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Research Article

# The Concept and Practice Of E-Governance in Pakistan

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**Abstract**

. E governance always play a very vital role in the development of a nation. There is always a very deep and clear impact of science and technology on the governance. All the developed nations of the world have already adopted this new form of E-Governance. Following the foot step of these developed countries many third world countries have also adopted this new form of governance. Pakistan is also in this pipeline and wants to overcome the governance issues. Pakistan have always faced so many issues and problem in their governance. There is deep governance issues and hurdles in Pakistan. Pakistan want to be like the developed countries and want to overcome these problems. Pakistan need stability very desperately and want to achieve high ranks in governance.  This issues and problems in the governance can be sort out only by implementing the E-Governance issues in Pakistan. This paper will help out that what is the status of E-Governance in Pakistan. How can we made improvement in this filed and how can we be parallel to the developed countries in field of E-Governance.

**Introduction:**

The introduction of E-Governance in Pakistan is relatively new, with the introduction of this new form of government shifted and transform the traditional and old ways of governance to the new and modern, electronic ways. (Dawes, 2003).The recent past we have seen a quick increase in the use of ICT, this new paradigm shifted the complete concept of governance in Pakistan. The initiative and steps of implementing the concept of E-Governance was taken under the policy known as IT Policy and Action Plan. This step was

taken in the year of 2000. The main aim of this policy was to implement the concept and idea of the E-governance in the different departments and parts of the country.

In Pakistan the E-Governance and the introduction of ICT has increased the ability of the governance and also change and shifted the conventional government toward the advanced and new form of governance. In case of Pakistan, we can say that the notion and awareness E-Governance is relatively a very new and fresh one. The country's first IT policy named as the policy and action Plan 2000 was delivered and transported not prior than August 2000. The main aim and purpose of this policy was to drawn the interest of the government toward the adaptation of and the deployment of the IT in the country. The utilization of different technology and other tools were brought into the governance in order to improve and enhance the governance in the country. This thing became clear for the government that only way we can bring necessary changes to the government work is the adaptation of E-Governance in the country. The IT Policy 2000 was launched with the aim and objective that the government must implement the IT technology for the development of the governance. Within Pakistan the concept of the Electronic Government Directorate (EGD) was adopted and mounted with the aim that government should adopted the E-Governance as a unit inside the Ministry of Science and Technology and its spheres. And made itself able and competent to hire and adopted the unique initiative and steps correlated toward the e-government to make full use of the available and accessible different technical proposals and different kinds tips and guideline for the successful implementation and execution of the e-government. (Malik, et al 2001

The government of Pakistan decided to establish E-government Directorate in country in 2002, for this purposes the government of Pakistan decided to improve the infrastructure and also the E-governance. This task of developing the E-governance and ICT was given to the Ministry of Information Technology (MoIT) in 2002.

The ministry of MoIT is formed only to focus on the development of E-governance, it also work toward the planning of different ICT projects, it coordinate with other ministries to launch certain other projects of telecommunication and IT in the country in order to improve the E-Governance.
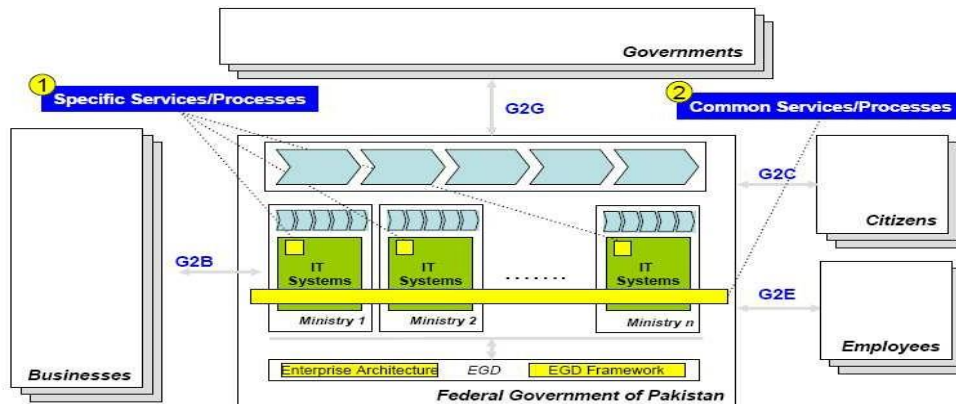
In the year of 2002 the government of Pakistan decided to established (EGD) known as E-Government Directorate this was also formalized with in the sphere of the administrative domain of the Information Technology Ministry.

