

Reimagining Governance Policies: New Perspectives on Good Governance and Citizen Participation

Dr. Smita Yadav

Assistant Professor Department of Political Science Daulat Ram College, University of Delhi

Abstract: Participation is an essential prerequisite for good governance. In recent years, participation has established itself as a distinct identity in public administration. Participation encompasses all forms of citizen involvement in administrative activities. However, participation can only be meaningful when citizens are fully aware of their rights and responsibilities and are fully informed of the relevant action plan. Significant changes are taking place in India's public policies. Technological advancement, the rise of social and economic innovation, the rise of digital governance, and a more community-oriented governance system are some of the factors driving these changes. Decentralization and participatory governance are now being increasingly emphasized in India. The Modi government at the Centre is successfully implementing digital governance using technology. The current government has made governance participatory using participatory projects like the Direct Benefit Transfer. India's policies are also performing well by global standards. This research paper presents a study of these public policies. Its objective is to describe the scope of public policies and to study the fundamental changes taking place in them. In this, an attempt has been made to understand the government's role and how citizen participation can be increased. Citizen participation in governance provides citizens with an opportunity to enhance and hone their creativity and true citizenship beyond mere voting.

Keywords: Public Policies, Modi Government, Citizen Participation, Good Governance, MyGov

Introduction

The public policy landscape in India has undergone significant changes in recent decades. Driven by technological advancements, socio-economic changes, and global economic integration, India is striving to balance economic development with social and environmental conditions. The nature of public policies in India is rapidly changing, driven by technological advancements, socio-political changes, and global economic integration. These changes are striving to ensure sustainable and inclusive development while addressing concurrent challenges such as growing inequality, climate change, and resource management. Keeping in mind the demands of modern times, the emphasis on innovation, efficiency, and inclusiveness is leading to a major change in the way policies are formulated and implemented. One of the most prominent trends in regulatory policies can be seen in the rise of digital governance. With initiatives like Digital India, Aadhaar, and Unified Payments Interface (UPI), the government is using technology to improve the delivery of services, reserves, and time transactions. Aadhaar-based Direct Benefit Transfer (DBT) has reduced corruption and corruption by directly delivering welfare schemes to beneficiaries. However, the digital divide between rural and urban areas remains a major barrier. Bridging this gap is crucial for digital governance to reach all sections of society.

Evolution of Public Policies in India

Many scholars have analysed the sociological and political contexts of the evolution of public policies in India. These include perspectives from Morris Jones, Rajini Kothari, Atal Kohli, and other leading scholars that help understand the evolution of Indian policies and their challenges. Morris Jones (1967) described Indian democracy as "Politics of Three Languages". What they mean is that traditional, modern, and colonial elements have mingled together in the formulation of public policies. This mix presents the challenge of balancing diverse interests and needs across policy-making years. In this, he identified three major principles of Indian civilization, which he



called “Bhasha Aan”. Through these scriptures, one can understand the coordination of various ideologies, traditions, and trends in Indian life. Modern science teaches the Western world industrial ideas and institutions. It contains elements of constitutionalism, rule of law, democracy, civil liberties, and ideas of North-Western democracy. This language is popular among the modern educated class, bureaucrats, and the urban middle class. For that reason, the Indian Constitution, the popular vote and system, and the river Yap can be watered. Traditional Ghat Bhasha teaches the cultural and religious traditions of India. This includes the caste system, religion-based understanding, and traditional values. It is more popular in South India and among people of traditional culture. Village Panchayats, religious organizations, and economic activities according to local traditions come under this. Popular language expresses the aspirations, desires, and wishes of the common people. It emphasizes charismatic leadership, respect for the people, and people-oriented policies.

