



E- GOVERNANCE PROGRAMMES IN TELANGANA STATE: A STUDY OF MEE SEVA

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Abstract

The application of Information and communication technology (ICT) to deliver better service to citizen is known as e governance. E governance initiatives started with National e governance plan (NeGP). E-Governance is concerned with protecting all citizens' legal rights, but it is also concerned with guaranteeing fair access to public services and the advantages of economic prosperity to all. As part of effective governance, it also ensures that the government should maintain transparency in its dealings, accountability for its actions, and responds quickly. The present study is to know the awareness and functioning of Mee Seva in Hyderabad city of Telangana state and through field study public perceptions are taken and analysed program in this paper.

Key words: ICT, E governace, Transparency, Accountability, Mee Seva.

Introduction

The application of Information and communication technology to deliver better service to citizen is known as e governance. E governance initiatives started with National e governance plan (NeGP). E-Government is concerned with protecting all citizens' legal rights, but it is also concerned with guaranteeing fair access to public services and the advantages of economic prosperity to all. As part of effective governance, it also ensures that the government is transparent in its dealings, accountable for its actions, and responds quickly. E-Government enables efficient data storage and retrieval, instantaneous information transmission, and faster processing of information and data than previous physical systems, thereby speeding up governmental process, making timely and informed decisions, increasing transparency, and enforce answerability. It also aids in broadening the government's geographical and demographic reach. The present study is to know the awareness and functioning of Mee Seva in Hyderabad city of Telangana state and through field study public perceptions are taken and analysed in this paper.

National E-Government Initiative

The Indian government has developed a nationwide programme called the National e-governance Plan, This strategy aims to address all of the key areas of e-Government policy, infrastructure, finances, project management, government process reengineering, capacity building, training, assessment, and awareness throughout the federal and state governments.

E-Governance in State Administration

Several state governments have taken a number of innovative efforts to promote e-Government, including developing a plan for IT implementation and online service delivery to citizens. The applications are aimed at offering G to G, G to B, G to C transactions and services. Every state has the option of identifying up to five additional Mission Mode Projects that are unique to them (relevant for economic development within the State). Such inclusions are considered on the suggestion of the appropriate Line Ministries/Departments in circumstances where Central Assistance is requested. Agriculture, Commercial Taxes, e District, Employment Exchange, Land Records, Municipalities, Gram Panchayats, Police, Road Transport, Treasuries, and other areas of



state government have MMPs. Aside from MMPs, the states have a number of other e-Government programmes. In Telangana and Andhra Pradesh, E Seva has now become Mee Seva.

Mee-Seva in Telangana: Mee Seva is the ICT application project aims to deliver services at door step previously it is also called as E seva this is e governance initiative in Telangana state to deliver speed, transparent services to citizens and all the departments connected to Mee seva.

Methodology: Methodology is adopted for this study is both analytical and descriptive and the primary data and the secondary data collection methods selected.

Sources of Data

Primary Source: Data collected through the Questionnaire and Interview schedule and 25 Mee seva centres and 186 samples selected for implementation questionnaire and interview schedule. Structured questionnaire with open ended and closed ended were prepared for the study. Case study method onsite observation method also used to collect the data. Satisfaction level, transparency, accountability, responsibility, quality of services, information on government policy towards e governance information about e franchises etc indicators used in primary data.

Secondary Data: The secondary data collected through existing literature i. e from books, Journals, seminars, reports and other documentations. In order to collect data researcher visited libraries, institutions and websites.

Data Tabulation and Analysis: After collecting data from the sources the researcher tabulated and taken percentages the data analysed using different charts and graphs made it documentation and finally prepared report.

