The prevailing philosophy among policy makers, planners and implementers is that developmental imperatives must be attuned to the needs of all sections of the population and should promote inclusion as against marginalisation. The general consensus is that inclusive development can be attained through inclusive governance and Information and Communication Technologies is the harbinger for change that helps in the attainment of the goal through good governance. With the widespread adoption of ICT in the public sector with the goal of delivering efficient and cost effective services, information and knowledge have resulted in the development of stand-alone e-Governance applications and which does not talk to each other, as a result, highest maturity level of e-government viz., transformed government, characterised by unified service delivery through “one stop government” could not be achieved. In many developing countries including India the brighter side of the ICT revolution and e-Gov is that it could make an impact on the lives of urban populace but it has failed to equally enthral the rural citizens. After a decade of implementation and critically analysing the impact of e-gov, it may be noted that the permeability is very low, and adoption is also very slow, and the impact on society has been incremental, rather than transformative as considered during its conception. Various studies have thrown light into the challenges which have limited the reach and impact of e-government, and can be grouped under Technical, Social and Economic categories, under technical, the major issues Technical category include lack of ICT infrastructure, Lack of integrated service delivery, bad architecture resulting in lack of interoperability among distinct e-governance applications, under utilization of ICT infrastructure resources, lack of trust Privacy and Security, social issues include Digital divide, and economic reasons being high cost of acquiring ICT tools to access the same. Another important technical challenge is the usability, people with less ICT skills should also be able to consume, the services, so in order to ensure equitable access, even citizens with ordinary mobiles should be able to transact with government. So it is in this researcher thought of addressing the above challenges and accordingly the major objectives have been set as” 1. To develop a low cost, scalable and open standards-based framework for delivering e-services through mobiles. 2. To enhance the reach of internet based E-government services through integrated service delivery and provisioning it in mobile devices by integrating mobile technologies with existing ICT infrastructure. 3. To provide security and safeguard privacy of the
data and messages. By utilising the knowledge obtained from the literature survey, is that even though many governments have started to provide mobile based services to there was a lack of integrated and coordinated approach, and an unified framework, which is secure, scalable and easy to be consumed by less tech savvy departmental staff was lacking. So an integrated framework embodied on the principles of SOA, Web services and Enterprise Application Integration was designed. It could handle heterogeneity of applications, achieve interoperability to accomplish seamless exchange of data by gluing together underlying domain specific applications, and could provide an integrated single point access. Generally, there are many important reasons choosing this research named "Mobile Governance: Leveraging Mobile Technologies for transforming the electronic delivery of public services". Firstly, many of the major e-Governance initiatives fail to deliver due to technical, economic and social barriers. Secondly, the growth of mobile technologies is mindboggling, and mobile and smart phone adoptions are experiencing exponential growth. Thirdly, if we can Innovate and Connect the wired internet with limited penetration and accessibility with the mobiles having higher penetration and wide reach, it will Transform the delivery of public services bring out the true essence of ICT-Innovate Connect and Transform. In addition to extending the reach of such services more value added personalised and innovative services can be delivered utilising the unique capabilities of mobile. Though many Governments have spent large amount of money for the development and implementation of e-government, the outcomes and effects are far from satisfactory and failed to enthrall all sections of the society equally. Some of the major impediments which contributes to this include: lack of ICT infrastructure in rural areas, lack or less availability of funds to support or build ICT infrastructure in rural areas, low levels of digital literacy, low PC ownership and internet penetration, and lack of electricity. From the operational stand point the major factors which impedes the development includes Lack of integrated services, Lack of standards and legal frameworks, Lack of coordination between different institutions etc. As a result, majority of the e-governance projects have been labelled as "failures" as the objectives was not met completely. Though the wired internet and PCs enjoyed low penetration, the mobile ICT revolution was in full bloom. The mobile penetration was very high and some areas enjoyed nearly 100 percent penetration as well as coverage, more over the mobile being an always on always carried device with internet connectivity, electricity independence and less skills are required for operating the same makes it an ideal low cost platform for providing e-government services. The second challenge is that due to financial constrains the public sector cannot invest in Infrastructure for extending the e-gov networks, so looking at the high mobile penetration as well as coverage, and the opportunity mobile provide as being an always on always carried device with internet connectivity, electricity independence and less skills are required for operating the same, struck the researcher mind and thought of designing an integration framework to integrate mobile and wireless technologies to extend e-government services so that without additional investment to seamlessly delivered public services on mobiles. By implementing TLS encryption, OTP, and EiD based Biometric authentication mechanisms, the security and privacy concerns were done away with. To conclude the framework developed could achieve all the objectives set, and real like implementation could provide a bouquet of innovative services to almost all the segments of the populace.