

Role of E-disha Kendra in Improving the Image of Governance Towards Public Services- A Study of Kurukshetra District

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ABSTRACT:

In a democratic polity, citizens expect speedy and transparent delivery of public services. For this, E-Governance becomes an excellent tool for government to respond to the escalating demand of educated citizens. The Information revolution has completely changed the world and latest software's are meeting the demand of educated youth who are looking for age of information to fulfill their common purpose requirements.

This paper discusses and presents the survey findings that seek to test the role of e-governance in improving service delivery by accessing the perception of respondents towards E-disha.Kendra services in Kurukshetra district of Haryana. It further seeks to elucidate the quality aspects of public service provided by the E-Disha Kendra's in the city. A survey of 150 respondents were taken.

Key Words: E-governance, E-Disha, Public Services, Perception, Educated Youth

Introduction:

E-governance is the application of information & communication technologies to transform the efficiency, effectiveness, transparency and accountability of informational & transactional exchanges with in government, between govt. & govt. agencies of National, State, Municipal & Local levels, citizen & businesses, and to empower citizens through access & use of information.

E-Governance has been acknowledged as a tool for promoting efficiency and effectiveness in government and it can play a huge role in public service delivery. Many developing countries are now realizing the need for e-Governance in order to provide customer-focused, cost effective, and easy to use services for citizens and businesses and to improve the internal workings of government. For this, the government of India started "e-delivery of public services development policy loan", under the national e-governance plan (NeGP), a flagship e-governance initiative of the government of India aimed at transforming the service delivery system across the country. The vision of the agreement is to make all government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man, NeGP has

identified various key components including common core and support infrastructure and several mission mode projects to be implemented at the central, state and local government levels.

E-governance in Indian states

Various states governments have also taken various innovative steps to promote e-governance and drawn up a roadmap for IT implementation. Various projects are being implemented for improving the service delivery to the citizens through e-governance.

Most important step is the establishment of service centers. These Service Centers are established in public-private partnership mode and centers are providing multiple online services, such as, payments of taxes, land record, driving license, registration of birth, deaths and marriages, payments of water, telephone and electricity bills, issue passport, bus passes and old age cards etc. Through online services citizens have benefited from reduce delay, multiple solution at one counter. As a result, transparency, accountability and efficiency in administration have been increased. E-governance initiatives select states have been mentioned as under:

E-SEWA

The Andhra Pradesh government has launched a twin project for the two cities Hyderabad and Secandrabad, in Andhra Pradesh. Later on in august of 2001 the project

was re-launched as an improved version and christened as e-Sewa, The aim here is to provide a one stop, under a single-roof contact point for availing a wide spectrum of services from a number of different departments.

City Civic Centre (e-city)

This project was started at Ahmadabad Municipal Corporation (AMC) to facilitate better performance of the delivery of municipal services. For this AMC has established six city civic centres which are located in five zones of city and also created forty-three ward civic offices all these interconnected via internet connectivity.

Bhoomi

The government of Karnataka, embarked upon a project "Bhoomi" in 2002 designed by national informatics center, Bangalore, under which the entire land records in Karnataka were to be computerised and made open to public. In all 20 million records of land ownership of 6.7 million farmers were digitalized through 177 government-owned kiosks in the state. The Bhoomi project changed the entire system by converting the data into digital format.

Friends

FRIENDS or "Fast, Reliable, Instant and Efficient network for disbursement of services" was started in 2000 in Thiruvananthapuram by the kerala state department of information technology with the help of local bodies. The friends centre, or Janasevana kendram, is a one-stop integrated citizen service centre of the government of kerala. The centre functions as a single counter to remit utility bill payments, submit applications, seek information on government programmes and schemes, and provide access to other specialty services.

Gyandoot

Gyandoot initiated in January 2000 by a committed group of civil servants in consultation with various gram panchayats in the Dhar district of Madhya Pradesh. Gyandoot is a low cost, self-sustainable, and community-owned rural intranet system (Soochnalaya) that caters to the specific needs of village communities in the district. Gyandoot aims to create a cost-effective, replicable, economically self-reliant and financially viable model for taking the benefits of Information and Communication Technology (ICT) to the rural masses.

