

Public Policy

**Meaning, Features, Types
(In Hindi)**

Analysis of Past Year Papers

BA HONS. POLITICAL SCIENCE EXAM HELP



WHAT IS IN STORE?

Analysis of previously asked questions

Public Policy : Meaning and Features

Policy making Process : Policy Cycle

Who make policy? types of public policy

Approaches to public policy



Past year questions

2018 : what is Public Policy? Describe its various approaches.

2017 :what is Public Policy? Describe various methods of policy evaluation.

2016 : what is Public Policy? Describe various methods of policy evaluation.

2015 : “Formulation of Public Policy is central to the concept of administration.” Examine

2014 : Examine the concept of public policy in Democracy. Also discuss the various models of public policy.

Other question: Briefly discuss the various models of public policy. In your view which model is more relevant and why?

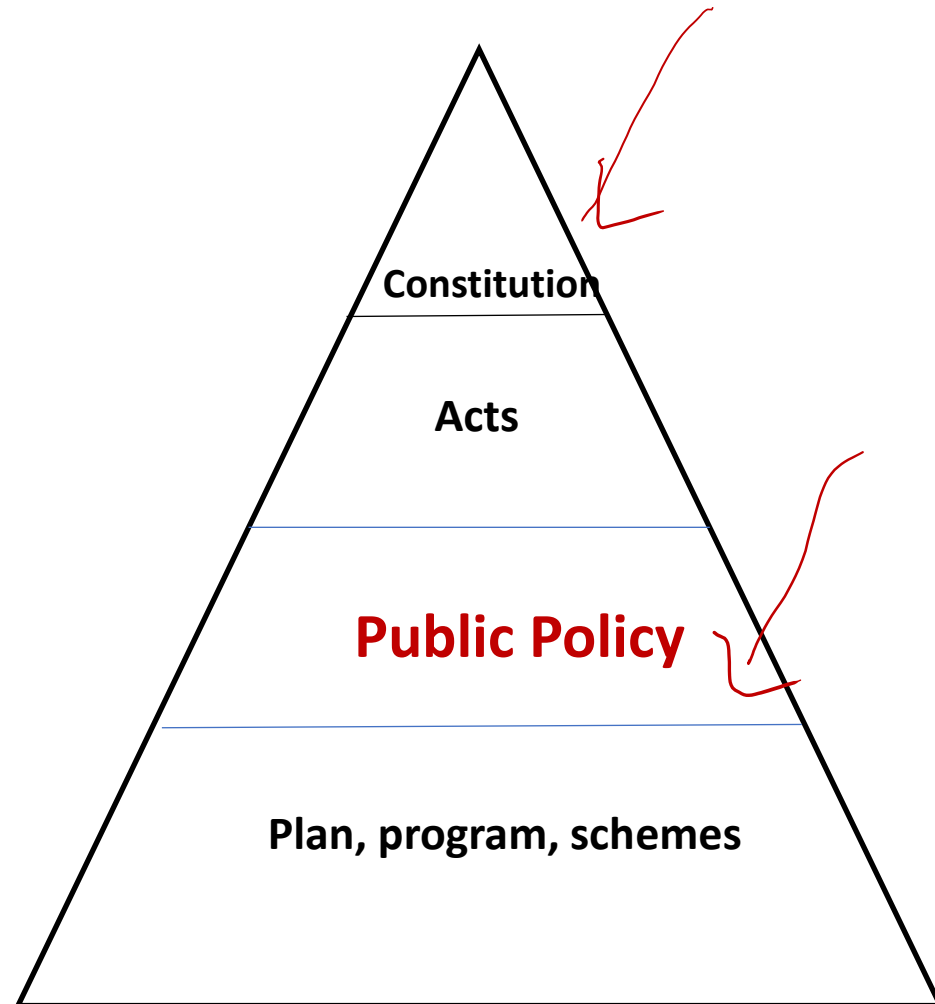


Public Policy : Meaning

- A relatively stable, definite course of action decided by an 'public authority' in dealing with a problem or matter of public concern.
- Whatever govt. chooses to do or not to do about a problem that comes before them for consideration and possible action.
- Collective decision making process to solve public problems
- A projected program consisting of desired objectives and means to achieve them.
- Public policy is the output of political system ; through policies intended societal goals are achieved.



Public policy emanates from constitution and constitutes of plan, program, schemes



Features of Public Policy

- Policy is **solution** to issue or problem (policy demands) that are brought on agenda of govt. and requires attention
- Policy may be in form of law, or regulation, plan, program, schemes, guidelines, codes or combinations of these
- Policy what govt actually does, not just what it intend to do
- Policy is sustained course of actions taken over time not discrete decisions
- Policy **output** vs **outcome**
 - Output: measurable physical results of policy
 - Outcome: policy's consequences on target group/society



Who Make Public Policy?

- Legislature, executives(govt.), and Judiciary make policies
 - **Legislative policy** : Energy Conservation Act 2001; Reservation quota for disadvantaged groups, Aadhar Act, etc
 - **Executive Policies**: MNAREGA, Ayushman Bharat Mission, Mid Day Meal, DBT, etc.
 - **Policies emanating from Judiciary** : 'Creamy layer' policy in reservation, Policy of Judges appointment, Auction of natural resources



Who Implement and Evaluate Public Policy?

- **Executives implement public policies**
 - Officials in central and state govt. ministries and departments
 - Public officials in urban local bodies, PSUs, statutory, regulatory bodies
- Policy analysts, experts, media, and political leadership evaluate policies

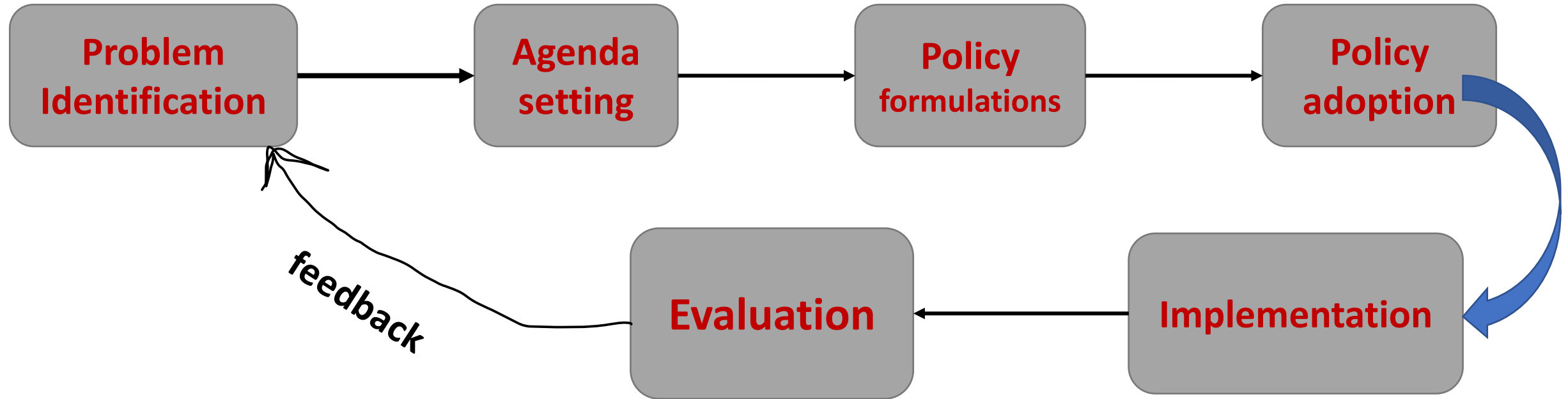


Main Actors in Policy making Process

- **Policy experts : policy community**
 - Niti Aayog
 - Domain experts ✓
 - Policy Institutes and organisations
 - Professional associations and interest groups
 - Mass leader, civil society
- **Political Leadership**
 - PM, CM, and central/state ministers
 - Party leaders
- **Executives/ Bureaucracy**
 - Top level executives in central/state Govt.
- **Media : Mass and Social media**



Policy Cycle : Stages in Policy Process



- Policy making process may be random, non-linear, non-sequential, chaotic, and unexpected

TYPES OF PUBLIC POLICY

- **Arena of Policymaking** :Legislative vs administrative vs judicial
- **Policy Issues**: education, foreign, defense, economic, environmental, etc.
- **Substantive vs Procedural**
 - Ex : substantive : reservation quota in jobs ; procedural: Administrative reforms
- **Distributive and re-distributive**
 - Ex: Distributive: universal basic Income ; Re-distributive: Land reforms
- **Regulatory vs self- regulatory**
 - Ex: Regulatory : RERA, Pollution control acts ; self regulation: press council, medical council
- **Material vs symbolic**
 - Ex: material: farm loan waiver; symbolic : national anthem in cinema hall
- **Policies involving public goods vs private goods**
 - Ex: public good : nationalization of banks ; private good : privatization policies.



Why Policy may have poor outcome or fail?

- **Problem wrongly identified**
 - Socio-economic problems are extremely complex and vague
 - No general agreement on what the problems are
- **Faulty policy formulation**
 - Lack substantive value or content to solve the problem
 - Difficult or too costly to implement
- **Sub standard Implementation**
 - Role of Bureaucracy
 - Federal Polity- lack of coordination between centre and state
 - Vested interests and Corruption



References

- Analyzing Policy: Choices, Conflicts, and Practices by Michael C. Munger
- Recommended reading list of DU Political Science BA(Hons.) syllabus on this topic
- Materials available on WWW and you tube videos



THANK YOU!

GOOD LUCK !



Approaches to Public Policy (In Hindi)

Explanation of Major Policy Theories

BA HONS. POLITICAL SCIENCE EXAM HELP



WHAT IS IN STORE?

Analysis of previously asked questions

Approaches to Public Policy: meaning

Brief of important approaches

New approaches to public policy

Summary of Discussions



Past year questions

2018 : what is Public Policy? **Describe its various approaches.**

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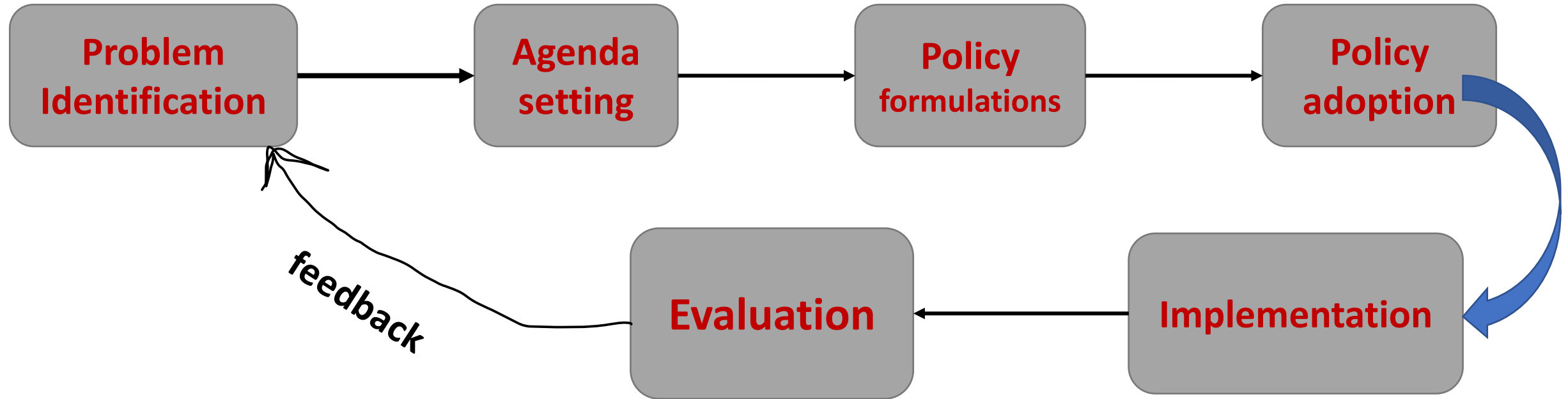
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Policy Cycle : Stages in Policy Process



- Policy making process may be random, non-linear, non-sequential, chaotic, and unexpected



Theoretical Approaches to Study Public Policy

- A model is a simplified representation of some aspect of real world.
- Theoretical approaches to public policy are conceptual models to understand and analyze policymaking and its related components.
- **They attempt to answer**
 - How public policy are made?
 - Who and which factors decide the policy.
- **Usefulness**
 - Help systematic study of policymaking process
 - Help clarify and organize our thought process about politics and public policy
 - Help explain and analyze policymaking in different political systems and contexts



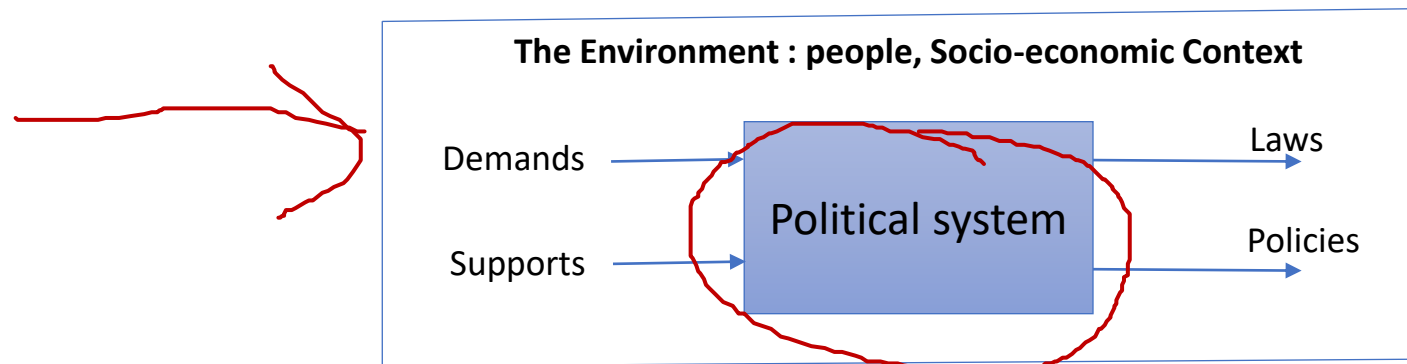
Approaches to public policy

- **Political system theory**
 - Public policy as output of the existing political system
- **Group or pluralist theory**
 - Public policy is outcome of group struggle
- **Elite theory**
 - Public policy represents values and preferences of a governing elite
- **Rational choice theory**
 - Public policy as outcome of actions of individuals who are self-interested and utility maximizers
- **Institutionalism**
 - Public policy is a function of institutional structure, arrangements and procedures
- **Incremental Model** : policy as variations on past policies
- **Game Theory** : policy as rational choice in competitive situations



Political System Theory

- Policy is the **output** of the political system
- **Political system**: Inter-related govt. institutions, political activities and process which provides arena for the '**political**'.
- **Inputs** to the system :
 - **Demands** : claims for actions that people make to satisfy their interests and values
 - **Support**: political obligation – Consent, obey law, pay taxes
- **Outputs** : Laws, rules, regulations, judicial decisions – *Authoritative Allocation of Values*



Pros and Cons of Political System Theory

Plus

- Easy to understand
- Present macro picture of interaction between the socio-economic environment and political system
- Can be applied to different countries, societies, and contexts

Minuses

- Highly general and abstract
- Does not reveal policy process
- Not much information about the political system – the black box



Group Theory

- Public policy is outcome of bargaining, contestation, and compromise of groups having different interest and preferences
- Policy represent balance or equilibrium achieved in this group struggle
- Also called **pluralist** theory – existence of multiple contending group having equal chance of dominance in collective decision making
- Organisation of interest groups, resource mobilization, access to policy makers, coalition making, etc. play important role
- Policy may reflect interests of dominant group ; policy may be changed in favour of interest of winning groups
- Ex: Farmer and fertilizer Industry groups : Fertilizer subsidy
 - Labour and Industrial groups : minimum wage Act
 - Farmer and Industrial groups : land acquisition Act



Pros and cons of Group theory

Plus

- Closely reflect the political realities
- Supported by many real life examples
- Can explain policy making in different political set up and contexts

Minuses

- Undermine individual agency
- May not be applicable in new democracies- non-pluralist system
- Ignore interests of poor, marginalised people and diffused interests
- Neglect roles of ideas, institution, etc in policymaking



Elite Theory

- Public policy reflect the values and preferences of governing Elites
- **Ruling Elites:** select group of highly influential people – political leaders, business leaders, legends, top experts, bureaucrats- having similar values and preferences and whose preferences prevails in collective decisions.
- Public policy are not response to demands of masses but arrangement to carry out preferences of elites by public officials and agencies
- Division of society into masses and elites
- Changes in policy will be incremental rather than revolutionary
- Motives of Elites: self-serving, enlightened self-interest, or altruist, reformists, public regarding



Pros and cons of Elite theory

Plus

- Focuses on role of leadership
- Supported by many real life examples
- Explains well policy making in new democracies with weak institutional set up

Minuses

- Exclude masses from policy making
- Governing Elites may not be universal feature
- May fail to explain policymaking in pluralist societies/political system
- Neglect roles of ideas, institution, group interests, etc in policymaking



Rational Choice Theory

- Applying economic principles of decision making in collective political decision making
- All actors in policy making behave rationally and their aim is maximization of their interests and preferences
- Individual's preference and values more important than collective interests
- Policy decisions are rational choice of best policy alternative-The alternative having **largest net benefit to cost** selected
- Assumes perfect knowledge of problem, all possible policy alternatives, costs and benefits of all alternatives



Pros and cons of Rational Choice theory

Plus

- Provide theoretical and mathematical bases to policy making
- Intuitively most logical and systematic
- Standard against which real non-rational policy decisions may be compared.

