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Online Land Records Through M- Apps

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Abstract

The modern structure of human society has become a machine-made life. The technological advancement of internet has reduced the time of communication to mere seconds in the contemporary world. Internet has made connection between people from even other parts of the globe to interact with one another effortlessly and in very less time. The impact of the internet and mobile revolution has made global villages into concept of mobile worlds. TNEPDS was introduced by the Tamil Nadu government to facilitate the needs of consumers. The research study adopts quantitative research approaches in the form of questionnaires. This research is envisioned to explore awareness and the problems of using TNEPDS apps in Vellore district, Tamil Nadu.

Key Words: *Awareness, Problems, Smart Phone, TNPDS, e-Governance.*

I. Introduction

Smart phones have been used by all levels of people in our society as a communication medium. There are no financial and age barriers to use smart phones. It is available even in low prices. On behalf of different departments of Tamil Nadu, the Tamil Nadu state Government has introduced 165 different services through internet. There were 12,524 village panchayats which had internet connections through the Tamil Nadu Fiber Net Corporation (Indian Express, 2017).

II. Review of Literature

Through TNPDS application, many features such as registered users checking whether they fulfil the minimum eligibility, the filled-in application form etc. is very much

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easy. All the information obtained through these services are one hundred percent correct. Through the Tamil Nadu's Public Distribution System, so far 19,970,315 family cards have been issued. Through this scheme, 177,67, 081 users have benefitted and among them 193,55, 047 users have linked their phone numbers to their family cards (tnpds.org, 2018). As of this fiscal year, through the Tamil Nadu's Public Distribution System, so far 20,5 04,458 family cards have been issued. Through this scheme, 66,723,880 persons have benefitted and among them 66,063,993 users have linked their Aadhar card with their family cards. 20,347,789 users have linked their phone numbers to their family cards (tnpds.org, 2019).

2.1 Objectives of the Tamil Nadu IT department

1. Connect the government and the people through internet by providing services.

2. Creating more and the best IT engineers in Tamil Nadu.

3. Providing cable television to all the households at the lowest cost possible.

4. Educating the masses about computers and computing through Tamil language.

5. Enhancing the living and standard of living through IT.

III. Research Methodology

The research study adopts E.M. Rogers' Diffusion of Innovation theory (1962) as the theoretical framework. The theory was adopted to explore the acceptance of new technology among the users as well as the ways in which the new technology is enhancing their lives. The sample size of the study is 400. Respondents of the study were from Vellore and Gudiyattam districts in Tamil Nadu.

3.1 Objectives of the study

1. Awareness of TNPDS apps among the users.

2. Wishlist of features to be added in TNPDS apps.

IV. DATA PRESENTATION AND ANALYSIS

Table 4.1 Educational qualification of the respondents

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Educational Qualification	**Below +2**	**UG**	**PG**	**Ph.D.**
Respondents	112	160	92	36
Percentage	28%	40%	23%	9%

