

Training on Conceptual Overview of e-Governance

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Content: Collected

কৃতজ্ঞতা স্বীকার:

e-governance: Conceptual Overview

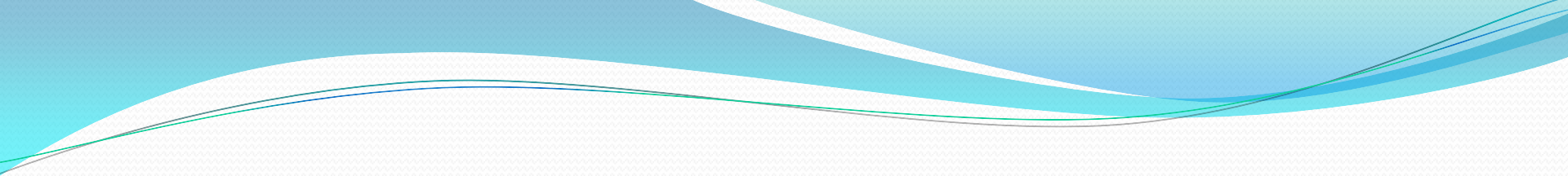
Joya Maria Pereira
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e-governance (ই-গভর্নেন্স)

E-governance is *modernizing governance* through use of ICTs for *good governance* and *democratic governance* that requires to ensure greater convenience and *better services* for all citizens and ultimately lead to a *knowledge-based society*.

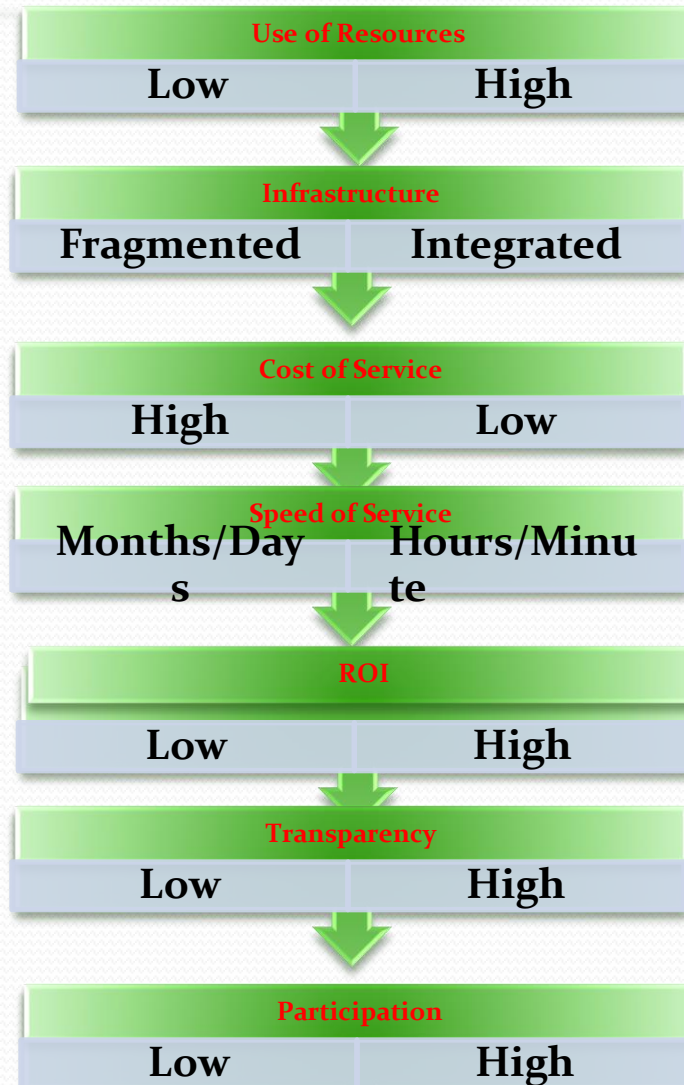
e-governance (ই-গভর্নেন্স)

