## Good Governance: As a Tool of People Empowerment

## Dr. Surendra Mishra Associate Professor Deptt. Of Adult & Continuing Education Dr Rammanohar Lohia Avadh University, Ayodhya

## Abstract:

People's empowerment is the central focus of government in every country. Over the years, the governments have adopted strategy towards people's centric governance with the focus on rule of law, transperancy, accountability, peoples' participation, result orientation etc. In light of the very objective of good governance, the paper intended to analyse how far the indicators of the good governance have been implemented in empowering every sections of society. In this perspective the paper analysed the Indian context that has focused with the very objectives of securing justice, empowerment, delivery of services, administrative responses, capacity building etc. As India is one of the largest democracy in the world and it is the governance has intended to empower the people of the country.

# Key words: Governance, Good governance, Rule of Law, Justice and Accountability, Delivery of service.

## **Introduction:**

Governance refers to the 'governability 'of a polity or, in other words, the capacity of a political system to govern efficiently and to provide the necessary political condition for socio –economic development. Governance is the process of decision –making & the process by which decision are Implemented, an analysis of governance focuses on the formal & informal actors involved in decision-making and implementing the decision made and the formal and informal structures that have been set in place for implementation of decisions. Traditionally, governance refers to forms of political system and the manner in which power is exercised in utilizing country's economic and social resources for development. It also deals with the capacity of government to design, formulate and implement policies and, in general to discharge government functions. Good governance is associated with efficient and

effective administration in a democratic framework. It is equivalent to purposive and development-oriented administration, which is committed to improvement in quality of life of the people. It implies high level of organizational effectiveness. It also relates to the capacity of the center of power of political and administrative system to cope up with the emerging challenges of the society.<sup>1</sup>.

# GOOD GOVERANCE: CONCEPTUAL FRAME WORK

The concept of "governance" is not new. It is as old as human civilization. Simply put "governance" means the process of decision making and the process by which decisions implemented (or not implemented). Governance can be used in several contests such as corporate governance, international governance, national governance and local governance. Governance is the process of decision-making and the process by which decisions are implemented, an analysis of governance focuses on the formal and informal actors involved in decision-making and implementing the decisions made and the formal and informal structures that have been set in place to arrive at and implement the decision. Government is one of the actors in governance. Other actors involved in governance very depending on the level of government that is under discussion. In rural areas, for example, other actors may include influential landlords, associations of peasant farmers, cooperatives, NGOs, research institutes, religious leaders, financial institutions, political parties, the military, etc. The situation in urban areas is much more complex. Here urban elite, urban poor, urban middle class, decision-makers, elected local officials, media, entrepreneurs, daily wagers, education providers, NGOs, even *mafias* and so on and so forth provide the inter-connections between actors involved in urban governance. At the national level, in addition to the above actors, "media, lobbyists, international donors, multi-national corporations, etc. may play a role in decision-making or in influencing the decision-making process. All actors other than government and the military are grouped together as part of the "civil society." In some countries in addition to the civil society, organized crime syndicates also influence decisionmaking, particularly in urban areas and at the national level. Similarly, formal government structures are one means by which decisions are arrived at and implemented. At the national level, informal decision-making structures, such as "kitchen cabinets" or informal advisors may exist. In urban areas, organized crime syndicates such as the "land mafia" may influence

#### Vol. 12 Issue 9, September 2022, ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: http://www.ijmra.us, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

decision-making. In some rural areas locally powerful families may make or influence decision-making. Such informal decision-making is often the result of corrupt practices or leads to corrupt practices. In a market-oriented economy, the government has the obligation to see to it that markets function efficiently and that the playing field is level for all participants. This requires mobility of factors of production, free flow of information regarding prices and technology, and competition among buyers (for outputs) and sellers (for inputs). Market regulation by the government should ensure that the operating rules do not discriminate between individual participants or interest groups. This implies wide publicity for legislation and administrative rules and their fair and transparent application.<sup>2</sup>

Government has been meant as the process of decision-making and the process by which decisions are implemented or not implemented. It has been defined by the UNDP in 1997 as "the exercise of political, economic and administrative authority in the management of a country's affairs" It has been used in several way's such as corporate governance, local governance, national governance, international governance and so on. Although governance is the mechanism to implement a nation's development plan, yet it implies to provide feedback into planning and to ensure judicious management of the nation's resources.<sup>3</sup> But with the emergence of concept of public management in the early 1990s, the scholars of America have advocated the need of structural changes in the process of governance by the statecraft in order to involve the beneficiaries themselves and seek the better results at the lowest cost.<sup>4</sup>

