E-Gram: A Digital E-Governance Platform for Smart and Transparent Gram Panchayat Administration

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Abstract: *The rapid growth of digital technologies has created new opportunities to transform traditional systems of governance, particularly in rural areas where administrative processes are often manual, time-consuming, and inefficient. The E-GRAM system is designed as a comprehensive digital e-governance platform aimed at modernizing Gram Panchayat administration and improving the delivery of essential public services. The proposed system integrates multiple village-level services into a single web and mobile-based application to ensure transparency, efficiency, and ease of access for rural citizens.*

The E-GRAM platform enables online property and water tax payments with instant digital receipts, automated issuance of birth, death, and residence certificates, and centralized management of census and student data. It also provides quick access to emergency services such as ambulance, police, and fire departments, ensuring timely assistance during critical situations. To enhance citizen awareness and engagement, an AI-based chatbot is incorporated to guide users about government schemes, eligibility criteria, and application procedures. Additionally, the system supports monitoring of tree plantation activities and village development projects, promoting environmental sustainability and transparent governance.

By digitizing records and minimizing paperwork, E-GRAM reduces administrative workload, limits human errors, and improves accountability within Gram Panchayats. The proposed solution empowers rural citizens by providing anytime, anywhere access to government services, thereby supporting the vision of Smart Villages and Digital India. Overall, the E-GRAM system serves as an effective and scalable model for strengthening grassroots governance through the use of Information and Communication Technology (ICT).

Keywords*: E-Governance, E-GRAM, Gram Panchayat, Rural Development, Digital Transformation, Smart Village, ICT in Governance, Citizen-Centric Services, Transparency, Digital Records*

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