

# E-Seva India

## Case study report

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Date: 29<sup>th</sup> November, 2020

## **Table of content**

1. Introduction
2. Case Study
  - 2.1. E-seva
  - 2.2. History
  - 2.3 . Services
3. Conclusion
4. Reference

## **Abstract**

With the aim of providing electronic services to the citizens, the concept of e-Seva was thought of. To use the concept of e-governance in late 1990 and early 2000, e-Seva was first started in Andhra Pradesh. The previous methods of payment of various government taxes and many government services under same place and window and make the access of the service to the citizens, improving the Government to citizens (G2C) interaction more effective and easier, making services to the citizens less troublesome.

## **1. Introduction**

Information Technology is being used in every sector and every place including Government, Businesses at both local level and state level. Rapid growth of use and of the internet and growing concept of E-Governance has been in the rise. E-governance, is the use of electronic means, to promote good governance. It suggests the implementation of information Technology in the government processes and functions so as to cause simple, moral, accountable and transparent governance. E-seva, is the best implementation of IT and e-governance, makes use of electronic means to perform multiple transactions through online medium.

## **2. Case Study**

### **2.1 E-seva**

E-seva is the online platform offering various eServices to small business and individuals across the nation. E-seva is also referred to as a medium to provide electronic services to citizens. E-seva was started in early 2000 in the aim of providing minor governmental services to the citizens which was supposed to save time and efforts of the citizens.

E-seva, the citizen friendly face of the government, was first proposed in 1999 in Andhra Pradesh. E-seva, is perhaps, the best example and one of the earliest attempts to take the benefits of e-governance to the citizens. E-seva was thus established aiming to provide easy and efficient services and properly utilize the concept of the E-Governance.

### **2.2 History**

E-seva was first proposed by the government of the Andhra Pradesh in 1999. Pioneered by the then IT secretary in Andhra Pradesh, J Satyanarayana, currently CEO of the National Institute of Smart Governance, and driven by then chief minister, Chandrababu Naidu, e-seva was supposed to provide the services to the citizens who don't need to wait in line for longer period of time and provide multiple service under same window.

Before the concept of e-seva, citizens were forced to take longer time for a simple task and had to travel multiple departments. It was very time consuming just to complete a single work in the governmental level. E-seva was established with just a single center with 1000 transactions a month with six services.

### **2.3. Services**

Established with only one center and six services, the project grew rapidly and was more successful and was well appreciated by the citizens and the governments. E-seva has grown to nearly 200 centers offering 160 services, clocking 30 million transaction per month with a value of Rs 500 crore a month. The government of AP made a revolutionary change in services to the citizens and improve the citizen's work in the government offices. The development of e-seva provides multiple services under same window and same office.

Multiple e-seva centers were established to provide faster and efficient services to the citizens around the state and provide multiple services that are listed as follows:

- The e-seva centers provide the services to provide the payment services to the government departments such as electricity bills, water supply bills, sewages charges and made the services to the government levels.
- E-seva center also provides the facility for the services of the Certificates such as Birth certificates, death certificates, caste certificates and educational certificates to the citizens.
- E-seva centers also provides multiple services such as municipal property tax, also facilitates the services of income tax payment. More services including passport applications, train/bus ticket booking, movie tickets booking and also provides provision for Western Union Money transfer.
- Also provides the facility of the paying phone bills as well. Public sector BSNL and private service provider Tata Teleservices also can be paid through e-seva services.

The private agencies established e-seva center across the state to operate the services and gain little bit of commission and do the work. These agencies uplifted the economic status of the government.

## **Conclusion**

E-seva started as the “twins” project to provide multiple citizen-facing services of the government under one umbrella and minimize the time required for a specific work such as bill payment, certificates, and many more under same window. The project was developed so well and grew so much that the project properly utilized the concept of E-Governance. Issuing a website to perform multiple work made it easier to the citizens. This project in AP encouraged to other states to make use of the E-Governance to its most and manage the citizen's efficiency to work and the operate the systems.

## **References**

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