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ADVANCED INTEGRATED MENTORSHIP

GOVERNANCE ASSESSMENT TEST-22

(To be filled by candidate)

Test Code : TC323

Name of Candidate : ABHISHEK SINGH

NEXT IAS Roll No. : AIM24GCL1035 **Date of Examination :** 20-11-2023

Exam Centre : Old Rajinder Nagar ☐ Bhopal ☐ Online ☒

GENERAL INSTRUCTIONS

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Question paper will be provided separately and can be taken by the candidates after conclusion of the exam.

SUBJECT/PAPER

GENERAL STUDIES 1

Invigilator's Sign. :

Student's Queries for the Evaluator (if any write them below)

[To be filled by the EXAMINER]

Evaluator's response

(For filling by Examiners only)

Evaluator Code :

Q.No	Pg No.	Maximum Marks	Marks	Total
1	1			
2	3			
3	5			
4	7			
5	9			
6	11			
7	14			
8	17			
9	20			
10	23			
Grand Total				

Signature

MACRO COMMENTS

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Q.1

Recently

Comment

Social accountability refers to
answerability of the government
to Society.

Social accountability law &
Good governance & citizen participation

- ① Regulation updation of records,
details by administration
- ② Fear of exposure among govern-
ment officers will reduce
Corruption. E.g. MANREGA's
audit by people
- ③ Awareness generation: Such law
will promote awareness about

rights & duties of citizens

④ Better fund utilization as citizens watch is there. eg: PDS scheme under NFSA.

⑤ Engagement of Civil Society like NGOs, Cooperatives etc in law making. eg: Greenpeace NGO in Energy.

However the social accountability law can become ineffective if:

→ Wider Consultation is not taken

→ effective implementation machinery remains absent eg: Technology.

→ Training of people, Civil Society ~~and~~ about procedure is absent

Meghalaya govt. has passed social audit law. Similarly a social accountability law is the need of the hour.

Q 2 Civil Society — — — — — measures.

Civil Society refers to not for profit organization, not affiliated to any government & includes the likes of NGOs, private trusts, Charitable organizations etc.

Challenges in Local resource Mobilization.

- ① Non Supportive attitude of general public
- ② Youth not involving in social sector
- ③ fake NGOs: due to this fear public is reluctant to donate
- ④ Lack of trained professionals
e.g. financial experts.

Challenges in Corporate funding Via CSR

- ① Restrictions under FCRA act
for ex: limits on donation
- ② Regional disparity: CSR is directed to only few states NGOs like Maharashtra, Gujarat etc
- ③ Skewed sectors: only few sectors like education, health receive all money
- ④ Hampering developmental activity
Ex: protest at Kundankulam plant

Measures to resolve it

- ① Reforming National policy on voluntary sector 2002
- ② widespread advertisement
- ③ Internal resource generation
- ④ Transparency in functioning
so that govt. help can happen.

Vijay Kumar Committee has suggested using IT infrastructure & reforms in tax laws to reform resource mobilization.

3 Pressure group — — — transformation

Pressure groups as per World Bank are "Interest articulation group" & works for only specific interests.

However recently pressure groups are transforming to political parties.

for eg! Farmer's pressure group of Rakesh Tikait is turning into local politics.

Similar objectives of pressure group & Political party:

↳ Shaping opinion of public
↳ forcing policy makers to bring change in policies

- ↳ making minority voice hearable
- ↳ citizen participation.

Factors for this transformation

- ↳ ① Filling the gap which remain unfulfilled by political groups
for e.g.: demand for APMC reforms
- ② Effective lobbying: Becoming political party gives more power to lobby.
- ③ Better institutional setup:
they get recognition from Election Commission ⇒ Strengthens their resolve.
- ④ Wider reach among vulnerable.

This transformation should not be based on divisive politics of Caste, language & regionalism.
Instead it should focus on Sustainable development of Society.

Q. 4

Reforming - - - - - Comment.

Candidates
must not write
on this margin

Ans

Direct benefit transfer scheme
has been effected through trinity
of JAM (Jandhan, Aadhar & mobile)
& is delivering good governance

Progressive step

- ↳ Prevents leakages of money
- Rajiv Gandhi said only 17 paise
of 1 Rs reaches to citizens.
- ↳ Prevents Corruption
- ↳ Financial inclusion : Around
50 cr Jandhan account.
- ↳ Women empowerment
- ↳ Effective & efficient dissemination
of fiscal policy of government

Limitations

- ① Inclusion & Exclusion error
due to unavailability of documents like Aadhar.
- ② Lack of digital connectivity
in rural areas.
- ③ Unsustainable usage: Direct money used by males in Alcohol etc.
- ④ Electoral freebies: Just before elections money released by DBT to woo voters.
- ⑤ free riders & Moral hazard
where people don't want to work if they get money.

