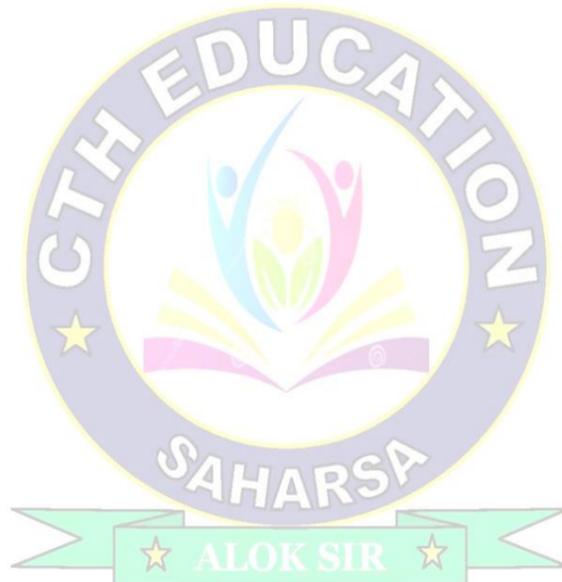## Unit – 02:

➢ Need for Government Process Re-engineering (GPR).

➢ National e-Governance Plan (NeGP) for India.

➢ "SMART Governments & Thumb Rule"

1. What is GPR? Why we need a GPR?

2. What are the National e-governance plan for India? What are the mission of NeGP.

3. Define the following term:

    a. SMART Governance

    b. Thumb Rule.

# CTH EDUCATION

## What is GPR?

- GPR stands for Government Process Re-engineering.
- It is an improvement approach that examines, rethinks and redesigns product and service.
- It is a major redesign of business processes to achieve improvements in various measures of performance, such as cost, quality, service and speed.
- GPR may address all of the service quality attributes identified for the government service.
- The "Government Process Re-engineering" (GPR) enhances operational efficiency in administration and service delivery.

## Need of Government Process Re-engineering (GPR):

- Minimized process complexity, cost and service delivery time
- Increased transparency levels,
- Reduced administrative burden,
- Adoption of best practices
- It is also important to get employee and customer feedback, to understand what is the real requirement of the system.

## What is the national e-governance plan of India?

- National e-Governance Plan (NeGP) was formulated in 2006 by the Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Electronics & Information Technology (ME&IT), and Ministry of Personnel, Public Grievances & Pensions.
- It is an important topic for IAS preparation.
- The e-Governance is functional to make all government services easily accessible to the common man while also ensuring efficiency, reliability, and transparency.
- All these are made available at a cost affordable for the common man to meet their basic needs.
- NeGP helped in the Digital India initiative.
- UMANG's project made the NeGP possible.
- UMANG stands for Unified Mobile Application for New-age Governance.

## What are the objectives of the National e-Governance Plan?

- Make all Public Services accessible to the common man in his locality.
- Such services at affordable costs to realize the basic needs of the common man.
- Improvement in service delivery to citizens
- Ease in providing information
- Increase efficiency in working between states or between centre and state

- Improve interaction with businesses and different industries
- Bringing transparency and accountability in government matters

**Examples of e-governance?**
➢ Digital India initiative,
➢ National Portal of India,
➢ Prime Minister of India portal,
➢ Aadhaar,
➢ filing and payment of taxes online,
➢ digital land management systems,
➢ Common Entrance Test etc.

**SMART Governance:**
- SMART Governance stands for simple, moral, accountable, responsive and transparent governance.

**Simple:**
- It means simplification of rules, regulations and processes of government through the use of ICTs and thereby providing for a user-friendly government

**Moral:**
- Emergence of an entirely new system of ethical values in the political and administrative machinery.
- Technology interventions improve the efficiency of anti-corruption agencies, police, judiciary, etc.

**Accountable-**
- Facilitating design, development and implementation of effective Management Information systems and performance measurement mechanisms and thereby ensuring accountability of public service functionaries.

**Responsive:**
- Streamlining the processes to speed up service delivery and make the system more responsive.

**Transparent:**
- Bringing information hitherto confined in the government documents to the public domain and making processes and functions transparent, which in turn would bring equity and rule of law in responses of the administrative agencies.

**"The Rule of Thumb – Mobiles for Governance in India":**

- It is a report that explores India's governance challenge across six dimensions:
    1. Voice and Accountability,
    2. Political Stability,
    3. Government Effectiveness,
    4. Regulatory Quality,
    5. Rule of Law and
    6. Control of Corruption.
- M-governance utilizes mobile technology such as mobile phones, pagers, laptops, tablets, personal digital assistants and two-way radios to improve benefits for citizens, businesses and government.
- With over 930 million connections and 13% of the global mobile users.
- India has a unique opportunity to leverage mobile technology to take good governance to its citizens across the country, states the Rule of Thumb – Mobiles for Governance in India report.