

TEST CODE : 5 1 0 0 4

FIAS – MGP 2022 (C-4) - Half Length Test #4

ForumIAS

## GENERAL STUDIES

Name Of Candidate	MAYUR HAZARIKA		
Roll No.	1910089229	Date:	3/10/2021

Time Allowed: One and Half Hours

Maximum Marks: 125

INDEX TABLE			INSTRUCTION
Q. No.	Max. Marks	Marks Obtained	<p>1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.</p> <p>2. There are TEN questions printed in ENGLISH &amp; HINDI, all questions are compulsory.</p> <p>3. The number of marks carried by a question/part is indicated against it.</p> <p>4. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.</p> <p>5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.</p> <p><i>Any specific messages for ForumIAS Mentors/Evaluators with respect to your copy? Write it here.</i></p> <p>.....</p> <p>.....</p> <p>.....</p>
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10			
<b>Total:</b>	<b>125</b>		
<b>Evaluator's Discretion:</b>			<b>For Student Only</b>
			Start Time   8:00 pm
			End Time   9:30 pm.
<b>Total Marks:</b>			<b>Mode Of Examination:</b>
			Online <input type="checkbox"/> Offline <input checked="" type="checkbox"/>
<b>Evaluator's Discretion:</b> (This is the marks awarded at the discretion of the evaluator based on your overall impression, on the basis of (but not limited to) your handwriting, presentation, use of diagrams, flowcharts, facts and figures or absolutely anything that he/she liked in your copy)			<b>For Office Use Only</b>
			ECN CODE:
			EG:
			Evaluation Date:

<b>Parameters</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS

Q.1) Indian experience shows that promises made in the citizen charter have become more pious declarations with no mechanism to enforce them. In this context, enumerate the challenges in implementation of a successful citizen charter. Also, suggest measures to make it effective.

(10 marks, 150 words)

भारतीय अनुभव से पता चलता है कि नागरिक चार्टर में किए गए वादे महज पवित्र घोषणाएं बन गए हैं और उन्हें लागू करने के लिए कोई तंत्र नहीं है। इस संदर्भ में, एक सफल नागरिक चार्टर के कार्यान्वयन में आने वाली चुनौतियों की गणना कीजिए। साथ ही, इसे प्रभावी बनाने के उपाय भी सुझाएं।

(10 अंक, 150 शब्द)

Ans: According to 2nd ARC Report, a 'citizen charter' is a public statement that defines the entitlements of the citizens to certain service, the standards of service, the conditions to be met by users and remedies in case of non-compliance.

### Importance / Promises of Citizen Charter:

- Empowers citizen through access to information.
- Increased transparency and accountability of the public authority.
- Reduction in corruption.
- Developing a culture of obligation.
- A more responsive government.
- Empowering the marginalised sections of the society.
- Promoting good governance.
- Community participation in governance.

Despite these promises, the citizen Charters' spirit remains to be enforced due to several challenges.



### Challenges for successful implementation of Citizen Charter.

- No legal backing: The charter has no legal provision for enforcement legally.
- Lack of consultation with end users and civil societies.
- Poorly constructed citizen charter.
- Language barrier: charters are often written in English language which is incomprehensible for local people.
- Resistance from the public authorities to adhere to charter.
- Lack of awareness among citizens about charter.
- Lack of measurable standards for evaluation of service.

### Recommendations for strengthening Citizen Charter:

The 2nd ARC report has made several recommendations —

- Internal restructuring of the organisation should precede introduction of citizen charter.
- Encourage consultation with end users and civil societies.
- Hold officers accountable in case of default.
- Periodic review of citizen charter.
- No "one size fits all": charter making process should be decentralised.
- Other recommendations include raising awareness, providing legal backing to citizen charter, charter in vernacular language.

Way forward: The provisions of citizen charter needs to be strengthened to utilise its complete potential as a tool of good governance.

#### Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		<b>Total :</b>	



Q.2) Though RTI was meant to strengthen participatory democracy in India, various factors have hindered its utilization to full potential. In this context, examine the issues pertaining to the implementation of the RTI Act. (10 marks, 150 words)

हालांकि आरटीआई का उद्देश्य भारत में सहभागीमूलक लोकतंत्र को मजबूत करना था, लेकिन विभिन्न कारकों ने इसके पूर्ण क्षमता के उपयोग में बाधा उत्पन्न की है। इस संदर्भ में, आरटीआई अधिनियम के कार्यान्वयन से संबंधित मुद्दों का परीक्षण कीजिए। (10 अंक, 150 शब्द)

Ans: As stated by the SC in the Mr. Kulwal vs Jaipur Municipal Corporation case, Right to information comes under right to freedom of speech and expression, since without information, right of freedom of speech cannot be exercised fully. Following this came the RTI Act, 2005.

Role in strengthening participatory democracy:

- Empowering people by providing access to information.
- Empowering the marginalised sections of society.
- Increasing transparency and accountability.
- Reducing corruption.
- Making the government responsive.
- Cultivating a culture of obligation.
- Increasing efficiency and diligence of public authority.

However, despite being a tool of great potential, several factors inhibit the complete utilization of RTI Act 2005.

Issues / challenges for implementation of RTI Act:

- Pendency of cases: The number of RTI requests in the backlog has been growing.

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- Vacancies in state of Information Commissioners: Number of vacancies have impeded the efficient functioning.
- Non appointment of Public Information officers (PIOs): by several public authorities, detn the spirit of RTI Act.
- Unsupportive attitude of PIOs: have been a major hindrance
- Lack of infrastructure: for producing photocopies, soft copies of data sought, in rural areas.
- Not all institutions under RTI Act: eg: judiciary is not included
- Rejection of RTI's:
  - An estimate shows that <sup>only</sup> 45% of RTI's have received the sought information.
  - Many RTI's are rejected on the pretext of "personal information"
- Recent amendment of 2019 undermining the independence of CIC/and IC's: by modifying the security of tenure, salary, etc.
- Lack of awareness: A study shows that only 3% of Indians have ever lodged for an RTI

## Way forward:

Several provisions need to be corrected eg.  
 Creating awareness about RTI, filling up the vacancies, behavioral structural and attitudinal restructuring, infrastructure development etc: In order to uphold the real aim objective, and spirit of the RTI Act, 2005.

Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		Total :	



Q.3) What do you mean by civil society organizations? Evaluate the role of civil society in tackling challenges posed by Covid-19 pandemic. (10 marks, 150 words)

नागरिक समाज संगठनों से आप क्या समझते हैं? कोविड-19 महामारी से उत्पन्न चुनौतियों से निपटने में नागरिक समाज की भूमिका का मूल्यांकन कीजिए। (10 अंक, 150 शब्द)

Ans:

According to World Bank, civil society refers to a wide range of organizations, community groups, NGOs, labour unions, charitable organizations and foundations who work towards attaining objectives in line with their mandate.

Contributions during Covid-19 pandemic

The civil societies contribute towards the society as a non state actor and have from time to time played a crucial role. One such occasion which put the civil societies in forefront was the covid 19 pandemic. They served in the following ways:—

① As a mediator: The civil societies with the ground strength helped in carrying the gort. services to the doorsteps of the public.

eg: Many ~~some~~ NGOs came forward in helping the health department in contact tracing, putting up containment zone, etc.

② As an enabler:

Several NGOs and other societies provided food and other amenities to those staying within containment zone.

Various organizations contributed ~~to~~ by distributing oxygen cylinders, masks, sandisess, etc..

### ③ Supporting the vulnerable section:

- Providing food for the migrant labours during pandemic lockdown
- Several NGOs worked towards fighting increased cases of domestic violence on women during lockdown.

### ④ Being voice of the voiceless:

- Civil societies brought the issues of the citizens to the government's notice through petitions, applications, social media, etc.

### ⑤ As a pressure group to raise demands:

- Several organizations eg the MSME sector in particular raised demands for vaccination of employees on a priority basis.

⑥ Raising awareness: Contributed in raising awareness among the public about various misinformation surrounding the disease and vaccination sideeffects.

