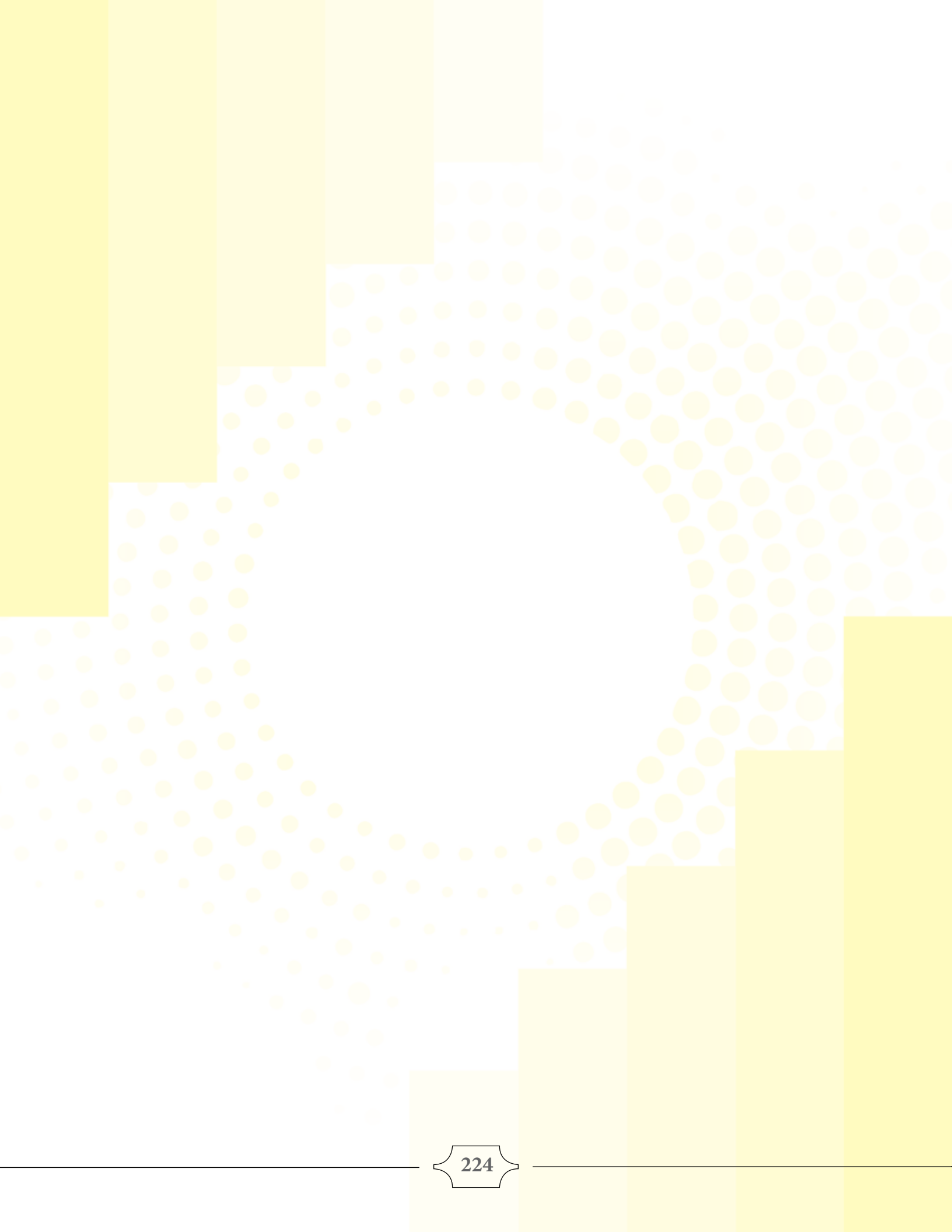


Chapter - 13
Good Governance



Chapter - 13

GOOD GOVERNANCE

प्रजासुखे सुखं राज्ञः प्रजानां च हिते हितम्।
नात्मप्रियं प्रियं राज्ञः प्रजानां तु प्रियं प्रियम्॥

Good governance refers to the effective and efficient management of a country or state. Participation, accountability, transparency, effectiveness and efficiency, equitable and inclusive, consensus-oriented, strategic approach, and rule of law, are widely recognized as the hallmarks of good governance at the national and international level (UNESCAP).

