

Chapter

03



## PUBLIC ADMINISTRATION

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# Government institutions and their functions

- Primary health centre - Provides treatment facilities.
- Krishi Bhavan - Promotes agriculture
- Police station - Maintains law and order.

# **Aims of government institutions?**

**-Implementing laws and development programmes designed by the government are the aims of government institutions.**

# **Public Administration definition of N.Gladden**

**“Public Administration is concerned  
with the administration of the  
government.”**

Free ration for  
those below  
poverty line

Free textbooks for  
school children

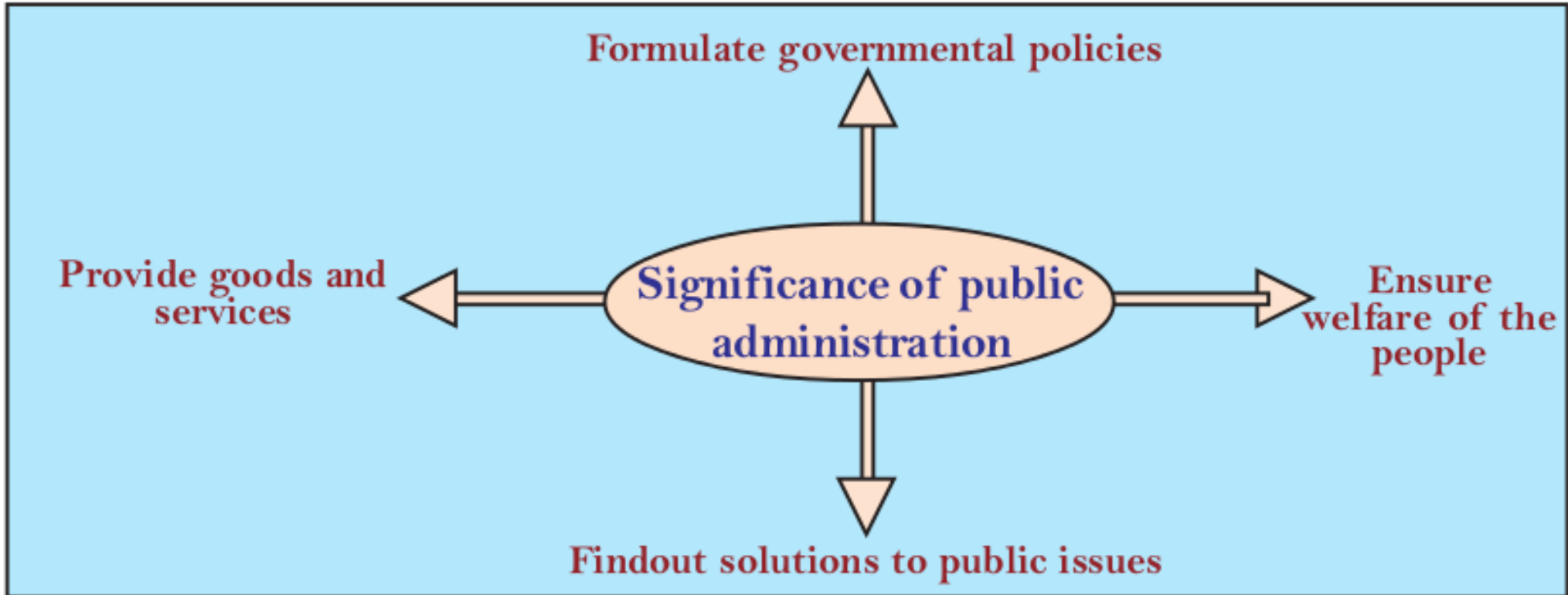
Housing for  
all by 2020

# What is public administration?

- Public administration is the effective utilization of men and materials for the implementation of existing laws, governmental policies, programmes and developmental projects.
- Governmental institutions are part of public administration.
- They functioned for the welfare of the people.
- Public administration varies according to system of governance.

**List out the changes in the objectives of public administration in monarchy and democracy.**

- During monarchy, the interests of the monarch was the basis of public administration.**
- In democratic system, importance is given to the interests of the people.**
- Democratic administration becomes more effective and efficient through public administration.**





# Significance of public administration?

**-Formulate governmental policies.**

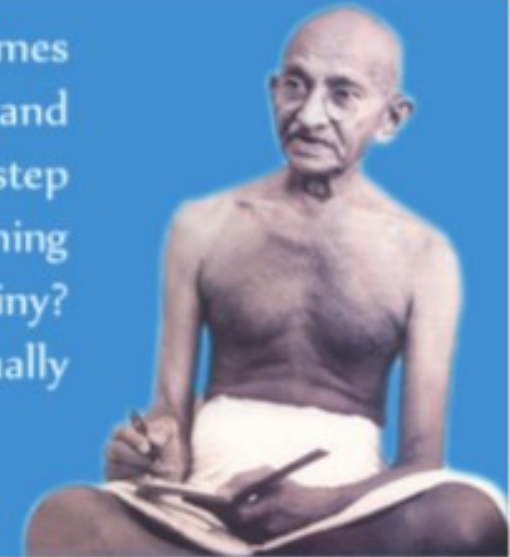
**-Ensure welfare of the people.**

**-Findout solutions to public issues.**

**-Provide goods and Services.**

"I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and your self melt away."

