

GENERAL STUDIES - PAPER IV

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> <p><i>Very good</i></p> <p><i>9 good concepts</i></p> <p><i>Present clearly in explanation</i></p>
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1. Invigilator Signature

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7/10/2017

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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)

Public service is service to the public. It is especially associated with government services.

(A) Self-realization is an act of understanding one's strengths, weaknesses, emotions and attitudes.

Your own self realization is the greatest service that you can render the world because -

1) Self-realization will enable you to understand yourself and in this way you can improve your performance to deliver better services.

2) Self-realization will lead to self-empowerment and this will promote

Remarks

2

a healthy work culture. eg. Self confident civil servants are more likely to promote democracy in the organisation.

3) Self realization can help your practice compassion, empathy and service orientation.

Thus self-realization is the greatest service.

(B) everyone should use his head/mind to understand himself.

1) This will help him know his strengths/weaknesses

2) Using mind will result in rational analysis of oneself.

At the same time one should use his heart to understand others.

↳ It will enable him to be empathetic to others.

A civil servant should use the combination of both head and heart to deal with people because public service is the spirit of civil servant.

Remarks

2/2

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

Aristotle was a greek philosopher whose contributions in philosophy led to emergence of virtue ethics. The primary elements of virtue ethics are-

- 1) Temperance
- 2) Courage
- 3) Moderation
- 4) Prudence
- 5) Justice

Keep this part very brief

Whereas Buddha was a 6th century B.C. Indian philosopher. His ideas were also mainly focussed upon moderation or adopting a 'middle path'.

Thus seen in this context, the ideas of both philosophers are formally alike. They advocate

Remarks

moderation.

These ideas emerged in the context of extreme forms of religion being enforced by states eg. ~~and~~ Brahmanism in India. Thus they seek to promote moderation and give relief to individual from extreme religious practices.

Thus both the philosophers ^{all} contributed greatly towards the development of an ethical society.

Keep this part

22

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 is the practice of giving more importance to local individual as compared to common good.

Parochialism creates

devilish leaders and threatens common survival because-

1) Parochialism promotes selfishness and hence individual benefits are sought at the cost of others. eg. Corruption where

individual give more importance to their interests.

2) Parochialism promotes devilish leaders who preach loyalty to themselves. eg. the ethnic cleansing by Hitler is an example of parochialism.

3) Parochialism threatens common survival because often times mutual interests

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Remarks

are sought to be in contradiction to each other. eg. communalism.

4) Parochialism leads to leaders using narrow community & regional identity to win votes. But this generates enmity in the society. eg. Recent Muzaffargarh riots.

5) Many secessionist tendencies are result of parochialism. eg. Punjab Insurgency.

Thus parochialism acts as a threat to the common survival of society.

Y

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)

Transparency is a situation where government records are open to public scrutiny. RTI Act of 2005 is an important milestone towards transparency in India.

(A) Transparency is a prerequisite for accountable government because-

- 1) It will promote internal accountability in the organisation.
- 2) It will promote diagonal accountability and accountability towards public.
- 3) It will reduce corruption in the government.
- 4) Strong civil society and media can use the many tools like RTI to hold the government accountable. But

Remarks

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This is possible only in case of transparency.
 5] World Bank has advocated transparency as an important criteria of good governance.

Thus transparency is a prerequisite for ~~good go~~ accountable government.

(B) Transparency is an ethical imperative because -

- 1) In democracy government is run on behalf of people so it is their right to look into its functionings. This has been iterated in social contract theory.
- 2) Government uses taxpayers money to run the government and hence it should reveal its functioning to them.
- 3) Lack of transparency leads to corruption which is a moral hazard.

Hence, transparency is an ethical imperative and a duty for government.

Remarks

2

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

General Conclusion
9000
 Common Good - Common good are those services provided by government that are essential for society as a whole. They are required for holistic existence of society. eg.

- 1) Law and order
- 2) Corruption free society
- 3) Pollution free environment
- 4) Rule of law etc.

Voluntary organisations have emerged lately as very significant organisations to promote common good.

1) Putting pressure on Government - The recent Indra against corruption movement agitated for corruption free society and forced government to

Remarks

pass the Lokpal Bill.

2) conducting vigilance Activity Association of democratic reform is an NGO working for electoral reform which will strengthen democracy.

3) Fighting for Rights - Majdoor Kisan Shakti Sangathan fought for right to Information.

Added to this many other organisations are fighting for environment, rule of law etc.

Thus, voluntary organisations are playing a significant role in maintaining common good.

