

<p>GOVERNANCE & GOOD GOVERNANCE</p>	<p>Meaning and definitions (World Bank perspective), governance vs government, stakeholders in governance (state, civil society, private sector), dimensions (transparency, accountability, legal framework, public sector efficiency), good governance features (rule of law, participation, accountability, transparency, responsiveness), bad governance (corruption, arbitrariness), difference between governance and good governance, prerequisites (democracy, judiciary, civil society), reasons for emergence (1990s reforms, WB, UNDP, IMF, HDI, Rio Summit), criticism (Western bias, aid conditionality, Indian traditions), democracy vs good governance debate, global indices (HDI, CPI, MDGs)</p>
<p>CITIZEN CHARTER & SOCIAL ACCOUNTABILITY</p>	<p>Concept of citizen charter, objectives (service delivery standards, transparency, accountability), origin (UK model, India adoption), features (time-bound services, grievance redressal, quality standards), need (citizen-centric governance), issues in India (lack of awareness, poor implementation, absence of grievance</p>

	<p>mechanism), reforms (accountability, evaluation, stakeholder consultation), social audit (concept, types of audit – government, private, social), objectives (transparency, efficiency, outcome assessment), need (gap between policy and implementation), role in schemes (MGNREGA), challenges (training, access to data, institutional resistance), legal backing (RTI, 73rd/74th amendments)</p>
<p>COMPTROLLER AND AUDITOR GENERAL (CAG)</p>	<p>Constitutional provisions (Articles 148–151), appointment and independence, role (financial accountability, audit of expenditure), functions (expenditure verification, authorization, compliance), reporting to parliament (PAC), types of audit (legal, regulatory, performance), evolution (efficiency, value for money audits), limitations (procedural, advisory role, lack of enforcement), issues (delay, limited impact), reforms (transparency, PPP audit, outcome focus), debate on prosecutorial powers</p>

<p>E-GOVERNANCE</p>	<p>Definition (ICT in governance), objectives (transparency, accountability, efficiency, citizen participation), need (reduce bureaucracy, decentralization, grievance redressal, anti-corruption), applications (G2C, G2B, G2G), initiatives (NIC, Bhoomi, Gyandut, MCA-21, FRIENDS), challenges (digital divide, infrastructure, literacy, language barrier, cybersecurity, bureaucratic resistance), strategies (digital infrastructure, legal framework, capacity building, awareness, PPPs), role in good governance</p>
<p>CIVIL SOCIETY & NGOS</p>	<p>Concept of civil society, role in governance (participation, accountability, advocacy), relationship with state, role in development, transparency, limitations and challenges</p>
<p>PRESSURE GROUPS & SELF-HELP GROUPS (SHGS)</p>	<p>Concept of pressure groups, types (sectional, promotional), role in policy making, SHGs (concept, functioning, role in empowerment, especially women), linkage with microfinance, role in governance and social justice</p>

<p>ROLE OF CIVIL SERVICES IN DEMOCRACY</p>	<p>Neutrality, impartiality, commitment to constitution, policy implementation, public service delivery, accountability, ethical governance, challenges (politicization, corruption), reforms (HRM, capacity building, performance evaluation)</p>
<p>HUMAN RESOURCE MANAGEMENT & DEVELOPMENT</p>	<p>HRM in governance, capacity building, training of civil servants, performance appraisal, motivation, reforms in public administration</p>
<p>REGULATORY BODIES</p>	<p>Concept of regulation, need for independent regulators, types (statutory, non-statutory), functions (monitoring, compliance, adjudication), issues (accountability, autonomy), examples (SEBI, TRAI, IRDAI, PFRDA)</p>

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