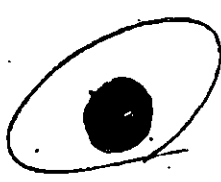


## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 19 questions.</li><li>• All questions are compulsory.</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <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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*[Handwritten signature]*

Name SANJALA SHARMA

Roll No. \_\_\_\_\_

Mobile No. [REDACTED]

Date 12/9/17

Signature [Handwritten signature]

Roll No. \_\_\_\_\_

**GS SCORE**

## 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) Self-realisation refers to being aware and sensitive to people around you and accepting your own flaws which might be harmful to those around you.

It is said to be the biggest service to the world because:-

- it helps a person reform and mould his conduct as per rational norms of behaviour
- it provides the strength to society to reform as a whole when all individuals realise their own duties and responsibilities
- it ensures inculcation of good values which cannot be enforced from an external source
- eg: If all Indians have the realisation that divisions of society based on caste, religion, region and gender are bad, then it'll help in building a strong and integrated society tomorrow

Remarks

(b) When you have to manage your own conduct and adhere to your own duties, you have to use your intelligence and sensibilities. These are <sup>based on</sup> the cognitive knowledge which one has inculcated over time. For example: when a public servant is faced with a situation where people are distressed due to floods in an area, then she has to use the tools available to her based on her knowledge and experience to diffuse the situation as quickly as possible.

However, when ~~you are~~ the public servant is dealing directly with the flood affected people it is very important to provide the empathetic and compassionate touch to instill confidence in the people.

Rationality plays a vital role in it.

2

Remarks

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

Aristotle talked about the principle of 'Golden Mean', i.e. instead of adopting extreme values, one should adhere to values which are well balanced between the two extremes.

For example, when dealing with fear, cowardice and recklessness are at the two extremes; while the most appropriate value to inculcate would be of courage. This would help an individual face their fears with confidence.

Buddhist ethics also professes the value of moderation as laid down by the Madhyampath by the Buddha. It talks about values of right conduct, speech, livelihood etc, which a human must adopt to lead a principled life.

These values of moderation are the best values which an individual can inculcate to behave in a just and-a fair manner in all situations in life. This helps

Remarks

them attain a balanced view in life and be tolerant of others around them.

However this path of moderation may have certain disadvantages too :-

① a society may become accepting of certain ills like gender discrimination if strict rejection of certain values is not adhered to

3

Labors  
+ it

Q3. Do you agree that parochialism creates devilish leaders and threatens common survival? Discuss with respect to the usage of religion as a tool by the people to increase enmity. (150 Words) (10 Marks)

Parochialism refers to being non-liberal and unaccepting of certain values held by others which are not in consonance with <sup>our own</sup> ~~the other person's~~ values.

In a parochial society, certain ills like that of communalism may creep. In recent times, we have seen the usage of religion as a tool by the people to increase enmity in society. The following examples ~~are~~ show the parochialism in our society:-

- ① Lynching of people in the name of religion based on their food beliefs
- ② Killing of rationalists who speak out against the fundamentalists and the rigid views they held
- ③ Imposition of a certain language on people all over the country which may lead to alienation of certain religious and linguistic minorities.

Remarks

These non-liberal practices lead to divisions in the society and are used by certain leaders for their political advantages. However, such parochial beliefs may threaten the common survival of our society as they strike at the core of our beliefs of democracy, rationalism and equality for all.

They are proving to be great menace for secularism.

(3)

Remarks

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

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

(a) Transparency is a prerequisite for an accountable government because:-

- it ensures that all the stakeholders are duly informed

- For example :-

Only when the government makes its decisions in a transparent manner can it be considered an accountable government.

Right to Information Act is the best example

of this. It provides transparency in the functioning of the government by providing information to the citizens, about its own

function. This in turn makes the government accountable to the people, as they can hold the govt answerable based on the information they possess.

It leads to effective use of public revenue.

Remarks



(b) Transparency is an ethical imperative for administration because it ensures that a public servant functions in a fair and objective manner. It helps her in fulfilling her requisite duties without fear or favour.

It helps in strengthening the administrative structure because it provides for efficient functioning and at the same time instills a sense of confidence in the citizens about the functioning of the government.

It ensures democratic ideal.

(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)

Need to elaborate  
 Common good refers to the conduct and values which uphold a common benefit for the society as a whole.

In this regard, the voluntary organizations can play a significant role in helping society achieve a common good. One of the best examples of this is the functioning of an organisation for improvement of sanitation in a state or country.

When such an organisation promotes the values of sanitation amongst the members of society, it not only leads to benefit for those who are directly involved, but also the other citizens who maybe impacted by it indirectly. A clear environment which is free of littering, open defecation and dirty roads can benefit all the citizens by providing them with a healthy and disease free environment.

Thus, a common good is one

Remarks

Give examples of any such organisation

which is beneficial for a society as a whole.

2 1/2

Remarks

Q6. Differentiate between any two of the following terms:

- (a) Commitment and Dedication  
 (b) Values and Beliefs  
 (c) Honesty and loyalty

(75 Words Each) (5×2=10 Marks)

(a) Commitment

It refers to the quality of

(b) Values

Dedication  
 It refers to

(b) Values

They refer to broad perspectives about right and wrong in one's behaviour. They are acquired through the process of socialisation.