Minuses

- Rigid and narrow assumptions
- Theoretical and abstract, far removed from reality
- Undermine structure and context
- Undermine collective values, preferences, and altruism in collective decision making



Incremental Theory

- Public policy as small changes or adjustments in past policies
- **Evolution** NOT revolution
- Imperfect information, vaguely defined problems, time and capacity constraints, political expediency, etc. support incrementalism
- Past policies denote consensus and legitimacy, less risky to continue them with small changes/makeover than to formulate new policy
- Huge investment and sunk money, vested interests preclude radical changes
- Ex : General Budget, MNREGA, Aadhar and DBT



Pros and cons of Incrementalism

In favour

- Reflect more realistically nature of human and the 'political'
- More suited for diverse society and fragmented politics
- Pragmatic approach: satisfier rather than maximiser
- Politically expedient, less conflicting, stability, and preserve the political system

Criticism

- Less innovative and attractive
- Good money after the bad
- Shun radical change; status quo
- Preference to vested interest, political compulsion



New Paradigm in theorising policymaking

- **New theories**

- **Garbage Can Model** By Cohen March, and Olsen in 1972
 - Organisation as organized anarchy
 - decision making process is like a garbage can into which participants, who swiftly drifts in and out of decisions, dump unrelated problems and solutions
 - Few problems may be solved by chance during Choice opportunities initiated by the organization,
- **Multiple Stream Theory** By John Kingdon in 1995
- **Advocacy Coalition Framework** by Paul Sabatier and Jenkins-Smith in late 1980s
 - A coalition of key actors sharing policy core belief uses focussing event, and many other resources to maintain or change policies
- **Punctuated Equilibrium Theory** By Baumgartner and Jones in 1991
 - Long period of incrementalism (policy stasis) broken by radical policy changes
- View policymaking as non-linear, non-sequential, non-authoritative, ambiguous, multi-dimensional, seemingly chaotic, and somewhat serendipitous decision-making process
- strikingly different from previously accepted rational, incremental, and stages models of policymaking.
- Factors: **Bounded rationality** and **complex policymaking** environment



Multiple Stream Theory

- In the democratic political system streams of, *Problems, Policy, and Politics* flow independent of each other
- **Problem** stream: Processes and events by which conditions are recognized as problems, brought up on agenda of the decision makers
- **Policy** Stream: long drawn processes by which alternative solutions are generated, debated, reframed, re-drafted, and accepted for serious consideration
- **Politics** stream: comprise of national mood, political leadership change, interest and pressure groups, and political ideology and bargaining
- **Policy entrepreneurs**: one who invest their time, energy, and resources to couple the three stream and bring about the policy change
- **'Policy Windows'**: critical moments of policy opportunity wherein three streams get coupled.
- By chance, as many factors favours, a policy window opens for short period during which by the ingenuity of policy entrepreneurs 3 streams may get coupled and policy is decided.



SUM UP

- To understand and explain policy system and process political scientists have developed approaches, model, or theories
- Each approach focuses attention on different aspect of policymaking and politics
- Political system theory explains policy as output of the political system
- Group theory visualize policy as outcome of interest group struggle
- Elite theory highlight prime role of governing elites on policymaking
- Incrementalism explain small changes and adjustments in past policies
- Rational choice theory view policy making as manipulations of rules and structure by self interested public officials
- Of late, new approaches posit policy making as non-linear, non-cyclic, chaotic, and chance decision making



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THANKS FOR WATCHING !

GOOD LUCK !



Evaluation of Public Policy (In Hindi)

Meaning, Types, Methods and Challenges

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WHAT IS IN STORE?

Analysis of previously asked questions

Policy Evaluation: meaning and types

Arena of policy evaluation

Methods of policy evaluation

Challenges in policy evaluation



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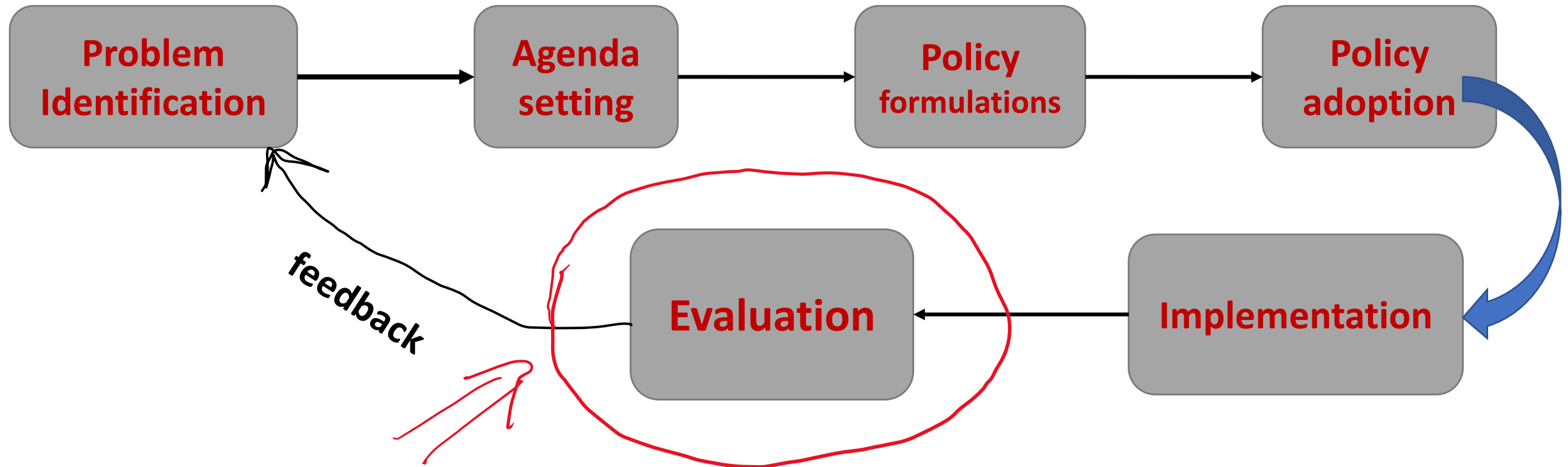
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Policy Cycle : Stages in Policy Process



- Policy making process may be random, non-linear, non-sequential, chaotic, and unexpected



POLICY EVALUATION

Measuring and analysing results- output, outcome- and impacts of a policy

Assessing the merit, worth, consequences and utility of a policy.



Types of Policy Evaluation

- Formal Evaluation
 - Evaluating routine tasks, budget, procedure of policy implementation
- Target group satisfaction Evaluation
 - Survey to assess satisfaction of the target group
- Output and Outcome Evaluation
 - Identifying and measuring output and outcomes
 - Comparing them with intended output and outcome
- Expenses and effectiveness Evaluation
 - Cost- benefit analysis
- Evaluation of long term consequences
 - Impact assessment on core problem other than symptoms of problem, general people other than the target group, other unintended consequences



Arena of Policy Evaluation: Indian Scenario

- **Internal/Executive Evaluation**
 - Appraisal of program/schemes under executive direction
 - Niti Aayog
- **Legislative Evaluation**
 - Parliamentary standing committee
 - Audit : CAG and PAC
 - People's representatives : MP, MLAs
 - Political parties and leadership
- **Expert Evaluation**
 - Policy experts, NGO, Academics, policy institutions
 - Specific Commissions : ex: Administrative reform commission
- **Media and opinion leaders**



Methods of Policy evaluation

- **Counter Factual Method**

- Business as usual vs business under policy

- **Measuring Results**

- Output vs Outcome
 - Efficiency vs Effectiveness

- **Cost Benefit Analysis**

- Ratio of cost and monetized benefits(outcomes)

- **Cost-Effectiveness Analysis**

- Effectiveness (outcome) vs cost ratio

- **Experimental Methods**

- Observation on sample of target and non target groups

- **Statistical Surveys**

- Sampling, questionnaire, interviews, observations, secondary data



Statistical methods used in evaluation

- Defining criteria and measurement metrics
- Output outcome matrix
- Administering questionnaires, Interviews, mass mailings, stakeholders feedback/consultation sessions
- Sample survey
- Observation of control groups
- Opinion polls
- Referendum



Challenges in Evaluation of public Policy

- **Vaguely Defined Problem**
- **Multiple goals/objectives**
 - Conflicting goal ;
 - equity vs efficiency
- **Measurement Issues**
 - Choice of criteria and metrics
 - Limited time span, resource crunch, skill, competency, value subjectivity
- **Lack of Information and Data**
- **Bias and partisan**
 - Professional and personal bias, political compulsions, partisan behaviour



SUM UP

- Measurement and analysis of output, outcome, and impact to assess worth and utility of policy is called policy evaluation
- Evaluation may be done internally by executives, by legislatures, by experts, commissions, and media
- Output/outcome matrix, counterfactual, cost-benefit, cost effectiveness, statistical survey, control group observations, etc are main methods of policy evaluation
- Poorly defined problem, multiple and conflicting objectives, measurement issues, lack of information and data, bias and partisan, etc are major problems in policy evaluation



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Public Policy Making in India

Process, Examples, Weaknesses

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WHAT IS IN STORE?

Analysis of previously asked questions

Landmark Public Policies in India

Main actors in Policy Making in India

Public policy making process in India

Weaknesses in Policy making



Past year question

Discuss the process of public policy making in India

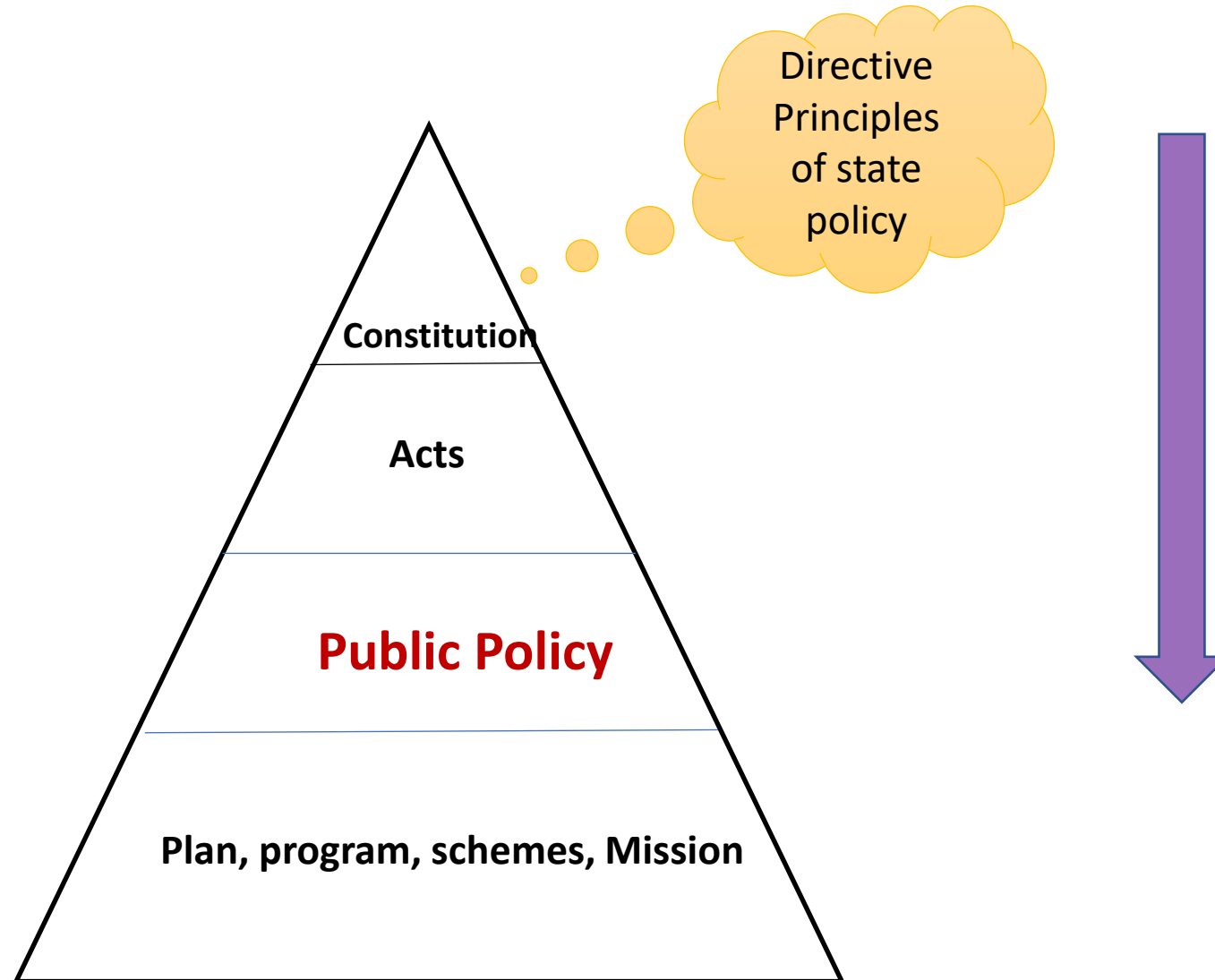


Public Policy : Meaning

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- Whatever govt. chooses to do or not to do about a problem that comes before them for consideration and possible action.
- Collective decision making process to solve public problems
- Public policy is the output of political system ; Authoritative allocation of values.



