



Shri Vile Parle Kelavani Mandal's
DWARKADAS J. SANGHVI COLLEGE OF ENGINEERING
(Autonomous College Affiliated to the University of Mumbai)
NAAC Accredited with "A" Grade (CGPA : 3.18)



Department of Information Technology

COURSE CODE: DJS22ITL6015

DATE: 24-04-2025

COURSE NAME: ISIG Laboratory

CLASS: T. Y. B.Tech

Name: Anish Sharma

Roll: I011

Experiment No.7

CO/LO: Describe the types of support that an information system can provide to each functional area of the organization.

AIM / OBJECTIVE: Select and analyze a success story of any organization that has effectively implemented an initiative under the National E-Governance Plan (NeGP).

THEORY: CASE STUDY: MeeSeva Initiative, Government of Telangana

In your case study, address the following points:

1. Background of the Organization
The **Government of Telangana** is a state-level governing body in India, responsible for public administration and welfare. It has adopted several digital transformation strategies, one of the most notable being the **MeeSeva (meaning 'At your service')** initiative.
2. Overview of the e-Governance Initiative
Launched in **2011** in Andhra Pradesh and continued by **Telangana post-bifurcation**, MeeSeva offers a **unified platform for citizen-centric services** through digital service delivery centers and online portals. It aims to make public services **accessible, transparent, and efficient**.
3. Objectives of the Initiative
 - Provide **single-window access** to government services.
 - Minimize physical visits to government offices.
 - Enhance **transparency** and accountability.
 - Promote **paperless governance** and streamline workflows.
 - Ensure **time-bound delivery** of services under the Right to Services Act
4. Technological Framework
 - Architecture:** Service-Oriented Architecture (SOA)
 - Infrastructure:** Cloud-hosted infrastructure on **Telangana State Data Center**
 - Integration:** Connected with Aadhar, eDistrict, and state departments
 - Security:** Role-based access, SSL, audit trails, and data encryption
 - Front-End:** Web and kiosk interfaces with **bilingual support (English and Telugu)**
5. Key Features and Services Offered



Shri Vile Parle Kelavani Mandal's

DWARKADAS J. SANGHVI COLLEGE OF ENGINEERING

(Autonomous College Affiliated to the University of Mumbai)

NAAC Accredited with "A" Grade (CGPA : 3.18)



Department of Information Technology

- Over **600+ G2C (Government to Citizen)** and **B2C (Business to Citizen)** services
 - Birth/death certificates, land records, electricity/water bill payments, caste/income certificates, etc.
 - Integration with payment gateways, grievance redressal, and mobile support
 - Real-time application tracking and SMS/email alerts
6. Implementation Strategy
- **Phased rollout** across districts to manage load and feedback
 - **Public-private partnership (PPP)** model for center operations
 - **Training for operators and backend staff**
 - Capacity-building workshops with **NIC, CDAC, and MeitY support**
 - Use of **Digital Signature Certificates (DSC)** and biometric verification
7. Impact and Outcomes
- Over **20 crore transactions** completed since launch
 - Reduced processing time from **weeks to hours/days**
 - Increased rural outreach through over **4,000 service centers**
 - Transparent, corruption-free workflow for services like land registration
 - Boosted public trust and digital literacy
8. Recognition and Awards

National Award for e-Governance (2013–14) by the Department of Administrative Reforms

Recognized as a **Best Practice Model** for e-District Mission Mode Project

Cited in **United Nations e-Government Survey Reports**

CONCLUSION

The MeeSeva initiative exemplifies how strategic use of Information Systems (IS) in governance can revolutionize service delivery, empower citizens, and strengthen institutional frameworks. By integrating robust technology, streamlined processes, and capacity building, Telangana has set a benchmark for e-Governance success in India.

QUESTIONS:



Shri Vile Parle Kelavani Mandal's

DWARKADAS J. SANGHVI COLLEGE OF ENGINEERING

(Autonomous College Affiliated to the University of Mumbai)

NAAC Accredited with "A" Grade (CGPA : 3.18)



Department of Information Technology

1. Describe the role of capacity building and training under NeGP. Why is it important for successful e-Governance implementation?

REFERENCES:

1. www.meity.gov.in
2. en.vikaspedia.in