Beliefs

These are values which are developed by an individual internally by interacting with those around us and by dealing with various situations in life.

Remarks

It can be either unproven or irrational.

⑥ Honesty

It refers to the value of being ~~to~~ <sup>abiding</sup> to the laws of the land and carrying out one's job without any ~~notice~~ <sup>notice</sup> of personal benefits.

It is also about trustworthiness.

Loyalty

It refers to following the directions and beliefs of a particular person and organization irrespective of whether they are right or wrong values in actual life.

1 1/2

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)

It enables one to differentiate between right & wrong.

Normative ethics refers to what ought to be our conduct. It provides the best values and conduct which an individual must have in different situations.

Normative ethics can help and guide a leader from <sup>not</sup> deviating from the ideal path by constantly reminding him of the right path and values.

If a civil servant rigidly sticks to normative ethics rather than taking help from the wisdom of normative ethics and factoring in the ground realities, then he may become an obstructionist instead of being a facilitator.

For example, if a company is not adhering to a certain law, which may not be very harmful and if the civil servant insists on shutting down the company based on ~~his~~ normative

Remarks

ethics, which tell him that rules must be always followed. . . Then in such a situation he will be ignoring the ground realities that the company is a significant contributor to the economy & a big employer. Shutting down of the company would mean losses of jobs and economic losses. Thus, instead of being appreciated for upholding ethical values, he maybe seen as a destructivist.

31/2

Remarks

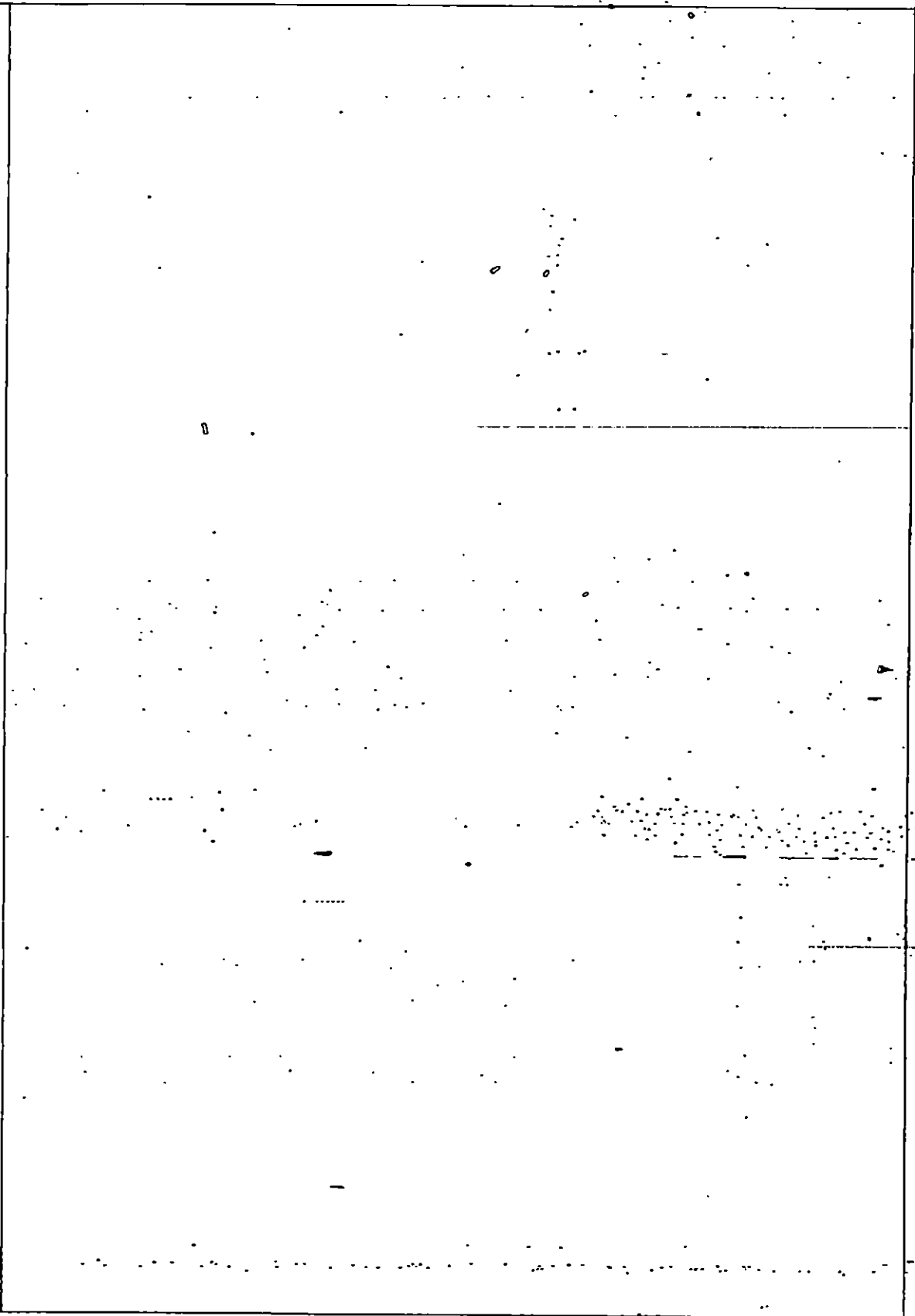
Q8. What is structural discrimination? Why is legislation alone insufficient to alleviate them? Suggest ethical measures to remove the structural discrimination.

