

P.A SANGMA FELLOWSHIP

COMPLETE NOTES ON DAY OF THE TRAINING-3

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SUBMITTED TO:

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GOVT OF MEGHALAYA

The first session was on the topic;

### ADMINISTRATIVE ACCOUNTABILITY IN 21<sup>ST</sup> CENTURY

Ma'am made us to read a story which is about people named Everybody, Somebody, Anybody and Nobody.

There was an important job that needed to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it but Nobody realized that Everybody would not do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.

MORAL- When we don't have well defined and understood responsibilities performance suffers.

Ma'am mentioned Abdul Kalam wherein when the space mission failed he took the responsibility but when it was a success, He stepped back and let the others to enjoy the achievement.

She also mentioned that the nature of a boss should be to show anger in private with an employee but praise his success near to everyone.

### WHAT IS ACCOUNTABILITY?

- Every employee is responsible for making a program successful.
  
- They should clearly understand their responsibilities.

- They should be evaluated on how they perform them.
- The organisation should develop a system to reward employees who demonstrate a commitment to accountability.

#### FOUR PILLARS OF ACCOUNTABILITY

- RESPONSIBILITY
- ANSWERABILITY
- TRUSTWORTHINESS
- LIABILITY

#### IMPORTANCE OF ACCOUNTABILITY

- Better governance
- Effective and Efficient public service delivery
- Engaging citizens
- Ensuring rights of WPE Empowering WPEs

Ma'am mentioned that the Government officials/ power holders are responsible for their conduct and their performance.

There are various approaches of accountability which are as follows:

- Individual- ethical, personal obligation

- Collective- civil society, informal group, community
- Institutional- political, administrative, legal

## MEDIA AND ITS ROLE IN ACCOUNTABILITY

Ma'am gave an example that during violence in Punjab media played important part to calm down people.

She told about Krishna Mohan who was serving as an officer in an area. Riot took place relating to reservation. One girl burnt herself pouring kerosene. Student Union played an active role. The girl suffered third degree burns which means she was unlikely to live. Media was constantly monitoring.

Krishna Mohan was a Magistrate he had to take quick decision as the students wanted to burn the hospital. Also, later the girl child died. To avert damage to hospital at night told the media that the girl child was sent to AIIMS. Also bus service was arranged for protesting students which calmed the situation.

Media played a part by showing that the girl child was alive when she actually died.

This act of lying later she mentioned it as MANGALKARAK behavior.

## ETHICAL RESPONSIBILITIES FOR OFFICERS/EXECUTIVES

Rule No. 1: You are responsible for your own actions

Rule No. 2 : You are not "just following orders"

Rule No. 3: You cannot blame others(co-workers, clients) for your unethical behaviour

## WHAT IS THE LEVEL OF ETHICS?

- Follow Rules

- Understand the rationale of rules
- Demonstrate MangalkarakBehaviour

#### 4 PILLARS OF CITIZEN CENTRIC ADMINISTRATION

ETHOS- service to citizen

ETHICS- Honesty, integrity and transparency

EQUITY- treating all citizens alike and with empathy

EFFICIENCY- speedy and effective delivery of service

#### WHAT ARE THE CHARACTERISTICS OF GOOD GOVERNANCE

It includes

- Accountability
- Transparency
- Responsiveness
- Effectiveness and efficiency
- Rule of law
- Equity and inclusiveness
- Consensus Orientation

## ROLE OF GRIEVANCE REDRESSAL

Grievance redress mechanisms (GRMs) are institutions, instruments, methods, and processes by which a resolution to a grievance is sought and provided. It is integral to good governance and indicates responsiveness to citizens. Ma'am gave example of various encounters she faced while working in MATI.

## INNER TRANSFORMATION FOR GOOD GOVERNANCE

The equation of India's Transformation (IT) through Good Governance can be summarized in the form given below:-  $IT = IT + IT + IT$

- ♣ Information Technology
- ♣ Inspired Training and
- ♣ Inner Transformation

## THE FIRE TRIANGLE

Three things must be present at the same time in order to produce fire:

- Enough oxygen to sustain combustion
- Enough heat to raise the material to its ignition temperature
- Some sort of fuel or combustible material

These three sides of a triangle, in case of corruption are represented by Availability (Combustible material), Opportunity (Oxygen) and Temptation (Spark).

