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# Service quality perception: Citizen's appraisal of e-Sevai-common service centers (CSC) and revenue departments work in Tirunelveli district, Tamil Nadu

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## Abstract

The Government of Tamil Nadu has set Common Service Centre (CSCs) Project –e-Sevai maiyam in citizens living places including villages, to implant an efficient, transparent, reliable and affordable channel to deliver a range of G2C, or Government-to-Citizen, and B2C or Business-to-Consumer services. The Common Service Centre (CSC) act as a front end delivery channels to provide various Government services particularly revenue department related works. A study on the usefulness of CSCs to stakeholders and their appraisal about CSCs functions in the Tirunelveli district, Tamil Nadu was evaluated using random sample assessment of beneficiaries visiting CSCs related to their work in revenue departments. The study revealed that the CSCs are maximum used by educated individuals particularly males. The citizens report that the CSCs operated by private agencies are not offering satisfactory services when compared with government run CSCs. Services criteria like job finishing time, less errors in work completion, more service charges, bribe for uploading false data and not completing the job in one visit are common complaint in private CSCs. Satisfaction with in accessibility to Centre, office working time, stakeholders friendly approach, timely job completion, citizens confidence, citizens data security confidence and problems solving skill are reported in both government and private run CSCs but the degree of dissatisfaction is high with private CSCs. An inquiry about the citizen's awareness about the CSC shows that people in the study area are self-aware of the functioning of CSCs. The citizens recommend the use of government run CSC because it reduces time, economic, transparent, reducing error and no bribe. The study shows that CSCs is very helpful to the citizens. But the functioning style, skilled data entry person, a good internet connection, avoiding high uploading charges needs attention in both CSCs. Unchecking nature of submitted documents, poor and non-orderly uploading of documents will avoid rejection by officials on scrutiny and the center will increase the confidence level and citizen friendly nature

**Keywords:** Common service centre, digitalization, E-sevai Maiyam, revenue department work, Tirunelveli district

## Introduction

The Government of Tamil Nadu has set a vision to help the citizens through IT enabled Government Services in his/her living places including villages, to implant an efficient, transparent, reliable and affordable channel. For this system common Service Centre (CSC) Project was introduced by setting up the CSC project with interested partners to deliver a range of G2C, or Government-to-Citizen, and B2C or Business-to-Consumer services through the network of CSCs. The Common Service Centre (CSC) will act as front end delivery channels to provide various Government services. As per Government of India guidelines 1 Common Service Centre (CSC) has to be established for 6 Village Panchayats. Therefore around 2770 CSCs have to be established as per the norms of Government of India. However Government of Tamil Nadu has proposed to roll out 5440 CSCs throughout the State in the ratio of 1 CSC for every 3 Village Panchayats in a Public Private Partnership (PPP) model as envisaged by Government of India. Out of 5,440 CSCs targeted to be established; only about 10% were actually established by the SCAs. Tamil Nadu e-Governance Service Centres. Tamil Nadu Information. (Tamil Nadu Information Technology Department 2025 <https://it.tn.gov.in> > TNEGA). As of June 2025, there are 560,314 Common Service Centers (CSCs) established throughout India, with 436,208 in rural areas and 124,106 in urban areas, according to CSCSPV. These centers serve as access points for various e-governance and business In Tamil Nadu as of June 2025, there are a total of 10,420 Common Service Centres (CSCs) established in Tamil Nadu. This includes CSCs

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managed by TACTV (658), VLEs(1156), VPRC(4269) and PACS(4370). District e-Governance Societies Tamil Nadu Arasu Cable TV Corporation (TACTV) and Electronics Corporation of Tamil Nadu Limited (ELCOT) have been allowed to establish CSC (e-Sevai maiyam) in all the District headquarters, Taluk offices and Corporations and Municipalities. Primary Agriculture Cooperative Credit Society (PACCS), Village Poverty Reduction Committees (VPRCs) aided Pudhu Vaazhvu Project have been allowed to commence the e-Sevai centres in the rural areas of their jurisdiction across the State. International Fund for Agricultural Development (IFAD) has been allowed to commence the e-Sevai centres in the coastal/ remote areas. Village Level Entrepreneurs (VLE) has been allowed to commence the e-Sevai centres in the Villages. It is planned to expand the roadmap of CSCs, with a focus on deeper penetration, service expansion, and technology-led innovation. This new phase will include the integration of AI-based services, cloud solutions, and digitally enabled livelihoods, aiming to scale up CSCs as engines of rural innovation and Atmanirbhar Bharat (self-reliant India). This public-private partnership has made CSC the cornerstone of digital governance, citizen-centric delivery, and community transformation. CSCs is playing a pivotal role in empowering citizens in rural India—particularly women, farmers, and marginalized communities by offering them digital access, financial inclusion, healthcare, and livelihood support at their doorstep. The CSCs run by various agencies are being monitored by TNeGA. The scope of the program is to cover maximum Government services and provide all high quality and cost effective e-Governance services under one umbrella through the use of ICT. A highlight of the CSCs is that it will offer web-enabled e-Governance