(150 Words) (10 Marks)

*Remarks*



**GS SCORE**



*Remarks*

Q9. Answer the following questions based on the concept of conscience:

- (a) What is conscience? Explain the following quote with respect to that - "In matters of conscience, the law of the majority has no place". (Mahatma Gandhi)
- (b) How is conscience shaped by the education, law, and authority? What is the importance of conscience in decision-making? (75 Words Each) (5×2=10 Marks)

(a) Conscience refers to the internal mechanism which guides an individual in differentiating between right and wrong based on sound knowledge.

The above given quote tries to express that when an individual judges a situation as wrong based on her conscience, then even if the majority of the people accept it as right, it cannot be considered correct. The best example to represent this belief is that of untouchability.

Even if the majority believes and practices untouchability, but since my conscience and rational knowledge tells me that it's a discriminating practice, I will regard it as wrong and not accept it.

2  
good  
Con

Remarks

(b) Conscience is shaped by education, law and authority because it's based on our intellectual knowledge and judgement, which we acquire from these ~~at~~ given sources.

Conscience plays an important role in decision making because it helps us ~~guide~~ take the most rational decisions and acts as an internal mechanism of behavioural control.

Discuss  
the  
roles  
of  
all these  
separately

1½

Remarks

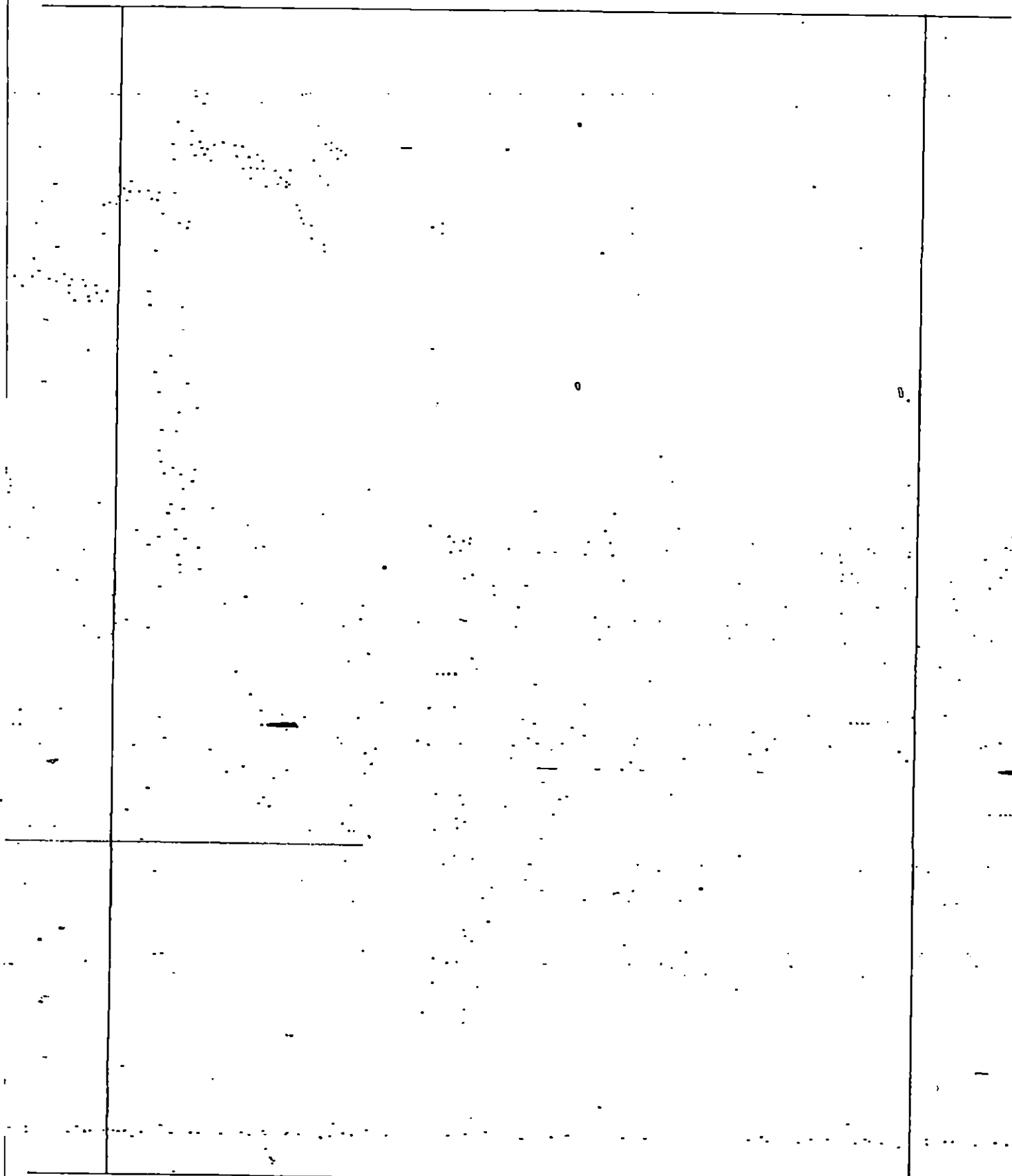
Q10. "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury." Elaborate the essence of Mill's statement with respect to corruption. (150 Words) (10 Marks)

