

Basics of e-Governance

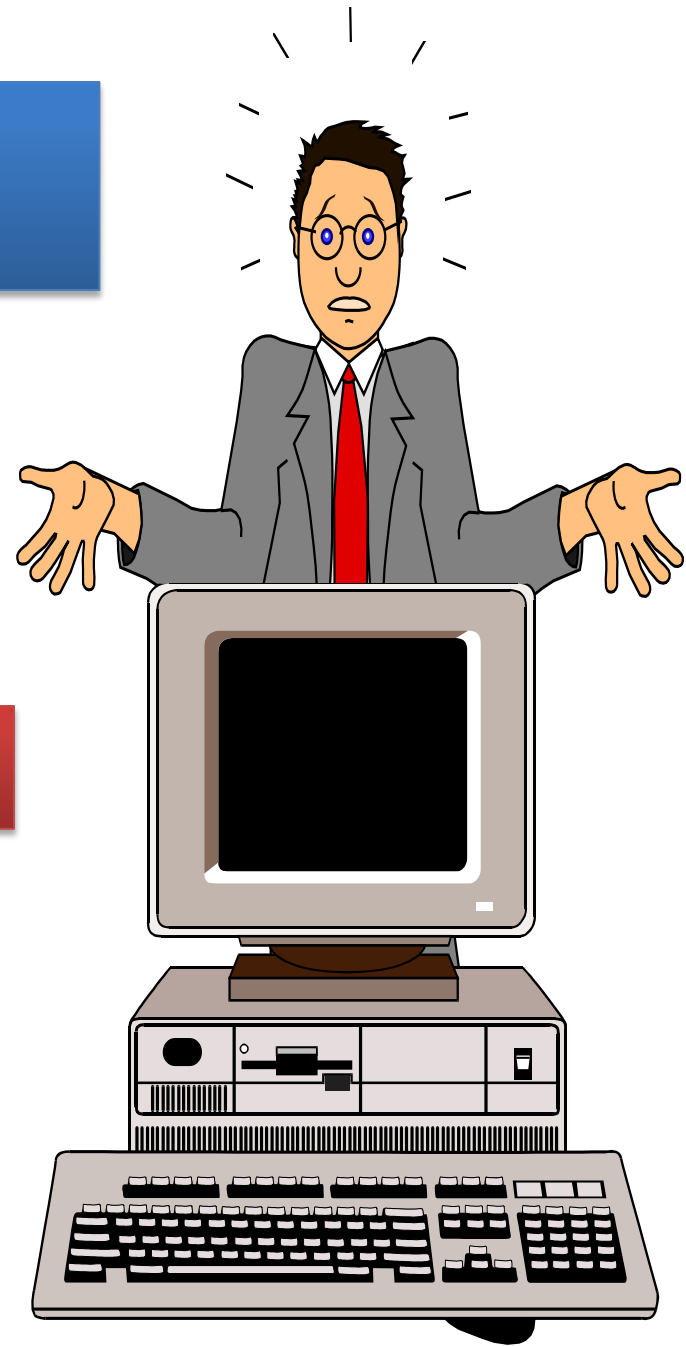


Motivation from relief of misery in Governance :
Compelled Application of ICTs

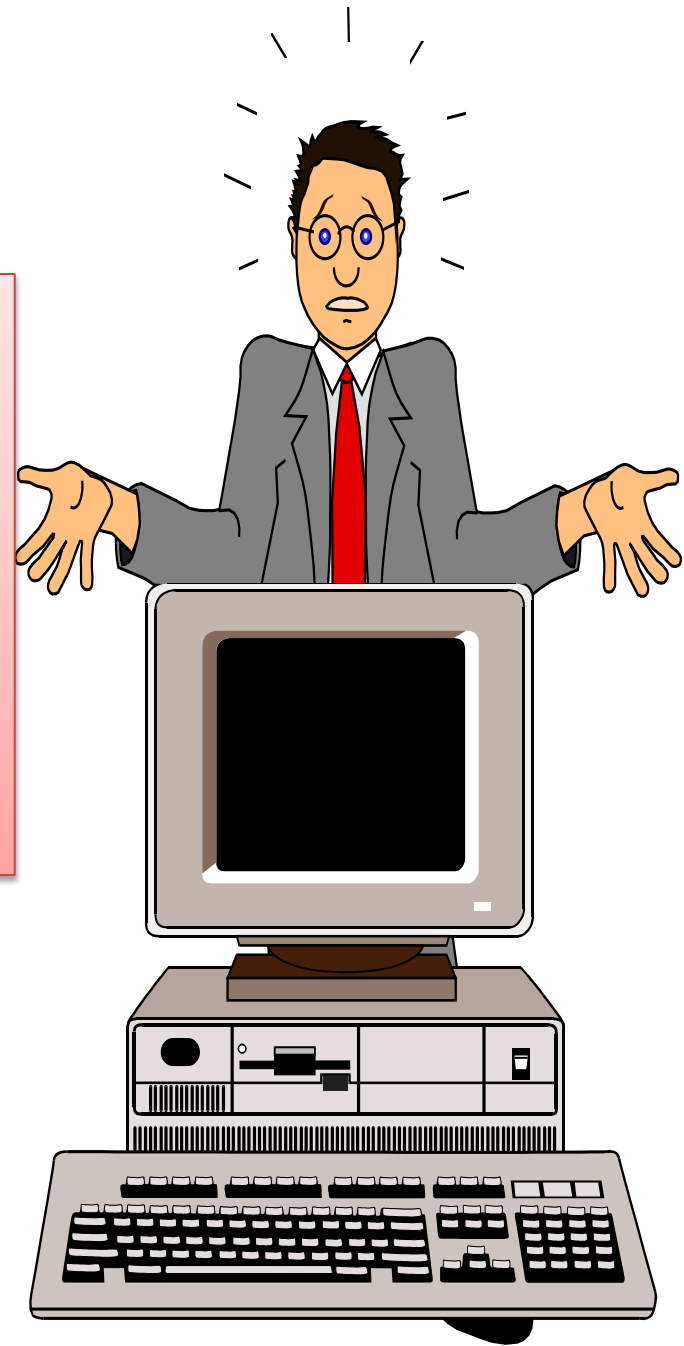


But what is e-Governance ?

