

Citizens' Response Towards E-Governance And Its Initiatives In The Sri Potti Sriramulu Nellore District, (A.P)

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Abstract:

The “e” in “e-Governance” refers to “electronic.” This is why we term it “e-Governance,” or using information and communications technology to carry out and achieve governance goals (Information and Communications Technology). As vital as it is to protect the legal rights of all people, guaranteeing fair access to public services and the advantages of economic development are also crucial aspects of governance. Government accountability and transparency are also ensured as an element of good governance due to the transparency of government transactions. Several issues must be addressed before this can happen, including how the government operates and interacts with individuals. It will also need government capacity development and public education on e-Governance. Efforts are made in this study to analyze the impact and problems of implementing an e-governance strategy called Citizen Service Centers (Mee-Seva Centres) in the Nellore district) in Andhra Pradesh state. Three Revenue divisions (Gudur, Kavali, and Atmakur) in the research region are selected. Again from each revenue division, three mandals were chosen; from each Mandal, three Mee Seva centers were selected. Forty participants were selected for the sampling study in this investigation. Three hundred and sixty participants were included in the survey, with 40 participants from each Mandal answering the survey questions—the SPSS.24 version utilized for data analysis. In the investigation, the Mee-Seva program is shown to attempt to reap the advantages of good governance. Mee-Seva, which acts as entry points for a wide range of electronic services, can help create a technologically and financially accessible society. They deliver stations for the Potti Sriramulu Nellore district's e-governance services. Rural entrepreneurial promotion and enhancement of rural capability and livelihood may impact change. A bottom-up approach focusing on rural people is necessary to foster community involvement and

collective action for social change. A centralized collaborative framework for service delivery to residents through Mee Seva is also a vital component of the system's success and endurance. People who come to pay their bills and submit applications, for instance, People's daily lives, were made a lot easier thanks to the establishment of citizen service centers. This is a direct outcome of the zeal and dedication to developing e-governance.

Keywords: Awareness, E-governance, Services, Satisfaction, and Transparency.

1. Introduction:

E-governance is a subset of e-government. E-government is defined as the electronic transmission of government services & info to the public, but e-government also enables citizens to participate directly in government operations. There is much more to e-governance than a government website and an e-mail account. When it comes to the Internet, it's not simply about service delivery. Government information & payouts are just part of the picture; it is also about eliminating human intervention and decision-making in the service delivery process. Citizens' perceptions of governments and their fellow citizens will be altered as a result.

Efficacious service delivery via technical and economic elements is meant by convergence in the context of changing citizen demands. Another essential consideration is looking at specific instances where newly developing services and technology are coming together and figuring out how such arrangements could evolve in the future [1].

E-Governance is an attempt to encourage e-governance at all levels of government and plan existing regulations on the convergence of technology & services for people. Development from within strategy of the Central Government to bridge the digital gap and construct e-government e-governance (i.e., digital governance or I.T. governance) at the national and state levels of government and in districts, Talukas, and gram Panchayats. The infrastructure needs for quicker Internet penetration and converging services to support existing initiatives and new services to build e-governance in the nation would lead to a co-evolution of services that will enhance the development & growth [2].

People, Procedures, and Technology have evolved into a multithreaded operating system to capitalize on the desktop revolution, open systems, network systems, database technology, parallel computing, and web technology-based services (i.e., business-to-business (B2B), business-to-customer (B2C), customer-to-customer (C2C), government-to-government (G2G), government-to-citizen (G2C), government-to-business (G2B), Customer Relation Management (CRM), Supply Chain Management (S.C.M.) and Corporate Knowledge Engineering. Society's social, economic, and cultural transformations are being driven by convergent information technology. Unless all resources are converged, it becomes more challenging to get the most use out of them [3]. New goods and services with improved capabilities and lower prices for the general public often result from technology convergence. Virtual business and industrial structures (electronic

marketplaces, virtual value chains, and communities) will quickly be established in governance as a consequence.

