

GSSCORE

An Institute for Civil Services

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VIDUSHI SINGH

AIR - 13

(CSE 2022)

GENERAL STUDIES

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UPSC

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Governance & Social Issues - 1

Name: *Vidushi Singh*

Roll no.: *40666*

Mobile No.:

Date:

Total - 54.5

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1) COMPTROLLER AND AUDITOR GENERAL (CAG)

A good start
was termed as the most important officer in Indian Democracy by Dr. B. R. Ambedkar. CAG is one of the bulwarks of Democratic system of government in India.

Scope and Role of CAG in ensuring Transparency and Accountability:

Constitution of India provides for an independent office of CAG under Article 148-151, Part V.

Role of CAG to ensure transparency & accountability

good

1. CAG audits accounts related to all expenditures from Consolidated Fund,

Contingency Fund and Public Account of Centre & State Govts, thus acting as

'Guardian of Public Purse'

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Role of CAG in
ensuring trans-
parency & account-
ability

2. CAG's audits ensure an effective check on allocation of revenue.

3. CAG's audit reports have previously unveiled frivolous activities of 2G spectrum and Coal scam.

4. He acts as a guide, friend & philosopher of Public Accounts Committee which holds the executive accountable in Parliament.

5. CAG's review of govt. policies and govt. institutions helps in policy evaluation eg. in Swachh Bharat Abhiyan.

6. CAG ascertains that the money shown is legally available or not.

Nice
Good
under
standing
about
its
role.

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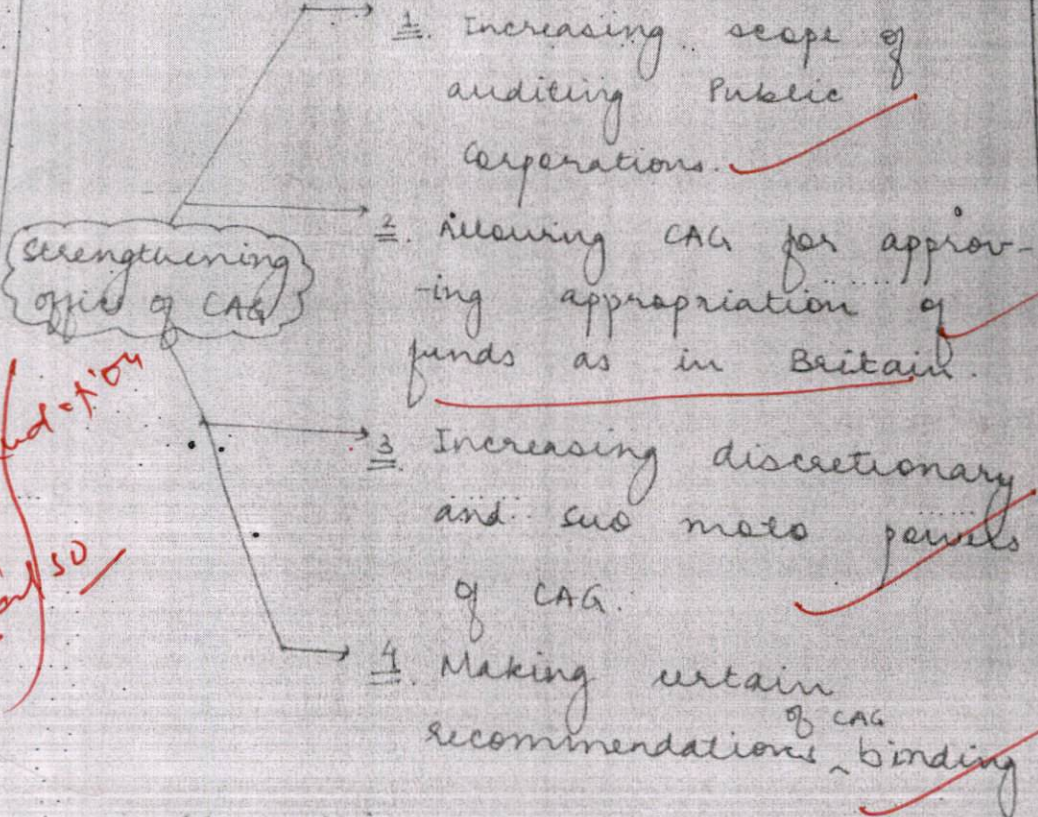
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Limitations of CAG is missing

Hence, CAG's role as a guardian of public purse is irreplaceable and crucial.
However, CAG in India, in practice is fulfilling the role of AUDITOR GENERAL only and not of a comptroller.

there is a need to strengthen the institution of CAG.



talk about recommendation of CAG

Hence, the office of CAG needs to be strengthened to ensure its independence in establishing good governance norms.

