



Formerly HILTRON CALC

Information Technology Development Agency

Department of Information Technology

Government of Uttarakhand

e_Governance

Introduction to E-Governance

- **Definition of E-Governance**
- **Importance of E-Governance in modern administration**
- **Goals: Efficiency, Transparency, Citizen-Centric Services**

Benefits of E-Governance

- **Improved Service Delivery**
- **Enhanced Transparency and Accountability**
- **Reduced Corruption**
- **Time and Cost Savings**
- **Increased Citizen Participation**

Key Components of E-Governance

- **Online Service Delivery**
- **Digital Payments and Transactions**
- **Information Dissemination**
- **Data Analytics and Decision Support**
- **Citizen Engagement Platforms**

E-Governance Models

- **G2C (Government-to-Citizen)**
- **G2B (Government-to-Business)**
- **G2G (Government-to-Government)**
- **G2E (Government-to-Employee)**

Successful E-Governance Initiatives

- **Case Study 1: Apuni Sarkar, Govt. of Uttarakhand**
- **Case Study 2: Ease_App , Govt. of Uttarakhand**

Challenges and Mitigations

- **Digital Divide and Accessibility Issues**
- **Data Security and Privacy Concerns**
- **Capacity Building and Training**
- **Resistance to Change**
- **Interoperability and Standardization**

Strategies for Implementation

- **Clear Policy Framework and Legal Framework**
- **Robust IT Infrastructure**
- **Capacity Building and Skill Development**
- **User-Centric Design and Accessibility**
- **Continuous Monitoring and Evaluation**

Citizen Engagement and Feedback

- **Online Grievance Redressal Mechanisms**
- **Social Media and Online Surveys**
- **E-Participation in Policy Making**
- **Importance of Responsive Government**

Future of E-Governance

- **Artificial Intelligence and Automation**
- **Blockchain for Secure Transactions**
- **Predictive Analytics for Decision Making**
- **Seamless Integration of Services**
- **Citizen-Centric Smart Cities**

Conclusion

- **Summary**
- **Transformative potential of e-governance**
- **Encourage collaboration and innovation in implementing e-governance initiatives**