

GS SCORE



ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate:
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature _____

2. Invigilator Signature _____

Name ABHIJEET SINHA

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Date 12/9/17

Signature Abhijeet Sinha

SINHA

W. J. M.

SECTION - A

Q1. Explain the following quotes with respect to the public service:

(a) "Your own Self-Realization is the greatest service you can render the world".

(b) "To handle yourself, use your head; to handle others, use your heart".

(75 Words Each) (5x2=10 Marks)

1. a) The quote underlines the need for Self Realization, the value of (KNOW THYSELF)

When we know more about ourselves :-

1. We can learn about our own negativities & imperfections

2. It helps to have greater degree of self control & instils Emotion & Intelligence

This helps to correct ourselves, make us righteous, and when we don't do from our side, only then we can help others & benefit the world.

Hence self realisation uses tools

Remarks: Like Meditation, spirituality, psychologists help, etc is require

1 1/2

Discuss it with respect to civil

b) The quote underlines that we should exert self control by using our Cognitive tools & influence others using Emotional & Psychological-Cultural tools.

Role of Cognitive tool

→ helps us to focus more clearly & use Prudence & Logic to come up with a decision instead of relying on Egoism or Emotional connect alone.

2

Using Heart

However, to influence & affect others, more than Logic, Emotional intelligence is required. Tools like Compassion, Empathy, Love & Support are more useful. It helps us to connect with others more. It also allows others to shed their inhibitions towards us & come down to

Remarks

That is why greatest social leaders from Gandhiji to Mother Teresa all have been masters of Kindness.
Avoid using this space.

Q2. "Aristotelian and Buddhist ethics are alike formally: each advocates moderation". Discuss. (150 Words) (10 Marks)

Aristotelian and Buddhist ethics both focus on self control, although their fine interpretations are different

Aristotle focuses on the virtue idea of Temperance, where he desires us to have a Moderation on all our behaviours, which can in turn lead to personal & social benefit

- eg. Temperance in eating → helps us to keep mentally & physically fit
- In speaking → raises tolerance
- In lust, greed → create a just & fair society

Remarks

Buddhist ethics also focus on this core idea when they talk about the ideals of "Madhyam Mariga"?

Lord Buddha drives us to shed the excesses, of life of excessive happiness, excessive pleasures, excessive food, etc.

He says that excess of anything is the fundamental reason of torment.

Hence, Buddhist ethics recommend purity in thoughts & actions.

as well as 2 degree of Celibacy and non-attachment to worldly pleasures. And to achieve so, Self Control is a fundamental requirement.

3

Remarks

Q3. Do you agree that parochialism creates devilish leaders and threatens common survival? Discuss with respect to the usage of religion as a tool by the people to increase enmity. (150 Words) (10 Marks)

Gandhiji says 'True Religion is True Ethics'. At the core every religion talks about the ideals of love, kindness, compassion, sacrifice, freedom, obedience and creates a platform for happy, peaceful world.

However, when religion is misinterpreted, or religion is misused, it can become an 'Opium of the Masses', where a few leaders exploit religion for self gratification.

Thus, we see 'Jihad' being equated to terrorism against

Remarks

Re

people from other religion by some Islamic preachers.

Similarly, as the recent MSQ incident shows, it can be leaders can use the exploit their followers & subject them to sexual slavery & can also create law & order issues.

likewise, it can perpetuate religion based caste hierarchies, lead to object subservience of women & can create a climate of religious intolerance & can proliferate riots, lynchings etc. for personal or political goals.

Hence, we need to go back to religion in its original form that is pure & ethical. Also we need to remember what

Read the question carefully before you answer it.

Remarks

Swami Vivekananda said that everyone should follow his/her own religion while respecting that of others.

Q4. Illustrate the following statements with respect to the transparency:

- (a) "Transparency is a prerequisite for accountable government".
- (b) "Transparency is an ethical imperative a duty for government and administration".
(75 Words Each) (5×2=10 Marks)

9) ~~Transparency increase~~ ~~is refers to~~
 9) Accountability refers to answability of the govt.
Role of Transparency

1. It can minimise the scope for unethical Decision making based on Corruption & Nepotism.

2. Increased Transparency allows the people to question the decision makings of govt.

3. It reduces the gap between govt & citizens & induces govt to have a Citizen Centric approach.

It clarifies the rationale of many policies and helps in making the people aware about the policy decision & support good policies.

