



ETHICS, INTEGRITY AND APTITUDE

Time-Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer-Booklet must be clearly struck off.</p> <p>19/9/2017</p>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		

1. Invigilator Signature _____

2. Invigilator Signature _____

Name Shrutha Srinivasan

Roll No. 61649

Mobile No. _____

Date 19/9/17

Signature _____

SECTION - A

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

- (a) "Your own Self-Realisation 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) Civil service involves public service of the highest nature; and it cannot be achieved without first disciplining oneself, self discipline is first step to disciplining the society.

For inculcating self discipline, it is imperative that one knows ones own strengths & weaknesses. It is only with this self realisation that one can hope to begin thinking about serving the rest.

the famous lines "दूसरी की जय अस्त
पेम, खुद की जय को..." summarises this principle of self realisation aptly.

①
If
get
one
inner
peace

Avoid
using
devanagari
script

Remarks

(b) Public service essentially involves two different facets of the same person, to deal with issues and problems faced on professional front, compassion, empathy and rules of justice, fairness must determine the application of law.

But when faced with problems of ones own, - personal life, then it is advisable to deal with situation practically, thinking of all consequences. Getting emotionally affected now, would have an impact on public front too - which a public servant cannot afford. Eg - IAS officer breaking down in public due to his brother's murder would affect public morale too. But he must comfort his own mother gently.

How does rationality play role in it?

(1/2)

Remarks

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

Aristotle advocated rationality, and avoidance of extremes in any situation; his ideas of justice involved an equal understanding of both sides of the issue, and taking a balanced view.

Buddha, on the same lines advocated the 'Middle Path', after following the eight fold principles of Ashtangika marg. Buddha felt that any extreme emotion towards any person, thing or material is the reason for sorrow in the world. Freeing oneself from excessive desires was Buddha's advice.

-Remarks

Clearly, both Buddha & Aristotle, in their respective ages, and respective societal tendencies, preached ethics of moderation. Their advice on moderation laid the path for future discourses on similar lines.

Thus, though their ideas differed on formation and role of state, and religion's effect on common people, their ultimate ideals of moderation are formally alike.

3

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)

- Parochialistic attitude creates narrow minded thinking on the individualistic or small community lines - of caste, class, religion or ethnic origins.

The recent instances of White Supremacist rally in USA, and rise of rightwing political parties ^{across} Europe is clear sign that parochialist attitude is finding a clear fan following among people. It has given rise to self-centered leaders who look for personal gains over larger human interest.

Such narrow minded attitude does threaten the social strings of unity, and common survival of brotherhood is at stake.

Remarks

Religion as a tool for enmity is one of the most common ways of parochial tendencies.

Islamist - Christianity stand off in African countries, Buddhist - Muslim Rohingya crisis in Myanmar, and the age old Hindu - Muslim disharmony in India are all instances of people / religion leaders using religion as a tool to spread enmity.

To curb such tendencies, it's important that people understand real role of religion in their lives and adhere to its true principles.

Good Content

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

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

(a) Good Governance principles of administration
 hinges around three basic aspects -

Transparency, Accountability & Responsibility

For accountable governments, it is crucial that
the decisions taken by them are accompanied
 with sound reasons, and adherence to rule
of law.

To ensure that the rule of law is
 followed, it is necessary that the actions
of the government, and the accompanying ~~most~~
justifications are available to the public.

Thus, transparency in governance is pre-
 requisite to accountability. it

1½

Remarks

How can
 be ensured?

(b) ~~is~~ Transparency is not merely a pre-requisite, but is also an ethical imperative on part of the government.

Among the rights and duties that are conferred on the citizens, there is an associated set of duties that the state machinery also has to follow.

Transparent decision making and basing on justice, fair play is an essential duty of the government administration.

It leads to good governance.

1½

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)

Better to begin with common good.

Jeremy Bentham's Utilitarian principles enshrine the principle of Greater good for Greatest number. The 'Common good' can be easily discernible from this principle.

