

## **Infrastructure Inequality Between Rural and Urban Areas: A Study of Roads and Public Services**

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### **1] Abstract :**

Inequity in infrastructure continues to be an ongoing problem for both urban and rural areas within the contexts of access to government services and basic roadway conditions. Poor connectivity, inadequate maintenance of infrastructure, along with limited communications with local government are major contributors to the ongoing inequities in rural infrastructure. Urban areas experience localized bottlenecks and long delays in resolving reported grievances regarding infrastructure and public service deficiencies. To provide real-time opportunity for citizens to identify and report local issues regarding infrastructure and public services, this study recommends developing a web-based platform that permits citizens to identify, document and register an issue; track status updates as to when the issue will be resolved; and obtain a satisfactory response from a representative of local government. The digitization of the grievance process increases transparency, accountability, and efficiency for governments in resolving issues related to public infrastructure and services. Accordingly, the project provides citizens with the means to reduce the infrastructure gap between urban and rural areas and ultimately provides governments with a platform to address infrastructure deficiencies equally across their communities.

### **2] Introduction:**

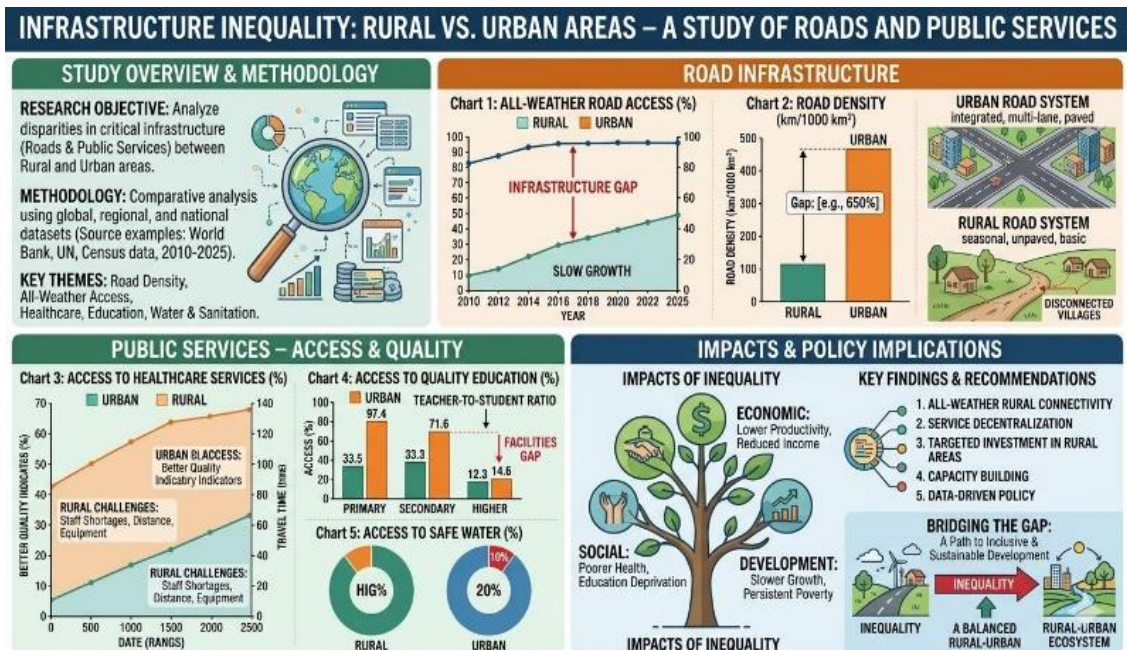
The development of infrastructure is crucial for the advancement of any country. The quality of life for citizens can greatly be improved by infrastructure like roads, transport systems, healthcare and other government services. There are significant differences between the development of infrastructure in urban and rural areas. Urban areas typically have better infrastructure, while rural areas typically have poorer roads, little to no upkeep of roads and impaired access to government services.

One major obstacle to the development of infrastructure is a lack of communication between citizens and their respective government authorities. In many instances, citizens have difficulty reporting issues in their respective communities; moreover, even if there are successful reports made, citizens find the local authorities are not tracking or resolving

complaints. The result of this is the slow resolution of complaints and continued neglect of issues related to the public good.

To help alleviate this problem, the research suggests a web-based platform where citizens will be able to submit issues related to their community (for example, damaged roads, the lack of public service, or other issues related to the infrastructure) and to track these issues once submitted. In addition, citizens will receive updates on the status of their issue from the local government. Local governments will be able to more effectively monitor, manage and respond to citizen-identified issues. By employing innovative technology in the management of public services.

- Infrastructure is important for development and quality of life.
- Rural areas lack proper roads and government facilities.
- Urban areas have better infrastructure but face management issues.
- Major problem: weak communication between public and authorities.
- Many complaints are ignored or delayed.
- Need for a proper digital reporting system.
- Proposed system: website for registering and tracking issues.
- Citizens can easily report problems in their area.
- Government can monitor and resolve issues faster.
- Aim: reduce rural-urban gap and improve governance.

