

1. What is virtue ethics? Explain its significance in public life.

Introduction:

Virtue ethics is a broad term for theories that emphasize the role of character and virtue in moral philosophy rather than either doing one's duty or acting in order to bring about good consequences. These traits derive from natural internal tendencies, however, once established, they become stable.

Body:

Significance of virtue ethics in public life:

- **Longevity or Constancy:** Most virtue ethics theories take their inspiration from Aristotle who declared that a virtuous person is someone who has ideal character traits throughout. For example, a virtuous person is someone who is kind across many situations over a lifetime because that is his/her character and not because he/she wants to maximize utility or gain favours or simply do his/her duty.
- **Independent of existence of set laws:** It helps an individual in assessing and maintaining one's character. It invariably makes a person contribute to the society without the requirement of laws and punishments. Following virtue ethics enables a person to develop and follow virtues like honesty, integrity, transparency etc. and live and be righteous.
- **Modesty:** leads the individual to perform his/her function with utmost humbleness and simplicity, especially for civil servants, preventing them from asserting haughtiness.
- **Temperance:** as quality of self-refraining is practiced resulting in prevention of unnecessary conflicts and clashes in general.
- **Inherent nature:** They make us better human beings as our motivation to do something good stems from inside and are not based on the result of doing that action. For instance, if a person finds out an immoral act of his/her organisation then he/she will be not in any dilemma of actual welfare vs. loyalty to his/her organisation in pursuit of his/her growth in the company. The person will take the required action to disclose the immoral act directed as a virtue of honesty.
- **Inculcation of traits:** Virtue ethics consider many feminine traits, such as caring and nurturing, as equally important for the wholesome growth of an individual.

Virtue Ethics in Indian Philosophy:

From early protagonists like Lord Buddha and Chanakya to modern thinkers of India like Swami Vivekananda, Mahatma Gandhi etc, Virtue Ethics has always been an inherent morally responsible way of living propagated by various leaders and thinkers of this country, adopted and spread in different ways.

Mahatma Gandhi and his stand for ethics in Indian Freedom Struggle: Gandhi believed that as human beings, men can never reach the perfection of divine virtues. Still, they should strive with all their strength to follow the virtues of truth, love, nonviolence, tolerance, fearlessness, charity and service to mankind. Men have to uphold the right, regardless of the personal consequences they may face. He urged Satyagrahis to adapt to these virtues. He regarded that Indian struggle for freedom stands for truth and represents a just struggle for national and individual autonomy.

Selfless service to mankind: He believed that all humans are equal and there are no differences amongst us. He stood for the unity of life and humans, which was evident in his selfless works for untouchables (calling them Harijans).

Conclusion:

Though virtue ethics comes with its own set of objections like self-centredness, failure of practicality and lack of lawfully guided principles, the constant self-awareness, self-development and knowledge building that a person inculcates as a result of virtue ethics cannot be overlooked. Emotional intelligence along with practicality where required will make a wholesome combination for an individual's growth and help her/him contribute essentially to the society

2. Explain the concept and applications of consequentialism with the help of suitable examples.

Introduction:

Consequentialism is the class of normative ethics considering that the consequences of one's conduct are the ultimate basis for any judgment about the rightness or wrongness of that conduct. It focuses on ends or goals or consequences.

Body:

Consequentialism is based on two principles:

- Whether an act is right or wrong depends only on the results of that act.
- The better consequences an act produces, the better or more right that act is.

For example- To control the militancy in Kashmir during early 90s many actions were taken by the Army that violated the Human Rights. A senior army officer accepted the fact and said that we are sorry for the actions, but sometimes in order to prevent the larger evil, small evil has to be done. Integrity of the country was more important.

Ethical egoism: Ethical egoism is the consequences for the individual agent are taken to matter more than any other result. Thus, egoism will prescribe actions that may be beneficial, detrimental, or neutral to the welfare of others.

Example- Business man selling his products for above price to benefit his family and their lifestyle.

Ethical altruism: Ethical altruism can be seen as a consequentialist ethic which prescribes that an individual take action that have the best consequences for everyone except for himself.

Example- Helping the homeless can be altruistic as long as it is not done for recognition or to make oneself feel better.

Utilitarianism: Benefits everybody including the individual that is greatest welfare of work for larger number of people.

