Citizens Response towards e-governance and its Initiatives in Greater Hyderabad Municipal Corporation (GHMC)

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Abstract

The "e" in "e-Governance" refers to "electronic." This is why we term it "e-Governance," or using information and communications technology to carry out and achieve goals of governance (Information and Communication Technology). As vital as it is to protect the legal rights of all people, guaranteeing fair access to public services and the advantages of economic development are also crucial aspects of governance. Government accountability and transparency are also included as elements of good governance. Several issues must be addressed before this can happen, including how the government operates and interacts with individuals. It will also need capacity building of government and public education on e-Governance. Efforts are made in this study to analyze the impact and problems of implementing an e-governance initiative called Citizen Service Centers in the Greater Hyderabad Municipal Corporation (GHMC) in Telangana state. Three zones (Kukatpally, Secunderabad, and Khairatabad) in the research region are selected, and each zone has three circles chosen for sampling. Three hundred sixty participants were included in the study, with 40 participants from each circle answering the survey questions. In the investigation, the Citizen Service Centres (CSCs) program is shown as an attempt to reap the advantages of good governance. CSCs, which act as entry points for a wide range of electronic services, can help create a technologically and financially accessible society. They are not simply delivery stations for the Greater Hyderabad Municipal Corporations. A bottom-up approach focusing on urban people is necessary to foster community involvement and collective action for social change. A centralized collaborative framework for service delivery to residents through CSCs is also a vital component of the system's success and endurance. People's daily lives were

made a lot easier, thanks to the establishment of citizen service centers. This is a direct outcome of the zeal and dedication to developing e-governance.

Keywords: E-governance, Citizen Service Centres (CSCs), ICT.

Introduction:

E-governance extends beyond the purview of e-government. However, e-governance enables constituents to participate directly in governmental operations, while the term"e-government"only refer to the transmission of government services and information through electronic means. There is much more to e-governance than a government website and an e-mail service **[1]**. When it comes to the e-governance, it's not simply about service delivery. It's not merely about digital access to government information or electronic payments, electronic certificates, but the reduction of human intervention and the reduction of human judgments in the service delivery. As much as technology alters citizen-to-citizen interactions, it also alters government relations.

Service delivery and governance structures are changing via a process known as convergence to fulfill citizens' ever-increasing demands by integrating technical and economic efficiency. Individual situations of convergence of developing services and technology and the likely future patterns of the convergent services from other departments are equally crucial to explore **[2]**.

It is recommended that regulating safeguards on convergence technologies and services be implemented. The Central Government's "Informatics-led development program" is one way to encourage e-governance at all government levels to deliver services to people. Governments at all levels are implementing a "development with in" strategy to eliminate the "digital gap" and achieve a digital governance. Finally, the infrastructure needs for quicker Internet expansion and penetration and the convergence of service offerings to support existing initiatives and new services to build e-governance in the nation will lead to co-evolution.

People, Procedures, and Technology have evolved into a multi-threaded operating system to capitalize on the desk top revolution, open systems, network systems, database technology, parallel computing, and web technology-based services (i.e.,business-to-business(B2B),business-to-customer(B2C),customer-to-customer(C2C),

Government-to-government (G2G), government-to-citizen (G2C), government-to-business (G2B), Customer Relation Management (CRM), Supply Chain Management (SCM) and Corporate Knowledge Engineering. Society's social, economic, and cultural transformations are being driven by convergent information technology [3]. Unless all resources are converged, it becomes more challenging to get the most use out of them. New goods and services with improved capabilities and lower prices for the general public often result from technology convergence. Virtual business and industrial structures (electronic marketplaces, virtual value chains, and communities) will quickly be established in governance as a consequence.

The Greater Hyderabad Municipal Corporation (GHMC), Hyderabad, under the government of Telangana, is a massive institution with an administrative jurisdiction of more than 625 square kilometers and a responsibility to serve the daily municipal requirements of roughly 9 million people. It consists of six zonal and 18 circle offices [4]. The administration is the most diverse in functions, including everything from engineering and town planning to health and sanitation and urban biodiversity. Every day Commissioner of the GHMC gets between 250 and 300 files on average. The importance of adequately discarding these files cannot be overstated. The actual movement of data was more alarming than the sheer volume. The Commissioners' table is often strewn with piles of paper work, creating an unprofessional appearance. E-governance has become necessary at the GHMC for proper file management and services to combat these problems [5].