Madhya Pradesh has been at the forefront of promoting good governance in the state to ensure the welfare of its citizens. Public welfare, development and good governance are the top priorities for the State Government. Over a period of more than 18 years, the government has taken several innovative initiatives for promoting good governance. Some of these initiatives are the Public Service Guarantee Act, the Madhya Pradesh e-District Portal, the establishment of Lok Sewa Kendra and Sub Lok Sewa Kendra, Chief Minister Helpline Number 181, Chief Minister Jan Sewa, Chief Minister Dashboard, Atmanirbhar Madhya Pradesh Portal, Aspirational Block Program.

Madhya Pradesh became the first state in the country to pass the Madhya Pradesh Public Services Guarantee Act, of 2010 and has received recognition from the United Nation and other states of the country. Initiatives like Samadhan Online, Samadhan Ek Diwas, CM Helpline, CM Jansewa, E-Office to Ease of Doing Business and Ease of Living, are providing the clear and correct information about the schemes and promoting effective mechanisms for accountability. Such initiatives are helping in making citizen services accessible and also contributing to maintaining law and order in the state. Taking the Aspirational District Program to the grassroots level, Madhya Pradesh is the first state in the country to launch the Aspirational Block Program in the year 2018. The government is also promoting more and more public participation in government functioning and decision-making processes.

As per Good Governance Index (GGI) 2020-21, a report published by the Ministry of Personnel, Public Grievances and Pensions, the Government of India, MP ranks first among Group B states. (Ministry of Personnel, Public Grievances and Pensions, Gol, 2021)

13.1 Initiatives for Good Governance

13.1.1 Madhya Pradesh Public Service Delivery Reform

The Government of Madhya Pradesh has been a pioneer in improving public service delivery in the state through state-of-the-art technology. An important decision was taken by the Government of Madhya Pradesh to pass the Madhya Pradesh Public Service Guarantee Act, 2010. Madhya Pradesh became the first state in the country to pass this act. Through the Public Service Guarantee Act, 2010, a legal right was made to provide public services in a fixed time frame.

Under the Act, till January 2023, 696 services of 48 departments have been notified in Madhya

Pradesh. Following the idealistic ambition of building a good governance ecosystem based on the concept of minimum government and maximum governance, the following steps were taken in the state under civil service reforms.(Public Service Management, 2023)

a) Madhya Pradesh e-District

Madhya Pradesh e-District Portal was launched in the year 2012 under the State Mission Mode Projects for electronic delivery of district/sub-district level services under the National e-Governance Plan (NeGP 2.0). The objective of the portal is to ensure the application and delivery of citizen services through Lok Sewa Kendra. For this, a robust system has been developed using core e-infrastructure of the state like centralized database, SWAN, SDC, CSC etc. By January 2023, 548 services are being provided online through the e-district portal and other departmental portals.

Along with this, in the year 2018, with the aim of providing important services to the citizens in one day, the Samadhan One Day was implemented, under which 42 services are being made available to the citizens through Lok Sewa Kendra in one day. (Public Service Management, 2023)

b) Madhya Pradesh Lok SewaKendras (LSKs) and Sub LSKs

The Government of Madhya Pradesh has been a pioneer in establishing a strong and reliable network of Lok Sewa Kendra with private sector participation. The operations of the Lok Sewa Kendra are facilitated and monitored electronically through a centrally managed digital platform.

Presently, Madhya Pradesh has a network of 430 Lok SewaKendras, with at least one Lok Sewa Kendra in each block of the State. In addition, the State has developed the concept of Sub-Lok Sewa Kendra in villages with a population of more than 5000 to improve service delivery in rural areas.

