
RESPONDENTS OPINION TOWARDS THE SERVICES AVAILED FROM PUBLIC DISTRIBUTION SYSTEM, TANGEDCO AND E-SEVA CENTRES IN COIMBATORE DISTRICT

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Abstract

Today e-governance has become an integrated part of democracy countries. Also, the importance of computerization and e-governance in introducing transparency and accountability in the functioning of governments is obvious. There are many stumbling blocks like poverty, illiteracy, poor IT infrastructure, lack of awareness, and political as well as psychological problems in the growth of e-governance in India. Legal system is still very archaic for the growth of e-governance. Low emphasis on process re-engineering, poor management of knowledge and human resources, lack of coherent government policies, government unwilling to commit funding, corruption, inefficiency, and incompetence present in public services and welfare/ development projects, lack of co-ordination between different service agencies are also recognized as major challenges for implementing an effective e-governance. Unless all these issues and problems are dealt with e-governance can't really take-off in India. The present study is immensely useful to general public and Government. The study will assist general public to understand the type of E Services offered by the Government of Tamilnadu and to understand the level of utilization of E Services and problems faced by them on using E Services, thereby Government could take suitable steps to contain the problems faced by general public and to assist general public to avail necessary services from Government without corruption. Further, the study also offer suitable suggestions to Government for successful implementation of E Governance practices in Coimbatore and to offer quick services to the public at their door step and to make Coimbatore as Corruption free.

Key Words: E-governance, Public Distribution System, TANGEDCO, E-Seva Centres, Services

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1. Introduction

The introduction of E-governance in India started in the late 60s and early 70s with an emphasis on computerizing applications for defense services, economic planning, national

census, tax collections, etc. However, from the early 90s, E-governance has taken on a broader dimension, using IT for wider sectoral applications with a policy emphasis on reaching out to rural areas and considering solutions offered by NGOs and the private sector. While the emphasis was initially on automation and computerization, the later forays began to encompass connectivity, networking, setting up systems for processing information and delivering services. While considering minor terminologies, services ranged from information technology automation from individual departments, public grievance systems, electronic file handling and access to entitlements, service delivery for high volume routine transactions such as payment of bills and tax dues to meeting poverty alleviation goals through the promotion of entrepreneurial models and provision of market information. The effective use of ICT services in government administration has greatly enhanced existing efficiencies, driven down communication costs and increased transparency in the functioning of various departments. It has also given citizens easy access to tangible benefits, be it through simple applications such as online form filling, bill sourcing and payments, or complex applications like distance education and tele-medicine. By recognizing the importance of E-governance in easy governance the Tamilnadu state also started the initiative in the early 90s. In Tamilnadu, though a number of agencies initiated a number of e-governance projects with the ultimate aim of serving citizens in a speedy and transparent manner through local governments and other public utilities viz. registration department of the government, water authority, motor vehicle department, civil supplies etc. these initiatives did not fulfill the promises in its entirety. But, it is very evident that the several e-governance applications such as *Sulekha* (plan monitoring system), *Sevana* (civil registration - birth/death/marriage and social security schemes), *PEARL* (Computerization of land records and provision of citizen services) etc. are used extensively by the different categories of people (CDS-E-Governance report, 2010). But, while reviewing different literature on e-governance initiatives of the Tamilnadu Government it is observed that there is a research gap in the area of service delivery, constraints in delivering the service and a suggestive way in the e-governance practices of local governments of Tamilnadu