The primary and the main responsibility of  The E-government Directorate is for bringing about the e-government alternation and transformation inside the Federal Government, with a very strong and firm collaboration and commitment, which are very vital and necessary, from the various and different Federal Government establishment and organizations. The only aim and objective behind the establishment of the EGD was to help out the public sector by deploying and launching the different ICT services and facilities in their own premises and spheres in order to enhance and increase the overall and general efficiency, sensitivity, and effectiveness.

**The four main types of the E-governance are mention below:**
- *First type is the Government to Business E-Governance or in short (G2B)*
- *Second type is the Government to Government or in short (G2G)*
- *The third type is Government to Citizen or also known as (G2C)*
- *The fourth type is Government to Employee we also called it (G2E)*

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### 3.1.1 G2B/ the Government to Business E-Governance:

The Government to business a kind of e governance which is mainly responsible for the conversation and exchange of the different kind of services between the Government and the different kind of Business administration and different kind of organizations. It is very much vital and also efficient for both the government and also for the business organizations

(Pathak, 2008).

G2B provides and offers the access and reach to the relevant applicable methods and different forms needed and required to fulfil and comply. The G2B is also related and consists of so many services and facilities exchanged among the different business sectors and also the government (Agangiba, & Agangiba, 2013).

Similarly, this kind of E-Governance made us aware about the Government to business information and thus help the government and the business sector in so many ways. (Kalyani, 2018).
A business organization always have a very easy, convenient and simple online reach and access to the different government agencies. G2B always plays a very active and a very crucial role in the business expansion and development. It enhances and increases the competency and the quality of the communication and also the transparency of the different project of government (Sharma, et al2014).

### 3.1.2 G2G/ the Government to Government E-governance:

The Government-to-Government kind of E-Governance which is responsible for the interaction and communication among the different governmental departments, different sort of agencies and also between different kind of the government organizations. (Rao, 2011).
This play a very positive and vital role in the increases and excess of the efficiency and competence of the different procedures and processes the government. In G2G, kind of E-Governance different government agencies and departments can share and use the same kind of database by the help of using online communication. (Norris, 2010).
By the help of this kind of E-Governance the different government departments can work and cooperate together. This service play a very vital role in the increase of the international diplomacy and can also help in the development of relation among different government and states.

We can get the conclusion that the G2G services and facilities can be at the local as well as can be at the international level. This kind of E-Governance can connect with the different kind of global governments and can also connect the local government. This type of governance can lead us to the safe and secure inter-relationship among the different domestic or different kind of the foreign government. G2G provide an opportunity to constructs and developed a universal and worldly database for all the member states in order to promote and enhance the E- service.

### 3.1.3 G2C/ the Government to Citizen E-governance:

The Government-to-citizen is that kind of E-Services which mainly refers and leads to the different government facilities that are retrieved and accessed by the familiar and aware persons. And in all kind and types of the E- governance almost all or most of the government facilities and services drop under the G2C. (Marzooqi, et, al, 2017).

Likewise, the most important and also the most primary goal of the Government-to-citizen services is to offer best and timely facilities amenities to the national. A citizen can have the access and reach certain services anytime and also from anywhere in the world. Furthermore, this kind of services provide different opportunities like the renewals license, and also for the paying of different kind of tax which are essential and important in G2C. Likewise, spending the administrative fee online is also possible due to G2C. (Deep, & Sahoo 2011).

