SUMMARY OF THE THESIS

E-governance is a contemporary concept in the discipline of Public Administration which tries its best to enhance efficiency in the governance system and also to ensure quality in the delivery of services to the citizens. SUWIDHA Centres are one of the significant e-governance initiative of Punjab Government.

The present study is an endeavour to examine and assess the role of “E-GOVERNANCE IN PUNJAB: A CASE STUDY OF SUWIDHA CENTRES IN SELECT DISTRICTS”. The study is spread over Six (6) Chapters in all.

The First chapter presents synoptic view of the study and has dealt with research methodology. The study has used Descriptive Research Design to examine the problem. The researcher has used already existing facts or information of the various aspects with respect to working and behaviour of the service provider in the delivery of services to service seekers of SUWIDHA Centres and provided working and service conditions to employees of the Centre and has tried to critically evaluate the same. The researcher has used both Qualitative and Quantitative methods for the analysis of the responses and the research is based on both primary and secondary data.

The Second chapter deals with the various laudable e-governance initiatives implemented in the state of Punjab.

The Third chapter deals with the organizational structure, working and services of SUWIDHA Centres in three select districts of Punjab State namely Ajitgarh, SBS Nagar and Amritsar.

The Fourth chapter, deals with level of citizen’s/service seekers satisfaction with the working and behaviour of the employees of SUWIDHA Centres in select districts.

The Fifth chapter, has assessed the level of employee’s satisfaction with the working and service conditions provided in SUWIDHA centres in select districts.

In the Last chapter, Hypotheses have been tested on the basis of findings of the study and certain issues and suggestions have been raised at the end.

I humbly believe that this research endeavour will bring positive change in the governance process for the betterment of the common people and the employees of SUWIDHA Centres as well.