

Functional Scope of Public Service

Public Service

Activities and services provided by the government and its delegated bodies for the fulfillment of the needs that the society requires is known as **public service**.

- Campaign for making public service effective, public service effective, public-oriented, efficient and responsive have initiated from the 1980's.
 - British Prime Minister Margaret Thatcher development **Next Step Agency** in 1982 for the efficient, effective, responsive and citizen-centric public service delivery in the UK.
 - British Prime Minister John Major implemented **Citizen Charter** in 1991 in the UK.
 - In the early 2000s, concept of **New Public Service (NPS)** came into limelight, embracing the principles of new public management and good governance.
 - In Nepal, concept of **Citizen Charter** came into practice in **2056**, and
 - It was legally provisioned in the **Good Governance Act, 2064**. Concept of **Mobile Public Service** evolved in 2060.
 - After the **People's Movement of 2062/63**, **Citizen-Centric**, responsive, transparent, accountable and inclusive public service delivery is gaining importance.
- Government delivers public service to play the role of distribution, redistribution and facilitation.

These roles are significant for:

- Establishing the cozy relation between government and people.
- Ensuring & promoting public trust.
- Promoting public ownership and participation in governance system.
- Maintaining social justice and social security.

Characteristics of Public Service

- Provided by government and its delegated bodies
- Obligation of the State
- Non-profit oriented.
- Civil rights of People, associated with human rights
- Impartiality and equity in Service delivery
- Service provided as per law
- Equal access to all.

Types of Public Service

- **Mandatory:** Maintaining law & order
- **Emergency:** Rescue from natural disaster, epidemic, Pandemic etc
- **Promotional:** Promote public welfare eg; Education, health, training, Employment
- **Infrastructure based:** Drinking water, electricity, irrigation, roads, Communication
- **Business services:** Finance, banking & insurance
- **Welfare Service:** Service related to benefit of weak & marginalized Communities eg; free health service, allowances for elderly, differently able

Principles of Service Delivery

- Regulatory: Implementing of laws, rules and regulations
- Sovereignty
- Principles of subsidiary: Should be provided to people by agencies as close to them as possible
- Demand-led service delivery: Service delivery should be as per the demand & expectation of general public.
- Non-discrimination in public services: Public service should be equally available and accessible to all.

Role of people in public Service Delivery

- Being aware about the services delivery.
- Developing the trend to receive public service as the right of people
- Choosing the best of the best services alternatives
- Discouraging the irregularities and corruption in public service.
- Monitoring, evaluation and feedback of service delivery.

Public Service Delivery in Nepal

The provisions relating to policies, legal and institutional mechanism can be elaborated as follows:-

- **Constitution of Nepal:** Constitution of Nepal, in Article 51, has made the clear provision of guaranteeing good governance by ensuring equal and easy access of people to service provided by the state and making public administration clean, competent, impartial, transparent, accountable and participatory.
- **Civil Service Act, 2049:** In its preamble, Civil Service Act pledges for making civil service competent, progressive, service-oriented and participatory.
- **Good Governance Act, 2064:** It has legal provisions for ensuring good governance and effective and efficient delivery of services.
- **Local Government Operation Act, 2074, Nepal Police Act, 2012, Local Administration Act, 2028,** among others, provided legal framework for efficient and effective public service delivery in their respective domain.
- Various ministries, secretariat of National Planning Commission, local bodies, public enterprises, NGOs, community based organizations and private sectors.
- Provision of **citizen charter, mobile services, Public hearing, and social audit integrated service centre, grievance more responsive, citizen-centric and accountable.**
- **Service Campaign Operation Directive, 2065** has been implemented with objective of ensuring public satisfaction by providing public service in an efficient, accountable and transparent manner.

Factors to be considered in public service delivery

- Identification of service need/service mapping: Depending upon the geographical regions, class of people.
- Prioritization of services: Should be provided promptly such as fire control, ambulance, rescue, epidemic control etc.
- Standards of service delivery: eg; Fees & legal process
- Allocation of responsibility
- Provision of resources:
- Developing institutional capacity
- Public participation
- Inter-agency coordination
- Provision of grievance handling and public hearing mechanism.

Legal basis for Service delivery in Nepal

- Directive Principles, Policies and Obligations of the State.
- Job Allocation Rule of the Government of Nepal.
- Local Government Operation Act, 2074.
- Good Governance Act, 2064.
- ✓ Right to information Act, 2064, and Rules 2065. → provision of spoke person.
- Periodic plan, annual budget, policies and programs.
- Service Campaign Operation Directive, 2065.
- Civil Service Act, 2049, Civil Service Rules, 2050, etc.

