

In your opinion what are the determinants of citizen centric governance.

Approach

1. Introduce by briefly outlining your understanding of citizen-centric administration.
2. Mention the key determinants of citizen-centric administration with justification
3. Conclude appropriately.

Solution

Citizen-centric administration refers to a system of governance where citizen's welfare, his needs and priorities lies at the core of all government actions.

The key determinants for citizen centric governance are:

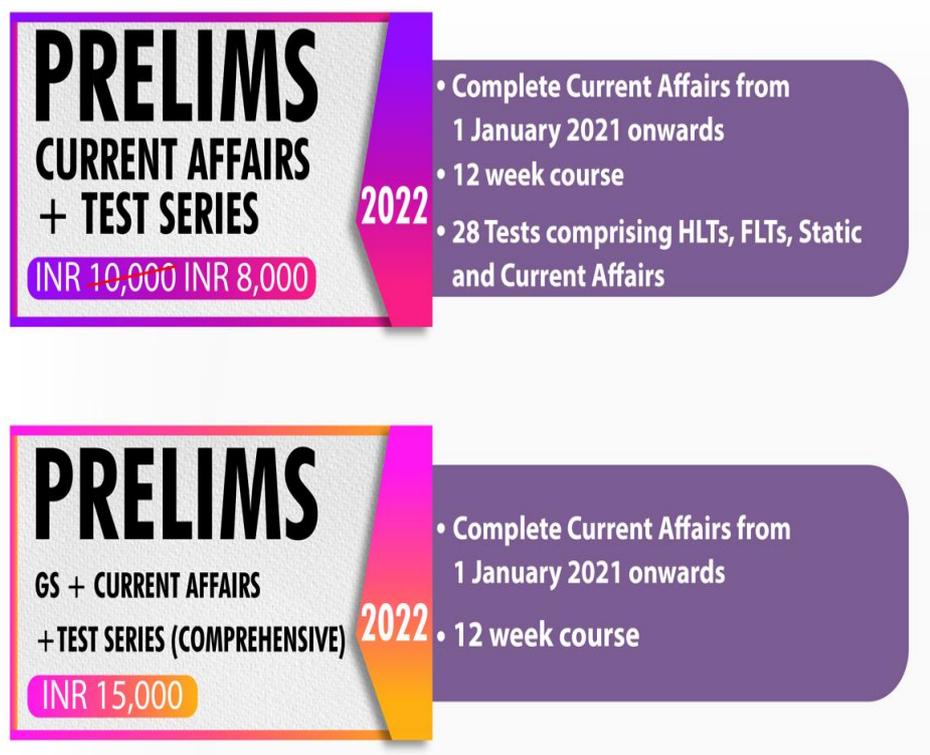
1. **Rule of Law**: It helps build confidence between government and citizens when the legal rights of all the citizens are clear and legal remedies for enforcing these rights are swift.
E.g. - Countries like Denmark, Finland ranks high in both Rule of Law and Good Governance.
2. **Transparency**: It is critical, both to ensure accountability, and also to enable genuine participation of citizens in governance.
E.g. - Right to Information Act bridges the gap between government and citizens.
3. **Accountability**: It ensure elimination of corruption and other evil practices as government at all levels become answerable to the citizens for its actions.
E.g. - Establishing Ombudsman such as Lokpal and Lokayukta.
4. **Decentralization**: It ensures the effective functioning of the key services which can only be met at the local level close to the citizen.
E.g. - Primary education and Health Care.
5. **Responsive institutions**: Improved processes and procedures will help make the government responsive to the needs of citizens.
E.g. - Citizen Charters or time bound service delivery rules.

6. **Participatory:** Only when citizens themselves participate in the process of decision making, they have a sense of ownership in governance.
E.g. - Pre-legislative consultations or post-facto analysis of schemes through social audits.
7. **Efficient and effective:** Government when effective and efficient in delivering social and economic public services helps build trust in citizens towards it.
E.g. - Using technology to improve internal efficiency (E-Governance)
8. **Self-correcting:** Periodic and independent evaluation of the quality of governance will provide an opportunity to bring changes in line with the aspirations of citizens.
E.g. - Social Audits

Conclusion

Citizen centricity with the aim of ensuring citizens' welfare and citizens' satisfaction, is critical for any government, local, state or national which aims to provide good governance.

Thus, with citizen centric administration, governance becomes an exercise of not just authority and control but one that preserves and protects public interest and enhance the quality of life enjoyed by citizens.



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