

E-Gram Seva: A Digital Platform for Village Services

an automated solution for efficient e-gram seva

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Abstract - E-Gram Seva is a digital platform designed to improve village governance by providing an efficient and transparent system for managing public services. In many rural areas, villagers face difficulties in reporting issues such as water supply failures, electricity outages, and sanitation problems due to manual and time-consuming processes. This system introduces a web-based solution where users can register complaints, access services, and track issue resolution in real time. The methodology includes user authentication, complaint submission, database storage, and authority-based action tracking. The results show improved efficiency, reduced paperwork, and faster response times. The system enhances transparency and supports the development of smart villages by digitizing administrative processes.

Key Words: E-Governance, Rural Development, Complaint Management System, Digital India, Smart Village, Web Application.

1. INTRODUCTION

In rural areas, accessing government services is often challenging due to dependence on manual systems and lack of digital infrastructure. Villagers are required to visit government offices repeatedly to report problems or access services, which leads to delays and inefficiency.

E-Gram Seva is developed as a digital solution to overcome these issues. It provides a centralized platform where villagers can register complaints, pay bills, and access essential services online. The system improves communication

between citizens and authorities, reduces paperwork, and ensures transparency in governance.

2. Body of Paper

2.1 Problem Statement

The existing village service system faces several issues:

- Time-consuming complaint registration
- Delayed problem resolution
- Lack of transparency
- Poor record management
- No complaint tracking system
- Dependence on manual processes

2.2 Aim and Objectives

Aim:

To develop an efficient digital platform for village services.

Objectives:

- To provide online complaint registration
- To reduce manual work and paperwork
- To improve transparency
- To enable real-time tracking
- To assist authorities in monitoring issues

2.3 Literature Review

Previous studies show that e-governance systems significantly improve rural administration. Digital platforms help reduce paperwork, improve transparency,

and enhance service delivery. Online complaint systems reduce response time and increase efficiency in handling public issues.

2.4 Methodology

The system follows these steps:

1. User registration/login
2. Complaint submission
3. Data storage in database
4. Authority reviews complaint
5. Action taken
6. Status updated
7. User tracks complaint

2.5 System Requirements

Hardware:

- Computer/Laptop
- Smartphone
- Internet connection

Software:

- Frontend: HTML, CSS, JavaScript
- Backend: PHP / Python / Java
- Database: MySQL
- Browser: Chrome / Firefox

2.6 Proposed System

E-Gram Seva is a web-based system where villagers can access services anytime. Authorities can monitor complaints, assign tasks, and update progress digitally. This reduces delays and improves efficiency in village administration.

2.7 Applications

- Complaint management system
- Utility issue reporting
- Online bill payment
- Digital record management
- Grievance tracking

Table -1: Sample Table format

Feature	Description
Complaint System	Register and track issues
Bill Payment	Online utility payments
Transparency	Real-time updates
Records	Digital storage

Fig 1: System Workflow



Fig -1: System Workflow Diagram

Fig -1 represents the working process of the E-Gram Seva system. It shows how a complaint moves through different stages from submission to resolution.

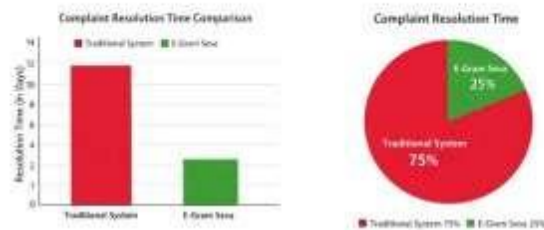
The workflow begins with the **user (villager)**, who logs into the system and submits a complaint regarding issues such as water supply, electricity, or sanitation. This complaint is then sent to the **system database**, where all the details are securely stored for further processing.

After storing the complaint, it is accessed by the **authority (Sarpanch or village officials)**. The authority reviews the complaint and takes necessary action based on the issue. This step ensures that every complaint is properly analyzed and handled.

Once the action is taken, the system updates the **status of the complaint** in the database. Finally, the updated status is sent back to the **user**, allowing them to track the progress of their complaint in real time.

This workflow ensures **transparency, efficiency, and faster resolution** of village problems by reducing manual work and enabling digital communication between villagers and authorities.

Charts



3. CONCLUSIONS

E-Gram Seva provides an effective solution for rural governance by digitizing village services. It reduces manual work, improves transparency, and ensures faster problem resolution. The system supports smart village initiatives and can be scaled for wider implementation.

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BIOGRAPHIES (Optional not mandatory)

Om N. Thakare

Om N. Thakare is a final year Diploma student in Computer Science & Engineering. He has a strong interest in web development, software engineering, and e- governance systems. He has worked on projects related to digital platforms aimed at improving rural services and administrative efficiency.

Chanchalesh Wagade

Chanchalesh Wagade is a Computer Science student with skills in frontend and backend development. He is interested in building practical applications that solve real-world problems, especially in rural and smart village domains.

Harshal N. Akhude

Harshal N. Akhude is pursuing a diploma in Computer Science & Engineering. His areas of interest include database management systems, web technologies, and system design. He has contributed to developing efficient digital solutions for community services.

Priyal Awachat

Priyal Awachat is a dedicated Computer Science student with a focus on software development and user interface design. She is passionate about creating user-friendly applications that enhance accessibility and usability for end users.

Tanishq Patel

Tanishq Patel is a Computer Science student interested in programming, system development, and emerging technologies. He has worked on projects that aim to improve service delivery using digital platforms.