Abstract

Every state in India is introducing citizen centric e-governance initiatives with the objective of providing government services [1] with greater transparency (hence corrupt free), accessibility, efficiency and high level of service quality in an integrated manner. Being a densely populated country, the implementations are challenging and time consuming [2]; hence a time-to-time evaluation of these systems, while in progress will aid in making mid-course corrections and improvements to attain their objectives in totality. “SETU” a very important e-governance initiative of Maharashtra state provides more than thirty vital services with a target of twenty more additional services. This paper describes the first of its kind study on SETU that has been in existence for more than a decade and spans the entire state. The key outcomes of the study revealed that the citizens are marginally satisfied with service quality and that the government has to reengineer its current processes and introduce latest technologies in order to accomplish its objectives of accessibility, efficiency and service levels.

References
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Index Terms

Computer Science  Information Sciences

Keywords

E-governance, Maharashtra, India, service quality, citizen satisfaction,