Public policy emanates from constitution and constitutes of plan, program, schemes



Some landmark policies in recent times

- Right to Information Act 2005
- Right to Education (RTE) 2006
- National Rural Employment Guarantee Act (**NREGA**)-2006
- Demonetization- 2016
- GST- 2017
- Aadhar Act and Direct Benefit Transfer- 2016
- The Real Estate (Regulation and Development) Act-RERA-2016
- Pradhan Mantri Jan Dhan Yojana, 2014
- Insolvency and Bankruptcy Code, 2016
- Universal Health Care Policy: 'Aayushman Bharat'
- Free Electricity and water policy in New Delhi
- Citizenship Amendment Act -2019

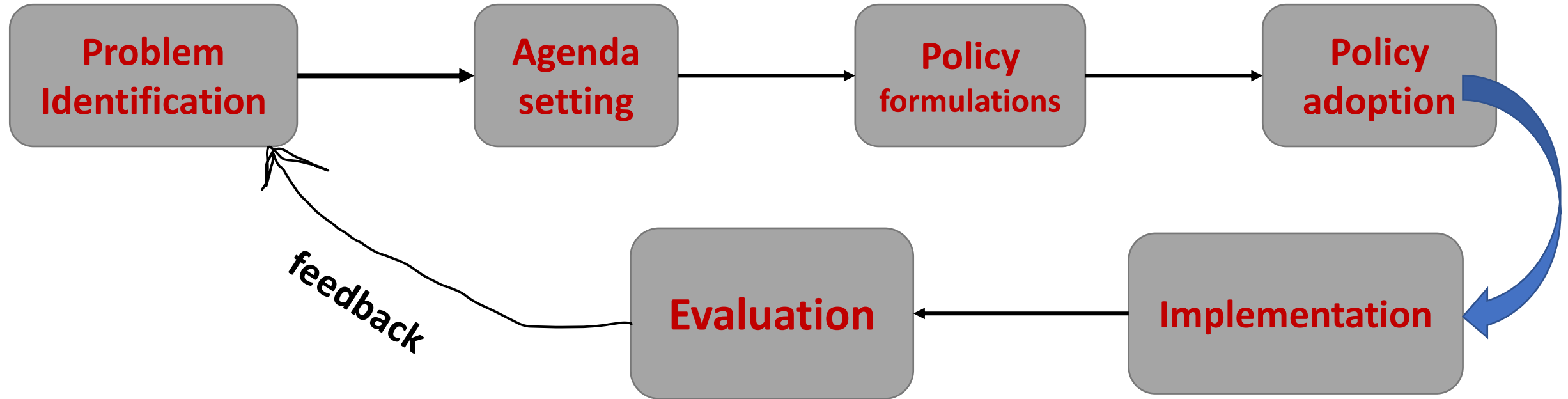


Main Actors/Institutions in Policy Making

- **Political Parties**
 - Top Leaders, Ideologues
- **Prime Minister's Office(PMO)**
 - PM and his advisors- Economic Advisory Council to the Prime Minister, Security Advisor, Advisor to PM
- **Niti Ayog**
- **Ministry/Department/Agencies**
 - Minister and Secretary
- **Cabinet**
 - Cabinet Secretariat and Cabinet Secretary
 - Cabinet Committees: Appointments, Economic Affairs, Parliamentary Affairs. Political Affairs. Security. Investment and Growth, Employment & Skill Development, Accommodation
- **Civil Society**
 - NGOs, mass leaders, public opinion, People's movement, interest & pressure groups
- **Legislatives: Parliament & its committee**
- **Judiciary: SC**



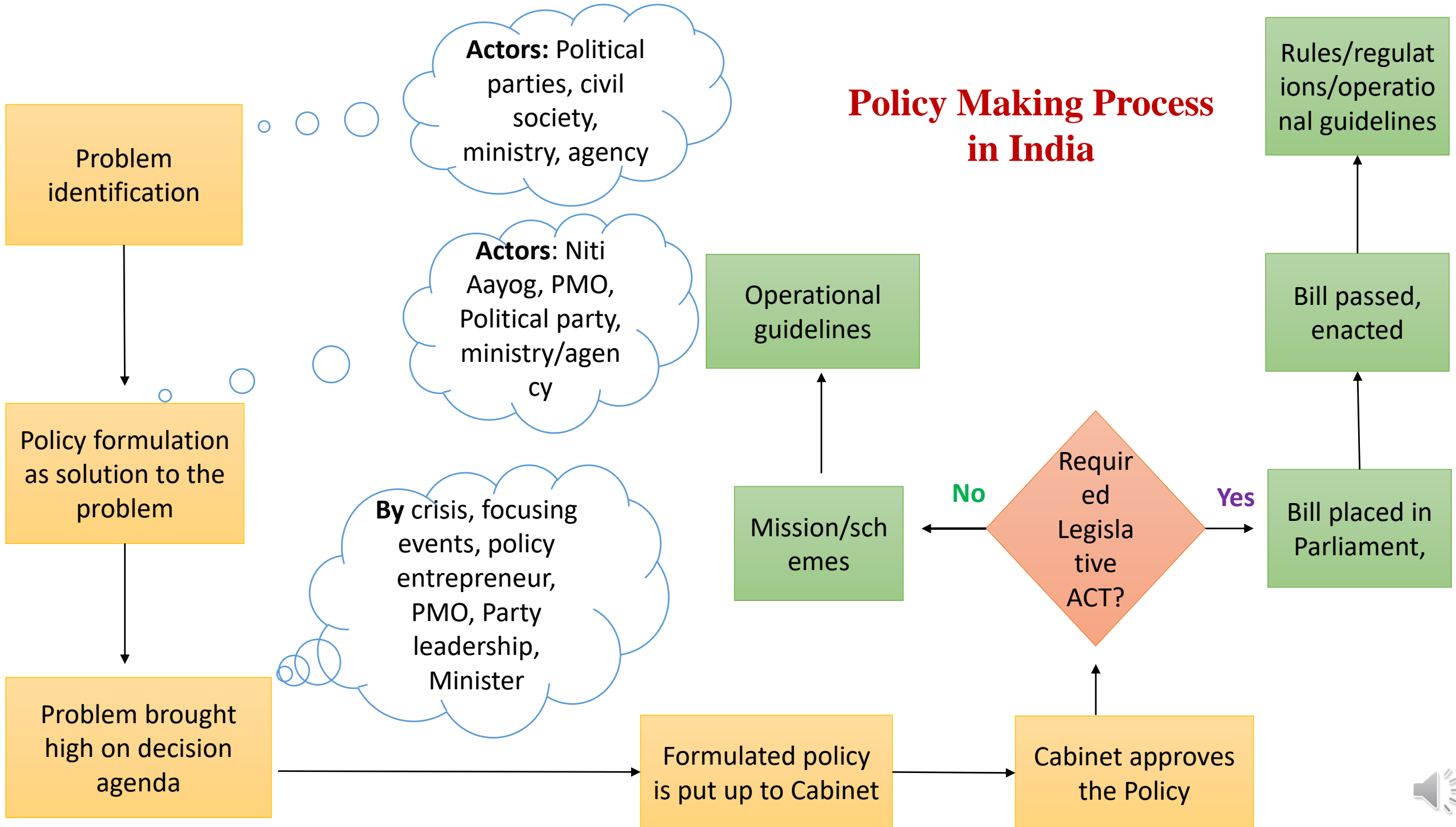
Policy Cycle : Stages in Policy Process



- Policy making process may be random, non-linear, non-sequential, chaotic, and unexpected



Policy Making Process in India



Making Policy: The Case of the NREGA

- **Problem:** employment for India's labour force in rural areas, hunger & poverty among landless & marginalized communities
- **Policy:** Guaranteed Employment backed by law for 100 days
- **Policy formulation** by social activists- Jean Derez & PAEG, civil society, think tanks in Congress Party
- **Window of Opportunity:** Coalition govt led by Congress -2004, formation of National Advisory Council; Civil Society members got access to and attention of NAC chairperson
- NAC forwarded draft NREG bill to PMO who directed Ministry of rural Development(MORD) to prepare cabinet note on this
- Draft NREG by MORD was hugely contested by planning commission, Finance ministry, Panchayati Raj Ministry, and civil society
- Finally, a modified consensus draft was approved by cabinet and tabled in parliament 22 December 2004, referred to a Parliamentary Standing Committee on Rural Development
- The committee placed the bill on public domain, intense debate, lobbying, protest, movement
- Modified bill was finally presented in Parliament on 18 August 2005; several changes being made to the bill during the last few days; the bill was passed on 23 August after days of debate and amendments
- Rules/regulations and operational guidelines were notified by MORD on 2nd February 2006



Weaknesses in policy making process

- Not well developed policy communities
- Prime role played by Generalist Bureaucrats
- Populist policies by Political Parties
- Diluted role of nodal Ministry/Agencies
- Centralization
- Vague, complex rules (subordinate legislation), operational guidelines
- Fragmentation, Overlapping
- Poor Implementation



Sum Up

- Public policy is sustained course of action by Govt./Public authorities to solve societal problems
- In India, main actors in policy making are: Executives- PMO, Ministry-Cabinet, Niti Ayog, Legislature, Judiciary, and Civil Society
- Policy making process in India follows the usual cyclic stages- problem identification, agenda setting, policy formulation, Policy enactment, Implementation, and feedback
- But process is rarely linear, sequential or smooth; highly political, contested, chaotic, and serendipitous
- Policy making in India suffers from centralization, fragmentation, overlap, weak policy community, prime role of generalists, diluted role of nodal ministries, populism, vague rule/operational guidelines, poor implementation



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THANKS FOR WATCHING!

PLZ POST YOUR QUERIES THROUGH COMMENTS!
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GOOD LUCK !



DECENTRALISATION

LOCAL SELF GOVT IN INDIA

Forms, Features, Approaches, Issues

POLITICAL SCIENCE EXAM HELP

WHAT IS IN STORE?

Analysis of previously asked questions

Meaning, significance, forms, approach,
and types of Decentralisation

Decentralisation in India: Historical
Trajectories

73rd & 74th Amendments: Features

Assessment & Evaluation of
Decentralisation through PRI and ULBs

PAST YEAR'S QUESTIONS

Syllabus: a) Meaning, significance and approaches and types
b) Local Self Governance: Rural and Urban

2015. Define Decentralization. Discuss various approaches to Decentralization.

2016. Discuss various aspects of Decentralization with special reference to Administrative Decentralization

2018. Citizen's participation in local Governance is essential for success of democratic decentralization, Discuss.

2017: What Do you understand by Decentralisation? Discuss the various forms of Decentralisation

Other Question: Discuss the salient features and relevance of 73rd Constitutional amendment Act.

Meaning & Definitions

- **De-centre**- away from centre; distributed decision making, transfer, delegation, and devolution of power, authority, and responsibility to lower/local/field units
- Sharing or transfer of administrative power, authority, and responsibility from the higher to the lower level (**L.D.White**)
- Transfer of planning, decision-making or administrative authority from the central government to its field organizations, local administrative units, semi-autonomous and para-statal organizations local governments or NGOs' (**Cheema and Rondinelli**)
- Transfer of responsibility, authority, and functions from a 'superior' governmental unit to a 'lower' governmental unit (**Friedman**)
- A process whereby the governments divests itself completely of certain duties & responsibilities and devolve them on to some other authority (**Govt. of India, 1957**)
- A top down approach in which the central authority transfer some of its authority & responsibilities to local units to empower people govern themselves
- Can be understood as a continuum from centralization to full autonomy ; “anything that goes to increase the role of subordinate is decentralization and everything that goes to reduce it is centralization” (**Henry Foyal**)

Significance

- Empower people to **self govern** themselves
- consistent with the ideas of participatory governance and **participatory democracy**
- Bottom up planning, effective implementation, **better management of resource** and 'social capital'
- Better **service delivery** ; give people Choice & Voice
- More effective & meaningful creation & maintenance of **Public Goods**
- More natural way of human organization- local community deciding local issues; self-governing community; **small republic**
- Buzz word for NPM, and **Good Governance**
- Tide turning toward decentralisation: From mega empire to Monarchs to smaller nation-state, to political federalism to local self govt

Forms of Decentralization

- **De-concentration:**
 - Central office/unit shift some functions/activities to its field/local units without transferring authority for decision making. Purely administrative arrangement.
- **Delegation:**
 - Along with transfer of functions, local or field units are also **given some authority** for decision-making and discretion. Local units are under the control of central unit.
- **De-bureaucratization:**
 - Transfer of some planning, administrative responsibility, and public functions from Govt. to non govt organizations (NGOs), Private sectors, People's organizations.
- **Devolution:**
 - Centre/state **transfer** some functions, authority, and responsibility from itself to local govt units which may not be under its control; **example** 73rd amendment in India

Approaches to Decentralization (James W Fesler)

- **Doctrinal Approach :**
 - Decentralization as an end in itself: People's Empowerment
 - Returning to civilizational root of local autonomy and village as small republic
- **Political Approach**
 - Local Self Govt.
 - Participative Democracy
- **Administrative Approach**
 - Efficiency, Effectiveness and Rationality
 - Distributed and decentralised decision making in organisation
- **Dual Role Approach**
 - Duality: Law & order, revenue collection vs development administration
 - status-quo vs change orientation
 - Area vs Functional approach

Types of Decentralization

- **Political**

- Government at regional and local level
- Democratic decentralization : participatory Democracy
- Ex: Panchayati Raj Institution as 3rd tier of Govt. in India

- **Administrative**

- administrative decision making and program implementations are delegated to field units or lower level functionaries
- Administrative efficiency, convenience, and rationale are the driving force

- **Fiscal or Financial**

- Lower level Govt. or field units are delegated or devolved financial and fiscal autonomy; In case of local Govt. they can levy taxes and raise their own revenues

- **Functional**

- Central units delegate, or transfer some its functions to lower level or field units
- Ex: 29 functions are listed in 11th Schedule to be transferred to PRIs

Decentralization : Historical Background

- **Ancient Period:**

- Sabha & Samiti : Vedic and later Vedic period
- 5 Panch representing 5 Gods and 5 essential earthy materials(पंचतत्त्व)
- Village as basic unit of administration & community life: small republic
- Found mentions in 'Rig Veda', 'Atharva Veda' 'Chhandogya Upanashid', Buddhist texts, Mahabharat, 'Kaytilya's Arthsashtra', Mauryan and Chola Inscriptions, etc

- **Medieval period**

- During Delhi Sultanate and Mughal Rule Centralization increased
- But village Panchayat continued mostly undisturbed by the central powers

- **Colonial Period**

- Charles Metcalf, a Governor during British Rule, in 1830 wrote vividly on civilizational aspect of Village Panchayats
- Highly centralized administration; top down approach to delegate some powers to Panchayat which never worked
- Zamindari System: Pivotal role of Zamindars in village Administration
- Bengal Village Chowkidary Act, 1870 ; similar Acts in other provinces
- Lord Rippon: 'father of local self-Govt' : Lord Ripon's Resolution, 1882 : rural boards
- Royal Commission on Decentralization in 1907: Local Self-Government Acts, Village Panchayat Act
- Gandhi's idea of 'Gram Swaraj' : Self-sufficient, self-Governed' villages as building block of independent India
- Government of India Act, 1935 conferred autonomy to the local bodies and Panchayats

