

## 1. How is technology emerging as a critical aspect of governance in India? Illustrate with the help of suitable examples.

### Introduction

The basic aspects of any governance which is efficiency, economy and effectiveness is boosted drastically by the use of technology. strong interaction infrastructure, which paves the way for effective operations and a smooth flow of information between government and people thereby strengthening the governance.

### Body

#### Technology in governance:

e-governance as a buzz term defined as the application of information and communication technology (ICT) for providing government services, exchange of information, transactions, integration of previously existing services and information portals. Technology use is emerging several areas of administration like

- e-Administration: to improvise the intra government operations and interaction has plugged the loopholes thereby becoming a critical aspect making the governance efficient. Some of the examples are
  - Management information system to synergize the data and communication between different government departments. E.g. NATGRID: connecting databases of core security agencies and make available the intelligence data at a single place for better processing of information.
  - computerization of records of land, health etc., E.g. National health stack project, Project Bhoomi and so on.
  - e-office Mission mode project including e-file management, management system of circulars acts and so on.
  - Projects like Khajane of Karnataka for treasury management, e-panchayat project for effective working of PRI and so on.
  - Monitoring of projects and timely update enhancing transparency through projects like Darpan, MPLAD monitoring project etc.,
- e-services: has brought the state closer to the citizens with the concept of services at the doorstep. The ease of availing services being a critical aspect of governance is being facilitated by the emerging technology use. E.g. e-filing of IT returns, online services for certificate applications, e-seva project of Andhra pradesh and so on.
- e-Democracy: The use of IT has been a critical aspect facilitating the ability of all sections of society to participate in the governance of the state. It includes online disclosures of policies, online grievance redressal, e-referendums, e-petitions etc.
- Justice being a critical aspect of governance is being made available to the disadvantaged and less privileged through projects e-courts etc., technology

use un judiciary has improved its efficiency and hence helping in speedy justice.

- Service efficiency and grievance redressal: Technology has also curbed the bureaupathologies like red-tapism, nepotism etc., and is bringing transparency and accountability in governance. E.g. Citizen charters, SAKALA project in Karnataka, Pragathi project etc.,
- Development administration: technology is becoming the critical aspect in plugging the governance deficiency. E.g. projects like common service center, village resource center, technology use in schemes like PM Fasal Bhima yojana etc., in rural development.
- Urban governance: technology is playing a critical role in revamp of urban governance and projects collecting critical data like the waste collection, feedback from citizens, e-District project and so on there by improving the efficiency of municipal administration. E.g. under smart city project, Kanpur was able to reduce the crime rate by 70% by using technology like cctv cameras, emergency helpline etc.,
- Disaster management: with the climate change being real and erratic disasters, technology is becoming a critical aspect in all the stages of disaster management including prevention, mitigation, rescue, relief and so on. E.g. Smart-Gov project: of Andhra Pradesh government connecting the different stakeholders like home ministry, NDMA, District administration and so on for cyclone management.

### Conclusion

With the 4<sup>th</sup> industrial revolution setting in, technology use in administration is not only necessary, but is inevitable. Thus, being the most critical aspect of governance, it is rightly being focused through flagship scheme like Digital India Mission by Government of India and various e-governance projects by state governments.

**Note: Make a list of e-governance projects (1/2 for each) for various aspects of governance like police administration, disaster management, District administration, accountability etc., Know them, memorize them and they will help you at least in 2-3 question of paper 2.**

**2. Digital India is the only way for citizen empowerment, which can bring government transparency and accountability to citizens. Do you agree? Substantiate your views.**

### Introduction

The Digital India programme is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. A Digital interface is convenient to both the government as well as the public also where the main agenda of this scheme is that the government of India

wants to build every family and every human beings into a digitally empowered one's.

### Body

- Digital India is a plan by the Government of India to ensure that Government services are made available to citizens electronically by improving online infrastructure and by increasing Internet connectivity.
- Technology will be the enabler for the citizen to transcend the boundaries of departments and ministries, and provide a single platform for interaction with its citizens, thus promoting participatory governance and increased transparency and revolutionizing public service delivery.
- Digital India differs from previous efforts as it provides a combined vision and a comprehensive execution plan, bringing together various departments as well as existing and new programs that are monitored and influenced centrally by the government.
- Technology is key to the vision of a Digital India. Social Media, Mobility, Analytics and Cloud are the foundations that will enable the Digital India visions of providing “governance and services on demand” and “digitally empowering citizens” and support the social inclusion schemes being launched by the government.
- To ensure the success of its initiatives in the digital space, the government will have to take steps across multiple functional areas, some of which are outlined below:
  - Regulatory framework
  - Effective implementation
  - Budget constraint
  - Bridge the digital divide
  - Security and privacy
- The limitations involved in the exponential growth of Digital India can be classified into two categories namely Technical and non-technical -
  - Technical Problems: These are the following some technical problems in reaping the full benefits of service provision under Digital India
    - Technical illiteracy
    - Infrastructure
    - Recognition of applications
    - Security and privacy
    - Authentication
  - Non-technical Problems: India is a large country which has rural areas population approximately 70% of their total population. These are the following some non-technical problems -
    - Population
    - Services are not accessible easily
    - Lack of awareness in people
    - Implementation Cost
    - Language Dominance