1 1/2

Relate both transparency & accountability

Remarks

b) Every govt is required to increase the transparency of functioning due to :-

i) Legal Implicative

→ Acts like RTI Act, 2005, provision of uploading power assets online warrants govt to increase transparency

ii) Ethical implicative

→ The foundation for a democratic govt is people being ultimate sovereign & administrators being its trustees, It requires govt

→ to be complete transparent about their policies.

→ Transparency is the fulcrum of reducing corruption, increasing Public Participation & having a Pro-Development regime of Good Governance

Remarks

25

Q5. Define the connotation of the word "the common good". Discuss the role of voluntary organizations in maintenance of that. (150 Words) (10 Marks)

Common good refers to those assets that benefit the society at large, and which are not owned by any single individual. Everyone benefits out of such good. This deals more with the conduct in public life.

Role of Voluntary Organisation

1. They help in provisioning of such goods by setting up Non-profitable enterprises
2. They make Govt. accountable by part to provide such good

Remarks

by their engagement in Social Impact Assessment (SIA), ~~raising~~ directing the authorities towards ~~common~~ such issues, etc.

They increase awareness of people, mobilize their efforts into a social movement and help them to conjoin together for the well being maintenance of such common good.

They act as vehicles of contact with Private Corporations and help to channel their efforts for maintaining ~~but~~ them.

Mention any such organization & its objectives

3

Remarks

Q6. Differentiate between any two of the following terms:

- (a) Commitment and Dedication ✓
 (b) Values and Beliefs
 (c) Honesty and loyalty

(75 Words Each) (5×2=10 Marks)

Beliefs

i) Refers to the ideas we uphold

ii) Beliefs can be intense or not

iii) Generally explain individual

iv) Beliefs are by themselves value neutral
 ex. belief in existence of God/Ghost

Remarks

Values

i) Deeply held beliefs to which we attach immense importance

ii) Values are those beliefs which we hold very highly
 ex. Value of honesty

iii) Can be individual, societal, professional or human values

iv) Values are generally positive in nature but sets ethical standards of society.

Honesty

i) ^{It's} Truthfulness in conduct, and action to ourselves and to others.

ii) We need to be honest to ourselves as well as others.

iii) Violation of honesty can be punitive by law (like what?)

iv) Honesty can also be towards our duties.

v) Honesty to job may mean

Remarks. duty away with loyalty to a corrupt friend.

Not to use space.

Loyalty

i) It's standing firmly ~~beside~~ behind any other person / institution, in support.

ii) Loyalty is always wrt to others.

iii) Violation is generally not punitive but breaks relationships.

iv) No concept of loyalty to duty.

v)

1 1/2

Q7. What is normative ethics? How does it save a leader from deviation from the ideal path? What difficulties occur if a Civil Servant rigidly sticks to normative ethics rather than taking help from the wisdom of normative ethics by factoring in the ground realities? (150 Words) (10.Marks)

Normative Ethic is a branch of Ethics that prescribes the Ethical course of action, during a dilemma. It has various schools of thought such as Teleological Ethics, Deontological Ethics & Utilitarianism.

To a leader, Normative Ethic prescribes the right code of conduct, even when there are no institutional checks. It helps to resolve dilemmas, and take ethical decisions. It helps to him/her to tread the path of righteousness, resolve conflict of interest and be able to

Remarks

do duties with Integrity, Honesty, Objectivity, Impartiality & Dedication.

A rigid attitude leads to issues like
It ~~leads to~~ inadequate attention
over flexibility & efficiency

(eg. If an officer does not take immediate decision during a flood situation & instead waits for his/her superior sanction, in order to act most ethically, it would worsen the damage & bring chaos.

2. Normative Ethics are brood contours. And exact decision needs to be taken on case by case basis, which it doesn't provide.

3. Various schools of thoughts have conflicting final suggestions.

Remarks

& the exact decision needs to be taken on the merit of the issue.

32

Ground realities should be considered.

Q8. What is structural discrimination? Why is legislation alone insufficient to alleviate them? Suggest ethical measures to remove the structural discrimination. (150 Words) (10 Marks)

Structural discrimination

refers to perpetual subordination of a person based on factors like Caste or Religion or gender. This type of discrimination has become an accepted part & parcel of everyday society and changing it requires a change of societal mentality.

