

**GS Advanced Program 2023****Generic Booklet**Test Name/Code/No. : **692017 (#17)**

Name

Email ID.

Roll No.

Mobile No.

Date

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

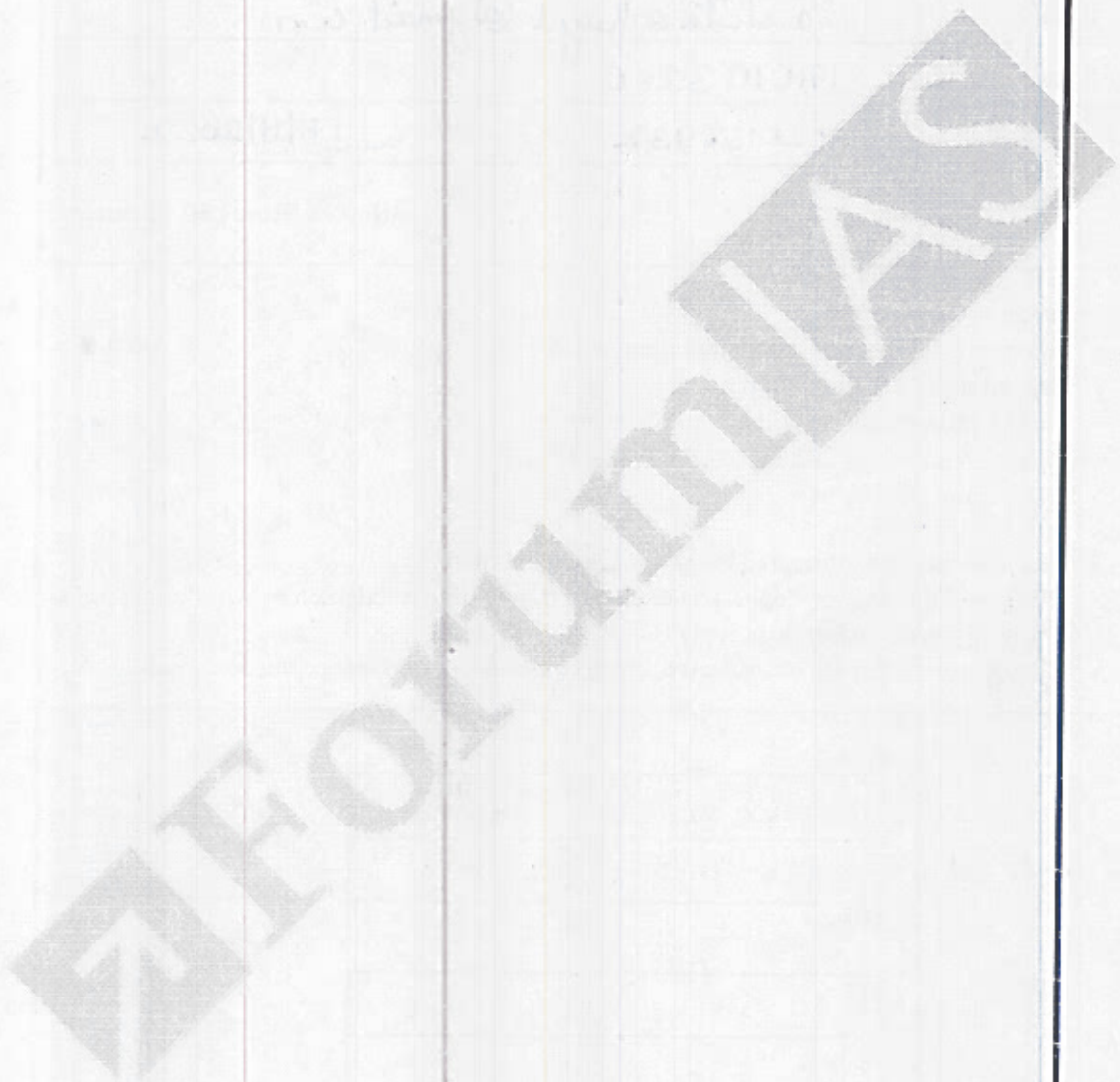
- There are 7 Questions in this Question paper.
- All Questions are Compulsory.
- For all updates, please visit the noticeboard -
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Important -

- Answers must be attempted in the QCA Booklet only.
- To upload the Answer Copies please visit to "My Course" section on -
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- 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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Q.1)

Digital illiteracy and lack of information and communication technology (ICT) accessibility leads to bigger social problem known as digital gap/divide between rich & poor, men & women & rural & urban areas.