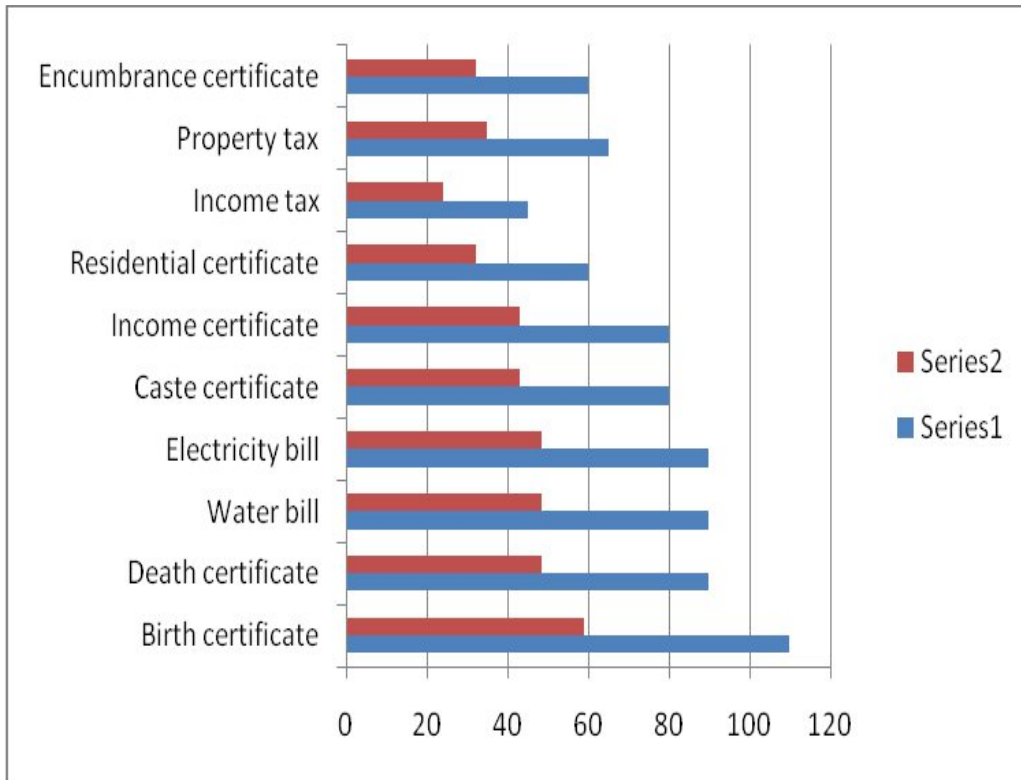
Area of the Study: The area of the study is selected as Hyderabad and Secunderabad twin cities; Hyderabad is present capital city of Telangana. Selection of the area is depend up on all conditions Hyderabad is cosmopolitan city and different regions, Religions, castes and Gender living in this place and also having software and multinational companies. It also covers entire culture of India and Rural Urban mix.

Sample: 186 samples randomly selected to collect data from field study to know the impact of e-governance and functioning of Mee Seva in Telangana state.

Table-1: Purpose of Visiting Mee Seva

S.No	Service	Multiple Response	Percentage
1	Birth certificate	110	59.13
2	Death certificate	90	48.38
3	Water bill	90	48.38
4	Electricity bill	90	48.38
5	Caste certificate	80	43.01
6	Income certificate	80	43.01
7	Residential certificate	60	32.25
8	Income tax	45	24.19
9	Property tax	65	34.94
10	Encumbrance certificate	60	32.25

