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The government needs to take up the path of reform on the fast mode and there is need for administrators to think of innovative ways to force governments to bring about the change. The need to reform is a puzzle which needs a different approach and there could be variety of ideas.

Citizen are increasingly demanding better governance and tolerance to non-responsive and slow governance structures is thinning away. With rapid advancement in technology and management style all over especially in the private sector, the expectation from government is high and citizen is left wondering as to when will they be able to see a more citizen centric government which responds and performs. It is time governments shed their flaws and deficiencies and meet up to the challenges of future and become more responsive.

The need to reform must be felt very urgently in the government and by all the officials. That must be prime agenda in today's scenario.

Typically the governments suffer from the problems like slow response to public needs, obsolete rules and procedures, outdated systems and procedures and failure to evolve with time, lack of awareness to public needs, Lack of adequate machinery and manpower, lack of transparency etc.

These are internal problems and will need reforms but the question is why are the government slow in changing and carrying out the reforms. The problem is more acute in the developing countries. The governments are working in ad-hoc modes and very slow in learning from its failures. The feedback system does not result in improvement in the structure and function of the government. The way developmental projects are taken up have not shown improvement and any improvement is at best very slow and not in pace with the expectations. Any organisation is bound to decline if it is not in tune with its environment which is citizen in the case of government.

So, how do we help generate a pressure on the government to reform and perform. How to have a government take its reform agenda seriously. How to have an integration between citizen expectation and government awareness.

If the government is listening to them or not, or carrying out reforms in tune with expectations should be **tracked and evaluated using e-governance**.

The pressure to perform and carry out reforms must be evaluated on a continuous basis. This could be based on parameters which are important for such evaluation and a report card of the government should be made which shows its performance in a simple and effective manner. When a government sets up its targets at the beginning of a year it should compulsorily provide the status of the projects and its actions on a periodical basis which makes it clear to citizen as to how the government is doing. And these targets should not be general but specific targets based on input of citizen

and understandable by a common citizen. A report card which is not just annual in nature should get compiled automatically based on inputs about performance.

It would be wonderful though, if citizen could participate more actively in setting up of targets. They could set targets for the officials and remove certain targets from the governments agenda. This could be done not by physical meeting but through online e-governance platforms. All the suggestions for adding or removing items from agenda could be done by online systems. Though governments have the final word in setting the targets they could give reasons for ignoring citizen inputs. There should be a rating engine which evaluates a government based on fixed parameters which decides performance in a transparent manner.

And we could use the e-governance for evaluating and rating the governments in some way that could be decided upon the best practices available in this area. Purpose is that the rating of government should be directly based on its performance and responsiveness to citizen needs. If a government or its department is slow in responding to an important need (as perceived in a common eye) it should get automatically rated badly. With kind of advancement in technology in the e-governance, such a platform can be made available which could be common for different governments. Only directive to them would be to provide progress inputs on a computerised system.

This would also make the heads of the governments wake up and know on a daily basis how they are and their actions are being perceived by those who are being governed. This would create a sense of urgency in them. They must meet targets and they must have cogent reasons for delays and failures. When a reform project or development project falls behind schedule the government may put the reasons for it also online for citizen to see. There should be a rating engine which evaluates them based on fixed parameters which decides performance in a transparent manner.

The whole purpose is continuous interaction between citizen and the government.

Although e-governance concept is much deeper than this but it should begin with such an initiative so that there is definite pressure to carry out internal reforms and restructuring through more e-governance or otherwise.

Many among citizen would not be interested in common areas but what is specific to them. Many of them could get excluded like the poor or the old people who cannot express them online but still it will give them more opportunities than available today. They have a right to know what the officials are doing about their interests.

Right to Informations in various forms like disclosure on website etc are good step but hardly drives the government towards better responsiveness. For example the details of tenders may be put on website and may be good but a common man does not directly correlate with it. Some sort of organic relation between government and citizen needs to be established meaning the inputs of citizen and output of government should form a continuous cycle..

We need to shift away from depending upon the political executive for carrying out control over the administration to a citizen driven administration. In the process of non-continuous evaluation it is very likely that the politician tries only to perform in the last year of his term with elections in sight.

A responsive administration will have to shed its habits of paperwork, hierarchy, bureaucracy and may have to go towards e-governance by using emails and useful e-

governance platforms more and more but these are internal reforms they have to do. The pressure for internal reforms will come from citizen by having them rated continuously otherwise they may not be interested in carrying out reforms because they are doing very well without it.

There is an urgent need for the experts on public administration to work on priority on scientific parameters which show a government's responsive on a continuous basis and compel the governments to use e-governance platforms.

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