Post Independence Event Trajectories

- **Village Panchayat in Indian Constitution**
 - **Part IV Directive Principles of State Policy, Article 40** *“The state shall take steps to organize village panchayats and endow them with such powers and authority as may be necessary to enable them to function as units of self-government”*
- **Community Development Programme (CDP): 1952**
 - Block, comprising of 5-10 villages, became hub of rural development program
 - National Extension Services (1953): Dovetailed to CDP
 - BDO, Extension officers, Village Level Workers (VLW): Gram Sevak/Sevikas
- **Balwant Rai Mehta Committee- 1957**
 - 3 tier PRI : Gram Panchayat(GP), Panchayat Samiti, Zila Parishad
 - GP directly elected, Samiti & Parishad indirectly elected;
 - Collector being Chairman of the Zilla Parishad
- **Ashok Mehta Committee- 1977**
 - 2 tier PRI: Mandal Panchayat (Block level) & Zila Parishad
 - Pivotal role of Zila Parishad in planning, and development
 - ‘न्याय’and development Panchayats; 5 yearly election by state election commission, taxation powers, constitutional status, reservations for SC&ST, social audit, party politics in PRI, important role of Voluntary and Non Govt. organization, etc
- **West Bengal, Karnataka, Andhra Pradesh became leaders in implementing PRI**
- **73rd and 74th Constitutional Amendments : 1992**

73rd Amendments: Important Features

- **Part IX , Article 243 A to 243 O**
- **3-tier Panchayati Raj Institutions (PRI)**
 - Gram Panchayat(GP), Panchayat Samiti, Zila Parishad
 - Gram Sabha at GP level
- **29 subjects, listed in Schedule 11, were devolved to PRI**
 - **3 main roles:** planning for development Social Justice, implementation of schemes, provision of public services, creation & maintenance of public goods
- **Mandatory election at every 5 years by State Election Commission**
 - Direct Election at GP level, indirect for Samiti, and Zila Parishad
 - In case of dissolution before 5 year, election within 6 months
- **Power to Panchayats to levy taxes**, duties, tolls and fees , get tax proceeds levied & collected by states, grant in aid from the state
- **State Finance commission** - fund distribution between state & Panchayats and among Panchayats, taxation power, measures to improve the financial position of Panchayats
- **Reservation for SC/ST in proportion to their population & Women-1/3**
 - Out of seats reserved for SC/ST, 1/3rd reserved for SC/ST women
- **District Planning Committees:** consolidate the plans prepared by the Panchayats and the Municipalities and to prepare development plan for the district as a whole
- Not applicable to Scheduled, the tribal, and Hill areas referred to in Schedule 5 & 6

74rd Amendments: Important Features

- **Part IX A , Article 243 P to 243 ZG**
- **3 types of Urban Local Bodies (ULBs)**
 - **Nagar Panchayat:** transitional areas from rural to urban ; population up to 25000
 - **Municipality:** for a smaller urban area ; Population 1 to 10 Lakh
 - **Municipal Corporation:** for a larger urban area : Population more than 10 lakhs
- **18 subjects, listed in Schedule 12, were devolved to Urban local bodies (ULBs)**
 - 3 main roles: planning for development Social Justice, implementation of schemes, provision of public services, creation & maintenance of public goods
- **Mandatory election at every 5 years by state Election Commission**
 - Direct Election for Municipal 'ward' representative
 - In case of dissolution before 5 year, election within 6 months
- **Power to ULBs to levy taxes, duties, tolls and fees ; grant in aid from the state**
- **State Finance commission** -fund distribution between state & ULBs and among ULBs, taxation power, measures to improve the financial position of ULBs
- **Reservation for SC/ST in proportion to their population & Women-1/3: for both representation and offices**
 - Out of seats reserved for SC/ST, 1/3rd reserved for SC/ST women
- **Metropolitan Planning Committee:** consolidate the plans prepared by the Panchayats and the Municipalities and to prepare development plan for the metropolitan area as a whole
- **Not applicable to Scheduled and the tribal areas referred to in Schedule 5 & 6**

Rural Local Govt

FUNCTIONARIES

President & VP
indirectly elected
CEO & Secretary
govt. officers

Chairman, Dy.
Chairman
indirectly Elected
CEO- BDO – Govt.
officer

Sarpanch/मुखिया
: directly elected
Panchayat
Secretary-Govt.
officer

**Zila
Parishad**

**Panchayat
Samiti**

**Gram
Panchayat**

Gram Sabha

COMPOSITION

ZPTC, Presidents of Panchayat Samiti,
MLA/MLC, MP, Nominated members

MPTC, Panchayat Sarpanch,
MLA/MLC, MP, Nominated
members

ward member or Panch, Sarpanch
and Panchayat Secretary

All voters of Gram Panchayat

Urban Local Bodies

नगर पंचायत

Municipality
नगर पालिका

Municipal
Corporation
महा नगर
पालिका

Composition: Ward member
(councilor/corporator),
chairman/mayor, Municipal
Commissioner-CEO, local
MLA/MP, nominated members

Critical Assessment of PRI Implementation

- Top Down Approach ; Not Endo-Genetic
- Decentralization without de-centralizing spirit – Constitutionalism
 - Merely political decentralization without matching administrative & fiscal decentralisation
 - Constitution left PRI on the intent & Mercy of State Govt.
 - Devolution without Functions, Functionaries, and Funds
 - Centralization even in the functioning of PRI – scant regard to Gram Sabha
- Uneasy, messy, and overlapping functional relationship among different levels of govt.
 - Predominance of line departments of state govt implementing central and state schemes ; GPs mere adjunct
- Lack of Financial and Fiscal strength and autonomy
 - 0.36 % Of total revenue collection and 3 % of total expenditure!
- Lack of Institutional Capacity
- Traditional subordination of Panchayats to govt. officials (माई बाप culture)
- Politicisation, Widening social cleavages, weak Oversight mechanism, Corruption

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GOOD WISHES !

BUDGET

Meaning, Types, Processes

BA HONS. POLITICAL SCIENCE EXAM HELP

WHAT IS IN STORE?

Analysis of previously asked questions

Meaning, Features, Role, Functions, types of Budget

Main actors in Budget Making in India

Budget making process in India

Line item, Performance, and Zero Base Budget

Past year question

2016: Write an essay on budgetary processes in India

2017: What is performance budgeting? How is it an improvement on traditional line item budgeting?

2018: Examine Budget as socio-economic tool of Development in India

Notes: zero base budgeting, Types of Budget

```
graph TD; A[Economic Management] --- B[Monitory Policy-RBI]; A --- C[Fiscal Policy-Govt.]
```

Economic Management

Monitory Policy-
RBI

Fiscal Policy-
Govt.

Meaning, Features, Role, Functions, types of Budget

Budget: Meaning & Definition

- an item wise estimate of income and expenditure of the Government for a fixed period of time- Annual Financial Statement
- A budget is basically a financial plan for a defined period, normally a year
- A plan of operation based on those estimates
- An instrument of Fiscal Policy for the Government
- One of the major instruments by which the use of public resources are planned and controlled and public welfare are delivered

Features of Budget

- Budget is basically a policy statement. Funding to different program/scheme reflect policy decisions. Fiscal policy is solely expressed through Budget.
- Though presented on a particular day of year, the budgeting process continue round the year.
- Till 2016 Railway budget was presented separate from General Budget!
- Budget is finest example of how Executive & Legislature collaborate in policy process in democracies.
- Budget is not everything about Indian Economy:
 - Monetary policy is managed by RBI, outside the Budget.
 - Budget is ONLY about Govt income and Expenditure(only 26% of GDP); does not include Income and expenditure/investment of private sector.
 - Importance of Budget is further diluted due to GST, and major tax proposals and program announcements outside budget.

TYPES OF BUDGET

- **Arena of Budget :**
 - Union budget, State Budget, Budgets of Local bodies
- **Feasibility**
 - :Income vs Expenditure
 - Balanced, Surplus, Deficit
- **Asset generating nature of Income/Expenditure**
 - Revenue Vs Capital Budget
- **Method and principles of Budgeting**
 - Line Item Budget
 - Performance Budget
 - Zero Base Budget
 - Planning, Programming, and Budgeting (PPB)
 - Budgeting by Objectives

Two components of Budget

- **Revenue Budget**

- Estimates of Revenue receipts and revenue expenditure
- Revenue Receipts: such as Income tax, which cannot be taken back from Govt.
- Revenue Expenditure: Operational expenses which do not create assets

- **Capital Budget**

- Estimates of Revenue receipts and revenue expenditure
- Capital Receipts: such as Govt. bonds, which is loan to Govt, shall be returned.
- Capital Expenditure: Investment expenses which create assets

Balanced , Surplus, Deficit Budget

- **Balanced Budget**
 - Expenditure is same as Income
- **Surplus Budget**
 - Income is more than the Expenditure
 - Our First Budget of 1950-51 provided surplus of Rs 71 lakhs!
- **Deficit Budget**
 - Expenditure is more than the Income
- Generally the Budgets of Federal/central Govts are Deficit Budget, Why?

Budget Deficits

- **Revenue Deficit**
 - Difference between Revenue expenditure and revenue receipts
- **Fiscal Deficit**
 - Difference between total expenditure and total receipts
 - Fiscal Deficit is met by borrowings (loan) or money printing by RBI
- **Is fiscal deficit good or bad?**
 - Depends! Good if economic slowdown is due to low demand and resources are lying unutilized
 - Bad, if economy is running at full employment, it will raise inflation, interest rate, and reduce real income

Functions of Budget

- **Allocation** Function

- Resources are allocated to different sectors and segments of population as per the societal needs and priority
- Ex: 2020 Budget allocated Rs. 2.83 lakh crore for agriculture and rural development, 69,000 crore for healthcare, 99,300 crore for education, so on

- **Distribution** Function

- Progressive taxation and subsidies are the way of Income/wealth distribution

- **Stabilization** of the domestic economy.

- By tweaking fiscal policy demand is increased/decreased to stabilize economy

Budget: as socio-economic tool of Development in India

- Instead of being merely an estimate of Govt income and expenditure, it has become prime instrument of distributive justice and welfare delivery
- Through budget, various interests, preferences, desires, and needs of citizens are aggregated in form of different welfare programme backed by financial resources
- By allocating resources to different sectors , various programs, and schemes socio-economic priorities of Govt are expressed through Budget
 - For example, suppose the allocation to Education is increased from 3 to 10% in a Budget, how will it affect the people?
 - By analyzing the allocation to different sectors and programs we can
- Tax policy (Fiscal Policy) through the Budget is major instrument through which Income & wealth re-distribution is done

Who makes Budget in India

- Prepared by the **Budget Division in the Department of Economic Affairs** of the Ministry of Finance
- The **Prime Minister**, through **Finance Minister**, personally supervises and guides the budget proposals
- **Cabinet** approves the Budget before it is presented in Lok Sabha ; **President's** approval is also required for presenting the Budget
- **Secretaries of Nodal ministries** and their financial advisors prepare Demand for Grant(DFG) of their ministry
- **Department of Expenditure** in Finance Ministry does extensive consultation with nodal ministries to finalize DFG or expenditure Budget
- **Estimate committee, Standing committee** of ministries/departments scrutinizes the budget Estimates, and DFGs
- PM and FM also obtain the **inputs of stakeholders**- Industry leaders, Business community, Farmers, civil society, Economists, and other experts
- **Niti Ayog** also plays a vital role in providing inputs and expert advice for Fiscal Policy, program evaluation – output/outcome framework

BUDGET MAKING PROCESS IN INDIA

- **Budget making in Executive arena**

- **Beginning September**, each nodal ministry prepare Budget Estimate(BE) in form of Demand for Grants(DFG) for coming year; DFG contain item wise BE, RE(revised estimates), and actual expenditure till Sept month of current year – in two parts- Revenue & Capital
- Department of Expenditure in Finance ministry combine, adjust/modify BEs and DFGs to estimate total expenditure- **Nov-Dec**
- Department of Revenue in Finance ministry then prepare revenue/income proposals by deciding on Fiscal(Tax) policy- **Nov-Jan**
- Budget Division in Finance Ministry then combine expenditure and Income proposal to prepare the Budget- **Dec-Jan**
- consultations, negotiations and legislative oversight-Oct- Jan
- Budget is then put to the Cabinet for approval- Feb 1 ; approval of President is also obtained
- Budget is presented in Lok Sabha by the Finance Minister on **1st Feb 11 am** in form of annual financial statement- statement of the estimated receipts and expenditure for next Financial year

Budgeting Processes in Legislative Arena

- **FM** presents the Budget in Lok Sabha and thereafter put up the annual financial statement (Article 112)
- **Passage of DFG:** Lok Sabha debates and approve the DFG by voting in the Budget Session(March-April) – *cut motion*
- **Appropriation Bill** (Article 114) is tabled and passed by the Parliament
- Appropriation Act authorizes executives to withdraw money from Consolidated Fund of India as per the voted DFG
- **Finance Bill** (Article 110)- Tax proposals and amendments in income tax and other taxation laws- is tabled and passed by the Parliament
- Both Appropriation and Finance Bill are 'Money Bill'
- **Vote on Account:** government usually seeks an interim approval to meet emergent expenditures beyond 1st April in case Appropriation bill is not passed- usually for 2 months
- When elections are scheduled a few months into the new financial year, the government seeks vote on account for few months, instead of presenting full year's Budget

Line item, Performance, and Zero Base Budget

Line item Budget

- Most common way in which Govt budgets are made
- One line for each item and quantity, on left side, against which cost are written on right side
 - Ex: paper clip, 5000 Rs. 100
 - Parks, 10 Rs.10,00000
- It covers only Inputs and their costs- entire project/program is not visualized
- Budget making considered as administrative routine, devoid of policy
- Plus: transparency, efficiency, economy, simplicity
- Minuses: Inflexibility, not linked to performance, micro-management

Performance Budgeting

- Also called Program Budget ; started in USA in 1930s after great depression
- Organisation of Budget by Program: Budget state major program/scheme, funding to them(Inputs) and expected output and outcome
 - Ex: Park program 10 lakh output: 10 parks Outcome: Health benefits to neighbourhood- clean air, exercise, Leisure
- Budget making shifted from accounting to managerial domain
- Deals with policy issues, for what policy budget is paying for and efficiency & effectiveness in program implementation
- Plus: Complete visualisation- input, output, outcome; instrument of public welfare, help in policy evaluation
- Minuses: Complex, performance measurement issue, loss of transparency

Zero Based Budgeting(ZBB)

- Introduced in USA in 1980s; in India during 1987-88
- Each program of an Govt agency is evaluated from zero baseline budget, only those program which needs to continue are funded
- The agency required to justify continuance of the program
- Opposite to incrementalism, in which programs are funded on basis of previous funding
- But in practice, ongoing programs are hardly terminated, they continue with reduced funding
- Focuses on alternatives- in place of this program what should we do instead?
 - Ex: alternatives to Park program- Gymnasiums, playgrounds, air purifier towers- are considered
- Plus: more participation of program managers, better communication in Bureaucracy, idea infusion for alternatives, cost effective
- Minuses: More paperwork, not so radical, not much attention to input, output, and outcomes

Sum Up

- Budget is annual financial statement in form of estimates of Income & Expenditure for coming year
- Budget is important policy instrument for socio-economic measures, distributive justice, and welfare delivery
- PM, FM, Budget division of Finance ministry, department of expenditure, Revenue, NitiAyog, Nodal Ministries, Parliamentary committee, Cabinet, President, are main actors in Budget Making in India
- Because of its allocative, distributional and stabilization roles, budget is most important policy tools for socio-economic development and change
- Budget may be categorized into many types- Balanced, Surplus, Deficit- Revenue, Capital- and Line item, Performance, and Zero base Budget, etc

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GOOD LUCK !

