

# E – GOVERNANCE FOR STRENGTHENING SERVICES PROVIDED TO RURAL PEOPLE

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*A government system is well appreciated by the people when they are satisfied with the system that provides expected services. The government at the bottom level has been formed in India with a view to streamlining the provision for services in accordance with the local needs. Taking into consideration the need of the hour, the Government of Kerala has initiated an e-governance project in rural self-governmental set up with the help of a state level agency, Information Kerala Mission. Members of public act as taxpayers and as recipients of various documents like birth certificate, death certificate and nativity certificate. As customers, they are the tenants of the buildings of Panchayats. Panchayati Raj Institutions have to maintain records of transactions involved in day-to-day administrative affairs as well as developmental activities. They have to collect, and compile information on natural resources and landscapes in the local area. Moreover they have to act as information providers. All these activities can effectively be performed with the help of information technology. Thus, e-governance is an effective tool for ensuring the smooth, efficient and transparent functioning of rural self-governments. Successful implementation of e-governance project in rural self-governments will ensure re-engineering of government processes, cost-effective government, digital democracy, and reforms in politics and electoral process. The present study was undertaken against this backdrop.*

## I- Introduction

Governance refers broadly to how power is exercised through a country's economic, social, and political institutions to use the country's resources for socio-economic development. The process of governance encompasses the political, social and economic aspects of life which have an impact on each individual, household, village, region or the nation. Governance involves (1) the State, which is responsible for creating a political, legal and economic environment conducive for building individual capabilities and encouraging

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private initiative; (2) the civil society, which facilitates the mobilisation of public opinion and people's participation in economic, social and political activities, and (3) the market, which is expected to create opportunities for people. Governance involves all the three actors. Good governance is about promoting healthy interaction between the three for human, social and economic development of a nation with people at the centre (Centre for Good Governance, 2005)

A government system is well appreciated by the people when they are satisfied with the system that provides expected services. The government at the bottom level has been formed in India with a view to streamlining the provision for services in accordance with the local needs. Taking into consideration the need of the hour, the Government of Kerala has initiated an e-governance project in rural self-governmental set up with the help of a state level agency, Information Kerala Mission. Successful implementation of e-governance project in rural self-governments will ensure re-engineering of government processes, cost-effective government, digital democracy, and reforms in politics and electoral process.

## **II- Statement of the Problem**

Successful implementation of e-governance project in rural self-governments will ensure re-engineering of government processes, cost-effective government, digital democracy, and reforms in politics and electoral process. There are certain other benefits, which accrue to governments by conducting transactions on-line. It can ensure easy, secure and efficient transactions involving lower costs. Revenue of the departments is also likely to go-up and on-line transactions will free up certain resources, which can, then be used elsewhere. There will be less paperwork and shuttling of files, payments would be made faster. A fair and transparent system of governance will restore the faith among the citizens about the efficacy of government machinery. Other broad benefits include more direct channels of information exchange and community relationship (Academy of Grass- root Studies and Research India, 2003).

It is against this backdrop that the present study was undertaken with a view to analyzing the mechanism of rural self-governance in

providing services to the rural people and to find out the scope of e-governance for providing maximum benefits to the rural mass.

### III- Review of Literature

Review of the existing literature on the topic reveals that studies on e-governance in Village Panchayats are scanty owing to the age of the concept. However a few studies are located on the working of rural self-governments, as well as on efforts to highlight the scope of e-governance in local bodies. An attempt is made to present the list of such studies for stream lining the objectives of the present study.

*Balwantray Mehta Committee* (1975) in their report on Panchayati Raj Institutions provided various measures for improving the functioning of Panchayati Raj Institutions in the Country. The Committee recommended the establishment of a three-tier Panchayati Raj system with the middle level Panchayat Samiti being the key level in the scheme of decentralisation and the Village Panchayat would constitute the lower level in the three-tier system.

Gangadhar Reddi. R (1998) in his article *Panchayati Raj: A Challenge Ahead* explained the salient features of 73<sup>rd</sup> Constitutional Amendment. He observed that the rationale for the Constitution Amendment Bill was that even though the Panchayati Raj Institutions had been in existence for a very long time, they had failed to acquire the status and dignity of viable and responsive people's bodies. He pointed out that the process of devolution of powers and functions to Panchayati Raj Institutions has to be based on the cardinal principle that what is appropriate for a given tier should be done by that tier and not by a higher tier. He concluded that for the smooth operation of all the three tiers, a mechanism should be developed by co-ordinating the activities of the three tiers.

