

R0927

Sub. Code

549201

M.A. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Public Administration

MODERN ADMINISTRATIVE SYSTEM

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. The father of comparative public administration is _____ (CO1, K2)
(a) Nicholas Henry (b) F.W. Riggs
(c) Ferral Heady (d) Max Weber
2. In _____, the comparative public administration group (CAG) was set up as a committee of the American society for public administration (CO1, K2)
(a) 1983 (b) 1993
(c) 1963 (d) 1973
3. Which one is not a function of the prime minister in the U.K? (CO2, K5)
(a) Chief advisor of the king
(b) Leader of the house of common
(c) Representative of the nation
(d) Leader of the house of Lords

4. The smallest unit in the hierarchy of local Government in England is _____ (CO2, K5)
- (a) Parish (b) Special District
- (c) Canton (d) Communes
5. The condition (s) for the qualification of presidency candidate in the U.S.A. is /are _____ (CO3, K6)
- (a) He must have lived in the U.S.A for not less than 10 years
- (b) He must be a natural born citizen of the US
- (c) He must not be less than 30 yrs of age
- (d) All the above
6. Article _____ of the U.S. constitution created the Supreme Court and authorized congress to pass laws establishing a system of lower courts. (CO3, K6)
- (a) I (b) IV
- (c) III (d) V
7. The highest of the judicial court in France is (CO4, K4)
- (a) The Supreme Court of Cassation
- (b) The Supreme Court of Administration
- (c) The Supreme Court of Appeals
- (d) None of the above

8. Which is the upper house of French parliament?
(CO4, K4)
- (a) Senate
 - (b) National assembly
 - (c) House of representative
 - (d) None of the above
9. The National diet, composed of 2-house-House of representatives and the _____ (CO5, K4)
- (a) Senate
 - (b) House of councillors
 - (c) House of commons
 - (d) Council of state
10. The _____ is the symbol of the state in Japan (CO5, K4)
- (a) Emperor
 - (b) Diet
 - (c) Constitution
 - (d) Prime Minister

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Explain the concept, nature and meaning of comparative public administration. (CO1, K2)

Or

- (b) Express the significance of comparative public administrative groups (CAG) in fostering cooperation among nations. (CO1, K2)

12. (a) Illustrate the key features of the British administrative system. (CO2, K5)

Or

- (b) Evaluate the powers and functions of the prime minister in the context of British administrative system. (CO2, K5)

13. (a) Discuss the salient features of the USA's administrative system. (CO3, K6)

Or

- (b) Compile a brief note on the American congress. (CO3, K6)

14. (a) Categorize the two chambers of the French parliament and outline their respective functions. (CO4, K4)

Or

- (b) Generate a brief list of the key constitutional responsibilities of the French president. (CO4, K4)

15. (a) Distinguish between the roles of the emperor in a constitutional monarchy and the elected prime minister. (CO5, K4)

Or

- (b) Classify the different levels and types of civil service positions in the Japanese Government. (CO5, K4)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Compare and contrast the traditional and modern approaches to the study of comparative public administration. (CO1, K2)

Or

- (b) Classify the main characteristics that define a comparative administrative group (CAG) and its role. (CO1, K2)

17. (a) Explain the structure and functions of local government within the British Administrative system. (CO2, K5)

Or

- (b) Assess the significance of the British civil services in the effective functioning of Government department and agencies. (CO2, K5)

18. (a) Create a flowchart illustrating the interaction between the president, congress and the executive office in the policy-marking. (CO3, K6)

Or

- (b) Elaborate the rationale behind having independent regulatory commission in the USA administrative system. (CO3, K6)

19. (a) Interpret the role of administrative courts in ensuring legal accountability in French system.
(CO4, K4)

Or

- (b) Discuss the ways in which decentralization is managed in the French local government context.
(CO4, K4)

20. (a) Generate a list of salient features that distinguish the Japanese administrative system from French administrative system.
(CO5, K4)

