



# E-GOVERNANCE IN THE STATE OF ANDHRA PRADESH WITH REFERENCE TO CHITTOOR DISTRICT – A CASE STUDY

**Dr.P Hari Prasad,  
Assistant Professor,  
Department of Political Science,  
Govt. Degree College for Men (A),  
Kadapa 516 004 (A.P)**

India is a leader in the Information Technology revolution and states such as Andhra Pradesh, Karnataka are making impressive gain in applying information technology solutions to a variety of Public Administration problems. Technological innovation is a necessary condition for Social and economic progress, but it is not sufficient condition. Equally important are accompanying policies to ensure that the benefits of successful innovation are widely shared and experienced. Lastly ICTs are still effective tools in combating poverty when used appropriately.

## **Conditions of e-governance in a developing country**

At the time of implementing e-governance the developing countries face many challenges. There are some sectors where the government faces many problems such as Political, Social, Economical and Technological aspects. Developing countries are still implementing projects in the traditional way on the other hand developed country already implemented paperless work. Initially it is okay but finally it cannot be the goal. The vision of developing country is not very high. To fulfil the vision the necessary steps should taken are not visible right now.

E-governance adaptation is relevant to normal citizens which are the key factors for making good governance and information technology (IT).

Andhra Pradesh faces some challenges that can be summarized as Access, Awareness and Applications, like Andhra Pradesh it was always a big challenge to finance the capital exhaustive endeavours like access basements and communication infrastructure. Most India's purchasing power is very low for newer ICT tools. While establishing e-governance, a lack of awareness among the middle and senior public officials remained a particular concern.

## Issues in e-governance implementation

In technology there are three basic elements. These are infrastructure layer, application layer and integration technology. The technologies and services for networking in e-governance is the infrastructure layer which is about hardware and software required to generate a web site, as well as it is about the equipment's location and who looks after it.

### E-governance in Chittoor District

The Chittoor district was formulated in 1911.<sup>1</sup> Chittoor is one of the districts in the established state of Andhra Pradesh located in the region of Rayalaseema.<sup>2</sup> The district is surrounded by YSR District Kadapa and Anantapuram districts in the North, Karnataka State in the west, Nellore in the East and Tamilnadu State in the South. The district occupies geographical area of 15.5 thousand Sq.kms. with a population of 4.70 millions. It is second largest district in the state.

The Chittoor district comprises of three revenue divisions such as Chittoor, Thirupathi and Madanapalli and 66 Revenue Mandals for administrative convenience. The climate of the district is influenced with dry and hot climate with inadequate water supply systems, low and moderate rainfall and most of the land is occupied by hills and mountains without tropical and rain fed trees and forests to augment sufficient rainfall.

Mee Seva was launched in Chittoor district in AP, India on 11/04/2011 with offering 10 services to the citizens

#### Mee-Seva Authorised Centres Count Details

S N o	District Name	APON LINE	APON LINE CSE	RAM INFO	ESEVA CARVY	CSC SREVE N	CSC CMS	DEGS	DoP	TOTAL
1	Srikakulam	57	0	39	0	0	668	0	3	767
2	Vizianagaram	13	0	81	0	0	447	0	3	544
3	Visakhapatnam	119	0	238	0	0	623	0	4	984
4	East Godavari	151	0	192	0	11	984	0	7	1345
5	West Godavari	130	0	71	0	1370	0	0	7	1578
6	Krishna	101	0	77	0	621	0	0	6	805
7	Guntur	80	0	0	98	0	395	0	6	579
8	Prakasam	60	0	0	79	0	645	0	5	789
9	Sri PottiSriramulu Nellore	10	315	0	94	0	0	0	3	422
10	Chittoor	57	374	0	97	0	0	0	6	534

11	YSR	10	213	0	58	0	0	0	3	284
12	Aanthapuramu	35	318	0	124	0	0	0	4	481
13	Kurnool	53	0	0	180	0	617	0	3	853
	Total	876	1220	698	730	2002	4379	0	60	9965

Source: Office of the NIC, Collectorate, Chittoor.