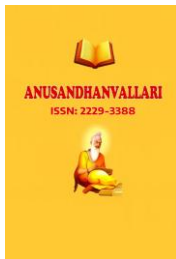
This issue often gives rise to mass movements and mass movements in politics. Political states, civil movements, and wealth-based public organizations can be placed under this. There is co-existence of these three elements in Indian life. After India’s independence, Bharat gave importance to the modern institutions as its own (modern language), but also to the traditional ones (traditional language) and the public buildings (popular language). This coordination has helped maintain the economic status and diversity of India (Jones 1967).

Rajini Kothari, in his famous book, “Positives in India”, has explained in detail the political structure and policy processes of India. He emphasized the role of the Congress system in Indian policies and how this system helped maintain economic and political balance. According to him, Indian policies try to strike a balance between social justice and economic development. He also highlighted how the Congress party after independence was not just a conservative party but was functioning as a broader alliance comprising various political and conservative factions. Despite the weakness of the opposition parties, the Congress created an inclusive system where different views and positions were found within the party. Kothari made a deep analysis of the impact of holistic structures like Dharma and Bhasha on Indian life. He explained how these complex factors not only influence economic processes but also strengthen democracy.

Kothari stressed the need for a balance between political development and stability. He described how Indian democracy has sustained itself despite political instability and social movements (Kothari, 1967).

Atul Kohli examined India’s policies in the context of industrial development and poverty alleviation. He studied the role of economic reforms and state intervention. According to him, India developed as a “struggling democracy,” where policies encouraged social and economic unity. Kohli argued that the Indian state has attempted to promote social and economic equality to maintain democracy. Land reforms, reservation policies, and poverty alleviation programs can be considered part of this struggle. However, these efforts had limitations and failed to eliminate inequalities. He noted that Indian policies took several steps to reduce poverty, such as the Green Revolution and schemes for those living below the poverty line. However, according to Kohli, the effectiveness of these policies was not sustainable because there were many flaws in the distribution system and policy implementation. Kohli also pointed out that Indian democracy has always been fraught with conflict over the distribution of power and resources. This conflict has sometimes been seen within institutions (such as between the right wing and the left wing) and sometimes manifested in social movements (such as the caste and women’s movements). While praising economic reform, Kohli also cautioned that states focusing solely on economic development and ignoring social welfare could pose a challenge to democracy. He emphasized that economic reforms should be implemented in a way that benefits the underprivileged sections of society. According to Kohli, it is essential to maintain a balance between economic development and democracy. India’s success depends on its ability to combine development with social values (Kohli, 2010).

Ashish Nandy emphasized the role of cultural and social elements in Indian policies. According to him, Indian policies need to be understood not only in the context of economic and political structures but also in their cultural



and social contexts. Development and policies in India are often defined based on Western modernism and rationality, which do not adequately understand India's diverse cultural and ethnic structures. Nandi thinks that policies should be made by connecting Indian society with its roots, traditions, and local knowledge (Nandi, 1983).

Patha Chatterjee understood the continuity of popular industrial rule and colonial rule in policies. According to Chatterjee, the institutions and policies of the Indian state developed under British colonial rule, and their influence is still visible in Indian democracy today. He argued that the Indian administrative system, judicial system, and other government institutions were shaped by colonial rule. Furthermore, some of the policies and ideas of the Indian state that impact the lives of the common people also stem from colonial rule, such as discriminatory policies, social control, and the centralization of state power.

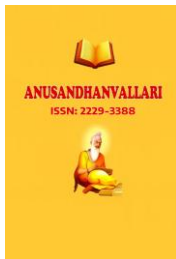
Chatterjee stated that in Indian democracy, the principles of elections, representation, and civil rights, which had come into existence during British rule before colonial rule, were applied in the Indian context. Although democracy created equality and rights in society, elements of the psychology and system of colonial rule entered this democracy (Chatterjee, 1993).

