

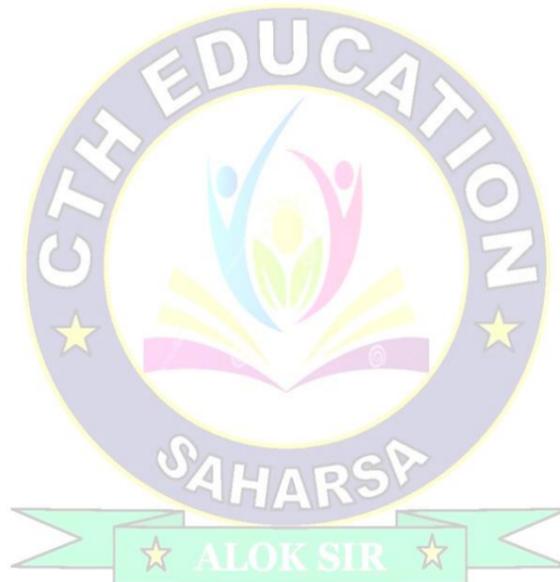


## Unit – 01: Exposure to emerging trends in ICT for development.

- "Understanding of design and implementation of e-Government projects".
- Understanding the e-Governance lifecycle.

### Questions to be discussed:

1. Differentiate between government and governance.
2. What is E-governance? What are the advantages of E-governance?
3. Explain different types of E-governance?
4. What is SMART Governance? Discuss in brief.
5. Discuss in details about E-Governance life cycle.



## Difference between government and governance:

Parameter	Government	Governance
<b>Definition</b>	A group of representatives or leaders who rule/run the administration in the country.	It is the set of rules and regulations framed by the government that are to be implemented through the representatives of the state.
<b>Function</b>	Controls the state by the powers assigned to them.	The concept is followed by the government to achieve its goals.
<b>Term denotes</b>	People are selected by a predefined mechanism followed in the respective state.	Policies, rules and regulations.
<b>Dependency</b>	It is an Independent factor.	Depends on the government.
<b>Example</b>	Democratic Government, Autocratic Government etc.	National Health Policy, Universal Educational program etc.

## What is E-Governance?

- E-Governance stands for Electronic governance.
- Through e-governance, government services are made available to citizens in a convenient, efficient, and transparent manner.
- E-governance implies government functioning with the application of ICT (Information and Communications Technology).
- Hence e-Governance is basically a move towards SMART governance implying: simple, moral, accountable, responsive and transparent governance.
- The Indian e-governance portal is <https://nceg.gov.in>.

## Pillars of E-Governance:

- There are four pillars of e-governance:
  1. People
  2. Process
  3. Technology
  4. Resources



## Advantages of e-Governance:

- The main advantage of E-governance is corruption-free governance,
- Timely delivery of service, and making governance more citizens friendly.
- Improves delivery and efficiency of government services
- Improved government interactions with business and industry
- Citizen empowerment through access to information
- Increased transparency in administration
- Greater convenience to citizens and businesses
- Cost reductions and revenue growth
- Reduces paperwork in the administrative process which results in better planning and coordination between different levels of government
- Improved relations between the public authorities and civil society

## Types of E-Governance:

There are 4 types of E-governance:

1. G2C (Government to Citizens)
2. G2B (Government to Business)
3. G2E (Government to employees)
4. G2G (Government to Government)

### G2C (Government to Citizens):

- The primary aim is to make the government citizen-friendly.
- This enables citizens to benefit from the efficient delivery of a large range of public services.
- Expands the accessibility and availability of government services & also improves the quality of services

### G2B (Government to Business):

- It enables the business community to interact with the government by using e-governance tools.
- The objective is to cut red-tapism which will save time and reduce operational costs.
- This will also create a more transparent business environment when dealing with the government.

### G2G (Government to Government)

- Enables seamless interaction between various government entities.
- This kind of interaction can be between various departments and agencies within government or between two governments like the union and state governments or between state governments.
- The primary aim is to increase efficiency, performance and output.

## G2E (Government to Employees)

- This kind of interaction is between the government and its employees.
- ICT tools help in making these interactions fast and efficient and thus increases the satisfaction levels of employees.

## What is SMART Governance?

SMART stand for Simple Moral Accountable Responsive and Transparent.

- **Simple** – implies simplification of rules and regulations of the government and avoiding complex processes with the application of ICTs and therefore, providing a user-friendly government.
- **Moral** – meaning the emergence of a new system in the administrative and political machinery with technology interventions to improve the efficiency of various government agencies.
- **Accountable** – develop effective information management systems and other performance measurement mechanisms to ensure the accountability of public service functionaries.
- **Responsive** – Speed up processes by streamlining them, hence making the system more responsive.
- **Transparent** – providing information in the public domain like websites or various portals hence making functions and processes of the government transparent.

## E-Governance lifecycle:

- E-Governance lifecycle include Four phases of the E-government model was proposed by Gartner.
- It includes four stages of E-governance: Presence, Interaction, Transaction, and Transformation.

### Phase – 1 (Presence):

- The presence of information on the various platforms of government such as websites, e-brochure etc. makes the first stage of E-governance.
- This stage is the simplest, non-expensive phase in implementation of E-governance, but it gives only little option for the stakeholders.

### Phase – 2 (Interaction):

- The second stage of the E-governance model is the advanced version of the first stage which involves the interaction between the government and stakeholders such as businessmen or citizens.
- It is a two-way communication or interaction which involves the real means of communication.
- In this stage citizens or stakeholders can communicate with the government via E-mail, chat database, customer care platform, feedback forms or submission of online forms.
- It ensures the transparency of communication and accountability of government offices.



### Phase – 3 (Transaction):

- The third stage of E-governance involves the transactions made between stakeholder and government.
- In this stage, the government's e-governance efforts make life of citizens easier by enabling electronic transactions and simplifying government processes.
- Government, Business and Departments can avail services by making a payment online for services such as licence renewal, paying taxes online, paying for various services provided by government.

### Phase– 4 (Transformation):

- This phase is the highest in order for e-governance initiatives.
- This level involves exhausting the full use of available technology to transform the government service by receiving information, organisation and analysing information and execution.
- This is the two-way flow of information to improve the stakeholder relationship with the government and the service provider to handle the issues, needs, and solving of problems of stakeholders.
- The Indian government encourages the many initiatives of E-governance and sponsors many projects for E-governance, taken many policy initiatives to promote E-governance and develop the basic infrastructure for service delivery.
- Exp: E-Seva, E-court, E-district, E-office, CSC, state and national Service Delivery etc.