Although DBT is progressive step but broader goal should be to improve capability of people (Amaritya Sen) & bringing reforms in above challenges.

Q.5 Institutional - - - - - democracy.

Civil services refers to the machinery of government through which policies, schemes & laws are implemented.

Reforms needed in civil services

① Civil services board as held in TSR Subramaniam case

Should be constituted in all states for transfer & promotion.

② Hota Committee recommends

360° appraisal & multi-stakeholder assessment of public servant.

- ③ Technology deployment to reduce discretion & increase transparency. for e.g. CPGRAMS portal, PFMS. etc.
- ④ Lateral entry to bridge the gap between generalists & specialists
E.g. financial expert (IInd ARC)
- ⑤ Sunder Nath Godhake Committee suggested voluntary retirement scheme for non performing officers.
- ⑥ Value education & sensitivity training in mid career.
- ⑦ Bringing Code of Ethics & Ethics Commissioners (IInd ARC)

'Mission Karmyogi' is a great step in bringing institutional quality & reforming the steel frame of India.

Q6

Neo-liberal reforms : - - - - reforms

Service delivery has been affected by new market forces, private sector, changing role of state & has brought challenges & opportunities for new civil services.

Neo-liberal reforms & globalisation

- ↳ Increasing Competition
- ↳ Public-private partnership
- ↳ Rights based demand.
- ↳ FDI, FPI & foreign influence
e.g.: NGO funding.
- ↳ Technological interventions.
- ↳ Conditionalities in foreign aid

New type of civil service

- ↳ Pro-active instead of status quoist
- ↳ Technology oriented
- ↳ field work & need of expertise (lateral entry)
- ↳ New skills needed (karmayogi).

Challenges faced in service delivery

- ① Poor digital connectivity in poor areas e.g. Ladakh region
- ② Digital literacy low among citizens. For eg: Elderly unaware about govt. apps.
- ③ Hindrance by NGOs : As per IB report foreign funded NGO protests cost India 2-3 % of GDP
- ④ Private-public partnership

→ favouritism in offering bids.
→ (Kelkar Committee).

⑤ Redundancy of govt. offices
as more space is taken by
private sector

⑥ Lack of Infrastructure for
Neo-liberal reforms.

↳ Cyber attack on AIIMS due
to poor digital infrastructure.

⑦ Lack of Ethics in public
servants causing Corruption

⑧ Generalist instead of
Specialist : for new reforms
Specialist needed.

As for ~~the~~ ARC, setting up of Civil
Services board, technological intervention

1 Value training, Ethics Commission
etc are needed for new civil
services for effective service delivery.

Q-7Satisfactory - - - - - process.

Grievance redressal refers to solving queries & problems of beneficiaries of a service in a timely & effective manner.

Grievance redressal cornerstone of minimum govt. & maximum governance

↳ Increases trust of people in democracy.

↳ Less harassment of citizens

↳ holding public officer accountable.

↳ effective service delivery

↳ stakeholder approach & participatory governance.

↳ feedback improve the future services.

Challenges of current grievance redress mechanism

- ① Absence of Citizen charter which specifies procedure to file a grievance.
- ② Lack of awareness in citizen about existing services.
- ③ Digital issues: many websites take complains but is absent in rural area due to poor connectivity.
- ④ Rude attitude of officers
for ex: SBI branch BSNL office
- ⑤ Corruption: charging fees for grievance redressal even

though only prohibit it
for e.g. Municipality electrician.

⑥ Time issues: due to Red
tapism final redressal huge time

⑦ Judicial pendency: many
grievance cases in Court

(MTDG, 2023 → > 5 cr cases in Court)

⑧ Defunct & ineffective Consumer
protection authority

measures to tackle it

↳ Ethics Commissioner (2nd ARC)

↳ Digital Literacy (DIKSHA
Scheme)

↳ Designing effective websites

for e.g. CPGRAMS of DOPT

↳ Social audit & Code of Ethics

↳ Citizen charter, e.g. Income tax charter

"Sevottam model" should be used

for Grievance redressal as per 2nd

ARC for making it effective.