Source: Field data

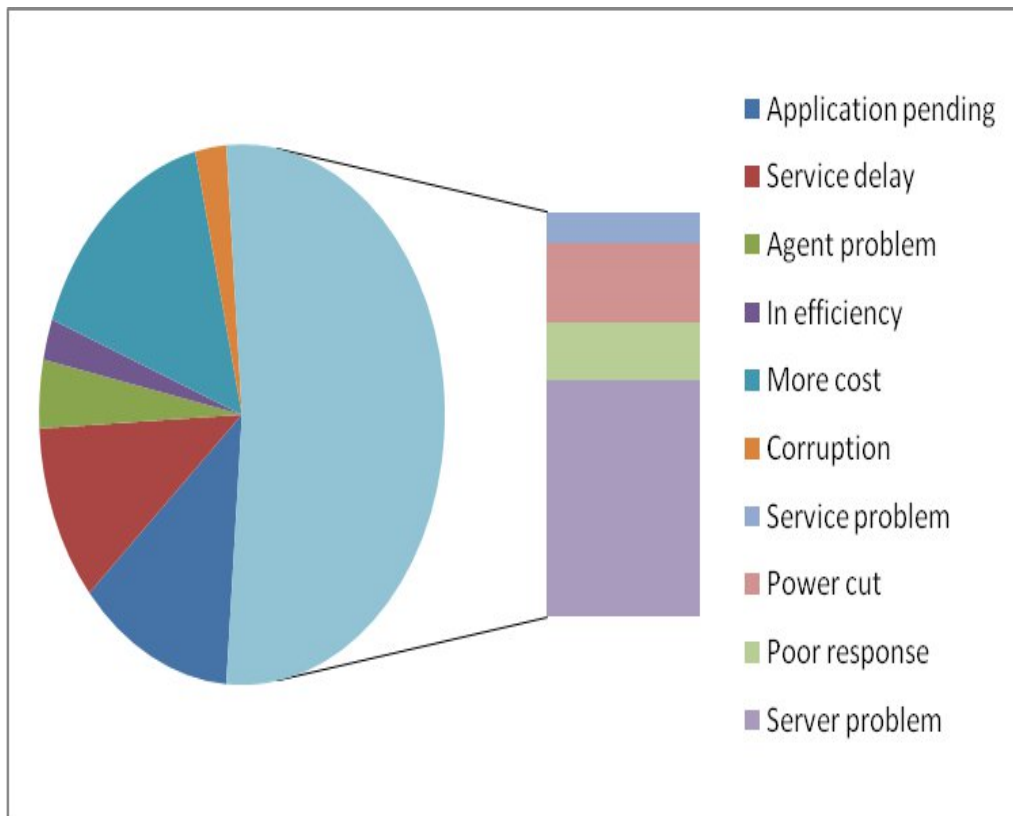


The above table shows that the citizen services from the Mee seva, multiple response taken from the respondents out of 186 total respondents on purpose of visiting 110 said they visit Mee Seva for birth certificate is 59.13%, next 90 respondents said that they go for death certificate is 48.38% and again 90 respondents given same answer that they go for water bill, is 48.38% and same 90 respondents said they visit for electricity bills is 48.38% and for caste certificate 80 respondents said by 43.01% and income certificate also 80 respondents given answer 43.01%, 60 respondents said they visit Mee seva centres for residential certificate 32.5%, and 45 respondents go for paying income tax i.e 24.19%, and 65 respondents said that they visit to pay property tax is 34.94% and 60 respondents said that they go for encumbrance certificate is 32.25%. From the field data it can be conclude that the majority respondents visiting Mee seva centre for different kind of services.

Table-2: Problems with Mee Seva Centres

S.No	Problem	Multiple Response	Percentage
1	Application pending	30	16.29
2	Service delay	26	13.97
3	Agent problem	10	5.37
4	In efficiency	06	3.22
5	More cost	38	20.43
6	Corruption	06	3.22
7	Service problem	10	5.37
8	Power cut	25	13.44
9	Poor response	18	9.67
10	Server problem	75	40.32

Source: Field data

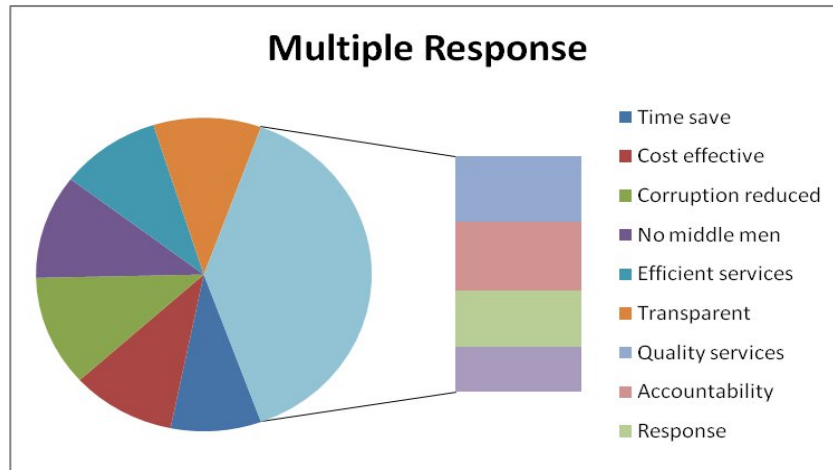


The above table is about to analyse problems of Mee seva from the field study is out of total 186 respondents gave multiple responses on different issue is 30 respondents said that application is the problem for them is 16.29%, 26 respondents said service delay i.e 13.97% and 10 respondents said agent problem is 5.37% and 6 respondents said in efficiency in services is 3.22% and 38 respondents said it is costly matter in getting services is 20.43% and 6 respondents gave answer that there is also corruption is 3.22% and 25 respondents said electricity power cut in service centre is 13.44%, and poor response said by 18 respondents is 9.67% and service problem is said by 75 respondents is about 40%. Finally it may conclude that the citizens facing different kind of problems for Mee seva centre.

