E-Governance Initiative in Afghanistan: Opportunities and Challenges

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Abstract:- **E-Governance or electronic Governance refers to the use of Information and Communication Technologies (ICTs) to provide citizens and organizations with more convenient access to the government's services and information. The purpose of this study is to provide a deeper understanding of these concepts in the context of Afghanistan. Go beyond methodologies of interoperability implementation frameworks, and broaden best practices in governance to include different phases and tasks for e-service delivery. This article aims to address the initiatives, services, and implementations of e-governance to the citizens and also to identify the opportunities and challenges of e-governance in Afghanistan preparedness of the Afghan government for deploying the resources and solutions of e-government. E-Governance is infrastructure for E-Commerce means the provision of government services online. The technology and the approaches used in the project E-Governance provide a roadmap for the efficient provision of services at the level of move door. In today's age, the growth of any nation relies on the uses of e-governance as well as their uses. The development of any nation can be judged by the E-Governance reach in that region. Also, today's government has total confidence in e-governance and it's proved by a widespread network across the world. In the current situation, information technology has impetus has been applied to the services offered by the government. This article emphasizes the function and potential of ICTs (Information and Communication Technologies) in supporting initiatives for good governance in countries in growth such as Afghanistan.**

Keywords:- E-governance and Citizens, Information and Communication Technologies in Afghanistan.

I. INTRODUCTION

According to the fundamental rights of each country, citizens expect governments to provide them with appropriate and timely services. Governments are looking for an easy and convenient way to serve the people that can be done at a lower cost and at a more convenient time. How government services are provided to citizens is inextricably linked to government decisions and public planning. That is why citizens, in addition to providing welfare services, also consider the free flow of information to be crucial and important for themselves. With this approach, citizens are trying to easily participate in government planning.

The sensitivity of this issue has also forced governments to provide timely information to the citizens and to hold a public opinion to make their decisions transparent and legitimate". Accordingly, governments intend to upgrade capacity and shift from traditional to electronic. Governments are moving towards digitalization to provide citizens with better access to government information and services and to create opportunities for citizen participation in the government planning process.

According to common perception, digital government or e-government is a digital government without walls in a virtual field that provides services directly to customers and leads them to participate in government activities. In this sense, e-government or digital government is the government's use of information technology to move information between people, organizations, markets, and other government agencies. Therefore, one of the main goals of e-governance is that all citizens can be involved in their destiny. With this action and with the widespread participation of the people, the government takes on an informal nature and citizens can fully interact with the government.

Most countries are now trying to use communication technology in cases such as paying taxes and duties, renewing certificates, "obtaining and renewing business licenses, registering companies, concluding contracts, registering marriages and divorces, registering births and deaths, and performing activities. Financial and credit, participating in elections, filling out electronic forms for various purposes, visiting museums, using virtual libraries, interacting with various government, business, and social institutions, paying various bills such as water, electricity and telephone bills, and Gas, obtaining building construction permits, receiving various political, economic and social information and other items to provide services to their citizens electronically".

In Afghanistan, e-government has a short history, but the government of national unity has been working hard since 2015 to implement and improve digital technology in government offices. Even though an information technology-based e-government system offers hope for improved governance in Afghanistan, the country still has an obsolete and sophisticated bureaucratic system plagued by pervasive corruption and insufficient supplies. Inadequate service causes a significant amount of time to be wasted. Therefore, one of the main factors that cause many

challenges in the government departments of Afghanistan is the worn-out system and agents in the country, which manifests itself in the form of widespread corruption. It is obvious that the old system prolongs the process of handling affairs and reduces the amount of transparency and progress of work.

The use of e-governance in Afghanistan, while shortening the work process and transparency of affairs, also eliminates the possibility of forging paper documents. With the digitalization of affairs, bureaucracy is significantly reduced and the level of transparency and responsibility increased. The Afghan government has to coordinate with other agencies in the world to attract and secure investment and international aid. To achieve this goal, the Afghan government must take a serious step towards electrification to reduce transparency and fight corruption, and to interact with international organizations to exchange trade and financial statistics and information. Provide online.

Electronic government offices in Afghanistan will speed up the process and save time and money for the Afghan government. The government of Afghanistan launched the e-governance program in September 2015 to create transparency, fighting corruption, and providing better services to the citizens of this country in less time. At the same time, the Afghan Ministry of Communications announced that the major sectors of e-government include the distribution of electronic ID cards (E-Tazkira) the establishment of a government information center, the establishment of internal service networks, an automated document registration center, the development of government forms and the increase of e-technical knowledge. Since then, "the Afghan government has succeeded in implementing the use of digital technology in the distribution of electronic ID cards (E-Tazkira).

