

Initiatives taken by Government of NCT of Delhi to make public Services Citizen Friendly

The Government of NCT of Delhi had taken various steps to bring openness and transparency in providing citizen-friendly services. As a part of this exercise, the Government of NCT of Delhi has initiated the following actions with emphasis on "preventive vigilance". It is expected that adoption of such measures would, in the long run, help Governments in curbing the menace of corruption and minimise it to a large extent.

A) E - Governance for the citizens of Delhi:- To achieve the objective, it was decided -

- To set up a dynamic website leading to e-governance for Departments/Agencies.
- To provide on line services including services on e-applications.
- To reduce citizens' visit to offices and provide information electronically rather than over the counter.
- Making Delhi a cyber city.

Action has already been initiated to achieve the above objectives by various Departments/Organisations under the Government of NCTD.

B) "Bhagidari" - citizen-Government partnership.

- i) Bhagidari, the citizen's partnership in governance -
 - is a means for facilitating citywide changes in Delhi.
 - Utilises processes and principles of multi-stakeholders (citizen groups, NGOs, the Government...) collaboration.
 - Applies the method of Large Group Interactive Events.
 - Aims to develop 'joint ownership' by the citizens and government of the change process.
 - facilitates people's participation in governance.

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- ii) The above initiatives which were launched in January 2000 has become a movement and more than 1100 citizen groups have become Bhagidars after having participated in various Bhagidari workshops. It has not only been successful in solving day-to-day problems of citizens but have also been providing help to public utility departments in maintenance and up-dation of services.
- iii) Major initiatives taken under the Bhagidari Scheme during the year
- iv) 2002 were -
 - Water conservation and water harvesting by Delhi Jal Board and Urban Development Department.
 - Anti-plastic and anti-littering campaign by Department of Environment and Forests.
 - Preferential treatment to senior citizens.
 - Reforms in hospital management and quality control by Health and Family Welfare Department.
 - Student Welfare Committee for Government schools.
 - Development of industries.

C) Right to information

The Delhi Government has enacted the Delhi Right to Information Act, 2001. It makes provision for securing information as a matter of right, barring some exemptions. The citizens can file an application with the competent authority of the concerned Department along with fee and get information within 30 days. In case the information cannot be given, then a rejection letter with cogent reason has to be issued.

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The Commission would recommend other State/Union Territory Governments/other Organisations to initiate similar measures to make the services provided by them citizen friendly. For details, they may contact the Chief Secretary, Government of NCT of Delhi.