

E-governance – Initiatives in Uttar Pradesh

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“Government of the people, by the people, for the people”

(Abraham Lincoln)

Abstract - Governance is a way of describing the links between government and its broader environment - political, social, and administrative.”- Thomas B Riley [1] E-governance is the application of ICT and it is used in different sectors of the society with the aim to improve their access to information. E-Governance is measured as an important preference agenda in India. ICT can be used for good governance enhances democratization and citizen empowerment. In India, the government at all three levels- central , state and local bodies are making effort to adopt “ICT” to deliver proficient & rapid services to citizens. This paper discuss the impacts of e-governance on citizens of U.P. and what are the various issues involved there in what are the future vision in UP of e-governance.

Keyword: ICT, E-governance, NEGP, Projects under UP Government

I. INTRODUCTION

UNESCO defines e-Governance as—“Governance refers to the exercise of political, economic and administrative authority in the management of a country’s affairs, including citizens’ articulation of their interests and exercise of their legal rights and obligations. E-Governance may be understood as the performance of this Governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies, and for performing government administration activities.”[2].

In India, e-governance still seems to be in growing stage. E-Governance originated in India during the seventies. It focuses on areas of Health care, Art & culture, Agriculture, Law, defense, economic monitoring, planning and the deployment of ICT. According to the United Nations Development Programme (UNDP) the challenge for all countries is to create and develop a system of governance that promotes, supports and sustains human development [3]. ICT is very helpful in all sectors and extend human capacity and help in attaining good governance. The successful implementation of governance requires sympathetic ICT infrastructure. The efforts of the National Informatics Center (NIC) to connect all the district headquarters during the eighties was a turning point. From the early nineties, e-governance has seen the use of IT for

wider sector applications with policy importance on reaching out to rural areas.

E-Governance is the application of ICT. E-Governance aims to help strengthen government’s drive toward effective Governance and increase transparency to better manage social and economic resources for development. The main objective of e-government is not to computerize governmental records; the ultimate purpose e-Government is to transform government. Definitely successful e-Government is at most 20% technology and at least 80% about people, processes, and organizations

“Three years ago India was emerging as an IT superpower. Today, the country is handling the most sophisticated projects in the world” - Bill Gates, 30 July 2004[4]

II. NEED OF E-GOVERNANCE

The primary motivation for campaign of the e-governance in India and a wonderful slogan-to provide SMART government-“SMART” being an Acronym for Simple, Moral, Accountable and Accountable , Responsive and Transparent Government

India is a developing country but we can’t say fully developed country there are many obstacles in development because India is a nation of villages. According to the Census Data 2011, there are 638,387 villages in India that represent more than 72 per cent of the total population [5] .“It’s important to educate people at all levels about the benefits of technology. The various benefits and advantages of e-enabling the system should be communicated clearly right at the beginning to ensure popular support which will lead to greater chances of success,” explains Dr G D Gautama, Secretary, IT, Government of West Bengal[6].

The government is now making revolutionary efforts to improve the quality of governance through various e-Governance initiatives. With the help of e-governance it become easily to Exchange of information with citizens, businesses or other government departments , Speedier and more efficient delivery of public services civilizing internal efficiency , plummeting costs / increasing revenue , Restructuring of administrative processes , humanizing quality of services.

III. ADVANTAGES OF E-GOVERNANCE

E-Governance provides many advantages for the government, in all sectors. It facilitates enhanced delivery of government services to citizens, business and industry. It provides information to government and public at lower cost with maximum ease of use.

- With the help of Internet, Phones, Cell Phones makes the communication fast.
- ICT can make government policy translucent
- It helps in to provide taking services by online.
- It reduced paperwork and increased communication speeds.
- E-governance makes Government accountable as all the data and information related Government is available online.

IV. E-GOVERNANCE PROJECTS IN UTTAR PRADESH

Uttar Pradesh is the most populous state in the India. Uttar Pradesh is the fourth largest Indian state by economy, with a GDP of 7080 billion (US\$120 billion)[7]. In Uttar Pradesh government has decided to enlarge the domain of its e-governance services, from the current tally of 26 running in eight departments in the next five years. The services are being delivered through Internet-enabled common service centers set up at the village level in all the districts of the state.