services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills. A study conducted in Tamil nadu showed that for successful e-governance/e-seva, three constructs namely, system stability, service reliability and service quality are important and the study on consumer satisfaction informed that system stability and service quality have less positive impacts on consumer satisfaction. So the government has to improve their service. Whereas the service reliability is better as far as the satisfaction level of the consumers concerned. A study on e-governance projects must be citizen centric. In Karnataka e-governance projects planned without the involvement of villagers became unsuccessful. So there must be change in existing system of e-governance (Sukhavani 2023). A study conducted in Tamil nadu showed that for successful e-governance/e-seva, three constructs namely, system stability, service reliability and service quality are important and the study on consumer satisfaction informed that system stability and service quality have less positive impacts on consumer satisfaction. So the government has to improve their service. Whereas the service reliability is better as far as the satisfaction level of the consumers concerned. In Madurai E-Seva play a crucial role in delivering e-governance services to citizens in an affordable and timely manner. The e-Seva service in Madurai District needs to be strengthened to meet the needs of local beneficiaries. Activities should be strengthened with the help of innovative and effective organizational and infarct facilities to focus on promoting e-services according to the needs of local users (Sobiya 2024) <sup>[9]</sup>.

In the revenue administration the CSC plays a major role in Government to Citizen (G2C) Services (Table 1).,

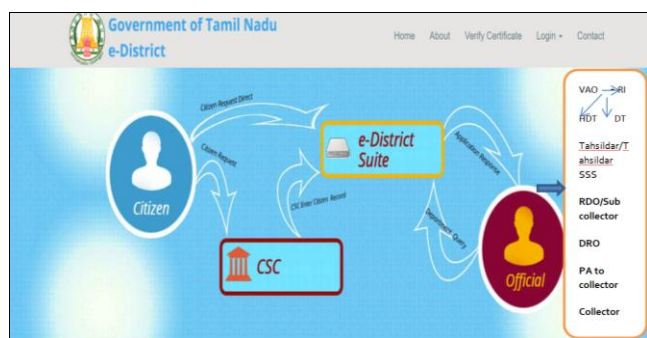
**Table 1:** List of services offered in Revenue related works and service charges in e-sevai centres (CSC)

Sl.no	Department Service Code and Services	Department Charges	Service Charge
1	REV-101 Community Certificate	0	60
2	REV-102 Nativity Certificate	0	60
3	REV-103 Income Certificate	0	60
4	REV-104 No Graduate Certificate	0	60
5	REV-105 Deserted Woman Certificate	0	60
6	REV-106 Agricultural Income Certificate	0	60
7	REV-107 Family Migration Certificate	0	60
8	REV-108 Unemployment Certificate	0	60
9	REV-109 Widow Certificate	0	60
10	REV-110 Print out of Birth Certificate for Revenue Villages	0	20
11	REV-111 Certificate for Loss of Educational Records	0	60
12	REV-112 Print out of Death Certificate for Revenue Villages	0	20
13	REV-113 Inter-caste Marriage certificate	0	60
14	REV-114 Legal Heir Certificate	0	60
15	REV-115 Other Backward Class (OBC) Certificate	0	60
16	REV-116 Residence Certificate	0	60
17	REV-117 Small / Marginal Farmer Certificate	0	60
18	REV-118 Solvency Certificate	0	60
19	REV-119 No Male Child Certificate	0	60
20	REV-120 Unmarried Certificate	0	60
22	REV-121 Issuance of Income and Asset Certificate for EWS	0	60
23	REV-122 Issuance of Jain Religious Minority Certificate	0	100
24	REV-123 Destitute Widow Certificate	0	10
25	<b>Revenue (Social Security Scheme)</b>		
	REV-201 Indira Gandhi National Old Age Pension Scheme(IGNOPS)	0	60
26	REV-202 Destitute Widow Pension Scheme(DWPS)	0	10
27	REV-203 Destitute Deserted Woman Pension Scheme (DDWPS)	0	10
28	REV-204 Unmarried Women Pension Scheme (UWPS)	0	10
29	REV-205 Chief Minister Uzhavar Pathukapu Thittam (CMUPT)	0	10

