A STUDY ON E-GOVERNANCE IN BELAGAVI DISTRICT ADMINISTRATION

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Abstract: Electronic Governance in India is a newly settled perception. The introduction of National Satellite based Computer Network (NICENET) in 1987 and following promotion of District Information of the National Informatics Center (DISNIC) program to computerize all district offices in the nation for which free software and hardware was accessible to the state Governments provided the essential incentive for e-Governance. Electronic Governance thereafter advanced with the development of technology.

Keywords: National Satellite based Computer Network (NICENET), District Information of the National Informatics Center (DISNIC), Electronic Governance

I. INTRODUCTION

Electronic Governance in India is a newlysettledperception. The introduction of National Satellite based Computer Network (NICENET) in 1987 and followingpromotion of District Information of the National Informatics Center (DISNIC) program to computerize all district offices in the nation for which free software and hardware was accessible to the state Governments provided the essentialincentive for e-Governance. Electronic Governance thereafter advanced with the development of technology. Today, there are a hugenumeral of e-Governance initiatives, both at the Union, State and District levels.

The National e-Governance Plan was formulated in 2006, by the Department of Electronic and Information Technology and Department of Administrative Reforms and Public Grievances that objects at construction all government services reachable to the individuals, guarantee transparency, efficiency and reliability of such facilities at inexpensive costs to grasp the elementary needs of the individuals.

OBJECTIVES
➢ To understand the implementation of e-Governance in the Belagavi district.

➢ To study about implications of e-Governance in the District.

II. METHODOLOGY

The scope of the research is limited, the survey is undertaken by obtaining a purposive and quota sample. The description of the research methodology required for the process of obtaining a sample as well as the nature and size of sample should be adequately explained. Purposive, quota and convenience sampling techniques involve the section of respondents based on the important characteristics under study such as where they live, position in society, specific knowledge related to the research problem etc.

The research study is related to the study of functioning of e-Governance in Belagavi district administration. It utilizes both primary and secondary data. The secondary data utilizes already available information both published as well as unpublished. For primary data, researcher using the survey method with the help of questionnaire.

The researcher has used purposive sampling method to select the city for the purpose of the study. The research purpose Belagavi district has been selected, as it is called as the second capital of Karnataka and also a KundaNagari / Venugram. The research also ascertained that there is scope of the functioning of e-Governance in Belagavi district administration.

❖ **Selection of the citizens from the district of Belagavi**
Belagavi district is divided into 10 Talukas and the administrative wing is divided into 22 cities / Towns / Urban and 1207 villages. In the research purposive and quota sampling has been used for selection of talukas of Belagavi district. In order to study the functioning of e-Governance in Belagavi district

administration, the research has located citizens of 5 talukas based on population (3 highest & 2 lowest) and literacy rate (3 highest rank & 2 lowest rank) from the district as shown in table 1.1

Table No.1.1: Literacy rate of Selected thaluks of the District

Sl.No	Name of the Taluka	Population	Literacy rate
1	Belagavi	957373	83.68%
2	Chikkodi	628800	76.06%
3	Gokak	612163	67.54%
4	Khanapur	258089	75.65%
5	Ramadurg	258527	66.36%

Source: As per the 2011 census

The researcher has selected the samples and collected data from 400 citizens of Belagavi district from 5 taluks-based Population and literacy rate like 3 highest populated taluks and 2 lowest populated taluks and literacy rate like 3 highest literacy rated rank and 2 Lowest literacy rated rank.

A Belagavi citizen is one who uses e-Governance services through the different websites www.sakala.kar.nic.in and www.rtc.karnataka.gov.in to interact with the government offices those delivering e-Governance services to the citizens. A description of SAKALA and Bhoomi as just an IT enabled services would be an understatement, considering the kinds of automation and services being offered to citizens. It has made an exemplary effort to make the process and interaction more efficient, user friendly and trouble free for the citizen's convenience through the implementation of e-Governance service. Citizens can make their regular transactions according to their convenience like birth & death certificate registration, caste and income certificate, residential certificate, domicile, RTC and more. The government of Karnataka providing a civic facility to citizens to avail e-Governance services through Nadakacheri (kiosks). 27 kiosks are located all over Belagavi district trough which citizen can avail the services. Kiosks are operated and managed by a private contractor. Citizen just has to walk to kiosks and get the benefit of the services to complete the required transaction. According to their convenience citizens can enjoy hassle free e-Governance services by saving their travel time, effort as well as money. To utilize e-governance services, the citizen needs to be little educated and internet user friendly because the e-services provide quick and fast service, so awareness about the operation system of e-service Kiosks is very relevant. Most importantly citizens should be aware about SAKALA and Bhoomi e-Governance services of Government of Karnataka.