Table-3: Satisfaction of E Seva/ Me Seva Services

S.No	Satisfaction	Multiple Response	Percentage
1	Time Save	130	69.89
2	Cost Effective	150	80.64
3	Corruption Reduced	170	91.39
4	No Middle Men	160	86.02
5	Efficient Services	145	77.95
6	Transparent	155	83.33
7	Quality Services	160	86.02
8	Accountability	170	91.39
9	Response	140	75.26
10	Simple Procedure	110	59.13

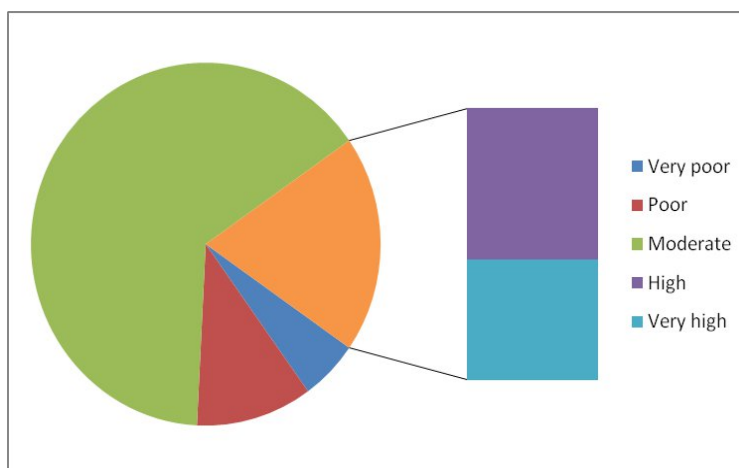
Source: Field data



The above table is giving description about the satisfaction levels on different criterion out of which 186 total respondents gave multiple answer, on satisfaction levels 130 respondents said they saved time after Mee seva services is 69.89%, cost effective is said by 150 respondents is 80.64% corruption reduced said by 170 respondents is 91.39% and no middle men said by 160 respondents is 91.31% and 145 respondents said efficient services is about 77% and transparent services said by 155 respondents is about 86% and quality services from Mee seva is said by 160 respondents is 86.02% and accountability in Mee seva centers is 170 i.e 91.39% and response from employees of Mee seva is 140 and this is 75.26% and procedure is simple said by 110 respondents is about 59%. Finally it can be concluded from the data analysis majority of the respondents given good response towards Mee seva and satisfied with the services delivered by the Mee seva.

Table -4: Perception on over all services

S.No	Likert Scale	Response	Percentage
1	Very poor	10	5.37
2	Poor	20	10.75
3	Moderate	120	64.51
4	High	20	10.75
5	Very high	16	8.60