30	REV-206 Differently Abled Pension Scheme (DAPS)	0	10
31	REV-401 License under Pawn Broker Act	0	60
32	REV-402 Money Lender's License	0	60
33	REV-403 Temporary Crackers License	0	60
34	REV-404 Issuance of Public Building License	0	500
36	REV-501 Tamil Nilam – Full Field Patta Transfer	0	60
37	REV-502 Tamil Nilam – Joint Patta Transfer	0	60
38	REV-503 Tamil Nilam – Subdivision	0	60
39	REV-701 Grievance Day Petition	0	20
40	REV-702 Tamil Nilam - Extract of Areg	0	20
41	REV-703 Tamil Nilam – Extract of Chitta	0	20
42	REV-001 & REV-002 e-Adangal Crop entry & Abstract Download	0	400-600

In the e-sevai portals a prepaid e-Wallet model has been introduced for the efficient revenue sharing and collection. e-Sevai Portal is integrated with a Payment Gateway system (PayGov) and an e-Wallet TNeGA has implemented Aadhaar enabled biometric authentication for all CSC operators to login into e-District and e-Sevai portals to ensure the operators identity. Two factor authentications have been introduced, one is using the existing login credentials provided by the system and thenext is the introduction of biometric based e-sign solution (Aadhaar enabled biometric based login) for CSC operators to enter into the e-Sevai portal. TNeGA: TNeGA provides the platform and support for the centers. CAN (Citizen Access Number): This is a unique ID that citizens need to register for to avail of the services.

### Operating system model



### Tirunelveli district Common Service Centers

In Tirunelveli District, there are 2 Revenue Divisions, 8 Revenue Taluks, 370 Revenue Villages, 9 Panchayat Union / Blocks and 204 Panchayat Villages. Ambasamudram Cheranmahadevi Manur Nanguneri Palayamkottai Radhapuram Thisayanvilai and Tirunelveli are the taluks. In Tirunelveli district Common Service Centers (CSC) in Tirunelveli District includes operating in 2025 June are 383 numbers. (Tamil Nadu Arasu Cable TV26, Primary Agricultural Credit Co-Operative Society 155, Housing Society7, Magalir Thittam174, and Village Level Entrepreneur21. The population of Tirunelveli in 2025 is projected to be 616,000, according to Macrotrends. This is an increase from 604,000 in 2024. Tirunelveli is a city in the state of Tamil Nadu, India

### Background of the study

Although the government identified private players such as browsing centers to expand the scope of e-governance. To augment the capacity by roping in and to offer services beyond the working hours so that the services can reach more citizens many private e-sevai centres are set as

standalone centers or they could also be attached to businesses that provide other services such as browsing centers. In recent years, poor delivery of services by the private e-sevai centers and government-run centers has become a major problems and not citizens friendly. Hence the present study is planned to evaluate the functioning of e-sevai centers with the ultimate objectives the government has aimed.

### Objectives of the study

1. To evaluate the functioning of e-sevai centre in Tirunelveli district and citizens operation
2. Identifying the deviation from government norms and suggestions for rectification
3. Improving the operations of e-sevai centres old and new to ensure that the public who access the services have a seamless experience and that the operators also receive fair remuneration and better working conditions.

### Methodology

The study questionnaire comprised 23 questions to evaluate socio-demographic characteristics, and citizen's attitude towards e-sevai centres and official opinion. Total respondents were 500, based on random sampling. Some question responses used the Likert scale method where individual scores 1–10 were given, and composite scores were calculated. Scores 1–5 classified as unsatisfied and 6–10 classified as satisfied with authors' consensus (60% or more usually considered as satisfaction). Data were entered and analyzed according to the study objectives by using a recent version of SPSS.

