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## Rural Digital Governance-Comparative Study of Rajasthan & Uttar Pradesh

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### ABSTRACT

*E-governance is considered as tool for good governance. In any country outreach of government services is essential imperative for development. Although, in Indian context, rural sociology is significant. At this backdrop a study has been conducted by the aothop to compare status of e-governance at Panchayat levels of Rajasthan and Uttar Pradesh. The study was funded by ICSSR NewDelhi.*

**Key words:**E-governance, Panchayats, Rajasthan, Uttar Pradesh.

India is a vast country, known for its diversity. Its each state has distinct features in terms of culture, demography, geography development etc.

Although, to adjust and adopt these diversities, politically, India has opted for federal political system.( Maheshawari,1970) So, the dynamics of state politics directly impact various development related efforts. Comparing Rajasthan state with the Uttar Pradesh with context to e-Governance at rural level would be an interesting analysis.

To, begin with, vision and roadmap of e-Governance of both states can be compared. The vision statement of Rajasthan links e-Governance with overall development agenda of the Rajasthan, contributing to employment generation, improving quality of life of citizens, flattening the digital divide etc.(Pradeep Ninan Thomas,2012), so that e-Governance can obtain strategic fit with the development model of the Rajasthan. Where as vision of e-Governance in Uttar Pradesh is to expedite the economic development of the state, empower citizens through easy access on information. The roadmap of Rajasthan e-Governance is much more comprehensive, elaborate objective and precise in comparison to Uttar Pradesh. It also appears that Rajasthan has prepared its roadmap after adequate research work and study. Various processes and services are well defined and suitably classified. Roadmap of Rajasthan has clearly identified citizens employee's and business expectations and corresponding e-Governance opportunities.

Key customer expectations and opportunities were based and identified through a discussion with various departments, PWC's internal research and finding of secondary researches. The working methodology of planning and implementation of e-Governance, Rajasthan opted various processes like participation of stakeholders, survey compilations and listing of services etc. which are quite close to organizational Development (OD) interventions. (David A Decenzo & Robbins,2000) Where as roadmap of state of Uttar Pradesh appears to be prepared in a unsystematic manner, without adequate research work. Hence, e-Governance

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initiatives in Rajasthan are very operational, precise and specific in comparison to Uttar Pradesh.

Rajasthan has developed the framework for analysis of various services of the government department for e-governance purpose. The state has prepared a strategy accordingly. This systematic approach of implementation is a lesson for other states like Uttar Pradesh and must be envisaged in its road map.

### Research Methodology

The research (U Flick, 2011) compares the e-governance in the PRIs of the Rajasthan and UP. Innovations and initiative of one government may be transplanted in another with few local changes. They can learn from each other's experiences. The digital divide exists between rural and urban area. ICT with the governmental intervention may enable to reduce this. The work also helps to make our democracy inclusive. (Mark Bevir, 2013)

This is completely based on the primary data collected through primary sources of districts of Uttar Pradesh and Rajasthan. (Britha Mikkelsen, 1995) This study considers PRIs of the two states- Rajasthan and UP. Although study focuses more on Uttar Pradesh. Multistage sampling was used to select different Panchayat levels. Two Zila (district) Panchayat of the UP state have been selected initially and from Rajasthan- Bikaner. (As UP is a bigger state than Rajasthan in terms of population and area.) A deliberate attempt has been made to select district away from state capital as nearby districts implement change readily and speedily due to multifarious reasons. Later on one more district had included additionally i.e. Sitapur as state government had applauded for its e-governance efforts. Purposive sampling was used to select Districts while random sampling was used to select PRIs within it. Following Panchayats were included in the study of both the states:

	Uttar Pradesh		Rajasthan
District	Banda	Allahabad	Bikaner
Block	Naraini	Koraon	Bikaner
	Kamasin	Meja	Khajuwala

A random sample was drawn consists of 750 respondents from above PRIs. Qualitative and quantitative data have been collected through interviews and schedules.

The main components of analysis are as follows:

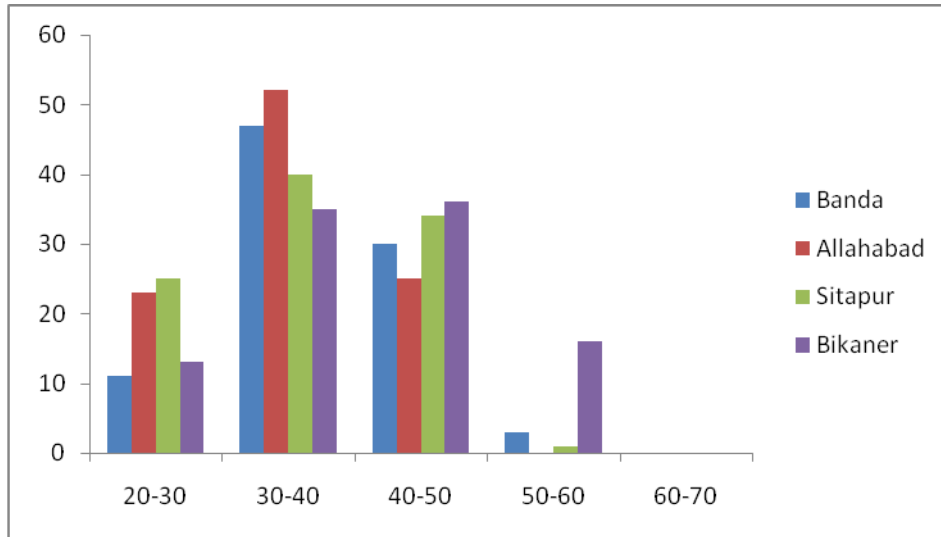
- Profile of the respondents
- Infrastructure development and ICT
- E-environment and E-readiness
- PRI and citizens

