FUTURE OF CIVIL SERVICES IN INDIA

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The Beginnings

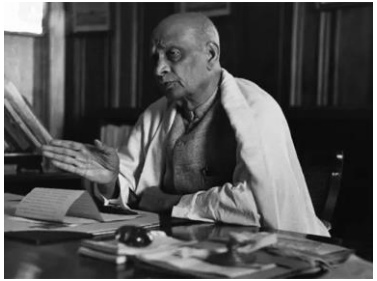
Role of Civil Servants

- Permanent Executives
- Administrative machinery
- Upholding the rule of law
- Policy Implementation &Formulation

Most Important Qualities expected

1) Integrity

2) Patriotism



SARDAR PATEL

*"You will not have a **united India** if you do not have a good All-India Service which has the **independence** to speak out its mind"*

Problems faced by the Civil Services

Objective **To get insights on people's perception towards the civil services**

PRIMARY RESEARCH	*Conducted survey of 51 people, all young working professionals in the age range 21-32 and graduates*	**SECONDARY RESEARCH**	*Published Newspaper Articles*

VOX POPULI

Rampant corruptions at all levels

Elitist attitude, distinct upper class, urban bias

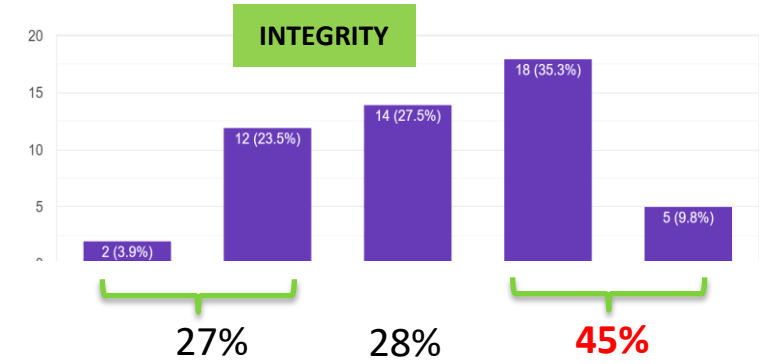
Inefficient service delivery

Lack of objectivity in decision making

Civil Services Perception Index

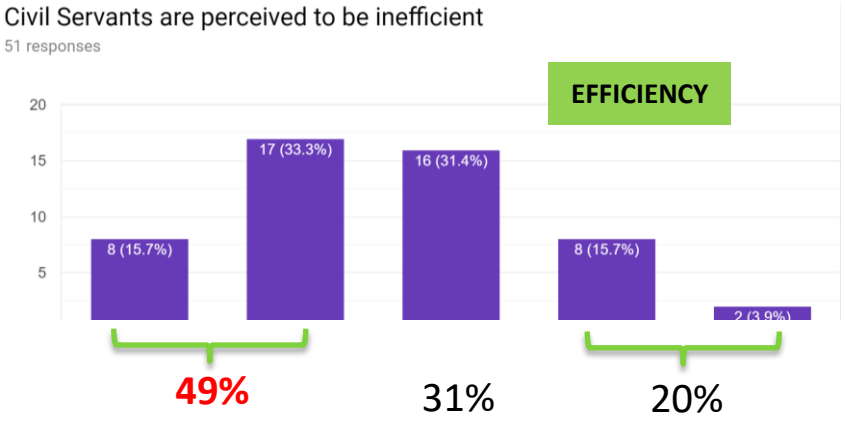
Civil Servants are perceived to be corrupt