Example: Fostering scientific temper by the government by allocating more money in the budget in a country can help all sections of the society with a benefit of good will for the government.

Hedonism: Hedonism is a school of thought that argues that pleasure and happiness are the primary or most important intrinsic goods and the proper aim of human life. It is based on two principles pain and pleasure that is feeling pleasure in their own way

Example: A drug addicts would overdose him/ her for pleasure but it might not give him/ her real happiness.

Rule consequentialism: it is a theory that is sometimes seen as an attempt to reconcile deontology and consequentialism—and in some cases, this is stated as a criticism of rule consequentialism.

Example: Killing one person to save life of ten others would be against the ‘moral’ rules here.

Disadvantages of consequentialism:

- Future consequences are difficult to predict.
- Measuring and comparing the ‘goodness’ of consequences is very difficult.
- It is easy to bias in favour of particular groups.
- It ignores things we regard as ethically relevant.

Conclusion:

Though Consequentialism is having many favourable outcomes, inculcating moral rules and ethical behaviour is essential during means of result.

3. What was more important to Mahatma Gandhi- means or end of an action? How did he practice these principles in his public life?

Introduction:

The Means vs. Ends Debate of an action has been so prominent in ethics that two separate schools of thought emerged. **Consequentialism** focussing on judging the moral worth of the results of the actions and **Deontological ethics** on judging the actions themselves.

Body:

Mahatma Gandhi’s Philosophy:

Gandhi observed that “Noble Goals can be achieved only through Noble Means” Here he adheres similarity with Immanuel Kant’s philosophy of moral command that action should end in itself.

That’s why Gandhi advocated that people should reform themselves and then preach to people i.e. more focus in the cultivation of self.

Gandhi used an example to explain why means always take precedence over ends in the context of usage of Non-violence over violence to establish Peace .

“If I want to deprive you of your watch, I shall certainly have to fight for it; if I want to buy your watch, I shall have to pay for it; and if I want a gift, I shall have to plead for it; and, according to the means I employ, the watch is stolen property, my own property, or a donation.”

Application of principles in real life:

Gandhi withdrew the first large scale mass movement “Non co-operation movement”, because of one single ‘**Chauri Chaura incident**’ because the incident deviated from his Non-violence stance and he immediately called off the movement despite criticism.

The **Seven Sins philosophy** also emphasises on Importance of Means. For example, in the list of sins – Politics without Principles, Wealth without Work, Worship without Sacrifice, etc., the former are the ends whereas the latter symbolises means which imply that Ends are of lesser value without the desired means.

Gandhi’s **notion of democracy** is that under it the weakest shall have the same opportunities as the strongest. Which stands for Deontological ethics i.e. putting dignity of an Individual over narrow definition of democracy.

With respect to **concept of development (END)** he emphasised on the idea of village level sustenance through small and cottage industries thereby making villages self-reliant (Desired Means).

Gandhi’s Ideas of politics with principle and special stress on 3rd tier Panchayati raj, respect for others’ religion and pride for one’s own & the famous Gandhian quote -“ the nature is sufficiently endowed to satisfy every man’s need but not every man’s greed” are respectively the wide dimensions that emanate from Gandhi’s Deontology philosophy.

Conclusion

Mahatma Gandhi was not only a capable leader but a great thinker as well. His Philosophy can be summed up in his words- “Means are after all, everything’. As the means so the end...”

The philosophy is of great importance in today’s situation mired with a lot of pains and conflicts. These principles are instrumental in holding the society together.

4. What is deontology? Do you agree with its principles?

Introduction:

Deontology is the normative ethical theory that the morality of an action should be based on whether that action itself is right or wrong under a series of rules, rather than based on the consequences of the action.

Body:

- It is often associated with philosopher Immanuel Kant. Kant believed that ethical actions follow universal moral laws, such as “Don’t lie. Don’t steal. Don’t cheat.”
- This is generally the philosophy of most of the organized religions. Bhagwat Geeta says that your duty is important rather than the consequences. The five vows of Jainism too are based on deontological ethics.
- According to Mahatma Gandhi also, wrong means cannot lead to a right end.

Principles of deontology:

- Deontology just requires that people follow the rules and do their duty.
- It doesn’t require weighing the costs and benefits of a situation. This avoids subjectivity and uncertainty because you only have to follow set rules.