### Profile of the Respondents

Many profile factors influence e-governance and its implementation, for. Example, E-readiness is supposed to be more among literate group than illiterate group or among youth than the older ones.

In this respect following factors of profile are included for analysis.

- Age
- Gender
- Education
- Designation



• Experience

(a) Age:

Following table depicts the Age Profile of the Respondents

Age Group	Banda	Allahabad	Sitapur	Bikaner
20-30	11	23	25	13
30-40	47	52	40	35
40-50	30	25	34	36
50-60	3	-	1	16
60-70	-	-	-	-

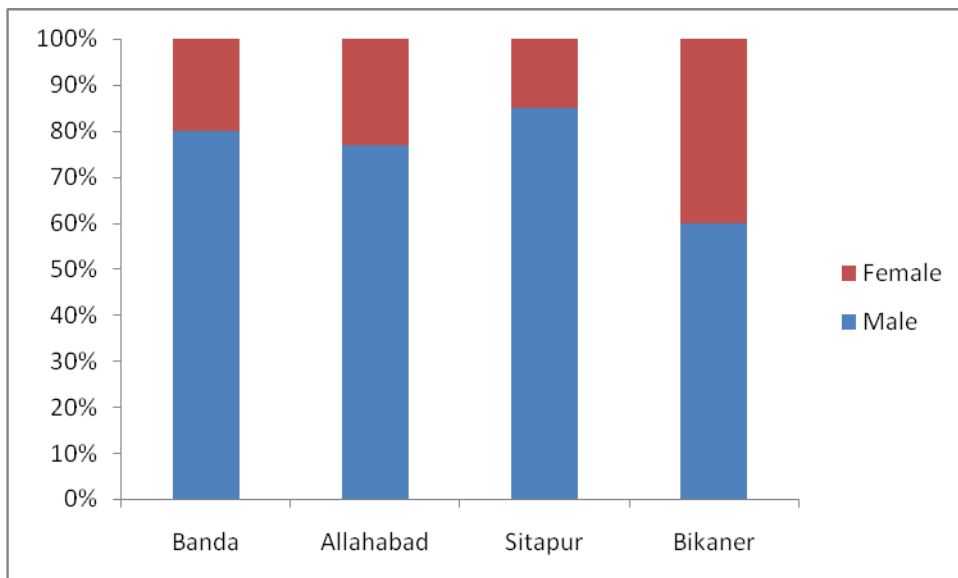
**Table1.1: Age of the Respondents (in per cent)**

Perusal of Table 1.1 reveals that the maximum number of respondents have belonged to the age category of 30 to 40, 52 percent of Allahabad districts, 40 per cent of Sitapur district, 47 per cent of Banda district and 35 per cent of Bikaner district. Although more aged ones are reported at Bikaner. It is presumed that age is inversely proportional to the adoption of new technology.

**Fig11: Age of Respondents (in per cent)**

(b) Gender

Gender	Banda	Allahabad	Sitapur	Bikaner
Male	80	77	85	60
Female	20	23	15	40



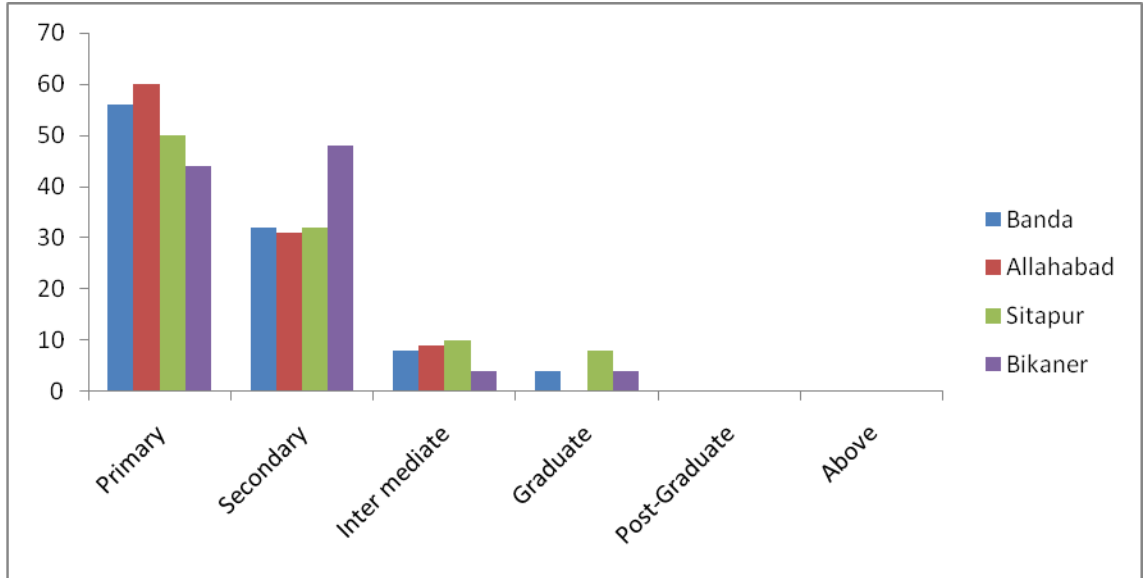
**Table 1.2: Gender of the Respondents (in per cent)**

