

SEM-IV Pol CC-409 (Public Policy and Administration in India)

Types of Interactions in E-Governance

1. **G2G (Government to Government):** In this interaction, Information and Communications Technology is used to reorganize the governmental processes involved in the functioning of government entities as well as to increase the flow of information and services within and between different entities. Gregory (2007) indicated that G2G is the online communications between government organizations, departments and agencies based on a super-government database. This kind of interaction happen horizontally such as between different government agencies as well as between different functional areas within an organisation, or vertical such as between national, provincial and local government agencies as well as between different levels within an organisation. Main intent of this interaction is to increase efficiency, performance and output.
2. **G2C (Government to Citizens):** G2C maintains the relationship between government and citizens. It allows citizens to access government information and services promptly, conveniently, from everywhere, by use of multiple channels. Government-to-Citizens (G2C) model have been designed to facilitate citizen interaction with the government. In this situation, an interface is generated between the government and peoples which enables the citizens to benefit from efficient delivery of array of public services. This expands the availability and accessibility of public services on the one hand and improves the quality of services on the other. In G2C model, clienteles have instant and convenient access to government information and services from everywhere anytime, via the use of multiple channels. Additionally, to make certain transactions, such as certifications, paying governmental fees, and applying for benefits, the ability of G2C initiatives to overcome possible time and geographic obstacles may connect citizens who may not otherwise come into contact with one another and may in turn facilitate and increase citizen participation in government.
3. **G2B (Government to Business):** In this type of interaction, e-Governance tools are used to help the business organizations that provide goods and services to seamlessly interact with the government. G2B can bring significant efficiencies to both governments and businesses. G2B include various services exchanged between government and the business sectors that include distribution of policies, memos, rules and regulations. Business services offered include obtaining current business information, new regulations,

downloading application forms, lodging taxes , renewing licenses, registering businesses, obtaining permits, and many others. The major aim of this interaction is to cut red tape, save time, reduce operational costs and to create a more transparent business environment when dealing with the government.

4. G2E (Government to Employees): G2E denotes to the relationship between government and its employees only. The aim of this relationship is to serve employees and offer some online services such as applying online for an annual leave, checking the balance of leave, and reviewing salary payment records, among other things. In this case, Government is major employer and it has to interact with its employees on a regular basis. This interaction is a two-way process between the organisation and the employee. Use of ICT tools helps in making these interactions fast and efficient on the one hand and increase satisfaction levels of employees on the other.