

Chapter 11

Applying Service Quality Metrics for E- Urban Governance: A Case Study of Lucknow Municipal Corporation

Anurag Kumar Srivastava
Pandit Deendayal Petroleum University, India

ABSTRACT

The local government constitutes the core area of governance with which most of the citizens remain connected. In India the institution of local governance has a long history of existence, but it is interesting to see how these institutions can continue to deliver qualitative services when the problems have added up multifold. The ephemeral tendencies and myopic vision of authorities and elected representatives coupled with public apathy and disillusionment has further deteriorated the inter-actional processes among the stakeholders and has affected the service delivery outcomes. This chapter explores this crucial underpinning and throws a light on the intricacies of municipal governance by analyzing the role of e-Governance in the municipal service delivery. The empirical data collected is analyzed to see the dependency between the variables. Even though the results are obtained from the moderate sample limited to Lucknow, results predict certain trends having larger applicability, especially in the developing countries. The chapter analyses the application of service quality parameters with the help of e- governance in urban institutions.

DOI: 10.4018/978-1-4666-5146-3.ch011

INTRODUCTION

The earliest evidence of local management of civic administration in India can be traced to Indus Valley civilization around 2300 B.C, which was essentially an urban civilization. The Indus Valley civilization still remains one of the best examples in Indian context of municipal government which had well planned streets with scientific system of drains. The nature of society and governance at local level underwent a significant transformation over the changing course of Indian history. The first municipal organization in India came into being during the British period in 1687 in Madras. This was the first organized municipal set up in India. Calcutta and Bombay followed the same later on. The pioneering efforts in regard to creation of municipal bodies and institutions of local self governments were made by Britishers. Lord Rippon was rightly termed as father of Local self Government in India. His endeavors resulted in creation of municipal bodies in India. The Royal Commission on Decentralization (1907-09) further strengthened the cause of local government in India.

After independence the things started to change but not in favor of municipal bodies. Municipal administration being part of local self government belong to the States. The States in various parts y were not very enthusiastic about the continuance of the municipal bodies. As the existence of these bodies gave state government some political and financial discomfort hence the state governments showed their utter neglect for such institutions by and large. There was no fixity of tenures of the urban local bodies. These bodies largely depended on the will of concerned State governments for their existence. The funds, the infrastructure and the resources were quite meager in proportion to their demands. No certainty of continuous funds and financial means somehow paralyzed the effective functioning of these bodies. There were other problems as well such as lack of uniformity in the structure of municipal institutions all across the country. As a result of urbanization some challenges are now been faced by local bodies (Mathur et.al, 1999). And therefore the functions and powers assigned to them were somehow beyond their existing capacities. Local government being such a vital and important issue remained largely neglected. However the 74th Amendment provided for three categories of urban local bodies:

1. Nagar Panchayats(City council) for areas in transition from a rural area to urban area;
2. Nagarpalika (Municipal Councils for smaller urban areas)
3. Nagarnigam (Municipal Corporations for larger urban areas); “District” means a district in a State; “Metropolitan area” means an area having a population of ten lakhs(one million) or more, comprised in one or more districts and consisting of two or more Municipalities or Panchayats or other contiguous

33 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/applying-service-quality-metrics-for-urban-governance/101275

Related Content

E-Government Act of 2002 in the United States

Jeffrey W. Seifert and Harold C. Relyea (2008). *Electronic Government: Concepts, Methodologies, Tools, and Applications* (pp. 154-161).

www.irma-international.org/chapter/government-act-2002-united-states/9700

Extending the Information-Processing View of Coordination in Public Sector Crisis Response

Rafael A. Gonzalez, Alexander Verbraeck and Ajantha Dahanayake (2010).

International Journal of Electronic Government Research (pp. 25-44).

www.irma-international.org/article/extending-information-processing-view-coordination/46950

Using ICT to Resolve the Modernization Paradox for Rural Communities in Africa: A Theoretical Exploration and Conceptualization

Dawn Hinton and Joseph Ofori-Dankwa (2010). *E-Agriculture and E-Government for Global Policy Development: Implications and Future Directions* (pp. 103-120).

www.irma-international.org/chapter/using-ict-resolve-modernization-paradox/38145

Web 2.0 for eParticipation: Transformational Tweeting or Devaluation of Democracy?

Elizabeth Tait (2012). *Citizen 2.0: Public and Governmental Interaction through Web 2.0 Technologies* (pp. 224-249).

www.irma-international.org/chapter/web-eparticipation-transformational-tweeting-devaluation/63797

Investigating Factors Affecting Intention to Use Government Websites for COVID-19-Related Information: An Empirical Study

Asad Ahmad and Mohd Danish Kirmani (2020). *International Journal of Electronic Government Research* (pp. 60-74).

www.irma-international.org/article/investigating-factors-affecting-intention-to-use-government-websites-for-covid-19-related-information/267140