Legislation provides a curative check to ensure that discrimination do not occur.

But they are insufficient because-

1. Enforcement of legislation are weak due to lack of resources & manpowers

It is not specific.
It is basically inherent in any case.

Remarks

E

2. Lack of awareness about legislation
3. Legislations can't specify each & every condition & are only negative checks. It can't force a person to help and support others discriminated against.
4. Without affecting the conscience, social barriers would still continue in ^{one} form.
 1. Not providing house or rent to Muslims

3 1/2

Measures required -

1. Need to focus on change in conscience via propagating about Gandhi's Talisman, awareness campaign.
2. Need for Persuasion & Nudges in order to self-incentivise people.
3. Focus on reducing friction between people by using the help of community leaders, politicians, etc.

Remarks

4. Using ethical tools like Meditation that helps to focus beyond self.

Q9. Answer the following questions based on the concept of conscience:

- (a) What is conscience? Explain the following quote with respect to that - "In matters of conscience, the law of the majority has no place". (Mahatma Gandhi)
- (b) How is conscience shaped by the education, law, and authority? What is the importance of conscience in decision-making? (75 Words Each) (5×2=10 Marks)

Q9) Conscience is that part of human that helps us to differentiate between right & wrong & show a torch of light to resolve dilemmas.

Gandhiji says that the conscience of a person is always pure and ethical, and is a better guide than laws which have been created by a Parliamentary legislature.

Unlike laws which are negative checks, conscience is a positive and more expansive check. As Gandhiji says, it even helps to check against the art of Omission.

Remarks

art of Omission

1 1/2

Need not distract

And hence

b) Education provides information and knowledge about what is right & what is wrong, which helps to define our personal judgment of conscience.

Laws provide and authority helps in defining ~~the~~ what is institutionally acceptable & helps in designing individual morality.

Importance

1. It helps to act ethically
2. It provides a guideline when laws are not present
3. It is more elaborate and can even check against acts of Omission
4. It helps to resolve dilemmas and ~~involve~~ act in a manner that a

2 1/2
good

Remarks

Pursue the welfare of all.

Q10. "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury." Elaborate the essence of Mill's statement with respect to corruption. (150 Words) (10 Marks)

Mill says that ~~the~~ ~~inaction~~ ~~we~~ ~~are~~ not raising our voice to injustice is a crime equal in merit to causing a crime, and should be held equally guilty.

In the field of public sphere, ~~it~~ ~~thus~~, giving and accepting bribe both are undesirable actions. Even if one obliges to the corrupt demands of - corruption, such an action is injurious against the state and well being of many others. ~~of~~ giving bribe to a ~~and~~

Remarks

corrupt traffic policeman & not
raising voice could intensify his
her action & others may
become vulnerable too.

Similarly, if we abet
corruption, such an action is
equally guilty, as Prevention
of Corruption Act, 1988 upholds.

Mills later also desires
us to report any incidence
of corruption that we may
be aware of, ~~so~~ to

Not reporting would
not only cause damage to
the society but would also
cause us mental pain forever
in our lives

3 1/2

It flourishes
because
of accepta-
nce by
society.

Remarks: Here Nafisa says, "The
world suffers more from the need
when the violence of good than the 'bad' use the
space"

Q11. Define any two of the following attributes with respect to the civil services:

- (a). Serenity
- (b). Beneficence
- (c). Practical wisdom

(25 Words Each) (5x2=10 Marks)

1) a) Serenity refers to calmness in decision making, managing our and other emotions well and taking each decision based on the wisdom of it.

Benefits

1. It helps to tackle external pressures like Political pressures, pressure due to excessive work load, etc in better way.

2. It keeps us motivated & helps to motivate others.

3. It keeps us away from the clutches of Corruption & Nepotism.

4. It creates a harmonious work Environment, & insure Tolerance.

Remarks

Better citizen connectivity & empathy can be ensured by

Practical Wisdom

It is the idea of using the Common Sense to solve any issue rather than relying on bookish knowledge.

Benefits

1. It helps to execute a project ~~but~~ better & tackle any new problem flexibly.
2. It helps to have a case-by-case approach suited to the situation rather than having a one-size-fits-all approach.
3. Practical wisdom invites others especially common men to be part of the initiative increasing citizen participation.
4. Recent incidents of Operation

2

Remarks

Sulaimani where Combatant Kozhikode collector used distribution of food coupon to clean a lake when through moderate funds were available.

