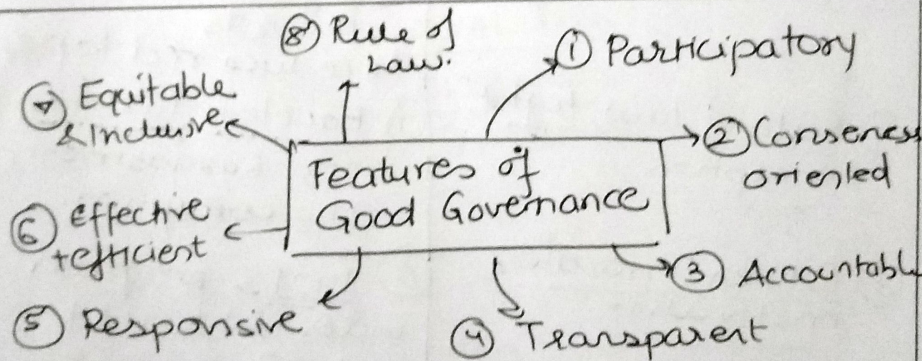# UPSC

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)

Q. In what ways and how can information technology play a crucial role in effective government citizen interaction in the context of good governance. (15 marks)

"Good Governance" ("GG") was first coined by World bank in 1992 and defined as "manner in which power is exercised in the management of a country's economic and social resources for development".

Features of Good Governance

① Participatory
② Consensus oriented
③ Accountable
④ Transparent
⑤ Responsive
⑥ Effective & efficient
⑦ Equitable & Inclusive
⑧ Rule of law

Good Governance Parameter	What way + how ICT plays a role in citizen interaction
① Participatory	① MyGov.in & (PM Mann ki Baat) seeks inputs from citizens on important issues
② Consensus Oriented	② Draft Bills made public online - citizens can send feedback (emphasized by Bernard + Follet)

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③ <u>Accountability</u>

④ <u>Transparency</u>

⑤ <u>Responsive</u>

⑥ <u>Effective + Efficient</u>

⑦ <u>Rule of law, fight Corruption</u>

⑧ <u>Citizen morale, motivation.</u>

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③ <u>Citizens' charters published online on a database</u>

④ e-Panchayat mission : allows Social audits, RTI tracking

⑤ <u>Twitter/ social media</u> eg: Indians stuck in Ukraine during Russia war coordinated with External affairs ministry

⑥ SVAMITVA scheme
↳ digitalise land records
↳ reduce red tape

⑦ <u>Faceless tax filing</u>
→ no harassment,
→ no corruption.

⑧ <u>DOTS</u> program under NIKSHAY end TB mission: patients reminded to take dose
↳ call /sms .

STEPS to further promote ICT in government - citizen interaction

① National digital literacy mission
↱ease of access /use

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

UPSC

Answer Questions in NOT MORE THAN the Word Limit specified for each in the Parenthesis.
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उम्मीदवारों को इस हाशिए में नहीं लिखना चाहिए।
Candidates must not write on this margin

② <u>Common Service Centers</u>
→ improve access to internet

③ <u>Performance Linked Incentives</u>
→ reduce cost of electronics
→ improve affordability of ICT
   devices for citizens.

ICT is helping reduce the gap between <u>citizens</u> and <u>government</u> and allowing better ~~tracking~~ policy innovation, <u>monitoring</u>, <u>planning</u> and <u>feedback</u> which is further advancing Good Governance. The planned <u>SOCIAL REGISTRY</u> & database by <u>MEITY + NITI Aayog</u> is also a step in the direction of leveraging <u>ICT</u> for <u>Good Governance</u>.