

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 18 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>More answers in Reason</i></p>
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1. Invigilator Signature: _____

2. Invigilator Signature: _____

Name MANUPRIVA

Roll No. EAGTS 2017 021

Mobile No. _____

Date 02-SEP-2017

Signature Manupriva

SECTION - A

Q1. The crisis of ethics in public life is more because of attitudinal problem of public servants rather than organizational ineffectiveness. Critically analyze. (150 Words) (10 Marks)

To work efficiently, effectively and ethically, right attitude is the sine qua non. Especially in public services, if the servants do not have right attitude towards their work and people, it will be difficult to serve their ultimate needs.

Organizations are the platforms where the people work. If the structure, rules and regulations, objectives etc. of the organisations are not clear, the entire system becomes ineffective.

It is generally said that the attitudinal problem of public servants are the reason behind the crisis of ethics in public life since they are not guided by the noble motives of justice, honesty, sacrifice, transparency, accountability, etc.

However, it is partially true since organization also has a role to play -

→ If rules are not clear, actions cannot be consistent with the goals.

Remarks

→ Without clear superior-subordinate demarcations, application of actions by juniors becomes difficult

→ Also, ineffective team accountability systems make people ignorant about their duties & motivates unethical behaviour.

Hence, there should be a change to ensure ~~both~~ right attitude in public servants and effective organisational structures

9/10

Remarks

Q2. Explain the importance of following attributes with respect to the civil services.

- (a) Adaptability
- (b) Activism
- (c) Innovation
- (d) Courage

(250 Words) (5×4=20 Marks)

(a) Adaptability

It is important for a civil servant to become more Tolerant in the society -
 → Can easily adapt with the different local conditions, norms and practices

→ Different working departments also have different independent cultures.

An adaptable civil servant can easily manage with such changing working conditions.

Hence, adaptability will easy this increasing operations.

make adaptability productivity in

(b) Activism

It will help a civil servant in taking pro-active towards positive actions for the betterment of the society.

Remarks

Additionally, it will help in -

→ Finding loopholes in the existing working system and suggesting possible solutions.

→ Taking suo moto actions to improve the efficiency of the working system.

Therefore, administrative activism should be adopted by all public servants.

(c) Innovation

Innovation can be a source of change in following ways -

2
 (B) out of box thinking
 source of change.

→ Innovative solutions to problems can be more effective than the traditional ones.

→ With innovative practices, cost reductions can be ensured and resource wastage can be minimised.

With innovations, a public servant can create a healthy work environment and can increase the confidence of the society in the system.

Remarks

(d) Courage

Courage is an important virtue as a civil servant faces many adverse situations in his professional life, which have consequences for personal life as well. It is required -

→ To objectively take decisions involving discretion & political pressures.

→ To work towards eliminating crime in the society.

→ To faithfully serve the duties of the office.

Hence, a civil servant should be courageous enough to be constantly motivated towards public service.

Remarks

7°

GS SCORE

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Remarks

Q3. In order to enter politics and become an effective participant in transforming society, one has to win an election, but to win an election he must sully his hands. In this way, his genuinely noble objective get tainted much before he has an opportunity to realize it. Why establishing ethical framework in politics has become a distinct dream?

(150 Words) (10 Marks)

Keep focus
7/10
 The term 'political' is normally being used only in negative sense these days. E.g. He is politically involved is the organisation of which he is bound to do unethical things. The noble ideas of politics of serving the society are gone and it has merely become an interplay between the parties.

Even if a single person wants to work on ethical lines, he cannot remain unaffected by the happening around him. Due to these reasons, ethical framework in politics has become a distinct dream to be achieved because:

- ②
- Presence of criminals and offenders is further polluting the already dismal state of politics.
 - There is no measure to ensure accountability of a political party. They are not under the ambit of the RTI Act.
 - A proper system of checks & balances is not

Remarks

thus.

In addition to this, real change requires behavioural change of all, or at least the majority. Such change can be induced by politics an attractive option for the youth of these nations. They can be the change makers.

Remarks

Q4. 'Collusive corruption differs from other type of corruptions because its unethical affects demoralizes the entire fabric of the society, which is doomed in poverty, illiteracy and backwardness'. Illustrate. (150 Words) (10 Marks)

Collusive corruption is different from other types in the way it is practiced. It enjoys the will of both the parties, i.e. one providing benefits to the other one enjoying it in lieu of any service.

It is the worst form of corruption since chances of it being revealed are minimal.