Although this has taken a long time, it is a great achievement for the Afghan government. The practical implementation of this electronic process has been issued in a recent presidential decree. The decree stipulates that the operational plan of the pilot phase of electronic ID distribution will be implemented within 90 days after the issuance of this presidential decree. The second major e-government project is to be implemented by the Government of Afghanistan in the upcoming Afghan elections. The heads of the Afghan government held several pre-meetings at the citadel, and the president expressed interest in e-elections in Afghanistan, and Afghanistan's international election partners, including election observation bodies in Afghanistan, are emphasizing the e-voting system. The use of electronic methods in elections in full or semi-electronic form has benefits that have been proven by the experience of the countries that use them and Afghan government officials are determined to do so. The government of Afghanistan recognizes that, in addition to all the benefits of e-voting, reducing the cost of elections for the coming years of Afghanistan is the most important advantage for Afghanistan. The cost of elections in the presidential election with a majority voting system, if drawn to the second round, will impose a huge cost on the country.

This issue becomes extremely serious when in the next elections, donor countries do not cooperate with Afghanistan at the cost of elections. Therefore" it is now better to use the possible incentives of these countries in launching e-elections to save election costs in the next elections.

II. LITERATURE OF REVIEW

World Bank, (2015) in the report under the title Afghanistan shows the way in E-government explain the projects that are being held in Kabul and many other provinces, the report declared that in Kabul In around two years the ministry of communication and information technology has repaired over one hundred websites and easy access to reliable information in the public sector. The report also has brought the example of capacity building result (CBR) program which was launched in 2012 and mentioned the speech of those people who have successfully joined this program and now are in the high posts.

Najimi, Bashirullah, (2015) in research titled Combating Corruption through E-Governance has clarified all those initiatives that are taken by the finance ministry home ministry and the ministry of communication and information technology. The researcher has gone a little deep and specifically mentioned the example of Afghanistan's Financial Management Information System (AFMIS). Automatic System for Customs Data (ASYCUDA) and Development Assistance Database (DAD). All these programs are implemented in the finance ministry. By these programs, the researcher said also avoid corruption.

USAID, (2012) in a report mobile money and combating corruption mentioned those programs which are also supported by the USAID for fighting corruption. One of these programs was named M-Pisa which can transfer money on the mobile phone. This program was signed with Roshan mobile company and Vodacom in 2008.

The challenges that are hampering e-Government developments can be categorized into three major categories: (1) Organizational Challenges, (2) Social Challenges, and (3) ICT Challenges.

III. ORGANIZATIONAL CHALLENGES

The role of top management (leadership) is very critical in e-government implementation in pre-implementation (for financial backing, political support, program awareness, and stakeholder endorsement and adoption) as well as post-implementation (for financial sustainability of e-government projects). Previous research shows that the lack of committed leadership resulted in e-government implementation failure (OECD, 2013; Zamira Dzhusupova, 2011; UNU-IIST, 2008).

Prospects of e-government implementation Various studies also indicate that resistance to change is one of the critical challenges in implementing e-governance programs,

For resistance, various sources can be found in the current work practices such as paperwork and fear of job loss; others are of the view that e-governance carries potential disruption in a long-established structure, which in turn upsets entrenched bribery and corruption schemes, and eliminates the legacy of system. Not all resistance to e-governance is malevolent; simple inertia plays a role in it. The survey reveals that government officials and the common public are predisposed to change, and many are reluctant to use e-governance as an alternative way of service delivery, particularly when new e-services popped up (Alam, 2007; Ndou, 2004; Zeleti, 2010).

The survey details the indispensability of collaboration when putting e-governance programs in place that requires collaboration and cooperation at local, regional, national levels, as well as between public and private organizations, for the achievement of e-government goals. E-governance collaboration is to build trust among agencies, citizens, and users even where the e-governance program has not penetrated significantly (Rangarirai Matavire, 2010).

According to the findings, one of the core causes of e-governance failure is the lack of stakeholders' involvement at the start of the project. These researchers suggest that the stakeholders' involvement in e-government projects is very critical from the initial implementation (Zamira Dzhusupova, 2011, Rangarirai Matavire, 2010).

The study shows that an ICT-friendly legal framework is a must for the success of e-governance programs. In many jurisdictions, legislation and regulations that intelligently navigate many issues raised by government use of technology is a challenge due to the presence of few legislators, judges, and staff familiar with the subject matter. A need for outside consultants is required to raise (but not resolve) the issues of e-governance forces that leadership is facing. Once the issue is highlighted, it is up to the legislature to prioritize societal interests and develop the laws that allow e-Governance to flourish while maintaining the important aspects of the local social structure (Drljaca and Latinovic, 2012; Hwang et al., 2004).