Or

- (b) Compare the autonomy and functions of local governments in Japan with those in other countries.
(CO5, K4)

R0928

Sub. Code

549202

M.A. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Public Administration

PUBLIC PERSONNEL ADMINISTRATION

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. The two broad functional categories in the government are _____ (CO1, K1)
 - (a) Class and Grade
 - (b) Provincial and subordinate
 - (c) Generalist and specialist
 - (d) Rank and Duties

2. Who is the father of personnel Management (CO1, K1)
 - (a) Elton Mayo (b) Peter Drucker
 - (c) Paul H. Appleby (d) Robert Owen

3. The Staff selection commission has its headquarters at _____ (CO2, K2)
- (a) Mumbai (b) Hyderabad
- (c) Delhi (d) New Delhi
4. The 'Public service commission' as it was first named, established in the year of _____ (CO2, K2)
- (a) 1950 (b) 1930
- (c) 1926 (d) 1946
5. Find out the correct pair form the following (CO3, K6)
- (a) Sardar Vallabhai Patel - National
- (b) Indian Institute of Public Administration - New Delhi
- (c) National Academy of Administration – Hyderabad
- (d) National Institute of Rural Development – Mussorie
6. The Main objective of training is _____ (CO3, K6)
- (a) Efficiency (b) Empowerment
- (c) Effectiveness (d) All the above
7. The two main principles of promotion and are merit and _____ (CO4, K2)
- (a) Seniority (b) Language
- (c) Place of birth (d) Religion

8. The retirement age of civil servants in India is _____ years (CO4, K2)
- (a) 50 (b) 60
(c) 55 (d) 65
9. Article _____ of the constitution has incorporated “Doctrine of Pleasure” (CO5, K4)
- (a) 312 (b) 310
(c) 311 (d) 313
10. There are _____ rules mentioned under conduct of civil servants by central civil services (Conduct) rules 1965 (CO5, K4)
- (a) 35 (b) 25
(c) 30 (d) 20

Part B

(5 × 5 = 25)

Answer **all** the questions not more than 500 words each.

11. (a) Define the term “ Public Personnel Administration” and explain its significance. (CO1, K1)

Or

- (b) What are the ethical considerations which is crucial in public personnel administration? (CO1, K1)

12. (a) Relate the role of human resource development planning to the overall strategic goals (CO2, K2)

Or

- (b) Explain the functions of the Staff Selection Commission (SSC) in India. (CO2, K2)

13. (a) Choose two prominent training institute in India and discuss their respective areas of specialisation. (CO3, K6)

Or

- (b) Explain the different methods of training in civil services. (CO3, K6)

14. (a) Explain the significance of a merit-based system in civil services. (CO4, K2)

Or

- (b) Outline the main components of retirement benefits offered to civil servants. (CO4, K2)

15. (a) Classify the types of disciplinary actions that can be taken against civil servants for misconduct. (CO5, K4)

Or

- (b) Categorize the stakeholders involved in the joint consultative machinery process (CO5, K4)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) List out the different classes within civil services, illustrating the roles and responsibilities. (CO1, K1)

Or

- (b) What are the reforms that can be implemented to address the issues in public personnel Administration? (CO1, K1)

17. (a) Compare the functions and role of the Union Public Service Commission (UPSC) and State Public Services Commission (SPSC). (CO2, K2)

Or

- (b) Explain the various methods followed to recruit human resources in the Indian context. (CO2, K2)

18. (a) Compose the role of personality development training in preparing candidates for the challenges in civil services. (CO3, K6)

Or

- (b) Create a comparative analysis of the training structure for the Indian Public Service (IPS) and the Indian Administrative Services (IAS). (CO3, K6)

19. (a) Compare the wages and compensation structure of civil servants with those in the private sector. (CO4, K2)

Or

- (b) Interpret the significance of staff councils in addressing grievances of civil services. (CO4, K2)

20. (a) Examine the significance of protecting the rights of civil servants in upholding democratic values. (CO5, K4)