Ma'am mentioned even though there is availability and opportunity when temptations come everything goes haywire so person should be ethical.

## **SESSION 2**

TOPIC- MeghEA&Eproposal

Presentation by TITASH Maitra

### **MEGHALAYA STATE GROWTH STRATEGY PILLARS**

The pillars are divided into:

- Human Development
- Primary Sector
- Environment, Funds, Governance (SDG'S INDEX)
- Infrastructure
- Entrepreneurship

Sir said the State's vision is to top 10 GSDP per capita

### **AN OVERVIEW ON MEGHALAYA ENTERPRISE ARCHITECTURE (MeghEA)**

Sir divided the understanding of it into 3 parts:

1. State Vision included the Targets of every year. It included the target for 14 SDGs and State SDG framework for 100+ indicators under 14 SDGs

2. Stakeholder Centric Milestones: Citizen Centric Strategy. It includes,

- Double Farmers Income: Farmers
- Reduce MMR, NMR: Mothers
- 500 Entrepreneurs Promoted: Youth
- Livelihood to Self-Reliance: Rural Women

3. Aligning Services to SDGs

700+ Services of 19 departments mapped to 235 indicators

- Service bottlenecks identified
- Service re-engineering blueprint defined
- Architecture Strategy finalized
- Implementation initiated

## MeghEA: BLUEPRINT FOR GROWTH

1. The Architecture for Growth

- Transformation from Department Centric to Citizen Centric Service Delivery
- Integrated Services to provide whole of service experience



## 2. The Plan for Growth

- Pilot Implementation : Improve Operational Efficiency
- Departments to collaborate for Scheme approvals and sanctions
- Integration of systems and data to enable collaboration

## 3. The Next Steps for Growth

- Citizen centric service implementations
- Improve Internet Connectivity
- Eliminate Digital Divide
- Certificate Less Governance
- Predictive and Proactive Services

## PROJECTS INITIATED IN THE STATE

- Meghalaya Enterprise Architecture (MeghEA)
- e-Proposal System (ePS)
- Budget Estimation Allocation & Management System (BEAMS)
- e-Billing
- TreasuryNet
- Digital Agriculture
- Pensioner Life Certificate Verification (using Facial Recognition)
- Meghalaya Farmers' Portal & Digital Farmer ID Card

## E PROPOSAL SYSTEM: THE FEATURES AND FUNCTIONS

### 1. Embedding Strategy to Scheme Approvals

- **Linking Schemes to**

- SDGs
- Strategic Priorities
- Beneficiaries

- **Features to add DPRs, Central Sanctions**

- 360 data of schemes

### 2. Enabling Departments to process Schemes

- **Standardization of Approvals**

- Digital Sanction Orders
- Automated Minutes of Meeting
- Digital Committee Approvals

- **Notifications**

- SMS/Email Notifications
- Customized Dashboards and Analytics

### 3. Speed is the Essence : Agile Development

- **Modern Digital Platform**

- Low code platform - Configurable process | Form Builder
- Built-in APIs

- **State Integration Platform**

- Integrated with Digital Platforms

## E PROPOSAL SYSTEM: ACHIEVEMENTS

### **Speed**

- Before ePS: 45+ days
- After ePS: Average 6.7 days since launch further reducing to Average 5 days in May 2022

### **Scheme Approval Status**

- Before ePS: No Tracking
- After ePS: Dashboard with Current Approver, Time to approval, etc

## **The Implementation Success**

- Departments: 46
- Schemes in 3 months: 4200+
- Amount Sanctioned: 1765+ Crores

## SESSION 3

TOPIC: ON POCSO ACT

PRESENTATION BY: IVYREEN WARJRI

Before the session commenced ma'am gave us few exercises. One was to read and follow the instructions. The purpose was to check who reads the document properly instead of doing it hastily.

It was more of an interaction session where ma'am shared stories of various POCSO related crimes happening in Meghalaya.

A brief snippet of the POCSO rules were explained.

The Criminal Amendment Act 2013 was highlighted to understand the new sexual crimes which are included in the IPC.