e Gov = e + Governance



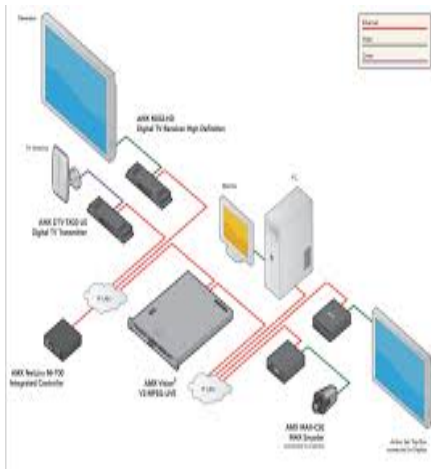
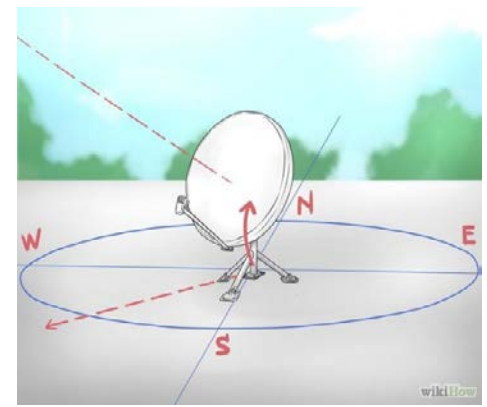
**e = Use of ICTs
for Delivery of
Public Services ,
Public Information and
related Public Products !!!**



ICT / e-Technologies

ICT is an umbrella term

including any computing/ communication devices or applications encompassing: Radio, Television, Cellular phones, Computer & network h/w - s/w, satellite systems



$$e = ITs + Cs$$



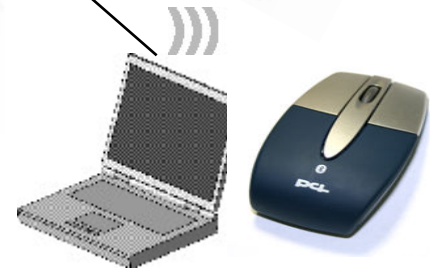
Bluetooth Mobile , headset, PDAs, Tablets



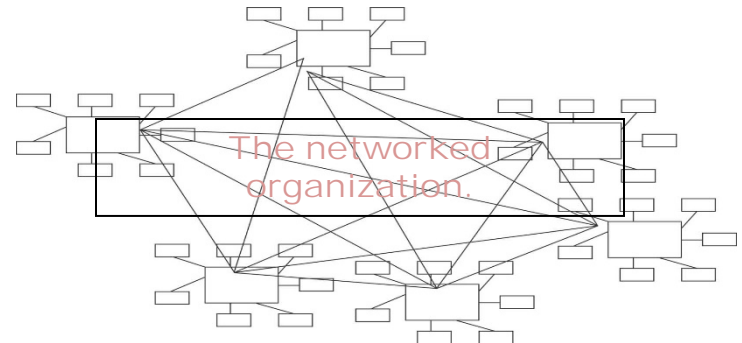
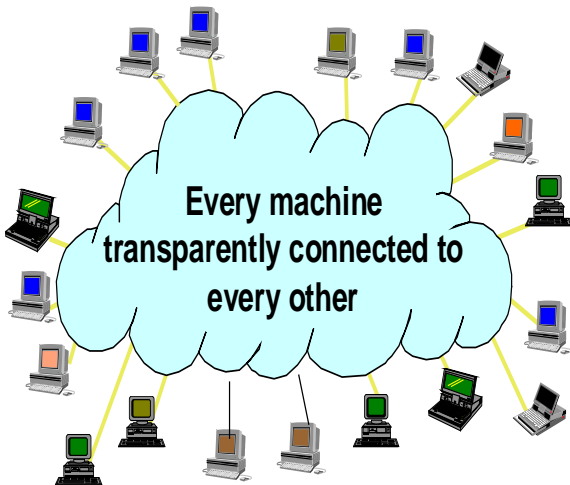
Printers



Cordless Bar code Scanner



The Internet



"e-Tools" for two-way interactions

Application of 'SMAC'

Social Media + Mobile + Analytics + Cloud

- **Blogs** : a discussion or informational site published on WWW consisting of discrete entries ("posts") typically displayed as the most recent post first.
- **Wikis** : a website/database developed collaboratively by a community of users, allowing any user to add and edit content.
- **Social networking and virtual communities**



NICT = New ICT Emerging ICTs

- **IP/ IPv6:** Internet protocol version 6
- **VoD:** Video on Demand
- **RFID:** Radio Frequency Identification Tag
- **M2M:** Machine to Machine Communication
- **Internet of Things**
SENSORS+CONNECTIVITY+ID
- **NFC :** Near Field Communication
- **NGN:** Next Generation Network

