

## **Tribhuvan University – BSc CSIT**

### **E-Governance (CSC365) – Solution Bank (2076–2081)**

#### **Q1 (2081)**

**Question:** What are the benefits of using E-Governance for both government and citizens? Why is it necessary to implement E-Governance to provide government services efficiently? Explain with suitable examples.

**Answer:**

E-Governance integrates information and communication technology (ICT) into government processes to enhance delivery of services to citizens, businesses, and other arms of the government.

**\*\*Benefits to Government:\*\***

- Increases administrative efficiency by automating processes.
- Reduces corruption through transparency and accountability.
- Lowers cost of service delivery by minimizing paperwork and duplication.
- Enables better planning with access to real-time data.

**\*\*Benefits to Citizens:\*\***

- Provides convenience by enabling access to services online.
- Saves time by reducing the need to visit government offices.
- Improves trust in government through transparency.

**\*\*Need for Implementation:\*\***

Traditional governance is slow, bureaucratic, and paper-intensive. E-Governance simplifies processes and ensures more inclusive access, especially in rural areas.

**\*\*Examples:\*\***

- Online vehicle registration in Nepal.
- E-bidding systems for government tenders.
- Online tax payment portals.

The above initiatives demonstrate how E-Governance leads to efficient, inclusive, and citizen-centric administration.

## Q2 (2081)

**Question:** Explain interactive service model and critical flow model in detail.

**Answer:**

**\*\*Interactive Service Model:\*\***

This model focuses on two-way interaction between the government and citizens. Citizens can access services and also provide feedback or request information.

**\*\*Key Features:\*\***

- Real-time query resolution.
- User-driven communication.
- Use of online platforms, live chats, and portals.

**\*\*Example:\*\*** Online grievance redressal portals where citizens file complaints and track status.

**\*\*Critical Flow Model:\*\***

This model ensures the flow of critical information to citizens that can help expose corruption or malpractice and empower people.

**\*\*Key Features:\*\***

- Transparency-centric.
- Public availability of sensitive data.
- Designed to reduce information asymmetry.

**\*\*Example:\*\*** Public disclosure of audit reports or expenditure reports by local municipalities.

These models ensure participative governance and reduce the gap between government intentions and citizen expectations.