Or

- (b) Examine strategies to mitigate conflicts and foster effective relationships between the permanent and political executives. (CO5, K4)
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R0929

Sub. Code

549203

M.A. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Public Administration

LOCAL SELF-GOVERNANCE IN INDIA

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Which of the following committee was appointed to 'Revitalisation of Panchayati Raj institutions for Democracy and Development? (CO1, K2)
 - (a) Balwant Rai Mehta Committee
 - (b) Ashok Mehta Committee
 - (c) G.V.K. Rao Committee
 - (d) L.M. Singhri Committee

2. Panchayati Raj System in India is laid down under (CO1, K2)
 - (a) Fundamental Rights
 - (b) Fundamental Duties
 - (c) Directive Principles of State Policy
 - (d) All the above

3. 73rd Constitutional Amendment relates to (CO2, K1)
- (a) Impeachment of the President
 - (b) Appointment of Election Commissioner
 - (c) Reservation of Seats in Educational Institutions
 - (d) Panchayati Raj System
4. Which constitutional provision provides for formation of a Gram Sabha (CO2, K1)
- (a) Article 243A (b) Article 243B
 - (c) Article 243C (d) Article 243D
5. Which among the following schedules is related to the responsibilities of Municipalities? (CO3, K6)
- (a) 9th (b) 10th
 - (c) 11th (d) 12th
6. What is the number of items in 12th schedule added by 74th Amendment of the Constitution? (CO3, K6)
- (a) 11 (b) 16
 - (c) 18 (d) 20

7. The Panchayati Raj institutions in India get their funds mainly from (CO4, K5)
- (a) Voluntary Contributions
 - (b) Property tax
 - (c) Local Taxes
 - (d) Government grants
8. Which of the following is not one of the sources of revenue of village Panchyats? (CO4, K5)
- (a) Government Grants
 - (b) House Tax
 - (c) Income Tax
 - (d) Local Taxes on land
9. What is the main purpose of Panchayati Raj? (CO5, K4)
- (a) To increase agricultural production
 - (b) To create employment
 - (c) To make people politically conscious
 - (d) To make people participate in development administration
10. If a Panchayat is dissolved, elections are to be held within (CO5, K4)
- (a) 1 month
 - (b) 3 months
 - (c) 6 months
 - (d) 1 year

Part B

(5 × 5 = 25)

Answer **all** the questions not more than 500 words each.

11. (a) Outline the significance of Uthiramerur inscription.
(CO1, K2)

Or

- (b) What are the functions of District Board during British period?
(CO1, K2)

12. (a) List out the salient features of 73rd Constitutional Act of 1992.
(CO2, K1)

Or

- (b) Describe the structure of a Municipality. (CO2, K1)

13. (a) Discuss about the Municipal Corporation in India.
(CO3, K6)

Or

- (b) Estimate Notified Area Committee. (CO3, K6)

14. (a) Explain the various sources of Income of a Village Panchayat.
(CO4, K5)

Or

- (b) Explain the Administrative structure of Panchayat Samiti / Panchayat Union.
(CO4, K5)

15. (a) Examine the various methods of State Control over local bodies in India. (CO5, K4)

Or

- (b) Examine the issues of citizen's participation at grass root level governance. (CO5, K4)

Part C (5 × 8 = 40)

Answer **all** the questions not more than 1000 words each.

