



## **E public service delivery and its implications in India: A review**

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**Abstract :** From justice and security to services for individuals and businesses, the state plays an important role in delivering a broad range of public services. Administrative services, such as the issuance of licences and permits, are regulated by administrative processes in addition to typical public services like health care and education. “Any interaction between a client (citizen, resident, or business) and the government during which data is requested or provided, business affairs handled, or tasks performed may be considered a service delivery. Effective, predictable, dependable, and customer-friendly services should be provided. As the usage of information and communication technology grows, electronic service delivery is a cost-effective method for both the client and the government to save both time and money.

**Key Words :** e-governance, Service delivery, ICT

### **Introduction**

This interest in e-governance is growing as the use of ICT by government to improve service delivery has increased over the last few years. ICTs such as the internet, websites, computers, and mobile phones are being used by governments throughout the globe to deliver a wide range of government services in more efficient, egalitarian, and transparent way, with less corruption, than was before possible (good governance). Other issues include inadequate e-governance infrastructure coverage and human resource deficiency as well as ineffective civil society participation and technical know-how disparities (the so-called digital divide). The focus of this article is on India's e-governance changes and how they've helped the country's governance and service delivery systems. The e-governance conceptual framework is discussed in the first part. Indian self-governance efforts are discussed in this section. Ego-impact governance's on service delivery in terms of efficiency, accountability, involvement, and equality is examined in the third section. This section focuses on India's enabling circumstances for e-governance. Last but not least, the article concludes with some policy considerations.



**Good service delivery requires that:**

- “The government understands the need to promote citizen-oriented administration.
- Good administration is a policy objective put into practice coherently, through various regulatory and other mechanisms, to ensure quality public services.
- Accessibility to public services is ensured.

India's policymakers face a major issue after a decade of high economic expansion: ensuring inclusive growth, so that the benefits of rising national wealth are shared by all segments of society. With regard to fundamental services like health and education, which play a crucial role in increasing individual capacities to participate fully in the development of the economy, it is important that they be supplied to all residents.

All administrations have acknowledged this as a top priority, but (like their predecessors) have failed to apply any new ideas to improve service quality by simply raising expenditure rather than looking at how those resources are really being used.

**Implications :**

In India, there is a huge lack of efficiency in the delivery of services. Using repeated surveys of a nationally representative sample of more than 3,000 government-run schools and 1,500 primary health centres across India, we found that on a typical working day, 25 percent of teachers in government schools and 40 percent of medical workers in government health clinics are absent from their duties.

However, these absences may be overestimated since providers are often present but not actively working, which means that official records (which are sometimes falsified) cannot be relied upon. At the same time, another 25-30% of teachers on the rolls were present but not instructing, meaning that less than half of the school's instructors were really working. Nearly half of the non-plan budget in education is squandered since wages account for more than 90% of the non-plan expenditures in education.

Health and education provider shortages in poorer states are worse than the national average because they are more prevalent in states with lower per capita incomes. For example, in Bihar, over 70% of physicians were discovered to be missing, while in Bihar and Jharkhand, over 70% of instructors were found to be not teaching at all. This is why it is more difficult to enhance health and education in the states that need it most than in those that can afford it the most. Teachers and healthcare employees, whose wages account for a significant portion of government expenditure, will be the focus of the remainder of this essay.



### **Performance-based bonus payments**

Many people believe that government workers are underpaid, yet the truth is that the average government teacher is paid three to ten times more than the average rural private school teacher. However, despite the fact that wages are substantial, there is no incentive for excellent performance since the compensation does not rely on any performance indicator. A possible answer to this issue is to attach a part of the income to objective performance metrics.

In my ongoing research in Andhra Pradesh, preliminary results suggest that small monetary bonuses paid to teachers based on the improvement in average student performance on independently administered tests resulted in significant gains in student learning outcomes. This bonus represents around 3% of annual pay. For every dollar spent on this initiative, tens of thousands of dollars were saved in the long run. Teachers, on the other hand, were enthusiastic about the proposal, with 86% of them in support of an incentive system based on performance.

### **Contractual structure of employment**

Additionally, it is possible to improve service delivery by modifying the contractual structure of employment to make job renewal contingent on successful performance by both administrators and the community served. Using contract teachers at the village level as an example is an excellent illustration of this. Even though they are paid only Rs. 1,000 a month as opposed to an average of Rs. 7,500 a month for government-employed teachers, my research shows that contract teachers are significantly less likely to be absent (15 percent compared to 25 percent) and are much more likely to be engaging in teaching activity. Additional contract instructors are also an extremely cost-effective method to improve educational results, according to the study. This approach is based on the fact that the instructors are all from the same area and that their contracts are only renewed if they perform well.

### **Greater empowerment of communities**

Better incentives for service providers may be found in places where local governments have influence over employment policies. A step further may be to give local elected bodies greater authority over the schools and clinics that are supposed to serve them. This could include not only personnel policies such as hiring, retention, performance bonuses, and the like, but also



cash block grants that allow local governments to tailor their spending to meet their own priorities. Decentralization and greater transparency of information on spending as mandated by the Right to Information Act laws can help empower communities to achieve better health and educational outcomes for themselves.

### **Direct empowerment of individuals**

Private schools and clinics are becoming more common even in the most backward areas of the nation as a reaction to the low quality of state schools and hospitals. Private providers' personnel are held to a greater standard of responsibility as a result of this. For example, missing instructors at private schools were 175 times more likely to be disciplined than absent teachers in government schools, despite the fact that their salaries were much lower in private schools.

### **Conclusion**

Although India's contribution to information technology services has been widely praised, the digital gap remains a critical problem in India. The function of government service delivery in electronic form and its interactions with the digital gap are investigated in relation to the Indian state of Andhra Pradesh, starting with a study of the numerous aspects related to the digital divide theoretically". In Andhra Pradesh, data from the office of electronic services delivery shows a high demand for government electronic services, which helps to lessen the digital gap in many ways. Land registration, driving licences, utility payments and complaints registration are just a few examples of the kinds of services that are available to the public. The amount of e-government transactions in the state's urban and rural hinterlands is positively correlated with the entrepreneurial spirit and competence of service providers, according to econometric estimates. This research indicates that, contrary to popular belief, digitization might actually restrict commerce in some circumstances due to a lack of adequate information technology infrastructure, contrary to the intuitive belief that digitization would make trading easier. The adoption of cashless payment systems is discussed as a possible solution. There are a few management consequences to be made clear.

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