

GOOD GOVERNANCE: WITH SPECIAL REFERENCE TO MADHYA PRADESH

Devesh Pal*

ABSTRACT

Good Governance is the duty and moral responsibility of the government of the nation as well as the state towards the people of the nation and in my case it's towards the people of the state. The government must be responsive with proactive approach towards delivery of services. And in this , Madhya Pradesh Government is making efforts to create a good governance system par excellence where the optimum use of Information Technology and maximum participation of the stakeholders will ensure the accountability and transparency towards them in the government functioning. Chief Minister of Madhya Pradesh Shri Shivraj Singh Chouhan's government has given top priority to good governance on the roadmap of Atmanirbhar Madhya Pradesh. Many of the new and specific goals have been set. The goals may include creation of a single citizen database and single service delivery portal, provision of digital verification of documents for service delivery, simplification of laws and procedures, digitalization of records, large number of public participation in policies and decisions of the governments, maximum utilization of modern techniques like-

- *Artificial Intelligence*
- *Block Chain Technology*
- *Cloud Computing etc.,*

In the government work, training and flourishing the potential of the human resources, expansion of the scope of care for citizen and developing the chats bots to promote M-Governance in the state.

The Madhya Pradesh government has done important work to establish good governance in the state and it also has been included among the four most significant pillars in the roadmap for creating an Atmanirbhar Madhya Pradesh. For achieving self- reliant Madhya Pradesh it is very essential for all the departments to achieve their targets within the stipulated time frame and take the state to new heights of prosperity, development and public welfare.

Keywords: *Good Governance, Madhya Pradesh, Self-Reliant India, E-Governance/ M- Governance, Single Citizen Database.*

Introduction

The concept of governance is not new. It dates back to human civilization. Governance in simple term means the process of decision-making and the process by which decisions are implemented (or not implemented)

Good governance has 8 major characteristics. It should be participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable, inclusive and follows the law of the land. It should assure corruption curve on the declining side, the views and opinion of minorities should be taken into account and the voices of the most vulnerable in society are heard when it comes to decision-making.

Good Governance

"The people should get benefits of all the facilities being provided by the government in time without any hassles"
-Shivraj Singh Chouhan

* Guest Lecturer, Department of Commerce, Allahabad Degree College, Prayagraj, U.P., India.

Rank	State	Topping the class	
1	Tamil Nadu	Among 18 big States in the country, T.N. put up a good all-round show, lagging only in 'commerce and industries'	
2	Maharashtra		
3	Karnataka		
4	Chhattisgarh		
5	Andhra Pradesh		
6	Gujarat		
7	Haryana		
8	Kerala		
9	Madhya Pradesh		
10	West Bengal		
11	Telangana		
12	Rajasthan		
13	Punjab		
14	Odisha		
15	Bihar		
16	Goa		
17	Uttar Pradesh		
18	Jharkhand		

Parameter-wise ranking among big States	
Public infrastructure	1
Judicial and public security	1
Public health	2
Environment	3
Human resource development	5
Economic governance	5
Social welfare and development	7
Agriculture and allied	9
Commerce and industries	14

**Ranking on citizen-centric governance was not available*

Atmanirbhar Bharat means 'Self-Reliant India' or 'Self-Sufficient India', is a term which was globalised by the Honourable Prime Minister of India Narendra Modi in relation to economic development in country. The term itself has been used in relation of making India more compatible and important part when it comes to global economy. It focused on self-sustaining and self-generating. But this does not mean isolating itself away from the world or being protectionist Atmanirbhar Bharat Abhiyan lays strong foundations for raising our per capita GDP.

Slogan

The slogans initiated under Atmanirbhar Bharat include 'Vocal for Local', 'Local for Global' and 'Make for World'.

"Faith is the bird that feels the light and sings when the dawn is still dark"

-Rabindranath Tagore

(Fireflies- A Collection of Aphorisms)

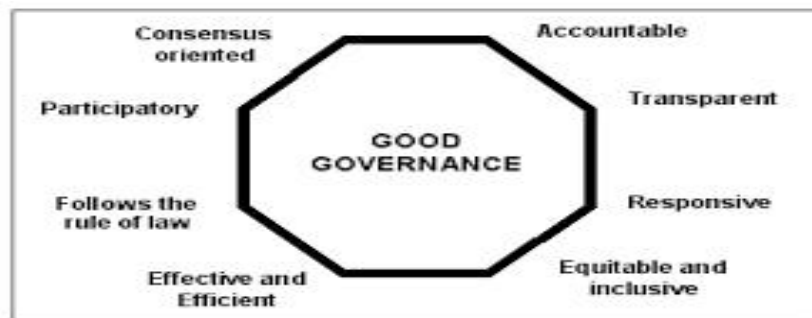
And on the path which has been as directed by the Prime Minister of India, the Chief Minister of the state took the flambeau to lead from the front.