### Way forward:

The Covid 19 pandemic demonstrated the importance of civil societies as a pivotal role in the development process of the society. Proper initiatives need to be taken to strengthen them and make them resilient enough to withstand any similar situation in future.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total:	



Q.4) Recent Foreign Contribution Regulation Act (FCRA) amendment is a blunt instrument that has led to considerable shrink in working space for NGOs and civil society. Discuss.

(10 marks, 150 words)

हाल ही में विदेशी अंशदान विनियमन अधिनियम (FCRA) में संशोधन एक कुटिल साधन बन गया है जिसने गैर सरकारी संगठनों और नागरिक समाज के लिए कार्य स्थानों में पर्याप्त संकुचन को बढ़ावा दिया है। चर्चा करें।

(10 अंक, 150 शब्द)

Ans: Civil societies and NGOs are organisations, often non-state actors, who work towards achievement of objectives in line with their mandate.

### Funding of NGOs and civil societies:

- The activities of these organisations require huge funding and the sources of these funds include:—  
— private donation — membership fees — govt. contribution etc.
- A large chunk of these contributions come in the form of foreign contributions which is governed under FCRA Act.

### FCRA Amendment Act, 2020:

- The FCRA Amendment Act, 2020 was passed by Govt. to curb misuse & misappropriation of funds and increase transparency in their utilisation.

### Various provisions of FCRA Amendment, 2020 that affect NGO functioning

#### ① Transfer of foreign contribution:

- Foreign contributions can be transferred to only those entities which are registered to accept foreign contributions.

Issue: This can impact the operational efficiency of NGOs, creating extra steps of registering more people.

② Aadhar for registration: The Act made Aadhar compulsory for registration to receive foreign funds. Any entity applying for registration, needs to provide Aadhar number of all its office bearers, directors and functionaries.

- Issue: - Increased paperwork → reduction in efficiency
- Privacy and security concerns of NGO workers.

③ FCRA Account: The entity must accept foreign contributions ONLY in a single branch of a schedule bank.

- Issue: - Increased burden of transaction with reduction in free transactions.

④ For administrative purpose: The Act reduces the amount of foreign contribution that can be used for administrative purpose from 50% to 20%.

- Issue: This provision significantly reduces expenditure freedom of the NGOs. With less money for administrative functions, the NGO activities may be significantly paralyzed.

⑤ Suspension of certificate: The Central Govt can suspend the certificate for 180 days.

- Issue: This undermines autonomy of the NGOs. Fear of suspension of certificate will hamper NGO's ability to question the government and act as an efficient pressure group.

Way forward: Thus, although FCRA Amendment Act, 2020 has increased accountability and transparency of usage of foreign contribution, it has also shrunk the working space of civil societies. A healthy balance of both is the need of the system.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		<b>Total :</b>	



Q.5) The biggest weakness of the civil service today is its inability to function with integrity and political neutrality. Critically examine. (10 marks, 150 words)

आज सिविल सेवा को सबसे बड़ी कमजोरी सत्यनिष्ठा और राजनीतिक तटस्थता के साथ कार्य करने में असमर्थता है। समालोचनात्मक परीक्षण करें। (10 अंक, 150 शब्द)

Ans: Referred to as the "steel frame of India" by Sardar Patel, the civil services play a pivotal role in the administration of the country. However a number of issues and challenges have emerged which needs to be addressed effectively.

Weakness of civil services:

• Lack of integrity:

• Corruption: Significant amount of protection is available to a civil servant under A-311. Several instances of cases of corruption have come to notice from time to time.  
eg: Chief Secretary of UP was convicted by a CBI court for corruption.

• Nexus of politician-bureaucrat-corporate: has emerged as a ~~concern~~ great concern and paved way to crony capitalism.

• Bureaucratic attitude: Lack of commitment among civil servants for redressal of grievances is often complained about.

• Red Tapism: The authority of the civil servants is misused by some to create barriers for functioning of the handships for the citizens.

• Rivalry: Inter services rivalry often paralyzes functioning and may at times, blur the integrity of the officials.

### ❖ Lack of political neutrality:

◦ Political interference: In the functioning of the civil servants creates friction bet<sup>n</sup> them and the political executive.

◦ Political inclination: Some civil servants may have some inclination ~~or~~ affiliation to a party and this will eventually affect all future functionings of the official.

