
**GOOD GOVERNANCE :
INITIATIVES
AND
CHALLENGES**

GOOD GOVERNANCE

- The concept of “Good Governance” has come to occupy a prominent position in the realm of administration
 - Government persistently aims at providing a transparent, accountable and responsive administration to its citizens especially at the grassroots level.
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GOOD GOVERNANCE INITIATIVES



Mizoram Right to Public Services Act



Results Framework Document (RFD)



Citizen's Charter



MIPUI AW



Self Certification



Community Policing



Sanitation through public participation

RIGHT TO PUBLIC SERVICES

- ❑ Legislation of the Mizoram Right to Public Services Act, 2015 is perhaps one of the boldest and most important initiatives taken by the Government of Mizoram towards ensuring an accountable and responsive administration to its citizens especially at the grassroots level
 - ❑ It came into force on 1st December, 2015 covering all the 8 Districts of Mizoram
 - ❑ Forty six public services notified under the Act for time bound delivery
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RIGHT TO PUBLIC SERVICES

- ❑ The Act is an attempt towards reforming the public service delivery systems in the State since it confers right to every eligible citizens to obtain notified public services in a time bound and transparent manner
 - ❑ The Act has strict penal provisions upon the responsible officials in case of failure or wilful delay in provision of notified public services
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NOTIFIED PUBLIC SERVICES

- A few examples of public services notified for time bound delivery are:
 - Driving License with Smart Card
 - Registration of vehicles with Smart Card
 - Job Card under MGNREGA
 - Domestic water supply connection
 - International driving permit with Smart Card
 - Disability Certificate
 - Pension Payment Order
 - Way Bill
 - Profession Tax Clearance Certificate
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SIGNIFICANCE OF RIGHT TO PUBLIC SERVICES ACT

- ❑ It empower citizens by providing them rights to obtain notified public services within a stipulated time frame
 - ❑ The legislation will definitely be an important tool to check corruption and make the administration more responsive and inevitably more accountable
 - ❑ The legislation gives the much needed legal backing and ensure more tooth to the Citizen's Charter published by various Departments
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RESULTS FRAMEWORK

DOCUMENT

- ❑ Implementation of Results Framework Document (RFD) within the domain of Performance Monitoring & Evaluation System (PMES) is perhaps an important landmark initiative for realizing the goals of an effective and accountable administration
 - ❑ RFD implemented in 44 Departments/Directorates and all the 8 Districts w.e.f 2013-14
 - ❑ RFD serves as a tool for continuous monitoring & evaluation of the performance of Departments/Districts
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WHAT IS RESULTS FRAMEWORK DOCUMENT?

- RFD provides a summary of the most important objectives and key results that a Department expects to achieve during a financial year

 - RFD has two main purpose:
 - Move the focus of the Department from process-orientation to result-orientation
 - Provide an objective and fair basis to evaluate Departments/Districts overall performance at the end of the year
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WHY RESULTS FRAMEWORK DOCUMENT?

- ❑ Because it addresses these three basic questions
 - What are the Department's main objectives for the year?
 - What actions are proposed by the Department to achieve these objectives?
 - How would someone know at the end of the year the degree of progress made in implementing these actions?
 - ❑ The basic philosophy behind RFD is “*what gets measured gets done*”
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IMPACT OF RESULTS FRAMEWORK DOCUMENT?

- ❑ Cumulative performance of Departments gradually improves year after year
 - ❑ Departments gradually move towards achievement of targets set forth in RFD since these targets are *measured*.
 - ❑ RFD provides a realistic system for Departments to continuously evaluate their own achievements against their objectives.
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CITIZEN'S CHARTER

- ❑ Citizen's Charter formulated and published by 40 Departments/Directorates under Government of Mizoram to ensure a more responsive and citizen-centric administration
 - ❑ Citizen's Charter is basically a written declaration by a Government that highlights the list of services available along with the standards of service delivery that it subscribes to, avenues for grievance redress and other related information.
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CITIZEN'S CHARTER

- The Charter is also about the obligations of the public servants as well as expectations from the citizens
 - It has helped, to a certain extent, in ensuring accountability of the Government servants
 - Government is also working on improving the format of the Citizen's Charter to make it more specific and citizen friendly towards the citizens/clients
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MIPUI AW

- ❑ “**Mipui Aw**” is a Web-based system for lodging of grievances online and ensuring speedy redressal and effective monitoring of citizens’ grievances. It is accessible for everyone at **mipuiaw.nic.in**

 - ❑ It was developed by NIC, Mizoram in collaboration with DP&AR(GGC), Govt. of Mizoram.

