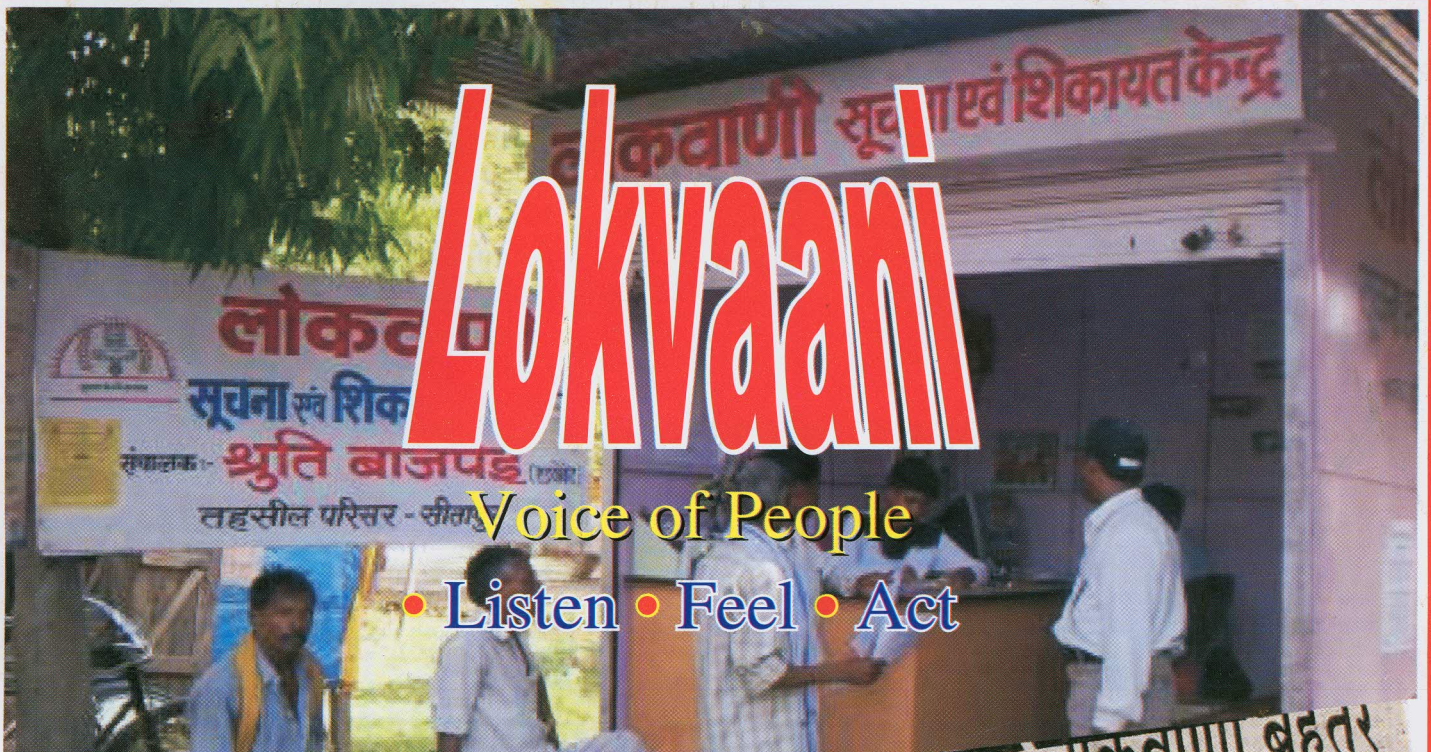


Lokvaani

Voice of People

• Listen • Feel • Act



■ सीतापुर

टूटती उम्मीदों के बीच बंधी आसा

अधिकारियों की इयोदी, क्लर्कों की मेजों और फाइलों के गुबार में प्रसन्नता का प्रतीक

जनसमस्या निस्तारण के लिए लोकवाणी बहतर

सीतापुर कार्यालय
सीतापुर, 11 दिसम्बर। लोकवाणी संस्था जनसमस्याओं के त्वरित निस्तारण के लिये सशक्त माध्यम है। इससे जहां

● सचिव सूचना प्रौद्योगिकी ने लोकवाणी का निरीक्षण किया
लोकवाणी से गोपनीय सूचनाएं

इनके साथ राज्य सूचना एवं विशाल अधिकारी एसवी सिंह तथा तकनीकी निदेशक अवनीश गुप्ता, डीएम आमोद कुमार, एडीएम, सीडीओ समेत जिले के अन्य अधिकारी भी थे। उन्होंने डीएम से

