

## **Analysis Of E-Governance Initiative of The State of Uttar Pradesh: A Case Study of State Public Service Tribunal (Spst)**

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**Abstract-** e-Governance is an important field which provides the services of the government to everyone in open network. The effective e-Governance can provide an efficient solution for many problems of governments. Government of India has taken major initiatives and policy plans for developing and implementing the e-Governance projects in all the states of country. It has been changing our life by offering to access government services at our door steps. This paper discusses some feeble features in State Public Service Tribunal (SPST) portal of Uttar Pradesh government which was found through a user survey conducted online involving stakeholders, officials of SPST and others. Based on the analysis of survey results, we have identified some issues and possible enhancements to this portal and accordingly a set of recommendations have been suggested.

**Keywords:** e-Governance, ICT, SMART, SPST, Security

**Introduction** ICT (Information and Communication Technology) is being utilized for quicker and better correspondence, use of data and recovery of information to its clients [1]. It can possibly acquire the ideal social changes by upgrading access to individuals, administrations, data and different advancements. The utilization of ICT in administrative procedure can divide into two parts: - (i) development of government organizations & (ii) connection between government organizations and society. ICT directly influences human development through access to information, knowledge and enlarging choices. The long-term impact of ICT lies in its ability to directly expand human choices through increased access to information and knowledge. ICT breaks barriers to human development in at least three ways not possible before or with other forms of technology: (i) Barriers to Human Knowledge, (ii) Breaking Barriers to Participation & Breaking Barriers to Economic Opportunity. The most important purpose of e-Governance is to rearrange administration which makes the proper communication channel for government organizations and citizens. The idea of e-Governance began with the appearance of government sites in the mid 1990s [2].

e-Governance basically implies Electronic Governance i.e. method of overseeing government electronically [2]. The critical objective of any government is to provide services to citizen for enhanced and level conduct of administrative operations. In fact e-Governance makes government more user-centered [3]. Utilization of IT in the Government encourages a proficient, fast and straightforward

procedure for scattering data to the general population and different organizations, and for playing out the Government organization exercises [4].

In order to operate web administrations, e-Governance works in four categories:- (i) Government to Customer (G2C), (ii) Government to Government (G2G), (iii) Government to Business (G2B) and (iv) Government to NGO (G2N). These four classifications help to collect data and to provide services to all through electronic system [5].

Over the years, both Central and State Government has started a large number of initiatives for people in an era of e-Governance. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them. e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country.

In the era of e-Governance, Government of India on 18<sup>th</sup> May 2006 has approved National e-Governance Plan (NeGP) which contains 27 Mission Mode Projects. Further, Government has included four more projects in NeGP which are Health, Education, PDS and Post Office in 2011. After that NeGP contains 31 projects [5,6]. The NeGP vision, strategy, key components and management are approved by government but this approval does not constitute financial approvals. The projects runs under MMPs are being implemented by Central Ministries and State Ministries both [7].

There are diverse online administrations under the National e-Governance Plan such as Banking administration, Income Tax administration, Insurance, online Passport administration, e-Office, UID (Unique Identification) venture, Agriculture administration, e-District, e-Panchayats, Employment trade, Road transport, Education, e-Courts and National e-Governance Service Delivery Gateway etc. The feature of the NeGP is to make all Government administrations open through a coordinated help conveyance component guaranteeing effectiveness, straight forwardness and dependability, at the spot, for the duration of the life, at Affordable expense to the normal individual [8]. Government need to make the move and put the critical resource inside the better establishment. Open Private Partnership (PPP) is the cash related methodology for Nongovernment office similarly as (NGO) Non-Government Organization for the organization movement in the organization division.

The Indian Government give the criticalness of the possibility of e-Governance and response with made an alternate e-Governance division that is passing by a Secretary to direct e-Governance in India. There are particular affiliation which gives the store to make the better e-Governance adventures like World Bank, Asian Development Bank (ADB), and United Nations (UN) [9].

This paper is organised as follows: Section II, III consists of literature review and e-Governance project in Uttar Pradesh. Section IV describes the State Public Service Tribunal (SPST), section V discusses result analysis and section VI describes the conclusion.

## Literature Review

Many authors defined e-Government in different perspectives, but all are truly defined based on the time of that period [10, 11, 12, 13, 14, 15].