### Results

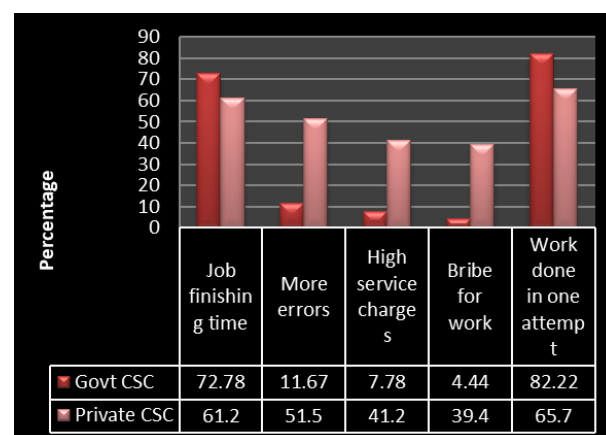
**Table 1:** Respondents Demographic Profile and their satisfaction in e- sevai centre n=500

Attributes	criteria	% of respondents)	Satisfaction levels (%)	
			Satisfied	Unsatisfied
Education	Schools	10.5	34.2	63.8
	Graduates	66.3	73.5	26.5
	Post-graduates	23.2	89.0	11.0
Profession	Students	38.9	87.3	12.7
	Business	11.3	65.6	34.4
	Government/Private/retired employees	20.4	80.5	19.5
	Farmers	17.1	46.8	53.2
	Unemployed	12.3	78.4	21.6
Gender	Males	70.5	79.4	20.6
	Females	29.5	56.1	53.9
Living area	Urban	86.34	93.4	6.4
	Rural	14.87	65.9	34.1

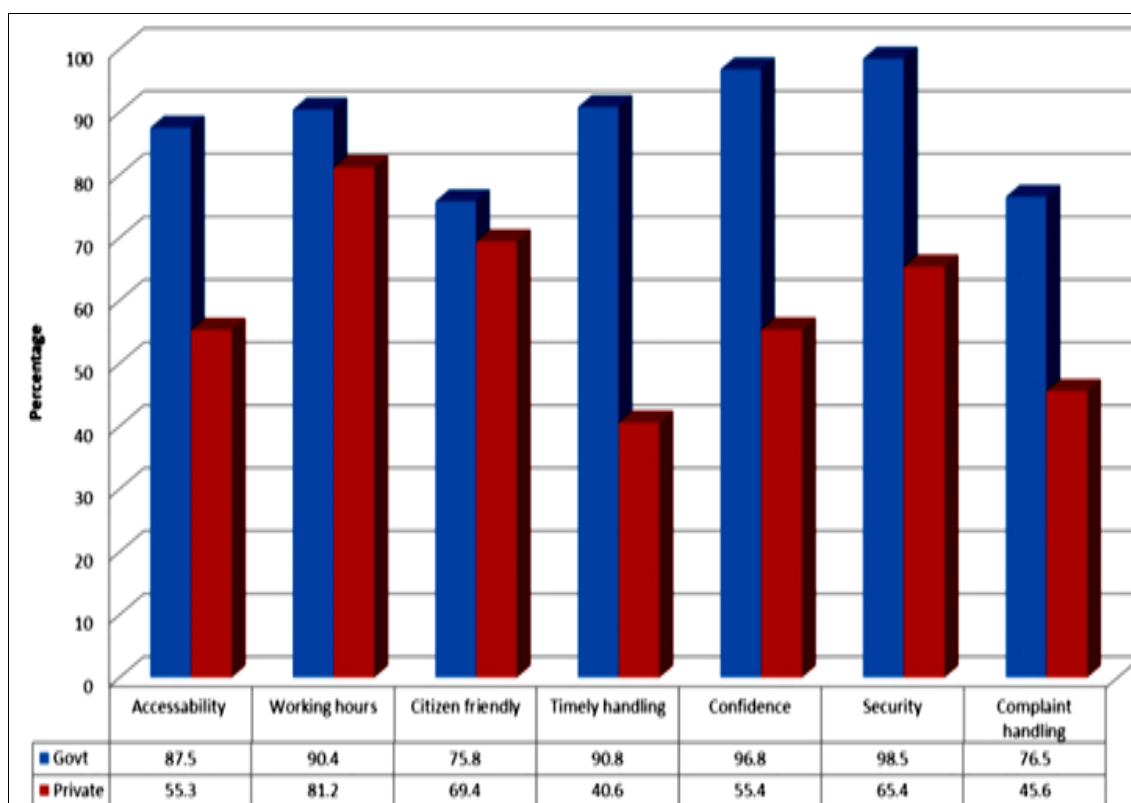
An analysis of the respondents data shows that among the educated circle graduates (66.3%) visiting CSC are higher than school level (10.5%) and postgraduate level users (23.2%). Among them 63.85 school level respondents are not satisfied with the functioning of e sevai centre. About 89.0% post graduate level users and 73.5% graduate level users are satisfied with the CSC contributions (Table1). An analysis of e sevai users and their occupation shows that students (38.9%) are using the center higher than Government/Private/ retired employee (20.4%), Business (11.3%), Unemployed (12.3%) and Farmers (17.1%). Among the stake holders students (87.3%), Business persons(65.6%), Government/Private/retired employee (80.5%), Farmers 46.8%) and Unemployed (78.4%) were satisfied with the work (Table1). Among the stake holders 70. 5% males and 29. 5% females are using the CSC. Among them 53.9% of females and 20.6% of males are not satisfied with the work. About 86. 34% of urban and 1 4.87% of rural population are using e sevai centre. Most of the urban users'(93.4%)and 65.95% of rural users are happy with the work done in CSC (Table1).

