

**Lokvani**  
**A case of public-private partnership in e-governance**

**By**

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## **Lokvani: A case of public-private partnership in e-governance<sup>1</sup>**

It was a wet rainy day in July 2005, when Mr. Amod Kumar, District Magistrate (DM), Sitapur received a GO (government order) from the UP government that mandated all districts to replicate the Lokvani initiative that began in Sitapur district. His brainchild, Lokvani, has become an exemplary mode of digital G2C (government to citizen) interaction. As he looked through the window into the falling rain, mixed feelings crossed his mind. Was the Lokvani initiative sustainable? Would this state wide adoption help institutionalize e-governance? He had received a call from the DM of the neighboring district Hardoi, congratulating him for the initiative, and seeking more clarity about how they could rate the efficiency of officers. He began wondering if this was the beginning of a forum of DMs (a community of practice), where they could begin common problem-solving. Would this state level implementation create a learning environment among the districts of UP, where each district learns from each others' implementation, share their unique experiences at the local level, and leverage each others' knowledge to enrich G2C initiatives in the state?

### **1.0 About Lokvani**

Lokvani (meaning “voice of the people”) is an e-governance initiative in the Sitapur District of Uttar Pradesh. It is a unique public-private partnership programme in improving governance, in the district. Lokvani enables citizens to interact with the government without physical visits to any government office.

It is a community-owned self-sustaining system. It is driven by a profitable business model for private entrepreneurs; easy and convenient access to information to the citizens through a hassle-free citizen-government interface; and ensuring fairness in decision making, accountability of public offices, and transparency in administration.

### **1.1 About Sitapur District**

Sitapur city is situated on the river bank of 'Sarayan', at Lucknow-Delhi National Highway No-24, 89 Km. from state capital Lucknow, and on meter gauge Railway line from Lucknow to

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<sup>1</sup> Case written by Prof. Archana Shukla and Prof. R Srinivasan, Indian Institute of Management Lucknow as a basis for academic discussion, rather than to highlight either effective or ineffective management of an administrative situation. © 2005. Prof. Archana Shukla and Prof. R Srinivasan, IIM Lucknow.

Bareilly via Lakhimpur and Pilibhit. Sitapur is also connected on broad gauge train network connecting Gorakhpur and Delhi via Gonda, Burhwal bypassing Lucknow and Hardoi. The district is divided into six tehsils - Sitapur, Biswan, Mishrikh, Laharpur, Mahmoodabad and Sidhauri. There are 19 blocks, two parliamentary constituencies [Sitapur and Mishrikh (SC)], and nine assembly constituencies [Behta, Biswan, Mahmoodabad, Sidhauri (SC), Laharpur, Sitapur, Hargaon (SC), Mishrikh and Machhrehta (SC)]. The total population of the district is 36,19,661 and the area is 5743 Sq. Km<sup>2</sup>. See figure 1 for a map of the Sitapur District.

## **2.0 Lokvani: the conceptualization and genesis**

When Mr. Amod Kumar took over as the District Magistrate (DM), Sitapur, he intended to initiate a system that would ensure transparency in administration. Initially, the intent was more of disseminating information about the works and expenses of the administration to the public at large. He had heard of two “Government to Citizen” (G2C) initiatives, Gyandoot (<http://gyandoot.nic.in/>) at Dhar District of Madhya Pradesh, and Janmitra (<http://jhalawar.nic.in/janmitra.htm>) at the Jhalawar District of Rajasthan that were being implemented.

A team of three people, including the Sub-Divisional Magistrate, Sitapur (from the revenue department), the District Information Officer (from the technical department), and the Block Development Officer (from the development stream) was sent to visit these two districts and learn from these initiatives in the first week of September 2004. Revenue and development functions represented the two most critical Government-Citizen (G2C) interfaces at the district level.

The team documented their experiences in the form of a report, and gave their suggestions for improving upon these initiatives. This report was discussed with all the SDMs (six of them), the Additional District Magistrate (ADM), the City Magistrate, and Chief Development Officer (CDO). An extensive brainstorming was done to select the mix of features and services that Lokvani would offer to the citizens of Sitapur District. Some new features relevant to Sitapur District (like the status of arms license applications) were added, and some others (like the rural matrimonial services) that were present in the Gyandoot and Janmitra sites were removed.

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<sup>2</sup> Source: <http://www.sitapur.nic.in> (accessed from the Internet on July 16, 2005)

In order to implement the project autonomously and reduce the bureaucratic hassles, a society by the name Lokvani was constituted and registered. The National Informatics Centre (NIC) created new software that improvised upon Gyandoot and Janmitra initiatives. Due to the inadequate electricity supply in the district (leading to frequent and long power cuts), it was decided to host the site at the NIC's Delhi server, rather than at the district headquarters. Therefore, it was decided that Lokvani would be based on the Internet rather than the Intranet (like Gyandoot and Janmitra) to enable 24\*7 access.

The site design was customized to the local needs. The entire site was in Hindi, the official language (which also happens to be the local language). They conceptualized a user-friendly site with large jumbo-sized lists, rather than small bullet points (see figure 2). The site therefore contained no graphics, large Hindi fonts, and is easy to navigate. The text was written in the language of the commoners (like the link for viewing complaint status was titled as “status of your complaints”, rather than “complaint status”).

## **2.1 Public complaints/ grievances redressal system**

Typically, an aggrieved citizen would lodge his complaint/ grievance through personal visits to the Sub-Divisional Magistrate's (SDM) office at the Tehsil headquarters, the District Magistrate's (DM) office at the district headquarters, or the concerned department in the district. Most often, to ensure responsiveness, the complainant typically approaches the head of the department, the SDM, or the DM. A written complaint is lodged and the DM/ SDM takes cognizance of the complaint by marking the complaint to the concerned officer for a response or necessary action. In most cases, follow up on complaints became difficult due to the large number of people involved, the cumbersome process, the paperwork involved, and the sheer administrative load of the officers/ staff. Any monitoring of the complaint status by the complainant would mean number of visits to the concerned office, and in cases where no action has been taken or no response has been received, only a reminder could be sent. There are also cases where citizens dissatisfied with the response at the tehsil offices or the district offices would escalate their complaints to the DM's office, overloading the DM. The belief was that redressal would be fast, fair and effective if the complainant met the DM in person. A visit to meet the DM would require an investment of at least one business day (including travel to the district headquarters, and waiting in the queue to meet the DM).