2. The basic details of the S.P.S. Nellore district:

There are five revenue divisions based at Kavali, Nellore, Gudur, Atmakur, and Naidupet, with headquarters in each of these places. In the District, there are 46 Revenue Mandals & an equal number of Mandal Parishads. A total of 940 Gram Panchayats has been established, consisting of all notified Gram Panchayats. The cities of Nellore have a single municipal corporation, the towns of Kavali, Gudur, Venkatagiri, Atmakur, and Sullurpet have five municipal corporations each, and the municipality of Naidupet has one Nagar Panchayat [4].

The District has a total size of 13,076 square kilometers. At the time of the last census in 2011, the District had an overall population of 29.64 lakhs people. 21.06 lakhs people live in rural areas, whereas 8.58 lakhs people live in urban areas. This accounts for 71% to 29% of the population, respectively. The population density is 227 people per square kilometer. 985 females per 1000 men are the ratio of the female population to the male population. There are 6.66 Lakhs Scheduled Castes and 2.86 Lakhs Scheduled Tribe groups in the S.P.S. Nellore district. There has been an 11.05 percent rise in the population density per square kilometer between 2001 and 2011 (204 to 227 people per square kilometer) [5].

Out of the District's total population of 29.64 lakhs, 10.76 lakh people are employed as main workers. The remainder of the population is comprised of 18.87 million non-workers. Eighty-one percent and eighteen percent of the overall workforce are major employees and marginal workers, respectively [6].

3. Literature Review:

Naik, S., Tapas, P., & Srivastava, M. (2021) [7]. They have entitled their work as “**Role of citizens’ knowledge about e-governance initiatives in framing citizens’ satisfaction.**” This research aims to examine the influence of e-governance activities on citizens’ satisfaction. Although e-governance initiatives are essential to the government, they will be revealed by the research outcomes. According to the research results, there was evidence that India’s e-governance initiatives are adequate. Government agencies may use this data to come up with and implement innovative e-governance strategies. E-governance systems in India might benefit from the findings of this study, which could act as a feedback loop.

Chandra, S. (2021) [8]. Entitled his work “**The perceptions of citizens towards e-governance: a study of Lucknow urban agglomeration of India.**” These studies aim to discover how citizens in India’s Lucknow urban agglomeration feel about electronic transparency, accountability in government, and civic participation. Service provided through electronic means Demographic factors such as age and gender are considered when calculating satisfaction. E-governance in India has never been studied in depth before, and demographic variables have not been considered. E-

transparency government's component had the lowest amount of satisfaction, but accountability and involvement had the greatest level of satisfaction.

Sumathy, M (2021)^[9]. Entitled her work as “**A case Study on Customers Utilization and satisfaction of E-governance services in Coimbatore.**” Even though many studies have studied factors, models, and determinants to understand better e-Seva use and adoption, public satisfaction with a wide variety of e-Seva services remains an important and relevant research field. Many studies have attempted to demonstrate a typical relationship between the adoption of new technological knowledge and its subsequent use. According to a recent study, people are more inclined to utilize E-Seva services when they are happy.

Kumar, S. S., & Jeyaprabha, B. (2021)^[10]. Entitled their work as “**Citizen Awareness and Perception on Digital India Services in Greater Chennai Corporation.**” The study's key objectives are to understand the public's awareness and perception of digital India services in Greater Chennai Corporation. A descriptive research technique was utilized in this study, which focused on people in the Greater Chennai Corporation. According to the findings of this study, a key component of India's digital transformation involves the population in digital services. It encourages individuals to work harder and achieve more significant results.

4. Gaps in the literature:

In both Indian and international contexts, a wide range of literature supports citizens' perceptions of e-governance for service delivery. Public administrations that use e-governance see an increase in service quality and reduce delays. In the rural area, no research has attempted to examine the negative repercussions of abandoning the old method of service delivery, which is described in this article as Paper mode administration. Thus, the underlying objectives are developed to fill this literature gap.

