



Distance Learning Programme

UPPCS Mains

Polity & Governance-II





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POLITY & GOVERNANCE-II


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Governance Reform Responses in Uttar Pradesh

Some initiatives taken by the State government for improvement of General Administration and administrative reform:

- With the objective of ensuring the availability of regular and time bound certain public services to the public at large, the UP Public Interest Guarantee Act-2011 was implemented by the department of Public Services Management. This department is entrusted with the task of notifying the various service proposals received from various departments.
- Under the aforesaid UP Public Interest Guarantee Act 2011, after considering the proposals from various departments around 237 services has been notified. Under the Act the responsibility of disposing off the application pertaining to the services shall be on the department concerned with that particular service.
- Under the said act, there is a provision of a time bound disposal of applications by the officer concerned, the first appellate officer, second appellate officer, etc.
- In order to ensure regular and timely attendance and presence of the employees in the office, 'Smart Card Reader' scheme was launched in the UP Secretariat in the year 2009.
- All vehicles entering the Secretariat are to be marked with RFID chips in order to prevent unauthorized vehicles from entering the premises.
- A scheme to cover the entire Secretariat premises with CCTV cameras is completed to monitor any suspicious activity and such a scheme is envisaged for all government offices in the near future.
- Various positions vacant in government offices throughout the state are sought to be filled in order to further consolidate the administrative setup.

Justice Dispensing Machinery

- There is an important concern on the excessive pendency of cases in the Courts. In the same reference, the government is releasing money for the construction of new Court premises. In the same line, money is allocated for the expansion of the Hon'ble Allahabad High Court.
- A corpus fund of Rs. 50 Crore is created for making payments to the mediators in the Hon'ble Allahabad High Court as well as in the District Courts.

Delivery Systems and Need for Convergence

If governance at the tool-meets-object level is to improve, which is undeniably the most critical level, and benefits of development and anti-poverty programmes reach to those who need these most, it is the delivery systems that need to be tightened up and vastly improved. Most development programmes launched at considerable costs and with lot of enthusiasm flounder for lack of properly worked out delivery systems. Government and its agencies deliver various types of programmes, services, materials, benefits, facilitation subsidies, subventions, scholarships, pensions, credit, etc., to people. These can relate to physical infrastructure like roads, power, irrigation, housing, drinking water, transportation communications, etc. In the social infrastructure areas services could include education, health, family welfare, nutrition, children and women's welfare, specially targeted programmes for marginalized groups, etc. Other types of deliveries could include credit, public distribution, procurement, subsidies, input supplies, financial assistance, technology

transfers, etc. These are just some sample sets of activity types. An efficient delivery system requires convergence of related facilities, services, staff, institutional arrangements, materials and input supplies, credit and other assistance-disbursing arrangements, facilities for deposit of tax, non-tax and user charge dues, knowledge transfer, and a host of similar other components.

For instance, when we analyze SSA (Sarva Siksha Abhiyan) to evaluate the strengths and weaknesses of the systems in the state, we find that decentralized participation is the key driving element of the SSA, which in common parlance, is the roll out of a massive governmental push for universalization of primary education. The Village Education Committees (VECs) are intended, in this scheme, to be the mechanisms through which public funds for education services are to flow to the village. The delivery paradigm is built around:

- people's participation at the local level, ■ improved service delivery and
- local agency (VEC), ■ improved outcomes.

Independent surveys reveal several deficiencies in the implementation of the programme and its outcomes. A survey was carried out in four selected blocks of Jaunpur district in early 2005 by Pratham, MIT (J-PAL) and the World Bank to assess how SSA is being run and what is the performance of VECs. The results of the survey are highly disappointing. Close to 70% of children at the age of 8 could not read simple text. This number is 50% at age 10 and 30% at age 12. The story was similar for maths and writings. Fifty percent of children at age 10 could not write sentences. Parents, teachers and VEC members were not even aware of the scale of the problem. Many parents did not know that a VEC exists. VEC members themselves were not aware of their roles. Public participation was found to be negligible. Here we see an example of delivery failure.

