


ETHICS, INTEGRITY AND APTITUDE

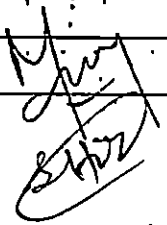
Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<p>There are 19 questions,</p> <p>All questions are compulsory</p> <p>The number of marks carried by a question/part is indicated against it.</p> <p>Content of the answer is more important than its length.</p> <p>Answers must be written in the space provided.</p> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p> 
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1. Invigilator Signature

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Name Samir Kumar Jena

Roll No. _____

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Date 5-10-17

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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)

(a) ① "Self-realisation" is knowing the inner self i.e. one's own virtues, vices, weakness and strength.

② ~~One can~~ Self-realisation helps one to understand his weak points, so that he can work in right direction to rectify them.

③ eg-- in mythology self-realisation of robber Ratnakar helped him to turn into saint Valmiki.

④ By self-realisation, one can learn from his ~~past~~ experience and errors and take corrective measures in future.

(b) ① In this quote, "head" implies mind or knowledge, "heart" implies love and affection.

Remarks

② It means, to control one's own mind and body, one should use his own knowledge and wisdom, because they act as ~~a~~ controller of mind ~~and~~

③ Similarly to control others, use of force may bring short term success, but use of heart i.e. love, affection, non-violence brings long term and sustainable results.

④ e.g. - In India's freedom-struggle, use of force by British ~~helped~~ succeeded them in conquering India for some years. But finally, Gandhi's love, non-violence earned him long term success.

- Need not focus on literal interpretation only.

1 1/2

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

① Buddhist ethics preaches fore end of desire as desire is the main reason of sorrow and suffering.

② So one can get control of his wish and desire by leading a simple, lustfree life which is in the direction of moderation.

③ Similarly Aristotelian ethics preaches ~~best life where no person~~ moderation, i.e. moderate life will not cause harm to anyone.

④ So both Aristotelian and Buddhist ethics are alike formally.

Remarks

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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)

① Parochialism means biasness and blind support to a particular group.

② It ~~is a~~ leads to various ill effects in the society especially in the form of a devilish leader, ~~to~~ who exerts influence over others and drags them in wrong direction.

③ ~~eg.~~ Because a leader exerts maximum influence in his group and a parochial leader creates a division in the society by creating enmity between various groups.

④ Now-a-days religion has been used as a tool to create such division and enmity in the society.

⑤ e.g. - Nazi leader Hitler successfully used religion to create enmity between

Remarks

the Jews and Nordic Aryans which led to mass killing of Jews in Holocaust.

⑥ Effect of such parochial leaders is a main reason of increasing evils like communalism, regionalism, radical proliferation of radical terrorist organisations like ISIS.

3

Give some recent examples like Ghar wapsi, triple talaa etc.

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)

Q ① Transparency means openness ~~and~~ of ~~the~~ every step and work done by the government or an individual.

② Similarly accountability is the answerability or ability to justify a decision taken.

③ Transparency helps to keep the citizens aware of every decisions taken by government.

2

④ Once citizens become aware of decisions and works of government, automatically government will be accountable to citizens

⑤ Because a well informed citizen can ensure accountability in the form of voting rights given to him.

Remarks

⑥ ① Transparency is an ethical imperative for a government, because it helps to keep a check on arbitrary and unilateral decision taken by government.

② Because of it every decision will be taken with proper assessment and approval so that it can meet its main objective i.e. public welfare.

③ e.g. - in the flagship programme MGNREGA transparency and accountability is ensured by the provision of social audit, and result is it has been able to alleviate poverty upto much extent.

It leads to good governance

2

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)

① "Common good" implies that welfare and benefit of the society as a whole

② It looks everyone ~~starting from~~ starting from good to a evil person under the same lens.

③ Voluntary organisations like NGOs, civil society groups can play an important role in achieving this common good.