6

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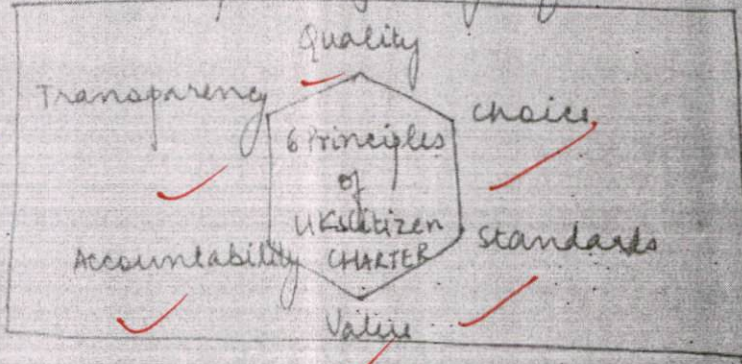
2. According to 2nd ARC, 'LITIZEN CHARTER' is a public statement that defines the entitlements of citizens to a specific service, standard of service and remedies available to citizens in case of non-compliance to standards.

A good start

Citizen Charter in UK:

Citizen charter was 1st implemented in the UK by John Major Government, in 1991.

→ 6 Principles originally framed were:



Citizen Charter in India:

In India, DARPG coordinates efforts to formulate citizens' Charter.

→ Guidelines by DARPG:

- (i) Simple Charter; (ii) Create Responsible Climate

Difference between both charters is missing

Bring out the difference between them

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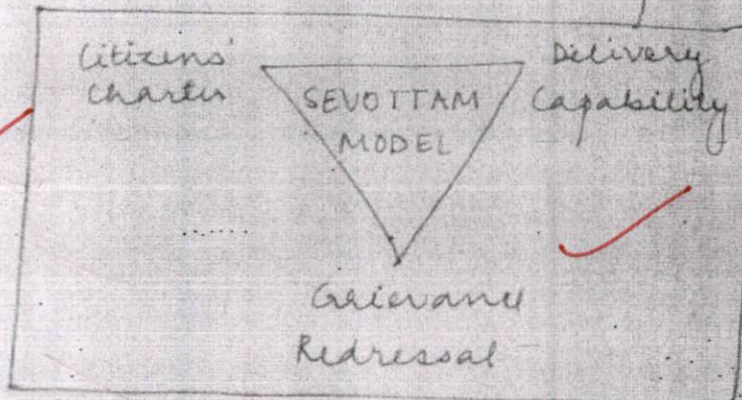
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- (iii) Begin with statement of service
- (iv) Entitlement of user is clarified
- (v) Frame structure for feedback.

SEVOTTAM MODEL - Sevottam model was suggested by 2nd ARC and provides an assessment-improvement framework for public service delivery.

It has 3 main components:



Nice Diagram

(1) CITIZENS' CHARTER: involves statement of public service that has to be delivered, along with its details.

(2) DELIVERY CAPABILITY: involves customer, employees and the requisite infrastructure for timely delivery in a citizen-centric manner.

good

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थोड़ा उत्तर न
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(3) Grievance Redressal: helps in assimilating
Public feedback to ensure policy
evaluation and modification for a
smooth public service delivery.

Model for implementation: 2nd ARC

To address several roadblocks in
the implementation of citizens' charter,
2nd ARC made following recommendations

-
- 1. One size does not fit all: need for diverse & need specific charters
 - 2. To be prepared for each independent unit
 - 3. Wider consultation involving NGOs, CSOs, etc.
 - 4. Periodic Evaluation
 - 5. Reformed Internal structure
 - 6. Redressal of mechanism in case of default.

Be specific with seven-step model to simplify seven-step model.

very generic format

3.5

Hence, citizens' charter can help in realizing the objective of GOOD GOVERNANCE and SDG-16.

