# E-governance and Rural Development

## -A study on E-boomi project in chamarajnagar

*K.S.Muthamma

**Likhita.S.Anuradha

## INTRODUCTION

The population of our country increasing day by day providing public services has become a challenging task for the government. The exposure to happenings around the country has increased public expectations from government departments.  A growing number of government agencies are reforming and reengineering their structures and processes from the inside. The goals of all these Government organizations are the same; greater efficiency, cost effectiveness, flexibility, improved responsiveness to the public, and a greater focus on services.

The ministry of revenue is finding an important place in the public administration. This department is maintaining the records pertaining to land, mutation, purchase and sale of land, land holding size, nature of soil towards the land owners. Earlier this process was maintained in traditional basis by entry in the big registration book and it was completely manual. The advancement of computer and information technology is find revolutionary changes in the field of administration with the concept of e-governance.

The burning issues in governments the world over that need to be addressed through an effective e-governance policy include transparency in government functioning, increased public sector-private sector partnership, privatization and deregulation, output-oriented government both at central and state levels, lean form of government ,etc. In order to cope with such challenges, governments have been adopting the new philosophy of ART, i.e., Accountability, Responsiveness and Transparency, at the point of delivery of public services and utilities. The minister of Information Technology, Government of India, had declared the year 2001 as the year of e-governance.

Electronic governance is all about managing knowledge that exists and continues to be generated within the government departments every day. In government department, the

delegation of responsibility should be clearly defined to enable the services providers to deal with the queries and problems of the citizens electronically. Thus, through e-governance, the distance between government and citizens will be reduced in terms of interactions, feedback and redressed, which will lead to avoidance of intermediaries thus encouraging transparency. The greatest advantage for citizens will be the availability of government services in required places

The land records are the most important testimony of rights to land owners in the huge agro-economy of India. The crucial document which records various parameters and information pertaining to land-holding is the Record of Right Tenancy and Cultivation (RTC). In Karnataka, data entry work started in 1995, but up to 1999 there were few concrete benefits. In 1999-2000, modifications were made in the software and all the databases were updated when the bhoomi project was launched. Chamarajanagara is considering has a district in the year of 1997. The Bhoomi project is practicing in the year of 2001 in Chamarajanagara.

## NEED FOR THE STUDY

The emergence of Information and Communications Technology (ICT) has provided means for faster and better communication, efficient storage, retrieval and processing of data and exchange and utilization of information to its users like individuals, groups, businesses, organizations or governments. ITC has led to 'business process re-engineering'. So far as governments are concerned, the coming together of computerization and internet connectivity/web-enablement in association with process re-engineering, promises faster and better processing of information leading to speedier and qualitatively better decision making, greater reach and accountability, better utilization of resources and overall good governance. In the case of citizens, it holds the promise of enhanced access to information and government agencies, efficient service delivery and transparency in dealings and interactions with government.

E-government aims to enhance access to and delivery of government services to benefit citizens. More important, it aims to help strengthen government's drive toward effective governance and increased transparency to better manage a country's social and economic resources for development.

## Objectives of the study

1. To analyze the awareness of "e- governance" project.

2. To evaluate the "e-Bhoomi" project services provided in chamarajanagar.

3. To know the how "e-Bhoomi" project reduce the work burden of the land record officers.

4. To conduct the beneficiary survey about "e-Bhoomi" project.

5. To find the problems in E-governance and suggest the ways for improvements.

**Research methodology**

The study is based on both primary data and secondary data. An effort is made to collect the actual data about "E-Governance project –A study on e-Bhoomi project" for this purpose a structured questionnaire administered and interaction to sample respondents. A respondent includes farmers, village accountants, and field officer, of the selected revenue office in Chamarajanagar.

The sample size is 70 in Toto, 50 are farmers 18 village accountants and 2 are field officer and NIC officer in Chamarajanagar. Cluster random sampling method is used to select the respondents.

The collected data and observed responses are analyzed with the help of Percentage method: This method is based in making comparison between two or more series of data. Percentages are used to describe relationship.

**Definition of "e-Governance" According to the World Bank**

"E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or

more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions."

**Scope of E-Governance**

E-Government services focus on four main customers: citizens, the business community, government employees, and government agencies. E-Government aims to make interaction with citizens, businesses, government employees, government agencies and other governments more convenient, friendly, transparent, inexpensive and effective.

