

**Workshop Title:  
First Conference on “Evolving a  
Citizen-centric Rural e-Governance Framework”  
First Phase: Citizen Consultation Round (CCR)**

Any new technology initiative for improving governance is unsuccessful without enthusiastic support of citizens. Therefore design of rural e-Government initiatives require to be totally citizen-centric. The prevalent models of e-Governance growth (for instance Layne and Lee, 2001<sup>1</sup> and Gartner Group, 2000<sup>2</sup>) cannot completely account for sustainable uptake of technologies in the rural context. There is a need to separately identify issues confronting design and uptake of a rural e-governance initiative.

Center of ICT and e-Governance, IIPA proposes to organize a workshop jointly with Center of Rural Development and Technology, Indian Institute of Technology, Delhi (IIT-D) in four phases wherein the issues related to governance and ICT implementation would be understood from the point of view of the rural citizens, in its first phase. The first phase is titled “ Citizen Consultation Round.” The outcome of CCR event would provide valuable inputs for design of a citizen centric, Government to Citizen to Government (G2C2G) rural e-governance framework to achieve more meaningful and effective rural governance.

**Goal of the CCR Event:**

To elicit various issues confronting rural governance and ICT implementation at the grassroots.

**CCR Design**

The whole process of Workshop is based on Group Consensus approach. The participants to CCR event would be both citizen and their representatives from rural areas. For research purposes we have divided rural citizens in five community groups viz.

1. *Naari* (rural women or women self-help groups)
2. *Yuva* (Youth)
3. *Kisaan* (farm-workers and farmers)
4. *Aadivaasi* (Tribal)
5. *Karigar* (rural Artisans).

**Leading questions for the Panel-Discussions:**

1. What are the **issues and challenges** of local governance in their respective region/ village.
2. To know the **local solutions and indigenous mechanisms** available with villagers for resolving these issues and challenges.
3. To evolve factors that would increase the usage of e-government and Information Technology (Computers and Internet) in addressing these issues and challenges.
4. **Has the existing ICT/e-Government initiative been accepted** by the villagers?
5. Is regional **cultural appropriateness** of any rural ICT/e-government initiative an important factor of Acceptance of Technology than technological suitability?

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<sup>1</sup> Layne, K; Lee, J. “Developing fully functional E-government: A four stage model.” Government Information Quarterly, 2001, vol. 18, no. ER2, pp. 122-136

<sup>2</sup> Gartner-Group. C.Baum-& A.Di Maio, 2000. Gartner's Four Phases of e-Government Model.

6. While designing the existing rural ICT/e-government initiatives, do the system designers of these projects take **any inputs from prevalent community knowledge systems (CKS) or from local people?**
7. While designing rural ICT/e-Government initiatives, does the **participation of villagers** (logically classified in five groups) help to increase the Perceived Usefulness of Technology in the rural context?
8. Is intervention and support **of citizen representatives' or grass root governing bodies** such as Panchayati Raj Institutes, critical for Access and Acceptance of Technology implemented in the villages?

#### **Key Deliverables of CCR Event**

- a. Key rural **governance** issues and indigenous community systems to resolve such challenges.
- b. **Key Action Areas** where changes are required in existing models of implementation
- c. **Collaborative tools** to ensure participation of all the stakeholders in the processes of governance.
- d. **An integrated e-Governance framework** for designing citizen-centric rural ICT/e-Government projects, which accept indigenous inputs from community at the grassroots.
- e. **Supportive Policy Framework** for e-Governance in the rural context to assure Good Governance.

#### **Practical Implications**

- The e-Governance framework, so developed could serve as a valuable input for policy making and project designing.
- Rural ICT/e-Government projects designed using this framework are expected to mature as bi-directional G2C2G e-Governance projects.

#### **Participants of CCR Event**

This workshop is relevant for citizens, their representatives, policy makers and academicians. In addition, we also invite participation of five more villagers drawn from your *gram sabha* members, *panchayat samiti*, and representatives of other grassroots organizations including presidents/ Secretaries of Farmers' unions, Youth Unions, Self Help Groups of women and representatives of field level NGOs of your region.

#### **Workshop Venue:**

Conference Hall, First Floor, Indian Institute of Public Administration (IIPA), I.P. Estate, ITO, New-Delhi

**Conducted by :** Center for ICT and e-Governance, IIPA and Center of Rural Rural Development and Technology, Indian Institute of Technology (IIT-D)

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