

**GS Advanced Program 2023****Generic Booklet**

Test Name/Code/No. :

Name

Email ID.

Roll No.

Mobile No.

Date

Allotted Time : 60 Minutes**Instructions to Candidates -**

- There are 7 Questions in this Question paper.
- All Questions are Compulsory.
- For all updates, please visit the noticeboard -
<https://noticeboard.forumias.com/gsap-2023/>

Important -

- Answers must be attempted in the QCA Booklet only.
- To upload the Answer Copies please visit to "My Course" section on -
<https://academy.forumias.com/>
- Only those copies will be evaluated which will be submitted before the next class.

Q. No.	Grade/Score
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Overall Grade/Score	

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 **ForumIAS**

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Q.1) Digital illiteracy refers to any situation in which any person is not able to use Information & Communication Technology (ICT) to his/her own advantages.

There are a lot of initiatives which had been taken by the governments to ease the public experience in availing Public Service like Jan dhan account, e-Governance, m-Governance, UPI Payments etc.

But due to digital illiteracy, these initiatives has not become the real benefit as:

① There are still very few people who access banking services through net banking.

② Lack of infrastructure - The main reason for the backwardness is that the social & physical infrastructure

is poor, especially in rural areas.

③ Digital Divide: There is a huge gap between users of these services in urban areas when compared to their rural part as well as gender gap.

④ Lack of awareness: Another major issue is the proper dissemination of information is still lacking.

Measures to be adopted to overcome issues:

① Digital literacy: Governments can arrange campaigns to make people learn technology.

② 'Seva Mitra' concept: Literate people among the locality could be used to generate awareness.

③ Sensitizing officials: To make them work in helping people accessing services digitally. Hence, there are a lot of scope & gaps which when filled in could generate benefits.

Overall Grading (✓)

Poor			Average			Good		
1	2	3	4	5	6	7	8	9

Q.2) Right to Information Act is the means through which citizens can access information of their choice.

It was passed in 2005 replacing Freedom of Information Act, 2001.

Recently government of India has brought certain amendment which are:

① Appointment of Information Commissioner:

Now, it is on central government sole prerogative to appoint information commissioner at both Central & state level.

② Conditions of service and tenure:

The central government ~~is~~ will fix the service conditions as well as tenure of the information commissioners.

③ Increase in fees for obtaining

Information: There is a gradual increase in the fees which the citizen needs to pay in order to get information.

Drawbacks of the amendment:

- ① Dis-incentivizing the official: The post of Central Information official (CIO) was equivalent to Chief election commissioner in the initial Act. Reducing the equivalency leads to de-motivization.
- ② Conflict with federal structure: Appointing authority at state level draws a confronting situation with various states.
- ③ Security of the tenure: Non fixing of the tenure leads to authority being in suspicion of getting removed anytime.
- ④ No provision of strengthening the RTI Act: The issue of pendency, dis-information, awareness generation has been still unaddressed in the amendment.

Hence, government need to take into consideration of various recommendations to strengthen the RTI Act.

Overall Grading (✓)

Poor			Average			Good		
1	2	3	4	5	6	7	8	9

Q.3) Social Audit is the checks done on utilization of funds and resources by government.

It was first implemented at national level through MGNREGA.

Provisions of Social audit:

- ① Periodic assessment of expenditure done by authority.
- ② Reporting the irregularities by the authority to the responsible party.

Benefits of Social Audit:

- ① Transparency: It helps citizens to have clarification on the ongoing development projects.
- ② Accountability: It makes the responsible authority answerable to various stakeholders of the projects.
- ③ Check on corruption: There has been instances from the schemes where

Social audit has been implemented that corruption has either being eliminated or reduced substantially.

④ Strengthening participative democracy:

It helps people participative directly at basic level & helps in democratic decentralization.

Limitations Of Social Audit:

① No legal backing: There are still no legislation drafted for this. It is done still on state on state basis. Like Social Audit of PMAY(G) in UP, West Bengal & Meghalaya.