Jean Dreze and Amartya Sen focused on the development and welfare schemes in public policies. Amartya Sen did not limit the definition of human development to economic prosperity alone but linked it to the overall well-being and freedom of humanity. His famous principle is the "Capability Approach," in which he said that the prosperity of a society cannot be measured only by the level of Gross Domestic Product (GDP) or income, but depends on how well the people can utilize their capabilities and freedoms. According to Sen, the objective of development is not merely to increase people's incomes but also to ensure that they can utilize their potential, such as access to education, health, employment, and social security. Both Drèze and Sen suggested that the objective of public policies should not only be to increase economic profits but also to provide equal opportunities and more to every section of society. For this, it is necessary to prioritize welfare schemes such as health, education, nutrition, and employment so that all sections of society can get equal opportunities. According to him, public policies and plans in developing countries can be successful only if they are reserved and formulated with the participation of the people. He suggested that if the participation and involvement of citizens in government decisions is ensured, the policies will be more effective and just (Sen 1999 and Sen and Derze, 1996).

The evolution of public policies in India has been ongoing since colonial rule and continues to the present day with planned development. While public planning in the 1950s and 1960s was based on the aggregate model, economic recovery after 1991 changed the policy approach. Currently, the emphasis of policies is more on aggregate investment, debt-based decision-making, and sustainable development. Examples such as the New Education Policy (2020), Digital India, and policies focused on climate change provide apt examples. The views of these scholars are important for understanding the multi-dimensional nature of Indian policies and the process of their evolution. India's public policies have always strived to strike a balance between various social, economic, and political needs.

Public Policy, Challenges, and Review

Dror (2017) believes that the policy framework process often suffers from incompleteness and a lack of practical application. This is particularly evident in countries like India, where diverse social realities demand adaptive approaches. They criticize the lack of evidence-based policy frameworks and call for incorporating local contexts into global frameworks. Anderson (1979) highlights the fragmented nature of policy stages. According to him, policy failures are often due to a lack of coordination between implementation and evaluation. In India, this is evident in poorly implemented schemes such as the Right to Education (RTE), which struggle with funding and administrative inefficiencies.



According to Kapoor and Mehta (2023), India's governance systems suffer from weak institutional structures, excessive centralization, and bureaucratic inertia. The Pradhan Mantri Awas Yojana (PMAY) attributes delays to inefficiencies in land acquisition and inter-departmental coordination. Badhwan (2022) identifies corruption as a legal flaw that weakens the effectiveness of public policies. He argues that welfare schemes like the MGNREGA, while transformative, often suffer from misuse of funds due to weak municipal mechanisms and corrupt practices at the local level. Sen (2009) emphasizes that public policies in India often prioritize economic development over social values, leading to exclusionary development. He criticizes initiatives such as Special Economic Zones (SEZ) policies, which target rural communities and violate land rights. He argues that true development should promote freedoms, not restrict them. Nayyar (2019) criticizes regional disparities in policy development in India and argues that the north-eastern and tribal regions have been neglected despite high GDP growth. Such policies often focus on urban-centric development, thereby neglecting rural areas.

Public Policy and NITI Aayog

Moving towards outcome-oriented governance may be another emerging trend. Instead of focusing solely on financial inputs, policies are now being evaluated based on measurable outcomes. Programs such as the NITI Aayog's State Ranking and Aspirational Districts Program have introduced performance metrics to assess progress in key areas such as health, education, and infrastructure. This approach promotes growth and encourages competitive competition among states and ensures better utilization of resources. (NITI Aayog, 2020, Press Information Bureau, Government of India). In India, climate change has become a major issue in public policies, with a focus on tackling climate change and promoting green growth. The government's commitment to achieving net-zero carbon emissions by 2070 has led to initiatives such as the National Hydrogen Mission, the FAME scheme for electric vehicle (EV) promotion, and water conservation efforts such as the Jal Shakti Abhiyan. These policies not only address environmental challenges but also create opportunities for green jobs and investment in renewable energy. (Statement of the Ministry of Environment, Forest and Climate Change, 2024, Press Information Bureau, Government of India).

