

E-GOVERNANCE AS A REFORM UNDER JNNURM FOR IMPROVING GOVERNANCE: A CASE STUDY OF JODHPUR MUNICIPAL CORPORATION

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ABSTRACT

As we all know that e-Governance will facilitate effective interaction among local governments, citizens and other stakeholders, and also bolster transparency and accountability at the municipality level, thus enhancing citizen interface with the delivery system. Our efforts are on in this direction and the results will soon be visible. The JNNURM mission mode project on e-Governance in municipalities focuses on improving citizen services through defining service levels and outcomes. In this paper e-governance status in Jodhpur Municipal Corporation will find out. This paper also deals with various e-Governance initiatives taken by Jodhpur Municipal Corporation.

Keywords: *e-Governance, Jodhpur Municipal Corporation, JNNURM.*

Introduction

e-Governance means maximum governance, minimum government. The Jawaharlal Nehru National Urban Renewal Mission which was inaugurated Dec. 2005, had three key objectives: first, improving urban infrastructure, second, availing basic services to poor's and third one was reforming urban governance. Reforming urban governance was the centerpiece of JNNURM. JNNURM was expected to change all this by pushing a "reforms-driven, fast- track approach" to empower municipalities and create spaces for citizen participation. To ensure that states walk the talk, all state governments were required to enter into memoranda of agreements with the government of India detailing their reform milestones. Funding was conditional to achieving reforms. e-Governance was a mandatory reform for all Urban Local Bodies which were identified for central assistance under the JNNURM.

Jodhpur Municipal Corporation

To ease the services to the city of Jodhpur, Municipal Corporation has been taken some e-Governance initiatives like providing online services as:

- birth and death certificate
- Trade license
- Issue of lease deed
- Name transfer
- Sales permission
- Land use charge
- No objection certificate for bank loan
- Complaints regarding road lights
- Sewerage cleanliness
- Dead animal encroachments etc.

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Research Methodology

Review of Literature

Yamini Aiyar, T. R. Raghunandan (July 2014) in the e-paper "livemint" in their article "JNNURM: Cooperative federalism lessons" enlightened that a mere 37% of sanctioned infrastructure projects and 52% of basic urban service projects had been completed till March, 2014. Municipal level e-governance reforms suffered the same fate. According to the CAG report, out of 62 parastatal and local bodies that had committed to e-governance reform, only 27 had actually implemented them.

Accordingly to UNESCO defines e-Governance as: "Governance refers to the exercise of political, economic and administrative authority in the management of a country's affairs, including citizen's articulation of their interests and exercise of their legal rights and obligations. e-Governance may be understood as the performance of this governance via the electronic medium in order to facilitate an efficient, speedy and transparent process of disseminating information to the public, and other agencies and for performing government administration activities."

On the basis of above literature we can say that e-Governance is generally understood as the application of Information and Communications Technology (ICT) at all levels of the government in order to provide services to the citizens, interaction with business enterprises and communication and exchange of information between different agencies of the Government in a speedy, convenient, efficient and transparent manner.

e-Governance facilitates interaction between different stake holders like:

- G2G (Government to Government)
- G2C (Government to Citizens)
- G2B (Government to Business)
- G2E (Government to Employees)

Objectives of Study

- To know the e-Governance initiatives taken by Jodhpur Municipal Corporation for welfare of citizens.
- To analyze the impact of JNNURM on the e-Governance at Jodhpur Municipal Corporation.

Hypothesis

A hypothesis is a conclusion which is based on our proposed research study. There are two types of hypothesis - Null hypothesis (H₀), Alternate hypothesis (H₁). The proposed hypothesis for my present are-

H₀: JNNURM has make some positive impact on e-Governance at Jodhpur city.

H₁: JNNURM hasn't make some positive impact on e-Governance at Jodhpur city.

Data Collection

The proposed study was conducted based on secondary data. Secondary data were collected from Jodhpur municipal corporation, JNNURM, nagar nigam Jodhpur Annual Reports and budgets.

Tools and Techniques

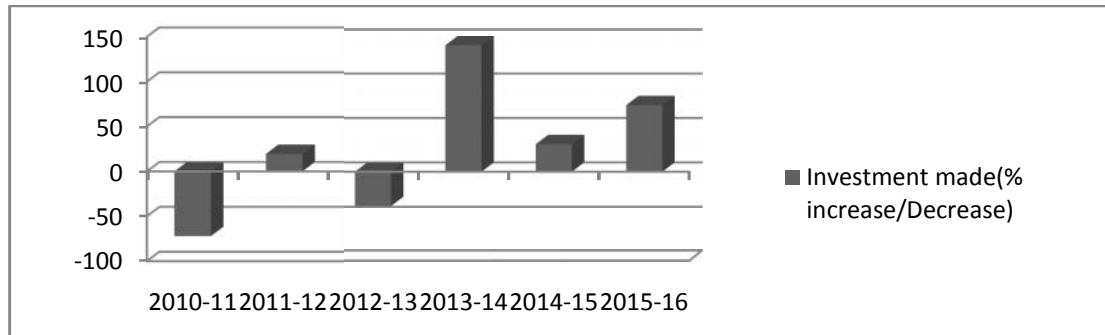
The tools and techniques used for data analysis and interpretation were Arithmetic mean, standard deviation, co-efficient of standard deviation, correlation, T test (SE of two sample mean), T test (Observed correlation co-efficient), F test (Ratio of variation) etc.