The decision or actions that relate to the betterment of majority of population for majority of the times is held to be common good for society. It involves something which would lead to happiness, social acceptance & upliftment for all.

Ideally, government being welfare state is supposed to be involved in attaining the Common good; the voluntary organizations

Remarks

also play a major role.

→ Inclusivity of all sections of society

eg- downtrodden mass upliftment by educational programs, health initiatives etc.

→ fill gaps where state fails - common issues of basic necessities brought to knowledge of lawmakers, eg media reports on state negligence etc.

→ freedom from adherence to strict govt regulations ensures that real needs of society are immediately responded to.

Thus, common good is ensured not only by state agencies but also by non state, voluntary organisations.

Cite any example of such NGO with objective.

Remarks

it's

3/2

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
<p>* internal moral principle, inculcated since childhood</p>	<p>* any any acceptance of fact by a person, knowing it to be true, correct & necessary</p>
<p>* essentially has a moral, ethical aspect to it. eg. being truthful.</p>	<p>* need not always be ethical in nature. eg. faith in God.</p>
<p>It is a value, that the individuals want to adhere to.</p>	<p>It is an internal belief that the individual feels is true.</p>
<p>* Values are inculcated over time; more permanent and solid</p>	<p>* Belief system can be eroded more easily than value system.</p>

It can be irrational too

2

Remarks

(c) HONESTY

* Being honest is a value; of saying truth, and being truthful in all situations.

eg- A is honest. A will always be honest, with everyone, ~~and~~ personally, professionally or otherwise.

* Being honest can include loyalty as a sub factor.

Sometimes, honesty can be against the person one is loyal to - so here ~~fact~~ value of honesty is above value of loyalty.

LOYALTY

* Loyalty as a value is always in context of relationship between two individuals.

eg- husband & wife should be loyal to each other. Here, being truthful is not as necessary as is being loyal.

* Being loyal need not always mean being honest.

eg- Govt. servant has to be loyal to the Govt. In int'l. relations, honesty might not be best policy, ~~loyalty~~ compromising loyalty cannot be appreciated at home.

2

Remarks

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

Normative ethics deals with the experimentation and the example-led instances of ethical behaviours. It deals with 'what is' rather than 'what ought to be'.

Clearly, 'what ought to be' is an idealistic situation. But in real life, no situation can be ideal, there are always grey spots interspersed in between. Thus, normative ethics ensure that the real life, on ground factualities are taken into account in dealing with the issue.

Eg- freedom fighter quota is available for government recruitments, but strict reading of definition of FF might keep out.

Remarks

Some genuine beneficiaries.

Having said that, normative ethics must not be followed blindly. The ground realities must be factored into the

to decision making process — any issue

cannot be straight-jacketed into single formula; all aspects of situations must be

looked into.

This is where deontological ethics

and consequentialist theory of ethical

behaviour come in.

One need be flexible.

2 1/2

How?

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 consists of ongoing discrimination in our society, on different strata population. Eg - the discrimination meted out to upper middle class by the higher classes; and that meted out by middle class to the lower classes.

Even within caste discrimination, there are structural levels; upper castes vs lower castes - within lower castes, there are OBCs and SC/ST. Among OBCs, there are BCs and MBCs - Backward and More Backward castes, and so on.

Remarks

Such stratification and levels of discrimination is due to social nihilism - that if some section is treating us unfairly, we too must treat someone unfairly. And this vicious cycle continues.

Legislation alone is not sufficient to alleviate structurally discriminated; the chain must be broken.

Some measures can be

- ① Educate young children - make them teach their parents
- ② Strive for grassroot level change
- ③ Employ services of NGOs & NGOs to make an impact in lines of people directly.

What about the role of government in this regard?

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) The inner voice of an individual, that is shaped by the individual's own thinking, values, experiences and ~~thought~~ of social standing - is his own conscience.

Conscience of an individual comes to play whenever there is an ethical dilemma before him - and this is why every individual behaves differently in different situations.