In cases of corruption, an individual cannot brush away responsibility by saying that he/she was not involved in it directly.

For example, if a minister is accused of corruption in his ministry and the Prime Minister says that he is not responsible and amenable for it, as he was not involved in it, then it cannot be qualified as an argument for brushing aside blame. This is because by not stopping his minister from indulging in corruption, he made a conscious decision of letting him indulge in that corruption. That definitely makes the Prime Minister equally accountable for that corruption.

1 1/2  
Need focus on concept first

Remarks



*Remarks*

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

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

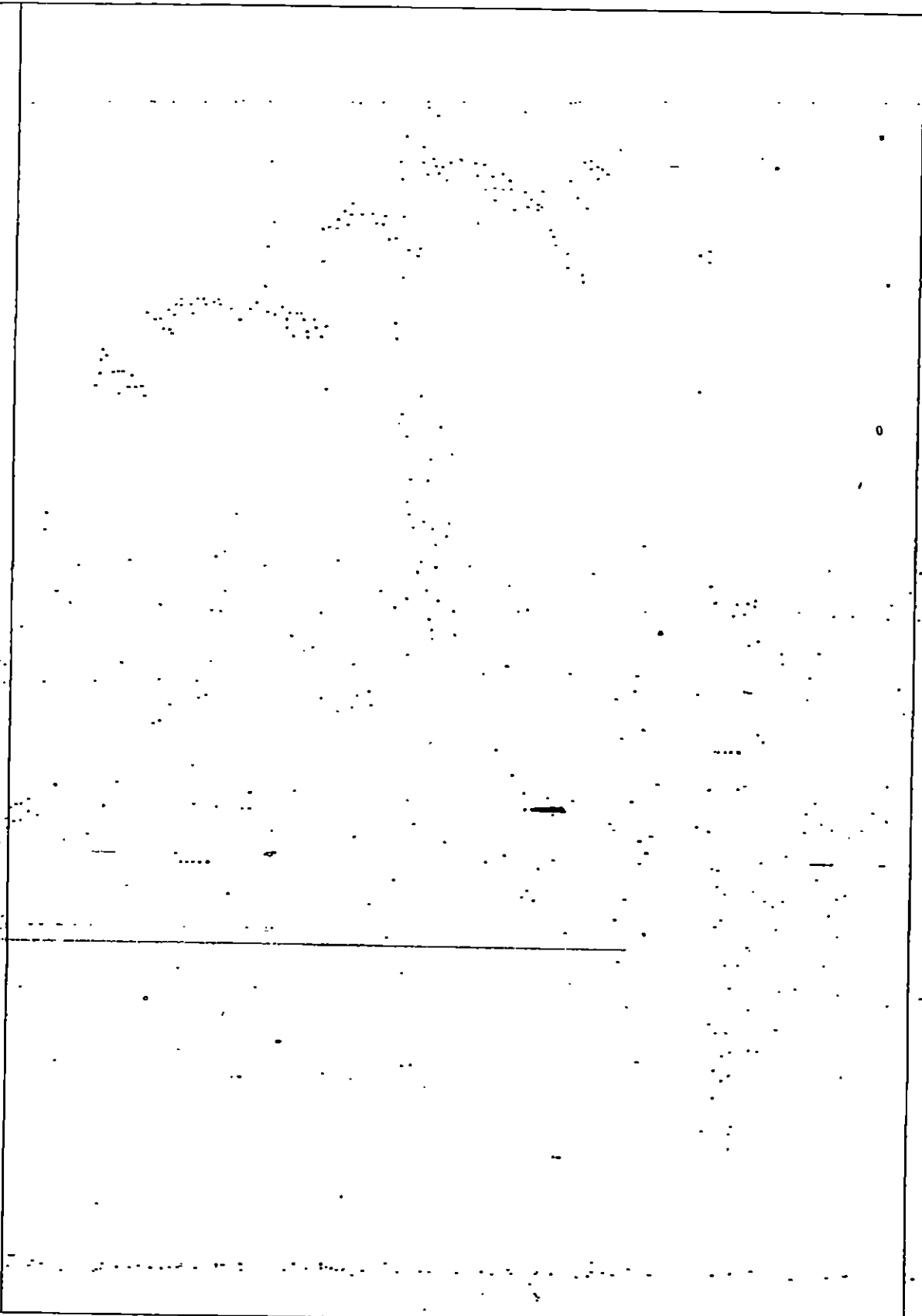
(75 Words Each) (5×2=10 Marks)

(c) Practical wisdom refers to using our intelligence and knowledge which has been acquired through education & socialisation (in school, peers, family and work place) to deal with various issues and courses of actions in professional duty.