Digital gap hindering socio-economic development

1.) Lack of accessibility & digital infrastructure

- Only 14% rural households have access to internet (NSO, 2017 report)
- leads to limited connectivity
- people can not access major services (eg) Banking services in rural areas.

2.) Digital illiteracy

- Only 25% of rural women know how to use internet (NSO, 2017 data)

- lack of knowledge to use services
 (eg) unable to operate internet banking
- ③ Increased role of middlemen to avail services.
 (eg) proxy ticket bookings in rural areas through IRCTC app.
- ④ Increase case of corruption → people in absence of digital literacy will give money to middlemen to get work done.
- ⑤ Increased corruption will lead to poor socio economic development.

Remedies

- digital literacy programs like PMGDISHA
- Affordability of internet.
- Improved accessibility of digital infrastructure
 (eg) BharatNet Project

World is moving towards era of digitization and digital literacy & improvement in internet accessibility & affordability is need of the hour.

Overall Grading (✓)

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

Q.2)

RTI Act was introduced in 2005 by replacing Freedom of Information Act of 2001. RTI Act empowers every citizen to seek any information from a public authority.

Amendments to RTI Act (2019)

- 1.) Central govt. has the power to determine the service conditions & salaries of Chief Information Commissioners & Information Commissioners (ICs) both at central and state levels.
- 2.) The tenure of respective state & central CIC as well as ICs will be "prescribed by central govt."

Impact on autonomy & independence

- 1.) Impacts the security of tenure of ICs. can
→ undermine their neutrality

- might end up being loyal to their political masters.
- 2.) ~~It~~ Compromises the autonomy of ICs
→ threat to their independence.
 - 3.) affects the federal structure of India.
→ service conditions & tenure will be unilaterally decided by Union govt.
 - 4.) Centralisation of power → because union govt ~~will~~ might have complete autonomy over State Info. Commissions

Response of Union govt

- 1.) Election Commission is a Constitutional body & can't be equated with a non-constitutional body (CIC).
- 2.) Orders of CIC can be challenged in High Courts & it can't be equated with SC.

RTI is very significant step towards citizen empowerment and we must look for avenues to strengthen it

Overall Grading (✓)

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

Q.3)

Social audit refers to the audit of government schemes jointly by govt and public (beneficiaries).

How social audit creates a positive impact on governance

- 1.) It leads to increased public participation in evaluating performance of any scheme.
- 2.) ~~then~~ Increased accountability due to better performance evaluation.
- 3.) Greater Transparency — direct public participation render scheme more responsive.
- 4.) Improves efficiency and effectiveness of different welfare initiatives
- 5.) MGNREGA has been the 1st scheme that mandates social audit by Gram Sabha.

Challenges in Social Audit

- ① Minuscule public participation — lack of education & awareness
- ② Absence of an independent authority to assess audit report
- ③ Lack of administrative & political will for implementation

Way Forward

- Creating a team of Social Audit Experts in every district.
- Improving level of education at grassroot level.
- Public awareness campaigns to make people informed about Social Audit procedure.

Social Audit is step in right direction for good governance. In this regard, we should look forward to implement I-MESA initiative suggested by Ministry of Social Justice & Empowerment.

Overall Grading (✓)

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

Q.4)

Citizen's Charter is a set of commitments that an organisation makes regarding standards of services that it delivers.

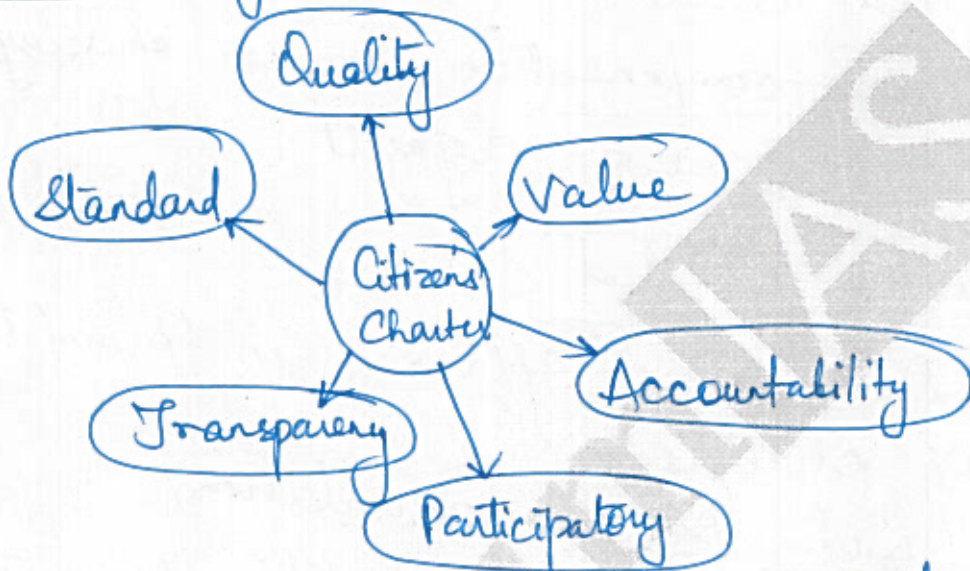


Fig:- 6 Principles of Citizen's Charter.

