

How do government websites fare?

For a while now, websites run by the government have had both bouquets and brickbats on account of how helpful, interactive, surfer-savvy or simply consequences are concerned. Interested researchers and observers have profiled them, and have come up with nonetheless interesting observations. Here are some of them.

Observations of a study on government websites

- 16 percent of government websites offer services that are fully executable online, up from 12 percent in 2002.
- 89 percent of websites provide access to publications and 73 percent have links to databases.
- 12 percent (down from 14 percent in 2002) show privacy policies, while 6 percent (down from 9 percent in 2002) have security policies.
- 14 percent of government websites have some form of disability access, meaning access for persons with disabilities.
- English has become the most commonly used language of e-government. Seventy-four percent of national government websites have an English version.
- 51 percent of sites are multilingual, meaning that they offer information in two or more languages.
- Countries vary enormously in their overall e-government performance based on our analysis. The most highly ranked nations include Singapore, United States, Canada, Australia, Taiwan, Turkey, Great Britain, Malaysia, the Vatican, and Austria.
- There are major differences in e-government performance based on region of the world. In general, countries in North America score the highest, followed by Asia, Western Europe, Pacific Ocean Islands, Middle East, Eastern Europe, Russia and Central Asia, South America, Central America, and Africa.

Government websites offering online services

	2001	2002	2003
North America	28 %	41 %	45 %
Pacific	19 %	14 %	17 %
Asia	12 %	26 %	26 %
Middle East	10 %	15 %	24 %
Western Europe	9 %	10 %	17 %
Eastern Europe	-	2 %	6 %
Central America	4 %	4 %	9 %
South America	3 %	7 %	14 %
Central Asia	2 %	1 %	1 %
Africa	2 %	2 %	5 %

Developed and rapidly developing economies seem to have reached a hiatus, while CIS and Latin Americas have been adding on newer services.

Outreach and public feedback

	2001	2002	2003
Email	73 %	75 %	84 %
Search	38 %	54 %	-
Comments	8 %	33 %	31 %
Email Updates	6 %	10 %	12 %
Broadcast	2 %	2 %	-
Personalisation	-	1 %	1 %
PDA Access	-	-	2 %

THE OBSERVATIONS ON THIS PAGE ARE REPRODUCED FROM GLOBAL E-GOVERNMENT 2003 BY DARELL M WEST, CENTRE FOR PUBLIC POLICY - A REPORT EVALUATING E-GOVERNMENTS ALL OVER THE WORLD, AND NOT BY THIS PERIODICAL. THE COMPLETE REPORT CAN BE SEEN AT [HTTP://WWW.INSIDEPOLITICS.ORG/](http://www.insidepolitics.org/)

The following sites are indicative of what's happening in India in e-governance.

Andhra Pradesh

<http://www.esvaonline.com/>
The official e-sva site
<http://www.saukaryam.org>
Visakhapatnam Municipal Corporation website
<http://www.aponline.gov.in/apportal/index.asp>
The Andhra Pradesh governments official e-Governance portal

Kerala

<http://www.kerala.gov.in/index.htm>
The Kerala government website

Maharashtra

<http://egov.mit.gov.in/mbt.asp>
Initiatives by the government of Karnataka
<http://www.cdacindia.com/>
Official website of the C-DAC, Pune. They are responsible for administering and formulating most of the e-governance projects.

Madhya Pradesh

<http://www.gyandoot.net>
The official GyanDoot website - one of the earliest ICT4D and e-governance delivery initiatives in Madhya Pradesh

Karnataka

www.revdept-01.kar.nic.in/
Official website of the Bhoomi land records management project - one of the very few done so far.

Delhi

<http://delhigovt.nic.in/index.asp>
The official e-governance delivery portal of the e-governance delivery system of Delhi.

North East

<http://www.cic.nic.in/>
The official website of the Community Information Centres project in the north-east.