Consequently, Digital India cannot be the only way for citizen empowerment, which can bring government transparency and accountability to citizens, some other ways include:

- EMPOWER CITIZENS - Give some authority and power in the decision-making process to citizens closest to the issues, as they can provide insights on funding allocations and cultural issues, and help develop community partnerships.
- DEVELOP A COMPREHENSIVE COMMUNICATIONS STRATEGY - For citizen engagement to truly work, government must create a comprehensive communications strategy.
- PROVIDE INCENTIVES - For citizen engagement to really work, there needs to be incentives for both citizens and government employees.
- PROVIDE SUFFICIENT STAFFING, RESOURCES AND SUCCESS METRICS - Clear goals, objectives and measurements must be identified to track citizen engagement initiatives, and proper staffing and resources must be allocated to the initiative.
- Multiple citizen - based approaches to accountability which can interact with and strengthen state-based approaches, Going beyond technical, 'accountancy' approaches, Involving empowered citizens as monitors and watchdogs of public services.

### Conclusion

To realize the vision of promoting inclusive growth through empowerment of citizens, it is important to reach out to citizens in the remotest of locations and make them part of India's growth story. Globally, technology has been the greatest enabler in causing disruptive change. India's story is no different, and the use of digital technologies to educate and empower citizens is being seen as a game-changer.

### 3. How do measures of transparency and accountability enhance the ease of doing business? Explain with the help of suitable examples.

#### Introduction

India has always been regarded as a place where doing business is complicated in the wake of multiplicity of applicable laws and plethora of authorities and departments to deal with. 'Ease of doing business' refers to the regulatory environment in a country to set up and operate a business. India has moved 14 places to 63rd among 190 nations in the World Bank's ease of doing business ranking.

#### Body

- India has risen rapidly in the World Bank's Ease of Doing Business (EODB) rankings in the past five years. This rise has occurred alongside widespread

deregulation, which has seen measures to increase transparency and accountability along with attempts to introduce labour and land laws.

- Accountability signifies the concern and duty of government institutional workers to perform their activities in the best interests of the public and that institutional officials should take responsibility for their activities performed. While transparency is a situation in which government institutional activities and other supporting organizational activities are performed in an open way without any secrets held behind, so that the public can believe and trust that these organizations are honest and fair.
- In this regard, following points clearly demonstrates the improvement of ease of doing business due to measures which improve transparency and accountability :
- TAMRA which stands for Transparency, Auction Monitoring and Resource Augmentation" web based portal and Mobile APP has been conceptualized to provide the status of mining block auctioned/ to be auctioned in India to the public in a 'transparent' manner. This measure has helped improve ease of doing business as well as augment state coffers.
- India merged the application procedure for getting a Permanent Account Number (PAN) and the Tax Account Number (TAN) for new businesses. It also improved the online application system for getting a PAN and TAN. This measure ensures smoothing of procedure for ease of doing business.
- Getting credit and resolving insolvency: Insolvency and Bankruptcy Code passed in 2016 provides for a 180-day time-bound process to resolve insolvency. The Code allows secured creditors to opt out of resolution proceedings, and specifies that a debtor will be immune against creditor claims during the 180-day insolvency resolution process. Prior to the passage of the Code, it took 4.3 years in India to liquidate a business. This has improved accountability in India with regards to liquidating a business.
- India made paying taxes easier by requiring that payments to the Employees Provident Fund be made electronically. Further, it introduced measures to ease compliance with corporate income tax. This has further increased transparency along with helping improving ease of doing.
- Enforcing contracts: The introduction of the National Judicial Data Grid has made it possible to generate case management reports on local courts. This has fast tracked the judicial process which is vital measure for improving accountability and transparency.
- Further, Authorities in Mumbai and New Delhi made it easier to obtain construction permits by allowing the submission of labour inspector commencement and completion notifications through a single-window clearance system. Also, Delhi streamlined the process, reduced the time and cost involved, and improved building quality control by strengthening professional certification requirements. Such efforts in major metropolitan areas have helped in ensuring accountability towards faster clearances and further helping ease of doing business.

The rankings in the EDB index point to transparent rules on the ground to promote efficient markets, rev up enterprise and boost the development delivery mechanism,

and, therefore, help change perceptions and investor sentiments. But it cannot be enough said that the rankings are merely indicative and very much work-in-progress.

- India still scores very low when it comes to registering property. High stamp duty rates seem a perverse incentive to undervalue and underreport real estate transactions. There remains a host of rigidities in housing and real estate that need to be reformed to promptly do away with extensive opacity.
- India also scores lowly for starting a business. This is being sought to be improved through measures like the decision to abolish filing fees for the simplified online format for incorporating a company and its memorandum and articles of association.

### Conclusion

Accountability and transparency are treated as major building pillars for governing democratic nations in recent years. Citizens who are paying their taxes would like to know exactly where their money is spent and all the developments that has happened in the country. Consequently, higher the transparency and accountability better the stability of the country's economy.

