

**GS Advanced Program 2023****Generic Booklet**Test Name/Code/No. : **692017**

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
1	
2	
3	
4	
5	
6	
7	
Overall Grade/Score	

Start Writing Here

Q.1) Digital literacy and accessibility to ICT is one of the basic pre-requisites to avail the benefits of E-Governance which is ~~the~~ a pillar of good governance and ensuing socio-economic development.

This phenomenon has widely impacted India's rural areas in particular.

- Digital Illiteracy has prevented people's ability to benefit from technology driven welfare schemes.

→ The plateauing of beneficiary registration on E-Shram portal.

- It has particularly disempowered the rural women due to their precarious positions in digital know-how.

- It has resulted in lopsided development in favour of the educated.
- Lack of ICT accessibility has kept remote areas outside the loop of socio-economic development.
- COVID-19 showed that even education was denied to students in rural hinterlands due to lack of ICT accessibility.
- Benefits like tele-medicine couldn't reach ICT deprived areas.

Hence, ICT accessibility and digital literacy are ~~result~~ in pillars of digital India. The need is -

- To permeate 5G technology evenly in the country.
- Make telecom services affordable.

Steps like BharatNet and PMGDISHA are right actions in this direction.

Overall Grading (✓)

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

Q.2) The Right To Information Act, 2005 legally mandates the provision of information to a citizen from a public authority within 30 days subject to some exemptions.

Recently, the RTI (Amendment) Act, 2019 increased central govt's control on the SICs and CIC. There have been apprehensions as:-

- Centre's new power to decide service conditions of Information Commissioners may lead to undue influence of central executive
- The deprivation of security of tenure to ICs may have an impact on their ability to function freely and without fear.
- The Centre's control even on SICs hampers federal spirit and revokes the

complete freedom enjoyed by SICs.

However, the Central Govt. has justified the amendment on valid grounds like:-

- The CIC earlier had powers of an SC judge but his decisions could be challenged in the HC.
- Earlier the CIC was, a non-constitutional body had been wrongfully equated to the Chief Election Commissioner, a constitutional body.

While the amendments have their pros and cons, there are more pressing issues about RTI that need attention:-

- 2.2 lakh pending RTIs.
- 388 days average time for disposing a case.
- No punitive action against offending officials.
- Intimidation of RTI activists.

Affirmative actions along these lines are desirable.

Overall Grading (✓)

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

Q.3)

Social Audit refers to the assessment/evaluation of any programme/scheme/service by the public and/or third party agencies.

Social Audit is one of the most important tools for good governance due to the following factors:-

- Increases Accountability as service providers are evaluated by beneficiaries and answerable to them.
- It enhances transparency as procedure for service delivery, financial accounting are laid out before the evaluating agency.
- It Empowers the citizens to understand the existing standards of governance and

compare it with their desired standards.

- It provides effective choice to citizens through objective revelation of information about projects/schemes.
- It makes governance participatory and hence more responsive to aspirations of people.
- It inspires service providers to deliver quality services in timely manner.

Thus, social audit is an empowering tool of good governance. There is a need to make it:-

- more participatory by capacity building and awareness.

Social audit is vital for achieving SDG-16 for improvement in governance, participation and democracy.

Overall Grading (✓)

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

Q.4)

Citizen's Charter refers to an expression of agreement between service providing organizations and citizenry specifying the commitments for a set standard of service delivery.

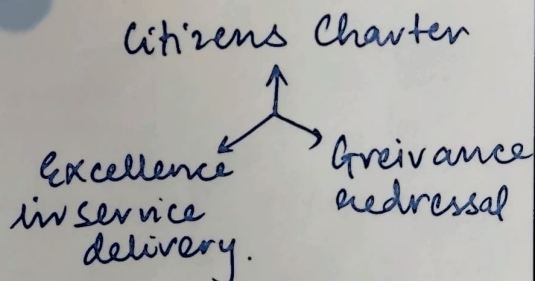
In spite of being an important tool for accountability and transparency, several issues limit its effectiveness.

- Citizens Charters are often not participatory and lack provisions of wide consultations, feedback etc.
- One Size Fits All → approach followed dis regarding local aspirations, needs and limitations.
- The content is often poorly designed
- Non-adherence to EC by organizations.

- Absence of quantifiable standards of service delivery.

There are various areas that can be worked on to improve efficacy of CC :-

- Enable robust feedback mechanism.
- Set well defined parameters of service delivery both in terms of quantity and quality. → realistic promises.
- Maximize consultations with stakeholders: service provider, citizenry and agencies like PRI.
- The Sevottam Model
- Generate awareness.



Citizen Charter is the future of a transparent, accountable governance system.

The 2nd ARC recommendations on Citizen Centricity are good guidelines in this regard.

Overall Grading (✓)

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

Q.5)

The Right To Information Act, 2005

legally mandates the providing of information to a citizen by a public authority within 30 days of such request subject to some exemptions.

In the present age of information and data, RTI assumes greater significance than ever.

It is a prerequisite for democracy in a free and fair society as:-

- It empowers citizenry with the information needed for enlightened decision making.
- It fuels pro or anti-incumbency through a informed evaluation of

government's policies, programmes and schemes.

