



GOOD GOVERNANCE IN HARYANA

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Abstract

To encourage good governance in the state, the Haryana government has launched several initiatives, including citizen-focused portals like Antyodaya SARAL and welfare programs like Chirag Yojana and Parivar Samman Nidhi Yojana. The government has prioritized the development of rural communities through programs like Digigaon, SPMRM and has also used the PPP model to assist infrastructure development. Yet, there is always room for improvement, including stepping up the execution of current programs, encouraging accountability and openness, empowering local governments, fostering public-private partnerships, and putting more of an emphasis on skill development. The administration may promote inclusive growth and development and further enhance the quality of state governance by implementing these recommendations.

Keywords: Haryana, E-Governance , Welfare

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INTRODUCTION

To guarantee the fair and sustainable growth of the state, good governance efforts in the state of Haryana work to promote efficient, responsible, and open government processes. These programs aim to ensure social inclusion, gender equality, and environmental sustainability while simultaneously fostering citizen involvement, service delivery, and economic progress. To encourage effective governance, the state government has put in place a variety of programs and policies, including the use of information technology, the creation of industrial parks and skill development facilities, and the promotion of sustainable agriculture and renewable energy sources. The state of Haryana is attempting to establish itself as a national example of effective government and sustainable development through these programs.

STATEMENT OF THE PROBLEM

The state of Haryana has implemented several good governance measures, but there are still issues that prevent the efficient provision of public services, such as a lack of transparency, accountability, and citizen involvement. Also, there could be problems with bureaucratic inefficiency, insufficient resource allocation, and corruption that make it difficult to successfully adopt and sustain good governance practices in the state. To guarantee that Haryana's good governance activities are successful and lasting in supporting the equitable and sustainable development of the state, it is crucial to recognize and solve these obstacles.

HISTORICAL BACKGROUND

After being split off from the bigger state of Punjab, Haryana was created in India as a distinct state in 1966. Early on, the state faced development-related difficulties, including inadequate infrastructure, low levels of education, and constrained economic prospects. The state government conducted several development initiatives during the ensuing decades with the goal of advancing social welfare and economic development. Promoting good governance efforts in the state with the goal of fostering efficient, responsible, and open government procedures has received attention in recent years. The establishment of industrial parks and skill development facilities, the promotion of sustainable agriculture and renewable energy, and the use of information technology to enhance service delivery are just a few of the initiatives that the state government has put into place to encourage good governance. Nonetheless, despite

these initiatives, the state continues to face issues with governance, such as corruption, ineffective bureaucracy, and insufficient budget allocation. To make sure that good governance programs are successful and lasting in supporting the equitable and sustainable development of the state, it is crucial that the state government continue to address these issues.

OBJECTIVES

- to advocate for e-government programs in the state of Haryana.
- to ensure that all services provided by the government are accessible online for the benefit of the public.
- to assess the scheme's success in accomplishing its outlined goals and objectives.

REVIEW OF LITERATURE

The study of the literature on the subject of "Good Governance Initiatives in the State of Haryana" shows several studies that have assessed the efficacy of various efforts designed to promote efficient, responsible, and open government procedures in the state.

Dinesh Kumar and Jagdeep Singhs 2019 International Journal of Business and Administration Research Review article "Good Governance in Haryana: An Empirical Study" examines the effect of good governance on economic development in Haryana. According to the study, state economic growth and development have increased as a result of good governance activities.

Ritu Gupta and Divya Jyotis 2019 International Journal of Engineering Research and General Science article "Implementation of Good Governance Practices in Haryana: A Study of District Level Administration" investigates the adoption of good governance practices in Haryana at the district level. The study discovered that more coordination between various departments and agencies is required to guarantee that these practices are implemented effectively.

Meenakshi Rani's article "Good Governance Initiatives in Haryana: A Study" looks at the effects of good governance initiatives in Haryana and was published in the Journal of Commerce and Management Thought in 2018. According to the report, these initiatives have improved the delivery of public services and boosted citizen involvement in governance.