Initially, to attract the citizens to using the services of Lokvani, it was decided that Lokvani would begin with public grievance services. After the implementation of Lokvani, a complainant could visit the nearest Lokvani center at any point in time and lodge a complaint through the Internet (with the help of the Lokvani center operator). The operator would login to the Lokvani site with his username and password and enter the complaint in the specified format. The system would then generate a complaint number which would be passed on to the complainant for tracking/ follow up of the complaint. In some cases when the complaint could not be logged on to the system immediately due to power cut or problems with internet connectivity, the operator would log the complaint later, and provide the complainant with the complaint number on his next visit, or through telephone.

All complaints logged through the Lokvani site were sorted at the DM's office, where the DM with his team of six officers personally monitors each complaint. The complaints were then marked to the concerned officers. Depending on the nature of the complaint, a timeframe was determined within which the complaint/ grievance needs to be addressed (resolution or response). The name of the concerned officer (including the telephone number) to whom the complaint is marked, as well as the deadline was uploaded on the server the very next day. The complainant could access the status of the marking within two to three days of lodging the complaint (see figure 3 for a sample complaint template).

The concerned officer on the other hand, is required to keep track of all complaints marked on his name, take appropriate action, and report resolution by logging on to the Lokvani site. In cases where the officer had no access to a computer or an internet connection, he was required to access the same through a Lokvani center. When an officer responded to a complaint, the response was entered (in red font) into the same page along with the complaint, and the details of the response/ action taken.

Rigorous monitoring of the resolution of complaints/ grievances logged through Lokvani was done by the DM in a weekly review meeting at 11:00 am every Tuesday morning. Initially, the meeting was to be attended by all officers in the district, but later the meeting was restricted to only officers who had complaints pending against their name. In the review meetings, the officer concerned had to explain to the DM why those complaints could not be resolved within the stipulated time. In some cases, the officers requested for more time to resolve special cases.

The Lokvani site generated a master chart of all complaints in the format shown in figure 4 (see [http://www.sitapur.nic.in/lokvani/stp/officerwise\\_detail.asp](http://www.sitapur.nic.in/lokvani/stp/officerwise_detail.asp)).

This master chart contained the total number of complaints lodged against every officer, the number of complaints that have been disposed off, and the number of complaints that are pending. All the pending complaints are classified into normal (those complaints whose within the deadline) and defaulter (those complaints whose deadlines have been crossed). Similarly, all the disposed complaints are classified into those fed by the officers themselves directly into Lokvani and those that have been fed through the Lokvani kiosks.

Each of these numbers was hyperlinked to generate the relevant list of complaints. Anyone could monitor the status of everyone's complaints through this master chart. In order to make the officers more responsive in disposing off their complaints, a color scheme was introduced (see figure 5a). In the list of complaints for a particular officer, all complaints disposed off were shown in green; complaints that were pending or overdue were shown in red; complaints that were to become red within the next four days were shown in yellow; and complaints that had time for resolution were shown in white (see figure 5b). It was reinforced that officers had to focus their attention on not only those complaints that had turned red, but they also had to keep track of complaints that would become red in the next few days (the yellow ones). Given the sheer volume of complaints received in some offices, the color coding was instrumental in providing officers with appropriate priorities.

The complainant could periodically access the Lokvani website to monitor the status of his complaint – who it has been marked, whether his/ her complaint has been resolved or not. In cases where he/ she was not satisfied with the resolution, another complaint (quoting the previous complaint number and details) could be lodged. The new complaint lodged will carry a history sheet that contained all the details about the previous complaints and resolutions. This history sheet was again available to everyone on the Lokvani site. The tracking of the complaint history helped Lokvani to ensure quality resolution, rather than disposal of the complaint on flimsy grounds.

### **3.0 The Lokvani business model**

A society by the name Lokvani was constituted and registered at the district level to function autonomously without the bureaucratic hassles of the government. The society was registered

under the Registration of Societies Act, 1860 with the District Magistrate as its chairman; the Additional District Magistrate (ADM) as its vice chairman; the Circle Development Officer (CDO) as its secretary; Senior Treasurer (Sitapur District) as the treasurer; with the City Magistrate, the Sub-Divisional Magistrate (Sitapur), the Project Director, the Divisional Manager (Telecommunications) as its members; and the District Information Officer (DIO) as its technical member.

Lokvani operates on a public-private partnership revenue model, with private entrepreneurs charging nominated fees from the citizens for their interactions with the government. The private entrepreneurs who own and manage the Lokvani centers were young, educated, and enthusiastic people. They were motivated by indirectly becoming a part of the local governance (as an intermediary between the citizen and the government) and were highly charged up with a sense of contribution in helping people belonging to the lower strata of the society. The centers also provided much needed employment opportunities to local, educated, unemployed youth.

The Lokvani society meets its recurring costs from the amounts received from the registration of kiosks, lifetime and annual Lokvani membership fees, and other grants. The initial set up cost for Lokvani was negligible as the hardware and software support was provided by NIC free of cost.

The Lokvani society (hereinafter referred to only as Lokvani) decided to use the existing internet connections in the district. There were cyber cafes and computer training institutes run by private entrepreneurs across the district. The Lokvani team initially identified a set of dynamic young entrepreneurs (with whom the district administration had interacted during an earlier project – computerization of land records) to spearhead the Lokvani initiative. These entrepreneurs were required to take licenses for becoming a Lokvani Kendra (Lokvani center) by paying Rs.500 (it has since been revised to Rs.1,000) as a registration fee. These licenses were to be renewed annually by paying renewal charges of Rs.1000 per year. The revenues for the Lokvani Kendra would come from the users who would pay the stipulated fees for accessing the site (see table 1 below for the rate list).

