

The e-Rupi is an important step towards transparency in welfare aspect, but the Government of India, must do more for public service delivery, Discuss.

Introduction:

The e-Rupi is a digital solution launched by our prime minister, powered by National Payments Corporation Of India. It is a recent development by our Government for enhancing public service delivery.

FUNCTIONING OF E-RUPI

- It is a contactless digital payment solution
- In this system, the beneficiary will be provided with SMS (or) QR code, via which he can enable the service
- There is no need for smartphones to enjoy this service
- No intermediary is involved and hence it ensures the safe delivery of services to beneficiaries.
- The beneficiary cannot be misled, the voucher, which is sent can be used for specific purpose only.
- Handling of cash (or) cards is not required.
- It ensures quick delivery of services to beneficiaries.

MEASURES TO ENHANCE PUBLIC SERVICE DELIVERY.

- The recently introduced "One nation One Ration card scheme" which ensures food delivery

to migrants, via targeted food distribution systems ensures food security to our citizens.

Public service delivery involves the engagement of civil servants with citizens, residents as a service provider.

There is a need to improve the service delivery mechanisms in our country. To achieve this, both internal & external appraisal is needed to Reform

Internal Appraisal:

To evaluate the public organisations & to manage the service delivery efficiently. For achieving this certain principles like

- Quality - Improving the service quality
- Standards - Setting specific standards
- Transparency → Transparency is procedures, schemes involved.
- Participative - Active participation is involved.

Sevottam model, which is proposed by second Administrative reform commission, has been adopted by various organisations as a standard model for providing services, making governance, citizen centric.

External Appraisal :

This involves evaluation, feedback and Reporting of services provided by public organizations.

Conclusion:

Quality service delivery is an important component of Good Governance. It requires number of reforms like

proper utilization of funds, decentralization of power, strengthening the public institutions, making society more democratic. These reforms would ensure public service delivery in long run.