It affects the entire society in the following ways:

- Since the influential people already enjoys major privileges, it is the poor who resort to it to get their legitimate work done.
- The resources of the economy are wasted in making the rich richer without it being efficiently used for removing poors of the society.
- It normalizes this culture of corruption and people stop considering it as unethical practice.

Remarks

Such form of corruption merely serves both the parties in the short term, but in the long run it can be of no use to anyone in the society.

Pro General
Substantive
Instructions or etc

2-1/2

Remarks

Q5. Given below are the two quotations of moral thinkers/philosophers. What they mean to you and why they are still relevant?

(a) 'Those who do ill shall suffer more if they are not caught than those that are'.
(Boethius)

(b) 'The king should surrender his individuality in the interest of his duty'. (Kautilya)
(150 Words) (10 Marks)

*Punished by
Conscience*

Remarks

(b) According to Kautilya, the first and foremost duty of the king is to serve his citizens. The quote means that a king should forget about his personal gains and pleasures and work towards the betterment of the society at large.

Such guiding line to the king is relevant today for public servants. They should work for the societal benefits. Corruption, red-tapism, etc. have encouraged the need to understand that public service is supreme and personal benefits should come next to it. The trust of the society in public servants should not be broken.

2/2

Remarks

Q6. What could be the influence of a civil servant's private life on his/her public life? How would you prepare yourself to separate the two? (150 Words) (10 Marks)

The person cannot remain isolated in his personal and public actions. Hence, both have an effect on each other.

In case of a public servant, private life can have the following influences:

→ Private habits like laziness, inconsistency with actions, etc. can affect the official duties.

→ If a civil servant sets a bad example in private life, e.g. domestic violence, it will be difficult for effective actions to be taken by him. He/she cannot be a guiding light to action for his/her juniors.

→ Habits like smoking, drinking, etc. affects health and thus productivity in working.

→ If private relations are not smooth, peace of mind cannot be insured which ultimately affects the working.

In order to separate the two, certain actions can be taken:

→ Developing emotional intelligence to

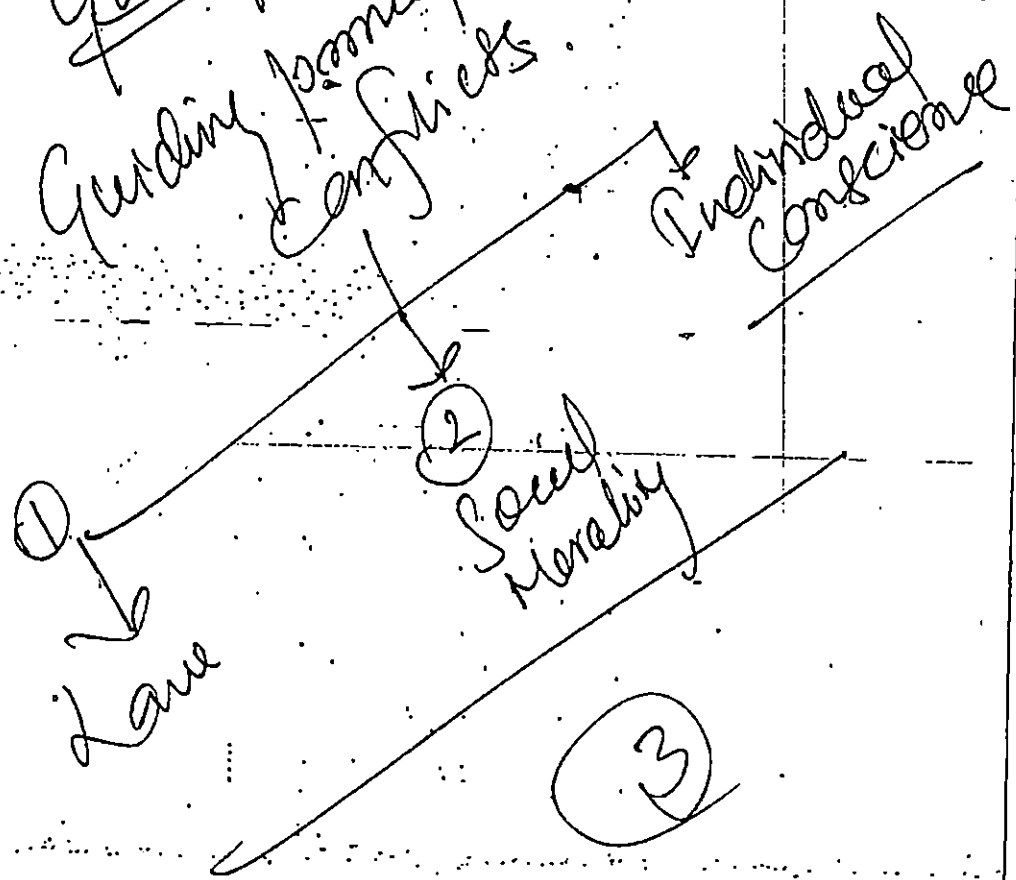
Remarks

effectively manage emotions in adverse conditions.