Data Analysis

The study based on fund available for e-Governance and expenditure for e-Governance in the years of 2010-11 to 2016-17 for analysis of the impact of JNNURM on e-Governance. The analysis of e-Governance investment made is given below:-

Yearly Expenditure or investment made in e-Governance (Rs in Lakhs)

Year	Expenditure	% Increase / (Decrease)
2010-11	27.92	(72.08)
2011-12	33.36	19.48
2012-13	20.47	(38.64)
2013-14	49.62	142.40
2014-15	65.02	31.04
2015-16	113.82	75.05

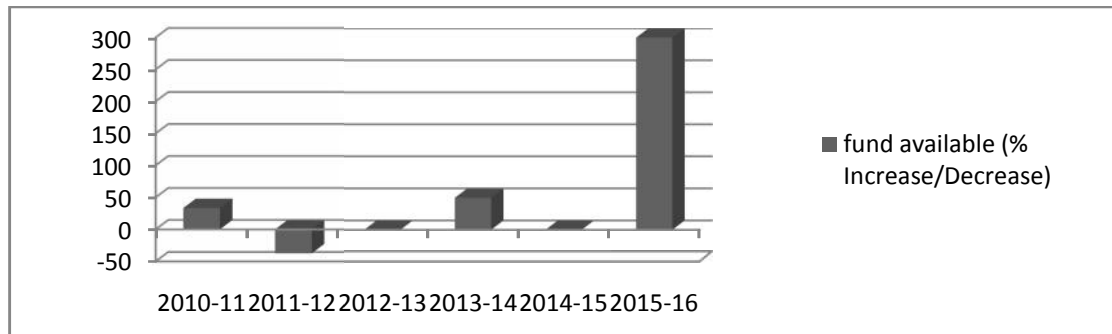


Interpretation

Above data shows that total expenditure/investment made in e-Governance is slightly variable from the year 2010-11 to year 2012-13 after that from the year 2013-14 to year 2015-16 it shows continuous increase. In year 2010-11 it was Rs. 27.92 lakhs while in the year 2011-12 it increased by 19.48% and amounted to 33.36 lakhs. Then in the year 2012-13 it decreased by 38.64 and become 20.47 lakhs.

Fund available under JNNURM for e-Governance (Rs. In Lakhs)

Year	Fund available	% Increase/(Decrease)
2010-11	80.00	33.33
2011-12	50.00	(37.5)
2012-13	50.00	0
2013-14	75.00	50
2014-15	75.00	0
2015-16	300.00	300



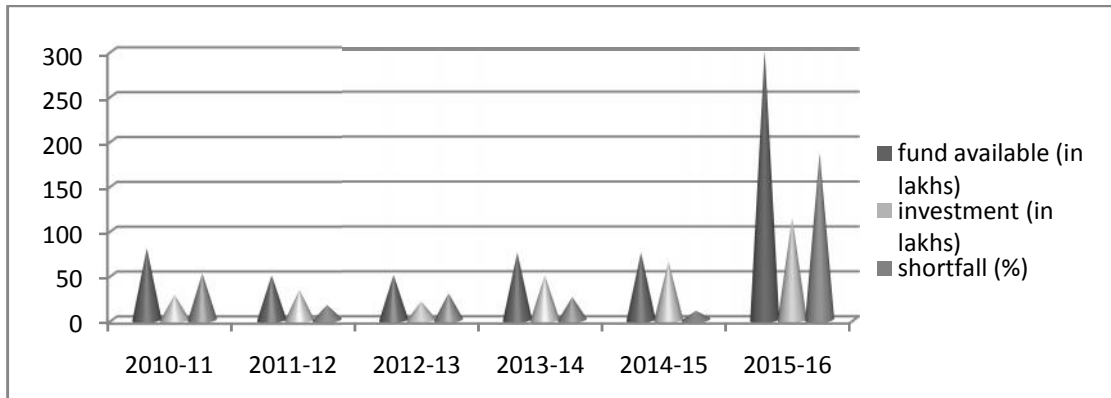
Source: 1. Annual reports of Jodhpur Municipal Corporation
2. Annual budgets of Jodhpur Municipal Corporation

Interpretation

Above data shows that the fund available for e-governance is repeating for two years from the year 2011-12 to 2012-13 with same amount of fund available 50.00 lakhs. From the year 2013-14 to 2014-15 it again available with same amount 75.00 lakhs. In the year 2015-16 it is 300.00 lakhs. Overall it shows an increasing trend. Only in the year 2011-12 it has shown a decreasing trend by -37.5%. The fund available shows maximum increase in the year 2015-16 by 300.00%.