◦ Nexus of politician - bureaucrat - corporate: Some corrupt officials may partner up with politicians and corporate to promote crony capitalism.

◦ Frequent transfer of officials ~~and~~ politicians' behest:

- The fear of transfers under politicians' influence is one of the major reasons for lack of neutrality of many officials.

eg. IAS Ahok Khemka was transferred 53 times in 28 years

◦ Paradoxical nature of civil servants' and politicians' Roles:

- While the civil servant is expected to be predictable and impartial, the politicians are expected to be responsive to the citizens.

### ❖ Way forward:

Despite the various challenges, a number of initiatives such as strengthening the CVC and Lokpal & Lokayuktas, building a cordial relationship between the politicians and civil servant while maintaining neutrality will help in optimizing the civil services for good governance.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.6) Self-Help Groups can play a key role in ensuring women's empowerment and socio-economic development in the rural India. Explain with examples. What steps have been taken by the government for the promotion of SHGs in India? (15 marks, 250 words)

ग्रामीण भारत में महिला सशक्तिकरण और सामाजिक-आर्थिक विकास को सुनिश्चित करने में स्वयं सहायता समूह महत्वपूर्ण भूमिका निभा सकते हैं। उदाहरण सहित स्पष्ट कीजिए। भारत में स्वयं सहायता समूहों को बढ़ावा देने के लिए सरकार द्वारा क्या कदम उठाए गए हैं? (15 अंक, 250 शब्द)

Ans Self Help Groups (SHGs) are defined as "self governed, peer controlled ~~if~~ groups of individual often from similar socio economic background who come together to perform some common purpose collectively".

Role in women's empowerment and tackling issues of rural India.

① Promote a culture of saving and thrift: The members of the SHGs collect their savings and keep it in ~~the~~ a common bank account.

② Financial inclusion: SHGs promote financial inclusion in rural India and are of particular significance for vulnerable sections of the society ~~and~~ including women.

③ Access to collateral free credit with low interest-rates: The SHGs being a priority sector get access to collateral free credit. This helps solve the issue of lack of credit among rural population. The money is used for various economic activities ranging from agriculture, enterprises, etc.

④ Money for emergency purposes.

⑤ For setting up micro enterprises:

- ~~Money~~ The money is used for setting up micro enterprises which helps solve various issues of rural India like poverty, unemployment, etc.

⑥ Promoting entrepreneurship → particularly among women. Traditionally, women were assigned household works but they have start enterprises and create employment opportunities.

⑦ Encouraging additional income generating activities

- Thus, SHGs contribute in a number of ways in empowering women ~~through~~ and solving various rural issues like poverty, unemployment, subdued status of women in a patriarchal society, etc.

☐ Examples:

① Kudumbashree in Kerala:

- launched in 1998 → largest women empowerment project in the country → through microcredit, entrepreneurship and empowerment.

② MAVIM (Mahila Aarthik Vikas Mahamandal) in Maharashtra:

- has played a crucial role in empowering women in Maharashtra.



Steps for strengthening SHGs:

- ① SHG - Bank linkage programme: launched under initiative of NABARD in 1992 → to link the unorganised SHG sector with formal banking network → boosting financial inclusion
- ② Priority sector lending: Goths included SHG as a priority sector lending.
- ③ Grain Banks: SHGs have been allowed to run grain banks
- ④ Priyadarshini Scheme: for women empowerment under NABARD -

~~⑤ Deen Dayal Upadhyay -~~

- ⑤ National Rural Livelihood Mission (NRLM): To strengthen SHGs and thereby alleviate rural poverty by creating livelihood opportunities → employment.

- ⑥ Mahila Kisan Sashaktikaran Pariyojana: To improve condition of female farmers.

Way forward:

The SHGs can serve as great tools for women empowerment and for solving rural India's issues.

Appropriate initiatives for strengthening of these institutions can go a long way in ~~the~~ contributing to development of India.

## Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		<b>Total :</b>	



Q.7) People, process, technology, and resources are key pillars of good governance and participatory democracy. Elaborate. (15 marks, 250 words)

लोग, प्रक्रिया, प्रौद्योगिकी और संसाधन सुशासन एवं सहभागीमूलक लोकतंत्र के प्रमुख स्तंभ हैं। विस्तृत कीजिए।

(15 अंक, 250 शब्द)

Ans: Governance is the use of power to ~~use~~<sup>manage</sup> the political, economic and social resources of a country for its development. Governance, as such is a neutral term, while good governance refers to the inclusion of positive attributes of governance.

### ■ Features of good governance:

• The UNDP has enumerated the following 8 features of good governance:—

- ① Participatory
- ② Consensus oriented
- ③ Transparency
- ④ Accountability
- ⑤ Responsive
- ⑥ Effective
- ⑦ Equitable & inclusive
- ⑧ Rule of law

### ■ Pillars of good governance:

• As indicated by the 2nd ARC report, there are 4 pillars of good governance: → People, process, technology, Resources.

### ■ People:

• Good governance requires participation of the citizens.

• This is necessary for the following reasons:—

→ Demand driven service: Only when citizens express what are their demands, the policymakers



can provide such services.

→ For transparency and accountability ∴ Being a democracy, citizens' opinions are of utmost importance for political parties which forces them to be accountable

→ To make the govt. responsive to the demands of the people

§ Initiatives for involvement of people:

- RTI Act, 2005
- Citizen charter
- Social auditing of NREGA by Gram Sabhas from

time to time.

→ To ensure participation of people, raising awareness of the citizens and incentivising for participation can be ensured.

■ PROCESSES:

• The processes of service delivery needs to be simple and user friendly.

• The processes should not lead to Red-Tapism and create hardships for people.

• The various steps Govt has taken to simplify the process of filing income tax and GST is one such example.

• Simplification of processes is evident from the progress India has made in "Ease of doing Business".

■ Technology:

• Another aspect of good governance is the deployment

of latest cutting edge technology. This will ensure operational efficiency and also expand the reach of Govt. schemes.

• Ex: GoI has <sup>been</sup> actively promoting "Digital India" scheme to help delivery of various govt. services.

- Use of Covid 19 dashboard in the times of pandemic to provide covid related information.

- BHIM App for ease of transaction. etc.

### RESOURCES :

• Resources are always limited which necessitates optimum utilisation for the development process.

• Efficient use of Resources is of utmost importance in good governance, be it human resources or natural resources.

• Ex: The ambitious target of generating 175 GW of renewable energy of GoI by 2022 in order to provide citizens with clean energy.

### Way forward:

The healthy involvement of all the 4 pillars namely people, process, technology and resources is the key to achieve the objective of good governance in India.

### Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		Total :	



Q.8) "The rapid expansion of mobile network, proliferation of smart phones and data revolution have made m-governance an integral part of government welfare programmes." Discuss.  
(15 marks, 250 words)

"मोबाइल नेटवर्क के तेजी से विस्तार, स्मार्ट फोन के प्रसार और डेटा क्रांति ने m-गवर्नेंस को सरकारी कल्याण कार्यक्रमों का एक अभिन्न अंग बना दिया है।" चर्चा कीजिए।  
(15 अंक, 250 शब्द)

Ans: m-governance is a sub domain of e-governance in which government agencies utilise mobile telephones for delivery of services to the citizens and it has emerged as an important medium in recent times contributing to good governance.

### Growth of mobile network and data revolution:

- A study shows that while the smartphone penetration in India was 24% in 2016, in 2020 it was 54%.
- The internet connection penetration in India was 16.5% in 2016, while it rose to 44% in India.
- Thus, it is evident that both parameters have more than doubled within a short span of 4-5 years.
- This boom in smartphone and internet connectivity has opened up a new avenue for the government to offer their services.

### Importance / Potential of m-Governance:

① Empower citizen <sup>through</sup> access to information: Through mobile phones, citizens can acquire information and make an informed decision. eg. Covid 19 dashboard.

② Increased ease of delivery of services: Govt. can now deliver services without ~~creating~~ <sup>involving</sup> lots of paperwork or visits to govt. offices by citizens.

③ Increased transparency and accountability.

