



Department of Administrative Reforms and Public Grievances  
Ministry of Personnel, Public Grievances & Pensions  
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# Transforming Governance

A Decade of eGovernance and the Next Wave of Governance Reforms



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## 3. Management Driven Policy to Enabling Inclusive Decision Making

Public participation has always been the cornerstone of Indian democracy, the largest democracy in the world. Our constitution lays out Panchayat model of self-governance at villages which is a prime example of Public Participation at grassroots level.

Historically, public participation was limited as it was difficult to publish drafts of policies and seek inputs from public at large. However, technology has removed all these physical barriers. Technology is being increasingly used to reach out to citizens and citizens are also equally leveraging technology to access public institutions. Laws like Right to Information have further enhanced public participation by making information widely available to citizens.

Governments across the world are seeking greater citizens / communities involvement as it fosters the success, effectiveness and sustainability of government initiatives. UK Government has adopted Code of Practice on consultations which sets out detailed approach that the Government should take for a formal, written, public consultation exercise.

In India, there are several examples where eGovernance initiatives have not met the desired outcomes as they were conceptualized and implemented with an inward focus. End user's participation and inputs were not solicited which led to low levels of adoption and accessibility. Some examples include: Online Driving Licenses that still require middlemen, Online grievances portals-Though citizens file grievances online they are not aware on status/ backend processing.

Therefore, it is imperative for India to encourage greater participation by implementing technological interventions for greater involvement of citizens.

Internationally, Governments are focusing on building efficient e-participation frameworks for encouraging greater citizen participation. United Nations (UN) regularly ranks countries on their progress in e-participation. It has developed an e-Participation Index that measures the country's progress in e-information, e-consultation and e-decision making.

Newer methods of participation like crowd sourcing, mobile polling, social media, open data, etc. should be explored and implemented. Through e-participation, citizens can be empowered to lead the social, economical and political development of our country



"Government is now more accessible than ever before; however quality participation is missing. Government should make available detailed reports as well as a summary of findings to users seeking inputs on specific crucial issues and take action on user's inputs"



**Shri. Prakash B Rane**  
MD, ABM Knowledgeware

### Three components of e-Participation

**e-information:** Enabling participation by providing citizens with public information and access to information without or upon demand

**e-consultation:** Engaging citizens in contributions to and deliberation on public policies and services

**e-decision-making:** Empowering citizens through co-design of policy option and co-production of service components and delivery modalities

India ranked 40 in e-participation in UN eGovernment survey 2014. We need to strive to become one among the top ten countries.