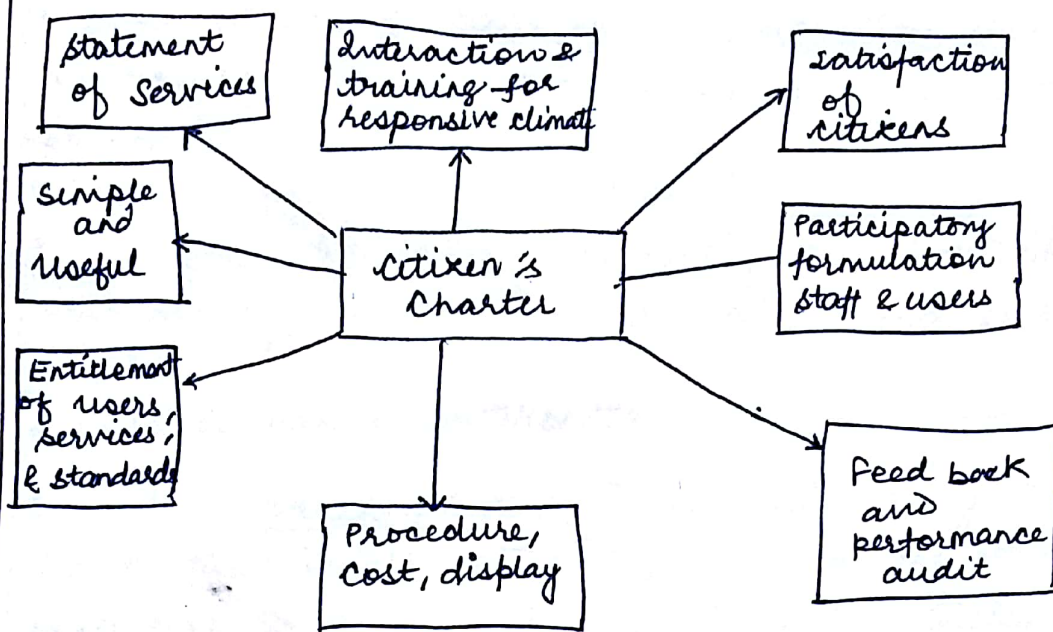
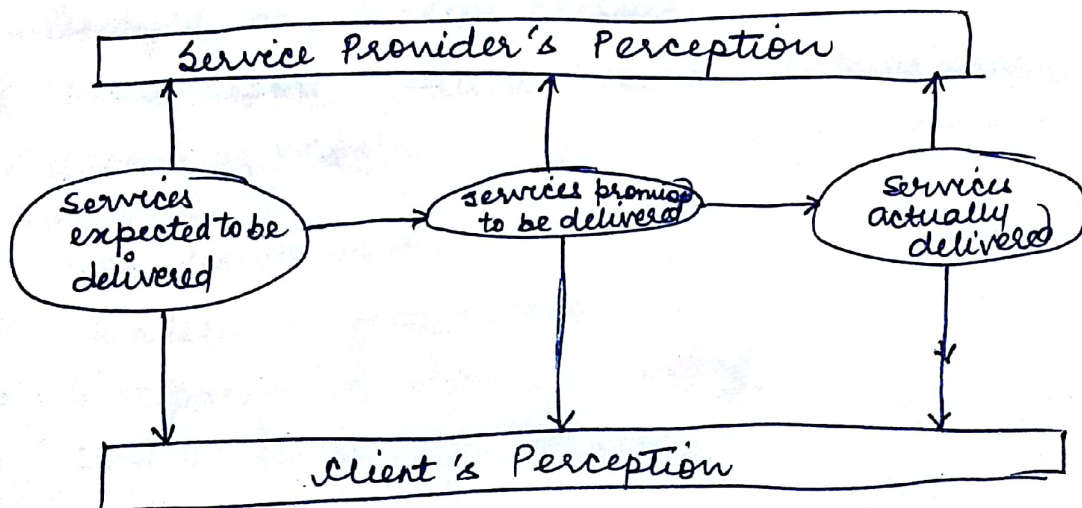


Q1) "Delivery of quality services cannot be ensured unless the accountability mechanism is strong and operative". In this context, examine the locurae in existing citizen charter and the need for "Public Service Delivery Act".

Ans1) Government of India, in its effort to facilitate accountable, efficient and citizen-centric governance, has introduced various administrative reforms. One of it was Citizen Charters.



The relation between the citizen and service provider can be understood through this diagram:-



Need for strong and private accountability

- * Ensuring efficiency in public servants
- * It is crucial for good governance.
- * It upholds the principles of fairness, justice and integrity.
- * It paves way for transparent government.

A strong accountability system empowers the citizens to demand what is due for them, thus it auto-corrects the system.

Lacunae in existing citizen charters:-

1. Some of the findings of an evaluation done by DAR&PG along with Consumer Coordination Council were:-

- Lack of consultation Process :
- Personnel:- The staff implementing the charters are mostly not sufficiently trained and sensitised.
- Lack of public awareness

2. A Transparency International India study team found that except for banks, none of the service providers in case of Public Distribution System, electricity, hospital, water supply, housing, land records and registration, police and targeted schemes displayed any citizens' charters.

3. In a report entitled 'India's Citizens' Charter - A decade of experience - following deficiencies were observed:-

- Poor design and content
- Inadequate groundwork
- Discrepancy in standard setting
- Lack of follow-up mechanism.

- Lack of infrastructure, insensitiveness of bureaucracy.