to get connected anytime,
anywhere with anyone

Dashboards to monitor the overall status

Open data initiatives

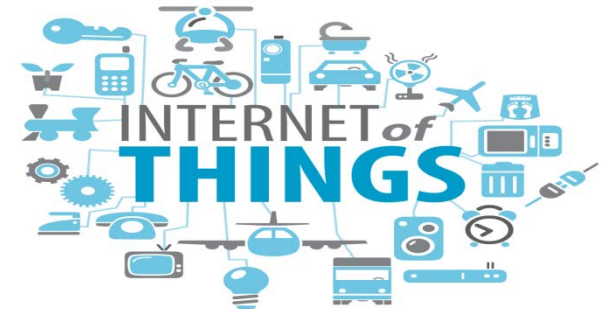
Big Data tools and techniques

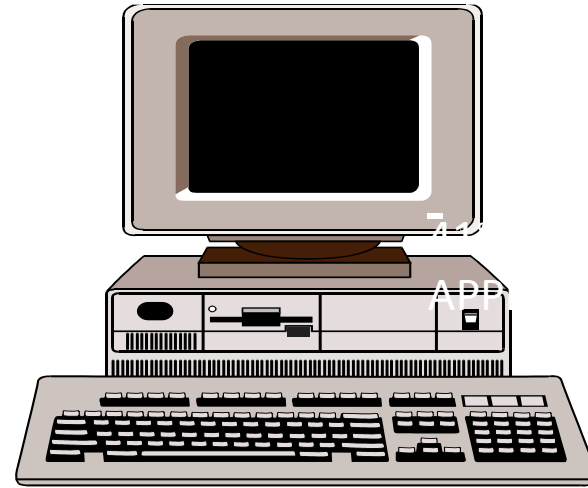
Social media integration

Ubiquitous computing /
Pervasive Computing

Grid Computing

Utility Computing





And now what is the difference
between e-governance and e-
government ??

BASICS REVISITED



GOVERNMENT

a set of structures, rules, roles, systems and a group of people required for governing a country

GOVERNANCE

Governance implies a set of traditions, practices & institutions by which authority in a country is exercised through formal (Govt) and informal institutions (Civil Society, Industry, Market) .

...Governance ought to be aligned towards GOOD GOVERNANCE

e- GOVERNMENT & e-GOVERNANCE



**For better
service
delivery**

**For
Development**

**•DELIVERING GOVT.
SERVICES**

e-Governance Permits Development Through

- **New ways of participation**
- **Empowers marginalized**
- **Provides more choices**

e- GOVERNMENT & e-GOVERNANCE

ICT in PUBLIC DOMAIN:

ICTs in Public Service Delivery

- Dissemination of Public Information
- Agricultural- Mandi Bhavs Information
- Online Admissions/Results
- Rural Development Schemes
- Social Services-Pension/Widow Fund
- Employment Welfare Services
- Utility Payments and Billing Services
- Online Tax Payments
- Police Complaints
- Grievance Redressal mechanisms

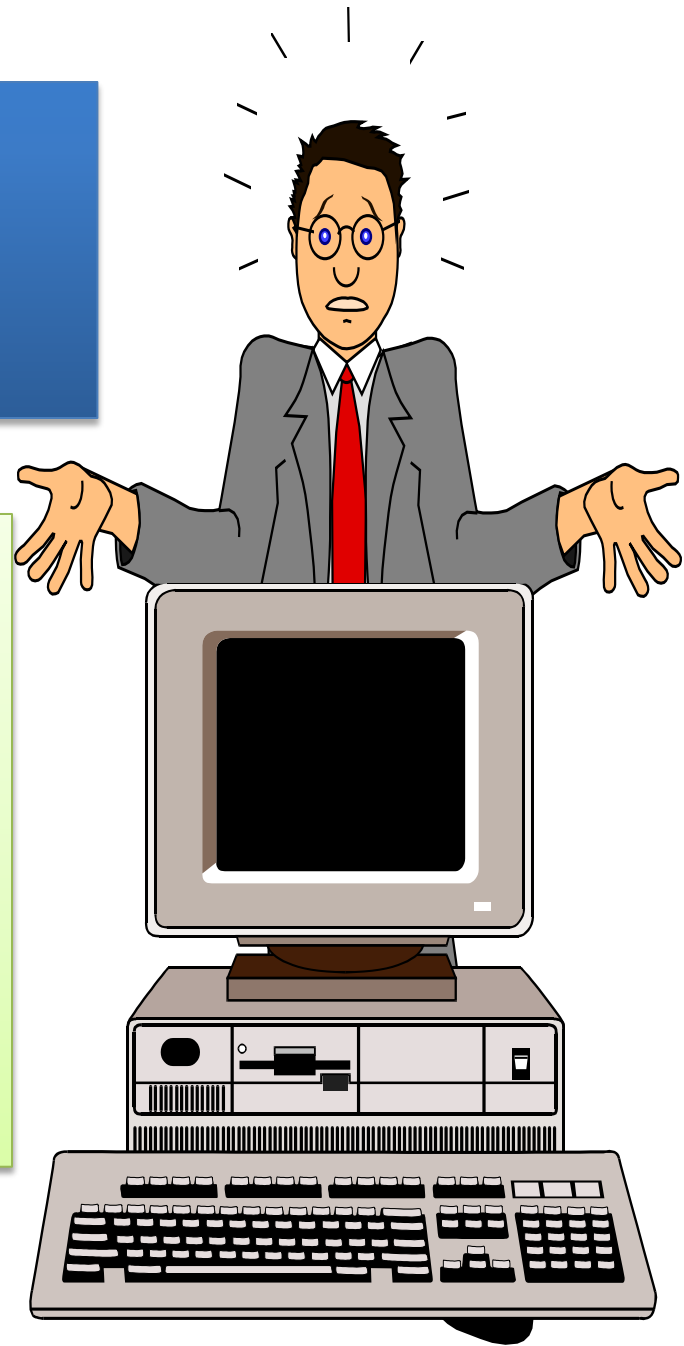
ICT for SOCIAL INCLUSIVE GOVERNANCE:

ICT to connect disadvantaged people with societal decision-makers so that their voices may be heard in the agenda-setting process.

