



E-Governance: Revolutionizing Citizen Services

This presentation outlines the development of an e-governance system. It is for streamlined citizen services. The focus is on building an MIS for public service requests. We aim for real-time tracking and an improved experience.

Hariharan S(192111665)

Karthik K(192110178)



The Need for Digital Transformation in Public Services

Citizens expect efficient and accessible services. Traditional methods often involve delays. There are also issues with transparency. Digital transformation offers solutions. These solutions are efficient, transparent and accessible.

1

Efficiency

Reduced processing times.

2

Transparency

Clear tracking of requests.

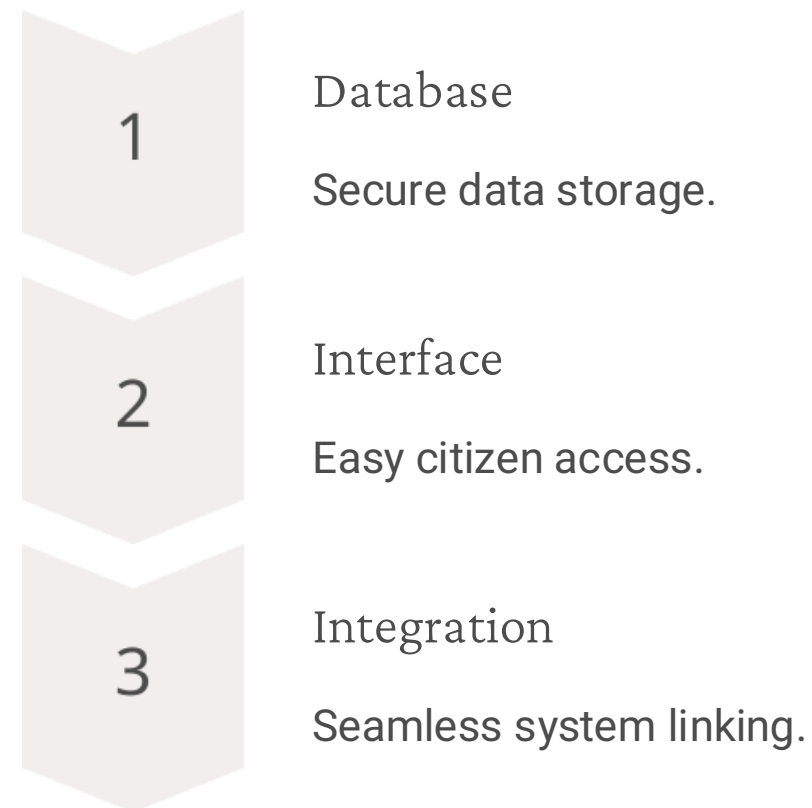
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Accessibility

24/7 online access.

Building the E-Governance System: Key Components

The e-governance system requires several components. A robust database is required. A user-friendly interface is also needed. Integration with existing systems is key. Security measures must be implemented. Cloud infrastructure is essential.



Real-time Tracking & Automated Status Updates: A Deep Dive

Real-time tracking enhances transparency. Citizens can monitor their requests. Automated updates reduce inquiries. Notifications can be sent via SMS. These updates create a better user experience.



Tracking

Monitor progress.



