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

—Abraham Lincoln
Citizen Centric Behavior

- చివరకు చదువు నిషిద్ధం అహా విధానం
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 for Good Governance

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

Information System

Government Department

Citizens

Information System

Government Department
Traditional structure of the Government Citizen Interface

Citizens

Government Department

Information System

Government Department

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

Conventional System

Department 1
Department 2
Department 3
Department n

Process 1
Process 2
Process 3
Process n

Service 1
Service 2
Service 3
Service n

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

eSeva System

Centre of eSeva

Department X

Process X

eSeva Network
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.

- Governor
- Chief Minister
- Council of Ministers
  - Minister
  - Minister
  - Minister
  - Secretary
    - Additional Secretary
      - Joint Secretary
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

- Zila Parishads
  At District level

- Block Panchayats
  At Block Level

- Village Panchayats
  For a group of villages

- Gram Sabhas
  All adult members of a village

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