The perusal of Table 1.2 points out that maximum respondents were male. Although more female respondents were reported in Rajasthan than the Uttar Pradesh, although Sitapur district of Lucknow is near to state capital but still it has maximum male respondents. Sitapur is also suppose to be more advanced district of U.P. than Banda and Allahabad.

**(c) Education**

Following table depicts the educational status of various respondents of various districts.

Education Level	Banda	Allahabad	Sitapur	Bikaner
Primary	56	60	50	44
Secondary	32	31	32	48
Inter mediate	8	9	10	4
Graduate	4	-	8	4
Post-Graduate	-	-	-	-
Above	-	-	-	-



**Table 5.3: Education of the Respondents (in per cent)**

From the above table it can be concluded safely that most of the respondents (56% Banda, 60% Allahabad, 50% Sitapur and 44% of Bikaner) had primary level of education. It is only Bikaner district where maximum percentage i.e. 48% fall under Secondary Educational level. no respondents were reported to have post graduate and above qualification and only Sitapur and Bikaner district graduate respondents were reported. So on the educational scale Rajasthan seems better than the Uttar Pradesh.

**(d) Designation**

Designation	Banda	Allahabad	Sitapur	Bikaner
Pradhan	6	6	1	5
BDC	9	9	11	2
Member	83	80	87	83
Officer	2	5	1	10
Others	-	-	-	-

**Table 1.4: Designation of the Respondents (in per cent)**

**(e) Experience**

Experience	Banda	Allahabad	Sitapur	Bikaner
1 to 3	97	98	-	-

3 to 7	3	2	100	95
7 to 10	-	-	-	4
10 and above	-	-	-	1

**Table 1.4: Experience of the Respondents (in per cent)**

Table 1.4 is about the experience of the respondents. Experiences directly influence work maturity, understanding the objectives and goals, and understanding of people's aspirations and needs. In Uttar Pradesh respondents have less experience than the respondents of Rajasthan. At Banda and Allahabad district most of them have experience of 1-3 years while at Sitapur district, all of them have experience ranging from 3-7 years. Although, at Bikaner Rajasthan, 95 percent have experience ranging 3-7, 4 percent 7-10 and 1 per cent more than 10 years.

Following table depicts the total as well as women representatives in each gram panchayat as women representation is essential for inclusive democracy.

Allahabad					
Meja			Kuraon		
	Women Rep.	Total		Women Rep.	Total
Kanchanpur	5	13	Kheri	3	15
Itwah	5	15	Khapteeha	5	11
Derhan	2	11	Tanga	2	11
Ghoreha	5	15	Jokhat	3	11
Hardiha	6	15	Kandi	6	11
Raninar	9	11	Chhapar	8	15
Maiya	3	11	Busgarhi	5	11
			Gobra	3	11
Banda					
Kamarin			Narainee		
	Women Rep.	Total		Women Rep.	Total
Persauli	7	15	Mahotara	5	15
Koribujurg	5	15	Aau	6	15
Ghugai Bear			Dikhitwara	5	11
Jamu	3	15	Thannail	6	15



Taraya	5	13	Simariya Kushan	4	11
Chololar	8	15	Barihada	5	11
Berarv	6	13	Kada	6	13
			Panah	5	11
Sitapur					
Sidhauili					
		Women Rep.		Total	
Kunwarpur		4		11	
Lahurwan					
Rivonkala		5		13	
Jaipalpur		7		13	
Atariya		7		15	
Bikaner					
Bikaner			Khajuwala		
	Women Rep.	Total		Women Rep.	Total
Khara	5	11	Dantaur	5	15
Udasar	5	13	Ramzanwala	3	11
Jaansar	5	15	Ballar	7	11
Napasar	17	35	Aladin ka Bera	3	11
Ghaarwala	4	11			

**Table 1.5: Total number of women representatives in each gram panchayat.**

Perusal of table 1.6 reveals the 100 per cent literacy of the representatives in Uttar Pradesh. Although it was found that many were only able to write their names and literacy was missing in real sense of the term i.e. reading and writing so the work can be done effectively. Many of them confided this informally to the investigator. Moreover they consider that this help them to earn respect among villagers. Such fake literacy is more common among women representatives. Rajasthan is insignificantly different on literacy percentage (99%).

