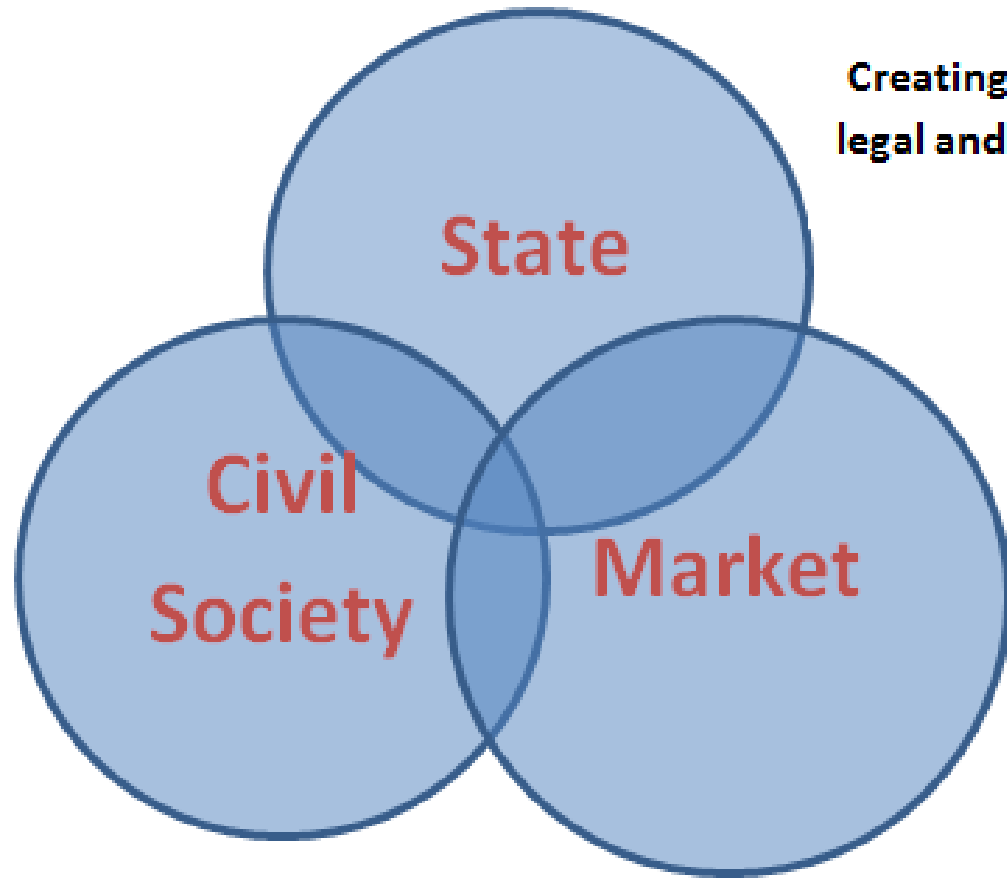# Good Governance

Like people, like government

"In the long run, every government is the exact symbol of its people, with their wisdom and un-wisdom; we have to say, like people, like government."

Thomas Carlyle, Scottish philosopher

State:

Creating a favourable political, legal and economic environment

Market:

Creating opportunities for people

Civil Society:

Mobilizing peoples' participation

What is Governance?

- Multi-dimensional concepts to interpret different kinds of steering, governing or process of interactions for collective public problem solving

- Process of decision-making & the process by which decisions are implemented or not implemented

- Managing public affairs & resources well and guaranteeing the human rights, under the 8 principles

Engine room of citizenship

"The biggest task before all of us is to engage the people of India in the art of citizenship, since the ship of democracy is actually run from the engine room of citizenship."

Principles/Features of Good Governance

Local government & development

"*The single most important form of checks and balances in any society is the dispersal, or fragmentation, of political power. Without question, the creation of strong regional and local governments is critical to that development.*"

UNDP

Definition of Governance: World Bank

Governance refers to the "the traditions and institutions by which authority in a country is exercised. This includes:

a) *the process by which governments are selected, monitored and replaced;*

b) *the capacity of the government to effectively formulate and implement sound policies; and*

c) *the respect of citizens and the State for the institutions that govern economic and social interactions among them.*

What is e-governance?

E-governance is the public sector's use of information and communication technologies with the aim of:

- *Improving information and service delivery,*

- *Encouraging citizen participation in the decision-making process and*

- *Making government more accountable, transparent and effective.*

E-governance involves new styles of leadership, new ways of debating and deciding policy and investment, new ways of accessing education, new ways of listening to citizens and new ways of organizing and delivering information and services.

