

QUALITY OF SERVICES: AN IMPORTANT PARAMETER FOR E-GOVERNANCE WEB PORTAL AUDIT

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ABSTRACT

The primary goal of G2C e-Governance models is to facilitate the process of citizen interaction with government. Citizen performs and expects transactions like information search for Circulars, Notifications, Schemes and Services, Applications, Tracking, Citizen Relationship Management, Land and Property Records, and Payment of Taxes, Renewing Licenses, etc. Online quality services, reduction in time and cost are some of the core objectives of any G2C e-Governance systems. Out of 80 e-Governance portals in the State of Maharashtra, India under G2C category, the web portal of Pimpri Chinchwad Municipal Corporation evaluated for Functional Content parameter has scored maximum points.

KEY WORDS: e-Governance, Maharashtra, G2C, parametric evaluation.

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