❖ **Awareness on e-Governance service providers**

In this table the researcher tries to find out the awareness on e-Governance services of the respondents with question on who delivers the e-Governance services and With response from the respondents researcher finds that 32.36 percent citizens said that all government offices provides the e-Governance services and it is followed by 31.49 percent respondents opinion is that the of Nadakacheri will provide the e-services, 23.32 percent accept that Nadkacheri/Revenue office/ Corporation offices are providing the e-Governance services, further 1.75 percent respondents says that only corporation office, and finally 11.08 percent of citizens believed that the all above mentioned groups are providing the e-Governance services. Further the researcher finds that 57 respondents from total data collected are of the opinion is that they are not aware of e-service providers of the government.

Table. No.1.2: Awareness on e-Governance service providers

Sl. No	E-governance service provider	Frequency	Percent
1	NadaKacheri	108	31.49%
2	Corporation office	6	1.75%
3	In all Government Departments	111	32.36%
4	Nadakacheri/Revenue office/Corporation	80	23.32%
5	All the above	38	11.08%
	Total	343	100

Source: Primary data

Awareness regarding e- Governance service Provider
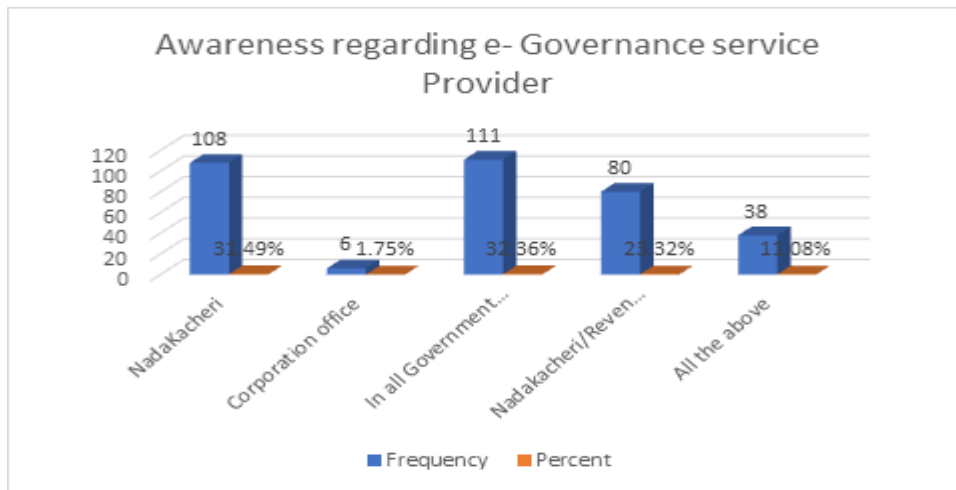
❖ Usage of e-Governance services by Citizens:

Table No.1.3 makes us to understand the responses on the question of how many services you are enjoying from the e-Governance. In this regard the researcher finds that 87.5 percent of respondents are happy with the e-Governance services like Birth certificate, income and caste certificate, residential certificate, RTC, driving license and FIR copy and 11 percent of respondents satisfied with the services of Birth, income & caste certificate, RTC, Driving license/ FIR copy, Domicile, Vehicle registration and pass port services lastly 1.5 percent of the respondent opine that they are getting the service of RTC only.

