

WRAP Exams · wrapexams.com

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

ask@wrapexams.com · +91 85951 84903 · wrapexams.com

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.

Core demand of the question

- Distinguish e-governance as routine technology from e-governance as interaction
- Define the Interactive Service Model
- Evaluate it for transparency and accountability with Indian examples
- Name digital-divide and dashboard-theatre limits

Revision summary

E-governance is not only digitising a counter; it is multi-way interaction for transparency and accountability.

The Interactive Service Model is two-way apply-track-grieve-reply, the top of the usual model ladder.

- **Indian examples:** UMANG, CPGRAMS, Passport Seva, RTI Online, GST replies, GeM.
- **Gains:** time-stamped trails. Losses: digital divide, kiosk touts, privacy risk, vanity dashboards.

Assisted access and honest back-ends decide whether the model is real.

Direct Benefit Transfer is interactive only when failure can be queried.

Introduction

Putting a form on a website is digitisation. E-governance, in the line of United Nations and Indian administrative writing, is also who can speak back. The **Interactive Service Model** is the end of that ladder: the State and the citizen transact and query each other, not only download a PDF. Transparency and accountability live or die in that loop.

Body**More than routine technology**

A portal is not a republic.

- **Peg:** Back-end integration can be excellent and still opaque to the user.
- **Peg:** Multifarious interactions mean government-to-citizen, government-to-business, government-to-government and citizen-to-government - grievance, consultation, tracking, and

the right to see one's own file.

The Interactive Service Model

Typologies used in Indian administrative teaching climb from broadcast to two-way service.

- **Peg:** A broadcasting model only pushes information; a critical-flow model sends selected data; comparative analysis and e-advocacy sit in between.
- **Peg:** The interactive service model is two-way: the citizen applies, pays, tracks, rates and appeals, and the department's clock is visible on the same screen.
- **Peg:** Indian pieces of that loop include **UMANG**, **CPGRAMS**, **RTI Online**, Passport Seva SMS, e-District, **Government e-Marketplace** and GST notices that can be answered online.
- **Peg:** Direct Benefit Transfer is interactive only when a failed payment can be queried and corrected, not when money is merely pushed.

Evaluation

A visible queue is more transparent than a peon's memory; a fake dashboard is not.

- **Peg:** A time-stamped grievance identity is evidence a newspaper or a court can use - accountability as a trail.
- **Peg:** Passport, railway tickets and pension correction work where the loop actually closes.
- **Peg:** Limits: low-literacy and remote households need assisted kiosks, or a new tout appears; green dashboards can hide a shut field office; after Puttaswamy a State that logs every click carries a privacy duty; an algorithm that rejects a scheme can still be hidden.
- **Peg:** The model is the right aspiration; it works when the back-end is honest and the front-end is assisted. Technology without that loop is only routine application.

Flow diagram

Broadcast PDF -> Interactive service
 Interactive service -> Track pay appeal
 Track pay appeal -> Accountability
 Divide dashboard -> Broken loop
 Interactive service -> Divide dashboard
 Track pay appeal -> Privacy duty

Conclusion

- **E-governance as interaction is the Interactive Service Model:** two-way transactions with a visible clock. It can discipline the file. It fails when the divide, the tout and the fake dashboard take the citizen's place in the loop.

Facts & figures

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.

WRAP Exams · Write. Read. Analyse. Practice. · <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-us-in/> · ask@wrapexams.com · wrapexams.com