UP has established leadership in many e-Governance initiatives. E-Governance projects in UP cover the entire field of interfaces – G2G, G2C, G2B, G2E, and G2S. Under the e-governance plan, the Government department covered applications like: land record, medical-health, secondary education, foods-civil supplies, labour, social welfare, road transport, property registration, agriculture, treasuries, municipalities, gram panchayat, commercial taxes, police and employment exchanges. Following are some of the important projects are in Uttar Pradesh [8].

Central MMPs	State MMPs	Integrated MMPs
<ul style="list-style-type: none"> • e-office • MCA21 • Pension • Income Tax(II) • Banking • UID • Posts • Passport • Central excise & customs • Immigration, Visa and Foreigners Registration & Tracking • Insurance 	<ul style="list-style-type: none"> • Agriculture • e-District • e-Panchayat • Commercial Taxes • Health • PDS • Road Transport • Police(CCTNS) • Land Record(NLRMP) • Education • Treasuries • Computerization • Employee Exchange • Municipalities 	<ul style="list-style-type: none"> • e-Biz • EDI for Trade • e-Court • CSC • E-Procurement • India Portal • National e-governance Service Delivery Gateway

Some Powerful and important projects under Uttar Prades Government are like:

- Lokvani
- E-suvidha
- E-seva
- Koshvani
- Jan Suvidha Kendra
- Srishti
- Bhulekh

A. Lokvani

Lokvani is a Hindi word which means “The Voice of people”. This project started by the government for providing information like Birth Certificates, Death Certificates, Income Certificates, land record and job opportunity creation, under a single window. This gives the security and opportunity for accelerated development. Lokvani is a public-private partnership project started in the district of Sitapur in Uttar Pradesh, India on 9 November 2004. After the success in Sitapur the project was replicated in all the 70 districts of Uttar-Pradesh [9].



In a Lokvani Centre, More than 31,000 complaints were registered in a short duration of 7-8 months, out of which approximately 90% complaints have been disposed off successfully. A noteworthy fact is that 10% complainants are women from rural interiors, despite the female literacy rate being as low as 12.74% [10]. In UP 8 districts have started the Lokvani project, Currently around 1,200 Lokvani Kendras are active and operational.

The following services are offered through Lokvani Centers:

- In Lokvani project government provide online obedience, monitoring and clearance of public grievances/ complaints.
- Single window services
 - Income Certificates
 - Caste Certificates
 - Domicile Certificates
 - Birth Certificates
 - Death Certificates
 - Income Certificates
 - Tendering services

- Position of arms license applications
- Information about local employment opportunities in the district
- Online land records
- Information about various Government works, schemes, expenditures, beneficiaries

Since the complaints are now observable, and the action taken available on the website, it is hoped that corruption would be abridged and Government will become more transparent and accountable to citizens.

B. E-suvidha

e-Suvidha provides an interface to citizen to interact with government departments. Government of Uttar has decided to create and develop an electronic connection between the common citizen and the Government Departments Under the NIC this project called e-Suvidha. Government Society, is registered as under the Societies Registration Act, 1860. e-Suvidha has projected to implement an Information Technology enabled Public Utility Interface across the state of Uttar Pradesh and to begin with initially in the city of Lucknow and selected Technology enabled Public Utility Interface across the state of Uttar Pradesh and to begin with initially in the city of Lucknow and selected Technology Partners through Open Tender for providing Total Solution Based Package Comprising of Hardware, Software and Connectivity for Deployment, Customization and Successful Implementation of e-Suvidha on Build Own Maintain Transfer (BoMT) financial model basis[11].



