Public Facilitation through E-Governance A Case of Passport Office Islamabad, Pakistan by **Munazam Hussain**

Technology has brought wonders in individuals' life. The range of activities in facilitating the individual includes from day to day activities to even the space exploration. All developed and developing countries' government are using Information and Communication Technology (ICT) and facilitating and providing the services to their people through use of it. The core responsibilities of every government are to make arrangements to provide services to its people with efficient, effective, transparent, accountable, and corruption freeway. The purpose of current study was to observe the induction of computerisation in facilitating the clients in the passport office of Pakistan to provide the electronic passport services and to analyse the satisfaction level of the clients regarding the computerised passport services. The sample size of the study was 300 respondents who visited the passport office, Islamabad. The respondents had been selected based on simple random sampling technique. The data was collected through structured questionnaire considering the numerous reasons given in the literature. The data collected was analysed using statistical package SPSS. The results from the data have been presented in tables and graphical representation. The people are well satisfied from the services offered by the Passport office. The computerisation has brought very effects on service delivery mechanism, malpractices and benefits to public. The study also highlighted that some problems regarding location, fee deposit and inline requirements of clients which need to be addressed.It is also evident from the study that government should introduce e-services in other departments/public agencies like e-services in the passport office.

Keywords: E-governance; E-services; computerisation; public facilitation; Information and communication Technology (ICT); effectiveness; passport; Islamabad and Pakistan.