Multiple Choice Questions

1. Who developed Next Step Agency for the efficient & Citizen- Centric public Service delivery in U.K. _____?
(a) John Mayor (b) Tony Blair (c) Margaret Thatcher (d) David Cameron
2. When did the concept of public service come from _____?
(a) 1970 (b) 1950 (c) 1980 (d) 1960
3. Health Care Service is provided by the Government through its administrative Mechanism falls under the categories of
(a) Mandatory Service (b) Welfare Service (c) Emergency Service (d) Regulatory Service
4. Which of the following falls under the categories of Mandatory Public Service _____
(a) Maintaining peace & order (b) Promote public welfare
(c) Service related to benefit of weak & marginalized Communities.
(d) Implementing laws, & regulation
5. In which date, the concept Mobile Public service is evolved in Nepal _____?
(a) 2064 B.S. (b) 2056 B.S. (c) 2060 B.S. (d) 2074 B.S.
6. In regard to Nepalese Public Sector's employee's performance appraisal, which of the following is not correct _____?
(a) Quality of the work performed (b) Cost of the work performed
(c) Honesty towards the work performed (d) Time taken of the work performed
7. Up to mid-March of Fiscal Year 2019/20, Government service delivery through online Number is _____
(a) 11 (b) 9 (c) 13 (d) 17
8. When government of Nepal launched Hello Sarkar program for the General Public _____
(a) 2068, Kartik 17 (b) 2069, Baishakh 01 (c) 2068, Push 10 (d) 2068, Ashoj 01
9. From which Prime Minister's tenure the hello sarkar portal was launched in Nepal- _____?
(a) K.P. Sharma Oli (b) Shushil Koirala
(c) Puspa kamal Dahal (d) Dr. Babu Ram Bhattarai
10. Which of the following helpline number is launched by hello sarkar for the general public _____?
(a) 103 (b) 1111 (c) 113 (d) 1100

11. What is/are the legal instruments of public service delivery in Nepal _____?
 (a) Civil Service Act -2049 (b) Good Governance Act, 2064
 (c) Directives principles (d) All of Above
12. What are factors to be considered in public service delivery _____?
 (a) Identification of service needs (b) Standards of service delivery
 (c) Prioritization of Services (d) All of Above
13. Who developed the principles of Bureaucracy _____?
 (a) Elton mayo (b) Max Weber (c) Ivan Pavlov (d) Henry Fayol
14. "Civil service is a professional body of official's permanent paid and skilled professional." Who had made this statement _____?
 (a) Finer (b) L.D. White (c) Dimock (d) F.W. Taylor
15. The United Nations public Service Day is celebrated on _____ of every year.
 (a) December, 24 (b) June, 23 (c) December, 27 (d) June, 17
16. Which of the following statement(s) is/are correct _____?
 1. Civil service is the main source of personal administration
 2. All the personnel are in equal status in personnel administration
 3. Personnel administration is known as people-centered administration
 4. Personal administration is free and temporary by nature
 (a) 1 & 2 only (b) 1 & 3 only (c) 2 & 3 only (d) 3 & 4 only
17. Which of the following is one of the features of bureaucracy conceived by Max-Weber _____?
 (a) Authority (b) Public-ness (c) Civil society (d) Hierarchy
18. Under their service rules, the British Civil servants _____
 (a) Are required to be neutral in politics (b) Can be partisan
 (c) Can be partly neutral and partly Partian (d) Can pursue active party politics
19. In which articles of the Constitution of Nepal has provisioned of guaranteeing easy access of Service provided by the state _____?
 (a) 53 (b) 57 (c) 51 (d) 55
20. 'Good Governance' and 'Participating Civil Society for Development' were stressed in World Bank Report of _____
 (a) 1992 A.D. (b) 1997A.D. (c) 2000A.D. (d) 2003A.D.
21. In which recruitment, in a system for higher position is open to all the qualified candidates who may wish to apply is known as _____?
 (a) Direct recruitment (b) Recruitment by promotion
 (c) Ordinary recruitment (d) Passive recruitment
22. The civil service was defined as "professional body of officials, permanent, paid and skilled" by _____
 (a) Herman Finer (b) O. G. Stahl (c) Felix Nigro (d) E. N. Gladden
23. What we call public service designed to a particular group _____?
 (a) Business service (b) Promotional Service
 (c) Counseling Service (d) Welfare Service
24. Which of the following entities is responsible for implementation of public service delivery in Nepal _____?
 (a) Bureaucracy (b) Legislature (c) Cabinet (d) All of above
25. Public education, provided by the government of Nepal is an example of _____
 (a) Emergency service (b) Welfare service (c) Promotional Service (d) Mandatory

26. Main role of People in public service delivery should be _____
 (a) Discouraging the irregularities and corruption in public service
 (b) Feedback of service delivery
 (c) Being attentive to the obligation and duties of people.
 (d) All of Above
27. Among the following which is not mentioned in the citizens Charter's of a public agency of Nepal _____?
 (a) Service to be provided and time taken (b) Required documents and fees
 (c) Grievance hearing officer (d) Contact number of related Staff
28. What is the main Objective of Public Service Charter _____?
 (a) To provide information about service delivery to recipient.
 (b) To help everyone
 (c) To manage office
 (d) to publish the purpose of office
29. Which of the following is/are tool(s) of good governance _____?
 (a) Social Audit and Separation of Power (b) Citizen Charter
 (c) Right to information (d) all of the above
30. Which of the following element(s) ensure the access in information and transparency _____?
 (a) Citizen's Charter's (b) Public hearing (c) Hello Sarkar programe (d) All of above

Answers Key									
1.(c)	2.(c)	3.(b)	4.(a)	5.(d)	6.(d)	7.(c)	8.(a)	9.(d)	10.(b)
11.(d)	12.(d)	13.(b)	14.(a)	15.(b)	16.(b)	17.(d)	18.(a)	19.(c)	20.(a)
21.(b)	22.(a)	23.(d)	24.(a)	25.(c)	26.(d)	27.(d)	28.(a)	29.(d)	30.(d)