16. (a) Explain the evolution of local government institutions during British period. (CO1, K2)

Or

- (b) Explain the various recommendations of Ashok Mehta Committee. (CO1, K2)

17. (a) Describe the changes brought out by 73rd Amendment in the Rural Local bodies. (CO2, K1)

Or

- (b) Describe the difficulties in implementing reforms in the rural local self governance in India. (CO2, K1)

18. (a) Elaborate the changing context of Urban Local Bodies after 74th Amendment Act of 1992. (CO3, K6)

Or

- (b) Discuss the need for keeping the Town Area Committee and Cantonment Board even after 74th Amendment Act. (CO3, K6)

19. (a) Evaluate the existing personnel administrative system of local governance in the era of Information Technology. (CO4, K5)

Or

- (b) “Even after 73rd and 74th Amendment Acts financial and functional autonomy given to local bodies are not in adequate level”. Justify. (CO4, K5)

20. (a) Examine the strength and weaknesses of Gram Sabha. (CO5, K4)

Or

- (b) Politicalization of Local Bodies greatly impact the development at the grassroot – Critically examine. (CO5, K4)

R0930

Sub. Code

549504

M.A. DEGREE EXAMINATION, APRIL – 2024

Second Semester

Public Administration

**Elective: SOCIAL WELFARE ADMINISTRATION IN
INDIA**

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Social Welfare Administration is the process of transforming social _____ into social service.
(CO1, K2)
(a) Function (b) Markets
(c) Policy (d) Law
2. Social Welfare Administration is under the ministry of
(CO1, K2)
(a) Health and family welfare
(b) Skill development and entrepreneurship
(c) Women and child development
(d) Social Justice and empowerment

3. The two departments in the ministry of Social Justice and empower are department of social justice and empowerment and ————. (CO2, K1)
- (a) empowerment of persons with disabilities
 - (b) social welfare
 - (c) women and child development
 - (d) health and family welfare
4. National Institute of Social Defence is an ———— body. (CO2, K1)
- (a) statutory (b) non-autonomous
 - (c) autonomous (d) constitutional
5. The 'Drug De-Addition Programme' came into force in (CO3, K5)
- (a) 1978 (b) 1988
 - (c) 1998 (d) 2008
6. The Rights of Persons with disabilities Act was passed in (CO3, K5)
- (a) 2018 (b) 2017
 - (c) 2016 (d) 2015
7. Who is the minister of Social Justice and Empowerment in India between 2019 to 2024? (CO4, K5)
- (a) Dr. Virendra Kumar Khatik
 - (b) Mr. S. Jaishakar
 - (c) Mr. Amit Shah
 - (d) Mr. Giriraj Singh

8. Which one of the following is not a function of Welfare State? (CO4, K5)
- (a) employment (b) education
(c) centralization (d) social security
9. International Council on Social Welfare was founded at ————— in 1928. (CO5, K5)
- (a) Paris (b) Canada
(c) Newyork (d) Denmark
10. Which is not an objective of International Voluntary Organization? (CO5, K5)
- (a) helping needy and poor
(b) uniting people
(c) raising adequate standard of an individual
(d) making profit

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Outline the concept of Social Welfare Administration and its essential components. (CO1, K2)

Or

- (b) Explain the various approaches to the study of Social Welfare Administration. (CO1, K2)

12. (a) List the key functions and responsibilities of the Ministry of Social Justice and Empowerment. (CO2, K1)

Or

- (b) Describe the role and purpose of Central Social Welfare Board. (CO2, K1)
13. (a) Evaluate the impact of rehabilitation programmes on Prisoners. (CO3, K5)

Or

- (b) Explain the Central Policy designed to address the drug addicts. (CO3, K5)
14. (a) Explain the functions of State Social Welfare Board. (CO4, K5)

Or

- (b) Explain the structure of Ministry of Social Welfare. (CO4, K5)
15. (a) Evaluate the effectiveness of NGO interventions in addressing local community needs. (CO5, K5)

Or

- (b) Assess the importance of regulating foreign and to ensure its effective utilization in Social Welfare initiatives. (CO5, K5)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Explain the evolution of Social Welfare Administration. (CO1, K2)

Or

- (b) Summarize the scope of Social Welfare Administration. (CO1, K2)

17. (a) Show how the Ministry of Social Justice and Empowerment address the issues related to Women and Children. (CO2, K1)

Or

- (b) Find and explain the role of National Institute for Social Defence in Skill development and training programmes. (CO2, K1)