District	Literacy Percentage
Allahabad	100
Banda	100



Sitapur	100
Bikaner Rajasthan	99

**Table 1.6: Literacy of the GP Representatives**

**Infrastructure Development and ICT Component**

Basic facilities are essential for development and usage of ICT at PRIs be it electric supply, broadband network and connectivity ,provisions for Panchayat Bhavan, computers and storage material etc.. It is significant to note that infrastructure is at its best at district level, better at block levels but very poor at Village levels. The dream of digital India is incomplete without digital villages.

Allahabad			
Meja		Kuraon	
	No. of computers		No. of Computer
Kanchanpur	0	Kheri	0
Itwah	0	Khapteeha	0
Derhan	0	Tanga	0
Ghoreha	0	Jokhat	0
Hardiha	0	Kandi	0
Raninar	0	Chhapar	0
Maiya	0	Busgarhi	0
		Gobra	0
Banda			
Kamarin		Narainee	
	No. of computer		No. of computers
Persauli	0	Mahotara	0
Koribujurg	0	Aau	0
Ghugai Bear	0	Dikhitwara	0
Jamu	0	Thannail	0
Taraya	0	Simariya Kushan	0
Chololar	0	Barihada	0
Berarv	0	Kada	0

		Panah	0
Sitapur			
Sidhauili			
	No. of Computers		
Kunwarpur	0		
Lahurwan	0		
Rivonkala	0		
Jaipalpur	0		
Atariya	0		
Bikaner			
Bikaner		Khajuwala	
	No. of Computers		No. of Computers
Khara	1	Dantaur	2
Udasar	2	Ramzanwala	1
Jaansar	1	Ballar	1
Napasar	1	Aladin ka Bera	1
Ghaarwala	2		1

**Table 5.7: No. of computer system at Gram Panchayat**

To implement e-governance successfully, computer system should be provided in each office of the PRIs. In Uttar Pradesh ,no computer system was available at the Gram Panchayat level. Where as in Rajasthan every Panchayat has average of one computer system at least. It is also interesting to know that in Rajasthan, most of the Gram Panchayats have their own Panchayat Bhavan ( consequential to Adarsh Gram Panchayat Yojana). As a result regular meetings and regular timings are observed by them. There was no Gram Panchayat Bhavan in Uttar Pradesh. Sar Panchs are operating from their houses. Hence it effects negatively their meetings and regular timings in absence of any definite place of work.

	U.P. (in per cent)	Rajasthan (in per cent)
a. Weekly	-	20
b. Fortnightly	-	80
c. Monthly	45	-
d. Bi-Annual	65	-
e. Annual	-	-

f. Irregular	-	-
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**Table 1.8: Regular Meetings**

In Rajasthan, 80 per cent reports to have meetings fortnightly and only Udasar reported to have meetings weekly. Whereas in Uttar Pradesh meetings are held Bi-annually at Allahabad and Sitapur districts. Only Jorkhat of Koraon, Allahabad reported to have monthly meetings. Whereas monthly meetings are held in the selected GPs.

Allahabad			
Meja		Kuraon	
	Regular Meetings		Regular Meetings
Kanchanpur	Bi-annual	Kheri	Bi-annual
Itwah	Bi-annual	Khapteeha	Bi-annual
Derhan	Bi-annual	Tanga	Bi-annual
Ghoreha	Bi-annual	Jokhat	Monthly
Hardiha	Bi-annual	Kandi	Bi-annual
Raninar	Bi-annual	Chhapar	Bi-annual
Maiya	Bi-annual	Busgarhi	Bi-annual
		Gobra	Bi-annual
Banda			
Kamarin		Narainee	
	Regular Meetings		Regular Meetings
Persauli	Monthly	Mahotara	Monthly
Koribujurg	Monthly	Aau	Monthly
Ghugai Bear	Monthly	Dikhitwara	Monthly
Jamu	Monthly	Thannail	Monthly
Taraya	Monthly	Simariya Kushan	Monthly
Chololar	Monthly	Barihada	Monthly
Berarv	Monthly	Kada	Monthly
		Panah	Monthly
Sitapur			
Sidhauili			
	Regular Meetings		

Kunwarpur	Bi-annual		
Lahurwan	Bi-annual		
Rivonkala	Bi-annual		
Jaipalpur	Bi-annual		
Atariya	Bi-annual		
Bikaner			
Bikaner		Khajuwala	
	Regular Meetings		Regular Meetings
Khara	Fortnightly	Dantaur	Fortnightly
Udasar	Weekly	Ramzanwala	Fortnightly
Jaansar	Fortnightly	Ballar	Fortnightly
Napasar	Fortnightly	Aladin ka Bera	Fortnightly
Ghaarwala	Fortnightly		

**Table 1.9: Regular Meetings of Gram Panchayat**

Timings	U.P. (in percentage)	Rajasthan (in percentage)
9.00 a.m. To 6.00 p.m.	23	40
10.00 a.m. to 5.00 p.m. or 6.00 p.m.	26	60
Irregular	51	-

**Table: 1.10: Timings of the Work ( in per cent)**

Likewise regular meetings regular timings also vary. In UP many reported to have even indefinite timings (51 per cent) where as 23% reported to have 9 a.m.-5 p.m. and 26% 10 a.m. to 5/6 p.m. Whereas in Rajasthan most of them reported to have regular timings of 10 a.m.-6 p.m. ( 60%) and 40% 9 a.m.-5/6 p.m.

