

Chapter-V

Role of e-Governance in Rural Development, G2C

5.1 Government to Citizen (G2C)

G2C is the category of e-Government that has focused on interactions between Government and citizens to support transactions. G2C will aim at connecting citizens to government by keeping the citizen informed, providing them with details of government activities, talking to citizens and supporting accountability, by listening to citizens and supporting democracy, and by improving public services. It will involve better services to the citizens through single point delivery mechanism.¹

Under the G2C principle the researcher has made an attempt to find out beneficiaries level of satisfaction about the employment of electronic devices in the different activities in the Development Blocks of the two districts. The data presented in this chapter have been collected by the researcher through some questionnaires, opinion and observations of beneficiaries. The researcher has prepared two different sets of questionnaires for the beneficiaries. The first set of questionnaire is prepared to take general view of beneficiaries about the system. Through the second set of questionnaire the researcher tries to find out the beneficiaries satisfaction in various schemes such as : Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA), Indira Awas Yojana (IAY) and Old Age Pension after the introduction of electronic devices in the Block Development office. Along with that; attempt has been made to find out the role of e-Governance in respect of Agriculture and in Land Record System of Rural Areas (Dharitee). Whether the introduction of modern technologies (specially IT) in rural life bring out fruitful

results or not. The data presented in this part of the study are collected from internet, office documents, newsletter etc.

(a) Do the beneficiaries have any idea of the development activities performed by the Block

Table-5(i)

Districts	Yes	No
Tinsukia	33	17
Dhemaji	25	20

The data on the table-5(i) shows that in the Development Blocks of Tinsukia district 33(66%) beneficiaries replied positively while 17 (34%) replied negatively. In Dhemaji district 25(55.5%) beneficiaries say that they have some idea of the development activities performed by the Block presently while 20 (44.4%) say in a negative way.

(b) Do the beneficiaries use electronic devices at home or at their workplace:

Table-5(ii)

Sl no	Items	Tinsukia	Dhemaji
1	Mobile	40	35
2	Computer	5	4
3	Internet	6	5

In study, it is found that in Tinsukia ; out of total 50 beneficiaries 40 (80%) have mobile while 5 (10%) have computers at home and 6 (12%) use internet in their daily life. Likewise in Dhemaji district out of total 45 beneficiaries 35 (77.7%) have mobile phones, 4 (8.8%) have computers at home while 5 (11.1%) use internet.

5.2 General responses of the beneficiaries on the e-Governance related activities of Block Development office

5.2.1 Employment of the electronic devices in order to run the service of the Development Block-

(a) Provides information what the user needs.

Table-5(iii)

Districts	Yes	No	No Comment
Tinsukia	43(86%)	5(10%)	2(4%)
Dhemaji	38(84.4%)	5(11.1%)	2(4.4%)

The above data of Table 5(iii) refers that In Tinsukia district, out of total 50 ; 43 (86%) beneficiaries believe that the Block Development office provides the information that they needed, 5(10%) says no while only 2(4%) have no comment on this. In Dhemaji district out of total 45; 38 (84.4%) beneficiaries say that the Block authority provides them the informations they needed, 5(11.1%) say no while 2 (4.4%) beneficiaries have no comment on that.

(b) The information is useful to beneficiaries

Table-5(iv)

Districts	Yes	No	No Comment
Tinsukia	41(82%)	6(12%)	3(6%)
Dhemaji	35(77.7%)	5(11.1%)	5(11.1%)

The data presented on the table 5(iv) refers that 41(82%) beneficiaries of Tinsukia say that the information they received from the Block Development office is useful while 6(12%) and 3(6%) have offer no comment on that. Likewise in Dhemaji district 35(77.7%) beneficiaries say the informations are useful while 5 (11.1%) say no while the other 5 (11.1%) have no comment.

(c) Provides relevant information to user's need**Table-5(v)**

Districts	Yes	No	No Comment
Tinsukia	35(70%)	11(22%)	4(8%)
Dhemaji	34(75.5%)	9(20%)	2(4.4%)

The data refer of table 5(v) refers that 35(70%) beneficiaries of Tinsukia district believe that they are getting relevant Information from the Development Block office while 11(22%) say no and the remaining 4(8%) have no comments on this. In Dhemaji district(75.5%) beneficiaries say that they are getting relevant information while 9(20%) say no and the remaining 2(4.4%) have no comment on this.