④ Participatory role of the citizens: Citizens can participate in governance in various ways using their mobile phones.

eg: CPGRAMS: is a mobile-based application through which people can lodge grievances and inform the govt. provide feedback to govt.

- MyGov.in: Using this platform, people can discuss and give their opinions to the government.

⑤ Makes the govt. responsive: The govt. is expected to respond to the various grievances and opinions of people put to it through mobile phones.

In this way, m-governance can become an important tool for good governance.

INITIATIVES: Some of the initiatives of Govt for m-governance:-

• For tackling Covid pandemic:

(i) Arogya Setu App: was used to help in contact tracing and obtaining information of covid status of a person

(ii) Covid 19 Dashboard: for providing Covid related information

(iii) WhatsApp and Facebook chatbots: for answering queries.



- For farmers:
  - Kisan Call Centre: To answer queries of farmers
  - PM Kisan portal: → portal for information to farmers.
  - eNAM: → a marketplace for agricultural products.
- For students: → ePathshala App: providing information and study materials.
- For corporates: → MCA'21: which makes registration and several other processes for corporates very easy.
- Tax related initiatives:
  - e-filing for income tax
  - GST portal: → for filing of GST returns, etc
- Banking:
  - BHIM app: for digital payments
  - BBPS → Bharat Bill Payment system → for recurring payment.
- ❑ CONCERNS/CHALLENGES: → Resistance to accept change
  - Digital divide.
  - Digital illiteracy
  - Security concerns: e.g. as raised with Arogya, Sehe App.
- ❑ Way forward:
 

The m-Governance initiatives have demonstrated ~~the~~ its importance going in future and as a means of service delivery. The issues associated with it needs to be resolved so that its acceptability and applicability's radius can be increased.

Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		<b>Total :</b>	



Q.9) The institutions that have been given the responsibility of ensuring transparency and accountability in governance are also responsible for bureaucratic inertia. Do you agree with this view? Justify. (15 marks, 250 words)

जिन संस्थानों को शासन में पारदर्शिता और जवाबदेही सुनिश्चित करने की जिम्मेदारी दी गई है, वे भी नौकरशाही जड़ता के लिए जिम्मेदार हैं। क्या आप इस मत से सहमत हैं? अपने मत का औचित्य सिद्ध कीजिए।

Ans:

(15 अंक, 250 शब्द)

Transparency and accountability are important attributes of good governance as indicated by UNDP and several institutions have been given responsibility for ensuring transparency and accountability.

Institutions: and bureaucratic inertia:

- ① Central Information Commission.
- ② Central Vigilance Commission.
- ③ Lokpal and Lokayuktas.
- ④ Citizen charter.
- ⑤ Social Auditing Units (SAU)

⇒ CENTRAL INFORMATION COMMISSION:

• It was established under RTI Act, 2005 to enquire into complaints arising for RTI's, PIO or on a suo-moto basis.

Issues:

- The CIE and IC's are susceptible to politicization.
- Vacancies of IC's
- Non appointment of Public Information Officers (PIO's)
- Unsupportive attitude of PIO's is one of the most imp. causes of delaying.



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⇒ CVC: ~~is~~ established under CVC Act, 2003 ⇒ responsible for enquiring into corruption charges against public officials.

Bureaucratic inertia: refers to the unwillingness or hesitation of the civil servants to perform their tasks.

- It has often been argued that the vigilance agencies dampen the spirit of civil servants.

Institutions causing inertia:

- Over-vigilance: Certain citizens become overly vigilant over the actions of civil servants, often lodging RTI's at the slightest of causes.
- Deters from doing something innovative or experimental: Vigilance deters the innovative minds of officials and they fear of being accused of corruption in case the experiment fails.
- Administration is unpredictable: The unpredictable nature of problems faced by a civil servant may result in need of ~~the~~ diversion from what was pre-decided. This might create inconsistencies and <sup>over</sup> vigilance goes against the spirit of such unpredictable work profile.
- Affecting working hours: Being bombarded with RTI's ~~resulting~~ result in sufficient time consumption.

in answering them and this may reduce the time available for doing the required tasks.

• Loss of spirit: Many civil servants end up losing the spirit to serve upon being consistently suspected over his integrity.