Limitations of Citizen's Charter

- 1) Lack of participatory mechanisms
→ no consultation with citizens
- 2) Poor design & content → absence of critical information
- 3) Lack of awareness among citizens

- 4) Citizen's Charter are not updated regularly.
- 5) One-size-fits-all approach undermines local issues.
- 6) Non-compensation in case of delayed delivery or a default

Measures Needed

- 1) Decentralized approach in formulation of charters
 - 2) under public consultation
 - 3) Incorporation of public grievance redressal mechanisms
 - 4) Periodic evaluation through regular feedbacks.
 - 5) Public awareness campaigns
- Swottem Model as suggest by Dept of adm reforms (DARPG) should be implemented which encompasses citizen's charter, grievance redressal & excellence in public service delivery

Overall Grading (✓)

Poor			Average			Good		
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Q.5)

RTI Act, 2005 replaced Freedom of Information Act, 2001 and it empowers every citizen to seek any information from a public & authority.

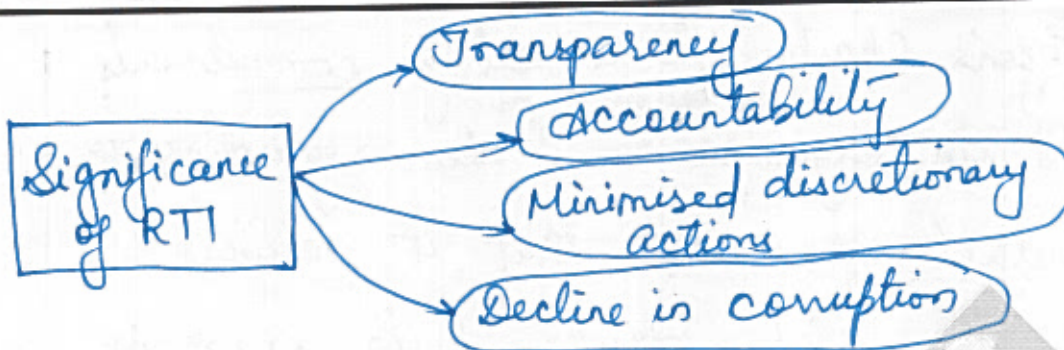
RTI: requisite for the very exercise of democracy

- 1.) UNHDR, 1948 → calls for right to seek and impart information to all.
- 2.) ~~ICCPR~~ ICCPR, 1966 → gives every person right to seek & receive information.
- 3.) S.P. Gupta Vs Union of India, 1981
→ SC opined that RTI is an extension of fundamental right under Article - 19(1).
- 4.) Koolwal Vs Jaipur Municipal Corporation, 1986 → SC held that freedom of speech & expression [Article - 19(1)]

implies right to information.

RTI : march from darkness of secrecy to dawn of transparency due to its provision

- 1.) Empowers every citizen to seek any information from a public authority.
- 2.) Information - any material in any form like e-mails, orders, press-release, etc.
- 3.) Public authority
 - (i) Body/institution created through Constitution or a law.
 - (ii) Institution / NGOs substantially funded by govt.
- 4.) Information sharing within 30 days ~~and~~ → 48 hours in case ~~if~~ it is sought for life/liberty of a person
- 5.) Information seeker is not required to furnish reasons or any personal details (except communication details)



Issues in RTI

- 1) Lack of public awareness
- 2) Constant state of apprehension in public authority
- 3) Delays in decision-making & administrative work.
- 4) Lack of whistleblower protection.
- 5) Increased pendency & vacancy in Information Commission.

Way forward

- 1) Faster filling of vacant positions.
- 2) Operationalizing Whistleblower Protection Act, 2013.
- 3) Generating public awareness through campaigns.

RTI is therefore a march from the darkness of secrecy to the dawn of transparency.