Practical economics is increasingly influencing public policy design in India. Policies such as Nudge Theory, the Swachh Bharat Abhiyan, the Give It Up Abhiyan for LPG subsidy, and the Beti Bachao Beti Padhao campaign have positively influenced citizens' behavior by using social messaging and incentives. These initiatives illustrate how behavioral insights can be effective in achieving policy objectives and transforming society. Nudge Theory is an important theory in Behavioral Economics developed by Nobel laureates Richard Thaler and Cass Sunstein. The main purpose of this theory is to understand how small "nudges" or subtle hints, suggestions or encouragements can change people's decisions and behavior without restricting their freedom of choice.

The increasing emphasis on decentralized and participatory governance is another important trend. Platforms like MyGov and the central promotion of self-audits have enabled citizens to actively participate in policy decision-making and monitor welfare schemes. This bottom-up approach ensures that policies reflect grassroots needs, thereby increasing trust and interaction between government and citizens. This citizen-centric platform empowers people to engage with the government and contribute to governance. The Government of India has launched MyGov as a platform for citizen participation. Through this platform, the government works with different ministries and agencies to reach out to the public, get their opinions on matters of public interest, and formulate policies accordingly. More than 3 crore people have signed up to utilise MyGov since it was launched on July 26, 2014. The MyGov platform is used by nearly every government agency to engage with individuals, gather input for policymaking, and inform the public on different government programs and projects. Under the handle @MyGovIndia, MyGov is among the most active users on LinkedIn, Facebook, Instagram, and Twitter. Koo, ShareChat, Chingari, Roposo, Bolo Indya, and Mitron are just a few of the Indian social media sites where MyGov is heavily featured. Creatively utilising the internet, mobile apps, IVRS, SMS, and Outbound Delivery (OBD) technologies, MyGov has implemented a wide variety of interaction methods, including debates, engagements,



opinions, surveys, blogs, events, polls, quizzes, and on-ground activities. Rajya, another initiative by MyGov, is now live in 24 states and union territories. A convergence is also being seen between urban and rural development policies in India. Programs like the Shyama Prasad Mukherjee Rurban Mission attempt to provide urban-like infrastructure and preserve traditional livelihoods in rural areas. Rurban Mission Real Center is a major project planned. The Mission has two components involving funds: (1) Funds diverted through various Central Sector Schemes, Centrally Planned Projects, State Sector/Planned Plans/Centre Programmes, CSR Funds; (2) Provision of much-needed funds that are falling short. CGF has been provided up to Rs 30 crore per cluster for non-tribal clusters and up to Rs 15 crore per cluster for tribal and first-class clusters. At present, the total amount borrowed from the central share released so far is Rs 1,842.97 crore. A total investment of Rs 28,075 crore has been approved in 288 ICAPs. The amount transferred from various schemes is Rs 21,194 crore and Rs 6882 crore. Of these, the total expenditure till November 30, 2019, was Rs 6,689 crore, of which Rs 5,619 crore was in the form of transferred funds, while Rs 1,071 crore was under CGF. The CGF funds being released under this are expected to reach the target of Rs 1,200 crore by March 31, 2023. (Press Information Bureau, Delhi, Government of India, 2023).