A. Government to Citizen (G2C)                   B. Citizen to Government (C2G)

C. Government to Government (G2G)          D. Government to Business (G2B)

**This chart showing the scope of the e-GOVERNANCE**
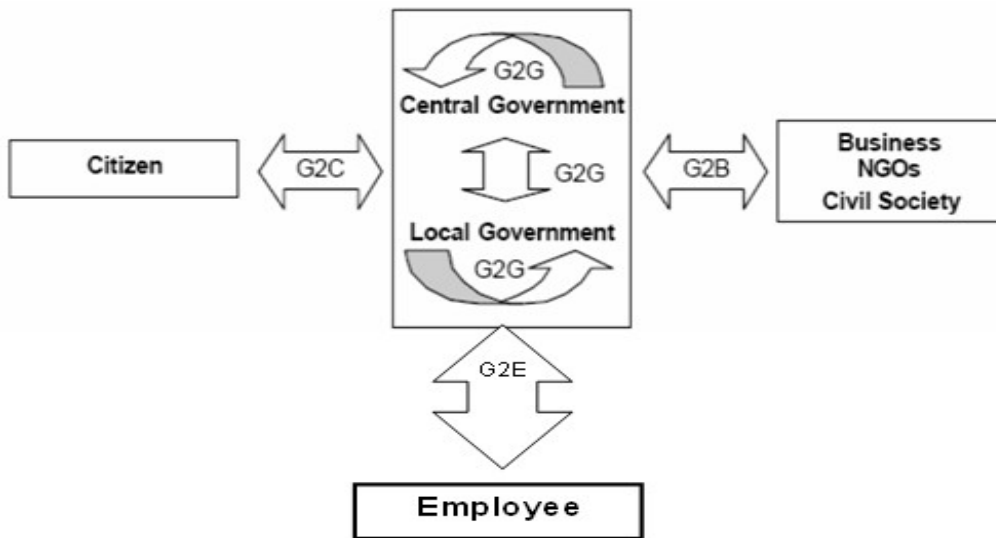


**Objectives of e-Governance**

1. To build an informed society

2. To increase Government and Citizen Interaction

3. To encourage citizen participation

4. To bring transparency in the governing process

5. To make the Government accountable

6. To reduce the cost of Governance

7. To reduce the reaction time of the Government

The object of e-Governance is to provide a SMARRT Government. The Acronym SMARRT refers to Simple, Moral, Accountable, Responsive, Responsible and Transparent Government.

**E-Governance Challenges Specific to India**

➢     lack of integrated services

➢     lack of key persons

➢     Population.

➢     different languages:

**E - Governance Initiative in Karnataka about Bhoomi project**

'E-Bhoomi' the land records management systems is the first e-Governance project that has been successfully implemented for the benefit of the common man. Under this project, Land Records Kiosk has been setup in each taluk of the state to issue:

➢ Land records documents to public on demand

➢ Finger print (Bio-metric) authentication to ensure fool proof system

➢ Easy & quick access to land records documents & status of mutation, using Touch Screen Kiosk

➢ Mutation requests processed on First-in-First-out Basis

➢ Workflow based online system to carry out mutations on land records data.

**Introduction about e-bhoomi project**

Bhoomi (meaning land) is the project of on-line delivery and management of land records in Karnataka. It provides transparency in land records management with better citizen services and takes discretion away from civil servants at operating levels. The Revenue department in Karnataka, with the technical assistance from National Informatics Centre (NIC), Bangalore, has built and operating the Bhoomi system throughout the state. Bhoomi has computerized 20 million records of land ownership of 6.7 million farmers in the state. Bhoomi has reduced the discretion of public officials by introducing provisions for recording a mutation request online. Farmers can now access the data base and are empowered to follow up. In the Bhoomi project, a printed copy of the RTC can be obtained online by providing the name of the owner or plot number at computerized land record Kiosk in 177 taluk office, for a fee of Rs 15. A second computer screen faces the clients to enable them to see the transaction being performed. A farmer can check the status of a mutation within 45 days; a farmer can now approach a senior officer person with their grievance. Operators of the computerized system are made accountable for their decisions and actions by using a bio-login system that authenticates every login through a thumbprint. A log is maintained of all transactions in a session. The new system has brought about a sea change in the way land records are maintained and administered in the state. The system has not only simplified the process of record keeping but has also provided many collateral benefits. This governance model has proven to be financially self-sustainable. It has become a trendsetter for e-governance projects in the state as well as other parts of the country.

