CITIZEN CENTRIC ADMINISTRATION – AADHAR BASED SERVICES AND IMPROVED SERVICE DELIVERY

NCGG GOOD GOVERNANCE DAY 2020 - Webinar
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Comments of DG NCGG V.Srinivas, IAS

I extend a warm and hearty welcome to Shri Ram Sewak Sharma former Chairman TRAI and India's first DG UIDAI and Shri S.S.Kshatriya, Chairman Right to Services Commission and Former Chief Secretary Government of Maharashtra for the NCGG's Good Governance Day Webinar. On this day, the NCGG pays homage to Former Prime Minister Late Shri Atal Bihari Vajpayee ji, who ranks amongst India's greatest political leaders whose charisma continues to inspire the Nation.

Citizen Centric Administration envisages that Government organizations should minimize delays and maximize convenience to citizens. Further government must define all services which are provided to citizens, set standards and norms for each service, develop capability to meet the set standards, perform to achieve the standards, monitor performance against the set standards, evaluate the impact through an independent mechanism and continuous improvement based on monitoring and evaluation results.

People's participation in governance is conceptualized as citizens seeking information, citizens giving suggestions, citizens demanding

better services, citizens holding service providers accountable and active citizen's participation in administration. Today's webinar focuses on the issue of providing better services to citizens.

The efficiency of a government organization is best judged by the responsiveness to provide high quality services within a prescribed time. The use of technology tools can help make such a system more accessible to citizens. It is difficult to envisage life in India without an Aadhar number. India has shown the world how identity projects are done and several projects have been built on the identity architecture. Aadhar remains the foundation of a citizen's empowerment, and emphasizes that a citizen's needs are first and foremost. In India's digital world, aadhar enabled applications have become absolutely essential to authenticate a citizen's identity. The JAM trinity enabled many cashless and paperless services being delivered to India's citizens. Shri Ram Sewak Sharma ji has been a tireless crusader for Aadhar. He has fought a number of battles that needed to fought and won and established the resilience of Aadhar ensuring that it found universal acceptability. His latest book "The Making of Aadhar" depicts the epic journey of Aadhar from registration to its manifold uses. Shri R.S.Sharma ji will be addressing the NCGG Good Governance Webinar on Citizen Centric Administration – Aadhar Based Services.

The Nagpur Resolution 2019 adopted by DARPG said that it shall seek to empower citizens through better service delivery, through timely updation of citizen charters, implementation of enactments and bench marking standards for continuous improvement. The

DARPG has sought to adopt a holistic approach of systemic public grievance reforms through improved mapping, formulation of monitoring matrix, data collection and evaluation in quality of grievance redressal. The DARPG has also sought to provide an enabling environment for States and Ministries/ Departments of Government India for creating integrated web portals for adopting a holistic approach for improved service delivery through digital platforms. DARPG also sought to promote exchange of technical expertise in the areas of improved service delivery between the paired States under the Ek Bharat – Shresht Bharat Program.

Shri S.S.Kshatriya was the driving force in the successful conduct of the National Conference on Improved Service Delivery and Role of Governments. As a practicing administrator in promoting the holistic approach for empowering citizens, he is uniquely qualified to address the NCGG's Good Governance Day webinar on Citizen Centric Administration with focus on Improved Service Delivery.

With these introductory remarks on the subject, I welcome the lead discussants for their address.

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