This type of facility of the Government-to-Citizen enables and permit the ordinary and common citizen and people to overcome the time restriction and limitation. It also have a deep focuses on the different geographic and land barriers and obstacles. . A broad and wide array and collection of interactions and connection can be developed fluctuating and ranging from the services delivery and also to the delivery and provision of the welfare and most importantly for the benefits of health to the process of regulatory and also to the compliance and obedient oriented licensing (Riley, 2001).

G2C is a kind which allows and permit the customers and clients to entrée to the different kind and types of government info and also different kind of services rapidly instantly and conveniently, any part of the country or from anywhere, by the help of just simple use of the multiple and different kind of ways and channels in the likes of (Personal Computer, The Web TV, The mobile phone or any other sort of wireless device). This kind of E-Governance also made us enables and capable and reinforces the common citizens to have active participation and contribution in the local community life for example by sending an email or any other contribute to any sort of online conversation or any discussion forum.

On this initiative and enterprise the local are facilitated and enable them at the same time that how they can interact with their government. This thing has been professed and named as the 'citizen-centric shape'. The schemes of G2G use distribution and certain propagative tools and equipment's, with the different varieties of internet web sites, with the help of different apps developed a proper linkage and connection with the software in order to redecorate public access and reach to the positive and good facts.

### 3.1.4 G2E/ Government to Employee

The Government-to-Employee is a very important and main services of the e governance it the internal part of G2G sector of e governance. Furthermore, the main aim behind this is to form of e services of G2E is bring employees and servicemen together and also made them aware and also to improvise the concept and knowledge sharing (Riley, 2001).

Similarly, G2E also an opportunity to the employees of the online facilities (Riley, 2001). For example, smearing for the process of leave, studying the income expense record system, and also the checking of the

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balance of the holiday among employees. The G2E sector also provides the different kind of human resource training and also different kind of development. So, simply we can say that the G2E established relationship among the employees, the different government department and institutions, and also their control and management (Heeks, 2001).
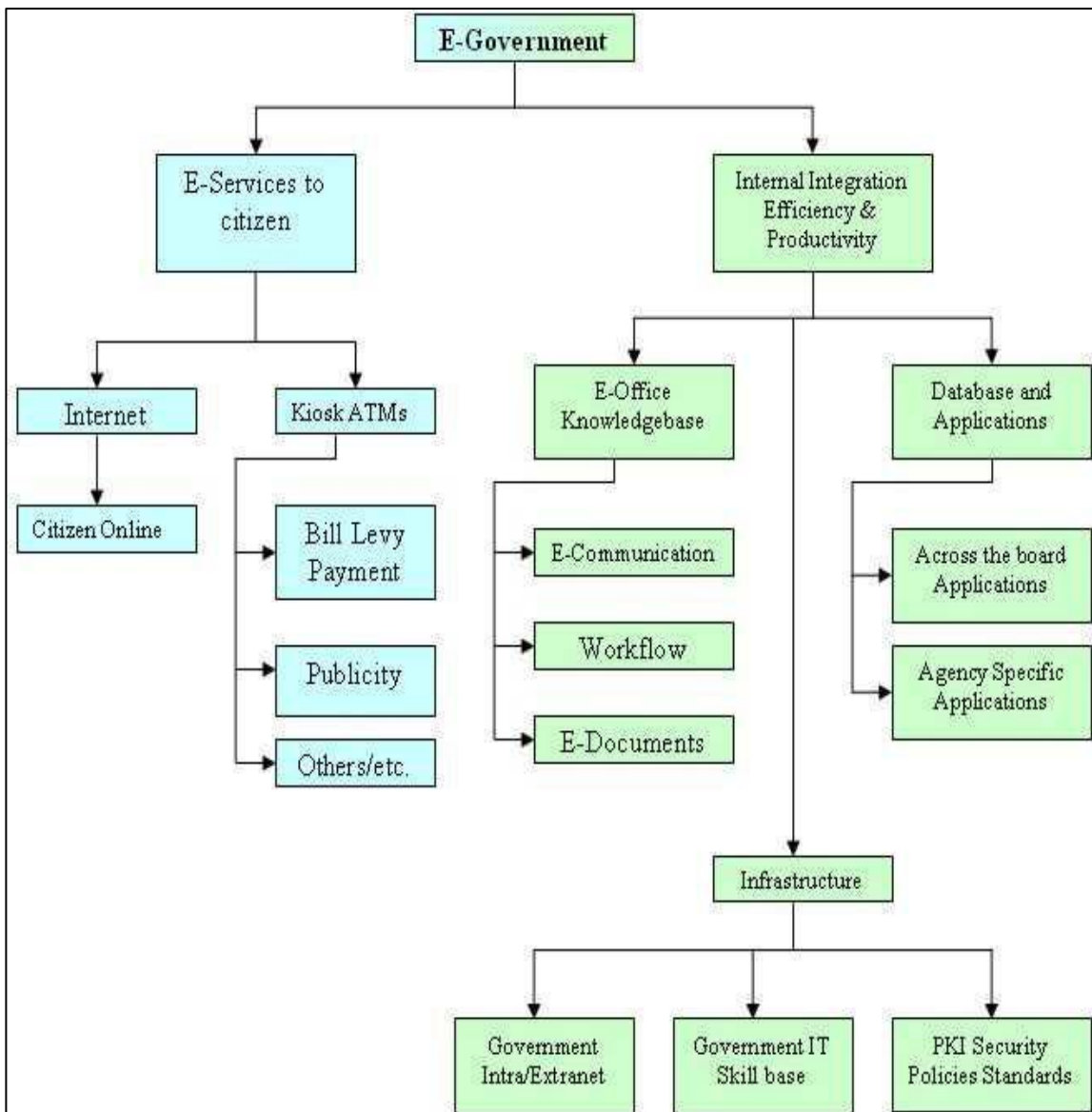
G2E denotes and refers also to the strategic and also to the tactical and to the strategic mechanisms for the encouraging and cheering of the application of goals and programs of the government along with the human supply administration, and accounting (Riley, 2001