Mahatma Gandhi's Talisman



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Applications  
invited for  
Scholarships

Government assistance  
to expand rice  
cultivation

Distributed  
flood relief funds

Regional  
Camps  
to collect tax

# According to Gandhiji, who should get the benefits of administration?

- Gandhiji expected the protection of the interests of all through public administration.
- But those who need more care and protection should be treated and protected separately.
- Gandhiji's concept of Grama Swaraj influenced India's outlook of public administration to a great extent.
- Local government institutions were constituted on this basis.

# Bureaucracy

**PLAY**

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

## **Significance (aims) of bureaucracy**

- Functioning the day-to-day operations of public administration.**
- Make the public administration system dynamic.**
- Deliver all the services of government to the people.**
- Prepares plans for the scientific utilization of human and material resources and implements them effectively.**

# Features of bureaucracy.

- Hierarchical organisation.
- Permanence.
- Appointment on the basis of Qualification.
- Political Neutrality.
- Professionalism.

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### **Hierarchical organisation**

Bureaucracy is organised 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 organisation.

### **Permanence**

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

### **Appointment on the basis of Qualification**

Employees are recruited and appointed on the basis of educational qualification.

### **Political Neutrality**

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.

# Indian Civil Service

**-The Indian Civil Service is made up of all the officers of the Central Government and the State Government and various Public Sector Enterprises.**

**-The Indian Civil Service can be divided into three**

**1. All India Services**

**2. Central Services**

**3. State Services**



# Indian Civil Service

## All India Services

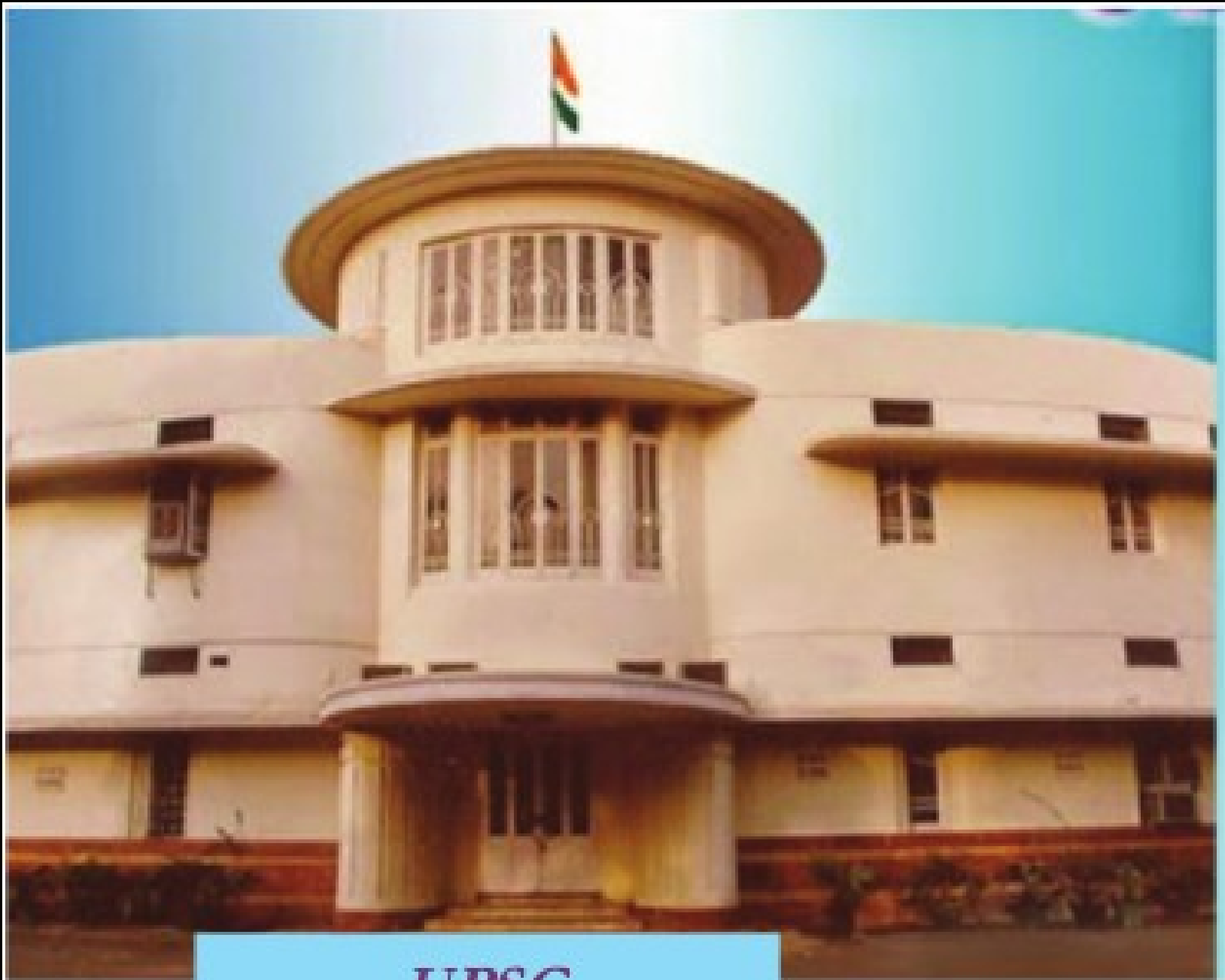
- Recruits at national level
  - Appoints in central or state service
- Eg: Indian Administrative Service, Indian Police Service