The above table indicates that Integrated Services Delivery Gateway, i.e. Thirteen districts have different numerous centres of Mee-Seva authentically providing services towards citizens of Andhra Pradesh State in general and Chittoor district in particular on myriad names such as –AP On-line- Common Services Centres, same services under maintenance of KARVY, RAMINFO, SREEVEN, CMS and DoP. The East Godavari district has large number of AP Online centres. 318 Centres covers the Ananthapuramu district more 318 Centres of AP Online Common Service Centres. Visakhapatnam 238 RAMINFO Centres. The highest number of CSC SREEVEN is 1370, The East Godavari district covers the largest number of 984 CSC CMS. Unfortunately there is no centre under DEGS. Both East and West Godavari districts have the same number of Seven Centres in each under the maintenance of DoP.

#### Chittoor District Mee-Seva Authorised Centres Details

S.No	Name of Centres	Male	Female	No.of Centres
1	AP On-line Centres	49	08	57
2	AP On-line CSC	333	42	375
3	E-Seva Karvy			97
4	DoP			03
	Total			535

Source: Office of the NIC, Collectorate, Chittoor

The above table shows that Chittoor district list of Mee-Seva Centres on various names such as AP On-line Centres goes to the male 49, Female 08 total 57. The Common Services Centres of AP On-line the highest number goes to Male 333 the remaining 42 to Female total 375.

#### SURVEY ANALYSIS

The major objectives of this project is to study the employees of the Mee-Seva, AP Online and the citizens perceptions or implementation and administrative system of Information Technology i.e., e-Governance. In this context the present chapter is based on two different questionnaires i.e. 1. Official questionnaire and the other one is Beneficiaries (Citizens) questionnaire. Both are cover the issues like respondents knowledge, delivery channel of e-Governance services efficiency of employees under impact of technology on society and on administration.

It is fact that effective size of the employees is very important to provide e-services to the citizens. For the study the researcher has select two samples and collected data from them. The table 4.1 reveals the number of employees by cadre wise three Revenue divisions of Chittoor District. About 50 members from the three Revenue divisions of various cadres like District Coordinator, Revenue officers, Superintendents, Senior Assistants, Record Assistants, Mee-Seva/AP Online Co-ordinators, concerned operators.

#### Number of employees by cadre wise of Chittoor District

S.No.	Cadre	Sample employees
1	District Co-coordinator	1
2	Revenue Officers	9
3	Superintendents	3
4	Senior Assistants	9
5	Record Assistants	3
6	Mee-Seva/AP Online Co-coordinators	9
7	Concerned Operators	6
	<b>Total</b>	<b>50</b>

Source: Field Survey

The Chittoor District has implementing a number of e-governance services for the convenience of citizens this also help the employees to reduce their daily workload. Due to the implementation of e-governance services through Mee-Seva, AP Online, employees can give better, quicker services to the citizens and save a lot of their own time. In a single day they can easily dandle a large number of citizens efficiently and effectively resulting in enhanced satisfaction on both sides.

#### Classification of the employees by their age and gender

S.No	Age group (in years)	Gender of the employees		
		Male	Female	Total
1	18-30	08 (28.57)	07 (3.08)	15 (30.0)
2	31-40	08 (28.57)	12 (54.55)	20 (40.0)
3	41-50	08 (28.57)	01 (4.55)	09 (18.0)
4	Above 50	04 (14.29)	02 (9.09)	06 (12.0)
	Total	28(56.0) (100)	22 (44.0) (100)	50 (100)

Source Field Survey

Presents the classification of the employees by their age and gender. It is seen from the table are under the age group of 31-40 year followed by under the age group of 18-30 years, by 30%, 18% belongs to 41-50 age group 20% by the age group of above 50 years.

Mean while about 56% of employees are made and 44% are female. In today's IT world, women in the young generation are more professionally inclined and they work very effectively. Among the male, about 28.57% each of the employees are under the age group of 18-30 years. 41-50 years followed by and 14.29% are above 50 years followed by 14.29% are above 50 years. In case of female majority of them (40%) are under the age group of 31-40 years followed by 18-30 years (30%) 41-50 years of age group (18%) and above age by 12% respectively. Table-4-3

**Distribution of Employees according to their Age and Education:** It is very essential to explain the importance of education. No human beings are able to survive properly without education. By the means of education only one's potential can be used to maximum extent. Education tells men how to think, how to work properly, how to make decision. Through education only one can make separate identity. It is most important in life of our basic needs like food, clothing and shelter. With the beginning we learned how to interact with others, how to make friends because of education only. Education is not just a matter of training the mind. Training makes for efficiency, but it does bring about completeness knowledge and efficiency are necessary. Which brings up by education?