A study on the citizens satisfactory level on the performance of private and government CSC related to the following criteria such as, job finishing time, errors in work completion, demanding more service charges, demanding bribe for uploading false data and completing the job in one visit showed that the private CSC are less responsible to citizens when compared to CSC functioning in government offices (Fig.1).The CSC run inside government offices like taluk office, collector office and other offices are reported to

complete the job fast (72.78%), avoiding less errors in submission(11.67%),finish the uploading process in a single attempt (82.2%) but their counterpart CSC functioning as franchise centre are lagging behind in completing the job fast (61.2%) avoiding less errors in submission(51.50%)and finish the uploading process in a single attempt (65.7%) compared to government office located CSC. The citizens reports that the private CSC's further demand high service charges other than government prescribed fees(51.5%) and 39.4% reports that the persons in those CSC expect the users to pay bribes for uploading whatever documents given without looking in to genuineness.



**Fig 1:** Citizens satisfaction appraisal of government and private CSC

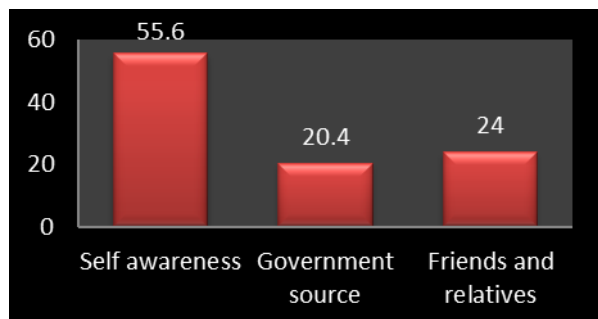


**Fig 2:** Association between satisfaction level and quality of service in e-sevai centre (Govt. CSC users-250 and Private CSC users -250)

The assessment of the functioning of both private and government CSCs in terms of accessibility to centre, office working time, stakeholders friendly approach, timely job completion, citizens confidence, citizens data security

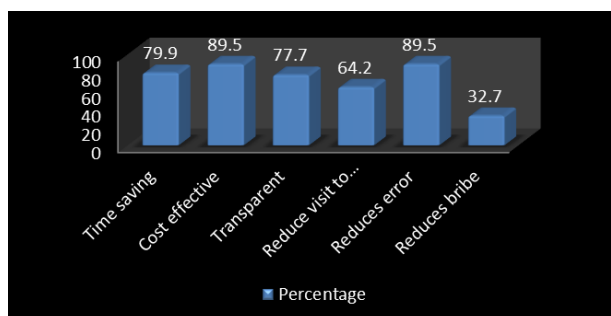
confidence and problems solving skill. In all the above consumer centric parameters the government office attached CSCs (GCSC) are performing well when compared with private CSCs (PCSCs)(Fig.2).