- It enforces accountability and enables citizens to seek justice.

eg Association of Democratic Reforms through PILs has been able to gain information about criminalization of politics and file suitable affidavits for redressal of the issue.

- ~~RTI~~ RTI has enabled citizens to file PILs and seek the rights and welfare of the marginalized. $\Rightarrow$ thus enabling a true welfare state as provided by substantive democracy.

- The exercise of Fundamental Rights, vital for the fulfillment of democratic

ideals is facilitated by right to information. This has been reiterated by the hon'ble SC in various judgements

→ SP Gupta v/s UOI → SC ruled that RTI is an extension of right to speech and expression (Art 19(1)).

→ Koolwal v/s Jaipur Municipal Corporation → SC ruled that Art 19(1) cannot be enjoyed until Right to Information is provided.

Hence RTI, is the dawn of an era of transparency and accountability. It is vital to strengthen this right through -

- Timely disposal of cases.
- Filling vacancies in SICs and CICs.

This will usher Substantive Democracy in India.

Overall Grading (✓)

Poor			Average			Good		
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Q.6)

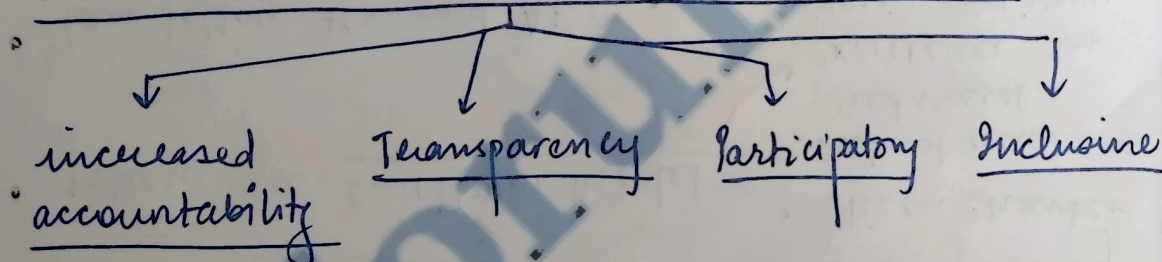
Citizen Charter refers to an expression of agreement between a service provider and the citizen specifying set standards of committed service delivery.

In the rising social complexities and widening net of social services, citizens have to progressively face new challenges and issues while dealing with service providers such as :-

- The advent of E-governance and the growing digital divide have made many, especially the marginalized, vulnerable to exclusion.
- The widening of inter-ministerial and departmental services which make public interaction with authorities difficult.

- The too-busy syndrome and general apathy of public service providers like public sector banks.
- Increased paperwork with new documents and proofs needed for even basic services.
- Corporatization accompanied with lack of personal touch.

Citizen's Charter seeks to solve these issues



However, CC suffers from several shortcomings

- Not participative as it excludes local communities and ignores feedback.
- Non-quantifiable, unrealistic service delivery standards.
- One size fits all approach ignoring regional aspirations, needs and restraints.

- Lack of awareness among citizenry.
- Poorly designed lacking critical information.

Suggested Reforms

- Wider Consultations → including all stakeholders: govt., agencies, citizenry.
- Set Quantifiable, realistic service delivery Standards.
- Create awareness and make CC user friendly.
- Follow the Sevottam Model
 - Citizen Charter
 - robust grievance redressal
 - excellence in service delivery.
- Can follow the 2nd ARC recommendations on Citizen Centricity in administration.

The Citizen Charter is an empowering tool and must be redeveloped and customized as per local needs. This is in line with India's commitment to SDG-16

Overall Grading (✓)

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

Q.7)

Citizen's Charter is an expression of agreement between a service provider and a beneficiary by committing to set standards of service delivery.

Right To Information Act, 2005 is a legislation that mandates providing of requested information to a citizen by a public authority within 30 days of such request (subject to exemptions).

Social Audit is evaluation of a scheme, programme by a 3rd party/public.

All the 3 are important tools of accountability and probity in governance.

Citizen Charter

- Enforces accountability by committing to set standards of service delivery and

service provider being answerable in case of denance from the same.

- It empowers citizens by informing them of what to expect and seek redressal in case of grievances.

Eg Delhi Jal Board has been held accountable for poor water quality in supply to households.

Right To Information

- Allows citizens to exercise Right to Speech & Expression by empowering them with requisite information.
- Allows citizens to seek justice on basis of information provided.

Eg RTIs filed revealed lapses in RTE quota of 25% in private schools and subsequent PILs ensured accountability and adherence.

Social Audit

- Citizen's participation compels govt. officials to ensure that there is no embezzlement

of funds or denial of rights thus enhancing probity.

Eg MGNREGA social audit ensured exhaustive coverage and timely disbursement of wages.

- Increases transparency in scheme/programme performance and helps fix accountability.

Thus, RTI, CC and Social Audit are ~~sub~~ tools for empowered citizenry and substantive democracy. There is need to create awareness and capacity building for wider public participation. ~~in these~~

Audit of civil works is vital and social audit is a good way ahead.

Empowered citizenry = Participative democracy = Prosperity & Growth

Overall Grading (✓)

Poor			Average			Good		
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