- ই-গভর্নেন্স অর্থ হলো তথ্যপ্রযুক্তিনির্ভর শাসন।
- অর্থাৎ, তথ্য ও যোগাযোগ প্রযুক্তি ব্যবহার করে সরকারি সেবা সমাজের সকল মানুষের কাছে পৌঁছে দেওয়ার যে আধুনিকতম পদ্ধতিকে ই-গভর্নেন্স বা তথ্যপ্রযুক্তি নির্ভর শাসন বলে।
- ই-গভর্নেন্স হলো (**e-governance**) সুশাসন প্রতিষ্ঠার জন্য আধুনিকতম একটি উদ্যোগ।
- ই-গভর্নেন্স হলো সরকারের বিভিন্ন এজেন্সি কর্তৃক তথ্য প্রযুক্তির ব্যবহারের মাধ্যমে নাগরিক, ব্যবসা খাত এবং অন্য সকল প্রতিষ্ঠানের সাথে সম্পর্ক পুনঃনির্ধারণ করা। -বিশ্বব্যাংক



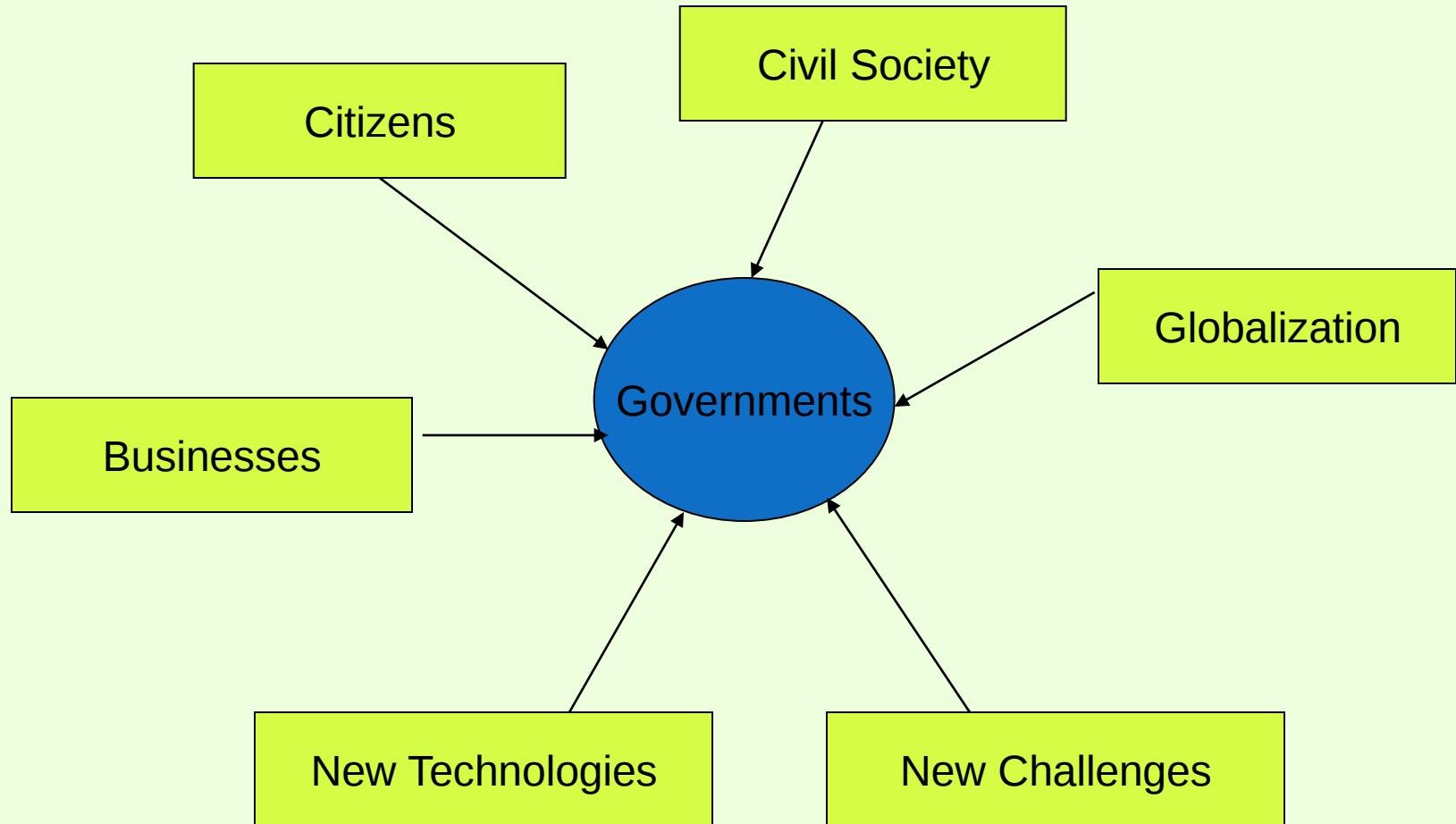
Why
“e” in governance ?