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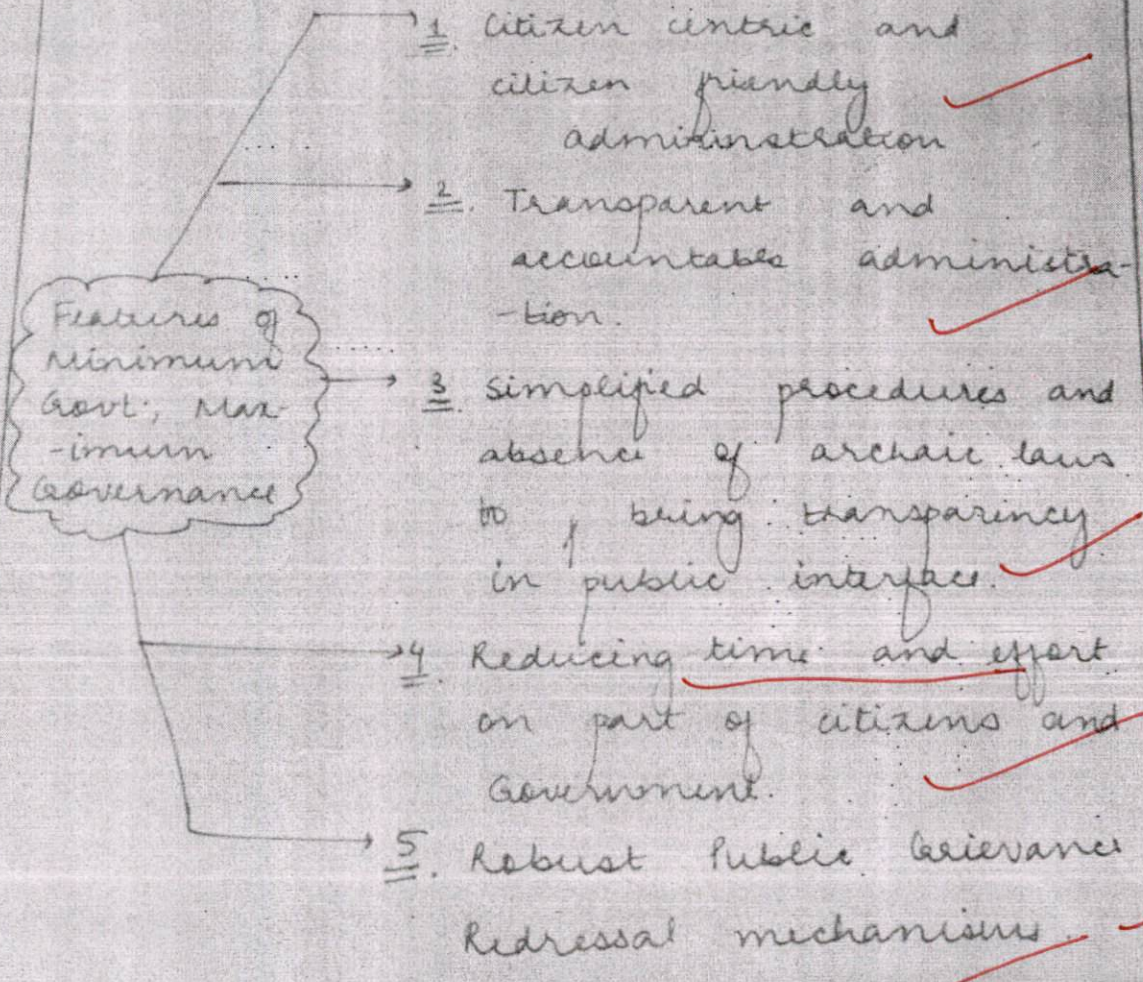
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A
good
start

(3) The maxim of 'minimum government' and 'maximum governance' imply 'effective and efficient' governance in a democratic system. It is one of the basic tenets of 'GOOD GOVERNANCE' in India.

MINIMUM GOVERNMENT, MAXIMUM GOVERNANCE - CE :



good

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MINIMUM GOVERNMENT: refers to minimizing costs and efforts for optimal results. It involves: reduction in red tapism, rent-seeking and inducing transparency and accountability to ensure effective form of government.

MAXIMUM GOVERNANCE refers to optimizing public service delivery to ensure efficient administration. It involves: citizen friendly administration and robust grievance redressal for assimilating public feedback.

→ **INITIATIVES** to ensure Maximum Government Maximum Governance:

(i) Digital India Mission to ensure cashless and transparent economy for efficient administration.

(ii) CGKANS, e-KRANTI and other web-based portals for efficient

Nice

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public service delivery and grievance redressal.

(iii) Mygov and PMO website to ensure mass participation by people.

STEPS to achieve MINIMUM GOVT., MAXIMUM GOVERNANCE:

(i) Effective use of Citizens Charters, Social Audits and developing delivery capabilities on lines of SEVOTTAM MODEL.

(ii) Involving civil society organizations (CSOs), NAOs for wider consultation.

(iii) Empowering local Govt. Bodies (LGBs) for effective implementation of 73rd & 74th Amendments.

Well discussed
(iv) Financial Management and Budget Sanctity to ensure ~~less~~ no corruption.

Thus, the maxim of minimum Govt., Maximum Governance is essential for establishing Good Governance regime.

good Under Study about these steps

7

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वर्तनी लिखनी
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ANTE - CORRUPTION ombudsman is a
scandinavian institution for effective
redressal of public grievances and
insures proper check on any form
of corruption in public offices.

Anti-corruption ombudsman and Probity
in Public offices:

Donald C. Rowat says that the
institution of ombudsman is a
'bulwark of democratic government
against tyranny of officialdom'.

→ ombudsman keeps a watch over
all public offices - civil, judicial
and military - to insure impartiality,
objectivity and transparency in public
offices.