In 2001, Richard Heeks examined the impact of new data on objectives of good administration in his paper. This paper also describes the commitments of e-Governance:- (i) improving government forms; interfacing residents; and building outside communications [16]. Next year Cook et al. define the Electronic Government as “e-Government having four dimensions for major functions and activities of governments: e-Service, e-Management, e-Democracy & e-Commerce [17].

Roumeen, Islam (2003), creator of Information stream and e-Governance' investigated the connection between data streams and administration with the goal to analyze how the accessibility of data may influence administration [18].

Saxena, K.B.C. in 2005 states that in many countries the e-Governance guarantees a more resident driven government and reduces operational expense. The paper investigates the vital traits of an administration driven activity under the standard amazing E-Governance (e2-administration), and portray an approach for guaranteeing such greatness in e-Governance usage [19].

In 2006, Danish Dada published a book “e-Governance Failures”. This book provides a status of e-governance in developing countries [20].

Iyer & Srivastava (2014) proposed a theoretical model to determine major factors, which affect the intention to adopt e-Government services delivered to the public, especially through the e-Government portal. Based on various literature reviews, this paper identified six factors, which are computer anxiety, computer self-efficacy, responsiveness, familiarity, website design and security/privacy [21].

Komba & Ngulube (2015) derived a conceptual framework based on various models like Davis model, Rogers model, DeLone and McLean model, Trustworthiness and the UTAUT model. The factors used in this study are social influence, system quality, user satisfaction, compatibility, perceived usefulness, trust, information quality, relative advantage, and image. The conceptual framework of this study addresses the key factors related to e-Government adoption. The factors were tested and tracked under the guidance of a survey questionnaire of 448 respondent [22]

Rani, Geeta (2017) used classifier cum recommender system for e-Governance using collaborative tire. In the authors propose a web personalization system. This system gives a questionnaire to each user. Using the information filled in the questionnaire, it decides domains of users' interest. It keeps track of browsing behavior of users in Web logs which contributes in finding interest of those users who does not fill the questionnaire. On the basis of sequence of browsing web pages, the system divides users in various clusters [23].

According to Bhushan Jadhav et al. (2018), there are many researchers who have proposed their views on big data enabled e-Governance. This research paper aims to provide a practical approach for integrating big data analytics in E-governance based on hadoop [24].

Sachin sahu et al. (2019) states that e-Governance is one of the hot topic for research in India which deals with services provides by government to citizens in open network. This paper study the initiatives of UP Government on e-Governance. This paper also describes the challenges faced by government in developing e-governance projects [25].

**Table 1: Study and Work on e-Governance**

<i>Sr.No</i>	<i>Area of Research</i>	<i>Name of Author</i>	<i>Year</i>
1.	Data Protection Law and Practice [12]	Rosemary Jay	2003
2.	Do more transparent governments govern better [18]	Roumeen Islam	2003
3.	E-Government for developing countries [11]	Valentina (Dardha) Ndou	2004
4.	e-Governance [13]	Perri, P.	2004
5.	e-Governance success factors [15]	HSH Hassan	2005
6.	Towards excellence in e-governance [19]	K.B.C. Saxena	2005
7.	The Failure of e-Government in developing countries [16]	Richard Heeks	2006
8.	Agricultural e-government in China, Korea, Taiwan and the USA. Electronic Government [10]	Tzong-Ru Lee et.al	2008
9.	An Investigation of e-services in developing countries [20]	Danish Dada	2011
10.	Open government and e-government: Democratic challenges from a public value perspective [17]	Teresa M. Harrison etc.	2012
11.	Final synopsis towards partial fulfillment of thesis [21]	Jaya Lyer	2014
12.	The international conference of e-business, e-commerce e-management and e-Governance [22]	KKH Kunasekaran et.al	2015
13.	A review paper of e-Governance [23]	Geeta Rani	2016
14.	Classifier cum recommender system for e-Governance [24]	Bhushan Jadhav	2017
15.	A historical perspective on the Chinese information society And internet governance [14]	Gianluigi Negro	2019
16.	e-Governance Initiatives and challenges in the state of Uttar Pradesh [25]	Sachin Sahu et.al	2019

### **e-Governance Projects in Uttar Pradesh**

In India, Uttar Pradesh is one of the most populated states where government is working to expand the area of e-Governance administration. For proper development of administrations, government is providing the Internet facility at town level in all the regions of state. Many e-Governance projects are running in UP with the help of Central and State governments, besides in many projects UP government has also authority to set up projects of e-Governance. Now days the e-Governance projects have spreads in all fields of interfaces like government-to-government, government-to-customer and government-to-business [26, 27, 28].