#### Distribution of employees according to their Age & Education

S.No	Age group (in Years)	Education Status			Total
		Secondary	Graduate	Post-Graduate	
1	18-30	02 (20.0)	08 (30.77)	05 (37.51)	15 (30.0)
2	31-40	04 (40.0)	12 (46.15)	04 (28.57)	20 (40.0)
3	41-50	01 (10.0)	05 (19.23)	03 (21.43)	09 (18.0)
4	Above 50	03 (30.0)	01 (3.85)	02 (14.29)	06 (12.0)
	Total	10 (20.00) (100.0)	26 (52.0) (100.0)	14 (28.0) (100.0)	50 (100.0)

**Source: Field Survey**

Explains the distribution of employees according to their age and education usage of e-governance services is totally dependent on education of the employees. It is seen most of the employees from the age group of 31-40 have higher education. A bout of 20% employees has higher secondary education. Of which the highest members 40% are under the 31-40 years of age group and lowest of 20% are less than 18-30 years. Majority of employees have graduation. About 46.15 % of them are belonging to the age group of 31-40 and least by above age of 50 years. The total post-graduate employees are 28%. Interestingly 37% of

employees are under the age of 18-30 years. It is clear all the employees of Chittoor District are educated and found that lower age group of employees have high qualification and vice versa. When we compare the level of education, most of the employees are graduate followed by the Post-graduate.

**Employees Perception on delivery of services:** In the traditional form of Public Administration, services delivery in circled wit paper based log procedure that makes the citizen dissatisfied with the services because of several problems such as delaying in the service. In order to provide better services to the citizens Chittoor district Information Technology has taken the initiatives to make services available through On-line. In this regard the district has established Mee-Seva as well as AP Online. General people now can submit their application through online to get necessary public services. The district breaks the rigid boundary between government offices and the citizen and reaches to the people so that they can get public services from their houses. These paradigm shifts from traditional public administration to Information Technology bring changes in service delivery. It minimises time, costs, and corruption and omits middlemen culture and ultimately makes people happy.

#### Distribution of employees according to their knowledge on delivery Channel of e-governance

S. No	Delivery Channel of e-governance	Yes		No	
		Number	Per Cent	Number	Per Cent
1	Chittoor District Web Porta (Internet)	17	34.0	-	
2	Citizen facilitation Centers or Kiosks	24	48.0	-	
3	Web Office	09	18.0	-	
	Total	50	100.0	-	

Source: Field Survey

Above Table reveals the distribution of employees according to their knowledge on delivery channel of e-governance. It is found from the table that 48% of the employees said that citizen facilitation centres are the major delivery channel of e-governance.

**Current e-Governance Services:** The Chittoor district has providing various e-services to the citizens. Table 4.5 explains the current e-governance services of Chittoor district according to the perceptions of the employees. The following e-services like Property Tax (Billing and Collection), Birth Certificate, Registration and Issue of Certificate, Death Certificate (Registration and issue of Certificate), Water Bill (Billing and Collection), Grievance and Redressel (public grievance redressel), Online tender (e-Procurement), and Building sanction are providing.

