



E-Governance: Transforming Public Service Delivery

Rajveer Kaur, Lecturer, Department of Pub. Adm, Sant Shri Prannath Parnami T.T. College, Padampur

Abstract

E-governance has emerged as an important mechanism for transforming public administration through the integration of information and communication technologies (ICT) into government operations and public service delivery. In an increasingly digital world, e-governance offers opportunities to improve administrative efficiency, enhance transparency, strengthen accountability, and facilitate accessible citizen-centric services. This paper examines the role of e-governance in modernizing public service delivery and improving interactions among government institutions, citizens, businesses, and other stakeholders. It explores the applications of digital platforms in areas such as online public services, digital documentation, electronic payments, grievance redressal, healthcare, education, and welfare administration. Furthermore, the paper highlights how emerging technologies, including artificial intelligence, cloud computing, big data analytics, and digital identity systems, can support informed decision-making and efficient resource management. E-governance also has the potential to reduce administrative delays, improve information accessibility, and encourage greater citizen participation in governance processes. However, its implementation faces challenges such as the digital divide, cybersecurity threats, data privacy concerns, inadequate technological infrastructure, and limited digital literacy among certain population groups. Addressing these challenges requires effective policy frameworks, secure digital systems, capacity building, and inclusive service delivery models that accommodate diverse social and economic backgrounds. The paper emphasizes the importance of balancing technological innovation with ethical governance, institutional accountability, and citizen participation. It concludes that e-governance can contribute to more responsive, transparent, and accessible public administration when supported by appropriate infrastructure, effective implementation strategies, and continuous evaluation of public needs.

Keywords: E-Governance, Public Service Delivery, Digital Governance, Information and Communication Technology (ICT), Public Administration, Government Transparency, Citizen Participation, Digital Transformation, Cybersecurity, Inclusive Governance.