

# Citizen's Satisfaction with SUWIDHA initiatives in the State of Punjab (India)

Sushil Kumar Singla  
Govt. Polytechnic College  
Bathinda (Punjab) India

Himanshu Aggarwal  
Punjabi University, Patiala  
Patiala (Punjab) India

## ABSTRACT

E-governance aims to alleviate the problems of the citizens with which they grapple on a daily basis for obtaining Government Services. It includes the issues of transparency, accountability, efficiency of service delivery and participation of citizens in decision making. This paper introduces the concept of single window system to deliver public services. It involves process of transforming a conventional paper based system of different offices in to digital system under one roof to increase the transparency, efficiency and reduced the corruption. This paper aims to study the awareness, accessibility, acceptability of SUWIDHA initiative taken by the Punjab Government in India. This paper brings forth the experience gathered by authors through survey, interviewing the public and officials of Suwidha. Here interview, survey and practical involvement were used to explore how government officials feel about the e-governance initiatives and citizen participation in digital governance. The study outcome can provide the useful information to help government to take the decision about planning and developers to improve the design.

**Keywords :** SUWIDHA, Punjab, Sukhmani Society, NIC, Factors.

## 1. INTRODUCTION

Moving to a Govt. office for some Government Services has always been burden for a common citizen for years. Government bodies always have a difficult image for a common man. He has always sought some kind of easy method which may provide him/her services without any difficulty. Keeping in mind, the painful felling of common citizens, Government of Punjab (India) introduced the concept of SUWIDHA (Single User-Friendly Window Disposal Helpline for Applicants) in 2002 designed and developed By National Informatics Centre (NIC).

The project has been a great facilitator for common citizen who had been moving from one window to next initially for information, later for getting his job done or one had to fall into web of agents who charged them heavily for facilitation.

Suwidha Centre is service through single window in transparent and corruption free with accountability, initially at district level and further expended to Tehsil and sub Tehsil level. Project is to facilitate citizen by taking input at single window defining stipulated time for work and accepting defined cash at counter in same place, providing

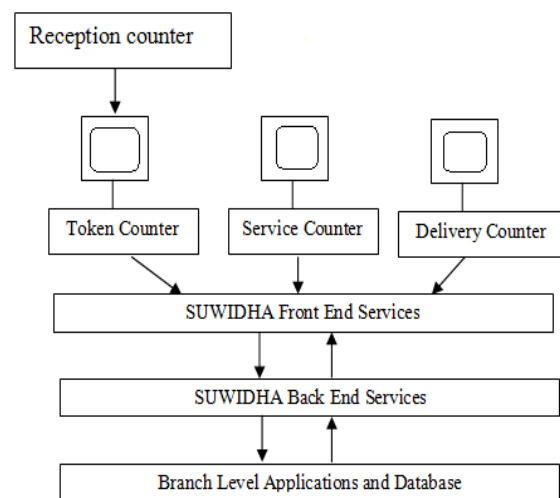
output under same roof. Suwidha centre are run and managed by Sukhmani Society of district under chairmanship of Deputy Commissioner under the frame work and supervision of Punjab state e-governance society. Societies has self sustaining revenue model.

## 2. SUWIDHA

### 2.1 Objective

1. To provide facilitated Government Services to the citizen.
2. To provide quality services by re-organizing Government Processes.
3. Reducing delay in services delivery by integrating back-end & front-end procedures at SUWIDHA.
4. To provide status of application online.
5. To standardize the process throughout the state.

### 2.2 Architecture and Working



**Fig. 1 Architecture and Working of SUWIDHA**

#### 2.2.1 Front-end Process:

- Citizen approaches SUWIDHA centre & enquires for the services at reception counter.
- Citizen is guided about services and procedures to be followed by receptionist.

- Citizen moves to the token counter for token, and token is issued with a number and counter for required services.
- Citizen waits for his turn till his token number is displayed at the service counter.
- At his turn citizen submits the application and required documents to the service counter operator.
- Service counter operator takes application, all documents and photograph of applicant is taken (if required).
- Fee for various services is accepted in Suwidha centre itself.
- Citizen is issued a receipt for his application which specifies the date for delivery of services. Each service has pre defined delivery time and computer system automatically calculates the service delivery date according to submission date.
- Citizen can check the application status online.

### 2.2.2 Back-end Process:

- The application is sent to concerned branch for action.
- Process of application is under monitoring of Deputy Commissioner so that citizen doesn't have to visit office unnecessarily.
- Concerned branch takes action required for the application and it is sent back to Suwidha centre for delivery to citizen.
- If there is some delay. Citizen is informed via sms or phone call.

