

**R2694**

**Sub. Code**

**549201**

**M.A. DEGREE EXAMINATION, APRIL – 2025**

**Second Semester**

**Public Administration**

**MODERN ADMINISTRATION 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. Comparative Public Administration Studies Various  
\_\_\_\_\_ administrative systems. (CO1, K2)  
(a) Private (b) Corporate  
(c) Public (d) None of the above
2. Bureaucratic approach of Comparative Public  
Administration was developed by (CO1, K2)  
(a) Max Weber (b) Karl Marx  
(c) Elton Mayo (d) FW Taylor
3. Magna Carta was issued in (CO2, K5)  
(a) June 1213 (b) June 1214  
(c) June 1215 (d) None of the above
4. \_\_\_\_\_ is the upper chamber of the British  
Parliament. (CO2, K5)  
(a) Senate  
(b) House of Lords  
(c) House of Commons  
(d) None of the above

5. \_\_\_\_\_ is the upper chamber of United-States. (CO3, K6)
- (a) House of Representative
  - (b) Senate
  - (c) House of Lords
  - (d) House of Commons
6. \_\_\_\_\_ is the oldest written Constitution. (CO3, K6)
- (a) India
  - (b) Britain
  - (c) Italy
  - (d) USA
7. Droit Administratif (CO4, K4)
- (a) American Administrative Law
  - (b) British Administrative Law
  - (c) Japan Administrative Law
  - (d) French Administrative Law
8. French Revolution (CO4, K4)
- (a) 1789
  - (b) 1689
  - (c) 1589
  - (d) None of the above
9. \_\_\_\_\_ is the national legislature of Japan. (CO5, K4)
- (a) National Diet
  - (b) Cabinet
  - (c) Emperor
  - (d) None of the above
10. In Japan Executive power are vested with (CO5, K4)
- (a) Judges
  - (b) Cabinet
  - (c) Emperor
  - (d) All the above

**Part B** (5 × 5 = 25)

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

11. (a) Express your views on the scope of comparative public administration. (CO1, K2)
- Or
- (b) Show the significance of Comparative Administrative Group. (CO1, K2)

12. (a) Assess the role of the crown in the British Administrative System. (CO2, K5)

Or

- (b) Determine the impact of the Parliamentary Commissioner in the UK. (CO2, K5)

13. (a) Choose the most important functions of the President within the USA's Administrative System. (CO3, K6)

Or

- (b) Discuss the interaction between the Judiciary and other branches of U.S. Government. (CO3, K6)

14. (a) Categorize the key functions of the French President. (CO4, K4)

Or

- (b) Categorize the functions of French Civil Service. (CO4, K4)

15. (a) Categorize the different functions of constitutional monarchy in Japan. (CO5, K4)

Or

- (b) Interpret the significance of the Central Personal Agency in Japan. (CO5, K4)

**Part C** (5 × 8 = 40)

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

16. (a) Outline the historical development of comparative Public Administration. (CO1, K2)

Or

- (b) Classify the different approaches to comparative Public Administration. (CO1, K2)

17. (a) Explain the role of the Prime Minister in the U.K's administrative system. (CO2, K5)

Or

- (b) Interpret the role of local government in the context of decentralization and Public Service delivery in U.K. (CO2, K5)

18. (a) Compile the primary responsibilities of Congress in shaping the U.S.A's administrative system. (CO3, K6)

Or

- (b) Estimate the influence of Independent Regulatory Commissions in shaping economic and social Policies of the U.S.A. (CO3, K6)

19. (a) Interpret the significance of French Administrative Court. (CO4, K4)

Or

- (b) Examine the role of the French Parliament. (CO4, K4)

20. (a) Classify the roles and responsibilities of the two chamber of the Diet in Japan. (CO5, K4)

Or

- (b) Distinguish between the powers of the Central government and local government in Japan. (CO5, K4)

**R2695**

**Sub. Code**

**549202**

**M.A. DEGREE EXAMINATION, APRIL – 2025**

**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. Elements of administrative ethics. (CO1, K1)  
(a) Integrity (b) Honesty  
(c) Efficiency (d) All the above
2. \_\_\_\_\_ is the management of employees within an organisation. (CO1, K1)  
(a) Personnel Administration  
(b) Training  
(c) Worklife Balance  
(d) None of the above
3. Union Public Service Commission is a (CO2, K2)  
(a) Statutory Body  
(b) Constitutional Body  
(c) Non-constitutional Body  
(d) None of the above

