1. Introduction to E-Governance

1. Differentiate between e-Government and e-Governance. What are the various stages of E-governance?

	e-Government	e-Governance
→		
-	Use of ICT by government agencies to provide services to citizens, businesses and other arms of government.	Broader concept of involving the use of ICT for transforming and improving governance processes, policies & participation.
-	Limited to the delivery of government services online.	Includes service delivery, citizen participation, and policymaking.
-	Government-centric	Citizen centric
-	Efficiency in internal government functions and service deliver.	Transparency, participation, empowerment and accountabili[ty]
-	Online filing of taxes, issuance of birth certificate.	Public grievance portals. e-voting, participatory budgeting.

Stages of e-Governance

1) Information - Govt. shares data online for information. (e.g. websites)
2) Interaction - Citizens can download forms, email departments.
3) Transaction - Online services like tax filing, bills, etc.
4) Integration - Full backend integration across departments.
5) Participation - Citizens engage in policy-making (e.g. polls, feedback)

2. Define e-Government. Explain e-government as an IS.

→ E-Government refers to the use of Info and Communication Technology by government agencies to deliver services, exchange info and communicate with citizens, business, and other arms of the government

E-Government can be viewed as an Information System (IS) because it involves the collection, processing storage, and dissemination of information to support government activities.

1. Input : Data from citizens business, and internal gov. departments (e.g, applications forms, tax, details)

2. Processing: Verification, validation, and decision-making using automated systems.

3. Storage : Dbs store records such as ID details, transaction logs, service histories.

4. Output : Info or services delivered digitally (e.g: certificates, approvals, alerts).

5. Feedback/Communication : Citizens can send queries, file complaints or give feedback.

Example : A land registration system that collects data, verifies ownership, stores it in a central database and provides digital certificates ~ all elements of an IS.