



Mains Practice Question

Q. 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? (Answer in 150 words, UPSC Mains 2023)

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Approach:

- Begin by defining e-Governance.
- Discuss benefits of e-governance and Inadequacies in e-governance.
- Conclude with a positive note highlighting the need to reform e-governance.

Introduction:

e-Governance is marked by an extensive use of information and communication technology, that aims towards smart governance with enhanced transparency, accountability and quicker response times.

Body:

Benefits of e-governance

- **Effectiveness:** Reduction in cost of operation and a wider reach due to ease of accessibility increases effectiveness of governance.
- **Transparency:** Today most government application and processes are traceable online with less scope for corrupt practices.
- **Accountability:** Tracking of files and ongoing projects in real time has increased accountability of the officials.

Inadequacies in e-governance

- **Lacklustre Coverage:** Improper coverage in rural and farfetched areas leads to seclusion of various groups of the society.
- **Downtime:** Technical issues like poor internet connectivity, power cuts, server failure etc. often led to downtime impacting the effectiveness of e-governance systems.
- **Privacy:** It has always been an issue with the use of internet due to its susceptibility to hacking and trespassing.
- **Cost and Maintenance of Infrastructure:** Regular upgradation of hardware and software is required which leads to recurring cost of maintenance.
- **Accessibility:** Establishing communication to reach the last person is a crucial aspect of good governance. This is a challenge when the level of digital literacy is poor among the masses.

Conclusion:

While e-governance is a boon to the society, its inadequacies must be kept in mind to make sure of equitable availability across the society.

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