Good governance accomplishes governance in a manner essentially free of abuse and completion and with due regard for the rule of law. The true test of good governance is the degree to which it delivers on the promise of human rights-civil, cultural, social, economic and political rights. It is also responsive to the present and future needs of the society. It implies effective political institutions and the responsible use of political power and management of public resources by the state. The 'E-Governance' is the outcome of 'Good Governance'.<sup>5</sup> Good Governance in short can be well understood by trifurcating its dimensions-components, instrument and goals.<sup>6</sup> All these are placed below in a tabular form so we can have better understanding of the term.

# Table-1

Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: http://www.ijmra.us, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

Dimensions of Good Governance Components		
Components	Instruments	Goals
1. Participation and Consensus	<ol> <li>Participatory Structures</li> <li>Representation of Weaker sections</li> <li>Public-private Partnership</li> </ol>	<ol> <li>Maintaining Social Order</li> <li>Recognizing the voice of the poor</li> </ol>
<ol> <li>Accountability</li> <li>10. Equitability and</li> </ol>	<ul> <li>8. Effective and Responsible political Resources</li> <li>11. Judicious allocation</li> </ul>	<ul> <li>9. Judicious</li> <li>Management of</li> <li>Natural and other</li> <li>Resources</li> <li>12. Family in</li> </ul>
Rule of law	Of development resources	Distribution of Benefits 13. Maintaining law And order
14. Transparency	<ul><li>15. E-Governance</li><li>16. Making people</li><li>Aware</li></ul>	17. Minimizing Corruption
18. Responsiveness And Efficiency	<ul> <li>19. Bureaucracy made Responsible</li> <li>20. Providing ICP net- Work accessible to People</li> </ul>	21. Commitment to People
22. Result Orientation	<ul> <li>23. Structural changes Committed to People's cause</li> <li>24. Decentralized Decision making</li> </ul>	25. Efficiency in Delivery
26. Low Costing	27. Optimum use of Human and other Local resources	28. Results within The available Resources
29. SMART	30. All	31. Sustainable Development

# **Dimensions of Good Governance Components**

\*S-simple, M-Moral, A-Accountable, R-Responsive and T-transparent.

**Source:** Verma, R.K. & N. Sinha, "Good Governance and Rural Development: A Study in Context of Peoples Participation", Bihar Journal of Public Administration, Vol. 1, No. 2 & Vol. 2, No.1,New Series Combined, 2005, pp. 51-64.

# **Governance Indicators and Good Governance**

There is much subjectivity involved when we make comparative statement about good & bad governance. Each government consider themselves as most transparent

# Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: <u>http://www.ijmra.us</u>, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

& equality based governance with full of egalitarian choices. World bank governance Indicators based on a long-standing research program of the world bank, the Worldwide Governance Indicators, since 1996 to till date, captured six key dimensions of governance i)Voice & Accountability ii) Political stability & Lack of Violence iii) Government Effectiveness iv) Regulatory Quality v) Rule of Law and vi) Control of Corruption. They measured the quality of governance in over 200 countries, based on close to 4 data sources produced by over 30 different organizations worldwide and are updated on an annual basis since 2002. World Bank Governance indictors have also made distinction between Rules based and Outcome-Based indicators. The former talk about the existence of Rules, Policy & Legislation, Whereas the latter consider it enforcement. But there is no clear line existence to make clear cut distinction between the two. Whereas, UNDP has recognized nine indicators of good governance which may be brought or understood as outcome indicators. The nine Indicators of UNDP recognize the following core characteristics of good governance, which are : 1) Participation 2) Rule of Law 3) Transparency 4) Responsiveness 5) Consensus oriented 6) Equity 7) Effectiveness and Efficiency 8) Accountability and 9) Strategic vision. Inclusion of these indicators may lead to a good output . It assures that corruption is minimized, the views of minorities are taken into account and that the voices of the most vulnerable in society are heard in decision making. It is also responsive to the present &

future of society<sup>7</sup>.

# What is 'Good' governance in the Indian context?

The central challenges before good governance relates to social development. In his famous 'tryst with destiny' speech on 14 August 1947, Jawaharlal Nehru articulated this challenges as 'the ending of poverty and ignorance and disease and inequality of opportunities'. Good governance must aim at expansion in social opportunities and removal of poverty. In short, good governance, as ,I perceive it, means securing justice, empowerment, employment and efficient delivery of services.

