

REVIEW PAPER

E-Governance Transforming India: Perspective of Digital Literacy

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ABSTRACT

E-Governance or electronic governance is the smart use of ICT (Information and communication Technology) which involves the application of internet technology to manage the functioning of governance this includes online exchange of information, online transactions and so on. Thus, e-governance is the wonderful use of ICT which aims to transform, enhance efficiency, effectiveness, transparency and accountability of informational and transactional exchanges within government bodies, in between government & public and in between government & businesses to authorities' citizens through the access and use of information. This review article is based on the perspective towards the effective use of e-governance in order to transform the rural India. This article helps to understand the minor to major functioning of e-governance which is actually helping rural India to participate in becoming digitally literate by bridging the digital divide and information gap. After 2016 the digital revolution in India has began by making the digital devices and internet services more affordable for the public in India. Due to which the Indian population mostly the underprivileged class has effectively started to use smart phones and cheap internet services for getting information and updates about world instantly, distance learning based education became more convenient by the use of internet services, in rural areas E-Panchayat has bridged the communication gap between the public & governing bodies, overall the presence of e-governance has boost to give voice to voiceless and has let the public to more efficiently use their democratic rights.

HIGHLIGHTS

- ➊ After 2016 the digital revolution in India has began by making the digital devices and internet services more affordable for the public in India.
- ➋ In rural areas E-Panchayat has bridged the communication gap between the public & governing bodies
- ➌ The presence of e-governance has boost to give voice to voiceless and has let the public to more efficiently use their democratic rights.
- ➍ ICT has empowered all growth and development in the nations.
- ➎ The E-governance reflects the SMART (Simple, Moral, Accountable, Responsible and Transparent) functioning of government.

Keywords: E- Governance, E-Panchayat, ICT, Digital Literacy, Rural India

Over the years advanced form of ICT (Information & communication technology) has leveraged a significance contribution to achieve the goals of good governance. Here, E-Governance or "Electronic Governance" makes the governance more effective as well as efficient to bring benefits in order to achieve development

agendas. For more than 40 years first world countries or developed nations has become technologically

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advanced that IT (Information Technology) has took over the development in all sectors. Either we talk about healthcare system or farming sector, even education system and judicial system every aspects of social development, environmental sustainability, are growing with the development in technological sector. Thus, IT has empowered all growth and development in the nations and IT has developed advanced communication technology as ICT which is helping governance to become more powerful tool to connect and can bridge the information gap.

However, the old model suggests that IT has automated the internal working of government by processing data. But as per the new model ICT is supporting in several ways not just in automating the internal data and channeling it by maintaining transparency but also connecting the government with stakeholders such as external (Public, Business, NGOs) as well as internal stakeholders (Government employs, officials, ministers) this actually helps to bridge the communication gap. Therefore, ICT is helping government to adopt E-governance to smooth the functioning and maintaining transparency in every channels of government and through this the stakeholders can easily connect and get informed this can result in successfully achieving the expected outcomes of policies or yogana formed by government for development (HEEKS, 2001).

Although E-Governance encompasses all ICTs but the key innovation is fastest internet connectivity from intranet to internet by the use of this it create enormous opportunities for development in digital age. The digitalization after 2015 has not only increased or has got robust boost but also it has created a huge interactive and informative platforms for connecting G2G (Government to Government), G2C (Government to citizen) and G2B (Government to Business). Thus, the exchange of information, agenda and issues in between government and its stakeholders has improve the governance this is to establish good governance in the nation. The E-Governance has effectively maintaining transparency in relationship between government & its agencies, in between public & government bodies and it is in between government and non- governmental organizations. So, the E-Governance has became the

vice of voiceless by becoming effective medium to address people's problem and even helping them to get solutions.

The functioning of E-Governance is based on its three unique qualities which are Automation, information and transformation. Here, automation means it helps in replacing human efforts with technology based machine processing which involves accepting, storing, processing and transmitting the information. E-Governance also helps in information which is easily connecting public to the government that directly helps government to understand the problem faced by public and also through use of fastest E-Governance based platforms the public gets information and awareness about the Government policies. E-Governance helps in creating transformation which is remarkably applying new methods for delivering public services. Whereas, E-Governance is cheaper, quicker and more effective to play key role in effective communication to bridge the information gap. Thus, E-governance is effective for good governance because it works better and always has innovative approach that helps in achieving development goals.