Traditional Vs e-Governance



Governments are under pressure

PUSH & PULL FACTORS



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graph LR; A[ICT-enabled connected governance contributes to:] --> B[Internally]; A --> C[Externally];
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**ICT-enabled
connected
governance
contributes to:**

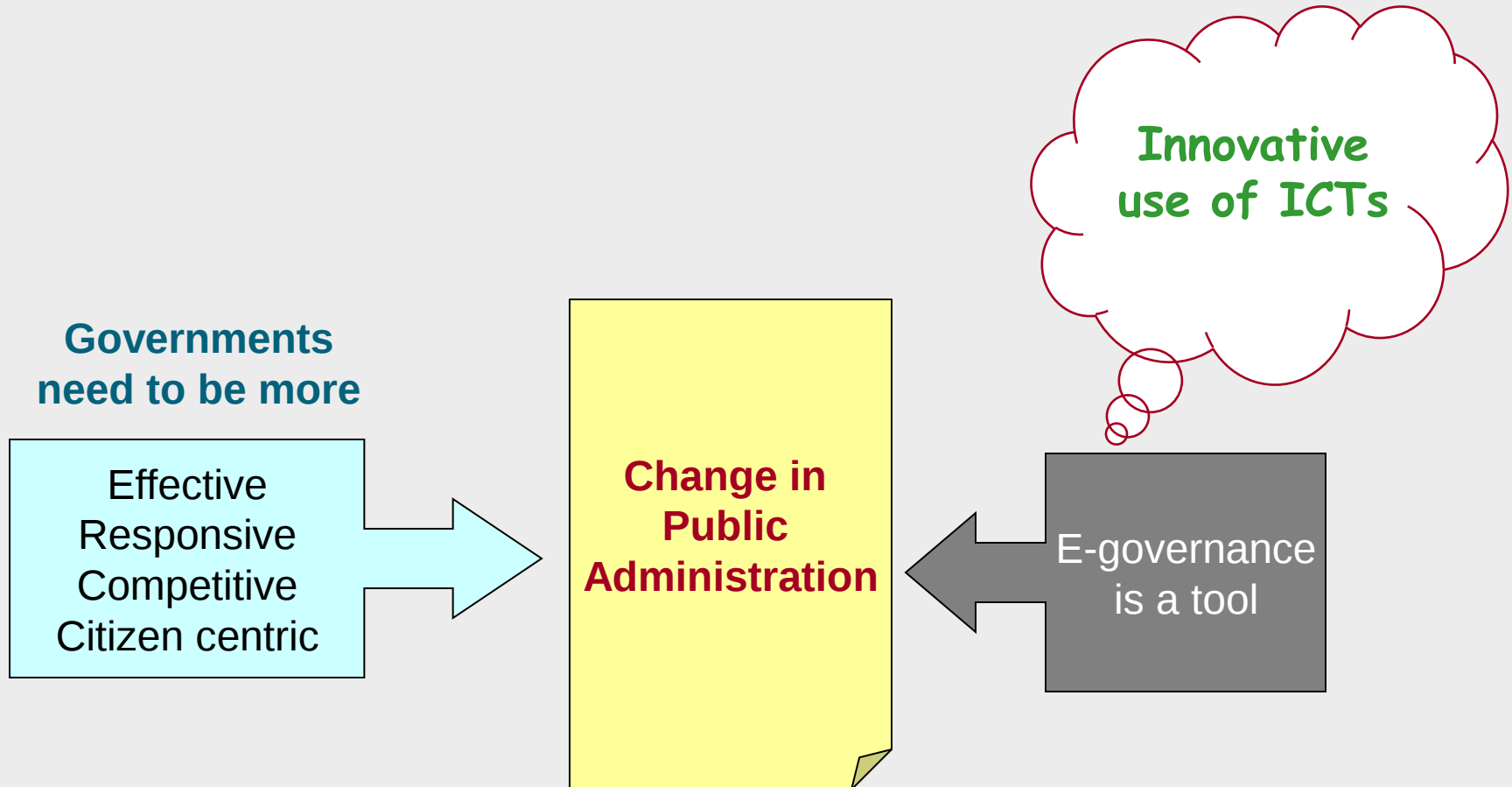
Internally

- Avoidance of duplication
- Reducing transaction costs
- Simplifying bureaucratic procedures
- Greater efficiency
- Greater coordination and communication
- Enhanced transparency
- Information sharing between agencies
- Security of information management

Externally

- Faster service delivery
- Greater efficacy
- Increased flexibility of service use
- Innovation in service delivery
- Greater participation
- Greater citizen empowerment
- Citizen participation

Through innovative uses of ICTs, e-governance is a tool to improve and facilitate governmental functions and activities



It is about-

Changing or reforming, how

- government works (internal functions)
- manages information
- improves delivery of services
- connects & engages citizens

