

Executive Summary

The study is aimed to put some affords on understanding the e-governance reality in the context of local government agencies of Bangladesh where these particular institutions are suffering much not because of the lack of funding but because of the proper strategic orientation to reach in an optimal level of efficiency. To conduct the study both primary and secondary data are considered and a questioner is formulated to assess the effectiveness of e-governance in Bangladeshi context.

Bangladesh is now in the beginning of the new the concept of e-governance where the ICT mechanism is thought to be a way of informing its people as a whole. This is like one-way traffic where the next phase of interaction is far away. The third phase of e-governance is transaction and finally transformation where all the processes are performed on-line.

To harness the power of ICTs, Bangladesh formulated its first National ICT Policy in 2002. The National ICT Policy 2002 could not reach the professed levels of success due to lack of appropriate plans to achieve the goals set in the policy as well as poor implementation of the underlying actions. Consequently, the Government took an initiative in May 2008 to review the national ICT Policy 2002 and formed a 17-member Review Committee.

The proposed ICT policy emphasizes on social advancement opportunities for disadvantaged groups as an immediate priority to bridge the digital divide and minimize economic disparity. Keeping that in mind an e-governance model for rural local government is proposed. In the model two types of public service delivery channels have come into being: (i) Online, and (ii) Offline. The online channels include Web, E-mail, Kiosk, Mobile, and Community e-Center. The offline channels include visit to office (face-to-face or information and facilitation counter), call centre, postal (letters), and one stop service center.

Community e-Center (CeCs) provides an invaluable starting point to introducing ICT tools; demonstrating their convenience, relevance, affordability and usefulness; making community residents comfortable in using new technologies; and initially providing, but ultimately allowing users themselves to find and make useful content to add value to the CeC.

Mobile phones are capable of providing e-Gov services to citizens at varying degrees of sophistication – that is, they can inform, interact and transact with citizens. Based on mobile phone a different type of model namely Spoke and Hub model is proposed this model tries to capture issues at rural or semi-urban level implementation.

Implementing e-governance in local government is a great challenge as digital divide is becoming evident in developing countries. Due to poor purchasing power even the same or lowered cost remains a cause for digital divide. Slow speed of internet penetration of internet and disappointing growth-rate of broadband adoption is also an important aspect of the whole scenario.

Ambiguity about the very concept of e-governance results in many government entities categorizing e-government projects such as office automation and inventory management as e-governance projects. Thus vast sums of money are spent on computerization activities without giving the e-governance related benefits to the end users.

The e-governance implementation leader should have strong conceptual and man-management skills. The leader will be required not just to direct but to also act as mentor and coach. Leaders need to change their styles and will have to adopt different approaches to manage people in new work settings in the organizations that are characterized by use of modern technologies, and continuous change.