However, E-Governance does not covers e-commerce, e-business but it focuses on only three domains which are to improve government processes through use of E-Administration, connecting citizens to government through E-Citizens & E-services platforms and by building interaction within civil society through use of E-Society. Thus, by this way government through the use of ICT based E-Governance is empowering the nation and improving public services. At micro level of interest the E-Governance platforms functions to connect local administration and political bodies with societal problems within the community (Mandon, 2009). As E-Governance was introduced in world in late 1990s but in India it was first started by AKSHAYA project in district of Kerala on November 18, 2002. This project involved setup of 5000 multipurpose community technology across Kerala, which was termed as Akshaya e-kendra. Thus, this was run by the private players that aim to setting up e-kendra in every household within 2-3 kilometers to fulfill the basic requirements of 1000-3000 families to provide power of networking and

connectivity available for common people. However, this form of G2B e-governance has played a catalyst role in social & economical reforms of society that focuses on facilitating as well as increasing e-transactions, e-learning, e-governance and providing information with effective communication (Singh, 2012).

Digital Divide the underlying challenge in rural India

In past few decades after introduce of e-governance & availability of internet connectivity in India the digitalization has become a boon for development with all aspects. But still India is remaining behind in order to achieve digital literacy and combat digital divide. Due to existing digital divide in India it is quite challenging to implement hundred percents digitalization and even it hinders the development goals to be successfully achieved. Thus, developing countries or second world nation like India it is almost difficult to achieve 100% digital literacy because of large population are struggling from the poverty, massive information gap that leads to unawareness in people about government agendas, policies and they are left deprived of E-Governance activities. Even thou government of India is trying the best efforts to make people's quality of live better and every individual can afford their livelihood with getting informed to enjoying all benefits provided through E-Governance platforms about government policies in order to ultimately achieve the development goals to become developed nations (Kaur, 2013).

There is huge digital divide in India which has divided the states, metro-politician cities, rural & urban, suburbs & remote areas on the ground of digital literacy. As per the July, 2024 NSS (National Sample Survey) report which states that 24.7% of Indians aged up to 15 are more digitally literate than age above. But the huge difference in rural & urban population can be marked as 18.1% of rural population is digitally literate and 39.6% of urban population is digitally literate. Only the state of Kerala has highest digital literacy at 73% for population age 20-40 years old, while the state of Assam has the lowest digital literacy at 17.6%. However, economically backward states of India like Bihar, Madhya Pradesh, Jharkhand, Uttar Pradesh, Odisha, Chhattisgarh and

Rajasthan has rated digital literacy below 30%. After the increase of digital literacy in India by 18.4% in year 2017-18, still the country is struggling from the issue of digital divide.

However, in India "Information Village" project was started in 1998 with aim to impart & increase digital literacy in rural India and to bridge the information gap by reducing digital divide. This project was initiated by opening KC (Knowledge Kendra) in different villages of India (Kanungo, 2003). This experimental project in Pondicherry village determines the impact of ICT on rural livelihood. In 1998 before the launch of Information village project a survey was carried out which covers 10% of residents in the area it reveals that the main source of information in that village was shopkeepers, people gathering in market areas and agri-input suppliers. Whereas, the authentic and complete information are available at Block Development Officer's office and agricultural office but is not available with rural population thus, the existing information channels to the local were not effective. The women and children in that area due to information gap goes through several health issues which are many of times remain unaddressed (V Balaji, 2000).

Thus, this inequality in access of information & communication technologies leads to digital divide as well as it directly affects the growth & development of the society. This major issue has been recognized on global platforms especially in developing nations like India the problem of digital divide can be seen. UN (United Nations) and the WEF (World Education Forum) with other international bodies such as IAHE (International Association of Higher Education) has recognizes this issue of increasing digital illiteracy caused by huge digital divide within the countries and also across the globe this is a issue of major concern. So, huge digital divide creates enormous uncertainty in the process of development by giving birth to information gap and communication gap which creates obstacles in the path of development (Gulati, 2003).