### 4. Test runs and pilot projects are important prerequisites of successful policy implementation. Elucidate.

#### Introduction

A pilot is a trial run, a small-scale version of your larger project. A program pilot is an important step that can help you catch potential problems and prevent them from escalating as well as accomplish several goals before full implementation occurs. Trial run forms part of a committed project and is intended to manage the risk of implementation roll out. It tests the implementation approach and its purpose is to manage the risk of implementation.

#### Body

#### Test runs and pilot projects are important prerequisites of successful policy implementation

- A pilot test can serve as a trial run for a program and can help determine if any adjustments to the implementation plan or adaptations to the program are necessary. It can also reveal unforeseen challenges that might arise during implementation.

Certain sites were chosen for Unique Identification Authority of India's (UIDAI) pilot project to link Aadhaar with payouts under the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA). There were many initial glitches successful biometric test for wage payments. Pilot projects gave opportunity of identify and remove those problems.

- Pilot testing is an opportunity to gauge the target population's reaction to the program. Most importantly, it can help confirm whether or not your program is a good fit for your population and whether minor adaptations to the program are appropriate and/or necessary.

Certain states started pilot projects of oilseed purchases by private players. However procurement of oilseeds may not be commercially viable. The viability must be tested through the pilot projects.

- Pilot testing can help to make better decisions about how to allocate time and resources. Pilot testing your program can help you determine if there is need to spend more time or resources on particular aspects of the program.

The pilot phase or phase I of the Faster Adoption and Manufacturing of Hybrid and Electric vehicles in India (FAME India) was launched by the government in 2015, which expires on March 31, 2018. FAME-I was focused more on private vehicles. However, the government is giving priority to public transport in the second phase of incentive scheme.

- Pilot testing can help analyse the suitability of new changes done in the policy for the entire country.

The government has launched a pilot scheme for procuring 2,500 mw of power on competitive basis for three years from generators with commissioned projects but without power purchase agreements. The scheme is aimed reviving power demand.

The demonstrated success of reform in rural water supply and sanitation sector based on demand driven approaches are better tested by pilot project of 'Swajal project'

- Pilot testing can help ensure that government is well prepared to measure the success of its program.

*Beti Bachao, Beti Padhao* was started from an initial pilot in 100 districts and later was extended to all 640 districts in March 2018. Data released by the Government for the first 161 BBBP districts for the 2015-2017 period showed improving trend in Sex Ratio at Birth in 104 districts. These measurements helped in expanding the scheme all over the country.

## Conclusion

Governance is a very challenging task in the present time owing to the need of accelerated development, integration of technology in the process of governance, and maintenance of high efficiency. This calls for planned rolling out of programs and policies through test runs and pilot projects.

**5. Governance should be designed as an equalizer. Do you agree? Do you think governance in India has an equalizing effect? Critically examine.**

**Introduction**

Designing governance as an equalizer means that it should reduce all forms of inequality and create equal opportunity for all. Under the concept of welfare state, government must work for the welfare of all with special attention on the weak and vulnerable.

**Body**

**Governance should be designed as an equalizer**

- To utilize demographic dividend of a nation, equal opportunity must be created for all.
- Governance as an equalizer have positive impact on evils like patriarchy, caste based discrimination, poverty etc.
- For peace, justice and fraternity, all section of society must get equal treatment.

**Governance in India has an equalizing effect**

- Governance in India is based on the constitutional provision under article 14 (equality before law), 15 (non-discrimination on grounds of, inter alia, sex), 25 (freedom of religion).
- Governance is acting as an 'economic equalizer' through schemes like 'Start up India', 'Stand up India'.
- Special focus on skill enhancement through schemes like Deen Dayal Upadhyaya Grameen Kaushalya Yojana, Pradhan Mantri Kaushal Vikas Yojana.
- Reservations to weaker sections have helped in their economic and social upliftment.
- 'Gender budgeting' started in India in 2012. Women centric initiatives like Rashtriya Mahila Kosh, Pradhan Mantri Matritva Vandana Yojana, Mahila E-haat, Working Women Hostels, and Nari Shakti Puruskars etc have create new opportunities for gender equality.
- E-NAM, Pradhan Mantri Krishi Sinchai Yojana, Paramparagat Krishi Vikas Yojana, Interest Subvention Scheme, National Livestock Mission, Dairy Entrepreneurship Development Scheme etc have reduced the vulnerability of farmers and agriculture sector
- The Aspirational Districts Programme led by NITI Aayog is aimed at reducing regional imbalance in development. Ministry of Development of North Eastern Region has already been established for North Eastern region.

**Governance in India does not have an equalizing effect**

- As per Global Wage Report India registered highest average real wage growth during 2008-2017 in south Asia. India has the highest gap of 34.5% between what men and women earn.



- Capture of opportunity gap in India for women - Global Gender Gap Index, 2018 – 108th/149.
- 10 farmers suicide daily (2016, NCRB). 76% of the farmers would like to quit farming if given a chance ('State of Indian Farmers' report)

**Conclusion**

One of the three biggest challenges of present time as per World Economic Forum is 'inclusion'. This just reinforces the idea that governance should be designed as an equalizer.

