

Electronic-Governance

E-Governance is the implementation of ICT. The ICT stands for Information and Communication Technology in the government department. Likewise, the central E-Governance is to make government services efficient, accessible and convenient. The use of E-governance is to overcome the boundaries. That is of a traditional paper-based system. It is the enhancement of current government. And it also helps to provide better government services to the citizen. Hence, E-governance delivers SMART government.

S- Simple

M-Moral

A-Accessible

RT-Responsive Government

The E-Governance is not only a website on the internet. E-governance is providing governmental services that are accessible through the internet. It refers to any government process or function that is out online in digital form.

Similarly, E-governance is the involvement of digital democracy, online service delivery. Likewise, it is also as online citizen participation. An ordinary citizen gets the government facility through the internet. E-governance is the network that includes government, public, and business organizations.

Types of Interactions in E-Governance

- **G2G (Government to Government):** When the exchange of information and services is within the periphery of the government, is termed as G2G interaction. This can be both horizontal, i.e. among various government entities and vertical, i.e. between national, state and local government entities and within different levels of the entity.
- **G2C (Government to Citizen):** The interaction amidst the government and general public is G2C interaction. Here an interface is set up between government and citizens, which enables citizens to get access to wide variety of public services. The citizens has the freedom to share their views and grievances on government policies anytime, anywhere.

- **G2B (Government to Business):** In this case, the e-governance helps the business class to interact with the government seamlessly. It aims at eliminating red-tapism, saving time, cost and establish transparency in the business environment, while interacting with government.
- **G2E (Government to Employees):** The government of any country is the biggest employer and so it also deals with employees on a regular basis, as other employers do. ICT helps in making the interaction between government and employees fast and efficient, along with raising their level of satisfaction by providing perquisites and add-on benefits.

Advantages of E-Governance

1. Speed

Technology makes communication swifter. Internet, smartphones have enables instant transmission of high volumes of data all over the world.

2. Saving Costs

A lot the Government expenditure goes towards the cost of buying stationery for official purposes. Letters and written records consume a lot of stationery. However, replacing them with smartphones and the internet can saves crores of money in expenses every year.

3. Transparency

The use of e-governance helps make all functions of the business transparent. All Governmental information can be uploaded onto the internet. The citizens access specifically access whichever information they want, whenever they want it, at the click of a mouse, or the touch of a finger.

However, for this to work the Government has to ensure that all data as to be made public and uploaded to the Government information forums on the internet.

4. Accountability

Transparency directly links to accountability. Once the functions of the government are available, we can hold them accountable for their actions.

Disadvantages of E-Governance

1. Loss of Interpersonal Communication

The main disadvantage of e-governance is the loss of interpersonal communication. Interpersonal communication is an aspect of communication that many people consider vital.

2. High Setup Cost and Technical Difficulties

Technology has its disadvantages as well. Specifically, the setup cost is very high and the machines have to be regularly maintained. Often, computers and internet can also break down and put a dent in governmental work and services.

3. Illiteracy

A large number of people in India are illiterate and do not know how to operate computers and smartphones. E-governance is very difficult for them to access and understand.

4. Cybercrime/Leakage of Personal Information

There is always the risk of private data of citizens stored in government servers being stolen. Cybercrime is a serious issue; a breach of data can make the public lose confidence in the Government's ability to govern the people.