In favour:

- By applying ethical duties to all people in all situations the theory is readily applied to most practical situations.
- By focusing on a person’s intentions, it also places ethics entirely within our control – we can’t always control or predict the outcomes of our actions, but we are in complete control of our intentions.
- There are absolute principles, like do not cheat, do not steal etc. which apply to everyone.
- There are things you have to do, even though you know they are wrong, such as shooting that intruder to protect your family.

Against:

It is seen as strongly opposed to utilitarianism as it ignores what is at stake in terms of consequences. Kant, for example, argued it would be unethical to lie about the location of our friend, even to a person trying to murder them!

- Bioethical decisions in areas such as abortion, euthanasia, cloning, organ harvesting, end-of-life decisions, etc. are against the ethics of a medical practitioner, yet practiced for the greater good.
- It can produce results that can be unacceptable to most. For example, suppose you're a software engineer and learn that a nuclear missile is about to launch that might start a war. You can hack the network and cancel the launch, but it's against your professional code of ethics to break into any software system without permission. And, it's a form of lying and cheating. Deontology advises not to violate this rule. However, in letting the missile launch, thousands of people will die.

Conclusion:

The rigidity of deontology can be done away by using threshold deontology, which argues we should always obey the rules unless in an emergency situation, at which point we should revert to a consequentialist approach.

5. Can lack of morality be compensated by laws? Critically examine.

Introduction:

Law is the codification of societal norms and values which helps in delivering justice. While Morality is very those values and norms on which law is framed to decide what is right and wrong. Law and morality are intimately related to each other. Laws are generally based on the moral principles of society. Both regulate the conduct of the individual in society.

Body:

Morality forms the basis of good law and therefore laws are framed to prohibit any immoral act. For example, Laws in India prohibits domestic violence, atrocities on lower castes, child marriages, crimes like murder and rapes because they are immoral.

Where lack of morality is compensated by law:

Law is an enactment made by the state. It is backed by physical coercion. Its breach is punishable by the courts. Laws influence moral behaviour to a great extent. Laws, to be effective, must represent the moral ideas of the people. But good laws sometimes serve to rouse the moral conscience of the people and create and maintain such conditions as may encourage the growth of morality.

For example, when society started to think that Sati is immoral then it was formed as law. Similarly having a law on something like following traffic rules shapes morality that we are responsible for other's life too.

Where lack of morality cannot be compensated by Law:

However, laws deal with only external affairs of humans while morality deals with both external and internal affairs. Hence Laws cannot be used to regulate internal affairs of man even when they are immoral e.g. immoral acts like rude attitudes of people towards others, selfishness, telling lie etc. are not regulated by law.

Where there are laws but still society lacks morality:

Individual behaviour can't be controlled every time. There are situations where we have stringent laws but still, we observe a lack of morality in that particular area. For example:

- We have well-defined tax laws, but there are less compliance and tax avoidance by using lope holes in tax laws, which is immoral.
- There are harsh punishments for rape by laws, but every minute a girl is being raped in the world.
- Similarly, we have laws for theft but it is happening every now and then.
- In spite of constitutional provisions, we still see cases of untouchability as the full moral conscience of the people has not been aroused in favour of such laws.

Therefore, obedience to law depends upon the active support of the moral sentiments of the people. Laws which are not supported by the moral conscience of the people are liable to become dead letters.

Conclusion:

The only check against the breach of morality is social condemnation or individual conscience. Moral actions are a matter of choice of inner conscience of the individual; laws are a matter of compulsion. Law cannot be made on each and every aspect of life. More than law behavioural change is the key to a moral society, as rightly said by BR Ambedkar, "No law can protect us if it's not avowed by the moral conscience of the society at large".

6. Can one's ethical standards be different for public and private life? Critically comment.**Introduction:**

Ethics are moral principles that govern one's behaviour. Ethical standards are principles that when followed, promote values such as trust, good behaviour, fairness, and/or kindness. There is not one consistent set of standards that all follow, but each organisation has the right to develop the standards that are meaningful for them.

