Chapter - 6
Summary, Recommendations and Conclusion

Convergence and E-Governance is to promote e-governance at various levels of Government for delivery of services to the citizens, proposed regulatory measures on convergence technologies and services, the Central Government’s “Informatics-led development programme” and “development with-in” policy to overcome “digital divide” and establish E-government E-governance (i.e. digital governance or IT-governance) at National, state, district, Taluk, Hobli and Gramapanchayath levels of government, and finally the infrastructure requirements for faster growth and penetration of Internet and convergence of services to strengthen the ongoing efforts as well as new services for establishing e-governance in the country, to usher in sustainable development and growth and convergence will lead to co-evolution.

People, Procedures, and Technology have become a multi-threaded operating system to take advantage of desktop revolution, open systems, network systems, database technology, parallel computing, and web technology based services (i.e. business-to-business (B2B), business-to-customer (B2C), customer-to-customer (C2C), government-to-government (G2G), government-to-citizen (G2C), government-to-business (G2B), citizen-to-government (C2G)), Customer Relation Management (CRM), Supply-Chain Management (SCM) and Corporate Knowledge Engineering. Information Technology, in its convergent form, is recognized as the vehicle for social, economic, and cultural transformation of society. It is a fact that optimal utilization of resources becomes difficult, unless all resources are converged. Convergence of technologies and services normally results in new capability products and services, at affordable costs to the common public. This will result in rapid establishment of virtual corporate and industrial structures (electronic markets, virtual value chain, and virtual communities) in governance.
5.1: Summary of Findings

1. The convergence of government service delivery system through e-governance in rural Karnataka, tries to look into how the government services delivered at Hobli head quarters and at Gram Panchayath level in reaching the beneficiaries in rural Karnataka. Accordingly the study reveals the following findings and facts through the survey.

2. The study conducted in Mysore district reveals about the status of literacy of people who visited Atalji Janasnehi Kendra in rural areas. It is evident that from the study that, out of 720 respondents, 30 Per cent of respondents were of illiterate, 14.40 Per cent respondents had only primary education, 7.5 Per cent of respondents were Graduates, where as 13.10 Per cent were intermediate.

3. In the study area majority of the respondents were dependent on forming, hence it is found that Non-agricultural practices need to be promoted, to encourage balance in income of the people.

4. Though the Atalji Janasnehi Kendra were established from the year 2006, the study areas shows that, the awareness level is too low, which implies fact that, the government has to make attempts to reach out the citizens in the rural areas. On this note an important observation in the study area is that, majority of the respondents had awareness about the Atalji Janasnehi Kendra from 2 to 4 years. Some of them were aware some 6 Months to 1 year.

5. The survey reveals the source of awareness about the Atalji Janasnehi Kendra is through village level functionaries of the government. Apart from
government functionaries, television, newspaper played a major role in ringing awareness to rural citizens. In addition to this the people who have accessed to the services in Atalji Janasnehi Kendra have passed on the information to their family members.

6. The outcome of the survey regarding the frequency of visit by the citizens to the Atalji Janasnehi Kendra is once in two years in case of 99 respondents among 720 respondents, while rest of visited ones in six months to avail the government service.

7. The study outcome show that, access to government services by the citizens, was available only at taluk headquarters. The concept of decentralization by the government was made available at Hobli headquarters.

8. Some of the government services available only in Taluk headquarters are now available at Gram panchayats. By this cost and time for availing the services has been reduced significantly. Services like agricultural family member certificate, agricultural labour certificate, agricultural certificate, attestation of family tree, bonafide certificate, caste and income certificate, caste certificate, domicile certificate, HK region residence and eligibility certificate, income certificate, land holding certificate, landless certificate, living certificate, no government job certificate, No-remarriage certificate, non-creamy layer certificate, non-tenancy certificate, OBC certificate central, population, residence certificate, small and marginal farmer certificate, solvency certificate, surviving family member certificate, unemployment certificate, widow certificate are available from GPs.
9. The location of the Atalji Janasnehi Kendra as the majority respondents opines that, they have to travel for 7 km where as some of the respondents have told that Atalji Janasnehi Kendra were located in 3 km to 5 km. We also understand that each Atalji Janasnehi Kendra serves 5-6 villages, which leads to burden on Atalji Janasnehi Kendra.

10. Out of 720 respondents 53.33 Per cent of respondents made 2 trips, 15.55 Per cent of respondents made 5 trips whereas remaining respondents made one trip to Atalji Janasnehi Kendra. This observation comes from the survey conducted in the study area.

11. The mode of travel which was used to reach the Atalji Janasnehi Kendra by 175 respondents were by two wheeler, which shows that the people in the rural areas financially became empowered due to support given by banks located in the rural areas, and also the vehicle financial schemes available from the dealers in the local areas.

