EVALUATION OF E-SEVA SERVICES IN TELANGNA STATE-A CASE STUDY

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ABSTRACT

The study prepared based on purely secondary data. The data have been collected from the journals, articles and state me-seva/e-seva portal. The study period is six years. The data have divided into three categories user charges, number of transactions and statutory amount. It is observed that the in highest user charges performance have been recorded in 2017 (593). The in highest user charges performance have been recorded in 2016 (1455). The in highest user charges performance have been recorded in 2021 (1341).
Keywords: E-SEVA, User Charges, Statutory Amount, and Transactions

INTRODUCTION

The delivery models pertaining to environment, student scholarships, employment guarantee act wages, online traffic police challan system, filing online FIR in police department etc are extensively used in the state. The successful one-stop shops like APOnline, RAJiv, eSeva are also covered followed by the current advance version MeeSeva from where various services are being delivered from a single counter. Andhra Pradesh Government IT Policies for supporting technology based service delivery system deriving central government's National e-Governance Plan (NeGP) and the importance of Mission Mode Projects (MMPs) implementation in timely manner etc are discussed thoroughly. At the end of the chapter MeeSeva characteristics, its benefits, features and advantages are also covered. Finally, how MeeSeva benefits a common man, Government and Private Partner along with constraints involved in the implementation process are highlighted.

Since last two decades people in Andhra Pradesh State are slowly familiarized to technology buzzwords, that phenomenon enabled Governments to implement e-Governance applications for the society. The huge population is a constraint to meet the Citizen needs for any Governments. Though ICT was in tremendous usage but uncertainty and ambiguity of delivering services somewhat eliminated (Dhakal and Jamil, 2010) . Electronic Service Delivery is of various kinds, one among them using website information where people can access details and make online transactions. Making payments using Internet Banking is another good example. Using these, a person can sit in front of a computer with internet connection and can make multiple payments at a time for availing various services. A person not afford of these also have an edge in way of visiting Service Delivery Points where they get Government information and access some basic services. The ultimate aim is to access services inefficient manner. A service can take place between two different people and delivery mode can be choice-based. There is similarity between Service Delivery and Public

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Service Delivery. For example, when an individual borrow money from other person, the transaction can happen in several ways.

That may occur without delays or with delays and may not happen at all. That can have hassles, timelines, and troubles for repayment. Similarly, Public Services are meant for delivering various public services by Governments to Citizen's. The exercise should help both the parties but Governments has a risk of meeting desires of huge number of people. During the delivery process, they need to show the effort that they are making to meet the aspirations of people (Anita Karwal).

LITERATURE REVIEW

David Garson. G, (2020) explains that the use of technology in government has since exploded and today its complexity, sophistication and universality has spawned not just a huge industry to serve and support the unique needs of public sector IT, but also has led to everything from a media market to education for Chief Information Officers (CIOs). It provides a comprehensive overview of the political issues raised by information policy in the public sector and administrative issues that managers will likely encounter in governing the vertical state. It also combines the theory with practice on everything from e-democracy, access and privacy to information planning, partnerships, project management and implementation issues. **Harris Roger and Rajesh Rajora (2020)** in their report examine the application of large scale approaches to the use of Information and Communications Technology (ICT) for electronic governance and poverty reduction. The study examined 18 development projects in India that make use of ICTs in the form of community tele centres for the benefit of the poor. The study established that several projects have failed to understand the importance of cultivating close relationships with their beneficiary community, either by employing inappropriate staff within tele centres or by failing to supply incentives for those staff to ensure that they are sensitive to the needs of the community. Finally, the authors conclude that as a result, the quality of the projects has suffered. **Kiran Prasad (2019)** illustrates the applications of ICTs for recasting development in India and several other developing societies. He explored the application of ICTs in the core sectors of agriculture, healthcare, geographic information system, networking, rural and industrial development. Another major focus of the book is the implication of communication convergence, the development of cyber journalism, electronic organizational communication, e-public relations, e-governance and e- democracy in the era of globalization. He raised several fundamental questions on development policy and communication research and responds to the polemic issue of bridging the digital divide in India that can inspire the development efforts of several developing countries. **Mishra.D.D (2019)** addressed the issue of combating corruption from the system of delivering public services. Though e-governance offers a viable offers strategy to reduce corruption from delivery system, it is not a panacea. It assists change and creates efficient, consistent, transparent and accountable system, with no scope for arbitrary discretion, and empowers people by facilitating them to check the status online from anywhere and give feedbacks/ complaints without fearing wrath of public servants. **RadhaKuamri(2019)** opined that E-government is a mechanism through which information and communication technology can be adopted in governance systems. E-