Gopi V.K (1991) in his study *Financial Administration of Panchayats in Kerala* explained the origin and development of the concept of local self-government in detail. He gave an idea about local self-governments under British regime, under post-independence period, pattern of local self-government in India and rationale for Panchayati Raj in Kerala.

Cupta M.P, Prabhat Kumar and Jaijit Bhattacharya (2004) in their book *Government Online: Opportunities and Challenges* explained new paradigms of e- governance, strategies for e- governance, and knowledge management in Government. They explained that Information and Communication Technologies could be used for realizing the vision of good governance. They also pointed out that e- governance offers an opportunity to change the mast of a ship for changing its direction ctronic governance.

#### **IV- Objectives of the Study**

- To analyse the existing mechanism of rural self governance in providing services to the rural people
- To find out the extent of difficulties experienced by the beneficiaries in availing various services from their RSGs
- To find out the scope of E-Governance in strengthening the services provided to the rural mass

#### **V- Hypotheses**

1. Beneficiaries experience difficulties in availing various services from their RSGs
2. E-Governance in rural self-government can strengthen the existing mechanism of rural self governance in providing services to the rural people

#### **VI- Methodology**

**Sample Frame:** The study has made use of both primary and secondary data. The sample for the study consisted of rural mass, elected representatives, officials and experts in Kerala. There were 1001 Village Panchayats as in Kerala. Multi-stage sampling was adopted for the selection of respondents covered under the study. In the first phase, the State of Kerala was divided into three - Northern, Central and Southern regions. Of this, Thiruvananthapuram from the Southern region, Idukki from the Central region and Malappuram from the Northern region were selected in the second phase. Thiruvananthapuram is the Capital of the State, Idukki is the hilly area and Malappuram is the first cent per cent computer literate revenue district in Kerala.

In the third phase, 5 Panchayats from each of the three districts mentioned above were selected under random sampling, using the list of more viable Village Panchayats, in the district concerned. From each Panchayat, 10 persons were selected on judgment basis giving due consideration to the socio-economic status so as to include representatives of high and low-income strata in the beneficiary group. Thus, the total beneficiaries covered under the study were 150.

From each of the above-mentioned Panchayats covered under the sample, three officials each were selected at random, giving adequate representation to executive, supervisory and worker categories. 2 elected representatives were selected from each of the Panchayats covered under the study. Thus, the total number of officials (90), and elected representatives (30) covered under the sample were 120. The experts (30) were chosen by preparing a list of experts consisting of IT experts, former officials of the Directorate of Panchayats and academics. The list of experts was finalized by holding discussions with the administrators, government officials and researchers.

Thus, the sample for the study consisted of 150 beneficiaries, 30 elected representatives, 90 officials and 30 experts making the total number 300.

### **VII- Tools for Collection of Data**

Two sets of interview schedules were developed for the study with a view to administering one set on beneficiaries and the other set on officials, elected representatives and experts. In the interview schedule, the beneficiaries were asked to state the extent of difficulties experienced by them in accessing various services from the concerned village panchayat. The officials, elected representatives and experts in the field were asked to express their opinion with regard to the scope of e-governance in providing various services to the beneficiaries.

### **VIII- Collection of Data**

Primary data were collected from beneficiaries, experts, elected representatives and officials with the help of separate interview schedules. Secondary data were obtained from the State Planning

Board, Directorate of Panchayat, Government of Kerala, The Department of Economics and Statistics, Government of Kerala, Research Reports and Department of Information and Communication Technology, Government of Kerala.

### **IX- Tools for Data Analysis**

The primary data collected for the study were analysed and interpreted by employing mathematical and statistical tools such as percentage, and factor analysis.

#### *Existing mechanism of RSGs in providing various services to the rural people*

The most important tasks undertaken by the Rural Self Governments in relation to the provision of services are: Registration of Birth, Registration of Death, Registration of Marriage, Issue of Certificates, Registration of Public Complaints, Display of Government Orders, Providing Trade and Service Opportunities, Providing Tourist Information, Providing Information on Market Centres and Ensuring Help Desk Service.