5. Objectives of the Study:

1. To determine if citizens in the S.P.S. Nellore district is aware of e-Governance services.
2. To identify the reason why S.P.S. Nellore district people should utilize e-Governance services.
3. To find out the issues people have while accessing e-Governance services in the S.P.S. Nellore district.
4. To offer suggestions to improve service delivery and policy strategy to enhance Citizen Service Centers' performance.

6. Hypothesis;

1. There is a substantial degree of awareness among rural citizens' on e-governance services in S.P.S. Nellore district.

7. Need for the Study:

This article aims to establish a relationship between the effectiveness of e-governance and the level of citizen attitudes and expose S.P.S. Nellore district residents' challenges in obtaining e-services. There is no doubt that e-governance has reached every home and practically every segment of society. Still, only a select handful have been able to captivate the attention of the general public, regardless of their background or level of education. There is a need to understand how the S.P.S. Nellore district residents perceive the government to help the people move towards good governance.

8. Scope:

This study focuses on the relationship between people's views of government services and their degree of satisfaction. How well online services work. However, several additional elements influence the e-governance landscape. S.P.S. Nellore district in Andhra Pradesh focuses on this paper's investigation of citizens' attitudes about e-governance.

9. Research Methodology:

The research relies on a structured questionnaire—citizen Service Centres (Mee Seva) in S.P.S. Nellore district was the primary data source for this study. Interviews and questionnaires are used to get the information. There are five revenue divisions in the Nellore district. In this study, only three Revenue divisions with three mandals were taken for sampling. In the Nellore district, stratified sampling is utilized to choose samples from three Mee Seva Centres from each chosen Mandal. The following table is depicted for sample size.

Table-1: Sample was taken for the survey from Revenue Divisions and Mandals in S.P.S. Nellore district

Zone	Circle	Sample size
Gudur	Venkatagiri	40
	Balayapalle	40
	Dakkili	40
Kavali	Varikuntapadu	40
	Kondapuram	40
	Dagadathi	40
Atmakur	Anumasamudrampeta	40
	Marripadu	40
	Sangam	40
Total		360

Source: primary data

This stratified sampling approach is utilized to choose the samples to be analyzed. The overall number of participants in the research is 360, with 120 participants in each revenue division.

10. Results and discussion:

Table-1: Level of Education among the participants in SPS Nellore disitric

Revenue Division		Education level of respondent						Total
		Illiterate	Primary	Secondary	Inter	Under Graduate	Postgraduate & others	
Gudur	Count	43	12	35	15	10	5	120
	%	35.83%	10.00%	29.16%	12.50%	8.33%	4.166%	100.00%
Kavali	Count	30	29	27	16	10	8	120
	%	25.00%	24.16%	22.50%	13.33%	8.33%	6.66%	100.00%
Atmakur	Count	35	33	16	14	15	7	120
	%	29.16%	27.50%	13.33%	11.66%	12.50%	5.83%	100.00%
Total	Count	108	74	78	45	35	20	360
	%	30.00%	20.55%	21.66%	12.50%	9.72%	5.55%	100.00%

Source: Primary data

Table-1 indicates the educational level of the respondents. According to the S.P.S. Nellore district 360 respondents, 120 are from the Gudur revenue division, where 35.83 percent of the respondents are illiterate, 10.00 percent are primary, 29.16 percent are secondary, and 12.5 percent are secondary intermediate, 8.33 percent are undergraduates, and 4.16 percent are from Post Graduate and others. Out of 120 people surveyed in the Kavali revenue division, 25 percent of the respondents are illiterate, 24.16 percent are primary, 22.5 percent are secondary, 13.33 percent are intermediate, 8.33 percent are undergraduates, and 6.66 percent are from Post Graduate and others. 30.00 percent of the 120 respondents from the Atmakur revenue division are illiterate, 27.5 percent

are primary, 13.33 percent are secondary, 11.66 percent are intermediate, 12.55 percent are graduates, and 5.83 percent are from postgraduate and other professionals.