**Securing Justice:** There are several inter-related aspect of securing justice including security of life and property, access to justice, and rule of law.<sup>8</sup>

**Threats to Peace:** The most important public good is the ensurance of security especially security of life and property. The Indian nation-state is aware of complexities of the situation and the need is to show greater determination and be relentless in support to its instruments of law and forces of democracy and social cohesion to defeat the elements of terror, insurgency and naxalite violence.<sup>9</sup>

Access to Justice: Access to justice is based upon the basic principle that people should be able to rely upon the correct application of law. in actual practice there are several countervailing factors. Some citizen do not know their rights and cannot afford legal aid to advocate on their behalf. The most severe challenge relates to complexity of adjudication as legal proceedings are lengthy and costly and the judiciary lacks the personnel and logistics to deal with these matters. Systematic solutions are, therefore, needed for strengthening access to justice. At the same time ad-hoc measures are required to provide immediate assistance to the needy citizens.<sup>10</sup>

**Rule of Law:** . The concept of good governance is undoubtedly linked with the citizens' right of life, liberty and pursuit of happiness. This could be secured in a democracy only through the rule of law. The rule of law is expressed through the axiom that no one is above the law. One has to clearly understand that the rule 'of' law is different from the rule 'by' law. Under the rule 'by' law, law is an instrument of the government and the government is above the law while under the rule 'of' law no one is above the law not even the government. It is under this framework that rule of law not only guarantees the liberty of the citizens but it also limits the arbitrariness of the government and thereby it makes government more articulate in decision-making. The rule of law as Dicey postulated is equality before law. This is secured through formal and procedural justice which makes independent judiciary a very vital instrument of governance. It is widely appreciated that human factors i.e. the quality of political leadership, the executive and judicial officials play important roles not only in upholding supremacy of rule of law and in efficient delivery of service but also in shaping traditions, customs and institutional cultures that are integral part of the liberal democratic machinery.

In our constitutional system, every person is entitled to equality before law and equal protection under the law. No person can be deprived of his life or personal liberty except according to the procedure established by law. Thus the state is bound to protect the life and

# Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: <u>http://www.ijmra.us</u>, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

liberty of every human being. In the majority opinion in Keshvananda Bharti vs State of Kerala that "rule of law" and "democracy" were declared as the basic structures of the Indian constitution not amenable to the amendment process under article 368 of the constitution. It flows there from that the courts have the final authority to test any administrative action on the standard of legality. The administrative or executive action that does not meet the standard of legality will be set aside if the aggrieved person brings an appropriate petition in the competent court. A necessary corollary of this phenomenon is called 'judicial activism'. A large number of Public Interest Litigations (PILs) are filed in High Courts and the Supreme Court against the apathy of the executive. This has served us admirably but it has also highlighted the need for circumspection and self-restraint on the part of the judges in performance of this task. It s being increasingly felt that PIL is being misused by people agitating private grievances in the garb of public interest, in settling political scores and seeking publicity than espousing public causes and defending the deprived. Fortunately, in the case of Divisional Manager, Aravali Golf Club vs Chander Hass, a Division Bench of the Supreme Court in an order in December 2007 cautioned 'against judicial activism' and issued 'an unequivocal message to the judiciary' to restrain itself. Another matter of significance in the context of good governance relates to the fact that there are virtues of 'judicial creativity' but this phenomenon must not stifle 'executive creativity' particularly of officials working at grassroots level for they are in day-to-day contact with citizens and interact with them in myriad ways.<sup>11</sup>

# **Empowerment:**

An empowering approach to poverty reduction needs to be based on the conviction that poor people have to be both the object of development programmes and principal agency for development. Our experience shows that when poor people are associated with public programmes, they have consistently demonstrated their intelligence and competence in using public funds wisely and effectively. The involvement of poor women in micro-financing institutions of SEWA in Gujarat or in self-help groups in Andhra Pradesh and Tamil Nadu has clearly established that they not only understand financial systems but also repay their loans on time. In short, the poor women have demonstrated that they can outperform all other customers in profitability. Our Constitution is committed to two different set of principles