Social obstacles

Research shows that the main obstacles in implementing e-governance are not technical but rather the culture, which is not fully exposed to new technologies. The reason is that e-governance projects in developing countries are frequently outsourced to the private sectors, which may ignore sensitivities to the cultural status quo. It can result in unintended consequences and a gap between the public campaign promoting e-governance and the program as designed (Drljaca and Latinovic, 2012; Hwang et al., 2004; Basu, 2004).

Researchers agree that the digital divide is another challenge faced by developing countries when implementing e-governance successfully. Unequal access to information by citizens due to literacy issues, or the price of equipment, transportation, or communications services, has been recognized as an important factor in the failure of e-

government adoption (Tele-community, 2012; Rangarirai Matavire, 2010; Dada, 2006).

Other Studies by Ali and Khan in 2009 and Qisar in 2010 show that lack of awareness of know-how cause's e-governance programs to fail. Researchers refer to the experience of Bangladesh and Botswana, which had poor awareness of programs before the implementation of e-Governance projects. These researchers insist that a comprehensive awareness campaign is required before implementing the e-Governance program to be successful (Qaisar and Khan, 2010; Khan, 2009). Researchers agree that lack of ICT literacy is the main obstacle hampering e-governance implementation, particularly in developing countries where the ICT literacy rate is very low (Nkwe, 2012; Zeleti, 2010; Weerakkody et al., 2009).

ICT Challenges

ICT obstacles researchers agree that a proper IT infrastructure should come first for a successful implementation of e-governance programs and add that this is one of the key challenges in developing countries where people do not have proper access to the Internet, electricity, or computers (Rangarirai Matavire, 2010).

Studies show that many developing countries see financial support as a critical challenge in the development and implementation of e-governance because it is costly and requires continued funding. The resource availability must be considered too that the program is sustainable and reliable on which program success depends (Al-Rashidi, 2010; OECD, 2013; Drew, 2010).

Researchers agree that the lack of a proper policy for e-governance implementation hampers e-Government implementation in developing countries and insist that the availability of a clear policy and legal framework for e-governance implementation is critical (Dardha, 2004). Regarding security, researchers also agree that in developing countries, people hesitate to use E-governance because of data insecurity and privacy concerns, particularly in the transaction stage. People consider disclosure of personal information (such as name, picture and date of birth, ID number, and credit card detail) to the government through websites and applications that lack security and suspect misuse (OECD, 2013; Nkwe, 2012).

IV. OBJECTIVES

The following objectives have been set for the present study:
Objectives of this research are to identify the initiative of e-governance programs in Afghanistan, as well as to assess the effectiveness of e-governance programs in the country, besides that it should be highlighted the role of e-governance in combatting corruption, and to clarify the challenges and implementation of e-governance programs in Afghanistan.

E-governance possibilities and necessities in Afghanistan

According to the fundamental rights of each country, citizens expect governments to provide them with appropriate and timely services. Governments, in turn, are looking for an easy way to serve the people that is less costly and more time-consuming. How government services are provided to citizens is inextricably linked to government decisions and public planning. That is why citizens, in addition to providing welfare services, also consider the free flow of information to be crucial and important for themselves. With this approach, citizens are trying to easily participate in government planning.

The sensitivity of this issue has also forced governments to provide timely information to citizens to make their decisions transparent and legitimate and to bring public opinion with them. Accordingly, governments intend to upgrade capacity and shift from traditional to electronic. This is where e-government comes in. With this in mind, governments are moving towards digitalization to provide citizens with better access to government information and services and to create opportunities for citizen participation in the government planning process.

According to common perception, digital government or e-government is a digital government without walls in a virtual field that provides services directly to customers and leads them to participate in government activities. In this sense, e-government, or digital government, is the government's use of information technology to move information between people, organizations, markets, and other government agencies. Therefore, one of the main goals of e-government is that all citizens can be involved in their destiny.

With this action and with the widespread participation of the people, the government takes on an informal nature and citizens can fully interact with the government. Most countries are now trying to use communication technology in cases such as paying taxes and duties, renewing certificates, obtaining and renewing business licenses, registering companies, concluding contracts, registering marriages and divorces, registering births and deaths, performing activities Financial and credit, participating in elections, filling out electronic forms for various purposes, visiting museums, using virtual libraries, interacting with various government, business and social institutions, paying various bills such as water, electricity and telephone bills, and Gas, obtaining building construction permits, receiving various political, economic and social information and other items to provide services to their citizens electronically. Although an information technology-based e-government system holds out hope for better governance in Afghanistan, Afghanistan still has an outdated and complex administrative system of government administration with widespread corruption and supply. Inadequate service wastes a lot of time.