Initiatives like the Smart Cities Mission are focused on improving urban living standards through technology-enabled solutions. These efforts enhance overall development by striking a balance between urbanization and rural development. Debt-driven policymaking is transforming governance in India. The use of big data and Artificial Intelligence (AI) is strengthening decision-making in various sectors. For example, during the COVID-19 pandemic, data management enabled efficient allocation of resources and crisis management. Similar applications are being used in urban planning and welfare programs like MGNREGA. Data-based insights ensure that policies are adaptable, targeted, and responsive to changing needs. Gender-responsive and inclusive policies are gaining prominence in India's public policy landscape. Gender-responsive budgeting, the Stand-Up India scheme for women entrepreneurs, and targeted welfare programs for communities like Scheduled Castes and Scheduled Tribes demonstrate the government's commitment to equality and social justice. These policies strive to address the historical Other and build a more inclusive society. India's public policies are increasingly aligned with global frameworks and standards such as the United Nations' Sustainable Development Goals (SDGs) and the Paris Agreement on Climate Change. The National Solar Mission and the Product-Linked Incentive (PLI) schemes are designed to integrate India into global supply chains and promote sustainable economic development. This convergence enhances India's global competitiveness and demonstrates its commitment to international cooperation. Public-private partnerships (PPPs) have become an important mechanism for bridging the infrastructure and service delivery gap. From the development of villages under the National Rural Livelihoods Mission to the digitization of healthcare through the Ayushman Bharat Digital Mission, PPP models are connecting public sector institutions with innovative private sector initiatives. However, ensuring equity in this collaborative approach remains a challenge.

Despite these promising trends, several challenges remain in public policy. Digital gaps, lack of institutional capacity at grassroots levels of governance, and regional disparities hinder effective policy dissemination. Appropriate policies are needed to strike a balance between growth and stability, centralization and decentralization, and welfare and market-oriented approaches. Strengthening institutional capacities, investing in underserved areas, and promoting multi-stakeholder collaboration are essential steps to address these challenges. Emerging trends in public policies in India reflect the country's adaptability to contemporary challenges and its aspirations for a sustainable and inclusive future. By integrating technology, global standards, and innovative approaches, these policies seek to transform governance and improve the quality of life for all citizens. As India progresses, these trends are playing a key role in positioning it as a global leader in governance and development.



Through Discussion

To discuss, one must first join the relevant group. Only one can join the group at a time. Every group can discuss and work. By joining a group, you can see the views expressed by people on a related topic. You can easily get information about the topic of discussion in your group and give your thoughts and suggestions related to it. Various topics are discussed on 'My Government,' and everyone can share their suggestions and ideas on those topics. Apart from this, the ideas shared by any member can also be discussed, on which you can give your positive thoughts and feedback. The ideas and suggestions shared can be liked by other members and they can also give their feedback on them.

Later, the documents, ideas, photos, and videos provided on the discussion forum will be evaluated.

There is still a lot of work to be done for nation-building. Do such work in which you are interested and contribute to the development of India. Only the contribution of the people proves their participation. "My Government" provides various functions for this. Citizens can do this work voluntarily. After completing the work, related documents, photos, presentations, etc. will have to be uploaded here before the last date. Upon completion of the task, predetermined credit points will be given to you. Awards will be announced on a credit basis by the concerned Ministry/Department/Office.

Creative Workplace

Bring Change in India – This space provides a platform for the public to present their creative ideas. Through this, you can connect constructively with various government departments. From time to time, various ministries require suggestions for creative aspects of their initiatives. Under this task, you will have to give suggestions related to the design of the mobile application, its draft banner/logo, and the slogan of the initiative.

Further Planning

This portal is a small step towards the larger goal of citizen participation to achieve good governance. The number of groups, tasks, and discussions will increase over time. The portal will be used as a comprehensive knowledge repository where the brightest minds of India will share their ideas and suggestions.

Citizen participation in governance involves development by citizens in a development paradigm that sees them as active participants in the development process. It involves a shift from "top-down" development to "bottom-up" development, which involves increasing decentralization of power away from the central government and closer to the grassroots level. Citizen participation will impact citizens' lives, their businesses, and their communities because it enables citizens to influence and control resources and decision-making that directly affect them. Only this affects their life. At the conceptual level, direct citizen participation in governance creates a healthy democracy because it involves reforming the traditional form of representative democracy into a more responsive, participatory, grassroots democracy.