**Table 1: Rate list for Lokvani services**

S.No.	Activity	Fees
1	Registering a complaint	Rs.10.00
2	Viewing any information on the computer	Rs.5.00
3	Printing of any complaint/ information (per page)	Rs.5.00

Lokvani was very emphatic in expecting the entrepreneurs to finance their ventures by themselves. The contract signed between Lokvani and the licensee explicitly stated that there would be no financial support provided by Lokvani to a licensee for this venture. This was done to create adequate stake of the kiosk-owners and the citizens in the initiative. The basic belief behind this business model was that the kiosk-owners would be self-motivated to generate revenue, and therefore promote the services of Lokvani. The one-time investment for setting up Lokvani kiosk would be about Rs.100,000.

### **3.1 Services offered by Lokvani**

1. Online submission, monitoring, and disposal of public grievances/ complaints
2. Single window services<sup>3</sup>
  - a. Birth certificates
  - b. Death certificates
  - c. Caste certificates
  - d. Income certificates
  - e. Domicile certificates
3. Tendering services
4. Status of arms license applications
5. Information about Local Employment opportunities in the district.
6. Online land records
7. Information about various government schemes (including application forms)
8. Information about various government works/ schemes/ expenditures/ beneficiaries
  - a. Details of financial expenditure on developmental works
  - b. Lists of beneficiaries of government scholarships/ pensions/ grants etc.
  - c. GPF account status of Basic Shiksha Teachers (primary teachers in Government schools)
  - d. Allotment of food grains to Kotedars (contractors of fair price shops)
  - e. List of Indra Awas beneficiaries (a government housing scheme)
  - f. Allotment of funds under various schemes to Gram Sabhas (village local government bodies)

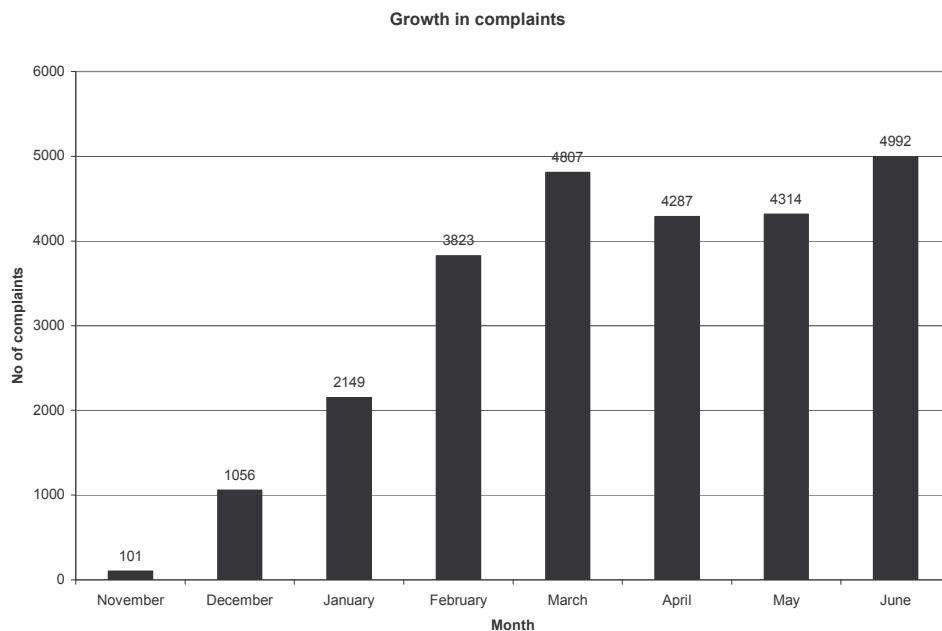
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<sup>3</sup> Under trial run as on July 15, 2005.

- g. Details of work done under MPLADS (Member of Parliament Local Area Development Scheme)/ Vidhayak Nidhi (Member of Legislative Assembly Local Area Development Scheme)

#### 4.0 The journey begins

A deadline of 15<sup>th</sup> November 2004 was set for the test launch of the site. They began pilot testing the site with their public grievances/ complaint services on the 8<sup>th</sup> November 2004, and were fully operational by the 10<sup>th</sup> December 2004. Initially they began with thirteen Lokvani centers (with two in each tehsil with the exception of Mishrikh that had three kiosks). In the first 20 days since the site was activated, they got complaints in single digits (number of complaints received per day); by the first month, they began receiving complaints in double digits (per day); and by the end of three months, they started getting triple-digit number of complaints. As on July 15 2005, Lokvani had received 28,008 complaints, of which 24,089 had been resolved (attended to). The unresolved complaints included 171 complaints that were beyond their due dates, 3255 complaints within the due dates, and 493 complaints that were yet to be marked to a specific office/ officer (see figure 6 for growth in complaints).



**Figure 6: Growth in complaints**

The public complaints/ grievance redressal system was initially introduced in Lokvani to attract traffic to the site, to promote digital mode of interaction between the government and citizens,

and build the Lokvani brand – build credibility through enhancing responsiveness of the concerned officers/ offices. See appendix I for a sample of complaints and their resolutions.

Promoting digital mode of interaction between the government and citizens was not easy. Both the officers and citizens were used to a way of functioning – repeated physical visits, long queues to meet officers, paper applications and affidavits, files, and babus (clerks). The entire backend functioning of the system was shrouded in secrecy, and lacked transparency. Added to this, political influence on the process hampered efficient functioning of the government. The system was, generally, not accessible to a common citizen, who typically had to take support of either a local political leader, or influential people to represent his case/ grievance.

In this system, there was an opportunity for exploitation of illiterate and uninitiated (to the government's way of functioning) citizens by touts at various stages. Officers were also overburdened by excessive paperwork without proper filing systems (including file tracking systems) and red-tape (bureaucratic hassles).