UNESCO definition

Worldwide Governance Indicators

1. Voice and accountability
2. Government effectiveness
3. Control of Corruption
4. Rule of Law
5. Political stability

Voice and accountability

1. Building awareness and mobilizing citizens
2. Creating knowledge and evidence
3. Technology platforms and solutions
4. Facilitating independent and inclusive journalism
5. Capacity building of local partners
6. Training citizens for public engagement
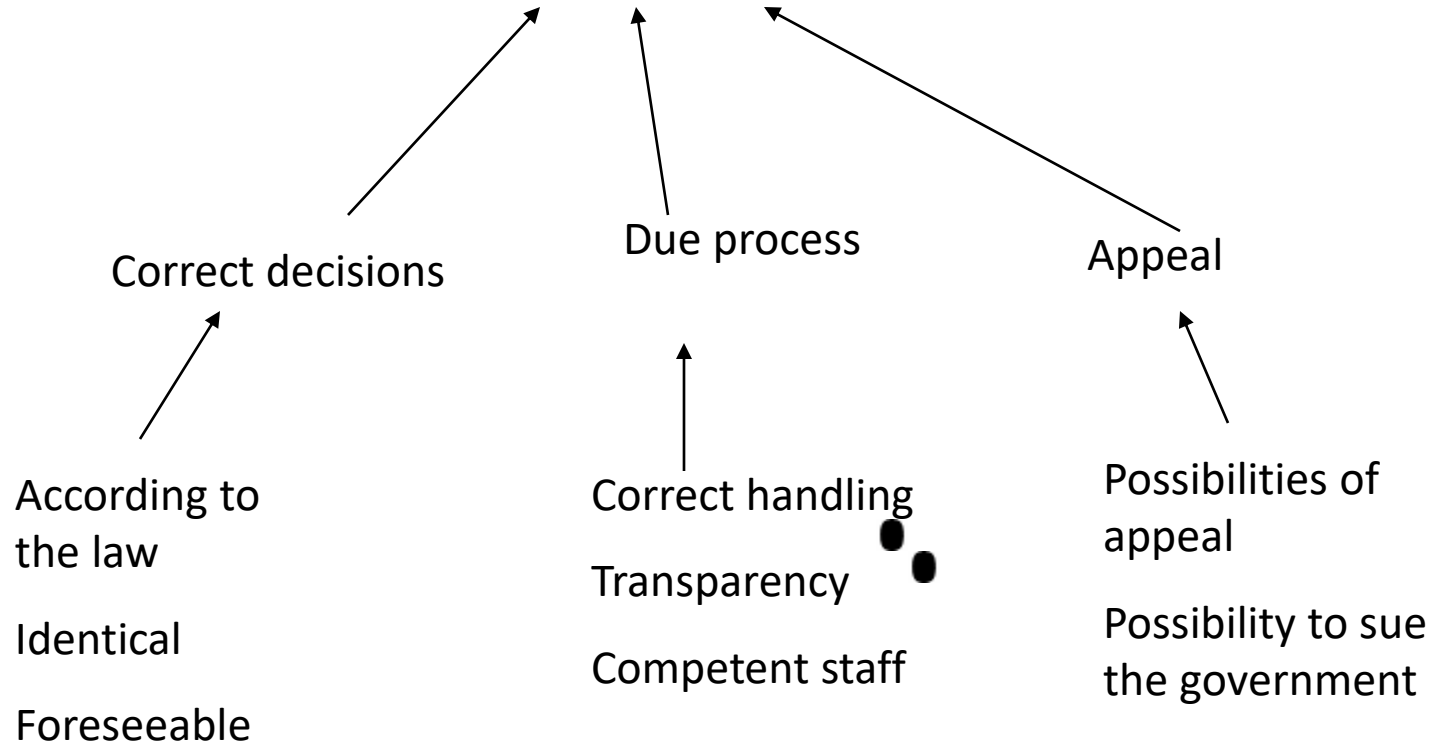7. Facilitating platforms for multi-stakeholder engagement

Government effectiveness

1. Advocacy for policy design and implementation
2. Capacity building of government officials
3. Training citizens for public engagement
4. Facilitating platforms for multi-stakeholder engagement

Control of Corruption

- Building awareness and mobilizing citizens
- Creating knowledge and evidence
- Technology platforms and solutions
- Facilitating independent and inclusive journalism

Rule of Law

Correct decisions

Due process

Appeal

According to
the law

Identical

Foreseeable

Correct handling

Transparency

Competent staff

Possibilities of
appeal

Possibility to sue
the government

Governance In Indian Context – Factors

- Supremacy Of Constitution

- Federal Form Of Governance,

- Independent Judicial System

- Directive Principles Of State   Policy –
  Social, Economic & Political Justice

Actors in Governance

In rural areas:

- Government, Land Lords, Farmers, Associations, Cooperatives, NGOs, Religious Leaders, Political Parties/ Representatives, Panchayats, Mafias, etc.