Q12. What is social contract theory? Did you find ethics as guiding principle in it? Discuss.
(150 Words) (10 Marks)

Social Contract Theory is a theory given by Thomas Hobbes to highlight the desired relationship between citizen & state.

Hobbes says that citizens are in general, egoistic, are self-centered and have no restraint on their greed, etc. Hence, by themselves, the citizens' behaviours can cause chaos and the benefit of one may mean impinging on rights of others.

Hence, a contract with state is required, in which people agree to give some of their freedoms so that the state can govern & create

Remarks

Re:

a ~~not~~ facilitatory situation of
peace & well being

Yes, Ethics - is central to
social Contract Theory

The power and authority to
govern, is not absolute, but
is backed on morality. The
state needs to put Public
welfare rather than Self
gratification, at the forefront

Also, such a contract
also requires that people
fulfil their ethical duties
towards the state, ~~eg~~ from
paying due taxes, upholding
law, promoting fraternity,
abjurgating violence, ~~etc~~ as
demanded by the fundamental
Duties of the state.

3 1/2

Remarks

Q13. What is Confucius famous for? Why his teachings are still relevant in the modern society?
(150 Words) (10 Marks)

Confucius was a Chinese philosopher who founded a new socio-political order that still holds the Chinese society together.

His teachings focussed on :-

- i) Respecting Elders
- ii) Putting service before self
- iii) Acting in a manner that we would like others to behave against us -
- iv) Focussing on purity of conscience
- v) His innovative way of Education which focussed on self-learning & Practical Practising it.

Remarks

Answer :-

1. Respecting elders is more relevant today when we are switching to Nuclear families and cases of Parents being ignored (Widows) are on a rise.
2. ~~The~~ focus on Ethics is needed to solve the Value Crisis where incidents like Road Rage, Social Tensions, riots, Discrimination are on a rise.
3. Conscientiousness is needed to ensure that the laws are followed in thin & cases like Tax Avoidance can be avoided.
4. Focus on Practical learning based education system is needed to ~~increase~~ reduce

3½

good content

Remarks

The rote learning like issues (raise curiosity levels & make education more relevant)

SECTION - B

In the following questions carefully study the cases presented and then answer the question that follows:

Q14. You are DM of a district where a big infrastructure project is underway which is apprehended to displace large number of villagers. The work of building that infrastructure is often interrupted by environmental and social activists who off and on organize massive protests. The project is stipulated to be commissioned very soon by the Prime Minister and the project work has stopped for more than two weeks. Which of the following options would you prefer to take and why?

- (a) Use of the force to disperse the protesters and arrest the leader.
- (b) Talk with the leader, hear the complaints and apprehensions, convey that to the government and request quick redress or assurance in writing for the same so that work can begin.
- (c) Try to negotiate, give assurance of redress of complaints and apprehension as far as possible and request the leader and protestors to leave the project site immediately, failing which, resort to the use of force immediately.

(250 Words) (20 Marks)

The case requires the DM to fulfil the aims of Development, ensure peace & security to the PM as well as to maximise environmental & social benefits of the project.

Evaluation of Steps

Use of force

a)

- i) Can ensure security to PM
- ii) would help in timely completion of the project

Demerits

- i) It can lead to violence
- ii) May politicise the issue

Remarks

Won't it lead to unbecoming of public servant?
 Cause further delays

Demerits
 (ii) The leaders are righteous in their intent of seeking adequate compensation & do not meet such criteria.

Talk with leaders

Merits
 i) Prevents the situation from getting out of control
 ii) It can help to work out a solution that is acceptable to all parties
 iii) Project can be completed on time

Demerits
 i) It may not solve the problem (protestors may demand more concrete efforts)
 ii) Govt may not be willing to listen to the demands of villagers

Negotiation & use of force

Merits
 i) Negotiation provides ground for a solution acceptable to all.

Demerits
 i) They may not oblige
 ii) Use of force immediately without enough warning.

Remarks

Pros

1) Project can be re-started

Demerit

could amount to misuse of my powers & may cause violence, death & politicisation of issue further complicating.

Thus in light of all this the best way would be to follow (b). Talking to leaders & order out of chaos & hearing complaints & apprehensions & quickly conveying it to govt acts as an insurance & help to placate the people, who are more likely to vacate the premises. It also directs the attention of authorities to their well being.