Mahatma Gandhi meant that in decisions involving the conscience of an individual, the only thing that matters is what the individual believes. It does not matter

Remarks

if the whole society thinks the act to be immoral; if the individual feels it to be correct according to his conscience, it shall be correct.

2

(b) Various external factors shape an individual's conscience; and the process of conscience development is a continuous one -

Education - an insight into knowledge of world

Law - a deterrence effect; threat of sanctions might shape the conscience

Authority - Some superior power might force individual conscience to act in certain manners.

2

Decision making, in any frame of mind, involves conscience of an individual; sometimes it is very apparent, sometimes it is not.

What is its role under situation of dilemma?

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)

J.S. Mill through this statement is trying to bring home the point that being actively involved in removing social evils is not enough; even if your passivity is encouraging some social evil, you will be responsible for it.

With respect to corruption, especially the rampant instance in our country, this statement acquires significance. Though there are many honest serving officers in our administrations, they keep quiet despite knowledge of ongoing corrupt practices in their department.

The justification given by these people

Remarks

is that by not participating in the act of corruption directly, they should be absolved of all guilt.

However, according to Mill, such inaction is actually encouraging people to indulge in further corruption. Thus, mere passive resistance can also be equally damaging to the society. In such scenario, it is important to speak up, against the ongoing evils, and cleanse the system of corruption.

good understanding

2/2

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)

(a) Serenity: Serenity refers to feeling of calmness; tranquil and peaceful.

The eventful, unexpected daily routine of civil servant's life might seem unconnected with the attribute of serenity, but a close understanding would reveal that it is very important for those in public service to be calm and composed.

Due to the everyday upheavals around them, their own serenity would ensure that any decision or action to be taken is taken after proper evaluation of facts at hand.

2

Remarks

(c) Practical wisdom: Wisdom is not mere knowledge; it goes beyond that - knowing what is right thing to do, in given fact situations. The attribute of being wise. Practical wisdom is even more necessary for a civil servant due to the direct impact of their decisions on public life.

Being practical and being wise will automatically ensure that the civil servant is not swayed unnecessarily by emotions, but at same time is able to arrive at relevant, plausible, practical solution to the issue at hand.

Over all good approach

22

Remarks

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

The social contract theory of state was laid by political thinkers like John Locke, Rousseau and Hobbes, who analysed the reason for existence of state as a sovereign authority, and people as subjects.

the social contract theory states that people gave their freedom, rights and certain privileges to the "sovereign body", in return for social security, prevention of chaos, and some semblance of order. The sovereign authority could lay down restrictions on freedom of those people, to establish equal opportunity for all. Violation of such rules could be met with sanctions.

Remarks

Ethics definitely is a guiding principle in social contract theory, since people were guided by their feelings of need for common rules, fairness and justice, and equality for all.

Even the restrictions on people's freedom is based on reasonableness to ensure that there is no arbitrary exercise of state power. Clearly, ethical principles of non arbitrariness / non biasness have come to play a major role in formation of state.

3/2

Remarks

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

Confucius was a Chinese philosopher in ancient times who propagated a new way of life; more than a religion, Confucianism was a social ethical code, under political ideology.

Its principle tenets were -

* humanism

* rationalism

* simplistic way of life - based on

Chinese feudal society of that time

clearly, each of the above attributes find relevance today, rationality is

a critical component in any modern

society = ~~the~~ ability to be able to view

Remarks

things from unbiased, rational perspective.
Humanism, where human needs and aspirations
are given precedence over other
goals; human beings are an end in
themselves, their upliftment and in
society should be reason enough to
follow Confucianistic thoughts in modern
world.

Elaborate it

2½

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)

In the given fact situation, I am being the DM of the district where the incumbent government is pushing for infrastructural reforms; at same time social activists are protesting the negative externalities.

The stakeholders here are -

- Project Directors & Contractors
- State authorities pushing for development
- Protestors leaders ~~and~~ pro-environment.

Remarks

- ② citizens & local residents -
- ③ environmental damage

The need of hour for me, as DM, is to ensure that the project work at least continues, without daily disruptions. Some intervention is a must to resolve the deadlock.

