

# UPSC

Answer Questions in NOT MORE THAN the Word Limit specified for each in the Parenthesis.  
Content of the Question is more important than length.  
( Specimen Answer Booklet - For Practice Purpose Only)

उम्मीदवारों को इस हार्शिए में नहीं लिखना चाहिए  
Candidates must not write on this margin

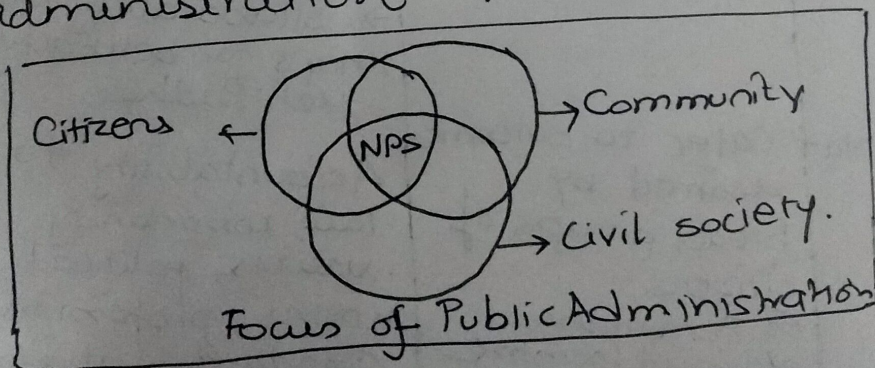
Day 11  
Q1.

" In a democracy, Efficiency and productivity must be placed under the larger objective of citizens and public interest " -Denhardt & Denhardt

It is in this context, that New Public Service emerged, especially in response to the gaps in New Public Management (NPM).

## New Public Service (NPS): Definition

NPS is founded on the premise that objective of public administration must be 3Cs :



## NPS & NPM: Key differences

	<del>NPS</del> NPM	<del>NPM</del> NPS
① Theory	Economic theory and	Democratic Theory
② Approach	POSITIVIST social science approach	varied approaches: positive, critical, interpretive & post-modern approaches

(Please do not write anything except the question number in this space)  
कृपया इस स्थान में प्रश्न संख्या के अतिरिक्त कुछ न लिखें।

# UPSC

उम्मीदवारों को इस स्थान में नहीं लिखना चाहिए।  
Candidates must not write on this margin

Answer Questions in NOT MORE THAN the Word Limit specified for each in the Parenthesis.  
Content of the Question is more important than length.  
( Specimen Answer Booklet - For Practice Purpose Only)

	<del>NPS</del>   <del>NPM</del>	<del>NPM</del>   <del>NPS</del>
③ Rationality type	Economic Man + self interested decision maker	Strategic rationality multiple tests ↳ political ↳ economic ↳ organizational rationality
④ Public servants answerable to?	Individuals as <u>Customers</u>	Individuals as <u>CITIZENS</u>
⑤ Role of Government	Steering (catalyst for <u>market forces</u> ) Eg: Privatisation • National Monetisation Pipeline	SERVING (negotiating different interests to create <u>SHARED values</u> ) Eg: "Atmanirbhar Bharat" → Vocal for local → collaborating with khaps for beti bachao Beti Padhao
⑥ Accountability	Cater to outcomes desired by broad groups of citizens Eg: Performance linked Incentive scheme Eg: e-NAM for farmer groups	Accountability to law, community values, political norms, professional standards, citizen interests. Eg social audits citizen charter.

NPS is helping redefine spheres of state and non-state actors (eg swachh iconic place collaborations in India), building public confidence (RTI) and creating a civil service with competence and values (mission karmayogi).