Table.No.1.3: The services of e-Governance for Citizens

Sl. No	E-governance services	Frequency	Percent
1	RTC	6	1.5%
2	Birth/income, caste/residential/RTC/Driving license/FIR copy/Domicile/Vehicle registration/Pass port	44	11.0%
3	Birth/income, caste/residential/RTC/Driving license/FIR copy	350	87.5%
	Total	400	100

Source: Primary data

Usage of e-Governance services by citizens
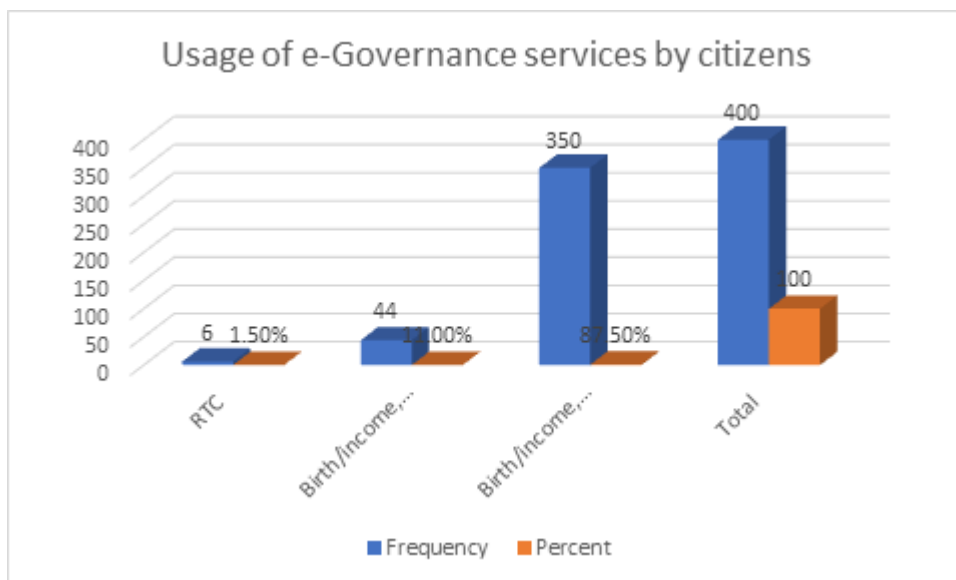
**❖ Significance of SAKALA & Bhoomi project in the District**

Table No.1.4 examines the Significance of SKALA and Bhoomi projects of the Belagavi. Researcher finds that 26 percent of respondent's opinion that under the SAKALA and Bhoomi project provides quick service delivery as per the time Schedule and service and it is easily available to the citizen, 23.25 percent of respondents says that in SAKALA and Bhoomi service are transparent in service and available in less cost and it is helps to save the time, 20 percent of respondents says SAKALA and Bhoomi project service available in less cost & time, 15.75 percent of people responds that all the categories that the researcher

mentioned in the table are useful services to the citizen, remaining 12 percent and 3 percent respondents are of the opinion that its easily available and transparent in work.

Table.No.1.4. Significance of SAKALA & Bhoomi project in the District

Sl. No	Sakala and Bhoomi e-Governance services are useful to the People of Belagavi	Frequency	Percent
1	Easy availability of services	48	12.00%
2	Transparency in work	12	3.00%
3	Service available in less cost & time saving	80	20.00%
4	It works as per the time Schedule/easy availability of services	104	26.00%
5	Transparency in work/ Service available in less cost & time saving	93	23.25%
6	All the above	63	15.75%
	Total	400	100

Source: Primary data
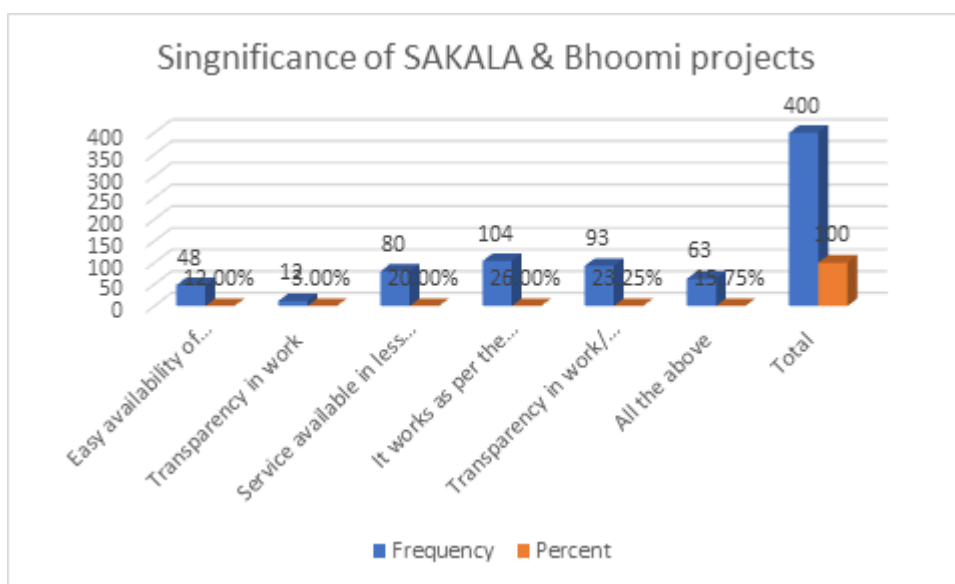
Satisfaction on available services of SAKALA and Bhoomi