E-Governance is revolution for Digital Literacy

To bridge the information gap in villages of Pondicherry in 1998 through ICT based "Information Village" project

22,000 families of villages were informed about existing 130 government schemes which includes information about grain prices, healthcare services, even bus-train time tables and so on. This database available on different several KC has interactive features called C-ROMs that helped villages to interact and share the problems that are hindering the development of villages. However, this revolutionary measure of government has changed the scenario of the village as per the data ICT based KC (Knowledge centers) in all over villages of Pondicherry has witnessed 17.24% women users were frequently visiting the centre and this has effectively increasing the digital literacy by bridging the information gap. Thus, this experiment to establish e-governance in the rural areas of Pondicherry has remarkably grabbed the world attention (V Balaji, 2000).

Thus, the e-governance and different ICT platforms are performing like an effective tool to bridge the information gap, eradicate the digital divide and help in improving quality of life of people by promoting development in rural India. The success of e-governance is serving its major role to increase digital literacy even in rural India in order to bridge the information gap. The E-District is a Mission Mode Project (MMP) initiated by government of India by the ministry of communication & IT under NEGP (National E-Governance Plan) in year 2011. The main objective behind launching this project was to improve the efficiency of district level department in order to provide a surreal user-friendly experience to the public. The goals of this project also includes: To automate workflows of government and digitalize the data, to centralized public system for application and databases and also to make accessible of all government services online for the common man not only urban but also rural areas of every district of India (Nair, 2013).

NeGP (National e-Governance Plan) has three pillars of electronic governance infrastructure which are State Area Networks (SWAN), State Data Centre and Common service Centers are for secure and safe data storage and also to provide primary front – ends for service delivery of e-services. This MMP under NeGP is the one of project out of 27 other government missions that aims to provide support and strength to successfully accomplishing the goals of government

policies that helps to transform the lives of people which results in development of the nation. Also the aim is to deliver quality of content to the people that bridge the information gap and computerized service centers plays main role to support G2C (Government to Citizen) services which also helps citizens and government not only to connect but also it maintained the transparency in functioning of government and even it helps to increase digital literacy by letting the public use computerized common service centers which established in every rural areas of a district (GOI, 2024).

However, digital literacy which means the skill to develop the understanding the functioning of computers system and has knowledge to operate digital technologies and channelize as well as analyze the information correctly this ability is called digital literacy. Thus, digital literacy is a very important skill to use E-Technologies and can also take the benefits of E-Governance. Increase in digital literacy can only decrease the digital divide and therefore it can eradicate, information gap by filling communication gap. Thus, through the use of ICT digital divide is reduced and this automatically helps to upgrade the living conditions of citizens mostly in rural India where implementation of e-shiksha (E-Education) and other ICT (Information & Communication Technology) initiatives are required to train the population in understanding and operating the E-Governance system. The use of ICT helps to connect instantly and smoothly make the government services easily available for the public and enhances the benefit that they get effectively and also it maintains transparency in G2C (Government to Citizen) relation without depending on middleman or any other agencies. However, few states like Kerala, Tamil Nadu, Andhra Pradesh, Karnataka, Maharashtra, Madhya Pradesh, Gujarat, Rajasthan and West Bengal are playing significant role in introducing IT for social and economical development. In order to provide effective and affordable access of information through telecommunication & IT infrastructure to the people in all geographical areas including rural & remote areas as well it will comprehend to change the scenario of development and increase digital literacy.

The E- participation of the citizen is important for empowering the nation by bridging the information

and communication gap by making them involved into the process of decision making through the use of e-governance various platforms. Whereas, IT maintains transparency in government functioning and also helps to remove Red- Tapism & reduces corruption. Madhya Pradesh has introduced Gyandoot project, Gramsampark and MP online as the e-governance platforms make people aware and helps to get benefits of various schemes and government policies through the applications of these IT based platforms. Digital India initiative aims to establish digital literacy and universalize it not only in urban India but rural & remote areas to for transforming India into a knowledge economy through e-governance (Saxena, 2017). According to the world bank, by implementing e-governance it will not just connect G2C, G2B, G2G but also IT based wide area networks and mobile computing will help to better the government services as well as also it will promote transparency, less corruption, greater convenience, revenue growth and cost reduction. United Nation's report states that the E-Governance defines the better utilization of internet & digital devices which helps to deliver government services and information easier and quirkier. So, the accessibility of ICT should be in affordable price for all even in rural area because one of the reason for digital divide is internet services and digital devices are available in high prices and rural, suburbs and remote areas population can't afford the services and they gets deprived of taking benefits of

e-governance (Srivastava, 2015).