→ Staying constantly motivated towards work by efficiently & effectively handling family problems.

→ Restricting personal habits to personal space only. Also, efforts to minimise negative habits.

~~Guiding Principles~~
Guiding Principles in such



Remarks

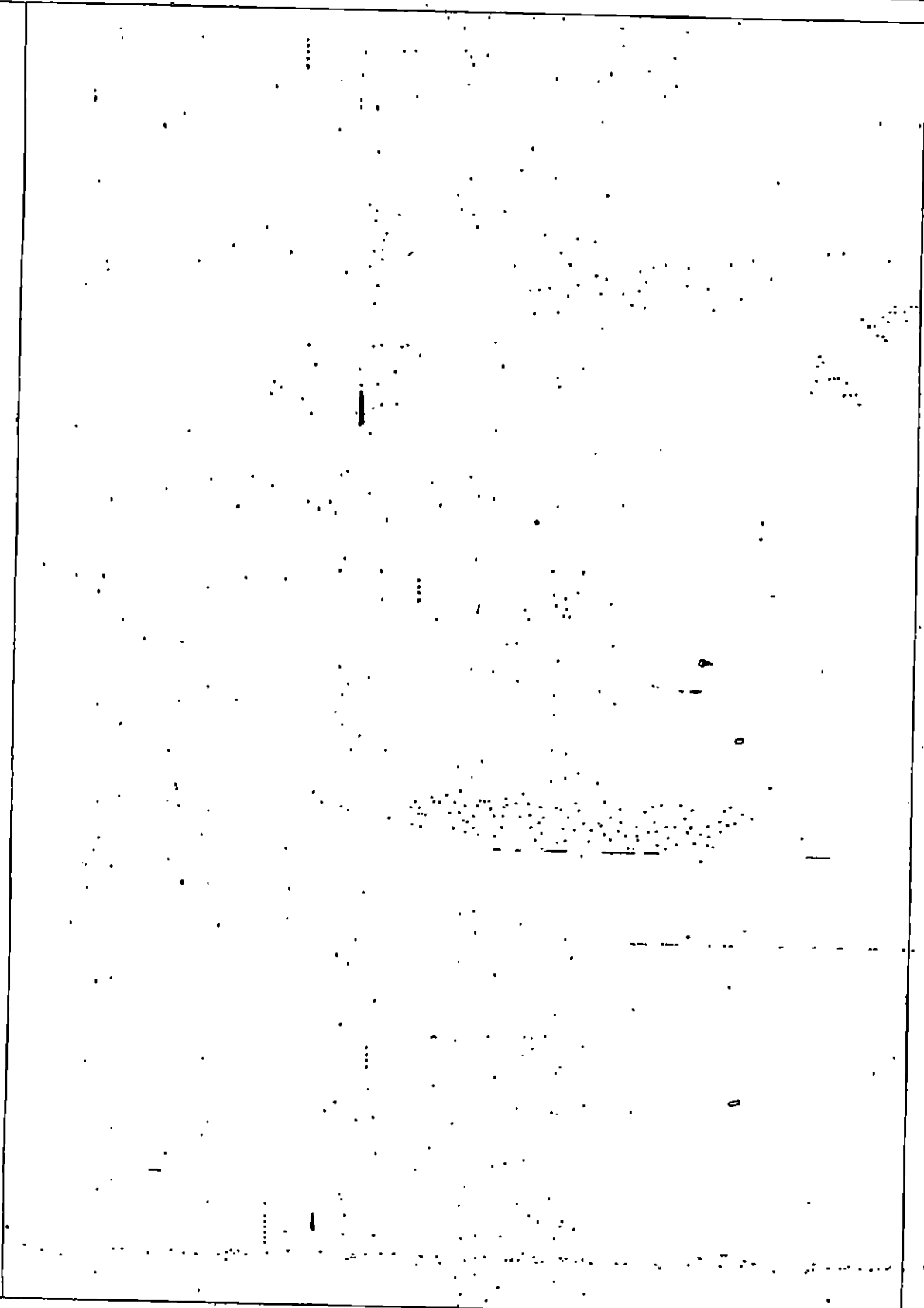
Q7. All the discourse of ethics ultimately is another facet of bureaucratic incompetencé.
Analyze. (150 Words) (10 Marks)

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Remarks

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GS SCORE



Remarks

Q8. Why is obedience important in an administrative hierarchy? Is it always important to obey the superiors? Mention some conditions in which obedience act as virtue and others in which it becomes a vice.