18. (a) Select and discuss a policy framed for disabled persons. (CO3, K5)

Or

- (b) Describe the role of education and skill-building initiatives in preventing juvenile delinquency. (CO3, K5)

19. (a) Justify the need for effective State Ministry for Social Justice and Empowerment. (CO4, K5)

Or

- (b) Select and explain flagship programs implemented by State Social Welfare Board in Tamil Nadu. (CO4, K5)

20. (a) Select and discuss the campaigns initiated by Amnesty International. (CO5, K5)

Or

- (b) Explain the significance of International Council for Social Welfare. (CO5, K5)
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R0931

Sub. Code

549401

M.A. DEGREE EXAMINATION, APRIL 2024

Fourth Semester

Public Administration

ADMINISTRATIVE LAW

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Thesis on 'rule of law' written by (CO1, K2)
(a) Friedmann (b) Donoughmore
(c) Dicey (d) Ivor Jennings
2. Droit Administratif is observed in (CO1, K2)
(a) Britain (b) France
(c) India (d) U.S.A.
3. In India the legislative powers are with (CO2, K2)
(a) Parliament (b) Supreme Court
(c) High Court (d) President
4. In U.S.A. the legislative powers are with (CO2, K2)
(a) President (b) Congress
(c) Supreme Court (d) Subordinate Courts

5. _____ refers to laws that are made by government officials. (CO3, K1)
- (a) Droit Administratif
 - (b) Rule of Law
 - (c) Criminal Law
 - (d) Delegated Legislation
6. Both the sides must be heard (CO3, K1)
- (a) Audi alteram partem
 - (b) Droit Administratif
 - (c) Nemo judex in Causa Sua
 - (d) None of the above
7. The Latin meaning of the word 'Habeas Corpus' is (CO4, K5)
- (a) 'to have the body of '
 - (b) 'We Commend'
 - (c) 'Prohibition'
 - (d) 'By what authority?'
8. _____ is to resolve a problem affecting the legal rights of the public at large. (CO4, K5)
- (a) Delegated Legislation
 - (b) Subordinate Legislation
 - (c) Public Interest Litigation
 - (d) All the above
9. _____ Article deals with liability of State in tort and contract (CO5, K4)
- (a) 279
 - (b) 289
 - (c) 299
 - (d) 399

10. A tort is a (CO5, K4)
(a) Civil Wrong (b) Criminal Wrong
(c) Tax Evasion (d) None of the above

Part B (5 × 5 = 25)

Answer **all** the questions not more than 500 words each.

11. (a) Write the relationship between Constitutional law and Administrative law. (CO1, K2)

Or

- (b) Explain the scope of administrative law. (CO1, K2)

12. (a) Explain the theory of Separation of Power. (CO2, K2)

Or

- (b) Express the methods of Separation of Power in U.K. (CO2, K2)

13. (a) Why bureaucrats are using the discretionary Powers? (CO3, K1)

Or

- (b) Describe the function of Lokpal. (CO3, K1)

14. (a) Assess the reasons for Judicial review. (CO4, K5)

Or

- (b) Explain the writ of Habeas Corpus. (CO4, K5)

15. (a) Compare Sovereign and non-sovereign function. (CO5, K4)

Or

- (b) Examine the legal immunity of the President. (CO5, K4)

Part C

(5 × 8 = 40)

Answer **all** the questions not more than 1000 words each.

