

## ETHICS, INTEGRITY AND APTITUDE

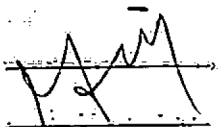
Time Allowed: 3 hrs.

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 earned 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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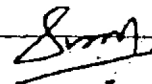
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Date 2 Oct. 2017

Signature



## 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 realization is process of getting to know what one likes, wants to achieve in life, wants to give back to society. It is, thus called as a journey of SOUL SEARCHING.

Process of self realization is always stems from TRUTH and UTMOST INTEGRITY. That is why one's true self is always pure and pious.

In this way, the person gives a lot back to the world. He becomes a good citizen and gives equal

Remarks

importance to his duties as,  
rights.

Self realization also helps in  
one's search for ideal vocation. The  
person becomes happy and spreads  
happiness. He sees things in positive  
way ~~tries~~ and tries to correct his  
deficiencies in more productive manner.

In this way he becomes an asset to  
the society.

(b). To manage one's habits and tendencies  
one should use his mind as heart is  
more emotional and give irrational  
advices, sometimes.

2

How  
does  
it  
help  
public  
servant?

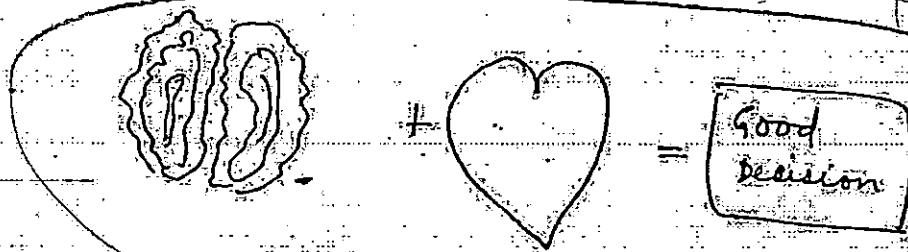
Remarks

While, it is also true that to assess others, we should use our heart, because we might not want to be too rational.

1/2/

Mind gives facts, rationality while heart is all about emotional drives.

To be good at decision making, one should try to amalgamate both.



Remarks

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

Aristotle's ethics is all about VIRTUES of RIGHT, JUST, FAIR and MORAL. Buddhist ethics is about MIDDLE PATH and avoiding extremes.

A person to be RIGHT, JUST, FAIR and MORAL should automatically avoid extreme and judge everything from mid point. So in this way Aristotelian and Buddhist ethics converge on the virtue of being INDIFFERENT in every situation.

Aristotle's idea was to end the violence and creation of a benevolent society. Similarly, Buddhist ethics

Remarks

2 also talks about leaving violence and joining DHAMMA. In this way we see, the ecology and environment of both ideologies are same.

What about their view on national exercise?

Remarks

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

Parochialism is one's tendency to follow narrow minded, irrelevant and orthodox

ideology. Parochialism often comes into conflict with modern liberal thought and open minded thinking. As we saw in French and Indian Renaissance.

People who are parochial in mind, sometimes use common identity of religion, caste or nation to create differences among communities. This threatens the very thread of tolerant - peaceful coexistent ideology.

We see such cases in many parts

Remarks

of today's world is Arabian countries, Israel Palestine, some cases of Indian subcontinent.

Parochialism and religion mixes in very disastrous recipe for peace if one is not checked. Because it incites people's very crude identity under which everyone is same and can do whatever he wants.

Elaborate it with some recent incidents.



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 about opening governments' working style, documents, decision making so that people can see what is going on in the public offices and hold them responsible and accountable.

Transparency brings decision making closer to public and government becomes responsive to the needs of public. This checks corruption and brings accountability in government. RTI, Social Audit, Citizen's charter are some methods used by government to be transparent.

Need to discuss accountability as well.

Remarks

(b) Transparency is a building block for ethical governance because it gives right to common man to question government policies and decision → Power to tax payer about usage of his money.

Further, it creates necessary checks and balances in governance → reduction in corruption and power to honest and just public servant.