Need for public service delivery act :-

It will not only legalise the rights of citizens for service delivery but also provides a penal mechanism for punishing the officials for delay in service delivery. It will help in ensuring the accountability in following ways :-

- Notifying services covered under the act.
- Providing services within stipulated time-frames.
- Fixing clear penalties for non-compliance.
- Nominating an administrative authority responsible for providing each service.
- Outlining each provision for revision/appeal against penalty imposition.

However, bringing a law might not be enough. The necessary infrastructure to fulfill its mandate like trained manpower, e-governance tools and effective checks and balances to implement the entire accountability mechanism till the last mile.

Q2) Provide an account of the evolution of Draft National Register of Citizens and discuss the controversies and challenges surrounding it.

Ans2) The National Register of Citizens (NRC) is the list of Indian Citizens of Assam. The stated aim of the updating exercise is to identify "illegal immigrants" in the state.

Evolution of NRC:

- It was prepared in 1951, following the census of 1951.
- The first pilot project for updating the National Register of Citizens was launched in 2010 after protests against illegal migrants in electoral rolls in 1997 elections.
- The process of NRC update was taken up in Assam as per a Supreme Court order in 2013 in order to weed out cases of illegal migration from Bangladesh and other adjoining areas. It was carried out under The Citizenship Act, 1955 and according to rules framed in the Assam Accord.

Controversies surrounding it.

- Bengali Muslims are the community most often branded as illegal Bangladeshi immigrants. They feel that they were put under greater scrutiny than other groups.
- The sudden appearance of an "original inhabitants" category and they being subjected to less rigorous scrutiny is another issue.
- The whole process is accused of arousing communal tensions along Hindu-Muslim lines.

- Also this may strain relationships with Bangladesh as the people identified as illegal immigrants need to be deported.
- This may not in any way help in bringing peace to this region already troubled by conflicts around ethnicities.
- Neither the state nor the Centre has clarified what happens to those who lose their cases in the Foreigners' Tribunals, whether they will be detained, deported or allowed to stay on without the rights and privileges of citizenship.
- Foreigners' Tribunals :- They have challenges in ensuring justice due to the brief window of time given by the border police to produce proof of citizenship to the lack of legal aid.
- Detention centres :- Those deemed to be foreigners are transferred to detention centres. They have languished here for years in a legal limbo. Though declared as foreigners, there is no repatriation treaty under which they can be deported to Bangladesh.

Q3) 'BRICS has grown in influence in its first decade but is still far from achieving its initial goals'. Discuss.

Ans3) BRICS is the acronym for an association of five major emerging national economies: Brazil, Russia, India, China and South Africa. It represents about 40% of the world's population and 22% of global GDP.

How it grew in influence :-

- New Development Bank is established to provide an alternative to IMF and WB led global multilateral financing.
- BRICS summit has been successful in terms of building a coalition of emerging markets that want to save multilateral financing.
- BRICS Business Council has been actively enhancing trade and economic cooperation in diverse sectors.
- 'BRICS PLUS' which began at Xiamen summit is a great opportunity for interaction among leaders.

Challenges in achieving goals:-

- Reform of global financial governance is still pending with NDB playing a limited role only. BRICS recently reiterated that IMF needs to better represent developing nations.
- Democratisation of the United Nations is resisted by the powerful nations trying to retain control.
- Expansion of the Security Council - because two of its members China and Russia do not want the other three members (India, South Africa & Brazil)

to obtain parity in the global pecking order.

- Rising protectionism is affecting rule-based multi lateral trading order.
- China's dominance is growing and China-Russia proximity is a reality.
- BRICS Partnership on New Industrial Revolution (Part NIR) can make a contribution only if it goes beyond the ministries of industry and engage with private sector.
- Though BRICS outreach to Africa began in 2013, it has picked up momentum now. African nations need big loans from the New Development Bank (NDB) for their infrastructure projects.
- China introduced the 'BRICS Plus' format at the Xiamen summit last year. The precise role of 'BRICS Plus' is yet to be understood.
- New decision was taken to set up the BRICS credit rating agency that India favors.

Q4) Healthcare in India is obviously not egalitarian and becoming increasingly dependent on the private sector to deliver health care. Discuss and suggest measures for equitable medical care.

Ans 4) Of the total health spending in India, the Government contributes just 29%. In the UK, the government share is 83%. The health care services in India are not egalitarian ~~and becoming~~. The out of pocket expenses for medical care are about 70% of all medical expenditure, enough to push a family into poverty.

Problems with present healthcare system:-

- Poor government spending in health care is resulting in deteriorated standards in service provision from public sector. Indian Government only spends about 1.4% of the GDP on the sector.
- The gap between what is technologically possible and what government hospitals generally provide widened appreciably after the technological leaps in medical care - this is called "medical rationing".
- The deteriorating state of public health care in India means that an increasingly larger percentage of its citizens are being driven to the private sector for their medical needs.
- Mounting costs and decreasing availability of drugs is a major issue.
- Medical rationing has other detrimental effects like creating distrust of the public in government hospitals.

Measures for equitable health care:

- The new Ayushman Bharat Health Scheme to provide secondary and tertiary care to those who are socially & economically deprived.
- NITI Aayog's document recommends the government to prioritise preventive care rather than provide curative care.
- AIIMS like institutions in every state to make tertiary care accessible.
- Generic medicines should be mandated and be made available.
- Niti Aayog suggested a model that provides for a greater role for private players in the India's healthcare sector.