Source: Field data

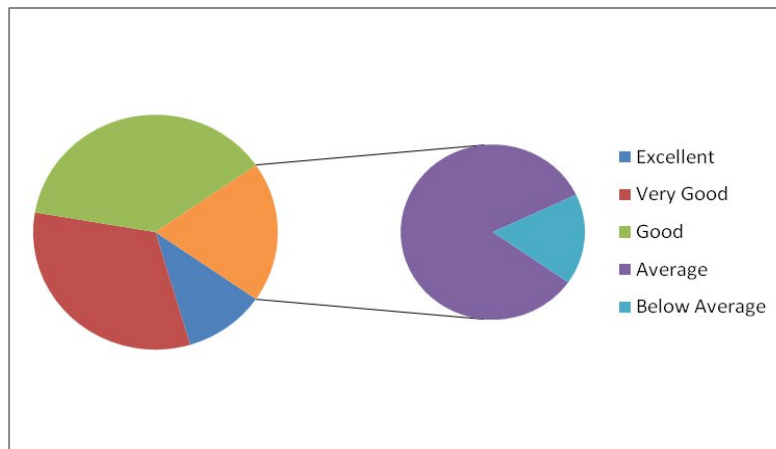


The above table describes about the perception of citizen on all services provided by the government through Mee seva centres. The data analysed by using Likert five point scale. Out of 186 respondents on perception of all the services as many as 120 said that moderate i.e 64.51% and 20 respondents said that high i.e 10.75% and same 20 respondents i.e 10.75% gave response as poor and 10 respondents said very poor is 5.37% and 16 respondents gave answer that very high is 8.60%. It can be conclude that majority of respondents opined positively about 80%.

Table-5: Level of Time convenience in Mee seva

S.No	Likert Scale	Response	Percentage
1	Excellent	20	10.75
2	Very Good	60	32.25
3	Good	70	37.63
4	Average	30	16.12
5	Below Average	06	3.22
	Total	186	100

Source: Field data



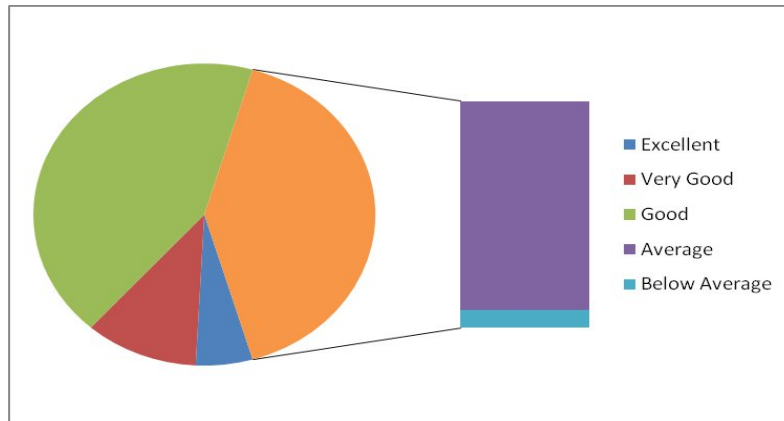
The above table is about the statement of opinion on the citizen time convenience of Mee seva centres. In order to know opinion from the respondents the researcher taken Likert five point scale as excellent, very good, good, average and below average. Out of total 186 respondents 20 respondents said excellent i.e 10.75%, and 60 respondents said very good i.e 32.25% and the 70 respondents said good that is 37.63% and 30 respondents said average is 16.12% and 6 respondents said below average is 3.22%. from the field work analysis it can be understood that the majority of the respondents are accepted and responded positively with the statement is about 64% and remaining 36% are opined average and below average.

Table-6:Quality of services in Mee seva

S.No	Likert Scale	Response	Percentage
1	Excellent	10	5.37
2	Very Good	20	10.75
3	Good	80	43.01
4	Average	70	37.63
5	Below Average	06	3.22
	Total	186	100



