

CPR South 2017: Policy Brief

Introduction

E-Governance is transforming the mode of interactions among the citizens, government, and businesses. It is making transactions efficient, transparent and participative. Governments are promoting e-government initiatives, and Gujarat Government provided the infrastructural support to actors such as government, private players, and individuals to form digital networks to serve people. Based on the paper following policy perspectives can be considered-

Policy Perspectives

(i) Sustainability of the telecentres: The management of the services offered at the E-Gram telecentres need regular reconsiderations. The sustainability of E-Gram telecentres decides the achievement of the project goals. Sustainability is influenced by the awareness about the services, increasing demands, introducing new services, regular monitoring the different aspects of the Project.

(ii) Digital intermediaries: Digital intermediaries are the important link to connect the rural people to the world network. It is important to consider the digital intermediaries' concerns while formulating and implementing policies. Digital intermediaries' position is influenced by the services, awareness about the services among people, income generation by delivering the services. The sustainability of digital intermediaries poses both challenges and opportunities for the policy makers. The challenges in form of how to retain the digital intermediaries in the ICT led development networks. At the same time this skill work force is an asset for the government to reach the unreached areas. In any country a lot of activities are taking place in the core regions whereas peripheries remain unaffected and unconnected. In this background digital intermediaries can act as a flag bearer of ICTs initiatives. Introduction of ICTs led initiatives in various areas from service delivery to increase the computer literacy can influence the overall demographic of the regions.

(iii) Moving Ahead: The positioned actors of ICT led networks should be strengthened. The learning from ICT led initiatives of a different time and space can be considered for other countries. While formulating policies for ICT led initiatives can consider the other projects to strengthen their policy initiatives. In the present case study, where E-gram telecentres can introduce the services such as computer literacy based on Akshaya project of Kerala government

which might help the digital intermediaries to increase their income and preparing the computer literate resources in the rural regions.

(iv) Case Study: The case study of E-Gram Vishwagram project studied for this papers shown a good strategy to implement such programs in other countries. This project received international awards in e-Governance category. Though this is not the outcome of research of this paper, whereas if such initiative is helpful to any other part of the world, which might helpful to bring changes in the life of the people. Though before replicating such initiatives need to consider the policy as per the countries social, political, and economic sphere.

Figure:1 Major Steps in establishing the digital network at the grassroots level of E-Gram