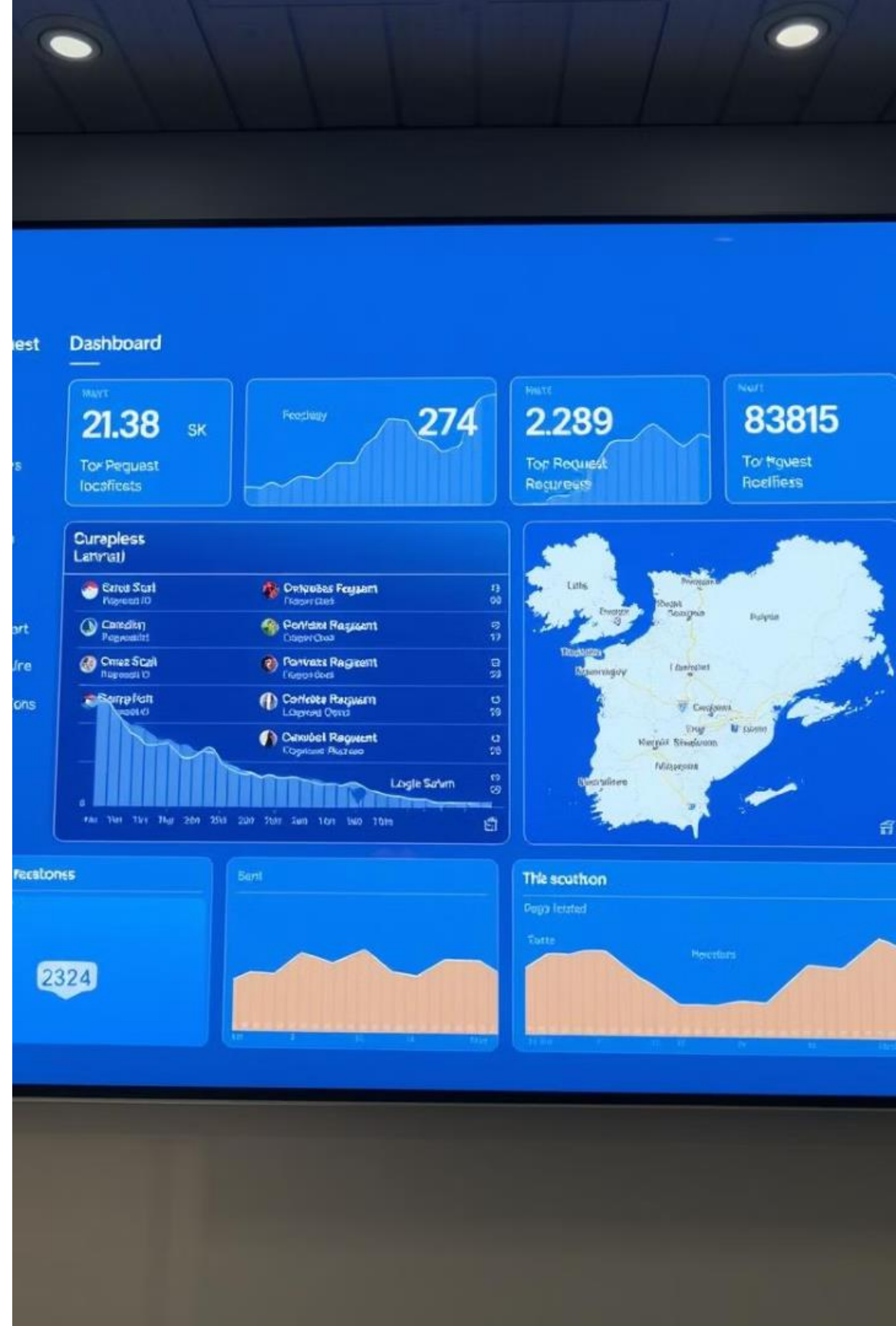
Automated

Reduce inquiries.



Notifications

Keep users informed.



Cloud Computing Infrastructure: Scalability & Security

Cloud infrastructure offers scalability. This system can handle increased demand. It also allows for flexible resource allocation. Security measures protect citizen data. Regular audits maintain system integrity. Choose a reliable cloud provider.

Scalability

Handle increased demand.

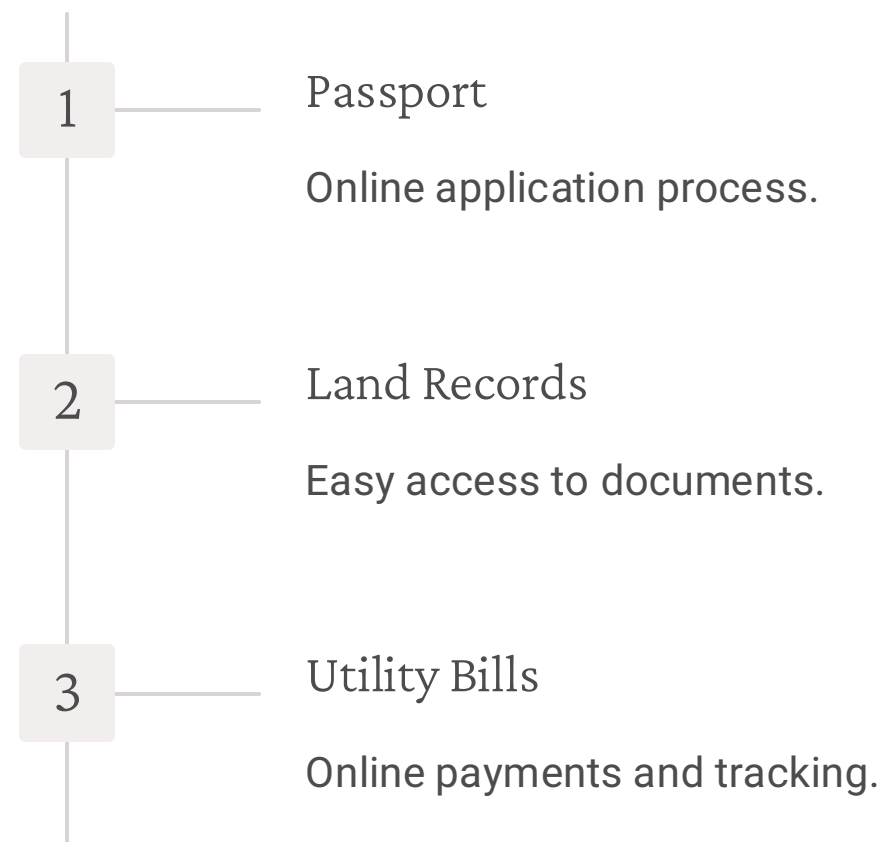
Security

Protect citizen data.



Designing the MIS for Online Public Service Requests

The MIS should be user-friendly. It needs to handle passport requests. The MIS also needs to handle land record requests. It should be able to handle utility bill requests. A centralized system streamlines operations. A simple design improves efficiency.



Improved Citizen Experience: Benefits and Metrics

Improved citizen experience is a key goal. Benefits include reduced wait times. There is also increased satisfaction. Metrics include online adoption rates. Surveys can measure citizen feedback. These are good parameters to measure

Reduced Wait Times
Faster service delivery.

Increased Satisfaction
Positive citizen feedback.

Higher Adoption
More citizens using online services.



Conclusion: The Future of E-Governance and Citizen Empowerment

E-governance transforms public services. It empowers citizens with access. It also empowers them with transparency. Continuous improvement is essential. This will improve services over time. Embracing innovation enhances effectiveness.