4. Parliament is entitled to create one or more All India services (CO2, K2)
  - (a) Article 311 (b) Article 312
  - (c) Article 313 (d) Article 314
5. Sardar Vallabhbhai Patel National Police Academy is in (CO3, K6)
  - (a) Hyderabad (b) Tamilnadu
  - (c) Mumbai (d) Delhi
6. Lal Bahadur Shastri National Academy of Administration is located in (CO3, K6)
  - (a) Ooty (b) Mumbai
  - (c) Mussorie (d) None of the above
7. Which is the toppest designation in Central Secretariat? (CO4, K2)
  - (a) Cabinet Secretary of India
  - (b) Under Secretary
  - (c) Additional Secretary
  - (d) Joint Secretary
8. A Central Government employee who joined in pensionable service is eligible prior to (CO4, K2)
  - (a) 01/01/2004 (b) 01/01/2005
  - (c) 01/01/2006 (d) 01/01/2007
9. Central Service (Conduct) Rules (CO5, K4)
  - (a) 1960 (b) 1962
  - (c) 1963 (d) 1964
10. IAS stands for (CO5, K4)
  - (a) Indian Agricultural Services
  - (b) India Atomic Services
  - (c) Indian Administrative Services
  - (d) None of the above

**Part B**

(5 × 5 = 25)

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

11. (a) Describe the nature of Public Personnel Administration. (CO1, K1)

Or

- (b) Why ethics and accountability are essential for Public Personnel Administration. (CO1, K1)

12. (a) Classify the various stages involved in the recruitment process for Indian civil services. (CO2, K2)

Or

- (b) Explain the functions of staff selection Commission. (CO2, K2)

13. (a) Elaborate the objectives for providing training to Indian Civil Servants. (CO3, K6)

Or

- (b) Develop recommendations for the modernization of training programmes in India Civil Service Training Institutes. (CO3, K6)

14. (a) Classify the different types of promotion policies followed in the Indian Civil Service System. (CO4, K2)

Or

- (b) Express the importance of staff councils in addressing the concern of civil servants. (CO4, K2)

15. (a) Classify the key functions of Joint Consultative Machinery. (CO5, K4)

Or

- (b) Examine the rights of Civil Servants. (CO5, K4)

**Part C**

(5 × 8 = 40)

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

16. (a) Explain how civil services are classified in India.  
(CO1, K1)

Or

- (b) Describe Generalist and specialist controversy.  
(CO1, K1)

17. (a) Compare the powers and functions of the UPSC and SPSCs.  
(CO2, K2)

Or

- (b) Express the challenges and advantages of the current recruitment system in Indian Civil Service System.  
(CO2, K2)

18. (a) Discuss the types of training exists in Indian Civil System.  
(CO3, K6)

Or

- (b) Discuss the techniques adopted in training Institutes in Indian Civil Service system. (CO3, K6)

19. (a) Outline the key components of retirement benefits offered to civil servants in India. (CO4, K2)

Or

- (b) Classify the different components of the wage and compensation structure for civil servants in India.  
(CO4, K2)

20. (a) Examine the role of code of conduct in promoting integrity and transparency within the Indian Civil Service System. (CO5, K4)

Or

- (b) Examine the conflict and relationship between permanent and political Executives. (CO5, K4)



**R2696**

**Sub. Code**

**549203**

**M.A. DEGREE EXAMINATION, APRIL – 2025**

**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 questions by choosing the correct option.

1. First Panchayat Raj elections held in (CO1, K2)  
(a) Bihar (b) Rajasthan  
(c) Tamilnadu (d) Kerala
2. Community Development Programme launched in India in the year. (CO1, K2)  
(a) 1951 (b) 1961  
(c) 1971 (d) 1981
3. Three-tier Panchayat Raj System. (CO2, K1)  
(a) Gram Panchayat (b) Panchayat Samita  
(c) Zila Parishad (d) All the above
4. \_\_\_\_\_ facilitates the establishment of Gram Panchayat (CO2, K1)  
(a) Article 39 (b) Article 40  
(c) Article 41 (d) Article 42