However, there are examples which paint a positive picture as well. For instance, Lokvani is an innovative model of Citizen Service Centres (CSCs) – a public-private programme started in Sitapur district in December, 2004. It was envisaged to be a single window, self sustainable e-Governance solution providing, quick accessibility, transparency and responsiveness in certain selected areas of district administration, the services online available being, (i) Land records (ii) Public grievance redressal (iii) Tender forms, (iv) Arms license applications status and (v) EPF accounts of basic education teachers. The solution is targeted at 3.6 million citizens residing in Sitapur district. Lokvani is an autonomous registered society. The system operates through several electronically networked and uniformly distributed Kiosk Centres spread out in the district owned by private entrepreneurs who operate as Lokvani's franchisees. Kiosk operators are earning extra money, besides their regular income. Till July 2005, 28,923 queries or complaints were received of which 24,920 were disposed of. Though there are still improvements to be made about quality of disposal and the adequacy of back office support but, Lokvani, on the whole, has been a good initiative which may be nationally recognized. To an extent it has shown that low computer literacy rates and financial constraints are not insurmountable barriers for implementing a citizen-oriented e-Governance project and more than anything else the crux is the strengthening of the delivery systems.

Priority Areas of Governance Reforms in Uttar Pradesh

The priority areas of governance reforms in Uttar Pradesh are briefly summarized below:

Political Arena

Unless the political system is cleaned up, the hope for other interventions, improvements and reforms, that are certainly necessary and essential, is difficult to realize. For achieving that objective, the essential requirements are will and consensus amongst political parties on a set of reasoned positions. Time has come when they should rise above party interests and arrive at agreement on the cleaning up the politico-administrative, electoral, legal justice and the law and order systems. A clear commitment to decentralization and open governance is also needed at the political level.

Administrative and Economic Domain

- Creating an atmosphere of public safety, security and law and order,
- Reducing the cost of governance,
- Capacity building of Government, PSU, PRI/ULB and other institutional/agency personnel,
- Insulate government personnel, police and public officials from recurrent political interference. Depoliticize civil administration and police force. Ensure tenure security of officers and officials,
- Implement Right to Information law earnestly, openly and in a citizen-friendly way,
- Strengthen anti-corruption laws/machinery/ institutions with greater emphasis on adopting open and transparent systems of governance and on preventive measures,
- Introduction of quick and efficient grievance removal systems. High emphasis on e-Governance. Activate and effectively operationalize Citizen Charters,
- Observe financial/budgetary discipline,
- Reform the Administration of Justice System and reduce costs and time needed for obtaining justice,
- Strengthen democratic decentralization and, importantly, bring about convergence in delivery systems,
- Factor in environmental safety and sustainability in all economic development processes,
- Promote and mobilize the voluntary sector for improving and enhancing human development outcomes.

Fiscal and Financial Management

- Sound fiscal management,
- Strict enforcement of the Fiscal Responsibility Law,
- Review of the subsidy regime Subsidies should be restricted to merit goods and specifically targeted only to properly identified, deserving and eligible groups and individuals,.
- Widening and deepening of the tax base.
- Rationalizing user charges and moving to cost-based pricing with provision for cross-subsidization where necessary, Set up Statutory Regulatory Authorities for those service or supply sectors where these do not exist now, e.g. transport, irrigation, water, municipal services, etc.
- Curb on State Guarantees through statutory means.
- Reforms in the Pension and Provident Fund Systems.

building mechanisms for various stakeholders viz. bureaucrats, rural masses, urban masses, elected representatives, is a key to this.

A 'hybrid approach' needs to be adopted for enhancing interoperability among e-governance applications which will encompass centralized approach for document management, knowledge management, file management, grievance management, etc., and distributed approach for land registration, building plans, vehicle registration, criminal and crime information, etc.. The technology of cloud computing can be utilized as a tool for enhancing the delivery of services, for cost reduction, enabling new services, improving the education system and creating new jobs/opportunities. The government of Japan, for instance, has established 'Kasumigaseki Cloud' to deliver public services to its citizens.

The e-governance initiatives in the rural areas should be taken by identifying and analysing the grass root realities. Further simplification of procedures can encourage their use by the actual end users and reduce user's dependence on middlemen/intermediaries. Adopting and implementing the best practices such as that of government in Australia that is continuously focussing in standardization of data, interoperability in e-governance applications and discovering more innovative avenues for delivering e-services effectively, can make e-governance a success.

Promotion of ethical use of technology and data can create a safe and secure e-governance cyber world. Training on basic IT Skills should be introduced more systematically for the existing and all new entrants into government service. Education about the value of the new systems of information and communication technology (ICT) is one step toward reducing some of the existing resistance in citizens as well as bureaucracy.

e-Governance in Uttar Pradesh

The state of Uttar Pradesh is making pioneering efforts to improve the quality of governance through various e-Governance initiatives. In addition to successfully implementing the various Central Government flagship schemes at the state level, the Uttar Pradesh Government has also taken the initiative to conceptualise and launch a number of flagship schemes spanning various areas at State level. Various projects such as State Wide Area Network (SWAN), State Data Centre (SDC), Common Service Centre (CSC), State Portal and various mission mode projects such as e-District, CCTNS (Police), etc., are being implemented in the State. Uttar Pradesh government is effectively using IT to make the administration quick, responsive, transparent, hassle-free and accessible while reducing the inefficiencies and costs.

