

Roll No.

12636

**MBA 2 Yr. 3rd Semester New Scheme
2019-20**

Examination – March, 2021

E-GOVERNANCE AND FRAMEWORK OF ICT

Paper : 20IMG23GT3

Time : Three Hours]

[Maximum Marks : 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note : Attempt *five* questions in all, selecting *one* question from each Unit. Question No. 1 is *compulsory*. All questions carry equal marks.

1. Write short note on the following : 16

- (a) NeGP
- (b) Public Grievances
- (c) E-government
- (d) TRAI

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UNIT – I

2. Define E-governance and its stages. Describe role of ICT in E-governance. Also describe key issues of E-governance. 16
3. Describe the following : 16
- (a) Model of Digital Governance
 - (b) Copyrights Consulting Funds

UNIT – II

4. Explain in detail about Government to-citizen to-government model (G2C2G). 16
5. Describe the major areas of E-governance services in India. 16

UNIT – III

6. Define Electronic Government. Explain five stages of electronic government development. 16
7. Explain the following : 16
- (a) Human Infrastructural preparedness
 - (b) Challenges for E-governance

UNIT – IV

8. Describe the following : 16
- (a) Digital Divide and Digital Dividends
 - (b) National Telecom Policies
9. Explain the following : 16
- (a) IT Act 2000
 - (b) Internet