#### Vol. 12 Issue 9, September 2022, ISSN: 2249-2496 Impact Factor: 7.08

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: <u>http://www.ijmra.us</u>, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

that have a decisive bearing on equality. **First**, is the principle of equal opportunities to all and the second, the principle of redress of educational and social backwardness. The social and political climate has radically changed in the country from what it was in 1950 or 2000. However, notwithstanding, an increasing role of the market and the NGOs as institutions of modernization and progress in the country, the State continues to have a leading say in transformation of society to make it just and equal. The question is, not only of the extent to what reservation in Government employment can really change things for the better, but how it could, in order to benefit the socially, educationally and economically backward ones. Our preferential policies in government employment was initially confined to persons belonging to scheduled castes and schedules tribes. After acceptance of Mandal Commission Report by the Government of India in the year 1990, this got extended to eligible candidates hailing from other notified backward classes as well. One of the advantages of affirmative action has been improvement in the distribution of opportunities among the dalits and backward classes. Ordinarily children of poor and lower status parents get lower level jobs and consequently lower salaries and income. The reservation of jobs at all levels has ensured that the children of dalits and backward class parents are selected for All-India services like the IAS and the IPS. The advantage, however, has not as yet percolated to the entire community of poorer and lower status parents. In providing these protectionist regulations in government employment no special care was taken for the poor students since the Constitution only recognized "educational and social backwardness" and not economic backwardness as a norm to be applied in formulation of preferential policies in government employment. The Supreme Court in a landmark Judgment (Indira Sawhney & Others Vs. Union of India and Others) delivered on 16.11.1992, while upholding the reservation of 27% of vacancies in the civil posts and services in the Government of India in favor of other backward classes (OBCs) provided for exclusion of socially advanced persons/sections among them commonly known as "the creamy layer". The Supreme Court further directed the Government of India to specify socio-economic criteria for exclusion of "the creamy layer" from the OBCs. Subsequently, the children of persons holding eminent positions in Government and also of rich farming families were made ineligible from reservation in services. Recently, the Government of India have stipulated that sons and daughters of persons having gross annual income of Rs. 2.5 lakhs per annum and above would be excluded from reservation of

#### Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: <u>http://www.ijmra.us</u>, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

services. In the scheme of affirmative action that the Constitution provides, the State has been authorized to make special provision not only for the advancement of socially and educationally backward classes of citizens, for the Scheduled Castes and the Scheduled Tribes but also for women and children. Significant measures have been taken in this regard during the last sixty years. One such step relates to reservation of seats for women in local bodies. Today India has 3.3 million elected representatives in Panchayats in nearly half a million villages out of whom over one million are women. Assuming that for every elected office in the village Panchayat system there are 3 contenders, we have over 10 million stakeholders of democracy – an arrangement that secures democratic continuation in India. Direct elections have also brought into the village national life and consciousness about strengths of democracy and the need for democratic behavior in terms of the Constitution of India. The print and electronic media in particular have strengthened this process. Sensitively enough in the era of growing role of the private sector, the State is demanding the private sector to adopt affirmative action policies. The developments in this area would lead to greater empowerment of the people and would also have a positive bearing on social responsibility sensitivities of the private sector. We have to keep it in view that exclusion will sooner or later destabilize the system. We have more than 200 million people below the poverty line. This poverty line indicates that the income of the people below poverty line is not high enough for adequate nutrition. There is high concentration of persons below poverty line in the large and poorer States of the North and the East. The need is to identify persons below poverty line correctly and computerize the list. It would be possible to then to give economic advantages to them. This economic criteria will naturally cut across religion and caste lines, among rich and poor States, and also between rural and urban areas. The crucial issue is how to enhance educational opportunities for poor students. How to impart skills and to upgrade merit of poor students through better educational opportunities? How to provide long term credit to poor students through public sector and cooperative credit institutions? Empowerment of the poor people would create new demands and pressures on services and these would be in nature of quality. An effective administrative system alone can manage these new demands. We are living at a period of time that encouraged by affirmative action incorporated into the Constitution about Scheduled Castes, Scheduled Tribes and Other Backward Classes several communities are demanding similar facilities. Recent happenings

#### Vol. 12 Issue 9, September 2022, ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: http://www.ijmra.us, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

have shown signs of degenerating into street conflicts and civil wars. All these constitutional steps of empowerment are within a frame. The need is to look at the frame itself now and to take such corrective measures as would be necessary to allow the fruits of affirmative action reach those who need it. A significant threat in terms of empowerment could come if moves are made to take a religious or sectarian view of secular, political and economic action. We must take into account the presence of extremist elements among different religious groups, i.e. the Hindus, the Sikhs and the Muslims, who are occasionally nourished by the communal violence that they stir, in our task of maintenance of peace and order in the country.<sup>12</sup>