In such a climate, introducing an internet-based G2C initiative was not easy. The officers were not well versed with computers rather they were used to files and paperwork. Electricity supply was erratic, and the tehsils were not connected to the internet. The infrastructure was inadequate to start with. This is where the private-public partnership (PPP) model worked. The private entrepreneurs evangelized the initiative in their respective areas, by getting people to use the Lokvani services. It was the kiosk-owners who advertised the initiative through hoardings and wall-paintings, banners, pamphlets, and so on. They were instrumental in educating the citizens about the services of Lokvani, the process of complaint resolution, as well as endorsing the efficiency and effectiveness of the initiative.

Neither the government (DM's office) nor the Lokvani society had to do any marketing of the initiative. All they did was to ensure that news about Lokvani was there in all the local newspapers. The media and the Lokvani center owners acted as a significant pressure group on the officers to ensure efficient redressal. The DM's Tuesday morning review meetings signaled the priority of the administration towards the Lokvani initiative and efficiency in general. These pressure groups along with the review meetings inculcated a sense of urgency in the system and contributed to improved responsiveness of the offices.

Lokvani ensured that all the officers in the district were under public scrutiny, with a subtle threat of being exposed. Since the contents of the complaints in Lokvani are available to the public at large, there is always the threat of media highlighting any malpractices/ inefficiencies.

Apart from the public complaints/ grievance redressal system, Lokvani also provided the GPF accounts of government school teachers, details of various government schemes, details of developmental works in the district, funds allotted in various government schemes, allotment of food grains to kotedars (fair-price shops), allotment of funds to gram panchayats (village governments), list of old-age pensioners, list of scholarship beneficiaries, various forms prescribed by the government, etc.

Another significant initiative was the posting of information of tenders on the Lokvani site. The tender site ([http://www.sitapur.nic.in/lokvani/tender/Tender\\_vall.asp](http://www.sitapur.nic.in/lokvani/tender/Tender_vall.asp)) contained details about the work to be done, the respective office, the date of publication of the tender, the newspapers the tender was published, the last of date of receipt of the tender forms, the date of opening of tenders, downloadable tender forms, and the name of the contractor to whom the tender was awarded. This was done to provide information about all the tenders in one place, facilitate the tender application process, and ensure fairness (by disclosing the name of the contractor securing the tender).

Application for (and annual renewal of) arms licenses was another activity that was consuming a lot of administrative time and effort in the district. Through Lokvani, applicants can monitor the status of his arms license application.

Another major initiative in the district was the computerization of land records. The land records (khataunis<sup>4</sup>) had to be updated in a six-year cycle<sup>5</sup>. The computerization was done along with the annual updating of the records. Any applicant for a duplicate khatauni<sup>6</sup> had to chase the lekhpal (the village accountant, who managed the land records at the village level) for obtaining a copy. These records were made available online through Lokvani. As on July 15 2005, date for Sitapur

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<sup>4</sup> Khatauni is the register of all persons cultivating or otherwise occupying land in a village. It is a document prepared as part of record-of-right in every estate. It contains entries regarding ownership, cultivation and various rights in land. It is revised every 6 years.

<sup>5</sup> Every year, one-sixth of the land records in the district are updated, leading to a six year cycle for updating of every khatauni.

<sup>6</sup> Every time the land owner/ right holder had to pledge/ sell the land, or change its approved land-use, a legal copy of the khatauni signed by the Sub Divisional Magistrate (SDM) is required.

Tehsil has been made available online, and data from other tehsils were expected to be up soon. Applicants could apply for a copy of the duplicate khatauni through the Lokvani site, and the khatauni would be delivered to him/ her through a courier service. The total cost for the applicant for obtaining the duplicate khatauni would be Rs.40 (Rs.10 for the application fees to the Lokvani center, Rs.15 for the user fees payable to the district administration, and Rs.15 for the courier service, payable on delivery).

An initiative, for which the kiosk owners and citizens were eagerly waiting, was the single window services. This service would include issue of birth certificates, death certificates, caste certificates, income certificates, and domicile certificates for applicants through the Lokvani centers. These services were expected to enlarge the base of Lokvani users, and provide a boost to the use of Lokvani services. The single window service would also provide opportunity for more revenue generation for the kiosks. Being a private-public partnership initiative, it was equally important to sustain the profitability of the kiosks, as well as maintaining the breadth and quality of services provided to the citizens.

In order to facilitate officers' tracking of their pending (and about to become pending – yellow) complaints, an IVRS (interactive voice response system) server had been set up. Using this server, officers could dial a specified number, provide their officer code, and hear a list of their pending complaints. In addition to this, officers could also receive a list of their pending complaints through SMS. The IVRS service was subsequently extended to users, through which citizens/ kiosk owners could monitor the status of their complaints by providing their complaint number. A TTS (text-to-speech) software was used to read out the status of their complaints and the resolution report (in case the complaint has been resolved) over phone.

## **5.0 The challenges ahead**

The success and popularity of Lokvani can be gauged by the quick adoption of the model by other districts in UP. Within three months of launch in Sitapur, five districts (Aligarh, Ferozabad, Ghaziabad, Hardoi, and Lucknow) had already taken the software from Sitapur and were customizing it to their needs<sup>7</sup>. Since then, many districts (including Unnao and Meerut) had adopted Lokvani to provide various citizen services. Among all these adaptations, the implementation at the neighboring district Hardoi had been very successful. It had also helped Sitapur district to add and fine tune some of their services. The Industrial Development

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<sup>7</sup> The Times of India, Lucknow edition, 22 February 2005.

Commissioner, on behalf of the Uttar Pradesh Government issued a GO (Government Order) to all the Principal Secretaries, Secretaries, Commissioners, and District Magistrates of the UP Government (vide GO.: 876/78-2-2005-8 IT/2005, dated 16 June, 2005) to implement the Lokvani in all the remaining districts of UP before August 15, 2005. This initiative would provide a momentum for e-governance implementation in the state of Uttar Pradesh.

