

E - Governance Initiatives of Telangana State

Pallavi Kabde

How to cite this article:

Pallavi Kabde. E - Governance Initiatives of Telangana State. Int J Pol Sci 2024;10(1):37-42.

Abstract

E-Governance has emerged as a pivotal tool in transforming administrative processes, enhancing efficiency, and fostering citizen-centric governance. Telangana State has been at the forefront of leveraging Information and Communication Technologies (ICTs) to streamline governance mechanisms and improve service delivery. This abstract provides a succinct overview of the key e-governance initiatives undertaken by the Telangana State government, highlighting their objectives, features, and impacts. The e-governance landscape in Telangana is characterized by a diverse range of initiatives spanning various sectors, including citizen services, digital infrastructure, and administrative reforms. Notable among these initiatives is the "MeeSeva" portal, which serves as a one-stop platform for accessing a plethora of government services online. Through MeeSeva, citizens can avail themselves of services such as birth certificates, land records, utility bill payments, and more, thereby reducing the need for physical visits to government offices. Furthermore, the Telangana Fiber Grid (T-Fiber) project exemplifies the state's commitment to digital infrastructure development. By laying a robust fiber optic network across the state, T-Fiber aims to provide high-speed internet connectivity to every household, thereby bridging the digital divide and enabling inclusive growth. Additionally, initiatives like the TS-iPASS (Telangana State Industrial Project Approval and Self Certification System) have facilitated ease of doing business by streamlining the process of obtaining industrial clearances and permits.

Keywords: T-App Folio; MeeSeva; T-Hub; TS-iPASS; T-Wallet; e-Office.

Authors Affiliation: Professor & Head, Department of Public Administration, Dr. B. R. Ambedkar Open University, Hyderabad 500033, Telangana, India.

Corresponding Author: Pallavi Kabde, Professor & Head, Department of Public Administration, Dr. B.R. Ambedkar Open University, Hyderabad 500033, Telangana, India.

Email: wkkamal@gmail.com

Received on: 19.03.2024

Accepted on: 21.04.2024

INTRODUCTION

E-governance initiatives in Telangana State, India, represent a concerted effort by the government to leverage technology for enhancing public service delivery, promoting transparency, efficiency, and citizen engagement. Telangana, a rapidly growing state with a focus on innovation



and development, has implemented various digital initiatives across different sectors to streamline processes and improve governance.¹ These initiatives aim to bridge the digital divide, bring government services closer to citizens, and foster a more inclusive and responsive administration.²

This is about the use of ICT in management and use ICT to make multi-stakeholder and government decisions more transparent and accountable. Government restructuring has been a major theme since the 1990s that governments around the world have attempted improve the public service system. ICT advancements have helped to reshape governance. With this concern The concept of e-governance became prominent. There is a vision of a day when e-governance becomes a way of life in democracies around the world. Electronic management stands for SMART management.

- **MeeSeva:** Launched in 2011, MeeSeva is an online platform that provides a wide range of government services to citizens, including birth certificates, land records, permits, and licenses. It enables citizens to access these services conveniently from anywhere, reducing the need for physical visits to government offices.
- **T App Folio:** This is a mobile application developed by the Telangana government to provide various government services to citizens on their smartphones. It offers services like payment of utility bills, issuance of certificates, and tracking of application status.
- **T-Wallet:** T-Wallet is a digital payment platform introduced by the Telangana government to facilitate cashless transactions for various government services and utility payments. It also promotes financial inclusion by enabling citizens to make digital payments even without a bank account.
- **TSbPASS (Telangana State Building Permission Approval and Self Certification System):** TSbPASS is an online portal for obtaining building permissions and approvals in Telangana. It streamlines the process of obtaining construction-related permits and certificates by providing an efficient online platform.
- **e-Procurement:** Telangana State has implemented e-procurement systems for transparent and efficient procurement processes. It enables vendors to participate in government tenders online, reducing paper work, time, and costs associated with traditional procurement methods.
- In the realm of governance transparency and accountability, the Telangana State Portal and Mobile App (T-App Folio) have been instrumental. These platforms offer citizens access to government notifications, circulars, and other relevant information, fostering greater transparency and citizen engagement. Moreover, initiatives such as "Dharani" have digitized land records, simplifying property transactions and minimizing disputes.