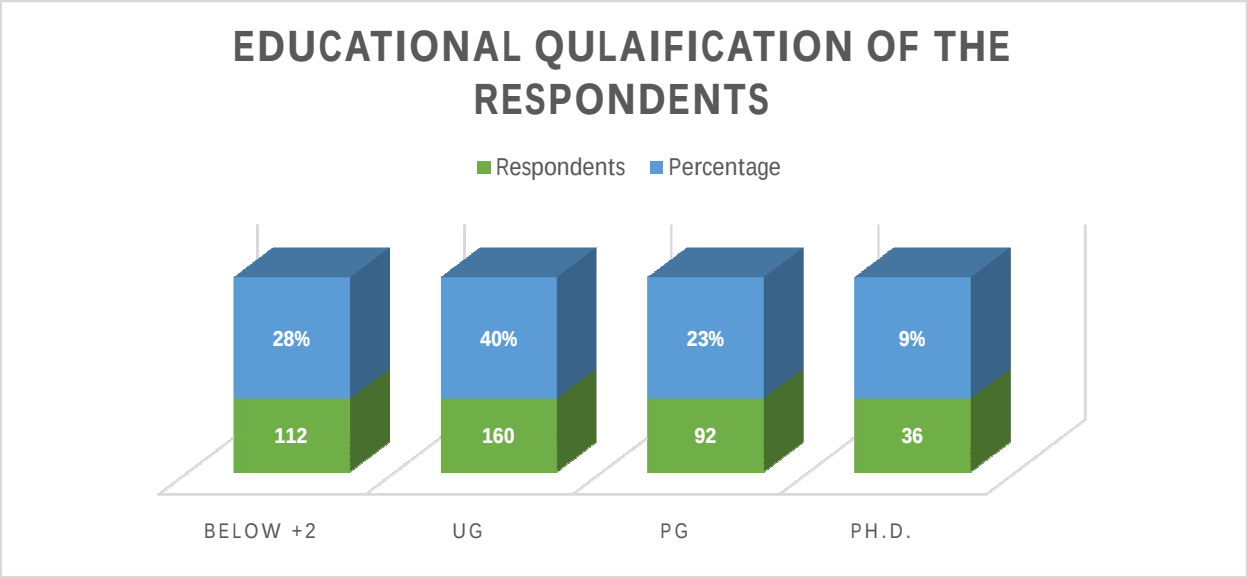


Figure 4.1

Majority of the respondents had UG as their educational qualification with 40%. Respondents whose educational qualification was below +2 were the next with 28%. Respondents whose educational qualification was PG were the next with 23%. Respondents whose educational qualification was Ph.D. were the least with 9%.

Table 4.2 Awareness of TNPDS apps

Particulars	**Did not know**	**Friends**	**Advertisements**	**Advertisers**
Respondents	208	144	24	24
Percentage	52%	36%	6%	6%

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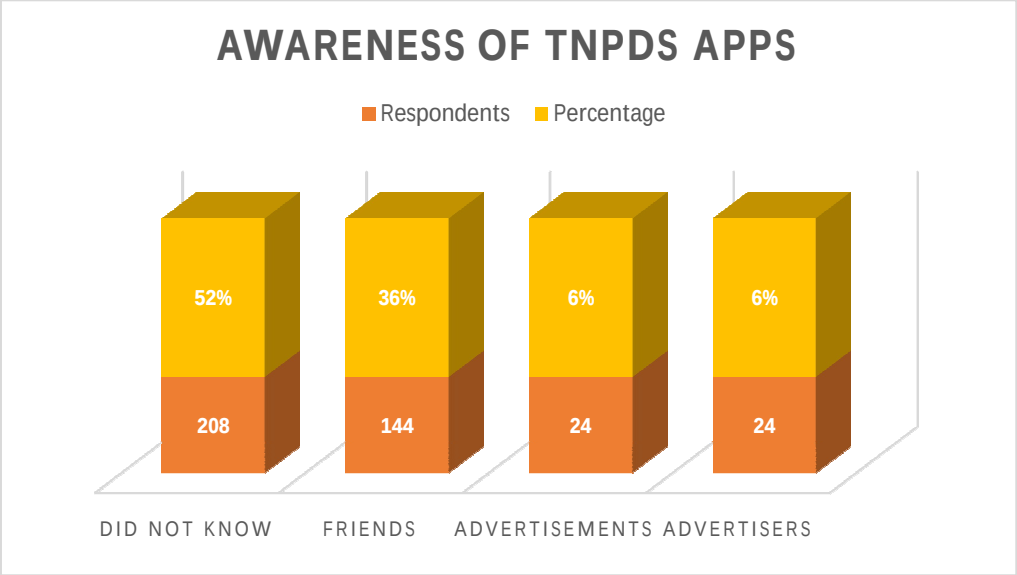


Figure 4.2

Majority of the respondents did not know about TNPDS apps with 52%. Respondents who were made aware by their friends were the next with 36%. Respondents who were made aware of TNPDS by advertisements and advertisers were the least with 6% each.

Table 4.3 Wishlist of features to be added

Statements	**Respondents**	**Percentage**
Internet necessity is a great hindrance in using the TNPDS app	360	90%
There is dire need for an update to use the TNPDS app without the need for active internet connection	360	90%
POS machines should have biometrics connected so that misuse of ration cards can be avoided	360	90%
Aadhar card should be linked to the TNPDS ration cards so that only the concerned family members can purchase the necessary groceries from the TNPDS shops and centres	360	90%
No new features are to be added	40	10%

