



LEVERAGING DIGITAL GOVERNANCE FOR INCLUSIVE ECONOMIC GROWTH: GST REFORMS AND FISCAL FEDERALISM IN TAMIL NADU

Editors

Dr. A. Anandhiprabha

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Dr. S. Mahalakshmi

Volume - I



A One Day National Seminar on

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ADMINISTRATIVE REFORMS IN INDIA (FROM BUREAUCRATIC RIGIDITY TO DIGITAL GOVERNANCE)



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Abstract

Administrative innovations and governance reforms in India have been central to transforming public administration into a more efficient, transparent, and citizen-centric system. Historically, India's administrative structures faced challenges of bureaucracy, inefficiency, and corruption. In response, a series of governance reforms have been introduced, encompassing organizational restructuring, process simplification, technological integration, and participatory decisionmaking.

Key innovations include e-governance initiatives like the Digital India program, online service delivery portals, Direct Benefit Transfers (DBT) to reduce leakages in welfare programs, and performance management systems to enhance accountability. Other notable reforms are the introduction of PublicPrivate Partnerships (PPP) in service delivery, adoption of Artificial Intelligence and data analytics for decisionmaking, and citizen feedback mechanisms to improve responsiveness.

While these reforms have led to improved service delivery, transparency, and administrative efficiency, challenges such as digital literacy gaps, resistance to organizational change, resource constraints, and institutional inertia persist. This paper examines the evolution of administrative innovations in India, the impact of key governance reforms, and strategies to overcome ongoing challenges.

Keywords: Administrative Innovation, Public Administration, Digital India, Transparency, Accountability, Citizen-Centric Governance, Decentralization, Public Service Delivery.

Introduction

Administrative reforms and innovations are essential for the modernization and efficiency of governance in any country. In India, the vast population, socio economic diversity, and federal structure present unique challenges for public administration. Historically, India inherited a bureaucratic system from the colonial era that was characterized by rigidity, procedural delays, and limited responsiveness to citizen needs. Over the years, these challenges have prompted the government to undertake systematic administrative innovations and governance reforms to improve efficiency, transparency, accountability, and citizen-centric service delivery.

Administrative innovations refer to new methods, processes, or organizational changes introduced in public administration to enhance effectiveness. Governance reforms encompass broader strategies, including policy measures, technological adoption, and