This model of Lokvani has worked quite effectively up to the Tehsil, Block, and Town level, as there was negligible setup costs involved. To spread the growth of Lokvani network to the village level, some initial investment in hardware (computers, power support – UPS or solar panels, and internet connectivity) is required, and the government would be expected to share at least a proportion of it.

Another critical factor in ensuring sustainability of the Lokvani initiative would be to add sufficient information and services in Lokvani and make the kiosks viable. Services like birth and death certificates, driving licenses, caste certificates, income certificates, domicile certificates under the single window scheme were expected to increase the footfalls at the kiosks and significantly enhance their revenues.

Feedback from kiosk owners and Lokvani users indicated that around 40% of the complaints were being resolved to the satisfaction of the complainants. Even though the efficiency of resolution was highly appreciable, the quality of resolution was something that needed explicit attention. The DM and his core team had begun randomly picking some complaint resolutions every day to monitor the quality of resolution. As the number of complaints logged exponentially increase every day, was by itself an indicator of the increased popularity and credibility of Lokvani. For this to be sustained, Lokvani would need to graduate from first generation e-governance (creating a system of receiving, monitoring, and responding) to second generation e-governance (a system that ensures efficiency along with effectiveness – ensuring satisfaction of the customer). In the first generation, the focus would be on creating an efficient backend system for logging, processing and responding to the citizens. The emphasis would be on “responding” to the citizens. In the second generation, the focus would be on effectively serving the needs of the citizens. The emphasis would be on the “quality of the response” to the citizens. Appropriate measures (like an index of customer satisfaction) need to be developed to ensure the quality of resolution.

The lifecycle of Lokvani had already progressed through the first two stage of the three stage of e-governance – publish, interact, and transact. In the first stage – publish – the focus was on providing information relevant to the citizens (for example, status of arms license applications, information about various development works, etc.). In the second stage – interact – the focus was on receiving feedback from the citizens through the public grievance/ complaints redressal system. In this stage, citizens could log their complaints through Lokvani and the government’s action/ response to these complaints were fed back to the citizens through Lokvani. The road ahead for Lokvani was to graduate to the third stage – transact – where all transactions take place through Lokvani without any physical visits to the government offices (for instance, online submission of tenders, online job applications, online mutation of land/ property, online application for arms licenses, etc).

The Lokvani at Sitapur was a person-driven initiative. Mr. Amod Kumar, as the DM of Sitapur had taken personal interest in designing the architecture of the system, reengineering of processes, and day-to-day monitoring of the various services. In fact, one of the major reasons of the quick take off of Lokvani was the credibility amongst the citizens that the DM is personally monitoring each complaint (as against Gyandhoot in Dhar District of MP, where the complainant chooses which officer his complaint is addressed to). He and his team of officers were also able to create a “demonstrative effect” through quick and efficient resolution of complaints, thereby creating a perception of credibility and authenticity in the minds of the citizens. It was not perceived as another fad or a scheme from the government, and the G2C interaction has empowered the citizens to work as a pressure group/ watch dog over the administration. The local and state media had also played a significant role in building a strong brand for Lokvani in the district and the state.

Given the short tenure of district magistrates, Amod Kumar began wondering whether this initiative would be sustained, even after he and his team of officers are transferred. The major question in his mind was that, “would his successor be committed to Lokvani to the same extent, and would he, at all devote so much time and attention to this initiative, and e-governance in general?”

## Appendix I: Some instances of complaint resolution

**Complaint #12282** lodged on 22 March 2005

**Complainants:** Mahesh Prasad and others, Village Talgaon, Tehsil Laharpur

**Complaint against:** Mr. Subash Verma, Village Development Officer

**Summary of the complaint:** The complainants claimed that Mr. Verma had swindled Rs.3000 due to them (in cash) by the last and final installment towards construction of houses under the Indira Awas Yojana. In spite of several reminders and personal visits, they have not received the same. They also informed that Mr. Verma has been transferred to another block, and requested that the money be released to them.

**Complaint marked to:** District Panchayat Raj Officer

**Due date:** 30 April, 2005

**Action taken:** It was informed that Mr. Verma had been suspended on 07 April 2005, and that disciplinary action has been initiated against him.

**Complaint status:** Resolved

**Complaint #5727** lodged on 11 February 2005

**Complainants:** Dinesh Kumar, Ahirvaranpurva, Tehsil Laharpur

**Complaint against:** Kiran Devi, D/O Munnu Lal, Village Shadipur

**Summary of the complaint:** The complainant claimed that the Ms. Kiran Devi had used fake marksheets and transfer certificates to get employment as the Anganwadi assistant. The complainant also claimed that Headmistress of the concerned school corroborated that their school had not issued any certificate to this effect. He also claimed that there were efforts to alter the entries in the school register as well. The requested that the appointment be cancelled, the school registers to be protected, and meritorious persons be appointed instead.

**Complaint marked to:** District works officer, Sitapur

**Due date:** 05 March 2005

**Action taken:** It was informed that the complaint was found to be true, and Ms. Kiran Devi also admitted that her certificates were fake, and she also resigned from the post. The selection was therefore cancelled.

**Complaint status:** Resolved

**Complaint #6289** lodged on 15 February 2005

**Complainants:** Nirmala Devi, Village Hargaon, Tehsil Sitapur

**Complaint against:** Accountant, District Education Officer, Sitapur

**Summary of the complaint:** After the complainant's husband, Mr. Narendra Singh's death on 06 July 1990, the family pension was granted on 04 September 1996, including an arrears of Rs.12,000. The complainant claimed that the bill has been pending with Mr. Umesh Mishra, Accountant, District education office for the past six years. The complainant had also filed a writ petition at the Allahabad High Court and the Court had ordered on 25 February 2004 that the payment should be made to the complainant within three months. Despite reminders and several visits to the district education office, the money has not been disbursed.

**Complaint marked to:** Finance and Accounts Officer, District Education office, Sitapur

**Due date:** 05 March 2005

**Action taken:** A cheque for Rs.1,02,357 dated 25 February 2005 had been disbursed to the complainant towards her balance pension.

