

## Unit-2

### E-governance - Models

E-governance Models are based on inherent characteristics of ICT such as enabling equal access to information to anyone who is the part of digital network and decentralization of information across the entire digital network of connecting all the sources of information. Information doesn't reside on any particular node but flows equally across all the nodes in digital governance model.

Models of E-governance are fundamentally different in developing and developed countries due to differences in basic conditions and perspectives along with expectations from good governance.

## # Models of digital governance in developing countries.

The common models of digital governance in developing countries are as follows :-

- (distribute)
- ① Broadcasting and Wider Dissemination Model.
- ② Critical flow Model
- ③ Comparative Analysis Model
- ④ Mobilization and ~~Learning~~ Lobbying Model
- ⑤ Interactive Service Model
- ⑥ E-governance Maturity Model

These models exhibit several variation depending on the local situation and government functions carried out through these model.

### ① Broadcasting / wider Dissemination Model

↳ It is based on dissemination of information relevant to better governance that is already in the public domain into wider public domain through the use of ICT and convergent media.

↳ The wide spread application of this model gradually corrects the situation of information failure and provides people with basic government related information to come to a common understanding and decide upon the future course of action.



## ⑥ Critical Flow Model

↳ It is based on channeling information of critical value to a targeted audience or dissemination in the wider public domain through the use of ICT and convergent media. It requires to understand the significance of a particular information set and use it strategically.

## ⑦ Comparative Analysis Model

↳ It is one of the least used but highly effective model i.e. gradually gaining popularity. It is based on exploring information available in the public or private domain and comparing it with the known information set to derive strategic learning and arguments. It generates new knowledge products and use them as a benchmark, to evaluate and influence the current governance policy and action.

## ⑧ Mobilization and Lobbying Model

↳ It is one of the most frequently used digital governance model and has often come to the aid of the civil society organization in developing countries to impact international decision making process. It is based on planned, directed, strategic flow of information to build strong virtual allies to strengthen action in the real world.



↳ The mobilization and lobbying model enhances the scope of participation of individuals and communities in policy issues and debates.

### ③ Interactive Service Model (government-to-citizen-to-government (G2C2G))

↳ Interactive Service model makes possible the various services offered by the government to be directly accessible to the citizens. It creates an interactive government to citizen to government (G2C2G) channel in various functions such as election of government officials (E-ballots), filing of tax returns, procurement of government services, sharing of concerns and providing expertise, conducting opinion polls on public issues and grievance redressal (complaint addressing) (गुनासों).

↳ It carried out video conferencing, online discussion with policy makers.

### ④ Maturity Model

↳ A maturity model is the method for judging the maturity of the process of an organization and for identifying the key practises that are required to increase the maturity of these processes.



→ Maturity models can be very involved and takes to master for good or bad, no well developed maturity models for E-government exist, the best available model are simple but still useful for understanding some key facts about E-government.

### E-governance maturity models (EMM)

- EMM proposes some level of maturity depending on the effectiveness with which E-governance efforts have been initiated, implemented, or successfully completed.
- This model provides the identification of key focus areas that need to be concentrated for attaining a specific maturity level.
- The EMM version 1.0 proposes five levels of maturity depending upon the effectiveness with E-governance effort that have been initiated, pursued, utilized and institutionalized.

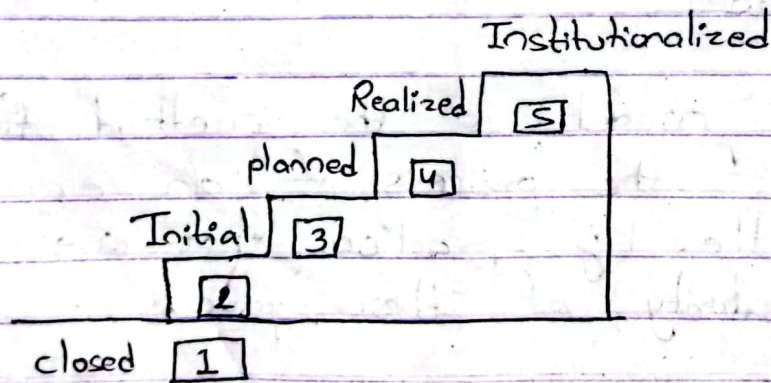


fig:- E-Governance Maturity levels



The E-governance maturity model is based on;

- Speed, openness and ubiquity (Omnipresence) - found everywhere are the major capabilities of ICT. For generating transparency, responsiveness and accountability in the system.
- Empowering the common man by providing faster access to right information at the right time.
- Service Oriented approach.