**Current e-governance services of Chittoor District according to the employees**

S.No	Services	Number	Percent
1	Property Tax (Billing & Collection)	50	100.0
2	Birth Certificate (Registration & Issue of Certificate)	50	100.0
3	Death Certificate (Registration & Issue of Certificate)	50	100.0
4	Water Bill (Billing & Collection)	50	100.0
5	Grievance Redressal (Public Grievance redressal)	50	100.0
6	Online Tender (E-Procurement)	50	100.0
7	Building Sanction	50	100.0

**Source: Field Survey**

**Employees by Training Satisfaction:** It has been implemented a number of e-governance services for the case of administrative work and to deliver better services to the citizens. Generally most of the time during the implementation software, training is given to the employees about how to work with the e-governance systems, software, and delivery services to the citizens during the training period many parameters may not be cleared to the employees hence there is a need to measure the training satisfaction level all the employees of the concerned are educated and they have all completed the IT literacy course at the some extent. All the employees have adequate knowledge of computers with internet literacy. Consequently, they can easily deliver e-governance services and satisfy the citizens accordingly. Table-4.6

**Employees perception on Efficiency under e-Governance;** an attempt is made to measure the impact and efficiency of the employees after incorporating e-governance services by making some observations. The impact on the employees can be explained has satisfaction with the workload and the method and the ability to cope with the change. These are important factors for impact and efficiency analysis. In this regard, one more question was asked to the employees about their knowledge on efficiency of employees under e-governance parameters to measure the efficiency of the employees

**Cost analysis of e-Governance in Chittoor District:** The cost benefit analysis estimates and totals of the equalling vales of money of the benefits and costs to the community of projects to establish whether they are worthwhile. Cost benefit analysis of e-governance project focus on various cost factors on the investments in e-governance project must look forward to the returns on the investments. This transition from traditional system to the e-governance system can be traumatic for the organization as it impacts not only the work culture but tends to upset the whole balance of power in the hierarchy.

**E-Governance and Unemployment:** Initial fears that ICT use in government will lead to unemployment are turning out to unfounded. To date increase the efficiency through-government has not led to unemployment in developing countries. It is found in the Mee-Seva's that the number of working employees was reduced to handle governance in traditional system. The employees opined that e-governance services will increase the unemployment.

### Employees' perception on e-governance services lead unemployment

S.No	E-governance will increase the Unemployment	Number	Per cent
1	Yes	48	96.0
2	No	02	4.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>

Source: Field Survey

#### Information Technology:

IT World helps you satisfy more citizens. Improving the quality of public services is the main approach planned to be obtained through electronic services offered by e-government. The overarching goal for many progressive governments is to augment basic democratic principles like citizens participation, fundamentally alerting the counters of democracy and how citizens interact with the government. E-government can have a direct impact on reducing the number of intermediaries that citizens need to interact within order to get a government service. We can conclude with the help of the benefits of e-governance mentioned in chapter-I that e-governance will help to satisfy more citizens. The similar results is found in the study (Table-4.6) that about 72% of the employees believed that e-governance will help to satisfy more citizens.

#### Do you think e-governance will help you satisfy more citizens

S.No	e-governance satisfies more citizens	Number	Per cent
1	Yes	36	72.0
2	No	14	28.0
	<b>Total</b>	<b>50</b>	<b>100.0</b>

Source: Field Survey

#### Respondents according to their Occupation:

Person's occupation does have a bearing on his or her personality and so also the ways of looking at the problem before him. The quality of life is also determined by an individual's occupation and the incomes he derives from it. Occupation of an individual also socialised him or her in a particular passion which in turn reflects his or her pattern of behaviour and his/her level of understanding of particular phenomena. In other words the persons response to a problem is possible determined by the type of occupation. He is engaged in and hence variable occupation was investigated by the researcher. (table-4.7) table represents the distribution of respondents according to their occupation. It is seen that the majority number of respondents by 44% belongs to the labour category. Followed by employees (20.60%) the table percentage for the business category is 18.80% and the others including house wives are registered 16.80% respectively.



**Policy Implications Ravi Sekhar sir**

For the success of an e-Governance project and superior service delivery, it is imperative that the government agency focuses on the whole citizen experience. Focussing on the citizens is essential for long term success. The government agency needs to integrate information from all points of citizen interaction. The overall architecture for e-Governance needs to ensure that the architectural components are extensible and scalable to adapt to the changing environments.

