

# Accountability.

↳ Answerability.

↳ CS : Authority : Welfare functions that have been delegated to the Bureaucracy.

↳ Misuse

∴ Answerability for decisions taken by civil servants

↳ Antidote to misuse of power.

→ Core principles of probity.

# Rel<sup>n</sup>ship b/w Accountability & Responsibility.

e.g. Education & Health issues in India.  
→ 75 yrs.

→ Bureaucracy

→ Admn. convenience

→ e.g. Civil servants. / Pol. class.

→ Most of the times civil servants function & act not to resolve the issue rather in administrative convenience.

→ There is a difference b/w accountability and responsibility.  
→ They are closely related.

Responsibility/Responsiveness: Delivering services

Without responsibility  
accountability  
does not have  
any true impact.

which the citizens demand & in the manner  
that they demand.

e.g. e-gov: To deliver services at  
doorstep.

→ Complementary: accountability is the 1<sup>st</sup> step  
to ensure responsibility.

Conflict of Interest: Personal vs Professional Interest Interest.

e.g. Haryana : IAS : heading a committee which was responsible for certifying sport person.

→ Suspended for not disclosing to the committee that his son was also applying.

his son : was also applying for certification.

## Services. : Problem

### Goods.

- \* Tangible.
- \* Objective standard through which we can measure them { Quality } of goods.

### Services.

- \* Intangible.
  - \* No objective standard.  
e.g. Broadband.
- Service standards: Customer  
perception vs  
customer expectation.

\* Service Expectation

↳ what we wanted  
as we were expecting.

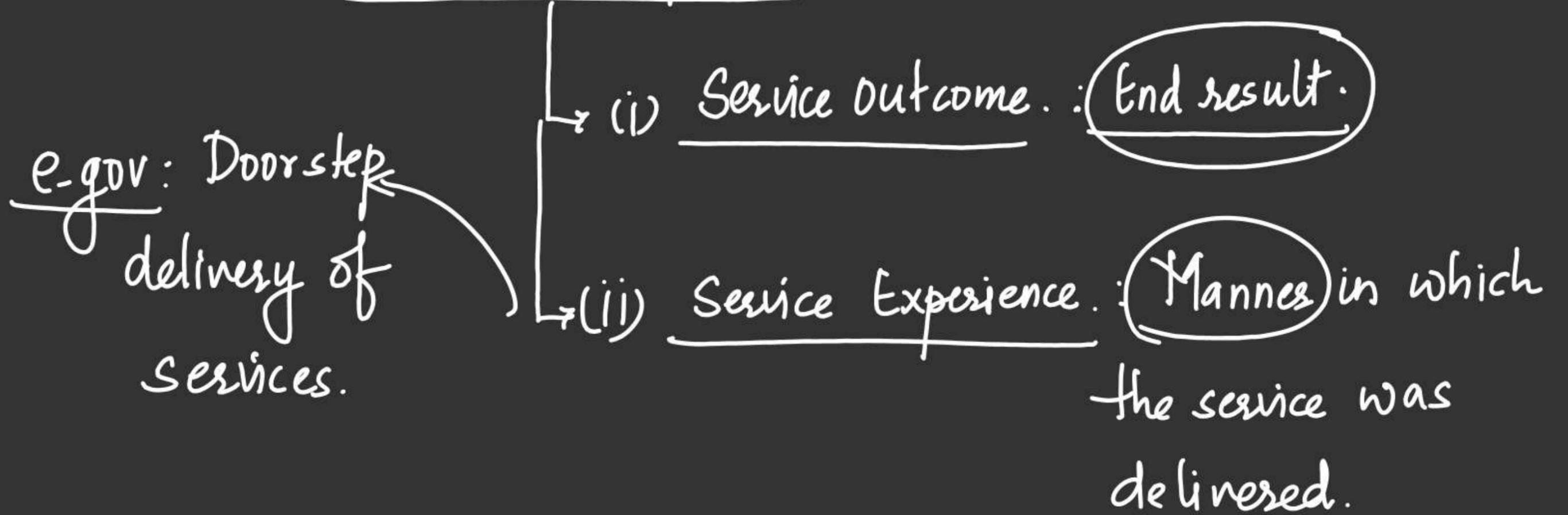
v.s. Service Perception.

↳ what I think about  
the service after  
experiencing it.

SE > SP. = Rate the service standard  
to be poor.

SE < SP. = Rate the service standard  
to be very good.

# Service Perception.



Police stations: \* attributes of the service personnel.

↓  
Effective funct<sup>n</sup>. \* FIR.

\* Gender sensitivity

→ (a) A : CSA. : Aware Constitutional rts / Civic rts

(b) B : Normal citizen. : Not as aware as B

→ feedback