**Complaint status:** Resolved

# SITAPUR (Uttar Pradesh)



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Figure 1: Map of Sitapur District

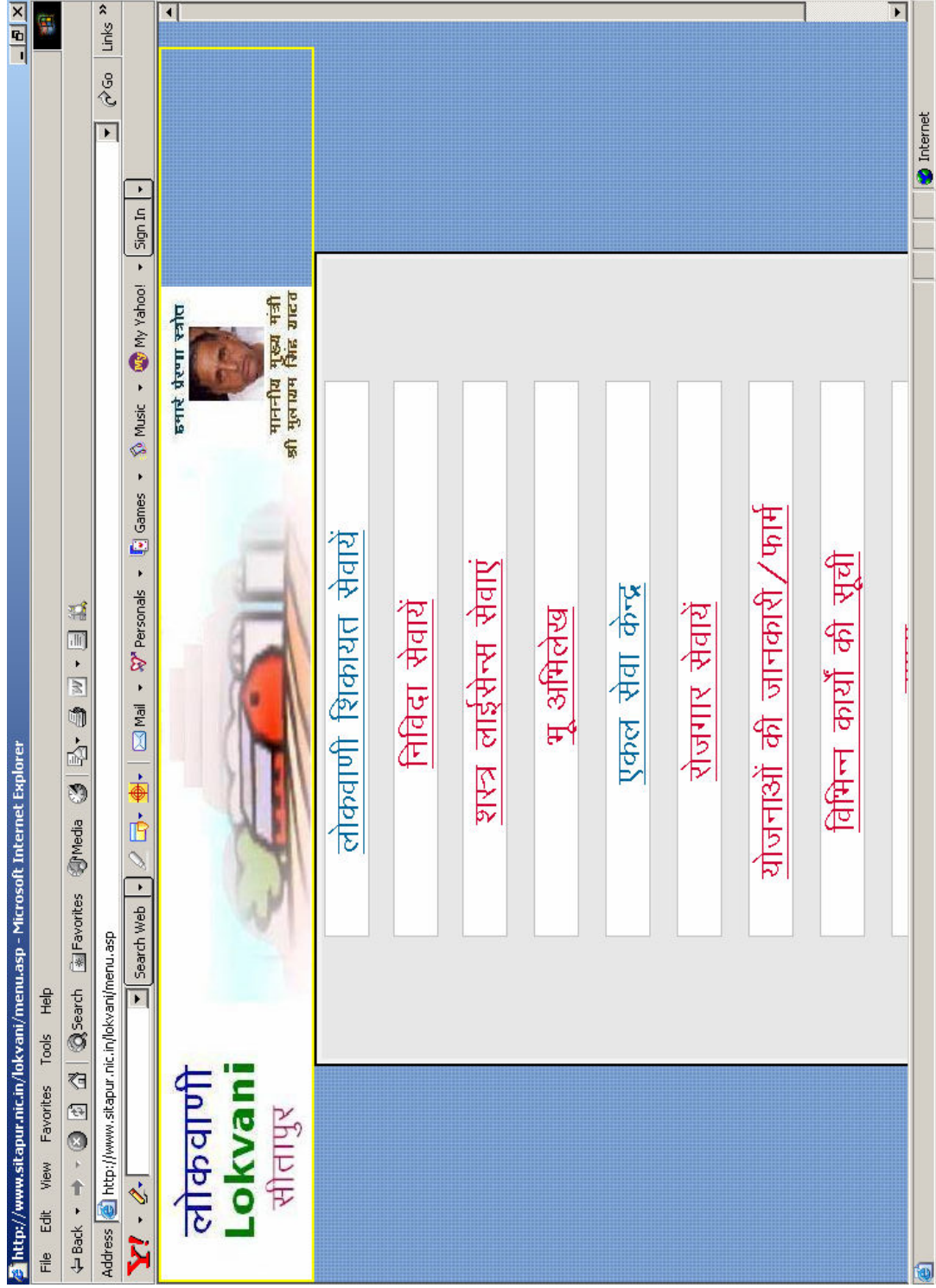


Figure 2: Menu in Lokvani

शिकायत संख्या— 9785	
लोकवाणी सीतापुर	
Track History of Complaint	
शिकायत की वर्तमान स्थिति	निस्तारित
अधिकारी जिसे भेजी गई	वित्त एवं लेखाधिकारी बेसिक शिक्षा, सीतापुर
अधिकारी के कार्यालय का दूरमाण	0
नियत तिथि	25/4/2005
अधिकारी हेतु आदेश	कृपया समाधान, कार्यवाही एवं आख्या नियत तिथि तक दें।
की गई कार्यवाही का विवरण	अवगत कराना है कि श्रीमती रामपती को सविष्य निधि का शु गतान चै क सं ख्या ए०एम० 139124 दिनां क 24.2.05 ₹० 14,87,355/- के अन्तर्गत ₹० 3,17,151/- का किया जा चु का है । तथा बकाया पे न्यान ₹० 6796 का शु गतान चै क सं 0 ए०एम० 138453 दिनां क 21.3.05 ₹० 77,04,131/- के अन्तर्गत किया गया है । उक्त दो नों शु गतान इनके खाता नम्बर 20474 मगीस्था ग्र मीण बै ं क मित्रि ख द्वारा किये गये है ।
शिकायत का दिनांक व समय	8/3/2005 - 5:22:30 PM
लोकवाणी केन्द्र जहां से शिकायत की गई	Misrikh-3
शिकायत कर्ता का नाम	रामपती पत्नी रमेशचन्द्र शुक्ल
ताहसील	मिन्निख
थाना	मिन्निख
मजरा/ पता / ग्राम	ग्राम गजोधरपुर पो० मिन्निख
शिकायत किसके विरुद्ध है	जिला बेसिक शिक्षा अधिकारी
विषय	शिकायत सं० 4182, 7246 के सम्बन्ध में
पूर्व शिकायतों का विवरण	
विवरण	निये दन करना है कि प्र थि नी ने लो कवाणी के माध्यम से लगातार विकायत य ख्या 4182 व 7246 से ं आपसे अनु रो ध किया था कि सविष्य; निधि का शु गतान वीद्य करा दिया जाय परन्तु अभी तक लगभग दस माह से हमें वेचकूफ बना रहे थे। लेकिन महोदय अब खिलाधिकारी महोदय को बार-बार समस्या निस्तारित लिखकर बडका रहे है महो दय बिल शु गतान हो ना दर्वा रहे है । यह पारिवारिक पे ं घन का अवषे श है । प्र थि नी की सविष्य; निधि की घनराषि लगभग 3 लाख 18 हजार बनती है । जिसका आदे ष बे सिक बिद्या अधिकारी के कार्या लय से जनवरी माह मे ं मु झे प्र ण हु आ था। महो दय सविष्य; निधि एवं पारिवारिक पे ं घन का अवषे श बिल स .653, 654 एक ही दिनां क को कार्यालय को प्राप्त कराये गये थे । अतः श्रीमान् जी से अनु रो ध है कि बे सिक बिद्या अधिकारी महो दय, यह बताए कि पे सा कडा से जा गया है किस खाते में किस दिनांक को कौन सी बैंक।