(150 Words) (10 Marks)

Obedience refers to following the orders of your seniors without questioning them. In administrative hierarchy, authority follows a top-down approach while responsibility from bottom to top. Hence, obedience becomes important in order to prevent chaos in an organisation.

However, it is not always important to obey the superiors, especially in the public utility services. In such cases, if the orders of superior are not consistent with the objective of public service, they can be refused to be followed.

Obedience acts as a virtue:

- In a teacher-student relationship. A virtuous student always follows the path shown by teacher.
- In case of armed forces, being obedient to serve the nation is considered to be the greatest virtue.

Remarks

It can act as vice -

→ If a person blindly follows somebody.
Eg. People remaining obedient to fake
spiritual gurus.

→ Obedience is applied without judging the
merits and demerits of its application.

In public services, obedience should be
carefully ~~of~~ followed.

4

Remarks

Q9. Citizen Charters are more moral, than legal. Critically analyze.

(150 Words) (10 Marks)

A citizen charter is a way to insure the accountability of the organisations towards the citizens. It contains the vision & mission statement, the clients to be served, the expectations from the organisation, grievance redressal mechanisms, etc.

Citizen charters were legalised with the moral objectives of transparency and accountability. They were considered to be a means of two way communication between the organisations and the people it serves.

However, in recent times, a citizen charter has merely remained a legal requirement because:

→ They are not properly displayed in the public space to make people aware about the provisions.

→ The grievances of the people most of the times remain unanswered.

→ In case of non-delivery of services,

Remarks

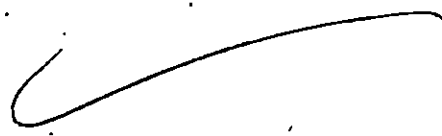
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moral responsibility of such actions is not taken by the senior members.

Hence, it can be said that citizen charter which was introduced as a moral call of action has merely remained a legal requirement.

Don't use too
clours.

3/2



Remarks

Q10. What does success mean to a civil servant? What are the obstacles faced by them in achieving success in their career. What steps can be taken to win such obstacles?

(150 Words) (10 Marks)

Success for a civil servant can be seen from two perspectives.

Short term success - To effectively implement the policies of the current government without any biasness.

Long term success - To achieve the ultimate aim of serving the society by effective and innovative ways of policy implementation.

However, certain obstacles are faced in the path of success:

→ Political interference in working and hence not being able to objectively take decisions.

→ Non-recognition of work - since the major credit of any successful policy implementation is generally taken by the political class.

→ Frequent transfers - due to them it becomes difficult to understand the local conditions and find solutions effectively.

To win such obstacles, following steps can be taken:

Remarks

- Avoiding any possible conflict of interest by getting involved with political people personally.
- Working at the ground level with people and listening to their concerns. This will help in understanding local actual grievances.

A civil servant should keep working in the right direction for people's development without getting affected by external events.

~~5.4~~
4.2

Remarks

Q11. How the innate qualities of people of a country affect ethical values and the effectiveness of its institutions? Which matters more for progress and growth of the nation—'people' or 'institutions'—and why? Which of the two is more important for good governance? Give reasons. (150 Words) (10 Marks)

Organisations and institutions are groups of people working consciously towards attainment of a common goal. Since it is the people who work, their values and qualities affect the organisation. If people are honest, motivated and ethical, the goals of the institutions can be easily achieved.

For the progress & growth of nations both people and institutions are important:

People: They are the ultimate working force and it is their actions which drive the growth.

Institutions: They work a binding force and bring people together at a common platform to work. Without them, people will be working haphazardly, wasting most of their useful energies.

Again, for good governance, the personal values and the organisational values...

Remarks

are both equally important.

Institutions provides the rules and regulations within which people are required to work hence controlling any negative practice. People, on the other hand, if not work ethically can take help of loopholes of rules.

Hence, a blend of both is importance for effective governance.