51 responses



Civil Servants are perceived to be inefficient

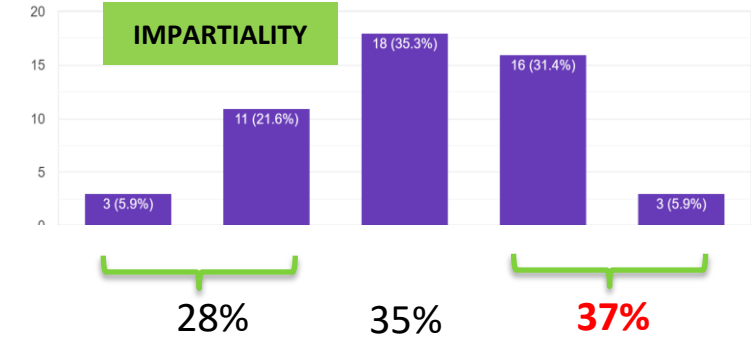
51 responses



EMPATHY

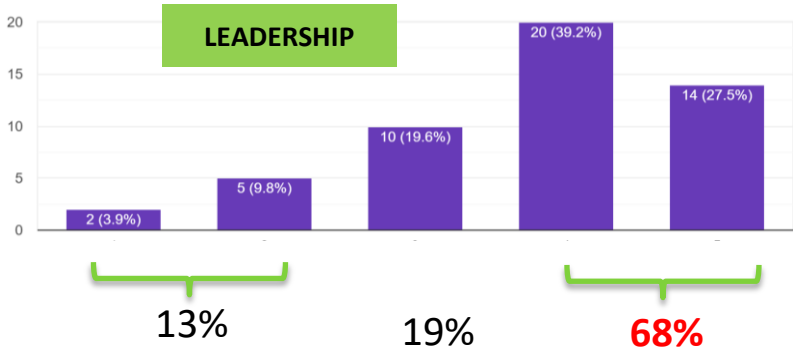
Civil Servants are impartial and treat people in a fair and just manner

51 responses



Civil Servants are role models for society

51 responses



Opinion on the Civil Services Examination

Objective **To get insights on people's perception towards the current format of the civil services examination**

PRIMARY RESEARCH	*Conducted a survey of Civil Servants of the Batch of 2019 undergoing FC*	**SECONDARY RESEARCH**	*Online Forums to discuss Civil Service Preparation*

MAJOR INSIGHTS

Optional Subjects create huge subjectivity and the scaling is not transparent

30 minutes of conversation during Interview is not enough to judge a candidate

More than an optimum age, number of attempts is a bigger issue

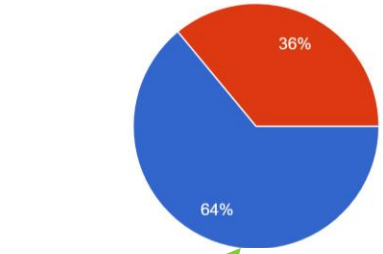
Foundation Course is more on the theoretical lecture based side with repetition of already studied subjects

CSAT slightly favors students from Mathematics & English medium based background

Survey for Officer Trainees

CSAT favors aspirants from an English Medium Background due to problems in translation

50 responses

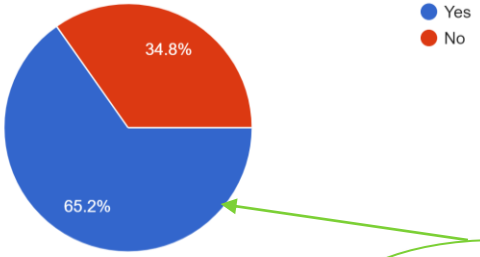


62% from English medium

2/3rd Majority for all

CSAT favors aspirants from a Commerce/Science/Engineering or related background

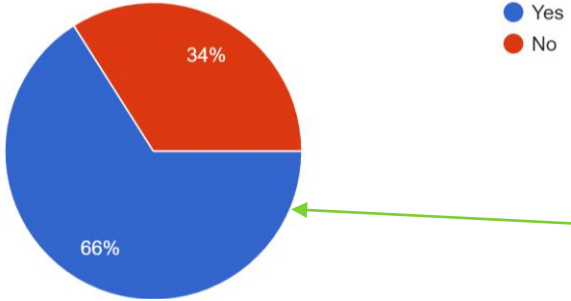
46 responses



83% from these backgrounds

Optional Subjects must be scrapped from Mains

50 responses

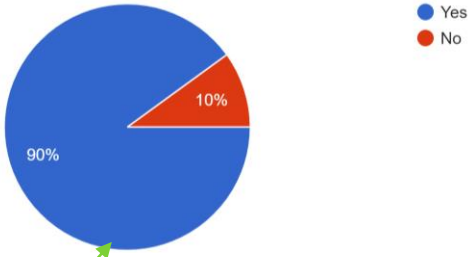


Most of them feel that Optional affected their final score

Survey for Officer Trainees

Current format of Personality Test needs to be changed and made more comprehensive