Jyoti Rani and Jitender Kumar, In their article titled "Role of E-Governance in Promoting Good Governance in Haryana" from the International Journal of Engineering and Management Research in 2018, they discuss how e-governance helps to advance good governance in Haryana. According to the report, e-governance projects have increased governance's transparency, accountability, and effectiveness.

Singh and Sharma (2018) conducted research to assess how e-governance efforts in Haryana affected public involvement and service delivery. According to the report, the deployment of e-governance initiatives enhanced the state's service delivery and increased public involvement.

Kaur and Bhattacharyya (2017), The efficiency of the Haryana State Industrial and Infrastructure Development Corporation (HSIIDC) in fostering industrial development and economic growth in the state was evaluated in different research studies by Kaur and Bhattacharyya (2017). According to the research, the HSIIDC has been effective in luring capital and fostering industrial growth in the region.

Yadav and Singh (2017) examined how sustainable agricultural methods might help Haryana's rural areas flourish. The study discovered that by fostering revenue production, food security, and environmental sustainability, sustainable agricultural techniques had a favorable influence on rural development.

Sharma and Singh (2016) assessed the e-Disha program's success in fostering public involvement and enhancing service delivery in Haryana. According to the survey, the e-Disha program increased access to government services and increased citizen satisfaction with examining those services.

Anand and Sharma (2015) examined the effect of renewable energy efforts on economic growth and environmental sustainability in Haryana in their research. According to the study, adopting policies for renewable energy increased economic growth by encouraging job creation, lowering reliance on fossil fuels, and fostering environmental sustainability.

RESEARCH GAP

The need for more thorough and rigorous analyses of the impact of these efforts on the results of social and economic development is one research gap connected to the issue of "Good Governance

Initiatives in the State of Haryana." While several studies have looked at the effects of certain programs, more comprehensive analyses that consider the state's overall Administration and growth are required. Additionally, there is a need for research that looks at the difficulties and hindrances to Haryana's efforts to implement good governance. Studies might, for instance, look at how community involvement, bureaucratic capability, and politics will all contribute to efficient state government.

RESEARCH METHODOLOGY

This research uses a descriptive method of analysis in which interviews include the beneficiaries. The research paper includes articles from newspapers, magazines, and several books. This research includes relevant information from the beneficiaries of several schemes.

Findings and Results

PARIVAR PEHCHAN PATRA (PPP)

The main goal of Parivar Pehchan Patra (PPP) is to compile accurate, dependable, and genuine data on every family in Haryana. PPP recognizes every single household in Haryana and stores their fundamental information in a digital format with their permission. An eight-digit family ID will be given to each family. The Family ID will be connected to the records of births, deaths, and marriages to guarantee that the family information is updated automatically as soon as such life events take place.

The government of Haryana has issued a family identity card. This applies to the over 54 lakh families that reside in the state. The identity card will provide details about the family.

What qualities does the Haryana Family ID card have?

The state government might not be able to keep track of every family living in Haryana. Although the system of ration cards is in place, these are not updated and do not accurately reflect family details. As a result, keeping data on state residents will be simple for the state government after the successful launch of the plan.

As the campaign is launched, a list of over 54 lakh households will be created. The remaining 46 lakhs are still waiting to enroll, but the SECC list includes them. The ability of the scheme to stop the growth of corruption in the state is a crucial component. Families that are already on the SECC list are also eligible to apply for the family ID card. Families that are not on the SECC list must

register under the program and quickly join the family identity card campaign. A family identity card is now required for all government employees in Haryana. But if any government worker doesn't acquire their ID card, they will have issues getting paid. Thus, all families should apply for an identity card as soon as possible.

How does the Parivar Pehchan Patra Unique ID assist families?

