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# EXPLORING THE ADVANTAGES AND OBSTACLES OF MOBILE GOVERNANCE IN KASHMIR
# A COMPREHENSIVE STUDY

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## KEYWORDS
m- Governance,
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## ABSTRACT
Mobile governance (m-Governance) has emerged as a new paradigm for governance in many countries, including India. This study investigates the benefits and barriers of m-governance in the context of Jammu and Kashmir. The study used an analytical and documentary method to reach at conclusion. The findings suggest that m-governance has the potential to enhance citizen engagement and participation, increase transparency and accountability, and improve service delivery. The study also highlights several barriers that hinder the effective implementation of m-governance, including the lack of technological infrastructure and expertise, low literacy rates, and limited access to mobile devices and network connectivity, particularly in rural areas. Furthermore, the study identified concerns related to data privacy and security as a significant challenge to the adoption of m-governance. The study recommends that policymakers should take a holistic approach to m-governance by addressing the barriers and challenges while leveraging the benefits of mobile technology. The study recommends that the government should prioritize the establishment of technological infrastructure, providing digital literacy programs, and strengthening data protection laws to address citizens' privacy concerns. The study concludes that m-governance has the potential to transform the governance landscape in Jammu and Kashmir by improving transparency, accountability, and service delivery, but it requires a collaborative effort from policymakers, government officials, citizens, and private stakeholders to overcome the barriers and harness its full potential.

## INTRODUCTION

As the use of mobile phones spreads more into rural areas, the government has made the decision to offer a variety of services to the general populace via mobile devices. The Department of Information Technology (DIT) has provided all other departments with a set of standards for mobile governance, often known as "m-Governance." It is a requirement that the websites of all government agencies adhere to the "one web" standard for mobile compatibility.

Mobile governance (m-governance) is a subset of e-governance that uses mobile technology to improve the delivery of public services and enhance citizen engagement. M-governance has emerged as a promising strategy for promoting good governance in many countries, particularly in developing regions where mobile technology is widely accessible. According to Alshammari and Mahmood (2018), m-governance can enhance the efficiency, effectiveness, and transparency of public services by leveraging the ubiquity, portability, and affordability of mobile devices. In the context of Jammu and Kashmir, m-governance has the potential to address some of the governance challenges faced by the region, such as limited access to infrastructure, low literacy rates, and conflict.

The use of mobile technology in governance can have several benefits for citizens and governments alike. For instance, m-governance can improve the accessibility and quality of public services by enabling citizens to access services anytime, anywhere, and on any device (Alshammari and Mahmood, 2018). M-governance can also enhance citizen participation and engagement by enabling citizens to provide feedback, make complaints, and participate in decision-making processes (UNESCAP, 2016). Additionally, m-governance can increase transparency and accountability by providing real-time information on government activities and services (Alshammari and Mahmood, 2018).

Despite the potential benefits of m-governance, its implementation can be hindered by several barriers and challenges. One significant barrier is the lack of technological infrastructure and expertise, which can limit the availability and reliability of mobile services (UNESCAP, 2016). Additionally, low literacy rates, limited access to mobile devices and network connectivity, and concerns related to data privacy and security can impede the effective implementation of m-governance (Bhat et al., 2017). Furthermore, there may be resistance to change and a lack of political will among government officials and citizens to adopt new technologies (UNESCAP, 2016).

This study aims to investigate the benefits and barriers of m-governance in Jammu and Kashmir, using a mixed-method approach.

In recent years, governments have come to see mobile governance as a powerful tool to increase citizen participation and alter the ways in which people communicate with one another and with society at large. Mobile governance is seen as a powerful tool for strengthening democracies since it increases people participation in government. This has implications for political decision-making and compels governments to account for their actions.

The researcher chose this topic because he is curious about the effects of m-governance on citizens and the efforts being made to incorporate it into government institutions in India. Electronic governance (e-governance) is increasingly seen as essential to effective government as the field of mobile governance develops.