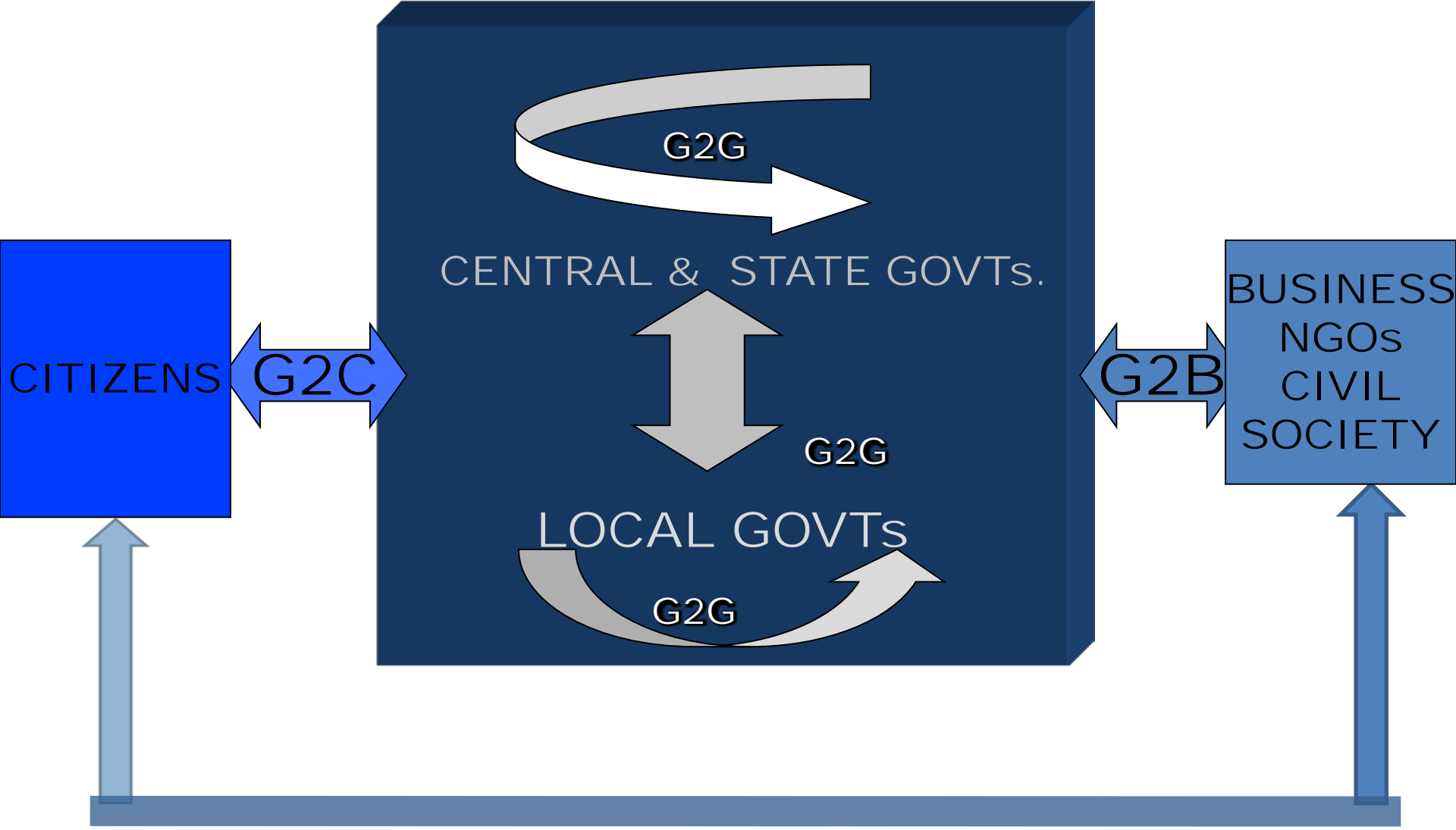
- e-participation
- e-collaboration
- e-democracy

What are the Types of Interactions in e-Governance?

- G2G (Government to Government)
- G2C (Government to Citizens)
- G2B (Government to Business)
- G2E (Government to Employees)



Interaction Between Main Components



Government service categories

- **G2C (Government to Citizen)**: deals with the relationship between government and citizens. G2C allows citizens to access government information and services instantly, conveniently, from everywhere, by use of multiple channels.
- **G2B (Government to Business)**: consists of e-interactions between government and the private sector. The opportunity to conduct online transactions with government reduces red tape and simplifies regulatory processes, therefore helping businesses to become more competitive.
- **G2G (Government to Government)**: Governments depend on other levels of government within the state to effectively deliver services and allocate responsibilities. In promoting citizen-centric service, a single access point to government is the ultimate goal, for which cooperation among different governmental departments and agencies is necessary. G2G facilitates the sharing of databases, resources and capabilities, enhancing the efficiency and effectiveness of processes.
- **G2E (Government to Employees)** : deals with the relationship between the Government and its employees