#### *Registration of Birth*

As per the provisions of the Kerala Panchayat Act, 1960, it is mandatory for the parents of a child to get his or her birth registered in the Panchayat. The task of birth registration is entrusted with the Secretary of Gram Panchayat, who is also known as the birth registrar. Registration is effected in that panchayat in the territory of which the birth took place. In order to get the birth registered, the concerned party should give an application to the registrar in the prescribed form, obtained at free of cost, from the Panchayat office, within 21 days from the date of birth. The registration should be effected in the same day on which application is given. In the present system of rural self-governance, procedural complexities are involved in effecting birth registration. Hence, the parents are reluctant to obtain the birth registration certificates in time from the Panchayat. Birth certificates are required to be produced while seeking school admission for children.

#### *Registration of Death*

As per the provisions of the Kerala Panchayat Act, 1960, it is mandatory to get a death that has taken place in the territory of a

Panchayat, registered in that Panchayat itself. In case the death took place at home, the senior-most member in the family is responsible for reporting the death to the Secretary. If the death took place in a hospital, the doctor should be responsible for reporting the matter to the death registrar. In the case of unnatural death (accident, suicide etc.), the responsibility to report the matter to the registrar vests with the concerned police inspector along with a report from the concerned doctor. In all these cases, the matter should be reported to the death registrar within 21 days from the date of death. The application form can be had from the Panchayat office free of cost. The registration will be effected on the same day of application.

### *Registration of Marriage*

Marriages that have taken place in accordance with the provisions of Hindu Marriage Act alone can be registered in Panchayats. Moreover, marriages that took place within the territory of a particular Panchayat can only be registered in that Panchayat. For effecting a marriage registration, an application should be submitted to the Secretary of Gram Panchayat, along with a report from the concerned Ward member. A court fee stamp for Re. 1 should be affixed on the application. Marriages should be registered within 15 days from the date of marriage. The application for marriage registration should be accompanied by the birth certificates of the bride and groom and a certificate from the authorities of the concerned temple (if marriage took place in a temple). The bride and groom must be reported to the Secretary along with two witnesses. Registration will be effected on the same day on which application is given.

### *Issue of Certificates*

The important documents issued by Panchayats include birth certificate, death certificate, birth order certificate, certificate stating that birth/death is not registered in the Panchayat, marriage certificate, ownership certificate, residential certificate, certificate stating that no assistance is obtained from the Panchayat, registration certificate for private hospitals and paramedical institutions, conduct certificate, identification certificate and certificate stating that the name of the applicant does not appear in the ration card. An application should be submitted to the Secretary of Gram Panchayat along with a stamped paper of Rs. 10 in the name of the applicant. A court-fee stamp of Re. 1 should be affixed on the application, Search

fee, copy fee, fee for inspecting the name etc. are to be paid along with the prescribed application form to get a birth/death certificate. To get a birth order certificate the prescribed application must be accompanied by the ration card and school certificate. For getting ownership certificate and residential certificate, an application in white paper should be submitted along with the number of building, ward number, purpose for which the certificate is required etc. No fees will be charged for issuing these certificates.

### *Registration of Public Complaints*

To register a public complaint in the Panchayat, an application containing the detailed complaint must be given to the President of the Gram Panchayat. The application should contain information about the complainant and the opposition party, if any. No fees will be charged for the registration of public complaints. The complaints can be given either to the President, in person, or it can be placed in the complaint-box kept for the purpose in the premises of the Panchayat. Complaints requiring immediate action will be registered and got solved within seven days from the date of receipt of complaint. In all other cases, action will be taken by the President after 15 days, but should not exceed 30 days, in any case.

### *Display of Government Orders*

Government Orders regarding the activities of Panchayats are expected to be published through notice boards and other media of information. Beneficiaries have the right to get information on such Orders and also to examine the contents of such Orders.

### *Trade and Service Opportunities*

Every aspect of trade in the country has got close linkage to the government. Commerce and economy revolve around the pivot of government directives, controls and supports. It is the duty of the government to provide, encourage and to facilitate trade opportunities. The rural self-governmental institutions can provide and facilitate trade opportunities among the beneficiary group, by properly identifying the local needs and the resources available at the local level. The major trade opportunities provided by the Panchayat include *Kudumbashree* projects, self-employment schemes and



specific projects undertaken by the Panchayat, carried out through contractors or beneficiary groups.

