

“I walk slowly,  
but I never walk  
backward.”

[www.abrahamlincoln.com](http://www.abrahamlincoln.com)

—Abraham Lincoln

# Citizen Centric Behavior

- పర్జలకు అరథ్మయేయలా బిహేవియర్

## Aim of Citizen Centric Behavior training

- “Citizen-centric governance epitomizes governance which is friendly and gives utmost priority to the interests of the people governed.... Well designed, focused and planned training can bring attitudinal change in the government functionaries and inculcate sensitivity towards citizens, motivation to increase performance and efficiency in public service delivery.”

## **E-Governance**

### **Successful application in Government**

- **Vision**
- **Good Governance**
- **eGovernance in AP**

# Vision

- To provide citizens services in the most **Efficient** and **Convenient** manner by improving the way Government works, by **Reengineering** and technologically empowering Government Process.







# U'R BECAME GROUP DYNAMIC

- Control your Emotions
- How to control of emotions
- Positive Thing
- Positive suggestions your Team members
- Development of self confidence



# Communication The Future


**Citizen will like  
to  
Communicate  
rather  
than  
Commute**

# Good Governance through eGovernance



# What is Good Governance ?


- A Government
  - which Governs **least** and
  - where citizen has **convenient**
- access to Government services with
- **minimal** physical Interface with it



**You can also say,  
Meeting **aspirations** of citizens to  
provide  
**Simple, Efficient, Convenient**  
and **Trustworthy** Governance**

Try to understand the following chat,  
you too can become a genius

- Luck= 47
- Money = 72
- Power=77
- Knowledge =96
- Hard work = 98
- Attitude = 100
- Discipline = 100



