

Annexure III

INTRODUCING E-GOVERNANCE IN KANPUR

WHAT IS E-GOVERNANCE IN THE CONTEXT OF KANPUR?

E-governance in the context of a city like Kanpur means use of electronic data processing and electronic data display systems (e.g. maps, charts or graphs) for easy and speedy access of urban information both to the city managers and to the citizens of the city.

One of the essential characteristics of a e-governance systems is, that data should be available to the city managers on line and on real time basis. This means that all recording units such as payments and receipts, registration of properties, birth and death certificates should be on line i.e. all transactions should be directly entered into the computer by the concerned operator.

As for the citizens, it should ease interaction with the government agencies, increase speed and transparency. An advanced system of e-governance should preferably be web based and citizens should be able to access information as also file returns etc electronically from the comfort of their home.

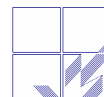
Another characteristic of e-governance is easy availability of information and various disclosures to the public through interactive web sites so that any citizen can access not only general information like rules, procedures, rights of the citizens and the citizen's charters but can also access information like city's finances, personal disclosures of the wealth of the councillors etc.

OBJECTIVE OF RECOMMENDING E-GOVERNANCE IN KANPUR

- To provide electronic information to city managers both by way of MIS and by way of spatial displays, both for financial matters and on physical progress with a view to improve city management
- To integrate and computerize all front end offices that interact with citizens to both provide better service to citizens as also to provide real time information to city managers on issues like collections, outstanding, grievances, breakdowns and repairs etc.
- To provide a host of information to the citizens by web services or by touch screen kiosks such as monthly and quarterly progress reports of key service departments, tenders and forms, rules on property tax, information on bus timings, train timings, eating places, markets etc.

CURRENT STATUS OF E-GOVERNANCE IN KANPUR

Currently, e-governance as outlined above is non-existent in Kanpur city. Some amount of computerization has been carried out and a partial GIS map has been prepared. However, the data is rarely up to date because data entry is not on-line and the computers are not linked to each other by LAN or



WAN. City data or property data has not been entered onto the GIS, and hence information about any road, property or any asset of the municipality or the KJS is not readily available from the GIS.

On the positive side, a number of employees are computer literate and accounts of various service organizations are computerized, though not on real time basis. Similarly some of the employees in KNN are proficient with GIS and can provide a base on which the e-governance initiatives can be built.

ELEMENTS OF E-GOVERNANCE AND IT'S IMPLEMENTATION PLAN

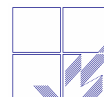
Obviously e-governance cannot be introduced overnight and a process approach has to be followed, where the e-governance is established in phases. Our recommendations are as follows;

Phase-I

- Computerization of financial accounting together with introduction of accrual accounting. This should include setting up of computers at all payments and receipts centres, and linking them to the zonal and H.O. computers so that the financial information is always up to date and on real time basis.
- Computerization of property tax system, including a data base on all properties to track the details of sanctioned plans, actual construction, calculation of property tax and actual tax paid. This should be linked to the financial accounting system, so that MIS on Property tax is readily available.
- Completing the GIS mapping and linking the property and other data base to the GIS, so that the information and MIS is also available on spatial basis to city managers.
- Computerization of Public grievances and redressal mechanism. This information should also be available on GIS, so that areas of recurring grievances and trouble spots can be identified and city managers can analyse reasons and take corrective action.
- Computerization of birth and death certificates and data on birth and death.

Phase-II

- Introduction of a file tracking system, so that movement of files and their efficient disposal can be electronically tracked and delays can be reported to the city managers in the form MIS.
- Adding information on urban services to the poor and location of slums etc. on the GIS, so that concentration of slums, progress on provision of basic services can be followed up pictorially on GIS
- Introduction of an asset management system, so that the status of assets both KNN and KJS could be managed efficiently. This will include information on age and condition of assets, status on maintenance, breakdowns, rents received etc. so that the efficiency of utilization of



assets can be improved and trouble spots in terms of repeated breakdowns can be tracked and rectified.

- Adding information on roads, streetlights, transformers, traffic signals, parking lots and spaces to the GIS so that traffic management and maintenance of roads can be improved.

Phase-III

- Setting up a web site and setting up touch screen kiosks in public places so that ordinary citizens can access any information about the city easily.
- Setting up bill payment kiosks that accept both cheques and cash on 24 hr basis ala ATM style so that all bill payments be it property tax, water charges, telephone bill or electricity bills can all be paid at one place and conveniently.
- Loading information about the city, such as 24 hr chemists, location of hospitals, emergency services, bus stops and petrol stations etc. Bus and train timings and various other information of interest to the citizens. This should be available both through web site and by touch screen kiosks.

ORGANIZATIONAL ARRANGEMENTS

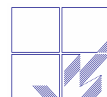
For such an e-governance plan to be successfully implemented, organizational arrangements have to be made for the following three stages:

Development stage

- Appoint competent consultants to develop the e-governance system in stages, including drawing up specifications and assistance in hardware purchase
- Appoint a senior nodal officer to co-ordinate the development of e-governance systems and for co-ordinating with the different departments
- Outsource feeding in of previous data in the computers to enable the electronic records to be brought up to date and on line
- Synchronise the MIS system with the GIS system, so that all data can be accessed on the GIS platform as well

Capacity building stage

- Intensive training programs should be undertaken by the consultants to train the various persons responsible for feeding in data on line and for accessing the data
- Develop and train an e-governance officer in each department who should manage the system and take corrective actions in case of bugs and breakdowns
- Provide training to the city managers on accessing computerized data both in the form of tables and graphs and in spatial format on GIS platform
- Provide an extended period of hand holding to build capacity 'on the job'



Taking over and internalizing stage

- In this stage the consultants should slowly withdraw and the management of the e-governance system should be taken over by the nodal officers appointed.
- The entire organization should start feeling at ease with the e-governance system and the computerized environment.
- Stabilize the system and take over the system.

