Citizen’s Satisfaction with SUWIDHA initiatives in the State of Punjab (India)

Abstract

E-governance aims to alleviate the problems of the citizens with which they grapple on a daily basis for obtaining Government Services. It includes the issues of transparency, accountability, efficiency of service delivery and participation of citizens in decision making. This paper introduces the concept of single window system to deliver public services. It involves process of
transforming a conventional paper based system of different offices in to digital system under one roof to increases the transparency, efficiency and reduced the corruption. This paper aims to study the awareness, accessibility, acceptability of SUWIDHA initiative taken by the Punjab Government in India. This paper brings forth the experience gathered by authors through survey, interviewing the public and officials of Suwidha. Here interview, survey and practical involvement were used to explore how government officials feel about the e-governance initiatives and citizen participation in digital governance. The study outcome can provide the useful information to help government to take the decision about planning and developers to improve the design.

Reference

- Beda, J. 2010 Suwidha Manual, Bathinda
- SUWIDHA, available at http://suwidha.nic.in

Index Terms

Computer Science
Information Technology

Key words

SUWIDHA
Punjab
Sukhmani Society
NIC
Factors