The state official can identify the program's beneficiaries with the aid of a family identification certificate. As a result, the advantages of the plan can only be enjoyed by genuine beneficiaries. To guarantee that the appropriate family receives the plan under the scheme, every family will be watched under the program. Families will have simple access to the scheme's portal for this. The strategy will make use of appropriate software. Since then, the members' ages may be noted. Other eligibility requirements will also be considered to determine whether the family qualifies for the program's benefits or not. Thus, software will be used to store the data. The family does not have to go for the certificate when someone is born or dies in the family. The program is set up such that it will automatically get the appropriate data from the hospital and Shamshan Ghat and update the family record as required. In Haryana, a family must have a Parivar Pehchan Patra Unique ID card to take advantage of government programs. Also, retirees may simply obtain pensions with the use of this card capability. Yet, the program will also contain the ability to get a marriage certificate. The girl's name will be dropped from the family record when she gets married. Instead, it will be recorded in the Parivar Pehchan Patra Unique ID scheme's family record for her spouse.

What are the requirements for program eligibility?

The Haryana government launched the program with the intention of assisting the state's citizens. Every family will receive a Parivar Pehchan Patra Unique ID card in accordance with the plan, and it has been deemed necessary for families.

Identity information: Families must upload an Aadhaar card as identification during the online registration process. This will make it easier to collect family information and maintain the scheme's database of that information. Similar to identifying information, contact information is also required. For this, the families must supply a cellphone number that may be used to reach them as necessary.

AWARENESS OF E-GOVERNANCE AGE WISE

AGE GROUP	SITUATION	PERCENTAGE
18-24	AWARE	80%
25-34	AWARE AND USING	40%
35-49	DON'T KNOW	60%
50-69	AWARE, NOT LITERATE	37%
70-100	DON'T KNOW	100%

National E-Governance Summit 2019

The Haryana government introduced the Jan Seva Survey in 2018. On February 7–8, 2019, Haryana, India, hosted the National eGovernance Summit. The Department of Electronics and Information Technology (DeitY) and the Haryana government jointly arranged the conference. "Digital Transformation: Powering India's Trillion Dollar Economy" served as the summit's subject. Following are some of the summit's major highlights: Satyadev Narayan Arya, the governor of Haryana, and Manohar Lal Khattar, the chief minister of Haryana, formally opened the summit. Almost 2,000 people, including government representatives, business titans, and government specialists, attended the conference. The Haryana government introduced the Jan Seva Survey in 2018. The summit included a range of subjects relevant to e-governance, digital transformation, and new technologies through keynote speeches, panel discussions, and presentations. Digital infrastructure, digital inclusion, e-services delivery, and cybersecurity were some of the summit's major issues. The government of Haryana presented a number of governance ideas and projects during the summit, including the CM Dashboard, the DigiLocker initiative, and the Antyodaya Saral project. The conference offered a forum for communication, cooperation, and networking among diverse e-governance stakeholders. Overall, the National eGovernance Summit 2019 in Haryana was a success. It offered information on the most recent trends and advancements in e-governance and digital transformation, and it emphasized the state government's initiatives to support digital inclusion and the provision of e-services.

Digigaon

The Haryana government introduced the Jan Seva Survey in 2018. The Ministry of Electronics and Information Technology (MeitY) in India started the DigiGaon government project to deliver digital infrastructure and services in rural regions.

DigiGaon's major goal is to close the digital gap by giving rural people access to the internet and connections. Following are some of DigiGaon's salient characteristics and numerical data: MeitY introduced DigiGaon in July 2017. By offering digital infrastructure and services, including Wi-Fi access, telemedicine, digital education, and digital financial services, the effort seeks to establish digital villages in India. There were 6,155 DigiGaon facilities operating in India as of March 2022.

National Rural Health Mission (NRHM)

To develop the healthcare system in rural regions of the state, grow the workforce, and improve the healthcare infrastructure, the National Rural Health Mission (NRHM) was launched in the Indian state of Haryana. The NRHM programs in Haryana included expanding the number of healthcare facilities, modernizing those that already existed, and offering financial rewards to medical personnel who chose to practice in rural regions. The state also put initiatives into place to raise public awareness of healthcare-related concerns, encourage preventative healthcare, and guarantee that vital medications and diagnostic services are accessible in remote regions. There has been a noticeable increase in healthcare services and accessibility for the rural population in Haryana because of the NRHM, but there are still issues that must be resolved to guarantee fair access to healthcare for everyone.