Dr. Anshu Shekhawat
 Mrs. Shekha D
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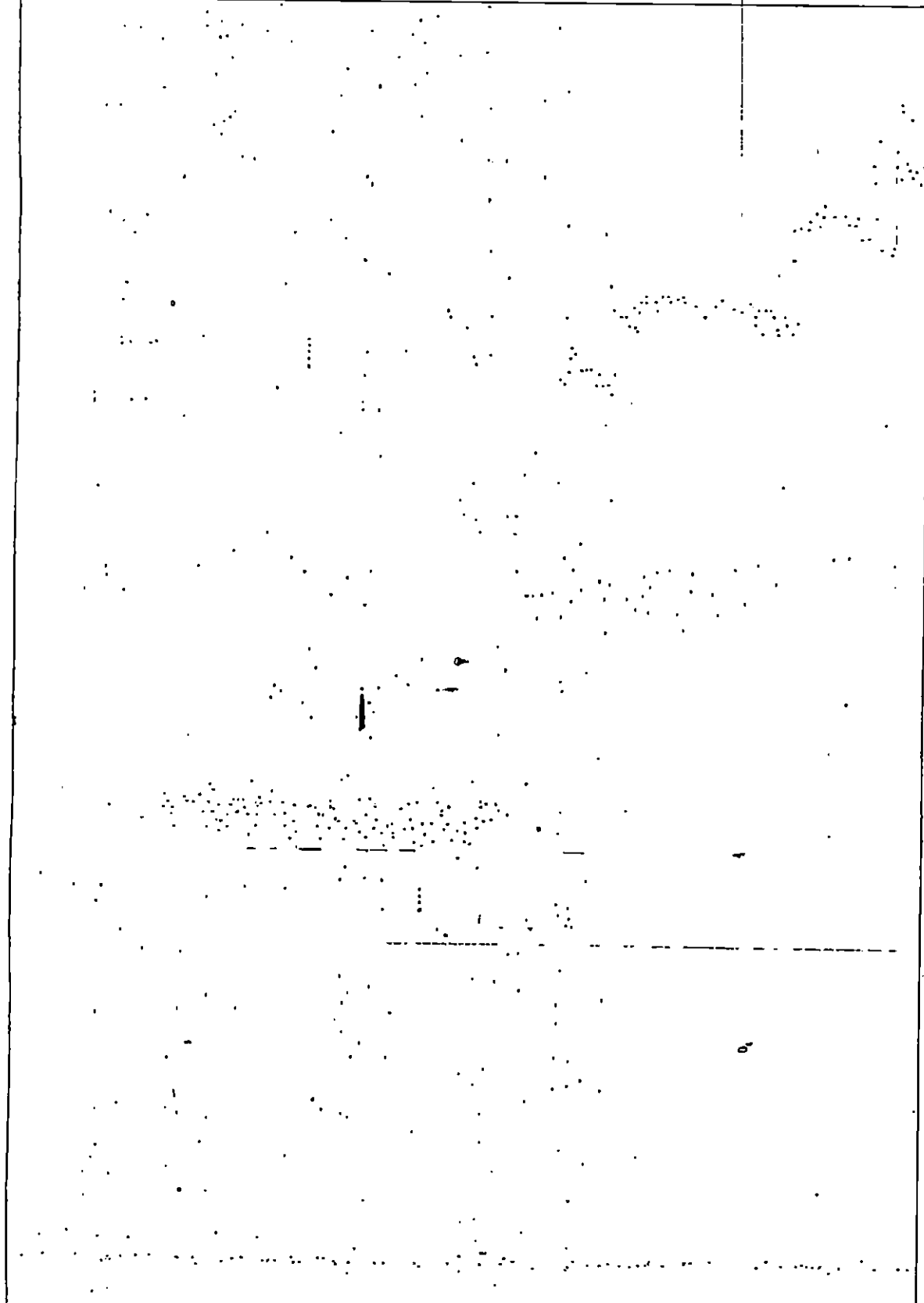
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Remarks

Q12. Concept of accountability is inherent to the Weberian hierarchy. Critically analyze.
(150 Words) (10 Marks)

Max Weber gave the concept of bureaucracy

Remarks



Remarks

SECTION - B

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

Q13. Although India is amongst the fastest growing economies in the world, it still has one third of the world's illiterates. India is now confronting the perils of its failure to educate its citizens, notably the poor. India, being a mixed economy, needs government intervention in the area of education because education driven by profit motive cannot benefit the masses. But the condition of government schools in India is pathetic. Except for two or three states, all the Indian states have poor educational statistics. More Indian children are in school than ever before, but the quality of government schools has sunk to spectacularly low levels. The children in these schools come from the poorest of families - those who cannot afford to send away their young to private schools elsewhere, as do most Indian families who have the means. India has had a legacy of weak schooling for its young, even as it has promoted high-quality government-financed universities. If in the past, a largely poor and agrarian nation could afford to leave millions of its people illiterate, that is no longer the case. Not only has the high growth ensured that we have a shortage of skilled labor, the nation's many new roads, phones and television-sets have also fueled new ambitions for economic advancement among its people - and new expectations for schools to help them achieve it. In the light of the grim picture of public schooling in India suppose you are a District Collector, and a group of poor people approach to make you aware about the pathetic conditions of public schools in their areas. They handed you a letter that contains five problems regarding dismal states of schools i.e.