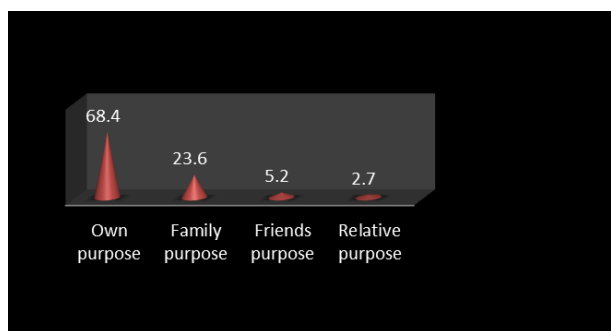


**Fig 3:** Citizen's awareness about e sevai centre (%)

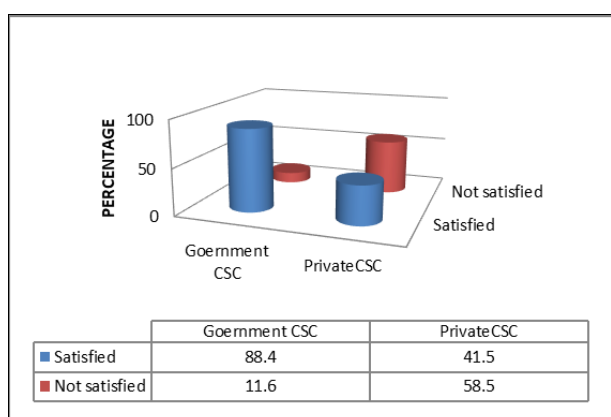
An inquiry about the citizens awareness about the CSC shows that people in the study area are self aware of the functioning of CSC (Fig. 3). The citizens further by the use of government run CSC reduces time, economic, transparent, reducing error and bribe (Fig.4). A study on the reasons for approaching CSC shows that 68.4% of the citizens use CSC for their own need(Fig.5).When compared with government CSC the citizens satisfaction over private is less(Fig.6).The study revealed that the CSC is very helpful to the citizens(Fig.7)



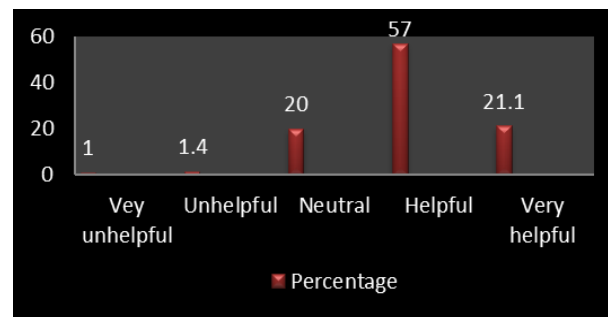
**Fig 4:** Citizen's opinion about government run CSC functions and revenue related work



**Fig 5:** Purpose of visiting e-sevai centre (%)



**Fig 6:** Citizen's preference about CSC



**Fig 7:** Respondent's opinion about CSCs

## Discussion

Common Service Centers (CSCs) within the Tamil Nadu e-Sevai system play a crucial role in delivering government services to citizens, especially in rural areas. These centers act as front-end delivery points, making government, private and social sector services accessible, efficient, and transparent. Tamil Nadu has a vast network of CSCs, ensuring that citizens can find a center near their location. CSCs ensure that even citizens in remote areas can access essential services, reducing the digital divide. CSCs offer a wide range of services, from government certificates to financial and social services. CSCs aim to deliver services in a Simple, Moral, Accountable, Responsive, and Transparent (SMART) manner. The e-Sevai portal facilitates online delivery of government services through CSCs. Online applications and processing minimizes the need for physical paperwork. CSCs provide services at a cost-effective rate, making them accessible to all citizens. Citizens can access services locally, reducing travel expenses and time. CSCs facilitate the issuance of various certificates like birth, death, income, and caste certificates. They also provide services like agricultural information, banking, utility bill payments, and more. The Tamil Nadu e-Governance Agency (TNeGA) is the designated agency responsible for implementing and managing the CSC scheme. TNeGA monitors the CSCs and ensures the smooth functioning of the e-Sevai system. In essence, CSCs within the Tamil Nadu e-Sevai system are vital for ensuring that government services are accessible, efficient, and transparent for all citizens, regardless of their location.