Allahabad			
Meja		Kuraon	
	Regular Timings		Regular Timings
Kanchanpur	indefinite	Kheri	indefinite
Itwah	indefinite	Khapteecha	indefinite
Derhan	indefinite	Tanga	10a.m.-5 p.m.

Ghoreha	indefinite	Jokhat	indefinite
Hardiha	indefinite	Kandi	indefinite
Raninar	indefinite	Chhapar	indefinite
Maiya	indefinite	Busgarhi	indefinite
		Gobra	10a.m.-5 p.m
Banda			
Kamarin		Narainee	
	Regular Timings		Regular Timings
Persauli	9 a.m.-4 p.m.	Mahotara	indefinite
Koribujurg	10a.m.-5 p.m.	Aau	indefinite
Ghugai Bear	10a.m.-5 p.m.	Dikhitwara	indefinite
Jamu	10a.m.-5 p.m.	Thannail	10a.m.-5 p.m.
Taraya	10a.m.-5 p.m.	Simariya Kushan	indefinite
Chololar	10a.m.-5 p.m.	Barihada	indefinite
Berarv	10a.m.-5 p.m.	Kada	indefinite
		Panah	indefinite
Sitapur			
Sidhauri			
	Regular Timings		
Kunwarpur	10a.m.-5 p.m.		
Lahurwan	indefinite		
Rivonkala	indefinite		
Jaipalpur	10a.m.-5 p.m.		
Atariya	10a.m.-4 p.m.		
Bikaner			
Bikaner		Khajuwala	
	Regular Timings		Regular Timings
Khara	10a.m.-6 p.m	Dantaur	10a.m.-6 p.m
Udasar	9 a.m.-5 p.m	Ramzanwala	9 a.m.-5 p.m
Jaansar	10a.m.-5 p.m	Ballar	10a.m.-5 p.m

Napasar	10a.m.-6 p.m	Aladin ka Bera	10a.m.-5 p.m
Ghaarwala	10a.m.-6 p.m		

**Table 1.11: Timings of the Work At GP**

E-governance is making continuous effort to make offices paperless and so reduce carbon footprints of the offices and organization. Various nations are surging ahead for paperless economy. It is also an

	U.P. (in Per cent)	Rajasthan (in Per cent)
a. Paper Register	100	-
b. Computer/ Hard Disk	-	-
c. A & B	-	2
d. CD/ Floppy Disk	-	-
e. All	-	98

**Table 1.12: File and Storage of Records**

Indicator of modernization and cost economic. But unfortunately bureaucracy is infamous for its paper work. Indian government offices have elaborate manual system to keep record mainly in the form of Paper Registers. And so, Indian government office visual appears outdated more of a store of records. Piles and Piles of paper register records is characteristic of Indian Government Offices. Such a record storage system is in vogue dating back to British India. Although a completely different system is needed for e-governance. UP is still totally on manual record keeping while Rajasthan prepares manual as well as e-records either on system or hard disk etc.

	U.P.	Rajasthan
Yes	100	100
No	-	-

**Table 1.13: Storage of Records in NIC**

Despite the fact e-storage of records is not possible in UP due to lack of availability of adequate infrastructure of ICT but records' are send via higher levels to stored at National Information Centre.

	Rank	
	U.P.	Rajasthan
a. Lack of Basic Infrastructure	3	2
b. Inadequate Power Supply	2	1
c. Lack of Quality of Stationery and Storage Material	5	-
d. Lack of I & CT	4	-
e. All of the above	1	-

**Table 1.14: Problems in keeping the records**

As a result Uttar Pradesh reported to face more problems with present record keeping system than the Rajasthan.(refer table 1.14). Most of the PRI's of Rajasthan have reported to face shortage of adequate power supply.

Options	U.P.	Rajasthan
Inverter	20	100
Battery	30	100
Solar Energy (Solar Panel and or Solar Lantern)	-	100
Lantern	100	-
Others	-	-

**Table 1.15: Available Alternative options for Electricity**

It has been identified that electricity supply is a major issue in rural India, Thinking e-governance without it is like thinking sanitation without water. An effective governance component must consider alternative supply measures. Table 1.15 depicts that at Rajasthan solar power is 100 per cent available while at Uttar Pradesh no GP has solar supply. Even, rate of having invertors and batteries are also quite low. Details of alternative are given in the table no.1.16.