e-governance is not about-

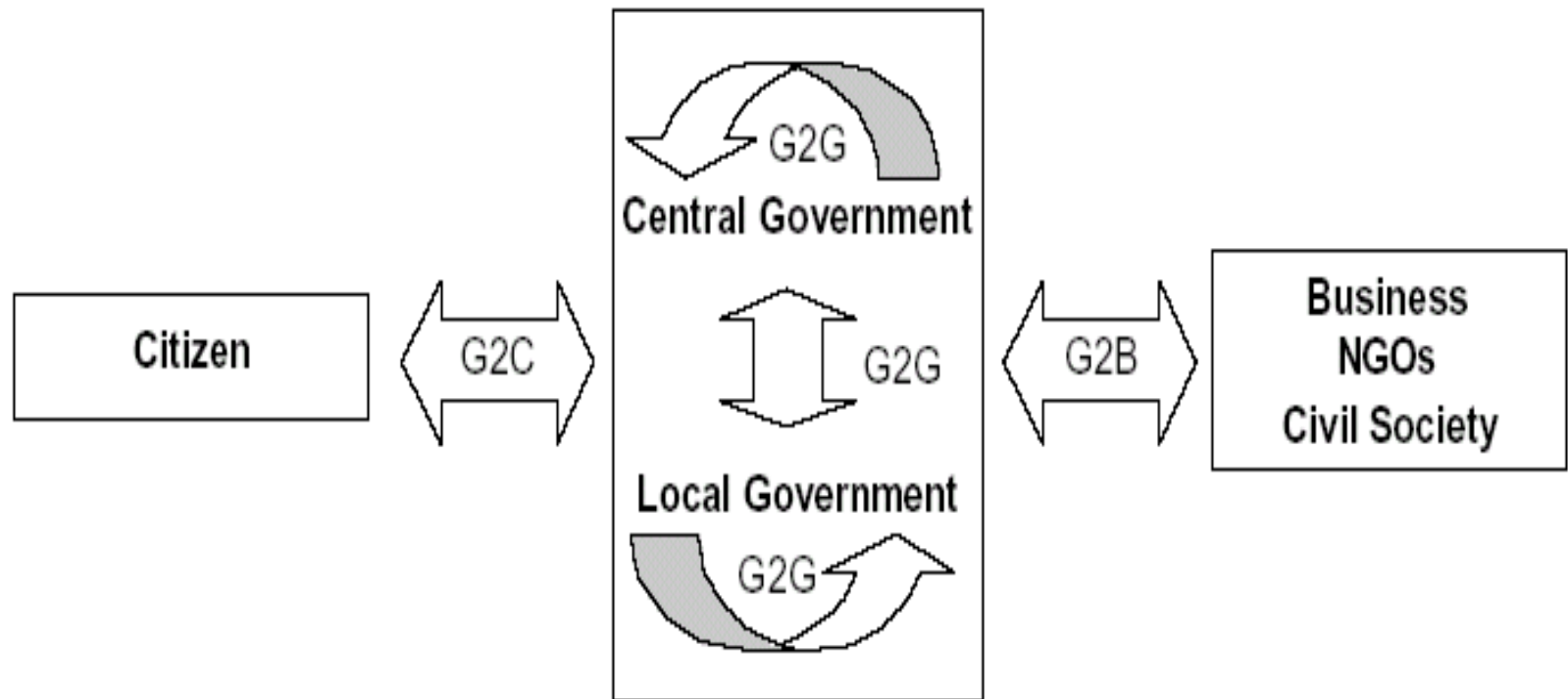
Changing of government's

- functions or purposes
- goals or objectives

Its not an end by itself

Its not a panacea

e-governance Relationships

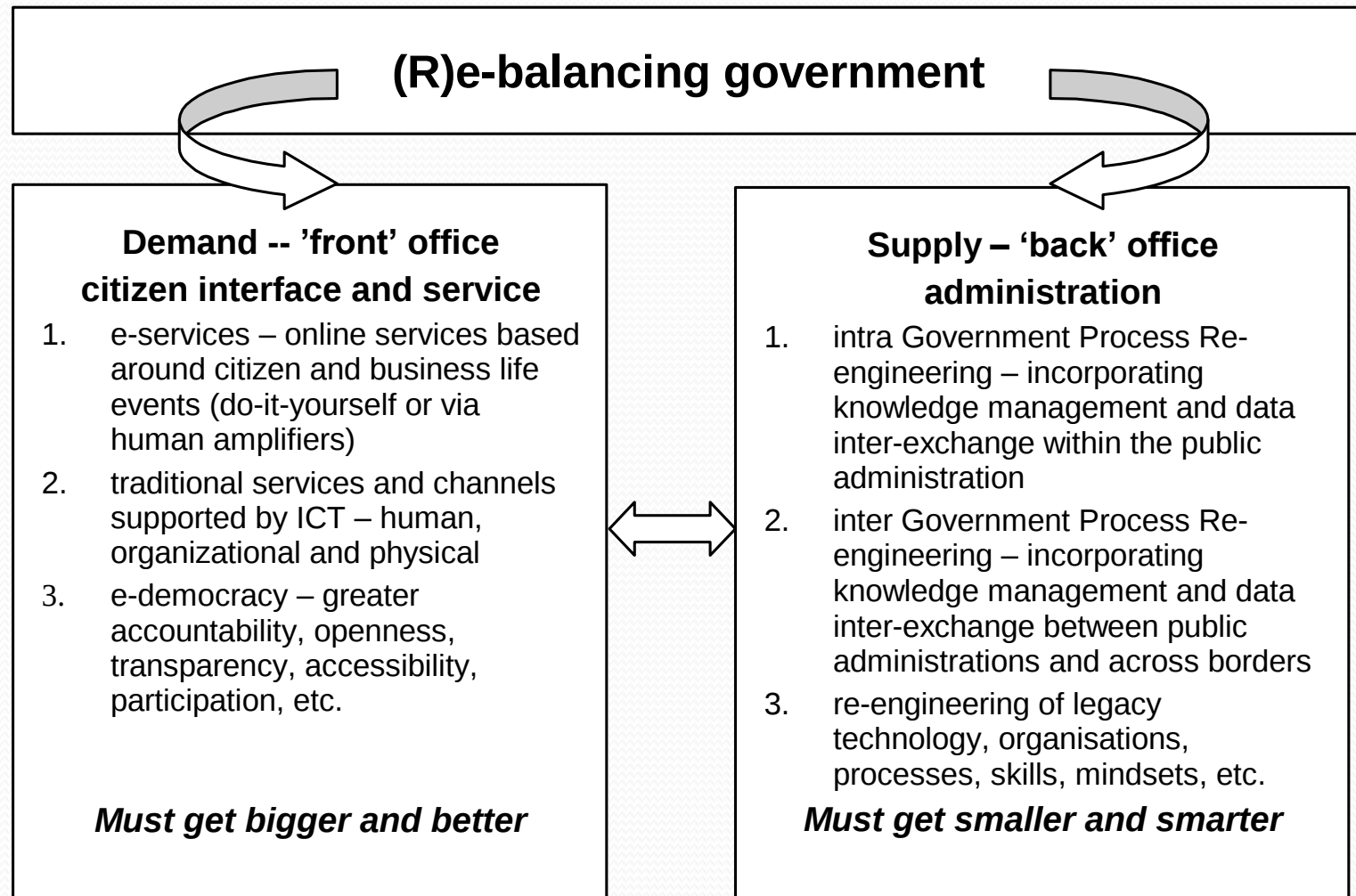


Source: Micheal Backus

- **Government to Citizen (G2C)**: This model of relationship between e-government and citizens provide greater access to government information through making available online laws, regulations, forms and data. Promotes civic engagement by enabling the public to interact more conveniently with government officials (examples: obtaining license, certificates, filing tax return, etc.). It also cares for providing rural and traditionally underserved communities with information and communications capabilities.