MyGov portal was launched in year 2024 with aim to strengthen the connection between government and citizens (G2C) to establish effective communication and transparency through the use of digital platform or ICT. People applying for Adhhaar card, passport, health insurance, paying tax, digital transaction of money through UPI, internal revenue service and many more services are available for citizens by applying on the e-governance websites has benefited government and its citizens. The increase in use of these services has also increased the percentage of digital literacy in India. MyGov portal promoted the active participation of Indian citizens in their country's governance as well as in development and also has eased the life of people.

While going through the website of MyGov Researcher has found that fifty-seven million eight hundred seven thousand nine hundred fifty- eight citizens are connected to the government with this portal in which more than sixteen lakhs of citizens has actively participated in task such as making video on introduction of new offences in NCL, Logo Designing to promote empowerment through the use of AI tools, MASCOT contest for cyberdost, participating in video competition to make citizens aware about Ahilya Devi, making reels on criminal laws and many more tasks are available on one click participation which aims to promote education, awareness, information through

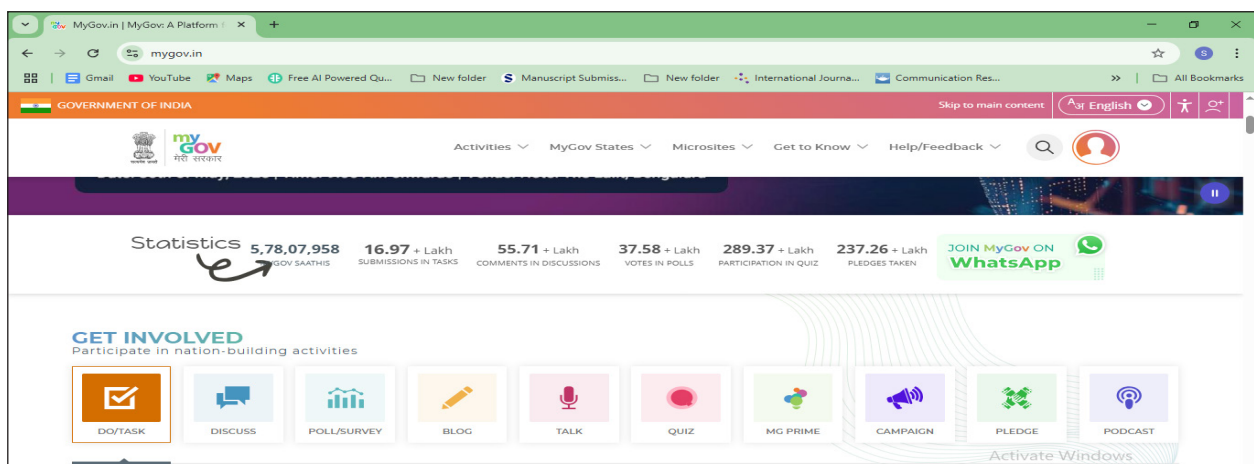


Fig. 1: MyGov portal reflecting the statics data

means of entertainment and creatively persuading citizens. Whereas, more than thirty seven lakhs citizens are casing vote in polls and participating in nation building activities by giving their opinion regarding improvement and better implementation of government policies. Even more than 289 lakhs of citizens are participating in quiz competition and 237 lakhs citizens have taken pledge to actively participate in development of India by blogging, talking, podcasting and discussing with government officials the citizens can directly share their underling issues and also the measures taken to overcome the challenges are being reflected on this portal creates transparency.

By clicking on performance dashboard option several policies are reflected as well as number of beneficiaries of all specific government policies are also mentioned such as “Pradhanmantri Matri Vandhana Yogna” is being successfully benefiting more than thirty three millions of citizens. Even the message by Honorable Prime Minister of India through radio programme named “Mann Ki Baat” is being reflected on the portal. By clicking on MyGov state option citizen can have access to the data which reflects the state wise development such as for Uttarkahand the state capital, Dehradun has been leveraged with technologies to adopt the model of smart city. Many articles and blog post regarding smart city mission phase - 4 for hundred cities, blog related to traffic jam are mentioned on the portal that aims to aware, educate and inform the citizens.

The “e-gram swaraj” portal was launched in year 2020 to promote G2C (Government to Citizens) and G2G (Government to Government) for establishing effective two way communications well as maintain transparency in functioning and budget allocation between central government to state government to local government bodies. Thus, state wise it reflects the allocation of budget to the beneficiary’s bank account and audit reports under the scheme or yojanas that supports development on national level as well as on local and state level.