There are three options given to me; of the three, I would have to go with third option.

A detailed analysis is discussed below.

(a) Use of force & arrest leaders

This is very regressive step, and as the face of government administration, this would be damaging than helpful. It is crucial to adopt placating steps rather than assertive offensive steps.

Focus on the main body of answer rather than introduction

Remarks

(b) Talk to leaders, seek assurance in writing:

It does seem a good option, but the project work still might not start.

Given the pressure to commission the project in two weeks, it must commence soon. Development must not be completely neglected at cost of social harm/unrest.

(c) Negotiate, assure, request; or resort to force:

If all placative measures fail, it is necessary to ~~accept~~ assert government directive — the project has not begun without necessary licenses, hence it cannot be completely illegal.

The ideal is to balance conflicting interests and prioritise the task at hand.

Remarks

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

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

(250 Words) (20 Marks)

Discipline is best inculcated from within; external enforcement of discipline can only lead to resentment. That said, in administrative set ups, undisciplined staff might have to be brought in line. But the way to do it is through motivation, not threat to fire.

(a) Being the head of government department with 50 subordinates, erring officials cannot

Remarks

be let off. They must be made to realise their folly, and not repeat it again.

Using their Annual Performance Report as a threat would only make them resent the system; not repent their mistakes.

I would use APR only as last resort, after explanation, motivation, open discussion, the underlying principles and peer pressure factors fail.

(b) Not at all, APR does not take into account the emotional capabilities, and social work environment etc of an employee. Merely getting work done is not fool proof way of assessment, according to me, because, in a professional set up, other factors also determine your performance - empathy, honesty, fairplay etc.

Remarks

(c) It's possible, that two way assessment system can bring a sense of equal opportunity of assessment within the department; and the hierarchical structures are broken down. But here too, the system has to be transparent, and open enough to accept criticism, and make amends. For this, the right attitude has to be inculcated in both staff & the boss.

(d) Definitely yes. Restoring discipline in workforce has to be an internal exercise, with the external forces merely facilitating the process.

Setting an example oneself, treating all subordinates with respect, accepting their flaws, but at same time, relaying the importance of professionalism would be solution.

Remarks

good

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)

In the given fact situation, corruption as a regular feature of government departments is the issue. Removing such a culture from societal mindset would require an internal-overhaul of values.

Here, the ethical dilemmas ~~are~~ ^{are} ~~not~~ ^{are} negligible, but changing the social mindset is the core of issue. The need is to bring qualitative change in the way society functions.

(a) options available to me are :-

(i) Punish the concerned officer in charge, and issue notice to every offices of

Remarks

strict disciplinary actions against such corrupt practices.

(i) Install CCTV cameras within office premises, especially where public interaction is most

(ii) Conduct regular Jan-Sunwai (open public hearings) to hear complaints, once every quarter & have brain for them too

(iv) Set up robust grievance redressal cell, with honest officials.

(v) Appoint officers for regular training on work ethics.

(b) Evaluating each options enumerated above,

* punishment to officers concerned can be a deterrence, but will not bring in an ideological change

* Jan Sunwais along with regular training on refusing to give bribes will strengthen

Remarks

public confidence in system

* Setting up Grievance cell, with 24x7
call-in helpline will also act as
defence mechanism.

* CCTV cameras might infringe on the
sensitive operations but larger public interest
will prevail.

7½
Then, there is no one single option
to solve the issue here; this old man
will get his pension immediately on my
personal intervention, but the hundreds of
similar such other old people need a
way out. The above measures can

be one such way out. needs to be
- This problem removed from the root
technology should be transferred
resorted to beneficiaries
fund to

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)

There does appear to be a mismatch on the impact on common citizens by government schemes vis-a-vis the openly illogical dictates by spiritual leaders.

(a) Involving the spiritual gurus & social activists to increase ~~involve~~ people's participation in govt welfare programs is an obvious solution to the above issue.