In the next phase of Bhoomi, the 'LAND RECORDS ON WEB' has be established where in, all the taluk database are getting uploaded to a web-enabled central database so as to allow the private agencies to set up the village-level Kiosk to download the land records documents at the village and issue to the farmers. In this Private Public Participation (PPP)

model, all the stakeholders will be benefited in land records delivery. Under this prestigious Bhoomi e-Governance project of the Government all 20 million land records of 6.7 million land owners in 176 taluks of Karnataka have been computerized. This system works with the software called "Bhoomi" designed fully in –house by National Informatics Center, Bangalore. While the project is largely funded by Government of India; some critical components of this project are funded by State Government.

**Objectives and goals:**

- ➢ To facilitate easy maintenance and prompt updating of land records.
- ➢ To make land records tamper proof.
- ➢ To provide farmers easy access to their land records.
- ➢ To create and to construct database of land revenue, cropping pattern, land use, etc.
- ➢ To utilize the data for planning and formulating development programs.
- ➢ To enable usage of this database by courts, banks, private organizations and Internet Service Providers (ISPs).

**Important features of bhoomi project**

This software provides for printing of land records as and when required.

- ➢ It incorporates process of online updating to ensure that RTCs provided to the farmers are in sync with the time.
- ➢ All the mutation to the land records database are done on the computer itself so as to ensure that data on computer remain current with time.
- ➢ It incorporates the state of the art bio-logon metrics system from Compaq, which authenticates various users on the Bhoomi software on the basis of finger prints. This ensures that nobody can hack the system by imitating other users.
- ➢ This software also has the provision of scanning of original mutation orders of the revenue inspector (who is the authorized person to pass orders in the mutation in the field) and notices served on interested parties. Both documents are scanned to ensure that not only responsibility can be fixed on officials by showing the original documents signed by them but also to ensure that the interested parties do not claim in the court that they were not served with the notice before effecting the mutation.

➤ The software enables the administrators to generate various reports based on type of soil, land holding size, type of crops grown etc. This information would enable administrators to take informed policy decision.

**Committees**:

Government has constituted the following two committees for implementation for computerization of land records in the state.

**B**hoomi advisory committee:** This committee will looks into improvement required in the Bhoomi software.

**State level committee:** This committee will review the progress of the project in Karnataka and decide about its expansion and broad banding.

**Components of bhoomi project**

There are 3 main components in Bhoomi system -

➤ The computer centre where mutation and updation are done in online fashion. It includes finger print authentication and scanning of important documents to ensure robust and secured system. Most of the components of the Computer Centre are funded under the Central scheme.

➤ Land Records kiosk from where the farmers can collect the copy of their record by paying Rs.10. They can also lodge request for mutation to their land records. The Kiosk is fully funded by State Government.

➤ Touch Screen Kiosk where farmers can see their land related information without anybody's intervention or help.
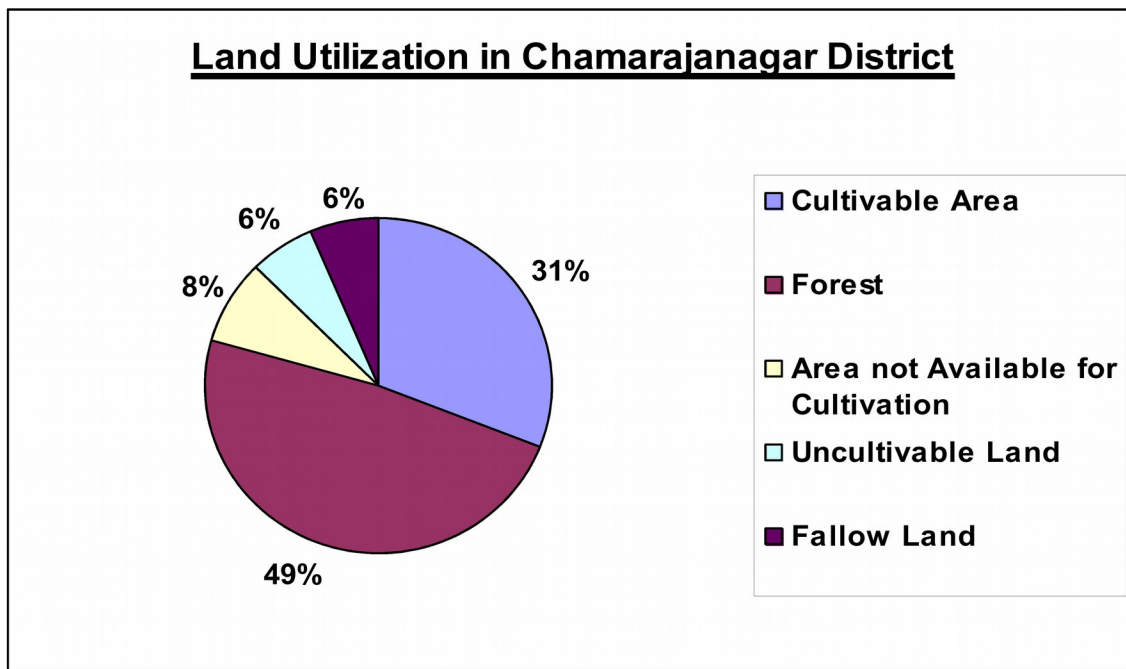
**Benefits of bhoomi project**