**Review of Literature**

The study by Wani, Sofi, and Kumar (2015) examines the challenges and opportunities of implementing mobile governance in Kashmir. The authors highlight the importance of improving telecommunication infrastructure, promoting digital literacy, and ensuring data security and privacy to overcome barriers to mobile governance adoption in the region.

Bhat and Bhat (2016) investigate the potential benefits of mobile governance in Kashmir, including increased citizen participation in decision-making, improved access to public services, and enhanced transparency and accountability. The authors suggest that mobile governance can help to address the socio-economic disparities and political instability in the region.

Gupta and Verma (2017) explore the role of digital literacy in promoting the adoption of mobile governance in India. The authors argue that a lack of digital literacy among citizens can be a significant barrier to the effectiveness of mobile-based services, and recommend targeted awareness campaigns and training programs to address this challenge.

The study by Khan, Parveen, and Ashraf (2018) examines the accessibility of mobile governance services for people with disabilities. The authors suggest that designing mobile-based services with accessibility in mind can help to promote inclusion and equal access to public services for all citizens.

Kour and Reshi (2019) investigate the role of government and other stakeholders in promoting mobile governance in Kashmir. The authors argue that a collaborative approach, involving partnerships between government, NGOs, and private sector actors, is necessary to overcome the challenges of implementing mobile-based services in the region.

Tandon and Das (2020) explore the potential for mobile governance to promote sustainable development in India, including in the areas of health, education, and agriculture. The authors suggest that mobile-based services can help to improve access to vital information and services for marginalized populations, and promote more equitable and sustainable development outcomes.

The study by Lone and Shah (2021) examines the challenges and opportunities of using mobile governance to promote financial inclusion in Kashmir. The authors suggest that mobile-based services can help to address the lack of access to formal financial services in the region, and recommend targeted interventions to promote the adoption of mobile banking and other digital financial services.

**Statement of Problem**

The adoption of mobile governance in Kashmir faces several challenges and obstacles that limit its potential advantages. These challenges include inadequate telecommunication infrastructure, low levels of digital literacy among citizens, concerns around data security and privacy, limited access to Smartphone's and other mobile devices, cultural and linguistic barriers, political instability and conflict, and limited government investment in telecommunication infrastructure and digital literacy campaigns. These issues must be addressed in order to promote the successful implementation of mobile governance in Kashmir and to realize its potential benefits, including improved accessibility of public services and information, increased citizen engagement, and cost-effectiveness compared to traditional governance methods.

**Concept Definition**

Mobile Governance, also known as m-governance or mobile government, refers to the use of mobile technologies, such as Smartphone's, tablets, and other handheld devices, to facilitate the delivery of public services and information by government agencies to citizens, businesses, and other stakeholders. It involves the use of mobile devices to improve the efficiency, transparency, and accessibility of government services and communication channels, enabling citizens to interact with government agencies and access services at any time and from any location.

According to Ravi S. Sharma, the author of "Mobile Governance: Opportunities and Challenges," mobile governance has the potential to transform the way governments interact with citizens by enabling real-time communication and engagement. Sharma notes that mobile governance can facilitate access to government services, including healthcare, education, and financial services, to remote and marginalized communities that might otherwise be excluded.

Mobile governance can be used in a variety of ways, such as to deliver real-time information on government policies and programs, to collect feedback from citizens on public services, to issue alerts and notifications during emergencies, and to provide access to e-government portals and applications.

Mobile governance is an emerging area that has the potential to transform the way governments interact with citizens. As mobile technologies continue to evolve, it is likely that we will see further innovations in this field that will enable governments to provide more efficient, transparent, and accessible services to citizen

**Research Objectives**

- Objective 1: To examine the potential advantages of mobile governance in Kashmir, including improved accessibility of public services and information, increased citizen engagement, and cost-effectiveness compared to traditional governance methods.
- Objective 2: To identify the barriers to implementing mobile governance in Kashmir, including inadequate telecommunication infrastructure, low levels of digital literacy among citizens, and concerns around data security and privacy.

