**ASSIGNMENT TOPIC:**

**The Existing Situation, Importance And Challenges Of E-Governance System In Bangladesh.**

**Group Member**

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**INTRODUCTION**

E-Governance is a broader topic that deals with the whole spectrum of the relationship and networks within government regarding the usage and application of ICTs. E-Governance is actually a forwarding performance dealing with the development of the online services to the citizen, more than on any particular government service- such as e-tax, e-transportation or e-health. It is a wider concept that defines and assesses the impacts technologies are having on the practice and administration of governments and the relationships between public servants and the wider society, such as dealings with the elected bodies or outside groups such as not for profits organizations, NGOs or private sector corporate entities [1]. The Digital government of Bangladesh proposes to mainstream ICTs as a pro-poor tool to eradicate poverty, establish good governance, ensure social equity through quality education, healthcare and law enforcement for all, and prepare the people for climate change. II.

**E-GOVERNANCE DEFINITION**

E-governance, meaning ‘electronic governance’ is using information and communication technologies (ICTs) at various levels of the government and the public sector and beyond, for the purpose of enhancing governance .

overnance implies the processes and institutions, both formal and informal, that guide and restrain the collective activities of a group. Government is the subset that acts with authority and creates formal obligations. Governance need not necessarily be conducted

exclusively by governments. Private firms, associations of firms, nongovernmental organizations (NGOs), and associations of NGOs all engage in it, often in association with governmental bodies, to create governance; sometimes without governmental authority.

“E-governance is the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective. E

**G2C (Government to Citizen)**

G2C are those activities in which the government provides one-stop, on-line access to information and services to citizens. This is the communication process of individual citizens with the government.

**G2B (Government-to-Business)**

In G2B, the government deals with businesses such as suppliers using the Internet and other ICTs. G2B includes two two-way interactions and transactions: government-to- business and business-to-government (B2G).

**G2G (Government - to-Government)**

G2G deals with those activities that take place between different government organizations/agencies. Many of these activities are aimed at improving the efficiency and effectiveness of overall government operations

**E-GOVERNANCE APPLICATIONS**

Public Access Systems

that satisfy the public’s need to know and right to know.

Knowledge Management Systems

that turn your organization’s data into useful, intelligent information.

Transaction Systems

that encompass public access and knowledge management systems.

E-Government System substructure

that provides many things: session management, systems management (audit and logging), scalability, etc.

No rational decision support tools for public officials

technologies and data standards that encourage information search, selection, analysis, and sharing can strongly influence the nature.

Archiving and Electronic records management

information now resides in electronic rather than physical files, generating new issues around record definition and content, version control, public access, ongoing preservation.

**POSITIVE AND NEGATIVE ASPECTS OF ELECTRONIC GOVERNMENT IN BANGLADESH**

As Bangladesh Government wants to digitize every operation, this has increased the demand for effective and efficient software development through which every operation will be less time consuming. The principle vantages of e-Governance are ability of an e-government service to be accessible to citizens irrespective of location throughout the country brings the next and potentially biggest benefit of an e-government service. The society is moving toward the mobile connections. This facilitates better communications between governments and businesses this will have the advantage of creating an open market and stronger economy.

Double taxation can be avoided in most cases as the country (Bangladesh) benefits from many bilateral investment agreements. Exemptions of income tax up to three years for the expatriate employees in industries are specified in the relevant schedules of the income tax ordinance. Bangladesh enjoys a clear competitive advantage in its IT labor force having the low wages rates. Their quality services with an affordable cost that can be 50 per cent less than the current international consulting and technical back-office support costs.

The main disadvantage of an electronic government is an electronic based system which loses the person to person interaction and that is valued by a lot of people. The implementation of it does have certain constraints. Literacy of the users and the ability to use the computer is not sufficient. In some cases Govt. are lagging behind to create a nationwide policy for the ICT sector due to the miscommunication between private and the public sectors. The effect of political issues over our ICT market is greatly affecting, as it creates separation amongst us based on political values. Another main obstacle is connectivity with the information super highway through submarine cable is not up to the mark. The infrastructural inadequacy like, power, fuel supply, telecommunication, road and railway communication, required manpower, modern management technique and above all facilities are not sufficient. Lake of good governance stands in the way of promotion of E-governance in Bangladesh. The old and outdated law and the poor functioning of judicial system in the country have discouraged many of the prospective investors.

**PROBLEMS OF IMPLEMENTING E-GOVERNANCE IN BANGLADESH**

**Bureaucracy**

The activities of bureaucratese in some government agencies create problems in the implementation of the project, thereby giving rise to acrimony and legal hassles. Inconsequence, these adversely affect the attractiveness of a country for future potential investment.

**Political Unrest**

Political unrest, due to lack of understanding between government and oppositions, delays the implementation of the project. The recurrence of strike and hartal in the country and affects the fruitful operation of any project. It makes the investors unhappy and also hampers image of the country.

**Central database problem**

Some of the government did not design any central database for citizen’s access using through internet. Even there is no available information of any citizen in government offices to use any emergency situation. For this reason government officers have to face many difficulties to identify any person for any special reason.

