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Prelims PYQ, Mains model answers, and copy evaluation. Write to the desk for this paper, a doubt, or the AI waitlist.

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Q18

e-governance is not just about the routine application of digital technology in service delivery process. It is as much about multifarious interactions for ensuring transparency and accountability. In this context, evaluate the role of the 'Interactive Service Model' of e-governance.

UPSC Civil Services Mains 2024 · GS II · 15 marks · Transparency and e-Governance

Important aspects of governance, transparency and accountability, e-governance - applications, models, successes, limitations, and potential; citizens charters, transparency and accountability and institutional and other measures.

Facts & figures for this PYQ only.

Numbers move. Confirm the latest Budget, Economic Survey or census round. This sheet is for revision, not a substitute for the model answer.

<https://wrapexams.com/upsc/mains-answers/gs-2/2024/e-governance-is-not-just-about-the-routine-application-of-digital-technology-in-service-delivery-process-it-is-as-much-about-multifarious-in/>

Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

National citizen-to-government interactive channel with a number that can be chased.

UMANG

Unified mobile platform for many Union and State services on one app.

MyGov

Consultation and volunteer platform - closer to e-engagement than to a full service transaction.

Government e-Marketplace (GeM)

Buyer and seller can query an order - interactive service in procurement, not only a catalogue.

K.S. Puttaswamy v. Union of India

A State that logs every click in an interactive system also carries a privacy duty.

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