CSR Practices of Financial Institutions for Sustainable Development in India – A Study

User's Satisfaction About Project Components Used In E-Governance Centres at Tuticorin District

R. Thanga Ganesh
Department of Business Administration,
V.H.N. Senthikumara Nadar College (Autonomous), Virudhunagar,
Tamil Nadu, India.
thangaa.ganesh@gmail.com

K. Pushpa Veni
pushpaveni@vhnsnc.edu.in

Abstract

Digital India leads the country towards fast, convenient and with cost effective service delivery of electronic services for the people. E-Governance centre is the junction, where the blank e-applications are filled for accessing government services. E-Governance is a universal digital platform for applying government certificate and schemes for the need of people. It is a sustainable government scheme for service delivery, where the people access their services at anywhere, anytime in the country. The researchers have attempts to study the people's perception about the project components used in e-Governance centre at the study area. The success of e-Governance service is purely depends on its well organizing committee and the selection of project components for the service delivery.

Key words: E-Governance, Digital governance, Project components, Service delivery, Entrepreneur, New public administration.

Introduction

Today, various applications are networked with information technology for rendering government services is incorporated with e-Governance system. In the past 12 years e-Governance have build a robust delivery model by expanding its service network across the rural and urban centre in India. 4 million rural people and 3 million urban people utilized various services including certificates, landholding records, taxations utility bills and for education. E-Governance system creates an opportunity to enhance a quality of life by distributing the government services and schemes electronically to its end users. E-Governance is an IT enabled front-end delivery system. The Director of software solutions private limited is the authorized chair person to design electronic service delivery software, select the service agents, employee, and the way of service delivery for the people. This system is acting as a change agent to promote entrepreneurship and enable community in digital participation.