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governance will allow citizens to communicate with government and participate in government's policy making. Many developing countries are searching for different ways to bring about e-governance. The mechanism of e-Seva has adopted in India, by the state of Andhra Pradesh (A.P.), proves to be successful in bringing about e- governance. The impact of e-Seva has been analyzed basing on a field study conducted in December 2002.The results indicate that the impact of e-Seva as an e- governance project has been very encouraging and the citizens are highly satisfied with the project. Irrespective of age factor and educational background, customers are using the services offered at the e-Seva centres. The study indicate that the citizens are ready to witness the transformation of government from "procedure and power centered" to "citizen & service centered" using information technology as a tool.

OBJECTIVE OF THE STUDY

1. Evaluation of E-Services in Khammam District

METHODOLOGY

The study prepared based on purely secondary data. The data has been collected from the state government portal and books, articles and journals.

PERIOD OF STUDY

- The study period is six years i.e., from 2016-2021.

DATA ANALYSIS:

The study data was divided into three categories, user charges, number of transactions and statutory amount**.** The data analysis given below

Table-1
User charges (in laks)

District	2016	2017	2018	2019	2020	2021	AVG
Khammam	290	400	312	289	252	180	287.1
Bhadradri Kothagudem	135	193	179	170	144	133	159
Total	**425**	**593**	**491**	**459**	**396**	**313**	**446.1**

Source: TS Government Portal

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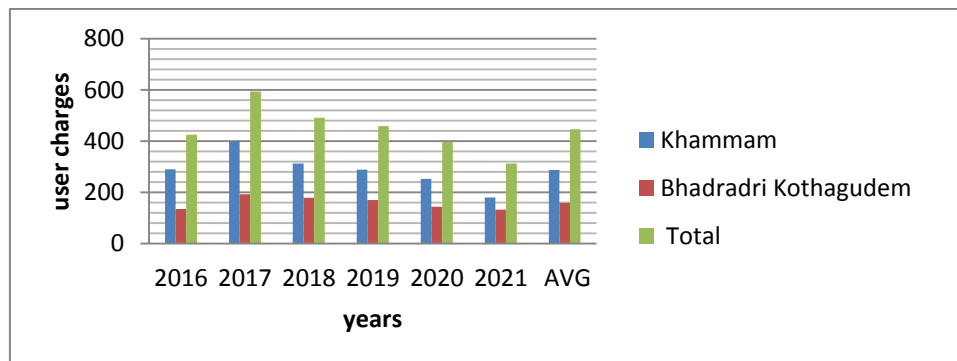
Table-1 reveals that user charges of mee-services in the khammam district of Telangana state. User charges have been recorded in a year 2016 (425), followed by 2017 (593), 2018 (491), 2019 (459), 2020 (396) and (313). Therefore, an average is khammam district is (287) and Bhadradri Kothagudem (159). It is observed that the in highest user charges performance have been recorded in 2017 (593).

