



## Administrative Reforms in State Uttarakhand, India Using Information and Communications Technologies (ICTs)

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**Abstract:** The study shows the progress of Uttarakhand, using Information Technology and bring out Information and Communication Technology as an instrument for administrative reform. Good governance is fundamental and e-governance is instrumental. e- Governance can be an effective and efficient tool for good governance if and only if the process reforms have been carried out. It takes a look at the Uttarakhand governments IT projects like National e-Governance Plan (NeGP), State Portal & State Service Delivery Gateway (SSDG), Common Services Centers (CSC) , State Data Centre (SDC), e-District, Uttarakhand State Wide Area Network (UK-SWAN) etc. In the main context online services who are reforming administration and society like Uttarakhand Portal, SAMADHAN, Dial.gov, Core Treasury System, Uttara-JanSEWA, Devbhoomi, e-Tender, Online Judgment, online Application form, online counseling, online Lokayukta etc. of Uttarakhand government are described. It concludes with the results and improvement taken out by information and communication technology in Uttarakhand and a short detail of m-Governance.

**Keywords:** e-Governance, administrative reform through e-initiatives, Uttarakhand Government IT Projects, e-Governance result in Uttarakhand, m governance

### I. INTRODUCTION

Everyone will agree that information technology is an important part of our daily life. The use of information technology provides efficient and better results fastly. Uttarakhand government is also using information technology to upgrade the lifestyle of citizens. Use of Information Technology (IT) in government and non government field brings administrative reform which means change in public administration and make administration transparent and citizen friendly. Public administration is concerned with the implementation of government policy, and is an academic discipline that studies this implementation and prepares civil servants for working in the public service. To allow citizen access to government services, strengthen the decision-making process and make government transparent using the benefits of Information Technology, the National e-Governance Plan was formulated by the Department of Information Technology (DIT) and Department of Administrative Reforms & Public Grievances (DAR&PG), Government of India. Dr. APJ Abdul Kalam, former President of India and a visionary in the field of e-Governance has aptly summarized about e-governance that: **“e-Governance, has to be citizen-friendly. Delivery of services to citizens is considered a primary function of the government. In a democratic nation of over one billion people like India, e-Governance should enable seamless access to information and seamless flow of information across the state and central government in the federal set up. No country has so far implemented an e-Governance system for one billion people. It is a big challenge before us.”** One of the principal objectives of the IT policy of Uttarakhand is the extensive use of IT within the process of governance for providing better citizen services and for enhancing efficiency, transparency and accountability of Government departments, and agencies.

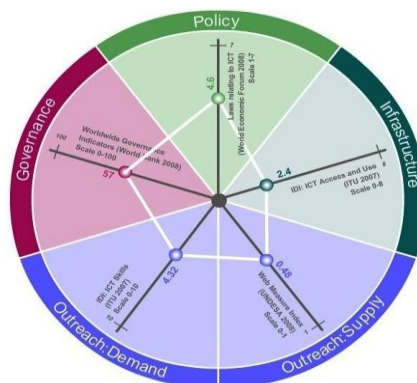


Fig. 1 Status of the e-government environment in India according to International Telecommunication Union (ITU) on 28.10.2013 ([http://www.itu.int/ITU-D/cyb/app/e-gov\\_checktool\\_software.html](http://www.itu.int/ITU-D/cyb/app/e-gov_checktool_software.html))

## II. ADMINISTRATIVE REFORM MEANS

In simple words Administrative reform means permanent improvement in administration by removing defects. “Belief in fair play and integrity” (quote Jawaharlal Nehru) was the basis of a good Administration. To bring out necessary changes, Department of Administrative Reforms and Public Grievances was set up by Government of India, in March 1964 under the ministry of Home affairs. The main aim of the Department of Administrative Reforms and Public Grievances is administrative reforms as well as redressal of public grievances relating to the government and bring a good and citizen friendly government. The good governance reforms aims to build a bridge of trust between Government and its citizens.

### *Administrative Reforms Commission:*

The Administrative Reforms Commission (ARC) is the committee appointed by the Government of India for giving recommendations for reviewing the public administration system of India.

The **First ARC** was constituted by the Ministry of Home Affairs under Government of India on 5 January 1966. 20 reports like Public Sector Undertakings, Economic Administration, The Machinery of GOI and its procedures of work, Life Insurance Administration, Center-State Relationships, Reserve Bank of India and 537 recommendations are taken out in this report.