 - ❑ It is essentially the State Government version of the Centralised Public Grievances Redress and Monitoring System (CPGRAMS) being implemented by DARPG, Govt. of India.
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MIPUI AW PORTAL

← → ↻ mipuiaw.nic.in

Apps For quick access, place your bookmarks here on the bookmarks bar. [Import bookmarks now...](#)



MIPUI AW
VOICE OF THE PEOPLE

A CENTRALISED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM
Good Governance Cell, DP & AR, Government of Mizoram



A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Mizoram

Choose Language English ▾

Login for Public Grievance Officers

(For official use)

Username:

Password:

For Citizens (Mipui tan)

[Lodge Grievance \(Complaint theluhna\)](#)

[Lodge Reminder/Clarification](#)

[View Action Status \(Status enna\)](#)

[Click here if you wish to change your grievance password](#)

Government of Mizoram | [Contact Us](#) | [FeedBack](#) | [National Portal of India](#) | [Terms of Use](#) | [Home](#)

FEATURES OF MIPUI AW

- ❑ Every citizen can lodge his/her grievance to government using Internet through the website **mipuiaw.nic.in**
 - ❑ Citizen can view the status of his/her grievance at any time.
 - ❑ Citizen can view and print Acknowledgment and Final Reply Letter.
 - ❑ Citizen can even send reminder to the government regarding his/her grievance.
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BENEFITS OF MIPUI AW

- Paperless movement of grievances
 - Speedy and cost effective
 - Lodging of grievances at the click of a mouse
 - Can reach the lowest field level
 - Offers a single platform for centralised monitoring of grievances
 - 98.05% of grievances disposed off till date
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SELF CERTIFICATION

- ❑ Self Certification, also known as Self Attestation, enables the citizens to submit self certified/self attested copies of documents for obtaining various services from the Government subject to production of original documents at the final stage only.
 - ❑ Self Certification adopted on the lines of the recommendation of 2nd Administrative Reforms Commission to simplify citizen-administration interface at cutting edge level
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SELF CERTIFICATION

- Lists of documents where self certified/self attested documents will be accepted under the Government of Mizoram
 - Educational Certificate/Marksheet
 - Birth Certificate
 - ST/SC Certificate
 - Residential Certificate
 - Electors Photo Identity Card (EPIC)
 - Family Ration Card
 - Employment Registration Card
 - Aadhaar Card
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SELF CERTIFICATION : BENEFITS

- ❑ The method is considered citizen-friendly as it saves time, money and energy of the citizens and avoids the cumbersome process of obtaining attestation/certification of Gazetted Officers only.
 - ❑ It also removes the Colonial era trust deficit existing between the Government and its citizens
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COMMUNITY POLICING

- Community Policing is basically an area specific proactive process of working with the community for prevention and detection of crime, maintenance of public order and resolving local conflicts and with the objective of providing a better quality of life and sense of security
 - The basic principle underlying community policing is that “*a policeman is a citizen with uniform and a citizen is a policeman without uniform*”
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2nd ARC ON COMMUNITY POLICING

- Principles laid down by 2nd Administrative Reforms Commission on Community Policing:
 - ✓ Community policing is a philosophy and not just a set of a few initiatives.
 - ✓ The success of community policing lies in citizens developing a feeling that they have a say in the policing of their locality
 - ✓ Community policing should provide an effective forum for police-citizen interaction
 - ✓ Interaction with people should be organised through 'community liaison groups' at different levels
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COMMUNITY POLICING

- ❑ Community policing has been practised successfully in the context of Mizoram
 - ❑ Existence of a well developed “Village Defence Party” (VDP) consisting of persons of repute elected from the community in majority of villages/towns
 - ❑ Joint Action Committees (JAC’s) involving representatives from various NGO’s also forms an effective community groups serving as an effective forum for police-citizen interaction in ensuring peace and order in the society.
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SANITATION THROUGH PUBLIC PARTICIPATION

- ❑ **Cleanliness Week** also known as “Faina Hapta” began way back in 1977 in Mizoram in celebration of Gandhiji’s birthday, much before the idea of Swachh Bharat was born
 - ❑ The Government and its agencies take up general sweeping of streets in cities and towns of the State.
 - ❑ In select city and towns, sweepers are deployed to physically clean the streets and collect the wastes.
 - ❑ Local Councils and Village Councils play the lead role in collection of domestic garbage by deploying garbage trucks at different localities.
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SANITATION THROUGH PUBLIC PARTICIPATION



SANITATION THROUGH PUBLIC PARTICIPATION

- ❑ NGO's particularly Young Mizo Association and Village Councils take up cleanliness drives at the village levels purely on voluntarily basis.
 - ❑ The Government focuses on becoming the cleanest State in the Country within the Swachh Bharat Mission period by mobilising all sections of society, both government and non-government.
 - ❑ The Government is determined to declare the entire length and breadth of the State a true Open Defecation Free.
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AWARDS ON SANITATION

- ❑ Urban Development & Poverty Alleviation Department is a recipient of SKOCH AWARD in 2015 for its entry ***‘Sanitation Through Public Participation in Mizoram’***
 - ❑ Urban Development & Poverty Alleviation Department is also a recipient of HUDCO Award for Best Practices in Sanitation
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PUBLIC AFFAIRS INDEX

