


GS SCORE

30

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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Name Suroj Ganore

Roll No. _____

Mobile No. _____

Date 20/9/2017

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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) (5×2=10 Marks)

① Self realisation - knowing ones positives, negatives - promoting positives & tackle negatives.
 eg: - Buddha - self realisation he could direct / tackle desire & sin
→ Act as service to world

2

- A self realised person - able to control desires - would be ready to co-operate with others.
- could use his strengths for public cause
- would be a use resources justly as he knows what important is.
- spiritual satisfaction
- This promotes ~~in~~ peace in society, nation & world

How can public servant use it?

Remarks

① ~~Handling oneself means - to promote ones own welfare by his knowledge, skills & judgements etc.~~

- A person

① One who is able to control ones thought - promote positive / tackle negative would be able to handle one self

eg - during fear one can calm down by allowing to settledown thoughts
how → yoga, meditation

② To handle others use heart

- Dealing with others needs - respects, love & understanding about others

views - here using heart means -

- Understanding emotions & using them, directing them

eg - Mother could understand child's emotions as - they are connected by heart.

how to promote - better communicate

with people associate in family, society,

What is the role of nationality

1/2

Also discuss the content of

Remarks

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

Aristotle and Buddhist philosophy promotes idea of moderation - middle path - avoid extremes - ~~and~~ - to much enjoyment ~~and~~ not enjoying at all.

- This could be compared with Jainism - where extreme penance is practiced

- ~~And~~ Meditation allows a one to enjoy his work and be useful to others also

eg:- Individual using resources which are needed use judiciously - this would allow him and others to enjoy ~~them~~ / use them.

While a greedy person would abuse resources resulting in wastage & harm society ✓

- This philosophy is found in Indian constitution - allow balance between fundamental rights & fundamental duties

Remarks

- In international relation →
to solve issue - war and no
action both must be ~~promoted~~ avoided
eg:- N-Korean crisis

So moderation is important in
today's context
How to promote

- (1) understand ~~ones~~ the problem | desire
- (2) consult with others
- (3) Involve stakeholders
- (4) cost-benefit of all options



Choose moderate choice

- You are not asked
applications of these
philosophies at all

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)

Parochialism - narrow, selfish thinking, not ready to understand other views.

- Leaders should have qualities like

Not relevant here:

- (i) Broad vision.
- (ii) allow people to express their views
- (iii) concede about people more than self.
- (iv) courage to sacrifice

eg:- Gandhiji

parochialism goes against all these qualities and a leader of parochial values threatens common survival of

- (i) promotes divides divide and rule
- (ii) suppress - minorities.
- (iii) enforce his own ideas

eg:- Hitler - killing of Jews - his parochial views threatened survival of world.

Remarks

→ In content of religion

— every religion promotes values of

- ① peace
- ② respect
- ③ trust
- ④ Harmony
- ⑤ justice.

But some parochial minded people use religion to promote enmity in society

- by —
- ① promoting one sided view
 - ② showing superiority of ones own religion over other
 - ③ Not allowing intermixing

eg. - ISIS is using religion as a tool to promote terrorism - by subjective, parochial interpretation of Islam.

To tackle such ideal - promote intermixing among people, values of brotherhood in syllabus in schools, parents, teachers should teach peaceful values.

How has it shaken the foundation of secularism?

2/2

- Remarks

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)

(a) Transparency

- Visibility of action of government
- anyone could see what government is doing eg:- RTI
 ↳ putting information online



→ promotes accountability - Accountability of govt.

- (i) only when people know what govt does they can hold it accountable.
- (ii) Information through transparency allows people / empowers people to hold govt accountable.

eg:- Information received through RTI would help hold government accountable.

It leads to effect use of public revenue.