**Financial Services**

Customers expect easy access to a broad range of services from their financial institutions, and they demand high standards of security, convenience, and value. Credit cards and debit cards offer convenience but they also are subject to fraud. In addition, financial institutions now have to compete with telecommunications, software, and other industries that include smart card technology in their products. Smart cards with a PKI solution help financial institutions. E.

**Government**

When used with a PKI, smart cards enable governments to safely provide citizens, employees, suppliers, and partners quick access to critical programs and information while reducing operating costs and improving customer satisfaction.

**Security issues**

Passwords, Personal Identification Numbers (PINs) and Digital Certificates: Although passwords are commonly used in relatively low-risk environments, they are inconvenient and inadequate for the high-value transactions and

communications that travel across the Internet. Because the user must provide an access token and a personal identification number (PIN), security is stronger than with a password alone. Digital certificates are the preferred technology over passwords and PINs for securing electronic transactions of all types.

**Wireless Applications and Services**

Wireless applications are changing the face of the Internet. Users can use digital phones, personal digital assistants, access medical records, and more. But before engaging in wireless transactions, users must be confident that they can reliably identify and authenticate each other, as well as protect information from interception or tampering.

**Use of computer**

This is very common scenario is that Computers are seen of all government high level offices though large amount of the senior officials don’t like to use computer cause they have lack of interest to adjust with the new technology. For this reason most of the computers in the government offices shown only for status symbol. VIII.

**FUTURE DEVELOPMENTS OF E-GOVERNANCE IN BANGLADESH:**

Human resource development

The HRD challenge appear in different forms: first, the service providers especially the government must be much more aware of the service delivery options and benefits ICTs present; second, the government officials must embrace ICTs in their day today work – the younger officers seem must more amenable to developing an ICT work culture; third, the general literacy of the population being less than 50% presents a significant challenge in adoption of computer technologies.

**Financial allocation and institutional capacity**

The still lacking institutional capacity to identify, design and manage ICT-based projects within the government deters the policy makers to allocate significant budgets that would be required to implement Digital Bangladesh. The change agent network of Secretaries, e-Governance Focal Points, Deputy Commissioners and Upazila Nirbahi Officers that is systematically being developed by intervention of the Prime Minister’s Office and Ministry of Establishment may be leveraged by the development partners in developing change management leadership and institutional capacity .

**Affordable Connectivity**

A connection with the submarine cable network is providing high-speed and low-priced fiber optic backbone to most parts of the country already. However the cost of internet

governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services. E-governance is generally considered as a wider concept than e-government, since it can bring about a change in the way citizens relate to governments and to each other. E-governance can bring forth new concepts of citizenship, both in terms of citizen needs and responsibilities. Its objective is to engage, enable and empower the citizen.”

Electronic-governance (e-governance in short) involves the use of Information and Communication Technology (ICT) and its numerous applications by the government for the provision of information and e-services (that is services by electronic means) to the citizens of the country. Broadly speaking, e-governance can be referred to as the uses and applications of ICT in public administration to conduct processes to effectively manage data and information to enhance public service delivery for empowerment of the citizens. Digital developments of recent years like online services, big data, social media, mobile apps, cloud computing etc. now influence people and the government tremendously.

Use of e-governance can make public administration fast and effective, provide better services, and respond to the demands of transparency and accountability. It can help the government to go green by effective management of natural resources aiding sustainability to environment. E-governance stimulates economic growth and promotes social inclusion of disabled and vulnerable sections of society. E-governance can provide benefits in the form of new employment, better health, better education, knowledge sharing, skills developments and capacity building for sustainable development. Quick and fast e-services eliminate middlemen and save both time and money. Without such online services, our cities and towns would have turned into more difficult places to live and the transport services would have been impossible to manage.

This short article highlights difference between e-governance and e-government presents our achievements in ICT and e-governance and examines our status in global perspective and suggests steps to be taken for improvement of global status of Bangladesh in e-governance and e-government.

**E-Governance and e-government**

E-governance deals with the board spectrum of the relation and networking in a government for uses and applications of ICT. E-governance defines and assesses the impact of technology on administration of a government and the relations between government offices and communication of the government with different segments of society. E-governance encompasses steps and actions of government agencies to develop and administer with a view to ensure implementation of e-government services to the public.

On the other hand, e-government (short for electronic government) is actually a narrower discipline dealing with the development of online services to the citizens. Examples of e-government services are e-tax, e-transportation, e-health and the like. E-government is also termed as e-go, Internet government, digital government, online government, connected government by different authors and agencies. E-government encompasses online interactions between citizens and government (C2G), between government and agencies (G2G), between government and citizens (G2C), between government and employees (G2E), between government and business (G2B) etc. Basically e-government refers to the utilisation of ICT including web-based communications to enhance speed, efficiency and effectiveness of service delivery by the government to the citizens of different sections of society

**CONCLUSION**

Implementing e-governance is a challenging undertaking entailing policy, regulatory, technological, human resource and institutional reforms. E-governance of Bangladesh requires a strong project management, monitoring and evaluation mechanism.

This is not an impossible task, Bangladesh can gain the competitive advantage in this region. So the country needs to boost up its infrastructure so that it can transfer its liabilities into possibilities