The **Second ARC** was set up as a committee of inquiry to prepare a detailed blueprint for revamping the public administration system. **Right to Information**-Master Key to Good Governance (09.06.2006), **Promoting e-Governance**-The Smart Way Forward (20.01.2009), **Combating Terrorism** (17.9.2008) are some famous and important recommendation reports of second ARC.

### *Administrative Reforms using Information and Communication Technologies:*

Government of India is committed to leveraging advances in Information and Communication Technologies (ICT) for the benefit of the common man. The use of Information Technology make a big change in public administration of government. An integral aspect of administrative reforms is related to the speedy and easy access of information to the public on the services and activities of government. Information technology is a mechanism to provide information to the citizens across the counter quickly.

Information and Communication technologies can make a significant impact on the way Government provides services to its citizens. ICT can be a very efficient tool to provide efficient decision support system for administration. It can bring transparency in the working of Government which is one of the important ingredient to ensure equality and justice in Government working. Information to citizens will be a stepping stone in empowering citizens.

Information Technology is emerging as a basic necessity for improvement in administration because-

- Information technology can change organizational structure, and provide transparent
- Administrative staff, citizens and all other get benefited by proper use of information technology
- Re-engineering and management of administration is possible through information technology
- The automation of government procedures can help in cutting operational costs and wastage of time
- Almost all services are online so user can access and share information anytime anywhere
- Mobile based m-Governance is best for hill persons.

## III. PROFILE OF THE STUDY AREA- UTTARAKHAND

Uttarakhand, the 27th state of India, was formed on 9th November 2000. It lies in the Northern part of India. Uttarakhand is spread around 53,483 Sq KM. Uttarakhand is located at the foothills of the Himalaya with sharing its borders with Nepal and China (Tibet). It touches Tibet in the north, Himachal Pradesh in the west and northwest, Uttar Pradesh in the south and Nepal in the east. Uttarakhand is traditionally divided into two parts, the western half known as Garhwal mandal and the eastern region known as Kumaon mandal. The state comprises 13 districts. Uttarakhand is fast emerging as an education hub in the country. It is among the leading states in computer education. Hence ICT has been evolved out as a tool for the development of region.



Fig. 2 Uttarakhand Map

#### IV. ADMINISTRATIVE REFORM IN UTTARAKHAND

Uttarakhand government is also reforming by taking these objectives

1. Good Governance by creating environment of improved any time, any where citizen services and higher internal efficiency
2. Improved quality of life by harnessing the IT potential in the field of education, health care and rural development
3. Economic development through growth in IT industry and creation of employment

##### **e-Governance:**

e-governance is also called SMART government (Small, Moral, Accountable, Responsive and Transparent government). NeGP is a comprehensive “programme” of the Government of India and is designed to leverage capabilities and opportunities presented by ICT to promote good governance across the country. The basic approach in case of e-Governance projects should be to focus on ‘*KISS*’: ‘Keep it Small and Simple’ principle.

The organization for Economic Co-operation and Development (OECD) has defined four stages of e-government, these are:

- *Information*: putting information on web-sites
- *Interaction*: allowing citizens to enquire about services, procedures etc. and filling up forms and submitting them online
- *Transaction*: allowing online payments
- *Transformation*: a mix of all the above and allowing the citizen to participate in governance through ICT.



Fig. 3 Ways in which e-Governance can increase citizen satisfaction (Source: e-Sampark: A Multi-Service Single Window Operations Project Manjit Brar, Director, DIT, Chandigarh)

The success of e-Governance lies in increasing the number of electronic interactions between citizens and the government and not merely in building the infrastructure of e-Governance.

##### **Uttarakhand Government IT Projects:**

- I. **National e-Governance Plan (NeGP)** e-Governance in India has steadily evolved from computerization of Government Departments to make government transparent and citizen friendly. The national e-Governance program (NeGP) provides support to the e-Governance initiative. NeGP is monitored and coordinated by the National e-Governance Advisory Group.
- II. **State Portal & State Service Delivery Gateway (SSDG)** This project was initiated to reduce the information related gap between citizen and government department. By making departmental websites and state delivery gateway (through state government website) the gap can be reduce. This website service provides seamless exchange of data between the State Portal and State Government Departments.
- III. **Common Services Centers (CSC)** The CSCs was initiated to provide high quality and cost-effective video, voice and data content services in the field of education, health, telemedicine, entertainment and many important areas. The service also offers web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills etc.
- IV. **State Data Centre (SDC)** State Data Centres for the States to consolidate services, applications and infrastructure to provide efficient electronic delivery of G2G (Government-to- Government), G2C (Government-to-Consumer) and G2B (Government-to-Business) services. State Data Centre would provide many functionalities like Central Repository of the State, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Disaster Recovery, Remote Management and Service Integration etc.