Figure 3: Template for complaints logging and resolution

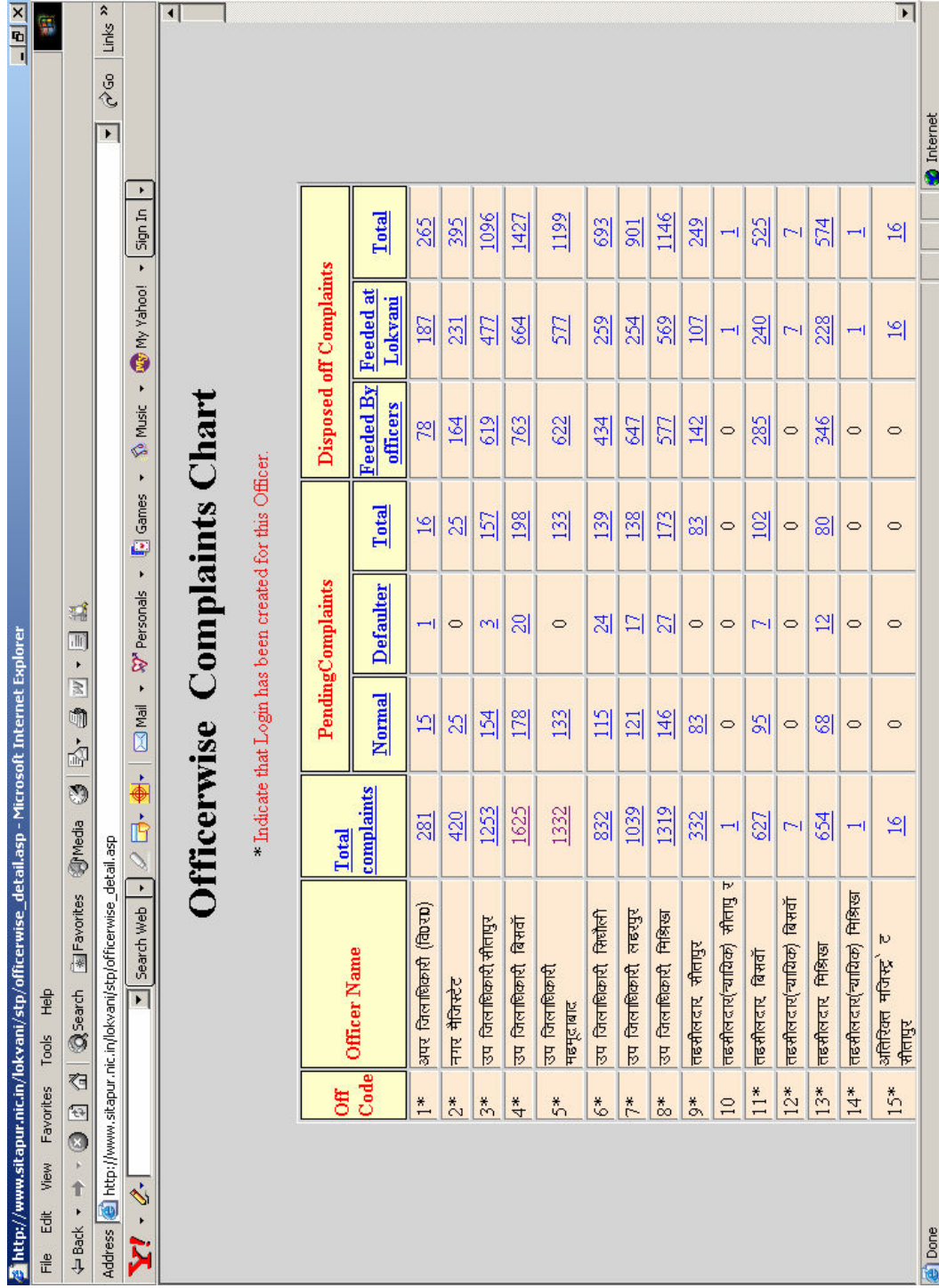


Figure 4: Master chart of complaints

http://feetcher.fw-notify.net/hyper0000000037250834000798619147/lokvan/stp/officerwise1\_detaila - Microsoft Internet Explorer

Address http://feetcher.fw-notify.net/hyper0000000037250834000798619147/lokvan/stp/officerwise1\_detail.asp?offcode=4

