



LOK SATTA  
*People Power*

# Citizen's Role in Improving Service Delivery

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# Why are Public Services not Delivered Properly

- Oppressive power of employees
- High degree of centralization
- Lack of accountability
- Lack of Transparency

# Why is the Citizen Helpless?

## All powerful bureaucracy:

- 330mn total workers – only 28mn in organized sector – 20mn in government

## Helpless people:

- Illiteracy
- Centralization
- Colonial legacy
- Socialist mindset
  - Employee as benefactor
  - Citizen as recipient

# A Glance at Public Expenditure

- The Government spends Rs. 1800 crores everyday
- Government employs 70% of the 28 million organized employees
- Fiscal deficit (Union and States) - 10% of GDP
- 50 % Union tax revenues - interest payment
- Only 5 % of GDP spent on Health, Education and Social Security

# If Public Resources are Properly Deployed

## Sanitation

- 140 million toilets needed
- Cost: Rs 35000 crores
- Equals just 20 days expenditure

## School Education

- 1.6 million class rooms needed
- Capital cost : Rs 16,000 crores – 9 days govt. expenditure
- Recurring expenditure : Rs.8000 crores – 5 days govt. expenditure

# Irreducible Role of State

- Public Order
- Justice
- Rule of Law
- School Education
- Primary Healthcare
- Basic Infrastructure
- Natural Resource Development
- Social security

# Role of Government in Improving Service Delivery

- Easier Access
- Ease of transaction – simpler process
- Clear accountability
- Penalty for non-delivery of services
- Empower Stakeholders
- Pro-active information dissemination
- Decentralization and local government empowerment

# Measures to Improve Service Delivery

- Convergence of Services and Public-private partnership – ex: e-seva
- Focus on citizen friendly, simple models – eg: Post office for voter registration and Passports
- Transparency Laws – Right to Information
- Citizen's Charters with penalties for non-performance
- Change Decision making & Implementation environment
- Innovative tools to curb corruption and improve quality eg: False Claims Act



# Role of Technology in Service Delivery

- Promote Decentralization vs Centralization
- Enhance Liberty and curtail tyranny
- Add value to citizen – not invade privacy
- Tool for sensible policy – No substitute for effective action

# Limitations of Technology in Improving Service Delivery

- Land registration in AP – good effort, but failed to curb corruption
- Education, Healthcare and Infrastructure – Limited role for technology – governance issues
- Land records – no survey
- Corruption shifting to more dangerous areas
  - Telgi stamp scam
  - Satyendra Dubey's murder
  - CGHS scam
  - Arrest warrants against President and Chief Justice

# Role of Citizens in Improving Service Delivery

- Collective, informed assertion
- Advocacy and pressure for specific accountability instruments such as right to information and citizen's charters
- Struggle for genuine governance reforms

“The punishment suffered by the wise who refuse to take part in the government, is to suffer under the government of bad men.”

**Plato**