2. Literature Review

Thomas Barnebeck Andersen (2009) conducted an empirical study on the impact of e-governance on the variable - control of corruption. It analyzed about 149 countries with two time observations (1996; 2006). The study was conducted on both OECD (Organization for Economic Cooperation and Development) and non-OECD countries. Since OECD countries are already in the stage of reduced corruption and more transparent government, the introduction of e-governance had significant effect on reducing corruption in non-OECD countries than OECD countries. Rizwan Hassan (2013) found that the SAARC countries had all performed e-governance well except Bangladesh. The key challenges enumerated for implementation of e-governance at Bangladesh includes political issues, human resource issues, funding issues, ICT penetration issues, change management issues and IT policy. Ali Alawneh et.al.(2013) in their study on e-satisfaction level with the Jordan e-Government portal by Jordanian citizens. The five e-satisfaction determinants are security and privacy,

trust, accessibility, quality of public services, awareness of public services. Sharma, G (2014) conducted a case study in Nepal in the context of e-government based on public participation, service delivery, challenges and ethical issues. The finding of the study was focused on good governance which includes issues of efficiency of service delivery, empowerment of citizens, transparency, and accountability. Ganesh N, Balaraman P and Priya K (2019) in their paper made an attempt to trace out the global trends in e-governance technology and applications. They have found that in Ghana, connectivity has been given to all the citizens in the remote areas through solar energy whereas the Government of Turkey has provided the citizens, the facility of filing petitions and seeking information through electronic mode. Senthilnathan C.R. and Dhayalan V (2019) in their paper found that there was a positive but fair impact of service stability and service quality on the consumer satisfaction whereas the impact of system reliability on consumer satisfaction was little higher than the above two constructs. M. Uthayakrishnan (2020) investigated the e-governance practices in Tamil Nadu with reference to computerization of land records. The state unit of National Information Centre has launched its web portal during the year 2008 which enabled the citizens to view and extract the land records like Chitta, A Register, Patta documents, survey numbers, etc. Feedback facility is also provided to the citizens to record their experience in utilising the services through this web portal. S. Manonmani (2020) found in her study that the rural people have been using digitization in various fields. Service delivery of government through digitization has been utilized by the rural people with their own devices and common service centres also. The use of common service centres was found greater among citizens than using their own devices. Therefore, it is concluded that the role of common service centres is essential in e-governance.

3. Objectives of the Study:

- To study the awareness level on public distribution system services in Coimbatore.
- To study the awareness level on TANGEDCO services in Coimbatore.
- To study the problems faced by public in using e-seva services.

4. Methodology

The study is analytical and descriptive in nature based on primary data. Primary data have been collected by employing Questionnaire from the General Public. Sample respondents have been selected by employing Stratified Random Sampling technique. The study covers public distribution system services and TANGEDCO services of the Government of Tamilnadu and the challenges faced by general public. The geographical coverage of the study includes rural and urban areas of Coimbatore district. The assessment will be made based on the opinion of general public. Friedman's ranking test has been applied to identify the challenges face by public while availing services offered by e-seva.

5. Analysis and Interpretation:

From the above table it is inferred that, 50.6% of the respondents are extremely aware, 29.9% of the respondents are somewhat aware and 19.5% of the respondents are not aware. Hence,

majority of the respondents are extremely aware of apply for new card based on the factor. Regarding Alterations to the card, 44.1% of the respondents are extremely aware,28.9% of the respondents are somewhat aware and 27% of the respondents are not aware. Hence, majority of the respondents are extremely aware of alterations to the card.According to the factor, Printing of Smart card, 57.4% of the respondents are extremely aware,26.6% of the respondents are somewhat aware and 16.0% of the respondents are not aware. Hence, majority of the respondents are extremely aware of Printing of smart card.With regards to Card Surrender / Cancellation, 55.8% of the respondents are extremely aware, 16.9% of the respondents are somewhat aware and 27.3% of the respondents are not aware. Hence, majority of the respondents are extremely aware of Card Surrender / Cancellation. It has been observed from the factor New User Registration that, 50.7% of the respondents are extremely aware, 32% of the respondents are somewhat aware and 17.4% of the respondents are not aware. Hence, majority of the respondents are extremely aware of New User Registration.Based on Family Card Blocking / unblocking, 35.9% of the respondents are extremely aware, 29% of the respondents are somewhat aware and 35.1% of the respondents are not aware. Hence, majority of the respondents are extremely aware of Family Card Blocking / unblocking.

