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Impact assessment of e-Mitra services in Jaipur district

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Abstract
E-governance opens up doors to vast opportunity for transforming governance. E-mitra is an integrated project to facilitate the urban and the rural masses with maximum possible services related to different state government departments through Lokmitra-Janmitra Centers/Kiosks. It is an ambitious e-Governance initiative of Government of Rajasthan implemented in 33 Districts of Rajasthan using Public-Private Partnership model for convenience and transparency to citizens in availing various services of the Government and Private Sectors under a single roof at their door step with the advent of these services technology enters to the life of common masses. Which in a way simplifies the daily chorus and also creates some complications for less techno friendly people. The preset study was conducted in Jaipur district to find out the factors supporting and limiting the impact of e-mitra. The study conclude that e-mitra saves time, reduce long queue at government offices, they can approach to e-mitra center at their nearby areas and most important get a check on bribery Whereas it causes some time unnecessary delay in simple procedures due to network problem which ultimately provides a big loss to the students.

Keywords: e-Mitra services, vast opportunity, transforming governance, bribery

1. Introduction
E-Governance: Electronic governance or e-governance is the application of "information and communication technology" (ICT) for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems and services between government- to customer (G2C), government-to-business (G2B), government-to-government (G2G) as well as processes and interactions within the entire government framework.

E-governance opens up doors to vast opportunity for transforming governance. It goes Beyond the computerization of Government processes and into realms of good governance, Which includes issues of efficiency of service delivery, empowerment of citizens, transparency and accountability etc.

E-mitra
E-mitra is an integrated project to facilitate the urban and the rural masses with maximum possible services related to different state government departments through Lokmitra-Janmitra Centers/Kiosks. It is an ambitious e-Governance initiative of Government of Rajasthan implemented in 33 Districts of Rajasthan using Public-Private Partnership model for convenience and transparency to citizens in availing various services of the Government and Private Sectors under a single roof at their door step. This is an initiative of Government of Rajasthan to provide citizen-centric services in an integrated form through service & information delivery points called as 'e-Mitra' centers/kiosks. e-Mitra Project integrates LokMitra and JanMitra initiatives (launched in 2002) under a single umbrella to bring together all the departments and give citizens of the State a "multi-service"-" single-window "experience. Initiatives in the State providing similar services are LokMitra (Urban Areas) and JanMitra which have been brought under one umbrella e-mitra. Success of these projects led to launch of e-Mitra project in 2005 across the State under Public Private Partnership mode to Bring efficiency, transparency and accountability at the Government- Citizen interface

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The key objectives of e-Mitra are
1. Enable citizens to access information and services of the Government in an efficient, convenient,
2. Transparent and cost effective way.
3. Improve quality of life in rural areas through use and propagation of ICT for all sections of people,
4. Addressing the entire spectrum of their needs.
5. Bridge the 'Digital Divide' enabling the flow of information, resources and service into the rural areas and markets and vice- versa.
6. To provide avenues for employment to rural youth.
7. Enable the building of infrastructure, technology and services for a state-wide networked economy on a Single platform for the Government, Business and Citizenry.

Objective of the study
- Impact assessment of e-mitra services in term of positive impact and its limitation.

Review of literature
Singhal, R (2013) [3]. In his study "An Assessment of Benefits Delivered to Citizens Through e-Governance from e-Mitra in Jaipur" In this context, an attempt has been made to analyze the benefits derived from 'Citizen-Government' interface through Information and Communication Technology in the state of Rajasthan, India. The e-Mitra is a "Single Window Scheme" where citizens have the opportunity to pay all the utility bills, submit online forms for various examinations, and pay taxes and other dues to Government. The present paper highlights level of awareness and its usage, benefits derived in terms of travel time, waiting time, no of trips, cost of travel etc. by comparing the traditional system (manual) and e-Mitra (ICT enabled) system by the respondents. The use of ICT especially in the e-Mitra has been very successful and most of the users have found it to be very beneficial in terms of cost, timing, convenience and consumer friendly behaviors of the officials.

