

1. What is the definition of public administration given by western administrative thinker, Gladden

“public administration is concerned with the administration of the government”

2. What is public administration?

Public administration is the effective utilization of men and material for the implementation of existing laws, government policies, programmes and developmental projects.

3. What is the role of government institutions in public administration?

The government institutions are part of public administration. They function for the welfare of the people.

4. How the public administration during monarchy is different from that of the present democratic form of governments?

During monarchy, the interest of the monarch was the basis of public administration. But in democratic system, importance is given to the interest of the people.

5. What is the significance of public administration?

- ☞ Formulate governmental policies
- ☞ Provide goods and services
- ☞ Find out solutions to public issues
- ☞ Ensure welfare of the people

6. What should be the aim of public administration in the words of Gandhiji?

Gandhiji expected the protection of the interests of all through public administration. But there are a number of persons in our society who require special consideration and protection. He opined that public administration should consider them specially and protect them.

7. The concept of Gandhiji that influenced public administration?

Grama Swaraj

☞ Influenced in the formation of local government institutions

8. What is known as bureaucracy?

The employees who work under public administrative system and administer the country are together known as 'bureaucracy'.

9. What are the Features of Bureaucracy?

Hierarchical organization:- Bureaucracy is organized in such a way that there is one employee at the top and the number increases when it reaches the lower levels. This is known as hierarchical organization.

Permanence:- Persons appointed will continue in service till the age of retirement.

Appointment on the basis of Qualification:- Bureaucrats are liable to implement the policies of whichever party comes to power. Party interests should not reflect in their work. They should act neutrally.

Professionalism:- Every government employee must be skilled in their work.

10. India's civil service consists of;

All the employees who work under	{	the central government
		the state governments
		the public sector undertakings

11. Explain the structure of Indian Civil Service (bureaucracy in India)

Indian civil service is divided into three; they are
All India Services, Central Services, State Services

Indian Civil Service

<u>All India Services</u>	<u>Central Services</u>	<u>State Services</u>
<ul style="list-style-type: none">• Recruits at national level• Appoints in central or state service . <p>Eg: Indian Administrative Service, Indian Police Service</p>	<ul style="list-style-type: none">• Recruits at national level• Appoints in central government departments only. <p>Eg: Indian Foreign Service, Indian Railway Service</p>	<ul style="list-style-type: none">• Recruits at state level• Appoints in state government departments only. <p>Eg : Sales tax officer.</p>

12. Candidates to all India services and central services are recruited by the

Union Public Service Commission (UPSC).

13. Who is appointing the chairman and the members of UPSC?

The President of India

14. At the state level, candidates are recruited by which agency?

The Public Service Commission (PSC) of the State

👉 *Each state having their own Public Service Commission*

15. The Chairman and the members of the State Public Service Commission is being appointed by whom?

The Governor

16. UPSC and State PSC's are called constitutional institutions. Why?

Because UPSC and State PSC's are constituted on the basis of constitutional provisions.

17. What is meant by Administrative Reforms? What is the intention of administrative reforms?

A number of steps are taken by the government for increasing the efficiency of the services and to provide service to people in a time bound manner. They are known as administrative reforms

The intention is to make administration people friendly and efficient.

18. What is E-governance? Give examples for E-governance.

E-governance is the use of electronic technology in administration.

- The single window system for admission to Higher Secondary courses,
- Online applications for various scholarships, etc. are examples for E-governance

19. What is the observation of APJ Adbul Kalam, former President of India, about e-governance?

“Transparent and vibrant government project. Safe and speedy information that reaches to all without red tapism. Project that is available to all citizens without any discrimination”.

20. What are the benefits of E- governance?

- Can receive service with the help of information technology.
- Need not to wait in government offices for services.
- Government services offered speedily and with less expense.
- Efficiency of the offices and quality of the service get enhanced

21. The Right to Information Act passed in the year_____

2005

22. The efforts of which organization helped mainly for the legislation of Right to Information?

Mazdoor Kisan Shakti Samghathan of Rajasthan

23. What are the main objectives of the Right to information Act?

- prevent corruption,
- create responsibility and

- make the functioning of the government transparent.

👉 *The citizens will get copies of public documents if they apply for them.*

24. For what purpose information commissions constituted? What is the structure of Information Commissions?

To perform the functions under the Right to Information Act, Information Commissions are constituted at the national and state levels.

There will be a Chief Information Commissioner and not more than ten members in the Information Commission

25. What is the function of information commission related to Right to Information Act?

If the authorities do not give, or refuse to give the information or gave wrong and unsatisfactory replies, one can approach the Information Commission and can file an appeal. If the commission is convinced, a fine of Rs. 250 per day can be imposed on the employee concerned till the information is given

26. What is Right to Service Act?

Right to Service Act is a law which ensures services to the people.

27. What are the provisions of Right to Service Act?

- This law determines the time limit for every service given by a government office.
- If the deserved service is not given within this time limit, the responsible employee should pay a fine.
- As per the Right to Service Act, an officer is appointed in every government office to give guidance and proper help to the applicants.

28. What is Lokpal and Lokayuktha?

Lokpal and Lokayukta are institutions constituted to prevent corruption at administrative, bureaucratic and political levels

29. Distinguish between the functions of Lokpal and Lokayuktha

Lokpal:- The institution constituted at the national level to prevent corruption is Lokpal. Lokpal has the power to register cases on issues of corruption against employees and public workers and can suggest necessary actions.