It is now widely accepted that active citizen participation can contribute to good governance in the following ways:

1. It empowers citizens to demand accountability and makes government more responsive, efficient, and effective.
2. It makes government programs and services more effective and sustainable.
3. It empowers poor people to influence government policy and service delivery to improve their lives.
4. It promotes healthy, grassroots democracy.



Good Governance and Citizen Participation

The concept of good governance encompasses various aspects of civil society. Governance refers to the government's ability to plan and implement policies that promote development and improve equality in public life. The ability of the government and bureaucracy to address society's upward challenges is also considered governance. Governance also refers to the ability of various stakeholders, through various agents of the political system, to provide goods to citizens, especially marginalized groups, for their well-being. Eliminating bad governance through the rule of law is another aspect of good governance. Good governance establishes the rule of law and enforces contracts and agreements between individuals. Good governance maintains law and order, ensures public safety, economizes costs and resources, protects the environment, and provides appropriate services to society. It determines the optimal size of government, ensures the optimal use of government resources, and ensures citizen participation. What is good governance? Explaining the growing importance of the concept of good governance, T.K. Oommen has observed that it has become a buzzword in the contemporary lexicon, indeed, a popular concept. The concept of good governance was coined by developing countries and entered the lexicon of public administration in 1990. This process was primarily driven by Western development assistance to developing countries after the Cold War. In 1989, the World Bank, in its document "Conclusion," elaborated on the concept of good governance in the African context. The World Bank identified four dimensions of good governance: 1. Public Sector Management 2. Accountability 3. Legal Framework for Development 4. Information and Transparency. Subsequently, in the 1992 World Bank document, "Governance and Development," it stated that "good governance is central to creating and sustaining an environment that promotes robust and timely development and is an essential complement to the formulation of economic policies." In short, the World Bank defines good governance as: ▪ Political accountability ▪ Regular elections to ensure the fairness of the exercise of political power ▪ Participation of various social, economic, cultural, and business parties in the power process through governance, decentralization, or local organization ▪ Rule of law ▪ Independence of the judiciary ▪ Accountability of the bureaucracy ▪ Freedom of information ▪ Adequate and effective administrative systems ▪ Cooperation between government and civil society It is universally accepted that governance should be good. The objective of good governance is to provide development and independent support to people and society. Good governance is a dynamic concept that incorporates rapidly changing political, social, and economic environments, as well as the international environment and the conditions of functional governance. Good governance also seeks to transform the social, political, and economic lives of people within the framework of parliamentary democracy. The elements of good governance include the following: ▪ Rule of law ▪ Equality and inclusion ▪ Participation ▪ Responsiveness ▪ Majority/consensus ▪ Effectiveness ▪ Transparency ▪ Accountability

New Perspective of Government's Role in Citizen Participation

The aspirations for good governance are outlined in the Preamble of the Indian Constitution. It provides a philosophical foundation for good governance, under which the people are declared sovereign to ensure republicanism, democracy, justice, liberty, equality, and fraternity.

Among the elements of good governance, the element of citizen participation or citizen engagement proves to be a crucial element because the goal of good governance cannot be achieved unless citizens' participation is established in the government system. Therefore, governments in every country provide means to ensure citizen participation in governance. In India, the government has launched a portal called "My Government" to facilitate citizen participation, enabling citizens to provide their opinions and ideas and participate in government work. Let's understand the "My Government" portal in detail.

India is the world's largest democracy, and citizens are highly motivated to participate in governance. In a democratic system, citizen participation in the decision-making process is a crucial component. "My Government - External website that opens in a new window" is an innovative platform designed to increase citizen participation



in government decision-making and achieve the goal of good governance. This initiative provides citizens and people around the world with the opportunity to express their views on important issues to the Prime Minister of India.

The Honourable Prime Minister, Shri Narendra Modi, created the “My Government” portal to empower Indian citizens to contribute to achieving good governance. According to the Honourable Prime Minister, Shri Narendra Modi, “democracy is impossible without people’s participation.”