E-GOVERNANCE

Meaning, Impacts, Pros & Cons

POLITICAL SCIENCE EXAM HELP



PAST YEAR'S QUESTIONS

Syllabus: Citizen and Administration Interface: E-Governance .

2019: Explain the impact of e-Governance on the administrative system in India with some examples.

2018: How does e-Governance facilitate the interface between citizen and administration? Elaborate with examples.

2017: What is e-Governance? Discuss its role and significance in public administration.



Meaning & Definition

- **Electronic governance** or **e-governance** is the application of information and Communication Technology (ICT) for delivering government services, exchange of information, transactions, integration of various stand-alone systems between government to citizen (G2C), government-to-business (G2B), government-to-government (G2G) as well as back-office processes and interactions within the entire government framework.
- Use of ICT to support public services, government administration, democratic processes, and relationships among citizens, civil society, the private sector, and the state (Dawes , 2008)
- It is the use of ICT for promoting 'Good Governance', i.e. having efficient, transparent, participative, accountable, and collaborative Governance.
- It also denote paradigm change in public administration wherein structure, processes and management of public organizations are transforming. Leveraging ICT, public organizations are joined/networked, more informed and knowledgeable, and able to serve citizen direct and fast.

e- Government Vs e-Governance

e- Government	e-Governance
Govt: Executive arm of the state; Public Administration is action arm of govt.	<ul style="list-style-type: none">• Governance:• The ways the Government gets its job done- ways and processes by which govt. manages the affairs of the state/nation.• Structures and processes by which agenda are set, policies are formulated and implemented. It may involve multiple actors- Govt./state, private sector, NGOs/not for profit, MNCs, International organization, Civil Society, etc
E-Govt: application of ICT by Govt agencies to improve efficiency, effectiveness, transparency , and accountability in its entire activities	E-Governance: use of ICT in Governance of a nation, wherein ICT help participation and collaboration among multiple stakeholders. It also entails more efficient, effective, transparent, and accountable governance model.
Examples: Web portal of Govt. agencies providing online services- e-Seva of AP Govt, 'UMANG' portal of central Govt E-office (paperless office), biometric attendance system, Govt e market(GeM), etc	Examples: 'My Gov' portal wherein citizen participate in governance; Online consultation and feedback by Regulators, policy agencies, and parliamentary committee; Social media- PM interacting people on Twitter; online opinion poll
Pertains only to Govt agencies	Larger scope; pertains to multiple actors collaborating in Governance



Development of e-Gov in India

- Department of Electronics was set up in 1970
- National Informatics Centre (**NIC**) was set up in 1977
 - Big step towards e-Gov ;NIC was able to connect all District Hq to New Delhi through VSAT terminals
 - Counting for 1984 general Election- first big use of this connectivity
 - 1987: NIC launched NICNET, electronically connecting Govt Agencies
 - Followed by DISNIC- district Information System
- 1984-89: Rajeev Gandhi gave a big push to computerization and use of ICT in governance
- 1990s-2000s: Digitalization of land records, and other govt records started ; State wide Area Network(**SWAN**); e-Gov in driving Licenses, land registration, and many other services. ; Launch of websites of Govt Agencies; Computerized public Grievance portal- **CPGRAMS** launched
- 2000: IT Act : Legal backing to digital signature, digital documents, email
- 2006: National e-Governance Plan(**NeGP**) launched ; 27 "Mission Mode Projects" (MMPs)
- 2008: Second Administrative Reforms Commission, titled "*Promoting e-Governance - The Smart Way Forward*"; launch of 'common service centre (**CSC**)'
- 2009: National Unique Identification Project(Aadhar) launched
- 2011-12: NIC launched **e-Office**(paperless office in central govt ministries/agencies) ;
- 2014: **My Gov** portal was launched ; NeGD(National e-Governance Division) under Ministry of Electronics & IT launched several e-Gov Initiatives – **UMANG** (Unified Mobile Application for New-age Governance)
- 2015-19: **Digital India** mission Launched ; Direct Benefit Transfer Scheme Launched ; Govt e marketplace(GeM) launched ; digital village and e-Panchayat projects, Ministry of IT formed

Impact on Public Administration: *From street level to system level Bureaucracy

- **Street Level Bureaucracy**

- Rules & Regulations are interpreted and applied by public officials
- Face to face interaction of citizen with Govt official
- Formalization- differential and selective application of Rules
- Ex: India till 1980s

- **Machine Level Bureaucracy**

- Stand alone computerization of Govt departments/services
- Public official sits behind computer system/screen to provide public services
- Ex: Rly reservation in 1990s, Banking services in 1990s
- Still some discretion to public officials

- **System Level Bureaucracy**

- Joined up or networked Govt
- Computerized system provide end-to-end public services, for example online Scholarship, online voter ID registration, online public Grievance system, etc
- Almost no discretion to individual govt official

**Bovens, Mark, and Stavros Zouridis. "From street-level to system-level bureaucracies: how information and communication technology is transforming administrative discretion and constitutional control." Public administration review 62.2 (2002):*

Landmark e-Gov Initiates in India

- **G2C (Govt to Citizen)**

- Online Govt services: Online passport, Online Rly reservation, Online land registration, birth/death, Jeevan Pramaan, other certificates- Digi Locker, online banking/financial services, online driving and other licenses
- My Gov portal ; Aadhar; Direct Benefit transfer(DBT)- cash transfer, scholarships, pensions, etc
- E-filing of Income Tax returns, GSTN, FastAG
- Cyber Act 2000 & 2008: legal backing to digital Signature, emails, online documents
- UPI (Universal payment Interface), Mobile Wallet, digital payments & transactions

- **G2B (Govt to Business)**

- e-Tendering, e-Auctioning, e-payment
- MCA-21 portal
- e-filing of Tax returns (GST & corporate tax)

- **G2G (Govt to Govt) and Govt-to-employees (G2E)**

- e-Office , Biometric Enabled attendance system
- GeM –Govt e Marketplace
- Public Finance Management System(PFMS)
- Online performance appraisal system, online clearance and no objection certificates

Pros and Cons of e-Governance

Pluses

- Improves government functioning and governance
- Convenience & Flexibility
- Reduces Red-tape, reduce bureaucratic discretion, improves accountability
- Reduces Costs, improves efficiency
- Increases Transparency, trusts in Govt.
- Reduces Corruption
- Facilitate Participation and Civic engagements
- Promotes Good Governance

Minuses

- Infocracy replacing Bureaucracy
- Inscription(coding) of existing rules/regulation, business processes in IT interface- portal/app
- Business Process Re-engineering and changes in organizational structure
- System Rigidity- no human touch
- Digital Literacy of Govt officials/citizen
- Dependency on Internet Connectivity
- Digital Divide, Digital Exclusion
- Digital Fraud, Cyber Security

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MGNREGA

Rural Employment Guarantee Scheme

**Meaning, Features, Impacts,
Debates**

POLITICAL SCIENCE EXAM HELP



PAST YEAR'S QUESTIONS

Syllabus: Social Welfare Administration : Social Welfare Policies: Employment: **MGNREGA** ; Education: RTE, Health: NRHM; Food: NFSM

2019: Examine the objectives & Impacts of MGNREGA as Social Security Programme.

2017: Examine the role of MGNREGA in alleviating poverty in India.

2016: Critically examine the salient features of Mahatma Gandhi Rural Employment Guarantee Act 2005(MGNREGA)



Mahatma Gandhi Rural Employment Guarantee Scheme(MGNREGS)

- **A centrally sponsored scheme** which provides a **legal Guarantee for 100 days of work** in each year to any adult member of rural household whose adult members are willing to do unskilled manual work
- The Scheme is backed by National Rural Employment Guarantee Act 2005(**NREGA**)
- **NREGA was enacted on 23 August 2005** and made operation on February 2, 2006 in 200 districts; Progressively by 2008, all rural districts covered
- The Act give legal right to rural households to claim 100 days of work per year within 5 km at prescribed wage rate within 15 days of making such claim, failing which Compensation is liable to be paid
- The Scheme has **multiple aims**: Social and Livelihood Security, Poverty alleviation, increasing rural consumption, creation of durable assets for rural development and environmental protection, social inclusion, and strengthening Panchayati Raj System
- **Flagship Rural Development Scheme**, providing job to about 50 million adults every year, central budgetary allocation, in recent years -about 60,000 crores



Features of MGNREGA and MGNREGS

- Bottom-up, people-centered, demand-driven, self-selecting and rights-based employment Scheme
- **Each state to have its own version of Rural Employment Guarantee Scheme**
 - **Maharashtra Rural Employment Guarantee Scheme(MREGS)**
- **Time & distance limit:** Within 5 km, and 15 days; otherwise compensation
- **1/3rd beneficiary must be women; Work site facilities:** facilities such as crèches, drinking water and first aid at work sites
- **Self Targeting:** No pick & choose, whoever demands, gets the work within 15 days
- **Wage rate:** either minimum wage or as determined by central Govt- rates varies from State to State; Avg wage : 210 Rs/day for this year
- **60:40 % ratio of labour and material in works undertaken; say of Panchayat in work selection**
- **Transparency and accountability:** direct payment to bank accounts of beneficiaries, public information, social audit by Gram Sabha, and audit by CAG
- **Funding:** shared between the centre and the states



MGNAREGA JOBS

- Water Conservation and water harvesting
- Drought Proofing (including plantation and afforestation)
- Irrigation canals including micro and minor irrigation works
 - canal maintenance and mud-work (digging and carrying)
- Flood Control and Protection Works
- Minor irrigation, horticulture and land development
- Renovation of traditional water bodies including desilting of tanks
 - creation of new ponds and deepening or cleaning of existing ones
- Land Development Rural Connectivity
 - road construction and maintenance





Loose boulder structure to prevent flooding,
Nashik, Maharashtra, Feb 2014 | Sudha Narayanan



Dairy shed, Pudukkottai, Tamil Nadu,



Anganwadi in North Andaman, January 2016



Village road, South 24 Paraganas, West Bengal



Evolution of NAREGA in India

- 1960s: Third Five Year Plan (1961-66) advocated the need to provide 100 days of employment.
- **1972:** Maharashtra introduced Employment Guarantee Scheme (EGS): guaranteed employment, wage level to ensure a minimum level of subsistence, constructing productive assets and infrastructure, and long term development.
- **1980s:** Central Govt, following Maharashtra, introduced National Rural Employment programme (NREP) in 1980 and the Rural Landless Employment Guarantee Programme (RLEP) in 1983. Before this in 1978, Food for Work Programme (FWP) was launched
- **1990s:** NREP & RLEGP were merged into Jawahar Rozgar Yojana (JRY); Employment assurance Scheme (EAS)- assuring 100 days work, in 1993; EAS & JRY merged into Jawahar Gram Samriddhi Yojana (JGSY) in 1999-2000
- **2004:** National Food for Work Programme (NFWP) was launched in 150 most backward District; before this JGSY was changed into Sampoorna Grameen Rozgar Yojana (SGRY) in 2001-02
- 2004-5: National Rural Guarantee Programme (NRGP) bill was tabled in parliament on 22 December 2004, referred to a Parliamentary Standing Committee on Rural Development
- Modified bill finally presented in Parliament on 18 August 2005; NREG was enacted on 23 August 2005 after days of debate and amendments.
- NREGA was made operational in 200 districts in Feb, 2006. Subsequently, by 2008, all districts were covered.
- 2nd October, 2009, NREGA has been renamed as **Mahtama Gandhi** National Rural Employment Guarantee Act (**MGNREGA**)



Is 'Right to work' Fundamental Right?

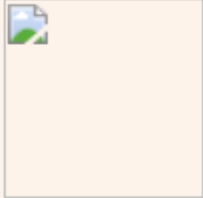
- The Universal Declaration of Human Rights and the International Covenant on Economic, Social and Cultural Rights recognise the right to work in an employment of one's choice and the State's responsibility to safeguard this right.
- Article 41 of Indian Constitution *"The State shall, within the limits of its economic capacity and development, make effective provision for securing the right to work...."*
- 1986: Interpretation of Article 21 made by the Hon'ble Supreme Court through its judgement in Olga Tellis vs Bombay Municipal Corporation - 'right to livelihood' was recognized as a fundamental right inherent in the 'right to life' under article 21.
- no person can sue the State for not providing him with a job. But if any person is deprived of his right to livelihood except according to just and fair procedure established by law, he can challenge the deprivation as offending the right to life conferred by Article 21.
- NAREGA and Right to Work: If a job-card holder is not given any job within 15 days, he/she can claim compensation which is fraction of the wage rate.



HOW MGNAREGA WORKS?

Adult member on behalf of households submit application for Job card to Gram Panchayat

Job card issued to Household

Job card				
MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTEE ACT				
Job card No.:	UP-50-007-004-001/104		Family Id:	104
Name of Head of Household:	राम आसरे			
Name of Father/Husband:	रामदुलारे			
Category:	OTH			
Date of Registration:	1/20/2007			
Address:				
Villages:	ANTANAGAR			
Panchayat:	ATTANAGAR			
Block:	GAURIGANJ			
District:	AMETHI(उत्तरप्रदेश)			
Whether BPL Family:	NO	Family Id:	104	
Epic No.:				
Details of the Applicants of the household willing				
S.No	Name of Applicant	Gender	Age	Bank/Postoffice
1	राम आसरे	Male	36	Baroda Uttar Pradesh Gramin Bank
Signature/Thumb impression of Applicant		Seal & Signature of Registering Authority		

Job card has names of all adult members of household

In case job is not provided within 15 days, compensation is paid

Letter providing work given to applicant issued and also displayed at Panchayat Office

In case job is provided beyond 5 km, compensation for travel cost

HOW PAYMENTS ARE MADE TO WORKERS UNDER MGNAREGA?

Job is done by the Job Card Holder



Stage-1 involves five steps on the part of the states to fill a master roll, generate an electronic fund transfer order (FTO), obtain two electronic signatures and push an e-pay order onto MGNREGA's server.



stage-2: which ends with crediting of payments in the beneficiaries' Aadhar Link bank accounts

Both stage 1 and stage 2 should complete within 15 days

To have DBT in NAREGA, National Electronic Fund Management System (Ne-FMS) was put in place since April, 2016



Impacts

- **Social Security: Safety Net**

- MGNREGA help stop short-term distress migration (in some cases by 22%) but not long-term migration indicating that MGNREGA is a safety net without perhaps influencing the larger process of structural transformation.
- It helps rural poor to avoid hunger, cope with illness, avoid migration, improve food intake and nutrition, improve health status, send children to school and avoid hazardous or demeaning work.
- Another apparent benefit has been financial inclusion.
- MGNREGA wages do seem to implicitly enforce a wage floor, reduce exploitation of labourer
- an instrument to alleviate the consequences of rural distress

- **Creation of durable physical assets:**

- The MGNREGA assets have contributed to building climate resilience, reduce soil erosion, deforestation, environmental protection
- NAREGA works became instrument for investments in the 'commons' and strengthening the natural resource base.

- **Decentralization, Empowerment :**

- MGNREGA been transformative and empowering- women's empowerment, financial inclusion, empowering local communities and PRI?
- Played a significant role in lessening historical class imbalances in rural India.
- Shift towards post-clientelist politics, it is self-targeting and hence universal



Pros and Cons of MGNREGA

Pluses

- Provides social security and safety net
- Empowers women & marginalized
- Reduces distress migration, hunger, poverty, malnutrition, helplessness
- Empowers local community/PRI
- Self-targeting, hence reduces clientelism
- Reduced labour exploitation, wage floor
- Created assets for rural development
- Participatory, Transparent & accountable

Minuses

- Distorted labour market
- Low quality, un-useful assets
- Poor linkages to other welfare schemes
- Lower than minimum wage
- Delay in wage payments
- Delay in release of funds
- Less than 100 days job provided
- Corruption, nepotism, clientelism



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LOKPAL

Meaning, Features, Status

POLITICAL SCIENCE EXAM HELP



WHAT IS IN STORE?

