

Proposed Definition of Digital Governance with Examples

Digital Governance is an integrated system, which consists of physical or digital entities, digital services and digital channels satisfying the following conditions:

- (a) Entities need to fulfill Regulatory Norms, Enterprise Policies and Data Privacy,
- (b) Services need to satisfy usability, availability, accessibility, security, trustworthiness, interoperability, auditability, immutability and reliability,
- (c) Channels need to ensure efficiency, timely delivery, redundancy, scalability, cost effectiveness and robustness,

Where

- (i) Entities are those, which provide, facilitate, demand and consume services. They may be public or private such as Government, Enterprises, Citizens, Avatars and Mobile Apps.
- (ii) Services are those, which use data, information and knowledge for decision, action, transaction or completion of tasks. Services may be provided proactively or on demand. A Service may have atomic components executed by different entities involved in the supply chain from source to destination.
- (iii) Channels are the digital media processors using information and communication technologies to deliver services.

Example-1:

An entity can be an enterprises or an institution offering products or services to another enterprise such as

- a. Government to Citizens (G2C) and Citizens to Government (C2G)
- b. Government to Enterprises (G2E) and Enterprises to Government (E2G)
- c. Enterprises to Citizen (E2C) and Citizens to Enterprises (C2E)
- d. Enterprise to Enterprise (E2E)
- e. Government to Government (G2G)

Example-2:

A Network is an integrated system model of Digital Governance where (i) the entities are like the nodes of the network which process, control and transmit, (ii) the arcs connecting the nodes are the channels, which connect, transmit and communicate, (iii) what makes the flow in the network is the service and (iv) what flows is the data of service, across the path from source to destination through a sequence of intermediate nodes in the network.

In a mesh or hierarchical network architecture, national level hub as central services structure connects to regional and local level entities for offering services.

Example-3:

A Digital Governance system connects all the relevant subsystems like departments, service agencies, policy maker's institutions, public administrations and delivery organizations in a seamless way by offering Intra-operability, inter-operability services, to deliver cross-functional outcomes and solutions to stakeholders crossing languages and regional barriers and comply with RTI Act 2005 Clause 4.1(a).

Example-4:

The Digital Governance services are the result of a reliable, secure, trustable or immutable data or record repository in a transparent manner having the key features viz.,

- a) Democratization of data and technology
- b) Facilitate stakeholder participation
- c) Choice of use and Ease of use, Convenient and Ease of access
- d) Enshrine equitable access, Data security and Data privacy
- e) Varying from good to very little or zero knowledge of stakeholders or beneficiaries (Government to Enterprise to Citizens)
- f) Efficient, Robust and a fully integrated system, where the all the accessories are available on demand towards a fulfillment.
- g) Use of advanced digital technologies like Artificial Intelligence, Machine Learning, Blockchain, Crypto repository, Geographical Information System (GIS) and Cloud, to build and deliver such a model.