It creates an ethical framework which in the end, realizes the cherished ideals of our democratic principles and constitution.

good content

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)

The common good is "good for all" and absence of individualism in decision making. This idea of common good reflects in neo liberal ideology of ~~what~~ utilitarianism.

Voluntary organisations tend to do good for all without any personal interest. These organisations believe in power of communitarian effort and bringing change through debate, discourse and peaceful manner.

Voluntary organisation pressurize governments and push for reforms.

Remarks

needed for realizing common good enshrined in constitutions.

Further, common good can be achieved through common effort which brings each part and section of society closer to each other.

3

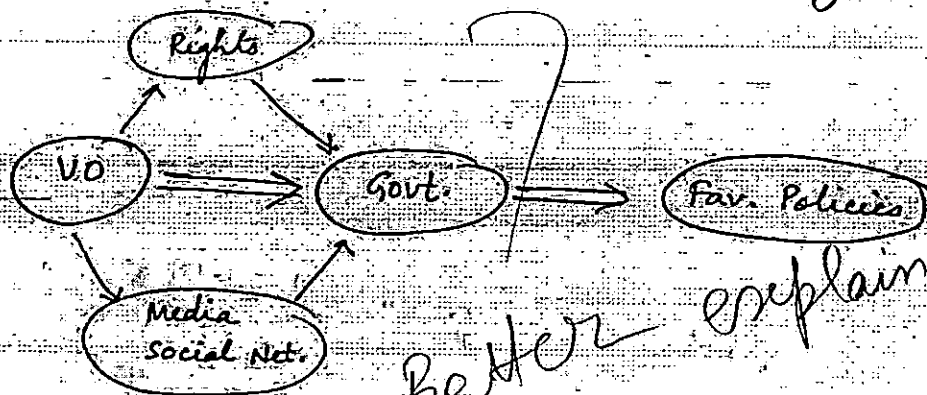
Some examples are like,

Social angle - CRY,

Economic angle - MKKS

Female Oriented - KUTUMB SHREE

Discuss objectives of these also



Better explain it

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 is to bind one's thinking and actions towards any goal or direction. While dedication is putting effort for that commitment without any deviation. Dedication solidifies our chances to achieve a goal. laborate it

(b). Values are certain virtues, traits and guiding principles which a person in particular and society at large, adhere to create a homogenous environment for all. Values may differ from people to people and society to society. Beliefs are personal set of function, a person achieves in his life through family, may

Remarks

be  
irration  
too

2 experienced and education: Beliefs ensure a person's predictable action in certain direction, on certain issue.

(c). Honesty is upholding the truth and absence of corrupt behaviour.

Loyalty is allegiance with utmost honesty towards any ideology, function, job, duty, person etc. A person can be honest but might not be loyal. But a dishonest person will never be loyal to anyone.

Don't  
you  
read  
question

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)

The ethics of societal norms created by society's determinants' interaction, is normative ethics. Eg. "we should respect elders" is a normative ethic.

A leader might deviate from the ideal path in his actions but society's aspirations are always stem out of normative ethics. The leader can judge the decisions taken by him on the standard of acceptance and rejection.

In this way normative ethics saves a leader from plausible deviation.

Sometimes, a civil servant or person working in public arena, may face difficulties in getting things done because he is not seeing beyond those normative ethics.

Remarks

He should use his wisdom and intelligence to overcome that problem.  
 Eg. In case of Swachh Bharat Abhiyan, people's mindset can only be changed if normative ethics is applied with logical and reasonable actions. Thus to stop people from defecating in open, which is part of their normative ethics, one should use persuasion, influence, incentives and emotional factors to get things done.

32

good content

Remarks



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

(150 Words) (10 Marks)

Structural discrimination is about discrimination based on structural, inherent - deficiencies and unintentional mal-managed institutions. Sometimes, society works this way that discrimination is sure to happen. Like in the case of female malnutrition issue. Families pay little attention to health of women, which is a part of bigger problem of patriarchy, causing structural discrimination.