As of January 2023, out of the 730 sub-LSKs identified by the state government, 194 Sub LSKs have started their operations and are providing services at the village and panchayat levels. According to the MP e-District Portal, till January 2023, about 8.92 crore applications have been successfully disposed of and about 2 crore applications have been successfully disposed of under Samadhan One Day.(Public Service Management, 2023)

c) Chief Minister Helpline Number (181)

The government of Madhya Pradesh launched a centralized grievance redressal system and citizen facilitation contact system for its citizens in July 2014 known as “CM Helpline Number (181). Citizens can call from anywhere and at any time and lodge complaints and seek redressal, get scheme information, or provide suggestions and inputs for the development of the state. Between 2014 and January 2023, 2,05,06,037 complaints received through the CM Helpline number, and 2,02,61,553 (98.80%) of those complaints were successfully disposed of. CM Helpline receives complaints in more than 1500 formats from all departments. Around 18000 officials of various departments have been linked in the CM Helpline system to handle any complaints regarding their respective departments and provide information about schemes etc.

It is a paperless process which exemplifies transparent and accountable governance. The

Chief Minister monitors the helpline on a regular basis so that any problem or complaint of the citizens can be resolved in consultation with the concerned department. Complaints are not closed until the complainants are satisfied.

On the basis of trending and current issues, five subjects are selected by the Chief Minister's Office every month for priority disposal. The matter is resolved by the Chief Minister after discussing with the complainants according to their satisfaction. Monthly review of districts and departments, grading is done and top-performing officers are given certificates.(Public Service Management, 2023)

d) Chief Minister (CM) Jan-Sewa (Service on Call)

CM Jan Sewa is an innovative public service system under the Public Service Guarantee Act, in which service can be obtained through a call on 181. CM Jan Sewa provides services using an exclusive and centralized settlement mechanism integrated with MP e-District Portal & Web GIS Portal. The goal is to give citizens a channel to apply for public services from anywhere and at any time, check the status of their applications (for any service) through MP-eDistrict, get e-certificates on WhatsApp, contactless information, go through a paperless and entirely digital process, have accessibility around-the-clock, and find a cost-effective solution.

Presently 1. Income Certificate, 2. Domicile Certificate, 3. Certified copy of Khasra, 4. Certified copy of Khatauni (B-1), 5. Certified copy of Map, 6. Land Rights Book and 7. Khasra, Khatauni (B-1) services are being provided through CM Jansewa Portal.

Since inception in December 2020, about 268000 applications have been received till January 2023 out of which 265000 (about 99%) applications have been successfully disposed.(Public Service Management, 2023)

e) Chief Minister Dashboard (CM Dashboard)

Madhya Pradesh's government was a pioneer in developing CM Dashboard in the year 2017. The dashboards were created to track the progress of various flagship schemes, public service delivery, large infrastructure projects, and activities assigned to State Departments, as well as the progress of various issues in the state under the chairmanship of the Chief Minister. As of January 2023, about 200 dashboards from 33 departments have been developed and published on the CM Dashboard portal. Regular review meetings from the highest levels of leadership ensure that the systems are running smoothly and that benefits are reaching deserving citizens. It has helped in the reform of the state's public service delivery system through nearly real-time monitoring, quality data inputs, and data analytics tools which support quick decision-making and solutions. As a result, the governance system is growing in terms of accountability, transparency, and efficiency.(Public Service Management, 2023)

13.1.2 Atmanirbhar Madhya Pradesh Portal

The Atmanirbhar portal has been launched for continuous monitoring of activities and sub-activities to be conducted by the government to achieve the specified results for the four major pillars, namely, infrastructure, good governance, health and education, and economy and employment in the Atmanirbhar Madhya Pradesh Roadmap 2023. This system is an important step in the field of good governance for continuous monitoring of departmental activities and achieving the targets within the stipulated time frame.