The impact of these e-governance initiatives in Telangana has been profound. They have not only enhanced the accessibility and efficiency of government services but have also contributed to socio-economic development by empowering citizens and fostering digital inclusion.⁴ However, challenges such as digital literacy, cybersecurity, and last-mile connectivity persist and require concerted efforts for sustained progress. E-governance initiatives undertaken by the Telangana State government represent a commendable effort towards building a responsive, transparent, and citizen-centric administration. By leveraging technology as an enabler, Telangana has set a benchmark for other states in India and beyond, demonstrating the transformative potential of e-governance in driving inclusive growth and development.

E-governance is the use of ICT to empower citizens through their participation in decision making to make the government more responsible, transparent and accountable. Steps to SMART management. E-governance includes improvements in the government's internal organizational process and increased transparency in government work; and increased political trust and accountability in governance. Democratic Practice through public participation and consultation facilitated through e-governance. E-governance, although commonly used, is more conceptual than e-government only one synonym. E-Government is the modernization of government operations and operations using ICT tools to change the way content is served. Electronic controls, on the other hand, don't work seen as an aspect of the delivery and decision-making process.⁷

SMART MANAGEMENT

The combination of technology improves the efficiency of various departments. Simplification Simplify government regulations and operations with the help of ICT provide user friendly management. Morality Linking the emergence of a completely new system of ethical values in

political and administrative techniques. Mixing technology improves various efficiency part. Accountability facilitating project development and implementing effective management Information systems and mechanisms for performance measurement and thereby ensuring public accountability service personnel. Responsiveness speed up operations to speed up service and make the system more efficient the answer.

Disclosure: Provide public information as far as government documents are concerned domains and transparency of processes and functions, which in turn would bring justice and the rule of law responses of administrative authorities.

Telangana State E-Governance Initiatives MeeSeva

Initially, government service delivery systems were manual and opaque. The citizens faced several hardships access to government offices and waiting for longer periods of time. Citizens had a negative opinion of functioning of public officials due to greater delays in dealing with their affairs. Government of Andhra Pradesh started e Seva in 2001 with the intention of providing convenience to citizens incorporating IT-driven systematic changes into government procedures. e-Seva was launched to provide invoice payments services for various government departments and private organizations in urban areas of the state. Although e-Seva paved the way for an easy way to pay bills, still served as a "post office"; receiving applications, sending by post to the relevant office, take back and then handed over to citizens without an integrated service delivery model. Subsequently, Common Service Centers (CSCs) were established to extend similar benefits to rural citizen's state as part of the National e-Governance Project (NEGP) of the Government of India. Process the metamorphosis of e-Seva to MeeSeva began with this background.

T Electronic Service Delivery (ESD)

This is also known as MeeSeva & eSeva". Mee-Seva" is a technology rich e-governance initiative using synergy of state IT infrastructure like Telangana State Wide area network, Telangana State Data Center, State Service Delivery Gateway and digital signatures. Participating departments participate in the initiative available digitally signed data in a central location, which forms the keystone of the provision of public services. Detailed the system also includes a workflow for processing and monitoring citizens' requests from application to service delivery. Mee-Seva was

conceived and planned to provide universal and non-discriminatory provision of all government services using information and communication technologies means transparent the interface between the government and the citizen at all levels of administration. It is an integrated one stop solution for 90 million citizens turn to the government with all their pressing needs. Mee-Seva aims to provide smart, citizen-centric, ethical, efficient and effective governance facilitated technology. This initiative includes universal and non-discriminatory provision of all government services citizens and entrepreneurs of all walks of life and improved efficiency, transparency and accountability to government.

The initiative features transformed government-citizen interface at all levels of administration along with a shared governance model.

MeeSeva adopts the concept of central pooling of all Land records, Registration records and records of Socioeconomic survey, digitally signing them with the digital signature certificates of the authorized officer, storing them in the database and rendering them using a web-service. All the documents rendered are digitally signed and electronically verifiable making them tamper proof. The project brings in strict adherence to citizen charter time limits and ushers in a whole new paradigm of across the counter services to ostensibly work flow services through massive porting and bulk signing of databases.

MeeSeva also ended the 'tyranny of ink signatures'. Most of the functionaries ranging from Tahsildars to Police SHOs to municipal commissioners have been using the digital signatures to clear Mee-Seva requests, making it the country's largest such system. The process of aligning with Mee-Seva has become a guiding philosophy of governance in the state which has come in as a silent wave and with its sweep revamped many moribund processes and approaches. Its effectiveness can be measured in the satisfied eyes of the citizens strengthening the democratic foundations of our country and bringing citizen centricity to the forefront. With MeeSeva in place, the stage is all set to implement and monitor the impending Right to Services Act in its true letter and spirit. Mee-Seva has revamped the service delivery mechanism across the departments, making it more citizen centric and time bound. Further the massive State ICT Infrastructure is being utilized to provide MeeSeva services to the citizens at the nearest doorstep. Mee-Seva has really made service

delivery very convenient for the citizen. Prior to the launch of Mee-Seva project, applicants used to visit the respective departments multiple times to avail services. After the implementation of MeeSeva, 37% of the applicants are able to get their certificates within one visit, in most cases across the counter in 15 minutes. In other cases, applicants need to visit the Mee-Seva Center only twotimes to avail the services.

