Polity & Governance · GS - II

E-governance in not only about utilization of the power of new technology, but also much about critical importance of the ‘use value’ of information. Explain.

EXAM YEAR	PAPER	SUBJECT
2018	GS - II	Polity & Governance

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Digital governance; information accessibility; citizen-centric services; transparency; data usability; decision-making; digital inclusion; accountability

Model Answer

Introduction

E-governance involves using information and communication technology to improve government functioning. Its success depends not merely on digitisation but on whether information is accessible, understandable and useful to citizens and administrators.

Importance of the ‘Use Value’ of Information

1. **Better decision-making:** Reliable, timely data helps administrators identify needs, allocate resources and evaluate programmes.
2. **Citizen empowerment:** Accessible information enables people to understand entitlements, compare service performance and claim benefits.
3. **Transparency:** Online budgets, procurement records and service standards strengthen public scrutiny.
4. **Service delivery:** Integrated databases can reduce duplication, delays and repeated documentation.
5. **Accountability:** Digital grievance tracking and performance dashboards help monitor officials and outcomes.

6. **Evidence-based policy:** Analysed data can reveal service gaps and support targeted interventions.

Challenges and Measures

Information loses value when it is outdated, inaccurate, difficult to understand or inaccessible to people without digital literacy. Data privacy, cybersecurity, language barriers and exclusion of digitally disadvantaged groups also require attention.

Government should ensure accurate and updated information, interoperable systems, local-language access, assisted digital services, privacy safeguards and meaningful grievance redressal.

Conclusion

Technology is a means, not an end. E-governance becomes effective when information creates tangible public value through better decisions, empowered citizens and responsive administration.

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