④ They ensure that government decisions and welfare programmes are not biased in support of a particular group or section of a society.

⑤ So it helps to bring the vulnerable and backwards to the same development level as that of others.

Remarks

⑥ e.g.- success of government programmes like Forest Rights Act (FRA), Dowry Prevention Act can be greatly attributed to the efforts of such voluntary organisations

Need to cite some of those organizations

3

Remarks

Q6. Differentiate between any two of the following terms:

(a) Commitment and Dedication

(b) Values and Beliefs

(c) Honesty and loyalty

(75 Words Each) (5×2=10 Marks)

(a) ① Commitment implies a strong wish to achieve an objective which mainly involves one's own benefit. ~~eg. Not ostensibly so.~~

② e.g. - a student is strongly committed to succeed in the civil service examination which is mostly related to his own benefit.

③ Dedication implies a strong wish to achieve an objective which is not necessarily related to own welfare, but societal and public welfare.

④ e.g. - Ambedkar was greatly dedicated to the cause ~~of~~ removal of untouchability from society.

(b) ① Values ^{implies} ~~are~~ the preference a person has invested in or liking for.

② e.g. - Gandhiji as a person valued truth.

Remarks .

and non-violence

③ Beliefs implies an external sense of ~~reg~~ preference to someone mostly a living object.

④ e.g. - Lenin had strong beliefs in the philosophy of Karl Marx.

⑨ ① Honesty implies strong sense of dedication to one's duty without looking for own advantage.

② It is an important virtue needed in a civil servant.

③ Loyalty is a sense of attachment to a particular group or person.

④ e.g. - a dog is loyal to his master.

1 1/2

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)

① "Normative ethics" implies rule based ethics i.e. the principle of ethics where rules are specified and a person has to work as per it.

② Strict adherence to rules ~~is~~ ^{helps} one to set his objectives and the ^{destination} path where he can reach by adhering to such rules.

③ So it will help ~~one~~ a leader not to deviate from ~~its~~ ideal path and achieve his objective.

④ But such strict adherence to normative ethics without taking help or wisdom of normative ethics can cause following issues—

① The civil servant may be strictly rule dependent which may sometimes be against public welfare.

Remarks

⑥ He will not be able to solve the issues if he faces an ethical dilemma where principles of normative ethics may not work.

⑦ It will also lead to ~~decreased~~ reduced innovation and discretion which are sometimes needed for good and efficient governance.

Need to supplement with example.

③

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)

- ① Structural discrimination is the type of discrimination which has been embedded at the very foundation or structure of our society so that it gets transferred from generation to generation.
- ② e.g.- discrimination based on caste, religion etc. can be termed as structural discrimination. in Indian context.
- ③ Although various legislations are there to alleviate them, ~~it~~ these are still prevailing in our society. e.g.- Prevention of ST, SC Atrocities Act prevents discrimination of STs and SC on various grounds.
- ④ Because, legislations alone are not enough to remove a social evil. Also it is very difficult to change a societal mindset ~~and~~ which is suffering from lack of knowledge, education, backwardness as in India.

Remarks

⑤ Following ethical measures can be taken in this regard-

① Sensitisation of the society by awareness creation.

② Involving various NGOs, civil society groups to teach the mass against such discrimination.

③ Increasing level of education and literacy among people.

2/2

good content

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 is the inner-sense or inner thought which shows the right direction in the times of dilemma and confusion, so that one can take right course of action.

② Mahatma Gandhi's said - "In matters of conscience, the law of majority has no place." It means conscience is an internal mechanism to guide one's path.

③ The statement says that conscience helps one to choose the inherently right path by doing right evaluation of various factors. So majority view may be defeated in matters of conscience.

④ Education, law and authority etc. helps one to broaden his/her mind by

Remarks

getting knowledge, experience and wisdom.