② political & administrative unwillingness: States like Andhra Pradesh & Telengana have only implemented social audit in some of the schemes. Others need to follow. Hence, initiatives like I-MESA by Ministry of Social Justice is a welcome step in this direction.

Overall Grading (✓)

Poor			Average			Good		
1	2	3	4	5	6	7	8	9

Q.4) Citizens' Charter are the drafted presentation of available services for any government departments.

Though started initially to have citizen centric & friendly service delivery, it lacks the on certain fronts like:

- ① No legal backing: Though a bill was drafted to legislate it, the lapsing of bill left the initiative where it was originally.
- ② Rampant corruption: Due to the rampant corruption, people doesn't find it much useful.
- ③ Lack of administrative and political will: There are literally no support and grievance redressal mechanism for non-fulfilment of service based on charter.
- ④ Poor design & updation: Most of the

Citizen charters are not update from the time it was drafted.

Measures to bring efficiency :

- ① Drafting legislation : Need of the hour is to bring in a bill in the parliament to enact a law for it.
 - ② Create awareness : Through various programmes & campaign, the information needs to be disseminated to every citizen.
 - ③ Sensitizing the official : for implementing the service ~~for~~ properly & imposition of penalty on non-compliance.
 - ④ Updation : Charter need to be designed and updated from department to department.
- Hence, initiative like SEVOTTAM model, brings in the hope that a citizen friendly government service could be targeted.

Overall Grading (✓)

Poor			Average			Good		
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Q.5) Right to Information Act (RTI) was passed in 2005.

RTI helps in achieving the Good Governance model of Government by having following characteristics:

- ① Transparency - By providing information on demand, it reduces the existing opacity ~~with~~ in governance.
- ② Responsive - It brings the answerability aspect of the governance by responding to people's query.
- ③ Accountable - It fixes the responsibility of the public servant towards citizens.
- ④ Participation - As information is the digital fuel, citizen feels the participative aspect by knowing is going on inside government.

Benefits of RTI Act :

- ① Access to information - It enables the

Citizens to gather information, thus empowering them to have more access to government.

② Exposes acts of corruption & scandals:

Eg: Adarsh Housing Society case, 2G Case, EWG 2010 case etc.

③ Helps marginalised & vulnerable sections:

Supreme Court in Koolwal v/s Jaipur Municipal Corporation case, 1986 mentioned that RTI is a part of Article 19(1), thus enable voices of every citizenry class.

④ Expose extent of criminalisation of politics: It helped in de-criminalising

Indian politics through important Supreme Court judgements.

⑤ RTI Act has ensured application of Article 19 of Universal Declaration of Human Rights.

Limitations with RTI Act -

① Low Awareness level: People are still not aware about how & where to apply

to get information.

② Increased workloads on PIOs: Due to understaffed positions of PIOs.

③ Ineffective record management system: Particularly in state field offices/departments.

④ Various exemption: Like recently also, government has exempted CBZ from the scope of RTI.

Measures to strengthen the Act:

① Autonomy to the Information commissioners: Government should let the officials to get the requisite information on time.

② Providing adequate number of staff: To short out the pendency, government should appoint more official.

Hence, in order to make the democracy more dynamic, government should focus on proper dissemination of information.

Overall Grading (✓)

Poor			Average			Good		
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Q.6) Citizen charters are the part of Quality Service Delivery mechanism through which government provides the information regarding the available services with public department. It treats citizens as customers.

Principles of Service Delivery -

- ① Quality - By improving the quality of services and reviewing from time to time
- ② Choice - For the users wherever possible
- ③ Standards - specifying what to expect within realistic time frame
- ④ Value - for the taxpayer's money
- ⑤ Accountability - of the service provider (individual as well as organization)
- ⑥ Transparency - in rules, procedures, schemes, and grievance redressal.

- ⑦ Participative - to have consulting & involving nature.

Shortcomings of Citizen Charters in India:

- ① Devoid of participative mechanisms - No consultative process with all stakeholders including citizens.
- ② Poor design & content - absence of critical information
- ③ Lack of public awareness - no mechanism to make public aware
- ④ Charters are not updated - some of them are same from the time they were drafted.
- ⑤ Measurable standards of delivery not defined - difficult to assess performance.
- ⑥ Organizations not adhering to their citizen charter - No citizen friendly mechanism to compensate.

