

27/3/2018



**DOON UNIVERSITY, DEHRADUN**

**Mid Semester Examination, IV Semester, 2018  
Academic Year 2017-18 ( Even Semester)**

**School of Management  
Programme Name IMBA  
Course Code with Title : IMBA-1003  
E-Governance**

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*Time Allowed 2.00 Hours*

*Maximum Marks: 30*

**Section A: [ 5 marks each]**

**Question1:** Explain the term e-governance.

**Question2:** Brief the mechanism of e-governance.

**Question3:** Difference between government and governance

**Question 4:** Explain benefits of e-governance services to public.

**Section B: [10 Marks each]**

**Question 4:** Explain the National e-Governance Plan (NeGP). Explain the role of Government as e-governance provider for public services.

**Question 5:** Describe the Case of IRCTC in context to e-governance mechanism. Also rate its efficiency and effectiveness, in your words.