E-suvidha

The department of information technology and electronics, government of Uttar Pradesh has decided to create and develop an electronic bridge between the common citizen and the government departments and constituted the state smart city project unit (e-suvidha), E-suvidha is providing 26 public utility services across the state of Uttar Pradesh.

Lokmitra

The Government of Himachal Pradesh is committed to provide the benefits of Information Technology to general public especially living in distant rural areas of the State. The Common Service Centre (CSC) named "LOKMITRA" scheme is one such step of the State Government in that direction. LOKMITRA, a G2C project, provides an interface for the citizens to interact with various government functionaries and solicits the active and direct contribution of citizens in the process of governance.

SETU

Harnessing the benefits of Information Technology for effective and transparent functioning of the administration is one of the core focus areas of the IT policy of the Government of Maharashtra. To ensure time bound service delivery to citizens, the government has initiated the program to set up citizen facilitation center known as Integrated Citizen Facilitation Centre (SETU). It acts as a credible link between the citizens and the government. The SETU is work on these very basic needs of the citizens and reorienting administrative processes accordingly. The aim is to lay the foundation for e-governance, create visible impact of the intention of the Government in this direction, and facilitate the interaction of the citizens with the Government to make it more transparent, pleasant and satisfying.

E-Disha Centres in Haryana

The government of Haryana has given a special emphasis on implementing Information Technology (IT) policy with an aim that is all citizens should access government and private sector services from their own villages and towns. The Master Service Agreement (MSA) for the implementation of the common services centers (CSC) "E-DISHA" scheme in Haryana was signed on April 17th 2007, between Financial Commissioner (Information Technology) on the behalf

of Government of Haryana and the Managing Director of Hartron.

To achieve this objective, The Government of Haryana has implemented the common services centres scheme in the state. As per the IT policy of State, there has been established 1159 rural "E-DISHA" CSC throughout the state as single window services delivery point for government, business and citizen services. Another 55 CSCs, in urban areas and 49 show case CSCs at District Headquarter. At present, the following services have been integrated and offered from "E-DISHA EKAL SEVA KENDERA" centres for the people: Forms and Procedures; Birth and Death Certificate of Urban Areas; House Tax Collection, Social Welfare Schemes Application acceptance; Issue of Caste and Residence Certificate; Passport Application collection; Arms Licence; Driving License; Vehicle Registration Certificate services.

Aneja (2005) He found in his paper that the government is required to cut the service cost, improve administrative efficiency and citizen relationship, bring the transparency and encourage citizens to participate in the Governance. **Singla (2005)** he explain in his study that e-Governance is used to promote E-commerce through internet to provide transparent systems to the citizens and interact directly with Government agencies for overall development of the economy. It is also used to bridge the gap between rural and urban masses. **Besliu (2006)** also defined the advantages of e-Governance in his paper. It encourages more participation of citizens in decision-making process. **Ghosh and Banerjee (2006)** defined that 70% of Indians live in villages and majority of them are farmers. Now, they can easily know about current crop price, get help to prevent crop from diseases and are able to sell directly using internet services, eliminating the role of middlemen besides reducing transaction costs.

Saadoun and Yanning (2007), in their research study, explained the role of e-Governance in delivery and maintaining standards. They brought out that the aim of e-Governance is to improve the information supply, quality of Government services delivery to citizens and businesses by making the Government more responsive, transparent and effective. **Darwish (2008)** emphasized upon the significance of e-Governance as it allows interactive participation of citizens in decision-making