2/2

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)

(B) Values & Beliefs

Values - values are the set of ideas held by an individual. The individual has an emotional attachment to these ideas and tries to promote them. eg. Somebody may have justice as the value and he may try to promote justice in the society. Values are generally ethical in nature and they promote ethics.

Beliefs - Beliefs are preferences to ideas held by an individual. These may or may not have rational basis. eg. Somebody may have a belief that

Remarks

women are not good leaders. Beliefs are at times result of ignorance and religious adherence.

Beliefs are not always ethical.

(C) Honesty & Loyalty

Honesty

1) It is the quality of adhering to certain principles and not lying.

2) It is not related to a particular authority.

3) It promotes ethics and integrity.

4) It is an essential quality of a civil servant.

Loyalty

1) It is the quality of being loyal to someone.

2) Loyalty ^{is} to a particular authority only.

3) It may promote unethical behaviour eg, recent behaviour of Dera Sacha Sauda followers.

4) It is also an essential quality of civil servant but loyalty should be to people.

Remarks

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)

Ethics is an act of judging one's actions based upon their rightness or wrongness.

Deductive ethics ← Ethics → Normative ethics

Normative ethics - It provides for certain standards of actions to be followed to stick to ethical path. eg. code of conduct.

It save the leader from deviation from ethical path because:

1) It provides for certain standards to be followed.

2) A leader can check his actions based upon these standards. eg. code of ethics for political leaders in India is a normative code that provides for the expected.

Remarks

level of behaviour from politicians.

3) An effective check can be instituted against the leader with the help of normative ethics. eg. punishment by ethics committee of parliament.

If a civil servant sticks to normative ethics then he may face difficulties:

1) It may force him to focus on means rather than ends thus means-end reversal may take place.

2) It may tie his hands to solve the practical problems. eg. whether to grant pension in absence of identity card.

Thus, in actual administrative situation a mix of normative and deductive ethics should be used.

4

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 is an idea under which discrimination is quite much institutionalised in the structure itself. e.g.

- 1) Caste system in India is the biggest example of negative structural discrimination.
- 2) Reservations are an example of positive structural discrimination.

Legislation alone is inefficient to alleviate them because

- 1) legislation focuses on structural aspects but these have been internalised in the behaviour of individuals. e.g. Caste system has been abolished constitutionally but it still remains.

- 2) It creates vested interests hence people

Remarks

are more likely to practice it. eg Caste system grants privilege in caste hierarchy.
ethical measures Required-

- 1) Promotion of value of human rights among people.
- 2) Launching an attack on structural discrimination through moral sanctions
 eg Those who do not respect women are not civilized.
- 3) economic empowerment of communities.
- 4) Restricting politicisation of caste.

~~Thus there are multibronged
 steps required to remove the
 structural discrimination.~~

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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)

(A) Conscience is the judgement of itself of an individual. This is considered to be an important attribute of a civil servant and promotes ethics in governance.

Gandhi rightly said that in matters of conscience law of majority has no place because laws are externally imposed mechanisms for ethical behaviour whereas conscience is an internal mechanism to promote ethical behaviour. Laws are mainly targeted towards structural

Remarks

problems whereas conscience solves the behavioural problems.

Thus there is a need to promote good conscience for increased ethical activity in administration.

(B) Conscience is shaped by education, Law and authority. Improves thinking ability

Provides critical thinking ability. Education → Promotes Human Rights

Law forces an individual towards good conscience. Law → Observance of Law provides for internalisation of ethical behaviour.

Can impose conscience from above. Authority → can lead by example to promote conscience.

Importance -

(2)

1) Conscience can promote ethical decision making.

2) Law are likely to be more inclusive.

Remarks

It promotes empathy.

Thus conscience is an important quality of a civil servant.

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)

A person may cause evil to others by his action. eg. By physically hitting someone or cheating someone.

However at the same time he may cause evil to others by his inactions as well. eg.

- 1) A government official not taking action against corruption in his office.
- 2) Deng San sui kei has been accused of inaction towards Lo hingya people.
- 3) Governments world wide have been accused of inaction to prevent climate change and environmental degradation.

Thus a person may cause evil to others both by his action -

Remarks

or inaction

However the scenario becomes more acute in case of corruption because

1) It results in injustice to those who are entitled to services.

2) Corruption is a moral hazard leads to eventual collapse of society eg Greece society was said to be collapsed due to corruption.

3) It erodes legitimacy of state.

Thus in both cases of action and inaction, the person is publicly accountable for injury.