(d) Provides up-to-date information**Table-5(vi)**

Districts	Yes	No	No Comment
Tinsukia	38(76%)	8(16%)	4(8%)
Dhemaji	30(60.6%)	8(17.7)	7(15.5%)

In the study, it is found that In Tinsukia district 38(76%) beneficiaries say that they are getting up-to date information, while 8(16%) say negatively and 4(8%) say nothing. In Dhemaji district 30(60.6%) beneficiaries offer positive view and 8(17.7) offers negative view while the remaining 7(15.5%) say nothing.

(e) Provides accurate information**Table-5(vii)**

Districts	Yes	No	No Comment
Tinsukia	40(80%)	4(8%)	6(12%)
Dhemaji	37(82.2%)	4(8.8%)	4(8.8%)

The Data of table 5(vii) refers that In Tinsukia district 40(80%) beneficiaries received accurate information from the Block office, 4(8%) say that they are not getting while the 6(12%) beneficiaries have to say nothing on this. Likewise in Dhemaji district 37(82.2%) answer positively and 4(8.8%) answer negatively while the remaining 4(8.8%) remain neutral and offer no comment.

(f) Information is written for users of different cultures and languages.

Table-5(viii)

Districts	Yes	No	No Comment
Tinsukia	23(46%)	14(28%)	13(26%)
Dhemaji	27(60%)	12(26.6%)	6(13.3%)

The data presented on the table 5(viii) shows that In Tinsukia district 23(46%) beneficiaries say that they are receiving information from the Block office in written form which are helpful for users of different cultures and languages, 14(28%) beneficiaries offer negative view and 13(26%) have no comment on this. In Dhemaji district, it is found that 27(60%) beneficiaries have answered in a positive sense while 12(26.6%) have answered in a negative sense and the remaining 12(26.6%) offer no comment.

(g) Provides information easy to understand

Table-5(ix)

Districts	Yes	No	No Comment
Tinsukia	18(36%)	19(38%)	13(26%)
Dhemaji	23(51.1%)	11(22%)	11(22%)

The above data on the table 5(ix) refers that 18(36%) beneficiaries in Tinsukia district say that it is easy to understand the informations that they have received from the Development Block office while 19(38%) beneficiaries have negative views on this and the remaining

13(26%) offer no comment on this. Likewise in Dhemaji district 23(51.1%) say that, the information they received from the Block office are easy to understand while 11(22%) say no and 11(22%) offer no comment on this.

(h) Provides information at the right level of details

Table-5(x)

Districts	Yes	No	No Comment
Tinsukia	21(42%)	19(38%)	10(20%)
Dhemaji	26(56.7%)	13(28.8)	6(13.3%)

The data presented on the table 5(x) shows that in Tinsukia district the 21(42%) beneficiaries believe that the Block office provides information at the right level of details and 19(38%) believe ,it is not so;while the remaining 10(20%) have to say nothing on this.In Dhemaji district 26(56.7%) beneficiaries have answered positively and 13(28.8) have answered negatively while the remaining 6(13.3%) have to say nothing on this.

(i) Presents the information in an appropriate format

Table-5(xi)

Districts	Yes	No	No Comment
Tinsukia	9(18%)	30(60%)	11(22%)
Dhemaji	9(20%)	29(64.4%)	7(15.5%)

The data presented on the table 5(xi) shows that In Tinsukia district 9(18%) beneficiaries say that they are receiving information from the Block office in appropriate format. 30(60%) offers negative view and 11(22%) have no comment on this.In Dhemaji district it is found that

9(20%) beneficiaries have answered in a positive sense while 29(64.4%) have answered in a negative sense and the remaining 7(15.5%) offers no comment.

5.2.2 Responses of the beneficiaries on the e-Governances related services regarding in dealing of MGNREGA, IAY, and Old Age Pension schemes.