### Need for these institutions:

- Corruption: A-311 provides sufficient protection to civil servants and often news of corrupt officials emerge. Eg. Chief Secretary of UP was convicted by a CBI court for corruption.
- Political-bureaucratic - Corporate Nexus: has the potential of leading to crony capitalism.
- Bureaucratic attitude: often a lack of commitment on part of the officials is observed in addressing the public grievances.

### Way forward:

Although, these institutions established for ~~ensuring~~ ensuring transparency and accountability of governance has the potential of dampening spirits of civil servants and leading to bureaucratic inertia, it cannot be denied that they are crucial for keeping in check various issues such as corruption & nexus with politicians. Thus, appropriate measures need to be taken to ensure <sup>does not lead to</sup> over vigilance, <sup>bureaucratic</sup> inertia.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.10) Bureaucracy is not only important for delivery of public services but it also has a very significant role in preserving India's constitutional order. Comment. (15 marks, 250 words)

नौकरशाही न केवल सार्वजनिक सेवाओं के वितरण के लिए महत्वपूर्ण है, बल्कि भारत की संवैधानिक व्यवस्था को बनाए रखने में भी इसकी बहुत महत्वपूर्ण भूमिका है। टिप्पणी कीजिए। (15 अंक, 250 शब्द)

Ans. Referred to as the "steel frame of India" by Sardar Vallabhbhai Patel, the civil services have played a pivotal role in the country's administration and has a great role to play in ushering India to a great future.

### Delivery of public services:

The civil servants are responsible for delivery of public services to the citizens. Some of the instances are—

- ① In maintaining law and order: The DM imposes CrPc Sec. 144 from time to time to ensure law and law in his district.
- ② For safety of the citizens:  
e.g., IPS Arif Shaikh → launched the "Chuppi Todd" programme → to tackle issues of increased domestic violence during Covid lockdown.
- ③ Health services:  
• significant role played by civil servants in management of the covid pandemic.  
e.g.: Raising awareness among inhabitants through song in vernacular
- ④ Education services: Civil servants play an important role in ensuring that the govt. schemes like Mid-Day Meal scheme are being properly implemented in schools.

⑤ A management of Public Services: - Dr. P. Shenoy reformed the Karnataka Road <sup>state</sup> Transport Corporation.

⑥ Sustainable development: IAS Anshu Das worked to develop a 100% self sustainable village in Odisha.

⑦ Power services: In delivery of electricity to houses  
 eg: IAS Ritu Maheswari installed electrically smart meters to tackle the issue of electricity theft in Kampur.

⑧ Disaster Management: The DM plays a significant role in management of calamities as the chairperson of DDMA.

⑨ Transportation Communicability: Has an important role in enhancing communicability.

eg. Armstrong Pame IAS → through crowdfunding constructed 100 km of road in Manipur.

In this way, civil servants have an important role in public service delivery.

• Role in maintaining constitutional order:

• Conducting free and fair election: The DM has an important role in this.

• Role in policy formulation:

- The civil servants collect data, ammalades them and act as thinktank → in policy formulation process.



- Complementary role of civil services and politicians:
  - The civil servants being predictable and impartial helps keep in check arbitrary action of politicians aimed at for electoral gains.
- Assisting the political executive:
  - The civil servants assist the political executives in various functions:
  - eg: - Chief Secretary: of state advises the CM in all matters of administration of state and assists the state cabinet.
  - Cabinet secretary: Assists the cabinet in the administrative processes
  - Joint secretary, etc

### Way forward:

The civil services have been plagued by several issues such as corruption, lack of accountability, red-tapism, political-bureaucratic nexus, etc. However, their importance in the administration and in maintaining constitutional order is irreplaceable. Hence, appropriate measures need to be taken to curb the issues and thus strengthen the civil services.

### Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		<b>Total :</b>	

**Mentor Feedback Questions**

1 .....

2 .....

3 .....

4 .....

5 .....

**Test Goal**

1 .....

2 .....

3 .....

**Outcomes**

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**Marking Scheme**

Mark	Good	Average	Below average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0
✓	Key / Relevant Point		
✗	Vague / Irrelevant		

\* Subject to change without prior notice.