

Indian bureaucratic machinery requires the approach of new public governance model for better service delivery to its citizens.

Analyse
India with its 130 crore democratic nation is moving towards the youngest and populous nation by 2035 and on the other hand to achieve 5 Trillion economy by 2024. Hence a new approach of new public governance model has to be implemented for achievement.

Drawbacks - Indian traditional bureaucracy:

1. Red Tapsism:

1. Due to red tapsism, the delivery of public services like registration of documents, certificates are delayed - as per Ministry of Personnel at NITK survey.

2. This is due to maximum bureaucracy and corruption due to accumulation of powers within some people.

2. Delay in implementation:

1. Traditional bureaucracy follows orders from legislature by executives like IAS, IPS, IFS and narrowed down to local panchayat officials.

2. (eg) In India Maximum time for completing road construction fluctuates

from 5-10 years - as per Ministry of Road transport
New Public Governance Model -

1. Mission Karmayogi:

1. New age governance model by Ministry of Personnel for central civil servants for creativity, constructive innovation overcomes the drawback of time consuming with faster progress.

2. Lateral Entry to Civil Services:

1. Recently P.M. has increased lateral entry to secretariat ministries in education, science, finance etc.
2. This will reduce the time for implementation by increasing deep analysis with proper outcomes as per NITI layog.

3. B2B and B2C:

1. Digital bureaucracy is the key for minimum government and maximum governance
2. Thus digi Locker, e-certificate of OBC by e-Seva Centre overcomes from red tapism to better service delivery to citizens.

Conclusion:

India needs transformation into digital bureaucracy for better service delivery to citizens and participation of NHO, private sectors in implementation of service delivery.