Before conducting the study, the researcher has made a simple observation in the field areas where he has found that people generally come to the block offices in search of information on MGNREGA, IAY and National Old Age Pension schemes. Thus he has selected these three schemes for study in order to bring out the beneficiaries satisfaction on those through e-Governance mechanism. In this portion the responses of people are given below

(a) Number of beneficiaries of various schemes in the two districts opted for the study as sample

Table-5(xii)

Districts	Schemes		
	MGNREGA	IAY	Old age pension
Tinsukia	14	12	12
Dhemaji	6	6	6

In order to get the awareness of the people regarding the working of e-Governance in Development Blocks, the researcher has selected 38 and 18 beneficiaries in Tinsukia and Dhemaji district respectively, from three Schemes namely MGNREGA, IAY and OLD AGE PENSION.

(b) Reason behind why people come to Block :

Table-5(xiii)

Districts	Problems of people		
	They have a problems to solve	They need information	They need financial assistance to carry their business
Tinsukia	22	16	-
Dhemaji	11	7	-

The data of table 5(xiii) shows that in Tinsukia district, out of total 38 beneficiaries 16 (42.1%) approach to Block office in search of information, whereas 22 (64.7%) come to block office in search of a solution to their problem. Likewise in Dhemaji district, out of total 18 beneficiaries 7 (38.8%) come to the Block for information while the remaining 11 (61.1%) come to block office to fulfill their problem. None of the beneficiaries in both the district indicates about financial assistance to carry their business.

(c) As beneficiary, have they faced any problem regarding any scheme

Table-5(xiv)

Schemes	Tinsukia		Dhemaji	
	Yes	No	Yes	No
MGNREGA	12	2	6	-
IAY	12	-	6	-
Old age pension	12	-	6	-

The existence of the electronic devices such as computer, internet are not yet so much helpful for the beneficiaries of various schemes in the Block. The above data reflects that out of total 14 MGNREGA beneficiaries in Tinsukia 12 (85.7%) have faced problem regarding the

scheme while 2(14.2%) say that they have no problem while in Dhemaji District all the 6 (100%) beneficiaries of MGNREGA have faced problem. Likewise out of total 12 IAY and 12 Old Age Pension beneficiaries in Tinsukia and 6 IAY and 6 Old Age Pension beneficiaries; 100% have faced some sort of problem.

(d) The nature of problem face by the beneficiaries (As they are informed by the Block authority)

Table-5(xv)

Districts	Nature of problems	
	Technical	Manual
Tinsukia	30	8
Dhemaji	14	4

The Data presented on the table 5(xv) refers that out of total 38 beneficiaries in Tinsukia district 30(78.9%) have faced problem due to technical reason while the remaining 8(21%) have manual causes. Likewise in Dhemaji district 14 (77.7%) out of 18 have faced problem regarding any scheme for technical reason while the other 4(22.2%) have faced problem for manual causes.

(e) Duration of processing a case

Table-5(xvi)

Districts	Duration of processing a case	
	Short span of time	Long period
Tinsukia	28	10
Dhemaji	14	4

The data presented on the table 5(xvi) refers that In Tinsukia 28(73.8%) beneficiaries say that their problems have been sort out within a sort span of time while the remaining 10(26.3%)

say it takes long period. Likewise in Dhemaji 14(77.7%) say about sort period and 2(22.2%) says it takes long period to solve their problem.

(f) The responses of beneficiarie's on Development Block's performance

Table-5(xvii)

Districts	Responses of People				
	Impressive	Good	Average	Bad	Need to improve
Tinsukia		8	28		2
Dhemaji	-	7	11	-	-

The above data of table 5(xvii) refers that 28(73.6%) beneficiaries of Tinsukia district categories the presence of elctronic device as average while 8(21%) say it as Good while the remain 2 (5.2%) say it need to improve. In Dhemaji district it is found that 11(61.1%) say the presence of electronic devices as average while 7(3.8%)says it as Good

(g) People's knowledge regarding presence of CIC in the Block

Table-5(xviii)

Districts	Responses of People	
	Yes	No
Tinsukia	6	32
Dhemaji	-	17

The data presented on the table 5(xviii) refers that in Tinsukia district, out of total 38 beneficiaries; only 6(15.7%) know that there is a CIC in every Development Block while 32(84.2%) show their unawarness about CIC. In Dhemaji district, out of total 18 ; none of the

people has the knowledge about the presence of Community Information Centre (CIC) in their Block.