Remarks

(b) In a democracy people are sovereign and government is servant so people must know what servant is doing

- so government has ethical ~~responsibility~~ responsibility to be transparent

(i) It promotes effectiveness in government itself

(ii) Builds trust between govt and people

(iii) people are better served - satisfaction of people that their trust is put to good use

2

Servant (govt) is duty bound to

regularly convey the master (people)

- what it is doing
- How it is doing
- what is effect of its action
- How much it cost

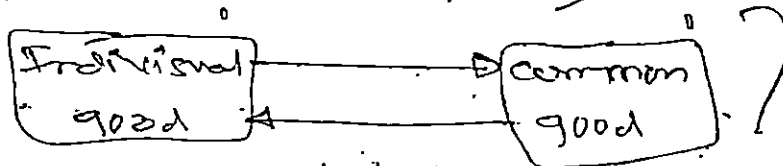
Transparency promotes all these actions.

Remarks

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 → which is in interest of a group, society, nation, humanity at large, as ~~against~~ - self good / self interest.

- Values of common good are important for individual good



eg:- Society with justice, peaceful living, respecting rights → common good values
It automatically promotes individual good

eg:- Diversity and unity in India

Role of Voluntary organisation

- ① Motivated by service - which itself promotes common good.
- ② service orientation - also allows acceptance of their service eg:- during conflict situation - people would listen to service oriented ~~organisation~~

Remarks

(iii) Voluntary promoting - education, health - which help build individual character and common good of society.

(iv) N.O has people - on basis of service motive - no condition for caste, class, region → this help them promote brotherhood.

eg:- NAO Akshaya Pata - work in
Mid-day - Meal
- Panivastan - for promoting education in slum.

~~Other activities~~

For the same governments all over world and in india promoting their involvement in service delivery

eg:- NPHM, Sava Shiksha Abhiyan

3/2

good content

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)

(a)

Commitment	Dedication
<ul style="list-style-type: none"> - commitment involves <u>future</u> course of action Not clear - Is value neutral - good or bad may be followed or not - is to some 	<ul style="list-style-type: none"> - It involves <u>current</u> action - doing it best - followed with best efforts

(b)

Values	Beliefs
<ul style="list-style-type: none"> - long term, formed over a <u>period</u> of time - More societal orientation - More objective - eg:- peace, justice, equality 	<ul style="list-style-type: none"> - short / long term, keep changing - More individualistic orientation - More subjective - eg:- violence is bad

Remarks

- In agreement with group

Not

- Agree / Disagree - based on individual

to use this space

②

Honesty

Loyalty

positive connotation
eg:- honesty to work

— positive as well
as negative
eg:- loyalty to political
executive by bureaucrat

Not required

Remarks

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 ethics - ethical values

Involves norms of society, these norms are held good and ethical or bad and unethical.

① How saves a leader from deviation from ideal path

- Norms guides actions of leader
- Ideal path is decided by norms of society and these guide the leader

② Civil servant sticking to norms & not ground realities

- civil servant works on values of rationality, universality, impartiality
- he has to judge - based on his action - so can't blindly follow norms
- As norms might be against duty

Remarks

eg - caste rooms - favouring high caste

Here civil servant has to give importance to public service values than rooms

Difficulties faced

- ① Action dilemma to follow societal norms or civil service values

Need to elaborate your view.

2 1/2

Remarks

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 means - discrimination is involved in structure of society/organisation.

eg:- Caste system - structurally discriminates between sections of society.
- Women subordination in society.

→ Application of legislation to alleviate

- Law is external force, discrimination is internal & attitudinal

- Law needs to be enforced from outside. Discrimination needs world checks

- ~~Law~~ this can be seen - as still society has ~~is~~ structurally isolated manual scavengers - despite legislation to ban it.

→ ethical measures

- to promote values of equality, justice, freedom from school, childhood itself

- sensitise people about problems of discriminated eg:- women violence

Remarks

- promote intermingling among people to allow exchange of ideas
- Tends to conscience of individual by asking questions like - what if they face same situation when in other society eg:- Indians facing racism in america.
- promote ethics by - enforcing laws against discrimination, or laws guide conscience.
- Take help of social activists, ideal personalities to promote change in behaviour. Structural discrimination is evaded over centuries; and entrenched in mindset of people. It needs proactive action on part of govt and promote ethical values in society. It takes time - need persistance & consistency.