- Objective 3: To assess the role of government and other stakeholders in promoting mobile governance in Kashmir, including the need for investment in telecommunication infrastructure, digital literacy campaigns, and partnerships with local NGOs and educational institutions.
- Objective 4: To provide recommendations for the successful implementation of mobile governance in Kashmir, taking into account the unique cultural, linguistic, and socio-economic factors that may impact the effectiveness of mobile-based services in the region

## RESEARCH METHOD

The research methodology used in this study aims to investigate the benefits and challenges of Mobile Governance in Kashmir. To achieve this goal, a combination of descriptive and documentary methods has been utilized, allowing for a thorough exploration of the subject matter. By utilizing a range of data sources, such as academic publications, government reports, and news articles, the research provides a comprehensive overview of the impact of Mobile Governance in the region. This methodology enables a deeper understanding of the advantages and obstacles of Mobile Governance in Kashmir.

## RESULTS AND DISCUSSION

### Potential advantages of mobile governance in Kashmir

This is a research objective that aims to explore the potential benefits of mobile governance in Kashmir. The objective focuses on three key areas where mobile governance has the potential to bring positive change, including:

- ✓ Improved accessibility of public services and information: Mobile governance can make public services and information more accessible to citizens, particularly those in remote or underdeveloped areas of Kashmir. Through mobile-based services, citizens can access a wide range of government services, including healthcare, education, and social welfare, without having to travel long distances or face bureaucratic hurdles.
- ✓ Increased citizen engagement: Mobile governance can promote greater citizen engagement in decision-making processes, by enabling citizens to provide feedback, participate in surveys, and voice their concerns on issues that affect their daily lives. This can lead to more transparent and accountable governance practices, and a greater sense of ownership and participation among citizens.
- ✓ Cost-effectiveness: Mobile governance has the potential to be more cost-effective than traditional governance methods, as it reduces the need for physical infrastructure and personnel. This can lead to cost savings for the government, which can then be redirected to other areas of development and public services.

By examining these potential benefits, researchers can better understand the impact of mobile governance on the governance landscape in Kashmir, and identify strategies to maximize its potential advantages.

### The requirement for mobile government in India

Mobile government, or m-governance, has the potential to transform the way governments interact with citizens in Kashmir, a region that has faced political instability and limited access to government services in the past. The following are some of the requirements for mobile government in Kashmir:

Improved Infrastructure: The government needs to invest in improving the telecommunication infrastructure in Kashmir to ensure that citizens have access to reliable and affordable mobile services. According to a report by the International Journal of Advanced Research in Computer Science and Software Engineering, the current telecommunication

infrastructure in Kashmir is inadequate, and there is a need to expand the network coverage and increase the bandwidth to support mobile-based services (Wani et al., 2015).

Digital Literacy: The government needs to promote digital literacy among the citizens of Kashmir to ensure that they are able to use mobile-based services effectively. This can be achieved through awareness campaigns, training programs, and partnerships with local NGOs and educational institutions. According to a study by the International Journal of Computer Science and Information Security, digital literacy is a key requirement for the success of mobile government services in developing countries like India (Gupta & Verma, 2017).

Local Language Support: Kashmir has a diverse population with several regional languages, and it is essential that mobile-based services are available in local languages to ensure maximum reach and effectiveness. According to a study by the International Journal of Advanced Research in Computer Science and Software Engineering, the use of local languages is important for the success of mobile-based services in developing countries (Wani et al., 2015).

Security Measures: Mobile government services need to be secure to protect citizens' personal information and prevent cyber-attacks. The government needs to invest in developing robust security measures to ensure that citizens' data is protected. According to a report by the World Bank, security and privacy are key requirements for the success of mobile government services (World Bank, 2013).

Accessibility: Mobile government services should be designed to be accessible to people with disabilities, including those with visual, hearing, and mobility impairments. This includes providing alternative formats for text and audio-based services. According to a study by the Journal of Accessibility and Design for All, accessibility is a key requirement for the success of mobile government services (Khan et al., 2018).