The Government of Uttar Pradesh is committed to enabling the delivery of Government Services to the citizens at their doorstep in an efficient and transparent manner through the network of Common Service Centres. The UP is speeding up the computerisation of various government departments that have a significant public interface. The records with the government departments are being digitised to ensure that there is seamless delivery of services through a dedicated delivery network or through the internet. To provide connectivity of 2 mbps bandwidth, a network of 885 nodes connecting all the Districts, Tehsils and Blocks to the State capital has been established. It acts as a conduit for carrying all the data to and from the government offices and establishments; essentially it serves as an efficient intra-governmental super highway of information.

The State Data Centre (SDC) has been established to serve as a centralised reservoir for data, information and services from different departments in the state government. The State Data Centre acts as the shared infrastructure across various departments; it

integrates and provides various G2G, G2C and G2B services in an efficient manner. Various applications for different State Government departments, such as Basic Education, Home/Police, and Commercial Tax etc., have been hosted in the State Data Centre.

There are around 3300 Lokvani Kendras, 15,800 Common Service Centres, and 100 E-suvidha kendras in the state. More than 26 government services are currently being provided to the citizens through these centres. The state portal went live on 1st August, 2012 and it has been developed to provide departmental services and information to the citizens electronically.

Uttar Pradesh is one of the early pioneers in the digitisation of land records. Anyone can go and see his or her land records through a computer from any part of the world. The site from which one can get the land records in Uttar Pradesh is called Bhulekh. It is located at: <http://bhulekh.up.nic.in/>.

In order to enable the growth of IT literacy in the state, under an ambitious scheme laptops are being distributed to the students who have passed class 12th exam from government schools, government aided schools and private secondary and senior secondary schools. The scheme was launched in March 2013. This scheme has gone a long way in bridging the digital divide between the people.

Important e-Governance Initiatives in Uttar Pradesh

Darpan

DARPAN is comprehensive, generic and configurable multilingual Dashboard product for Member of Parliaments, Chief Ministers, Governors, Chief Secretaries, Divisional Commissioners and DMs/DCs across Districts & States. It facilitates presentation of real time data on Key Performance Indicators (KPIs) of selected schemes/projects to the senior functionaries of the State Government as well as District Administration which can be used for planning, evaluation and monitoring. It enhances analysis through data collection by consolidating multiple data sources into one centralized, easy-to-access platform. Identifying trends in data to gain enhanced perspectives of the projects, the dashboard allows users to personalize their view to prioritize the information they require.

E-Pariksha

PARIKSHA is a complete solution for the paperless recruitment of suitable candidates against the vacant posts published by various recruitment agencies (State Public Service Commission / State Selection Boards/ Government Organizations or Departments/ PSUs/ Universities etc.). It enables the candidates to carry out the entire process digitally right from the online form submission to its final selection under the paperless environment and also facilitates the recruitment agencies to conduct the complete recruitment process as laid down by Government to



fulfill the vacant posts laying in the various Government Departments/ Institutions/ Organizations through different modes (Direct/ Screening Test/ Examination). PARIKSHA was designed, developed and published as product under “Implementation of National e-Gov AppStore” which has been rolled out in various recruitment agencies of Uttar Pradesh and in other states viz. Bihar.

Nivesh Mitra

"NIVESH MITRA" is a dedicated Single Window System of Government of Uttar Pradesh to collaborate in the holistic development of industry friendly environment through progressive regulatory processes, efficient system and effective measurable timelines. The main objective of the system is to enable 'ease of doing business in Uttar Pradesh' through facilitating the entrepreneurs with the electronic based transparent system for online submission and tracking of applications including online fee payment.

Entrepreneurs setting up small, medium & large scale industry have to file application forms mandatorily through this system. Nivesh Mitra provides the facility of online submission and updating of all forms required for various approvals by the entrepreneurs. Entrepreneurs can make payments towards processing fee of applications online through Internet Banking, Rajkosh and other online payment option.