- **Government to Business (G2B)**: Here government serves as an enabler and broker of economic activities, a consumer of commercial goods and services and as the regulator of both domestic and international trade and commerce.
- **Government to Government (G2G)**: This partnership model defines the relationship between other levels and branches of government for the purpose of efficient and effective service delivery through their smooth coordination and integrated functionalities. It is also about serving and preparing employees, allocating responsibilities and engaging in ongoing interactions with foreign states and international organisations to further political and economic goals.

Organizational Change

Front office - Back office Rebalancing



Success Factors

Three Domains

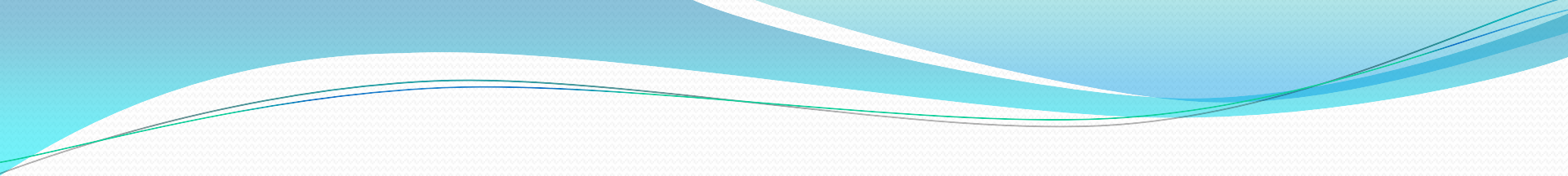
Policy

Technology

Management

[US Digital Government
Research Program]

- a. There must be visible and committed *leadership* within both the political and administrative arms of government.
- b. There must be the *right infrastructure and implementation programme*, with clear accountability for results.
- c. There must be *clear policy statements, set deliverables and a timetable*.
- d. There must be a *framework* for an authentic e-government strategy.