Especially to bring transparency in functioning of decentralized government bodies which are helping in planning, processing, reporting and accounting of government policies. Even the field work or campaigning to promote government yojanas are done by the employs of panchayat raj posts geo-tag photos on this portal as the evidence reflecting the activities being performed in filed on ground to directly connect with citizens. According to PIB (Press Information Bureau) report, e- Gram Swaraj reflects data of 2.46 lakhs citizens of online monetary transactions benefiting through several government schemes and yojanas to empower the underprivileged group of citizens in the society for each panchayat raj in India such as state capital of Uttarakhand is Dehradun in which the all 7 blocks data are present on the portal.

There are many challenges faced by rural citizens of India due to shortage of resources generally in remote

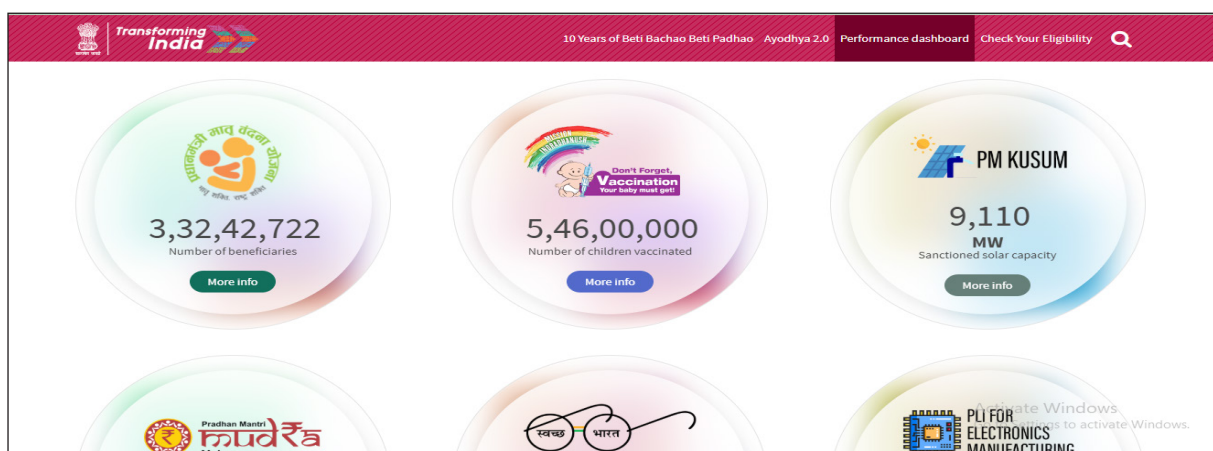


Fig. 2: Data of beneficiaries of the national Yojans

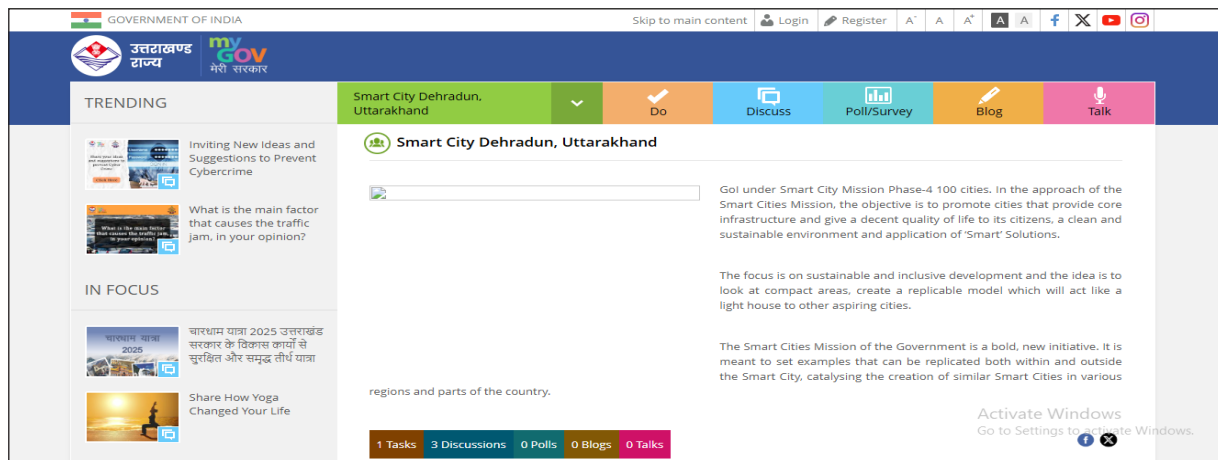


Fig. 3: Data promoting Dehradun Smart city plans

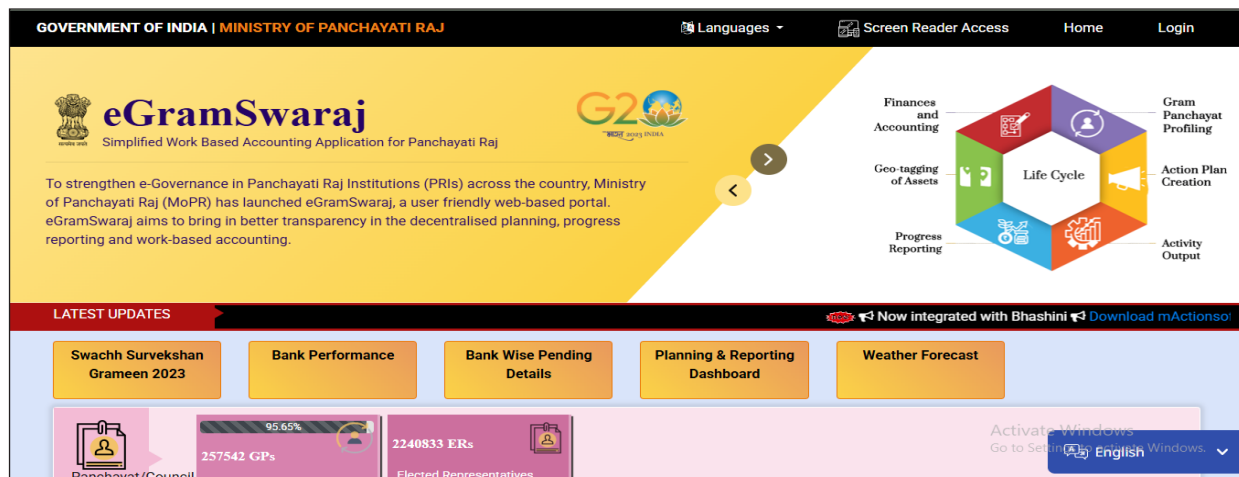


Fig. 4: e-Gram Swaraj portal

areas. Poorer health is the major issue the people in remote areas suffer from, they reflected in higher levels of illness and health risk factors this has raised the mortality rate in India. However, the E-governance model and its services in health sector has become a boon for underdeveloped society for leveraging better healthcare facilities online. E- Governance has maintained its key features as it maintains transparency, accountability and so has established real time effective communication that has bridged the communication gap between G2G (government to government) and G2C (Government to consumer/public). As medical science is fastly developing with the support of technology there is an immediate call for connecting primary, secondary

and tertiary level of health centers with ICT (information and Communication Technology) and E-governance services, by this way it will help healthcare professionals to deliver high quality services. The IT (Information Technology) giant companies are experimenting and exploring the possibilities to make ICT applications available in both government and private healthcare service centers either in local, state or central level. The treatment through E-Governance services includes use of tele-medicine, tele-referral services and health information dissemination or doctor's consultation through video conferencing. Even the use of smart phones and SMS services in rural areas has made the E-Governance more effective as well as efficient to