Legislation can address the formal aspect of any issue. To attach on informal aspects, we need compassion, integrity and morality is governance. Hand in hand cooperation among different stakeholders.

Remarks

Some ethical measures which can address the issue are -

1. ~~Women~~ Addressing the bigger issue and putting ethics on top.
2. Focus more qualitatives rather than quantitatives.
3. Education should be of inverted structure. Things we read in childhood about truth, friendship, unity should be taught in later years of education.
4. Family to play bigger role in development of mind.

Laws and policies play minor role, while value and virtue are more important to address structural discrimination.

Remarks

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

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

(a). Conscience is inner voice. When we do anything, there comes a inner voice about that decision, that is conscience.

Law of majority will focus on collective good which might not be good for a person individually. Not everyone would like to study maths, some people would like to study arts. Conscience is our WANT - while our decision might be influenced because of pressure, habit or soft persuasion, like drinking alcohol when forced by friends.

2

Remarks

(b) Conscience sometimes get shaped by education. ~~too~~ - one should not cheat in exam, voluntarily.

Law - One should be punished if he is involved in a theft.

Authority - One should stay according to rules and act accordingly.

In this way our conscience tells us to do or refrain from certain action.

However one might act differently, despite all these arrangements.

Decision making is opting for a course of action and our conscience tells us what should we do. In this situation conscience is guided by our deep settled need and ideology.

This decision is very much influenced by our conscience, specially when we know we are doing something wrong.

25

Good

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)

John Stuart Mill has talked about a lot about the conduct of human and reason for that conduct. However, sometimes, inaction, specially in public service, also has repercussions. Inaction might also bring some consequences and his accountability is found to motivate him for action.

Like in case of corruption, if a person knows corruption is happening, his inaction will lead to strengthening of this ill practise and compromisation of values in society.

That is why it is necessary

Remarks

to hold a person accountable,  
if corruption practice was carried,  
in his knowledge whether or not  
he is involved.

(32) Action and inaction both  
bring results. It is our perception  
towards ~~at~~ certain thing which  
motivates us for action or  
inaction. For a civil servant, it is  
a utmost important to gauge the  
need for action or inaction.

Such attitude flourishes  
unethical practices

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 is state of calmness and untroubled by the external chaos. A

Civil servant needs serenity in his mind -

1. to Realise the real issue
2. to ~~Ability~~ be able to take sound decision
3. so that he does not get affected by external environment

Further, civil service is highly complex and dynamic job, which creates

need for balancing between family and

work. Serenity in behaviour at home

is very important. Some times people get

carried away and hamper their personal

relationships.

21  
 good  
 content

Remarks

(C): Practical wisdom is something which is quick, remedial and contextual to address any problem. A civil servant must possess practical wisdom because procedural and structural delay might hamper efficiency. Practical wisdom is problem solving rather than fact finding and rule following. However, practical wisdom should not bypass legal aspects and should stay within. A civil servant, in a highly complex modern world, must possess practical wisdom. In this way he'll be able to get maximum out of any government programme or scheme. It is like thinking out-of-the-box.

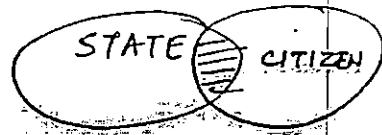
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good

Remarks



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

Social contract theory is about citizen giving up their some freedom and in return state will give protection and rights. It was given



by scholar Thomas Hobbes.

Social contract theory is basis of modern neo liberal political thought. In this theory ethics plays as guiding principle because both citizen and state anticipate an ethical behaviour on behalf of each other. Breaking the trust and doing unethical actions would result in distrusting of well balanced society. This will result in trust deficit between government and citizens.

Remarks

and we'll see cases of corruption, crimes, betrayal etc.

Thus it is imperative to uphold the ethical behaviour and respecting one's core territory. Citizens are advised to enjoy their right if they do not breach the law.

It brings togetherness in society.

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 thinker and scholar. His basic teachings ~~are~~ were so empowering and impactful, that more than 90% chinese today, follow his teachings as a religion.