The “My Government” platform encourages citizens and foreign nationals to discuss and act. Discussions on various topics are held on “My Government” where everyone can share their thoughts and suggestions. Members can also discuss ideas expressed by other members, allowing them to share positive thoughts and discuss them with other members.

The goal of “My Government” is to connect the government and citizens to bring good governance to the country. “My Government” also provides opportunities for those interested in fieldwork. Citizens can voluntarily contribute to various tasks and submit submissions. These tasks will be evaluated by other members and experts. After approval, these tasks can be displayed by those working on the “My Government” platform and by other members. Completing each approved task earns you credit points.

Groups and creative spaces are an important part of “My Government.” The platform has various groups, such as Ganga Cleanliness, Green India, Employment Generation, Girl Child Education, Skill Development, and Clean India. Each group provides online and online tasks for individuals to complete. The objective of each group is to bring about a qualitative change in that area through public participation.

On “My Government,” citizens can perform the following roles:

- Connect with the government, ministries, and departments under the Prime Minister.
- Recognize their hidden potential and talents on a national platform.
- Share and discuss ideas on policies, programs, and matters of national interest.
- Contribute by working in key areas such as development and governance.
- Contribute to nation-building by sharing ideas on discussions and earning credit.
- Volunteer.
- View and share others’ ideas and suggestions.
- The government’s role on “My Government”:
- Understand citizens’ perspectives and receive feedback.
- It can gather people’s ideas through actions.
- It can make projects successful by recognizing people’s talents and expertise and involving them.
- It can achieve the goal of good governance by implementing the best ideas.

How can I join “My Government”?

The registration process on “My Government” is very simple and convenient. You need to sign up by providing information such as first name, last name, email address, mobile number, password, etc. After successful registration, you can participate in discussions and perform external tasks.

The “My Government” platform promotes interaction between citizens and the government through:

Conclusion and Suggestion

The practice of public policies in India has been happening since before India’s independence. Even during British rule, there were social policies, but the basic objective of those policies was based on the looting of money, property, and other valuable things from India, and the aim of all those policies was to provide economic benefits to the British Government in many ways. After India became a country in 1947, the objective of social policies of



India changed, and it became focused on the upliftment and development of the society. During the colonial period, social policies were influenced by socialism. Emphasis was placed on empowering the underprivileged sections of society to participate in public decisions, involving citizens in the decision-making process, and making national policies inclusive. However, gradually, the government realized that connecting the country to the world was essential. Keeping this need in mind, a northern economy was adopted. More attention was now paid to policies based on individual freedom, social participation, social responsibility, and representation. This system became based on a public and private partnership, which continues to this day. Implementing the country's policies in rural areas remains a challenge even today. Merely making policies will not suffice; attention will have to be paid to the processes of their correct and appropriate implementation. The present Modi government has made many efforts in this direction, but the destination is still very far. It can be hoped that when India is seen as a developed country in 2047, then surely all the problems related to rural policies will be solved.

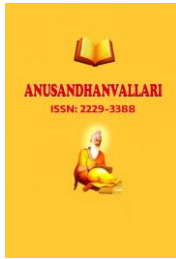
Ensuring citizen participation for good governance in India faces several challenges that hinder citizen participation, such as illiteracy, lack of awareness, poverty, and lack of infrastructure. The government should pay special attention to these problems and provide awareness and technical training to the public about government programs. A better democratic country is built by its citizens. Regarding encouraging citizen participation for good governance, the Second Administrative Commission has made the following recommendations:

1. Each department/public agency should first assess the existing systems for citizen participation in governance.
2. Administrative procedures should be amended, where necessary, to develop adequate "windows" for citizen participation.
3. A senior-level official should be entrusted with the task of institutionalizing citizen participation in government.
4. Performance management reviews of senior officials should include their role in encouraging citizen participation in governance.

The government should take the above recommendations into account and strive to implement them, as the goal of good governance cannot be achieved without citizen participation.

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