4

Remarks

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)

① conscience - individuals, society's, nation's
inner sense of judgement about right and wrong

→ conscience varies from person to person, society to society.

- Is formed by - information received, culture, socialisation, etc. laws etc

Here emphasis on freedom is given or diversity is emphasised.

eg: - Religious conscience - to believe in any god. Individual has freedom

② - When we force majority law this freedom of individual varies & also conscience as it is not allowed to practice or express.

- so law of majority stipulates conscience, doesn't allow its suppression.

Remarks

(b) conscience - is sense of good or bad
it's a judgement given by inner self

So this judgement must have some
promises or guides to acting on

inputs, these are - Law
Education
authority

- Law guides action - law's collective
conscience of society

- Education - allow judgement. Form
gives information to judge; it also
awakes conscience

- Authority - also guides human
judgement in interest of family
organisation etc

→ Importance in decision making

- If involves choice - and there would
be situations when laws + authority
won't be there to guide so conscience
comes into picture and acts as a
guide

2.1
good

Remarks

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)

Corruption in society is the result of evil actions and inaction of individuals, society, government - both way accountability. Fault of actor.

① Evil actions -

- out of corrupt thinking itself is unjust.

- this result in damage, injustice to others

eg:- beneficiaries of government program gets deprived.

- Here the evil doer must be held accountable.

② Inaction :

- In a democracy, or even in human society (human values - fairness, care) one's self has duty to care or protect rights of others.

eg:- constitution provides for fundamental duty to allow others to enjoy rights

- so individual not doing duty - by inaction also contributing to evil / corrupt mind

Remarks -

- eg:-
- parents not scolding child for wrongs
 - superior ignoring lapses on part of subordinate
 - society - inaction when government not working properly or voting on community / caste lines

These all actions / inactions promote corruption → As there is no moral accountability to act justly.

So in both case actor must be held accountable.

eg:- society gets mal governance if not acting / protesting against corruption. ^{to society} Hence punishment of itself is accountability.

Because of inaction, corruption flourishes with impunity.

3½

Remarks

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

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

(75 Words Each) (5×2=10 Marks)

Remarks

GS SCORE

Remarks

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

Social contract theory states that
 - society has a contract with state -
 which allows state to govern, ~~protect~~
~~decide~~ on ~~fundamental~~ put some restrictions
promote welfare, and state has duty
 to protect people & look for their
 wellbeing.

Theory was promoted by Rousseau.

→ Ethics as a guiding principle in it
Yes

- Moral obligation of state to govern
 justly, promote welfare
- as it doesn't involve any law
 to enforce social contract - it is
moral obligation on part of both
 state and society.
- It acts as guiding light for government
 in crisis situation
 eg:- to what extent can't use force,
 as government has moral duty obligation
to some

Remarks

No

- As a contract it only gives minimum acceptable standards for working of nations

How?

3

- It is philosophical ethics is practical
- working of state world around states that it (social contract) has failed to work as ethical principle

- Eg:- Autocratic military rule - which led to world wars

- It only puts duty on state not on society

- In sum, ethics which guides state/individual towards positive change so and and guide decision making - social contract theory promotes the same - moral ethical principles

Does it not make people follow their duty?

Remarks

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

Remarks

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Remarks

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 protesters to leave the project site immediately, failing which, resort to the use of force immediately.

(250 Words) (20 Marks)

My action would be guided by
Democratic values - right to dissent,
 protest peacefully, welfare of people

Constitutional values - justice, equality,
 rights.

Civil service values - integrity,

dedication to civil service, objectivity,
 transparency, negotiation skills.

① Force

- It would help timely completion of project.
- I would ~~not~~ effectively complete my duty.