→ people's faith in these gurus is pre-existing, hence any new advice that they might give about girl child education, cleanliness and environmental

Remarks

protection, can be easily percolated to masses

→ The reach & response of the social activists & gurus is fill the last ostracised person in the village; hence the message can go loud & clear.

Govt programmes are spread only by govt agencies, which have limited reach.

→ Using common men & women (i.e. social activists) who are considered to be a part of the people, and not the 'govt' also has an automatic positive effect on minds of public.

(b) However, such involvement of social leaders is not without problems.

→ the stereotypical ideas of some of these self styled god-men might get

Remarks

mixed with government's image as secular Socialist democratic republic Eg -

Baba Ramdev being increasingly used as brand ambassador of Govt's Yoga Campaigns.

→ Common people easily misunderstand the intention of such discourse; and disruptive elements might allege government-partisan attitude towards a particular community.

→ Miscellaneous welfare measures like saving girl child, afforestation, family planning all have a solid backing in scriptures and spiritual discourses; any deviation can be mistaken to be government's backing of such discourse

- Which is not secular in a country like ours.

Such people might not be interested for the same job

Remarks

85

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)

The rising trend of sexually perverted crimes, increasing instances of unwanted pregnancies, involved mothers and murders are a reflection of negative effects of free internet & social media.

(a) As the Home Secretary, following steps would be taken:

- * ban on child pornographic content available online
- * regulation of other pornographic websites,
- * setting up expert member panels, within

Remarks

government, and also in-house panels for search engines - to monitor such content.

25

* Involve education ministry, NED to include sex education classes in secondary ~~class~~ schools. for metro cities, this can be in primary schools itself.

* Involve parents, sensitise police personally in upbringing of children.

(b) Complete ban on porn sites is not going to solve the problem - there are always hidden sites to obtain such videos.

Moreover, ~~an~~ an adult watching porn in privacy of his/her house is not reason for rising crimes - it is the uncontrolled display of adult content to children, who take to practical lessons after watching theory.

2

Remarks

What can be alternative option?

(c) In big cities & metros, the penetration of social media sites, online serials, western concepts of dating sites like tinder and exposure to modernised lifestyles is high.

Despite having laws, the internal familial structure in metro cities is such that children grow up seeing, hearing & learning about sex as a tool and women as objects.

(d) That is why, laws may not be enough to combat this rising trend of sexual perversion. It is important that 'society' as a whole comes together to control such activities.

Parents, teachers, neighbours, peers, colleagues, are all part of this vigilant community that needs to keep an eye on such nefarious tendencies among children.

Remarks

They are first to report any crime site.

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)

A large part of a civil servant's daily routine is spent in crisis management rather than crisis aversion. The lack of information is not solely due to the indifference of civil servant, but other factors also play a role.

(a) Most of the problems brewing reach the boiling point only after a trigger; which can be as insignificant as a fly. Here, the individual officer should at least be

Remarks

ready to respond to situations.

Other systemic factors are -

* immense work load on Civil servant - signing

papers, managing subordinates, attending

meetings take up most of his time

* There is hardly any direct contact with field officers; eg- VAO ideally reports to DM

every day, on revenue records and sale deeds, but pressures of job prevent this.

(b) To avoid such situations, a civil servant before taking charge of a new department, can:

* Have all team meeting - from lowest subordinate to higher reporting officers

* Lay down time for weekly interactions & confirm his own availability directly - on phone or mail

* Understand local pressure points and

Keep an eye for regular trouble makers.

Remarks

Get aware of region first.

(c) Creating a whatsapp group of all officers in department, for relaying information instantly is perfect use of technology. To keep abreast of situation on ground. Viran Bedi has such an group with Police officers in Pondicherry.

Technology can help in immediate info, faster responses and quicker resolutions of tensions. Before protesting crowd arrives, remedial measures can be in place.

(d) Regular interaction with people in his area of jurisdiction is a must - people are the ultimate reason for civil service administration, and their satisfaction or complaints must be heard. It would also help the civil servant be in touch with real problems of society.

Remarks

KIC
München

⑤ legal advised