Table-2

Number of transactions (in laks)

District	2016	2017	2018	2019	2020	2021	AVG
Khammam	994	108	811	750	628	453	624
Bhadradri Kothagudem	461	503	452	427	351	325	419.8
Total	**1455**	**611**	**1263**	**1177**	**979**	**778**	**1043.8**

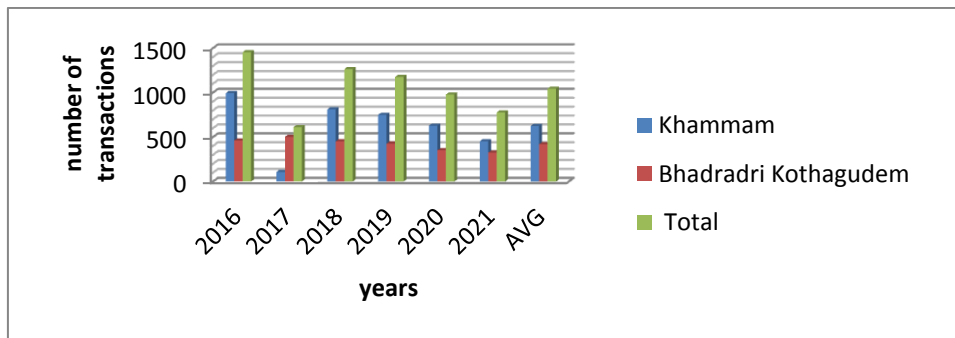*Source: TS Government Portal*

Table-2 reveals that user charges of mee-services in the khammam district of Telangana state. Transactions have been recorded in a year 2016 (1455), followed by 2017 (611), 2018 (1263), 2019 (1177), 2020 (979) and (778). Therefore, an average is khammam district is (624) and Bhadradri Kothagudem (419). It is observed that the in highest user charges performance have been recorded in 2016 (1455).

Table-3

Statutory amount (in laks)

District	2016	2017	2018	2019	2020	2021	AVG
Khammam	452	581	690	802	724	797	674.3
Bhadradri Kothagudem	714	309	164	370	516	544	436.1
Total	**1166**	**890**	**854**	**1172**	**1240**	**1341**	**1110.5**

Source: TS Government Portal

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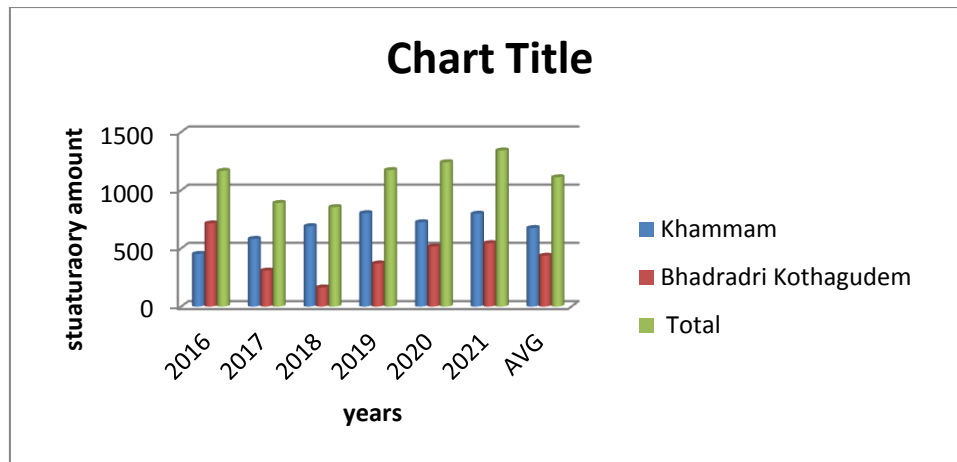
Table-3 reveals that user charges of mee-services in the khammam district of Telangana state. Transactions have been recorded in a year 2016 (1166), followed by 2017 (890), 2018 (854), 2019 (1172), 2020 (1240) and (1341). Therefore, an average is khammam district is (674) and Bhadradri Kothagudem (436). It is observed that the in highest user charges performance have been recorded in 2021 (1341).

CONCLUSIONS

It is observed that the in highest user charges performance have been recorded in 2017 (593). The in highest user charges performance have been recorded in 2016 (1455). The in highest user charges performance have been recorded in 2021 (1341).

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