Chapter-IV

Role of e-Governance in Rural Development

According to 2011 census India, 68% of total population living in rural areas[1] and out of which 21.9% living under Below Poverty Level (BPL)[2]. In Assam also, the scenario is not different as 34.4 % of total population living under BPL[3]. Lack of transportation, inadequate communication facilities, low energy supply, poor economic situation, health and hygine problems, cultural variations still creating problems in the dovelopment process of rural areas.. e-Governance has been considered as an important mechanism to speed up the development process in rural areas. It is considered to be effective in dealing with problems such as corruption and bureaucracy and will improve the standards of living of people in rural areas. Therefore the scope of e-Governance is considered a large one. It consists of sevices like- Government to Government (G2G), Government to Citizen (G2C), Government to Business (G2B), Consumer to Government (C2G), Government to NGO (G2N).

This chapter includes the explaination and analysis of data that has been collected from the field survey.

This chapter deals with the Government to Government (G2G) aspect of e-Governance, in which the researcher tries to find out the status of e-Governance infrastructure, manpower deals with those, communication level within the system and its defects. Some of the data presented in this part are primary which are collected by the researcher from respective fields

through a set questionnaire along with opinion and observations of the office staff and employees. The secondary data are collected from concerned offices and Internet.

4.1 Government to Government (G2G)

G2G is one of the important aspects of e-Governance. It is the electronic sharing of data and information systems between government agencies, departments or organisation. Thus the goal of G2G is to support e-Government initiatives by improving communication, data access and data sharing. By sharing information and systems, government is able to reduce IT costs, government offices can be more efficient and streamline producers, allowing citizens to access information over the internet. The actual results of e-Governance activities will gain more visibility and citizen focus only if many of the stand alone systems created are properly networked and intregated[4]. Adequate infrastructres need to be develop to carry on the process. Otherwise inavailibility of those may cost the whole system and thus become a hindarence of Rural Development.

4.1.1 Infrastructure

The reseracher has made an attempt to find out the availibility of infrastructure suitable for e-Governance, in the different Development Block Office of the two districts i.e Tinsukia and Dhemaji. He has also prepared a questionnarie for the office employees to collect information and to get their awareness regarding e-Governance.

Table-4(i)

(a) Availability of infrustructures in the Development Blocks

Sl. no	District	Name of the Block	Total staff	Regular staff:	Non Regular staff :	Computer Trained employee:	Number of totally Computerise Schemes:	Number of working computer
1	Tinsukia	Kakopather	19	17	2	14	3	7
		Itakhuli	32	9	23	4	3	6
		Guijan	10	6	4	4	3	4
		Hapjan	21	9	12	4	3	4
2	Dhemaji	Bordoloni	28	13	15	15	3	7
		Dhemaji	28	16	10	18	3	6
		Machkhowa	27	9	18	18	3	7

The above table also reflects the percentage of total staff having computers in office in Tinsukia district are : 39% in Kakopather, 19% in Itakhuli, 40% in Guijan,19% in Hapjan Developemt Block. Likewise In Dhemaji district : 25% in Bordoloni, 21% in Dhemaji, 26% of total staff Machkhowa Development Block having computers in office.