- V. **e-District** The e-District project is developed to improve the efficiency of the various Departments under the district-level to enable seamless service delivery to the citizen. In the first phase a single window service center (Common Services Centre) is established for delivery of services like various certificates, information dissemination, social welfare schemes, RTI, assessment of Tax, Bill payments and other important documents etc.
- VI. **Uttarakhand State Wide Area Network (UK-SWAN)** The project, which forms a strategic component of the National e-Governance Plan, was approved in March 2005. The main purpose of this network is to provide secure and high speed connectivity for Government functioning and connecting State Head Quarters, District Head Quarters, Blocks Head Quarters. The Department of Information Technology, Government of India, the nodal department for each SWAN, cover the entire cost of establishment, operation and maintenance of the SWAN for a period of five years. UK-SWAN project is almost in the final stage of completion by establishing around 135 POPs in all the 13 Districts, 84 Tehsils and 95 Blocks in the state.
- VII. **Mission Mode Projects (MMP)** MMPs are owned by state government and the concerned Ministry/ Department is entirely responsible for all decisions. Many Uttarakhand departments like Forest Department, Police Department, Finance Department, Tourism Department and Cooperative Department etc. are taken up for formulation of MMPs initially. Some projects are as- **Gyanotkarsh** (low-interest/easily repayable loans to all government employees and teachers for purchase of computers for the home segment), **Aarohi** (distribution of Computers in schools), **Shikhar** (Computer education through colleges), **Shiksha** (Provide training to teachers of government/ non government schools)

### VIII. E-GOVERNANCE RESULT IN UTTARAKHAND

By using e-governance, government of Uttarakhand is providing many online services. Some of these services are as-

1. **Uttarakhand Portal** (<http://uk.gov.in/>) The online portal of Uttarakhand is a place which contain all information about Uttarakhand and related weblinks. The webportal is managed by NIC-Uttarakhand State Unit, Dehradun.
2. **SAMADHAN** (<http://samadhan.uk.gov.in>) This Online service provides registration of Grievance/Complaint by Citizen with document upload facility. The system has unique feature of auto escalation of any grievance to next level of officer, if no action is taken by concerned officer with-in prescribed time period
3. **Utara-JanSEWA** (<http://ejanadhar.uk.gov.in/>) This is a service of Government of Uttarakhand to have a single window system at District Collectorate and Tehsil offices for providing services to the citizens of Uttarakhand for issuance of various kind of certificates like domicile certificate, SC and ST Caste certificate, OBC certificate, Haisiyat certificate, freedom fighter certificate, Income certificate, character certificates, permanent resident certificate, Hill certificate etc.
4. **Devbhoomi**- Online Land Record facility (<http://devbhoomi.uk.gov.in>) By using this online service we can get all information about any type of land like residential, agricultural and plots etc. within the Uttarakhand state. Land Related mutation, settlement of land, fixation of fair rent, site patta, Fard and registry information can get by this faculty at free of cost.
5. **Online Judgment/Order Information System or Online Courts** (<http://lobis.nic.in/uhc/>) The Online Judgment/Order Information System provides all information about the judgment take by High court of Uttarakhand. User can search judgment by date or by Judge name/Bench name etc.
6. **Online Application Form** (<https://ukpscappl.gov.in/>) Uttarakhand Public Service Commission provide facility of online application form for different exams.
7. **Online Counseling for Courses** (<http://ukcounseling.nic.in/>) Online Web-based Counseling is implemented for admissions in various B. Tech and Diploma Courses for Uttarakhand Technical University (UTU) and Uttarakhand Board of Technical Education, Roorkee (UBTER).
8. **Online Bus Booking** (<http://www.utconline.uk.gov.in>) Online bus booking service is provided by Uttarakhand Transport Corporation. It provides service in the state of Uttarakhand and other adjoining states in North India. With a fleet size of around 1150 buses and operate over 3.50 lakh kilometers catering to the travel needs of over 1 lakh people every day. Online booking is available for Volvo, Ac, Delux and Ordinary buses.
9. **Online Tour Planning** (<http://uttarakhandtourism.gov.in/tourplanners>) Uttarakhand is very well known tourist destination for both domestic and international tourists. Online tour planning, details of tourist places in Uttarakhand and other tourism service are provided by Uttarakhand Tourism Board. It also provides information of Currency Converter and show you the present value of currency in Indian Rupees (INR). Many updates are ongoing day by day.
10. **Online booking at Corbet National Tiger Reserve Park** (<http://corbetonline.uk.gov.in>) Corbet National Park located at Ramnagar, Uttarakhand is a Tiger reserve park of India. Online booking for tour and day- night stay is available here.
11. **Dial.gov**- Welfare schemes and services (<http://dial.gov.in>) It provides information to citizens about various welfare schemes and services like different educational scholarships, pensions, farmers and Women & Child schemes provided by the Central and State Government. The Dial.gov provides information through different mediums like Dial. Gov web portal, mobile application, interactive voice response service and call centre helpdesk.
12. **Online Employment Service** (<http://rojgar.uk.gov.in/>) Online Employment Service of Uttarakhand Government provides appropriate employment opportunity to the unemployed youth in Uttarakhand. Job seekers register themselves with these Employment Exchanges online and get notified as soon as any vacancy in the Government or private sector matches their desired profile.