In e- Citizens can avail any service from any of the e-Suvidha Service Centers across any counter without any jurisdictional limit. All e-Suvidha Service centers accept all forms forms of payments including credit cards. Services being offered at 31 e-Suvidha centers:

S. No	Name of Departments	Facility to deposit bills	No. of Centers
1	Madhyanchal Vidya Vitran Nigam Ltd. LESA	Electricity Bill	31
2	Nagar Nigam	House Tax Bill	31
3	Lucknow Jal Sansthan	Water Ta/Server Tax Bill	31

4	Lucknow Development Authority	Installments of Property	31
5	Bharat Sanchar Nigam Ltd.(BSNL)	Basic telephone Bill, Mobile Bill, WLL Telephone Bill, PCO Bill	31
6	Indian Railway (Indian railway caterings and tourism corporation LTD. (IRCTC)	Railway Reservation Ticket Tatkal Reservation Ticket	05

Real time online Single window integration and transaction of all selected Services at 2, 3,7, 8, 12 counters presently at 31 e-Suvidh Centres [12]. Features of e-suvidha:

1. Time and money saving
2. Payment system has become on-line.
3. Rapid Service and clearness of the system.
4. Bills can be deposit after office hours and National holidays and Sundays also.
5. Department account has become on-line and proper MIS report is generated.
6. Good ambience of e-Suvidha centers.
7. Help desk facility.
8. It has enhanced the accountability and openness to citizen's needs.
9. It has provided cost-effective methods of service provision to the departments and agencies.
10. Centers are open on Holidays & Sundays too on two-shift basis (8.00 AM to 8.00 PM).

C. E-Seva

E seva is the form of services provided by the government or any institutions. E-government aimed at providing speedier and well-organized public services including issue of all the citizen related certificates, receiving all sorts of utility bills, redressing grievances, etc.In other words we can say E-seva is a new pattern in citizen services. It provides online transaction to citizen and save time and money.

In E-Seva various departments covered like: Regional Passport Office (RPO), Bharat Sanchar Nigam Limited(BSNL),Commercial Taxes, Transport, Medical and Health, Tourism etc. Some Services of E-Seva are:

- a) Electricity Bill
- b) Air ticket boking
- c) All Postpaid bills
- d) Movie Ticket
- e) Insurance Premium
- f) DTH services
- g) Permits and Licences

Features of E-seva:

1. It Provide real time online services to the citizen
2. Any services at any counter in the centre.

D. Koshvani

Koshvani project is developed to maintain the financial Transaction of the state and to fetch transparency into Government Transaction. It is very helpful in Financial Controllers of different department.

This will help more than 6000 DDO's of state to reconcile the receipt and payment details with treasury figures. More than 160 HOD will be benefited to get there grant/scheme wise progressive expenditure/Budget details.[13]

Available Services:

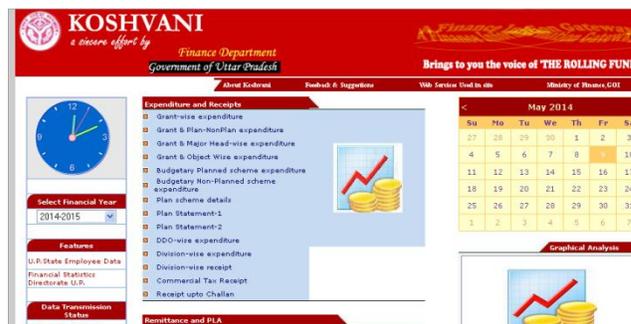
- a) Monthly compiled payment and receipt data of all treasuries
- b) Finance authorities can get expenditure and budget allotment position from grant level up to object and even voucher level too
- c) Finance Department and HOD can get DDO wise expenditure details of their respective grants up to voucher level
- d) Expenditure details of Kanyadhan Yojana can be viewed
- e) Details of contingency payments can also be viewed [14]



There are 347 Sub Registrar Offices across the entire State which is headed by Sub Registrars. Office of the Sub Registrar is the place where all the registration work is done. This is the office, which has maximum interface with the common public and over 1.50 crore persons visit the Sub Registrar Office every year and nearly 23 lacs documents are registered every year. The various functions performed at Sub Registrar Offices are as follows:

- a) Registration of Documents.
- b) Valuation of immovable Properties.
- c) Collection of Revenue, Stamp Duty, Transfer Duty and Registration Fee.
- d) Preservation of Copies of Documents.
- e) Issue of Certified copies of Documents.
- f) Issue of Encumbrance certificate [15].