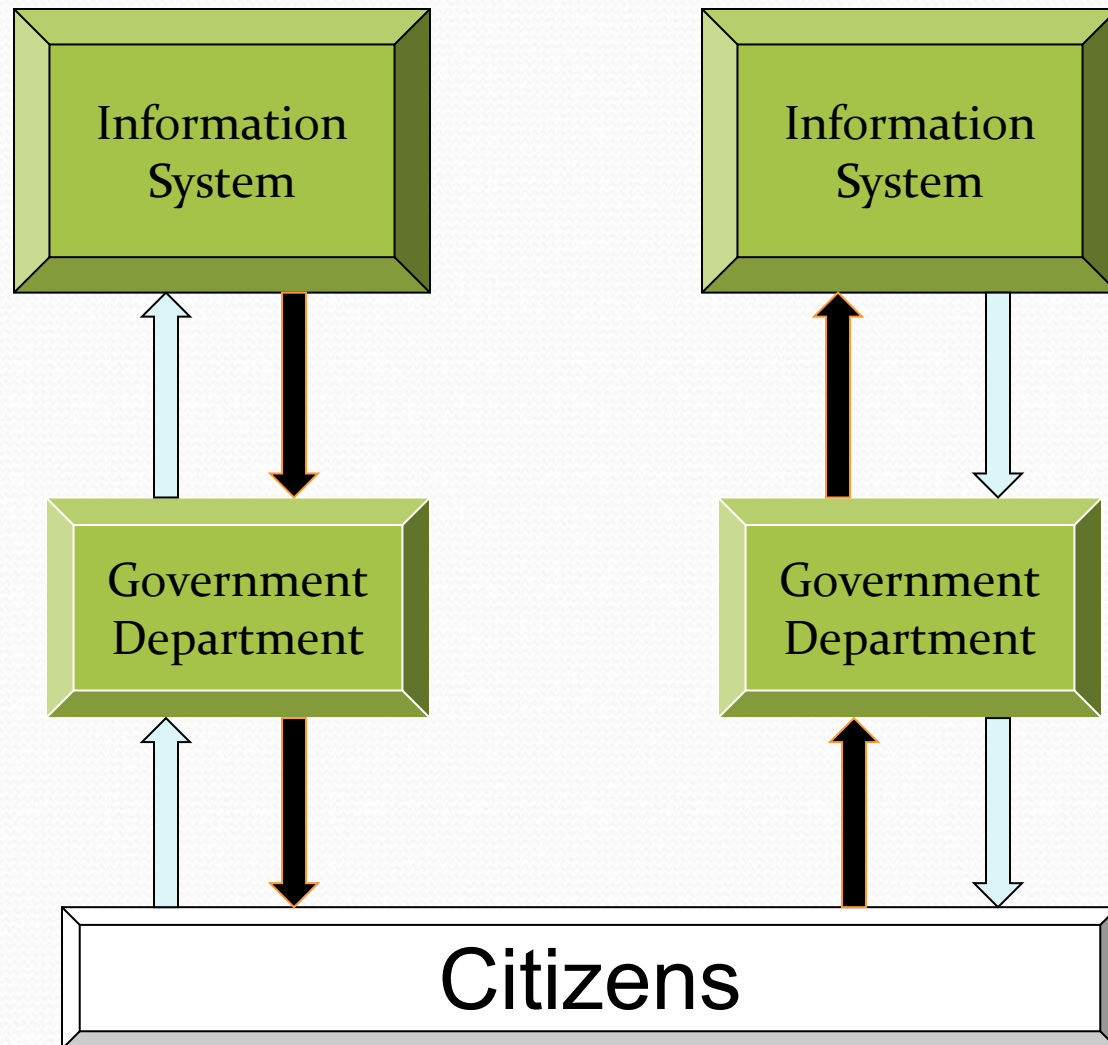
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