2 It goes beyond theoretical knowledge which is acquired by bookish learning. It incorporates the ground realities into decision making to arrive at the best possible solution.

It makes all the other values possible

Remarks



*Remarks*

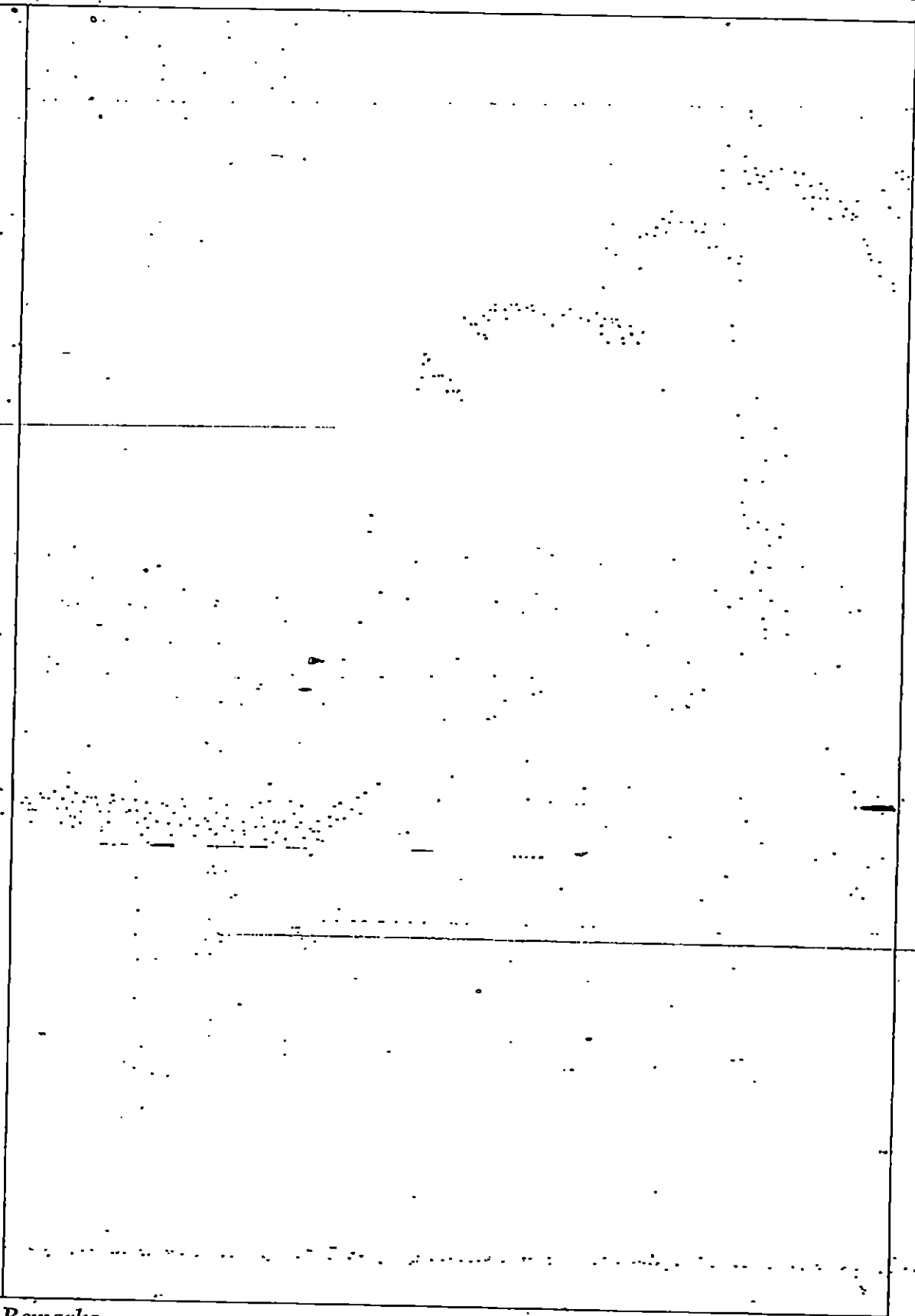
Q12. What is social contract theory? Did you find ethics as guiding principle in it? Discuss.  
(150 Words) (10 Marks)

