



Transformation of Government Services

(A Study of citizens perceptions about e-Sevai centre at Chennai)

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Abstract:-

Information and communication technologies can be used by government agencies to transform relations with citizens and business. In India, 80,s and 90,s rural villagers travel to district head quarters in order to submit applications, meet officials; get copies of public records or seeking information regarding various services. Once at the government office, the relevant official, record, or information could be unavailable, forcing repeated visits and additional expenses. People may also face discomfort, harassment and corruption on the part of public officials, and often give incorrect information about government programs and services. In this scenario, Government introduced e-Sevai centre in order to reduce the corruption, discomfort and harassment. In India the e-Sevai centre were firstly started in

Andhrapradesh. Now Tamil Nadu has 10000 plus centre available in 32 districts. E-Sevai centre acts as a front end delivery point for Government, private and social sector services to rural citizens. The objectives of the e-Sevai centre are 1. To develop a platform that can enable various organizations to integrate their social and commercial goals for the benefit of rural population. 2. To deliver services in Simple, Moral, Accountable, Responsive and transparent (SMART) and most cost effective manner. The main aim of the paper is to find the citizens perceptions about e-Sevai centre at Chennai. The study found that the e-Sevai centres are very useful, convenient and effective one. And it eliminates the bribes, brokers and corruption

Keywords- E-Seva centres, E-Governance, Transparency, Bribes