BPAG-173: ELECTRONIC GOVERNANCE
Assignment (TMA)

Course Code: BPAG-173
Assignment Code: BPAG-173/Asst/TMA/2026 –2027
Total Marks: 100

This assignment consists of Section A, B and C. Answer all the questions, marks are indicated on the right hand side.

Assignment: A

1. Discuss the concept and models of E-Governance. 20
2. Analyse how ICT facilitates for agricultural development. 20

Assignment: B

3. Briefly discuss the legal and policy framework of ICT and E-Governance. 10
4. Examine the role of ICT in transforming governance in public sector organizations. 10
5. Explain the meaning and benefits of E-Commerce. 10

Assignment: C

6. What is a Management Information System (MIS)? 6
7. What is Geographic Information Systems (GIS) ? 6
8. Write a short note on E-panchayat project. 6
9. What do you mean by digital library? 6
10. Explain Smart Cities' mission. 6

1. Discuss the concept and models of E-Governance. 20

Answer

E-governance refers to the use of information and communication technology (ICT) by government institutions to improve public services, administration, information-sharing and participation in public decisions. It includes websites, mobile applications, digital records, secure databases, electronic payments and connections between departments. Its purpose is not simply to replace paper with computers. It seeks to make government processes quicker, more transparent, more accessible and more accountable to the people.

Concept and main features

Traditional administration commonly requires people to visit offices, complete paper forms and wait for records to move between departments. Under e-governance, a service such as applying for a certificate can be organised through a portal: the applicant submits details, the responsible office verifies them, and the result can be delivered electronically. Digital tracking can show the progress of the application. Such a service becomes useful when the underlying procedure is also simplified; merely scanning an old form does not automatically improve governance.

Important elements of e-governance include availability of reliable information, online service delivery, electronic processing within offices, integration of government databases, digital identity or authentication where appropriate, and channels for complaints and feedback. Accessibility and inclusion are equally important. A service may work on a computer but still exclude a person without internet access, digital skills or a convenient language. Assisted service centres, accessible design and offline alternatives are therefore part of responsible digital governance.

Models based on the parties interacting

The Government-to-Citizen (G2C) model connects departments directly with the public. Online applications for birth certificates, pension services, tax records, welfare benefits and grievance registration are examples. G2C saves repeated visits and can make a service available beyond normal office hours. However, departments must ensure that applicants can correct errors and reach a human officer when a request is rejected.

Government-to-Government (G2G) connects different government offices and levels of administration. For example, a district office may transmit information electronically to a state department, or different departments may exchange data for planning and monitoring. This model supports coordination,