process. This study has also discussed the e-Governance project „Bawaba" launched in Egypt. **Khare (2008)** outlined the significance of e-Governance for the society in India. Author also defined, doctors in villages may consult with the senior doctors online in case of medical emergencies. **Rajon and Zaman (2008)** investigated the prospects and problems of implementing e-Governance in Bangladesh. According to the authors, implementation of e-Governance is the only way to build a corruption-free Bangladesh. E-Governance ensures good governance, strengthens democratic process providing equal rights to access to information, service efficiency and rapid economic growth. **Shingare et al. (2008)** explored the role of e-Governance in the development of rural India. According to him, Gram Panchayat is a unit of Government system that governs at village level administration in India. Most of the population resides in the rural area. Therefore, the development of Gram Panchayats will mean growth of the country. **Singh (2009)** studied different e-Governance projects that have been implemented in the state of Punjab to show the significance of e-Governance. The author highlighted the benefits of SUWIDHA centre to citizens such as issuance of Death Certificates, Affidavits, Permissions, No Objection Certificates, etc. **Verma and Mishra (2009)**, in their research paper, explained the significance of e-Governance for the society. The authors believed that e-Governance has the potential to provide speedy and convenient access to Government services. Also, it can play a significant role in improving interaction between citizens and the administration. They have also focused on single window services which mean availability of public service authorities and services at a single point. **Singh (2010)** advocated promoting e-Governance in India through Right to Information. According to the author, e-Governance refers to the usage of internet and mobile computing by the Government agencies for better delivery to citizens. It also improved the interaction between citizens and the Government. The thrust of e-Governance is on eliminating the middlemen, reducing corruption. **Garg et al. (2011)** discussed the significance of e-Governance in Technical Institutions of India. In their paper, e-Governance has been used to facilitate administrative efficiency, provide speedy and transparent information to the public in every aspect of

technical education. Ghosh (2011) studied the significant role of Information and Communication Technology (ICT) in rural development. The author has stressed upon the advantage of "Gyandoot", an e-Governance project implemented in Dhar district of Madhya Pradesh. Singh and Chander (2012), in their research paper, suggested the role of e-Governance in economic development especially in the State of Punjab. According to the authors, Punjab state is an agriculture-based state with most of the population dependent upon the sector.

Methodology:

This study has been under taken to analyze the customer response towards all services of E-Disha Kendra/services with a special reference to the Government offices, the other objectives are:

Objectives:

- To know the respondents view on E-Disha Kendra.
- To know the perception of respondents on the

services provided by E-Disha Kendra.

- To know the impact of demographic factors on the satisfaction level of the respondents
- To know the respondents view on the costs of service delivery by reducing duplication of efforts by individuals and departments of E-dish Kendra.

Scope of the study:

The scope of this study is to understand the all services of E-Disha Kendra/services. The study has taken place at Kurukshetra (Haryana).

Data collection: Two types of data have been used in the study: Primary Data, Secondary data

Sample size:

150 people from different professional backgrounds.

Statistical tools used: Ranking method has also been used in the analyzing the data. Chi-square test and ANOVA was used for analysis.

Analysis: Table-1, Demographic Profile

Age Group	No. of Respondents	Percentage of Respondents
Below 25 years	34	22.67
25-40 years	59	39.33
40-60 years	52	34.67
Above 60 years	5	3.33
Total	150	100
Income Group (monthly)		
Below 20000 Rs.	41	27.33
20000-40000 Rs.	32	21.33
40000-60000 Rs.	68	45.34
Above 60000Rs.	9	6
Total	150	100
Educational Qualification		
Below 10th	9	6
12 th pass	17	11.33
Graduate	72	48
Post- Graduate and Above	28	18.67
Professionally Qualified	24	16
Total	150	100

Most of the respondents were from the 25-40 years of age than after this almost 35 percent of the respondents were from the age group 40- 60 years. This reflects most of the respondents who are visiting the E-disha Kendra were from the young age and they want to experiment with the new technology systems offered by the government.

Most of the respondents were from below 40000 rs. Range (almost 49 percent). Which shows that below average income group people would like to avail E-disha

Kendra services as it is free from any hindrance.

Most of the respondents were graduate who visit the E-disha Kendra. Almost 16 percent of the respondents were professionally qualified.