Lokpal : Meaning

Evolution of Lokpal in India

Features of Lokpal Act

Present Status and Learnings



Lokpal : Meaning

- Like an Ombudsman, an 'ombud', or public advocate, who protect citizen's interest by working as Watchdog on malpractices & corruption of public officials
- First time Sweden gave its citizen an Ombudsman in 1809; it keeps watch on the functioning of civil, military and judicial public officials
- Since then, about 44 nation-states, such as New Zealand, Canada, Chile, Namibia, Costa Rica, Poland, Pakistan, etc, set up the institution of Ombudsman
- Most of them are created by and report to Legislature and investigate complaints of malpractices & corruption of public officials- civil, military, Judicial
- Lokpal or Ombudsman strengthen Democracy by empowering Citizen and checking excessive powers of executives; they are truly fulfilling the meaning of 'Ombud' -to be people's advocate against state power



Historical Trajectory of Lokpal in India

- **1966:** The First Administrative Reform Commission(ARC) recommended the setting up of लोकपाल at the central and लोकायुक्त at state level, to look into complaints against public functionaries
- **1968-2011:** The Lokpal Bill was introduced in parliament Nine times but couldn't be passed.
- **1972:** Maharashtra was 1st state to constitute लोकायुक्त, followed by Rajasthan, UP, MP, AP, HP, Karnataka, and Delhi
- **2011 : The turning point in saga of Lokpal:**
 - After series of mega corruption scandals , group of Ministers formed to suggest measures to tackle corruption and examine the proposal of a Lokpal bill.
 - April 2011: Civil society, under NGO India Against Corruption, launched Lokpal movement under the leadership of Anna Hazare and his team
 - July,2011: Lokpal Bill was introduced in parliament
 - August 2011: massive public rally at Delhi for passage of a strong Lokpal.
 - 27 August 2011: Parliament passed historic 'Sense of the House' resolution accepting in principle major demands of civil society for a citizen's charter and tougher Lokpal bill.
- **Dec, 2013:** Parliament passed the Lokpal bill ;
- **1st Jan, 2014:** Enactment of Lokpal Act
- **March, 2019:** Lokpal Constituted; former SC judge Justice Pinaki Chandra Ghose appointed as 1st Lokpal



Features of Lokpal Act 2013

- लोकपाल at the Centre and लोकायुक्त at the level of the states to receive and investigate complaints of malpractices & corruption against all categories of 'public servants'
- Constitution of Lokayukta through enactment of a law by the State Legislature within a period of 365 days from the date of commencement of the Act.
- **Public Servants:** Prime Minister, Ministers, members of Parliament, Groups A, B, C and D officers and officials of Central Government. Office bearers of any board, corporation, society, trust or autonomous body either established by an Act of Parliament or wholly or partly funded by the Centre are also covered. NGOs receiving more than 10 lakh foreign contribution are included.
 - Excluded: Armed Forces and Judiciary
- **Fixed time frame :** Inquiry to be completed within 60 days and investigation within 6 months.
- **Constitution:** Lokpal will consist of a chairperson and a maximum of 8 members, of which 50 per cent shall be judicial members. 50 per cent of members of Lokpal shall be from SC/ST/OBCs, minorities and women.
- **Selection committee** for Lokpal: PM, CJI of SC, Leader of Opposition, LS speaker, and an eminent Jurist to be nominated by the President of India on the basis of recommendations of the first 4 members of the committee.
- Lokpal will have power of superintendence and direction over any investigation agency including CBI for cases referred to them by Lokpal. setting up of special courts for quick disposal of corruption cases.
- **Public servant to declare his/her assets** jointly owned by him, his spouse and dependent children within 30 days of assuming office.



Current Status & Learnings from the Lokpal Episode

- **Delays and current status**
 - 6 years passed since लोकपाल enactment, it is yet to be made functional
 - **The process of constituting the Lokpal's inquiry and prosecution wings has not yet begun, and regulations for how to conduct preliminary investigations have not been made.
 - Delay was on grounds that there is no leader of opposition in LS, only on the orders of SC the Lokpal was constituted in March 2019.
 - The Lokpal Act mandated that every state appoint a Lokayukta within a year, but 13 states do not have one at the moment.
 - Two amendments already made in the Lokpal Act, diluting the stricter provisions
- **Learnings:**
 - Political problems cannot be solved administratively
 - Institutional mechanism which threaten existing powers & privileges shall not get support from those in power
 - Experiences of लोकायुक्त show that the institution was made toothless, except in Karnataka, by design.
 - Majority of complaints to लोकायुक्त were for delays/harassments, mal-administration and not of corruptions
 - People are averse of reporting corruption. *As per National Crime Records Bureau (NCRB) data between 2001 and 2015 just 0.06% of the 91.1 million cases registered across the country were about corruption!
 - Finally, the Lokpal issue indicates that deepening of democratic institutions is work in progress and we have to travel a long way towards 'Good Governance'.

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PUBLIC SERVICE DELIVERY

Meaning, Challenges, Solutions

POLITICAL SCIENCE EXAM HELP



PAST YEAR'S QUESTIONS

Syllabus: Citizen and Administration Interface : Public Service Delivery .

Q1: What is Public Service Delivery and how far has it been successful? Explain

Notes: Public Service Delivery



Meaning of Public Service Delivery

- Institutional mechanism through which public services- Education, Health-care, water supply, sanitation, social security, etc- are provided(delivered) to the people by local/ municipal, State, or central governments.
- **Public Services:** Services which are either '*Public Good*' or essential for people to fulfil their basic needs and are 'generally' provided by Governments
- **Public Goods:** Goods/services which are non-excludable (no one can be denied), non-rivalrous(consumption by one does not reduce availability for other); Ex: public Roads, Parks, Clean air, street light, Traffic control, police service
- 3 kinds of Public Services:
 - **Broad based social services** : All public Goods, Public Education, Health-care, water and power supply, sanitation, social security, Employment exchanges, Employment
 - **Subsidies and Targeted transfers:** PDS(Ration shops), Input subsidies to Farmers, Free Electricity, free water, Gas cylinder, Direct Benefit transfers(DBTs)
 - **All other kind of Govt services-** Ration and other entitlement cards, Licenses, certificates, etc



Broad Based Social Services Vs Targeted Transfers & Subsidies

Broad based Social Services	Targeted Transfers & Subsidies
Ex: Public Education, Health Care, Sanitation, Social Security, Mid-day meal	Direct Benefit Transfer, Food, Fertilizer, power subsidies, PDS, free gas cylinder, Free Housing, age old pensions, scholarships, etc
Long term benefits	Immediate, short term benefits
Quality and outcome assessment difficult	Straight forward assessment of delivery
Need bottom up approach- Decentralization, community involvement	Top down approach, may be implanted from Centre
Requires credibility in political/electoral promises of such long term services	Require electoral populism
Rent seeking, Clientelism less evident	Much more prone to Rent seeking and Clientelism
Delivery more complex and prone to corruption	Easy, straightforward delivery, less prone to Leakage and Corruption
Targeting (selection) is not an issue	Targeting (selection) is big issue



Why Public Services are provided mainly by Govt?

- Because of nature of 'Public Good' private sector cannot not provide these services for a fee and for profit
- Only Govt can provide Subsidies and cash transfers
- Other public services- education, health care, transport, etc- are provided by private sector but poor cannot afford them
- Some of the public services- telecom, power, water-supply, etc- are provided by Govt for universal access
- Utility Services- Power, Telecom, transport, water supply, etc- are heavily regulated if provided by Private sector
- Now, some public services- expressway, Toll Roads- are provided under Public Private Partnership(PPP) model



Role of Public Administration in Providing Public Services

- Help make public policies for public service delivery
 - Policies such as MNERGA made by political leaders but role of public administrator is crucial in policy formation, enactments, subordinate legislation(rules & regulations)
- Implantation of welfare schemes, programs, projects for public service delivery
 - All public services are ultimately delivered by Public officials
 - Innovations in service delivery- Bhumi project in Karnataka and e-Sewa in Andhra Pradesh
- Bridge between the Govt. and the communities in providing public services
- Supervision, monitoring and evaluation of public service delivery
 - Audit, feedback, course corrections, project/scheme appraisals all done by public administrators
- In fact, Public officials create 'Public Value' mainly by delivering innovative public services efficiently and effectively



Impact of Public Service Delivery on Political Economy of Nation

- Enhanced Economic Growth
 - Enhancing human capital-improved health & education
 - Increased welfare spending provide employment, increases demand
 - Benefit of Demographic Dividend
- Higher Human Development Index
 - Highest HDI in Scandinavian countries having best public service delivery
- Reducing Poverty
 - Food security (PDS), employment guarantee(NAREGA), Income Transfer
- Reducing Income Inequality
 - Subsidies & cash transfers- Income re-distribution
- Maintaining Peace and Social Harmony



Challenges to Public Service Delivery

- **State Capacity:** Limited Resources and Institutional capacity of Govts in providing quality service delivery people spread across nation
- **Principal-Agent Problem**
 - People/Citizen- Principal (owner); Political Representatives- Agent
 - No alignment between motives of Principal and Agents
- **Poor political credibility and accountability**
 - People/voter don't believe in promises on Health/education and other broad based social services made by politician at the time of election
 - Identity politics
- **Clientelism**
 - Personalized service to targeted group(client) by the political representative(Patron)
- **Information Gap**
 - Lack of information about return on public services and assessment of quality pf PSD
- **Rent Seeking**
 - Well off farmers lobbying for free electricity and subsidies and politicians manipulating welfare schemes for personal gain
- **Elite capture**
 - Subsidies, transfers, social welfare schemes are cornered by Elites who guarantee bulk votes to their Patrons
- **Corruption**
 - Leakage, targeting issue



Possible Solutions

- More Focus on **providing Broad based social services** and less on targeted transfers & subsidies
 - If Transfers, it should be universal
- **Information dissemination** by NGOs, Civil Society, Research Agencies, Independent Media
- Promoting Innovative Ideas in PSD- home delivery of Public Services by Delhi Govt
- **Use of Technology**
 - Aadhar, DBT, e-Governance, Internet of Things, Artificial Intelligence, Big data Analytics
- **Institutional reform**
 - **Suitable Incentive Mechanism** to frontline service providing public officials
 - Proper selection, training in service providing organization
 - Optimum combination of top-down and bottom up approach- Decentralization : Voice
 - Competition among service providers: Choice
 - Empowering local communities- informal monitoring/supervision, local innovations
 - Purchaser-provider separation, contracting out, PPP
 - Adopting Good Governance Model



Sum Up

- Provision of broad based social services and targeted transfers & subsidies by Govts. comes under public service delivery
- Public services are mostly provided by Govts because of its 'Public Good' nature and lack of profit making business model and hence lack of market for such services
- Major part of public policy deals in delivery of public services. In India most of public expenditure, except interest payments and salaries, are for public services
- Role of public administration in public service delivery is crucial. It is one of the core job of the Public Administrator.
- Limited state capacity, principal agent problem, rent seeking, elite capture, Clientelism, top-down approach, Information gap, Corruption, etc are major challenges
- Bottom up approach, decentralization, community involvement, proper incentive mechanism, use of technology, involvement of NGOs, civil society, research organization, and independent media in information dissemination, encouraging Innovation, etc are some of the possible solutions



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RIGHT TO EDUCATION

**Meaning, Features, Impacts,
Debate**

POLITICAL SCIENCE EXAM HELP



PAST YEAR'S QUESTIONS

Syllabus: **Social Welfare Administration** : Social Welfare Policies: : **Education: Right to Education(RTE)**, Health: National Health Mission, Food: Right To Food Security, Employment: MNREGA .

2019: Critically examine the right to food security as an instrument of social welfare.

Notes: **Right to Education**

2018: **Write a short essay on Right to Education**

Notes: Right to Food Security.

2017: Notes: National health mission

2016: Notes: NRHM

2015: **Discuss the features of any two social welfare policies in India, How far these policies been successful in achieving the objective of social welfare?**



Right of Children to Free & Compulsory Education (RTE), Act, 2009

- Right of Children to Free and Compulsory Education Act or the RTE Act was enacted by the Parliament of India on 3rd Sept 2009. The Act came into force on 1st April 2010.
- 8 years before, in 2002, the Constitution (86th Amendment) Act, 2002 inserted Article 21-A to provide free and compulsory education of all children in the age group of 6 to 14 years as a Fundamental Right in such a manner as the State may, by law, determine.
- Granting fundamental Right to Education itself was based on Article 45(under DPSP)-
“The State shall endeavour to provide, within a period of ten years from the commencement of this Constitution, for free and compulsory education for all children until they complete the age of fourteen years”
- The RTE Act provide the practical and legal regime(Institutional mechanism & Procedures) to enable Indian Citizen exercise the Fundamental Right to Education as enshrined in Article 21A of the Constitution
- Under RTE Act, every child of the age of six to 14 years shall have a right to **free** and **compulsory** elementary education in a neighbourhood- 1 to 3 km
 - **Free:** no child shall be liable to pay any kind of fee or charges or expenses which may prevent him or her from pursuing and completing elementary education.
 - **Compulsory:** obligation of the appropriate government to provide free elementary education and ensure compulsory admission, attendance and completion of elementary education to every child in the six to fourteen age group. It also entails parental duty to send children to school
- सर्व शिक्षा अभियान, Scheme for universal elementary education launched in 2000-01, shall be the primary scheme for implementation of RTE



Is 'Right to Education' Fundamental Right?

- UN's The Universal Declaration of Human Rights states "everyone has the right to education which shall be free, at least in the elementary and fundamental stages".
- Articles 13 and 14 of the International Covenant on Economic Social and Cultural Rights(ICESCR) set out detailed formulation of the right to education. Article 13 contains a general statement that everyone has the right to education and that education should contribute to the full development of the human personality.
- Articles 28 and 29 of the Convention of the Right of the Child(CRC) deal with the rights of the child to education. Article 29 stipulates that the education of the child shall be directed towards the development of the personality, talents and mental & physical abilities to the fullest potential.
- The UNESCO Convention stipulates that States must undertake to formulate, develop and apply a national policy which will tend to promote equality of opportunity and treatment, and in particular to make primary education free and compulsory.
- Article 45 of Indian Constitution "The State shall endeavour to provide, within a period of ten years from the commencement of this Constitution, for free and compulsory education for all children until they complete the age of fourteen years"
- Article 41 of Indian Constitution states "The State shall, within the limits of its economic capacity and development, make effective provision for securing the right..... , **to education** "
- A series of decisions, including Mohini Jain v. State of Karnataka, 1992, Unnikrishnan v. State of A.P., 1993, etc.SC accorded right to Education fundamental right implied under article 21 (Right to life and personal liberty)
- **86th amendment Act 2002 made elementary education a fundamental right in India.**
- When the RTE Act came into force on 1 April 2010, India joined the group of 135 countries in the world to make education a fundamental right of every child.