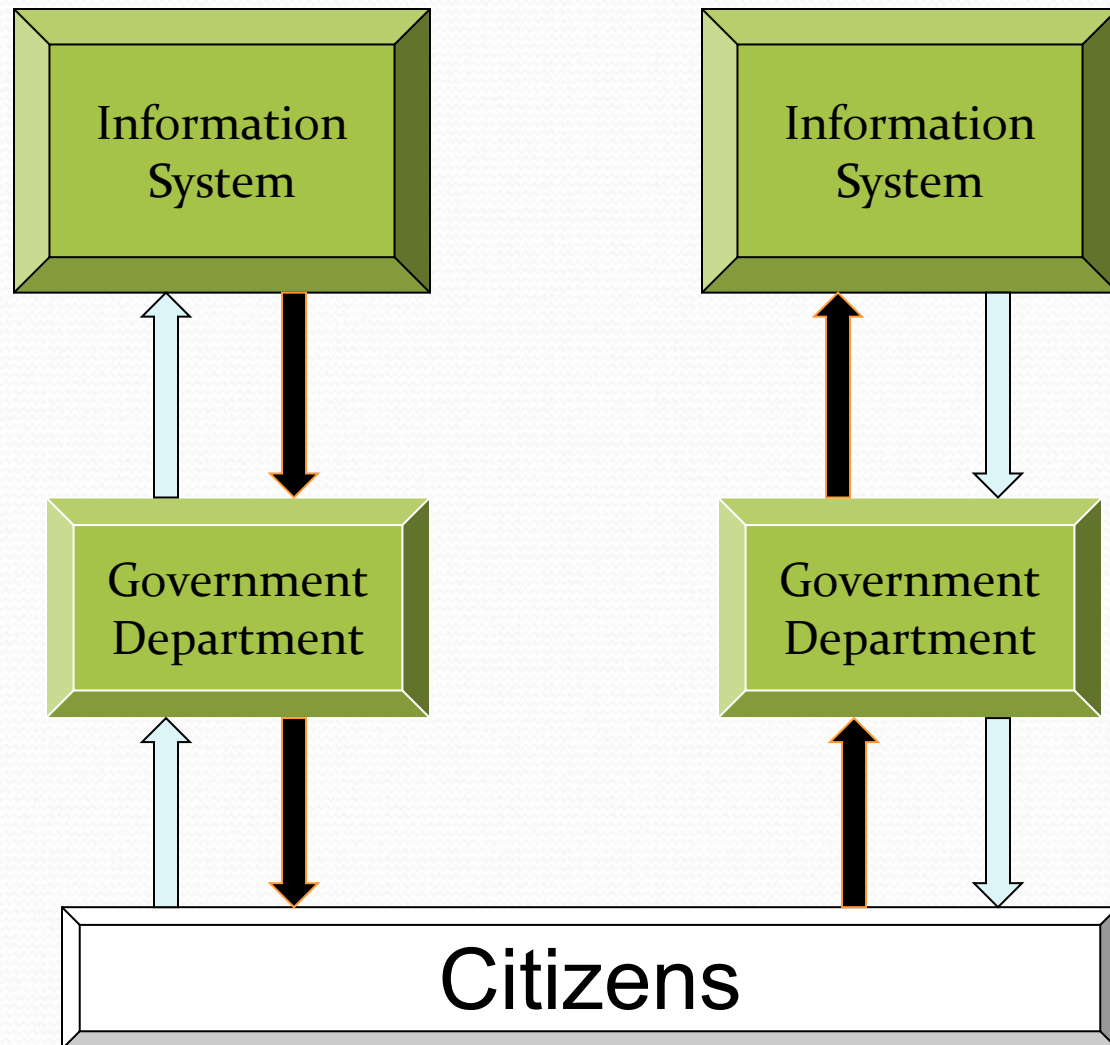
# eGovernance: Advantage

