

1. India is aspiring to transform into a digitalization phase & people centric society from a process centric society, however, such a change require measures merely beyond a technical or interface shift. Critically analyse in the light of the broader changes required in the entire bureaucratic and government recruitment structure. (150 Words)

**Answer:**

- A people centric society means that the society will have a user friendly interface in all the interactions of government and citizen, during disbursement of government services.
- Digitalization is considered to be one of the most important tools to improve the same. It helps in door-step delivery, easy access, better information, etc., and thus, is considered very user friendly.
- In Indian context, where the bureaucracy still retains colonial sentiments and engage in harassment of people in form of red-tape, bribery, and indifferent approach, reducing personnel interface and increasing digital interface must be considered as intermediate relief.
- However, the long-term focus shall always be on improving the bureaucratic structure and making it people centric, while digitalization can also provide benefits, it can't completely alter the service delivery mechanism.
- The changes in existing bureaucratic structure must start right at the stage of recruitment. The candidates can be chosen at young age like, NDA and can be trained with general academics and administration together.
- Similarly, lateral entry of specialists and experts, particularly in the government's technical departments, would improve the system's professionalism, making it management oriented and instilling a philosophy of re-engineering. Such a system could help reduce corrupt practices and inculcate accountability, openness and transparency
- Entrance examinations, courses at the training academy, in-service training and incentive systems all needed reform to instill professionalism in the discharge of civil service duties.

## PRACTICE QUESTIONS

### **Answer the following Questions**

1. Despite Jawaharlal Nehru and Mahatma Gandhi being close associates, there were significant differences between the two regarding the role of state and the control that it exercised. Comment. (150 words)
2. Enumerating the reasons behind Sino-Soviet split in the second half of the 20th century, analyse its impact on the Cold War. (150 words)

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