Literature Review:

Naik, S., Tapas, P., & Srivastava, M. (2021) [6]. They have entitled their work as **"Role of citizens' knowledge about e-governance initiatives in framing citizens' satisfaction."** An investigation of the impact of e-governance efforts on citizen satisfaction is the focus of this study .E-governance projects are relevant to the government, but the study results will reveal the public's impression of them. The study's findings suggested that India's e-governance programs are appropriate. Using this information, government agencies may devise and execute new methods of e-governance. It is possible that this research might serve as a feedback process for the Indian government's e-governance methods.

Chandra, S. (2021) [7]. Entitled his work **"The perceptions of citizens towards e-governance: a study of Lucknow urban agglomeration of India."** According to this research, users' perceptions of e-transparency, governance's accountability, and engagement in India's Lucknow urban agglomeration are being sought. E-government service satisfaction is also examined to see how demographic characteristics impact the degree of satisfaction. These aspects of e-governance have not before been investigated in the Indian context, and several demographic factors have not previously been examined. E-transparency component had the lowest degree of satisfaction, whereas accountability and participation had the highest level of satisfaction.

Sumathy, M (2021) [8]. Entitled her work as **"A case Study on Customers Utilization and satisfaction of E-governance services in Coimbatore."** Public satisfaction with a wide range of e-Seva services remains an important and relevant study area even though several studies have explored variables, models, and determinants

to better understand e-Seva usage and adoption. As a result, several studies have tried to establish a customary link between the acceptance of new technical information and future usage. According to recent research, E-Seva services are more likely to be used if satisfied.

Kumar, S. S., & Jeyaprabha, B. (2021) [9]. Entitled their work as **"Citizen Awareness and Perception on Digital India Services in Greater Chennai Corporation."** The primary objective is to raise awareness of the Digital India initiative across the Indian sub-continent. The study's primary goals are Greater Chennai Corporation's citizens' knowledge and perception of digital India services. People living in the Greater Chennai Corporation were the target demographic for this study, which used a descriptive research approach. According to this research study, keeping citizens involved with digital services is essential for the digital India initiative. It leads to people feeling confident and working for more significant outcomes.

Gaps in the literature:

Much of the literature available in Indian and foreign contexts corroborates citizens' perceptions of e-governance for service delivery. The adoption of e-governance in public administration enhances the service quality and ensures the services without delay. This paper brings out the issues arising in the service delivery and the problems faced by the people after the introduction of Citizen Service Centre. Thus, the following objectives are reckoned to cement this gap in the literature.

Objectives of the Study:

1. To determine if citizens in the Greater Hyderabad Municipal Corporation are aware of e-Governance services (GHMC).

2. To identify the reason why GHMC people should utilize e-Governance services.

3. To find out the issues people have while accessing e-Governance services in the GHMC.

4. To offer suggestions to improve service delivery and policy strategy to enhance Citizen Service Centers' performance.

Hypotheses:

1. There is a substantial degree of awareness among urban citizens' on e-governance services in Greater Hyderabad Municipal Corporation (GHMC).

2. Introduction of e-Governance Initiatives enhanced speed and efficiency in service delivery

Need for the Study:

This article aims to establish a relationship between the effectiveness of e-governance and the level of citizen attitudes and expose GHMC residents' challenges in obtaining e-services. There is no doubt that e-governance has reached every home and practically every segment of society. Still, only a select handful have been able to captivate the attention of the general public, regardless of their background or level of education. There is a need to understand how the GHMC's residents perceive the government to help the people move towards good governance.

Scope:

This study focuses on the relationship between people's views of government services and their degree of satisfaction, how well online services work. However, several additional elements influence the e-governance landscape. Greater Hyderabad Municipal Corporation (GHMC) in Telangana serves as the focus of this paper's investigation of citizens' attitudes about e-governance.

Research Methodology:

The research relies on a structured questionnaire. Citizen Service Centres in GHMC were the primary data source for this study. Interviews and questionnaires are used to get the information. There are six zones in the GHMC. In this study, only three zones were taken for sampling. In the GHMC, stratified sampling is utilized to choose samples from three geographic regions/zones: Kukatpally, Secunderabad, and Khairatabad. The following table is depicted for sample size.