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*Remarks*



**GIS SCORE**

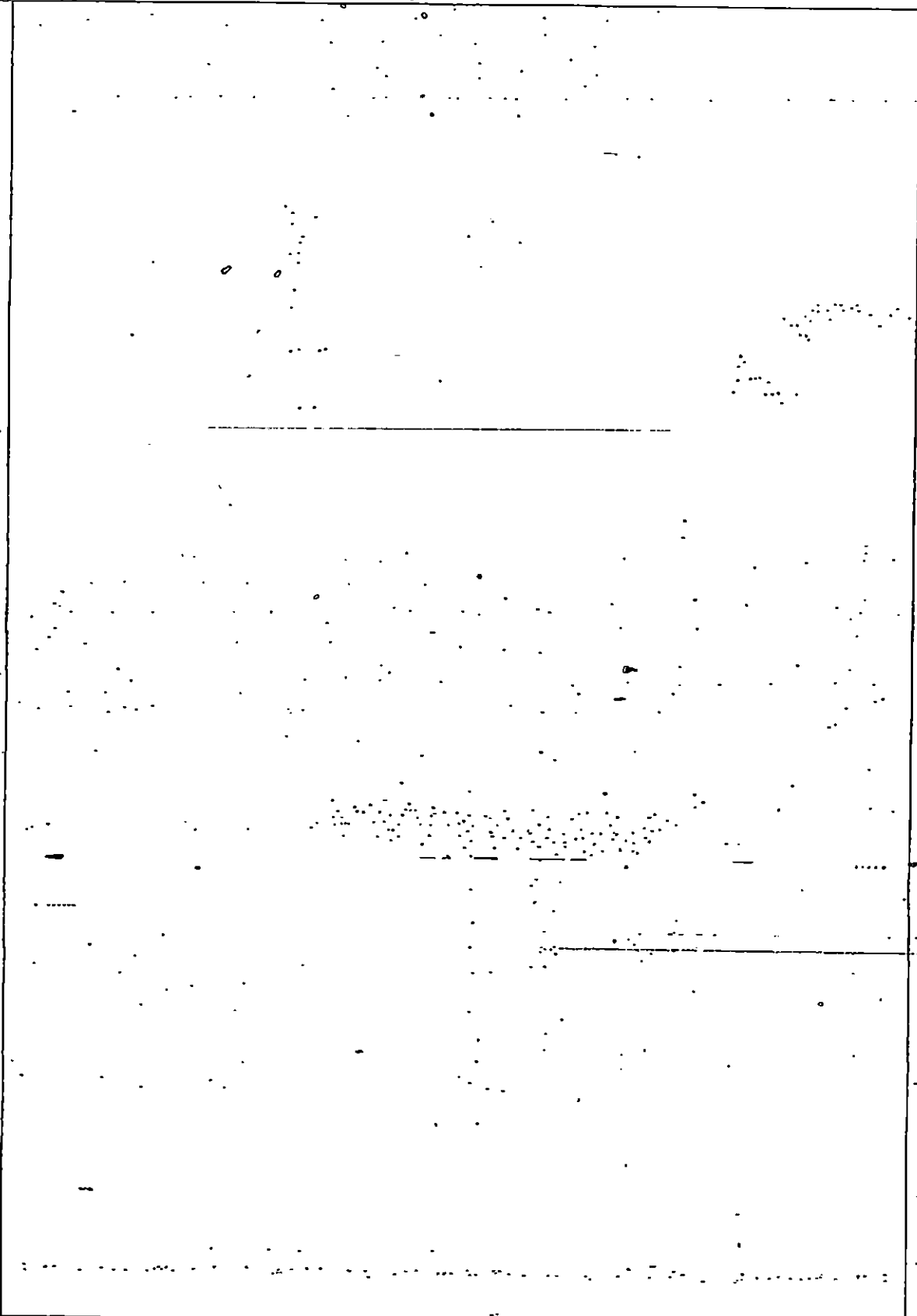


*Remarks*

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

*Remarks*

**GS SCORE**



*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)

The case deals with a situation where, construction of a big infrastructure project in a district, is facing massive protests because it would lead to displacement of a large number of villagers.

As the DM, I am faced with the ethical dilemma of performing my professional duty and upholding my moral responsibility. If I ignore the wishes of the villagers and pay no heed to the protests

Remarks

then I will die not ~~losing~~ <sup>upholding</sup> my moral responsibility, ~~and~~ but at the same time I have a professional duty to ensure completion of the project on time.

The options available in front of me are:-

(a) Use of force to disperse & arrest

Merit: It would ensure that the protests are ended and then the work can continue and be finished on time.

Demerit: It may lead to violence which might spiral out of control and lead to huge loss of life and property; it may even ~~see~~ damage to the infrastructure project by angry protesters.

(b) Talk with leaders & convey that to government and request quick redress

Merit: It would help in ending the protest and at the same time, <sup>it'll</sup> ensure that no violence ~~is reported~~ happens.

It'll also reassure the leaders and their protesters, who might come onboard with the project.

Demerit: It might only lead to temporary sta-

Would it fulfil your objective?

Remarks -

page of protests.

The government authorities might not reply on time and as project misses its deadline

(c) Negotiate, request protesters to leave project site immediately, failing which use force.

Merit: It'll provide an opportunity to resolve the problem, ensure resumption of work and timely completion of work.

Demerit: It might lead to stalemate and according to ~~violence~~ <sup>force</sup> will cause violence by angry protesters & loss of life and property.

(7 1/2) My preferred option would be the last option, as it tries to understand the complaints of protesters and gives them assurance that their complaints will be addressed. It also ensures that protesters leave the project site immediately and only as the very last resort should force be used because it can cause violence. To ensure that violence doesn't take place, the leaders will have to be persuaded not to hamper works as the deadline is nearing. At the same time their demands would be addressed. By doing this I would <sup>uphold</sup> ~~be~~ <sup>responsibility</sup> ~~uphold~~ both my professional duty and moral responsibility.