In UP, Centre For e-Governance (CeG) works with Government Departments, Private and Public Organizations [29]. It is an autonomous and independent body of UP Government constituted under Department of Information Technology and Electronics (DITE). CeG supports Government and act as Secretariat and full time internal advisory body in undertaking e-Governance projects. It analyzes the key issues in e-Governance process, after that 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 driver solutions.



Figure1: Centre for e-Governance [29]

e-Governance projects are running in different domains such as education, finance, infrastructures, location, services, grievances etc. The purpose of the entire e-Governance project is to provide better facilities to citizens [30, 31]. Some of the prominent e-Governance projects of UP government are: Lokvani, e-Suvidha, Koshvani etc.

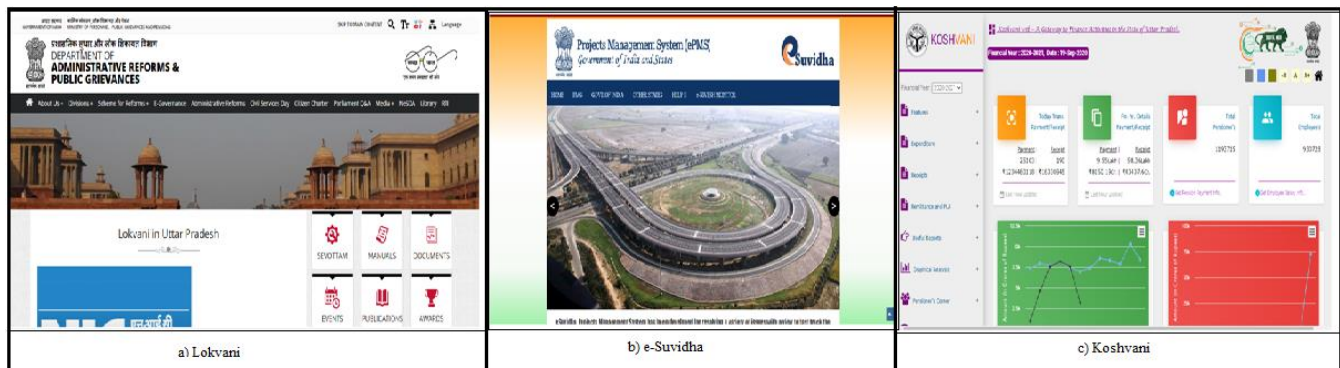


Figure 2: Various e-Governance Projects of UP Government

Lokvani began on 9<sup>th</sup> November 2004 in Sitapur district of UP for giving data like birth certificates, death certificates, income certificates, land record etc [32, 33]. e-Suvidha gives an interface to resident to cooperate with government offices. Administration of Uttar has chosen to make and build up an electronic association between the regular resident and the government departments under the NIC this undertaking called e-Suvidha [34]. Koshvani venture is created to keep up the money related Transaction of the state and to get straightforwardness into Government Transaction. It is useful in Financial Controllers of various offices [35, 36].

### State Public Service Tribunal

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 money & time of people are wastage due to delay in cases. In order to resolve this situation, UP government has established Public Service Tribunals on 24<sup>th</sup> Nov 1975, which deals with different cases

such as:- (i) employment matters of Government servants, (ii) local authorities employees, & (iii) employees of companies.

The aim of Public Service Tribunals 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. As per the tribunal service that it promises to offer to litigants comes with strong and clear commitment such as:-

- Fair and speedy judgments of cases,
- Speedy processing and prompt action,
- Efficiency and professionalism,
- Co-operation and transparency,
- Courtesy and understanding.

This helps to decide the disputes in state on matters related to employment of all public servants. The SPST portal looked on the services matters against U.P. Government. The public servant can file a petition on service matter against the department or organization of the government or authority, corporation, a body owned or controlled by the U.P. State Government [37].