12. The usual travel cost made for each trip to the centre by 49.20 Per cent of respondents spent Rs.100, 10.30 Per cent respondents spent Rs.200, while 21.90 Per cent of respondents spent Rs.50. The mode of transportation used by the respondents were bus, two wheeler, auto and by walk.

13. The time required to get the work done in Atalji Janasnehi Kendra required a minimum of 21 days which is evident in the replies of respondents in the survey. Some of the services required to be cleared by one to one case because of which it requires to scrutinize before the work is executed which sometimes are case sensitive. Some of the respondents were opinion that due to some technical reasons the services were delayed for a month which brings frustration in people. This frustration leads to illegal methods of
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availing the services. There are also instances where the respondents experience that the services rendered in Atalji Janasnehi Kendra within 3 minutes to one hour which implies that the efficiency of Atalji Janasnehi Kendra are very efficient at times.

14. One of the important observations made in the survey reveals that the citizens were disappointed due to wage loss in order to avail services from Atalji Janasnehi Kendra. For example 132 respondents have lost one day wages to avail the service, 36 respondents lost Rs. 720. In some cases a few respondents have lost wages for 3 hours and one hour. The above examples implies the indirect cost involved in availing the services in Atalji Janasnehi Kendra.

15. The services given in the Atalji Janasnehi Kendra attracts a nominal fee which is needed to be paid by the citizens. Once the fee is collected an acknowledgement is issued. The fee paid by the citizens is used for the developmental activities of Gram Panchayat. The survey reveals that, of 720 respondents 22.20 Per cent of respondents paid Rs. 200, 6.90 Per cent of respondents paid Rs. 1000 and 8.10 Per cent respondent paid Rs. 30. Hence it is clear that depending upon the process of work and type of transaction the service charges are fixed. It is important to take an acknowledgement from the operator in order to have a legal claim on the service to be delivered.

16. The respondents in the study area explained another important issue in Atalji Janasnehi Kendra. The problem faced by the respondents were that there were lot of errors that occurred while issuing a service certificate. Due to this error the process of getting a new certificate increases leading to the increase in cost. This kind of error need to be prevented so as to make the
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process error free. In the survey 73.10 Per cent of respondents experience this problem. Even if an error is minor it still amounts to rework thereby increasing the work load of the operator which indirectly deteriorates the working condition of Atalji Janasnehi Kendra.

17. The survey data reveals that an error in the service leads to increase in cost and time to get it re fixed. 39.70 Per cent of respondents out of 720 respondents required 3 trips to get correction done, while 23.30 Per cent of respondents required 2 trips. This shows that errors in the service delivery are a major concern that needs to be addressed in Atalji Janasnehi Kendra.

18. In Atalji Janasnehi Kendra the operators demanded an extra cost in order to render the service which amounts to corruption. This widens the gap between the haves and have-nots because those who can afford to pay an extra cost will get the services quickly and easily, whereas have-nots in many cases are denied the services in time. Among 720 respondents 28.10Per cent respondents paid Rs 50 and 6.70Per cent of respondents have paid Rs 500. The respondents told that they pay an extra amount to expedite the process, to influence functionaries to act in their favor, to reduce the fee to be paid by them etc.

19. In Atalji Janasnehi Kendra there are intermediaries who expedite the process of documentation related services. Among 720 respondents 78.10Per cent of required the intermediary to complete the work. Even the intermediary charge some amount to the respondents to get the work done which indirectly increases the cost. Out of 720 respondents 34.70Per cent of respondents have paid Rs. 50, while 11.90Per cent respondents have paid Rs. 200, and 24.20Per cent of respondents have paid Rs. 100 to intermediaries.
20. The total amount spent by the respondents to avail the services including all the expenses to get their work done is Rs 100 by 36.10 Per cent of respondents Rs. 200 by 15.80 Per cent respondents and Rs. 500 by 49 respondents.

21. The stress built on the citizens at to intermediaries due to its untimely delivery of services, extra cost involved and errors in the services leads to malpractices. Out of 720 respondents 41.90 Per cent of respondents are of the opinion that they were not at all facing any stress, while 94 respondents underwent high amount stress, 19.40 Per cent of respondents had medium amount of stress, 12.50 Per cent respondents were neutral in their response. This is evident that the stress level is high in these respondents due to the corruption involved in it.

22. The survey discloses that corruption is rampant in to intermediaries. Among 720 respondents 52.80 Per cent respondents were of opinion that there was no corruption in Atalji Janasnehi Kendra, while 99 respondents are of the opinion that there was high corrupt practice in Atalji Janasnehi Kendra, while 16.40 Per cent respondents were of opinion that corruption existed to some extent. This shows that any scheme that is available needs to be provided on the priority basis, so that all the people gets the government services in transparent way without any discrimination in all regions of the state of Karnataka.