### Level 1 : Close

- ↳ In this level, an organization doesn't use ICT as a facilitator for good governance and has no plans to do so in near future and such situation may arise due to lack of exposure to ICT.
- ↳ The organization is closed in terms of being connected and sharing of information in context of E-governance.

### Level 2 : Initial

- ↳ This level corresponds to the stage when an organization has initiated the automation of its processes but on ad-hoc (urgent ko belomatra) basis. And in this level no organized efforts are made to undertake the E-governance activity.



### Level 3: Planned

- ↳ This level comprises of systematic approaches with clearly defined vision, objectives and goals for E-governance.
- ↳ Need assessments study ~~each~~ are made to prioritized (evaluation) the areas of implementation and measure the extent of E-readiness

### Level 4: Realized

- ↳ This level corresponds to the stage when the organization actually realizes the complete E-governance plan.
- ↳ Consequently an integrated system is established where all the internal process of the organization are computerized and there is seamless information exchange among all the ~~con~~ concerned entities <sup>(संज्ञ)</sup>.
- ↳ Some important features of this level are as follows :-
  - (a) Retrospected :- At this level the organization has retrospectively studied its business processes in view of its vision overall E-governance objectives, service oriented approach, etc.
  - (b) E-ready :- In this stage, E-readiness essentials which are also the building blocks for E-governance are ensured by the organization.



(c) Partially open :- At this stage, only some of the E-governance services are operationalized resulting in partial information exchange.

(d) Open :- This sub-level of realized stage implies complete deployment (implement) of E-governance services that ensures an integrated system that is open to information exchange.

### Level 5: Institutionalized

↳ At this level the organization sustains the realized state over a period of time so that E-governance becomes part of its work culture. The E-governance services are effectively utilized and accepted by the users.

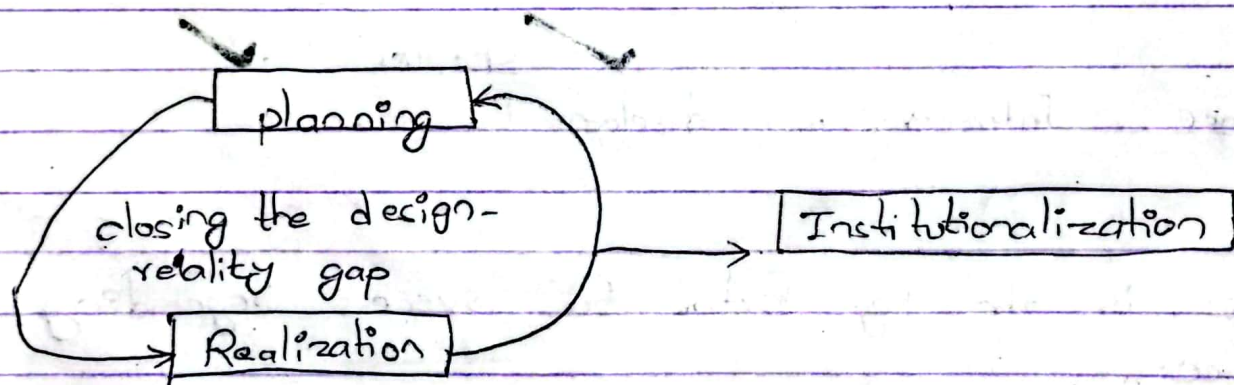


fig:- Reaching the institutionalized stage

### Note

In realized state of government, G2E, G2C, G2G, and G2B models are well-established.



## Towards Good Governance Through E-Governance Model

- ↳ Digital governance models brings about the transformation in the existing forms of governance as they change the nature of citizen-government relationship and bring in new agents and mechanisms to influence the governance process.
- ↳ The models foster democratic control over the governments' economic, social and welfare policies by citizens and civil society organizations - a key process requirement for good and responsive governance.
- ↳ Policy makers become more aware of the voices of people and can be effectively involve them in policy making mechanism.