**Importance and process of E-governance in Pakistan**

The main purposes was also to perform and achieve the

• Preparation and grounding of the different e-government scheme and projects.
• Implementation and execution of the projects of the federal level approved by the government. .
• Preparation and formation of different standards, guidelines for the run of E-governance.

**The main aim and objective behind the E-governance in Pakistan**

- Providing different kind of technical help and support to the different department of Federal, Province and District.
- The main aim and objective was the availability of online and easy information and details about the different jobs, official gazette tenders, different kind of notifications etc. all these steps are taken for the relief and convenience of the public.
- In order to made the people facilitate for the payment of their utility bills and also their taxes.
- Ensure and guarantee the transparency and clearness in the government-public dealing and interactions
- This step was taken with aim to Improve and enhance the internal efficiency and effectiveness of the government operations and functions of all the sectors and sections of the government so that it compel and force the government functionaries and officials become well experienced and also versed in the proper use of the ICT with the aim to provide service and facilities in a very quick, speedy, well-organized and clear way and manner.
- Improvement and development in the productivity and output of the government staff and employees by help of the automating and systematized routine and monotonous functions and purposes of the government
- Reduction and decrease in the cost and price of the operation and actions of the government in the long term by plummeting precious time and also the effort and contribution consumed in the search of information, recovery and also the dissemination and distribution within the government.
- Reduction and decrease in the cycle time for receptiveness and responsiveness to people and citizens.
- Formation of synergies and interaction among the various government purposes and functions through the deployment and placement of the IT permitted different applications and various systems
- Mechanization of the Prime Minister Secretariat, Islamabad is also on operate on the E-governance bases. It is a vital step in the history of Pakistan as it brought the common people in contact with the PM directly.
- E-Enablement of the Senate & also the National Assembly of Pakistan has been done which is also a huge development in the Field of E-Governance in Pakistan.
- E-service and facilities for the purposes of the submission of the different documents and papers at the different Securities and also to the Exchange Commission of Pakistan
- Mechanization and computerization of the Estate Office
- Development and growth of the Urdu Dictionary, Machine and apparatus Translation & also the development of Text to dialog and Speech Software for Urdu Language are being made, which is also a big achievement for the government of Pakistan for the E-Governance development.
- Online Access and reach to the different Statutory Case of Laws at the District Bar Associations level was also made through the E-Governance.
- E-Enablement of the Press was also an achievement for KP Government.
- The system of Salary Disbursement and payment was made through the ATMs
- Improving the skills and services of IT and different Training drills and Program was launched for the Probationary and provisional Government employee to make them inform about the E-Governance.