→ ombudsman in India is called
LOKPAL / LOKAYUKTA, which deal with

A
good
start

define
LOKpal &
LOKAYUKta
act

good

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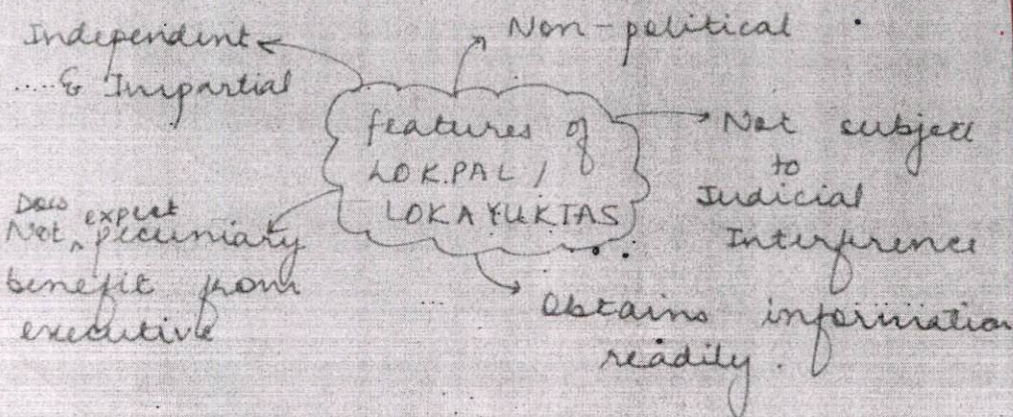
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complaints against public offices.

→ Administrative Reforms Commission (ARC) recommended the setting up of 2 special authorities - Lokpal & Lokayukta at centre and state level respectively to keep a check on corruption & other frivolous activities of public offices.

Recommendations by ARC:



→ these recommendations were accepted by the government and LOKPAL and

LOKAYUKTAS ACT, 2013 was passed.

They ensured probity in public offices as all offices including PMO.

Page

good

UPSC

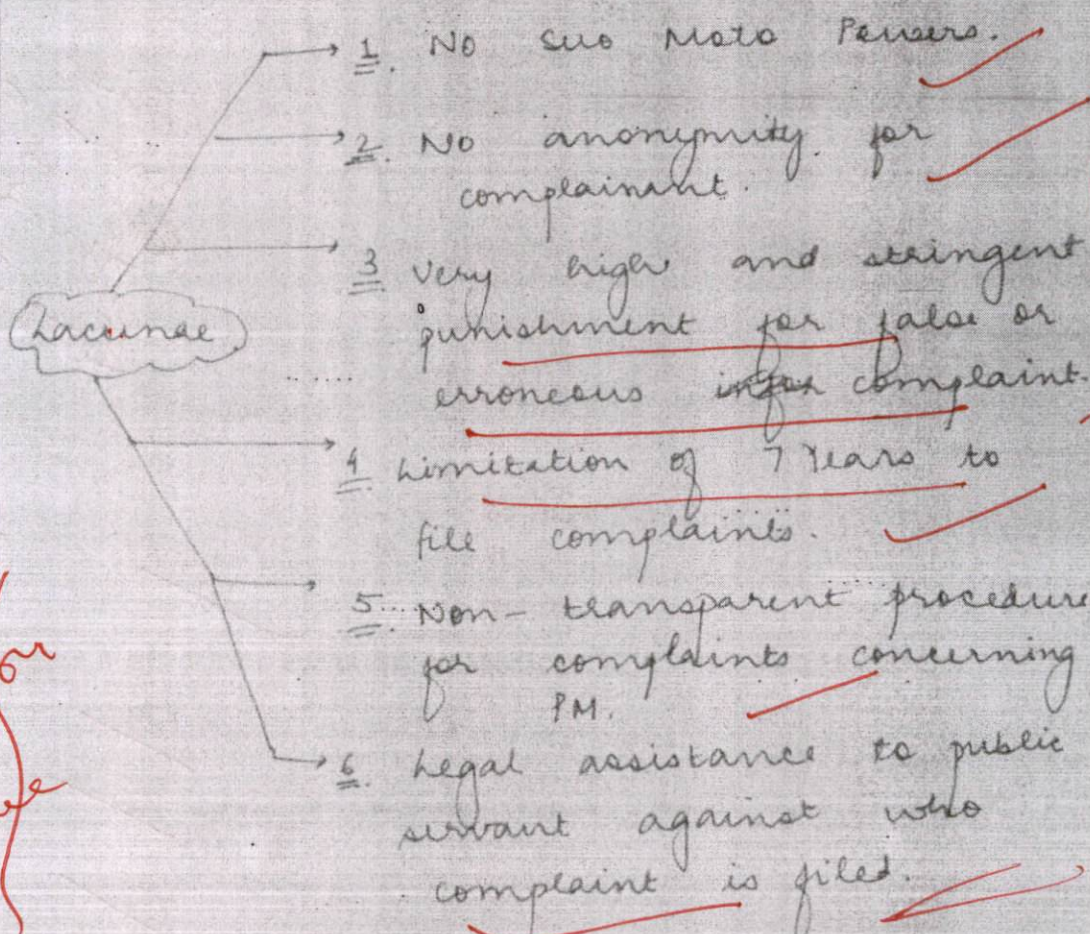
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falls under their check and within
clear timelines, cases are dealt with.

thus ensuring probity in public offices

Lacunae in Lokpal and Lokayuktas
Act, 2013:



good
under
study
about
short
coming

Also
write
suggestion
to
enhance
its
structure

Thus, the office of Anti-corruption
ombudsman (Lokpal) needs to be strength-
ened by giving suo moto powers to
ensure more effective probity in public
offices.