In urban areas:

- Government, Decision Makers, Elected Representatives, Political Parties, Media, Trade Unions, NGOs, Mafias, etc.

Governance In India – Concerns

- Poor Governance
- Insensitivity at the Cutting Edge Level
- Deteriorating finances of the States
- Development Differential/Digital Divide
- Institutional Responsiveness
- Lack of Transparency

Governance In India - Concerns

- Need For Strengthening of Panchayati Raj Institutions & Urban Legislative Bodies
- Civil Society Action
- Lack of User Feedback Mechanisms
- Plan Implementation
- Corruption
- Employability

GOVERNANCE – an alternative model

- **A process of continuous interplay of three elements:**

1. **INSTITUTIONS**

2. **THE DELIVERY MECHANISM**

3. **THE SUPPORTIVE OR SUBORDINATE FRAMEWORK OF RULES, PROCEDURES etc.**

INSTITUTIONS

- **To bring predictability, stability, and efficiency in social, political and economic transactions of society**

- **Parliament, judiciary, Civil Administration**

- **Media**

THE DELIVERY MECHANISM

- The executive apparatus created for implementing the objectives of the Institutions

- Hospitals, Schools, Public Distribution System services

THE SUPPORTIVE FRAMEWORK OF RULES, PROCEDURES etc.

- Formulated for delivering and meeting the stated responsibilities of the concerned Institutions

Approaches for Reforms

1. Government and its Institutions
2. Government and Business
3. Government and Citizen

Reforms G - G

- ✓ ELECTORAL REFORMS
- ✓ JUDICIAL REFORMS
- ✓ CIVIL SERVICES REFORMS
- ✓ ADMINISTRATIVE REFORMS
- ✓ LEGISLATIVE REFORMS

Concept of Governance

World Bank/IBRD (*International Bank for Reconstruction and Development*)

- **Process of exercise of authority for development**
- **Capacity of governments to design, formulate policies and discharge functions**

Concept of Governance

United Nations Development Programme

- **Governance is the exercise of** economic, political and administrative authority **for managing a country's affairs at all levels.**

- **Mechanisms, processes and institutions by which citizens and groups exercise their rights and articulate interests**

- **Critical for improvement in quality of life**

GOOD GOVERNANCE

- The Tenth Plan document identified Good Governance as one of the most crucial factors for achievement of the targets of the Plan.

Reforms – G -B

- ✓ ECONOMIC and FISCAL REFORMS
- ✓ LABOUR REFORMS

Reforms – G - C

- ✓ CITIZEN CHARTER
- ✓ DECENTRALIZATION
- ✓ E – GOVERNANCE
- ✓ GRIEVANCE REDRESSAL SYSTEM
- ✓ RIGHT TO INFORMATION

TOOLKITS

- FOR TAKING INITIATIVES FOR GOOD GOVERNANCE WE MAY HAVE TO USE CERTAIN TOOLKITS

  ⇨ PROCESS RE-ENGINEERING
  ⇨ E – GOVERNANCE
  ⇨ GRIEVANCE REDRESSAL MECHANISM
  ⇨ MORE EFFECTIVE IMPLEMENTATION OF RTI ACT-2005
  ⇨ ANTI – CORRUPTION STRATEGY

TOOLKITS contd…

⇨ SOCIAL AUDITS

⇨ INTERNAL AUDIT

⇨ SERVICE EXCELLENCE

⇨ CHANGE MANAGEMENT

⇨ BUILDING MOTIVATION & POSITIVE ATTITUDE

⇨ CAPACITY BUILDING

⇨ MISSION MODE WORK

Challenges for Reforms in India

- Two worlds syndrome- the best & the worst
- Efficient delivery of core services
- Promoting inclusive growth

How to handle Challenges?

- Policy formulation favoring access to public services, opportunities to vulnerable sections, social security

- Participatory Approach

- Citizens empowerment – Right to Information Act, Score cards

- Civil Service Reforms

Strategy for Reforms

- Re-orienting role of State

- Enhancing public service delivery

- Enabling environment for good governance

- Strengthening Civil Service Reforms

- E-governance

Way Forward

- **Reforms need commitment & perseverance** – to be owned by the top leadership

- **Institutional reforms are must** – business process reengineering, review of laws, doing things in a new way

- **Citizen's focus & citizen expectation - the prime movers** – aimed at inclusive growth

- **Combating corruption, enforcing transparency & accountability** – main impediment to good governance

Contd..

Way Forward (contd.)

- Reorienting the **role of State** as provider, regulator, facilitator, - need **to be strengthened**

- **Civil services** as implementers of public services– need vision, drive & imagination;

- **Implementation strategy** is the challenge

- **Reforms is a continuous & complex process,** slow in showing visible results, need perseverance

"We want deeper sincerity of motive, a greater courage in speech and earnestness in action.

Sarojini Naidu

THANK YOU