To speed up the development works, all the outputs identified under the roadmap in the financial year 2021-2022 are distributed under eight missions, namely, Mission Arth, Mission Daksh, Mission Gramodaya, Mission Jan-Gan, Mission Nagrodaya, Mission Niramaya, Mission Bodhi, and Mission Nirman. In addition, the recommendations made by the nine ministerial groups formed to promote development in important areas such as good governance, employment, education, health, infrastructure, agriculture, revenue, the welfare of the poor, women empowerment and child welfare are mapped with the activities, outputs and outcomes on the portal.

Two other modules for CM Varanasi Conclave and CM Review have also been developed on the portal. The monitoring of the activities of the departments in the review meetings by the government is done on the basis of data updates on the portal. Currently, 113 Outcomes, 547 Outputs, 1104 Total Activities, and 3163 sub-activities are uploaded on the portal.(Government of Madhya Pradesh, 2021)

13.1.3 Home, Jail, Legal and Legislative Reforms

The maintenance of law and order in society is an important component of good governance. The Home Department discharges its responsibilities for ensuring law and order, internal security and overall peace within the state. The Home Department facilitates various services as per the needs of the citizens. DIAL-100 has been integrated with the fire brigade and 108 (ambulance). The e-FIR system has been launched, under which common citizens can file online complaints using mobile phones. The e-Vivechan app has been developed for transparency in research and to help commentators.

About 3196 prisoners were given industrial training in various disciplines in year 2022. About 90 per cent of their court hearings were conducted through online mediums, by connecting the jails with the concerned courts through video conferencing. The facility of e-meetings and incoming telephone meetings has been made available to the prisoners as well.

To promote free trade under Ease of Doing Business, Commercial Courts and Appellate Authority were constituted for the speedy disposal of commercial disputes.

State-wide implementation of Radio Over Internet Protocol (ROIP), modernization and upgradation of the cyber forensic lab, and bringing new features for children and elderly people in emergency services like dial 100, and 108 are also important, which is being given the due priority by the government.

As advised by the State Law Commission and on the recommendation of the constituted inter-departmental committee, a number of inoperable and ineffective laws were repealed through repeal bills and continuous work is being done in this direction. It is important to identify ineffective and inoperable laws, simplify existing acts and rules, review laws at regular intervals and the needed action in these regards is being taken.

Modernising, developing and implementing Enterprise Resource Planning (ERP) and Human Resource Management Systems (HRMS) in all police units of the state, also to identify black spots in the context of accidents, tourism police have already been undertaken to strengthen the good governance system.

13.1.4 Online Process of Question and Answer (Legislative Assembly Secretariat)

The online process of question and answer management by the Madhya Pradesh Legislative Assembly Secretariat, asking questions for Hon'ble members has been made simple and convenient. In this process, money has been saved due to less use of time and paper and other materials. The Vidhan Sabha sessions could be conducted even during the Corona period. The online process is also convenient for the departments of the government. In the budget session 2022, 86 out of 230 members asked online questions.(Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis, 2022)

Incorporating information technology into its working system, online dispatch of questions to the departments was started from the year 2010 by the Madhya Pradesh Vidhansabha Secretariat under the question and answer management process. Fully online process for receiving online questions from Honorable Members and receiving departmental answers was started from June 2014 (Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis, 2022).

13.1.5 Reforms in the Revenue Sector

Digitization of revenue-related services has been done with the aim to promote transparency in service delivery and make services accessible to people in a time-bound manner.