6

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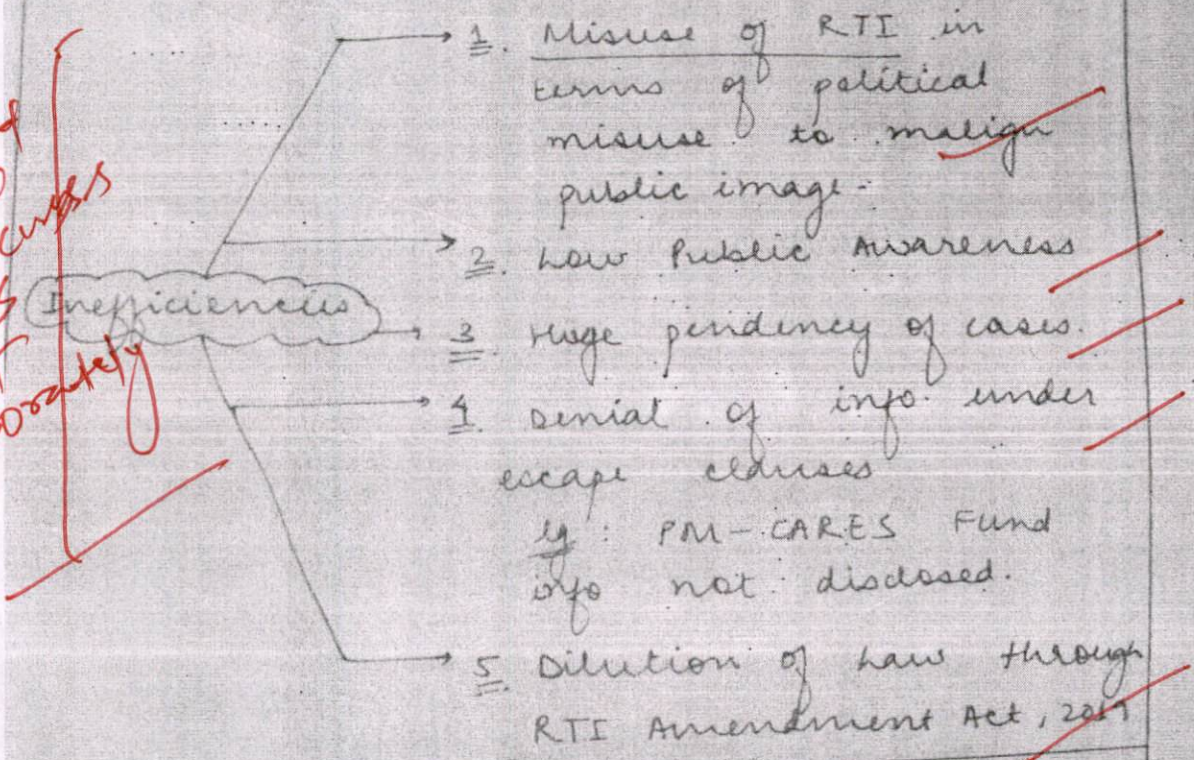
Right to Information Act, 2005 was enacted with the objective of ensuring access to information for citizens with regards to public authorities. This was done in order to empower the citizens, ensure transparency & accountability and reduce the gap between information provider and info. seeker.

A good start

write in brief about its functions/features

Inefficiencies in RTI Act, 2005:

Need to discuss this part etc. briefly



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RTI (Amendment) Act, 2019 gives the central govt. power to fix emoluments and service conditions of central info. commissioners both at centre & state level, thus undermining the original objective.

NOT
asked
about

How the Act can be improved?

RTI was enacted to ensure ethics and meritocracy in public sphere.

there is a need to proactively:

1) disclose information under section 4 of RTI Act, 2005.

explain

2) sustained mass awareness campaign for citizens to realize their rights.

3) greater voluntary disclosure of information through means of citizens' Charter and Social Audits.

4) Open Data Policy: which puts all

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disposable information for the citizens on web portals.

→ compiling similar RTI Applications to reduce the burden on authorities

→ Preventing misuse of RTI through penalties and rise in fees.

→ Proactive efforts to stop abuse of the law.

Democracy thrives on the bedrock of good governance. In this context,

the mentioned lacunae of the Act must be resolved to cater to

the needs of information societies.