5.3 e-Governance and Agriculture

Agricultural development is one of the important aspects of Rural Development. In order to test the progress of rural development of a particular area, we need to have a look on the agricultural development also. Modern technologies are now available in the rural areas which rapid the process development in those areas.

Earlier, farmers gathered information from various schemes implemented by the state government / union territories and most of those were funded by central government. All those schemes had a component about information dissemination. There were a number of current IT initiatives / schemes undertaken or implemented by Department of Agriculture and Co-operation, which aimed at providing information to the farmers on various activities in the field of Agriculture. But these initiatives were not integrated because of which the farmer was unable to make proper and timely use of the information available. Moreover, there was little awareness among the farmers about current initiatives.

The government of India has implemented “National e-Governance Plan in Agriculture (NeGP-A) throughout the country. Mission Mode Project was introduced under NeGP from 11th Plan Period (2010-11) in seven selected states i.e Assam, Himachal Pradesh, Jharkhand, Kerala, Karnataka, Maharashtra & Madhya Pradesh etc. Later on the project has been extended to cover all the remaining 22 States and 07 UTs during the current Plan Period starting from 2014-15.² The Mission Mode Project provide an integrated and seamless interface to the farmers for making informed decisions.

The Department of Agriculture and Co-operation of India has developed a number of web portals in collaboration with National Informatics Centre. Some of these are- SEEDNET (Provides various information about seeds), DACNET (Department of Agriculture Cooperation), RKVY (Rashtriya Krishi Vikas Yojana), NFSM (National Food Security Mission), NHM (National Horticulture Mission), APY (Acreage, Productivity and Yield), AGMARKNET (Agriculture and Marketing information Network). The other Agriculture related websites are-

- 1) Acharya N.G.Ranga Agriculture University <http://www.angrau.ac.in/home.aspx>
- 2) Agri. Market Rates website (NIC) <http://www.agmarknet.nic.in>
- 3) Agricultural and Processed food products Export Development Authority (APEDA)
<http://www.apeda.com/>
- 4) Agriculture Cooperative <http://agricoop.nic.in/>
- 5) Agriculture <http://www.agricultureinformation.com/forums/organicfarming/103535-need-details-regarding-organic-forming-telugu-language.html>
- 6) Agriculture <http://www.indg.in/agriculture/>
- 7) Agriculture http://www.indg.in/india/home-page/view?set_language=en
- 8) Agriculture Statistics www.indiaagristat.com
- 9) Agriculture Today <http://www.agriculturetoday.in/>
- 10) Agriwatch Portal <http://www.agriwatch.com>
- 11) Agro e-commerce Portal <http://www.agroecommerce.com>
- 12) Agronet Website <http://www.indiaagronet.com>
- 13) Commodity Portal <http://www.indiancommodity.com>
- 14) Department of Agriculture & Cooperation <http://www.agricoop.nic.in>

- 15) Department of Fertilizers <http://www.fert.nic.in>
- 16) Digital Mandi, IIT Kanpur <http://www.digitalmandi.net>
- 17) eFresh <http://www.efreshindia.com/efresh/>
- 18) Fertiliser Statistics <http://www.fertindia.com/>
- 19) Fertilizer Association of India <http://www.faidelhi.org>
- 20) FIEO <http://www.fieo.org>
- 21) Flower Portal www.fredisurti.com
- 22) Food Corporation of India www.fciweb.nic.in
- 23) HAFED <http://www.hafed.nic.in>
- 24) IFFCO <http://www.iffco.nic.in>
- 25) Ikisan Portal <http://www.ikisan.com>
- 26) Indian farmers <http://indianfarmers.org/>
- 27) Indian Society of Agribusiness Professionals <http://www.isapindia.org/isap/>
- 28) ITC <http://www.itcibd.com>
- 29) Jalaspandana <http://www.jalaspandana.org/>
- 30) Kisan Ayog Website <http://www.kisanayog.org>
- 31) Kribhco <http://www.kribhco.net>
- 32) Krishi World Website Portal <http://www.krishiworld.com>
- 33) KrishiWorld <http://krishiworld.com/>
- 34) Mahindra Kisan Website <http://www.mahindrakisanmitra.com>
- 35) MCX Commodity Exchange <http://www.mcxindia.com>
- 36) Ministry of Agriculture Portal <http://www.dacnet.nic.in>
- 37) Ministry of food processing industries <http://mofpi.nic.in/>
- 38) Ministry of Rural Development <http://rural.nic.in>

