



GOVERNANCE IN ACTION

Strengthening Citizen Participation through e-Governance

Why Does Citizen Participation Matter?

Cities function best when citizens are **not just service recipients** but **active participants** in governance. Urban residents interact with City Governments every day through water supply, sanitation, roads, transport, waste management, taxation, and grievance redressal, yet traditional governance systems often limit engagement due to fragmented systems, lack of transparency, and limited access to information.

e-Governance builds **digital platforms**, making governance transparent, accountable, and participatory, **helping City Governments** improve service delivery and **build trust between citizens and institutions**.

What is e-Governance?

e-Governance is the use of digital technology to improve public services, efficiency, transparency, and citizen engagement. It helps cities to:

- Deliver services effectively
- Improve grievance redressal
- Provide access to public information
- Enable participatory decision-making
- Strengthen accountability and transparency


An effective e-Governance ecosystem digitises services and enables citizen participation.

How does e-Governance Enhance Citizen Participation?

An integrated e-Governance platform creates a two-way relationship between citizens and City Governments.


Citizens become:

- Contributors to city planning
- Monitor public projects
- Participants in budgeting
- Partners in service improvement

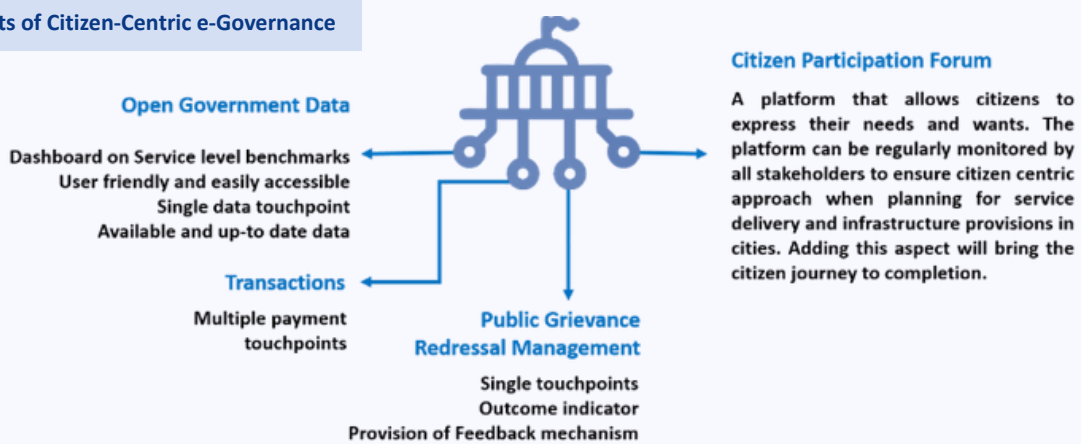


Governments become more:

- Transparent
- Accountable
- Responsive
- Better informed about citizen priorities



Four Key Components of Citizen-Centric e-Governance



Do you Know?

India processes crores of digital government transactions every year. Through platforms like National Informatics Centre and the Digital India ecosystem, citizens can access services ranging from tax payments to birth certificates online.






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Four Pillars of Digital Citizen Engagement

1



Digital Transaction Platforms

Simplify access to municipal services and payments through digital channels.


Citizens can:

- Pay taxes and utility charges
- Apply for licenses and permits
- Access municipal services online
- Complete transactions remotely

Impact:

- ✓ Easier access to services
- ✓ Faster processing and efficiency
- ✓ Improved revenue collection
- ✓ Greater transparency

2



Public Grievance Redressal Systems

Enable citizens to register complaints, track progress, and receive updates.


Citizens can:

- Submit complaints digitally
- Track complaint status
- Provide feedback
- Escalate unresolved issues

Impact:

- ✓ Improved service delivery
- ✓ Stronger accountability
- ✓ Better government responsiveness
- ✓ Higher citizen satisfaction

3



Open Data Systems

Provides public access to government plans, budgets, projects, and timelines.

Citizens can:

- Track infrastructure projects
- Monitor spending and timelines
- Access ward-level information
- Provide implementation feedback

Impact:

- ✓ Greater transparency
- ✓ Increased public trust
- ✓ Data-driven governance
- ✓ Community monitoring

4



Needs & Wants Platform

Enables citizens to communicate local priorities and influence decision-making.

Citizens can:

- Suggest improvements
- Raise local concerns
- Support proposals
- Participate in budgeting

Impact:

- ✓ Civic participation
- ✓ Budget alignment with local needs
- ✓ Ownership of city development

Emerging Good Practices in India include:

- **Bhubaneswar & Mumbai:** WhatsApp-based citizen service platforms.
- **Pune:** Open Data Portal for transparency and public engagement.
- **Pimpri Chinchwad:** Citizen participation and climate budgeting in planning.
- **Dibrugarh:** Needs and Wants Portal to improve citizen engagement and trust building.
- **Vasai Virar:** A dashboard of analysis of the Grievance Redressal System.
- **Kanpur:** Expanded online municipal services for better accessibility.
- **Nagpur:** Citizen Smart Idea Box to invite innovative ideas from citizens.
- **BMC:** A department-wise elaborate feedback form inviting suggestions from citizens as well.
- **Shimla:** e-Nigam secure system allows elected representatives to digitally draft, save, and file their official house questions and resolutions.

These initiatives show how technology can strengthen democracy by focusing on citizen needs.



The Way Forward

e-Governance goes beyond digitisation; it's about transforming the relationship between governments and citizens.

For cities to become truly inclusive and responsive, digital governance systems must:

- Be user-friendly and accessible
- Enable regular citizen interaction
- Ensure transparency of information
- Encourage feedback and participation
- Integrate citizens into planning and decision-making

Citizen participation through e-Governance can help build smarter, more accountable, and people-centric cities.