Therefore, one of the main factors that cause many challenges in the government departments of Afghanistan is the worn-out system and agents in the country, which

manifests itself in the form of widespread corruption. It is obvious that the old system prolongs the process of handling affairs and reduces the amount of transparency and progress of work. The use of e-government in Afghanistan, while shortening the work process and transparency, also eliminates the possibility of forging paper documents.

With the digitalization of affairs, bureaucracy is significantly reduced and the level of transparency is increased. The Afghan government has to coordinate with other agencies in the world to attract and secure investment and international aid. To achieve this goal, the Afghan government must take a serious step towards electrification to reduce transparency and fight corruption, and to interact with international organizations to exchange trade and financial statistics and information. Provide online.

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The government of Afghanistan is aware that, in addition to all the benefits of e-voting, reducing the cost of elections for the coming years of elections in Afghanistan is the most important advantage for Afghanistan. The cost of elections in the presidential election with a majority voting system, if drawn to the second round, will impose a huge

cost on the country. This issue becomes extremely serious when in the next elections, donor countries do not cooperate with Afghanistan at the cost of elections. Therefore, it is now better to use the possible incentives of these countries in launching e-elections to save election costs in the next elections.

The difference between e-governance and bureaucratic governance

In contrast, the e-government model looks at the organization and the client from another angle. Based on this model, communication between public sector agents and citizens, instead of being established in agent rooms, is established through modems and the Internet and requires the use of smart government information systems and systems. (Bovens and Zouridis, 180, 2002-181) Perhaps it is possible to better analyze the change in the pattern of public service delivery and the difference between the bureaucratic model and the e-government model in the framework presented by one of the e-government experts. Based on this framework, the principles emphasized by the e-government model differ from the principles emphasized by the traditional model.

The bureaucratic model emphasizes hierarchical communication and a top-down approach, while the e-government model emphasizes teamwork, a multi-dimensional network, and a direct connection between the parties. Also, in the new model, the task structure of the units and the process of providing public services for the users who prefer to the center of the public service provider in one place, cannot be seen and can be done properly if needed. Citizen does not need to know which unit or organization is responsible for providing services on the network.

The advent of the Internet and the digital age has led to traditional organizations making changes to their bureaucratic organizational structures. Because of the increasing development of information and communication technology, the need to use them in government agencies to provide efficient services and information to citizens is strongly felt. The paradigm shift from traditional government to e-government is shown in the table below. Today, governments have faced challenges and transformations that have shifted them toward e-government and change in their previous structures, and we have turned to the traditional bureaucratic model of our governments. This model has gradually given way to a knowledge structure, with customer-centric strategy, networking structures with more flexibility, and integration of vertical and horizontal structures being its hallmarks.

Administration systems and methods" the current scenario

Afghanistan's administrative system was completely traditional and manual until fifteen years ago; therefore, the provision of services to citizens was associated with delays, shortcomings, and complexity. Carrying out administrative activities with traditional methods even caused a reduction and loss of physical and mental strength of many employees and doubled their job stress. This system imposed widespread corruption on the organization and society and wasted considerable resources of facilities, equipment, and opportunities of the government and society. The process of modernizing the activities and methods of doing it in government departments with the help and support of donor countries and organizations began a decade and a half ago.

Review of organizational structures, modification of work procedures, creation and strengthening of human resource systems, review of work areas and how to do the work (task bills), and review of the use of modern work tools and tools to accelerate, improve and increase the effectiveness and efficiency of operations and is one of these aids.

Although Afghan administrations are still struggling with major administrative problems and disasters, these joint technical assistance and efforts - between Afghanistan and donors - continue and there are obvious differences between the current administrations and the administrations a few years ago. Can be seen.

At present, offices in various departments are equipped with electronic systems that indicate the performance of their daily activities using new office technologies. Continuing and accelerating the process of digitalization of the administration, today seems to be one of the main demands of the people, the emphasis of the supporting countries and the attention of senior government officials, and efforts are underway to get rid of the old and worn-out system.

Role of ICT in the government administration system of Afghanistan

The use of electronic technology in government offices has gained momentum in recent years, especially in the last two years; Practicing e-government is one of the most important steps that senior government officials place particular emphasis on, and efforts are being made to achieve it, albeit slowly. Using a mobile system to pay the salaries of employees, creating an electronic revenue collection system in Kabul municipality, creating identity registration systems in several ministries that have large organizations, using digital presence systems in a large number of institutions Government, Establishment of human resource information management system Establishment of financial regulation information system, establishment and use of the automated system for customs, the establishment of government budgeting plan system, the establishment of development assistance base, Establishment of a national information system.