- ✓ *Low cost to citizen, high reliability,*
- ✓ *No deviations, No discretions , No subjectivity*
- ✓ *Faster processing, monitoring & decisions*
- ✓ *Effective, efficient & highly transparent*
- ✓ *Improved quality of service*

# Traditional structure of the Government Citizen Interface



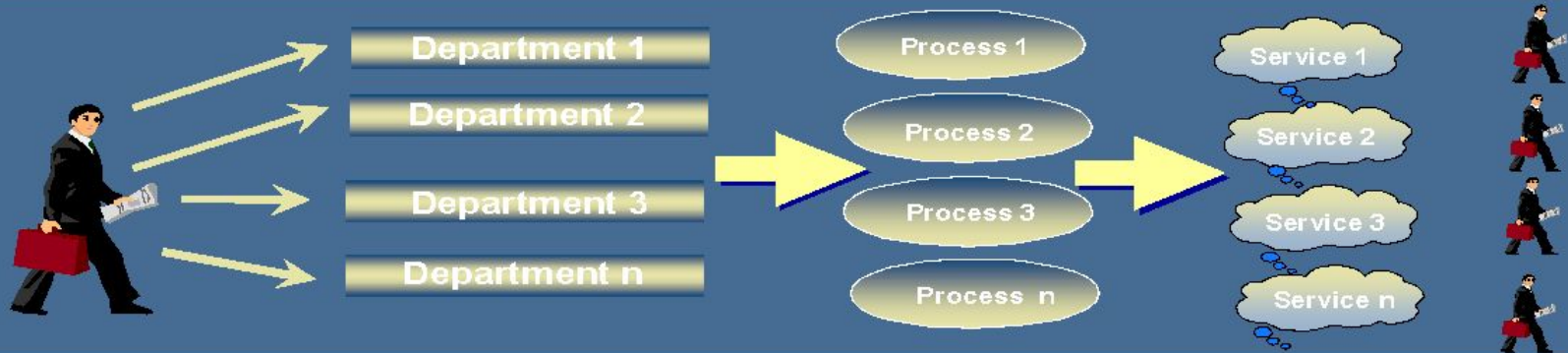
# Traditional structure of the Government Citizen Interface



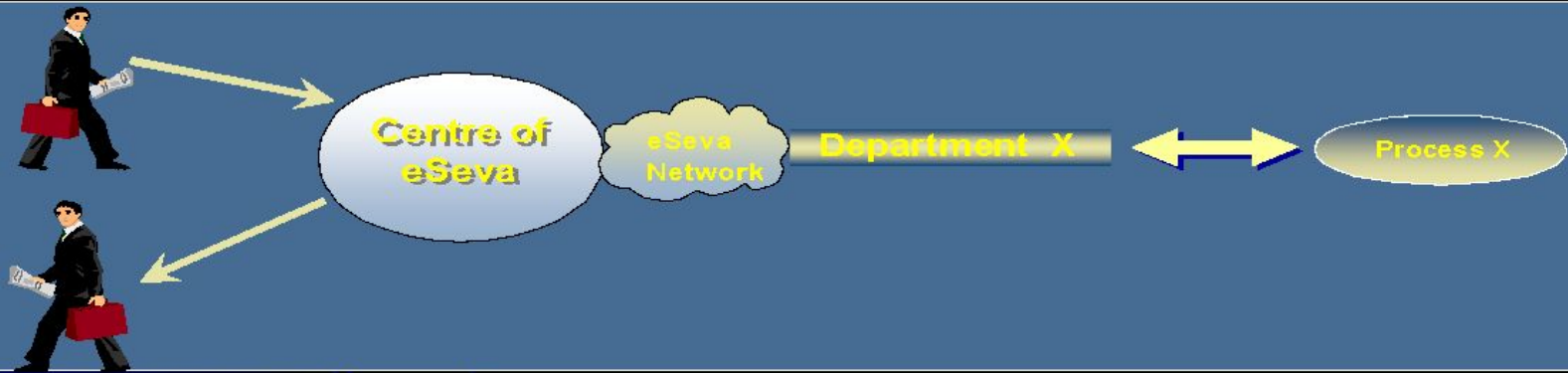
# eSeva Concept

Customer goes to different departments for different services.....