To know the impact of the demographic factor on the satisfaction level and usability of the E-disha Kendra services, ANOVA test was applied and following result was obtained:

Table-2 Impact of demographic factors on satisfaction level towards E-disha kendra

Sources of variation (Age Group)	Sum of Squares	Degree of Freedom	Mean Squares	F-values
Between Groups	734.16	3	244.72	12.87**
Within Groups	2776.036	146	19.014	
Total	3510.196	149		
Sources of variation (Income Group)	Sum of Squares	Degree of Freedom	Mean Squares	F-values
Between Groups	689.22	3	229.74	10.783**
Within Groups	3110.48	146	21.3046	
Total	3799.7	149		
Sources of variation (Educational Qualification)	Sum of Squares	Degree of Freedom	Mean Squares	F-values
Between Groups	1210.92	4	302.73	14.64**
Within Groups	2998.33	145	20.678	
Total	4209.25	149		

In order to find out the impact of the demographic factor on the satisfaction level and usability of the E-disha Kendra services, following null hypothesis was considered i.e. 'Demographic factors have no significant impact on the satisfaction level and usability of the E-disha Kendra services'. After adopting ANOVA, it can be interpreted that null hypothesis was rejected at 5 percent and 1 percent level of significance as the

calculated value of the f test is greater than the tabulated value. All the demographic factors i.e. Age group, Income group and educational qualification have significant impact on the satisfaction level and usability of the E-disha Kendra services.

In response to the query that from where you got the information about E-Disha Kendra/services following information was obtained:

Table-3:Source of Information

Option	No. of Respondents	% of Respondents
Media	55	45%
Friends	35	25%
Family	35	20%
Any Others	25	10%
Total	150	100%

Maximum respondents got the information about the E-disha Kendra from the different media. When asked in detail they said that they got information from news paper as well as from local TV channels.

When asked about the reliability and efficiency of the E-disha Kendra most of the respondents (85 percent)

replied in the positive manner and seems to be satisfied with the services provided at the Kurukshetra centre where survey taken.

In response presences of E-disha Kendra seva will remove touts/agents from citizen service of govt.offices, Chi-square test is adopted

Table-4 :Test Statistics

	Response regarding Touts/Agents
Chi-Square	22.000 ^a
Df	4
Asymp. Sig.	.000

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 19.5.

Null hypothesis was rejected i.e. 'response of the respondents is equally distributed among all options'.

Almost 65 percent of the respondents were strongly agree that E-disha Kendra provided timely delivery of services. **In response to the query that whether E-dishakendra provided quick redressal of the**

grievances or not, almost 85 percent of the respondents were agree that they getting quick redressal of their grievances.

In response to the query that 'Use of E-disha creates knowledge based jobs amongst educated youths' following response was obtained:

Table-5

Responses	No. of Respondents	% of Respondents
Strongly Agree	50	33.33%
Agree	52	34.67
Neutrals	31	20.67
Dissatisfied	11	7.33%
Strongly Dissatisfied	6	4%
Total	150	100%

68 percent of the people responded positively that use of E-dish provided knowledge base jobs amongst the educated youths

84 percent of the respondents were agreeing that E-disha Kendra provides transparent services to the public. Similarly 82 percent of the respondents agree that these Kendra does not affect cost to the users.

Conclusion:

There is still needs to develop more on the E-services and its efficiency so that it is easily accessible to all citizens and it becomes the most efficient and effective service to gain satisfaction amongst citizens.

It is evident from above discussion that objectives of achieving e-governance and transforming India go far beyond mere computerization of standalone back office operations. It means, to fundamentally change as to how the government operates, and this implies a new set of responsibilities for the executive and politicians. It will require basic change in work culture and goal orientation, and simultaneous change in the existing processes. Foremost of them is to create a culture of maintaining, processing and retrieving the information through an electronic system and use that information for decision making. It will require skilled navigation to ensure a smooth transition from old processes and manual operations to new automated services without hampering the existing services. This can be achieved by initially moving ahead in smaller informed initiatives in a time bound manner and avoiding large and expensive steps without understanding the full social implications. Every small step thus taken should be used to learn about hurdles and improve upon the next steps, both in terms of direction and magnitude. The proposed changes are likely to be met with a lot of inertia which cannot be overcome by lower and middle level officials with half hearted attempts to diffuse the technology. The change in the mindset to develop and accept the distributed and flat

structured e-governance system is required at the top level system to beat the inertia.

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