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- The Process and procedure of the Mapping for the purposes of the improving the efficiency and effectiveness of the Ministry of Science & Technology in Pakistan and KPK.
- The extension of IT Technical Support and sustenance to the Provinces of Pakistan and to the AJK
- Development and the formation of different type of PPHI Website

The National E-Government Council (NEGC) widespread and prevalent the "E-Government plan and strategy for the term of five year in June 2005. It was this strategy and plan which became designed and intended to provide and enable the fundamental and main infrastructure to all kind of the government agencies. The other purposes was to layout, increase and enhance the mutual programs and agendas for all kind of government divisions. Another important purpose of this strategies and plan was to offer and provide the e-services to the common residents, and also to made and set up the rules and standards for the different e-government errands and tasks (Pak E-Government strategy, 2005). The five year Plan also enhance and increase the awareness among the common people and also draws and made the people aware about how to bring this system in their daily use and how to utilize and exploit the different e-government services and facilities. The main aim and desires behind the concept of the e-government in Pakistan and Khyber pakhtoon khwa is to boom and flourish the government performance its aim was to bring the effectiveness in the government work and also to made the thing transparent in the different walk of lives, this plan was also drawn to establish the concept of accountability in the  decision making process and  further to increase and  improved the delivery system in order to made the people inform about their rights and also made the government accountable to the common people and to the law of the land. (Pak E-Government strategy, 2005). keeping in mind the official report of the Pakistan Telecommunication Authority- in the year of 2010, the number of improvement was from 10% to 64.4% and this thing further grow on. The growth rate of the broadband become amazingly increased about 100% which was a great thing for the development of the E-Governance in Pakistan as compare to 2008-09, (Malik, 2017). The government of Pakistan are very much serious about the development of E-governance and for that purposes also organized and planned an "E-Office forum-2014" in the country. This program was planned in May 2014 and led with the motto and slogan of "E-Governance for right Governance (Governance, 2014).

The main aim and cause of this forum was to bring the awareness and knowledge about the use of the E-Governance in the country and made it understand to the people that the concept of E-Governance is best and if ones want to bring out the best form of governance in the country they must opt and go for the system of E-Governance.  The government decided to make the different department sensitized about the importance of the e-Governances. This step of bringing the concept of E-Governance Just like the other provinces of Pakistan was also introduced in the province of KPK. KP implemented the system of the electronic governance reforms and modification in almost all the sectors along with the development of e-RTI.

**Why Pakistan Need to Invest More in Technology?**
The UN has conducted a survey on the E-Governance in 2018 in order to find out that whether the government of Pakistan has shown any improvement in the field of E-Governance or not. It has been find out in the survey that Pakistan has shown an incredible amount of improvement in field of online services and facilities.
It has been found that only in the FY 2016-2017, the government of Pakistan has increase its exports in the field of IT and ITeS. Even they improve their growth rate with such pace that they bypass the India and Sri Lanka in the IT and ITeS field which can be considered as big achievement in this area.

The growth rate of Pakistan during the FY 2016-17 increased and was about 16%, whereas on the other side the growth rate of India was about 8% which is far below than Pakistan . Similarly the growth rate of Sri Lanka's was only 5% in the year of 2016 and 2017 respectively.

