

The Times of India 24.12.2013

Chennai Corporation invites suggestions to make its website user-friendly

CHENNAI: Chennai Corporations has invited feedback and suggestions from people to make its website more user-friendly. The corporation will incorporate some of the suggestions when it revamps the website.

In an attempt to improve the online civic services, the corporation has added a section on its website (www.chennaicorporation.gov.in) where people can give feedback and suggestions.

"There is a gradual increase in the number of residents who are using the website for various civic services. So we wanted to revamp the website based on the suggestions from the public. Necessary changes will be made based on the feedback from the residents," a corporation official said.

The residents can click 'website survey' on the site and can answer the queries like: 'Did you find the information you are looking for on the website? Do you have any suggestions for the improvement of the website? Did you experience any problems during pavements of services?'

Sources say over 5.3 million people have visited the site since

September 2008. The online services on the website have helped several non-resident Indians, who otherwise forced to go pillar-to-post for various civic services from corporation offices.

Corporation officials say the introduction of online services has bought transparency and also made it easier for the public.

"The residents no longer need to pay any bribe and wait for longer for services like birth certificates or death certificates," they said.

The civic body is trying to introduce an advance online parking booking system on the website to help motorists park their vehicles in designated places in the city.