5. 74<sup>th</sup> Constitutional Amendment Act of (CO3, K6)  
(a) 1991 (b) 1992  
(c) 1993 (d) 1994
6. Cantonment Board is under \_\_\_\_\_ Ministry. (CO3, K6)  
(a) Education (b) External Affairs  
(c) Defense (d) Finance
7. \_\_\_\_\_ is the tax on entry of goods into a local area. (CO4, K5)  
(a) Octroi (b) Property tax  
(c) Professional tax (d) Entertainment tax
8. State Finance Commission is a (CO4, K5)  
(a) Constitutional body  
(b) Statutory body  
(c) Executive body  
(d) None of the above
9. \_\_\_\_\_ safeguards the rights of individuals against their encroachment by municipal authorities. (CO5, K4)  
(a) Article 31 (b) Article 32  
(c) Article 33 (d) Article 34
10. \_\_\_\_\_ of the total number of seats to be reserved for women in local government election. (CO5, K4)  
(a) One-third (b) One-fourth  
(c) One-fifth (d) One-sixth

**Part B**

(5 × 5 = 25)

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

11. (a) Summarize the recommendations of Ashok Mehta Committee. (CO1, K2)

Or

- (b) Summarize the recommendations of L.M. Singhvi Committee. (CO2, K2)

12. (a) Describe the structure of local self-governance in India. (CO2, K1)

Or

- (b) Describe the functions of the three tier system of Panchayat Raj. (CO2, K1)

13. (a) Estimate the functions of the Notified Area Committee. (CO3, K6)

Or

- (b) Compile the unique features of Cantonment Boards. (CO3, K6)

14. (a) Explain the types of personal system in local governance. (CO4, K5)

Or

- (b) Explain the role of district collector in local-self governance. (CO4, K4)

15. (a) Examine the problems in local-self governance. (CO5, K4)

Or

- (b) Examine how political interference undermines the functioning of local bodies. (CO5, K4)

**Part C**

(5 × 8 = 40)

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

16. (a) Explain the nature and scope of Local Government in India. (CO1, K2)

Or

- (b) Explain the evolution of local government in India. (CO1, K2)

17. (a) Describe the salient features of 73<sup>rd</sup> Constitutional amendment act of 1992 (CO2, K1)

Or

- (b) Describe the significance of 11<sup>th</sup> schedules of the Constitution for the effective implementation of 73<sup>rd</sup> Constitutional amendment act. (CO2, K1)

18. (a) Discuss the salient features of 74<sup>th</sup> Constitutional amendment act of 1992. (CO3, K6)

Or

- (b) Elaborate the types of urban bodies. (CO3, K6)

19. (a) Explain the revenues and taxation in local governance. (CO4, K5)

Or

- (b) Evaluate the functional autonomy at local governance. (CO4, K5)

20. (a) Examine the role of State Government in the control of local bodies. (CO5, K4)

Or

- (b) Examine the challenges faced by the local-self government. (CO5, K4)

**R2697**

**Sub. Code**

**549504**

**M.A. DEGREE EXAMINATION, APRIL – 2025**

**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 indicates. (CO1, K2)
  - (a) Reduction in Poverty
  - (b) Promote Social Justice
  - (c) Economic Stability
  - (d) All the above
2. Combination of Public, Private and non-profit sectors in delivering social welfare services. (CO1, K2)
  - (a) Mixed Economy Approach
  - (b) Selective Approach
  - (c) Universal Approach
  - (d) Developmental Approach

3. The Ministry of Welfare was renamed as Ministry of Social Justice and Empowerment in the year. (CO2, K1)
- (a) 1996 (b) 1997  
(c) 1998 (d) 1999
4. Every child in the age group of 6-14 has the right to free and compulsory education. (CO2, K1)
- (a) Article 19 (b) Article 20  
(c) Article 1A (d) None of the above
5. The Rights of persons with Disabilities Act was enacted in the year. (CO3, K5)
- (a) 1986 (b) 1996  
(c) 2006 (d) 2016
6. Juvenile in India below the age of (CO3, K5)
- (a) 15 (b) 16  
(c) 17 (d) 18
7. Beti Bachao Beti Padhao was launched to protect the interest of (CO4, K5)
- (a) Women (b) Girl Child  
(c) Male Child (d) None of the above
8. Dr. Muthulakshmi Reddy Ninaivu scheme is for (CO4, K5)
- (a) Orphan Girls  
(b) Education Assistance  
(c) Inter-Caste Marriage  
(d) None of the above
9. World Vision International was founded in (CO5, K5)
- (a) 1940 (b) 1950  
(c) 1960 (d) 1970

10. Amnesty International was founded in (CO5, K5)  
(a) 1959 (b) 1960  
(c) 1961 (d) 1962

**Part B** (5 × 5 = 25)

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

11. (a) Explain the nature of Social welfare administration. (CO1, K2)

Or

- (b) Outline the scope of social welfare administration. (CO1, K2)