RTI resonates the goals of

GOOD GOVERNANCE and must be

strengthened to ensure its

fulfilment of original objectives.

try to discuss suggestions in the context of specific flaws of this Act

Good

12.5

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⑥

WHISTLE BLOWER is anyone who has and reports insider knowledge of illegal activities occurring in an organisation.

A
good
stuff

WHISTLEBLOWERS' PROTECTION in India:

Law Commission of India, 2nd ARC and Supreme Court (SC) have previously recommended to set up adequate administrative machinery for protection of whistleblowers.

Whistleblowers Protection Act, 2014 was enacted to establish a mechanism to receive complaints related to allegations of corruption against any public servant.

Features of Whistleblowers' Protection Act (CWPA)

Features of WPA

→ Allows any person to make a public interest disclosure before a competent authority.

good

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Here discuss
also
recent
Amendments
& relate it
with.

Features

- 2. law does not allow anonymous complaints
- 3. maximum time period for making a complaint is 7 Years.
- 4. Not applicable to Special Protection Group (SPG).
- 5. High penalty for false or frivolous complaint.
- 6. competent authority prepares a consolidated Annual Report of the performance of its activities.

Drawbacks of the Act:

Drawbacks

- 1. Not allowing Anonymous Complaints discourages several whistleblowers.
- 2. High penalty charges and the fear of penalty suppresses people to report illegal activities.

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- Drawbacks**
- 3. Exemptions of SIB limits the scope of the act.
 - 4. Competent Authority varies from case to case.
 - 5. Limit of 7 Years bars retrospective investigation of unlawful activity.

What needs to be done?

There is a need to strengthen the mechanism in order to encourage reporting of illegal or unlawful activities. This can be done by:

→ Provisioning protection norms under statute of whistleblowers' protection Act.

→ 2015 Amendment of Act which proposes whistleblowers not to reveal any documents under Official Secrets Act dilutes the spirit of the Act. This must be abandoned to ensure protection of whistleblowers & transparency in administration.

5
mainly relate with recent Amendment

But how??

good

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(7) According to World Bank, 'e-governance' refers to use of information technologies by the government, that have the ability to transform relations with citizens, businesses and other arms of government.

Good Spelt

E-Governance in India:

The govt. of India is implementing 'Digital India' Programme with a vision to transform India into a digitally empowered society and knowledge economy.

However, there are large number of obstacles in implementing e-governance initiative in India.

1) Weak cyber Security System: A critical obstacle in implementing e-governance is the security and privacy of an individual's personal

Good

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data. Recently, PE&ASUS case in India showed the vulnerable e-governance scenario in India. Moreover, as pointed out by the CDS recently, cybercrime in India rose by 500% during COVID Pandemic.

good
1) Infrastructural challenges: Inter-departmental silos in Indian administrative machinery is a major roadblock in implementing e-governance initiatives in India. There is a need for convergence of efforts to improve efficiency of e-governance initiatives in India.

However, there are several other dimensions to the challenges posed to e-governance in India. These are:

- (1) Economic Challenges → (i) High cost
- 2. Maintenance & Infrastructural deficiencies
- 3. Interoperability

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(2) Social challenges → (i) Digital Divide

- 2. low IT literacy
- 3. Resistance to change
- 4. User-friendliness is not adequate

Way Forward

discuss these aspects elaborately

Be specific how to secure cyber system of these points

2nd ARC has made following recommendations for e-governance:

- (i) Building a congenial Environment by inducing a will to change & incentivising e-governance.
- (ii) legal Framework to be defined
- (iii) capacity building and creating awareness.
- (iv) PPP mode for e-governance
- (v) Mission mode on computerisation of land records

explain

E-governance has immense scope of inducing GOOD GOVERNANCE practices in India. ∴ there is a need to

converge efforts in order to realise the objective of Digital India Mission.

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(2)

Good
Start

CIVIL SERVICE is the permanent executive arm to provide for public administration and efficient delivery of goods to public. It is referred as 'steel-frame' of Indian democracy as it insures good governance and ground level implementation.

However, even after 73rd & 74th constitutional Amendment Acts, implementation at local level has been inefficient.

Issues in local civil service:

Good

- Issues
1. Fragmentation and inter-departmental silos lead to miscommunication and inefficiencies.
 2. Top to Bottom Approach and centralisation of policies affects implementation adversely.

Page

am litz

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उम्मीदवारों को हार्दिक नमस्कार।
कैंडिडेट्स को लिखने के लिए मार्जिन में लिखना नहीं चाहिए।
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→ Add poor skilling
→ under staffing

Issues with local civil service

- 3. Absence of Autonomy for local bureaucracy in terms of financial devolution.
- 4. Red-Tapism and Rent Seeking make the mechanism inefficient.
- 5. Political interference and misuse of power also obstruct proper implementation at ground level.

Therefore there is a need to reinvigorate the local civil service, to ensure grass root democracy functions effectively. This can be done by:

Measures to ensure better implementation

← explain these aspects properly

- 1. Enhancing Accountability and transparency through:
 - (i) Central Civil Services Authority
 - (ii) Fixed minimum tenure
 - (iii) Lateral Entry.

