

A Study on Customer Awareness and Satisfaction of E-Governance through Akshaya Centres with Special Reference to Chazhur Panchayath

Dr Twinkle. K. Anthony, Mary Stella, Saneesh Kumar

Assistant Professor, Nirmala College of Management Studies, Meloor, Kerala, India

***Abstract:** Establishment of Akshaya-e-Kendra as an ICT access point, one for every 1000 families living in two or three municipal or Panchayat wards was the most important strategic decision. So, the purpose of the research is to identify the effectiveness of Akshaya centres in Chazhur panchayath for improving the life of the people and also to know the user satisfaction through Akshaya centres. This study will discuss on the user satisfaction which determines the service quality of e-governance through Akshaya centres with special reference to Chazhur panchayath. E-governance means electronic governance which is a form of governance achieved through the use of technology. E-governance assist the people to make appropriate communication with the government about its various schemes and services. Akshaya was considered as a milestone of information and communication technology project by Kerala state IT mission which has rewarded the people the effective and friendly governance through awareness and uses satisfaction on the basis of its service quality provided by the Akshaya centres in Chazhurpanchayath.*

Keywords: E Governance, Akshaya Centres, Corruption.

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