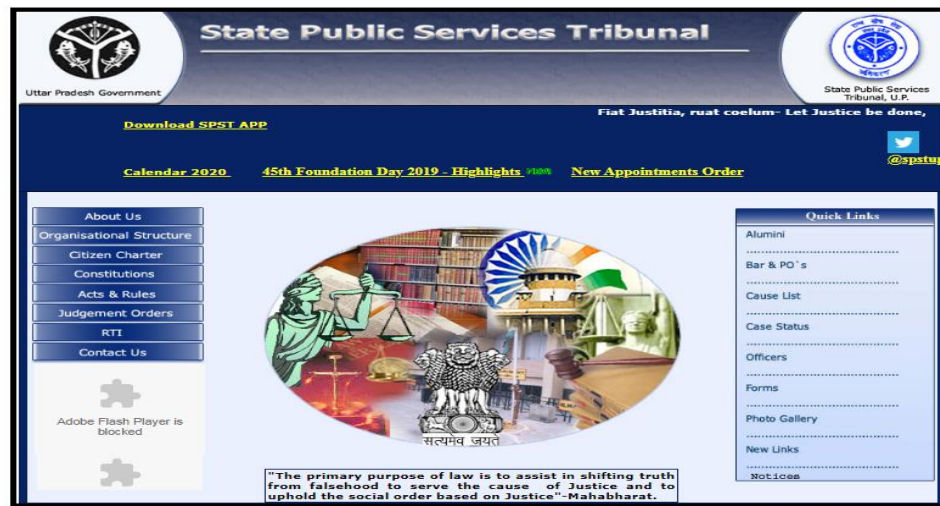


Figure.3: SPST Portal [37]

## Results Analysis

In India the demand of e-Governance is rapidly increasing from central to state to district to village level. e-Governance allows all to communicate with each other by transferring information without time delay with transparency in process.

After analysis the SPST portal, we felt the need of actual users feedback and review to know more about how the users are satisfied about this portal and where they face any issues and suggest any improvements. A questionnaire is developed consisting of 50 questions identified carefully based on our study of the portal. The survey questionnaire consists of two parts, the first part contains question related



to awareness and issues of e-Governance at various levels and stages. The questionnaire are field by the people of different ages, gender, places and pepole working in different government organisations as well as in private departments.

Our 200 persons participated in the questionnaires through a google form in an around Lucknow however some of the participants were also from other state. The analysis has been carried out in two stages, first on general awareness of e-Governance services, second on SPST portal.

### Analysis of Suervey on e-Governance

- Progress of e-Governance in World, India & UP

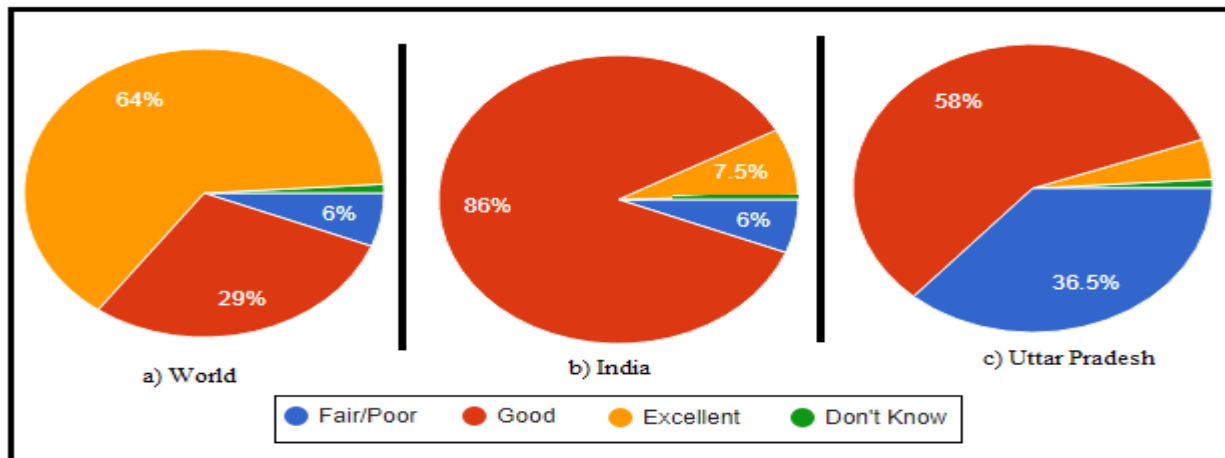


Figure 4: Progress of e-Governance at International, National & State Level

According to survey, 64% of people realised that e-Governance services are much better in different countries. In India 86% people are aware about the progress of e-governance projects where as in UP it reduced to 58% (figure 4).