Impact of Fund available on Expenditure/Investment made at e-Governance (Rs. In Lakhs)

Year	Fund available	Expenditure/Investment made	Shortfall
2010-11	80.00	27.92	52.08
2011-12	50.00	33.36	16.64
2012-13	50.00	20.47	29.53
2013-14	75.00	49.62	25.38
2014-15	75.00	65.02	9.98
2015-16	300.00	113.82	186.18



Interpretation

The data given in above table shows that the shortfall of investment to fund available is slightly variable from year 2010-11 to 2015-16. In the year 2015-16 it was maximum 186.18%. Than in the year 2010-11 it was 52.08% which is second highest shortfall. In the year 2014-15 the fund available is used maximum efficiently for investment in e-governance. In year 2011-12 it was 16.64% than in year 2012-13 it was 29.53%. In the year 2013-14 it was 25.38%.

Statistical Analysis of funds available and expenditure/investment made

Values	Fund Available (Amount in Lakhs) (X)	Expenditure/Investment made (Amount in Lakes) (Y)
Arithmetic Mean	105	51.75
Standard deviation	88.03	31.56
Co- efficient of standard deviation	0.84	0.61
Correlation (r)	0.91	
PE (Probable Error) under Correlation	.046 (r is significant)	
T test (SE of two sample mean)		
H0	No significant difference between two sample mean	
H1	Significant difference between two sample mean	
Significance level	.05	
SE (Standard Error)	.015	
Table value	2.23	
Compare	SE<Table value, H0 accepted, H1 rejected	
Conclusion	It is proved that there is no significant difference between two sample mean	
T test (Observed Correlation Co-efficient)		
H0	No significant difference in the co-efficient correlation between two samples	
H1	Significant difference in the co-efficient correlation between two samples	
Significance level	.05	
SE	10.71	
Table value	2.78	
Compare	SE>Table value, H0 rejected, H1 accepted	
Conclusion	It is proved that there is significant difference in the co-efficient correlation between two samples	
F test (Ratio of Variation)		
H0	Both the samples have been taken for normal population having the same variance	
H1	Both the samples have been taken for normal population not having the same variance	
Significance level	.05	
SE	7.56	
Table value	5.05	
Compare	SE>Table value, H0 rejected, H1 accepted	
Conclusion	It is proved that both the samples have been taken for normal population not having the same variance.	

Analysis of Data

The data given in above table shows that arithmetic mean of fund available is 105 lakhs while that of investment made is 51.75 lakhs. The standard deviation of fund available is 88.03 which is double than comparison to standard deviation of investment made is 31.56. This shows that there is lesser variation in investment made comparison to variation in fund available. The co-efficient of standard deviation shows that there is about 0.84% variation in fund available while it is about 0.61% in the case of investment.

Correlation between fund available and investment made is 0.91 which is high degree positive correlation. The probable error under correlation is 0.046. Since value of correlation is higher than 6 times of probable error hence it is significant.

It is proved from T test (SE of two sample mean) that there is no significant difference between two sample mean. It is also proved by T test (observed correlation co-efficient) that there is significant difference in the co-efficient of correlation between two samples.

The F test (Ratio of variation) proves that both the samples have been taken for normal population not having the same variance.

Testing of Hypothesis

As per the above analysis correlation between fund available and investment made is 0.91. Being more than 6 times of PE, it is significant. Hence the hypothesis H1: JNNURM has make some positive impact on e-governance at Jodhpur city is true so it is accepted.

Suggestions

- The centre needs to loosen its control and allow state governments the autonomy to take their own implementation decisions.
- The Urban local body should use e-governance initiatives which is low cost burden for public.
- The Urban Local Body should make these e-governance initiatives process more easy and feasible. So, public can access them easily.
- The e-Mitra which are the single window between Urban Local Body and public should also improve their services and reduce the financial cost.
- The Urban Local Body should make or use better marketing sources like social media to make public aware about the e-governance initiative.

Conclusion

The study shows that the impact of fund available on investment made for e-governance under JNNURM in Jodhpur city is positive. This is because of proper implementation of e-governance initiatives. The Jodhpur Urban Local Body have been utilised available fund more efficiently for making e-governance infrastructure. Although there is positive results but after this the timely review and supervision of these e-governance programmes are necessary for a better e-Governance infrastructure development.

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