Overall Grading (✓)

Poor			Average			Good		
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Q.6)

Citizen's Charter is a set of commitments that an organisation makes regarding the standards of service that it delivers. It was first introduced in 1992 in England under Prime Ministership of John Major.

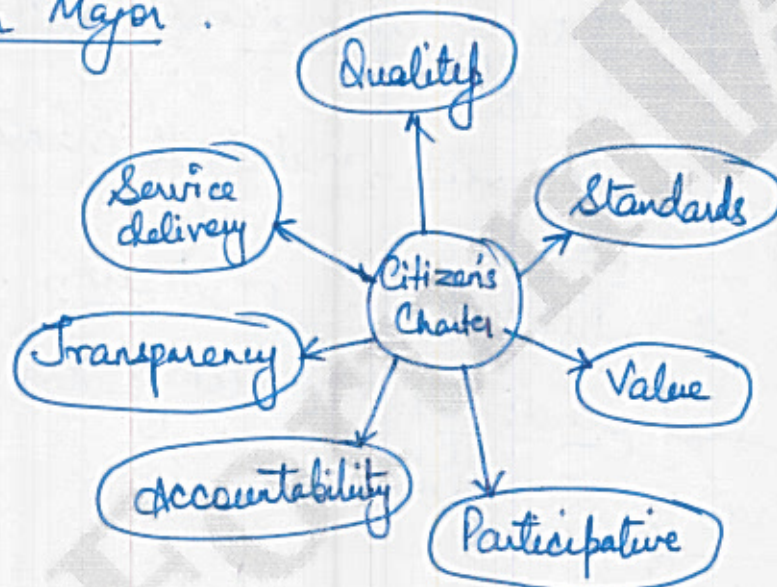


Fig:- Principles of Citizen's charter

Citizen's Charter: A solution to problems of citizens

- 1.) Improved participation of citizen in day-to-day administration.
 → improves efficiency & effectiveness of public service delivery

- 2.) Decrease incidences of corruption in public work.
- 3.) Faster service delivery leading to citizen satisfaction
- 4.) Grievance redressal in case of default
- 5.) Reduced cost of accessing services
→ no more interference of middlemen
- 6.) No more delays and red-tapism

Shortcomings of Citizen's Charter

- 1.) Not very participative in nature
→ no consultation with wider public.
- 2.) Poor design & content → absence of critical information
- 3.) Lack of awareness among citizens
- 4.) Citizen Charters are not updated
(eg) → some dept. still use the charter framed in 1990s.

- 5.) One-size-fits-all approach hampers local issues
- 6.) No compensation provision in case of delayed service or a default.
- 7.) Absence of legal backing renders it ineffective.

Reforms Needed

- 1.) Decentralized approach in formulation of citizen's charter
- 2.) Wider consultation of all stakeholders involved
- 3.) Periodic evaluation through regular feedback mechanisms.
- 4.) Incorporation of Public Grievance Redressal mechanism.
- 5.) Generating public awareness through campaigns.

Citizen's Charter should not be an end rather a means to end. In this regard, Servotam model (Dept of Adm Reforms) should be implemented

Overall Grading (✓)

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

Q.7)

Accountability refers to the answerability of any person ~~towards~~ for his decisions & actions to a formal system.

Probity is the sum total of public spirited values like honesty, integrity, dedication to public service & objectivity.

Citizen's Charter, RTI & Social Audit as a means to increase accountability & probity in Governance :

① Citizen's Charter

- Citizen's Charter is the set of commitment that a govt. off. organisation makes regarding delivery of its services.
- it increases public participation in administration thus empowering them.
- increases transparency in system due to increased participatory role

→ Accountability of officers is ensured because of standardized time-frame for service delivery.

eg) US Postal Service Department

→ announced a standard timeframe of 1 day for delivery of postal service.

② RTI

→ Right to Information is a mechanism through which any citizen can ~~see~~ seek information from a public authority.

→ It increases transparency in system because public is better informed ~~and aware~~ about various govt. decisions & data.

→ Declining incidences of corruption

→ Accountability is ensured because general public can now make informed choices.

→ Minimization of unfettered discretionary decisions.

eg RTI has shown up many scams like Adarsh housing society, 2G scam, Vyapam scam, etc.

③ Social Audit

→ It refers to the audit of schemes jointly by govt. & beneficiaries of scheme

→ It increases transparency & accountability because of increased public participation in evaluation of scheme implementation.

eg MGNREGA was the first scheme to mandate social audit by Gram Sabha

Citizen's Charter, RTI & Social Audit are some of the great mechanisms to increase accountability and probity, thereby strengthening the governance system of our nation.

Overall Grading (✓)

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

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