**Employment:** Generation of gainful employment for the youth is the most challenging task facing India's political economy. India's working age population is over 50 per cent. This share will continue to rise and reach 60 per cent in 2050. A fast-growing working population will ensure more workers, more saving and hence more investment. This mechanistic view of growth assumes that demography is destiny and that economic policies and programmes play little or no role. But population growth by itself does not add to prosperity, unless young people are educated and new jobs are created. If we fail to generate employment and equip the youth with good quality education and skills, India's demographic dividend could become a demographic liability. The history of economic development clearly demonstrates that development of non-farm sector is tied to modernization of agriculture and its improved productivity. The increasing application of modern technology also frees labour to move to urban areas for gainful employment in non-farm sector. In this background, employment growth accelerated to 2.6 per cent during 1999-2005 but the average daily status unemployment rate increased further to 8.3 per cent in 2004-05 as more persons entered market-seeking employment. This trend continues. The need is to prepare the youth with such education (we have more than 300 million illiterate children adding to the enormity of the problem) that would help them acquire vocational skills and mastery over new technology, including internet. This would make the youth employable in the job-market and also help those who want to work on their own. In addition, there is an imperative requirement to pay special attention to generation of employment opportunities in agriculture, expand area of coverage of rural employment guarantee schemes, accelerate the pace of implementation of Bharat Nirman schemes and several other programmes. Similarly, it would be essential to

encourage private sector partnership and support movement of self-help groups and micro-financing institutions.<sup>13</sup>

## **Employment & Regional Diversity:**

**Abraham Lincoln** stated in the House Divided speech that 'the United States could not endure half slave and half free. It would become all one thing or all the other – all free or all slave.' We are at a level of economic development where India's southern and western states have enormously developed in economic and educational terms while the northern and eastern states are lagging behind. The level of frustration on account of this disparity is becoming evident in the spread of naxalism and insurgency. India cannot have for long time co-existence between California and Sudan for either we will have all California or all Sudan. It is true that the nation-state is deeply concerned about this phenomenon but it is only through the quality of governance in northern and eastern states combined with high level of investment that regional disparity could be bridged. Generation of employment among the youth in rural areas in northern and eastern States could be the catalyst.<sup>14</sup>

**Delivery of Services :** The Principal feature of the scheme of effective delivery of services need to be seen in the context of the fact that demands have to flow from the bottom up and not the top down. The three institutions which have played remarkable roles in improving public service delivery in India are:the

judiciary, the media and the civil society. The independent character of judiciary that the constitutional architecture has carefully provided for as been of immense help the judiciary has intervened meaningfully to correct failure in service delivery by the executive. Public Interest Litigation (PIL) has emerged as a powerful tool in the hands of individuals as well as nongovernmental organizations (NGOs). The media, both electronic and print, have emerged as a source of pressure for change. It has brought to the fore aspiration of the common people, which in turn has exerted enormous pressure on public officials to deliver goods.<sup>15</sup>

Administrative Responses :The Indian administrative scene is marked by few successful innovations and practices in public service delivery and a large number of pathetic performances. The general weakness of accountability mechanisms is an impediment to

#### Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: http://www.ijmra.us, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

improving services across the board. Bureaucratic complexities and procedures make it difficult for a citizen as well as the civil society to navigate the system for timely and quality delivery of services. The lack of transparency and secrecy that have been associated with the administrative system from colonial times, besides generating corruption, has also led to injustice and favouritism. The frequent transfer of key civil servants has enormously contributed to failures in delivery of services. In some states, the average tenure of a District Magistrate is less than one year. Development projects have also suffered as a result of frequent changes in project directors. Another important factor in delivery of services relates to the role of political leadership. In a State where the Chief Minister has been reform oriented, it has invariably resulted in better delivery of services. Similarly, bipartisan consensus across party lines on delivery of services too has helped enormously. Stable governments with clear majority in the State assembly too have contributed to better service delivery. The political realities vary from state to state and from time to time. Stable governments with a clear majority in the State Assembly are always better positioned to carry out the vision of the Chief Minister than fragile coalition governments which are required to make compromises to remain in power almost on a daily basis. My own experience has shown that when the political leadership granted key civil servants direct access, it was possible to resolve issues that might have got complicated due to factional interest of political leaders at the grass-root levels or through conflicting circulars of the State Government. Public signaling of support by the state leadership always helps civil servants reach the poor people by ignoring political interferences that are aimed at securing individuals or group interests of comparatively better off people in the society.<sup>16</sup>