He was famous for his teachings based on love, compassion, mutual support and honesty in life. At that time, China was a place of trade and territorial wars. Teachings of Confucius came at the time when society had no ethical principle, and people used to kill others for gold, jewels, trade booty, money, revenge, etc.

Remarks

Confucius' teachings are still relevant because societies still give more importance to worldly things rather than relationship, duty, ethics in business etc. The world still needs basic teachings of love and affection as we see hundreds of people are dying, daily, in different parts of world. The chaos for trivial things needs to be ended and human life should have high moral ground.

What about his  
view regarding  
political beliefs?

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)

Context :- Infrastructure projects and environmentalists

(c) Use of force should be the last resort if protest is violent. Here the protest is not violent. Further, arresting the leader should be on sound legal ground. Protesting is not illegal if it's peaceful. Arresting the leader might escalate things in wrong direction also.

Remarks

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Remarks

(b). Talking to leader and assuring him of addressing his problem is a good option. It is a peaceful option and protesters will also feel that their demand has been heard. As a district magistrate, one should try to find constructive solutions involving every stakeholder. Further, this option will reduce the possibility of recurrent protest and stopping of project.

(c) Negotiate and hearing the problem with assurance is a good move but use of force should not be picked quickly. Because-

1. It will injure many people and it looks irresponsible to use force.
2. Protesters might turn violent and

Remarks

public ~~to~~ property might get damaged.

3. Peaceful negotiations last longer and that is why confidence building measures should be used.

8 However, if protesters are not negotiating and are not ready to even talk. Arrest as a last resort can be used. Because every protest should have an ideological base.

I would choose option (B).

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)

Context :- Compliance and performance management in an organisation.

(a) Annual performance report is a mirror of an employee's work and related performance. For an error, whole year's performance can not be judged. So, APR, should be used to introspect, motivate and improve the performance of employee rather

Remarks

② than used for threat. One should not use it as threat.

(b) NO, Annual performance report is not full proof assessment because-

1. It does not count informal aspect.
2. It does not count an employee's performance as a part of a larger group, called organisation.
3. It gives only, task, posting, assignment based assessment.
4. It does not give account of employee's personal relations.

(c) Yes, two way assessment can lead to full proof assessment ~~too~~ if it counts all aspects of management. Boss' performance should

Remarks

reflect the need of organisation, and employees' performance should be according to Boss.

2

That is why two way assessment, will be done having every stakeholder's performance in the mind.

It might be used tool of revenge.

(D) Threatening, censoring and firing are not CONSTRUCTIVE and create ANIMOSITY

against top management causing long term damage. The job of top management is to coach, support and

delegate rather than putting coercive pressure. TOYOTA is the best example

where management philosophy of Theory Z is used with principle of KAIZEN. Coercion can be used mildly to put discipline that too sparingly.

25

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)

Context :- Corruption in office and need for holistic changes.

(a) ①. Fire the assistant - Firing the assistant can be an option as he is involved in a bribery case. However, this should be the last option and should be used sparingly and in rare cases. Further, claim of old man should be ascertained first.

②. Give warning to employees and tell people to lodge formal request in cases of bribery -

This is a good option but will need continuous monitoring. Some people might

Remarks

use complaint system to ~~not~~ malign some employee's image. It is not a fool proof option.

(3) start transparent way to provide services using NGO, DBT and media. ₹

old age pension scheme and other services can be provided to people if operations are made transparent. use of IT and e-governance can also be used. Further, it will reduce public interface and inturn corruption.

A warning of zero tolerance toward bribery case will provide necessary deterrence.

(B). Last option (number 3) should be adopted because -

1. Least coercive
2. Forward looking
3. Qualitative changes
4. Employee's will be less burdened

Remarks

- 8/2
5. Increasing community participation.
  6. Increasing accountability.
  7. Use of IT will reduce corruption.
  8. Warning to all employees and reducing discretion are time tested methods to curb corruption (Second ARC)
  9. People friendly.
  10. Media will provide necessary monitoring.

