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E-Service Delivery: A Comparative Study of SETU, Maha e-Seva Kendra and MahaOnline

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ABSTRACT

e-Governance involves the use of Information and Communications Technology (ICT) at the front end, back-end, service design, and deployment. Advancement in ICT has proved faster, reliable service delivery at the doorstep of citizens. This paper presents a comparative analysis of e-Service delivery initiative SETU, Maha e-Seva Kendra (CSC) and MahaOnline with special reference to Maharashtra (India). Finally, the paper presents a review of some noteworthy literature on e-service delivery progress across the world.

KEYWORDS: e-Services, e-Participation, e-Governance Index, Mahaonline, Digital India.

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