## 2.3 Monitoring System

Monitoring system is necessary part for the success of any service delivery system, otherwise there is every chance that whole system may collapse and citizen may again fall into hassle. Suwidha centre has well structured monitoring concept. All applications received are recorded and monitored against the delivery due date, branch wise to improve the quality of services. It is also monitored in the following way:

- Pending lists are generated before the start of every business day. Consisting of master pendency list showing list of pendencies two days before due date and 2<sup>nd</sup> list shows the details of applicants, document applied, date of application and office at which application is pending.
- Suwidha in charge at ADC level/SDM at Tehsil level ensure the pendency is duly disposed off by directing Suwidha administrators. Deputy Commissioner who is head of Sukhmani Society at district level takes monthly meeting with Suwidha management to discuss pendencies and monitoring system.

## 2.4 Services Provided

Table 1. List of services provided by SUWIDHA

1	Issuance of Birth Certificate
2	Issuance of Death Certificate
3	Attestation of Affidavits
4	Issuance of Unmarried Certificate
5	Issuance & Renewal of Driving License
6	Issuance of copy of a document
7	Passport Acceptance Services
8	Countersigning of Documents
9	Arms License Issuance System
10	Issuance of NIC (Petrol Pump, Marriage Palace, Hotel, Restaurant, Cinema etc.)
11	Registration of Vehicle
12	Permissions for Fairs etc
13	Issuance & Renewal of Licenses for (Arms Dealers, Cinema, Video Parlor etc)
14	Issuance & renewal of Bus Passes to Freedom Fighters & Handicapped Person.
15	Pension to Old Age, Widows, Destitute Children & Disabled Persons
16	Issuance & Renewal of ID-cards to Freedom Fighters and their dependents
17	Issuance of Character Verification
18	Issuance of Dependent Certificate to wards of Freedom Fighters
19	Issuance of Dependent Certificate to wards of Riots/Terrorist Victims
20	Attestation of Indemnity Bonds
21	Attestation & acceptance of Surety Bonds
22	Issuance of Nationality Certificate

Source : <http://suwidha.nic.in/html/implementation.htm>

## 3. OBJECTIVE AND SCOPE OF THE STUDY

The objective of study was to look at services provided by SUWIDHA centre and analyze the level of satisfaction achieved by citizens after receiving services at SUWIDHA. In view of the certain constraints like time and money, the study was confined to the State of Punjab in India because Punjab is growing State where SUWIDHA is implemented in successful manner. For this purpose whole Punjab was categorized into three traditional Zones mainly known as Majha, Malwa and Doaba. Two districts in each zone were selected on random basis and 50 % Tehsils from each selected district are included in the study.

## 4. RESEARCH METHODOLOGY

### 4.1 Sampling Scheme

The research involves the collection of data from citizens who are availing services at Suwidha Centre. The total number of respondents in the selected districts, the sample size selection and application of

statistical techniques has been followed. The details of the research methodology adopted in this research are given below.

#### 4.1.1 For the State of Punjab

1. Universe of study-All Districts of Punjab State.
2. Sample selection-The present study is basis on analysis of SUWIDHA. It was confined to State of Punjab with 6 districts from 3 different regions of the State (2 districts each) namely Bathinda, Faridkot , Amritsar, Tarantaran, Jalandhar, S.B.S. Nagar. and 50 % tehsils of these districts.

#### 4.1.2 For the respondents

1. Universe of study-All common citizens.
2. Sample Selection-A number of respondents from the selected districts were selected using stratified random sampling (shown in table 2).

Table 2. Sample Table

Group		Number of Respondents	%age Res-ponse size
Gender	1. Female	100	28.99
	2. Male	245	71.01
Residence	1.Urban	211	61.16
	2.Semi-Urban	94	27.25
	3.Rural	40	11.59
Qualification	1.PG	41	11.88
	2.Graduate	180	52.17
	3.Matric	91	26.38
	4.Under Matric	33	9.57
Income Level	1.BPL/ Yellow Card	100	28.99
	2.Non ITaxPay	180	52.17
	3.ITax Payee	65	18.84
Occupation	1.Unemployed	45	13.04
	2.Service	108	31.30
	3.Business	87	25.22
	4.Student	105	30.44
Age Group (Yrs.)	1.Up to 18	69	20.00
	2. 18-40	218	63.19
	3.Above 40	58	16.81
All Data		345	100

#### 4.2 Data collection tool

Keeping in view the above objective questionnaire was framed. The data was collected through direct personnel investigated method. As a result, a total of 21 factors were identified. The questionnaire was designed that was pre tested through subjecting to the 20 respondents, before being administered to the selected respondents.

#### 4.3 Processing of Data

The responses of the 345 citizens of the selected districts under study were recorded on five point scale with score

ranging from 1 to 5. After analysis the mean scores of the respondents of selected districts were included in the study.

## 5. ANALYSIS AND FINDINGS

The analysis has been made on the basis of average of 21 different questions asked to sample of 345 people about the level of satisfaction received after taking services of Suwidha center and their views about facility available at Suwidha centre.