## Conventional System



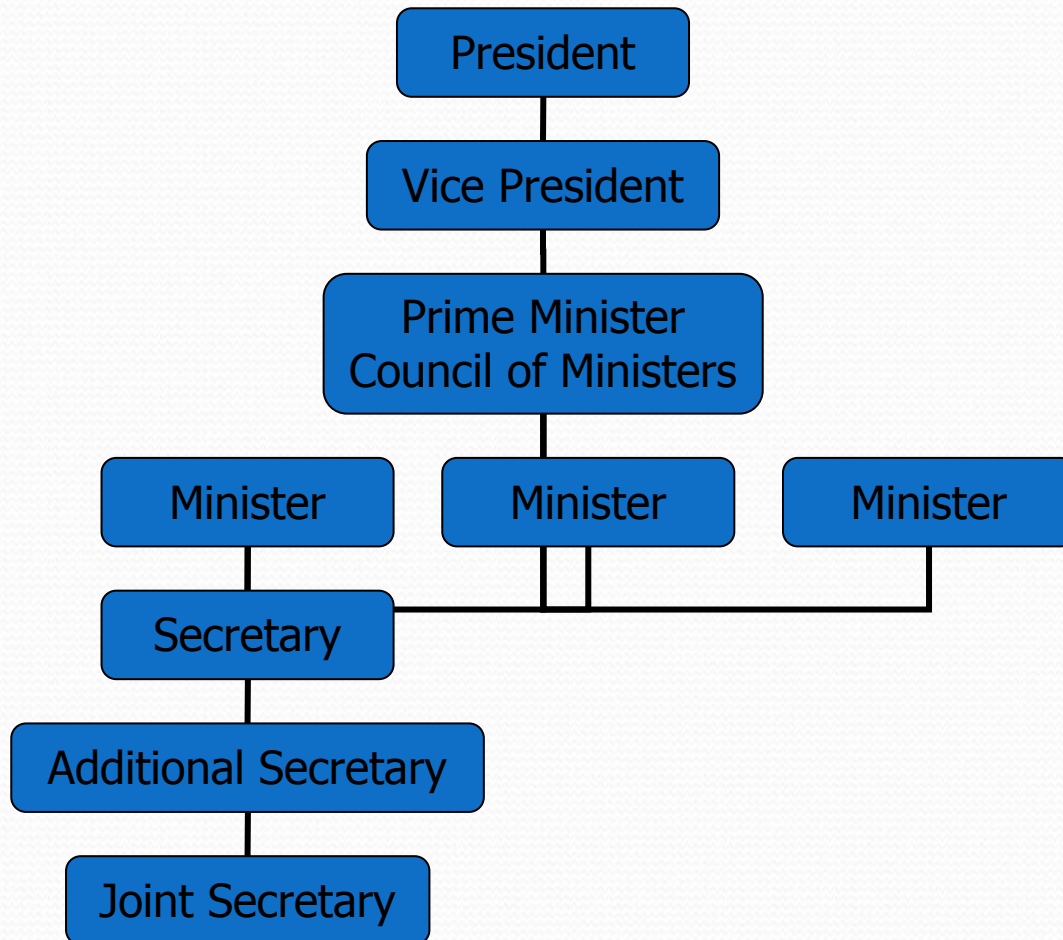
## eSeva System



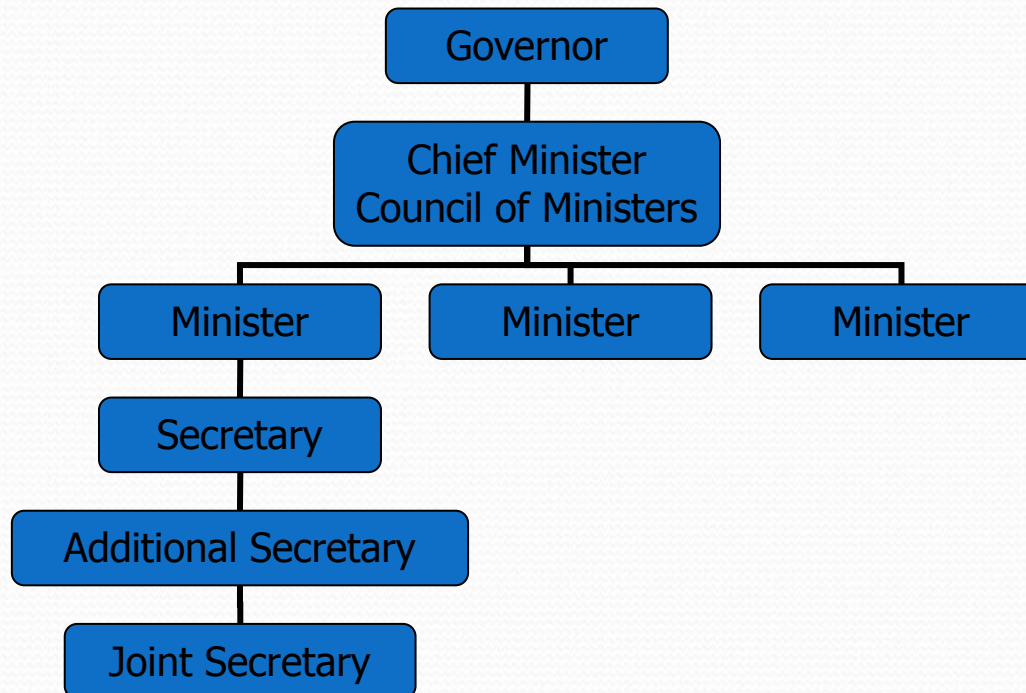
Customer goes to any counter in any center for any service.....

# The administrative structure of the Government of India

(The roles of the various Ministries are defined as per the Rules of Business)