### *Tourist Information*

To promote tourism, the government provides tourist information through public kiosks and World Wide Web home pages or Internet. Besides this, the government establishes a number of tourism information offices in various parts of the State. World Wide Web is the most ubiquitous and least expensive medium to disseminate tourist information, regarding the services offered as well as the cultural, economic and other subjects unique to a region. Rural self-governments can create a number of websites to exploit this medium. Tele centres or Internet cafes can also be made available for the service of the tourists. Typically, tele-centres will provide a range of services as well as information on a variety of subjects, which tourists want to access, about the local area. The websites cover history, facts at a glance, tourism centers, access maps, fairs, photo galleries of natural scenery and pilgrimage points, that facilitates the tourists to get an idea about the region.

### *Information on Market Centres*

Market centres were established by the rural self-governments to foster production and consumption in rural areas and also to accelerate the pace of economic development. Rural markets are those markets, located in small towns/nearby areas where the producer can conveniently bring his produce for sale to prospective buyers. It is so because, there are a large number of producers who produce products in small quantities. They are financially weak and are unable to arrange funds for taking their produce to district level markets where they get remunerative prices. Due to their weak economic position, they can't store their produce and they are compelled to sell the produce in the local market to middlemen at very low prices. The middlemen collect the produce from a large number of farmers and transport them to central markets. PRIs play a vital role in transmitting information about these rural market centers to the people.

### *Help Desk Service*

Proper dissemination of requisite information in a disaggregate and easy-to understand manner is an effective means to plug many

leakages in the delivery system, In fact, such information concerning developmental works at grass root level should be made available without any fear or favour, if need be, against small payment for photocopies etc, so that action may be taken against erring persons concerned. The right type of information to be made available and accessible to the people is desired in a disaggregate and comprehensible manner. The whole process should be people-based and people-oriented. The need-based open house information system is a powerful tool in the hands of the people which will go a long way to achieve greater transparency, accountability and resultant efficiency in functioning at all levels - Central, State and Sub State - down to the village level. In order to provide right and adequate information to the local people regarding the remittance of amount from a Panchayat and receipt of amount from the Panchayat, or any other service obtained from the Panchayat, help desk services are formed in the Panchayat office. Through this help desk services, customers are provided with information on registration of birth, death, marriage, provision of various certificates, procedures to be followed in getting a particular service, the documents to be attached and any other additional information they need. Thus, the help desk is a centre providing information on various aspects relating the Panchayat, its functions administration and relationship with the local people.

#### **X- Extent of Difficulties Experienced by the Beneficiaries**

Information Technology offers immense opportunities for improving the existing procedures adopted by governmental agencies for providing various services to the rural people. It can disseminate information about the various services provided by the RSGs through different media and also to strengthen the existing mechanism for providing services to the rural people.

Realizing the significance of Government – public interaction in these activities, an effort was made in the present study to find out the extent of difficulties experienced by the beneficiaries while accessing these services, by administering an interview schedule on the sample respondents. The responses obtained and their mean score are arranged in Table 1.1

**Table 1.1**  
**Views of Beneficiaries on Difficulties Experienced**

	Not Difficult	Difficult	Highly difficult	Total
Registration of Birth [N=150]	25.3	45.3	29.3	100.0
Registration of Death [N=150]	13.3	57.3	29.3	100.0
Registration of marriage [N=150]	36.0	41.3	22.7	100.0
Issue of Certificates [N=150]	16.7	56.7	26.7	100.0
Registration of Public complaints [N=150]	20.0	40.0	40.0	100.0
Display of Government orders [N=150]	20.0	50.7	29.3	100.0
Trade and service opportunities [N=150]	11.3	42.7	46.0	100.0
Tourist Information [N= 150]	18.7	36	45.3	100.0
Information on market Centres [N = 150]	17.3	48.7	34.0	100.0
Help Desk Service [150]	32.7	36.0	31.3	100.0

*Source: Primary Data*

### Factor Analysis

Kaiser-Meyer-Olkin Measure of Sampling Adequacy indicates whether the data are suitable for factor analysis. The significance level gives the result of the Bartlett's test of Sphericity. Very small values (less than .05) indicate that there exist significant relationships among the variables.

### KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		0.500
Bartlett's Test of Sphericity	Approx. Chi-Square	114.7613
	Degrees of Freedom	45
	Significance	0.000

Kaiser-Meyer-Olkin Measure of Sampling Adequacy gives a value of 0.500, indicating that the data are suitable for factor analysis. Bartlett's test of Sphericity also shows a small value [0.000]. Both these tests prove that Factor analysis can be used for these data.

