

WRAP Exams · wrapexams.com

Prelims PYQ, Mains model answers, and copy evaluation. Write to the desk for this paper, a doubt, or the AI waitlist.

ask@wrapexams.com · +91 85951 84903 · wrapexams.com

Q4

(a) What do you understand by term 'good governance'? How far recent initiatives in terms of e-Governance steps taken by the State have helped the beneficiaries? Discuss with suitable examples. (b) Online methodology is being used for day-to-day meetings, institutional approvals in the administration and for teaching and learning in education sector to the extent telemedicine in the health sector is getting popular with the approvals of the competent authority. No doubt it has advantages and disadvantages for both the beneficiaries and system at large. Describe and discuss the ethical issues involved in the use of online method particularly to vulnerable section of society.

UPSC Civil Services Mains 2022 · GS IV · 10 marks · Probity in Governance

Probity in Governance: Concept of public service; Philosophical basis of governance and probity; Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption.

Core demand of the question

- (a) What good governance means; how far e-Governance steps have helped beneficiaries, with examples
- (b) Ethical issues in online meetings, administrative approvals, education and telemedicine, especially for vulnerable sections

Revision summary

Good governance is accountable, lawful, responsive and inclusive use of public power.

e-Governance has helped through DBT, portals, e-procurement and grievance trails when the beneficiary can actually receive.

It fails when biometrics, language or middlemen recapture the gate.

Online meetings, classes and telemedicine save travel and can hide the person without a device.

The ethical repair is assisted access, analogue fallback, privacy and speaking orders, not digital-only dignity.

Introduction

Part (a) names good governance and tests whether screens have actually helped the person who was supposed to benefit. Part (b) asks who is left outside the meeting link, the class and the telemedicine queue.

Body

(a) Good governance and e-Governance for beneficiaries

- Good governance is public power used in a way that is lawful, accountable, transparent, responsive, effective and inclusive.
- It is not a synonym for more schemes. It is whether a scheme arrives as a right, on time, without a private toll.
- The United Nations and the **Second Administrative Reforms Commission** both treat participation, equity and the rule of law as part of that standard.
- e-Governance is the use of digital systems to deliver information and services: identity, payments, licences, grievance and records.
- **Direct Benefit Transfer** has cut ghost names in several subsidies and pensions by paying into Aadhaar-seeded accounts, which helps the genuine beneficiary when the account is real and reachable.
- **Digital India** public services - from passport seva to many State land-record and certificate portals - reduce the number of trips to a clerk for those who can use the portal.
- **Government e-Marketplace** and e-procurement, where they actually run, shrink the room for a hand-written tender preference.
- UMANG, MyGov and online grievance systems give a number and a trail that a paper dak often never had.
- **Limits:** a failed biometric, a distant bank, a language the portal does not speak, and a middleman who now sits on the **Common Service Centre** instead of the tehsil, can steal the gain.
- e-Governance has helped beneficiaries most where the State combined a digital pipe with a human last-mile: a bank mitra, a well-run CSC, a physical camp for those whom the password excludes.
- It has helped least where the office simply uploaded a PDF of the same delay.

(b) Ethical issues in online methods, especially for the vulnerable

- Online meetings and e-approvals can save travel and speed a file. They can also hide a decision from the person who cannot join the link.
- Consent and notice fail when a hearing is held on a platform the affected farmer or tenant does not have.
- **Education online during COVID-19 widened a class split:** a child with a smartphone and a room learned; a first-generation learner on a shared phone did not.
- Evaluation by proctored tests can humiliate and exclude students with disability, poor bandwidth, or no private room, while calling itself "merit".
- Telemedicine can reach a hill clinic. It can also misdiagnose without examination, dump liability on a junior at the spoke, and sell data.
- **Privacy:** health and school data on private apps can be mined; the **Digital Personal Data Protection Act, 2023** now frames consent, but practice still leaks.
- The vulnerable - women in crowded homes, elderly without OTP skill, persons with disability, Adivasi hamlets off the tower, informal workers - pay the cost of a "digital first" that has no analogue door.
- **Ethical duty is universal access, not universal assumption of a device:** keep a physical counter, a helpline, an assisted kiosk, and a human review of automated refusal.
- Recorded meetings should not become a culture of surveillance of juniors, nor a way to avoid a field visit that the poor still need.

- Approvals online must still be speaking orders. A click is not a reason.

Flow diagram

Good governance -> Law accountability inclusion
e-Governance -> Direct benefit and less ghost
e-Governance -> Password and biometric exclusion
Online meeting class clinic -> Vulnerable left out
Assisted last mile -> Ethical access

Conclusion

Good governance is lawful, inclusive delivery. e-Governance has cut ghosts and queues where the last mile is human and the account is real. Online methods that assume a smartphone make the already weak invisible unless the State keeps an analogue door and a recorded reason.

Facts & figures

Direct Benefit Transfer

A Union architecture for paying subsidies and benefits into bank accounts, often Aadhaar-seeded, to reduce leakage and ghost beneficiaries.

Digital India

The umbrella programme for digital infrastructure and e-services, including many citizen-facing portals and Common Service Centres.

Government e-Marketplace (GeM)

An online public-procurement platform meant to widen vendor access and reduce opaque manual purchase.

Digital Personal Data Protection Act, 2023

The Union statute on processing of digital personal data, relevant to school, health and approval platforms that hold citizen information.

Common Service Centre

Village-level assisted access to e-services; ethically necessary, and a new risk if the operator becomes the new tout.

WRAP Exams · Write. Read. Analyse. Practice. · <https://wrapexams.com/upsc/mains-answers/gs-4/2022/a-what-do-you-understand-by-term-good-governance-how-far-recent-initiatives-in-terms-of-e-governance-steps-taken-by-the-state-have-helped-the-beneficiaries-discuss-with-suitable-examples-b-online-methodology-is-being/> · ask@wrapexams.com · wrapexams.com