Remarks

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

- How often would you use Annual Performance Report as a threat to the erring officers and why?
  - Is Annual Performance Report a full proof system of assessment of employees?
  - Do you think that two way assessments (boss & staff and staff & boss) can lead to a full proof assessment of the staff in an administrative system?
  - Can you argue that motivating the staff for adherence to Code of Conduct rather than threatening, censoring or firing is more sustainable way for maintaining discipline in a large organization and the latter as means to restore discipline are dispensable?
- (250 Words) (20 Marks)

As the head of a government department with 50 subordinates, I have been entrusted the responsibility to ensure that the values of good administration are upheld.

(a) Annual <sup>(APR)</sup> Performance Reports of each employee can be used as a threat to erring officers.

I would ensure that all my subordinates are made aware of the performance appraisal <sup>done</sup> through the APR. The subordinates should be told only once at the beginning of each year that to get

Remarks

2 a good report they must work diligently, honestly and uphold other administrative values. A fair warning can be given mid year as well in case the erring officers are still not adhering to their duties and responsibilities. Repeated threats will serve no purpose and ~~at~~ as civil servants such qualities and good temperament has to be developed from within.

(b) APR is one of the best systems of assessment of employees, as it provides an opportunity to report the good work of diligent officers and at the same time, report the non-performance by erring officers. This may lead to compliance with the administrative duties and values by those who are erring. At the same time it incentivises good officers to continue working

hard

2 1/2 However, it is not a full proof system because favouritism and biasness of superiors towards some subordinates can lead to reports which are not in consonance with the performance of the officer.

Remarks



(C) Two way assessment maybe more useful and representative of an officers performance because it gives a 360 review of the person. Only when an officer is performing well will he usually be appreciated by all. In this case favouritism and biasness can be addressed by incorporating feedback of both the boss and the staff of the officer.

Would it not create adversarial atmosphere?

(d) However, the best way is to motivate and persuade your subordinates to adhere to Code of Conduct and Code of Ethics. Negative persuasion through threatening, censoring and flogging must be used only after positive persuasion fails. This is because generally appealing to people is good faith makes them realise their shortcomings and may lead them to give up their bad practices.

Use of negative modes of persuasion may cause more dissonance and lack incentive to reform. Its use must be restricted to cases where positive persuasion has failed & to restore discipline.

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)

There are cases of bribe demands and harassment by the employees, of beneficiaries of Old Age Pension Scheme, which have come to light in an organisation. As the head of the organisation which is running this scheme, I have the following options in front of me to resolve the problem and improve work culture :-

① Fire the employees who are involved in bribe taking straightaway

Merit : It will ensure that the reputation of my company is intact and no beneficiary is harassed by the employees

Demerit : It might lead to protests by employees who may feel that they are wrongly being accused of bribe taking.

• Added cost to company for hiring new employees

Remarks

Proper  
perusal  
should  
be  
there  
first

② Refuse to accept the claims of the complainant and pay no heed to it

Merit: • It would ensure that the company does not face any corruption charges or damage to reputation.

Demerit: • It might ~~lead~~ lead to dissatisfaction amongst beneficiaries and loss of customer base.

• The company will suffer in the long run whenever this corruption is brought to light.

③ Warn the employees not to indulge in bribe taking, ensure that the beneficiary is given his pension and put checks and balances in place.

Merit: • Help in quick redressal of grievance of beneficiaries and timely payment of pensions • checks and balances like digital ~~and~~ technology usage in public interface and monitoring will help reduce corruption.

• Inculcate a good work culture based on integrity, honesty and dedication to work.

Demerit: • Increase in costs to the company • Employee dissatisfaction if they are not guilty of such corrupt practices.

Can't  
it  
be  
change  
over-  
night?

Remarks

I would take the last option as my course of action. I would investigate into this complaint and give a fair warning to my employees. At the same time I would encourage digitisation in the working of the company to ensure transparency in working & swift monitoring.

$7\frac{1}{2}$  Employees can also be trained in value education and good administrative practices. The demerit of increase in costs for better service delivery will be nullified by higher benefits in the future.

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)

(a) Spiritual gurus and social activists can be roped in to increase the people's participation in welfare programmes of the government. This is because they enjoy large following by masses and exercise certain amount of influence over their followers.

The reason behind this large following is that, ~~such~~ spiritual gurus and social activists try to understand the problems and issues which the common man faces and help them resolve these. They connect with their followers and are responsive to their needs. This builds trust between the leaders and his/her follower.

By involving the spiritual gurus and social activists, the government can benefit by :-

Remarks

- ① increased public participation towards their welfare schemes
- ② it'll lead to a synergy in the society where the benefit provider and beneficiary would be in close contact & work together
- ③ Instead of destructive tendencies and dissenting attitude towards the government, the people can be involved in promoting welfare schemes constructively with the persuasion of the spiritual gurus and social activists.