- ② Thus it creates a robust and ethical internal mechanism which is transformed in the form of conscience.
- ③ Conscience greatly helps in decision making especially in case of ethical dilemmas which are frequently faced by a civil servant.
- ④ In such cases, there are multiple seeming equally right choices. In such cases one's inner conscience shows him the right path to take a sound decision.

good approach

2

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)

① "Corruption" has turned into a social evil in today's time.

② In this context, the above statement implies that both action and inaction in the part of a civil servant can cause injury to the system and he is justly accountable ~~for~~ for them.

③ e.g. - a civil servant by his actions like corruption and demanding bribe causes harm to the society by diversion of public money and abstracting public welfare.

④ Similarly suppose a civil servant is indulged in corruption. If his senior authority is well aware of it and doesn't take any actions, gradually this corruption will engulf the whole system.

Remarks

⑤ Thus the inaction on the part of the senior official affected the public welfare and system as a whole.

⑥ So he is also accountable for his inaction from his part, whose duty was to take action against the corrupt official.

How does it impact
social fabric?

3

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) ① "Beneficence" implies taking benefit of the ~~loop~~ system ~~as a~~ where the civil servant is working, in the various forms.

② e.g. - a civil servant gets various entitlements and privileges because of his working in the system which can be termed as beneficence. Reconsider it.

(c) Practical wisdom -

① It implies the practical or real life application of acquired knowledge and ethical values.

② Education helps one to get knowledge, but it is the wisdom, which guides one's action in field.

③ Without wisdom, decisions of a civil servant

Remarks

can't be inclusive and welfare oriented.

④ e.g. - in today's time one main reason
of increasing selfishness, corruption,
aversion to duty is absence of practical
wisdom.

2

Remarks

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

① "Social contract theory" implies that every member of the society is bound by the rules of the society i.e. he has contracts with the society, it work in the best interest of the society.

② Ethics can work as a guiding principle in it, because as per the contract, an individual is duty bound to work for the development of society.

③ Ethics and ethical values like love, truth, non-violence, altruism etc can guide act as a guide for one to take his decisions and work for the society.

Remarks

Remarks

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

- ① Confucius is a great philosopher of ancient times.
- ② He is ~~very~~ famous for his teachings on ethics, ethical behaviour in a society.
- ③ His teachings are still relevant in the modern society, because adherence to such teachings can bring positive change in the society.
- ④ Social evils - ~~at~~ of today's time like corruption, negligence of duty, increasing crimes etc. can be checked upto much extent by adhering to his teachings.

Remarks

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?

- Use of the force to disperse the protesters and arrest the leader.
- 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.
- 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)

① I use force to disperse the protesters and arrest the leader

Benefits -

① The infrastructure may run smoothly without any opposition or protest

② It will also be in accordance with law as the project has been sanctioned by the highest executive that is Prime Minister. As a civil servant my duty is to - work as per the wish of political executive.

Remarks

Issues -

- ① Situation may worsen further with more protests
- ② Trust deficit with the administration
- ③ It may lead to large scale displacement of villagers
- ④ It and option is adopted -

Benefit -

- ① It will act as mediator between government and the local people by talking to the leader
- ② Protest may not occur if the leader agrees to ~~to~~ support the government
- ③ Government may work more on the redressal of the issues raised by activists

Issues -

- ① Delay in project initiation
- ② The leader might not agree and protest will increase
- ③ It and option is adopted -

Benefit -

- ① Negotiation with the complainants ^{will} ~~may~~ give them a chance to keep their stand so that

It may further escalate the situation

Remarks.

decision will not be biased

② It will also help to sideline the occurrence of protest

③ As a govt. official it is my duty to give warning before extreme steps are taken.

Issues-

① The protestants may not agree ~~with~~ by the negotiation

② Threatening to use force may cause more resent among the people

In this situation I will adapt the 3rd option and try to negotiate with the local people and make them understand the benefits they will get because of the project. So they still threaten to sit on protest, then after giving warning force may be applied.

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?