Body:**Ethical standards are often found to be different:**

- In private life, ambitions and goals, constraints and difficulties, of an individual sometimes result in a compromise of values.
- Freedom of choice enables the individual to make quick choices suited for them, sometimes even foregoing ethical values, just to achieve the end result in a faster pace.
- Public relationships are more instrumental such as organizational colleagues, politicians, strangers, and others outside of one's relatively narrow circle of intimacy. It is the action of getting along with people we constantly come in touch with whereas private life is almost completely based on what the individual thinks is right.
- Choosing private interests: When it comes to private interests, individuals tend to act with personal motive and are ignorant of its effects on the public as a whole.
- Openness and transparency: Private lives are influenced by closed choices, secretive decisions and emphasize privacy whereas public lives delve on openness and transparency and hence render more accountability to one another.
- Example: Kesab Chandra Sen opposed child marriage but married his own underage daughter to Maharaja of Cooch Bihar. Consequently, his followers abandoned him and founded Sadharan Brahma Samaj (1878). Thus, if there is inconsistency in the public life and private life of a person, it leads to disastrous outcomes.

However, certain ethical standards that should be similar in both private and public life are:

- **Integrity**– In both private and public spheres of life one should have highest sense of integrity and not be influenced by any outside individual or organization which might affect their performance.
- **Honesty**– Both have to have utmost honesty and sincerity in their actions and both have to take steps to resolve any conflicts arising in a way that affects their respective private and public lives.
- **Morally responsible**– In both the spaces, an individual should have a sense of moral obligation in the interest of overall welfare of everyone around, and not resort to extreme actions which destroy the harmonious fabric.
- **Virtues** of compassion, cordialness, basic civic sense etc. are important in any sphere of life, and help one's wholesome growth as both a private individual and a peer in general.
- **Example:** Following fundamental duties by an individual like respecting national flag, not destroying public property, protect environment, wildlife etc. should be done irrespective of private or public space.

Conclusion:

Moral relativism as a bar for comparing ethical standards in private and public life will not be the right judgement of the same. Some ethical values should be followed in both spheres of an individual irrespective of the consequences, and some are based on their matter of influence over the individual's life. Nevertheless, any action by an individual must be logical and work on self-betterment and contribute to the larger welfare of the public life he/she is involved in.

7. How can one make ethical decisions? Is it possible to have good ethical behaviour without proper conscience? Examine.

Introduction:

Decisions about right and wrong permeate everyday life. Ethics should concern all levels of life: acting properly as individuals, creating responsible organizations and governments, and making our society as a whole more ethical

Body:

Approach towards making ethical decisions:

Utilitarian approach: Utilitarianism is one of the most common approaches to making ethical decisions, especially decisions with consequences that concern large groups of people, in part because it instructs us to weigh the different amounts of good and bad that will be produced by our action.

Example: Airline industry offers first class, business class and economy class seats. This is the decision taken by airline industry to benefit people.

Rights based approach: This approach stipulates that the best ethical action is that which protects the ethical rights of those who are affected by the action. It emphasizes the belief that all humans have a right to dignity.

Example: Decision on euthanasia is considered on rights based approach

Justice approach/ Fairness approach: it provides a procedure for what counts as a fair action, and does not concern itself with the consequences of those actions. Fairness of starting point is the principle for what is considered just.

Example: In order to seek benefits from government aadhar is a compulsory document. In many cases many people are deprived by the identity establishment. The decision to reach basic amenities can be sought by justice approach.

Common good approach: the best society should be guided by the “general will” of the people which would then produce what is best for the people as a whole. This approach to ethics underscores the networked aspects of society and emphasizes respect and compassion for others, especially those who are more vulnerable.

Example: Giving insurance to people so that they are able to go to doctor.

Virtue approach: this emphasizes the importance of acting virtuously in a variety of situations. It is concerned with the entirety of a person’s life; it takes the process of education, process of brought up, handling all sorts of emotions and understanding of how to engage in ethical deliberation.

Example: In a company decision to assign a work to an employee could be based on virtue approach. More reliable, honest, patient, with integrity will always have an edge

Conscience: It is a cognitive process that elicits emotion and rational associations based on an individual's moral philosophy or value system. Conscience is based on perspective of a person; it holds the content how we perceive the situation.

Good ethical behaviour with conscience:

Example: A corporate social responsibility contributes to sustainable development by delivering economic and social benefits with the rational decisions.