23. Awareness of the citizen charter is also an important matter in the government services because it enlists the rights of the public and the responsibilities of the government workers towards the public. Accordingly in the study among 720 respondents 70.60 Per cent of respondents were aware of the citizens charter, which is set by the government for the welfare
of the public in general, while the rest were not aware of the citizens charters.

24. The study reveals that out of 720 respondents 43.10 Per cent of them were describing it as rarely it adheres to the citizen charter and the rest opined that Atalji Janasnehi Kendra always adhere to the citizen charter. With this we understand that it is the government which has to come forefront to set the framework for the citizen charters by overcoming that problems and initiate to implement with other competing organization.

25. The survey brings out the accountability of the government departments or functionaries which directly linked to the government or local governance body. In our study area among 720 respondents 52Per cent of respondents are of the opinion that government functionaries sometimes accountable for their actions, where as some of the respondents were of the opinion that government functionaries where not at all accountable about the services rendered. Hence the government functionaries should take accountability of the services delivered in Atalji Janasnehi Kendra.

26. Though the relevant information regarding the status of the application is sent via SMS to the applicant at various stages, the concerned stake holders fail to process and dispose the application within the stipulated timeline.

27. One of the important observation from the study area and survey is that there is moderate experience in e-governance service delivery from the the Atalji Janasnehi Kendra.

28. Maintaining the confidentiality of the individual information in the Atalji Janasnehi Kendra was a main concern to the respondents. While majority of
the respondents were of opinion that they were satisfied with the maintenance of confidentiality a few respondents were expressed their concern.

5.2: Recommendations

1. The Atalji Janasnehi Kendra has to be made more people friendly, because as per the respondents opinion the people in this Kendras take people requests very casual, so this has to be controlled and the workers have to work towards the welfare of people. So the Atalji Janasnehi Kendra employees need to be trained and make them friendly in their approach.

2. The errors in the documents need to be decreased so that the people going and coming to the Atalji Janasnehi Kendra again and again is decreased. So for this any error in the document is found out by the people, this error needed to be rectified on priority basis.

3. Here the other issue we found out is that the corruption is rampant in Atalji Janasnehi Kendra, any work has to go through giving money or else no work goes in proper time format so this is causing unnecessary delay in work, so to this a panel should be set up and discussed in public should take suggestions from them how the problem can be curbed.

4. The services provided in the Atalji Janasnehi Kendra according to the respondents opinion the services are of very slower, so this has to be decreased so as to fast-track the work in the Atalji Janasnehi Kendra.

5. The services charges for services should be decreased so as to facilitate economical services to the people.
6. Middlemen’s in the Atalji Janasnehi Kendra need to be eliminate in the Atalji Janasnehi Kendra so as to give the people with transparent services.

7. Quality of services provided needed to be improved so as to make peoples experience good atmosphere in a Atalji Janasnehi Kendra.

8. The rules and regulations related to the services needed to be properly displayed in the Atalji Janasnehi Kendra premises so that people are well known about the procedure of the works and the charges.

9. Timings of the Atalji Janasnehi Kendra needed to be adjusted to the convenience of the peoples time so that the Atalji Janasnehi Kendra can make efficient services to the people in the area.

10. TAT – turn around time has to be fixed and maintained – fast track service facility has to extend to rural areas in Karnataka.

11. Inter & Intra-Departmental Process reengineering is still required to convergence of Government Delivery system in rural Karnataka.

12. Promote SMART governance through furnishing prerequisite atmosphere has to create in all the rural areas of Karnataka and in Mysore District

13. Convergence towards mobile governance would effectively create the awareness on e-governance in rural areas.

14. CSC with more G2C services and focus from quantity to quality in terms of service delivery system would enhance the quality of e governance delivery system in Rural Karnataka.

15. CSCs with high speed internet connectivity through WiFi to be provided.

16. There has to be consistent & continuous up gradation of Technology in terms of both hardware & software.
17. The Proposed model for Common Services Centres in Rural Karnataka
5.3: CONCLUSION

Brief discussion about e-Governance in general and convergence of CSCs across the state and Mysore District in particular has to be setup. In a world where IT and its usages are restricted to urban mass and less effectively used to rural bunch this sincere attempt is to find one of the avenues to reach out in an efficient and adding up to the existing research. The state has been making its unrest efforts in this vision being a part of the system. The findings of the Research add value to the team through this research.

Intense policy reengineering, creating pro e-governance environment, enhanced citizen participation. Horizontal integration of systems shall enable vertical integration of systems for India’s journey towards successful Service delivery systems through e-governance models. Extending and Expanding of service delivery of CSC with Mobile Seva shall cut down the cost and time involved and improve the quality in providing G2C, G2G and B2C services, there by enhancing the efficiency and economical growth of the Citizens. The state has been making its unrest efforts in bringing transformation, process reengineering and adding value to service delivery systems through this research. Hence the study and its outcomes become relevant to all the stake holders particularly to the state and citizens in Mysore districts.