Key players

Politicians -who enact/legislate a law;

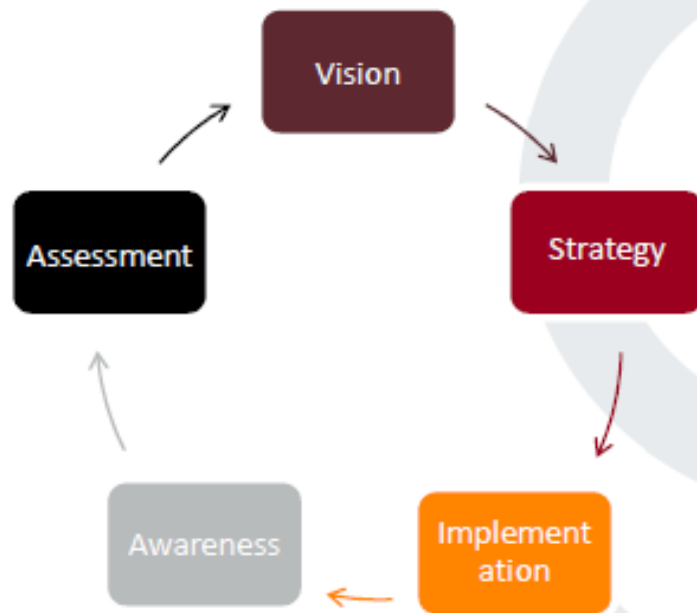
Public Administrators who define the processes for realizing a law;

Programmers who implement these processes for realizing a law;

End-users who use e-government services

Electronic Government Cycle consists of different stages from awareness and acceptance, assessment, visioning and strategy development to implementation.

E-Government Cycle



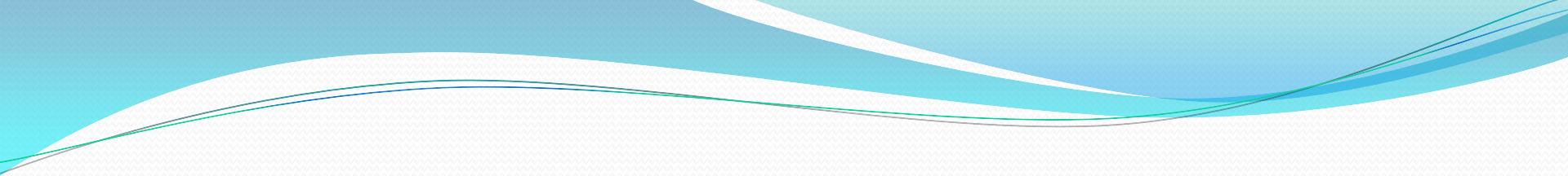
- 1) *Awareness and Acceptance* - e-Governance potential and benefits for country development and public administration reform.
- 2) *Assessment* - demands for innovation and transformation in public administration and service delivery, and capability to address them through use of ICTs.
- 3) *Vision* - set up and promote government wide e-Governance vision to support main policy goals and public administration reform.
- 4) *Strategy* - define priorities for ICT enabled public management and service delivery, and frameworks for collaboration.
- 5) *Implementation* - set up environment for transformation of public administration and service delivery through use of ICT.

Other Strategic Considerations

- Needs for a National Strategic Framework
 - visions, targets, milestones, approaches, standards, priorities
 - backed by strong leadership
- Top-down & bottom-up approach
 - Top-down- centralized, integrated: delay for a national strategy
Singapore, China
 - Bottom-up- agency based initiatives: less orderly
United States, Philippines
- Public-Private partnerships
 - contractual arrangement
 - private party performs some activities of a public agency and assumes the associated risks
 - private party, in return, is paid according to predefined performance criteria

Challenges

- **Leadership and Strategic Challenges**
 - **Political Leadership**
 - **Bureaucratic Devotion**
 - **Strategic Roadmap**
- **Technological Challenges**
 - **National Connectivity Infrastructure**
 - **Rescuing Technologies from the Setback of Underutilization**
 - **Creating Connectivity for Rural Areas**
 - **Security and Privacy**
- **Challenges to Connect and Engage Citizens**
 - **Minimizing Digital Divide and Ensuring Access of Mass People**
 - **Bringing Citizens in the Mainstream of E-Governance Initiatives**
 - **Creation of Local Contents and Services**
 - **Language Barrier**
- **Challenges related to Organizational Change and Reforms**
 - **Managing change**
 - **Collaborative Governance**
 - **Back office Integration**
 - **Creation of Attractive Online Services**
 - **Adapting New Skill and Culture**



THANKS for listening.....