Figur-4(a)
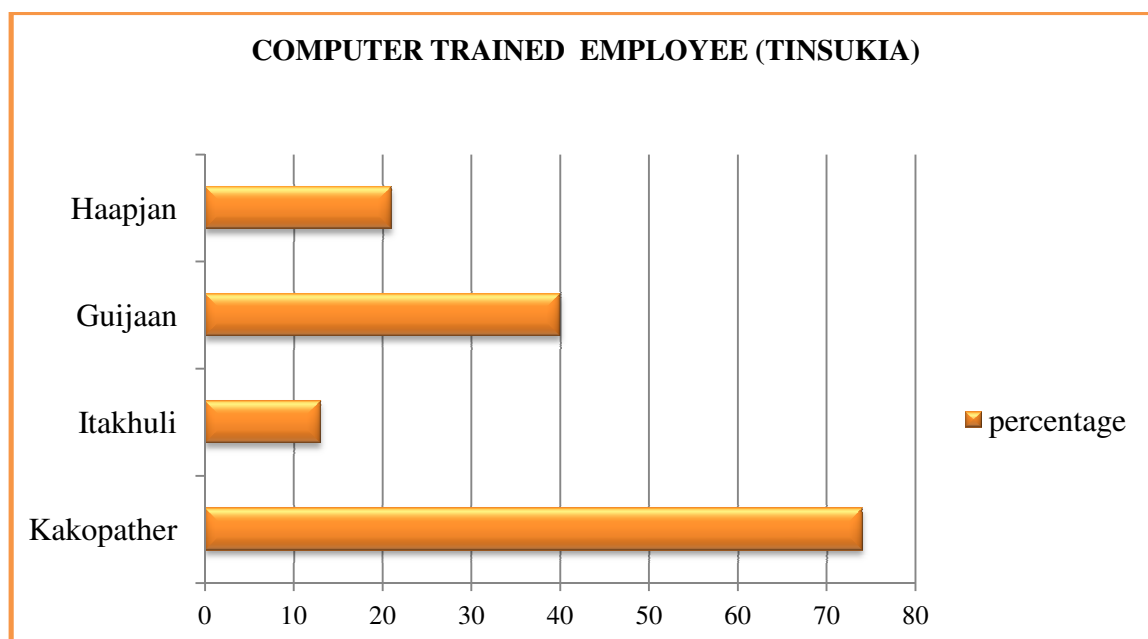
Figur-4(b)
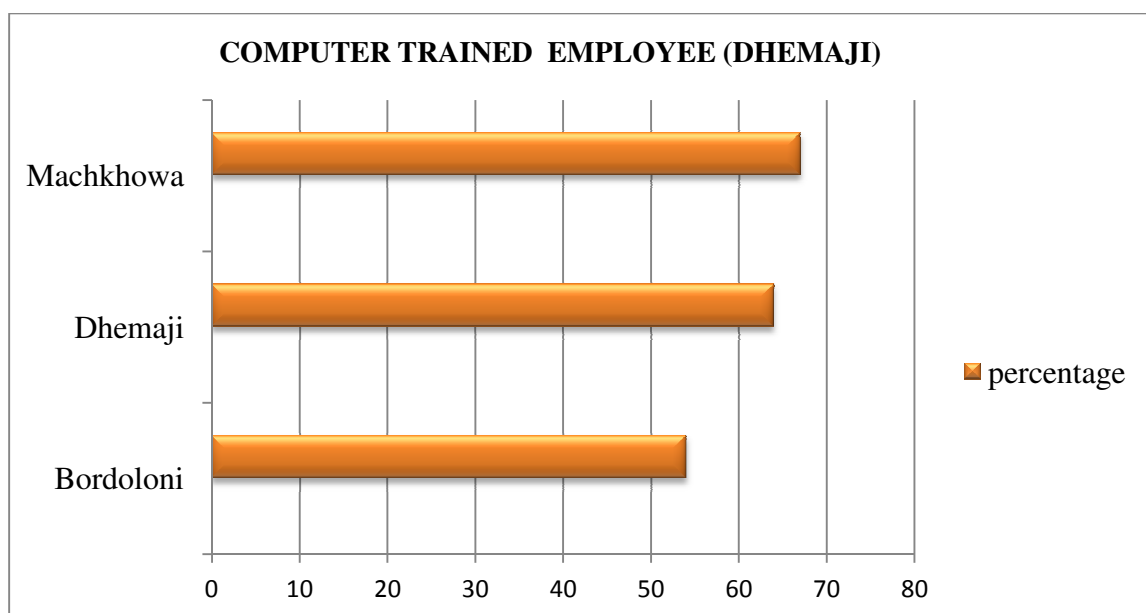
The above figures refer that the percentage of computer trained employees in the four Development Blocks of Tinsukia District is 74% in Kakopather , 13% in Itakhuli, 40% in Guijan, 21% in Hapjan Developemt Block respectively.Whereas in Dhemaji District, the Bordoloni Development Block has 54%, Dhemaji and Machkhowa Development Block have 64% and 67% computer trained employee.

Table-4 (ii)

(b) Availability of infrustructures in the Development Blocks

Sl. no	District	Name of the Block	Air conditioning room for Computer		Regular Electricity supply		Generator Facility		Separate Room for Computers		LAN(Local Area Network) Conectivity		WAN(Wide Area Network) Conectivity		Whether the Block is fully computerised	
			Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	Tinsukia	Kakopather		✓		✓	✓		✓		✓		✓			✓
		Itakhuli		✓		✓		✓	✓		✓		✓			✓
		Guijan		✓		✓		✓	✓		✓		✓			✓
		Hapjan		✓		✓		✓	✓		✓		✓			✓
2	Dhemaji	Bordoloni		✓		✓	✓		✓		✓		✓			✓
		Dhemaji		✓		✓	✓		✓		✓		✓			✓
		Machkhowa		✓		✓	✓		✓		✓		✓			✓
Total				7(7)		7(7)	4(7)	3(7)	7(7)		7(7)		7(7)			7(7)