G2G- Issues & Challenges

Government Ministries
& departments

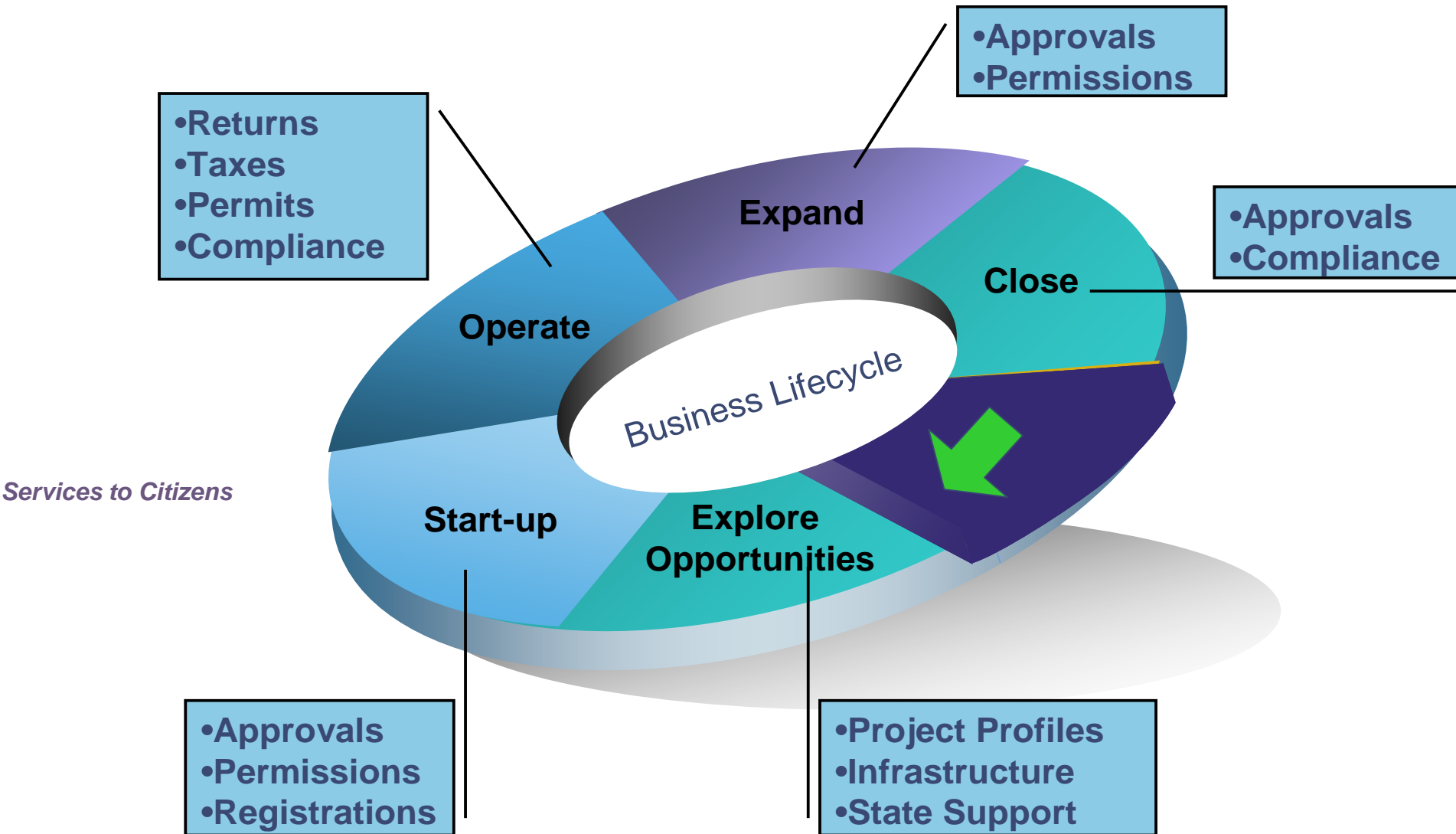
Number of
government agencies

State Corporations

- Hundreds of services
- One-to-one & silo based interactions
- Lack of integrated view of customer (citizen)
- Redundancy in information, people, processes & systems
- Redundant investments
- Lack of customer centricity....