Table-1: Sample was taken for the survey from Zones and circles in GHMC

Zone	Circle	Sample size
Kukatpally	Kukatpally	40
	Alwal	40
	Quthbullapur	40
Secunderabad	Amberpet	40
	Musheerabad	40
	Begumpet	40
Khairatabad	Mehdipatnam	40
	JubileeHills	40
	Goshamahal	40
Total		**360**

Source: primary data

This stratified sampling approach is utilized to choose the samples to be analyzed. The overall number of participants in the research is 360, with 120 participants from each zone.

Results and discussion:

Table-1: Level of Education among the participants in GHMC

Zone	Education level of respondent						Total
	Illiterate	Primary	Secondary	Inter	Under Graduate	Post graduate & others	
Kukatpally	43	12	35	15	10	5	120
	35.83	10.00	29.16	12.50	8.33	4.166	100.00
Secunderabad	30	29	27	16	10	8	120
	25.00	24.16	22.50	13.33	8.33	6.66	100.00
Khairatabad	35	33	16	14	15	7	120
	29.16	27.50	13.33	11.66	12.50	5.83	100.00
Total	108	74	78	45	35	20	360
	30.00	20.55	21.66	12.50	9.72	5.55	100.00

Source: Primary data

Table-1 indicates the educational level of the respondents. Out of total 360 respondents, 120 are from the Kukatpally zone, in which 35.83 percent of the respondents are illiterate, 10.00 percent have completed primary education, 29.16 percent have completed secondary education, and 12.5 percent did intermediate, 8.33 percent are undergraduates, and 4.16 percent are Post Graduates. Out of 120 people surveyed in the Secunderabad region, 25 percent of the respondents are illiterate, 24.16 percent have completed primary education, 22.5 percent have completed secondary education, 13.33 percent did intermediate, 8.33 percent are undergraduates, and 6.66 percent are Post Graduates. Thirty percent of the 120 respondents from the Khairatabad zone are illiterate, 27.5 percent completed primary education, 13.33 percent completed secondary education, 11.66 percent did intermediate, 12.55 percent are graduates, and 5.83 percent are postgraduates and other professionals. We can infer from the above table that out of total 360 respondents illiterates occupy 30 percent, people who have completed primary education constitute 20.55 percent, secondary education completed people constitute 21.66 percent, intermediate(12.55 percent), undergraduates are 9.72 percent and 5.5 possess PG and other qualifications.

Table-2: Awareness on Citizen Service Centre among the respondents in GHMC

Zones	Awareness of the Citizen Service Centers					Total
	One year	Two years	Three years	Four years	Five years	
Kukat-pally	0	42	36	31	11	120
	0.00	35.00	30.00	25.80	9.20	100.00
Secunde-rabad	10	69	21	10	10	120
	8.30	57.50	17.50	8.30	8.30	100.00
Khaira-tabad	20	87	6	4	3	120
	16.70	72.50	5.00	3.30	2.50	100.00
Total	30	198	63	45	24	360
	8.30	55.00	17.50	12.50	6.70	100.00

OF	EF	O-E	(O-E)2	(O-E)2/E
0	0	0	0	0
42	66	-24	576	8.72
36	21	15	225	10.71
31	15	16	256	17.06
11	8	3	9	1.12
10	10	0	0	0.0
69	66	3	9	0.13
21	21	0	0	0.0
10	15	-5	25	1.66
10	8	2	4	0.5
20	10	10	100	10.0
87	66	21	441	6.68
6	21	-15	225	10.71
4	15	-9	81	5.4
Df=8,Sig=0.05,Chy-Square=15.50				69.37

Null hypothesis: 1.There is no substantial degree of awareness among urban citizens' on e-governance services in Greater Hyderabad Municipal Corporation (GHMC). To find out the null hypothesis Chi-square test was performed. After testing the null hypothesis it is found that calculated chi-square value is (69.37) greater than the table value of chi-square (15.50). Hence Null hypothesis is not accepted. Alternate hypothesis is accepted.

Table-2 shows the years of awareness on CSC. In the Kukatpally zone, out of 120 survey respondents, 35 percent have been aware of CSCs for at least two years, 30 percent have been aware of it since three years, and 25.8 percent since four years .Out of the 120 respondents in the Secunderabad zone two thirds know about CSCs since two years or less, while 21percent know about it for three years or longer. More than two thirds respondents in Khairatabad said they were aware of CSC since two years. The vast majority of those surveyed in GHMC have been familiar with the topic for at least two years before the survey's execution.