a) Modernization of Land Records

An electronic database related to land records has been prepared in the state. So far, an electronic database of Rs. 3.97 crore khasra numbers of about Rs.1.51 crore land owners of all 56761 villages of the state has been prepared. Continuous updating of the said database is being done at the Tehsil-based data centre under the supervision of Tehsildars and under the control of the District Collector.(Revenue Department , 2020-21)

b) Distribution of Computerized Copies

Computerized khasra copy has been made mandatory by the department. There has been a gradual increase in the distribution of computerized copies of khasra in the state. From March 2019, demand and payment for diverted land and from February 2020, demand and payment for agricultural land services have been made online. From August 2020, a copy of the order passed by the Revenue Court and a copy of the old revenue records of the archives are also being made available online.(Revenue Department , 2020-21)

c) Digitization of Land Maps

The work of digitization of 1,37,084 mapsheets made available in 52 districts of the state has been completed. The data of the maps of all these districts have been linked with the Khasra data, and the map along with the Khasra is also available on the departmental website www.landrecordsmp.gov.in.(Revenue Department , 2020-21)

d) Services of the Revenue Department through MP Online

M. P. Online and Lok Sewa Kendra are engaged in providing revenue department services with the help of online kiosks.(Revenue Department , 2020-21)

13.2 Some Notable Achievements through Good Governance

Environment-friendly sustainable development	<p>Road construction from plastic waste</p> <ul style="list-style-type: none"> Roads are being constructed using plastic waste by the Madhya Pradesh Rural Road Development Authority, under which 10,685 km of roads have been constructed in the state using about 5,320 metric tonnes of plastic waste. In the period from April 2022 to January 2023, 1220 km of roads have been constructed.(Panchayat and Rural Development, 2023)
Food production and distribution	<p>Aadhaar-enabled ration distribution system (AePDS)</p> <ul style="list-style-type: none"> Distribution of ration material is being done by installing POS machines through service providers at all 26,284 fair price shops of the state. (AePDS) is being implemented in the state from the month of October, 2019, under which rations are being distributed on the basis of biometric verification of eligible families.(Food, Civil Supplies and Consumer Protection Department, 2022)
One Nation-One Ration Card	<ul style="list-style-type: none"> One Nation-One Ration Card system has been implemented in the state, under which all the eligible families included under the National Food Security Act, 2013, get their entitlement to food grains from fair price shops in the state or from any fair price shop in 26 states/union territories. As of December 2022, about 7.30 lakh families are getting ration every month through inter-district portability at other shops.(Food, Civil Supplies and Consumer Protection Department, 2022)
Equitable and inclusive education	<ul style="list-style-type: none"> Online orientation and special education training of teachers is being done for identification, enrolment of children with special needs (CWSN). Establishment of a resource room with all facilities in each block. As of December 2022, 797 hostels are being run for boys and girls belonging to socially and economically disadvantaged groups.(Rajya Shiksha Kendra, 2022)
Integrated Scholarship (Portal)	<ul style="list-style-type: none"> Integrated Scholarship: The amount of scholarship to the students studying in class 1 to 12 in government/non-government schools is being approved online through the education portal and paid directly to the student's bank account.
Public Participation	<ul style="list-style-type: none"> 97135 Anganwadi and Mini Anganwadi centers are being operated in the state. Through these centres, health and nutrition services are provided to children in the age group of up to 6 years, pregnant and lactating mothers and pre-school education to children in the age group of 3 to 6 years. In January 2022, the Madhya Pradesh government launched the Adopt an Anganwadi scheme with the aim of improving public participation in strengthening maternal and child health facilities.(Women and Child Development Department, 2021-22)

Decentralization and PESA Act	<ul style="list-style-type: none"> • Madhya Pradesh has notified its PESA rules on the occasion of ‘Janjatiya Gaurav Diwas’ on November 15, 2022. These rules have been made under PESA Act 1996. • PESA rules empower Gram Sabhas to take decisions regarding natural resources in scheduled areas. This has given the tribal community more rights to take advantage of the natural resources of the Scheduled Areas, among other rights. (Panchayat and Rural Development, 2023)
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13.3 Institutional Efforts for Good Governance

Institutional efforts have also been made by the state government in the field of good governance. The departments in the state are establishing good governance at their own level, however, the ecosystem of good governance has been created through various institutions in the state.