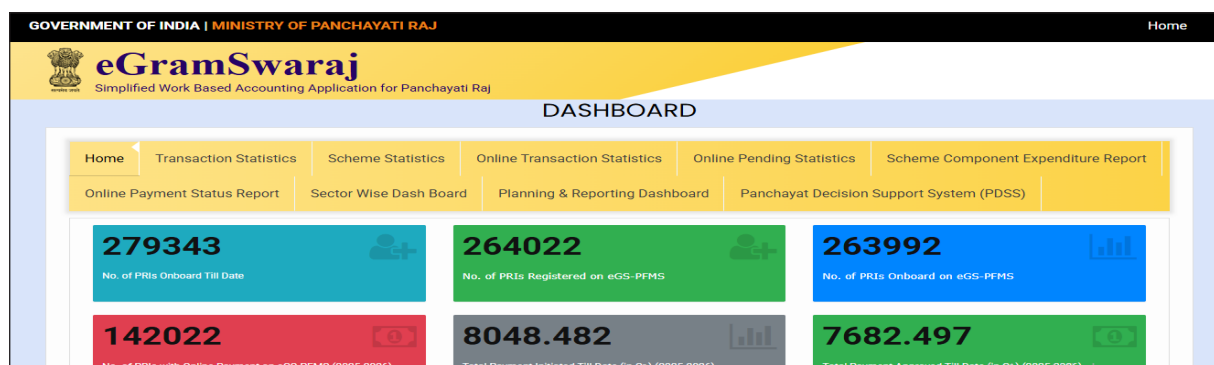


Fig. 5: e-Gram Swaraj

provide good healthcare services (Vaisla, 2012). The new transformation in healthcare system is leveraged by ICT that aims to deliver remarkable support to the sustainable development in India and mostly in remote & under developed areas.

In case of remote and hilly areas of Uttarakhand state in India, the E-services and E-Governance has started to use the applications of ICT in healthcare support and services directly to the people outside the conventional care centers such as hospital and residence. In hilly areas and rural areas of Uttarakhand the E-healthcare services are been provided to people through SMS alerts for vaccination drive and childcare advices through video conferencing services and other health issues consultations with doctors through video conferencing services. Due to shortage of human resources, constraint of fund, higher sensitivity of patients for health issues, high expectation for best quality treatment at lowest cost without inconvenience and there has been long wait to implement E-Healthcare services by public and private sectors in rural areas of Uttarakhand but in July 2015 E-Health was launched by Ministry of Health and Family Welfare. Thus, this is a great effort and initiative to implement ICT in healthcare services to overcome the issues like absence of competition in health sector as earlier in health sector PHS (Public Health System) was handling the healthcare sector under the state governance but due to application of ICT in public and private sector both there has been a huge competition to make healthcare services more effective & efficient. Earlier Medical professionals such as Doctors and Nurses were not familiar to work with ICT and

computers but before implementing ICT they were given robust training to understand the applications of ICT such as use of tele-medicines, SMT based services that has enabled web-technology and PPP model (Public Private Participation) in healthcare sector more developing and customer friendly. As the hilly has lack of infrastructure and Per capita income is lower than 70% of vulnerable population in villages thus healthcare services in these areas to reach through offline mode was quite challenging but ICT and concept of implementing E-health centers in remote and hilly areas has provided the basic health care via online mode such as application of video-conferencing and use of tele-medicines.

Whereas, the IAMI (Indian association of Medical Informatics), IMIA (International Medical Informatics association) and AMIA (American medical informatics association) are supervising the whole functioning and ethical performance of ICT application such as E-health services are helping rural India to grow faster towards building the remarkable development in healthcare sector. Some E-health services models are been used by implementing the ICT applications in India big giant private companies are investing in this government projects to amplify the development and initiate the development in remote or underdeveloped areas of India. Such as Wipro for Delhi Municipal Corporation (DMC) where six hospitals are using ICT modules for patient registrations, demographic details, outpatient visits, doctors appointment scheduling, admission/discharge/transfer, order, entry, laboratory/radiology/cardiology result reporting, operation theatre management and pharmacy etc for making the healthcare services more

approachable for the public. CMC LTD is implementing hand held mobile computing devices like personal Digital Assistants (PDAs) in Andhra Pradesh and providing better healthcare services to PHCs (Primary Health Centers) and Auxiliary Nurses and Midwives (ANMs). However, while processing data they first collect the counseling the beneficiaries or nursing data by using PDA in the villages and after that they transfer the data from PDA to the desktop at primary health centers and so all kinds of data is available on the desktop of various PHCs in the district level and state level health commissioner's office by using internet it is easily accessed. At final stage the report is generated at PHC level, district as well as at the state level. Thus, applications of ICT at grass root level covers 459 ANMs in 67 PHCs in Nalgonda district of Andhra Pradesh.