The Government of Tamil Nadu vision for the Common Service Centre (CSCs) Project is that the IT enabled Government Services should be accessible to the common man in his/her village, through efficient, transparent, reliable and affordable means. This vision shall be realized by the state Government by setting up the CSC project in [partnership entities who will establish the network of common service Centers and deliver range of G2C and B2C services through the network of CSCs. The Common Service Centre (CSC) scheme was formulated under the National e-Governance plan envisaged the CSCs to act as front end delivery channels to provide various Government services. As per Government of India guidelines 1 Common Service Centre (CSC) has to be established for 6 Village Panchayats. Therefore 2770 CSCs have to be established as per the norms of Government of India. However Government of Tamil Nadu has proposed to roll out 5440 CSCs throughout the State in the ratio of 1 CSC for every 3 Village Panchayats in a Public Private Partnership (PPP) model as envisaged by Government of India. The original PPP model of Common Service Centers was that Service

Centre Agencies would be identified by tender process and they shall in turn identify Village Level Entrepreneurs (VLEs), who shall establish and operate Common Service Centres (CSCs) which are to be the front end service delivery points of the Scheme. However, due to various reasons, the Service Centre Agencies (SCAs) for setting up of Common Service Centers (CSCs) could not establish the service delivery outlets throughout the State, which was an essential requirement for rolling out the e-District programme. Out of 5,440 CSCs targeted to be established, only about 10% were actually established by the SCAs (TNEGA, 2025). (Tamil Nadu Information Technology Department <https://it.tn.gov.in> > TNEGA,2025). In Tamil Nadu, "Arasu e-Sevai" refers to the government-operated e-Sevai centers, while "Private e-Sevai" centers are run by private entities. Both types of centers provide access to various government and private services to citizens, especially in rural areas.

#### **Private e-Sevai Centers:**

These centers are run by individuals or businesses, these centers offer similar services to Arasu e-Sevai centers. Private e-Sevai centers can be established by Village Level Entrepreneurs (VLEs), Primary Agriculture Cooperative Credit Societies (PACCS), or through other partnerships. They play a crucial role in delivering services to rural citizens, acting as a bridge between the government and the public. PACCS, Village Poverty Reduction Committees (VPRCs), and those aided by the Pudhu Vaazhvu Project are examples of private entities involved in operating e-Sevai centers. In essence, both Arasu e-Sevai and private e-Sevai centers are vital for providing citizens with easy access to various government and private services, particularly in remote areas, contributing to a more efficient and citizen-centric service delivery system in Tamil Nadu. In Tamil Nadu, there are a total of 1156 private e-Sevai centers, according to the Tamil Nadu Information Technology Department.

#### **Arasu e-Sevai centres**

Arasu e-Sevai centers aim to deliver government services in a convenient and cost-effective manner, promoting a "Simple, Moral, Accountable, Responsive, and Transparent" (SMART) approach. They are designed to deliver services in a "SMART" (Simple, Moral, Accountable, Responsive, and Transparent) manner. Arasu e-Sevai centers offer a wide range of services, including those from various state and central government departments, like revenue-related certificates, social welfare services, bill payments, online textbook bookings, and even Aadhaar enrolment. These centers are established in district headquarters, taluk offices, corporations, municipalities, and even rural areas through partnerships with other organizations. Arasu e-Sevai centres are equipped with broadband internet connectivity. Government is working with the vision to deliver all services online to the Citizens even in the remotest corner of the state through Arasu e-Sevai centres. Arasu e-Sevai centres are functioning with the objective of providing unified access to e-Services of different Government Departments on a common platform across the State. The Arasu e-Sevai centres are run by agencies like Primary Agricultural Co-operative Societies (PACCS), Village Poverty Reduction Committee (VPRC), Tamil Nadu Arasu Cable TV Corporation Ltd (TACTV), TACTV Franchise,

International Fund for Agriculture Development (IFAD) and Village Level Entrepreneurs (VLEs). Currently there are 12,649 Centres with 13,088 counters functioning across the State. As on report in July 2025 in Tamil Nadu, there are a total of 10,420 Arasu e-Sevai (Common Service Centers). These centers are operated by various agencies including TACTV, VLE, PACS, and VPRC. At present Tamil Nadu Arasu Cable TV Corporation (TACTV) is operating 511 centres across the State. The Arasu e-Sevai Centres are equipped with sufficient Broadband Internet connectivity. TACTV has also established 322 Permanent Enrolment Centres across the State for Aadhaar enrolment and carryout Aadhaar enrolment (TNEGA/common <https://it.tn.gov.in/en/TNEGA/common> [https://it.tn.gov.in/en/TNEGA/common\\_service\\_centres](https://it.tn.gov.in/en/TNEGA/common_service_centres)).