Q.8

Corruption - - - - - regime

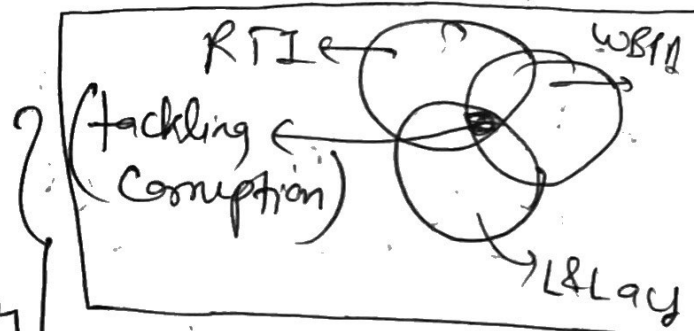
As per IInd ARC, Corruption refers to unethical & illegal means used by an officer/employee for some personal gains.

Harmonizing RTI, WBPA & L&Lay

Transparency
⊕

Protection to
whistle blowers
⊕

Quick action



Effective
anti Corruption
regime

Potential in Harmonising the three acts:

① Holistic approach of good governance to tackle Corruption.

② multi-pronged & multidimensional
treatment of disease of corruption.

③ Transparency (RTI)

- ↳ Brings accountability.
- ↳ Record maintenance
- ↳ fear of exposure → reduces Corruption.
- ↳ Social audit → citizen participation.

Ex: NFS A act.

Sunlight is the best disinfectant

④ Whistleblower protection

- ↳ fearless exposing of corruption
for ex: Vineet Gupta in
ICICI bank case
- ↳ Promotes neutrality & objectivity
- ↳ Courage of conviction
- ↳ Institutional Integrity safeguarded.

⑤ Lokpal act

- ↳ timely action on cases
- ↳ Suo-moto action taken.
- ↳ Effective grievance redressal

However certain challenges may occur in harmonizing.

- ↳ Political Interference in CII/IC
(appointment, pending vacancies)
- ↳ Pending RTI cases (~2.2 lakh cases)
- ↳ Whistleblower act not notified
& chances of frivolous use.
- ↳ Lokpal act ⇒ very non transparent procedure in high profile cases.

Hence harmonizing three acts is a progressive step but we need reforms like filling vacancies of PIOs, reducing political interference, reducing corruption, appointing Ethics commission & civil services board, technology to effectively solve corruption.

Q-9 The Central In. Com? times?

RTI act 2005 had created
office of CIC / IC for bringing
transparency in governance.

CIC as guardian of democracy

- ↳ Providing two way Communi-
cation of information.
- ↳ Citizen participation.
- ↳ Accountability of officers
- ↳ appeal to solve cases of
RTI application.

Mandate of CIC

- ① To provide information

related to a public office

↳ To regulate Public Information office (PIO)

↳ To punish errant public officer if he is not providing proper information.

↳ To hear appeal of cases related to RTI applications

Statutory status & effectiveness of CIC

① ↳ Given Statutory status in 2005.

② ↳ Not the power of civil court in its functioning like Summoning an officer, asking a document etc.

③ ↳ Amendments to RTI act 2019 has weakened position of CIC

- (a) Salary & tenure to be decided by central government
 - (b) Terms of office by Central govt.
 - (c) Appointment by Central govt.
- It can ~~affect~~ Independence of CIC office & effectiveness.

Hence, providing statutory status has a mixed effect.
Reforms should be taken to ensure independence of the office of CIC.

Q-10

Technology serves - - - - - Service

Neo liberal reforms, globalization
& increasing role of government
has made technology an
inevitable component of service
delivery & bureaucracy.

Technology acts as a catalyst

- ↳ faster delivery of services
Eg: DBT - PM KISAN
- ↳ accessibility from anywhere
- ↳ Transparency Eg: UMANG app
- ↳ Citizen centric : Eg: faceless
assessment by Income tax.
- ↳ reduces Corruption

Reshaping traditional contours
of bureaucracy.

⇒ Shift from Weberian model to pro-active democratic model.

⇒ Earlier Irony Jones approach to present field work & Citizen-centric approach

e.g. Mission Karmyogi: "from rule based to role based"

Integration of technology & modernizing of civil services →

① I-GOT platform of Mission Karmyogi → online monitoring of each officer's performance & training

② DIKSHA app: for government officers, teachers, new models of governance modules, etc

③ Online Grievance redressal & cutting red tapism

for e.g.: CPGRAMS portal of DOPT

④ Tracing of files: PM office through 'PRAGATI portal' checks location of a file & actions taken / not taken on it in real-time.

⑤ Reducing workload through proactive information disclosure
e.g.: Jan-Sachin portal for transparency govt.

⑥ Mid career Stakeholders appraisal of officers by all on online portal.

PM modi said "Power in a democracy does not flow from barrel of a gun but by click of a mouse". Above intervention will add to that by modernizing the civil services,