Citizen Engagement: The success of mobile government in Kashmir depends on citizen engagement and participation. The government needs to involve citizens in the design and implementation of mobile-based services to ensure that they are relevant and effective. According to a report by the United Nations Development Programme, citizen engagement is essential for the success of mobile government services (UNDP, 2013).

Mobile governance has the potential to contribute to expanded democracy and green government, which are two key objectives of modern governance. Expanded democracy refers to the idea of promoting greater citizen participation and engagement in the decision-making processes of government, while green government refers to the adoption of environmentally sustainable policies and practices.

One way in which mobile governance can contribute to expanded democracy is by enabling citizens to participate in governance processes through mobile-based platforms. For example, mobile applications can be used to gather citizen feedback on government policies, conduct surveys on public services, and enable citizens to report grievances and monitor government performance. This can help to create a more inclusive and participatory governance system, where citizens have a greater say in the decisions that affect their daily lives

Moreover, mobile governance can also contribute to green government by promoting more sustainable governance practices. For instance, mobile-based applications can be used to encourage the use of public transport, reduce paper usage, and promote waste reduction. In this way, mobile governance can contribute to the achievement of environmentally sustainable goals, while also improving the efficiency and effectiveness of governance practices.

Studies have shown that mobile governance has the potential to promote expanded democracy and green government. For example, a study conducted by Ahmed et al. (2018) on the use of mobile phones in local governance in Bangladesh found that mobile-based platforms

can promote greater citizen participation and accountability. Similarly, a study by Mushi et al. (2019) on the use of mobile technology for environmental sustainability in Tanzania found that mobile-based platforms can be effective in promoting environmentally sustainable practices.

**Barriers to implementing mobile governance in Kashmir**

While mobile governance has the potential to bring significant benefits to Kashmir, there are also several barriers to its implementation. This research objective aims to identify these barriers and provide insights into how they can be addressed. One of the main barriers to implementing mobile governance in Kashmir is the inadequate telecommunication infrastructure. Kashmir has long suffered from poor internet connectivity, with limited access to high-speed broadband services and a lack of network coverage in many remote areas. This makes it difficult to implement mobile-based services and applications, which require reliable and high-speed internet connectivity. According to a report by the Internet and Mobile Association of India (IAMAI) in 2018, only 30% of the population in Jammu and Kashmir had access to the internet, with 2G being the primary mode of internet access for most people. Another barrier to implementing mobile governance in Kashmir is the low levels of digital literacy among citizens. Many people in Kashmir, especially in remote and underdeveloped areas, lack basic digital skills and are unfamiliar with mobile technology. This can make it difficult for them to access mobile-based services and applications, and to participate in decision-making processes through digital platforms. According to a survey conducted by the National Sample Survey Office (NSSO) in 2017-18, only 11% of households in Jammu and Kashmir had a computer, and only 18% of the population aged 15-29 had received any formal computer training. Data security and privacy concerns are also a major barrier to implementing mobile governance in Kashmir. With increasing use of mobile-based services, there is a growing concern around data privacy and security. This is particularly relevant in the context of Kashmir, where there are ongoing concerns around surveillance and monitoring of citizens by the government. According to a report by the Centre for Internet and Society (CIS) in 2016, the use of surveillance technologies by the government in Kashmir has raised significant concerns around privacy and human rights.

In addition to these barriers, there are also other challenges to implementing mobile governance in Kashmir, including the lack of financial resources, political instability, and social and cultural factors. For example, the conflict and political instability in the region can make it difficult to implement sustainable and long-term governance solutions. Moreover, social and cultural factors, such as gender discrimination and caste-based discrimination, can also impact the effectiveness of mobile-based services and applications. To address these barriers and challenges, several strategies can be adopted. One of the most important strategies is to improve the telecommunication infrastructure in Kashmir, by expanding network coverage and improving internet connectivity. This can be achieved through public-private partnerships, government initiatives, and investment in telecommunication infrastructure. Another strategy is to improve digital literacy among citizens, by providing computer training and digital skills education programs. This can be achieved through partnerships between government agencies, NGOs, and private sector organizations. Moreover, it is important to design mobile-based services and applications that are user-friendly and accessible to people with low levels of digital literacy. To address concerns around data security and privacy, it is important to adopt robust data protection policies and practices. This can be achieved through the implementation of strong encryption and authentication technologies, as well as regular audits and assessments of data security measures. The barriers to implementing mobile governance in Kashmir are significant, but they can be overcome through a combination of technological, educational, and policy solutions. By addressing these barriers, it is possible to