Uttar Pradesh government provides these facilities on their website:



- a) Monthly Compiled Payment And Receipt Data of all 73treasuries since April 2005.
- b) Finance Authorities at the Government can get expenditure and budget allotment position from grant level up to object and even voucher level too.
- c) Finance Department and HOD can get DDO wise expenditure details of their respective grants up to voucher level.
- d) The details of expenditure for a particular scheme like kanyadhan yojna etc can also be viewed.
- e) Details of contingency payments can also be viewed.
- f) Finance Department and Tax Revenue Department can reconcile the receipt figure with the treasury figure.
- g) Viewer can get the details of daily receipt from major head up to detailed head.
- h) Remittance Department Cheques Details.
- i) Personal Ledger Account Details.
- j) Exception Reports are provided for decision makers.
- l) Data Statistics shows the detail of data available on the site treasury wise.
- m) To download any report use Edit

E. JAN SUVIDHA KENDRA

The Jan Suvidha Kendra (JSK) was first started in Jhansi district of Uttar Pradesh, and since then it has been replicated in many other districts. It was launched in the public interest on 10th June, 2009 in the Collectorate campus, Jhansi. The project has led to the creation of a platform for contact less,

quick, responsive, cost-time-labor saving, easily accessible 24X7 service for speedy and qualitative disposal of public grievances. The four most important requirements essential for any e-governance initiative to be successful are Reliability, Replicability, Sustainability and Security. The JSK project fulfils all these four requirements [16].



The Jan Suvidha Kendra aims to provide services to the citizen with friendly environment by:

- a) Saving valuable time and getting information fast.
- b) Increasing accountability and efficiency of various departments.
- c) Reform the latest tools available with Information & Communication Technology like SMS and internet.
- d) Improving the efficiency and productivity of manpower by reducing duplication.
- e) Ensuring constant and effective communication throughout the process of disposal of grievance.

Some other important features are:

- Call recording feature
- Effective use of SMS services
- 100 percent cross verification of disposal details of every grievance
- standard monitoring at highest level
- Strengthening the Right To Information Act (RTI)2005.
- The helpline receives complaints between 10 am and 5 pm on two numbers — 1800180533 (toll free) and 0522-2236803.

The following services are being delivered at Jan Suvidha Kendras:

S.No	Name of Services	Time Limit
1.	Succession certificate	30 Days
2.	Income certificate	15 Days
3.	Permission of loud speaker	07 Days
4.	Handicap Pension	10 Days
5.	Vehical registration	03 Days
6.	Caste certificate	15 Days
7.	Domicile certificate	15 Days

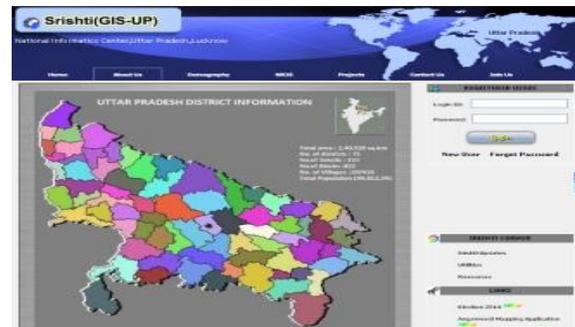
8.	Character Certificate	15 Days
9.	Voter ID	15Days
10.	Renewal of deriving license	03 Days
11.	Widow Pension	10 Days
12.	Death Certificate	07 Days
13.	Old Age pension	10 Days

Benefit of Jan Suvidha Kendra

- a) Effective Services
- b) Transparent
- c) Responsive
- d) Good Governance
- e) Responsive
- f) Respectful
- g) User Friendly Environment
- h) Any person any time from any where
- i) Improved delivery system

F. Sriшти

Sriшти is project which started by the uttar pradesh government. It is very helpful for government to fatch the information like locations i.e Blocks, Tehsils/Talukas, Districts, Divisions and State etc.



In this project numerous tables and graphs are generated by different departments to understand the issues related to development and accordingly decisions taken on the priority areas for plummeting regional imbalances.