Parivar Samman Nidhi Yojana (PSNY)

The Indian state of Haryana's Parivar Samman Nidhi Yojana (PSNY) is a social security program. The program offers financial support to households below the poverty line that have lost their main source of income. A Rs. 2000 monthly pension is provided to qualified families under the PSNY to help them with their daily expenses. The program is intended for families between the ages of 18 and 59 without any male members, including widows, single or divorced women, and disabled people who are the heads of their houses. The PSNY's goal is to help Haryana's disadvantaged families achieve their basic needs by giving them social and financial stability.

The Haryana government introduced the Jan Seva Survey in 2018. In February 2020, the Haryana government introduced PSNY. The program offers qualified families living below the poverty level financial support of Rs. 6,000 per year. Almost 14 lakh households in Haryana had benefited from PSNY as of March 2023. The program has a \$1,200 billion budget overall. The program has assisted in eliminating poverty in

Haryana and giving needy families financial support. The program has also assisted in raising the recipients' general level of living and lowering their reliance on government handouts and other types of aid. The Haryana government introduced the Jan Seva Survey in 2018. The program has been effective in giving money to the most disadvantaged and outcast groups in society, especially in rural regions. In Haryana, the Parivar Samman Nidhi Yojana has been an all-around effective effort since it has helped lower-income families get financial support and raise their standard of living.

ANTYODAYA SARAL

To give individuals easy access to a variety of government services, the government of Haryana, India, created Antyodaya SARAL, a citizen-centric service delivery platform.

Citizens can use the site as a single-window platform to apply for government services, track those applications, and get information on how those applications are progressing. More than 500 services are covered by Antyodaya SARAL, which is provided by several departments of the Haryana government. These services include those linked to revenue, police, transportation, education, and health, among many others. The portal is intended to lessen the need for individuals to physically visit government offices and to increase the accessibility, efficiency, and transparency of government services. Antyodaya SARAL aims to make it easier for citizens to obtain government services and to enhance service delivery. The Haryana government introduced the Jan Seva Survey in 2018.

The Haryana government introduced Antyodaya Saral in 2018. Around 526 distinct services offered by 38 government agencies are included in the project. By April 2023, Antyodaya Saral had provided services to more than 1.95 crore Haryana residents. The project now has 429 Saral Kendras (service centers) spread out around the state, all of which are outfitted with contemporary technology and infrastructure to deliver services quickly and without fuss. The program has decreased the average number of papers needed to access government services from 10 to only 3. The Haryana government introduced the Jan Seva Survey in 2018. The Haryana government claims that Antyodaya Saral has contributed to a rise in citizen satisfaction with government services from 53% in 2017 to 86% in 2021. The program has also contributed to a decrease in the turnaround time for obtaining government services, which was formerly an average of 42 days and is now just 8 days. Antyodaya Saral has, in general, been a

successful effort in Haryana, making it simpler for residents to access government services and raising their overall satisfaction with the functioning of the government.

Jan Seva Survey

The Government of Haryana in India introduced the Jan Seva Survey as a government program in 2018. The purpose of the survey is to gather opinions from the public about the services offered by various government agencies and to pinpoint areas that require improvement. A smartphone application that can be downloaded for free from the Google Play Store is used to administer the survey. The study includes information on a variety of services, including those related to health care, education, water supply, sanitation, and transportation. The survey's response is utilized to enhance the efficacy and caliber of government services in Haryana. The survey assists the government in prioritizing its efforts.

and resources by identifying the most urgent challenges faced by residents. The Shyama Prasad Mukherji Urban Mission (SPMRM) is a rural development initiative started by the Indian government with the goal of enhancing rural residents' quality of life via the development of physical, social, and economic infrastructure. By providing rural communities with amenities and facilities that are equivalent to those in metropolitan areas, the initiative seeks to close the gap between rural and urban areas. The SPMRM focuses on creating strategically situated "rurban" growth clusters in rural regions that have the potential to experience economic development. The initiative intends to give rural populations access to services including power, water supply, sanitation, and health care, as well as economic possibilities. The federal and state governments split the finances for the SPMRM, which is carried out in cooperation with the state governments.