⑦ One size fits all → overlooks local issues

Reforms required in Citizen Charter:

- ① formulation should be a decentralized
- ② Wide consultation process → with all the stakeholders involved like citizen, facilitator, etc.
- ③ Precise & make firm commitments of service delivery standard.
- ④ Redressal mechanism in case of default - clearly lay down the relief.
- ⑤ periodic evaluation - through regular feedback mechanism.

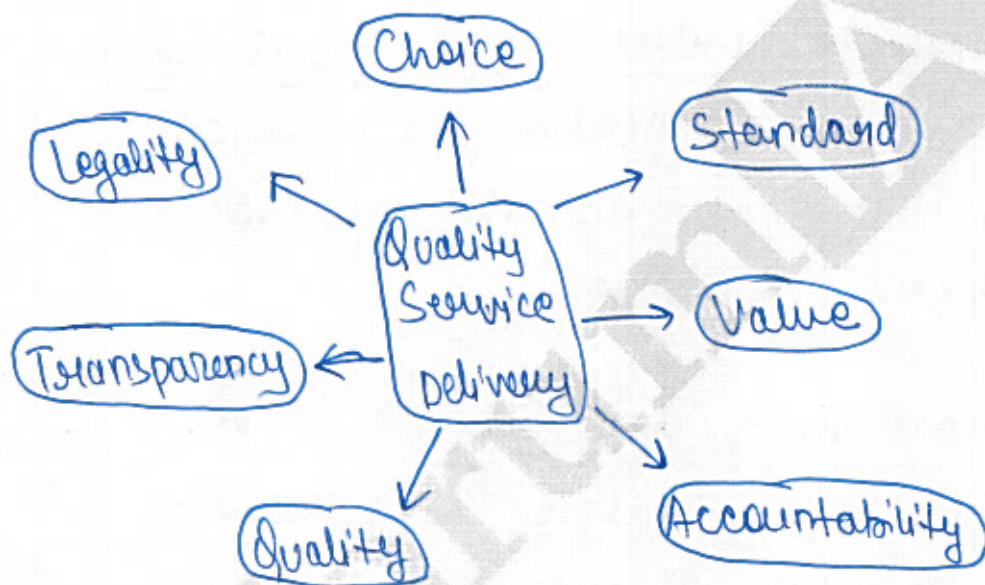
Hence, a Citizens' Charter cannot be an end in itself, it is rather a means to an end - a tool to ensure that the citizen is always at the heart of any service delivery mechanism.

Overall Grading (✓)

Poor			Average			Good		
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Q.7)

Government Initiatives like Citizens' Charter, RTI and Social Audits are mechanism of Quality Service Delivery towards citizens to whom any government is responsible and accountable.



Through Quality service delivery, government aims to achieve the following for its citizens:

- ① Ease of access to public resource:
RTI is a major step in this direction as it provides information to citizens on demand.

- ② Accountability and Responsive: Through Initiative like Citizens' charter, government tries to define the accountability & responsibility aspect of each public officers.
- ③ Check on corruptions: Social Audit has led to the mechanism where citizens themselves are able to identify the corrupt practices.
- ④ Strengthening democracy: These initiatives helps people to participate in the public affairs and take actions within the perview of law.
- ⑤ Social Impact Assessment: It builds and restores the trust between citizens and their own representative government.

Measures to improve the accountability & probability in governance:

- ① Provide legal backup: Apart from RTI Act, no other such initiatives have government back through legislation, which make them weak during implementation.
- ② Proper monitoring: Government, through Grievance redressal public officers [GRPO] can put a watch on the implementation of these on ground level.
- ③ Awareness generation: By maintaining the Seva Mitra and their own ground level staff, government can themselves help people knowing & availing these services better.

Hence, when these initiative are combined with e-Governance, m-Governance & Information & Communication Technology, people feels empowered & informed.

Overall Grading (✓)

Poor			Average			Good		
1	2	3	4	5	6	7	8	9

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