



E- GOVERNANCE

(Subject : E-Commece, B.Com.Semester- II, Hons. & Genl.)

- **Concept**
- **Types**
- **Benefits**
- **Problems**

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Concept of E-Governance:

- E- Governance is the use of electronic communications and digital information processing technology in business transactions to create ,transform, and redefine relationships for value creation between Government and business organisations and individuals.

Various Models in E-Governance

- **Government – to – Government (G2G) Model**

This model involves transactions between two governments. Ex- State government received monetary assistants from central government through digital fund transfer.

- **Government – to – Consumer (G2C) Model**

In this model the Government transacts with an individual consumer. Ex- Received an e-mail from the Income Tax Department for non-payment of Tax.

- **Consumer – to- Government (C2G) Model**

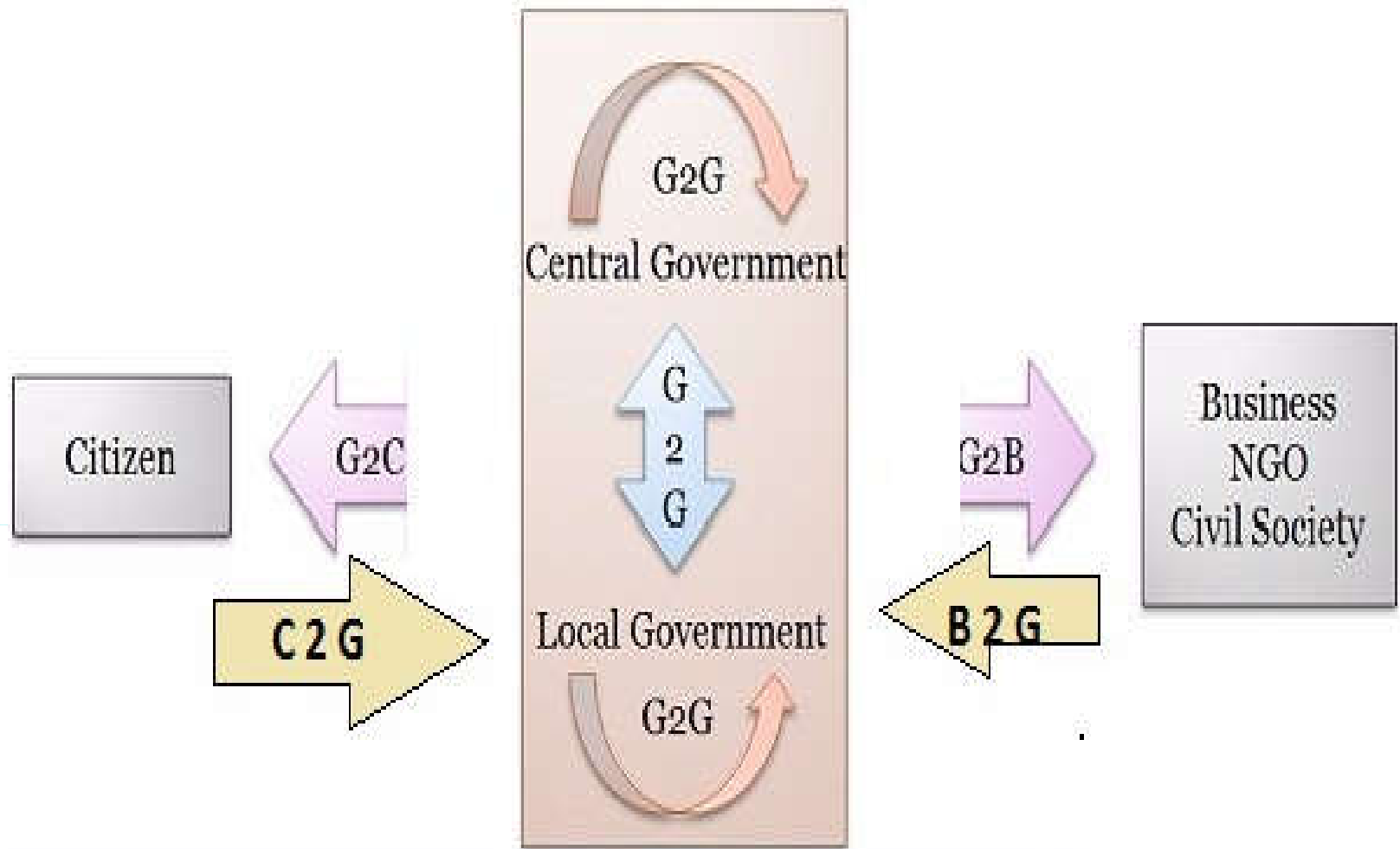
In this model an Individual consumer interacts with the Government. Ex- Payment of income tax online.

- **Government – to - Business (G2B) Model**

This model involves transactions between the government and business organisations. Ex- Government calls e-tender for build a fly over.

- **Business – to - Government (B2G) Model**

In this model the business houses transact with the government over the internet. Ex- Payment of GST return online.



DIFFERNT MODELS OF E- GOVERNANCE



Benefits of E-Governance

- It is convenient and cost effective for public and business
- Improved accounting and record keeping
- Easy access of Information and Forms.
- Linked information can be stored in database and hard copies.
- Individuals with disabilities can interact with government from home.



Problems of E-Governance

- Huge amount of money has been spent for implementation of E-Governance.
- Lack of privacy for civilians.
- Citizens will be forced to interact electronically with the Government.
- Not suitable for the people who lives in remote areas, have low proficiency in English and exist on poverty line incomers.