We can infer from the above table number one as that in our sample Gudur division has highest illiterates and lowest postgraduates, Atmakur division has highest primary educated, in overall illiterates occupies 30 percent, primary 20.55 percent, secondary education completed people are 21.66 percent, intermediate 12.55 percent, undergraduates are 9.72 percent and postgraduate and others are 5.55 percent consist in the current study.

Table-2: Awareness of Citizen Service Centre among the respondents in S.P.S. Nellore District

Revenue Division		Awareness of the Citizen Service Centres					Total
		One year	Two years	Three years	Four years	Five years	
Gudur	Count	0	42	36	31	11	120
	%	0.00%	35.00%	30.00%	25.80%	9.20%	100.00%
Kavali	Count	10	69	21	10	10	120
	%	8.30%	57.50%	17.50%	8.30%	8.30%	100.00%
Atmakur	Count	20	87	6	4	3	120
	%	16.70%	72.50%	5.00%	3.30%	2.50%	100.00%
Total	Count	30	198	63	45	24	360
	%	8.30%	55.00%	17.50%	12.50%	6.70%	100.00%

Source; primary data

Table-2 shows the years of C.S.C. awareness. In the Gudur revenue division, out of 120 survey respondents, 35% had been aware of the problem for at least two years, 30% had been aware for at least three years, and 25.8% had been aware for at least four years. 69 of the 120 respondents in the Kavali revenue division had known about C.S.C.s for two years or less, while 21 had known about them for three years or longer. Eighty-seven people in the Atmakur division said they have known for at least two years. The vast majority of those surveyed in S.P.S. Nellore district had been familiar with the topic for at least two years before the survey's execution.

Table 3: Sources of information on awareness of Citizen Service Centre in S.P.S. Nellore district

Revenue Division		Source of awareness of Citizen Service Centre					Total	
		Newspaper	Television	Relatives	Other government employees	Other department payment counters		Others
Gudur	Count	24	15	30	51	0	0	120
	%	20.00%	12.50%	25.00%	42.50%	0.00%	0.00%	100.00%
Kavali	Count	8	32	18	58	4	0	120

	%	6.70%	26.70%	15.00%	48.30%	3.30%	0.00%	100.00%
Atmakur	Count	6	12	31	64	5	2	120
	%	5.00%	10.00%	25.80%	53.30%	4.20%	1.70%	100.00%
Total	Count	38	59	79	173	9	2	360
	%	10.60%	16.40%	21.90%	48.10%	2.50%	0.60%	100.00%

Source: Primary data

Table-3 shows where people in the study region first learned about the various Citizen Service Centers. One hundred twenty people were polled in the Gudur Revenue division, and 42.5% said they got their knowledge from their coworkers in government, while 25.5% said they got it from family. Among the 120 respondents in the Kavali revenue division, 48.3% said they received information from other government personnel, while 26.7% said they received information from television. 53% and 23%, respectively, of those polled in the Atmakur revenue division, reported receiving information from other government officials and family members.

Table- 4: Distance between Citizen Service Centers to their residence

Revenue Division		Distance between Citizen Service Centre to residences				
		5 km	6 km	7 km	7.5 km	8 km
Gudur	Count	15	11	26	0	6
	%	12.50%	9.20%	21.70%	0.00%	5.00%
Kavali	Count	21	8	25	2	2
	%	17.50%	6.70%	20.80%	1.70%	1.70%
Atmakur	Count	21	11	29	1	9
	%	17.50%	9.20%	24.20%	0.80%	7.50%
Total	Count	57	30	80	3	17
	%	15.80%	8.30%	22.20%	0.80%	4.70%

Source; Primary data

Table-4 shows the distance between C.S.C.s and citizens' residences. In the Gudur revenue division, 21.7 percent of respondents live in 7 kilometers, 12.50 percent in 5 kilometers, 9.20% in six kilometers, and five percent respondents live within the radius of eight kilometers. In the Kavali revenue division, 17.5% of respondents' residence is within 5 kilometers, 20.80% of respondents are within the seven kilometers, and 6.70% are within six kilometers. In the Atmakur revenue division, 24.20% reside within 7 kilometers, 17.50% reside within five kilometers, and 9.20% reside within the six kilometers distance. We can infer from the above information that most respondents live within seven kilometers from the citizen service Centers in S.P.S. Nellore district.