Advantages of these e-governance initiatives in Telangana State include

1. **Accessibility:** Citizens can access government services and information conveniently from their homes or offices using the internet or mobile applications, reducing the need for physical visits to government offices.
2. **Transparency:** E-governance initiatives promote transparency by providing citizens with easy access to information about government services, processes, and transactions. This transparency helps in reducing corruption and enhancing public trust in government institutions.
3. **Efficiency:** Online platforms streamline government processes, reducing paperwork, manual intervention, and processing times. This leads to increased efficiency in service delivery and administration.
4. **Cost-effectiveness:** E-governance initiatives help in reducing administrative costs associated with traditional service delivery methods. Online platforms require less physical infrastructure and manpower, resulting in cost savings for the government.
5. **Improved Service Quality:** By digitizing government services, the quality and accuracy of service delivery are enhanced. Citizens can receive services faster and with fewer errors, leading to overall satisfaction with government services.
6. **Empowerment:** E-governance initiatives empower citizens by giving them greater control over accessing government services and information. This empowerment leads to increased citizen engagement and participation in governance processes.

Unique features of MeeSeva

- i. **Single sign-on:** MeeSeva provides single sign-on facility to enable departmental users to move seamlessly between departmental and MeeSeva applications.

- ii. **Mass digitisation, mass porting and bulk-signing:** While adding new departmental services, the relevant databases/records existing in digital form are cleaned and ported to the central database server co-located at the SDC; where databases/records are still in manual form, they are digitised. Authorised officials provided with Class Digital signature certificates provide bulk signing of records transferred to a central database. Mass signature This mechanism will help accelerate the speed of digitization. It is tamper proof and leaves an audit trail of all transactions.

- iii. **SMS alerts at every stage of application processing:** MeeSeva has integrated SMS alert support at every stage of application processing. Progress of service requests by citizens.

- iv. **Secure Stationery:** MeeSeva certificate is issued on secure stationery with 11 security features. This makes replication difficult, builds public trust, and minimizes fraud and illegal activity. All The certificate issued by MeeSeva is stored in the state e-certificate repository for online certificate validation. Confirmation by any authority.

- v. **Automated Payment Gateway:** Payments collected from applicants at kiosks are paid online. See different stakeholders in real time. This solves the problems of settlement, late payment and embezzlement. Therefore, traditionally, there are interactions between citizens or businesses and government agencies Because it was done in a government organization, it was time consuming and non-transparent. New information and by using communication technology, services are provided through service centres close to people.

Telangana State had several e-governance initiatives aimed at improving efficiency, transparency, and accessibility of government services. However, for the most current and specific information on new changes or developments in Telangana's e-governance initiatives.

E-Governance in Telangana State are

1. **Improved Service Delivery:** E-Governance initiatives have led to the streamlining of government services, making them more accessible to citizens. Processes such as obtaining certificates, licenses, and permits

have become faster and more convenient, reducing bureaucratic hurdles.

2. **Transparency and Accountability:** Digital platforms have increased transparency in governance by providing easy access to information and data. Citizens can track the progress of their applications and transactions, thereby fostering accountability among government officials.
3. **Citizen Engagement:** E-Governance has facilitated greater citizen participation in governance processes through online portals, mobile applications, and social media platforms. Citizens can provide feedback, submit grievances, and participate in consultations, fostering a more participatory democracy.
4. **Efficient Resource Management:** Digital technologies have enabled the efficient management of government resources by automating processes, reducing paperwork, and minimizing administrative overheads. This has resulted in cost savings and improved resource allocation.
5. **Digital Inclusion:** E-Governance initiatives have contributed to bridging the digital divide by ensuring that government services are accessible to all citizens, including those in rural and remote areas. Efforts have been made to provide internet connectivity and digital literacy training to empower marginalized communities.
6. **Continued Innovation:** The state government continues to innovate and expand its E-Governance infrastructure to meet evolving citizen needs and technological advancements. Initiatives such as data analytics, artificial intelligence, and block chain are being explored to further improve governance efficiency and effectiveness.