#### **Common Service Centers (CSC) in Tirunelveli District:**

In Tirunelveli district as on July 2025 there are 383 Common Service Centers (CSC) (26 Tamil Nadu Arasu Cable TV, 155 Primary Agricultural Credit Co-Operative Society, 7 Housing Society, 174 Magalir Thittam and 21 Village Level Entrepreneur). In Nanguneri taluk two Tamil Nadu Arasu Cable TV, 3 village poverty reduction dept and 16 Primary Agricultural Credit Co-Operative Society attached centres are functioning. Also 20 private CSs are functioning. In Nanguneri taluk 5 towns panchayats and 57 Village panchayats are present (<https://www.goodreturns.in/csc-in-nanguneri-c4752.htm>). The citizens of this taluk are using the above mentioned e-Sevai maiyam to accomplish their need in revenue department in Nanguneri taluk. The citizen's appraisal of the service provided by the government assisted CSCs and private operating centres were evaluated in the present study.

An analysis of the respondents data shows that among the educated circle graduates visiting CSC are higher than school level and postgraduate level users. Among them 63.85 school level respondents are not satisfied with the functioning of e sevai centre. About 89.0% post graduate level users and 73.5% graduate level users are satisfied with the CSC contributions. Most of the urban users (93.4%) and 65.95% rural users are happy with the work done in CSC. A study on the role of access convenience of common service centres (CSCs) in the continued use of e-government reported that CSCs' access convenience has a significant positive impact on the e-government continuance intention also stressed the need to ensure that the CSCs are fully functional and equipped with facilities for providing the best quality services (Kriti and Harshit 2020). A study on e-Governance project in the various government offices of Maharashtra state under the Revenue Department showed that neither transparency is increased nor corruption is reduced after the implementation of the e-governance because citizens have paid more money for getting the required documents in time. During the study it is observed that VLEs charge more fees to citizens because providing the services at government prescribed fees is not affordable for them. Further to get the certificates at earliest VLEs charge more fees to citizens.

In the state of Karnataka and Gujarat CSC system is failed because of lack of will and priority at the highest level of the organization, aggravated by frequent transfers of the key official. Revenue machinery is accepting the idea of decentralization of service delivery through private sectors

through CSCs but there is a possibility of land grabbing and fraudulent transfers. Therefore, it is essential to introduce control points and other safeguards in the software and delivery procedures. In Tamil nadu e-Governance has reduced bureaucracy and waiting times, ensuring easy access to services quickly and conveniently It also promoted trust and accountability and reduced corrupt practices (Mohideen *et al.*, 2025) <sup>[5]</sup>. E-sevai centres in Tiruchirappalli District play a significant role in delivery of e-governance services to the citizens of the country with affordable and speedy manner and play a vital role in empowering the citizens digitally through its e-governance activities (Paramasivan C, A. Thangaraj (2020) <sup>[7]</sup>. In Tamil Nadu, it is tough task to accomplish goals of implementing e-governance and require basic change in work culture and goal orientation, and simultaneous change in the existing processes. It is necessary to create a culture of maintaining, processing and retrieving the information through an electronic system and use that information for decision making. It will need skilled navigation to ensure a smooth transition from old processes and manual operations to new automated services without hampering the existing services (Moorthy R, M. Mayilsamy 2020) <sup>[4]</sup>. A study in the Sivaganga district of Tamil Nadu covering three town panchayats such as Thiruppathur, Nattarasankottai and Nerkuppai showed that the importance of CSCs has reached the level of rural population and people are using the system. The respondents in Thiruppathur, Nattarasankottai and Nerkuppai town panchayats are partially satisfied with the services provided by E-Sevai centres. On the other hand the rural people in Thiruppathur, Nattarasankottai and Nerkuppai have a favourable opinion about the services provided by E-Sevai centres Muthumari (2021) <sup>[6]</sup>. Majority of the respondents in the present study are satisfied over the functioning of CSCs. The private run CSCs are not recommended by many users as it lacks the integrity and other drawbacks. It is revealed from the study that majority of the consumers are using e-service for revenue related need. Moreover, high level of perception towards e-services is perceived by the consumers using for revenue purpose.

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