CHAPTER X

CONCLUSION

E- Governance and electronic delivery of services is now here to stay and only set to grow exponentially in the coming years. Municipal corporation websites play an important and major role in providing the via media for interaction and electronic delivery of services.

The study explored the first interface between the government and the citizens of the Municipal Corporations by way of analysis of the selected websites. The results as brought forth in the earlier chapters gives a comparative scale of 20 Municipal Corporations about the adherence to GIGW guidelines. There are non conformities in the websites, important enough to be addressed.

The website analytics using various software brings out a comparative scale in terms of the number of errors encountered. Mobile friendliness checks highlighted the lacunae in the websites to cater to the requirement of an overwhelming majority of internet users.

The study also dwelt upon the degree of services listed under the XII schedule that have been brought into the ambit of the website.

Inputs sought from the Municipal Corporations provided the effectiveness metrics that the e-services of the Municipal Corporations. The results are apparently not encouraging though the trends are, offers scope for improvement. The question is 'how much is OK'. What is the benchmark? Can we say that 50% personnel using the online route is good enough or we should aim for 100%? Is it a practical proposition for achieving 100%? At this point in time one can only say that a 3% online usage is

certainly low and a 25% usage revealed is substantial. There are possibly extraneous reasons like internet penetration, reliability, online payment apprehensions etc... as well as possibly intrinsic reasons that needs to be studied. The first step being to know that right now, it is low in spite of the efforts taken. The study serves to highlight this aspect.

What is a website in this context? It is the Government that one can see. While the website exists in the virtual domain, it is the most wholesome and 'real' form of the government that is visible. A poor website that does not have any online facilities or worthwhile information is a reflection on the functioning of the government; as the citizen would perceive.

To put it in a simple fashion, accessing the website should be an enjoyable experience and the visitor should want to visit the website out of choice. The focus of the website is thus not all about payments and revenue collection alone but also be citizen friendly and citizen centric.

The study inclusive of the recommendations and suggestions hopefully would bring into focus the need for introspection about the websites and serve to bring about improvements.