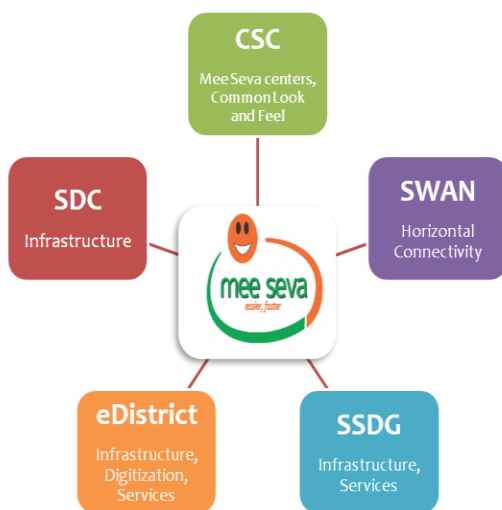# MeeSeva

"MeeSeva" in Telugu means, 'At your service', i.e. service to citizens. It is a good governance initiative that ncorporates the vision of National eGov Plan "Public Services Closer to Home" and facilitates single entry portal for entire range of G2C& G2B services.

The objective of MeeSeva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and non-discriminatory delivery of all government services to citizens & Businessmen of all strata and improved efficiency, transparency and accountability for the government. The initiative features transformed government-citizen interface at all levels of administration along with a shared governance model.

The Project brings in a digital PKI enabled integrated architecture through multiple service delivery points by fusing in the various pre-existing state initiatives with the Mission-mode Projects like State Data Center (SDC), State Wide Area Network (SWAN) and Common Service centers (CSCs) of the National eGovernance Plan (NeGP) of Government of India.

Mee Seva adopts the concept of central pooling of all Land records, Registration records and records of Socio-economic survey, digitally signing them with the digital signature certificates of the authorized officer, storing them in the database and rendering them using a web-service. All the documents rendered are digitally signed and electronically verifiable making them tamper proof. The project brings in strict adherence to citizen charter time limits and ushers in a whole new paradigm of across the counter services to ostensibly work flow services through massive porting and bulk signing of databases.

The kiosks are run by self-employed youth in the remote corners of the state who besides eking their livelihood provide a decentralized self-governance backbone to the administrative system. Multiple service delivery points run by citizens competing with each other redefine governance and bring in strict adherence to citizen charter time limits.

Mee Seva also ended the 'tyranny of ink signatures'. Most of the functionaries ranging from Tahsildars to Police SHOs to municipal commissioners have been using the digital signatures to clear Mee Seva requests, making it the country's largest such system. The process of aligning with Mee Seva has become a guiding philosophy of governance in the state which has come in as a silent wave and with its sweep revamped many moribund processes and approaches. Its effectiveness can be measured in the satisfied eyes of the citizens strengthening the democratic foundations of our country and bringing citizen centricity to the forefront. With Mee Seva in place, the stage is all set to implement and monitor the impending Right to Services Act in its true letter and spirit.