Source: Field data

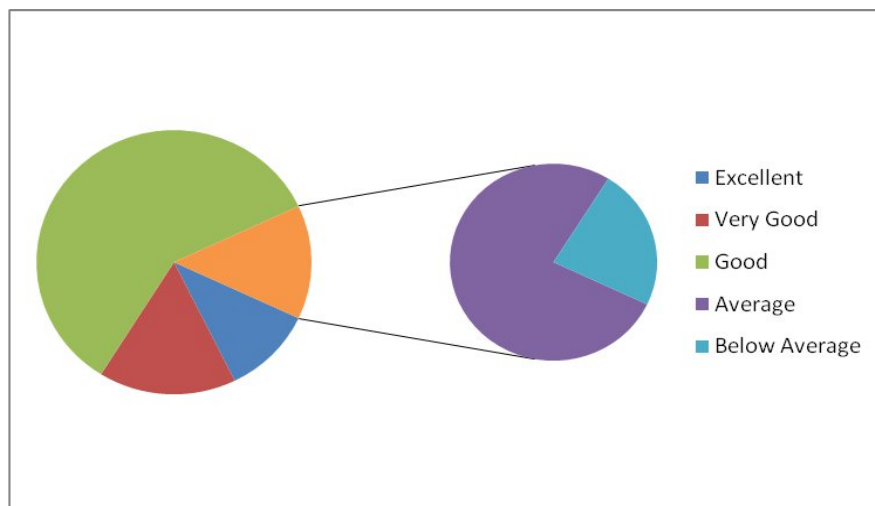


The above table is about the statement of opinion on the Quality of services of Mee seva centres. In order to know opinion from the respondents the researcher taken Likert five point scale as excellent, very good, good, average and below average. Out of total 186 respondents on quality of services 10 respondents said excellent i.e 5.37%, and 20 respondents said very good i.e 10.75% and the 80 respondents said good that is 43.01% and 70 respondents said average is 37.63% and 6 respondents said below average is 3.22%. from the field work analysis it can be understood that the majority of the respondents are accepted and responded positively with the statement is about 24% and remaining 76% are opined average and below average

Table-7: Cost of Availing Services in Mee Seva

S.No	Likert Scale	Response	Percentage
1	Excellent	20	10.75
2	Very Good	30	16.12
3	Good	110	59.13
4	Average	20	10.75
5	Below Average	06	3.22
	Total	186	100

Source: Field data



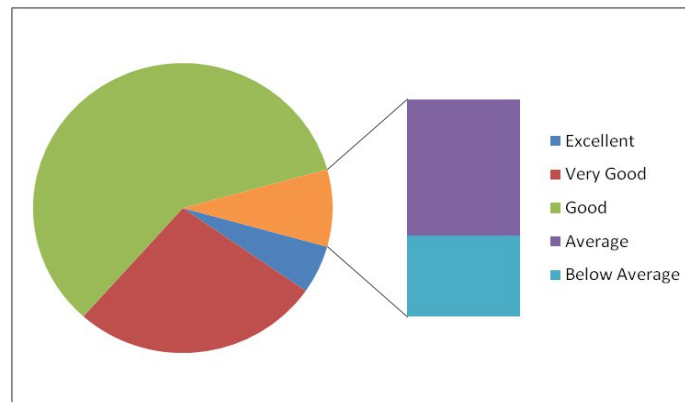


The above table is about the statement of opinion on the cost of availing services of Mee seva centres. In order to know opinion from the respondents the researcher taken Likert five point scale as excellent, very good, good, average and below average. Out of total 186 respondents on cost of services 20 respondents said excellent i.e 10.75%, and 30 respondents said very good i.e 16.12% and the 110 respondents said good that is 59.13% and 20 respondents said average is 10.75% and 6 respondents said below average is 3.22%. from the field work analysis it can be understood that the majority of the respondents are accepted and responded positively with the statement is about 74% and remaining 26% are opined average and below average.

Table-8:Transparency& Accountability in Mee seva

S.No	Likert Scale	Response	Percentage
1	Excellent	10	5.37
2	Very Good	50	26.88
3	Good	110	59.13
4	Average	10	5.37
5	Below Average	06	3.22
	Total	186	100

Source: Field data



The above table is about the statement of opinion on the Transparency& Accountability in Mee seva centres . In order to know opinion from the respondents the researcher taken Likert five point scale as excellent, very good, good, average and below average. Out of total 186 respondents on transparency and accountability 10 respondents said excellent i.e 5.37%, and 50 respondents said very good i.e 26.88% and the 110 respondents said good that is 59.13% and 10 respondents said average is 5.37% and 6 respondents said below average is 3.22%. from the field work analysis it can be understood that the majority of the respondents are accepted and responded positively with the statement is about 84% and remaining 16% are opined average and below average.

Conclusion

Application of Information and communication technology is part of National e governance programmes. Government of Telangan started Mee Seva in Telangana state is part of E governance initiatives to render better service delivery to citizens. After conducting field study on Mee seva program, Finally the researcher conclude that E governance excellent programme all over the world and particularly in India and developing countries it is very much helpful to the citizens. The Telangana state government also taking initiations to render fast and transparent service delivery to its



citizens besides E seva and Mee seva there are other e governance and M governance programmes also attracting citizens. From the data it is conclude that people satisfied with Mee seva centres.

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