सूचना का अधिकार लोकवाणी के माध्यम से' का उद्घाटन हुआ

सूचना प्रौद्योगिकी के सचिव ने लोकवाणी निरीक्षण कर लोकवाणी को सराहा

जब स्वीपर मुन्ना ने निकाल कर दिखाई खतौनी

e-governance: Sitapur shows the way

By Manjari Mishra/TNN

Sitapur: Nandan Nilekani, the IT czar commissioned to steer UP on IT path, can wait. Sitapur - the little township 80 kilometres off Lucknow - has already set the tone for e-governance even as Nilekani mulls over his proposed blueprint. The Lokvani project— E governance system for transparent, time-bound and accountable redressal of public grievances— launched three months ago in the district has caught on big time with the illiterate villagers. Buoyed by its success, the UP government now plans to implement this project across the state and a decision to this effect has already been taken on February 16, informed sources claimed on Monday. Aligarh, Firozabad, Ghaziabad, Hardoi and Lucknow have already taken the software from Sitapur and are all set to emulate their poor cousin.



the collectorate's national informatics centre (NIC). The DM with the help of a team of six persons personally monitors each complaint before marking it to the concerned official with a strict deadline. This information is fed into the original complaint at the NIC the very next day. Four days before the deadline, the NIC gets the feedback from the official and the information is also added on the complaint. The complainant can monitor the progress and is assured of a definite action cutting across proverbial red tape, explained DIO AP Singh.

So far the system has logged in 5700 complaints. The number of kiosks has gone up to 21 and entrepreneurs bearing letters from MPs, MLAs and other political heavyweights are waiting in the queue, he informed.

How do they cope up with six to eight hours of power cut? "By installing generators," replied Alok Varma, who runs a kendra in Mirrih. "No one wants to lose out as the competition is getting tougher," he said. "Surprisingly 40 percent complainants are women." declared Aman Tandon, owner of a cyber cafe in municipal centres. He feels that the project needed better publicity

तापुर, (कासं)। भारत के सचिव सूचना प्रौद्योगिकी। सीतापुर आकर लोकवाणी धरणी की को देखा, लोकवाणी का निरीक्षण किया और लोकवाणी की सफलता के आगे साफ्टवेयर दिल्ली भेजने का आदेश जारी कर दिया। ईसी सेक्टर में ही उन्होंने सूचना अधिकार लोकवाणी के माध्यम से ही का उद्घाटन किया। जानकारी के अनुसार भारत सरकार का कार्यक्रम पूर्व शरित था। दोपहर साढ़े ग्यारह बजे शरित कुमार दिल्ली से सड़क मार्ग से सीतापुर पहुंचे। कलेक्टर के पुनर्आईसी कार्यालय में उन्होंने क्लर्क सेंटर को देखा।

भारत सरकार के सचिव की जनशिकायतों का निस्तारण कैसे होता है, खतौनी कैसे देखी जाती है और कैसे कॉरिडोर द्वारा प्रार्थियों को खतौनी टी जा रही है, शरित कुमार के आगे क्लर्क सेंटर के आवेदन की प्रगति की जानकारी लेता, जिले भर में कितने विभागों के डेप्युटी निरक्षर और डेप्युटी मित्रा आदि समस्त जानकारी से अवगत कराया। सचिव भारत सरकार बृजेश कुमार ने लोकवाणी की तारीफ करते हुए जिलाधिकारी आमोद कुमार को आदेशित किया कि वह लोकवाणी का साफ्टवेयर व उसकी कार्यप्रणाली की पूरी जानकारी दिल्ली भेजे। इसके साथ ही उन्होंने इण्टरनेट पर लोकवाणी कैसे कार्य करती है, जनता की शिकायतें कैसे और कितने दिनों में निस्तारित होती है। खतौनी प्रार्थियों

माध्यम से' का भी शुरू इस संदर्भ में जिलाधिकारी कि अगर कोई भी चाहता है कि किसी सीडीओ, डीएम व अन्य क्वी नोटिंग को ही लोकवाणी केन्द्र में अर्जों देगा। इसके बाद सचिव के बाद व निर्धारित समय में संचालक उदय संवर्धन की हुई मूल का प्रिंट आउट दे दे एनआईसी का बाद सचिव बृजेश स्थित श्रुति बाजपेई केन्द्र का निरीक्षण उन्होंने लोकवाणी श्रुति बाजपेई से परिचय ही तो करेगी। इस पर

र बैठे मिलेगी सरकारी योजना

सचिव सूचना प्रौद्योगिकी मंत्रालय ने किया साप

शर। सचिव सूचना प्रौद्योगिकी मंत्रालय ने

आसानी से प्राप्त कर सकता है। जिले की सभी तहसीलों को स्कैन उपलब्ध करा दिये गये हैं। श्री शाही ने बताया कि सचिव सूचना प्रौद्योगिकी मंत्रालय भारत सरकार बृजेश कुमार ने आज जब तहसील विभागीय का

मुनालाल से बेहद प्रशंसित सारा कार्य बेहद कुशलता पूर्वक कर सकता है। इनके पृष्ठ पर उक्त सफाई कार्य ने बताया कि वह कक्षा 6 उत्तीर्ण है, पर कम्प्यूटर के प्रति लगन के चलते