Electronic tax payment systems, tax collection systems, etc. are examples of the implementation of information technology, communication, and digitalization of Afghanistan's administrative systems at present. Promoting and developing the use of electronic technology in offices and society gradually provides the ground for the practical realization of e-government and e-government is a key step in achieving the growth and development of society

in today's world. E-government means providing the conditions for governments to provide their services to citizens 24 hours a day, 7 days a week. Good governance is a government that provides its services to a wider range of citizens with more speed, less cost, and more efficiency.

Unfortunately, Afghanistan still has a long way to go before e-government can be achieved; Although officials in the government speak of their seriousness and determination in this regard and announce the launch of some related systems, it seems that the lack of the necessary infrastructure, including the creation, use, and utilization of systems The subordination of e-government, corruption, and lack of skilled manpower, etc. have slowed down the realization of this important.

The concept of e-government is the optimal use of ICT in governance, and the ideal government is citizen-centric, service-oriented Inclusive and holistic, Efficient and Responsive, Transparent and participatory, and democratic ...etc. Is an ideal government possible? Yes, we can approach an ideal government through the use of Technologies reducing the tempering of people data. Thus no entity will abuse anyone with false testimonials in society. The following are the role of e-governance in Afghanistan:

E-governance and security
Security is one of the most significant challenges for implementing e-government initiatives. Many studies have found that security is one of the most important obstacles. Security means protection of all information and systems against any disclosure to unauthorized access, or unauthorized modifications or devastation. Thus, it refers to the protection of the information systems, assets, and the control of access to the information itself. It is a vital component in the trust relationship between citizens and government. Security issues may present the largest obstacle to the development of e-government services. Thus, security policies and standards that meet citizen expectations are an important step toward addressing these concerns. Smith emphasized that the use of security solutions, including digital signatures, encryption, user names, passwords, customer unique numbers, bank account numbers, and others being transmitted over the Internet and stored electronically can help in fulfilling security goals in e-government applications.

Furthermore, point out that information security, referred to as cybersecurity or computer security, is an important government challenge. Also, security involves continuous vigilance and protection against the increasing danger of worms and viruses. Also, people need to be educated on the importance of security measures, such as private passwords, to ensure their protection. A body of security professionals should be set up to respond to threats and breaches. Also, the need for authority and an infrastructure encryption system has to be given top priority.

Terrorists are using the physical separation of several groups to stop them from integrating in Afghanistan; many

ICT projects would provide a simple connection to remove this barrier. Another factor is the storing and processing of true persons and physical evidence in the area, reducing the chances of false and false information being produced.

E-governance and education
The government's use of ICT can also be useful in the fields of education, health, and the environment. In school, literacy rates can be dramatically improved. The useful methods for distance learning are web-based learning and e-learning. Both video and computer conferences allowed students to have access to teachers anywhere in the world in remote rural areas. The Digital Revolution has also profoundly influenced health care provision.

It enables successful knowledge sharing between medical professionals, including patient records and medical diagnoses, which increases healthcare quality. To efficiently manage and control environmental resources, the government may use IT applications. In the event of an emergency, the authorities must take necessary measures. It may also be useful to track the quality of air and water, to monitor pollution alerting systems, to provide public environmental information, and to handle environmental emergencies for floods, fires, and other natural disasters.

E-governance and health
Telemedicine and e-health are intended to improve health facilities for Afghans living in rural and distant parts of the country in the country and elsewhere metropolitan areas. Social security E-government through its national broad-based databases with data on the population allows both the public and government to securely host, process, and generate authentic personal data to reduce the tempering of data from people. Therefore no individual can abuse someone in society with false testimony.

E-governance and agriculture in rural development
IT also enables rural people to access knowledge and resources for evaluating it. It also allows rural people. For example, in agriculture, device technology may assist farmers in crop management with information on the date of planting, the use, and management of water, control of pesticides and diseases as well as the management of harvests. The land information system provides, to mention a specific example, information on markets, food prices, imports and exports, tariffs and quotas, under-production and over-production, as well as soil, hydrology, and rainfall information that supports planning activities at different administrative levels. The availability of such information promptly will allow farmers to de-escalate their activities.