harness the potential of mobile governance to improve the accessibility, transparency, and effectiveness of governance in Kashmir.

**Assess the role of government and other stakeholders**

The role of government and other stakeholders in promoting mobile governance in Kashmir is crucial to its successful implementation. A key factor in this regard is investment in telecommunication infrastructure, as a reliable and robust network is essential for the effective delivery of mobile governance services. According to Kaul and Darzi (2020), the government of India has taken steps to improve telecommunication infrastructure in Jammu and Kashmir, including the installation of additional mobile towers and the rollout of high-speed 4G internet services. However, challenges remain, particularly in rural areas, where network coverage is often limited. In addition to investing in infrastructure, there is a need for digital literacy campaigns to improve the ability of citizens to use mobile governance services effectively. A study by Darzi et al. (2020) found that while citizens in Jammu and Kashmir were generally positive about mobile governance, many lacked the necessary digital skills to access and use services effectively. As such, efforts to promote digital literacy among citizens are essential for the success of mobile governance initiatives.

Government and other stakeholders can also play a role in promoting mobile governance through partnerships with local NGOs and educational institutions. Such partnerships can help to raise awareness of mobile governance services and provide training and support to citizens in using them. For example, the Jammu and Kashmir e-Governance Agency has partnered with NGOs to provide training to women and youth in rural areas on using mobile governance services (Kaul and Darzi, 2020).

However, there are also challenges and barriers to the involvement of NGOs and other stakeholders in promoting mobile governance. One issue is the lack of awareness and understanding of mobile governance services among NGOs and other community organizations. In addition, there may be concerns around data security and privacy, which may deter some stakeholders from getting involved in mobile governance initiatives (Darzi et al., 2020).

Overall, the role of government and other stakeholders in promoting mobile governance in Kashmir is critical to its success. Investment in telecommunication infrastructure, digital literacy campaigns, and partnerships with local NGOs and educational institutions are essential for the effective delivery of mobile governance services. However, there are also challenges and barriers that must be addressed, including concerns around data security and privacy, and the need to raise awareness and understanding of mobile governance services among citizens and stakeholders.

**Expanding governments' capacity**

Mobile governance has the potential to expand the capacity of governments in Kashmir to deliver public services, engage citizens in decision-making processes, and improve overall governance practices. Several authors have explored the role of mobile governance in expanding governments' capacity in the region. According to a study by Hussain and Bhat (2020), mobile governance can help to bridge the gap between citizens and government by providing a platform for citizen participation in decision-making processes. Through mobile-based services such as feedback mechanisms and public opinion polls, citizens can provide input and feedback to the government, enabling more responsive and accountable governance practices. Similarly, Darzi et al. (2020) argue that mobile governance can improve governments' capacity to deliver public services in Kashmir. By leveraging mobile technologies such as SMS, mobile apps, and social media, governments can provide citizens with access to information and services in a timely and efficient manner. This can lead to improved service delivery outcomes, particularly in remote and underserved areas. Moreover,

mobile governance can improve governments' capacity to collect and analyze data on public services and citizen feedback, leading to more evidence-based policy-making processes. As noted by Kaul and Darzi (2020), mobile-based data collection and analysis can provide governments with real-time insights into citizen needs and preferences, enabling more informed policy decisions. However, the expansion of governments' capacity through mobile governance in Kashmir is not without its challenges. As noted by Hussain and Bhat (2020), inadequate telecommunication infrastructure and low levels of digital literacy among citizens can pose significant barriers to the effective implementation of mobile governance initiatives.