जा सका है। सचिव सूचना प्रौद्योगिकी मंत्रालय ने बताया कि सचिव बृजेश कुमार के साथ राज्य सूचना अधिकारी तथा उपनिदेशक सूचना भारत सरकार भी उनके साथ थे। अंतर जिलाधिकारी ने बताया कि सचिव बृजेश

सरकार के साथ राज्य सूचना अधिकारी तथा उपनिदेशक सूचना भारत सरकार भी उनके साथ थे। अंतर जिलाधिकारी ने बताया कि सचिव बृजेश



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➤ Introduction

Definitions:

Lokvani is a Hindi word which means "Voice of people". It's a single window E-governance system for providing transparent, accountable and responsive government administration for grievance handling, Land record maintenance and Job Opportunity creation, thus giving security and opportunity for accelerated development of citizen. E-Governance is defined as the use of information technology for the purpose of enabling and improving the efficiency with which government services and information are provided to the citizens, employees, businesses, and other government agencies (McClure 2001). Many federal, state and local government agencies have implemented numerous e-government initiatives in order to facilitate the purchase of goods and services, the distribution of information and forms, and the submission of bids and proposals (Trinkle 2001). E-Governance supports good governance, which in turn promotes progress in developing countries. Another key benefit is that the democratic, business and governmental aspects of governance are simplified and improved. This further leads to a reduction in costs with provisions of better services to citizens and businesses. Hence numerous governments are in the process of modeling innovative and efficient models of electronic governance. This also leads to a reduction of multiple and redundant points of contact between government and citizens (Luck & rubin 1989; Harman 2001; Kulkarni 2001; Thomas 2001).

Kiosk based e-governance

Lokvani, Sitapur is a public-private partnership project started in the district of Sitapur in Uttar Pradesh, India. It is a Kiosk based, self-sustainable e-governance solution providing transparent, accountable and responsive administration for grievance handling, land record management and an eclectic mixture of essential services. The model has been showcased as one of the most successful, popular and influential e-governance solution implemented in India.

The initiative is not only giving a practical shape to the Right to Information Act, but is also creating job opportunities for the educated but unemployed youth of Sitapur.



Lokvani is a unique public private partnership program, which gives citizens an opportunity to interact with the government without coming to any government office.

Lokvani : The users' network

It is a outstanding example of a highly cost-efficient, economically self-reliant and user financed community network. This solution is targeted at 3.6 million citizens residing within the district, located in the province of Uttar Pradesh,

which is the world's fifth largest political entity in terms of population. Lokvani has been projected as a commitment to the people in providing them with transparent, credible and accountable systems of governance. This system is grounded in the rule of law, encompassing civil, political as well as economic and social rights underpinned by accountable and efficient public administration for multiphase development of rural people. The primary objective of the IT solution is to bridge the digital divide and "connect" the common man to the strategy makers in a seamless fashion.

➤ How the process of Lokvani was started?

The voice of the people has for decades been unheard in our country. The social



Red dots show the kiosk centres in Sitapur, a single dot does't mean one

and cultural divide, the authoritarian whims of the rulers and the ignorance of the masses have been a few of the many reasons why the governed could not communicate with those who governed. Yet it is known and believed that an efficient government is one which is approachable and sensitive to the needs of the people. And for this both the government and the people need to come forward and communicate. The inaudible voices of the common people need to be raised so that they can no longer be ignored.

Lokvani platform

With the aim to reach out to people and give them a platform to voice their concerns and complaints, the young and dynamic district magistrate of Sitapur, Mr. Amod Kumar embarked on a journey (in 2004) in which he was to be joined in by the entire nation. He initiated an innovative system of grievance redress through an IT enabled project which he named as Lokvani: the voice of the people. It was visualized as a two way exchange of information – of Government programs and documents to the people and of people's complaints and feedback to the Government. He was assisted in his efforts by Zohra Chatterjee, S.B Singh, Markandey Shahi, A.P. Singh and Devendra Pandey. He commissioned a study of similar initiatives in the districts of Jhalawad (Rajasthan) and Dhar (Madhya Pradesh). The study revealed the strengths and weaknesses of these efforts. Lokvani was accordingly designed to improve upon them and came up with an online resolution and redressal of public grievances, a first of its kind in India.

About Lokvani society

A society by the name Lokvani was registered under Act 21, Society Registration Act 1860 in Uttar Pradesh to implement the project autonomously and to reduce the bureaucratic hassles. The National Informatics Centre (NIC) provided the necessary technical know-how for the project. The format of the program was designed to suit the local demographic profile. 88% of Sitapur's population resides in the villages. Only 38% of the people are literate. This called for a simple, user friendly programme which was within easy reach of the people both geographically as well as socially.

An e-effort to e-mpower

With this clear cut vision, the District Magistrate Mr. Amod Kumar commissioned the NIC to develop a transparent, efficient and corruption-free program. It was decided that instead of opening new kiosks, existing cyber cafes/computer training institutes should be granted licenses to become Lokvani Centre. This decision was taken to ensure the financial viability and the long-term sustainability of the kiosks. The result was 'LOKVANI: an