- ❑ Mizoram bagged the *1st position* amongst Small States in the ranking of States by Public Affairs Centre, Bengaluru in terms of Governance across 68 indicators
 - ❑ The top position attained by the State in the Public Affairs Index is definitely an important indicator of the level and quality of governance within the State although there is a huge scope for improvement of governance across the State.
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PUBLIC AFFAIRS INDEX

Sl. No.	Theme	Ranking (Small States)	Overall Position
1	Essential infrastructure	8	<i>First position</i>
2	Support to human development	3	
3	Social protection	1	
4	Women & children	2	
5	Crime, law & order	3	
6	Delivery of justice	7	
7	Environment	2	
8	Transparency & accountability	4	
9	Fiscal management	11	
10	Economic freedom	8	

WAY FORWARD

Although much headway has been made towards the goal of Good Governance, it is nonetheless apparent that there is still a long way to go for the State to realize an accountable, effective, equitable and transparent administration which is imbued with the principles of rule of law

SIMPLIFICATION OF INTERNAL PROCEDURES

- ❑ Government processes are tedious and cumbersome
 - ❑ Simplification of internal procedures will be an important good governance reforms initiative with significant implications especially for ensuring speedy delivery of public services
 - ❑ It will also go a long way in reducing citizen's grievances against Government for the many procedural delays associated with its functioning
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SIMPLIFICATION OF INTERNAL PROCEDURES

- ❑ Core Committee on Simplification of Internal Procedures have been formed across the Departments with the mandate to simplify the governance process.
 - ❑ All Departments under the Government of Mizoram are initiating the process of simplification of internal procedures including comprehensive review of Departmental Manuals, Codes, Acts, Rules, Regulations, etc
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EASE OF DOING BUSINESS

- ❑ Mizoram was ranked at a low 28th position amongst the 32 States ranked by World Bank and Department of Industrial Policy and Promotion (DIPP) in “Ease of Doing Business” for the year 2015
 - ❑ The Government has come up again with a 340 points Business Reform Action Plan for States/UTs for the year 2015-16 for taking forward the “Ease of Doing Business”
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EASE OF DOING BUSINESS

- The 340 points Business Reform Action Plan covers reforms agenda in taxation, property registration, building plan approval, registration of licenses under various industry related Acts, compliance of the inspection provisions under various regulatory Acts, etc
 - A huge challenge lies before the State to make an all out effort to expedite implementation of the reforms action plan to ease the process of doing business across the State and for attracting the much needed investment from the private sector.
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REPLICATION OF BEST PRACTICES

- ❑ Replication of award winning innovative projects/initiatives is indeed an important challenge before the State Government to tone up the governance reforms process
 - ❑ The Government has, in fact, made a small beginning in this regard by sending study teams from the concerned Department to study selected Award winning initiatives and recommend measures for its replication in the State
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REPLICATION OF BEST PRACTICES

- ❑ Two Prime Minister's Award winning initiatives viz. a) "SAKALA : We deliver on time" by Government of Karnataka and b) "Rationalisation of Affidavits" by Government of Punjab are being replicated in Mizoram

 - ❑ One National e-Governance Award winning initiative viz. "Automated Building Plan Approval System" under Government of Madhya Pradesh is also approved for replication under Aizawl Municipal Corporation
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SINGLE WINDOW APPROACH

- ❑ The concept of Single Window System may be adopted increasingly by service providing Departments to enable efficient and effective delivery of services to citizens
 - ❑ Single Window dispels the need for citizens to run from one office to another while pursuing their applications.
 - ❑ The system ensures quick disposal of all types of transactions required by the citizens and results in greater convenience
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SINGLE WINDOW APPROACH

- ❑ Establishment of a single portal for submission of online application and delivery of maximum number of notified services under Right to Public Services Act on the lines of SAKALA is an important challenge
 - ❑ The single window portal developed by the Ministry of External Affairs for passport and visa applications viz. www.passportindia.gov.in is indeed an exemplary initiative in single window concept
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e-GOVERNANCE

- ❑ e-Governance holds the key to a responsive, transparent and citizen friendly administration
 - ❑ Re-engineering of several manual processes being followed by the Government essential to make it in sync with e-Governance
 - ❑ Delivery of more and more services to the citizens in electronic mode and the citizen-administration interaction should be gradually changed from manual to electronic mode
 - ❑ Last mile connectivity highly important if e-Governance is to take off in the State
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PERSISTENT CHALLENGES

- ❑ Establishment of rule of law
 - ❑ Upholding the principles of ethics and equity
 - ❑ Primacy to citizen centricity
 - ❑ People's participation in administration
 - ❑ Promoting a culture of openness
 - ❑ Government Process Re-engineering
 - ❑ Right-sizing of bureaucracy down to lowest level
 - ❑ Transparency in government transactions
 - ❑ Recognition of innovative and outstanding work, etc
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PATH TO GOOD GOVERNANCE

**STRONG POLITICAL
WILL**

**SUPPORTIVE
BUREAUCRACY**



**PEOPLE'S
PARTICIPATION**



**MINIMUM
GOVERNMENT
MAXIMUM
GOVERNANCE**

THANK YOU
