

Keeping the two methods in mind following measures have been introduced for holding accountability of actors:

- **Grievance Redress Mechanisms:** Grievance redress mechanisms (GRMs) provide people with opportunities to use information to influence service delivery.
- Single Window System for Delivery of Services to avoid delays in delivery
- **Public Service Delivery Guarantee Acts:** in various states like Madhya Pradesh Bihar, J&K, Delhi, Rajasthan, Uttar Pradesh (to be referred as Right to Public Services Acts, RTPS Act) that guarantee time-bound delivery of selected services to the citizen. The Acts are significant as they place the onus of delivery on the service provider with penalties for delays in service provision.

These initiatives can go a long way in improving the quality of public services and fixing the accountability at individual level.

2. Discuss what constitutes good governance in the context of India. Also mention some aspects of social justice and discuss how good governance can act as a facilitator towards securing justice.

Approach:

- First discuss what good governance means. Try to explain the concept holistically. Then taking India as a point of departure, discuss what good governance means in the specific context of India. While doing so, keep in mind the main challenges that we face as a nation and scrutinize whether good governance should be one that help us deal with those challenges as a nation.
- Next, explain the concept of social justice. Keep the difference between western and Indian notions of social justice in mind and bring out clearly how these differ.
- Finally, explain how various aspects of social justice would be relevant only if they can be secured. Here discuss how good governance can act as a facilitator towards securing justice and how securing justice is itself an important aspect of good governance.

Answer:

- Jawaharlal Nehru, in his famous 'tryst with destiny' speech had articulated our main challenges as 'the ending of poverty, ignorance, disease and inequality of opportunities'. India's democratic experience of the past six decades has also clearly established that our central challenges still relate to social opportunities and mass poverty.
- Good governance, as a concept, is much larger than mere administrative reforms as understood in the conventional sense of the term, to the extent that it covers much more ground and substance. It relates to ethical grounding of governance and must be evaluated with reference to specific norms and objectives of a particular society.
- Moreover, the concept of good governance is applicable to all sections of society such as the government, legislature, judiciary, the media, the private sector, the corporate sector, the co-operatives, societies registered under the Societies Registration Act, duly registered trusts, organizations such as the trade unions and lastly the non government organizations (NGOs).
- In the context of India, good governance can be defined as that system of governance, which helps in securing justice, leads to empowerment of people, provides employment and ensures efficient delivery of public services. These aspects are relevant to the extent that they help us deal with our central challenges