Speaker: Dr. Sanjay

Title: The administrative structure in India

Q1) what are the different types of characteristics involved in Good Governance?

Good governance is a method of government that aims to build a system based on justice and peace while safeguarding people's human rights and civil freedoms. Participation, Rule of Law, Transparency, Responsiveness, Consensus Oriented, Equity and Inclusiveness, Effectiveness and Efficiency, and Accountability are the eight elements used by the United Nations to assess good governance.

Participation:

All groups, particularly the most disadvantaged, must have direct or representative access to government mechanisms in order to participate. This displays itself in the form of a vibrant civil society and citizens who are free to associate and express themselves.

Rule of Law:

Uniform legal systems that defend all citizens' human rights and civil liberties, particularly minorities, are examples of the rule of law. An independent judicial branch and a police force devoid of corruption are indicators of this.

Transparency:

Citizens should be able to understand and access the means and methods by which choices are made, especially if they are directly affected by them. This knowledge must be presented in a format that is both clear and accessible, which is usually done through the media.

Responsiveness:

Simply said, responsiveness means that institutions respond to their stakeholders in a timely manner.

Consensus Oriented:

An agenda that strives to mediate between the many various needs, viewpoints, and expectations of a diverse citizenry is characterised as consensus oriented. Decisions must be made in light of a thorough awareness of the community's historical, cultural, and social background.

Equity and Inclusiveness:

Equity and inclusiveness are dependent on ensuring that all members of a community, particularly the most vulnerable persons and groups, feel included and empowered to improve or preserve their well-being.

Effectiveness and Efficiency:

The sustainable use of resources to meet a society's demands develops effectiveness and efficiency. Sustainability refers to both the continuation of social investments and the preservation of natural resources for future generations.

Accountability:

Institutions that are ultimately accountable to the public and to one another are referred to as accountable. Government agencies, civil society organisations, and the commercial sector are all held accountable to one another.

Q2) Explain in brief about the five pillars of Good Governance?

1. Comprehensive electoral reforms

Following measures were taken for electoral reforms after 2000.

1. Election spending cap: Currently, there is no cap on how much a political party can spend on an election or a candidate. However, the Commission has set a spending limit for individual candidates. It costs between Rs. 50 and Rs. 70 lakh to contest a Lok Sabha seat (depending on the state they are from), and between Rs. 20 and Rs. 28 lakh to contest an assembly election.

2. Exit polls are restricted: Before the 2019 Lok Sabha elections, the EC released a statement warning that exit poll results could be skewed.

2. Empowerment of local governments

To empower city governments, structural weaknesses in the present urban governance framework must be addressed, and funding, functions, and functionaries must be transferred to the municipal level.

Praja sponsored a pan-India study in 2017 to better understand the 74th Amendment's implementation, issues experienced by municipal governments, and potential remedies. State-by-state consultations were held in 21 states, and the following policy issues for strengthening and empowering municipal governments were identified of which 2 are listed here:

1. Functions that are evolving

Even if other authorities are in charge of implementation, the local government should have sole decision-making authority. Because local governments do not have comprehensive authority over the 18 functions, there are challenges with service delivery.

2. Building human resource capacity

The city government, not the state, should have final approval and control over the recruitment process. There is no single municipality that has complete authority over the recruitment process. The state government is the final sanctioning authority, despite the fact that five of them have the ability to recruit personnel. For effective management, other states should follow the lead of Madhya Pradesh, Gujarat, and Tamil Nadu and create a specialised municipal official skilled and experienced in municipal matters, such as a municipal cadre.

3. Instruments of accountability

Some of the instruments of accountability are as follows.

1. Elections
   2. Legislative Scrutiny
   3. Courts
   4. Auditors and other monitoring agencies
   5. Public access to government information
   6. Intra-Organizational Accountability

4. Speedy and efficient justice

Right to Speedy Trial is a concept which deals with disposal of cases as soon as possible so as to make the Judiciary more efficient and trustworthy.

However, the following are the most common causes of delays:

1. The first and most serious issue is the time it takes for cases to be resolved. Due to the high level of pending cases, it can take years for them to be resolved, although it would ordinarily only take a few months. The arrears produce delays, and delays mean that justice is not truly accessible to the common man.

2. Judge-to-population ratio — Given the country's population and the number of cases pending, the number of judges accessible is now relatively limited.

3. The lower court's infrastructure is woefully inadequate. Though the Supreme Court and High Courts have excellent facilities, the situation is not the same for lesser courts. Because the courts lack convenient buildings and physical facilities, it takes longer to resolve a case.

5. Best practices identification and implementation

The government should continuously try to identify the best practices and should implement them as soon as possible.

Q3) Define the process of E-Seva Model and also explain the benefits that has been brought up by E-Seva?

eSeva is an online service that meets the needs of citizens while also revolutionising how services are delivered. Eseva was established in 2001, and e-centres were established as a one-stop shop for citizens seeking government information and services online. In this era of e-governance, the Telangana government has made a number of steps to improve service delivery and make it easier to access such services utilising cutting-edge technology. The Telangana government has made persistent efforts to improve citizen services and achieve great governance from a citizen-centric perspective.

In e-Government, there are various types of interactions.

Apart from processes and interactions in the back-office, e-Government can take place in four key types of interactions within the government framework:

1. From one government to the next (G2G)

Within the government, information is transmitted between the national government, state governments, and local governments, as well as between different branches of the same government.

2. Citizen to Government (G2C)

Citizens now have a platform via which they may communicate with the government and gain access to a number of government services.

3. Businesses to the Government (G2B)

Businesses are able to deal with the government in a seamless manner when it comes to the government's services for businesses.

4. Employees to the Government (G2E)

The relationship between the government and its employees is both efficient and quick.

Benefits of E-seva model are as follows.

- Convenience of a single window – multiple services at a single point
- Waiting time for citizens reduced by half
- Travel time for citizens reduced by Rs.09 per transaction
- Greater transparency
- Depts. have been able to provide more outlets without extra infrastructure or manpower costs

- Higher revenue collection
- Real time information on service delivery has facilitated improved monitoring and supervision