Negative - against democratic values - as
 protest is peaceful.

Remarks

- without trying other options - goes against civil service value.
- Would create disturb among people against government - not fruitful thing.
- I would lose opportunity to solve such a important public issue amicably

(B) Talk, hear, convey, Request

- Try to all values - democratic, civil service and constitutional.
- peaceful resolution of issue.
- This would help more involvement of people in project completion and build trust in government.
- Act of motivation to staff.
- At same time efforts would be taken. -
- transparency - involve people concerning progress about position of grievances.
- speedy progress on alternatives provided for people - focusing on quality - to satisfy needs of people.
- When PM comes - asking him also to assure people that administration would take look at their problems effectively.

Force should be used as last resort only

Remarks

This would help completion of project

(C) Talk and force as last resort

- would help completion of project
- as all other options done force at last may be justified.

But when public cause is involved force should be avoided, as it creates distrust among people, leading to extremist ideas (eg:- Nazism).

- still force as last resort would be applied - But without learning people only take them to other place.

option (b) would be followed democratic constitutional way

- How about bring in government in the loop?

Remarks

Q15. Strict discipline is the hallmark of a good administrative system. There are increasing cases of subjugation and insubordination in administrative setups which de-motivates 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?

- How often would you use Annual Performance Report as a threat to the erring officers and why?
- Is Annual Performance Report a full proof system of assessment of employees?
- 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?
- 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)

Discipline in administration is linked to effective public service delivery, trust of people and progress of nation. So it must be promoted with all efforts possible.

① Annual performance Report (APR) - is for appraising officers performance it could be used for reward and punishment.

Rather than as a threat - which could demotivate personnel & reduce their efficiency, it is better to clearly convey them that their performance would be objectively noted and linked to outcomes achieved.

Remarks

- It would motivate subordinates to work better, result in better service.
- by giving threat - subordinates won't convey their genuine issues coming in duty
- So APR would be used as last resort for ~~promote~~ getting work done - first would be persuasion, motivation, lead by example.

- ⑥ APR - gives picture of last year's performance of employee
- suitability to work done in last position, one-way assessment
 - Doesn't give complete picture of employee: behaviour, skill etc.
 - subjectivity involved
- On positive side -

It helps SWOT analysis - so that strengths could be maximised & weaknesses minimised

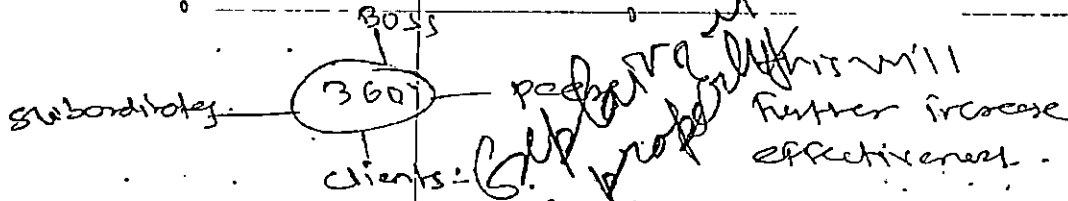
So above comparison shows that it is not a full proof assessment system

Remarks

① Two way appraisal

- Positive → more informed appraisal
- Reduced subjectivity of single individual appraisal.
 - Would promote team work
 - Allow involvement of all in organisation effectiveness

Along with two way - 360° appraisal could also be promoted



Most of performance appraisal system can't be full proof - because individual behaviour can't be predicted

② Both motivation and code of conduct enforcing should go side by side - especially in large organisations - as it is not possible to motivate / keep in touch with every individual

Motivation	code of conduct
<ul style="list-style-type: none"> - Brings long term change - Behavioural change - depends on personal skills - Temporary 	<ul style="list-style-type: none"> - provides organization rule for guidance - permanent source - external conformity

Remarks

Both goes to increase organisation productivity

Don't use this space

②

It would hamper discipline

②

Q16. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed. You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