However, if villagers are still willing to move, due warning should be given, and after

the threshold time, and unlawful well being of women & children, force should be used as last resort.

Remarks

Remarks

Q15. Strict discipline is the hallmark of a good administrative system. There are increasing cases of subjugation and insubordination in administrative setups which demotivates both subordinates when they are suppressed and bosses when they are disobeyed. Annual Performance Reports and strict adherence to the official Code of Conduct are the two most important mechanisms to ensure discipline in an administrative system. Suppose you are head of a government department with 50 subordinates, elaborate how would you act in the following situations?

- (a) How often would you use Annual Performance Report as a threat to the erring officers and why?
- (b) Is Annual Performance Report a full proof system of assessment of employees?
- (c) Do you think that two way assessments (boss & staff and staff & boss) can lead to a full proof assessment of the staff in an administrative system?
- (d) Can you argue that motivating the staff for adherence to Code of Conduct rather than threatening, censoring or firing is more sustainable way for maintaining discipline in a large organization and the latter as means to restore discipline are dispensable?

(250 Words) (20 Marks)

(a) Annual Performance Reports (APR) should be used ~~in~~ with a measured way. It can act as an incentive and a warning to every officers to mend their ways. However it also helps in making bureaucracy public-oriented which is approval.

However, overusing it can lead to Employees Union agitating & politicising the issue. It could also lead to reduced fear among the employees, if it becomes a habit.

Remarks

Also, excessive use may tantamount to blackmailing my juniors & could lead to a culture of sycophancy. Hence, it should be used in a balanced way, after giving due care to the employees themselves.

b) No, as 2nd observes, APR are not a foolproof system. They suffer from issue like unidimensional assessment of employees, have a high degree of collusion between officers & employees + can potentially be used as tools of blackmail

and do not consider the viewpoints from other stakeholders like the Common People. How come the role of common people in APR?

c) 2 way assessments help in reducing Power Asymmetry. It can be APR?

Remarks

a more holistic check and ensures that more stakeholders carry out an assessment

However, it is not foolproof, because it increases the chances of collusion; may lead to greater disobedience by the juniors and can put good governance at the backseat over self gratification.

2

d) Motivating staff ensures a more congenial environment, builds better team work, helps to bring a change in conscience and can make the process of change sustainable by ensuring that conflicts are minimized in future as well.

2

However, warnings & threatening can't be completely overlooked. They act as a check when all other measures fail. And act as

Remarks

Incentive to ensure that Organizational and Personal values are in fusion.

3. Permanent complaints mechanism
& Grievance Redressal Officers.

Merits
 a) ~~Helps~~ Empowers citizen & reduces Red Taping & Corruption.

Demerits
 a) May make officers subject to being blackmailed.

4. Business Process Reengineering (BPR)

Merits
 a) Helps to solve corruption issue as well as reduces red taping & increases efficiency.

Demerits
 a) Takes time & more effort.

In view of all this I'd first of all note down names of all officers and issue warning to them & issue show cause notice simultaneously, a structural change to single window clearance, online banking etc would be initiated along with having a Grievance Redressal Office. This would

Remarks comply with laws like POCA Act in spirit, would empower citizen, reduces load on officers & ensure sustainable eff.

Q17. There are spiritual gurus and social activists who enjoy big following among people. Their messages flow easily among masses & people follow them. However, government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above case:

- (a) Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programmes is good? Give reasons.
- (b) What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (250 Words) (20 Marks)

a) Involving spiritual gurus & activists are good & desired because:-

i) They are seen as 'credible' people and have greater persuasive powers.

ii) They can lead to a large no. of followers of such gurus automatically join the movement, increasing the manpower & funds availability.

ii) They can help to reduce the stigma around ^{programs} acts like Swachh Bharat, ~~that~~ and cleaning.

Remarks

that has traditionally been equated with lower castes in Indian society. Hence, gurus can help in religious re-interpretation that would attract more people.

10) Social activists have a large connectivity to ground people at the fringes, of villagers, bonded labourers, etc, where govt has limited reach usually. Hence, they ensure that the movement becomes more inclusive.

11) They bring about a new way of looking at the issues, can bring new ideas and as mediums of connectivity with people, they can help in advancing suggestions of common people to govt.