• MP State Budget 2021

The budget of this year has been prepared with public participation. The budget of a nation or a state plays a very important role in development and upliftment of the people as well as the infrastructure of that particular nation or state. The budget also helps to progress in different venues. It is always a well-planned budget that provides significant support for the success and development works of the state and finally for the country. The government of the state of Madhya Pradesh, as a part of good governance initiative has invited suggestions and opinions from public to make a more meaningful and effective Budget of 2021. Where people told what are the sectors or segment where the government have to work as to make those sector at par with the best. The public also told what difficulties are they facing and also put forward opinions or proper suggestions to tackle those hindrances in the way to success and to excel.

- **E-Governance/ M-Governance**

Today is the era of information of data. Data is wealth in this time. It is the time of Information Technology so to keep pace with the changing environment and current scenario, the transition is seen from Governance to E-Governance and now even to M-governance. A majority of services has been offered to the public from the state government through mobile phone. The Madhya Pradesh Government has decided that if a service has to be provided within a period of seven day and because of any circumstances it is not provided in the above mentioned period then the said service will be deemed/assumed to be sanctioned and delivered to the appropriate citizen. This is what is called quantum leap, the delivery of the service is in the deemed provision basis and this is what we follow in good governance.



“Sabka Saath, Sabka Vikas, Sabka Vishwas and Sabka Prayas is our new motto”

-Shri. Narendra Modi
(Honourable Prime Minister of India)
(In his speech on 15TH of August, 2021)

- **Strengthen Connectivity Infrastructure**

To have access of all the services of the state's government across Madhya Pradesh a well-planned robust IT infrastructure was laid to ensure connectivity is being established even in the nook and corner of the state. Even the connectivity was made available in those places of the state here earlier there was no connectivity. This is established just to make sure that the person in the remote locations to the last village of Madhya Pradesh can also get the benefit of the new and innovative IT revolution and this will make them(people) keep pace with the peoples of the metropolitan cities of the nation. If you ever have the opportunity to travel through the Suhagi Hills where the Madhya Pradesh and Uttar Pradesh share their boundary, you will notice that a well established network connectivity is there. Whereas, earlier the travellers face severe network issues while travelling across the hills. So, it is a case of infrastructure development.

- **The Public Service Guarantee Act**

Madhya Pradesh is the first state in India to implement the Public Service Guarantee Act, 2010. This Act is there to improve the Civil Services and their delivery process and currently under its belt 561 notified services are being provided to the citizens of the state, under 26 public service centers. Currently, “Public Service Management Department” is running-

- Public Service Guarantee
- Samadhan One Day
- Revenue
- MP Online CSC
- Making of Aadhar Card and Updation
- Making of Ayushman Card.

And simplification of citizen services at the public service centers. This service facility has been provided through Whatsapp and AI enabled chatbot.

- **Developing IT Skill among State Government Employees**

This is for the state government to keep them updated and up-to-date with the latest trends in the technology and also the interventions across the world. The government of the state through proper

channels or medium trying to develop the skill set of the employees by developing training and evaluation mechanism so that the employees could stand in the society and also compete with the world with the forefront technology. By this the, employee's efficiency and effectiveness will increase which will have an impact on the effectiveness of the organisation.

- **Single Citizen Database**

The government of Madhya Pradesh is working very hard and fast to create a single citizen database and very soon it will be created and all the necessary information of this state will be available in one single place. This will going to benefit million's of beneficiaries of different schemes. This portal will allow the beneficiaries to join by logging in to their account and selecting the schemes which suites them. So by this the hassle of registration at different portal for different schemes will be removed and at the same time it will going to save time as well.

- **CM HELPLINE 181**

With the help of this helpline the people of state will get quick response to their queries from CM Helpline and the resolution of their complaint will be made within reasonable time. This initiative will have a far reaching consequence not only for better governance but for the betterment of the public of the state. Till date more than 1 crore 25 lakh complaints have been registered under this helpline and have been resolved with the best of the public's interest in mind.

- **Promotion of Emergent Technology in Government**

The Madhya Pradesh government is giving special thrust to develop use of emergent and new technology:

- Drone
- Artificial Intelligence
- Machine Learning
- Cloud Computing
- Block Chain Technology, etc

These technologies are being implemented at government workplace, whether it be work, training and capacity building of human resources, expansion of scope of citizen care and development of chat bots to promote and enhance M-Governance in the state for better tomorrow.

Conclusion

We as a human always want to give best to our child for their bright and prosperous future. The same applies when it comes to good governance. And the government of Madhya Pradesh does exactly what is the need of the hour i.e., proper governance so that the future or the next generation of the state get the best of the opportunities for them to flourish and nourish their future and also the upliftment of the society of the state. For a better tomorrow we need a better today and for better today we need good governance. It's a great initiative to think of tomorrow keeping today's need in mind.

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