

role in the new era.

- ◆ The God's own country's natural beauty as could be seen in the eastern mountains, western beaches, and the backwaters along with rich bio wealth and cultural heritage make Kerala a place of immense potentiality in the tourism sector .
- ◆ Kerala is an investor friendly economy.
- ◆ Biotechnology and organic farming.
- ◆ Modernisation of traditional industries and handicrafts.

Threats

- ◆ Increasing numbers of population (even though the growth rate is falling) and its pressure on scarce

land resources will impede development initiatives to a greater extent. At the same time demographic transitions in the form of aging population and the resultant pressure on working population will create a development dilemma.

- ◆ Major crops produced in the State, which are facing international competition included spices and plantation crops and in particular from Indonesia, Malaysia, Thailand, Philippines, Sri Lanka, Brazil, and Guatemala.
- ◆ Declining opportunities for migration in the Middle East will affect the State's labour class and

also the foreign remittances.

- ◆ Environmental problems including deforestation, destruction of wetland ecosystems and water bodies, and pollution will affect the sustainability of the development efforts.
- ◆ Consumer market
While framing a vision document for 25 years the 'Business as Usual Approach' (BAU) is not the main strategy but has been the 'Best Case Scenario' (BCS) approach. For which the efficiency of service sectors and the productivity of production sectors are to be at least doubled.



NEW INITIATIVE

M G P

Formation of Citizens' charters

Dr. K.M. Abraham

Secretary (MGP)

Historically Kerala has been following a development strategy, which had yielded very good results as seen in its human development indicators. However over the years there has been a perceptible decline in the quality of public services. The transfer of most of the development services to the local governments has also not made any significant difference except in the improvement of infrastructure of the institutions delivering the services. Another point to be noted is that the service delivery institutions have been transferred to local governments on an as is where is basis with the result that inter local government disparities relating to infrastructure is fairly wide with the backward areas having lesser facilities. Quality of services can be enhanced in a meaningful manner if local governments prescribe service standards and performance standards and bring out citizen's charter. To achieve this Modernising Government Programme has an Initiative named: "Service and Performance Standards integrated into citizens' charters" with code number V.2.1.

The objective of the initiative are

- Enhance quality of service delivery standards in schools, hospitals and welfare institutions.
- To ensure assured level of services and help the poor access their entitlements.

- To make local governments more responsive to citizen needs which would lead to greater public and community participation
- To do away with influence peddling by middlemen and corruption in service delivery
- To enhance credibility of the local governments which would serve as a demand factor for greater decentralisation.

This initiative proposes that a study has to be commissioned to prepare minimum standards for facilities and services in public hospitals, schools, hostels, institutions for the aged and challenged. It envisages preparation of citizens' charter by each Local Self Government. Consultative workshops will also be conducted to finalize the stands of services and citizen charter.

A successful implementation of the initiative will provide prescribed minimum standards of facilities and services and a road map for attaining these standards within reasonable time period and resource availability. Once the minimum standards of services, infrastructure and staff requirement and its costing are done, it will be easy for resource allocation to bridge the gap. Subsequently Citizen's Charter for providing better and speedy services to the common man will be published and made available to all, particularly to potential users.