Polity & Governance · GS - II

e-governance, as a critical tool of governance, has ushered in effectiveness, transparency and accountability in governments. What inadequacies hamper the enhancement of these features?

EXAM YEAR	PAPER	SUBJECT
2023	GS - II	Polity & Governance

MARKS	WORD LIMIT
10	~150 words

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Answer Hint

Technology can improve governance only when supported by institutional capacity, reliable infrastructure, digital inclusion, interoperable systems, data security and accountable administration; digitisation alone cannot cure governance deficits.

Model Answer

Introduction

E-governance uses information and communication technologies to improve interaction between citizens and government. Initiatives such as digital service delivery have enhanced speed, transparency and accessibility, but important inadequacies remain.

Body

Major Inadequacies

Digital divide: Poor connectivity, affordability constraints and limited digital literacy exclude sections of rural, elderly and marginalised populations.

Infrastructure gaps: Unreliable internet, inadequate digital infrastructure and power shortages constrain service delivery in remote areas.

Cybersecurity threats: Increasing digitisation exposes government systems and citizen data to cyberattacks and breaches.

Privacy concerns: Large-scale collection and processing of personal data creates risks of misuse and unauthorised surveillance.

Interoperability problems: Fragmented databases and departmental silos can prevent seamless delivery of services.

Human capacity: Government personnel may lack adequate digital skills, while institutions sometimes remain dependent on outdated processes.

Exclusion through authentication: Technology-driven systems can inadvertently exclude beneficiaries when biometric or documentation failures occur.

Way Forward

Universal digital infrastructure, assisted digital access, interoperable platforms, robust cybersecurity, privacy safeguards, capacity-building and grievance redressal mechanisms are necessary.

Conclusion

E-governance should not mean merely **digitising existing bureaucracy**. It must combine technology with institutional reform, citizen-centric design and accountability to realise its full democratic potential.

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