13.3.1 Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis

Among the institutional efforts in the field of good governance, the most important effort is the establishment of the school of good governance and policy analysis by the Government of Madhya Pradesh in the year 2007. This institute was renamed the Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis (AIGGPA) in the year 2014. True to its name, this institute is working as a think tank of the state government for reforms related to governance and policy in Madhya Pradesh. Unique work is being done on subjects such as the impact of government schemes on target groups and analysis of scheme delivery systems, documenting the innovation, best practices, and a partnership between government and civil society. In the last few years, the institute has done an important task of taking the administration of the state towards good governance by formulating policies based on knowledge, data, and research-based analysis on crucial aspects of the advancing welfare schemes in Madhya Pradesh. The AIGGPA and MPSPPC are performing important works of aligning and converging the components of AtmaNirbhar Madhya Pradesh and the goals of Amritkal @ 2047.

Major works are done by the institute in the field of good governance in the past years -

a) Chief Minister Young Professionals Development Program (CMYPDP) 2.0

Ensuring public participation in development works through various means is one of the main characteristics of good governance. In such efforts, the CMYPDP program has been designed by the government to connect qualified young professionals at the district, block, and village levels in the development process of Madhya Pradesh. This program is an important initiative toward the effective implementation of various schemes of the government at the grassroots level. The 2.0 version of this program was launched in the year 2021.

Currently, a total of 52 CM Fellows are working in 52 districts under this program. These CM Fellows come from diverse academic backgrounds. During their tenure, CM fellows have been trained by NITI Aayog, the Government of India, and the Indian Institute of Management, Indore for their capacity building. The main objectives of this program also include identifying

local issues and best practices in various districts of the state.

In the first phase of the program, the impact assessment of the Lok Seva Kendra, Poshan Abhiyan, and Chief Minister Rural Street Vendor Scheme has been done. In the same order, in the second phase and third phases of the program, the impact assessment of Mukhyamantri Annapurna Yojana, Mukhyamantri Ration Aapke Gram Yojana, Pradhan Mantri Garib Kalyan Yojana, and Pradhan Mantri Awas Yojana was done. Apart from this, profiling of all 52 districts has also been done to identify local-level problems.

b) Chief Minister Youth Internship for Professional Development

Chief Minister's Youth Internship Program (CMYIP) is a flagship program of the Government of Madhya Pradesh designed to provide six months internship opportunity to the youth of the state with the objective of improving their employability skills by providing them with the opportunity to engage in the development processes in the state. It is one of the largest public sector internship programs implemented globally. This program is uniquely placed to upskill recent graduates through finishing school concepts in the development sector beyond vocational skills. These interns will be engaged in development processes in the state which in turn will contribute towards creating positive social impact. The outline of this program was prepared in the year 2022. The program aims to hire 15 interns in each development block of 52 districts in Madhya Pradesh. There will be a maximum of 4,695 interns. The internship will be provided for a maximum period of 6 months with a stipend of Rs.8,000/- per month for each intern.

The key focus areas of the program are, first, the strengthening of major flagship schemes and public service delivery of the grassroots in urban and rural areas. Second, Capacity building and support to grassroots institutions for decentralized governance and third micro-communication at the village level.

c) Madhya Pradesh Sushasan and Development Report (MPSDR)

The first edition of MPSDR was released on 4 April 2022 in New Delhi. Madhya Pradesh has been a leading state in promoting good governance by establishing better processes, structures, and accountability mechanisms in its schemes and overall governance formation. With a progressive outlook and determination to bring about a transformation in the lives of its citizens, the State is determined to achieve 'Suraaj'. This approach has been expressed by the institute through one of its major publications i.e. MPSDR. This report describes the achievements of Madhya Pradesh in the field of good governance in the last 15 years and also gives a comprehensive analysis of the major areas of growth and development in Madhya Pradesh. The purpose of the publication of this report is to document the administrative reforms in Madhya Pradesh, to facilitate the adoption of the best practices, and clarify context-specific action points. (Atal Bihari Vajpayee Institute of Good Governance and Policy Analysis, 2022)

d) Knowledge Management Portal

This portal has been developed to showcase the best practices and innovations of various government departments and district administrations in the state. The outputs set under the Madhya Pradesh Atmairbhar Roadmap - 2023, 'Increasing Government Transparency' can be obtained through this portal. The documentation of best practices, case studies, and

innovations on this portal acts as a repository of knowledge for districts, departments, and other stakeholders. After verification through field visits, the best practices received from the departments and districts are uploaded on the portal. This is a continuous process.