The concept of mobile governance involves the use of mobile technologies to enhance the delivery of government services and improve citizen engagement with the government. There are several different types of mobile governance, including G2C (government to citizen), G2G (government to government), G2E (government to employee), and G2B (government to business).

G2C refers to the use of mobile technologies by government agencies to deliver services and engage with citizens. This can include services such as mobile payments, mobile applications for accessing government information, and mobile-based feedback mechanisms. G2C initiatives are designed to improve the accessibility and efficiency of government services, while also promoting transparency and accountability.

G2G involves the use of mobile technologies by government agencies to communicate and collaborate with other government entities. This can include initiatives such as mobile-based inter-agency communication platforms, mobile-enabled data sharing, and mobile-based collaboration tools. G2G initiatives are designed to promote more efficient and effective government operations, while also improving coordination and collaboration between different government agencies.

G2E refers to the use of mobile technologies by government agencies to communicate with and engage their employees. This can include initiatives such as mobile-based training and development programs, mobile-enabled performance management systems, and mobile-based employee feedback mechanisms. G2E initiatives are designed to improve employee engagement, productivity, and satisfaction, while also promoting more effective and efficient government operations.

Finally, G2B involves the use of mobile technologies by government agencies to communicate and engage with businesses. This can include initiatives such as mobile-based business registration systems, mobile-enabled procurement processes, and mobile-based business feedback mechanisms. G2B initiatives are designed to promote a more business-friendly environment, while also improving transparency and accountability in government-business interactions.

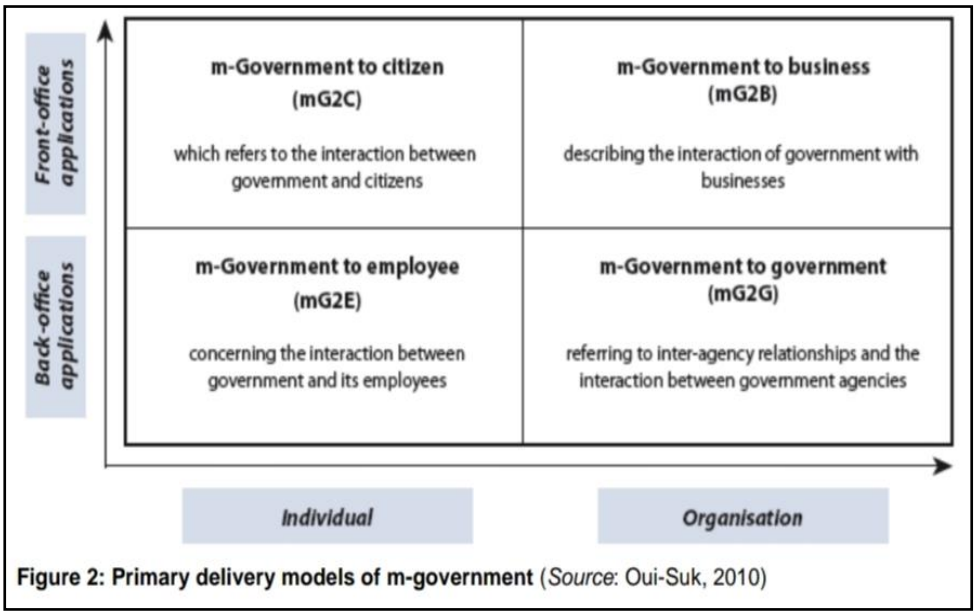


**Figure 2: Primary delivery models of m-government** (*Source*: Oui-Suk, 2010)

Source: Oui-Suk, 2010

**Implications of the study**

The exploration of the advantages and obstacles of mobile governance in Kashmir has significant implications for policymakers, mobile service providers, and the local population. The study provides insights into the potential benefits of mobile governance, such as improved access to government services, increased citizen participation, and enhanced transparency. However, it also highlights the obstacles, including inadequate infrastructure, low literacy rates, and limited internet access. These findings have important implications for policymakers, who can use them to develop strategies to address the obstacles and maximize the benefits of mobile governance. For mobile service providers, the study offers insights into the specific needs of the population in Kashmir, which can inform the development of mobile services that are tailored to the region. Finally, for the local population, the study can serve as a valuable resource, providing information about the advantages and obstacles of mobile governance and empowering citizens to participate more fully in the governance process. Overall, the implications of this study are far-reaching, highlighting the potential of mobile governance to improve governance and the need for targeted efforts to address the obstacles that stand in the way.