### Communalities

Services	Initial	Extraction
Registration of Birth	1	0.687
Registration of death	1	0.463
Registration of marriage	1	0.556
Issue of certificates	1	0.331
Registration of public complaints	1	0.614
Display of Government Orders	1	0.320
Trade and service opportunities	1	0.498
Tourist information	1	0.663
Information on market centres	1	0.739
Help desk service	1	0.718

*Extraction Method: Principal Component Analysis.*

Extraction communalities are estimates of the variance in each variable accounted for by the factors (or components) in the factor solution. Small values indicate variables that do not fit well with the factor solution, and should possibly be dropped from the analysis. It also reports the factor loadings for each variable on the unrotated components or factors. Each number represents the correlation between them and the unrotated factor.

It is noted that registration of birth, registration of death, registration of marriage and issue of certificates are the most important areas where the beneficiaries experienced considerable difficulties while availing such services [Eigen values greater than one].

### Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	Percentage of Variance	Cumulative Per cent	Total	Percentage of Variance	Cumulative Per cent
1	1.807122	18.07122	18.07122	1.807122	18.07122442	18.07122442
2	1.386745	13.86745	31.93868	1.386745	13.86745404	31.93867846
3	1.270685	12.70685	44.64553	1.270685	12.70684709	44.64552555

4	1.122914	11.22914	55.87466	1.122914	11.22913813	55.87466368
5	0.973376	9.733756	65.60842			
6	0.902018	9.020184	74.6286			
7	0.864836	8.64836	83.27696			
8	0.660683	6.606826	89.88379			
9	0.564505	5.645053	95.52884			
10	0.447116	4.471157	100			

*Extraction Method: Principal Component Analysis.*

It is clear from the analysis that the beneficiaries experienced considerable difficulties while availing various services [especially while availing services such as registration of birth, registration of death, and registration of marriage and issue of certificates] from their concerned rural self governmental institutions [Eigen values 1 or more]. Thus it is concluded that the rural mass experienced considerable difficulties while availing various services offered to them by their respective Rural Self Government.

### **XI- Scope of E-Governance**

In order to find out the scope of E-Governance in strengthening the performance of various activities undertaken by the Rural Self governments in Kerala, for ensuring effective planning and control of local resources, opinion was collected from 150 experts in the field, consisting of elected representatives (30), officials (90), IT experts, former officials of Directorate of Panchayats and academics (30). The details of opinion so collected and their respective mean score are given in Table 1.2.

**Table 1.2**

Services	Impossible	Not Possible	Moderate	Feasible	Highly Feasible	Total
Registration of Birth	4.60	9.00	15.20	35.20	36.00	100.00
Registration of death	3.30	7.60	12.90	33.80	42.40	100.00
Registration of marriage	1.30	2.70	7.30	49.30	39.30	100.00
Issue of certificates	15.30	16.70	6.70	26.00	35.30	100.00

Registration of public complaints	3.30	6.70	14.70	38.00	37.30	100.00
Display of Government Orders	2.70	2.00	8.00	50.00	37.30	100.00
Trade and service opportunities	5.30	4.70	22.70	36.70	30.70	100.00
Tourist information	4.70	6.70	25.30	34.70	28.70	100.00
Information on market centres	14.70	13.30	15.30	31.30	25.30	100.00
Help desk service	10.70	6.70	14.70	43.30	24.70	100.00

*Scope of E-Governance in Strengthening Planning and Control of Resources*  
 Source: Primary Data

Kaiser-Meyer-Olkin Measure of Sampling Adequacy gives a value of 0.500, indicates that the data are suitable for factor analysis. Bartlett's test of Sphericity also shows a small value [0.000]. Both these tests prove that Factor analysis can be used for these data.

**KMO and Bartlett's Test**

<b>Kaiser-Meyer-Olkin Measure of Sampling Adequacy.</b>		<b>0.500</b>
<b>Bartlett's Test of Sphericity</b>	Approx. Chi-Square	176.7616
	DF	45
	Significance	<b>0.000</b>

Extraction communalities are estimates of the variance in each variable accounted for by the factors (or components) in the factor solution. Small values indicate variables that do not fit well with the factor solution, and should possibly be dropped from the analysis. It also reports the factor loadings for each variable on the unrotated components or factors. Each number represents the correlation between them and the unrotated factor.