## Central Services

- Recruits at national level
  - Appoints in central government departments only
- Eg: Indian Foreign Service, Indian Railway Service

## State Services

- Recruits at state level
  - Appoints in state government departments only
- Eg: Sales tax officer.



**UPSC**

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# **Union Public Service Commission (UPSC).**

- Candidates to all India services and central services are recruited by the Union Public Service Commission.**
- The chairman and the members of this commission are appointed by the President of India.**
- The UPSC has elaborate mechanisms for the recruitment of candidates based on qualification.**
- UPSC is constituted on the basis of constitutional provisions.**
- So UPSC is called constitutional institutions.**

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# Public Service Commission (PSC) of the State.

- At the state level, candidates are recruited by the Public Service Commission (PSC) of the State.
- The Governor appoints the Chairman and the members of the State Public Service Commission.
- State PSC's is constituted on the basis of constitutional provisions.
- So State PSC's are called constitutional institutions.

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# 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.
- For this government constitutes administrative reform commissions at national and state levels.

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# Examples for Administrative Reforms

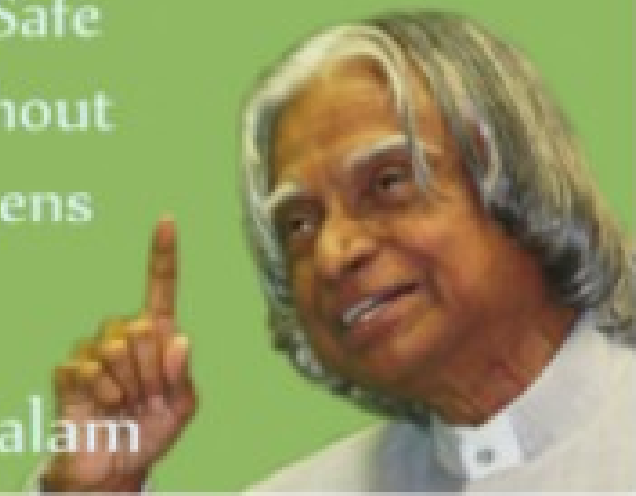
- **E-Governance.**
- **Right to Information.**
- **Right to Service.**
- **Lokpal and Lokayuktha.**
- **Central Vigilance Commission.**
- **Ombudsman**

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## 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.

A P J Abdul Kalam



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# E-governance

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

## **Examples:**

- The single window system for admission to Higher Secondary courses.**
- Online applications for various scholarships, etc.**



## Akshaya Centre

For the benefit of people Akshaya centres have been constituted to make use of Government service delivered through E-governance. It also aims at making people E-literate. E-literacy is the awareness about basic information about Internet technology.



# 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.**

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## Reply to application for right to Information

From

Public Information Officer  
Government Higher Secondary School  
Karamana, Thiruvanthapuram.

To

Sri. Sureshkumar  
Anaswara, Vazhuthacaud, Thiruvananthapuram.

Sir

Sub : The right to information Act 2005 - Information - reg  
Ref : Your application dated 25/08/2015.

The information you demanded through the application under Right to Information is furnished below. Answers are given in order of questions.

- Answer 1 : Yes, 10 am to 4 pm  
Answer 2 : No special librarian. One teacher of this school is given charge.  
Answer 3 : As per the stock register there are, 6216 books in the library.  
Answer 4 : Newspapers, Weeklies, Monthlies.

If you have any complaint about the reply you can approach the Appellate Authority within 3 days.

Address of the Appeal authority

Name :

Appeal Authority, DEO, Thiruvananthapuram

Yours faithfully

Thiruvananthapuram  
Date : 08/09/2015

(Sd/-)  
Public Information Officer.