The objective of Directorate of Medical Health & Family Welfare in 11th five years plan is to make "Health available for all" in 3080 blocks and new sub-health centers will be established 275 new PHCs and CHCs. Apart from that the trainings for using E-healthcare services will be given to the nurses and paramedical staff of hospitals in Dehradun district of Uttarakhand as well as 10 remote

areas will be provided with mobile hospital vans in difficult and remote areas. SGPGIMS (Sanjay Gandhi Postgraduate Institute of Medical Science) located in Lucknow has been using tele- medicine model. Even the two district hospitals in Uttarakhand as Almora & Srinagar has adopted tele-medicine model for making the healthcare services better by amplifying the applications of ICT. Also the tele-consultation ICT applications are helping patients to get proper treatment and diagnosis of diseases with the help of SGPGIMS experts that uses the E-healthcare services over the distance. However, in year 2000 the healthcare sectors in some part of India has used the E-healthcare services after the first experiment was carried out through use of PSTN (Public switched telephone network) to exchange (ECG) between district hospital, Pithoragarh, Uttarakhand and SGPGIMS, Lucknow in Uttar Pradesh which is located 275 km apart. Even the exchange of video clippings of 30 patients, audio clips and satisfactory quality of images helped to get patients connect to the doctors and nurses. Even the tele-medicine network projects started to wide spread with the support of Uttarakhand state government in April, 2004 under this initiative at

Table 1: Types of E-Healthcare services used in Uttarakhand

1.	• Tele-consultation
2.	• Tele-follow up
3.	• Pre-referral Screening
4.	• Treatment Planning

least two district hospitals of Uttarakhand state in hilly areas got networked with SGPGIMS for using tele-consultation services.

Here, the different types of E-Healthcare services are being used in Uttarakhand state of India for making the healthcare sector work more efficiently and effectively towards social development and towards providing “Good health and well-being”, that is the third goal listed among the seventeen SDGs (Sustainable development Goals). Thus, among all above listed four different types of E-Healthcare services, the Tele-consultation means all diagnosis and treatment of patients are conducted by the health consultant through use of telemedicine technology over long distance and mostly it helps to connect rural, hilly and remote areas. Pre-referral screening means through this E-health service the doctors of hospitals based in Uttarakhand can refer the patients having critical medical emergency to reputed hospitals of metro cities through use of online mode without delay. While Tele-education E-health service help to guide and provide training in educating health consultant and public about the proper application and way of using ICT from distance in order to get benefited from E-Health services provided by government and private healthcare centers that aims for developing healthcare sector in India. Even the Tele-education services are also used in medical colleges of India to educate and trained young healthcare professionals and post-graduate students of medical sciences Institute this includes all kinds of online surgery or surgery done under the direction of super specialists from distance through use of online mode. Thus, by the application of different E-Healthcare services not only in Uttarakhand but also in the different parts of India has catalyzed the sustainable development of providing good health and well-being to all. Use of ICT has expanded the limitation of possibilities in medical sectors and has enhanced the use of technology in medical science by prioritizing the patient’s health (Vaisla, 2012).

Not only in health sector but the ICT and its uses has also bloomed the development in other sectors such as infrastructural development. Building Smart and sustainable cities in Dehradun state capital of Uttarakhand has amplified the possibilities of

prioritizing the concern related to environmental sustainability and using the measures for effective city planning by the application of ICT based SMART city module. The idea of implementing SMART city ICT based module is helping not only Dehradun but most of the part of India in achieving one of the goals among seventeen goals of SDGs (Sustainable Development Goals) which is “Industry, Innovation and Infrastructure”. To reduce environment related issues the technology such as ICT has become a remarkable window to give out the solutions. The frequent increase in population so the urbanization has increase the need to rethink and it reflects the major concern over the issues which are creating the hindrance in development process. Thus SMART city module is a citizen-centric city development module which not only helps in infrastructure development but also it will organize the overall city planning by using ICT measures. Thus, this E-Governance model has layout the framework of infrastructural development through the use of SMART city module (Ashish Kumar Srivastava, 2022). However, the government of India has launched 100 smart cities in 2015 with mission to transform urban infrastructural conditions which with bring sustainable development (Kawalek, 2023).

CONCLUSION

The E-governance reflects the SMART (Simple, Moral, Accountable, Responsible and Transparent) functioning of government. However, where there is huge issue of digital divide e-governance is working as catalysis to serve the lead role in order to overcome the challenges of digital illiteracy basically in rural India. This helps to effectively combating the problem faced by citizen and establishing good governance in digital era. By, leveraging multiple e-governance platforms to the citizens and making them trained as well as digitally literate to participate in development related initiative. Therefore, ICT’s e-governance platform in India especially in rural & remote areas has been performing a remarkable work to transform the nation for holistic development and has a future existence because the science & technology is making digital communication technology or information communication technology

more impactful which aims to bridge the information & communication gap.

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