**Capacity Building :** Capacity building at all levels of an organization is widely perceived as the most important approach to achieve quality of services and customer's satisfaction. In a federal democracy, decentralization of power is viewed as necessary to empower people in rural and urban areas to improve their lot. The empowerment of the local levels of administration would foster confidence and enable more individuals even outside the bureaucracy to come forward to handle community needs and enhance public good effectively without hesitancy or the need of approval by higher level authorities. The concept of capacity building in public administration heavily relies upon professionalism of the civil service. There is increasing awareness about the low level of professional quality of public

# Vol. 12 Issue 9, September 2022,

ISSN: 2249-2496 Impact Factor: 7.081

Journal Homepage: http://www.ijmra.us, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

servants employed in districts and in rural areas. Resistance to the capacity building programme comes from the staff as well as from the supervisor. People normally do not like change. There is also a myth that capacity building means bigger work-loads. Resistance also comes from supervisors and managers who often perceive that staff capacity building would lead to reduction of their own powers. The most crucial element in capacity building is leadership. Good leadership aimed at improvement of organizational culture is integral to capacity building. Capacity building does not mean that the staff is free to define what they will do – when, where and how. This is obviously wrong. Capacity building demands staff to behave responsibly and produce desired and agreed upon results. It means a collegiate effort in which an individual or an organization, participation, innovation and accountability are needed to build an environment for capacity building. In traditional organizations, information is the preserve of higher level bureaucracy. This system needs to be broken to allow people to get whatever information they need to perform their task. The staff should be encouraged to actively participate in the task of the group<sup>17</sup>.

# Measure Needed for Good Governance:

- To achieve the objective of good governance, government must become caring, compassionate and responsive.
- .Step must be taken for all round socio-economic development of the area and the people, through a holistic approach.
- .The development activities must pay special attention to the poor, deprived section of the society and welfare of weaker sections.
- Step must be taken to review and revitalize poverty alleviation & employment generation programme with a view to achieving the goal of alleviation of poverty.
- The 73<sup>rd</sup> & 74<sup>th</sup> Constitutional Amendments have paved the way for devolution of real power to the people through PRIs & ULBs.
- Effective to the remote must be taken for the devolution of powers & functions to PRIs along with corresponding devolution of physical & financial resources.
- Education & health must constitute the prime areas of concern for ensuring better quality of life for the people.

- In spite of multiplication of medical institution, medical & health care facilities are yet to reach the common man, particularly in the far-flung and interior areas. Effective measures must be taken to extend medical & health care facilities to the remote areas of the country.
- Step for the empowerment of women & welfare sections should be accorded high priority.
- Non-governmental organizations (NGOs) & private initiatives & participation of people can make a significant contribution in delivery of services, particularly in the sphere of education & healthcare. Such initiatives should be encouraged as part of the government policy for awareness creation, monitoring of development activity & appraisal of benefits.
- Accountability & transparency in administration at all levels.
- Every government department must publish an annual report containing detailed information about its organization, functions, programmes, financial allocation, their utilization & other important information relevant to the public.
- Measures should be adopted to generate awareness about citizen's charters and to see that they are implemented properly.
- A people-friendly government & administration should be the avowed objective for every office & every government functionary.
- Zero defect & zero effect (good, economy, efficient & eco-friendly).
- Use of E-Governance in sense of effective & economy way to provide goods & services.
- Rooting out of corruption at all levels & all spheres has to be pursued in a determined manner. There should be no tolerance of corruption & a war against corruption has to be wag on all fronts.
- Training in information technology for good governance. There is a need for imparting high quality professional training for electronic governance.
- The significance & need for effective & efficient governance are more pronounced in the pursuit of attainment of objectives & goals of national development.

- Each public servant, including those in the middle & junior levels need to be trained in his or her profession.
- The number of cases in courts is constantly increasing leading to delayed disposal & harassment of public. Step should be taken for expeditious disposal of cases and reduction in the number of pending cases in the civil, revenues & criminal courts.