- (a) Lack of hygienic toilet facility especially for girls as there are common toilets only,
- (b) Non availability of clean drinking water,
- (c) Lack of proper security,
- (d) Absentee teachers and
- (e) Rude behavior of teachers and staff with the students.

Because of such problem often parents are not sending their children. Dropout rate is also high. Your education minister also expects something concrete from you, as he has to answer local public and media about this issue. With respect to such problems how will you go about providing solutions so that your action may become example for others to learn?

(250 Words) (20 Marks)

Remarks

The above situation requires efforts focussed on 3 major areas:

- Attendance of students in school
- Course completion → consistency in attendance
- Improving quality of education

The first step will be towards improving the infrastructure of the school.

- * Proper funds will be provided to the school for modernising the classrooms and the school building.
- * Efforts towards building separate toilets for girls and boys. The use of Swachh Bharat Kosh can be made.
- * Medical facilities and rest room in the school premises itself to provide first aid services in case of need.
- * In addition to this, sports infrastructure will be developed for overall development of the students.

I will make sure that the above facilities are provided by regular visits and

Remarks

strict monitoring of the working system, The second step, which will simultaneously work ~~also~~ with the first one will be increasing and restoring the lost confidence of people in the public schools. Awareness campaigns will be held and the progress reports of the infrastructural developments will be presented to the community.

The third step will be towards improving the quality of education.

* Short training programmes will be conducted for sensitivity training of the teachers. This will insure that their attitude towards students is right.

* Regular inspections during school hours to see if classes are being conducted on a regular basis.

* Teacher attendance system will be implemented but only on a short term basis.

Remarks

After the above steps, also if the quality of teaching is not improved, teachers' assessment systems will be put in place and adequate time will be provided to them to improve their performance.

With all these steps, security systems will also be enhanced. CCTV surveillance will be put in place. Also, a helpline number will be provided to students to register complaints.

lastly, after taking above steps, another round of awareness will be conducted to include the left out students in the area. Surely, with progress in all parameters, parents will send their children to schools.

This case is based on basic info & additional info received from parents.
 Decision Making is all about effectiveness.

Remarks

8.

Q14. For thousands of years, man has exploited the earth in the name of development. In return, instead of replenishing it, we humans defile it and pollute the environment. Be it forests, natural resources, water, soil, rain, mountains, winds, flora or fauna, we have ravaged it in the name of our use and needs. By making concrete jungles out of green belts, we have destroyed the ecology in the garb of growth. After exploiting the earth for hundreds and thousands of years, the planet is now taking its revenge. Can we grudge this, for this is our own doing and we cannot escape the penalty? But then is it too late to correct our mistakes? Well, pause for a moment and think. For the time immemorial most of the people have initially been concerned with the goals to achieve and then pragmatically considered means available to them. In other words end mattered first, means were chosen according to their compatibility with desired ends.

In the premise of this paradigm evaluate the following thoughts.

- What is the relation between means and ends?
- What was the idea of Gandhi in this regard?
- Illustrate the relevancy of the whole concept in context of modern world.

(250 Words) (20 Marks)

(a) Ends are the goals which are to be achieved after following a particular path directed towards it. This path is known as the means, or the various ways used to achieve that particular goal.

• Ends determine means.

In this case, the goal is decided first and then various options are evaluated to be adopted for the accomplishment.

• Means leads end

Our efforts and the path adopted

Remarks

leads to the end. If the efforts are not in the right direction, goal displacement may take place.

(b) According to Gandhiji, we should never be worried about the goal and adopt the right path or means.

A path of non-violence and Satyagraha will definitely lead us towards the desired goal. Such means can never result in anything bad for the person or the society at large.

Also, in order to achieve any goal, one should not become selfish to use others as a means. People should be considered as ends and not a means to achieve any end.

(c) The idea of means and ends is highly relevant in today's world.

* People are becoming selfish and use other human beings for their own

Remarks

benefits.

* People are only ~~considered~~ ~~also~~ concerned about their selfish ends. In order to achieve them, they even adopt ill-practices and wrong paths.

Hence, it is very important to make them understand that it is not the end which is important but the means are equally relevant. Any ethical end achieved with unethical means can never be justified to be right. Therefore, there is a need of values training in the society. People should be made sensitive towards others, the environment and the humanity at large.