(b) However, there are a certain difficulties in involving spiritual gurus and social activists in ~~their~~ <sup>promotion of</sup> welfare programmes:-

- ① These gurus and activists may not be willing to join forces as it may lead to alienation of their followers
- ② it might add to the costs of the government as these leaders may demand some payment for their involvement in government programmes.
- ③ it might also lead to alienation ~~of~~ of certain sections of society, if the government ropes in a spiritual guru or a social activist.

Remarks

What if - they get indulged in personal satisfaction

from a particular religion, sect, caste  
or state.

8

**Remarks**

Q18. Due to proliferation of porn literature and videos in the era of increased mobile and internet, sick sexual addiction and perversion is fast increasing, not only among less educated and emigrant labour force living in slums, but also among the educated class and friends and family relatives leading to unwanted pregnancies, murders, suicides, etc.

- (a) If you are secretary in the Home Ministry of a State, what steps would you take to address the rising trend of sexual perversion and sex related crimes against children and women?
- (b) Would you suggest a complete ban on pornographic websites? Give reasons.
- (c) Why despite laws against perverted sex and sexual crimes, this continues, especially in big cities and metros?
- (d) Do you think that laws are inadequate? Give some arguments in favour of "social control" and "community vigilance" to curb such aberrations.

(250 Words) (20 Marks)

Due to proliferation of porn literature and videos in this era of mobile and internet, there is a rising trend towards sexual perversion and sex related crimes across all the sections of society.

(a) If I am the secretary in the Home Ministry of a state, the following steps can be taken by my department to address these problems :-

① Clarity of laws and strict implementation of these laws

I would ensure that the laws pertaining to such crimes and practices are clearly understood by the people and the

Remarks



rules relating to misuse of the mobile phone and internet are clearly stated on the government's websites.

I would also meet the law enforcement agencies of the state to ensure that the reporting of sexual crimes and satisfaction is being taken by them.

### ② Cybersecurity Setup

I would also organise meetings to discuss the steps taken for cybersecurity in the state with the ministers of the concerned departments and the officers who are in charge for its implementation.

To enhance cybersecurity, to restrict misuse of internet, I would setup committees to look into the matter of strengthening cybersecurity setup like establishing Cybercell and sector specific response teams.

### ③ Spreading Awareness & Civil Society Participation

I would request the actors of civil society, i.e. the media, the NGOs, schools and parents to spread awareness about such

(3)  
good

sexual perversion and crimes - against children. The NGOs could help in monitoring & reporting the cases of sexual crimes, especially against children. Schools and teachers should focus on value education.

(b) Complete ban on porn sites may not be feasible due to the sheer number of websites and the lack of manpower at the

disposal of government to review all sites.

At the same time clear guidelines and rules are not available for judging which site is a porn site and which is not. Education can play a vital role in it.

(c) Even though laws are there to tackle sexual perversion & crimes, such practices continue because:-

(1) lack of implementation of laws

(2) delays in judicial cases

(3) the social attitudes of patriarchy and discriminating against women

(4) vulnerability of children

Explain these points

(d) Laws are overlapping and unclear, which leads to incomplete enforcement. Social control and community vigilance can help in making the vulnerable sections like women and children, aware about such crimes and also bringing in an attitudinal change in society.

Remarks

Q19. In recent times it has been seen that the Civil Servants rise from sleep only after a crisis assumes an unmanageable shape and form. It was seen during Uttarakhand natural disaster, adverse consequences of endosulphan in Kerala, coal mines accident in Jharkhand and Blue whale computer game inspired suicides in some states. Answer the following:

- 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) It can be blamed on both individual officers' failure and systemic failure.

Individual Officer's Failure.

• Lack of honesty, accountability, leadership is an individual officer lead to small problems turning into crisis.

• Apathy of civil servants is also an important reason behind their lackadaisical approach to problems.

• Sense of job security and political patronage may also be behind such attitude.

Systemic Failures

• Lack of discretion to civil servants

• Rigid and complex rules which discourage

Remarks

civil servants from taking initiatives

• political interference and red tapism in the system causes delays which may eventually lead to a crisis.

(b) • Every civil servant must be fairly to the problems and issues of the region where he/she is posted by reading up about it, interacting with seniors, staff and the people in general

• at the same time, proper training and value education biased orientation can make a civil servant more responsive to the demands of the society. He should know the hopes & aspiration of people.

(c) technology can be a great enabler to a civil servant in the following ways-

(1) help in better monitoring

(2) encourage people to provide feedback, which would help in judge the on ground reality

(3) it would help in quick grievance redressal which can help in averting big crisis

(4) it provides ease of access and improved interface between government and people

Remarks

Give some examples of such technology

(d) Regular interactions with people can help in the following regard:-

(1) Provide the people, the opportunity to report their problems and difficulties to the govt.

(2) It will provide a clear picture to the civil servant. For example: if a civil servant receives a report about clogging of drains and development on river wetlands, then she can order an enquiry into it and ensure that rules & laws are adhered to. This can help in averting flood like situations in the future.

(3) It helps in building trust between the state and its citizens.

over all good approach

2 1/2

Remarks

8

8

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