

"A man is
great by
deeds, not by
birth"
-Chanakya

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**Improving government efficiency through technology adoption in governance:
The recent Indian Experience**

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Improving government efficiency through technology adoption in governance: The recent Indian Experience

Abstract:

The art of governance has become a challenge for governments worldwide due to the complexity of the public policy issues to be addressed, growing aspirations of the citizens, a plethora of government programmes, government resource constraints, bureaucratic inefficiency, corruption, and international pressures. Delivering the intended benefits of the government policies and programmes to the citizens most efficiently is thus of paramount importance. Several technology-led solutions to public policy problems have recently been introduced across many countries, including India. However, a proper documentation of policy innovations using technology and their outcomes has been absent in India. In this context, this paper examines the transformative government efficiency reforms launched by India in recent years using technology. It is revealed that implementing technology-driven solutions to various public policy problems in India has produced several significant, favourable policy outcomes.



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