**Conclusion:** The effective functioning of governance is the prime concern of every citizen of the country. The citizen are ready to pay the price for good services offered by the state, but what is required is transparent, accountable & intelligible governance system absolutely free from bias and prejudices. In the present era when India is progressively moving towards development and prosperity, there is need to reformulate our national strategy to accord primacy to the Gandhian principle of "Antodaya" to restore good governance in the country. In such circumstance, when the nation/state machineries become efficient & accountable, the citizen can enjoy higher per capita income, wide spread literacy, adequate health facilities with average life. Good governance can help in accelerating welfare of the people provided it is run in the interest of the people. The foundation of good administration for good governance are: openness in the sense of having wide contact with the people administered; a sense of justice, fair play and impartiality in dealing with men and matters; sensitivity and responsiveness to the urges; feelings & aspirations of the common people: securing the honors & dignity of human being ,however ,humble he or she might be; humility & simplicity in the persons manning the administrative machinery and their accessibility. Creating & sustaining an atmosphere conducive to development, growth & social change; and honesty & integrity in thought & action. There is consensus that the rule of law & good governance are the foundation for achieving sustainable development goals. After all, the good governance in the country can thrive only when every Indian citizen would ignite themselves in the flame of patriotism adhering to truth, peace & non-violence as means to perceive India of our dream. At this moment, every Indian should swear that the moral principles of life should never be waved out by the money & muscle power. Let our moral strength succeed over material strength. Let's learn from our past Indian heritage. Being responsible citizens of the country it is our foremost duty not to pledge a vote for deviants to ruin our nation rather to vote for the honest and upright citizens who can be good

administrators & reformers to bring positive transformations & can lead our nation under their dynamic leadership.

# REFRENCES

1.Shrivastava,Ramesh,Good Governance :Path to People's Empowerment, Prashasnika, Vol.XXXVIII, Number 2,July-December,2010,page,79.

2. Dixit, Manoj, "Good Governance and Public Policy" in C.P. Barthwal (ed.),Good Governance in India, Deep& Deep Publication New Delhi, 2003, Page,80-83.

3.M. Moni & N. Vijayditya, Convergence and E-Governance: National Informatics Centre-An Active Catalyst and Facilitator in India,2002: http:// waterinfo.nic.in/ news/ egoverconvergence. htm/.

4. Nasscom ,jan. 17,2003, E-Governance in India accelerating http: <u>www.ispai.com/</u> expresscomputer 07 feb 2003,html.

5. President of India, A.P.J. Abdul Kalam, Inaugural address at the International conference on E-Governance, IIT, Delhi, 18Dec. 2003:http://www.iitd.ac.in/iceg.

6.Verma, R.K. & N. Sinha, "Good Governance and Rural Development: A Study in Context of Peoples Particiation", Bihar Journal of Public Administration, Vol. 1, No. 2 & Vol. 2, No.1,New Series Combined, 2005, pp. 51-64.

7. Yojana, Good Governance, Ministry of Information and Broadcasting Jan-2013, page 21.

8. Yojana, Good Governance, Ministry of Information and Broadcasting Jan-2013, page, 6-7

9. Ibid. page. 6

10.Sinha,Manoj,Prashasan and Lokniti,Orient blackswan private limited,New Delhi,2010,page,192

11. Kashyap, Subhash C, Our Constitution, National Book Trust, New Delhi, 2004. page, 53-76

12. Yojana, Good Governance, Ministry of Information and Broadcasting Jan-2013, page, 21.

13. Ibid,page,20-21

14. Singh,Balmiki Prasad,The Challenge of Good Governance in India:Need for Innovative Approaches,second international conference of the Global Network of Global Innovators organized by Ash Institute for Democratic Governance and Innovation and John F. Kennedy School of Government, Harvard University during March 31 – April 2, 2008, at Cambridge, Massachusetts, USA.page,13.

15. Ibid,page,14

## International Journal of Research in Social Sciences Vol. 12 Issue 9, September 2022, ISSN: 2249-2496 Impact Factor: 7.081 Journal Homepage: <u>http://www.ijmra.us</u>, Email: editorijmie@gmail.com

Double-Blind Peer Reviewed Refereed Open Access International Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, U.S.A., Open J-Gate as well as in Cabell's Directories of Publishing Opportunities, U.S.A

16 Alagh, Y. K, Governance and Development, Yojana (English), January, 2013, page, 13

17.Kumar,Santosh,Governance and Public Policy: Vertical Meeting Horizontal, Yojan (English),January,2013,page,21