E-Governance and Anti-Corruption
E-governance policies are used to provide people with the best services possible, increase accountability, and reduce corruption. Governments must now choose to go online in departments such as customs, income tax, sales tax, and property tax, which are notoriously corrupt and with which people must interact. E-governance introduces competition, which increases the standard of services thus lowering corruption. Every E-governance application has a

common goal in mind: to reduce corruption. The chances of corruption will be minimized by e-governance and other e-enabled services. If knowledge is exchanged with others, so it is less likely to cause wrongdoing in any organization.

Corruption is taken into consideration. If e-government could be a tool against corruption if improved transparency, accountability, and predictability (of rules and procedures) are prioritized. To minimize corruption, e-governance will take a variety of steps. Many governments have decided that the whole agency, such as customs, income tax, sales tax, and property tax, must be available online. Every government service must be available online to every citizen throughout the world. E-government can result in the centralization of data that can be used to improve auditing and analysis.

Each decision can be traced, which aids in the detection of wrongdoing, and the fear of humiliation can discourage unethical practices. E-government brings innovation into the system, which increases service quality and eliminates corruption. Another alternative is to set e-government (especially within the government) as a program to achieve other goals such as improving government services, increasing the attractiveness of the country for investment, lowering public/business costs, or improving the competitiveness of the local private sector. Given the importance of these topics, non-government stakeholders must be included in the debate.

E-National ID card (E-Tazkira)

Following the disaster of the World Trade Center on 11 September 2001, almost all countries are rethinking their identification structures to distinguish terrorists from the general population. The U.K. government. It mentioned going in the direction of a national identification card that would use one or more biometric techniques to validate a card holder's identity, such as iris or fingerprint recognition. The controversial proposal would require the creation of a national basic personal information database. Is a national identification card a document that identifies or displays the details of an individual carrying it and recognizes that person from where he or she is? So, we can do business all over the world with this card.

Identity is a relationship that is legal, political, and substantive between the state and the individual. He or she cannot participate in the election and cannot act in government if a person has no identification. The Afghan National Electronic ID card (e-Tazkira) is a national identification card issued to all citizens of Afghanistan. It is evidence of identity, citizenship, and residency. When President Mohammad Ashraf Ghani and First Lady Rula Ghani got their E-Tazkira, this software was officially introduced in Kabul on 3 May 2018. For all the citizens of Afghanistan, the distribution of E-ID cards or e-Tazkira has also started. The new Afghan identification card is based on universal identity document requirements.

E-passport

A biometric passport also referred to as an e-Passport or a digital passport, is a standard passport with an embedded electronic microprocessor chip containing biometric information that can be used to identify the passport holder. The front, or back or middle page of the passport is a technology without touch, a tiny boss and antenna. The relevant information is printed both inside the chip and on the paper.

If the device is used correctly, the public key infrastructure is used to classify the data to prevent forging. Most nations are pushing toward the use of biometric passports. Sixty countries have issued such passports since 2008, which grew to 120 by June 2017. In this scheme, only the originality of the citizenship certificate and the color of a photocopy are necessary for obtaining a passport. The passport office shall submit the applicant's certificate of citizenship to the Head of State population registry, who shall testify and respond to the complaint.

It also helps the government and militant officials as they do not need to be approved by the Department of civil registration any time they need to legally cross borders. They will directly present their identification cards and official travel documents from their respective departments to the other border protection authorities utilizing an electronic passport.

Benefits of e-governance in Afghanistan

Electrification of offices is a basic condition for the realization of e-governance; a method of government that coordinates the work and services provided in government offices quickly, easily, and seamlessly, and citizens have access to these services 24 hours a day, anywhere in society. The electrification of offices leads to the widespread use of information and communication technologies without which the use of these tools and facilities is not possible. The digitalization of offices reduces corruption and also provides internal services to employees.

Also, using this technology, it is possible to save a lot of resources and facilities and to prevent wastage of staff and employees, reduce work stress at the office level, and provide more time for basic activities. The process of doing things will be reduced and administrative bureaucracy will be prevented. The use of electronic equipment in offices maintains the vitality, health, and energy of employees and employees to a considerable extent and reduces stress, prevents erosion and early misuse of their manpower, and helps to protect the human rights of employees and employees.

Benefits of e-governance for government

Reducing government costs: E-government refers to a set of activities that government services and information electronically and exchanges the Internet with users of these services. E-government by simplifying and influencing how operations provide opportunities to reduce costs the government provides that this, in turn, leads to an increase

in the flow of government programs and positive results in areas such as implementation and the application of laws, education, and upbringing... can be observed.

