

TRAINING COURSE ON 'PUBLIC SERVICE DELIVERY'

Evaluation on Pre- Course Material (Understanding Development):

- 1) Are the following statements true or false, record your answer by placing a tick:
 - a) Human Development is a means and economic growth is the end. – True/False
 - b) The Annual Status of Education Report (ASER) shows good educational attainment of those passing out of primary school in India. – True/False
 - c) Only around 10% of all workers are in organized sector – True/False
 - d) The revised rural poverty ratio based on 2004-5 NSSO data for West Bengal, as worked out as per recommendation of the Tendulkar Committee of the Planning Commission is below 33% – True/False
 - e) The average education of a female agricultural labourer in India was less than one years in 2004-05. – True/False
 - f) There are three goals related to women empowerment in Millennium Development Goals – True/False

- 2) Fill in the Gaps:
 - a) ---- differentiates the roles and responsibilities between men and women and is socially constructed.
 - b) The level of ----- of the workers has strong association with their income.
 - c) ----- is the biggest contributor of child death in India.
 - d) Poverty is generally perceived as lack of ----- and ----- for meeting the minimum needs for a decent living.
 - e) One of the objects of development is to translate the economic development into improved well-being measured through -----.
 - f) The ultimate goal of development is to improve the ----- of life.

- 3) Please answer: (Each answer should be within 100 words)
 - a) What are the different aspects of poverty?
 - b) What is the significance of Human Development Index for measuring well being of people?
 - c) Why malnutrition pose threat towards development?

Evaluation on Pre- Course Material (Understanding Governance):

- 1) Are the following statements true or false, record your answer by placing a tick:
 - a) Governance is all about what the government does – True/False
 - b) Less equity promotes inclusiveness of the deprived section of the community and facilitates overall well-being of the society. – True/False
 - c) After enactment of the Right to Information Act in the country the legal framework for maintaining transparency has improved – True/False
 - d) Developmental goals have nothing to do with the rights of the people – True/False
 - e) Local government can function properly only if functions are clearly assigned along with devolution of fund and functionaries – True/False
 - f) Disclosure of financial performance of the government in easily comprehensible form for the citizen to know promotes good governance – True/False

- 2) Fill in the gaps:
 - a) Delivery of services become inefficient or costly to the citizen due to payment of - ---- and repeated visits to the office.
 - b) Reaching ----- through dialogue helps to reduce conflict and improve governance.
 - c) Democracy can be truly functional only by continuous engagement of the ----- with the government.
 - d) ----- is a prior requirement for participation of people in governance.
 - e) Absence of efficient Grievance ----- promotes and sustains many forms of corruption and non-performance in governance.

- 3) Please answer: (Each answer should be within 100 words)
 - a) What are the major characteristics of good governance?
 - b) Why is decentralization necessary for improving governance?
 - c) How can adoption of e-governance help in promotion of good governance?

Thank you. The purpose of this evaluation is to assess the learning of the trainees. There is no pass/fail and the results will be used to provide feedback on what has been learnt.

Evaluation on Pre- Course Material (Improving Delivery of Public Services):

1) Choose the right word: (Please tick the right word)

- a) The citizens, who are also **clients / beneficiaries** when receiving services, thus exercise their authority in choosing a particular representative.
- b) Different processes within a task can be better appreciated by the **SWOT/ ETVX** model to document the processes involved.
- c) The second Administrative Reform Commission set up by the GOI recommended adoption of the Sevottam **model/ framework**.
- d) Services, targeted towards the deprived sections only are likely to be **more/less** efficient.
- e) In public sector remuneration or motivation for financial gain is **linked/delinked** from level of satisfaction by the clients.

2) Match the following:

i.	Citizens/Clients	Management level civil servants
ii.	Frontline Professionals	Ministers
iii.	Organizational providers	BDO/Doctor
iv.	Policymakers	Patients

3) Please answer : (each answer should be within 100 words)

- a) Describe briefly the accountability mechanism related to any public services delivery.
- b) What are the special problems related to delivery of services to the poor?
- c) Please briefly describe the 'Sevottam' framework of service delivery.

Thank you. The purpose of this evaluation is to assess the learning of the trainees. There is no pass/fail and the results will be used to provide feedback on what has been learnt.