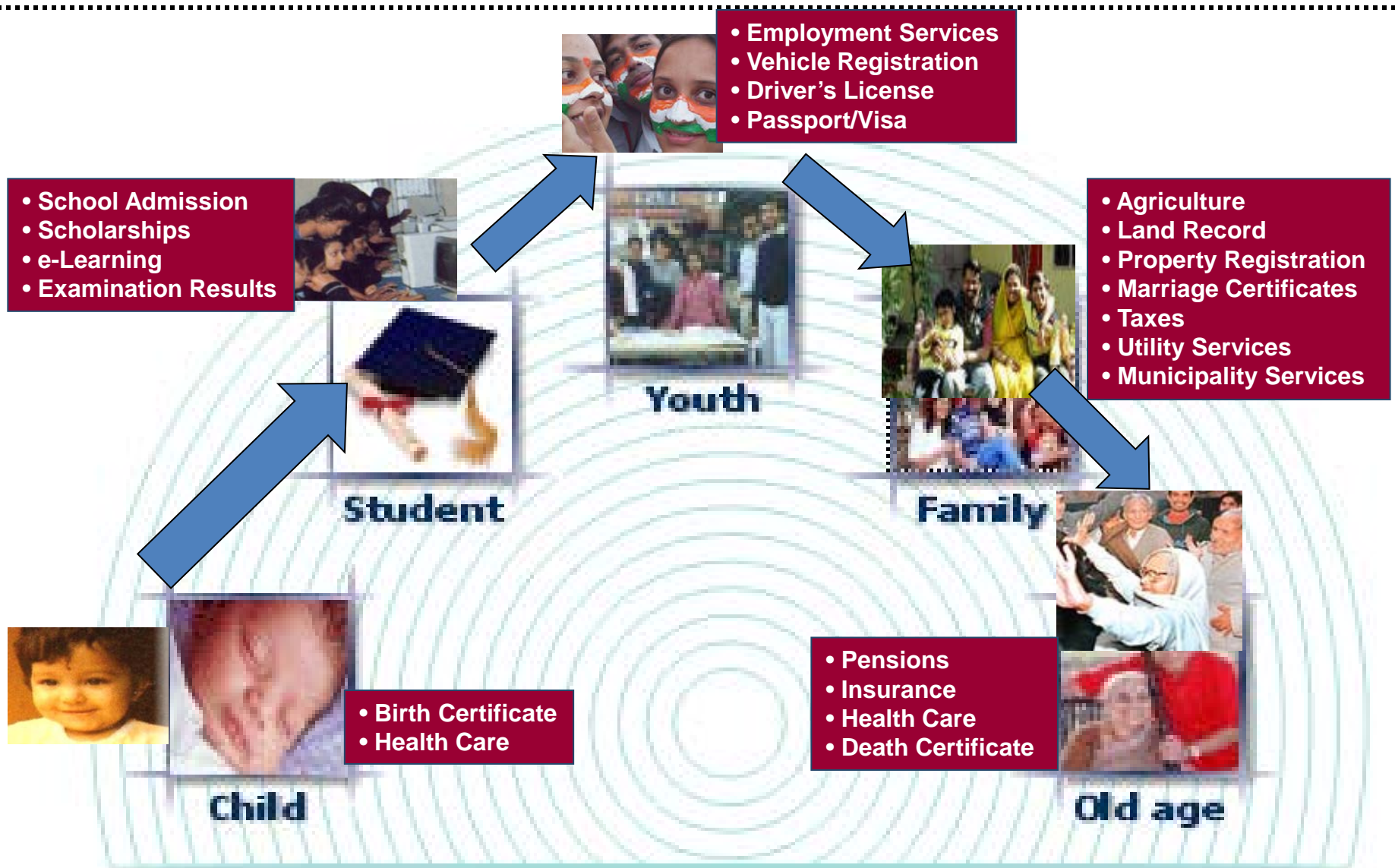
Services to Citizens

G2B- Issues & Challenges



G2C Services

... from cradle to grave



G2C example: e-Seva

- One-stop-shop for citizen/ business services
 - Open 8 am to 8 pm
 - Open 8 am to 3 pm on Holidays
- Over 150 services
 - Any service at any centre, any counter
 - G2C, G2B, B2C services
- Efficient Service
 - 3 to 5 minutes per transaction on non-peak days
 - 20 to 30 min on peak days in some centres
- Good ambience for citizens
 - No more standing in line
- Electronic Queue Management system
- Services delivered through e-Seva
 - Payment of Utilities Bills (electricity, water, telephone..)
 - Receipt of Applications (Passport)
 - Application for certificates (birth & death, encumbrance)
 - Transport department services
 - Ticket reservations
 - Application for Licenses & Permits

Benefits to citizens

- Reduced transaction time and elapsed time
- Less number of trips to Government offices
- Expanded time window and convenient access
- Reduced corruption-need for bribes, use of influence
- Transparency-clarity on procedures/documents
- Less uncertainty in estimating time needed
- Fair deal and courteous treatment
- Less error prone, reduced cost of recovery
- Empowered to challenge action-greater accountability
- Levy of use charges



G2E Services

Human Resources

- Recruitment
- Training
- Establishment
- e-Learning



- Workplace
- Workflow Automation
- Video Conferencing
- MIS
- Back-office Support
- GIS



- Productivity
- Performance Mgt.
- Budget
- Treasuries
- Planning
- e-Assembly
-



Enhancing internal functions of government is as important a mandate for e-Governance as is G2C and G2B services

Smart Governance

"Its hype"

"We think it will provide faster, more convenient government services"

"We think it will reduce costs for individuals and businesses to deal with government"

"To reduce corruption and fight poverty"

"We think it's a tool for transformation of public administration from bureaucracy to service provider"

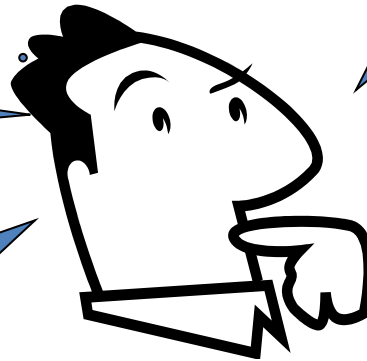
"Everyone else is doing it, so its probably important and useful"

"We don't want to fall behind all others"

"We think it will reduce costs for government (reduced data entry costs, lower error rates)"

"We think it will improve democratic process"

"We need to reach out to a broader part of population"



Benefits from e-Governance

Improving Services

- Customer satisfaction
- Potential savings
- Efficient interactions

Enhancing Citizen Participation

- Citizen input/feedback
- Information
- Campaigns

Increasing Operational Efficiencies

- Increase productivity/morale
- Share infrastructure cost
- Improve process/cycle time

Redefining Communities

- Enable virtual citizen & business communities
- Contributor to economic development