Allahabad			
Meja		Kuraon	
	Options		Options
Kanchanpur	Lantern	Kheri	Lantern
Itwah	Lantern	Khapteeha	Inverter, Lantern and Battery
Derhan	Lantern	Tanga	Lantern
Ghoreha	Lantern	Jokhat	Lantern
Hardiha	Lantern	Kandi	Lantern
Raninar	Lantern	Chhapar	Lantern
Maiya	Inverter & Lantern	Busgarhi	Lantern
		Gobra	Lantern
Banda			
Kamarin		Narainee	
	Options		Options
Persauli	Lantern	Mahotara	Lantern, Inverter, Battery
Koribujurg	Lantern	Aau	Lantern



Ghugai Bear	Lantern	Dikhitwara	Lantern, Inverter, Battery
Jamu	Lantern	Thannail	Lantern
Taraya	Lantern	Simariya Kushan	Lantern
Chololar	Lantern	Barihada	Lantern
Berarv	Lantern & Battery	Kada	Inverter & Lantern
		Panah	Lantern
Sitapur			
Sidhauli			
	Options		
Kunwarpur	Battery & Lantern		
Lahurwan	Battery & Lantern		
Rivonkala	Battery & Lantern		
Jaipalpur	Battery & Lantern		
Atariya	Battery, Inverter & Lantern		
Bikaner			
Bikaner		Khajuwala	
	Options		Options
Khara	Battery, Inverter, Lantern & Solar	Dantaur	Battery, Inverter, Lantern & Solar
Udasar	Battery, Inverter, Lantern & Solar	Ramzanwala	Battery, Inverter, Lantern & Solar
Jaansar	Battery, Inverter, Lantern & Solar	Ballar	Battery, Inverter, Lantern & Solar
Napasar	Battery, Inverter, Lantern & Solar	Aladin ka Bera	Battery, Inverter, Lantern & Solar
Ghaarwala	Battery, Inverter, Lantern & Solar		

**Table: 1.16: Available Alternative options for Electricity at Gram Panchayat**

Over all on infrastructure and ICT component Rajasthan scores significantly better in all respect than the Uttar Pradesh. There is stark difference between these two states. It is also not out of place to mention that Sitapur District of UP was additionally added as it was declared under e-district by the State government. Although some basic infrastructure of e-governance is available at block levels in all the districts of UP but neither it is sufficient nor fulfills the expectations of people and PRIs. E-governance centre such as Lokvani, e-suidha Kendra or Kiosks are located at different levels but unable to cope up the work load as these are very few in numbers and sparsely located. The efforts of state government seem random

and casual as is evident from its roadmap. It lacks proper field work and research analysis. The state government fails to take up this exercise as an OD process. (refer last chapter of suggestions)

Rajasthan is doing fairly better in developing Ict infrastructure and supporting structures.. The credit goes to the team who carried out initial diagnosis and prepared the roadmap of the state as well as of the state government for providing over all support and coordination but above all willingness to carry out and implementation and making it a sustainable e-governance system

#### **E-environment and e-readiness component:**

E-environment component demonstrate the willingness to tap the facilities offered by the ICT while e-readiness shows its preparedness to adopt it. Awareness, attitude, usages of digital gadget sand techniques construct these components

	U.P.		Rajasthan	
	Manual	Computer	Manual	Computer
Difficult	100	Do not Know	90	10
Simple	-	Do not Know	10	90

**Table 1.17: Attitude of Members towards record Keeping**

As no Gram panchayat of reported to use ICT for storage, they face serious problem in keeping manual records and shown willingness to opt computer storages. In Rajasthan both the systems are simultaneously used they found maintain computer records are quite easy.( refer table no5.17)

State	Yes	No	Indefinite
U.P.	22	88	-
Rajasthan	49	51	-

**Table: 1.18: Awareness of ICT Act Among Members**

In Uttar Pradesh awareness of ICT Act is quite low. Only 22% of respondents were aware of the ICT Act. Although Meja block of Allahabad was high on awareness of the Act. (refer table no. 5.18)In Rajasthan this ratio is 49% aware and 51% were not aware.

Allahabad			
Meja		Kuraon	
	ICT		ICT
Kanchanpur	Mobile	Kheri	Mobile
Itwah	Mobile	Khapteeha	Mobile
Derhan	Mobile	Tanga	Mobile
Ghoreha	Mobile	Jokhat	Mobile
Hardiha	Mobile	Kandi	Mobile
Raninar	Mobile	Chhapar	Mobile

