

Q. What is e-gov? What are its stages? Explain its use values. (150w)

A. E-governance is the process based approach in which the government provides governance to the citizens by the means of information and communication technology (ICT). The purpose is to provide one-stop services portal to ease the processes for the citizens. It can cater in following ways:-

- i) Government to citizen (G2C)
- ii) Government to employees (G2E)
- iii) Government to businesses (G2B)
- iv) Government to government (G2G)

Various stages of E-governance are:-

- a) One-way communication such as broadcast and critical flow media.
- b) Two-way communication such as interface based media for public opinions (G2C2G)
- c) E-administration and e-financial services eg: banking over internet
- d) Inter and intra connectivity of government on vertical and horizontal levels.

## © Political participation

The use values of e-governance are as follows:-

- Transparent
- Cost-effective
- Effective decision making
- Effective communication
- Less time consuming
- More ~~part~~ participation of public
- Less red-tapism
- One stop portal.

E-governance in India and around the globe should be encouraged and facilitated to the citizens so as to achieve:-

"Minimum Government, Maximum Governance"

— PM of India.

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