

## ABSTRACT

This research aims at exploring the ways of e-Government services in Pakistan. E-Government is an emerging term in the world of technological governance. There has been a great makeshift of the system of governance from the traditional to the electronic form, which has been warmly and effectively welcomed and adopted by a wide range of the developed as well as developing world. Pakistan is also one of such developing countries of the world, which is in race to adopt the e-Governance system. This is therefore the first requirement for any government including that of Pakistan to collect and calculate the citizens' expectations and demands before launching any e-Service. The research collects the Citizens' perspectives and needs from the government of Pakistan.

Conducted through the questionnaire, case study and exploratory method, this study analyzes and evaluates the current e-services available to the citizens of Pakistan and also sheds the light on the users' experiences of the available e-Services in Pakistan. A comparative study of the development of e-Governance in India is also conducted to suggest the possible steps which can be more productive and speedy in adopting the e-services in Pakistan.

The research results which are obtained through this work prove that government of Pakistan has developed many web portals and e-Services domains as in Balloting for applications and online booking of Hajj, Online Companies Registration, e-Enabled salary disbursement through ATM, Online Citizen Registration System and Record Management through NADRA etc. But still there is a great need of more user friendly and public centered projects of e-services demanded by citizens as e-Education facility, e-Health facility, Police Complaint Services. The research has primarily hypothesized that Pakistan is still at very low level of e-Government. It therefore has to work out more to develop its capacity for maintaining a system for e-Governance and has also to develop technological infrastructure with the support of business and industrial partners as well as that of citizens.