Ethics & Morality · GS - IV

What do you understand by the term ‘good governance’? How far recent initiatives in terms of e-Governance steps taken by the State have helped the beneficiaries? Discuss with suitable examples.

EXAM YEAR	PAPER	SUBJECT
2022	GS - IV	Ethics & Morality

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Good governance rests on transparency, accountability, participation, responsiveness, rule of law, efficiency and equity. E-governance can reduce delays, discretion and transaction costs through digital service delivery, but digital exclusion, privacy risks and weak grievance redressal may prevent benefits from reaching everyone.

Model Answer

Introduction

Good governance means exercising public authority transparently, accountably, efficiently and equitably to serve citizens and uphold the rule of law.

Contribution of E-Governance

Digital platforms have improved access to public services and reduced dependence on intermediaries. Direct Benefit Transfer enables welfare payments to reach beneficiaries’ bank accounts, helping reduce leakages. Online tax filing, passport services and digital land records can improve convenience, traceability and administrative efficiency. The UMANG platform brings multiple government services together, while digital grievance portals facilitate complaint registration and tracking.

These initiatives can save time, reduce corruption opportunities and strengthen citizen participation.

Limitations

Poor internet connectivity, limited digital literacy, disability-related barriers, authentication failures and language constraints can exclude vulnerable groups. Data breaches and inadequate grievance resolution also undermine trust.

Conclusion

E-governance has significantly strengthened service delivery, but technology alone cannot guarantee good governance. Assisted access, data protection, accessible interfaces and effective offline alternatives are essential for inclusive and accountable digital administration.

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