- (a) What are the options available to you?
- (b) Evaluate each of these options and choose the option which would you adopt, giving reasons. (250 Words) (20 Marks)

Solving this issue would require values of - empathy, dedication to public cause, courage, emotional intelligence, constitutional values of justice, equality, welfare of old age people would guide my action

(a)

① To tell lies to old man - that this is official change for benefits

- this would avoid problem getting escalated
- govt reputation would be saved
- I would be relieved of getting making extra efforts

Negatives

- goes against justice, public service
- against my motto to serve people
- would damage image of government
- elderly would suffer (most important problem)

Remarks

How would you face your conscience?

(11)

- enquire immediately - about the complaint
- if found truth in complaint take action against errant.
- Assure the old man that he would get justice.
- Arranging for compensation to those who got harassed due to maladministration
- Action against all those found guilty.
- This would give justice to vulnerable sections of society, would give satisfaction to myself for effectively doing my duty.

(12) For: qualitative a cultural change

- (i) Install CCTV cameras in offices? Structural change
- (ii) DBT - to reduce corruption. }
- (iii) For behavioural change.
 - Regular visits to different department offices dealing with public
 - grievance redressal help line for people
 - involve NGOs for organising social audit
 - provide for ratings for service provide by office.
 - Transparency - through citizens charters
 - Directly - communicating to officials on

Remarks

What difference would it

GS SCORE

Gandhi Jayanti - about ^{make?} work ethics

Expected behaviour from public servants

- Sensitive - about problems faced by elderly.

- Warning - of strict action if not following rules

Options (II) and (III) would be followed

as it satisfies

[- Govt policy

needs of elderly

improves work ethics

in organisation

8

Won't you go for
inspection on your
own?

Remarks

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)

Above mentioned issues require attitudinal change, regulations, social action along with laws enacted by government.

Attitudinal change can be done by person whom people like or follow.

(a) Involving gurus and social activists

positives

- As people follow these gurus - it is easy means for attitudinal change
- Government programmes would get effectively implemented which has multiplier effect
- benefit to cost ratio is high
- In case of social activist
 - they could also monitor programme implementation
 - convey government about issues faced by people

Remarks

- They also help government in policy formulation.
- Involvement of these sections would increase acceptability of government programmes.

Negatives -

- Would lead to acceptance of government's inability to effectively implement programmes.
- can lead to conflict of interest - to gain vote bank.
- can lead to corruption for personal gain - to justify inefficiency of government - through st. message by gurus as people want rest.
- These would put indiv. demands on government.
- Against - government values - to promote scientific temper.

(16) ~~Diff~~ Involvement of social activists could be / should be considered if they give multiple benefits.

{ policy formulation
 { Implementation
 { Evaluation

eg:- Anna Hazare - In Lokpal issue

Remarks

But involving ~~gurus~~ should be avoided -

⑥ Difficulties -

- Should government pay for their services or take voluntary service
- At what level is to involve them - in policy formulation or implementation
- How to avoid conflict of interest
- How to hold / whom to hold responsible if programme fails / corruption takes place

Government can be blamed for
partisanship

Remarks

Q18. Due to proliferation of porn literature and videos in the era of increased mobile and internet, sick 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) (i) As secretary - would communicate with district police officers to be more vigilant about crimes, take inputs for infrastructure training in ICT needs.

(ii) Policy formulation - for protecting rights of women, inter-departmental consultation - for multi-pronged strategy

- education
- family vigilance
- law and order
- economic requirements

(iii) efforts would be made to block sites storing child pornography

(iv) Sensitisation of people through social media about - mental effects of pornography - not parents make parents aware about this issue

Remarks

2 1/2

⑥

complete ban on pornography websitespositives - would reduce vulnerability of people (nipping the bud itself)- would control ~~more~~ moral degradation in society.- ~~would~~ indirectly would reduce crimes in society- in line with constitution - to keep morality & dignity of women.Negatives - issues are socio-psychological and only banning sites won't help

- difficult to implement

- would increase harassment of people by law enforcement agencies

- can't interfere in ~~government~~ people's personal life- ~~right to~~So complete ban would be difficult to enforce & would be counterproductive.⑦ Why continues

- lack of effective law implementation

- implementing agencies not trained in ICT- In big cities

- high stress level

- easy availability in shops, online

- peer effects

- more people living away from home

- eg: - students in hostel.