Maiya	Mobile	Busgarhi	Mobile
		Gobra	Mobile
Banda			
Kamarin		Narainee	
	ICT		ICT
Persauli	Mobile	Mahotara	Mobile
Koribujurg	Mobile	Aau	Mobile
Ghugai Bear	Mobile	Dikhitwara	Mobile
Jamu	Mobile	Thannail	Mobile
Taraya	Mobile	Simariya Kushan	Mobile
Chololar	Mobile	Barihada	Mobile
Berarv	Mobile	Kada	Mobile
		Panah	Mobile
Sitapur			
Sidhauri			
	ICT		
Kunwarpur	Mobile		
Lahurwan	Mobile		
Rivonkala	Mobile		
Jaipalpur	Mobile		
Atariya	Mobile		
Bikaner			
Bikaner		Khajuwala	
	ICT		ICT
Khara	Mobile & Computer	Dantaur	Mobile, Computer & Internet
Udasar	Mobile & Computer	Ramzanwala	Mobile, Computer & Internet
Jaansar	Mobile, Computer & Internet	Ballar	Mobile, Computer & Internet
Napasar	Mobile, Computer &	Aladin ka Bera	Mobile, Computer &

	Internet		Internet
Ghaarwala	Mobile, Computer & Internet		

**Table 1.19: Usage of ICT at Gram Panchayat**

It is evident from the above table that Rajasthan has all the facilities of computer system, internet connectivity and mobile usages. In many advance country's citizens interface have been carried out very conveniently through mobile compatible downloads, Apps and messages .whereas UP cuts out very sorry state of affairs. Even though those who are using mobile tablets, they are also not using internet facilities and unaware of its various functions.

Allahabad			
Meja		Kuraon	
	Number of Person		Number of Person
Kanchanpur	0	Kheri	0
Itwah	2	Khapteeha	0
Derhan	1	Tanga	0
Ghoreha	1	Jokhat	0
Hardiha	0	Kandi	0
Raninar	0	Chhapar	1
Maiya	0	Busgarhi	0
0		Gobra	Mobile
Banda			
Kamarin		Narainee	
	Number of Person		Number of Person
Persauli	1	Mahotara	0
Koribujurg	0	Aau	0
Ghugai Bear	0	Dikhitwara	0
Jamu	2	Thannail	1
Taraya	0	Simariya Kushan	0
Chololar	0	Barihada	0
Berarv	0	Kada	0
		Panah	0
Sitapur			
Sidhauili			

		Number of Person	
Kunwarpur		0	
Lahurwan		0	
Rivonkala		0	
Jaipalpur		0	
Atariya		0	
Bikaner			
Bikaner		Khajuwala	
	Number of Person		Number of Person
Khara	1	Dantaur	3
Udasar	1	Ramzanwala	1
Jaansar	2	Ballar	1
Napasar	2	Aladin ka Bera	1
Ghaarwala	2		

**Table 1.20: Knowledge of computers among Personnel**

Once again Rajasthan scores better as in the office 1-2 people are computer literate. As a result they are transferring their knowledge to others as well in the office (refer table no. 5.20) Uttar Pradesh PRIs seems quite backward and behind as in most of the PRIs there was no body with computer literacy.

	Banda	Allahabad	Sitapur	Bikaner
Positive	100	100	100	100
Negative	0	0	0	0

**Table 1.21: Attitude of the Respondents towards Development of ICT(in per cent)**

Although it is quite satisfying that all of them want to develop ICT enabled government, reflecting their willingness to adoption of ICT despite their age, education, gender and other relevant differences.

	Banda	Allahabad	Sitapur	Bikaner
Yes	100	100	100	-100
No	0	0	0	0

**Table 1.22: Need for Education, Training and Grants(in per cent)**

There seems no hesitation among them to take computer training and education if provided to them. They have also realized that lack of proper training makes them behind in comparison to others, especially while communicating to high officials at higher levels. They have also recognized that it seriously hampering their effectiveness as Panchayat representatives. (refer table no5.22 and 5.23 also).

	Banda	Allahabad	Sitapur	Bikaner
Smooth	59	59	15	82
Partially Smooth	0	-0	25	18
Almost unsmooth	41	30	52	0
Never Smooth	0	11	8	0

**Table 1.23: Communication and Exchange of Information with higher officials**

Most of them in Rajasthan have reported (82%) that due to e-governance, their communication is not only smooth but also speedy with the head offices. Now, many personal inhibitions like language, rural background etc have minimized to influence their communication. Communication becomes impersonal in positive terms. Since UP has no system of e-governance in their offices also reported in unsmooth categories significantly.

	Banda	Allahabad	Sitapur	Bikaner
Lack of education	38	41	23	100
Lack of Cooperation & coordination	-	-	-	-
Lack of ICT	-	-	-	-
Lack of clarity in prog.& policies	-	-	-	-
All Of the above	62	59	67	-

**Table 1.24: Problems & Issues in Exchanging information and Communication (in per cent)**

Perusal of table no. 1.24 reveals that in Rajasthan they consider that due to their less education they face some problems of communication while In UP they reported all factors are contributing to this state of affairs. It seems that in Rajasthan due to usage of ICT, enhanced clarity, cooperation & coordination with back offices, front offices and with officials, which have made communication and exchange of information smooth. Unlike to this prevails in UP.

	Banda	Allahabad	Sitapur	Bikaner
Positive	100	100	100	100
Negative	0	0	0	0

**Table 1.25: ICT and Work Effectiveness (in per cent)**

But it appears quite satisfying that all of them considers that ICT is essential to deliver work effectively, as it is evident from the table no. 1.25.