- Actual User of e-Governance

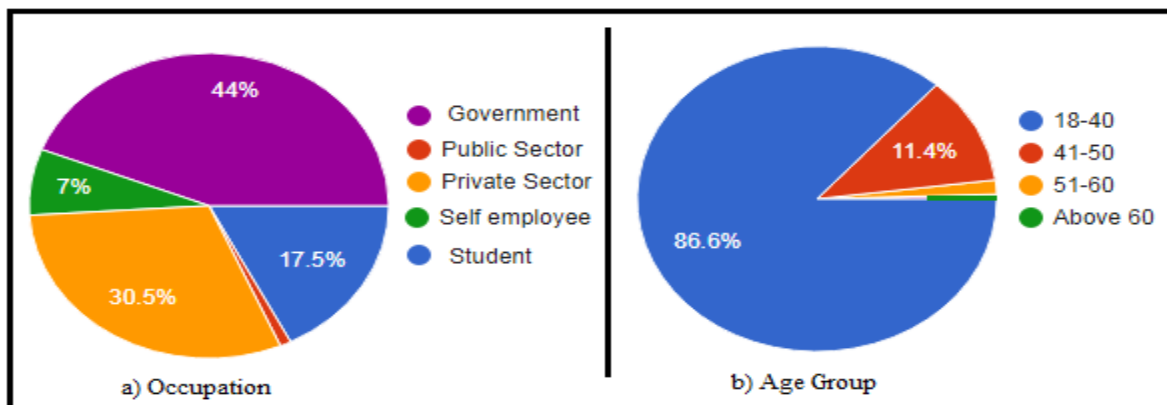


Figure 5: Users of e-Governance

Figure 5 states that the people of Government department are highly using e-Governance portal for various services in comparison to other people (like public sector, private sector, student etc.) As per the

results of figure 5(b) it found that youngsters (at the age group of 18-40) are more aware about the e-Governance projects.

In another question about occupation and use of e-Governance services, we found that governments departments and public sector employees are more aware about the issue of e-Governance services & the students are least aware (only 7%) as revealed by survey.

- Barriers in e-Governance: security, infrastucture, administrative issues etc.

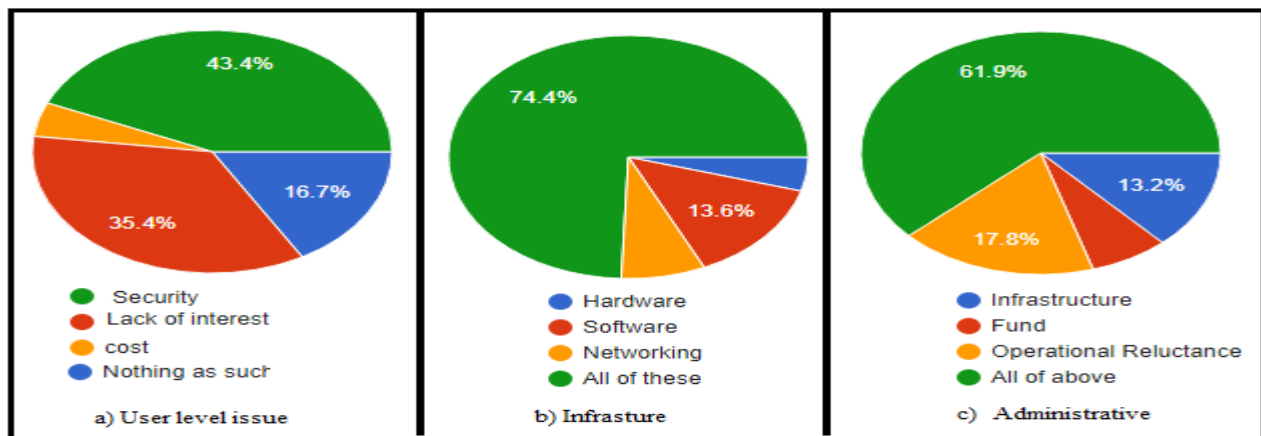


Figure 6: Issues in e-Governance

In reference to another question related to security, infrastructure, administrative issues while using e-Governance services (figure 6(a)), as much as 41.33% of the respondents were of the view that security is the main issue followed by lack of interest about e-Governance in people. Infrastructure (figure 6(b)) is also an important issue to provide e-Governance services as almost threefourth of the people realised that the proper hardware is required for any success to e-Governance projects. Sometimes it occurs due to improper networking services. It is also realised from survey that infrastructure, operational reluctance and fund are administratives issues to implement the e-Governance services.