Remarks

b) Difficulty

- i) Such groups could hijack the machinery to advance their own causes & popularity.
- ii) It may cause lead to an accusation of govt being prejudiced & partial, in case all religion / caste groups have not been represented.
- iii) It could alienate the more liberal class, which are averse to such groups.
- iv) Hurts the spirit of Secularism, which is to keep Government away from religion.
- v) It could demoralize govt officials who would probably be bypassed.
- vi) The followers may misuse proximity with govt to advance personal goals.

There does not exist any such law to support it

8 1/2

On a whole though, it is required that govt takes help from all influential people. However, this should be done in impartial, fair & transparent manner.

Remarks

Q18. Due to proliferation of porn literature and videos in the era of increased mobile and internet, sexual addiction and perversion is fast increasing, not only among less educated and emigrant labour force living in slums, but also among the educated class and friends and family relatives leading to unwanted pregnancies, murders, suicides, etc.

- (a) If you are secretary in the Home Ministry of a State, what steps would you take to address the rising trend of sexual perversion and sex related crimes against children and women?
- (b) Would you suggest a complete ban on pornographic websites? Give reasons:
- (c) Why despite laws against perverted sex and sexual crimes, this continues, especially in big cities and metros?
- (d) Do you think that laws are inadequate? Give some arguments in favour of "social control" and "community vigilance" to curb such aberrations.

(250 Words) (20 Marks)

a) Steps required

1. Ensure adequate safety by providing for more police personnels, women police, locating the max vulnerable spots and ensuring a permanent patrol, setting up CCTV cameras, ensuring that all street lights are working.
2. Setting up dedicated Hotline no that can be reached on SOS like level.
3. Increasing awareness campaigns in schools, Residence Welfare Association.
4. Ensuring that Pornographic

Remarks archival & videos are violation of

acts like POCSO Act, 2012, IT Act, 2000
 are taken off by collaboration with
 ISPs

2 1/2

4) No, a complete ban on Pornography
 is not consistent with Constitutional
 goals of freedom of individual &
 Article 19) and right to privacy.
 Further, banning would not be
 effective due to alternative mediums
 like use of VPNs, spurt in
 porn websites, etc.

2 1/2

Instead, as considered with POCSO
 Act, 2012, there is a need to ban
 child Pornography, websites by
 collaboration with business, ISPs,
 telecoms, other states, and other countries
 & civil societies participate

People
 should
 be
 made
 aware.

5) In spite of law like Section
 376 of IPC Act, POCSO Act, it
 continues because -

- 1) Enforcement of law is weak
- 2) Lack of awareness about laws
 in public

Remarks

1 1/2

Focus on reasons

- iv) A traditional patriarchal mindset of society.
- v) Police authorities have also been found to engage in such acts (Mervid Rape case)
- vi) Rising Pornography
- vii) Reported incidents are also higher due to reporting a consensual acts as act of Rape, or by charging adultery couples.

d) Some laws can said to be inadequate. For example no laws exist against Marital Rape. However, there needs to be more focus on social control because =

- i) It ensures that male members of family shed their viewpoints
- ii) It provides manpower for more protection
- iii) Ensures a collective action can be taken against perpetrators
- iv) Helps in warmer communities

2

Remarks

v) Suppo can help in providing widener police patrols Avoid this space

Q1* In recent times it has been seen that the Civil Servants rise from sleep only after a crisis assumes an unmanageable shape and form. It was seen during Uttarakhand natural disaster, adverse consequences of endosulphian in Kerala, coal mines accident in Jharkhand and Blue whale computer game inspired suicides in some states. Answer the following:

- (a) Why a Civil Servant remains uninformed and indifferent to a brewing problem in the area of his jurisdiction— is it due to an individual officer's failure or a systemic failure?
- (b) What homework should Civil Servant do before he gets charge of a particular region and a particular department in the context of the above mentioned problem?
- (c) In what way technology can help Civil Servants in monitoring a brewing problem in the area of their jurisdiction?
- (d) In what way regular interaction with people in his area of jurisdiction, help in this regard?

(250 Words) (20 Marks)

Both the factors are at play. Sometimes, laws may be present (eg. Industrial Act → Endosulphian), resources & institutions may be present too, but individual officers may choose to ignore or prioritise different set of goals.

However, in general, the issue is of systemic failure as it is not based on Meritocracy, and this leaves efficiency behind, Citizen Centricity is weak due to red-tapism and excessive work pressure are common & coordination between

21

Remarks

different departments and agencies is weak.

b) Pre-requisites

1. He/she should do a background check of the department/district to identify the priorities & pay special attention to vulnerabilities.