**Farmers** 1.Farmers can quickly get their land records from kiosks and are protected from harassment and extortion, 2.Reduction in processing time for mutation, 3.On line tracking of mutation status 4. Easy access to farm credit.   5. Ease in case of legal matters:

**Administrators:** 1.Ease of maintenance and updating of land records documents.2.Quick and easy access to land records for analysis purpose.3.Ease of monitoring Government lands.

**Others:** 1.for financial Institutions, online farm credit related activities.2.Information availability for private sector.

## Land Utilization in Chamarajanagar District



- Cultivable Area — 31%
- Forest — 49%
- Area not Available for Cultivation — 8%
- Uncultivable Land — 6%
- Fallow Land — 6%

**Types of e-bhoomi transactions**

The e-Governance project e-BHOOMI offers following types of transactions to be carried out on a piece of land in e-BHOOMI software

1. Khata Change.2. Jslip Transaction.3. Pledge and release**.** 4. Court Order**.** 5. Crop Change**.**

6. Cultivator Change**.**

**FINDINGS**

- An informed society is an empowered society. Only informed people can make a Government responsible. Due to e-governance people can easily get the required information.
- E-Governance aims at build a feedback framework, to get feedback from the people and to make the Government aware of people's problems.
- E-governance carries an objective to make the Governing process transparent by making all the Government data and information available to the people for access.e-boomi project increased transparency of land related transactions.
- Bhoomi project is introduced for the benefit of the rural people. E-Bhoomi project is used for getting land records, transfer of ownership, purchase and sale of land, to avail the loan facility, documenting crop loan and crop grown,this is also used for pledge and release the land
- Bhoomi project services are available in the taluk office, Nemmadi kendra district office. Rural people are facing technical, electricity and staff problems while getting records.
- Technology and innovations are developed in order to reduce time taken the complete the work. E-boomi project is reduced the time for getting land records.
- Technology is introduced to reduce the human effort, error in manual work, work burden; time consumption etc… Bhoomi project is helps to reduce the work burden of the staffs.
- Proper maintenance of land records reduces the illegal activities by influential persons and corruption it will lead to rural development.In time getting RTC enables the formers to avail crop insurance. It is really a boon to the formers.

**SUGGESTION**

- Land owners are facing some problems while getting land records in nemmadi Kendra due to lack of expertise in staff. Government should take measures in this direction by arranging training programs.
- Any project will get success only if it is cost effective that is both to the government and to the beneficiaries. Government should take initiative to reduce the cost.
- The Bhoomi project work is simple, easy to access information, but not updated land record regularly. If it is updated regularly it increases the effectiveness of the project and also reduces the work burden to the staff members.

➢ Timely training programs are to be conducted by the government for the employees to avoid the inconveniences to the land owners.

**CONCLUSION**

In the information era, E-Governance is of recent origin. It is going to replace all the manual work which is in practice from a long way. E-governance projects are reflecting the general public in a large manner. E-governance is resulting benefits can be less corruption, increased transparency greater convenience, revenue growth and or cost reduction it is maintaining all the land records, where one can access frequently, effectively and accurately. With the help of e-governance even farmers to access the information very much easily.

Bhoomi is the first E-Governance project in Karnataka state to reach the rural people in providing the land records and its related documents on demand to the rural farmers at taluk office. The Bhoomi project increases the efficiency of taluk revenue department and also ensures transparency in its transaction. Reductions in illegal activities, corruption, increase in transparency all are the results of E-governance. Definitely we can say that E-governance is supportive to the rural development.

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*K.S.Muthamma, Lecturer, Post Graduate Satellite Center, Chamarajnagar, Mysore University.

**Likhita.S.Anuradha, Lecturer, Post Graduate Satellite Center, Chamarajnagar, Mysore University.

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