- 39) NABARD <http://www.nabard.org/>
- 40) Nafed <http://www.nafed-india.com>
- 41) National fertilizer ltd <http://www.nationalfertilizers.com/>
- 42) National Multi Commodity Exchange <http://www.nmce.com>
- 43) Navdanya <http://www.navdanya.org>
- 44) NCCF <http://www.nccf-india.com>
- 45) NCDC <http://www.ncdc.nic.in>
- 46) NCDEX Commodity Exchange <http://www.ncdex.com>
- 47) NCUI <http://www.ncui.net>
- 48) NDDB <http://www.nddb.org>
- 49) Press Information Bureau (PIB) <http://pib.nic.in/newsite/rssenglish.aspx>
- 50) Sasyasri <http://www./sasyasri.cgg.gov.in/theproject.do>
- 51) SRI-RICE <http://www.sri.ciifad.cornell.edu/extmats/>
- 52) Tea Coffee statistics www.carrittmoran.com
- 53) Uttam Krishi Portal <http://www.uttam.krishi.com>
- 54) Village Organics <http://www.villageorganics.in/>
- 55) Farmer Portal :<http://www.farmer.gov.in> (Source-<http://www.manage.gov.in>³)

In the below table 5(xix) consist some figures of population that depends on agriculture in the two selected districts.

Table-5(xix)
Population dependent on Agriculture

	Assam	Dhemaji	Tinsukia
Percentage Rural Population	85.90%	92%	80.06%
Percentage of population depend on Agriculture	69%	85%	35.40%*

Source- District Statistical Handbook, Census 2011

*Cultivator and agricultural labour

According to census 2011, about 92% population of Dhemaji district is inhabited in rural area where as while 80.06% population of Tinsukia District live in rural areas. 85% population of Dhemaji district is associated with agricultural activities, whereas 35.40% population of Tinsukia associated with agriculture.

5.3.1 Status of e-Governance in the field of agriculture in Tinsukia and Dhemaji District.

5.3.1.1 Krishi Vigyan Kendra (KVK)

The KVK provides training for- Farmer and farm women; and for Rural Youth. The prime goal of KVK is to provide training as per needs and requirements in agriculture and allied enterprises to all farmers, farm women and youths. There are total 22 KVK in different districts of Assam.⁴ The first KVK established in Napam in Sonitpur District.

The KVK of Tinsukia was established in 2004. Since then, it regularly organized awareness generation programmes and provides agriculture related informations regarding crop production, crop protection, crop improvement, sustainable agriculture, organic farming indigenous farming etc to the farmer e.g. Seed production at KVK farm Tinsukia (Sept 2014), Sali paddy transplantation (July 2015) ,Animal vaccination and health camp organized by the KVK Tinsukia (Sept 2016).⁵

During 2012-2013 there were 43 training programmes organized under KVK in Dhemaji. Moreover, it provides frontline demonstration on- performance of Ahu Var, Disang under pre flood situation, Sali rice under stagger red planting condition, cultivation of hybrid Napier Grass,

cultivation of Oat, production technology of oyster Mushroom, performance of Boro rice to the farmers ⁶.

In both the districts most of the activities of the KVK are done through computers. Informations and data are kept in computers and those are updated from time to time. Farmers are trained through agriculture related videos with projectors .The KVK of Dhemaji has started registration and training programmes for farmers under “Agricultural Innovation Partnership project” in order to make them aware about the modern mobile devices with internet connectivity to increase knowledge and agricultural production. Power supply is a genuine problem that occurs regularly which affect the KVK activities while it organised training programmes in the rural areas. The KVK of Tinsukia has a facebook account through which it published various news. The KVK of Dhemaji is published Newsletter which includes the yearly activities of it. The KVK of Dhemaji has also developed an official website on 30th june 2016.⁷ The KVK of both the districts are linked up with KVK-Assam-Green Ecosystem Education website.