## अधिकारी वार कुल शिकायतों की सूची

उप जिलाधिकारी, बिसवाँ

Disposed off  Reminder Due  Defaulter

क्र.सं.	शिकायत संख्या	शिकायत कर्ता का नाम	पता	विषय	शिकायत की तिथि	नियत तिथि
1	81	सुभाष कुमार गोस्वामी	करसा	जाति निवास प्रमाण पत्र गायब कर गलत चयन के सम्बन्ध में	10/11/2004	24/11/2004
2	74	अबूलाल	नि० ग्राम को डरा	ग्राम समाज के पेंडों की कटौत के विषय में	17/11/2004	21/12/2004
3	195	बच्चू	ग्राम कुण्डी	कार्यवाही न करने के सम्बन्ध में	20/11/2004	25/12/2004
4	204	सुनियती देवी	अत्पूर	जमीन पर कब्जा	22/11/2004	30/11/2004
5	205	रंजना हुसैन पुत्र राडजाद	डैवतपुर	अनुदान न मिलने के सम्बन्ध में	22/11/2004	29/11/2004
6	206	लियाकत अली पुत्र अमीर हुसैन	नि० ग्राम मुडकुण्डी	पत्र वास्ते रोके जाने पत्रवाली एवं कराये जाने पत्र: निस्पक्ष	22/11/2004	30/11/2004
7	220	पारेलाल	ग्राम गडियनपुरवा मजरा सिनैनी	रास्ता अतिक्रमण करने के सम्बन्ध में	25/11/2004	10/12/2004
8	229	कृष्णावती	जनुवा पैदापुर	उत्पीठन को रोकना	27/11/2004	10/12/2004
9	222	बिटो देवी	ग्राम रामपुर	ग्रामसभा की जमीन पर घरे का विवाद	27/11/2004	10/12/2004
10	234	राजकुमार यादव	जौसिया बिसवा सीतापुर	बुनाब के सम्बन्ध में आने वाली परेशानी	27/11/2004	10/12/2004
11	247	श्रीमती पुष्पा देवी	ग्राम बगडा	जमीन सम्बन्धी विवाद	27/11/2004	13/12/2004
12	269	विपिन बिहारी	काहरी सीतापुर	पार्षदा पत्र वास्ते	29/11/2004	12/12/2004
13	281	सुन्दर लाल	ग्राम सलेमपुर	आबादी न०350 एवंजतिदान न० 391 पर	29/11/2004	12/12/2004
14	293	सुनी लाल पुत्र परागी	ग्राम कौवा खोडा	मसूर की फसल को बालपूर्वक जुलवा देना।	30/11/2004	12/12/2004
15	338	बिहारी लाल	ग्राम व पो० मदनपुर	सकुल केन्द्र भ्रष्टाचार	31/12/2004	20/12/2004

Done Internet

Figure 5a: Color coding of complaints

Sl. No.	Name	Address	Complaint Description	Date	Date
1439	चमकौर सिंह	नि-इटौरी	जान माल की सुखा करने की खूपा करे।	16/6/2005	6/7/2005
1440	हरराम	केरौरा	मेढ सवन्धी	16/6/2005	6/7/2005
1441	बदलू राम	धमधमपुरवा न० उलरा	हटवाये जानथ विद्यमण	16/6/2005	6/7/2005
1442	तौकिर	ब्योटे बाडुल्ला	राके जाने अवेध कब्या	16/6/2005	6/7/2005
1443	झारिका प्रसाद	मिठमनी न० सलेमपुर	उचित कार्यवाही हेतू	16/6/2005	7/7/2005
1444	राम दास	जमौरी पो० कनकारी	डो त को पु लिस के द्वारा जु तवाने के सम्बन्ध मे	16/6/2005	6/7/2005
1445	सुशील कुमार आदि	कोलिया जहिया	उचित कार्यवाही हेतू	16/6/2005	6/7/2005
1446	रोहे लाल	बजापुरवा न० करवा	दिलारे जोत कब्या	16/6/2005	6/7/2005
1447	सिद्धेश्वर	ग्राम बैलवा पो० कनकारी	अवधायक कार्यवाही हेतू	17/6/2005	7/7/2005
1448	सुफैल अहमद पुत्र वारिस	डैबतपुर	आय जाति निवास प्र माण पत्र बनवने के सम्बन्ध मे।	17/6/2005	10/7/2005
1449	श्रीमती आसरा खान् न पु श्री स्व० चन्दा	शबईटोला	मुस्लिम पुकोनिया गर्लर्न हट सेो स्कूल बिसवा मे सविधा पद से	17/6/2005	10/7/2005
1450	लालजी	ग्राम-कल्लपुर	जमीन मुक्त कराने जान माल की र हा करने की खूपा करे।	17/6/2005	10/7/2005
1451	निरा देवी	न० शकर गज	अवेध कब्यो रोकन हेतु	18/6/2005	10/7/2005
1452	मुन्व्यर	ब्योटे बाडुल्ला	दिलारे जाने रास्ता	18/6/2005	10/7/2005
1453	सुन्दर लाल	किन्ही पुरवा न० सेवता	पैनार्डिस के सव्ब मे	18/6/2005	10/7/2005
1454	लक्ष्मी कान्त	मगल पुरवा	छुडवाये जान रास्ता	18/6/2005	10/7/2005
1455	मुज्जार अहमद	ग्राम-महलजानगर	अवेध कब्या हटवाये जाने के सम्बन्ध मे उचित कार्यवाही करने की खूपा करे।	18/6/2005	10/7/2005
1456	लालची पुत्र श्री चन्द्र माल	रो० असराय बिसवा	सुरक्षित रास्ता रिकत रखे जाने के सव्ब मे।	18/6/2005	10/7/2005
1457	सेही लाल	ग्राम-सूरुपुर	कैथानिक कार्यवाही करने की खूपा करे।	18/6/2005	10/7/2005
1458	सतोण	ग्राम रेडसा	नियुक्तियों को निरस्त किया जाना	18/6/2005	10/7/2005
1459	औरगजेब अंसारी	ग्राम-भावापुर	उचित टण्डालक कार्यवाही कम्पनी करने की खूपा करे।	18/6/2005	22/7/2005
1460	रामकमारी पत्नी भौतो	अलौटीपर ग्राम सभा पववादासपर	के हक की जमीन पर विपक्षीणों ह्सा मावाजज कब्या करने के स ह् हा	19/6/2005	10/7/2005

Figure 5b: Color coding of complaints