e-Governance in Tamil Nadu – TNeGA, e-Sevai Centres, e-District, State Data Centre, Nambikkai Inaiyam, Mudhalvarin Mugavari, Makkaludan Mudhalvar & TN AI Mission | TNPSC Notes

TNPSC Notes · https://www.shanmugamiasacademy.in/tnpsc-notes/tn-e-governance/en

e-Governance is the use of information technology to deliver government services and run administration faster and more transparently. In Tamil Nadu its hub is the **Tamil Nadu e-Governance Agency (TNeGA, 2007)**; the Directorate of e-Governance came first, in 2006. As per the Information Technology and Digital Services Department Policy Note 2025-26, **34,843 e-Sevai centres** (31.03.2025) offer **410 services**, with more than 1.09 crore transactions in 2024-25. For public grievances there is "**Mudhalvarin Mugavari**" (helpline 1100), formed in 2021; Budget 2026-27 announced upgrading all e-Sevai centres to "**e-Sevai 2.0**" and expanding the "**Namma Arasu**" WhatsApp chatbot.

தமிழில் படிக்க

These notes are written for TNPSC Group 1, 2/2A and 4 aspirants. The topic falls under **Development Administration in Tamil Nadu** (e-governance, public service delivery, grievance redressal) and under Polity / Administration (good governance, right to services).

At a Glance

Body / Programme	Key fact	Source
Directorate of e-Governance	2006	IT&DS Policy Note 2025-26
TNeGA	2007; restructured by G.O.(Ms) No. 10, IT&DS, 10.03.2023	Policy Note 2025-26
e-District	Piloted in 2012; 76 e-District Managers	Policy Note 2025-26
e-Sevai	Launched 2015; 34,843 centres; 410 services (273 in 2022-23)	Policy Note 2025-26
"e-Sevai for All"	15.03.2023 – citizens can apply online themselves	Policy Note 2025-26
State Data Centre (TNSDC)	TNSDC-I (2011) was the country's first ISO-certified State Data Centre; TNSDC-II (2020); Disaster Recovery Centre at Tiruchirappalli (2018)	Policy Note 2025-26

CM Dashboard	23.12.2021; 38 departments	Policy Note 2025-26
Tamil Nadu AI Mission	2024, at TNeGA; to be strengthened in 2026-27	Policy Note; Budget para 94
Mudhalvarin Mugavari	New department formed in November 2021; helpline 1100	DT Next, 14.11.2021

Background: Why e-Governance?

- **Aim:** certificates, licences and benefits on time, without repeated office visits or middlemen.
- **National link:** the National e-Governance Plan (NeGP, 2006) – three core infrastructures: State Wide Area Network (SWAN), State Data Centre (SDC) and Common Service Centres (CSC); Digital India (2015).
- **Tamil Nadu's strength:** use of Tamil Unicode, and e-Sevai centres reaching villages through co-operative societies (PACCS), the Arasu Cable TV Corporation (TACTV) and Village Poverty Reduction Committees (VPRC).

e-Sevai Centres

Aspect	Details (Policy Note 2025-26)
Centres	34,843 active centres (31.03.2025)
Services	410 (273 in 2022-23; 35 added in 2024-25)
Transactions	1,09,66,215 in 2024-25
Operators	Service centre agencies including PACCS, TACTV, VPRC, CSC-SPV and MLA offices
Typical services	Revenue certificates (community, income, nativity), social security pension applications, patta transfer and others
2026-27	All centres to be upgraded to "e-Sevai 2.0" (Budget para 95)

Digital Infrastructure

- **State Data Centre:** TNSDC-I (2011; about 62 racks), TNSDC-II (2020; 135 racks); more than 437 applications hosted; Disaster Recovery Centre at Tiruchirappalli (since 2018).
- **TANFINET / BharatNet:** broadband to 12,525 Gram Panchayats.
- **Nambikkai Inaiyam:** the Government's blockchain-as-a-service platform; "e-Pettagam" citizen wallet app; over 3.5 lakh certificates and over 36 lakh registered documents secured.
- **State Family Database (SFDB) / Makkal Portal:** 38 datasets integrated; a single window for residents to see their details and scheme benefits – helps identify eligible people automatically.
- **UMIS:** University Management Information System – over 29 lakh students, 81 universities.
- **e-Office:** over 45 lakh e-files created.
- **Cyber security:** TN-CERT placed under the Directorate of e-Governance by G.O. No. 21 dated 23.08.2024.

- **Digital Transformation Strategy (DiTN):** published on 02.11.2023.