13. **State Infrastructure and Industrial Development Corporation of Uttarakhand Ltd** (<http://www.sidcul.com/>) SIIDCUL is a Government of Uttarakhand Enterprise who was incorporated as a Limited Company in the year 2002 in order to promote Industrial development in Uttarakhand. State-of-the-Art Information Technology Park, to promote the development of Information Technology industry in the State, is also a part of SIDCUL.
14. **Core Treasury System** (<http://ekosh.uk.gov.in>) This online service provides real time data of treasury by connecting all 86 treasuries/Sub treasuries across the Uttarakhand state. Department of Finance, Treasuries, Head of Departments, Finance Controllers, Bankers, Employees and Pensioners can get instant information through this.
15. **Online Commercial Tax Payment** (<https://comtaxappl.uk.gov.in/>) This service is provided by The Department of Commercial Taxes, Uttarakhand. It help in payment of online commercial Tax and provide other services like e-Transit Pass, e-Tripsheet, e-Tax declaration etc.
16. **e-Tender/ e-Procurement System** (<https://uktenders.gov.in/nicgep/app>) The e-Procurement System is a Tender Information System of Uttarakhand Government. It enables the Tenderers to download the Tender's detail and then submit the bids online through this portal.
17. **National Crime Records Bureau** (<http://ncrb.nic.in/>) National Crime Records Bureau (NCRB) has the proud distinction of installing 762 server - based computer systems at every District Crime Records Bureau and State Crime Records Bureau, across the country, 'Crime Criminal Information system (CCIS)' project, with a view to maintain a National - level Database of Crimes, Criminals and Property related to crime.
18. **Online Uttarakhand Government Orders And Disclosures** (<http://ugod.uk.gov.in/>) This online service provides all Uttarakhand government orders and disclosures related to Property Declarations, Projects/ Schemes, Appointments, Advertisements, Employee Transfer, Announcements, Vacant posts, PPP Mode Information, Departmental Promotions, Allotment of Land and Others important notifications etc. Document search facility is available online.
19. **Online Gazette Information System** (<http://gazettes.uk.gov.in/>) Gazette Information System is a portal to search Government Orders like GO of any department of Uttarakhand government.
20. **Online Donation to Uttarakhand Chief Minister's Relief Fund** (<https://www.billdesk.com/pgidsk/pgmerc/cmrfukpg/CMRFUKPGDetails.jsp>) This online service helps in donation collection of Individuals, Organizations, Trusts, Companies and Institutions etc. All contributions towards Chief Minister's Relief Fund- Uttarakhand get exempt from Income Tax under section 80 (G).
21. **Computer Technology use by Uttarakhand Forest Department** (<http://www.uttarakhandforest.org/english/it.htm>) Forest Department is improving Departmental Website so that it functions as a comprehensive knowledge portal. The Forest Department is using database software like Fire Information database, Inventory Management System, Establishment database etc. Forest Department has created a Geographic Information System (GIS) using some data layers like river systems, cities, towns, villages, Forest Rest Houses, Roads, Territorial entities like Ranges etc.
22. **Computer Technology in Education** (<http://schooleducation.uk.gov.in/pages/display/108-computer-education>) To Improve education quality and make every child aware about information technology, Uttarakhand Education Board is operating many projects like 'Aarohi Programme' (installing atleast 5 – 6 computers in every school), 'Teachers Students Portal' (provide comprehensive information about the schools, students, curriculum, staff and other areas of educational administration), 'e-Class Project' (developing IT enabled course and curriculum in Biology, Physics, Chemistry and Mathematics for the classes of IX – XII in the state), 'Teachers Training' (Train the Teachers with the assistance of MICROSOFT and INTEL) etc.
23. **Lokayukta - Uttarakhand** (<http://lokyukta.uk.gov.in/>) Lokayukta is appointed by Uttarakhand Government to reduce Corruption. The official website of Lokayukta – Uttarakhand provides awareness among the people about the functioning, jurisdiction etc. of government.
24. **National Population Register (NPR) & Aadhaar-** (<http://ditnpr.nic.in/states/frmUttrakhand.aspx>, <https://portal.uidai.gov.in>) The National Population Register (NPR) and Aadhaar, is a comprehensive identity database of citizens with a collection of specific information like personal details, fingerprints, digital photograph etc. The NPR is maintained by the Registrar General and Census Commissioner of India. Aadhaar provides a Unique Digital Identity (Aadhaar Number) to Indian citizen.