- Satisfaction Level of Users

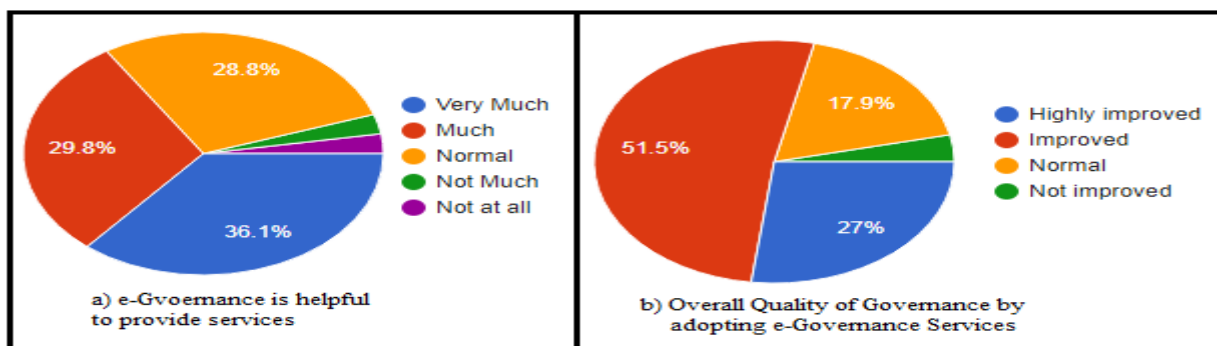


Figure 7: Satisfaction level of users



The outcome of respondent states that the quality of Governance is increases due to e-Governance (figure 7 (b)), unfortunately according to survey only 36.1% of people (figure 7(a)) are very much satisfied by e-Governance services.

Need of computer knowledge, positive attitude & training of employess towards e-Governance initiatives

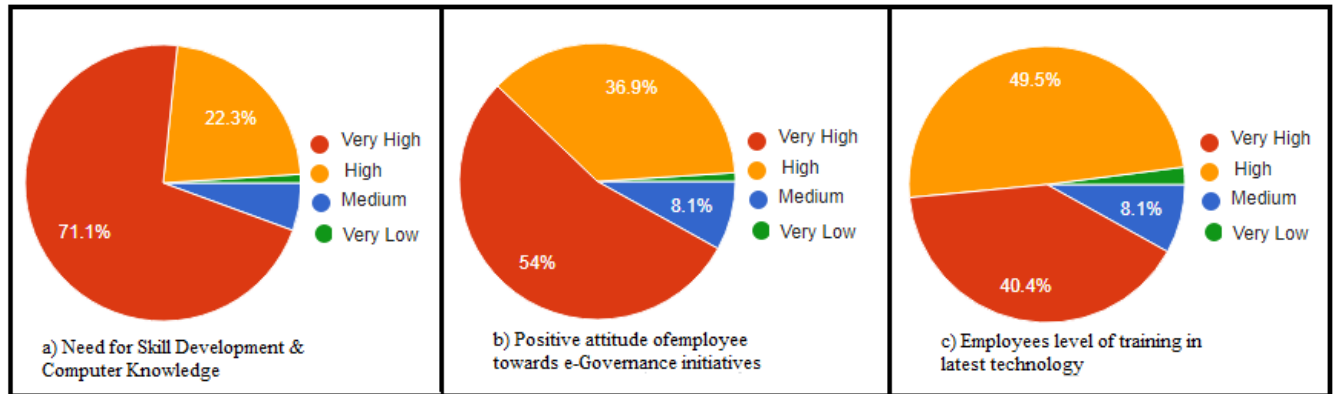


Figure 8: Employees training & attitude level

According to survey, it is concluded that there is a need of skill development and training on latest computer technologies (figure 8 (a) & (c)) for people and government employees in development of e-Governance initiatives. It is also obtained from survey that positive attitude of employess of various deparment also requires for e-Governance initiatives (figure 8(b)).