Good ethical behaviour without conscience:

Example: According to anti defection law, a person voting on the lines of party whip is considered as good ethical behaviour even though it is against his conscience.

It can be inferred that good ethical behaviour and conscience are not always in sync, it depends on the situation, stake holders and perceiving the issue.

Conclusion:

Voice of conscience is the source of ethical decision making. Gandhi rightly said "The human voice can never reach the distance that is covered by the still small voice of conscience."

8. Why is it important to have high ethical standards in the civil services. Examine in the light of the current bureaucratic discourse.

Introduction:

The ethics and values for the civil services have to be of higher standards, unique and properly structured from those for the citizens or other sectors of the society because civil servants have special obligations to the community.

Body:

The values of – Selflessness, integrity, objectivity, accountability, openness, honesty, leadership, compassion, etc., are expected of civil servants and, therefore, it is necessary that civil service values should reflect them.

Role of civil services:

- Formulating laws and policies
- Implementing them 'on-ground' level
- Carrying out various administrative functions of government like Internal security, tax collection.
- Dealing with Funds
- Public service delivery
- Role model for youth etc.,

High ethical standards are necessary for civil services because,

- The ethical standards of Impartiality and objectivity bring merit into organisation. thereby, increasing predictability, which improves economic efficiency
- Corruption makes public service delivery inefficient, which leads to a vicious cycle of poverty and a near-zero improvement in citizen's lives. For example, the integrity and honesty of Rajni Sekri Sibal, an IAS officer of Haryana cadre brought the JBT recruitment scam into the limelight.
- Lower corruption levels also symbolises confidence in trading and operating environment which are Important for Developing countries.
- Adding the component of compassion to day to day works makes a lot of difference to the poor families lives. Just as People's collector S.Shankaran IAS brought to the families of Bonded labourers.
- Outcomes for society are better when the decisions of public office holders are made fairly and on merit and not influenced by personal and private interests
- High standards of civil servants percolate down benefitting the economy through their effect on international confidence.

Conclusion:

Civil servants are ultimately responsible and accountable for the varied and multitude of services they provide. so, To obtain assurance and in the best interests of society, they have to take care that high ethical standards are being met.

9. What do ancient texts and scriptures have to tell about administration? Do you find the reference to morality in these texts? Comment.

Introduction:

Morality refers to the system of values and principles of conduct that help a person differentiate between right and wrong. India has a rich tradition of literature that deals with a wide range of subjects from administration, religion to daily activities.

Body:

References for administration can be found in Atharva Veda, epics like Mahabharata and Ramayana, Silapaddikaran, Arthashastra and Manusmriti. The most details account, however, is from Arthashastra.

These texts tell the following about administration:

- Emphasis on duties- Text like Mahabharata lists duties of king, ministers and people.
- System of administration- Even though a monarchy, a well-defined administrative structure with delineation of duties for priests, treasurers, spies, etc. was maintained.
- Decentralisation- Village sabhas and samitis were the base of administration.
- Function of state- Primary function of state was to maintain law and order, punishing wrongdoers and protecting subjects.
- Criminal justice system- Corruption, theft or other criminal acts were severely punished.

References to morality

- Justice- King is called the fountain of justice, who ensures justice to everyone owing to his wisdom. Good governance was conceptualized as 'Ram Rajya'.
- Integrity- Arthashastra talks about how carefully every officer was selected so as to ensure there is no corruption.
- Freedom- Decentralisation, role of state as a protector of subjects hints about the freedom people used to enjoy.
- Compassion- Kautilya in Arthashastra urged the rulers to remain compassionate to their subjects.
- Objectivity- All major decisions like public appointments, awarding contracts etc. were taken based on merit.

- Accountability- The owners of public office were held accountable for their actions, though being a monarchy the system was different than what we see today.

Conclusion:

Ancient treatises based administration on morality. Every action was judged through the prism of good or bad, thus ensuring good governance and welfare of the public.

10. Describe the significance of ethical conduct in one's private life.

Introduction:

Ethics is our set of principles for living and acting. It guides us in creating the world in which we wish to live.

