Polity & Governance · GS - II

e-governance is not just about the routine application of digital technology in service delivery process. It is as much about multifarious interactions for ensuring transparency and accountability. In this context evaluate the role of the 'Interactive Service Model' of e-governance.

EXAM YEAR	PAPER	SUBJECT
2024	GS - II	Polity & Governance

MARKS	WORD LIMIT
15	~250 words

Answer Hint

e-governance, Interactive Service Model, G2C, G2G, G2B, citizen participation, transparency, accountability, feedback, grievance redressal, digital platforms

Model Answer

Introduction

E-governance involves more than digitising existing administrative procedures. The **Interactive Service Model** emphasises two-way communication among government, citizens, businesses and institutions, thereby making governance more participatory and accountable.

Role of the Interactive Service Model

1. Citizen participation: Digital platforms enable citizens to provide feedback, participate in consultations and communicate directly with public authorities.

2. Transparency: Online publication of decisions, budgets, project information and service status reduces information asymmetry.

3. Grievance redressal: Interactive portals allow citizens to register complaints and monitor their resolution.

4. Accountability: Digital records create an audit trail of applications, decisions and service delivery, making responsibility easier to identify.

5. Government-to-Government interaction: Data sharing between departments improves coordination and reduces duplication.

6. Government-to-Business interaction: Online approvals, licensing and procurement platforms can reduce discretion and transaction costs.

7. Real-time governance: Dashboards and digital feedback enable authorities to identify implementation gaps quickly.

Limitations

Digital exclusion, low digital literacy, language barriers, cybersecurity threats and privacy concerns can prevent vulnerable groups from benefiting equally. Therefore, digital channels must complement rather than completely replace physical and assisted service delivery.

Conclusion

The Interactive Service Model transforms e-governance from **one-way electronic service delivery into a participatory governance ecosystem**. Its success depends on accessibility, interoperability, privacy protection, responsiveness and genuine incorporation of citizen feedback.

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