Table 3: Sources of information on awareness of Citizen Service Centre in GHMC

Zones	News paper	Television	Relatives	Other government employees	Other department Payment counters	Others	Total
Kukat-pally	24	15	30	51	0	0	120
	20.00	12.50	25.00	42.50	0.00	0.00	100.00
Secunderabad	8	32	18	58	4	0	120
	6.70	26.70	15.00	48.30	3.30	0.00	100.00
Khaira-tabad	6	12	31	64	5	2	120
	5.00	10.00	25.80	53.30	4.20	1.70	100.00
Total	38	59	79	173	9	2	360
	10.60	16.40	21.90	48.10	2.50	0.60	100.00

Source: Primary data

Table-3 shows where people in the study region first learned about the various Citizen Service Centers. Out of One hundred twenty people in the Kukatpally zone, 42.5 percent said they got their knowledge from their coworkers in government, while 25.5 percent said they got it from relatives. Among the 120 respondents in the Secunderabad zone, 48.3percent said they received information from other government personnel, while 26.7 percents aid they received information from television. The respondents of Khairatabad zone reported that they are receiving information from other government Officials (53%) and one fourth said that they are receiving information from family members (25.8%).

Table-4: Distance between Citizen Service Centers and the residence of the respondents

Zone	Distance between Citizen Service Centre to residence				
	5km	6km	7km	7.5km	8km
Kukatpally	15	11	26	0	6
	12.50	9.20	21.70	0.00	5.00
Secunderabad	21	8	25	2	2
	17.50	6.70	20.80	1.70	1.70
Khairatabad	21	11	29	1	9
	17.50	9.20	24.20	0.80	7.50
Total	57	30	80	3	17
	15.80	8.30	22.20	0.80	4.70

Source: Primary data

Table-4 shows the distance between CSCs and citizens' residence. In the Kukatpally zone, 21.7 percent of respondents live within 7 kilometers, 12.50 percent within 5 kilometers, 9.20 in six kilometers, and five percent respondents live within the radius of eight kilometers. In the Secunderabad zone, 17.5 of respondents' residence is within 5kilometers, 20.80 of respondents are within the seven kilometers, and 6.70 are within six kilometers. In the Khairatabad zone, 24.20 reside within 7 kilometers, 17.50 reside within five kilometers, and 9.20 reside within the six kilometers distance. We can infer from the above information that most respondents live within seven kilometers from the citizen service Centers in GHMC.

Table 5: Number of visits made for getting service from Citizen Service Centres.

Zone	Number of visits made for getting a service							Total
	2 visits	3 visits	4 visits	5 visits	6 visits	8 visits	10 visits	
Kukatpally	56	16	4	40	4	0	0	120
	46.70	13.30	3.30	33.30	3.30	0.00	0.00	100.00
Secuenderabad	55	20	13	15	17	0	0	120
	45.80	16.70	10.80	12.50	14.20	0.00	0.00	100.00
Khairatabad	81	12	14	4	5	2	2	120
	67.50	10.00	11.70	3.30	4.20	1.70	1.70	100.00
Total	192	48	31	59	26	2	2	360
	53.30	13.30	8.60	16.40	7.20	0.60	0.60	100.00

Source: primary data

Table-5: indicates the number of times citizens visited to avail the service.. According to survey results from GHMC, 46.70 percent of Kukatpally zone residents have visited twice to avail the service, while 33.30 percent have made five visits. Out of 120 people who answered the survey in the Secunderabad Zone, 45.80 percent made two visits, and 16.70percent visited thrice. In Khairatabad zone, 67.50 percent had made two visits to use

the service, while 11.70 percent have visited four times. Among 360 respondents, half of them have made two visits to Citizen Service Centers, while 16 percent have made five visits to Citizen Service Centers in total. There is a lot of room for improvement in rapid service delivery.