Evolution of Right to Education in India

- **1947:** Constituent assembly keeps Right to Education under fundamental Right(propose article 23)
- **1949:** On cost consideration, the constituent assembly transferred RTE from FR to DPSP; arguments of Dr. Ambedkar not accepted
 - Thus, article 41 mentioned about Right to education and 45 specifically about free & compulsory elementary education. But nature of DPSP and wording of article 45 ““The State shall endeavour to provide.....” became the excuse.
- **1986:** National Policy of Education(NPE) stated in principle free and compulsory education for all children up to 14 years of age
- **1993:** SC in its judgement of Unni Krishnan vs. State of AP accorded free and compulsory education for all children up to 14 years of age as fundamental right
- **1995:** Mid Day Meal scheme launched- aimed to increase enrolment, reduce drop out
- **2001:** सर्व शिक्षा अभियान (SSA)- aimed to universalize elementary education launched
- **2002:** Constitution (86th Amendment) Act, 2002 inserted **Article 21-A** to provide free and compulsory education of all children in the age group of 6 to 14 years as a Fundamental Right
- **2003-06 :** The Free and Compulsory Education for Children Bill introduced in Parliament in 2003,2004, 2005, 2006 but couldn't be enacted
- 2008-09: the modified Right of Children to Free and Compulsory education Bill was introduced in 2008, enacted in August 2009 and RTE was operationalized on 1st April. 2010.



Features of RTE Act 2009

- Not only free & compulsory elementary education, but also Paradigm shift in elementary education system
- Quality, participative, stress free and meaningful Education system
 - norms and standards relating to Pupil Teacher Ratios (1:30), buildings and infrastructure, school-working days(200-220), teacher-working hours(45 hr).
 - appropriately trained teachers, i.e. teachers with the requisite entry and academic qualifications : CTET & STET
 - No admission test, No documents, No denial to admission on any ground, no detention, no physical punishment and mental harassment;
 - No capitation fee; No private tuition by teachers and No running of schools without recognition, even all pvt schools/existing schools to obtain fresh recognition.
 - 25% seats in Private Schools reserved for Poor Children(EWS) from the neighbourhood(1-3 km)
 - Development of curriculum aimed towards all-round development of the child, and making the child free of fear, trauma and anxiety through a system of child friendly and child centered learning
 - Admission to age appropriate class for non-admitted(left out) child ; 18 years for disable child
 - It specifies the duties and responsibilities of Central, State, local authority and parents, CSO
 - Shared funding between the Central and State Governments.[65:35 (90:10 for NE States)]
 - States to notify their own rules to implement RTE
 - School Management Committee(SMC)- Teachers, Parents, educationists,Students, elected representatives of the local authority (75% parents)
 - National Advisory Council(NAC): Advise Govt for effective implementation of RTE Act 2009



Impact of RTE

- **Increase in Enrolment Rate**
 - Net Enrolment Rate (NER) in primary education increased from 84.5 per cent in FY2005-06 to 88.08 per cent in FY2013-14
 - Enrolment of girls increased and enrolment of Children with Special Needs doubled
- **Pupil Teacher Ratio improved**; The % of primary schools that do not meet the PTR criteria of 1:30 dropped from 46 % in FY2009-10 to 33 % in FY2013-14
- **Dropout rates reduced**: from 5.62% in 2011-12 to 4.13% in 2014-15
 - But still more than 6 million students are still out of school
- **Not much improvement in Infrastructure facilities of School**
 - Facilities like boundary walls and useable toilets, especially useable toilets for girls have not improved as per standards
 - The percentage of schools with computers have also not seen much increase
 - basic infrastructure has improved in government schools in rural India, the pace has been very slow and a lot still needs to be done to achieve the set standards.
- **Not much improvement in Learning Outcome**
 - The Annual Status of Education Report (ASER) 2014 by education non-profit 'Pratham', clearly spelled out that learning outcomes in reading, writing and arithmetic in state-run schools is poor.
- **Absenteeism of Teachers reduced but Increase in Absenteeism of students**



Pros and Cons of RTE

Pluses

- Increased Enrolment and lowered dropout rate
- Improvement in School Infrastructure
- Increased numbers of qualified Teachers
- Improvement of Teacher-Student Ratio
- Social inclusion by way of Quota for EWS in Pvt School
- Increased participation of PRI, local community, and Students
- Paradigm shift in Elementary Education system

Minuses

- Inadequate funding and delay in payments
- No detention policy and age appropriate class
 - Increased Absenteeism
 - Pressure on Teacher
 - Poor learning outcome(Input focused)
- Failed targets for teacher-student ratio and school infrastructure
- Issues and Irregularities of 25% EWS quota in Pvt school
 - Invades on the rights of private schools, burden on non-EWS, not actually free, teaching & learning difficulties
- Instead of learning purpose children sent to school for meal, money for books, scholarship, etc
- Dichotomy of free but poor quality vs paid but good quality education
- Unrecognised schools and low-cost private schools



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National Health Mission(NHM)

**Meaning, Features, Impacts,
Debate**

POLITICAL SCIENCE EXAM HELP



PAST YEAR'S QUESTIONS

Syllabus: Social Welfare Administration : Social Welfare Policies: : Education: Right to Education(RTE), **Health: National Health Mission**, Food: Right To Food Security, Employment: MNREGA .

2019: Critically examine the right to food security as an instrument of social welfare.

Notes: Right to Education

2018: Write a short essay on Right to Education

Notes: Right to Food Security.

2017: Notes: **National Health Mission**

2016: Notes: **NRHM**

2015: **Discuss the features of any two social welfare policies in India, How far these policies been successful in achieving the objective of social welfare?**



The National Health Mission was launched by the government of India in 2013 subsuming the National Rural Health Mission and National Urban Health Mission

National Health Mission

आयुष्यमान
भारत

National Rural Health Mission (NRHM)

The National Rural Health Mission (NRHM) was launched in 2005 to bring about a dramatic improvement in the health system and health status of people in rural India.

National Urban Health Mission (NUHM)

The National Urban Health Mission (NUHM) as a sub mission of National Health Mission (NHM) launched on 1st May 2013.

Both NHRM and NURM were subsumed in the Umbrella Scheme- National Health Mission in 2013.



National Rural Health Mission (NRHM)

- The National Rural Health mission (NRHM) was launched on 12th April 2005, to provide accessible, affordable and quality health care to the rural population, especially the vulnerable groups.
- **Centrally Sponsored Scheme-** funded largely by Centre, implemented by States
- Covered entire country but focus was on 18 NE, Hilly, and poor States- BR, Raj, Odisha ,MP, UP, JKD, Chhattisgarh, etc
- **Quantitative Goals- by 2012**
 - MMR from 447 to 100 per 100000 live deliveries
 - IMR from 60 to 30 per 1000 live births
 - TFR from 3 to 2.1
- **Qualitative Goals**
 - Access to integrated comprehensive primary health care to rural population
 - Strengthening public health delivery system and making it accountable to local the community
 - Prevention and control of communicable and non-communicable diseases, including locally endemic diseases
 - monitoring & evaluation against Indian Public Health standards (IPHS)
 - Cconvergence of health and related programme from village level upwards,
 - Mainstreaming AYUSH (Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homoeopathy) into the Public Health System.
- **From 2013, NRHM is merged in National health Mission(NHM) as its sub-mission**



National Urban Health Mission(NUHM)

- NUHM covers all State capitals, district headquarters and cities/towns with a population of more than 50000.
- It primarily focuses on slum dwellers and other marginalized groups like rickshaw pullers, street vendors, railway and bus station coolies, homeless people, street children, construction site workers.
- Goals:
 - Need based city specific urban health care system to meet the diverse health care needs of the urban poor and other vulnerable sections.
 - Institutional mechanism and management systems to meet the health-related challenges of a rapidly growing urban population.
 - Partnership with community and local bodies for a more proactive involvement in planning, implementation, and monitoring of health activities.
 - Availability of resources for providing essential primary health care to urban poor.
 - Partnerships with NGOs, for profit and not for profit health service providers and other stakeholders.
- The National Urban Health Mission would leverage as far as possible the institutional structures of the NRHM at the National, State and District level for operationalization of the NUHM
- Accredited Social Health Activist (ASHA) or Link Worker (LW) for 200 to 500 households, Mahila Arogya Samiti (50-100 households)
- Urban PHC, Urban CHC ; mainly managed by Urban Local Bodies; District Plan shall converge NRHM and NUHM
- The centre-state funding pattern will be 75:25 for all the States except NE, Hilly States(90:10)



NRHM: COMPONENTS

Sub divisional and District Level Hospital

Block Level: Community Health Centre(PHC)

7 Specialists, 9 staff Nurse, 24*7 service, Surgery & advanced medical facilities

Cluster of 4-5 GPs: Primary Health Centre(PHC),

3 staff Nurse, Ambulance, 24*7 service, Tests for TB/malaria, etc

Gram Panchayat level(4-5 villages): Health & Wellness Centre

,Registered medical practitioner (RMP) 2 Auxiliary Nurse Midwives(ANM), Immunization

Village level: ASHA, Aanganwadi worker

Village Health & Sanitation committee, Village health & Nutrition Day

All vertical Disease program- TB, Malaria, HIV and Family Welfare Program

Reproductive and Child Health(RCH) Programs- ICDS and जननी सुरक्षा योजना।

Accredited Social Health Activist (**ASHA**)

Indian Public Health Standard

District Plan : convergence with programs on drinking water, Sanitation, women empowerment, Child development, Literacy, Poverty alleviation

Community Participation:

Village Health & Sanitation committee
रोगी कल्याण समिति(Block level)

Decentralization: Important role of PRIs, Village Health Plan

Transparency & Accountability : MIS, Public report, community survey, Social Audit

Universal Insurance: आयुष्यमान भारत



IMPACTS

- The Infant Mortality Rate(IMR) declined from 58 per thousand live births in 2005 to 40 in 2013
- Maternal Mortality Ratio(MMR) from 254 per one lakh deliveries in 2004-2006 to 178 in 2013.
- Total Fertility Rate(TFR) was brought down from 3 to 2.3 in 2014
- The Janani Suraksha Yojana registered impressive gains with 1.13 crore women benefiting during 2010-11.
- Polio has been almost eradicated from the country.
- A workable Public health Delivery System comprising of ASHA & AAW, Sub-centres, PHC, and CHC set up



Pros and Cons of NHM

Pluses

- Met quantitative targets to good extent
- MMR, IMR, and TFR reduces substantially
- Integrated structure of Public Health Delivery System set up
- Awareness on Health & Nutrition- VHND
- Good numbers of Health Workers were posted in Rural Areas
- Decentralized, transparent, and participative approach
- Impressive performance of जननी सुरक्षा योजना

Minuses

- Inadequate funding- 1.2 % vs 6 % of GDP
- Poor Integration with existing Schemes and structures of State Govt
- Poor quality of Health care
- Absenteeism of Doctors/medical staff
- Very loose convergence with supporting program- drinking water, sanitation, MGNREGA, Mid Day Meal, ICDS, NFSM
- Poor awareness and uptake among marginalised communities



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RIGHT TO FOOD SECURITY

National Food Security Act

Meaning, Features, Assessment

POLITICAL SCIENCE EXAM HELP



Past Years Questions

- Critically examine right to food security as an instrument of social welfare.
- Notes on Right to Food Security, National Food Security Act

Food Security: Meaning, Components

- **Accessibility, Affordability, Utilization**
 - Accessibility: adequate supply and availability of food-grain
 - Affordability: Demand, paying capacity, Income
 - Utilization: Health status, food safety, preparation and consumption, Social and personal habit factors,
- **Quality of Food-** should have required Nutritious value
- **NFSA aims to tackle all these aspects**



The Paradox of Food Security in India

- India is food secured but not the Indians!
 - *Record production of more than 290 million food grain in 2019-20
 - **Per capita availability of food grain is steadily increasing whereas steady decline in per capita consumption of food-grains!
 - **2019 Global Hunger Index, India ranks 102nd** out of 117 qualifying countries, worse than Nepal, Pakistan, Sri-Lanka, Bangladesh
 - About 200 million people go Hungry everyday
 - About 25 lakh Indian die every year due to Hunger/starvation
 - 25 % of children are malnourished
-
- *<http://egyankosh.ac.in/bitstream/123456789/18868/1/Unit-19.pdf>- citing economic survey, and Expenditure Surveys conducted by NSSO
 - *advance estimate by central Agriculture ministry- 295 MMT of foodgrain estimated in FY 2019-20



Evolution of Right to Food Security

- **14 January 1945:** PDS was launched as general entitlement Scheme during the Second World War, and was launched in the current form in June 1947.
- **1951:** PDS continued as major social welfare scheme
- **1965:** Creation of Food Corporation of India and Agricultural Prices Commission
- **1997:** PDS was revamped to target poor households- BPL, APL
 - Targeted Public Distribution System
- **2001:** SC in its interim order in PUCL vs. Union of India, declared “right to food” as an extension to fundamental right to life
- **2009:** Congress party in its election manifesto promised to implement “right to food”
- **2013:** National Food Security Act (NFSA) came into effect on July 5, 2013



National Food Security Act (NFSA)-2013

- National Food Security Act (NFSA) came into effect on July 5, 2013
 - First through ordinance and then was enacted on 10 Sept, 2013
- The Act provides a **legal entitlement** to the 'right to food security' to Indian citizens who are poor, marginalized, disadvantaged, and vulnerable.
- Subsidized food grain to 75 per cent of the rural population and 50 per cent of the urban population of India under this Act.
- Nutritional meal to Mother, Child, students (upto class 8), and malnourished children
- "food and nutritional security in human life cycle approach, by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity" (GOI 2013)
- **Food Security Allowance** in case they are not provided the entitled quantities of food grains or meals.