Table 5: Number of visits made for getting service from Citizen Service Centres.

Revenue Division		Number of visits made for getting a service							Total
		2 visits	3 visits	4 visits	5 visits	6 visits	8 visits	10 visits	
Gudur	Count	56	16	4	40	4	0	0	120
	%	46.70%	13.30%	3.30%	33.30%	3.30%	0.00%	0.00%	100.00%
Kavali	Count	55	20	13	15	17	0	0	120
	%	45.80%	16.70%	10.80%	12.50%	14.20%	0.00%	0.00%	100.00%
Atmakur	Count	81	12	14	4	5	2	2	120
	%	67.50%	10.00%	11.70%	3.30%	4.20%	1.70%	1.70%	100.00%
Total	Count	192	48	31	59	26	2	2	360
	%	53.30%	13.30%	8.60%	16.40%	7.20%	0.60%	0.60%	100.00%

Source: primary data

Table-5 indicates the number of service visits conducted in the research region. According to survey results from SPS Nellore district, 46.70 percent of Gudur revenue division residents have made two visits to use the service, while 33.30 percent have made five visits. Out of 120 people who answered the survey, 45.20 percent made two visits, and 16.70 percent made three to use the service in the Kavali revenue division. Of the 120 people who took the survey in Atmakur revenue division, 67.50 percent had made two visits to use the service, while 11.70 percent had made four visits. Among 360 respondents, 192 have made two visits to Citizen Service Centers, while 59 have made five visits to Citizen Service Centers in total. There is a lot of room for improvement in rapid services.

Table-6: Clarity and simplicity of processes and procedures for getting services from Citizen Service Centres in SPS Nellore district

Revenue division		Clarity and simplicity of processes and procedures			Total
		Nil	No	Yes	
Gudur	Count	0	76	44	120
	%	0.00%	63.30%	36.70%	100.00%
Kavali	Count	0	98	22	120
	%	0.00%	81.70%	18.30%	100.00%
Atmakur	Count	2	85	33	120
	%	1.70%	70.80%	27.50%	100.00%
Total	Count	2	259	99	360
	%	0.60%	71.90%	27.50%	100.00%

Source: primary data

As seen in table-6, the respondents in our research region gave a high overall rating to e-governance's functions in a survey of the S.P.S. Nellore district service center's clarity and simplicity of processes and procedures, 36.70 percent of respondents from the Gudur revenue division among 120 respondents responded yes to the clarity and simplicity of processes and procedures, while 63.30 percent said no. Among the 120 respondents from the Kavali revenue division, 18.30 percent replied yes to the clarity and simplicity of processes and procedures, while 81.70 percent said no. In the Atmakur revenue division, 27.50 percent of the 120 respondents replied yes to clarity and simplicity of processes and procedures, while 70.80 percent of the respondents said no. In all, 259 SPS Nellore district respondents voted no to the service center's clear and simple processes and procedures.

Table-7: Speed and efficiency in handling queries in Citizen Service Centres of S.P.S. Nellore

Revenue Division		Speed and efficiency in the handling of queries			Total
		Nil	No	Yes	
Gudur	Count	0	47	73	120
	%	0.00%	39.20%	60.80%	100.00%
Kavali	Count	0	23	97	120
	%	0.00%	19.20%	80.80%	100.00%
Atmakur	Count	2	11	107	120
	%	1.70%	9.20%	89.20%	100.00%
Total	Count	2	81	277	360
	%	0.60%	22.50%	76.90%	100.00%

Source: primary data

Table-7 demonstrates the overall perception of e-governance services by the participants in the research region. Three hundred sixty people were surveyed on the Speed and efficiency with the S.P.S. Nellore district service center handled customer care inquiries. In the Gudur revenue division, 60.80 percent of the 120 respondents responded yes to Speed and efficiency in addressing inquiries, while 39.20 percent said no to the same. In the Kavali revenue division, 80.80% of those polled replied yes to the question of query response speed and efficiency, while 19.20% of those surveyed said no. According to a survey conducted in the Atmakur division, 89.20 percent of the 120 respondents replied yes to Speed and efficiency in addressing inquiries, while 9.20 percent said no. Total S.P.S. Nellore district 277 respondents voted yes to Speed and efficiency in service center query processing as a positive.