Table 5.1
Respondents Awareness on Public Distribution System Services

Services	Total No of Respondents	Category		
		Extremely Aware	Somewhat Aware	Not Aware
Apply for New Card	No of respondents	609	360	235
	Percentage	50.6	29.9	19.5
Alterations to the Card	No of respondents	325	348	531
	Percentage	27.0	28.9	44.1
Printing of Smart Card	No of respondents	691	320	193
	Percentage	57.4	26.6	16.0
Card Surrender / Cancellation	No of respondents	672	203	329
	Percentage	55.8	16.9	27.3
New User Registration	No of respondents	610	385	209
	Percentage	50.7	32.0	17.4
Family Card Blocking / unblocking	No of respondents	432	349	423
	Percentage	35.9	29.0	35.1

Source: Primary Data

Table 5.2
Respondents Awareness on TANGEDCO Services

Services	Total No of Respondents	Category		
		Extremely Aware	Somewhat Aware	Not Aware
Electricity Bill Payment	No of respondents	814	196	194
	Percentage	67.6	16.3	16.1
Registration of New LT Connection	No of respondents	554	520	130
	Percentage	46.0	43.2	10.8
Payment for New LT Connection	No of respondents	678	254	272
	Percentage	56.3	21.1	22.6

Source: Primary Data

From the above table, it is observed that, Electricity Bill Payment, 67.6% of the respondents are extremely aware, 16.3% of the respondents are somewhat aware and 16.1% of the respondents are not aware. Hence, majority of the respondents are extremely aware of Electricity Bill Payment. With regards to Registration of New LT Connection, 46% of the respondents are extremely aware, 43.2% of the respondents are somewhat aware and 10.8% of the respondents are not aware. Thus, majority of the respondents are extremely aware of Registration of New LT Connection. Based on the factor, Payment for New LT Connection, 56.3% of the respondents are extremely aware, 21.1% of the respondents are somewhat aware and 22.6% of the respondents are not aware. Therefore, majority of the respondents are extremely aware of Payment for New LT Connection.

Chart 5.1
Percentage Analysis of Respondents Awareness on Public Distribution System Services

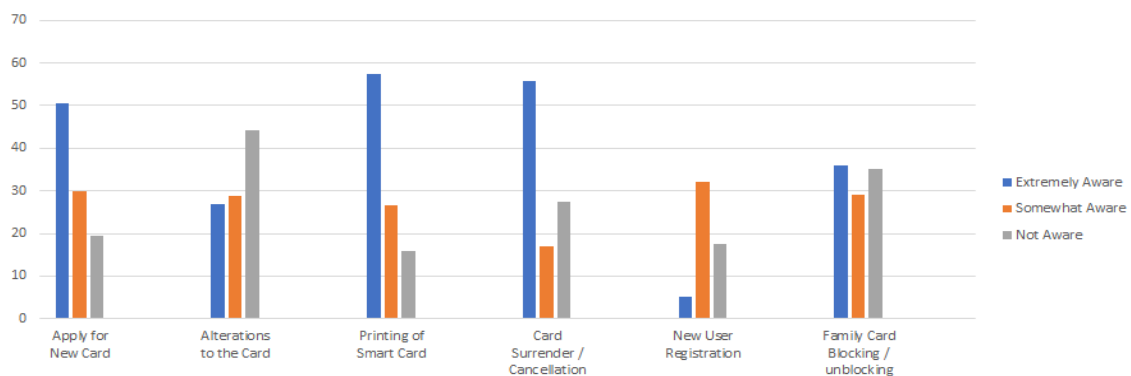
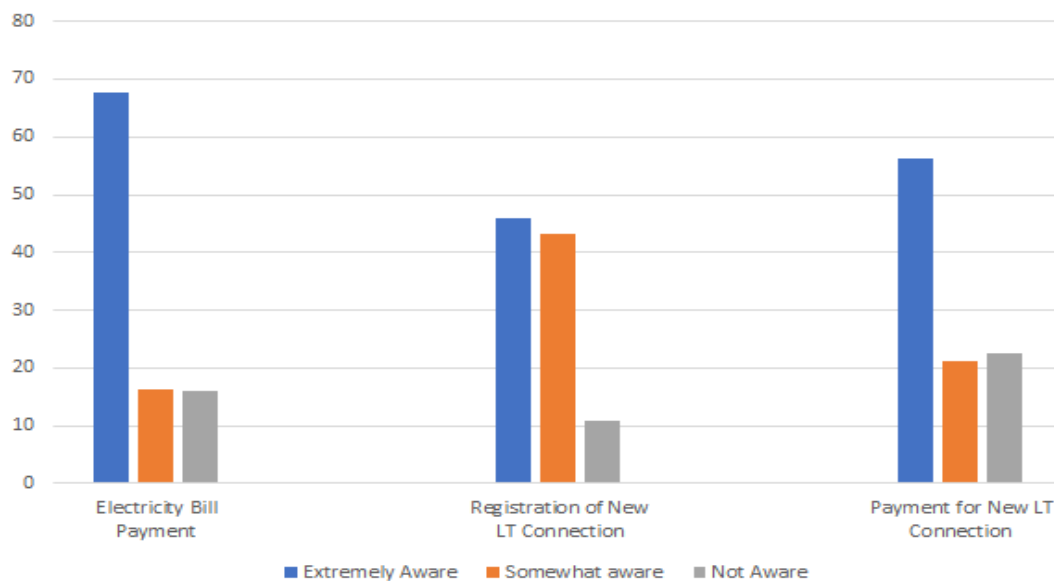


