

Quiz Contest

To check Entry level
behaviour for
participants on the
session : “Services
Identification &
Prioritization in the
context of e Gov”

Q Nos 1 : What is e-Governance?

It is the transformation
of government
to provide
Efficient, Convenient
& Transparent

Ans Nos 1 : What is e-Governance?

It is the transformation
of government
to provide
Efficient, Convenient
& Transparent

GOVERNMENT SERVICES

Q Nos 2 : What is e-Governance ?

It is the transformation of government
to provide

Efficient, Convenient & Transparent

GOVERNMENT SERVICES

**to the Citizens & Businesses
through**

Ans Nos. 2 : What is e-Governance?

It is the transformation of government

to provide

Efficient, Convenient & Transparent

GOVERNMENT SERVICES

to the Citizens & Businesses

through

Information & Communication

Technologies

Q Nos 3 : What is a Government service?

❖ Government Service is the **'action or process of serving'** or **'an act of assistance'** or **'a system providing a**
'

Ans Nos 3 : What is a Government service?

❖ Government Service is the **‘action or process of serving’** or **‘an act of assistance’** or **‘a system providing a public need.’**

Question Nos 4 : Fill in the blanks

- ❖ There are two types of Government services :

 - ❖ In the first place there are the Information Services
 - Includes those services that solely provide 'information' to customers and does not involve processing of any transactions or documents.
 - Information services have relatively simple back-office operations and can be easily be
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Answer Nos 4 : Fill in the blanks

- ❖ There are two types of Government services :

- ❖ In the first place there are the Information Services
 - Includes those services that solely provide 'information' to customers and does not involve processing of any transactions or documents.
 - Information services have relatively simple back-office operations and can be easily be **e Governance enabled.**

Question Nos 5 : Fill in the blanks

- ❖ In the second place there are Transactional services
 - which includes those services where customers require specific actions to be taken by the department.
 - Transactional services mandate a higher degree of _____ and more complex _____ than informational services.

Answer Nos 5 : Fill in the blanks

- ❖ In the second place there are Transactional services
 - which includes those services where customers require specific actions to be taken by the department.
 - Transactional services mandate a higher degree of **customer interaction** and more **complex delivery operations** than informational services.

Question Nos 6 -9

❖ Government service quality consists of

(6) _____

(7) _____

(8) _____

(9) _____

Answer Nos 6 -9

❖ Government service quality consists of

(6) The physical product

(7) The time taken to deliver it

(8) The cost of getting the service

(9) Customer experience or service delivery

The Value of Time

The last four lines of Rudyard Kipling's poem "If"

If you can fill the unforgiving minute

With sixty seconds' worth of distance run,

Yours is the Earth and everything that's in it,

And—which is more—you'll be a Man, my son!

Question Nos 10 - 12

❖ E Gov services prioritization is needed to:

(10) _____

(11) _____

(12) _____

Answer Nos 10 - 12

❖ E Gov services prioritization is needed to:

(10) Demonstrate early results

(11) Minimize the impact and maximize the results

(12) Utilize the limited resources

Re-inforcement of the quiz

- (1) What is e Governance ?
- (2) What is a Government service ?
- (3) What are the two types of Government service ?
- (4) What does Government service quality consist of ?
- (5) Why is e Gov service prioritization needed ?