12. (a) Show the importance of National Institute of Social defense. (CO2, K1)

Or

- (b) How rights of women are protected in India? (CO2, K1)

13. (a) Evaluate the measures taken by the government to stop drug addiction. (CO3, K5)

Or

- (b) Explain the rights of Prisoners in India. (CO3, K5)

14. (a) Explain Puthumai Pen Thittam. (CO4, K5)

Or

- (b) Explain Indira Gandhi National Widow Pension Scheme. (CO4, K5)

15. (a) Assess the role of World Vision. (CO5, K5)

Or

- (b) Assess the role of Amnesty International. (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 approaches to the study of social welfare administration. (CO1, K2)

17. (a) Describe the structure, functions and role of the ministry of Social Justice and Empowerment. (CO2, K1)

Or

- (b) Describe why Central Social Welfare board is significant. (CO2, K1)

18. (a) Assess the Government Initiatives for redressed of disability in India. (CO3, K5)

Or

- (b) Explain the features of Juvenile Justice Act. (CO3, K5)

19. (a) Explain the structure and functions of State Social Welfare Board. (CO4, K5)

Or

- (b) Explain Tamilnadu State Policy for women 2024. (CO4, K5)

20. (a) Evaluate the role of Non-Governmental Organizations in social welfare administration. (CO5, K5)

Or

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



**R2698**

**Sub. Code**

**549401**

**M.A. DEGREE EXAMINATION, APRIL – 2025**

**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. \_\_\_\_\_ is known for his work on the rule of law.  
(CO1, K2)  
(a) A. V. Dicey                      (b) Karl Marx  
(c) Max Weber                      (d) None of the above
2. Droit Administratif system is in.                      (CO1, K2)  
(a) Britain                      (b) France  
(c) U.S.A.                      (d) Germany
3. The doctrine of 'Separation of Powers' was propounded by.                      (CO2, K2)  
(a) Montesquieu                      (b) Aristotle  
(c) Coke                      (d) Blackstone
4. In Indian Constitution separation of Judiciary from executive is mentioned in the article.                      (CO2, K2)  
(a) Article 49                      (b) Article 50  
(c) Article 51                      (d) Article 52

5. A.K. Kraipak Vs Union of India, is a landmark judgement in relation to. (CO3, K1)
- (a) Bias (b) Delegated Legislation  
(c) Corporations (d) Rule of Law
6. The institution of Ombudsman was first created in. (CO3, K1)
- (a) India (b) U.S.A.  
(c) Sweden (d) U.K.
7. The first case filed under Public Interest Litigation was. (CO4, K5)
- (a) S. P. Gupta Vs Union of India  
(b) Hussainara Khatoon Vs. State of Bihar  
(c) M. C. Mehta Vs. Union of India  
(d) Vishaka Vs. State of Rajasthan
8. The concept of judicial review has been borrowed from the constitution of. (CO4, K5)
- (a) U.S.A. (b) U.K.  
(c) France (d) Japan
9. English case Ryland Vs. Fletcher laid down a very important rule. (CO5, K4)
- (a) Absolute liability (b) Vicarious liability  
(c) Indirect liability (d) Financial liability
10. What is a tort? (CO5, K4)
- (a) A criminal offense (b) A breach of contract  
(c) A Civil wrong (d) An ethical dilemma

**Part B**

(5 × 5 = 25)

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

11. (a) Explain the nature of administrative law. (CO1, K2)

Or

- (b) Summarize the scope and importance of administrative law. (CO1, K2)

12. (a) Outline the key principles of the doctrine of separation of powers. (CO2, K2)

Or

- (b) Show how the separation of powers prevent the concentration of power. (CO2, K2)

13. (a) List the advantages and disadvantages of delegated legislation. (CO3, K1)

Or

- (b) Recall the instances where delegated legislation was challenged in courts. (CO3, K1)

14. (a) Explain how judicial control ensures accountability in administrative actions. (CO4, K5)

Or

- (b) Assess the role of judicial activism in shaping public policy. (CO4, K5)

15. (a) Distinguish between sovereign and non-sovereign functions concerning state liability in tort. (CO5, K4)

Or

- (b) Categorize the types of tortious liabilities that the state can be held accountable. (CO5, K4)

**Part C**

(5 × 8 = 40)

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

16. (a) Illustrate the growth of administrative law through historical developments. (CO1, K1)

Or

- (b) Outline the unique features of the Droit – Administratif System. (CO1, K2)

17. (a) Compare the application of separation of powers in U.K. and India. (CO2, K2)