Table No.1.5 shows the satisfaction of the respondents on available services of SAKALA and Bhoomi project. Total 78 percent of respondents are satisfied with the available e-Governance services in SAKALA and Bhoomi project and remaining 22 percent of citizens not satisfied the available services of the projects because they face many challenges during the e-Governance services.

Table No.1.5: Satisfaction on available services of SAKALA and Bhoomi

Sl. No	Satisfaction on available services of SAKALA and Bhoomi	Frequency	Percent
1	Yes	313	78%
2	No	87	22%
	Total	400	100

Summary: The above tablesare of the evident that the e-Governance is successfully implemented in the Belagavi district. Because the tables shows that all the respondents are in the wish of deferent kind of e-Governance services and they are successful implemented and also citizens are enjoying the services from the SAKALA and Bhoomi projects in the Belagavi district. Even the citizens are of the opinion that services are the best in services in the district. The researcher also finds and confirms the successful implementation and implications of e-Governance services through hundred percent of respondents are aware with SAKALA service and Bhoomi project in the district and the services like Easy maintenance & prompt updating of Land records, Making land records tamper-proof, Allowing farmers easy access of their records and Maintaining data base on land revenue, cropping pattern, land use, RTC etc. Finally, respondents accept that SAKALA and Bhoomi are best e-governance services which are very useful, easily accessible and beneficiary services of the district.

III. CONCLUSION

The researcher come out with conclusion from his research work, conclusion and important findings are present as following.

❖ The researcher finds that, citizens of Belagavi district are aware about the e-Governance services in the Belagavi district.

❖ Researcher finds that 55.5 % of respondents of the district can able to define the e-Governance and remaining 44.5 % of respondents aren't able because of illiteracy and lack of ICT and computer knowledge, but they have minimum common knowledge about e-Governance services.

❖ Large number of respondents are aware about the popular e-Governance services of SAKALA and Bhoomi in the district.

❖ Researcher proved that almost all the citizens of the district are interest and wants the e-Governance services for the purpose of RTC, Birth and Death certificate, Driving license, FIR copy, Pass Port service, Vehicle registration etc.

❖ Researcher finds that 100 percent of citizens are aware and opinion that SAKALA and Bhoomi e-Governance services are successfully implemented in the district, and they are getting most of the services from the SAKALA and Bhoomi.

❖ Large number of citizens that 97 percent opinion that e-Governance service of SAKALA and Bhoomi are the beneficiary projects of the Belagavi district.

❖ 95.5 percent of respondents believe that e-Governance implementation has brought transparency and easy accessibility in the district.

Finally, Governance relates to safeguarding the legal rights of all citizens, an equally important aspect is concerned with ensuring equitable access to public services and the benefits of economic growth to all. It also ensures government to be transparent in its dealings, accountable for its activities and faster in its responses as part of good governance.

We have seen how the concept of e-governance has evolved in Indian scenario and how much it is required for transparency and accountability on the part of government and at the same time it is also a toll to increase the participation of people in policy making by empowering them with the right information at right time. The penetration of internet, telecommunication services in India has increased in the last decade and this gives a ray of hope to the citizens of India to fight with the long persisting problems of poverty, corruption, regional disparity and unemployment. But at the same time, due to slow pace of project completion, red-tape and resistance from the side of government employees and citizens too has not given the desired result.

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