

**Systematic Study & Analysis of the impact of
E-governance Implementations in the State of Uttar
Pradesh through a case studies of SPST & IGRS portals**

**ABSTRACT
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THESIS**

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Abstract

e-Governance has been a widely used term for almost all governments to help and facilitate citizens in accessing various services. Governments adopt e-Governance to minimize the corruption and increase transparency. The ICT is the infrastructure backbone for implementation of all e-governance services and it allows citizens to participate in the development of government projects. A good administration increases the transparency and accountability between the processes of government.

India is fast developing as a country to identify new and innovative areas as far as e-Governance projects are concerned. Recently, the government has taken a number of initiatives towards digitalization to improve various services for citizens, entrepreneurs, politicians and MNC's etc. the 24*7 accessibility to any one at any place is the key feature of these services. Government is willing to expand the reach of e-services and is also expanding the network across the country and also.

The e-Governance mainly depends on four groups of citizens, business government & employees. The interrelationship of these groups divides the e-Governance into four blocks such as Government to Citizens (G2C), Government to Business (G2B), Government to Business (G2B) and Government to Employees (G2E).

Though it has seen tremendous growth in India in past few years specially after the digital India initiative by Government of India, still there are a number of obstacles in the implementation of e-Governance in India, particularly due to deficient infrastructure for reaching out to the financially dependent section of the society.

In this research we took initiatives to study various government policies related to e-Governance initiatives and projects in past two decades undertaken by central & state governments. We analysed all major Mission Mode Projects (MMPs) in order to realise the actual growth and the issues involved in implementation.

In addition to the broader objectives as pointed out above, specific objectives of this thesis have been to analyse the initiatives taken by the state of Uttar Pradesh towards implementation of e-governance projects, their status, success and failure. Our general study and analysis have revealed that, though the state has been doing some good efforts; still there are a number of issues in implementation of e-initiatives. As it is not possible to analyse all such efforts by the state, two popular state specific e-governance projects have been identified to be studied as case studies and analysing them through the user survey. This way the actual user feedback could be obtained through specifically crafted questionnaires.

Uttar Pradesh has already established Centre For e-Governance (CeG), it is an autonomous and independent body of the state Government constituted under Department of Information Technology and Electronics (DITE) which works with Government Departments, Private and Public Organizations. CeG supports Government and acts as secretariat and full time internal advisory body in undertaking e-Governance projects. It analyses the key issues in e-Governance process, and helps to develop plans which can provide solution for the identified problem. It also explores the nature of interaction between the citizen and various agencies of the Government and to suggest deployment of technology driven solutions.

The two portals which have been considered for survey and analysis are: SPST and Jansunwai. These are two very good initiatives of the state government which also deal with common public and employees of the state.

The aim of State Public Service Tribunals (SPST) is to give quick and inexpensive justice to employees. As per the state government ordinance after the establishment of the tribunals such suits be barred from being filed in the subordinate courts. The numbers of cases in the state on different issues are constantly increasing in court. This increases the workload on employees of court, as a result of it; the disposal of cases often gets delayed. The SPST is an effort to fill this gap. The *Jansunwai* portal of the state government is used by its citizen as online mechanism for lodging and resolving various complaints mostly related to civic bodies.

This thesis discusses some feeble features in both the portals of the state government which was found through a user survey conducted online involving all stakeholders, and officials and others. The analysis of survey results has revealed some very important and critical findings in both the portals. Further based on that thesis has proposed set of recommendations separately for each portal has also suggested possible enhancements.

Throughout the study and analysis of e-governance projects of state carried in this work, we observed that despite the good initiative by state, once implemented and launched for the citizens, there is no proper mechanism to know or identify the status, acceptance by people and issues(if any) involved in these systems. This is very essential for these projects as the major objectives of e-Governance is to increase the satisfaction level of citizens. It has been realised in our study that a single window system often helps in great way to access various government services. However, many e-Governance portals lack in integration and interoperability. Lack of this feature restricts the usages of services. Often individual state/local governments use their own portal for providing various e- services to its citizens which at times require integration and coordination with similar portals of other states for the information sharing. Lack of this feature restricts the usages of services. The realization

towards this has also been visible through case studies of two portals (namely SPST and Jansunwai).

The resultant of the extensive analysis, issues and recommendations has provided us an idea to presents a general framework for the e-governance which may be considered for implementation to overcome certain limitations identified during the period of this study. The roadmap shown can improve the services, scope and functionality of certain portals. Central to this skeleton is the interconnection and integration of similar e-services being offered by different government in the country.