The report publish by the IT Ministry the government of Pakistan has improved its strength about 150% in the field of IT industry. This 150% growth can be considered as a big achievement for a country like Pakistan. This is good news for the future development of the E-governance in the Pakistan. This growth of 150% has been achieved for the last five years.

The total shares of Pakistan in the Global IT sale is about 2.8 billion dollars. Out of this 2.8 billion 1.6 Billion are only allocated for the development of IT software and the IT Enable facilities and services. It can be proudly say that the world one of the best payment processing and dispensation solution provider I2c exist and resides right here, in this country Pakistan.

## Artificial Intelligence (AI):

Although in Pakistan they are tremendously and extremely improving and enhancing its sector in the field of IT and but there are still room for improvement and are still some parts that need to necessitate careful attention from the side of the government. (Shahid, & Li,2019).

The investment in such areas will highly enhance and improve the growth of the IT sector and thus can play a very vital role in the development. The investment and the allocation of fund will definitely boost up the IT sector, one of them is AI. Pakistan has already been working on it and launched many technology start-ups and services to boost the AI in Pakistan (Ahmed, and Ali, 2011).

## The Cloud:

This is one of the most important system in the field of computer storage in Pakistan. It made us enable and allow to have accessed and reach to the computer devices from anywhere. This new intro of technology will bring huge amount of change in the development of the IT sector in Pakistan.(Ullah, et al, 2021).

It allows and permits the individuals and different companies to use the cloud services to store and accommodate the data on space and on the outside their touchable devices. This new intro of the technology will greatly enhance and increase the E-governance in Pakistan. Examples are amazons etc. (Pavlick, et al 2014).

The main content and aim of this section is to recognize the main concept and also understand the services of provide by E-governance.

In order to overcome the governance issues this new system of electronic approach has been adopted and hired in a very mutual interplay and relationship of the government, the inhabitant, and also the different kind of businesses, apart from that the inner functioning of the governmental offices are also switched to this new form of governance. The main logic and aim behind this new form of governance is to make the matter of governance simple and least complicated and difficult, it also want to enhance the capability of the governance more and want to enhance its competency.

Electronic-governance can be simply labelled as the simple delivery and conveyance of the government offering their services to the people and also keeping the record to the general public by using different electronic ways, and usually these ways and methods of the delivery of data are known as records technology or simply the "IT" (Ilyas, 2016).

Since the mid of 1990s, the Government have decided to launch this new system which man aim is to made and introduce the necessary advance technology in the field of governance and by the help of which they can manage and made the lives of citizen essay and comfortable.

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It have been observe that in a very short time of five to seven years a very vast amount of change has been brought in this arena and thus it has drawn the attention of the people to this new form of governance. During 1996 the total number of the most authentic web pages in the country were 50, but a huge revolution occur in this field from 1996 to 2001 when the number of web pages reached to round about 50 thousand (Ilyas, 2016).

The E-Governance always have a very deep and great influence on the development and as well as the on the capacity of the public administration. Its role is so much important that it can't be overvalued and overestimated even in the different government 'also in the extended citizen contribution and participation, open announcement and communiqué, accelerated amount of social inclusion and most importantly in the transparency and clarity.

The survey and review conducted by the UN on the issues of E-governance critically observe and spotted the different form of government across the world, this survey was conducted in order to play a double role to make the ICT enable and also bring it in the use of administration.