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

(250 Words) (20 Marks)

① As the head of a government department my work is to work with the subordinates unitedly with mutual co-operation so that a healthy work culture is maintained

② ① Threatening the subordinate by Annual Performance Report (APR) is not the right course of action.

② It will erode the healthy work culture.

③ So at 1st instant I will try to guide the subordinate in right direction if he does some error.

④ In spite of frequent warning also if he

Remarks.

② neglects my advice, then APR may be used to ~~keep~~ bring him to right direction.

① APR is not necessarily a fool proof system of assessment of employees, because it is mostly prepared by the next senior authority of the employee.

② He may misuse his discretion in preparing APR.

③ The line of thought of both the subordinate and boss may be different and this will affect the APR if the subordinate is right.

It is biased.

① As a solution a-way assessments ~~can~~ can be done for better administration.

② But it will also cause various issues like erosion of authority of the boss.
~~as he has~~

③ This will affect his performance as he can't take independent decision.

Remarks

Discuss its pros also

④ Guidance and discretion of senior authority in many cases is necessary for good governance which will not be possible by 2-way assessment system.

2

① Motivating the staff for adherence to code of conduct will remove the fear from the mind of employee and he can work more efficiently.

② Threatening or being from work may cause more harm as good work culture can't be maintained.

2½

③ Because of continuous threat or fear, subordinates may fear to take any innovative, independent decision for public welfare. It will affect the governance structure and output finally.

Remarks

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)

As the head of the organisation, my duty is to ensure public welfare and transparent, corruption free governance. In this case the complaint of the old man shows the prevailing corruption in the system which needs to be wiped out

(a) Following are the options available to me in this case

① Showing indifference to the complaints of the old man and ~~do nothing~~

② Directly suspending the concerned officer against whom complain has been made

③ Properly investigate the reality of the complaint and if found correct then take preventive steps.

Remarks

(b)

1st option -

It is totally against the ethics and morality of the administrator. Also it will give more wing to the evil system prevailing in the organisation and ultimately public will suffer.

2nd option -Benefits -

① Quick decision making and the old man will also get his pension quickly which will ensure public welfare.

② It will set a right example and other employees may learn to indulge in corruption in future.

Issues -

① Decision may be biased, as the reality of the allegation is still not known.

② If the concerned officer is innocent, it might result in loss of morale of the officer.

Remarks

3rd option -

Benebits -

- ① Doing investigation will help me to know the reality of the allegation, so that right decision may be taken.
- ② The concerned officer will also get a chance to keep his stand, which is in accordance with Principle of Natural Justice.

Issues -

- ① It will be time taking
- ② Investigating team may be biased and support the officer.

So - I will ~~take~~ take the ~~4th~~ 3rd option. To ensure that investigation becomes proper and unbiased, I will request the government to ~~and~~ bring officers from outside the organisation. If the allegation is ~~found~~ right, I will take action against the officer.

Remarks

Would you resort to usage of ICT for upgradation?

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)

People now-a-days are easily influenced by the spiritual gurus and social activists because of their influencing character, but they don't show good response to government welfare programmes.

① In this scenario involving spiritual gurus and social activists may be helpful and may give quick results.

② But it is not ~~+~~ may not be right to involve them in ~~use~~ promotion of welfare programmes.

③ Because, there is no guarantee of integrity of such persons, as seen in many cases now-a-days.

Remarks

④ Promotion of ~~uneth~~ welfare programmes by an unethical person will not be the right course of action.

⑤ So before involving any such person in promotion of programmes first the track record of his life should be properly examined.

⑥ The level of influence she exerts on mass also should be evaluated: \$

If found satisfactory, then they may be involved in the promotion programmes.

Previously also many celebrities, actors, sports-persons have been employed for such advertisements and it has achieved some success.

⑦ Following are the difficulties in involving spiritual gurus and social activists:

① At 1st instant, it is they may not agree to work in govt. programmes.

② Use of resource is another issue which

Remarks

may arise if they demand large sum of money.