The survey result ( the first part covering general awarness about e-Governance) reveals some important results. To summeriaze, following issues have been identified through the survey.

- **Lack of interest of people:** It appears from the survey that the awarness level among general public is low about various e-Governance initiatives. Therefore government must take awarness drive among general people towards the e-Governance activities otherwise despite the best efforts by government, result may not be as fruit as expected.
- **Security:** A critical obstacle in implementing e-Governance is the privacy and security of an individual"s personal data that he/she provides during e-Governance operations. Lack of security standards can limit the development of e- Governance projects that contain personal information such as income, medical history.

- **Fund (financial issue) :** In India at central and state level, we have limited financial resources to properly implement and maintain the e-Governance projects. Further, regular maintenance and up gradation of services also requires considerable funds to keep the services properly utilized.
- **Infrastructure:** Nowadays Internet users are growing but still there is a major part of Indian population which is not able to access e-Governance activities due poor networking connectivity's. Though GOI and the state have plans for major expansion of fiber networks to remote places, present status is not so good specially in rural areas.

### Analysis of Suervey on SPST Portal

- Awareness and usage of SPST Portal

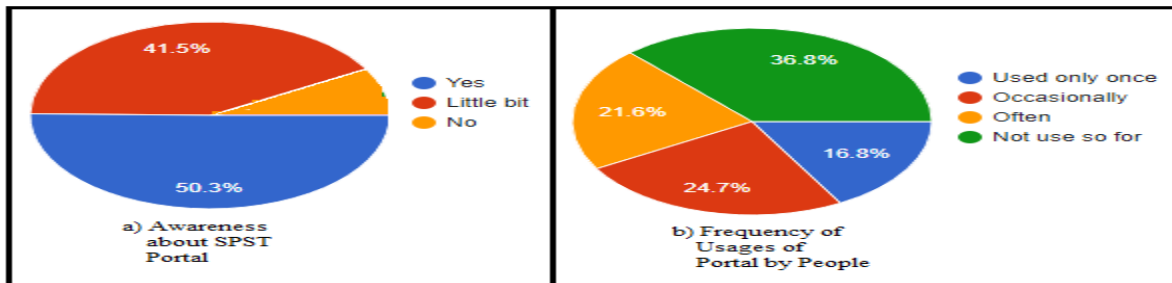


Figure 9: Awareness about Portal

From the survey about SPST portal that the awareness about it among people is not very good (i.e. 50.3%) and frequency of usages of portal by people is also less (figure 9 (a) & (b)). This clearly indicates that the awareness among the possible users of this portal needs to be enhanced through various means of publicity. The frequency of usage is also low which means either user don't have much grievances related to portal or have less trust in the portal and find it better to address their issues otherwise.