	Banda	Allahabad	Sitapur	Bikaner
Positive	100	100	100	100
Negative	0	0	0	0

**Table 1.26: Need For Separate Panchayat Web site (in per cent)**

It is also interesting to know that all of them of UP as well as of Rajasthan desire to have separate web site of their panchayats, even when Departments web site provide all relevant information. It enhances their esteem and instill sense of identity. Separate web site may be used to motivate them further in this direction.

	Banda	Allahabad	Sitapur	Bikaner
Yes		21	0	73
No	98	75	82	2
Indefinite	2	4	18	25

**Table 1.26: Awareness about MMPs (in per cent)**

Implementations of e-governance are part of various MMPs. It is knowledge among Panchayat members and representatives is essential for its successful implementation. Its awareness in UP district is low in comparison to Rajasthan.

Perusal of various tables pertaining to e-environment and e-readiness component concludes that all the selected districts, blocks and GPs have shown positive attitude towards use of ICT and its development. 100 per cent respondents have felt the need for training, education, separate web sites, where they can upload information themselves., instead of sending it manually . It is noteworthy to point out that Gram Panchayats of Rajasthan have to send the monthly information of the village on the given format to panchayat Samiti. At the district level all the collected information get compiled and web site information modified subsequently. Although, now information key in at the Panchayat Samiti level but modification done at the district level only.If the facility of key in the inputs is available at the GP level , it becomes more expedite than now as it will reduce the number of channels. But anyway Rajasthan is continuously decentralizing its e-governance functions. Unfortunately it is not taking place in UP.

It appears that PRIs of both the states are quite high on e-environment component but Rajasthan definitely takes the lead as far as the e-readiness component of the state has been concerned. E-readiness of Uttar Pradesh is negatively affected by lack of integrated approach, apathy of administration, lack of education, training and capacity of staff and offices, lack of infrastructures and funds and incoherent approach of the government etc. Despite district wise gaps e-readiness is almost similar in various districts of UP reflecting on administrative and political culture and willingness in this context .Rajasthan is definitely successful relatively to generate u-ethos of work culture.

PRIs and Citizens

The most important component in e-governance context is citizen interaction. It may take place either on Individual basis or under some schemes. Time to time much information is either asked by the citizens or many information needs to provided to them as well. It becomes so essential to make them aware about various schemes and programme like. MNEREGA, widow pensions etc.

ICT and e-governance can play a significant role. The various methods employed by them to provide information to citizens are described in the table no. 1.26.

	Banda	Allahabad	Sitapur	Bikaner
Citizen's initiative	mostly	Mostly	Mostly	Always



Advertisement	No	No	No	No
Advt through Loudspeaker	mostly	Mostly	Mostly	Mostly
SMS	No	No	No	Sometimes
Website	No	No	Sometime	Mostly
other	No	No	No	No

**Table 1.27: Methods used to provide information on schemes (in per cent)**

Most of time citizens approach Panchayat and get the information directly. In Uttar Pradesh as well as in Rajasthan its most popular way to exchange information between the two. In Rajasthan they have reported that maximum information have been given on the web sites. But whenever they fail to understand, citizen approach the Panchayat directly. They also make them available various downloads and forms.

Although in Uttar Pradesh, information is mostly given through loudspeakers on Rickshaws. They have also reported many problems but finds this very effective.

Given below is the list of Programmes/schemes:

1. MNERGA
2. Indira Avas Yojana
3. BPL
4. Annapurna Vridha Pension
5. Samajwadi Pension Scheme (in UP)
6. Antyodaya
7. Job Card
8. Ration card
9. Nishakt Yojana (in RAJ.)

According to the annual report of the department of Panchayati Raj Rajasthan 2013-14, the department has implemented IWMA software through which various administrative and technical acceptances have been issued for various departmental schemes. The software also provides opportunity to obtain utilization certificate of the expenditure also. In Rajasthan apart from MNERGA e-registrations, under Indira Avas Yojana acceptance is through online Avas Soft. Moreover, GIS based system has been also followed.

GIS is a computer system capable of capturing, storing, analyzing, and displaying geographically referenced information i.e. data identified according to the location that can be used for other purposes, resource management and development planning. It can be used purposefully for rural development planning and monitoring. A GIS is a power tool to relate different pieces of information in a spatial context and to reach a conclusion about this relationship. For example to know about the possible changes in the weather of our village at a given point in time, one may collect general information about the rainfall around that time and then use the location reference of that village to forecast what may be expected in the immediate future. Further by comparing the other information with it like crops. So GIS, leads to better insight that should lead to better decision making in the rural areas.

In short, citizen and PRI interaction is more systematic, fast and effective in Rajasthan than Uttar Pradesh. It is interesting to note that during field work at Rajasthan, it was observed that every house was marked and electricity meters were outside their houses. It was also observed that mostly villages have community health centre which is functional as well as government primary schools. These small observations yet very significant convey the success story of Rajasthan. Many lessons can be drawn from this state.

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