How about using DBT for transferring pension to beneficiary's account?

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)

Context:- Social influence as a strategy for compliance

(a) Yes, involving spiritual gurus and social activists in welfare programmes is good because-

1. It increases legitimacy of programme.
2. People are influenced through informal means.
3. Mass base of Gurus and activist is large → Helps in reaching the program to last mile.
4. There mass appeal is great and

Remarks

interesting - innovative ways to information sharing.

5. Language is local and people friendly rather than boring jargons.

⚠: However, use of such stages by gurus and activists for personal gain may hamper the credibility of government if anything improper and corrupt is done.

③ Gurus and activists can be proved difficult to involve because

1. They might not want to get involved in political issues.
2. May hamper their own image.
3. Programmes endorsed by Gurus and Activists may not response in the way people expect because of

Remarks



red tapism

- 4. They might use government programmes and forum for self aggrandizement.
- 5. They might not be able to convey the real reason of scheme.
- 6. Need for state to move away from religion and non state actors. this is basic ideal of democracy.
- 7. Antipathy in government functionaries

8 1/2

They might not be acceptable to every section of society

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)

*Context: Pornography through internet and electronics.*

(a). 1. To curb this menace of sexual perversion and crimes there is a need for holistic planning.

2. Sensitisation of functionaries to understand the issue.

3. Control, regulate and ban illegal content on internet.

4. Curb proliferation of mobile shops who distribute such content, offline.

Remarks

*What role can women play in policing?*

S. Awareness through educational institutes, NGOs, families, and social forums. (2)

B. (B) NO, Complete ban of website will be impossible and not desirable. Impossible

because we do not own every content of these websites. Servers are in other (2)

countries also. Banning will work

counterproductively rather awareness and regulation is needed. Banning something

is a despotic move. What can other alternative

(C) Despite laws, perverted crimes exist because institutional framework is

weak and support of citizenry is not there. Laws work in tandem

with society. Further, these crimes

do not get

STRICT PUNISHMENT.

Remarks

2  
Conviction rate in heinous crime is less than 10%. This reduces the effectiveness of institutions and leads giving rise to sexual crimes against women and children.

⑤. No, laws are not adequate, rather implementation is half hearted and corrupt, "social control" and "community vigilance" is a good idea to curb these crimes. Because -

1. This involves the primary stakeholder, giving proper legitimacy, acceptance and voluntary support.

2. Regular monitoring is easy.

3. Informal check is always more effective because it reaches to the last mile.

4. Family, Friends, relatives put necessary pressure and focus.

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)

Context - Responsiveness of civil servants

(a). It would be wrong to say that officers are not aware rather they are overburdened and disinterested.

Some cases may be ~~like~~ because of officer's failure but majority of cases are because of systemic failure and LIMITED ROLE OF SURROUNDING

(Family, Friends, Relatives, School)

Further, civil servants are often involved at a later stage by society itself.

21/2

Remarks

(b). He should call on civil society groups, school principals, local governance institutions, NGOs, media to act responsibly and in coordination. An appeal should be made to support and communicate. Disaster management issues are more sensitive and need PREPAREDNESS and CAPACITY BUILDING.

For that, regular mock drills and awareness campaigns are necessary. Social media can be used to disseminate info regarding social problems and appealing for mass support.

(c). Technology is boon in this era because =

1. Early warning, regular monitoring.
2. Easy flow of information.
3. Two way communication.
4. Clear lines of authority.

Remarks

2/2  
Get the aware  
of the people  
the

5. Better coordination  
 6. Large scale intervention  
 7. Mass interaction simultaneously

1 1/2

(B). Regular interaction is very important because -

1. Restores faith in traditional administrative machinery.
2. Real and actual information
3. Grass root understanding of issues
4. Assessment of any problem at early stage becomes easy.
5. Understanding need of people and planning according to that.
6. Resource assessment and optimal utilisation.
7. Curbing corruption by subordinate officers.

2 1/2

Remarks Q. Personal knowledge for future.

