Abstract

E-government is basically an application of ICT to provide government services to the citizens by means of internet. This paper gives an overview of state of Punjab which includes economy overview, status of ICT and e-government in the state. In state of Punjab, where IT literacy rate is very low and large segment of population is living below the poverty line, also there is unawareness among the people regarding the usage and benefits of e-governments services. Hence, there exist a number of barriers to execute e-government service. This research paper discloses the major challenges for the acceptance and adoption of e-government services in state of Punjab.

References


**Index Terms**

Computer Science  
Information Science

**Keywords**

E-government  e-readiness  literacy level  per capita income.