CONCLUSION

E-Governance has emerged as a powerful tool for promoting good governance, enhancing public service delivery, and empowering citizens in Telangana State. Continued investment in technology, capacity building, and stakeholder engagement will be crucial for sustaining and furthering the gains made in this domain. The state of Telangana has made significant progress in the area of e-governance, using technology to enhance public service delivery, improve transparency and

promote citizen engagement. Through various initiatives, the state government has committed to leveraging digital tools to streamline administrative processes and make governance more accessible and efficient for its citizens. Implementation of projects like MeeSeva, T-App Folio and TS-iPASS have revolutionized service delivery by enabling citizens to access government services online, reducing paperwork and reducing bureaucratic hurdles. Additionally, initiatives like TS-iPASS have eased the ease of doing business by simplifying the process of obtaining industrial approvals and licenses. Additionally, the state's efforts in establishing digital infrastructure, including the Telangana fiber grid, have laid a solid foundation for expanding Internet connectivity and bridging the digital divide, ensuring that even remote areas have access to digital services. However, there are areas that warrant more attention, such as cyber security measures and ensuring digital literacy among all sections of society to fully utilize the benefits of e-governance.⁹ Additionally, ongoing efforts should focus on enhancing the user experience of digital platforms, ensuring their accessibility for all citizens, including people with disabilities. Telangana State's e-governance initiatives have positioned it as a leader in leveraging technology for inclusive and efficient governance. Continued investment in digital infrastructure, innovation and capacity building will be essential to sustain and further enhance these achievements in the future.¹⁰ By embracing technological advancements and fostering a culture of innovation, Telangana can continue to empower its citizens and drive socio-economic development across the state.

REFERENCES

1. Bala M., & Verma D. (2018). Governance to good governance through e-governance A critical review of concept, model, initiatives and challenges in India. *International Journal of Management, IT and Engineering*, 8(10), 224-269.
2. http://www.wits.ac.za/files/kqihv_896295001349962507.pdf
3. https://darpg.gov.in/sites/default/files/MeeSeva_Case%20Study_v1.0.pdf
4. <https://it.telangana.gov.in/sectors/e-governance/https://www.iipa.org.in/cms/public/uploads/548931658912211.pdf>
5. *International Journal of Electrical & Computer Sciences*, 12(01), 1-6. *10 Journal of Public Sector Management*, 23(3), 254-275. <https://doi.org/>
6. Kumar, S. S., & Jeyaprabha, B. (2021). Citizen Awareness and Perception on Digital India

- Services in Greater Chennai Corporation. *Annals of the Romanian Society for Cell Biology*, 25 (4), 6541-6548. Available at: <https://www.proquest.com/open-view/f44a9d0b15afa46ea5f535f02c7f2c1c/1?pqorigsite=gscholar&cbl=2031963>
7. Mallika V. V. (2022, June). Effectiveness of e-governance initiatives in Telangana: A study of citizen services monitoring system. *Nagarlok*.
 8. Management Towards a Public Service Dominant Approach". *The American Managing Service Quality: An International Journal*, Vol. 13 No. 3, pp. 233-246.
 9. Osborne, S. P. (2010). *The New Public Governance*, Routledge, London.
 10. Osborne, S. P., J. Radnor and G. Nasi (2013), "A New Theory of Public Service
 11. Pathak, R.D., Singh, G., Belwal, R. and Smith, R.F.I. (2007), "E-governance and Perspective. *Journal of Accounting and Finance in Emerging Economies*, 6(3), 905 public sector service delivery in India, Ethiopia and Fiji. *International*
 12. Saxena, S. (2018), Perception of corruption in e-government services post-launch
 13. Singh, G., Pathak, R. D., Naz, R. and Belwal, R. (2010). E-governance for improved
 14. Sumathy, M (2021). "A case study on Customers Utilization and satisfaction of E-governance services in Coimbatore. " *Turkish Journal of Physiotherapy and Rehabilitation*, 32,3. Available at; <https://turkjphysiotherrehabil.org/pub/pdf/321/32-1-886.pdf>
 15. Ume Laila, Najma Sadiq, Tahir Mehmood, & Muhammad Farhan Fiaz. (2020). E-Governance as a Roadmap to Good Governance: A Digital Punjab Vol. 7 No. 3, pp. 195-208.
 16. *World Public Sector Report (2015)*, Responsive and Accountable Public Governance.

