

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:5019

ANSWERED ON:13.08.2014

LESS GOVERNMENT MORE GOVERNANCE

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Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) the concept of `less government, more governance` propounded by the Government and the action plan of the Government in this regard;

(b) whether the Government has received suggestions, views and ideas from the public to strengthen and improve citizens participation towards good governance;

(c) if so, the details thereof and the reaction of the Government thereto; and

(d) the manner in which citizens will be empowered to contribute towards good governance?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.
(DR. JITENDRA SINGH)

(a): A citizen friendly and accountable administration is the focus of the Government. A series of steps to achieve this goal have been initiated. These include simplification of procedures, identification and deletion of archaic laws/rules, identification and shortening of various forms, leveraging technology to bring in transparency in public interface and a robust public grievance redress system.

Promotion of Self-Certification in place of affidavits and attestation by Gazetted Officers is one important step in this regard. This greatly reduces the time and effort on the part of both the citizen as well as the Government officials.

Leveraging the power of information technology brings with it the advantage of transparency and speed. One of the focus areas of Government is to reduce the decision making layers to the minimum while allowing for faster means of information sharing/dissemination.

(b) to (d): The Government has launched a website mygov@nic.in for this purpose. This is a citizen centric platform to empower people to connect with the Government and contribute towards good governance. Suggestions are also received on the PMO website. It also seeks expert advice from the people, thoughts and ideas on various topics that concern India. Citizens can join the discussion to share, debate and add value.