Lokayukta :- Lokayukta is the institution constituted at the state level to hear the corruption cases. Lokayuktha follows judicial procedures like Lokpal.

30. What is the aim of Central Vigilance Commission? When was it is formed?

The Central Vigilance Commission is the institution constituted at the national level to prevent corruption in the central government offices.

It came into effect in 1964.

31. Describe the structure and duties of the Central Vigilance Commission?

The Central Vigilance Commissioner is the head of the Central Vigilance Commission. In every department there will be a Chief Vigilance Officer. The duty of the commission is to enquire into vigilance cases and take necessary actions

32. Give a short note on State Vigilance Commission

State vigilance commissions have been constituted at state level based on the model of Central Vigilance Commission. The State Vigilance Commission inquires into corruption in the state government offices. Vigilance courts are also constituted to track vigilance cases.

33. For what purpose Ombudsman is constituted?

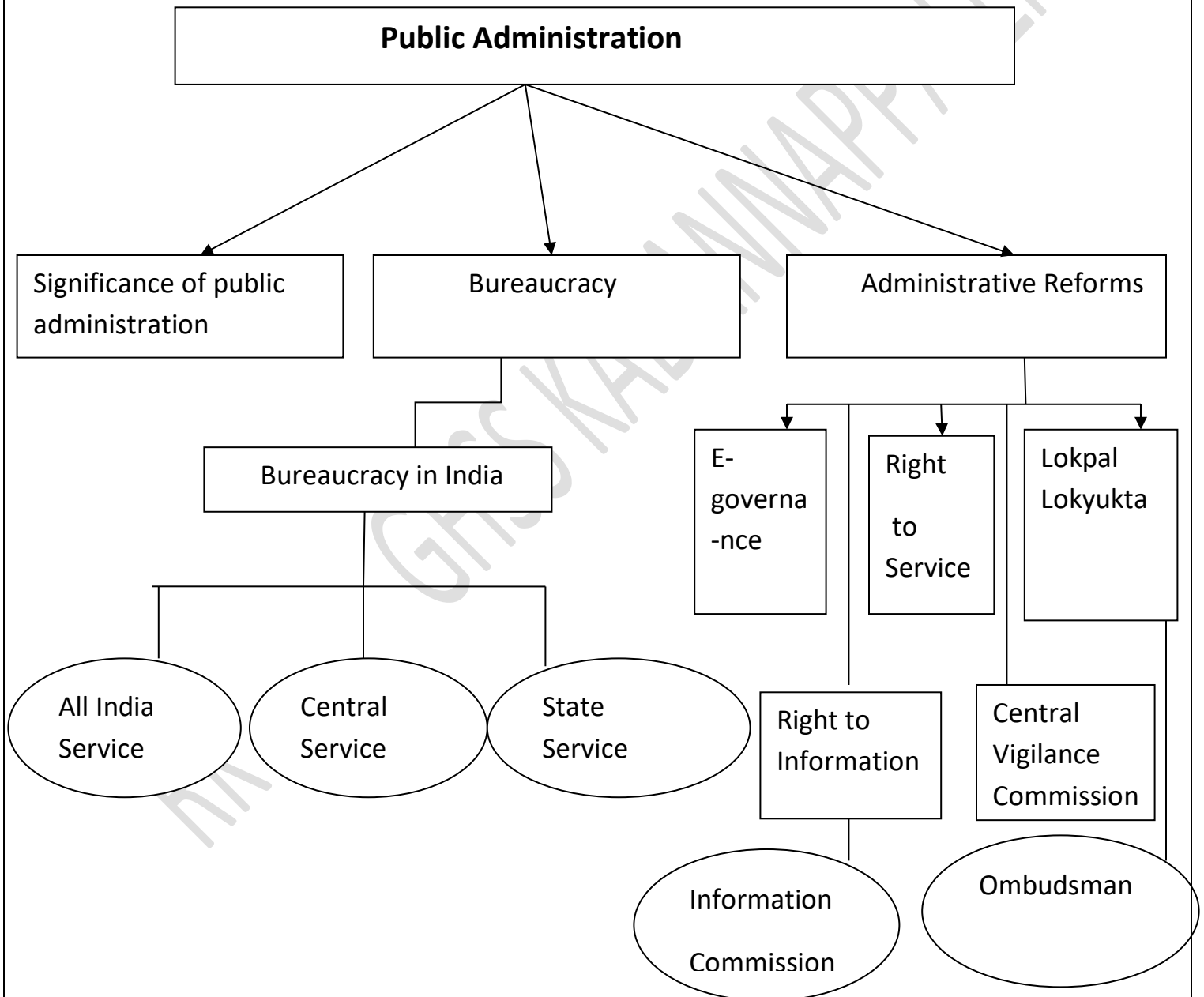
Elected representatives and bureaucrats are part of public administration. Complaints can be filed against their corruption, nepotism or financial misappropriation or negligence of duties. Ombudsman is constituted for this purpose.

**34. Who is appointed as Ombudsman? In what way ombudsman is functioning?
(What are the functions of Ombudsman?)**

A retired Judge of the High Court is appointed as the Ombudsman.

People can directly approach the Ombudsman with complaints. On receiving complaints, the Ombudsman has the power to summon anyone and can order enquiry and recommend actions. Ombudsman has its beginning in banking sector to hear the complaints of clients and rectify them.

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