### 3.2 The Concept of ICT and its uses in the different Government Organizations

Weill and Ross (2010) are two re known political philosopher have uttered their views and ideas in their work on the topic of ICT ascendancy that stretches a very correct outline and plan connected to the ideas of the ICTs. This is a very significant and vital to favour a advanced and progressed knowledge and information regarding the concept of E-governance and also play a role to explore and discover the direction and different courses which will ensure and empower to be organized and installed in a very improved linking of ICT with in the very proper sphere of official method and tactic, it also play a proper role in specifying and lay down the correct decision and it also help in the accountability framework to encourage and inspire the desirable and wanted behaviour and different performance inside the use of the IT. (TUAC. 2003)

The intricacy, difficulty and the different troubles of illumination and explanation the idea of IT governance is major issue in the development of the E-Governance. (UN-DPEPA. 2001)

According to the above mentioned philosopher that the concept of the ICT governance is only about who brands the prime choices, who switch them and also who play role in the implementation of these decision (Razak, & Zakaria, 2014). They assert and proclaim that powerful and well developed ICT governance will always have to answer three main questions:
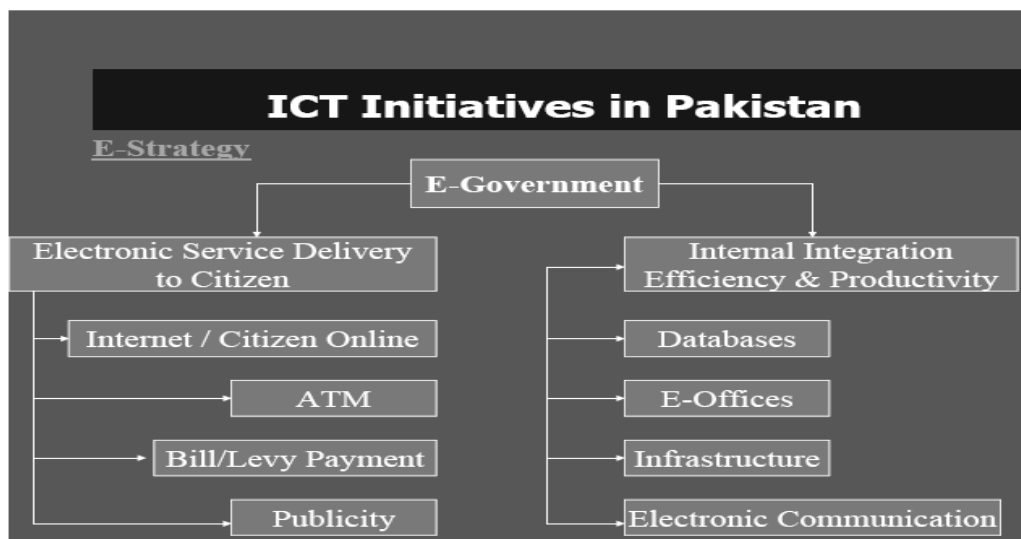
**The main question answer by ICT**:
1.  What would be the main choices?
2.  Who must make the selection of these choices?
3.  How these choices are made and are also monitored?

For the proper development and use of the ICT in the implementation of E-Governance one must always have deep eye on certain principles which can only then ensure the proper use of the ICT technology for the development of the governance. (Luna, et, al 2010).

It's a very high-degree statements and declaration about how the ICT technology can be used in different organization and institutions. In order to bring the good administration in the government it is very much essential to understand how the ICT works. E-governance is extremely beneficial and helpful as a very basic tool and important way of the connection and linking with resident to boom and flourish the potential and latent of the different governmental programs, plans, agendas and also the wider and broader public region and spheres to address the improvement and development. (Nfuka & Rusu,2010).

**Conclusion:**

In today's modern time there is deep effect of information and technology on the administration and governance, many modern and developed states have already adopted these modern ways of governance, the developing countries are also in the pipeline to follow the developed ones. Pakistan is also a developing country and it face the same kind of governance issues which is big hurdle in the developing process of the country, Pakistan as country want to overcome these problems. Pakistan at the present need stability and progress in their governance and for that reason they want made their governance problems sort out.

At the present the entire word is after the E-governance as it is considered best form of governance, the E-governance is currently the main notion and idea of the entire world. We can considered the E-governance as a revolutionary tool which can bring a huge amount of difference in the development of a country and it is treated a very crucial and important step with in a manner of evolution toward the very end.

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