## Communalities

Scope of E- Governance	Initial	Extraction
Registration of Birth	1	0.511052
Registration of death	1	0.493800
Registration of marriage	1	0.361697
Issue of certificates	1	0.768117
Registration of public complaints	1	0.686321
Display of Government Orders	1	0.573869
Trade and service opportunities	1	0.653036
Tourist information	1	0.717066
Information on market centres	1	0.571933
Help desk service	1	0.584511

*Extraction Method: Principal Component Analysis.*

It is noted that registration of birth, registration of death, registration of marriage and issue of certificates are the most important areas where there is much scope for E- Governance to strengthen the procedures [Eigen values greater than one]

## Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	2.04889	20.4889	20.4889	2.04889	20.4889	20.4889
2	1.478256	14.78256	35.27147	1.478256	14.78256	35.27147
3	1.233157	12.33157	47.60304	1.233157	12.33157	47.60304
4	1.161098	11.61098	59.21402	1.161098	11.61098	59.21402
5	0.949652	9.496521	68.71054			
6	0.898487	8.984873	77.69542			
7	0.823041	8.230411	85.92583			
8	0.578093	5.780934	91.70676			
9	0.480458	4.80458	96.51134			
10	0.348866	3.488659	100			

*Extraction Method: Principal Component Analysis.*

It is clear from the analysis that the beneficiaries experienced considerable difficulties while availing various services [especially while availing services such as registration of birth, registration of death, and registration of marriage and issue of certificates] from

their concerned rural self governmental institutions and there is much scope for E-Governance to strengthen the existing procedure of Rural Self Governmental Institutions in providing these services [Eigen values 1 or more]. Thus it is concluded that E-Governance in rural self-government can strengthen the existing mechanism of rural self governance in providing services to the rural people.

Analysis of Variance was conducted to test the statistical significance of the difference in the opinion of respondents with regard to the difficulties experienced while availing various services and also with regard to the scope of E-Governance in strengthening the existing procedures for providing various services to the rural people. The results are given below.

**ANOVA : Difficulties experienced by the Beneficiaries**

Difficulties experienced	Sum of Squares	DF	Mean Square	F	Significance
Between Groups	111.0017	15	7.400115	1.30777	0.205869
Within Groups	758.2492	134	5.658576		
Total	869.2509	149			

Source: Compiled from Primary Data

Analysis of variance conducted to test the significance of difference in the opinion of respondents with regard to the difficulties experienced by them while availing various services from their respective rural self governments revealed that the difference is statistically not significant [Significance value 0.206] at 5 per cent level of significance. Hence the hypothesis beneficiaries experience difficulties in availing various services from their RSGs stands accepted.

**ANOVA : Difficulties experienced by the Beneficiaries**

Difficulties experienced	Sum of Squares	DF	Mean Square	F	Significance
Between Groups	26.57047	15	1.771365	1.449785	0.133417
Within Groups	163.7229	134	1.221812		
Total	190.2933	149			

Source: Compiled from Primary Data



Analysis of variance conducted to test the significance of difference in the opinion of experts with regard to the scope of E-governance in strengthening the procedures for providing various services to the rural people revealed that the difference is statistically insignificant [Significance value 0.133] at 95 per cent confidence level. Hence the hypothesis E-Governance in rural self-government can strengthen the existing mechanism of rural self governance in providing services to the rural people is accepted.

## **XII- Findings of the Study**

- The beneficiaries experienced considerable difficulties while availing various services from their respective Rural Self Governments
- It is noted that registration of birth, registration of death, registration of marriage and issue of certificates are the most important areas where the beneficiaries experienced considerable difficulties while availing various services
- E-Governance in rural self-government can strengthen the existing mechanism of rural self governance in providing services to the rural people
- Registration of birth, registration of death, registration of marriage and issue of certificates are the most important areas where there is much scope for E- Governance to strengthen the existing procedures
- Difference in the opinion of respondents with regard to the difficulties experienced by them while availing various services from their respective rural self governments is statistically not significant
- Difference in the opinion of experts with regard to the scope of E-governance in strengthening the existing procedures for providing various services to the rural people is proved to be statistically insignificant

## **XIII- Conclusion**

Provision of various services forms an integral part of day-to-day functioning of rural self governments, and e-governance, if properly implemented, can play a significant role in strengthening the functions of such Rural Self Governments. Hence it can be concluded that being governmental set up at the grass root level,

Village Panchayats significantly contribute to the benefit of the rural mass and their contribution can be strengthened by the introduction of E-Governance in Rural self governments.

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