16. (a) Explain the growth of Administrative Law.
(CO1, K2)

Or

- (b) Express your views about French system of Droit Administratif.
(CO1, K2)

17. (a) Explain theory of separation of powers in U.S.A.
(CO2, K2)

Or

- (b) Summarize the working of theory of Separation of Powers in India
(CO2, K2)

18. (a) How delegated legislation is controlled in India?
(CO3, K1)

Or

- (b) Describe the Principles of Natural Justice.
(CO3, K1)

19. (a) Evaluate the control of judiciary over administrative action.
(CO4, K5)

Or

- (b) Assess the remedies against administrative action.
(CO4, K5)

20. (a) Examine the tortious liability of the State. (CO5, K4)

Or

- (b) Examine the Government Privileges in Legal Proceedings.
(CO5, K4)

R0932

Sub. Code

549402

M.A. DEGREE EXAMINATION, APRIL – 2024

Fourth Semester

Public Administration

PUBLIC POLICY ANALYSIS

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Policies concerned with regulation of trade, business, safety measures performed by independent organizations working on behalf of the government are called _____.
(CO1, K2)
 - (a) Substantive public policy
 - (b) Regulatory public policy
 - (c) Distributive public policy
 - (d) Redistributive public policy
2. Incremental model was proposed by _____.
(CO1, K2)
 - (a) Simon
 - (b) Lindblom
 - (c) Lasswell
 - (d) Etzioni
3. Administrative officials have a constitutional responsibility to _____
(CO2, K2)
 - (a) advise on policy options
 - (b) implement policy
 - (c) both (a) and (b)
 - (d) neither (a) nor (b)

4. The judiciary plays a constructive role in shaping and influencing public policies by _____. (CO2, K2)
 (a) judicial review (b) judicial decisions
 (c) both (a) and (b) (d) neither (a) nor (b)
5. Policy-making in India is shaped within the framework of which of the following features of the constitutional system. (CO3, K1)
 (a) democratic and sovereign republic
 (b) parliamentary system
 (c) federalism
 (d) all of these
6. Normative optimalism is _____. (CO3, K1)
 (a) to build extra-rational dimensions of decision-making
 (b) to increase rational content of the govt.
 (c) both (a) and (b)
 (d) neither (a) nor (b)
7. _____ refers to the worth of the objectives of a programme. (CO4, K5)
 (a) Appropriateness (b) Equity
 (c) Adequacy (d) Efficiency
8. Which of the following elements are required for policy implementation? (CO4, K5)
 (a) personnel
 (b) financial resources
 (c) administrative capability
 (d) all of these
9. The National Health Policy was launched in _____. (CO5, K4)
 (a) 2015 (b) 2016
 (c) 2017 (d) 2018
10. The NEP is founded on which of the following principles? (CO5, K4)
 (a) Access (b) Quality
 (c) Equity (d) All of these

Part B

(5 × 5 = 25)

Answer **all** questions in not more than 500 words each.

11. (a) Classify the different types of policies. (CO1, K2)

Or

- (b) Illustrate rationality approach as given by Simon.
(CO1, K2)

12. (a) Explain the role of political parties in policy making. (CO2, K2)

Or

- (b) Summarise the role of media in policy-making.
(CO2, K2)

13. (a) What are the functions of the Cabinet Secretariat?
(CO3, K1)

Or

- (b) Describe the constitutional framework of policy-making.
(CO3, K1)

14. (a) Evaluate the different aspects of policy design for implementation.
(CO4, K5)

Or

- (b) Prove that adequacy is an important criteria for policy evaluation.
(CO4, K5)

15. (a) Examine the features of National Education Policy 2020.
(CO5, K4)

Or

- (b) Generate the objectives of National Health Policy.
(CO5, K4)

Part C

(5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Express the ideas of 'public' and 'policy'. (CO1, K2)
Or
(b) Outline the features of institutional approach to public policy. (CO1, K2)
17. (a) Show the distinctive features of the Parliamentary system. (CO2, K2)
Or
(b) Illustrate with examples the policies created as an outcome of judicial decisions. (CO2, K2)
18. (a) Recall the powers of administrative officials. (CO3, K1)
Or
(b) Arrange the various strategies used in policy advocacy. (CO3, K1)
19. (a) Evaluate the conceptual problems involved in policy implementation. (CO4, K5)
Or
(b) Justify the use of efficiency and effectiveness criteria in policy evaluation. (CO4, K5)
20. (a) Interpret the significance of Energy Policy. (CO5, K4)
Or
(b) Categorize the features of Transport Policy. (CO5, K4)

R0933

Sub. Code

549403

M.A. DEGREE EXAMINATION, APRIL – 2024

Fourth Semester

Public Administration

CITIZEN CENTRIC GOVERNANCE

(CBCS – 2022 onwards)

Time : 3 Hours

Maximum : 75 Marks

Part A

(10 × 1 = 10)

Answer **all** the following objective type questions by choosing the correct option.