- Opinion of User about Service Judgement in SPST

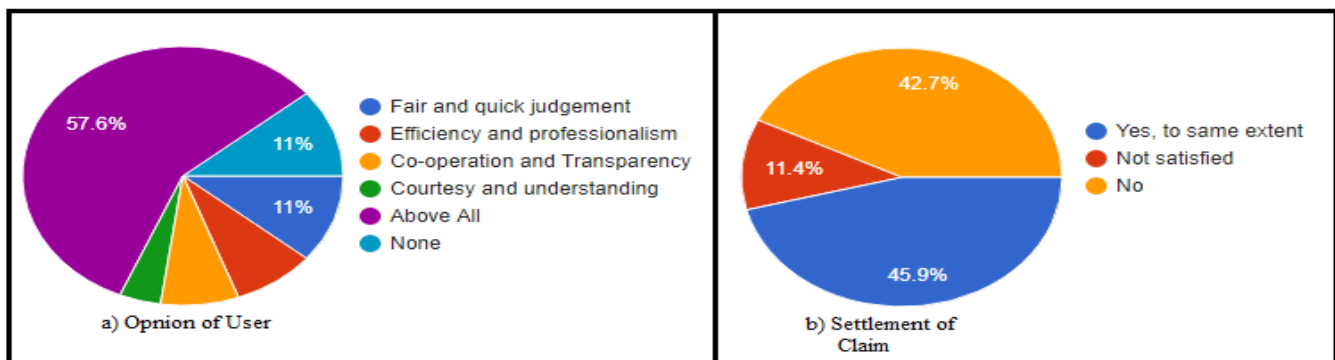


Figure 10: Opinion of user about Portal services

In our survey, only 11% of people found quick and fair judgement on SPST portal (figure 10 (a)). It is also obtained that the people who used this portal for their claim are also not very much satisfied (figure 10 (b)). As the satisfaction level of portal is low which has been appeared through our survey, certain steps may be taken by the government to improve the functionality of the portal.

We found that the majority of people are not satisfied with the response time and claim settlement. Therefore steps may be taken to reduced the response time and fair judgement to the satisfaction of all concerned individuals/parties. This will definitely enhanced the accessibility of portal for which has been developed.

• Overall User Satisfaction & Suggestion about interconnectivity among all SPST portals

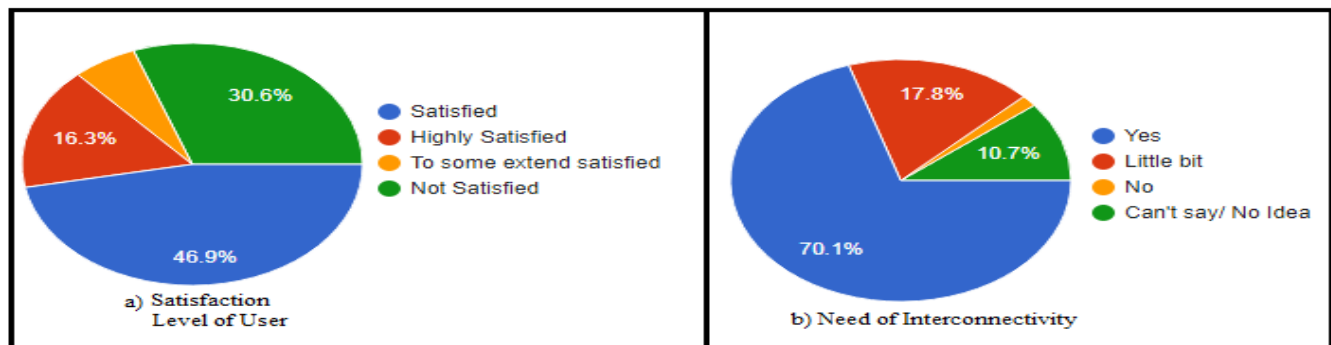


Figure 11: Satisfaction level about SPST

As indicated from the above questions over 70% of people wants that there is a need for interconnectivity among SPST's portals of different states in India. There is need for the Government to focus on the issues against services provided by SPST to users. So the user satisfaction can increase. The result of these questions helps us to know to why the frequency of usages is low. Grievance settlement within reasonable time is expected by users when it comes to using e-Governance site.

### Recommendations

Based on the response of people towards the usage of SPST portal, our analysis revealed a set of important recommendation.

- Awareness institutions must be established to raise the awareness among citizens because higher awareness automatically improves the accessibility of e-Governance services which ultimately raises the satisfaction level.
- The people are in fear due to security issue which occurs in online activities. So must take necessary action against fraud cases.
- People are not satisfied by SPST portal claim, so it becomes responsibility of government to take necessary action against time delay or transparency in steps taken for solving user's problem.

## Conclusion

As the usage of Information Technology is growing very fast, Indian government is making many efforts to provide services to its citizens through e-Governance. Although the government is spending a lot of money on e-Governance projects still many good efforts towards e-Governance are not being utilized by the public for one or the other reason. It has been observed that certain initiatives are highly successful while some other could not penetrate.

Lack of interest of people on e-Governance services, security and privacy of personal data, fund and infrastructure are main challenges towards the growth of e-Governance in India. Awareness among the people needs to be increased. The participation of people can play a vital role in popularizing e-Governance in India.

In UP, SPST portal gives facilities to the users to solve their cases online without going to court. The interest of people is increasing however due to certain issues the users satisfaction is not as per expectation. So there is a need to focus on the services provided this portal specially towards quick and fair settlement of claim.

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