Public Grievance Redressal

Mechanism	Details
Mudhalvarin Mugavari (November 2021)	A new department integrating the CM's Special Cell, the CM Helpline (IIPGCMS) and "Ungal Thoguthiyil Mudhalamaichar"; helpline 1100
Makkaludan Mudhalvar (18.12.2023, Coimbatore)	Special camps for services of 13 departments; target of disposing petitions within 30 days; first phase in Chennai, Tiruvallur, Kanchipuram and Chengalpattu
Ungaludan Stalin (15.07.2025, Chidambaram)	Camps taking government services to people's doorsteps (previous government)
Namma Arasu WhatsApp chatbot	76 services of 20 departments; to be expanded in 2026-27 (Budget para 95)
Namma Salai app	For the public to report road defects (Budget para 116)

Note: no Government Order on the present status of the previous government's camp programmes (Makkaludan Mudhalvar, Ungaludan Stalin) was found; in the exam they are asked as historical facts.

Assessment: Strengths, Challenges, Way Forward

Strength	Challenge	Way forward
e-Sevai network reaching villages	Digital divide (elderly, rural women)	Assisted-mode services; simple Tamil interfaces
Integrated databases (SFDB, UMIS)	Data security and privacy (Digital Personal Data Protection Act, 2023)	TN-CERT, audits, data minimisation
Blockchain and AI initiatives	No statutory right to time-bound services	A right-to-services law with time limits and penalties; social audit

Mains Answer Writing

"e-Governance in Tamil Nadu has created citizen-centric administration" – discuss (about 250 words)

- **Introduction:** Directorate of e-Governance 2006, TNeGA 2007; NeGP, Digital India.
- **Service delivery:** 34,843 e-Sevai centres, 410 services (2025); "e-Sevai for All" (2023); e-Sevai 2.0 (2026-27).
- **Infrastructure:** TNSDC, TANFINET, Nambikkai Inaiyam, SFDB.
- **Accountability:** Mudhalvarin Mugavari (1100), CM Dashboard, Makkaludan Mudhalvar.
- **Challenges:** digital divide, privacy, no statutory right to services.
- **Conclusion:** assisted services, data protection, a right-to-services law.

Practice: Match the Following

Item	Match
TNeGA	2007
Nambikkai Inaiyam	Blockchain
Mudhalvarin Mugavari	Helpline 1100
Makkaludan Mudhalvar	18.12.2023, Coimbatore
Disaster Recovery Centre	Tiruchirappalli
CM Dashboard	23.12.2021

Common Mistakes to Avoid

- TNeGA is 2007; the Directorate of e-Governance is 2006 – do not swap them.
- e-Sevai was launched in 2015; the e-District pilot was in 2012.
- "Nambikkai Inaiyam" is the blockchain platform; "e-Pettagam" is its citizen app.
- Mudhalvarin Mugavari is a department / mechanism; "Makkaludan Mudhalvar" is a camp programme.

Key Terms – Tamil / English

Tamil	English
மின் ஆளுமை	e-Governance
மாநிலத் தரவு மையம்	State Data Centre
குறைதீர்ப்பு	Grievance redressal
பேரிடர் மீட்பு மையம்	Disaster Recovery Centre
டிஜிட்டல் இடைவெளி	Digital divide
பிளாக்செயின்	Blockchain
சேவை பெறும் உரிமை	Right to Services

Quick Revision Table

Date / Year	Event
2006	Directorate of e-Governance
2007	TNeGA
2011	TNSDC-I
2012	e-District pilot

2015	e-Sevai
November 2021	Mudhalvarin Mugavari
23.12.2021	CM Dashboard
15.03.2023	e-Sevai for All
02.11.2023	DiTN strategy
18.12.2023	Makkaludan Mudhalvar
2024	Tamil Nadu AI Mission; TN-CERT
05.08.2026	e-Sevai 2.0 and Namma Arasu expansion announced

TNPSC Key Points (PYQ-style facts)

- TNeGA – 2007; under the Information Technology and Digital Services Department.
- e-Sevai – 34,843 centres, 410 services (31.03.2025).
- TNSDC-I – the country's first ISO-certified State Data Centre (2011).
- Mudhalvarin Mugavari – helpline 1100.
- Makkaludan Mudhalvar – disposal within 30 days; 13 departments.
- Namma Arasu – WhatsApp chatbot; 76 services of 20 departments.

Related notes: Local Governance in Tamil Nadu, Social Welfare Schemes of Tamil Nadu, Tamil Nadu Health Model, Tamil Nadu Economy.

Frequently Asked Questions

When was TNeGA formed and what does it do?

The Tamil Nadu e-Governance Agency was formed in 2007 (the Directorate of e-Governance in 2006). It is the Government's technology arm for data-centric governance, software development and AI, GIS and blockchain platforms; it was restructured by a G.O. of 10.03.2023.

How many e-Sevai centres are there in Tamil Nadu?

As per the Policy Note 2025-26, 34,843 active centres offering 410 services as on 31.03.2025. Budget 2026-27 announced upgrading all of them to e-Sevai 2.0.

What is Mudhalvarin Mugavari?