1. Which one of the following is not an element of good governance? (CO1, K2)
 - (a) Autocratic
 - (b) Consensus oriented
 - (c) Equity and inclusiveness
 - (d) Adaptation

2. _____ is a newly developed theory for 21st century citizen-focused public administration. (CO1, K2)
 - (a) New public service
 - (b) New public management
 - (c) New public administration
 - (d) New public welfare

3. The fundamental rights are given between _____ of Indian constitution (CO2, K2)
- (a) Articles 13-35 (b) Articles 12-35
(c) Articles 11-35 (d) Articles 10-30
4. The process of transferring authority from state to district (CO2, K2)
- (a) Decentralization
(b) Delegation
(c) Deconcentration
(d) Devolution
5. Which one of the following is not in the seven step model of citizen centric (CO3, K1)
- (a) Evaluate
(b) Monitor
(c) Continuous improvement
(d) Response
6. The Indian model of citizen's charter is an adaptation from (CO3, K1)
- (a) U.K. (b) U.S.A
(c) Denmark (d) Italy
7. Consumer protection Act is regarded as _____ for checking unfair trade practices (CO4, K2)
- (a) Magna Carta (b) Milestone
(c) Backbone (d) Market-friendly
8. _____ is a formal review of company responsibility towards society (CO4, K2)
- (a) Social audit (b) Social review
(c) Social safety (d) Social security

9. State information commission is a _____ body
(CO5, K2)
- (a) Dependent (b) Independent
(c) Statutory (d) Constitutional
10. Central information commission was established in _____
(CO5, K1)
- (a) 2003 (b) 2004
(c) 2005 (d) 2006

Part B (5 × 5 = 25)

Answer **all** questions not more than 500 words each.

11. (a) Classify the key elements of good governance.
(CO1, K2)
- Or
- (b) Compare the role of state, market and civil society in the context of good governance. (CO1, K2)
12. (a) Evaluate the impact of decentralization on local Governance. (CO2, K2)
- Or
- (b) Assess the importance of a code of ethics in maintaining integrity in public service. (CO2, K2)
13. (a) Describe the sevoltam model and its key features in improving service delivery. (CO3, K1)
- Or
- (b) Define total quality management and its focus on continuous improvement. (CO3, K1)
14. (a) Explain the significance of people's participation in Governance. (CO4, K5)
- Or
- (b) List out the sectors where social audits are commonly conducted. (CO4, K5)

15. (a) Discuss the role of information commission at the state level. (CO5, K6)

Or

- (b) Explain the role of information commission at the central level. (CO5, K6)

Part C (5 × 8 = 40)

Answer **all** questions not more than 1000 words each.

16. (a) Evaluate the functions of the world bank in promoting Governance. (CO1, K2)

Or

- (b) Summarize the characteristics of New Public Service. (CO1, K2)

17. (a) Assess citizen participation in administration for quality Governance. (CO2, K2)

Or

- (b) Justify the importance of balancing individual rights with duties. (CO2, K2)

18. (a) Describe Re-engineering business process. (CO3, K1)

Or

- (b) Describe total productive maintenance. (CO3, K1)

19. (a) Explain the role and functions of consumer forum in resolving consumer disputes. (CO4, K5)

Or

- (b) Assess the rights of consumers under consumer protection law. (CO4, K5)

20. (a) Elaborate the powers and functions of national consumer dispute-redressal commission. (CO5, K6)

Or

- (b) Discuss the issues and challenges in Governance. (CO5, K6)