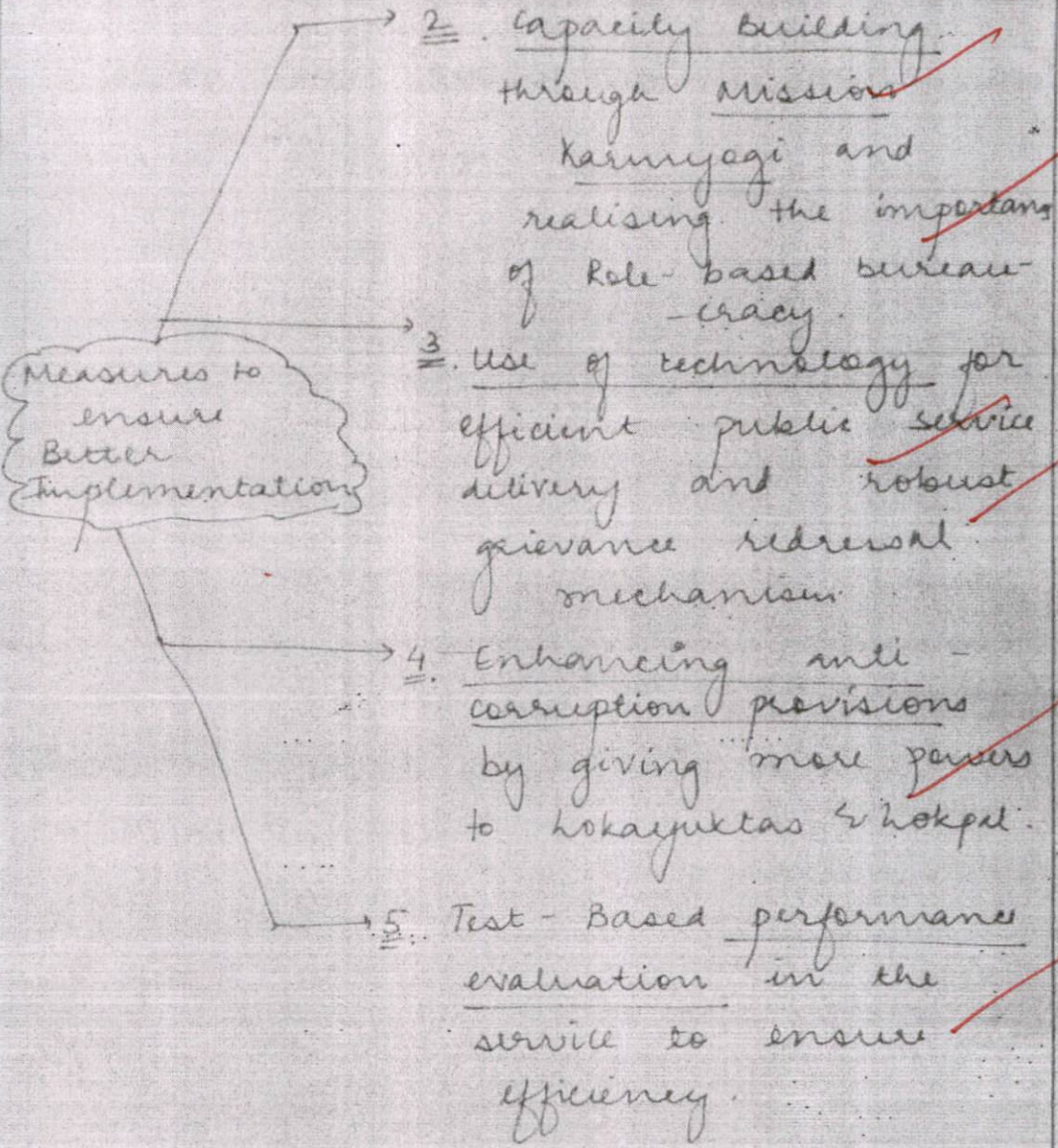
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Nice



These recommendations were made by Kato Committee, Senendra Nath Committee, 2nd ARC, etc. There is a need to implement & execute these effectively to preserve grass root level democracy.

6



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Jeyaraj and Bennicks case in Tamil Nadu opened the debate on Police Excesses in India. COVID-19 Pandemic induced huge challenges for police forces in India, and there were several reports of high-handedness of police in terms of managing herds & crowds during the Pandemic.

A
good
story

Issues with Indian Police

Issues

→ 1. CUSTODIAL DEATHS: increased by 9% between 2016-17 according to NCRB. Several cases came to light during the pandemic when people violated the pandemic norms.

→ 2. Corruption & Rent-seeking: bribery and smuggling cases have often been reported.