The ICAR-Agricultural Technology Application Research institute, Zone-III with its headquarters at Umiam, Meghalaya monitors and reviews the technology assessment, refinement, demonstrations, training programmes and other extension activities conducted by the Krishi Vigyan Kendras (KVKs) in North East Region. ⁸ It publishes “The District Agriculture Inventory Publication” contains the information about KVK and agriculture in district. The inventory encompasses the information regarding geography of district; basic data about agriculture and district population, crops, institutional resources, agriculture relates schemes in district which also covers agriculture, fishery and livestock sector. The district inventory in the form of e-publication increases the digital presence and penetration of KVKs. The inventory will

also serve the communication needs of farmers and youth in district as it contains contact numbers and address related information to access various developmental agencies in district.

5.3.1.2 e-Publications on Agriculture

Electronic publishing on agriculture is not yet popular in North East region due to lack of awareness and literacy among the farmers. Still a few attempts have been made under Krishi vigyan Kendras in this respect.

Since 2012, the Krishi Vigyan Kendra of Dhemaji district is publishing a Newsletter which includes the yearly activities of it. The ICAR-Agricultural Technology Application Research institute, Meghalaya publishes “*The District Agriculture Inventory publication*” which contains the information about KVK and agriculture in district. The inventory encompasses the information regarding geography of district; basic data about agriculture and district population, crops, institutional resources, agriculture relates schemes in district which also covers agriculture, fishery and livestock sector. The district inventory in the form of e-publication increases the digital presence and penetration of KVKs. The inventory also serves the communication needs of farmers and youth in district as it contains contact ⁹. But in Tinsukia district, no such activities are found related with e-publishing on agriculture.

5.3.1.3 Cell phone related services for agriculture

Cellphones are important medium through which e-Governance services can be rendered easily to the needy ones. By using cell phones, farmers can now easily access to the latest

technologies available in the market regarding crop cultivation, crop maintenance, marketing etc. For example- mobile applications like- AgriApp, IFFCO Kisan Agriculture App, Agro India, Agri Precision-Agriculture, Learn Agriculture, Krishi App, Kishan Mitra, Agro MarketDay, Dow Agro, Agro-Guide, Fish Farm, Agri Marketing, Agri-Smart, Crop Info help the farmers in this regard. Under mKishan/SMS portal officers, Scientists and Experts from all over the country are using this Portal for disseminating information on various agricultural activities, giving topical & seasonal advisories and providing services through SMSs to farmers in their local languages.¹⁰ Moreover Kisan Call Centres (KCC) have been functioning since 21 January, 2004 and working in 14 different locations covering almost all the states. All KCC locations are accessible by dialing single toll free number 1800-180-1551 from 6.00 AM to 10.00 PM on all 7 days a week nationwide.¹¹

In the study, it was found that in both the districts, the farmers were unaware of the availability of these mobile apps of Agriculture. They are informed about those services in the training programmes but results nothing. The far long areas of Dhemaji district (i.e joirampur of Bordoloni Development Block , Jurkota and Uriyamguri of Machkhowa Development Block) are yet to be connected with telecommunication network. However in Tinsukia District, quite a few farmers (i.e small tea growers of Philobari, Duwarmara under Kakopathar Development Block;) using a few agricultural mobile apps.

5.4 e-Governance in Land Record System of Rural Areas (Dharitee)

In Assam, web-enabled land record computerization system, named “Dharitee” had started a pilot project in the Sonitpur district of Assam. The first phase of implementation of

Dharitee started in Nagaon and Kamrup district (1993-94). In Its second phase (1998-1999) the government of India rolled out this project at 21 districts in Assam. Then in the year 2003-2004, the project went to its third phase (current phase) with the financial assistance from the Department of Information Technology (DIT). The essence of computerization of Land record is felt urgently due to the loopholes existing in the manual record systems. The problems relating to manual land record system includes huge blocking of land records data updating in every district and circle offices, inconsistency in maintenance of record, time and cost consuming, delay in mutation workflow system processes and unreliable Management Information System(MIS)¹¹.

The major functionalities of Dharitree are – The Online Mutation Sub-System (this automate all kinds of activities starting from registration of mutation request till its processing) , the Online Data Transmission Module (deals with up-to-date record maintenance), the MIS report (associated with administrator’s faster decision making on land matters) and Citizen Centric Services etc. It helps in improving the performances for up-to-date record correction and maintenance both at the Circle office as well as at the Deputy Commissioner’s office.