2. Should interact with the common people to have an awareness about ground realities.

3. Should identify all the concerned agencies and set should try and create a coordinating mechanism.

4. Should identify his/her own weaknesses (e.g. inadequate awareness of technology to find out Blue Whale Challenge & try rectifying it)

c) Role of Technology

1) Technology like social media acts as a channel of Directly Authority.

Remarks Awareness



Video Conferencing helps to
overcome constraints of a
job of location

Data Analytics helps to
analyzing a complex problem

Satellite Management System,
use of Drone helps in better
Data Collection for use of
Infrastructure (water, power, etc.)

22

Local Media also helps to
to remain connected with other
departments & increase coordination

Use of interaction with people

Increases awareness about ground
level issues

2

Brings out instances of corruption
everywhere

Helps to mobilize people quickly
in emergency situations (e.g.
emergency rehabilitation & relief)

Helps to provide alternative
local solutions

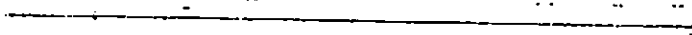
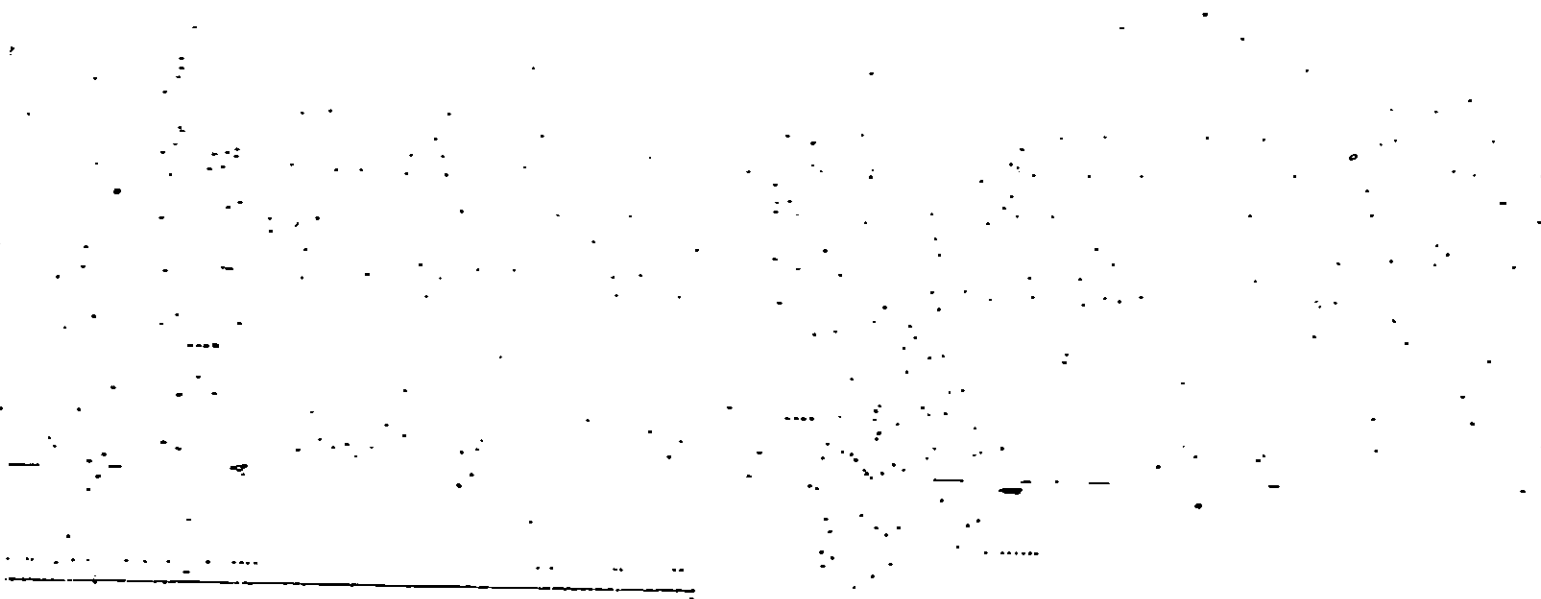
Are the fastest way to identify
a crisis

over
good
approach



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