Reducing misconduct and corruption

The most important e-government Achievement for all countries from Including Afghanistan creating a simple, moral, responsible government it is receptive, responsive, and transparent that all of these benefits to address one of the major weaknesses traditional states mean corruption and administrative violations. For example, reduce deviation and corruption by using the Internet in the workplace of the Afghanistan government as the association of Information Technology Standards in Afghanistan, lead e-management project it has taken over this country. The purpose of this project raising public awareness and encouraging them to participate in the fight against deviant deeds.

Increasing public participation

E-government an opportunity for government audiences such as citizens, provides individuals and legal entities with assistance electronic methods to communicate with the government and by commenting and presenting the government itself in this way, the citizens have the opportunity to help or through the advantage of good governance in activity participate in social media.

Increasing transparency in government

Implementation of e-government increases the welfare of the people, especially in the public service sector, reduction of inequalities and transparency work will be done. For example in the right Implementation of this strategy, appropriate information and extensive for Afghan citizens online and many government services electronic forms are provided. The most important The Government of Afghanistan's goal of expanding e-government, transparency of government operations is a guarantee that increasing the efficiency of the government and also strengthening the participation of the people in it also looks at political processes.

Reduction of centralization

Communication channels and new technologies, opportunities, and vast possibilities to optimize service levels and increase provide citizen choices. The organization again, business processes reduce concentration will be in administrative decisions because in e-government, business processes as Analysis are done and organizations to a large extent it is more effective in such positive aspects as services they will benefit along with cost reductions.

Strengthening the foundations of democracy

More today People in the community are aware of their rights from the opportunities that enable them to the ability to make informed decisions in the field of government and other aspects that affect the lives they nurture, they know. Digital democracy a non-profit social initiative to use information and communication technology to develop and enrichment is a democratic coexistence in society. This is the latest issue in e-government it is in the new century that the relations between the government and the citizens through electronic service delivery and implementation of E-democracy are changing. The purpose of this strategy, dissemination of information on topics related to public opinion and the creation of spaces it is new for consensus and consultation. In the field elections, e-democracy, public awareness candidates' activities via e-mail and other equipment and communication addresses for protecting the rights of individuals in society it increases. Digital democracy of individuals encourages them to address their concerns directly to key officials and decision-makers.

Reforming the administrative and government bureaucracy

The state Electronic e-paper and paperless management process is the government and most of its communication through conduct multimedia channels. On the other hand, creating conditions under which citizens and owners of different professions can go to government offices without standing and standing in long queues or paying bribery to get information, revolutionary progress will corrupt in reforming the bureaucracy and eradicating it was. Therefore, government information publishing sites from them are important tools of e-government.

Challenges to e-governance in Afghanistan

Implementing programs and plans to digitize offices in Afghanistan faces many difficulties and challenges; Getting accustomed to employees and employees by performing tasks and activities in the traditional and old way, low level and level of literacy and familiarity of employees and employees with new administrative technologies, the weak economy of Afghanistan, lack of specialized people and domestic professional organizations in the field of support, Support and advice to the government and government departments, lack of necessary infrastructure that practically hinders the development of the use of these technologies, harassment and problems by corrupt individuals and persons whose interests are at stake and resources Their availability is limited.

Low level of real understanding of the necessity and importance of using new office technologies at the level of senior officials, Afghanistan's involvement in the war, poverty, and social and political insecurity, etc., including the factors and obstacles to the implementation of electronic technology in the administration Goes or prevents the acceleration of the implementation of the desired programs and plans.(Zia Danish, 2017)

Important problems to be discussed:

Firstly, although most of the telecommunications industry has been privatized and liberalized, some state monopolies still exist. For example, private telephone and Internet service providers are not permitted to build their wireline networks for local or national telecommunications. The government has absolute power. Over the country's wireline networks Private parties' ability to deploy is hampered by this limitation. The networks are dependent on market forces, and private investment is limited. Its elimination will increase rivalry – besides, if a state-owned

company is privatized, it would be necessary to ensure fair competition.

Second, In the ICT sector, skilled labor is in short supply. ICT companies cannot grow without qualified staff, no matter how promising the enabling climate is for them. Technical education needs to be more aligned with and open to business needs, equipping students with the soft skills they'll need to succeed as innovators and entrepreneurs. Both business people and technical experts are required. To test ways to develop this skills base with the help of the World Bank Stronger ties between ICT company's professionals could also encourage cooperation through social networks and associations. ICT training is given to government officials as part of a donor program, as well as established organizations like the national ICT Association of Afghanistan, which will help to foster such networking.

Third, the Afghan government's institutional and human capacity to use ICTs to change programs and program management is minimal. Although most government officials understand the importance of ICT-enabled programs, few government agencies can easily implement them or scale up to meet increased demand. Citizens' views as the mobile phone become a more essential means of communication between people, it will become increasingly necessary for the government to develop institutional capacity for both people and government. It can react rapidly to changing demand. Citizens' dissatisfaction will decrease if this is not achieved. Government trustworthiness.