# Right to Information

- **We can collect information from any government office about its working.**
- **People got this opportunity under the Right to Information Act 2005.**
- **The efforts of Mazdoor Kisan Shakti Samghathan of Rajasthan has led to the legislation of Right to Information Act.**
- **This ensures the right of all citizens of India to receive information.**

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# Main objectives of Right to Information

- The main objectives of this Act are to 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.

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# Right to Information Commission

**-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.**

**-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.**

## സേവനാവകാശനിയമം പരീക്ഷാവേനിൽ പൊതുജനങ്ങൾക്ക് ലഭ്യമാകുന്ന സേവനങ്ങൾ

- വിവിധ പരീക്ഷകളുടെ നടത്തിപ്പ്.
- പത്താംക്ലാസ് പഠനം പൂർത്തിയാക്കിയ കുട്ടികളുടെ ജനനതീയതി തിരുത്തൽ. (6മാസം)
- എസ്. എസ്. എൽ. സി ഉൾപ്പെടെയുള്ള സർട്ടിഫിക്കറ്റുകളുടെ ഡ്യൂപ്ലിക്കേറ്റ്/ട്രിപ്ലിക്കേറ്റ് വിതരണം, മാർക്ക് ലിസ്റ്റിന്റെ പകർപ്പ് നൽകൽ, യഥാസമയം കൈപ്പറ്റാത്ത സർട്ടിഫിക്കറ്റുകളുടെ തിരിച്ചു നൽകൽ. (പരമാവധി 3 മാസം)
- യോഗ്യത, തുല്യത, ആധികാരികതാ പരിശോധന സാക്ഷ്യപത്രങ്ങളുടെ വിതരണം. (30 ദിവസം)
- പരീക്ഷാവേനിൽ നിന്നും വിതരണം ചെയ്ത സർട്ടിഫിക്കറ്റുകളുടെ തെറ്റുതിരുത്തൽ (ഒരാഴ്ച) വിദ്യാർത്ഥികളുടെ പ്രാദേശിക ഭാഷ പഠനം മാറ്റം (ഒന്നാം ഭാഷയിലെ പാർട്ട് 1, പാർട്ട് 2, പാർട്ട് 3) മൂന്നാം ഭാഷയിലെ മാറ്റവും. (ഒരു മാസം)
- ഉത്തരകടലാസുകളുടെ സൂക്ഷ്മപരിശോധനയും പുനർമൂല്യനിർണയവും, ഫോട്ടോകോപ്പി നൽകൽ, എസ്. എസ്. എൽ. സി പരീക്ഷയിൽ പുനർമൂല്യനിർണയത്തിലൂടെ ഉയർന്ന ഗ്രേഡി നർഹരായവരുടെ പുനർമൂല്യനിർണ്ണയ ഫീ തിരിച്ചു നൽകൽ. (ഒരു മാസം)
- ഗ്രേസ് മാർക്ക് ഉൾപ്പെടുത്തി കാർഡ് നൽകൽ. (ഒരാഴ്ച)
- ഗ്രൂപ്പ് ഡിപ്ലോമ സർട്ടിഫിക്കറ്റിന്റെ വിതരണം.
- വിദ്യാർത്ഥികളുടെ എസ്. എസ്. എൽ. സി. സ്കോർ വിവരം സ്ഥാപനമേധാവികൾക്ക് നൽകൽ (ഉപരിപഠനാർത്ഥം സംസ്ഥാനത്തിന് പുറത്തുള്ളവർക്ക്). (ഒരു മാസം)



# Right to Service

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



**ഈ ഓഫീസിന്റെ സേവനങ്ങൾക്ക് ഉദ്യോഗസ്ഥർ പണമോ, പാരിതോഷികമോ ആവശ്യപ്പെടുന്നതിൽ താഴെ പറയുന്ന മേൽവിലാസത്തിൽ ബന്ധപ്പെടുക.**

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**PLAY**

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# Central Vigilance Commission

- The Central Vigilance Commission is the institution constituted at the national level to prevent corruption.
- It came into effect in 1964.
- It is formed to prevent corruption in the central government offices.
- 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.

# State vigilance commissions

- The State Vigilance Commission inquires into corruption in the state government offices.
- Vigilance courts are also constituted to track vigilance cases.

# Lokpal and Lokayuktha

- Lokpal and Lokayukta are institutions constituted to prevent corruption at administrative, bureaucratic and political levels.
- 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 is the institution constituted at the state level to hear the corruption cases
- Both of them follow judicial procedures.

# Ombudsman

- The Ombudsman is the mechanism for complaints of corruption, nepotism or financial misconduct by Elected representatives and bureaucrats who are part of public administration.
- 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.**

**ALL THE BEST**

**By**

**BIJU K K, GHSS TUVVUR**

**MALAPPURAM**

**9895695437**