Level of satisfaction of the citizens from the following factors:

Table 3. Processing of collected data

Sr. No.	Factors	Avg.
1.	Method of doing work?	3.84
2.	Time-table of e-Governance?	3.03
3.	No. of computers?	2.95
4.	No. of counters?	2.86
5.	No. of services available?	3.04
6.	No. of officials?	3.00
7.	Interior design of Suwdha Centre?	3.45
8.	Working style of officials?	3.39
9.	Drinking water and sitting arrangements?	2.97
10.	Communication style of officials?	3.27
11.	Queuing style of Centres?	3.30
12.	Information provided by the reception counters?	3.19
13.	Transparency in the working?	3.35
14.	On panelizing the erring officials?	3.26
15.	Non-availability of officials on the counter?	3.53
16.	System of distributing tokens on the Centre?	3.62
17.	Status report on the internet?	3.46
18.	Information about on-line form?	2.95
19.	Fee prescribed?	3.15
20.	Officer attending the complaint about an employee?	3.20
21.	Time in completion of work	2.18

The table 3 depicts that maximum number of people are satisfied with working method of SUWIDHA due to Smooth and swift availability of information for procedures to be followed for each service. Followed by token distribution, because queue system is followed for each service hence there is no space for any personal contacts and relationship with officials working at Suwidha.

Good numbers of people are satisfied with the availability of official at the counters as accountability and responsibility of official has increased due to electronic attendance system. Whereas in earlier times concerned people were not available at their seats most of the time. As a result citizens had to make repeated visits to concerned office.

Most of the people are happy to see online status of their application on internet which in turn reduces number of visits to Suwidha and save time and efforts of people.

Very numbers of people are satisfied with the availability of space, comfort and design of the centre because the

Suwidha centre has enough arrangement for facility of TV and Magazines which help them to spend their waiting time easily.

Number of people is happy with the working style and behavior of the officials as they are very efficient in their job and follow the pre defined procedure.

The citizens have moderate response for transparency queuing style, communication style of officers as most of the information readily available and officers are soft spoken and they communicate well with people. Same moderate response is for penalization of erring officials, officers attending complaints about employees due availability better monitoring system.

Response is also moderate for information available at reception, fee prescribed at Suwidha, no of services, time table of e governance centre and no. of officials available at Suwidha centre because a predefine system is available for all these factors.

Average response is for availability of water and sitting arrangement as clean and filtered water is not available at all Suwidha centre, which is basic facility needed for citizens. Same response is for number of counter and number of computers because most of the Suwidha centre does not have their separate buildings, in most places some part of Deputy Commissioner Office is being used as Suwidha Centre. Information available about online form filing also caters average response because information is not available about which form is available online for filing and documents to be attached.

Poorest Response for time taken for completion of work because in spite of given due date for each work, many a time citizens do not get that service on prescribed date and they have to make repeated visit to the Suwidha Centre. It is due to the fact the monitoring system of Suwidha centre is not being enforced well and still there are flaws in working system of Suwidha Centre. There is a need to enforce monitoring system and remove the flaws in order to provide best possible services for citizens.

## 6. RECOMMENDATIONS

On the basis of studies, surveys, interviewing the people and analysis made for collected data, following recommendation can be made.

- In making Suwidha centre a success story certain key factors play vital role. Basic amenities like clean and safe drinking water and hygienic wash rooms must be available at the disposal of citizens visiting Suwidha centre for various services.
- A separate building and availability of enough infrastructures like counters and computers should be ensured.
- All Suwidha Centre in District should be interlinked via network, so that time incurred for transference of information could be minimized.
- Staff of Suwidha Centre should not be deputed in other branches or departments so that service delivery time is not affected.
- Suwidha Software training programs to train Suwidha centre employees should be organized time to time by NIC or other software developing companies to increase efficiency of various officials of Suwidha centres.

- A Hardware and Networking Engineer should be available full time so that down time of computer system and server could be minimized.
- 24 hours CCTV surveillance system should be installed in the Suwidha centre so that network of agents who have connection with Suwidha centre employees could be burst.
- Electronic and IT infrastructure should be updated time to time.

The study aims at the analysis of the feeling of the citizens who receive the services at Suwidha. Therefore recommendations mainly aim at improving quality and standards of delivery of services.

## 7. CONCLUSION

In the light of study and analysis conducted over collected data using study methodology conclusion can be made that SUWIDHA centers running under guidance of Punjab Government has helped in a great way to facilitate citizens of state who had to face many difficulties for every work earlier, now work is done in much improved manner, thus large number of people have shown above average response for various questions asked to them about the working procedures of SUWIDHA.

Still there is great scope of improvement in service delivery system and time taken for delivery of service; Government can provide better facilities and training to staff. So, improvements could facilitate citizens to get hassle free service delivery.

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