Remarks

Q15. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the limited number of attempts and nearly five to six lakh applicants appearing each year, of which only 1,000 or less get selected, there is a huge pressure on the candidates to crack the exam and it may lead to the bouts of depression, anxiety and mental stress. Civil Services candidate faces many issues during the course of the preparation. Many candidates leave their homes and move to metro cities for coaching and preparation. They take up accommodation that gives them little comfort. Most of the aspirants do not know how to cook, and some in order to save time eat at the roadside stalls or depend on "Dabbawalas." Having improper food and uncomfortable living, many aspirants end up having health issues. Besides, the coaching institutes in order to produce good results put pressure on the candidates to increase the hours of studies. Loss of sleep impacts the body and the aspirants get totally exhausted. Overall level of stress is very high. For an exam like UPSC, where there is cut-throat competition, the only goal of aspirants is to somehow clear the exam and they ignore the insurmountable pressure on them. You are also one among them. After repeated attempts you failed to qualify this exam and you are in stress as you have lost most valuable time where you could have easily opted for alternate career. One of your best friends has met the same fate and he is in depression. His mother calls you and asks you to take care of her only child. She requests you to motivate him to something big in life, one examination does not make or break everything in life. In the given scenario, how will you motivate yourself and your friend? And, how will you cope with your stress? (250 Words) (20 Marks)

After facing repeated failures, stress, anxiety and feeling demotivated is obvious. Since both of us are sailing in the same boat, I can understand the pain through which my friend is going on.

In order to motivate him, the first requirement is to stay motivated. Only a happy person can make others happy in the true sense. Hence, I will try to cope up with my own stress.

Remarks

by doing some simple things :

* I will focus on my hobby which I love doing and gives me happiness. It will help me in ignoring other negative thoughts.

* I will read some motivational books like "The Monk who sold his Ferrari" and watch some motivational videos and movies.

* I will spend some time with my friends and maximum possible time with my family to regain my lost happiness.

* After regaining the lost confidence through about things, I will focus on my ultimate aim - and think -

about my reason of pursuing this dream of being a civil servant.

With this, I will take help from seniors and teachers, make a concrete plan, analyze my mistakes and start working hard again!

Remarks

I will motivate my friend to do the same and try to find his own sources of happiness. In addition to this —

* I will make him realize that the years gone are not lost and have actually helped us to become a better person.

* The preparation ~~part~~ has helped us in gaining immense knowledge which can be applied in every walk of life.

* We should analyze our mistakes & make efforts to rectify them. I will tell him stories of those who cleared in their later years & even after marriage.

Finally, if he is unsure regarding his career, I will ask him to try other exams. Clearing them will help him in regaining his confidence.

For opportunity
 Ref. — Hints
 Or is all about
 handling set books
 62

Remarks

Q16. Public utilities and spaces in India are in a bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centres, public toilets, rivers and ponds are considered as the sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them. However, there is an anomaly in the society. People when travel in local trains do not follow the rules related to hygiene and sanitation but when the same people travel in Metro trains they follow all the rules. Similarly, when people roam in local markets their behaviour is different as comparison to that in Shopping Malls.

Based on the above case, answer the following questions:

- What should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India?
- Identify limitations of each competing options.
- What is the role of peer pressure in this context? (250 Words) (20 Marks)

(a) India, being the second populous country of the world has problems ranging from the major economical ones to those related to the grassroots levels. The illiterate population also provides the biggest challenges. In the midst of this, certain ideal ways to manage public places can be:

① Awareness campaigns and advertisements

Visual things have a long lasting impact. Hence, awareness through means of video advertisements can help in changing the behaviour of the people.

② Sensitisation in schools - Children can

Remarks

be the changers by constantly asking questions & giving suggestions to the higher age groups.

③ Popularizing best practices by awards and providing incentives - Public recognition works as a major motivator in behavioural change.

④ Fines and penalties - This should be the last route if other methods do not bring a positive change.

(b) Limitations of above methods :

① Advertisements can surely bring short term change but may not be effective in long run if consistency is not maintained in their display.

② People generally do not listen to children and consider them to be too innocent to talk about bringing change in society.

③ Incentives can work for illiterate & rusty populations, but the educated urban class hardly gets any motivation.

Remarks

④ It is difficult to ensure a proper system of putting bins and poubelles at all public places.

(C) Peer pressure is the major cause behind the different attitudes at different places. People generally are concerned about their image when in a group or when they see others doing proper things. Not following proper practices at such instances can cause embarrassment & shame in front of others. Hence, people do what the majority is doing since they do not want to feel out of place. People love being the part of the elite crowd.