Or

- (b) Express the challenges faced by the countries in adhering to the separation of powers. (CO2, K2)

18. (a) Describe the significance and functions of administrative tribunals. (CO3, K1)

Or

- (b) Find how Lokpal and Lokayukta enhance transparency in public administration. (CO3, K1)

19. (a) Justify the necessity of PIL in a democratic system. (CO4, K5)

Or

- (b) Explain the process of judicial review in administrative law. (CO4, K5)

20. (a) Categorize the forms of legal immunity available to government officials. (CO5, K4)

Or

- (b) Distinguish between damages awarded in tort claims and contract breaches involving the government with suitable case laws. (CO5, K4)

**R2699**

**Sub. Code**

**549402**

**M.A. DEGREE EXAMINATION, APRIL 2025.**

**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. \_\_\_\_\_ are considered to be the general guidelines to be followed by all specific policies. (CO1, K2)  
(a) Directives (b) Action Programmes  
(c) Megapolicies (d) Schemes
2. The black box model was developed by \_\_\_\_\_. (CO1, K2)  
(a) Lasswell (b) David Easton  
(c) Thomas Dye (d) Simon
3. \_\_\_\_\_ consist of a group of citizens who use their voting power and control the government through their general policies. (CO2, K2)  
(a) Political parties  
(b) Pressure groups  
(c) Civil society organizations  
(d) Judiciary

4. \_\_\_\_\_ power resides in the elected members of the parliament. (CO2, K2)
- (a) Legislative (b) Executive  
(c) Political (d) Judiciary
5. Which of the following functions are performed by bureaucrats? (CO3, K1)
- (a) Rendering technical advice to the political leaders on policy issues  
(b) Implementing policies  
(c) Assisting legislators in policy-making  
(d) All the above
6. \_\_\_\_\_ involves research and arguments which are intended to influence the policy agenda inside the government. (CO3, K1)
- (a) Policy analysis (b) Policy management  
(c) Policy advocacy (d) Policy forecasting
7. The conceptual problems of policy implementation may be related to \_\_\_\_\_. (CO4, K5)
- (a) Policy design  
(b) Policy analysis  
(c) Policy design and Policy analysis  
(d) None of the above
8. \_\_\_\_\_ is a measure of the policy programme's productivity in yielding the desired technical results. (CO4, K5)
- (a) Efficiency (b) Effectiveness  
(c) Equity (d) Adequacy
9. The new National Education policy was started in \_\_\_\_\_. (CO5, K4)
- (a) 2020 (b) 2021  
(c) 2022 (d) 2023

10. The National Health policy for India was last updated in \_\_\_\_\_.  
(CO5, K4)
- (a) 2016 (b) 2017  
(c) 2018 (d) 2019

**Part B** (5 × 5 = 25)

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

11. (a) Explain the significance of public policy. (CO1, K2)

Or

- (b) Outline the Incremental model of Lindblom.  
(CO1, K2)

12. (a) Summarise the role of interest groups in policy-making.  
(CO2, K2)

Or

- (b) Illustrate the role of judiciary in policy-making through suitable examples.  
(CO2, K2)

13. (a) Recall the bureaucrat's role in policy making.  
(CO3, K1)

Or

- (b) What are the features of public policy advocacy?  
(CO3, K1)

14. (a) Assess the implementation model of Hogwood and Gunn.  
(CO4, K5)

Or

- (b) Compare equity and responsiveness criteria of policy evaluation.  
(CO4, K5)

15. (a) Examine the objectives set forth in National Education Policy.  
(CO5, K4)

Or

- (b) Generate the highlights of National Energy Policy.  
(CO5, K4)

**Part C**

(5 × 8 = 40)

Answer **all** questions not more than 1,000 words each.

16. (a) Classify the contributions of policy researches with respect to public choice model. (CO1, K2)

Or

- (b) Compare the concepts of sociological institutionalism and political institutionalism. (CO1, K2)

17. (a) Express the role of legislature in policy making. (CO2, K2)

Or

- (b) Show the importance of media in policy-making. (CO2, K2)

18. (a) List the conditions for successful implementation of policies by bureaucrats. (CO3, K1)

Or

- (b) Describe the optimal model of Dror. (CO3, K1)

19. (a) Evaluate the issues involved in public policy implementation. (CO4, K5)

Or

- (b) Justify the significance of using various criteria in policy evaluation. (CO4, K5)

20. (a) Examine the features of National Health Policy of India. (CO5, K4)

Or

- (b) Classify the various components of National Transport policy of India. (CO5, K4)