Singla, K.S and Aggarwal, H (2009) conducted a study on Significant E-Governance Projects in Indian States" and reported that India is a developing country, currently launching major e-governance projects aiming to improved availability of government services and transparency with participation of citizens. Most significant benefit of all e-governance projects is time bound service delivery without any mediator. It is high time that the state Governments should have clear target oriented plans before choosing a particular e-Governance project after understanding the benefits of its implementation to the common citizens. Besides, it is necessary to create more awareness among the common man for effective implementation of e-Governance projects.

Brara M. (2015) [1]. Reported through his study i.e. "A multi services single windows operations projects" in Chandigarh. The Chandigarh administration is working to fulfill its vision of a knowledge-based society. It envisages a society where every citizen would be able to access the benefits of IT. The result is a speedy and high-quality interaction between the administration and the public. Speedy and high-quality exchange of information and ready access to government departments is a reality. The basic strategy of the Chandigarh administration is to 'transform governance: e-governance for e-society'. The UT administration is setting out a change agenda for the governance by transforming Chandigarh into an e-society – though guaranteeing quality services for all, and improving access to those services. As a part of its e-governance plan, the administration is also coming up with fresh initiatives in the field of health care, power supply, transport, infrastructure, etc., to make Chandigarh a 'World City'.

Methodology
Jaipur district was selected for data collection. From the district Jaipur and Sanganer were chooses through lottery out of 13 blocks. The sample includes twenty E-mitra Operators and five Consumer Per Centers (Total 100) and 3 Non-User (Total 30). Survey and questionnaire were collected data through the personal interview method. Collected data were presented through frequency and percentage.

Result & Discussion
Part.1: Background information of e-mitra operators, consumers and non-users consumers –

Table 1: According to educational background, most of the e-mitra operators were graduate and postgraduate whereas user

Category	Classification	e-mitra operators (N=20) Frequency (%)	Consumers (N=100) Frequency (%)	Non-users consumers (N=30) Frequency (%)
Education	5-8 class	0 (0)	13	5 (16)
	10-12 class	4 (20)	39	11 (37)
	Graduated	13 (65)	40	12 (40)
	Post-graduated	3 (15)	8	2 (7)
Age (Year)	18-25	4 (20)	37	2 (6)
	26-35	12(60)	44	13 (44)
	36-45	4(20)	11	12 (40)
	46-55	0	8	3 (10)
Sex	Women	0	39	10(34)
	Men	20(100)	61	20(66)

Group of e-mitra was ranging from low education o higher (post-graduation) education. According to age distribution, in service provider group 60 percent and 44 and 37 percent of the consumers belong to the age group of 26-35 and 18-25 years. In this age, education, form filling, collecting college fees, completing the examination fees, transferring money, character certificates, police verification, applying for jobs, collecting 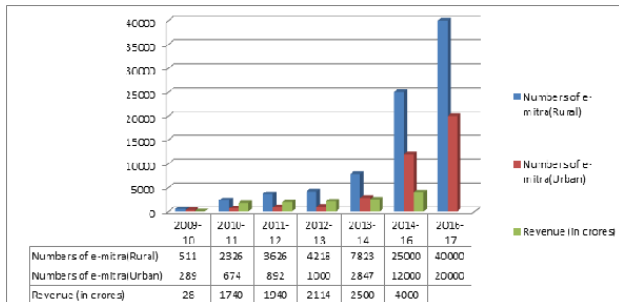bills, doing government work, registration, etc. is more, which is the probable reason for this age group to use using e-mitra services more.

E-mitra operators were 100 percent men, and similarly more men (61%) were using e-mitra because men are given priority for outside activities. And also there are many physical problems such as toilets, drinking water, seating arrangements etc. prevails due to which women do not like to go there

Part 2: The number of kiosks operated by the government and revenues from e-mitra
In this section, the number of operational kiosks and revenue produced through them is presented. Data was obtained from the Internet as indicated by the Information Technology and Communication Department, as there was no data given in writing by the Department. According to department, the data available on the internet is valid.