Explain these all

Remarks

⑧

- real issue is not legal regulation but morale regulation.

(d) As stated laws are not only issue their effective implementation, Understanding about issues, is lacking.

- Laws also need to be created e.g. - IT Act 2000 not able to deal with this issue

→ Social control & community vigilance

- to family, friends - best placed to control

- education system - to impart moral values

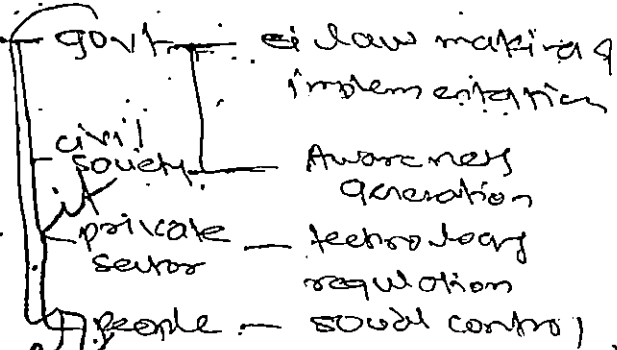
- socialise the vulnerable - to avoid distress, etc.

- More dialogue - between two genders

- Openly talk about - the rising challenge of pornography & its effect on society, individual not health.

As issue is multidimensional

involvement of all sections of society



Make clear

Remarks

Q19. 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 endosulphan 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)

To tackle such problems civil servant must have values of - dedication to public services, open accountability and transparency, Integrity, empathy for people etc.

⊙

⊙ Individual issue (civil servant)

- Lack of public spiritness to go out of office and proactively search for issues to be resolved.
- Non involvement with people or office members in decisions - of civil servants get paralyzed frequently this could add to local information of civil servant
- Easy going attitude and lack of responsibility
eg:- this responsibility of state, center, politicians etc

Remarks

(A) Systemic issues

- Frequent transfers - less time to understand issues
- High work load - on civil servant eg: - District size of district & collection area & population to be administered
 - Law and order
 - Disaster response
 - Protocol duties
 - Welfare
- Lack proper infrastructure - staff, funds, authority to innovate new solutions
- some laws themselves - contradict with proactive problem solving due to multiple laws
- Lack or holding accountability for maladministration this motivates inefficiency, and no deterrence for the same

(B)

Actions to be taken before getting charge

- understand socio-economic-cultural-political background of district
- understand geography of district
- vulnerability mapping → what has done till now → what can be its effectiveness → what more can be done → plan for same

Remarks

- Multiply strength - by involving people, feedback from people and staff.
- Moving the district for looking for issues - Text is mightier than pen
- Inform higher up about lacunae and call for additional support if needed
- proactively solve these issues - by innovating new methods eg. - use ~~ICT~~

2½

③ Use of technology

- GIS (geographical information system) to map vulnerabilities
- MIS (Management info. system) to get feedback from ground level & effective team work
- online grievance redressal to get to know and solve issues
- Post disaster pre-disaster - warning
- Post disaster - effective rehabilitation and relief (DBT).
- During disaster - ~~ICT~~ for communication

2

At all stages technology is important

- ④ Regular interaction with people is most important aspect in administration
- ① for civil servant - get to know about ground reality, build trust, improve strength.

1½

- ② for people - allow grievance conveying, quick relief

Remarks

sensitive administration

- ③ for government - people trust govt. which will help build legitimacy & increased participation in policy, reduced corruption and accountability