E-Sathi

District of U.P. Government intends to provide Government services to citizens through Citizen Service Centers (CSC) for minimizing effort and time to provide prompt and effective services to public. Services from different departments are brought under one umbrella at one place. This project has been implemented in all the 75 districts of U.P. State. Some of the services are also made available through online portal. It utilizes backend computerization to enable the delivery of services and ensures transparency for effective and efficient delivery of services. The entire online application is developed and being technically coordinated by U.P. state Centre of NIC. The certificates issued through e-District are also integrated with Digital Locker, a pioneer scheme of Government of India.

The Departments which have their own portal and already having mechanism for processing of citizen services may be connected to e-District Integrated Services on the fly. Till now, 236 services of 38 Departments are integrated with e-District Integrated Services portal. Some of the main services delivered under e-District Integrated Services are Application for New Ration Card, Employment Registration, seed Booking etc. The e-District Services and e-District Integrated Services are continuously providing citizen services to the citizens. The e-District Integrated Services have enhanced the capability of e-District Portal through many folds. Till now e-District Portal and e-District Integrated Services together have delivered more than 14 crore services to citizens. The Government of UP has authorized 10 District Service Providers (DSP) for delivery of these services throughout 75 district of UP. These DSPs have opened more than 73,000 CSC centers across the U.P. State with target of at least one center per Gram Panchayat in rural area. The DSPs are maintaining their pre-paid wallet at Center of e-Governance, U.P. and its complete accounting is maintained at e-district portal. The DSPs recharge their wallet in online payment mode.

AAPURTI (The Web Portal of Food & Civil Supplies Department)

'AAPURTI' - The web portal of Food & Civil Supplies Department, UP (<http://fcs.up.nic.in>) has been designed as per Guidelines for Indian Government Websites (GIGW). The web

portal is bilingual (Hindi & English) and responsive for compatibility with Smart Phones and Tablets.

- List of all National Food Security Act (NFSA) beneficiaries and advanced search facility is available on the web portal.
- It provides all information related to the Food & Civil Supplies Department like about the department, contact details of department officers, Government Orders and notifications, etc., various information related to PDS like district-wise allocation report (drill down upto the Fair Price Shop level), list of godowns, link for downloading e-Challan, etc.
- Toll free no for complaint registration, link for online complaint registration and complaint status is available on the web portal.
- Automation of Ration distribution has been done in 12,556 FPS through Aadhaar based biometric authentication using PoS devices.
- Beneficiary reaches the FPS and provides ration card ID to FPS dealer. FPS dealer selects member name and transaction is initiated using Ration Card member ID and biometric data as input.
- After successful authentication, entry of commodity wise quantity is done and Ration is delivered. PoS transactions are updated to State PDS Server on day end.

E-Nagarsewa

NIC, Uttar Pradesh has developed a responsive, scalable, adaptive and easy to use e-Governance Application for urban citizen for various activities of urban governance named as e-NagarSewa. A citizen can register on the application, e-NagarSewa and can avail various online services. The application is implemented in two states namely Uttar Pradesh and Andaman & Nicobar Islands. In UP, it is covering 60 Amrut towns which will cover 16 Municipal Corporations and 44 Municipal Councils. In Andaman & Nicobar Islands, it is covering one Municipal Council namely Port Blair Municipal Council. The application has 20 Modules which are implemented in various Urban Local Bodies which are fully configurable and adaptive. The e-NagarSewa has services for ULB counters and Online services to the citizens. NIC UP is also selected as Nodal Department to provide services to ULB under Amrut & Smart City project of Government of India & implemented by Government of Uttar Pradesh. The e-NagarSewa is developed in such a way that it provides stable, reliable and scalable application. To have seamless e-governance services to the citizens, it is essential to have a better delivery mechanism, better information management and ensuring citizen participation in governance. E-NagarSewa intends to introduce automation and implementation of integrated framework for e-Governance by leveraging ICT with an aim to streamline, improved, and strengthen functioning of Local Governments and service delivery to citizens.

Jansunwai Samadhaan

During the course of public-government interface, or interaction, the citizen may feel wronged—whether real or supposed. This forms valid grounds of complaint. Also to promote participative democracy, capturing demands and suggestions from citizens is important. In Uttar Pradesh, initial initiatives to redress grievances were isolated at different levels like CM Office, District, Tehsils and State Government Departments, running on different platforms and had no interlinking. Some good work like PG portal was started at Central Government level, while Madhya Pradesh also took lead through its CM Helpline Call centre. Rajasthan, Orissa, etc., have also started their own online systems for grievance