

Foundation Course FC-202(2) eGovernance

Course Introduction:

Students will be provided with basic awareness of ‘what’, ‘why’ and ‘how’ of e-governance as well as impact of e-government on different stake holders. E-government implementation requires multi-disciplinary approach. Discussion of Case Studies of successful e-governance projects in developing countries will increase understanding of the technical, public administration, economic, managerial perspective of e-government to the students.

Objectives:

Students would be able to

- 1.) Comprehend the Need and Scope of E-governance.
- 2.) Understand how projects affecting mass and different stakeholders are planned and implemented.

No. of Credits: 2

Theory Sessions per week: 3

Teaching Hours: 40 hours

| UNIT | TOPICS / SUBTOPICS | TEACHING HOURS |
|------|---|-----------------|
| 1 | Introduction | 10 hours |
| | <ul style="list-style-type: none"> • E-Government: Definition and Scope <ul style="list-style-type: none"> ○ Nature of Clients Served and the Service Delivery Process ○ E-Government: Different Stages of Evolution ○ E-Government versus E-Governance. | 3 hrs |
| | <ul style="list-style-type: none"> • E-Government in the Context of Developing Countries <ul style="list-style-type: none"> ○ Nature of Applications for Different Types of Clients ○ Challenges in Design and Implementation ○ Investments in E-Government ○ Reasons for Implementing E-Government ○ E-Government Readiness of Countries ○ Status of E-Government in India ○ Key Challenges in Further Development of E-Government | 5 hrs |
| | <ul style="list-style-type: none"> • Making E-Government Work for Rural Citizens <ul style="list-style-type: none"> ○ How can ICT Use and E-Government Help the Poor ○ Challenges in Building Pro-poor E-Government | 2 hrs |
| 2 | Benefits and Impact of e-Government | 10 hours |
| | <ul style="list-style-type: none"> • Potential Benefits of E-Government for Key Stakeholders <ul style="list-style-type: none"> ○ Benefits for Citizens : Results from an Impact Assessment Study ○ Benefits for Businesses: Results from an Impact Assessment Study | 5 hrs |

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| | <ul style="list-style-type: none"> ○ Benefits for Agencies Implementing E-Government Applications | |
| | <ul style="list-style-type: none"> • Impact of E-Government on Transparency and Corruption <ul style="list-style-type: none"> ○ Results from a Study of Impact on Corruption ○ Improvement in Transparency through E-Government ○ Dealing with Corruption through E-Government | 5 hrs |
| 3 | E-Governance Projects and its Success | 10 hours |
| | <ul style="list-style-type: none"> • Guidelines for Implementing Projects Successfully <ul style="list-style-type: none"> ○ Life Cycle of an E-Government Project ○ Conceptualizing Project Definition and Scope: Starting Small ○ Process RE-engineering ○ Designing a Citizen-centric Service Delivery mechanism ○ Communicating with Users ○ Seeking Partnerships: Avoiding Reinvention of the wheels ○ Phasing Implementation ○ Capacity to manage change ○ Strong Internal leadership and Project Management ○ Risk Factors in Implementing E-Government Projects | 10 hrs |
| 4 | Case Studies and the road ahead | 10 hours |
| | <ul style="list-style-type: none"> • Government of Citizen (G2C) Applications <ul style="list-style-type: none"> ○ Online Delivery of Municipal Services: Ahmedabad Municipal Corporation, Vijaywada, Kalyan-Dombiwali • Government to Business (G2B) Applications <ul style="list-style-type: none"> ○ Online Tax Filing Systems in Different Countries ○ Computerization of Interstate Border Check posts in Gujarat • Government to Government (G2G) Applications <ul style="list-style-type: none"> ○ Computerization of the Treasuries in Karnataka (Khajane) | 8 hrs |
| | • E-Government : The Way Ahead | 2 hrs |

Textbook:

Unlocking E-Government Potential: Concepts, Cases and Practical Insights

Publication: Sage Publications

by Subhash Bhatnagar

Reference Books:

1. E-Governance Today

Publication: ICFAI University Press

by Sowmyanarayan Sadagopan

2. Government Online: Opportunities and Challenges

Publication: Tata McGraw Hill

by M P Gupta, Prabhat Kumar, Jaijit Bhattacharya