Nice

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Issues with Police in India

3. Political Interference in cases of transfer and promotion have been observed.

4. Police Brutality: Teyraj & Bennicks case, Hathras Rape case, etc. show the police excesses.

5. Understaffed and overlap of jurisdictions, etc.

Therefore, there is a need to bring in police reforms. Several committees: Malimath committee, Menon committee have suggested measures to improve police system in India.

Measures to improve Police System

1. Modernisation of forces: to equip police forces with requisite infrastructure and web-based services to ensure transparency & accountability.

good

good

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Measures to Improve Police System

2. Need for Political Will:

Supreme court in Prakash Singh case (2006) gave directives where reforms in police system were needed. However, these need to be implemented

3. Revamping Criminal

Judice System by ensuring no police brutality & custodial violence.

4. Adopting Best Practices

of Friends of Police in Tamil Nadu & Mohalla Committees in Maharashtra

5. Building trust with

public through community programs.

Hence, there is a need to reform the police system and fill in the trust deficit between police and public for more harmonious relation b/w the 2.

Very good understanding

Good Answer

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(10)

A
good
start

India has 62.5% of its population in the age group of 15-59 years, i.e., the productive age category. Therefore, India is currently witnessing a Demographic dividend.

However, despite such huge dividends, India lags behind in terms of productivity due to lack of skills.

India: scenario of skills.

only around 5% of Indian population is skilled receives formal skill training compared to 96% in S. Korea. This explains the productive deficiencies in India.

good

•) Only 47% of skilled youth are employable in India according to Indian skills report.

•) India ranks 130th in Human Development Index, with only 1 out of 5

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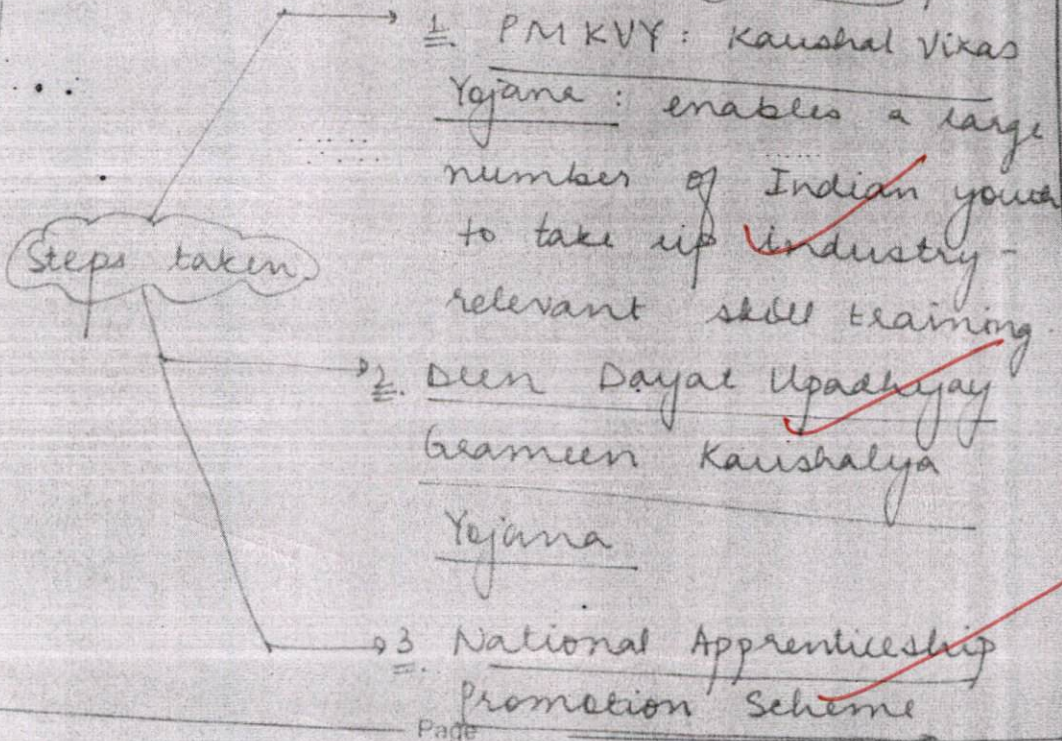
in the labour force considered as skill.

Impediment to growth : skill scenario

1) According to NITI Aayog, linking of skills and productivity can enhance the benefits accrued to socially & economically marginalised community

2) Due to lack of skills, India faces the problem of JOBLESS GROWTH with a vast informal & unorganised sectors.

Steps taken by India towards ^{skill} development



Page

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Steps taken → 4. NSDC: National Skill Development Council to implement PMKVY and oversee skill development in the country.

→ 4. skill development schemes for minorities like USTTAD & MANAS

Well discuss

7

These skill development schemes can ensure formal skill training and increase aggregate productivity levels in India. It can also increase the share of formal economy which will help in provisioning benefits to beneficiaries in a more smooth manner. These schemes will also ensure that the demographic dividend is optimally utilised so that India can harness the power from its Human Capital and ensure Sustainable Development.

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