A public grievance department formed in November 2021 by integrating the CM's Special Cell, the CM Helpline and "Ungal Thoguthiyil Mudhalamaichar"; helpline 1100.

What is Nambikkai Inaiyam?

The Tamil Nadu Government's blockchain service platform. It secures education and e-Sevai certificates and registered documents against tampering; "e-Pettagam" is its citizen app.

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When did Makkaludan Mudhalvar begin?

It was launched at Coimbatore on 18.12.2023; petitions received at camps for the services of 13 departments were to be disposed of within 30 days.

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Practice questions

1. In which year was the Tamil Nadu e-Governance Agency (TNeGA) formed?

A. 2003
B. 2006
C. 2007
D. 2012

2. In which year was the e-Sevai project launched (Policy Note 2025-26)?

A. 2010
B. 2012
C. 2015
D. 2018

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3. How many e-Sevai centres were active as on 31.03.2025?

A. 12,525
B. 24,000
C. 34,843
D. 45,396

4. How many services are offered at e-Sevai centres (2024-25)?

A. 76
B. 273
C. 410
D. 437

5. When was "e-Sevai for All" launched?

A. 23.12.2021
B. 15.03.2023
C. 02.11.2023
D. 18.12.2023

6. Which was the country's first ISO-certified State Data Centre?

A. Kerala SDC
B. TNSDC-I
C. Karnataka SDC
D. NIC National Data Centre

7. Where is the Tamil Nadu Government's Disaster Recovery data centre?

A. Madurai
B. Coimbatore
C. Tiruchirappalli
D. Salem

8. What kind of platform is "Nambikkai Inaiyam"?

A. Artificial intelligence
B. Cloud computing
C. GIS
D. Blockchain

9. What is "e-Pettagam"?

A. Citizen digital wallet app
B. Land records portal
C. Electricity bill app
D. Farm app

10. What is the Mudhalvarin Mugavari helpline number?

A. 100
B. 1077
C. 1100
D. 181

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11. In which year was the "Mudhalvarin Mugavari" department formed?

A. 2019

B. 2021

C. 2023

D. 2026

12. Which of these was NOT integrated into "Mudhalvarin Mugavari"?

A. CM's Special Cell

B. CM Helpline

C. Ungal Thoguthiyil Mudhalamaichar

D. State Election Commission

13. Where was "Makkaludan Mudhalvar" launched?

A. Coimbatore

B. Chennai

C. Madurai

D. Chidambaram

14. Within how many days were petitions to be disposed of under "Makkaludan Mudhalvar"?

A. 7

B. 15

C. 30

D. 60

15. When was the CM Dashboard launched?

A. 15.08.2021

B. 23.12.2021

C. 15.03.2023

D. 02.11.2023

16. What form of service is "Namma Arasu"?

A. Radio programme

B. Mobile game

C. TV channel

D. WhatsApp chatbot

17. As per Budget 2026-27, all e-Sevai centres will be upgraded to what?

A. e-Sevai 2.0

B. Digital Seva

C. Makkal Maiyam

D. Arasu Maiyam

18. At which body was the Tamil Nadu AI Mission (TNAIM) established?

A. ELCOT

B. TNeGA

C. TACTV

D. TANFINET

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19. How many Gram Panchayats are being connected by broadband under BharatNet in Tamil Nadu?

A. 3,994

B. 8,000

C. 12,525

D. 15,000

20. Which of these is NOT one of the three core infrastructures of NeGP?

A. SWAN

B. SDC

C. CSC

D. UPI

Answers with explanations

1. C) 2007 – 2007; the Directorate of e-Governance was 2006.

2. C) 2015 – 2015; the e-District pilot was 2012.

3. C) 34,843 – 34,843 centres.

4. C) 410 – 410 services; 273 in 2022-23.

5. B) 15.03.2023 – 15.03.2023.

6. B) TNSDC-I – Tamil Nadu State Data Centre-I (2011).

7. C) Tiruchirappalli – Tiruchirappalli – since 2018.

8. D) Blockchain – Blockchain-as-a-service; e-Pettagam app.

9. A) Citizen digital wallet app – The citizen app of Nambikkai Inaiyam.

10. C) 1100 – 1100.

11. B) 2021 – November 2021.

12. D) State Election Commission – The State Election Commission is a separate constitutional body.

13. A) Coimbatore – 18.12.2023, Coimbatore; "Ungaludan Stalin" was at Chidambaram (2025).

14. C) 30 – 30 days; 13 departments.

15. B) 23.12.2021 – 23.12.2021; 38 departments.

16. D) WhatsApp chatbot – A WhatsApp chatbot offering 76 services of 20 departments.

17. A) e-Sevai 2.0 – Budget para 95 – e-Sevai 2.0.

18. B) TNeGA – At TNeGA in 2024.

19. C) 12,525 – 12,525 Gram Panchayats – TANFINET.

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20. D) UPI – SWAN, SDC and CSC – UPI is a payments system.

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