“Dharitree” scheme has been introduced in Tinsukia district on 11 September 2011 while it has been introduced in Dhemaji district since April,2015.

For the effective management of the study the researcher has only included the data that has been drawn from the two districts i.e one revenue circle from each district for the time period of single year i.e. April 2015 to April 2016.

5.4.1 Account of Mutation Cases under “Dharitee”

Table-5(xx)

Compairision of Account of Mutation under “Dharitee” in two districts (April 2015 to April 2016)

Doom Dooma Revenue circle (April 2015 to April 2016)														
Certificate Type	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Copy of scent Roll	0	0	0	0	0	0	4	131	117	117	162	131	76	738
Certificate of Land	0	10	26	41	66	59	45	28	69	47	67	49	10	517
Income Certificate	0	1	50	47	83	0	0	0	0	0	1	0	0	182
Land Value Certificate	0	0	1	6	6	10	7	2	17	10	8	20	3	90
Annual Revenue Lease	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Land Revenue Lease (Maydi patta) of Town Area	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Land Allotment Certificate	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Source- Revenue Circle office of Doom Dooma and Dhemaji, (January/ February, 2017)

The table 5(xx) reflects that Tinsukia district has advantage position on Dhemaji regarding Account of Mutation since the inauguration of the scheme in both districts.

5.4.2 Citizen centric Services of Dharitree

Table-5(xxi)

Monthly Account of Citizen centric Services under “Dharitee” of Doom Dooma Revenue circle of Tinsukia district (April 2015 to April 2016)

Mutation Type	No of cases for which order has been passed	
	Doom Dooma Revenue circle of Tinsukia District	Dhemaji Revenue circle of Dhemaji District
Field Mutation	1475	402
Office Mutation	261	111
Other cases	0	30

Source- Revenue Circle office of Doom Dooma , (February, 2017)

The table5(xxi) reflects that In Doom Dooma Revenue Circle during April 2015 to April 2016, 738 nos scent Roll copies, 517 nos Certificate of Land, 182 nos Income Certificate, 90 nos Land Value Certificate issued. However no Annual Revenue Lease, Land Revenue Lease (Myadi patta) of Town Area and Land Allotment Certificate issued during this period.

Table-5(xxii)

Monthly Account of Citizen centric Services under “Dharitee” (April 2015 to April 2016) of Dhemaji Revenue circle of Dhemaji District

Dhemaji Revenue circle (April 2015 to April 2016)														
Certificate Type	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Copy of scent Roll	31	75	84	129	126	90	140	116	66	108	170	138	133	1406
Certificate of Land	16	40	24	33	49	32	38	49	66	53	53	27	17	497
Income Certificate	5	30	40	56	26	21	9	3	4	1	1	0	0	206
Land Value Certificate	0	5	10	11	12	11	15	18	18	23	14	18	17	172
Annual Revenue Lease	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Land Revenue Lease (Maydi patta) of Town Area	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Land Allotment Certificate	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Source- Revenue Circle office of Dhemaji , (January,2017)

In Dhemaji Revenue circle 1406 nos scent Roll copies, 497 nos Land certificate, 206 nos income certificate, 172 land value certificate were issued. During the period no Annual Revenue Lease, Land Revenue Lease (Myadi patta) of Town Area and Land Allotment Certificate were issued .

Table-5(xxiii)
Comparison of Citizen Centric Services of Dharitree in two districts
(April 2015 to April 2016)

Certificate Type	No of Total Application in Tinsukia	No of Total Application in Dhemaji
Copy of scent Roll	738	1406
Certificate of Land	517	497
Income Certificate	182	206
Land Value Certificate	90	172
Annual Revenue Lease	0	0
Land Revenue Lease (Maydi patta) of Town Area	0	0
Land Allotment Certificate	0	0

Source- Revenue Circle office of Doom Dooma and Dhemaji , (January/ February, 2017)

The above data of table 5(xxiii) shows that in both the Revenue Circle Offices, Citizen Centric Services are offered regularly under Dharitee Scheme. However from April 2015 to April 2016 period Dooma Dooma Revenue Circle office is lagging far behind from Dhemaji Revenue Circle Office in respect of providing the Citizen Centric Services to the people.

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