It is good practice that other than experts in computers, no one of the staff, is willing to open computer and search for any kind of data. But, employees claim that they maintain very high security of their data files. In fact it is not in practice. Employees are connecting mobile phones to their official computers as and when needed easily it may disclose the personal date. Thus, they have to maintain security of data a non-transferable form

In the contemporary busy scheduled of the public, speed operation is essential,. It can be possible while the employees have effective training facility. Unfortunately, there are no adequate training sessions as on date. Thus, practical training schedule should be fixed. There should be planned training programs to orient officers for using computers and more important, to develop an awareness about the potential of IT. Without adequate and timely training and awareness programmes, e-government projects are likely to fail no matter how much the investment.

Comparatively, municipalities have insufficient citizen service centres. If citizen service centres increase, it leads to accessibility of e-services; tax collections will also be very high. Consequently; the purpose of implementing e-Governance would be served.

Citizen charter is another powerful invention in e-Governance processing delivery of certificate of each service is handy and anyone can file a complaint if his said service is delayed, the respective officer is penalized for delay.

Availability of skilled professionals is very available thereby uninterrupted hardware and software services are available in the municipalities. If they utilize in a proper manner, more online services can be provide to the public. It is now in administrators' hand how they utilize the skilled professionals. Local software companies should take steps to become more prepared for handling government. IT projects, especially in areas of project management. The software companies may also need to co-operate among themselves to jointly handle large scale e-government projects. The government should take steps to give public projects to software companies so that they gain the needed experience for large projects.

For effective implementation, the employee, who resists the change, needs psychological counselling. This counselling will clear their doubles and they may realize the importance of implementation of new technology.

The implementation of e-Governance projects improves the interaction between the government and citizens, and increases the administrative effectiveness and efficiency in the government operations.

Encourage local software companies for active participation in development and implementation of e-Governance application in minimal cost.

The interaction of researchers with the Industry and the Government sectors is also required to make constant improvement for the successful implementation of civic services through e-Governance application.

Conduct e-Governance audit from the third party. NGO's or Clubs (Rotary, Lion's etc) participation in execution of the e-Governance services in slum areas.

Indian government is implementing more and more e-services like e-pos, digital locker, e-tendering, e-procurement, e-shopping, e-gifting, e-purchasing etc, enabling digital India. It facilitates everything made online such as filling up form, payment online, track the processing online, certificate online. If such provisions are facilitated by the municipalities, it can get additional revenue and it is also a need of the public and the need of the hour.

Unfortunately, municipalities being a self-governed body, they did not forward any kind of reports to the appellate authority like state government or central government periodically; due to the reason they are unable to produce varieties of documents. Therefore, they should prepare all types of reports and annual reports, should open to the public.

Audit is not periodic. How can they put files years together under cold storage? So, audit should be completed in every year. It can avoid misused of finances and they can get good financial administrative guidelines from the audit department.

The researcher found that there is no coordinating channel between municipalities- District Collector, municipalities- state government and central government. The cordial administrative relations are essential to adopt new public service activities by control of wastage of resources.

Kiosks centres are not satisfactory levels. Therefore more number of kiosks centres should be established. Online access points should be made from public places such as post offices so that anyone can get access to the internet at a low, subsidized cost. This is a model that is popular in almost all countries. Without such facilities, G2C and G2B services may not be able to reach the target population easily. The government can increase the number of CFCs all over the municipalities to make it easy to avail e-Governance services. It would help illiterate citizens to interact with the government and avail services easily according to that convenience. Citizens can easily have access of the civic services according to their convenient time. Government authorities should take serious note of this.

Usage of paper work is increased to adopt e-Governance. But citizen efforts are less. For instance, if anyone wants to apply for birth certificate, first citizen should need to have copies of photo and residence proof along with birth certificate from hospital. Hospital needs to have two sets of the same documents. Mee-Seva counter should maintain the same record in their office. Office of birth and death

registrar should also maintain the same paper records. After verification, e-Seva will issue another set of birth certificate, which a citizen also should keep for his record.

**Grievance Redressal Mechanism-** Grievance redressal for various functions need to be made necessary. For this interactive platforms on the internet may speed up the process and be useful for this purpose.

Some of the citizens are not aware of e-Governance. The municipalities must use a number of methods to create awareness among the citizens. In creation of awareness should provide distribution of pamphlets, advertisement in the radios, television or in newspapers. In these ways, citizens would become aware and start using e-Governance services. It would be beneficial for the municipalities to increase its revenue. The government can create awareness among the citizens using mass media viz. namely radio, television (documentary), newspapers, handouts on a war footing.