Improving Policy Formulation

- Assimilation and decision support
- Information gathering and analysis

Securing and Protecting Society

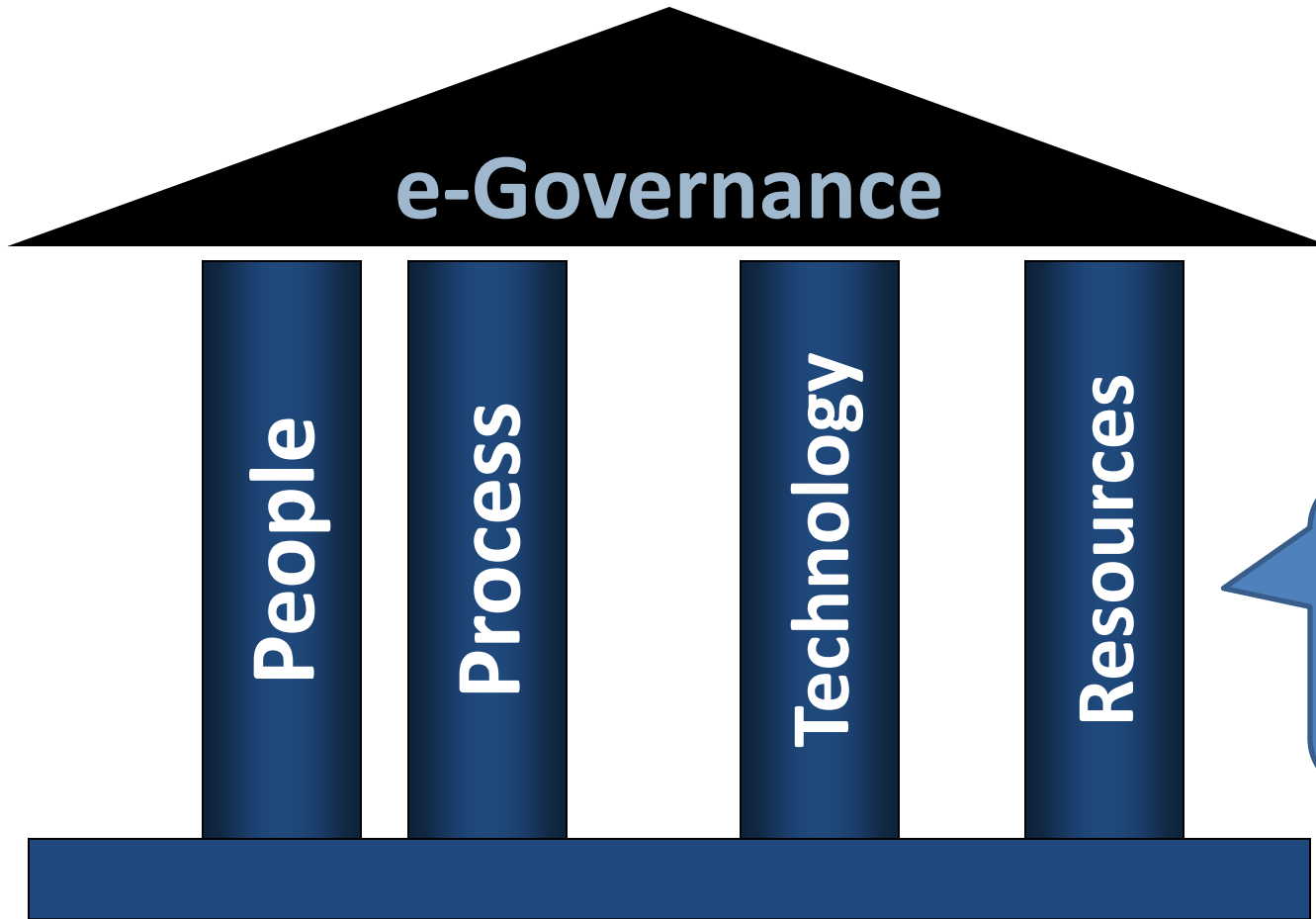
- Timely information
- Collaborate and interoperate

Enhancing Economic Development

- Attract investment
- Reduce business burdens
- Enable businesses
- Develop/attract workforce



The four pillars of e-Governnance



e-Governance is a holistic initiative in which Technology is only a pillar

Key challenges to e-Governance...

Commitment... Mindset Change...

Processes

Preparedness

People

- Re-engineering
- Improvement
- Reforms
- Optimisation

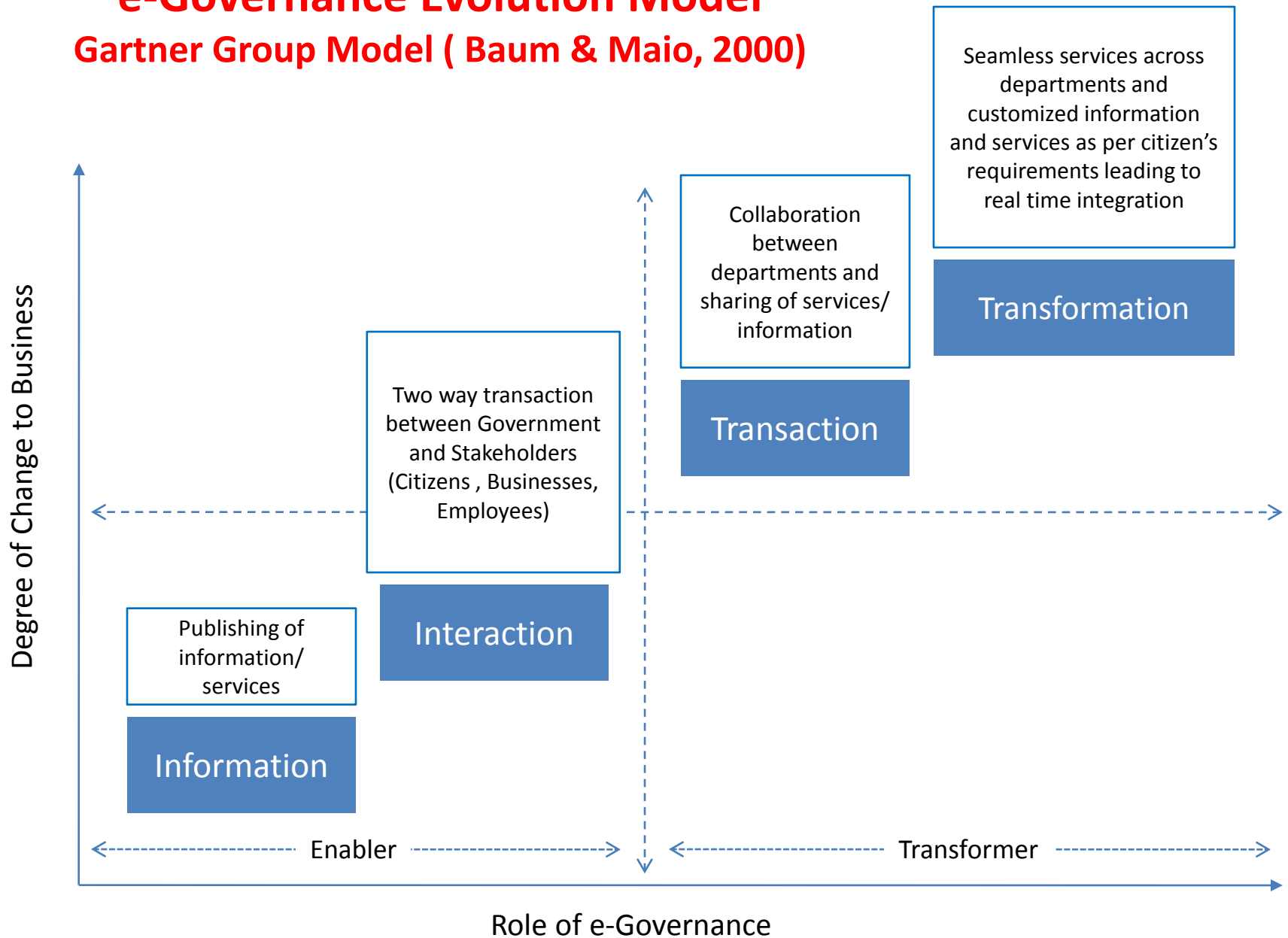
- Architecture
- Standards
- Technology
- Components
- HW, SW, NW
- Connectivity

