Study Material

3ʳᵈ Semester Multidisciplinary Course (MDC) -301 for UG Program

Paper Name: E-Governance in India

Topic- Utility of Online Services

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Book resources:

E-Governance –The Indian Experience by R.K Mishra

E- Governance in India: Concept and case studies by C.K.S Pillai

 MDC is a part of BA courses which enhances the skill of student in every facet of their life. Above mentioned topic on e-governance covers both advantage and disadvantage. Importantly, providing convenient, 24/7 access to information, goods and interactions, enhancing efficiency, reducing costs and expanding reach for individuals and businesses through different characteristic like digitally access the government portal, remote learning and global or international interaction and communication are the benefits of utility. On the other hand, replacing human mind and efficiency and increase the unemployment are also drawback of online services.

There are different methods of using the online facilities as services like in government sectors, educational institution, policing services, foreign business and online shopping etc. However, student under this course most study online service and its utility related to e-governance and administration.

For instance, student may study about **National Portal of India, DigiLocker, MyGov, Vikaspedia, E-Hospital, National Scholarship Portal and Common Services.**

In the context of concept and theoretical ground of study students would come to know how people applying for getting the citizen certificates as domicile, caste and birth, death and land records. Besides, financially utility as bill payments, tax filing and financial inclusion including job and education sectors are important to understand.

Key Utilities of Online Services

1. **Enhanced Efficiency** & Cost Reduction: Automates tasks, reduces manual labor and paperwork, streamlines workflows, and lowers operational overhead, saving time and money for both government and citizens.

2. **Improved Accessibility & Reach**: Services available 24/7 from anywhere, overcoming geographical barriers and catering to diverse populations, including remote or less mobile individuals.

3. **Greater Transparency & Accountability**: Digital records create an auditable trail, making government actions more visible, deterring corruption, and fostering public trust.

4. **Better Citizen Engagement**: Interactive platforms allow for feedback, participation in policy-making, and real-time grievance reducing, making governance more democratic and responsive.

5. **Data-Driven Decision Making**: Collects and analyses data to inform policy, optimize resource allocation, and improve service quality.

6. **Streamlined Communication**: Facilitates faster, clearer communication between agencies, businesses, and the public through digital channels like websites, apps, and chat box.

7. **Reduced Red Tape**: Minimizes bureaucratic delays and the impact of personal biases by standardizing digital processes.

Without knowing the benefits of online utility, student never understand the topic. Hence, study material also focuses on benefits section like;

Convenience: Access services from home at 24/7

Transparency: Easier access to government data and processes

Efficiency: Faster service delivery and issue resolution.

Empowerment: increased citizen involvement and knowledge.

Conclusion:

Above mentioned topic the **utility of online services** is a part of e-governance and a product of modern digital world where citizen of country get benefited. However, study of e-governance and utility of online services under B.A courses became part and parcel of syllabus in India. In this course student study different form of e-governance and services in which utility of online services for common people is also a need of hour. Moreover, after completion of this topic student may get benefited after practically implementing the gained knowledge in their respective life.

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