According to the data of table 4(ii) in case of regular electricity supply, it is found that no Development Blocks in the two districts availing the facility and it is the common problem to all of them. Only 1 out of 4 Development Blocks of Tinsukia district and all the 3 Development Blocks of Dhemaji district have the generator facility for elctricity supply. In both districts all the Development Blocks have the facility of Separate Room for Computers. Again , In Both districts, All the Developement Blocks have LAN (Local Area Network) connectivity and WAN (Wide Area Network) connectivity. None of the Development Blocks of either district is found fully Computerized. It is noticed that the Development Blocks of the two districts have more or less received the ICT facilities from the state government or central government and that assures the existence of e-Governance which means "Government to Government" mechanism is functioning in these areas.

4.1.2   Availibility of official website

In the study in is found that, all the Development Blocks in Dhemaji district have their official portals on web where one can go through and find atleast some information. These Web portals are completly handled through NIC. Likewise in Tinsukia district, it is found that none of the Development Block has any official portals on web. It is quite difficult to find any information about the Devlopment Blocks of Tinsukia district on internet.

Table-4(iii)

Availibility of official website[5]

District official portal on web (NIC)	Official portal of Development Blocks on web (NIC)	Official CIC Portal of Development Blocks on Web (NIC)
dhemaji.nic.in	dhemaji.nic.in/block/sisiborgaon.htm dhemaji.nic.in/block/ Murkak Chellak.htm dhemaji.nic.in/block/machkhowa.htm dhemaji.nic.in/block/dhemaji.htm dhemaji.nic.in/block/Bordoloni.htm	Dhemaji http://Dhemajiblock.nic.in Gogamukh http://Gogamukh.nic.in Machkhowa http://Machkhowa.nic.in Murkak Chellak http://MurkakChellak.nic.in Sisiborgaon http://Sisiborgaon.nic.in
tinsukia.nic.in	-	Guijan http://Guijan.nic.in Hapjan http://Hapjan.nic.in Itakhuli http://Itakhuli.nic.in Kakapathar http://Kakapathar.nic.in Margherita http://Margherita.nic.in Sadiya http://Sadiya.nic.in Saikhowa http://Saikhowa.nic.in

Source- http://www.dhemaji.nic.in , http://www.tinsukia.nic.in

4.1.3 Awarness of the office staff of the Block Development regarding existence of CIC in the Development Block:

Even the existence of Community Information Centre (CIC) in the Development Block is unkown to its staff as well as for the people who come there. Since 2006, 219 Community Information Centres (CIC) have been established throughout Assam[6]. (Each Development Block has one CIC.). But these CIC web portals of both Districts are out of work.

Table-4(iv)
Awarness of the office staff of the regarding existence of CIC in the Development Blocks

Sl.no	District	Name of the Block	Community Information Centre (CIC):	
			Yes	No
1	Tinsukia	Kakopather		✓
		Itakhuli		✓
		Guijan		✓
		Hapjan		✓
2	Dhemaji	Bordoloni		✓
		Dhemaji	✓	
		Machkhowa	✓	
Total			2(7)	5(7)

The data of the above table 4(iv) refers that ; The Community Information centre (CIC) exist only in two Development Blocks of Dhemaji district out of total 3 surveyed , whereas there is no CIC in Tinsukia (according to the staff).

4.1.4   Updation of the informations of the Development Blocks:

When people visit any site they see it as a reflection of an organization or office.Regular Up-to-date information provides fuel in smooth running of a website instead of which it may be regarded as "Dead Website".

Table- 4(v)
Updation of the informations of the Developmet Blocks

Sl. No	District	Name of the Block	Updation of the information about the Block	
			Yes	No
1	Tinsukia	Kakopather	-	✓
		Itakhuli	-	✓
		Guijan	-	✓
		Hapjan	-	✓
2	Dhemaji	Bordoloni	-	✓
		Dhemaji	-	✓
		Machkhowa	-	✓
Total			Nil	7(7)

The data presented on the table 4(v) reflects that none of the Development Blocks has updated their information on web.As said earlier there is no offcial website of the Development Blocks in Tinsukia while it is found that in Dhemaji district the websites of different Development Block contains earlier data. The informations are not updated regularly.e.g data of Census 2011 are yet not uploaded on those.

4.1.5 Speed of services:

The study also tries to find out the impact of e-Governance on office employees. The table in the below reflects the responses of office employees regarding speed of service offered through e-Governance mechanism.