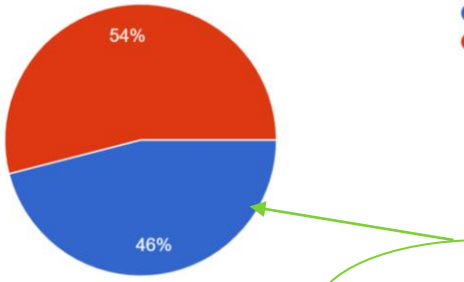
50 responses



64% scored above average

Optimum Age of Entry into Civil Services needs to be lowered

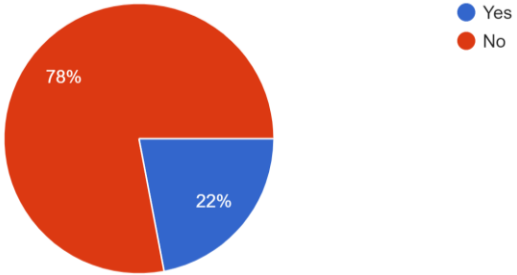
50 responses



88% are <29 aspirants

Should FC Marks be included in the service allocation process?

50 responses



Recommendations

1 PRELIMS
Eliminate CSAT, keep 2 GS Papers

2 MAINS
Remove Optional & keep more compulsory subjects

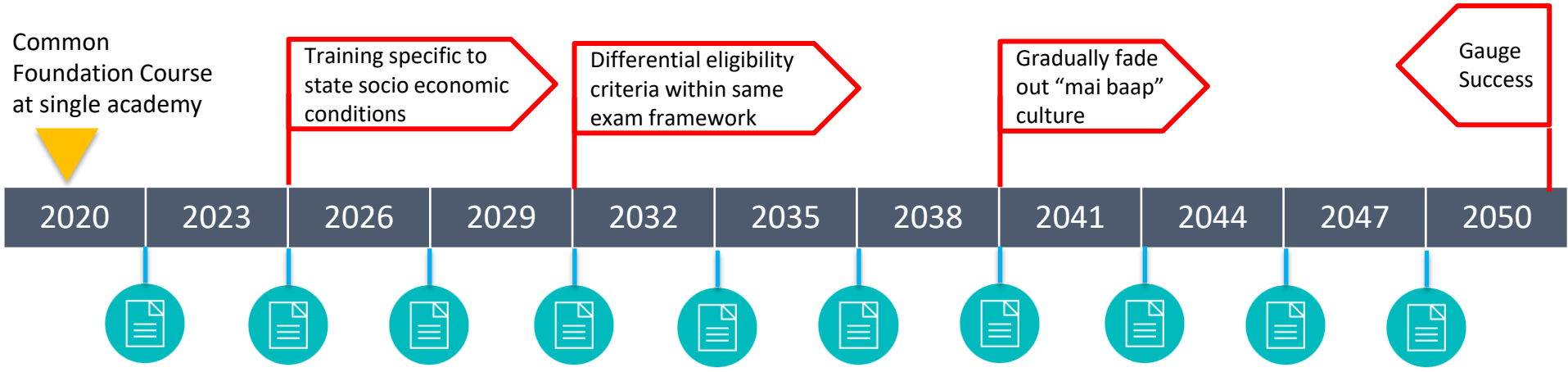
3 INTERVIEW
More comprehensive to test more parameters

4 FINAL RESULTS
Declaration of results should be quicker to allow aspirants to decide future course of action

5 FOUNDATION COURSE
Should not be included in service allocation, More hands on approach

6 OPTIMUM AGE
Service specific age caps, e.g. for Technical, lower to 26 as in CAPF and increase for specialized ones

How we see the Services after 30 years



Promote Data Driven Governance

Changes made in recruitment & training

Digital Engagement on Social media- Information Transfer and Grievance Redressal

Estimation of Civil Service Perception Index (CSPI)

Thank You!