Table-8: Complaint handling mechanism in Citizen Service Centres of S.P.S. Nellore district

Revenue division		Complaint handling mechanism			Total
		Nil	No	Yes	
Gudur	Count	0	42	78	120

	%	0.00%	35.00%	65.00%	100.00%
Kavali	Count	0	30	90	120
	%	0.00%	25.00%	75.00%	100.00%
Atmakur	Count	2	20	98	120
	%	1.70%	16.70%	81.70%	100.00%
Total	Count	2	92	266	360
	%	0.60%	25.60%	73.90%	100.00%

Source: primary data

Table-8 provides an overall evaluation of the functions of e-government by the respondents in the research region. Three hundred sixty respondents evaluated complaint management mechanisms at the service center of the S.P.S. Nellore district. From the Gudur revenue division, 65.00% of 120 respondents responded yes to the complaint processing method, while 35.00% said no to the complaint handling mechanism. Among the 120 people who took the poll in the Kavali revenue division, 75.5% responded yes, and 25.0% said no to the question of a complaint handling process. Among the 120 respondents from the Atmakur revenue division, 81.70 percent answered yes to the Complaint handling method, while 16.70 percent said no. Moreover, two-thirds (266) of those surveyed in S.P.S. Nellore district stated they were satisfied with the service center's complaint processing process.

Table-9: Convenience of the location of center/office

Revenue Division		The convenience of the location of center/office			Total
		Nil	No	Yes	
Gudur	Count	3	16	101	120
	%	2.50%	13.30%	84.20%	100.00%
Kavali	Count	0	14	106	120
	%	0.00%	11.70%	88.30%	100.00%
Atmakur	Count	4	19	97	120
	%	3.30%	15.80%	80.80%	100.00%
Total	Count	7	49	304	360
	%	1.90%	13.60%	84.40%	100.00%

Source: primary data

Table-9 illustrates how respondents in the research region rate the various e-governance services. In S.P.S. Nellore district, 360 respondents were asked to rate the convenience of the service center's location. 84.20 percent of the 120 respondents in the Gudur revenue division replied yes to the convenience of placement of center/office, while 13.30 percent said no to the same. In the Kavali revenue division, 88.30 percent of those polled replied yes to whether the center/location

offices were convenient, while 11.70 percent of those surveyed said no. From Atmakur revenue division 120 respondents, 80.80 percent responded yes to the convenience of center/office, while 15.80 percent said no to the same thing, respectively. Three hundred four out of the total S.P.S. Nellore district respondents replied yes to the convenience of the placement of the center/office at the service center.

Table-10: Implementing e-governance has improved the people's image of the government.

Revenue Division		Implementation of e-governance applications has helped to improve the image of the government					Total
		Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	
Gudur	Count	12	39	35	34	0	120
	%	10.00%	32.50%	29.20%	28.30%	0.00%	100.00%
Kavali	Count	4	32	25	47	12	120
	%	3.30%	26.70%	20.80%	39.20%	10.00%	100.00%
Atmakur	Count	3	21	16	69	11	120
	%	2.50%	17.50%	13.30%	57.50%	9.20%	100.00%
Total	Count	19	92	76	150	23	360
	%	5.30%	25.60%	21.10%	41.70%	6.40%	100.00%

Source: primary data

There has been a noticeable improvement in the government's public image since the e-governance application was implemented, as seen in Table-10. There were 120 respondents from the Gudur revenue division in S.P.S. Nellore district, with 32.50 percent expressing their disapproval, while 29.20 percent were undecided, and 28.30 percent agreed. Out of 120 people polled in the Kavali revenue division, 39.20 percent said they agreed, 26.70 percent said they disagreed, and 20.80 percent said they were unsure. 57.50 percent of 120 respondents in the Atmakur revenue division support the introduction of e-governance, while 17.50 percent oppose it, and 13.30 percent are undecided. There were a total of 360 responses, with 150 of them approving and 92 of them disapproving, while 76 of them were neither.