Body:

Being fair, honest and ethical is one of the basic human needs. Primarily it is the individual, the consumer, the employee or the human social unit of the society who benefits from ethics. In addition, ethical conduct is important because of the following:

- **Make own and others live better:** Ethics affect everyday life. By being ethical and moral, we enrich our lives and the lives of those around us. When we help make society better, we are rewarded with also making better own lives and the lives of our families and friends. Without ethical and moral conduct, society would be a miserable place.
- **Creating Credibility:** Someone who has ethical conduct will secure a better position in society, as that person will be trusted more. An Individual who is believed to be driven by ethical and moral values is respected in the society even by those who may have not known him/her.
- **Personal and Professional Success:** Where ethics are taken seriously, and people strive to make ethical decisions and actions, personal and professional success follow.
- **Better decision making:** Decisions are driven by values. Practising and making an effort to make ethical and moral decisions throughout life will pay dividends when we are faced with serious moral dilemmas. Consciously or unconsciously, we use ethics with every decision.
- **Lessen stress.** When we make immoral decisions, we tend to feel uncomfortable and concerned about our decision making. Making the right ethical decision, or taking a principled perspective on an issue, reduces stress.

- **A better understanding of Life:** Ethical values also help people develop a sense of truth and the meaning of life. Without any idea or understanding of what is right versus wrong people have no direction in life and feel they are free to do as they please. Ethics give this sense of truth and positively affect one's behaviour.
- **Better leadership:** What seems so minimal on a personal level can actually affect the entire society. Personal ethics produce good leadership, which help create better societies.
- **Long Term Gains:** Individuals guided by ethics and values are successful in the long run, though in the short run they may seem to lose.

Conclusion:

Ethics tries to create a sense of right and wrong in individual and society and often when the law fails, it is the ethics that may stop one from harming the society or environment.

11. What is compassion? Why is it an important human value? Discuss.

Introduction:

Broadly defined, compassion is a sense of concern that arises when we are confronted with another's suffering and feel motivated to see that suffering relieved. At its core, compassion is a response to the inevitable reality of our human condition—our experience of pain and sorrow.

Body:

Importance of compassion as a human value:

- **Action based empathy:** Compassion offers the possibility of responding to suffering with understanding, patience, and kindness rather than, say, fear and repulsion. It is a readiness to help or to want to do something ourselves about another person's situation. **Example:** Mother Theresa has often been referred to as an embodiment of compassion. Her selfless work for the poor and destitute till date is inspiring and spoken of.
- **Promotes fraternity and harmony among all:** A needy would always be happy to get help. It would not only help him face the situation but will generate a blissful feeling of being noticed and cared by others.
- **Holistic mental health:** Compassion allows oneself to have a feeling of self-satisfaction and self-contentment of helping others whether an animal, human or even a plant. Such

a feeling will help reduce stress, improve mental and physical health. Thus a person would naturally feel happy and will contribute to the society efficiently with a healthy mind-set.

- **Self-actualization and societal growth:** When such a society evolves having compassion for others and helps others in need, each individual is taken care of by the society and in turn he also helps the society.
- **Strong social capital:** Strongly integrated social capital grows with a co-operative and co-existing ecosystem, resulting in reduced toxic or criminal outbreaks and instances.

Example: Popularly known as 'Collector Bro', a civil servant from Kozhikode started the 'Compassionate Kozhikode' and 'Compassionate Keralam', winning the trust and volunteer help from the locals to successfully clean ponds, feed the hungry, help and improving lives after the recent floods and involving youth in the betterment of the society.

Slight downside: Compassion sometimes is said to lead to a guilt-induced decision making. Many a times, people involved in compassionate deeds find themselves feeling negative and less hopeful of their being. However, recently scientists have found that compassion as a virtue releases happy hormones in the brain resulting in an efficient and positive outcome.

Conclusion:

His Holiness, The Dalai Lama in his teachings said, "If you want others to be happy, practice compassion. If you want to be happy, practice compassion." Rightly so, compassion almost always leads to an affirmative result and is of paramount importance to each and every one

12. What does social apathy mean? How does it affect the social fabric? Analyse.

Introduction:

Apathy is a lack of feeling, emotion, interest, or concern about something. Apathy is a state of indifference, or the suppression of emotions such as concern, excitement, motivation, or passion. Social apathy is defined as the lack of interest in bringing the changes in the society.