Geographical Information System (GIS) has started a powerful tool to represent complex data on maps in recent years. Power of GIS can be subjugated if thematic maps are drawn for regional comparison taking MIS data.

In this project this government website provide Maps for Blocks, Tehsils/Talukas, Districts, Divisions and State are being generated dynamically clubbing village boundary polygons on respective standard codes More than 1.07 lacs Village Polygons has been used for generating :

- 75 District boundaries
- 303 Tehsils/Talukas boundaries
- 822 Blocks boundaries
- 17 Divisional boundaries
- 4 Regional boundaries of the State

To exploit the potential of GIS for getting benefit in the process of decision making, there is a need to initiate a

process of data integration of various departments with maps for pooling different information on common standard codes.

Available Layers

Data of the following sectors from Census-2001 has been linked with village level maps for showing Population and Amenities in the village.

- Education
- Health
- Drinking Water
- Post & Telecom
- Communication
- Banking
- Recreation
- Approach to Villages
- Power Facility
- Irrigation Facilities

Following advantage may be availed while registering with the ‘Srishti’:

1. Easy access of different Base Maps in different categorization
2. Full view of NRIS Data
3. Creation of Thematic maps based on user data

Projects:

- Pilot Project for MGNREGA WORKS MAPPING
- Sonbhadra Watershed
- Polling Station Mapping
- Chitrakoot District Drinking Water Source mapping
- Ambedkar Village Mapping
- Census 2001 Village Level Amenity Mapping
- Census 2001 Village Level Population Mapping
- Village Mapping
- Village level mapping of Amenities Distances from Village
- Overlaying of Road & Canal layers on Village level mapping of Amenities Distances
- Dynamic Generation of Planning Atlas
- GIS base Village selection for Paddy Procurement Centre
- Re generation of Maps for UP Transport Department
- Cadastral Maps of villages from Districts Linked with Bhulekh (RoR)
- Thematic maps of Dry Spell used for Agriculture Department

- Village Level mapping of Serv Shiksha Abhiyan Centers
- Village Level mapping of Health Sub centers
- Village Level mapping of Scholarship Schools
- Village Level mapping of Tube Well from Irrigation Department
- Maps used for General Elections 2009 .[17]

G. Bhulekh

Bhulekh which means bhu + alekh (Land + Records).It provide all type of information related to land either business or agriculture land to the owner and buyer. National Informatics Center(NIC) is developed a website which is very famous and well known as www.bhulekh.up.nic.in. NIC the all kinds of land and property related information via just use of internet. Every tehsil of Uttar Pradesh state had uploaded their all kinds of land records for villages wise, Taluka wise, name wise, Khasara number wise, khata wise and khatoni wise. The bhulekh.up.nic.in comes under the rule of Records of Right (ROR) and Right of Information (ROI)means that the every common citizen have complete right to get all kind of information of their query. Bhulekh portals provide Land Record Information of land property in UP. The portal consist of various forms and applications related to the land deals, information about land value etc.



We can get all the information related to land record by following some simple steps on <http://bhulekh.up.nic.in/> steps are:

- a) Logon to official website of bhulekh or up land record <http://bhulekh.up.nic.in/>
- b) Select your district name.
- c) Now select your Tesil or talika name within that district.
- d) Then click on the next button which is in hindi .Now we can search your land records by khasra number , katha number or by owner's name.
- e) . In first way write down your khasra number and search for your land record.

- f) In secode way just enter your name and you may get your land record.
- g) The land record in UP is commonly known as Bhulekh, Khata khauni.

V. CONCLUSION

In this paper, we have given an overview of e-governance initiative in uttar Pradesh. There are lots of Governance projects run by state and central government. India is moving towards achieving e-governance. In spite of these efforts, the state having the poorest record in e-governance is Uttar Pradesh, when rated on the ICT policy and vision and their priorities for e-Governance. UP is one of the largest and the most populous state of the country. It requires huge efforts for implementing projects/applications across the state, and supporting them. Government has started number of projects to resolve all the problems which are mentioned in my paper. My paper could not completed without this definition

“Good governance is perhaps the single most important factor in eradicating poverty and promoting development” - Kofi Annan[18]

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