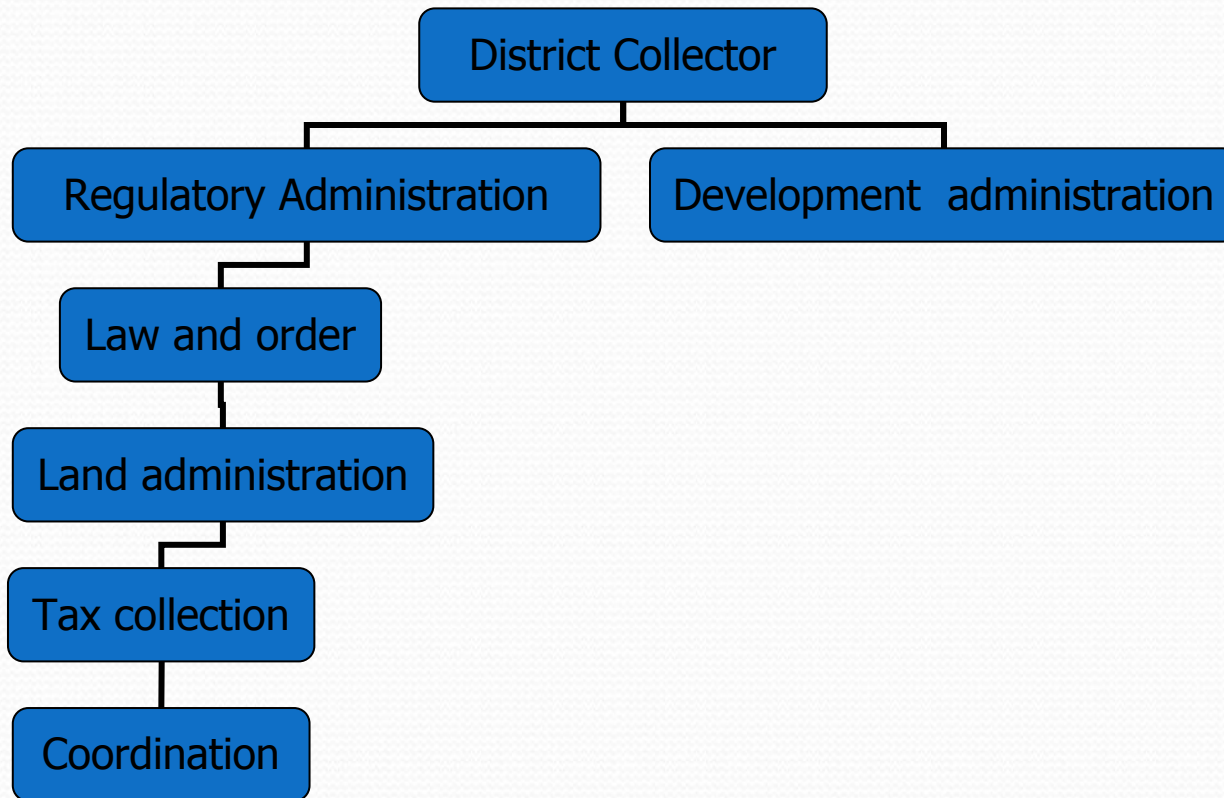


# The administrative structure of the State Governments.



# District Administration

(District is a unit of administration, on an average a district has a population of about 2 million)



# Local self governments (Urban)

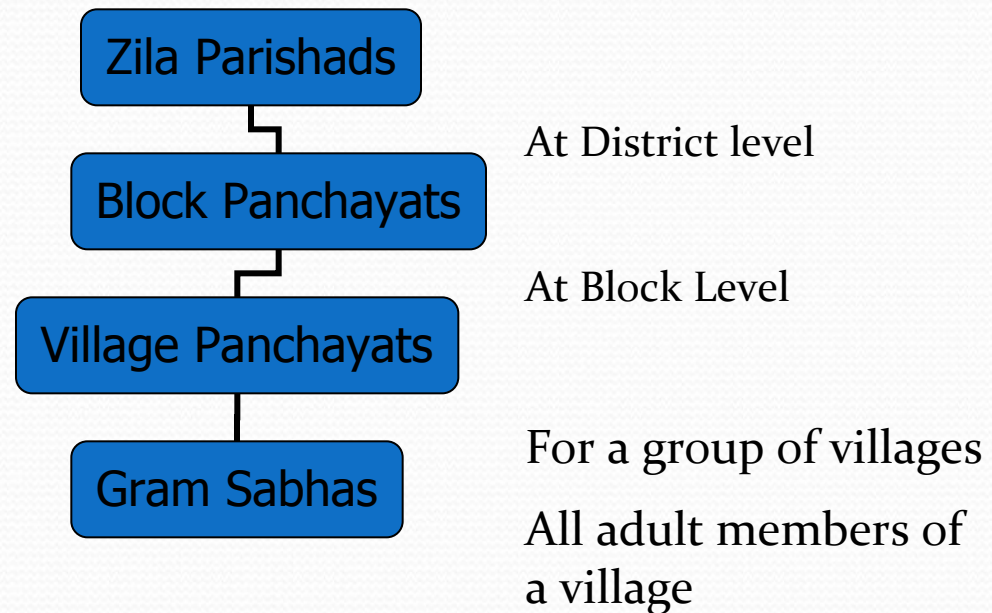
- Big cities have –City Corporations.
- Cities have –City Municipal Committees.
- Towns have- Town Municipal Committees.
  
- All these are elected bodies. Administration is carried out by an appointed Chief Executive who is answerable to the elected bodies.
- Their main role is to provide civic amenities to the citizens.

Their main source of revenue is local tax, and funds received from the State Government.



# Local self governments (Rural)

## The Panchayats



Their main role is to function as a local self government

They provide civic amenities

They carry out Developmental works.

They can levy some taxes

# Major developments impacting administration

- Globalisation.
- Increasing disparities.
- Transformation of the world into a global village.
- Deregulation and privatization trends.
- Increasing awareness about human rights.
- State formerly interventionist, producer, regulator and seller now called upon to be a facilitator, promoter, and partner.
- Emergence of powerful technological solutions-computers and IT.
- Increasing expectations from the Governments to 'perform'.

# Administrative Reforms in India after independence

- Several Commissions and Committees have gone into the subject, and suggested various measures. Major reforms have been brought about based on the recommendations of these. Some of the important studies/reports are as follows:
  - **Report on Reorganisation of the Machinery of Government (1949) by Mr. Goplaswami Ayyangar.**
    - It recommended that the Central Ministries be bunched into Bureaus.

## Administrative Reforms in India after independence .....(contd)

- The First Administrative Reforms Commission (ARC) was set up in 1966.
- The ARC set up 20 study teams, 13 working groups and 1 Task Force.
- It gave 20 Reports making a total of 581 recommendations in a period spread over 1966-70



Right Way

Wrong Way



THANK YOU