# A Study on the Comparative Analysis of Common Service Centres from J&K and Kerala.

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**Abstract**

Envisioned to function as frontline delivery points of g2c (government to citizen) services, Common service Centre is an ambitious 1.2 us billion-dollar project under the NeGP (National e-governance plan). Studies have shown that the CSC's had a remarkable impact on the government to citizen services on multiple parameters. Branded as Akshaya Centres in Kerala, CSC's from the state are figuring at the top across the country when it comes to performance while as Khidmet Centres from J&K are figured as average performers. This study is about the comparative analysis of centers from both states with an objective to investigate that what and how makes centers from one state as star performers while as from other as average. For the purpose of the study secondary data sources were consulted. This was followed by comparison of selected performance parameters. Findings showed Centres from Kerala way ahead to Centres from J&K

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## 1. Introduction

One of the most important strategies for sustainable development in the twenty-first century has been identified as the use of information and communication technologies in the delivery of g2c services (Nations 2010). Governments all over the world are investing extensively in e-governance with the goal of making information and services easily accessible to their citizens (Estevez and Janowski 2013). The United Nations has spent 216 million USD on e-governance initiatives globally. Disintermediation, which can only be produced by establishing direct ties between the government and its constituents, can accomplish this. To establish direct, affordable, and accessible linkages with the people, the Indian government launched a US $10 billion plan to establish more than 15,000 common service centres around the country (Anon n.d.-c). Many G2C and B2C services were to be front-end delivered through these Centers. The CSC scheme, which was approved in 2006, had a project budget of 5742 crores over a four-year term (1649 from government and 4093 from private entities) (Anon n.d.-b). The federal and state governments each contribute a portion of the government's share. These Centers were launched as a public-private partnership setup with the following three structure

   i) VLE: A village-level entrepreneur who would be adequately trained and chosen to manage a shared service centre that would be established in the group of five to six villages.

   ii) SCA: A service centre organization in charge of managing VLEs and CSCs on a state-by-state basis.

   iii) SDA: The State Development Agency will be in charge of the scheme's general operation and will be supervising the work of the SCA. The primary objective of setting up of common services centres