4 Pillars of NFSA

- NFSA relies on four existing programmes to provide food and nutritional security:
- Targeted **Public Distribution System (TPDS)**
 - Subsidized food-grains-Rice, Wheat, Coarse grain- to about 800 million people(75% of rural, and 50% of urban population)
- **Integrated Child Development Services (ICDS)**
 - free meal at the 'Anganwadis' to all children aged 6 months to 6 years
- **Mid Day Meal (MDM) programme**
 - free mid-day meal for all school-going children up to class VIII (or age 14).
- **Indira Gandhi Matritva Sahyog Yojana (IGMSY)**
 - Maternity benefit of Rs 6000 for pregnant and lactating (until six months after childbirth) mothers.
 - Also, one hot meal to them during pregnancy and until six months after childbirth

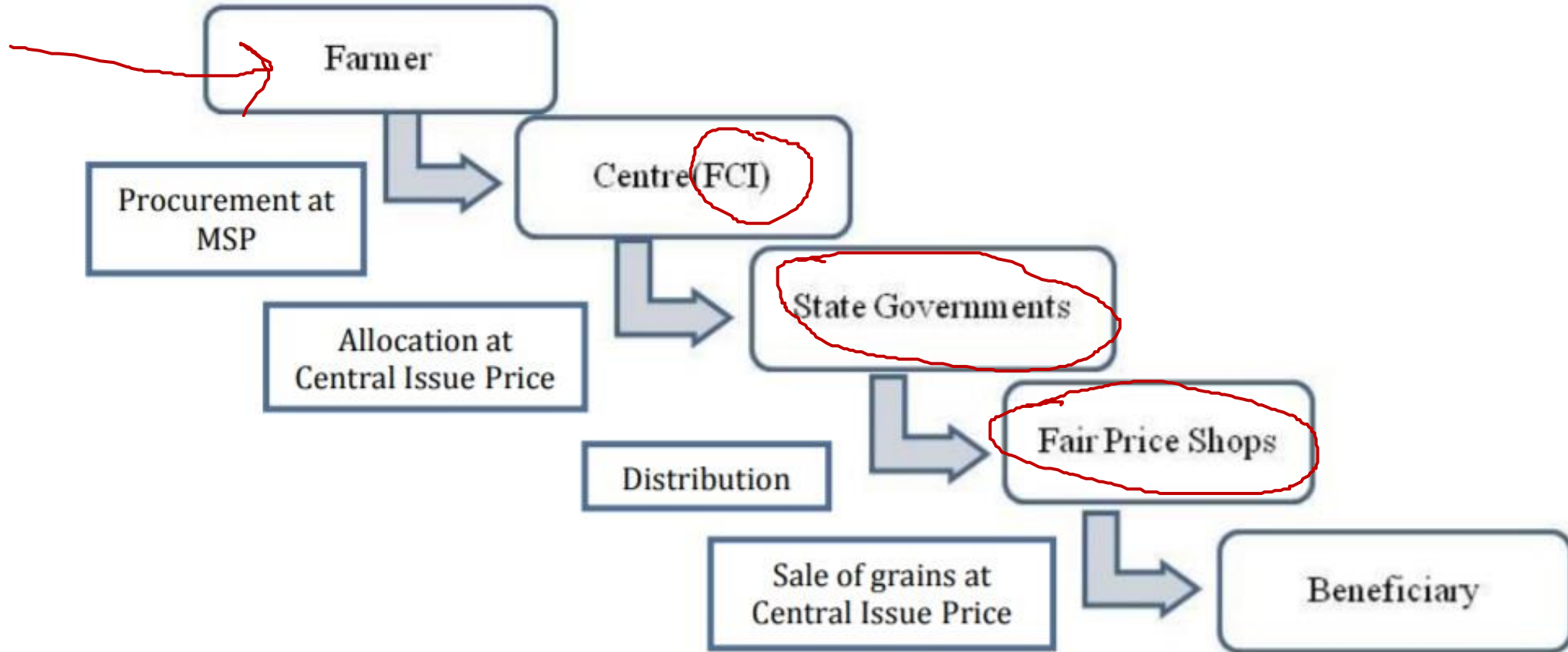


Features of NFSA-2013

- **Clear division of roles responsibilities between States and center**
 - Centre-Guidelines, rules, food procurement, transportation, storage, supply to States, and assistance to state
 - State: Intra-state transportation, door step delivery to FPS, **beneficiary identification**- issue of ration cards, FPS license, implementation, monitoring, grievance redressal, payment of food security allowances
- **Revamping and reforming Targeted Public Distribution System(TPDS)**
 - Only two categories of beneficiary under TPDS: AAY households and Priority households other than AAY (NO APL/BPL division)
- **Food and Nutritional security of poor, marginalized, disadvantages, vulnerable people**
 - Prescribed Nutritional standard for meals under ICDS, MDM, and pregnant and lactating women/mothers
- **Women Empowerment**
 - Ration card shall be issued in the name of eldest women of the household
- **Community participation: in management and vigilance of FPS/PDS**
- **Clear Accountability and Transparency**- Penalty(max Rs 5000) to erring public official, social audit, open records, vigilance committee,
- **Grievance Redressal**
 - District Grievance Redressal Officer
 - State Food Commission- review, monitor, and implementation of NFSA
 - Vigilance Committee at State, District, Block, and FPS level
- **Food security allowance**



How Subsidized Public Distribution of Food System Works in India



Reforms in TPDS under NFSA

- Doorstep delivery of food grains to FPSs(Ration Shops)
- Application of ICT - end-to-end computerization of TPDS, Transparency of records, minimizing leakage/diversion
- leveraging Aadhaar for targeting and authentication of beneficiaries
- Shifting management of FPSs from private owners to public bodies such as women's cooperatives, panchayats, self-help groups, etc
- Diversification of items distributed through Ration Shops
- introducing DBT-cash transfers and food coupons



HOW PUBLIC DISTRIBUTION SYSTEM CHANGED UNDER FOOD SECURITY ACT

Items	Pre NFSA TDPS	Post NFSA TDPS
'Right to Food'	Not guaranteed	Guaranteed
Coverage	APL, BPL Population, AAY total about 18 crore households	813 million (75% in Rural Areas and 50% in Urban Areas); AAY, and priority households
Selection Criteria	Below Poverty Line (BPL) Survey – 2002 (Rural) and 2007 (Urban)	Determined by State Government
Who identify beneficiaries?	Centre specifies criteria, State identify through PRI	State identify as per its own criteria
Quantity of Rations	APL- 15 kg (depending on availability) BPL-35 kg per household AAY (AAY)-35 kg per household	APL-Excluded BPL-5 kg per member AAY-35 Kg per household
Price of Food Items (per kg)	APL/BPL: differs across states-4 to 8 Rs/kg AAY: Rice – Rs. 3; Wheat – Rs. 2	APL: Excluded BPL/AAY: Rice – Rs. 3; Wheat – Rs. 2; Coarse Grains – Rs.1
Grievance Redressal	State Govt to decide mechanism Vigilance committee at state, district, block, FPS level	District Grievance Redressal Officer State Food Commission Vigilance committee at state, district, block, FPS level
Food Security Allowances	None	Centre to fund and State to provide Food Security Allowances



Critique of Implementation of NFSA

- **Positives:** increase in coverage of eligible beneficiaries, a decline in exclusion error, a rise in the purchase-entitlement ratio (PER) and Decreased Leakage and Diversion
- Reforms such as doorstep delivery of food grains, end-to-end computerization of TPDS (procurement, transportation and distribution), simplifying eligibility criteria and improving grievance redress mechanisms
- **Delay in implementation**
 - 3 Extensions till September 30, 2015; By October 2015 only 18 states/UTs had implemented NFSA, only eight had identified all beneficiaries
 - Only by Nov 2016 all states started implementation
- **Poor Implementation**
 - Stamping of old ration cards- no women empowerment
 - Delay in setting up district grievance redressal officer and state food commission
 - No doorstep delivery at FPS by many States
 - Poor digitalization, Aadhar seeding, authentication problems, delay or no online grievance redressal system
 - Poor quality of food grain, bribe for obtaining ration cards, issue of birth/death registration, no portability of ration card
- **Less focus on other 3 pillars**-Nutritional requirements of mother, child, and students(ICDS, IGMSY, MDM)
 - Decline in budget allocation to these schemes
 - Financial burden on State Govt
- Multiple implementation agency- lack of coordinated effort; Basically became a revamped TPDS



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Citizen's Charter

Meaning, Evolution, Assessment

POLITICAL SCIENCE EXAM HELP



Citizen as Customer of Public Services delivered by Government

- New Public management(NPM) treats citizen as customers/clients
 - Govt. like seller of public services, Citizen like customers or consumers
- NPM attempt to provide choice, voice, competition, value for money to citizen in public service delivery
- Good Governance entails transparency, accountability, and responsiveness
- Good Governance is participative and collaborative governance, citizen, consumer group, civil society participate in Governance
- Citizen charter is an important tool/method to have good governance based on NPM principles



Citizen Charter: Meaning

- **Citizens' Charters** initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the govt providing public services.
- The basic objective of the Citizens Charter is to empower the citizen vis-à-vis Govt in relation to public service delivery
- A tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the Organisation to its clients.
 - Thus, a written commitment by an agency to deliver outputs or services according to specified standards of quality
 - It enshrines the trust between the Govt and the citizen.
- Citizen Charter acts as a surrogate for competition, voice, choice to make public service delivery based on competitive market principles.



Six principles of the Citizens Charter

- **Quality**: Improving the quality of services;
- **Choice** : Wherever possible;
- **Standards** :Specify what to expect and how to act if standards are not met
- **Value for money**: best use of taxpayers money
- **Accountability** : Individuals and Organisations
- **Transparency** : Rules/ Procedures/ Schemes/Grievances.

The quality tools adopted for improving public services include the Business Excellence Model, Investors in People, Charter Mark, ISO 9000 and Best Value (Government of UK, 1999).



Components of Citizen Charter

- Vision and Mission Statement of the Organisation
- Details of what organisation does, its role, responsibilities
- Details of 'Citizens' or 'Clients'
- Statement of services including standards, quality, time frame etc. provided to each Citizen/ Client group separately and how/ where to get the services
- Details of Grievance Redress Mechanism and how to access it
- Expectations from the 'Citizens' or 'Clients'
- Additional commitments such as compensation in the event of failure of service delivery.





CITIZEN'S CHARTER

VISION

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

MISSION

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

- Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.
- Teachers facilitate learning and constantly nurture every learner.
- Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- Family and community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

CORE VALUES

Maka-Diyos , Maka-tao
Makakalikasan , Makabansa

BMES PLEDGE OF COMMITMENT

We, the officials and employees of Bonifacio Memorial Elementary School, pledge to:
Be steadfast with strong commitment to the realization of DepEd's Vision and Mission

Motivate learning through child-centered teaching that emphasizes the development of functionally-literate and God-loving pupils.
Excellence, integrity and accountability in the delivery of services to its stakeholders and.
Sustainable and goal oriented practices towards the protection of the environment

All these we pledge
Because YOU deserve no less.

FEEDBACKS AND READINESS MECHANISM

(Based on CSC Citizen's Charter Feedback and Redress Mechanism)

Please let us know how we have served you by doing any of the following:

Send your feedback through e-mail (bmescs@deped.gov.ph)
Call us at: 02 - 294 - 7703
Talk to our Principal / Guidance Counselor / Teacher in Charge

If you are not satisfied with our service, your written / verbal complaints shall immediately be attended to by the Officer of the Day at the Principal's Office and Guidance Office.

THANK YOU for helping us continuously improve our services.

Issuance of Employee Service Record / Certified Photocopy of Leave Cards and other Miscellaneous Files = Principal's Office

Schedule of Availability of the Service: Monday – Friday, 8:00 am – 5:00 pm. (No Noon Break)

Who may avail of the Service? School Employees
What are the Requirements? Accomplished Request Slip
Duration: within 50 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Form
1	Fill up the request slip and submit the duly filled up form	Receive the duly filled up request slip	Within 10 minutes	Clerk/Authorized Employee	Request Slip
2	Wait while the requested file / record is being processed	Check the records of the requesting party and prepare the file / record	Within 35 minutes	Clerk/Authorized Employee	
3		Forward the file / record to the authorized signatory for signing	Within 5 minutes	Clerk / Principal	
4	Get the file / record	Release of the signed file / record	Within 5 minutes	Clerk/Authorized Employee	File/ Record
5			End of transaction		

Issuance of Requested Files = Principal's Office

Schedule of Availability of the Service: Monday – Friday, 8:00 am – 5:00 pm. (No Noon Break)

Who may avail of the Service? School Employees
What are the Requirements? Accomplished Request Slip / Identification Card
Duration: within 50 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Form
1	Fill up the request slip and submit the duly filled up form	Receive the duly filled up request slip	Within 10 minutes	Clerk/Authorized Employee	Request Slip
2	Wait while the requested document is being processed	Check the records of the requesting party and prepare the document	Within 35 minutes	Clerk/Authorized Employee	
3		Forward the document to the authorized signatory for signing	Within 5 minutes	Clerk / Principal	
4	Get the document	Release of the signed document	Within 5 minutes	Clerk/Authorized Employee	Document
5			End of transaction		

Republic of the Philippines
Department of Education
Region III
Division Office - Marikina
District Office - Marikina
STO. DOMINGO ELEM. SCHOOL

CITIZEN'S CHARTER

OUR VISION
We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to building the nation.

OUR MISSION
To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:
• Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.
• Teachers facilitate learning and constantly nurture every learner.
• Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
• Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

PERFORMANCE PLEDGE
1. Serve progressively, efficiently and with utmost courtesy.
2. Meet basic standards with service standards.
3. Develop better programs about services to be provided.
4. Give every citizen's concerns, suggestions, and needs.
5. Improve the public through our service to information on our policies.

PRINCIPAL'S OFFICE

Service	Duration	Person in Charge	Form
Request for Information	10 mins	Clerk/Authorized Employee	Request Slip
Request for Records	35 mins	Clerk/Authorized Employee	
Request for Documents	5 mins	Clerk / Principal	
Request for Files	5 mins	Clerk/Authorized Employee	File/ Record
Request for Other Documents	5 mins		

GUIDANCE OFFICE

Service	Duration	Person in Charge	Form
Request for Information	10 mins	Clerk/Authorized Employee	Request Slip
Request for Records	35 mins	Clerk/Authorized Employee	
Request for Documents	5 mins	Clerk / Principal	
Request for Files	5 mins	Clerk/Authorized Employee	File/ Record
Request for Other Documents	5 mins		

FACILITATIVE UNIT

Service	Duration	Person in Charge	Form
Request for Information	10 mins	Clerk/Authorized Employee	Request Slip
Request for Records	35 mins	Clerk/Authorized Employee	
Request for Documents	5 mins	Clerk / Principal	
Request for Files	5 mins	Clerk/Authorized Employee	File/ Record
Request for Other Documents	5 mins		



Evolution of Citizen Charter

- first articulated and implemented in UK by the Conservative Government of John Major in 1991 with a simple aim to continuously improve the quality of public services so that these services respond to the needs and wishes of the users
- The programme was re-launched in 1998 by the Labour Government of Tony Blair which rechristened it “Services First”.
- Subsequently it was adopted in most of OECD nations in different names- Australia (Service Charter, 1997), Belgium (Public Service Users' Charter 1992), Canada (Service Standards Initiative, 1995), France (Service Charter, 1992), India (Citizens' Charter, 1997), Jamaica (Citizens' Charter 1994), Malaysia (Client Charter, 1993), Portugal (The Quality Charter in Public Services, 1993), and Spain (The Quality Observatory, 1992) (OECD, 1996).
- Later on innovative additions such as Charter mark, Service Quality Award, Excellence in public service delivery, naming/shaming, etc were added.



Evolution of citizen's charter in India

- **24 May, 1997 :**
 - Conference of State/UT CMs chaired by the Prime Minister of India, an '*Action Plan for Effective and Responsive Government*' was adopted.
 - Central and State Governments would formulate **Citizens' Charters**, starting with those sectors that have a large public interface- Railways, Telecom, Posts, Public Distribution Systems.
 - Citizen Charters to include standards of service and time limits that the public can reasonably expect, grievance redress and independent scrutiny with the involvement of citizen/consumer groups.
- In next few years, almost all major central/state ministry/department, PSUs came out with its citizen charter
- **2005:**
 - RTI was made effective
 - '**Sevottam**' framework was **created** by the Department of Administrative Reforms and Public Grievances
- **June, 2007:** Centralized Public Grievance Redress and Monitoring System(CPGRMS) was launched
- **2010:**Right to Public Services Acts were enacted by majority of the States, starting with MP and Bihar ,
- **2011:** The Right of Citizens for Time-Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 was tabled in parliament but lapsed due to dissolution of 15th Lok Sabha



Critique of Indian Experience of Citizen's Charter

- Formalization and Ritualism
 - Remained mainly an administrative exercise on paper
 - Mere procedural compliance without any real intent effective means to provide the services as stated in the charter
- Bureaucracy taking it as challenge to their power/discretion
- No involvement of frontline Govt staff and citizen
- No awareness, no legal backing, no effective mechanism to get what was promised
- Fragmentation, overlapping, and confusion with RTI, Grievance redressal(CPGRMS), Sevottam, Lokpal



References

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THANKS FOR WATCHING!

PLZ POST YOUR QUERIES THROUGH COMMENTS!

Email: dupolschelp2018@gmail.com

GOOD LUCK !