Table-4(vi)
Speed of the services offered by the Development Block through e-Govenance mechanism

Speed of the services	Slow		Medium		Fast		Need to impove		No comment	
Services/districts	Tinsukia	Dhemaji	Tinsukia	Dhemaji	Tinsukia	Dhemaji	Tinsukia	Dhemaji	Tinsukia	Dhemaji
Official records maintanance			1		11	13				2
Data entry			1		11	15				
Bill Entry			1	2	11	13				
IAY registration			2	3	10	12				
MGNREGA data maintanance				3	12	12				
Job card issuing				3	12	7				5
Cash book entry				5	12	9				1
Audit report				7	11	8			1	
Old age pension			1	8	8	7			3	
Residential certificate issuing			1	5	2	2			9	8
Computer training			1	2	7				4	13
Total			8	38	107	98			17	29

The data presented in the table 4(vi) reflects that out of total 132 responses ; 8 (6.06%) person in Tinsukia say the speed of service as medium, 107(81%) say it as fast while the remaining (12.9%) have no comment. Likewise in case of Dhemaji disrtict out of 165; 38(23.03%) say it as medium ,98 (59.39%) say it as fast while 29(17.57%) have no comment on the it.

4.1.6 The problems faced by the Development Blocks in running the activities through elctronic technology:

Electronic technologies or devices play an important role in order to carry out the business of an office, specially when those are operated by trained person. Along with that proper infrastructure and financial aspect are also necessary.

Table-4(vii)

Problems faced by the Development Blocks in running the activities through elctronic technology

Queries	Tinsukia				Dhemaji			
	1	2	3	4	1	2	3	4
Infrustructure (electricity, internet connection, separate buildings for computer cells)	6	3	2	1	13	3		
Technical (non availibilty of trained person, maintanance)	6	2	1	3	2	4	6	3
Manual (lack of efficiency,supervision)		7	5		1	6	7	
Financial (shortage of money)			4	8		3		11

The data presented in the above table 4(vii) shows that out of total 16 employees ,13 (81.25%) employees say infrustructure (i.e electricity, internet connection, separate buildings for computer cells) as no1 problem. 2 (12.5%) employees refer technical (non availibilty of trained person,maintanance) as no1 problem while only 1 (6.25%) employee says manual (lack of efficiency,supervision) as no 1 problem.

Likewise 3 (18.75%) employees says infrustructure (electricity, internet connection, separate buildings for computer cells) as no2 problem; 4 (25%) employees says technical (non availibilty of trained person,maintanance) as no2 problem; 6 (37.50%) employees refer manual (lack of efficiency,supervision) as no 2 problem and 3 (18.75%) as financial (shortage of money) no 2 problem.

The table 4(vii) shows that 2 (12.5%) employees say technical (non availibilty of trained person, maintanance) as no 3 problem; 1 (6.25%) employees say technical (non availibilty of trained person,maintanance) as no3 problem; 5(31.25%) employees say manual (lack of efficiency, supervision) as no 3 problem; 4(25%) employees say financial (shortage of money) no 3 problem.

The data reflected on the above table 4(vii) refers 3 (18.75%)employees say technical (non availibilty of trained person,maintanance) as no 4 problem; 8 (50%) employees say financial (shortage of money) as no 4 problem.

The data presented on the table 4(vii) shows that in Tinsukia out of total 12 ; 6 (50%) employees say infrustructure (electricity, internet connection, separate buildings for computer

cells) as no1 problem; the remaining 6 (50%) employees refer technical (non availibilty of trained person, maintanance) as no1 problem

The data presented on the table 4(vii) also refers that 3 (25%) employees say infrustructure (electricity, internet connection, separate buildings for computer cells) as no2 problem; 7 (58.3%) employees say manual (lack of efficiency,supervision) as no 2 problem while 2 (16.6%) employees say technical (non availibilty of trained person,maintanance) as no2 problem

The table 4(vii) shows 2(16.6%) empoyees refer infrustructure (electricity, internet connection, separate buildings for computer cells) no3 problem; 1(8.33%) employee says technical (non availibilty of trained person,maintanance) no 3 problem; 5 (41.6%)employees say manual (lack of efficiency,supervision) no 3 problem while 4(33.3%) employees refer finance (shortage of money) as no 3 problem

The data of the above table 4(vii) refers that 1(8.33%) employees say infrustructure (electricity, internet connection, separate buildings for computer cells) as no4 problem; while 3 (25%)employee says technical (non availibilty of trained person,maintanance) as no 4 problem; 11 (91.6%)employees say that finance (shortage of money) as no 4 problem

References-

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