## IX. RESULTS AND DISCUSSIONS

The results of using Information and Communication Technologies (ICT) in Uttarakhand state are very good. Information and communications technologies (ICTs) are powerful tools for empowerment and development of hill states and hill region. Department of Information Technology (DIT) has implemented a scheme for setting up of Community Information Centres (CICs) at Block Headquarters in the North Eastern States. The data from the State Information Commission shows that nearly all the Public Authorities in the State have appointed Public Information Officer (PIOs) or Assistant Public Information Officer (APIOs). NIC has developed "Guidelines for Indian Government websites" who focus on making government websites upto date, citizen centric & disabled friendly.

The results of e-governance comes out in Uttarakhand are as-

- Transparent and efficient process of decision making
- Save time of all government official processes and faster delivery of services to citizen
- Saving cost and effort of Government in the delivery of services
- Reducing paper work and improved quality of information with anytime and anywhere information access.
- Disseminating information of various schemes to different stakeholders in the state

- Improving poor citizen interface and inform them about different government schemes.

Uttarakhand government is also trying to make IT Centre for Excellence in Nainital and another academy in Narendra Nagar. For education government is developing e-learning solutions and online monitoring of attendance. It will become possible to monitor online how many students are attending the school, and how many teachers are reporting to the school. This kind of attendance system has an impact on other departments also.

According to the Annual report 2012-13 of Department of Electronics and Information Technology (Ministry of Communications & Information Technology, GoI), under e-Procurement implementation, 565 tenders of rupees 2,000 Crore INR have been published. Computer training has been provided to 300 departmental users and 100 bidders. 236 veterinary doctors were also trained that year. The Social Security Pension (SSP) has been implemented in 7 districts of state. Many utility software like NR/SR Vahan & Sarathi (in transport office,) etc. are developed for many department and computerization of department is in almost last stage.

**m-Governance:** Most of the locations in Uttarakhand states are not feasible to connect Internet technologies because of hills. Service delivery through mobile give birth to m-Governance. m-Governance will become a bless for Uttarakhand because a big population uses Mobile technology. Government and private agencies have also started using “Mobile Phone” to deliver services to citizen because of increasing number of mobile subscribers. Recently Government of India has approved the “Framework for delivering financial services through mobile phone” developed by Inter-ministerial group. m-Governance will provide mobile based services through Short Message, Service (SMS). Interactive Voice Response System (IVRS), Location based services (LBS), Cell Broadcasting based Services (CBS), Mobile Payment Service are some important methods of service delivery.

## X. CONCLUSION

The overall objectives of using these Information technologies in mountain areas are to bring about an improvement in the quality of life and to seek to avoid increasing marginalization of mountain communities through a widening ‘information gap’ between the richer, ‘connected’ urban populations and the poorer isolated rural communities. E-Governance can bring remarkable changes in the Government functioning in the areas of internal efficiencies, reliability of services extended by Government, making Government accessible to all citizens irrespective of their class or status. Providing services to citizens as per their convenience and bring transparency in its internal working so as to improve trust between Government and citizens.

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