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<b>Sub. Code</b>
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<b>549403</b>
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**M.A. DEGREE EXAMINATION, APRIL – 2025**

**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 questions by choosing the correct option.

1. The World Bank primarily focuses on which aspect of Good Governance? (CO1, K2)
  - (a) Economic Development
  - (b) Human Rights
  - (c) Political ideology
  - (d) Bank regulations
2. Good Governance is primarily concerned with (CO1, K2)
  - (a) Increasing Military budgets
  - (b) Ensuring accountability transparency and the rule of law
  - (c) Limiting the role of civil society
  - (d) Promoting Nationalistic ideologies

3. Civil Society's role in governance involves (CO2, K2)
- (a) Implementing laws
  - (b) Advocating public interests
  - (c) Controlling national resources
  - (d) Making Executive orders
4. Which of the following is an example of a moral issue in Governance? (CO2, K2)
- (a) Fair distribution of resources
  - (b) Creation of new laws
  - (c) Election process
  - (d) Tax collection
5. The Indian standard for Quality Management System is based on (CO3, K1)
- (a) ISO 9001 : 2015
  - (b) Six Sigma
  - (c) ISO 14001
  - (d) BS 5750
6. Re-engineering Business process refers to (CO3, K1)
- (a) Changing the structure of an organisation
  - (b) Improving the efficiency of existing process
  - (c) Reducing the workforce in a company
  - (d) Increasing the revenue
7. A social audit allows citizen to (CO4, K5)
- (a) Collect taxes from citizens
  - (b) Monitor and evaluate the implementation of government projects
  - (c) File complaints
  - (d) Create new government policies

8. Which of the following best describes “Consumer Rights”?  
(CO4, K5)
- (a) The right to negotiate prices with businesses
  - (b) The right to fair and honest services or goods
  - (c) The right to have unlimited choices in the market
  - (d) The right to avoid paying for goods
9. The State Information Commission handles appeals and complaints under which law?  
(CO5, K6)
- (a) Consumer Protection Act
  - (b) Right to Information Act
  - (c) Indian Penal Code
  - (d) Constitution of India
10. Who appoints the Chief Information Commissioner at the central level?  
(CO5, K6)
- (a) Prime Minister
  - (b) President of India
  - (c) Chief Justice of India
  - (d) Speaker of Lok Sabha

**Part B** (5 × 5 = 25)

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

11. (a) Explain the role of the World Bank and UNDP in promoting goods governance. (CO1, K2)
- Or
- (b) Compare and contrast the different forms of governance. (CO1, K2)

12. (a) Classify the fundamental rights and duties of citizens in a democracy. (CO2, K2)

Or

- (b) Illustrate the role of ethics in shaping the policies of a government. (CO2, K2)

13. (a) List and explain the main features of the Right to Information (RTI) Act. (CO3, K1)

Or

- (b) Describe the key principles of Total Quality Management (TQM). (CO3, K1)

14. (a) Compare the concept of social audit with traditional audit systems. (CO4, K5)

Or

- (b) Evaluate the effectiveness of grievance redressal systems in India. (CO4, K5)

15. (a) Elaborate on the powers and functions of the State Information Commissions. (CO5, K6)

Or

- (b) Discuss the role of the National Consumer Disputes Redressal Commission (NCDRC) in safeguarding consumer rights in India. (CO5, K6)

**Part C**

(5 × 8 = 40)

Answer **all** the questions not more than 1,000 words each.

16. (a) Illustrate the concept of New Public Service and explain how it differs from traditional Public Administration. (CO1, K2)

Or

- (b) Classify the roles of the state, market and civil society in good governance. (CO1, K2)
17. (a) Explain the concept of decentralisation and its significance in democratic participation. (CO2, K2)

Or

- (b) Summarise the advantages and disadvantages of delegation in decision-making process. (CO2, K2)
18. (a) How does the Sevottam Model contribute to enhancing the quality of public services? (CO3, K1)

Or

- (b) Define the concept of citizen's charter. Describe its objectives and significance. (CO3, K1)
19. (a) Explain the significance of people's participation in governance and its influence in Policy Making. (CO4, K5)

Or

- (b) Measure the impact of social audit on the implementation of government welfare schemes in rural areas. (CO4, K5)

20. (a) Formulate a strategy to enhance the effectiveness of Information Commission. (CO5, K6)

Or

- (b) Estimate the effectiveness of the National Consumer Disputes Redressal Commission in promoting consumer awareness and resolving disputes. (CO5, K6)
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