Chart 5.2
Percentage Analysis of Respondents Awareness on TANGEDCO Services



Major Problems Faced by General Public on Making Use E Services - Friedman’s Rank Test

Table 5.3 shows the ranking of major problems faced by general public on making use E services.

Table 5.3
Major Problems Faced By General Public on Making Use of E- Services

Sl. No	Reasons	Mean Rank	Rank	N	1204
1	Lack of administrative model	4.04	4	Chi-Square	25.64
2	Lack of appropriate infrastructure	4.07	5		
3	Shortage of power	3.75	1		
4	Inconvenient atmosphere of computerization	3.80	2	Asymp. Sig.	0.001
5	Lack of inter-connectivity between the sources of data	4.02	3		
6	High waiting time for service delivery	4.15	6		

Source: Primary Data

The above table predicts the mean rank, where mean of 3.75 for Shortage of power stands at the top, Inconvenient atmosphere of computerization stands second with the mean of 3.80, Lack of inter-connectivity between the sources of data are at the third stand of preference with the mean rank of 4.02, Lack of administrative model stands at fourth place with mean of 4.04, Lack of appropriate infrastructure at fifth place with the mean of 4.07, High waiting time for service delivery stands as last with the mean of 4.15. The ranking as per the above table is valid as the chi-square table values ($\chi^2 = 25.64, P = 0.001 < 0.000$).

6. Conclusion

The results show the respondents awareness on Public Distribution System Services. Six factors are considered for the study to understand Public Distribution System Services. From the overall weighted score, it is understood that the Apply for new card are higher with a score of 2.04 followed by new user registration with a score of 1.75, Card Surrender/ Cancellation with a score of 1.71 and the least factor was found to be Family Card Blocking/unblocking with a score of 1.60. But on an average, it is understood that majority of the respondents are extremely aware of services provided in Public Distribution System Services. With regards to the respondents awareness on TANGEDCO Services, Three factors are considered for the study to understand TANGEDCO Services. From the overall weighted score, it is understood that the Electricity bill payment are higher with a score of 2.66 followed by Registration of New LT Connection with a score of 2.65 and the least factor was found to be Payment for New LT Connection with a score of 2.48. But on an average, it is understood that majority of the respondents are extremely aware of services provided in TANGEDCO Services.

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