③ ~~It~~ Because of such steps, they will exert more influence on common people.

④ ~~It~~ In future, any such guru or activist is found involved in some illegal activities, it will be very difficult for government to punish them ~~and~~ as it will cause serious agitation by people as seen recently.

They might use administrative machinery for their personal benefit.

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.

- 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?
- Would you suggest a complete ban on pornographic websites? Give reasons.
- Why despite laws against perverted sex and sexual crimes, this continues, especially in big cities and metros?
- 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)

In the era of increased digitalisation and use of mobile phones, internet, instances of pornography sex related crimes have increased manyfold. As the secretary in Home Ministry my job is to take steps to stop such menace.

④ I will take following steps against such crimes.

① I may suggest the government to put a ban on sites of child pornography.

② Laws against sexual crimes should be strengthened in support of which I will

Remarks

advise the Home Minister.

③ Rega I will ensure regular patrolling of police especially in night, ~~via~~ installation of CCTV cameras in vulnerable locations which may reduce ~~the~~ rate of such crime.

Some steps for behavioural change also can be taken.

④ Awareness creation among the youths regarding the ill effects of addiction to porn literature and videos through TV programmes, media etc.

⑤ Sensitising parents to keep a check on their children regarding such crimes.

⑥ ① I can't suggest a complete ban on pornographic websites, because watching of such videos by adults is legally permissible.

② Putting a complete ban will also be against the right to privacy which has been recently declared a fundamental right by Supreme Court.

Remarks

2 1/2

2 1/2

③ Putting a ban on porn websites may lead to other options like proliferation of porn literatures defeating the original objective

④ Despite laws against sexual crimes, the trend still continues in big cities and metros because of following reasons

① Blind following of western culture by the modern youth

② Indifference of parents who are busy in their daily routine schedule

③ Effect of friends and peer groups

④ Indifference and lack of punitive steps taken by city administration

⑤ ① Stringent laws against such crimes are not adequate to make a marked impression within the youth.

② "Social control" and "community vigilance" are long term solutions of such menace.

③ This will sensitise the society as a whole regarding such crimes.

④ Parents, youths - all will be ~~aware~~ aware by such measures. So it can earn better result.

Remarks

good approach

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)

There is a serious limitation in our governance, which takes steps only after the incident has occurred, rather than, taking preventive steps.

① In many cases a civil servant remains uninformed to such problem.

② Both the reasons given above like individual officer's failure and failure of the system as a whole are responsible for it.

③ Strict adherence to official code of conduct, lack of expertise to handle situation before their occurrence are some important reasons of it.

Remarks

2/2

① Also in many cases our system is designed to take steps after the incident happens.

② To stop such situation a civil servant can do following homeworks before taking charge.

① Try to get knowledge of various issues of the concerned department

② Preparing statistics of previous adverse cases and analyse what steps could have been taken.

③ Maintain a dedicated workforce for immediate response in case of any disaster like landslides in Uttarakhand.

④ Strengthening of laws relating to such incidences. Get aware of the region first.

③ ① Technology can be brutally and efficiently used for problems occurring.

② e.g. - use of satellite data, weather prediction report can avert natural

Remarks

disasters like cyclone, cloudburst etc.
e.g. - it was successfully used in the cyclone
Philine leading to minimum loss.

③ Monitoring of crops, ~~ex~~ mines area using
technologies like GPS, can help to avert
any accidents in such areas.

④ So need is to get acquainted with the
use of technology.

① Regular interaction with people in his
area of jurisdiction, can help the civil
servant to know the problem at ground
level.

② So it will ensure a bottom-up approach
and yield better results.

③ It will also increase the trust of people
with the governance system and the govt.
can get support of people in case of
any future disaster.

④ It will also help to get their traditional
ways to face crisis which can help to
evolve an effective mitigation system.

Remarks

Laudable
approach

2 1/2

2 1/2