- Awareness
- Capacity Building
- Training Staff
- Skill Development

Institutional, Administrative, Legal.... Framework...

e-Governance Evolution Model

Gartner Group Model (Baum & Maio, 2000)



Which one of the following is not considered as one of the benefits of either e-Government or e-Governance ?

- A. Public Service Delivery
- B. Citizens participation
- C. Profit making
- D. Transparency

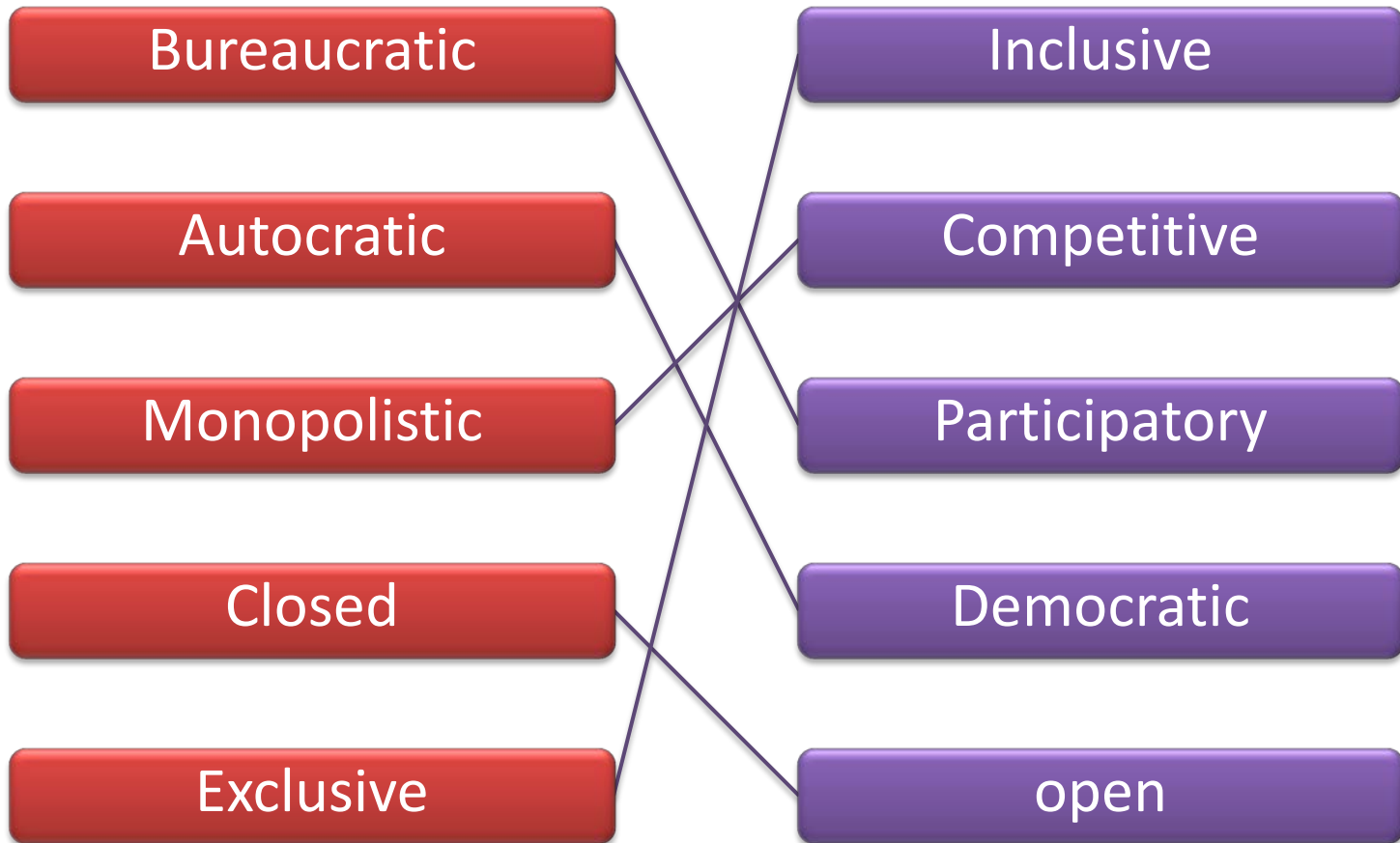
e-Government is not lesser in scope to e-Governance.

TRUE or FALSE?

G 2 C Stands for

- A. Government to Company
- B. Government to Client
- C. Government to consumer
- D. Government to citizen

Match the following:



The e-Governance evolution model comprises of Information, Interaction, & Transformation.

- A. Transition
- B. Transfer
- C. Transaction
- D. None of these

Fourth Phase of Gartner's model is transformation.

TRUE or FALSE?

First two phases of Gartner's model are also referred as of information exchange and better interaction between the citizens and governments

- A. Enablers
- B. Transformers
- C. Deliverers
- D. None of these

Gartner has proposed an evolution model

e- Governance

E-seva is an example of ?

A. G2B

B. G2G

C. G2C

D. G2E

What are the 4 key business imperatives of e-government.

- A. • Fosters efficient and effective communication internally and externally
- B. Delivers key and tangible business benefits
- C. Application of Information and Communication Technology and use of electronic delivery channels
- D. Involves new operational framework
- E. All of these

Thank
you