These challenges highlight the complexities and difficulties that restrict the pace and scale of progress that ICTs can accomplish in a low-income, conflict-affected country like Afghanistan. Transformation takes time, and it will be some time before ICTs will truly catalyze social and economic growth. There is a need for thorough analysis and strategic planning to ensure that the infrastructure, human capital, and other resources are available. All of the necessary institutional capacities are in place to bring about the improvements that people want and can contribute to. Redevelopment and restoration.

More challenges of e-governance in Afghanistan as fallowed:
- Lack of useful methods for project management and methodologies.
- Lack of adequate preparation, multiple ad hoc activities the project team is taken up by the project team because the emphasis is lost on vital operations.
- The interpretation of principles for project management is quite low levels of government officials, who are part of the team for the e-government initiative.
- Projects of e-governance do not obey any implementation of formal project management frameworks.
- Because of jobs, resources are overwhelmed with work inefficient staffing, Tasks that are often not allocated to appropriately the squad.

- No oversight of core IT organizations during the project to execution. Generally, the decision-making process is left to ministries and departments on individual lines since they come with support.
- No provisioning of dashboard project management for collaborative project surveillance by all in wide e-Government initiatives, stakeholders.
- Inadequate oversight of how the project is being carried out implemented, delay-causing activities. No cost and schedule tracking at project level the control points.
- The baseline information is not available during the project initiation captured, which is valuable for benchmarking operation.

V.   CONCLUSION AND SUGGESTIONS

In Afghanistan, e-government is a new concept; in fact, it began with the direct involvement of the international community in late 2001, when a new government was formed. Before 2001, the Afghan government relied on outdated paper-based systems; computers, databases, and the internet were only found in a few government offices. Corruption is currently very high in the country, and one of the most significant causes of corruption is the old paper-based system, which makes access to accurate and credible information and monitoring of expenditure difficult. According to the UN's 2014 E-Government Development Index (EGDI), Afghanistan's status of e-government and its climate is very poor; it ranks 173rd out of 193 countries in the study, with a score of 0.19.

Governance and ICT in Afghanistan and explains how to support national growth through e-governance. Electronic Systems Governance can be a critical tool for national construction. Competitiveness in the landlocked and low-income nation of war-torn Afghanistan. Afghanistan is a country of agriculture, where much in agriculture, more than 95% of individuals are busy. The government is willing to Using information to involve people and civilians in this area Technology, and. The potential and opportunities of electronics to be harnessed Afghanistan must devise a national electronic formulation for governance, regulation, strategy, and action plans on governance. This will be getting together, numerous government ICT initiatives are being introduced in the state. A holistic vision for developing government partnerships public service delivery and public policy organizations centered on built-in back-office systems and based on multichannel distribution systems. A top-level board to champion electronics growth Country-wide governance is key to reforming the public sector and creating public benefit from investments in ICT for people. It is important to develop capacity in IT strategic planning, IT project planning, management support, and IT. ICT's position as a strategic tool it is important to emphasize organizational structures and the Chief As senior strategists, data officers should be encouraged to and representatives inside organizations in the public sector.

The majority of international organizations assisting Afghanistan in the field of e-government agree that e-government will help make the government and the public finance system more transparent and accountable, reducing corruption. With proper computerized employee registration and direct payment through banks or M-Paisa, corruption in Afghanistan's security and education sectors would be reduced significantly (salary transfer via Mobile or M-Pisa). In a recent study, the US Special Inspector General for Afghanistan reported that by using M-Paisa in the security sector, corruption in the security sector's wages could be minimized or eliminated. E-Government also aims to bridge the divide between people and the government by empowering citizens to keep their government accountable.

The government has attempted to modernize its ministries over the last 15 years by implementing advanced financial management, administrative, and reporting databases and systems. However, for the time being, the main emphasis has been on developing e-government at the central level in Kabul, the capital. Now is the time for the government to concentrate on the provinces and areas that directly support clients/citizens, and to enhance its efficiency through the use of modern computerized systems. E-government alone would not be enough to deter corruption; political support and a commitment to eradicate corruption are also needed. If anyone is exploiting the system, they should be charged and disciplined.

At the same time, it is critical to recognize that there are significant issues with E-Government, and the government must focus on addressing them, such as providing electricity and internet services across the country, which are currently concentrated in cities and unavailable in rural areas. Furthermore, if the government wants to improve E-Government in the country, low computer and information technology literacy is a major problem that must be addressed.

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