11. Suggestions to improve the performance of Citizen Service Centers;

- ❖ There must be a digital-first approach to the design and delivery of government services.
- ❖ Using technology, including people at all levels in the end-to-end service delivery process.

- ❖ By the end of the year, all ministries and departments will be utilizing e-office version 7.0.
- ❖ It is imperative that CPGRAMS be included in all state and district websites so that public concerns may be resolved quickly and efficiently.
- ❖ To enhance the e-Government environment, Me ITY and NeSDA-2021 will collaborate.
- ❖ It elevates outstanding governance to a higher level via actual competition among districts, mandals, and Mee-Seva.
- ❖ Re-engineer and improve government services via research and development (R&D).
- ❖ Improve the government's technology capabilities to withstand pandemic-like disruptions.
- ❖ C.S.C.s may be able to function as a hub for new technology development if a large pool of highly trained employees in cutting-edge technologies is created.
- ❖ Use emerging technologies like A.I., machine learning, and blockchain for social and economic empowerment in a morally sound way.
- ❖ In order to facilitate the interchange of data between government entities, the structure for data governance has been implemented, and all data on data.gov.in is made public, with the exception of a negative list. Compile methods to collect data that can be utilized to build a data economy.
- ❖ People and the government might benefit from using digital platforms to connect. “
- ❖ Stack of artifacts, including Aadhaar, the U.P.I., Digi Locker, UMANG, e-Sign, and the permission framework, may be utilized to revolutionize citizen services via the use of technology.
- ❖ Using an open, accessible infrastructure for connected services, rapidly construct public digital platforms in critical social sectors, including health, education, and agriculture.

12. Conclusion:

Andhra Pradesh is a vast state with many people living below the poverty line, low literacy, poor infrastructure, tight budgets, and other issues that make implementing e-governance more difficult. However, the state of Andhra Pradesh has emerged as a pioneer in the e-governance field. The S.P.S. Nellore District is the southernmost of Andhra Pradesh's nine coastal districts, with the majority of its residents residing in rural regions.

In S.P.S. Nellore's establishment of a Citizen Services Center has given residents more convenient access to high-quality services (Mee seva). C.S.C. is an endeavor to enjoy the advantages of good governance via the use of Citizen Services Centers. It is possible to create a society that is both

technologically & financially accessible via C.S.C.s, which acts as entrance points for a wide range of digital services. They are more than simply service delivery points for the S.P.S. Nellore district. Through promoting rural entrepreneurship & boosting rural capability & livelihood, they are in a position to influence change. To achieve social change from the ground up, a bottom-up approach relies heavily on rural inhabitants to help them become more involved in their communities and work together. Centralized collaborative infrastructure for service delivery to residents through C.S.C.s is also a vital component of the system's success and endurance. People who come to clear their bills & submit applications, for instance. The citizen service centers were a great help to the common population, making their lives easier. Because of their dedication and passion for e-government, this is what has happened. Young Andhraites are well-known for their enthusiasm to learn and explore new things. Because of the increased popularity of cell phones, the mobile connection is now a reality. Greater distribution and utilization of Mobile Seva activities, emphasizing e-governance & cloud computing, should be studied. There must be an urgent emphasis on policies that promote public engagement at all levels of government in today's e-governance growth path and horizontal integration of technologies that will ultimately allow for more vertical integration. There are citizen service centers in Andhra Pradesh state that connect citizens' hopes for better governance with government attempts to achieve it.

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