e) Task Force

Some important task forces like GSDP Task Force, Statistical Task Force, IMR-MMR Task Force, and Semi-Conductor Task Force have been constituted to speed up the development works in the state and to implement research-based policy recommendations on socio-economic problems. These task forces aimed at helping in achieving important goals like Madhya Pradesh's contribution to building a \$ 5 trillion national economy, revitalizing the statistics of the state, and improving the IMR-MMR scenario. A task force has also been entrusted to analyze how to promote semiconductor and ESDM manufacturing in Madhya Pradesh.

13.3.2 Madhya Pradesh State Policy and Planning Commission

State Policy and Planning Commission acts as a planning and policy advisor to different government departments and public undertakings. MPSPPC acts as a think tank of the State Government, keeping in view the aim of creating a bright future for the state. For this purpose, the commission shall identify the efforts being made for good governance and innovative practices and provide strategic advice to the concerned departments for their expansion and replication. Madhya Pradesh State Policy and Planning Commission acts as an implementing agency of NITI Aayog in the state in the context of the direction suggestion given by the Government of India and acts as a representative nodal agency in the context of the state. MPSPPC through developing joint strategies with the state and the centre is providing the policy, financial management and targeted technical assistance for sustainable development goals by implementing various projects.

Major works done by the Madhya Pradesh State Policy and Planning Commission are as follows:

a) Aspirational Block Programme

Launched in 2018 in Madhya Pradesh, the Aspirational Block Programme (ABP) aims at the comprehensive development of aspirational blocks in the state. Based on 75 indicators from education, health, agriculture, infrastructure, skill development and financial inclusion, all 50 blocks are trying to achieve a benchmark of development. This micro-level development initiative is based on the principle of collaboration and convergence at the Block level. Under this initiative, all 313 development blocks of the state were surveyed in May 2018 and graded on the basis of social and economic development and the availability of infrastructure. 50 aspirational development blocks were selected on the basis of prescribed parameters and combined index.

The progress of all 50 development blocks is monitored through an online dashboard. The prescribed indicators are entered in the monitoring dashboard at the block level. District-level and development block-level committees have been formed for continuous monitoring of aspirational development blocks. Under this programme, 28 officers of the Indian Administrative Service have been appointed as "Officers in charge" for continuous monitoring and supervision of the implementation of various government schemes in the aspirational blocks.

b) CM Pragati Portal

Pragati is a unique initiative of the Madhya Pradesh Government as it uses MIS for monitoring and supervision of infrastructural project progress in the state. District-wise review of projects by the Chief Minister of state facilitates interdepartmental coordination and expedites the project progress. All the infrastructural projects of more than 5 crores are being reviewed under this initiative periodically. The Madhya Pradesh State Policy and Planning Commission (MPSPPC) team is responsible for collecting, coordinating, authenticating and sharing information related to the progress of these projects from various departments.

c) Sustainable Development Goals (SDGs)

Madhya Pradesh is moving fast towards achieving its social and economic development goals. The State Policy and Planning Commission has prepared a consolidated report by analyzing the SDG India Index (Sustainable Development Goals) report department-wise, sector-wise and indicator-wise. This report has been shared with all departments.