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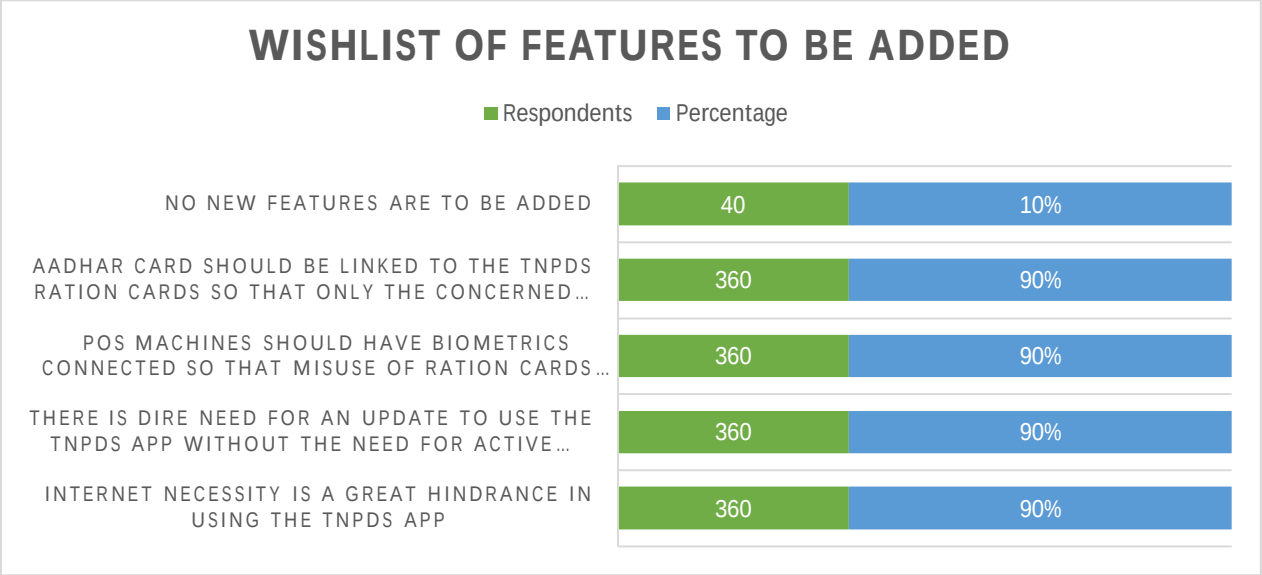


Figure 4.3

An overwhelming majority of the respondents strongly wished that internet necessity is a great hindrance in using the TNPDS app, there is dire need for an update to use the TNPDS app without the need for active internet connection, POS machines should have biometrics connected so that misuse of ration cards can be avoided and Aadhar card should be linked to the TNPDS ration cards so that only the concerned family members can purchase the necessary groceries from the TNPDS shops and centres with 90%. Respondents who said that no new features are to be added were the least with 10%.

V. FINDINGS

- Concerning the educational qualifications of the respondents, UG was the highest. This shows that more youngsters are pursuing under graduate courses contrary to the popular belief that rural populace is not emphasizing much on education.
- As regards the awareness of TNPDS apps, majority respondents were not aware of TNPDS apps. This affirms that more awareness and enlightenment is needed on the part of the government to educate the masses.
- Concerning the wish list of features to be added, overwhelming majority of the respondents strongly wished that internet necessity is a great hindrance in using the TNPDS app and that there is dire need for an update to use the TNPDS app without

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the need for active internet connection. POS machines should have biometrics connected so that misuse of ration cards can be avoided and Aadhar card should be linked to the TNPDS ration cards so that only the concerned family members can purchase the necessary groceries from the TNPDS shops and centers were the most agreed statements by the respondents. This affirms that despite various difficulties users are able to identify and resonate to the features that they would find useful.

VI. CONCLUSION

TNPDS app is being used by the rural people as much as their urban counterparts due to their exposure to smartphones. Due to the presence of educated youngsters in rural areas, rural people have gained some sort of awareness on smartphone apps. Due to the inclusion of Tamil language more users are using PDS app to avail government services and discounts. This has created great affinity for users to use the app. The current research study was envisioned to explore the usage of TNPDS app and the problems present in TNPDS app. The research study revealed that majority users were not aware of TNPDS app. The research study also revealed that internet necessity was a great hindrance in using the PDS app apart from issues with OTP and absence of passwords amongst others as the chief problems in using the TNPDS app. Future research can be done on the options of resolving these problems as well as a comparative study between more PDS apps.

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