There should be forum or feedback system for the citizens on policies and government performance. Committees should be formed for the same who will keep a check on the feedback.

E-Governance may be having impact if the services to the citizens are made available in their respective languages. India is a country with 22 official languages and the use of computers is spreading fast not only to create employment in the IT sector but also to support the productive use of IT in daily life e.g. increase productivity and competitiveness, provide a better quality of life, enable inclusiveness and strengthen democracy. It is also need constantly upgraded for various hardware and software platforms, adding new tools and promoting work with application developers to enable/support local language use in different sectors/ verticals. Software vendors should take serious note of the language diversity in the nation and translation conversion measures should be given keeping in mind the rural users who may not be computer savvy or highly literate.

It is concluded that success of the e-Governance applications depends on four important pillars which are technology, service providers, users and their satisfaction. The term e-Governance represents the implementation of various government services to citizens by giving them the convenience to avail services 'Anytime, Anywhere'. The central dimensions of e-Governance application and citizens are user friendliness of delivery channels, presentations, content, interactions, satisfaction about services and security about data and technology. Thus, inclusion of more services and extensions of e-services is needed to success of e-Governance of municipalities. Smart municipality will be possible if quality of data network available and people adopt to use vast internet.

<b>THE STATUS OF MEE-SEVA IN ANDHRA PRADESH</b>		
<b>From June,2014 to 2021</b>		
<b>District</b>	<b>Rejection</b>	<b>Pending</b>
Anantapuram	3,87,474	59,560
Chittoor	7,44,850	83,855
East Godavari	94,052	54,063
Guntur	7,75,560	96,072
Krishna	6,28,765	52,606
Kurnool	4,74,265	78,899
Prakasam	5,23,585	1,00,291
Nellore	4,80,026	1,29,015
Srikakulam	3,63,260	32,847
Visakhapatnam	7,74,151	77,553
Vijayanagaram	5,75,327	33,787
West Godavari	4,09,814	20,706
YSR	3,93,611	62,084
<b>Total</b>	<b>71,35,440</b>	<b>8,90,344</b>

**Source: Sakshi**

The above table indicates that the applications submitted to Mee-Seva for various purposes in the state of Andhra Pradesh comprise 13 districts including Chittoor District also. The total rejection of applications are 71, 35,440 while 8, 90,344 were pending for which the applicant has to pay Rs.400/- for each application.

Further, the table presents that Mee-Seva rejects the applications goes to the first place to the Guntur District, Second is Visakhapatnam, Third place goes to Chittoor. The applications were in pending first place goes to Nellore; second place in Prakasam, Last place i.e. third place is Guntur.

This is the state of affairs of Mee-Seva in all most all districts in the state of Andhra Pradesh.

## CONCLUSIONS

The Prime Minister Narendra Modi government slogan 'Minimum Government and Maximum Governance' is applicable to Information Technology, every citizen knows IT but in practice their knowledge is insufficient. Technology is Revolution but not in an applicability manner i.e., in inefficient and ineffective, as well as lack of techniques. It is always a buzzword or slipper term. There is saying 'Change is a nature of life' Challenges is aim of life, challenge the challenge not change the challenge' After implementation of New Economic Policy'. Which leads various changes, which converted into challenges, can we overcome the challenges in the form of changes in administration.

Every citizen has to refer to challenge to overcome the techniques of technology, than that change will be materialized in Mee-Seva/AP Online systems of digitalization of administration.

It is concluded that success of the e-governance applications depends on technology, services providers, users and their satisfaction. The IT impact of e-Governance represents the implementation of various government services to citizens by giving them the convenience to avail services. Anytime, Anywhere. The central dimensions of e-governance application and citizens are user friendliness of delivery channels, presentations, content, interactions, satisfaction about services and security about data and technology.

Thus, inclusion of more services and extensions of e-services is needed to success of e-governance on Mee-Seva/AP Online. Smart governance will be possible if quality of data network internet.

## REFERENCES

This study is based on field survey and personal interviews with officials concerned.

