency and accountability in order to reduce corruption.
- ☐ Easy access to government public information.
- ☐ simplicity, efficient, cost-effective and responsive governance.
- ☐ Reinforce political credibility and accountability.
- ☐ Encourage democratic practices through public participation and consultation.

## **E-Contract**

**E-Contracts** refer to contracts that are created and signed over the Internet. It is a contract modeled, executed and enacted by a software system. E-contract may be any kind of contract formed during e-commerce by the interaction of two or more individuals using electronic means, such as e-mail, the interaction of an individual with an electronic agent, such as a computer program, or the interaction of at least two electronic agents that are programmed to recognize the existence of a contract. These contracts provide a fast and convenient way for individuals and organizations to enter into legally binding agreements with other parties.

**The two main parties to an e-contract are-**

**Originator** is a person who sends, generates, stores or transmits any electronic message to be sent, generated, stored or transmitted to any other person and does not include an Intermediary.

An **Addressee** is a person who is intended by the originator to receive the electronic record but does not include any Intermediary.

## **Nature of E-Contract**

1. The parties do not, in most cases, meet physically.
2. There are no physical boundaries.
3. No handwritten signature and in most times, no handwriting is required.
4. Since there is no utmost security, risk factor is very high.
5. Jurisdictional issues are a major setback on e-contracts in case of breach.
6. There is no single authority to monitor the whole process
7. The three main methods of contracting electronically are e-mail, World Wide Web (www), and Cyber contracts (online contract).

## **The subject matter of E-Contract**

- (A) Physical goods, where goods are ordered online and paid over internet and physical delivery is made.
- (B) Digitized products such as software which can also be ordered for.
- (C) Services like electronic banking, sale of shares, financial advice etc.