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)

(B) Beneficence - Beneficence is an idea which says that while pursuing any activity its impact on the beneficiary should be kept in mind.
 • The idea is closer to Gandhiji's Talisman.

Beneficence is an important attribute of a civil servant because
 1) It will promote an ethical decision making and participative culture.

2) Beneficence promotes empathy among civil servants.

3) It is likely to reduce corruption in administration.

Remarks

(C) The term practical wisdom stands for using the gained experience to promote efficiency and effectiveness in the work.

The idea is closer to situational ethics which gives leverage to an administrator to use his wisdom.

- Practical wisdom is required in a civil servant because-
- 1) It will enable him to get the job done.
 - 2) Civil servant will not only do the things rightly but he will also do the right things.
 - 3) It will improve efficiency.
 - 4) Huge repository of knowledge will help in smooth administration.

Thus practical wisdom is an important attribute of a civil servant.

Remarks

2

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

Social contract theory emerged in 18th century in western political thought. As per this theory there is a contract between citizen and government and government is governing on behalf of citizen. Thus, this theory gave rise to-

- 1) Rights of citizen in a political regime
- 2) Constitutionalism and doctrine of limited government.
- 3) Responsiveness and democratic government.

ethics is found to be guiding principle.

In social contract theory because
 many of the rights that emerged due to social contract theory are

Remarks

Just the extension of ethical principles
 e.g. Right to life, Right to freedom,
 etc.

2) ~~Laws of the states are expected to adhere to ethics and thus ethics act as a guiding principle in governance.~~

3) ~~State is expected to respect the basic human rights.~~

~~Thus ethics acts as guiding principle in social contract theory.~~

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v. g. u. d.

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 political leader and philosopher. His teachings are called Confucianism. They emphasise primarily on-

1) Government and social morality,

2) Correctness of social relationships

3) Justice etc.

Thus Confucius is famous

for promoting ethics in public service.

His teachings are still relevant in modern society because-

1) There is decaying of public governmental morality. worldwide large scale corruptions and scandals are emerging.

Remarks

day by day. eg. 2G Scam, Coalgate, Vyapam scam etc.

2) Society is identified by increasing inequality and hence there is a need to promote social equality and justice. eg. The recent report of World Bank says that top 1% control as much as 50% of wealth worldwide.

3) Increasing injustice like deforestation, global warming etc. affecting the livelihood of poor & weak.

- Thus his ideas are still very relevant.

(4)

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

(250 Words) (20 Marks)

The present case-study presents an ethical dilemma between environmental conservation and developmental requirements.

The site where the big infrastructure project is underway is often interrupted by environmental and social activists. However the project is stipulated to be commissioned soon.

Remarks

- (A) Use of force - using force is often found to be preferred path because-
- 1) It disperses the protestors immediately.
 - 2) No negotiation is involved and hence it is easy to administer.
 - 3) It is a tested method since colonial times.
- However, in this case use of force and arrest is not advisable because-
- 1) The social activists and protestors are legitimate stakeholders in the project.
 - 2) There are large number of people to be displaced this will bring hardship to them.
 - 3) It is ethically & morally wrong to evict someone from their land.

Thus option of using force is not advisable.

(B) Talking to leaders and activists is a good option because-

Remarks

- 1) It will help in getting their point of view.
 - 2) Their genuine suggestions can be incorporated in the project.
 - 3) It will ensure their participation.
- However this may not be practically possible because -
- 1) They may not be ready to listen all the time.
 - 2) Government may not agree to their demand.

(C) A combination of persuasion & pressure can be good strategy because -

- 1) It will bring all the benefits mentioned in option B.
- 2) Certain degree of pressure will give the administration the leverage to complete the projects.

Thus the ideal strategy should be to incorporate the genuine grievances of protestors and at the same time not jeopardizing the development project. Thus option (C) can be a preferred option though in a modified

Remarks form

Q

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?

- 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)

Strict discipline is the hallmark of an efficient administrative system. But there are increasing cases of subjugation and insubordination because of politicization and corruption. In this given case study the administrator is head of a department of 50 subordinates.

(A) Annual performance Report is the report of overall performance of employee throughout the year. This is a one time

Remarks

affair in an year and is signed by head of department.

- APR can be used against the existing official because-

- 1) It impacts the career prospects.
- 2) It acts as effective deterrent.

However it should not be used frequently otherwise it will bring down the morale of employee. It will also go against democratic environment in the office. Thus it should be used as last resort only.