Table-6: Clarity and simplicity of processes and procedures for getting services from Citizen Service Centres in GHMC

Zone	Clarity and simplicity of processes and procedures			Total
	Nil	No	Yes	
Kukatpally	0	76	44	120
	0.00	63.30	36.70	100.00
Secunderabad	0	98	22	120
	0.00	81.70	18.30	100.00
Khairatabad	2	85	33	120
	1.70	70.80	27.50	100.00
Total	2	259	99	360
	0.60	71.90	27.50	100.00

Source: primary data

As seen in table-6, the respondents in our research region gave a high overall rating to e-governance's functions. In a survey of the GHMC service center's clarity and simplicity of processes and procedures, In Kukatpally zone 36.70 percent of respondents responded that there is clarity and simplicity of processes and procedures in CSC,while63.30percent said no to the statement.Amongthe120respondents from the Secunderabad zone, 18.30 percent replied positively, while 81.70 percent said no. In the Khairatabad zone, 27.50 percent of the 120 respondents replied yes while 70.80 percent of the respondents said no. Almost more than two thirds (71) respondents opined that there was no clarity and simplicity in processes and procedures.

Table-7: Speed and efficiency in the handling of queries in Citizen Service Centres of GHMC

Zones	No	Yes	Total
Kukatpally	47	73	120
	39.20	60.80	100.00
Secunderabad	23	97	120
	19.20	80.80	100.00
Khairatabad	13	107	120
	9.20	89.20	100.00
Total	83	277	360
	23.10	76.90	100.00

OF	EF	O-E	(O-E)2	(O-E)2/E
47	27	20	400	14.81
73	92	-19	361	3.92
23	27	-4	16	0.59
97	92	5	25	0.27
13	27	-14	196	7.25
107	92	15	225	2.44
				29.28
DF=2,Sig=0.05, Chy –Square =5.99				

Null hypothesis: Introduction of e-Governance Initiatives does not enhance speed and   efficiency in service delivery.

To find out the null hypothesis Chi-square test was performed. After testing the null hypothesis   it is found that calculated chi-square value is(29.28) greater than the table value of chi-square (5.99). Hence Null hypothesis is not accepted. Alternate hypothesis is accepted.

Table-7 demonstrates the overall perception of e-governance services by the participants in the research region. Three hundred sixty people were surveyed on the Speed and efficiency in the service delivery. In the Kukatpally zone, 60.80 percent of the 120 respondents responded that there was speed and efficiency in addressing inquiries, while 39.20 percent said no to the statement. In the Secunderabad zone, 80.80 replied yes to the question of query on speed and efficiency, while 19.20 of those surveyed said no. According to a survey conducted in the Khairatabad area, 89.20 percent of the120 respondents replied yes to Speed and efficiency in addressing inquiries, while 9.20 percent said no. On the whole, more than three fourth of respondents expressed that speed and efficiency in service center improved.

Table-8: Complaint handling mechanism in Citizen Service Centres of GHMC

Zone		Complaint handling mechanism			Total
		Nil	No	Yes	
Kukatpally	Count	0	42	78	120
		0.00	35.00	65.00	100.00
Secuenderabad	Count	0	30	90	120
		0.00	25.00	75.00	100.00
Khairatabad	Count	2	20	98	120
		1.70	16.70	81.70	100.00
Total	Count	2	92	266	360
		0.60	25.60	73.90	100.00

Source: primary data

Table-8 provides an overall evaluation of the functions of e-government by the respondents in the research region. Three hundred sixty respondents evaluated complaint management mechanisms at the service center of the GHMC. From the Kukatpally zone, 65 percent of 120 respondents responded that the complaint processing method was good, while 35 percent said that the complaint handling mechanism was not effective. Among the 120people who took part in the survey in the Secunderabad zone, 75.5percent responded positively, and 25 percent said no to the question of a complaint handling process. Among the 120 respondents from the Khairatabad zone, 81.70 percent answered yes to the Complaint handling method, while 16.70 percent said no. Moreover, nearly three-fourth (266) of those surveyed by GHMC stated they were satisfied with the service center's complaint processing process.

