Polity & Governance · GS - II

“The emergence of Fourth Industrial Revolution (Digital Revolution) has initiated e-Governance as an integral part of government.” Discuss.

EXAM YEAR	PAPER	SUBJECT
2020	GS - II	Polity & Governance

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Fourth Industrial Revolution; artificial intelligence; big data; cloud computing; digital public infrastructure; service delivery; transparency; efficiency; digital divide; cybersecurity; privacy

Model Answer

Introduction

The Fourth Industrial Revolution combines digital technologies, artificial intelligence, data analytics and connected systems. These technologies have made e-governance an increasingly important means of delivering public services and improving administrative efficiency.

Contribution of digital technologies

- **Efficient service delivery:** Online portals reduce paperwork and allow citizens to access services remotely.
- **Direct benefit transfers:** Digital payment systems can improve the timeliness and traceability of welfare transfers.
- **Transparency:** Digitised records and online tracking reduce opportunities for arbitrary discretion and improve accountability.
- **Data-driven policymaking:** Analytics can help governments identify service gaps and allocate resources more effectively.

- **Citizen participation:** Online grievance portals and consultation platforms create additional channels for public engagement.
- **Interoperability:** Digital public infrastructure can enable coordinated delivery across departments.

Challenges

Digital exclusion persists among people lacking connectivity, devices or digital literacy. Cyberattacks, privacy violations, algorithmic bias and poor-quality data can undermine trust. Excessive dependence on automated systems may also make grievance resolution difficult.

Way forward

Adopt privacy-by-design, strong cybersecurity, accessible interfaces, independent audits and human oversight. Offline alternatives and assisted digital services should remain available.

Conclusion

The Fourth Industrial Revolution has made e-governance integral to modern administration, but technology must serve constitutional values and citizen needs. Inclusive access, data protection and accountable implementation are essential for effective digital governance.

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