(B) APR is not a full proof assessment of an employee because-

1) Centralising tendency of bureaucracy giving average to everyone.

2) Halo effect - consistently giving positive ratings.

3) Horn effect - consistently giving negative ratings.

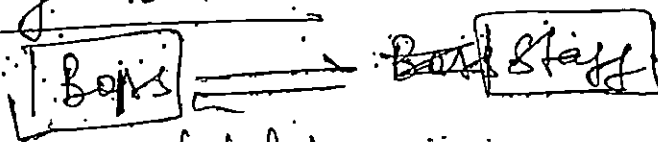
4) No matching between appointment and expatire. eg. Indian civil service.

Remarks

5) Later bias - As human beings are being evaluated by humans.

Thus there is a level of subjectivity involved in APP. This can be reformed by 2nd ARE recommendations.

(C) Two way assessment -



It can be beneficial because

1) It will promote democratic environment

2) Promote participatory culture.

3) will soften the hierarchy.

However in the bureaucratic rigidity of status system it is tough to implement. Also it is unlikely to lead to full proof assessment.

(D) Motivating the staff for adherence to code of conduct is better way of motivation because -

1) It is in the spirit of departmental objectives

2) It will reduce subjectivity and scope for corruption.

Whereas threatening, censoring

Remarks

is a means to restore discipline which is also required to a certain extent and cannot be dispensed with all together.

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)

The given case study is about the prevalence of corruption in shop level bureaucracy in India. This is because of historical, political, cultural and economic reasons. In the given case study, a 100 ₹ bribe has been demanded from an old age person. The head of the organization is upset over this and want a solution.

Various Available options

- 1) Immediately remove the employee and appoint a new one with proven credentials.
- 2) Take the matter into your own hands and then solve it personally.

Remarks

37. Initiate an enquiry against the person and overhaul the entire administration of the department after the enquiry report.

↳: Immediately removing the employee is a good option because-

a) It was he who demanded b/bbe so he should be punished.

↳ It will send a deterrence against other officials.

However, it may not be a feasible option here because-

a) It goes against the principle of natural justice - i.e. no one should be punished unheard.

b) It will not solve the problem fundamentally. Rather it will be a mere cosmetic change.

↳: Taking the matter into your hands is a good option because-

a) As a head of the department you can look up at the matter better.

Remarks

b) You can lead by example by solving the problem immediately.

However there are issues like -

a) Head may be overburdened and may not be able to look into the matter exclusively.

b) It will lead to excessive centralisation and delays.

3) Initiating an enquiry is good option -

a) It will bring out the root cause of problems and then you can address it holistically.

b) It can recommend on restructuring the organisation and can be used as an opportunity to improve work culture.

However the possible shortcoming

here is that it may not be easy to implement these recommendations.

However under these circumstances the third option seems to be best. Added to this adequate grievance redressal mechanisms

and citizen charters should be installed in the department.

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)

India is a land of religious diversity and spiritual gurus and social activists enjoy big following in India. However at the same time participation of masses in programmes like Swachh Bharat and Beti Bachao Beti Padhao etc. seems to be sluggish. This shows a paradox in Indian society.

(a) Involving spiritual gurus and social activists to increase people's participation in welfare programmes is good because -
 1) It can motivate people to participate.

Remarks

In government programmes.

2) Spiritual gurus enjoy charismatic authority over their followers and hence they can promote devotion of people in government programmes.

However, it may not be a good option all the times because-

1) The credibility of spiritual gurus are not very good in India. eg. Recently Ram Rahim was convicted on Rape charges.

2) It can result into a political crisis to government. eg. Government was accused of saving Ram Rahim and he was also a promoter of Swachh Bharat.

3) In the name of followership they may promote hoodlaldom with government support. eg. Cow vigilantes.

thus involving social activists

Remarks

and spiritual gurus is an option worth considering but they should be on government terms.

(B) There are many difficulties in involving spiritual gurus and social activists-

1) It may result in communalisation of politics.

2) In the name of promotion, it may give a free hand to hoodlattism.

3) It may result in intertwining of religion and politics.

4) There is credibility crisis among spiritual gurus and activists. eg. Many of them have been accused of rape.

Thus any action in this regard should be well thought out.

Remarks

8

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)

Westernisation/Globalisation has given rise to more connected world. This has many positive consequences but there are negative consequences like porn literature and sexual addiction. The given case study talks about arbiting hardships to women and others due to this.

(A) As a secretary in Home Ministry following steps need to be taken -

- 1) Strict implementation of existing laws and bridging subjectivity in laws.