Table-9: Convenience of the location of center/office

Zone		The convenience of the location of center/office			Total
		Nil	No	Yes	
Kukatpally	Count	3	16	101	120
		2.50	13.30	84.20	100.00
Secunderabad	Count	0	14	106	120
		0.00	11.70	88.30	100.00
Khairatabad	Count	4	19	97	120
		3.30	15.80	80.80	100.00
Total	Count	7	49	304	360
		1.90	13.60	84.40	100.00

Source: primary data

Table-9 illustrates how respondents in the research region rate the various e-governance services. In GHMC, 360 respondents were asked to rate the convenience of the service center's location. 84.20 percent of the 120 respondents in the Kukatpally zone replied that the office location was convenient, while 13.30 percent said no to the same. In the Secunderabad zone, 88.30 percent of those surveyed replied yes to the query whether the center/location offices were convenient, while 11.70 percent of those surveyed said no the statement. From Khairatabad, 80.80 percent responded yes to the convenience of center/office, while 15.80 percent said no to the same thing, respectively. A large majority of GHMC respondents replied yes to the convenience of the placement of the center/office at the service center.

Table-10: Implementing e-governance has improved government performance

	Strongly Disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Total
Kukatpally	12 10.00	39 32.50	35 29.20	34 28.30	0 0.00	120 100.00
Secunderabad	4 3.30	32 26.70	25 20.80	47 39.20	12 10.00	120 100.00
Khairatabad	3 2.50	21 17.50	16 13.30	69 57.50	11 9.20	120 100.00
Total	19 5.30	92 25.60	76 21.10	150 41.70	23 6.40	360 100.00

Source: primary data

There has been a noticeable improvement in the government's public image and performance as the e-governance application was implemented, as seen in Table-10. There were 120 respondents from the Kukatpally zone in GHMC, with 32.50 percent expressing their disapproval, while 29.20 percent were undecided, and 28.30 percent agreed to the statement. Out of 120 people surveyed in the Secunderabad region, 39.20 percent said they agreed, 26.70 percent said they disagreed, and 20.80 percent said they were not sure. Nearly half (57.50 percent) of120 respondents in the Khairatabad zone supported the introduction of e-governance, while 17.50 percent opposed it, and 13.30 percent are undecided. Nearly half of the total respondents felt that governments'performance improved after establishing CSCs.

Suggestions to improve the performance of Citizen Service Centres;

> Digital platforms may be used to bring people and the government closer together.More awareness programmes have to be conducted.

> Technology may be used to transform citizen services via the usage of India's Stack of artifacts, including Aadhaar, the UPI, Digi Locker, UMANG, e-Sign.

> Rapidly develop public digital platforms in major social areas such as health, education, and agriculture by utilizing open, interoperable architecture for linked services.

> It has operationalized the framework for data governance to enable data

exchange across government institutions and to make all data on data. gov. in public except for a negative list. Assemble protocols for obtaining and storing information that may be used to construct a data economy.

> Use new technologies like Artificial Intelligence, Machine Learning, and Block Chain for Social Empowerment ethically.

> The formation of a massive pool of highly qualified personnel on cutting-edge technologies may help CSCs serve as a center for new technology development.

> Ensure that the government's infrastructure can endure pandemic-like interruptions by implementing solid technical solutions.

> Enhance government services with a focus on R&D and process reengineering.

> Through genuine competition among districts and mandals and Mee-Seva, it raises excellent governance to a greater degree.

> Involve citizens at the grassroots level in the end-to-end service delivery process by using technology.

> Government services must be designed and delivered in a "digital-first" manner.

CONCLUSION:

Telangana is a vast state with many people living below the poverty line, low literacy, poor infrastructure, tight budgets, and other issues that make implementing e-governance more difficult. However, the state of Telangana has emerged as a pioneer in the e-governance field. Hyderabad is now the capital of the entire state with rapid development in all growth parameters. People in Hyderabad city now have access to more excellent services by establishing a Citizen Services Center. The Citizen Services Center (CSC) program is an effort to reap the benefits of good governance. A technologically and financially accessible society maybe achieved via CSCs, which serve as entry points for numerous electronic services. Greater Hyderabad Municipal Corporation's CSCs are more than just service delivery stations. They are in a position to affect change through fostering urban entrepreneurship and enhancing urban capacity and livelihood. Mobile connectivity is already a reality because of cell phones' rising popularity. Mobile Seva efforts focusing one-governance and cloud computing characteristics should be considered for greater dissemination and use. Today's e-governance development path requires immediate attention to policies that foster an environment that encourages citizen participation at all levels of government and a focus on the horizontal integration of systems that will eventually allow for vertical integration. The Citizen Service Centres in Telangana state are becoming a bridge between people's aspirations and governments' efforts to reach the goals of good governance.

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