Table 2: Revenue Received by Government from e-mitra Production

	2009-10	2010-11	2011-12	2012-13	2013-14	2014-16	201-17
Numbers of e-mitra(Rural)	511	2326	3626	4218	7823	25000	40000
Numbers of e-mitra(Urban)	289	674	892	1000	2847	12000	20000
Revenue (in crores)	28	1740	1040	2114	2500	4000	

Source-Information Technology and Communication Department

According to the 2009-10 data, the government had received revenue of 28 corers, which increased to Rs 1740 corers in 2011-12. Increase in revenue in one year intervals can be seen faster. The main reason behind it is, its credibility, growing in the country, public awareness, increasing availability of e-mitra, ease of work, bribery reduction etc. The main objective of establishing more kiosks in rural areas, development of the villagers, giving city-like amenities, enhancing the connectivity of the government and the public. This conclusion is supported by Sharma and Arora (2014) and Singhal and Rathore (2014) [5]. as in their study, the increase in revenue was seen and main reason was the number of growing kiosks.

Part. 3 Services powered by e-friends and their impacts
In this part, the e-mitra operated services and its effects are showing their positive effects on consumers and the problems that are limiting the influence of e-mitra.

3.1 Positive impact of e-mitra services - In this part, consumers and non-users were asked how they benefited from the services of e-mitra (table number 3)

In which 63 percent of the consumers are charged less for the services! Whatever service charge has been given by the e-government, it is economical, in the budget of everyone and the people of every class could easily use them

Table 3: Positive Influence of E-mitra Services

No.	Effects	consumer (N=100)		Non-users consumers (N=30)	
		Number	percentage	Number	percentage
1.	Low charges	63	63	13	44
2.	Finding services in one place	62	62	20	67
3.	Bribery decreased	14	14	8	27
4.	Need not to go to government offices	41	41	6	20
5.	Equal Opportunities	52	52	10	4
6.	less time	42	42	8	27
7.	No long queue	42	42	13	44
8.	Need not to go far	52	52	18	60
9.	Do not effect daily chorus	37	37	16	54
10.	Others	0	0	0	0

The e-mitra is also called "single window" where all the services are given under one roof as 62 percent of consumers and 67 percent of non-users had the same views. All the services were operated on one place to ease the work of the government and to keep the general public from spinning round the office premises so that the citizens could not get the comfort and walk around. Fifty two percent of the consumer are getting equal opportunity of getting work done apart from being female or male, child or aged, low-middle or upper-income person. According to some consumers other benefits were it is very beneficial service, which helps in making public work calmly. The conclusion is supported by Oseem and Dingle (2015), Barar (2015) that the public received positive benefits such as low cost, bribery, time savings, equal opportunities etc. in many ways.

3.2 Limited Impact of E-Mitra Services
This part shows limited benefits of e-mail services, as every coin has two aspects, everything has two effects, both positive and negative. In which 58 percent of the consumers do not get the benefits of the timely schemes and they deprived of many important plans.

Table 4: limited effect of e-mitra services according to consumers

No.	Effects	consumer		Non-users consumers	
		(N=100)	percentage	(N=30)	Percentage
1.	Loss the opportunity of admission in good college	57	57	9	30
2.	Withdrawing the exam by not filling fees	38	38	6	20
3.	Not able to apply on time	41	41	6	20
4.	Not required for work	53	53	8	27
5.	Incorrect splash of name, address, age, identity	31	31	11	37
6.	Not getting the benefit of the scheme	58	58	19	64
7.	Obligation of government work	43	43	17	57
8.	Other (waste of time)	0	0	1	4

In the second place, according to 57 percent consumers they deprived the opportunity of getting admission in good colleges due server down, crowd at center, leave in center, wrongly filled forms. Withdrawal from exam due to payments failed (38%) timely not able to apply on time (41%) and incorrect affiliations are other problems reported by consumers. Sixty fpour percent of non-user users believed that the benefits of the scheme are not available at the time. So they approach to office directly. This conclusion supports the findings of Bhatnagar *et al*. (2015) studies, in which they have mentioned problems related to network and language!

Conclusion
Positive and limited effect, according to research results come out. Some of the positive effects are simplifying the lives of general masses and speeding up the day to day work. With this, technology interference reducing the burden at some expend and also complicating the procedures.

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