Remarks

Q17. Mr. 'X' had applied under RTI Act to the District Planning Officer who was also PIO, asking information about unspent balance of the last five years on account of MPLAD funds. The name of a particular MP was mentioned in the RTI application. The PIO knew applicant to be a political opponent of the particular M.P. The PIO came to know informally about the applicant's plan to discredit the sitting M.P. in the forthcoming General Elections, by bringing these information in the knowledge of the voters.

The following are some suggested options for PIO. Evaluate the merits and demerits of the options.

- PIO should ask M.P. whether he should provide these information to the applicant because MP is third party in the case. According to the act, third party consent is mandatory.
- PIO should refuse to provide information because the applicant might use these information against the local M.P. to discredit him.
- PIO should provide all the information as has been requested whether local M.P. likes or not.
- PIO should seek the guidance of District Collector Cum District Election Officer because information sought is related to his jurisdiction and is political in nature.

Also please indicate (without necessarily restricting to the above options) what PIO should do in future in order to avoid such controversies? (250 Words) (20 Marks)

(a) Merits of asking the MP: The MP will be prepared to adequately deal with the situation as the coming elections and may take proper actions beforehand. Also, he may refuse to give his consent and his political position will remain unaffected.

Demerits: In case he refuses to give his consent, the purpose of the act will be defeated and proper information will not come in front of people.

Remarks

(b) Merits of refusing to provide information:
 This will prevent any unfavourable action of the minister against me and save my position. Also, favour might be extended towards me.

Demerit: Again, not providing adequate information will be not in spirit of the act & penal actions can be taken against me for not fulfilling my duty.

(c) Merits of providing all information:
 Proper justice to the role of the PIO and adequate information will be there in the public domain.

Demerit: This might anger the M.P. and he can take actions against me leading to my transfer or removing from the given post.

(d) Merits of seeking guidance of district election officer: This will help in solving the dilemma of whether to serve the political leaders, i.e. my

simile or perform the duties of my P10 position.

Denial: This will be an unnecessary interference since the information asked pertains to a public fund and not ~~and~~ for any particular person.

In order to deal with such situations in future, firstly any conflict of interest should be avoided as much as possible. The discretion provided to the office of P10 should be used with adequate care without compromising with the vision and mission of the act. Instead of involvement of political persons, the information should be provided objectively and without showing any biasness.

5 1/2
 MP b/w third party
 gets about public money
 Ref think

Remarks

Q18. One small area of a district headquarter town is in the grip of encroachment. As a result, people face lots of problems due to the congestion of roads and the most affected lot are senior citizens, who face difficulty in crossing the congested and crowded roads. This is creating a problem around two roundabouts and two parks of that area. Besides, area is also very dirty and there is no arrangement of cleanliness. Senior citizens of that area have appealed to the state government to appoint a young but disciplined and energetic officer in the town to take care of the problems and grievances of the people. Executive officer of the local civic body said they were doing their best to clear the encroachments in the town from time to time. However, once the encroachments were removed, the same people find other sites in the same area to be encroached upon. Residents desire that there should be some attempts to beautify these places as are done in many other cities of the country. They also want beautification of parks so that even children can play. Local MLA is also ready to fund. You are Municipal Commissioner of the city and when a delegation of eminent people has come to meet you with a request to do something for the purpose, you checked up with your finance and accounts department, which expressed its reluctance to provide with resources.

What are the issues before you in this case & how you will execute options effectively?
(250 Words) (20 Marks)

The following are the major issues in the above case:

- * Raucity of funds to implement the proposed measures of removing encroachment and beautification in its place.
- * Displacement of the people who encroach the area - without proper displacement options provided the people will continue to do the same at different places.
- * Continuous measures on a regular basis since it cannot be a one time task.
- * Solving the traffic congestion problem.

Remarks

is the area which cannot be solved only by traffic personnel and removal of encroachments.

With the above issue, the major concern is towards building confidence in the people about the system and making them understand the efforts taken and the unavailability of funds for future projects.

The following steps need to be taken in such circumstances:

→ Contacting the MLA and explaining the situation. Since he is ready to fund the area, the total cost and shortage of funds should be presented to him.

→ The next step will be to remove the encroachments with a long term solution. The state government again can be consulted to build shelter homes for such people at adequate places.

Remarks

→ After this, people will be encouraged to use public transport for partially solving the traffic problem. The other methods will be strict enforcement of traffic rules.

→ Beautification measures will be taken in the area with the help of local community. Like growing plants, etc.

→ The use swachh Bharat kam for cleanliness and sanitation efforts in the area.

With the above measure, it is expected that the grievances of the locals will be solved.

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