Effectiveness Of Civic Service Delivery System In E-Governance Centres At Kovilpatti And Its Environs

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ABSTRACT

The civic service delivery is a dynamic process which plays a predominant role for society. Changes and development through e-Governance is the transitional media for initiating effective and efficient civic services among government services. Applying and delivering the civic service is faster and easier today by re-engineered with e-Governance. The study illustrates that how citizens realized the e-Governance in receiving civic services. The study was restricted with some civic services available in e-Governance centre around kovilpatti taluk. Findings of the study interpret such positive impact among citizens about effectiveness of services available at e-Governance centre in kovilpatti taluk.

INTRODUCTION

E-Governance-meaning

E-Governance is also known as electronic governance which is basically the application of Information and Communications Technology to the processes of Government functioning in order to bring about 'Simple, Moral, Accountable, Responsive and Transparent' governance (Governance for The Tenth Five Year Plan (2002-2007), Planning Commission, November, 2001).

E governance involve the use of ICTs by government organisations for Exchange of information with citizens, businesses or other government departments, Faster and more efficient delivery of public services, Improving internal efficiency, Reducing costs / increasing revenue, Re-structuring of administrative processes and Improving quality of services. The government's National e-Governance Plan has led to multiple e-governance projects being executed in various states at various departments.

Civic services delivery system through e-Governance centre

ICT has changed the way urban civic authorities work, thanks to the government's e-governance initiative focused on eight core areas, namely property tax, Birth and Death certification, payroll and personnel, building plan approval, e-procurement, water and electricity bill payments, grievance redressal system, project and ward works. E-governance in an urban body's administration boosts efficiency and improves service delivery, coupled with cost reduction and bringing transparency. E-governance is being used in diverse public services delivered by urban civic authorities, such as municipalities, municipal corporations and corporations, as the case may be. Several e-governance initiatives are currently being implemented in urban local bodies across the country.

LITERATURE REVIEW

Municipal governance in India has existed since the year 1687, with the formation of Madras Municipal Corporation, and then Calcutta and Bombay Municipal Corporation in 1726. In the early part of the nineteenth century almost all towns in India had experienced some form of municipal governance. In 1882 the then Viceroy of India, Lord Ripon, who is known as the Father of Local Self Government, passed a resolution of local self-government which laid the democratic forms of municipal governance in India. Later, some of the services are classified and provided under the e-Governance centres at every taluk level.

International level

Abdulaziz Albesher (2015) in his thesis **"Trust as a Source of Long-Term Adoption of E-government"** mainly investigates the relationship between citizens' acceptance, use and trust, and the associated consequences of these concepts on the adoption of e-government services. So far, no independent study has explored the implications of citizens' trust on the behavioural use intention and adoption of e-Government services in Saudi Arabia. Full capacity of e-government services cannot be achieved without citizens' acceptance, participation and adoption of these electronic services. In addition, the rate of citizens' usage and adoption of e-government services is considered a significant determinant of the success or failure of an e-government system.

National level

S. S. Sreekumar (2005) in his research paper entitled "E-Governance - The Case of Andaman & Nicobar Islands" deals with the attempts made on the application of information technology by government agencies intending to transform relations with citizens in the remote area of Andaman and Nicobar Islands to implement e-Governance in various areas of administration. With the objective of developing citizen friendly administration especially at the grass root level. Departments of Revenue, Civil Supplies, Health, Electricity and Education have introduced e-governance. E-governance projects presently in operation in these Islands are also dealt with future plans for e-governance activities to be undertaken by Andaman and Nicobar Administration.

State level

P. Rajan Chinna (2013), in his thesis entitled as **"E-Governance in Theni Revenue District Administration – A Study"** highlights the initiatives of e-Governance have been made in India through National e-Governance Plan, National