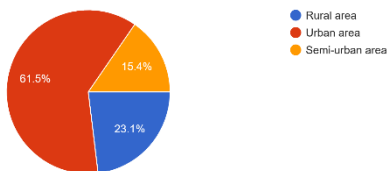


### 3] Objectives:

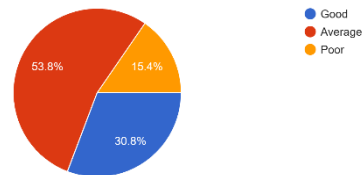
- To the infrastructure differences between rural and urban areas.
- To identify major issues related to roads and government public services.
- To analyze the challenges faced by citizens in reporting local problems.
- To design and develop a web-based platform for reporting public issues.
- To improve communication between citizens and government authorities.
- To enhance transparency, efficiency, and timely resolution of complaints.

### 4] Data Analytics:

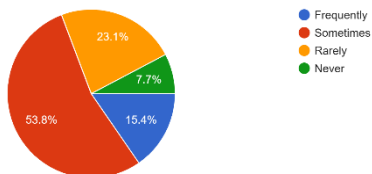
Where do you live?  
13 responses



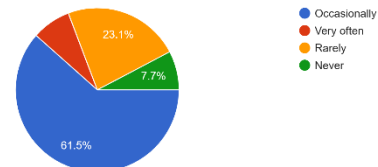
How would you rate the condition of roads in your area?  
13 responses



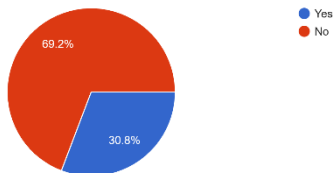
Do you face problems related to government services (water, electricity, roads)?  
13 responses



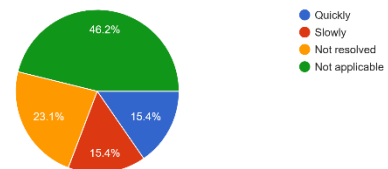
How often do infrastructure issues occur in your area?  
13 responses



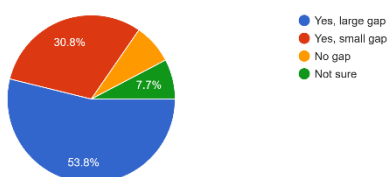
Have you ever reported a public issue to government authorities?  
13 responses



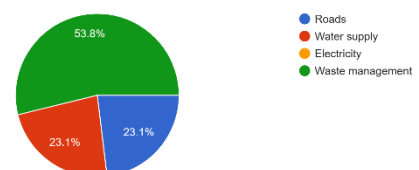
If yes, how was your issue resolved?  
13 responses



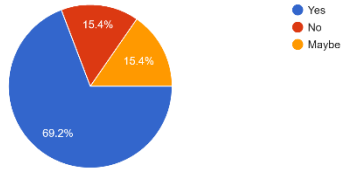
Do you think there is a gap between rural and urban infrastructure?  
13 responses



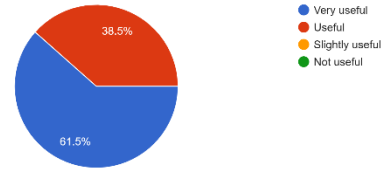
What is the biggest problem in your area?  
13 responses



Would you use a website to report issues in your area?  
13 responses



How useful do you think an online reporting system would be?  
13 responses



## 5Hypothesis:

### 1) What is the biggest problem in your area?

Sr. No.	Options	O <sub>i</sub>	E <sub>i</sub>	O <sub>i</sub> -E <sub>i</sub>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup> /E <sub>i</sub>
1	Roads	21	24.75	-3.75	14.06	0.56
2	Water suppl	21	24.75	-3.75	14.06	0.56
3	Electricity	0	24.75	-24.75	606.37	24.49
4	Waste managemen	57	24.75	32.25	1387.56	56.06
<b>Total</b>		<b>99</b>				<b>81.67</b>

$$81.67 > 7.815$$

### 2) How useful do you think an online reporting system would be?

Sr. No.	Options	O <sub>i</sub>	E <sub>i</sub>	O <sub>i</sub> -E <sub>i</sub>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup>	(O <sub>i</sub> -E <sub>i</sub> ) <sup>2</sup> /E <sub>i</sub>
1	Very useful	64	24.75	39.25	1540.56	62.24
2	Useful	35	24.75	10.25	105.06	4.24
3	Slightly usef	0	24.75	-24.75	606.37	24.49
4	Not useful	0	24.75	-24.75	606.37	24.49
<b>Total</b>		<b>99</b>				<b>115.46</b>

$$115.46 > 7.815$$

## 6] Conclusion:

From this research, it is understood that there is a big difference in infrastructure and public services between rural and urban areas. Many people face problems such as damaged roads, poor drainage, water issues, and delays in government services. In rural areas, these problems are more serious because communication with authorities is limited.

The proposed website can help citizens report issues easily and track their complaints online. It can improve communication between people and government departments and help authorities solve problems faster. This system can also increase transparency and public participation. Overall, digital platforms can play an important role in improving infrastructure management and reducing the gap between rural and urban development.

## 7] References:

1. Ministry of Road Transport and Highways. Annual Report on Road Infrastructure Development. Government of India.
2. National Informatics Centre. Digital Governance and Public Service Systems. Government of India.
3. World Bank. Rural and Urban Development Report.
4. NITI Aayog. India Rural Development and Infrastructure Study.
5. Ministry of Rural Development. Rural Connectivity and Development Programs. Government of India.
6. Smart Cities Mission. Urban Infrastructure and Citizen Services Report.