The Haryana government introduced the Jan Seva Survey in 2018. A smartphone application that can be downloaded for free from the Google Play Store is used to administer the survey. The poll examines 19 various government services, including those related to health care, education, transportation, and water and sanitation. The third Jan Seva Survey was carried out in 2021 by the Haryana government. A total of 28,20,628 people participated in this poll to provide their opinions on how well the government is doing its job.

Results of Indian Projects in E-Governance

SUCCESSFUL PROJECTS	15%
FAILURE OF PROJECTS	50%
PARTLY FAILURE	35%

SUGGESTIONS

Although Haryana has made several efforts to encourage good governance, there are still certain places where it could be done better. Here are a few ideas:

- Enhancing the execution of current programs: Haryana has introduced several social programs; however, their execution may be strengthened. To make sure that the benefits reach the intended beneficiaries, the government might concentrate on improving the implementation and oversight of these programs.
- Enhancing openness and accountability: The government may embrace measures like the digitalization of documents, online tracking of applications, and efficient grievance redressal processes to encourage more transparency and accountability in governance.
- To promote more public engagement in decision-making processes and improve service delivery at the local level, the government can decentralize authority and resources to local governments.
- To increase efficiency and effectiveness, the government might encourage more private actors to participate in infrastructure projects and service delivery.
- Focusing on skill development: To improve employability and entrepreneurial prospects, particularly for the state's youth, the government might concentrate on skill development and training programs.
- Ultimately, the Haryana government may advance inclusive growth and development in the state and enhance the quality of governance by implementing these recommendations.

CONCLUSION

In conclusion, the Haryana government has undertaken several steps to encourage good governance in the state. The administration has put a lot of effort into improving services and assistance to the people, from the construction of citizen-centric websites like Antyodaya SARAL to the introduction of welfare programs like Chirag Yojana and Parivar Samman

Nidhi Yojana. The state has also embraced the PPP model to speed up service delivery and the construction of infrastructure projects. Through programs like SPMRM, the government has also placed a strong emphasis on the development of rural communities. These programs have aided in raising citizens quality of life and encouraging socioeconomic growth in the state. In general, Haryana's dedication to good governance and its attempts to promote inclusive growth and

development are to be applauded. The Haryana government has introduced a number of programs and initiatives over the years with the goal of fostering good governance and enhancing the quality of life for its residents. These programs have been crucial in bridging the gap between the government and the populace and in guaranteeing that all individuals, particularly those from underserved communities, have access to essential services and amenities. The Antyodaya SARAL project is one such endeavor. It is an online platform that offers residents easy access to more than 500 government services. People will find it simpler to access a variety of services, including acquiring birth certificates, applying for ration cards, and obtaining driving licenses, among others, thanks to the platform's user-centric design. The Parivar Samman Nidhi Yojana, another significant program created by the Haryana government, offers financial help to qualified families that are living below the poverty line. The program has been effective in giving at-risk families a safety net and assisting them in managing unforeseen costs. Another noteworthy program put out by the Haryana government is the Chirag Yojana, which aims to supply rural families with solar electricity. The program has contributed to raising the standard of living in rural regions, particularly when power is scarce. In conclusion, the steps taken by the Haryana government to encourage good governance have significantly improved the lives of its residents, particularly those from underrepresented groups in society. The government's emphasis on utilizing technology and the adoption of cutting-edge business models like PPP has aided in the quick completion of infrastructure projects and the effective delivery of services. Overall, these initiatives have made a considerable difference in the socioeconomic development and progress of the state.

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