An empowered committee has been formed with concerned departments under the chairmanship of the Chief Secretary to take the sustainable development goals to the grassroots level in the state.

d) Other works

- Assistance is being provided in policy-making on the basis of research on Science and Technology Policy 2022, Madhya Pradesh State Water Policy 2022, and Cooperative Policy.
- Madhya Pradesh State Policy and Planning Commission is helping various departments in policy-making in various ways, such as organizing Water Conclave in collaboration with Water Resources Department, CSO Conclave, cooperation in organizing Global Investment Summit etc.

13.4 Good Governance through Capacity Building

a) Madhya Pradesh State Electronic Development Corporation Ltd (MPSeDC)

MPSeDC has established a dedicated Training Collaboration Unit (TCU) to identify the training needs of the organization's employees and cultivate the capacity building of all government employees. MPSeDC organises the training for its in-house team, comprised of government officials and departmental training at districts, through Regional Capacity Building Centres (eDaksh Centres) to sensitise government officials of all the departments for the implementation of e-Governance and various information technology projects. The eDakshCentres are established across the state in 51 districts. As of January 2023, approximately 5.8 lakh employees of various departments in Madhya Pradesh have benefited through eDakshCentres.

MPSeDC has also developed an online Learning Management System (LMS). It is a virtual learning-based E-Learning (VLE) platform that can be used for training and acquiring new skills. As of January 2023, 12 departments are on board and have secured a login-based online learning management platform. Departments can create their own courses and upload course content, which can be in the form of videos, pdf files, doc files, etc. As of January 2023, there were over 12 lakh active users of LMS, which includes both government officials

and citizens. Such initiatives for enhancing human resource capacity lay the foundation for effective state governance. (Madhya Pradesh State Electronic Development Corporation Ltd (MPSeDC), 2023)

b) RCVP Noronha Academy of Administration

RCVP Noronha Academy of Administration and Management is the apex training institute of the Madhya Pradesh Government. It was established in the year 1966 originally as Lal Bahadur Shastri Institute of Public Administration. In 1975, it was named the Madhya Pradesh Academy of Administration. On 23 April 2015, the Academy of Administration obtained ISO 9001:2008 certificate for the next 3 years.

The Academy of Administration organizes training programs for senior and middle-level officials of the State Government and Government of India, as well as training programs for elected representatives of local government bodies, non-governmental organizations, and public sector undertakings. Apart from this, the academy has been conducting national and international projects in the field of human resource development as an apex training institution of Madhya Pradesh, advising the state government, and coordinating training institutions located in the state. It also works to establish various types of academic discussions, discussions and cooperation in the public sector.

c) Environmental Planning & Coordination Organisation (EPCO)

The Environmental Planning & Coordination Organisation (EPCO) was established by the Housing and Environment Department of the Government of Madhya Pradesh in 1981 and is presently under the Urban Development and Environment Department of the Government of Madhya Pradesh. Over the years, EPCO has steadily grown to become the State's premier organization in the field of environment-related matters. It has worked closely with the State Government on various projects, yet it has established its own identity as an autonomous organization. It is a think-tank for environmental matters but is also project oriented.

Environmental Planning and Coordination Organization (EPCO) is a unique organization in terms of the foresight and the width of its mandate. In the last four decades, it has also witnessed rapid developments in the field of environment. EPCO has touched upon virtually every kind of work that is related to the field of environment. It has carried out pioneering work in the creation of environmental awareness and focusing attention on the environmental problems of the State.

d) State Institute of Rural Development (SIRD), Jabalpur

The State Institute of Rural Development (SIRD) came into existence in 1987. As an autonomous self-sustaining institution, it has the role of analysing, designing and fulfilling all the emerging training needs of the Department of Rural Development as well as the elected representatives of Panchayat Raj.

Madhya Pradesh has definitely succeeded in bringing about reforms to improve good governance standards in the state. The reforms in the public service delivery system aim at the principles of good governance. Since the drive towards ever-growing governance shall continue for all times to come, the continued emphasis on capacity building and further improvements in implementation mechanisms coupled with regular monitoring and evaluation shall continue to guide policy in the state.

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