Remarks

- 2) Strict penalties against erring websites.
- 3) Opening 24-hour hotline/helpline to help the victims.
- 4) Launching an awareness campaign to make people aware against sex-related crimes.
- 5) Proper vigilance mechanisms.

(B) Complete ban on pornographic websites

is advisable because

- 1) It will reduce sex-related crimes.
- 2) ~~It will not~~ contaminate our values and customs.
- 3) Even the government supported the ban recently.

However it may not be practically feasible to completely ban all these sites. eg. In the name of banning the

porn sites, many breastfeeding sites were banned recently. Also government may not be in a situation to ban them.

(C) Despite laws this practice continues in cities and metros because-

- 1) Lack of a dishonest attitude of bureaucracy in implementing the law.
- 2) More stress related issues that lead to these kind of crimes.
- 3) More opportunities are available in cities.
eg. Many red light areas are located in cities.
- 4) In cities people are more mobile and there is more population density.

(D) Laws are inadequate because they cannot bring in behavioural change. In this scenario social control & community vigilance can be helpful because -

- 1) They can check the deviant behaviours.
- 2) They can ensure proper city governance.
- 3) Everyone's participation will be ensured.

(Remarks) when it is required,

hence, community vigilance should be an important part of any such activity.

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:

- 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?
- 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?
- In what way technology can help Civil Servants in monitoring a brewing problem in the area of their jurisdiction?
- In what way regular interaction with people in his area of jurisdiction help in this regard?

(250 Words) (20 Marks)

Indian bureaucracy is identified by status quoism and bureau pathology.

It wakes up only when crisis has actually taken place. eg. Uttarakhand tragedy.

The given case study is about many such incidents happened in recent past.

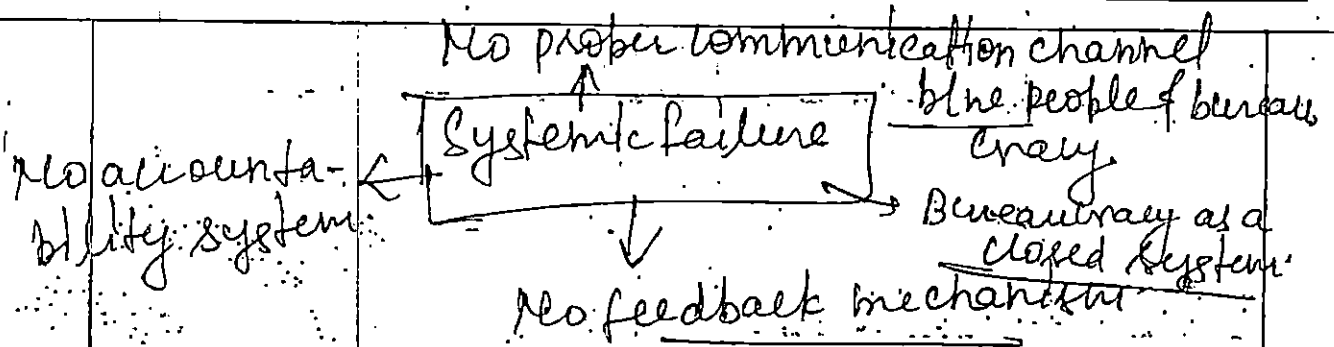
(A) A civil servant remains uninformed and indifferent due to both individual and systemic failure.

Lack of Innovation mindset

Status quoism → Individual Failure → Bureaucratic apathy

Remarks

Lack of values and conscience



Thus it is a blend of both individual and systemic failure.

(B.) A civil servant should do proper homework before getting charge of a particular region/department.

- 1) Knowing specific problems of that area.
- 2) Knowing about the peculiarity of that area.
- 3) Knowing about influential groups, pressure groups of that area.
- 4) Developing an attachment towards the region/department.

Remarks

(C) Technology can be very helpful in monitoring the brewing problem.

1) A comprehensive management information system (MIS) can help in taking appropriate decisions.

2) It can (IT) help in increasing transparency which is the key to improve performance.

3) It can help in developing feedback mechanism and ensuring two way exchange.

4) Technology can help in improving control and accountability.

(D) Regular interaction with people can be quite helpful because-

1) It will help the civil servant

8/

Remarks

to know their peculiar problems.

2) It will improve participation.

3) Civil servant can develop a personal
repo. and administer the area early
and efficiently.

4) It will improve citizen-administration
interface and building trust in government.

Thus regular interaction with
people of the area is required.