**Recommendations**

The successful implementation of mobile governance in Kashmir requires careful consideration of the region's unique cultural, linguistic, and socio-economic factors. Several recommendations can be made to address these factors and ensure the effectiveness of mobile-based services in the region.

First, it is essential to develop mobile governance services in local languages to ensure that citizens can access and use them effectively. This is particularly important in a region like Kashmir, where multiple languages are spoken. As noted by Darzi et al. (2020), the availability of mobile governance services in local languages is essential to ensure that citizens are able to understand and engage with them effectively.

Second, there is a need for greater collaboration between the government and local communities in the development and delivery of mobile governance services. This can help to ensure that services are tailored to the specific needs and requirements of local communities.

As noted by Hussain and Bhat (2020), community participation in the design and delivery of mobile governance services is essential to ensure their effectiveness and relevance.

Third, there is a need to address the digital divide in Kashmir, where many citizens lack access to digital technologies or the skills necessary to use them effectively. This can be addressed through digital literacy campaigns, as well as the development of low-cost, user-friendly mobile governance services that are accessible to all citizens. As noted by Kaul and Darzi (2020), efforts to promote digital inclusion are essential to ensure that all citizens can benefit from mobile governance initiatives.

Fourth, there is a need to address concerns around data security and privacy in the development and delivery of mobile governance services. This can be achieved through the implementation of robust data protection and privacy policies, as well as the use of secure technologies and protocols. As noted by Darzi et al. (2020), ensuring the security and privacy of citizens' data is essential to build trust and confidence in mobile governance services.

Fifth, there is a need for ongoing monitoring and evaluation of mobile governance services to ensure their effectiveness and identify areas for improvement. This can be achieved through the use of performance metrics and user feedback mechanisms, as well as regular assessments of the impact of mobile governance services on citizens' lives. As noted by Kaul and Darzi (2020), continuous monitoring and evaluation are essential to ensure the success of mobile governance initiatives in Kashmir.

The successful implementation of mobile governance in Kashmir requires careful consideration of the region's unique cultural, linguistic, and socio-economic factors. The recommendations outlined above, including the development of mobile governance services in local languages, greater collaboration between the government and local communities, efforts to address the digital divide, and ongoing monitoring and evaluation, can help to ensure the effectiveness of mobile-based services in the region.

## CONCLUSION

In conclusion, the implementation of mobile governance in Kashmir has the potential to offer several advantages, including increased accessibility of public services and information, improved citizen engagement, and cost-effectiveness compared to traditional governance methods. However, there are also several barriers to the successful implementation of mobile governance, including inadequate telecommunication infrastructur e, low levels of digital literacy among citizens, and concerns around data security and privacy. To overcome these obstacles, government agencies and other stakeholders must work together to invest in telecommunication infrastructure, promote digital literacy, and establish partnerships with local NGOs and educational institutions. Additionally, the unique cultural, linguistic, and socio-economic factors that may impact the effectiveness of mobile-based services in the region must be taken into account when developing and implementing mobile governance initiatives. By addressing these challenges and leveraging the advantages of mobile governance, governments in Kashmir can improve the delivery of public services, enhance citizen engagement, and promote more effective and efficient government operations. Ultimately, the successful implementation of mobile governance in Kashmir has the potential to transform the way that government services are delivered and received in the region, leading to a more engaged, empowered, and digitally-enabled citizenry.

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As far as the authors are aware, there are no financial or personal affiliations that could be perceived as having an impact on the findings and conclusions presented in this manuscript.

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