Body:

Effect on social fabric:

- Voter turnout is very less in urban areas compared to rural areas. Lack of ignorance in choosing the people's representative.
- Less voice against the criminalization of the politics.
- Mob lynching is heard in many places because of misconceptions against the person.
- If a person met with the road accident, people start recording the situation than hospitalizing him.
- High tolerance for corruption though it is a malpractice.
- Evading taxes to fulfil their interests, neglecting national interest.
- Parents are being thrown out by their children.
- People are cleaning their houses and dumping the garbage on road.
- Lack of emotions towards animals and their lives.
- Lack of emotional apathy to console the person beside us.
- Lack of behavioural apathy ignoring other person's emotions and circumstances.
- Lack of apathy towards marginalized section of the society.

Reasons for social apathy:

- Gender discrimination: Women voice is being ignored or makes more controversies, so they are ignorant towards the any issue.
- Delayed process before and after complaint: Unnecessary interrogation by administrative authorities and police.
- Influence of apathy is situation specific: People worry only when it is harming them.
- Vested interests: The influence of seeing apathy depends on a person's commitment to the goal.
- Apathy as a Defense Mechanism: Apathy serves the main function of lessening future hurt and keeping them detached.
- Comfort zone: People feel comfortable being in safe zone.
- Prejudice: Pre assumption of innocent and guilty before judgment from the authorities
- Devoid of values: Lack of moral values and narrowed mindset to consider their only self-interests.

Conclusion:

Social apathy is a syndrome these days comprising of many factors. The need for the hour is to inculcate values, morals, honesty, compassion, patience among people for the welfare of the society. Children should be thought at school levels regarding the social values.

13. We are what we think. All that we are arises with our thoughts. With our thoughts, we make the world. Comment.

Introduction:

“We are what we think” has been emphasised by Buddha in Dhammapada. The similar lines are quoted by Mahatma Gandhi and Swami Vivekananda. This indicates to us just how important these words are.

Body:

- It is said that our beliefs become our thoughts, our thoughts become our words, our words become our actions, our actions become our habits, our habits become our values, our values become our destiny.
- Gandhi has sown his mind with thoughts of truth and non-violence. Which became his action from there on in his life and the freedom movement.
- Whereas the Nazis belief system was conditioned to believe in racial supremacy and in turn lead to the Genocide (Action).
- We aren't what anyone else says we are; we are what you think you are. So if one thinks he/she is talented, he/she'll open the way for your talent to shine forth. If One restricts him/her with negative thoughts about yourself, they won't blossom.
- As a **child**, If the values of honesty and punctuality are inculcated then the child grows up into a law abiding citizen.
- In a **family**, If the head of the family believes in Gender equality and treats both the boy and girl child alike, chances are that the son grows up and treat fellow women with utmost respect.
- A **society** which believes in love, has a place for everyone. Even for the transgender, outcasts, destitute etc.
- A **country** believing in Secularism and Peace like India, makes a Dignified living possible to all of its religions and thus making a happier and peaceful world

Conclusion:

Our mind is a garden. our thoughts are the seeds. We can grow flowers or weeds. Because in the end, we are what we think.

14. It's not hard to make decisions when you know what your values are. Do you agree? Substantiate.

Introduction:

Values are basic and fundamental beliefs that guide or motivate attitudes or actions. These describe the personal qualities we choose to embody to guide our actions; the sort of person we want to be; the manner in which we treat ourselves and others, and our interaction with the world around us.

Body:

Values help in decision-making:

- Resolves conflict- Based on the value system, a person can decide whether means (deontological) are important for him or the end (utilitarian). For example, whether lying is right to save a person's life can be easily decided.
- Prioritize stakeholders- As per the belief in values like compassion, empathy etc. an administrator can prioritize his work whether for poor and destitute or for commercial development.
- Emotional intelligence- Knowing one's core values helps a person being emotionally less vulnerable to the circumstances, for example a person for whom strength is important will take care of his family in times of trouble instead of being doomed by it himself.
- There are several examples of administrators, where their value system guided them to take decisions. Armstrong Pane built a road for people, Durga Shakti Nagpal and Ashok Khemka stood against corruption because of the values that guided them.

However, there might be situations where two or more of our core values are at conflict, and it is hard to take a decision in such situations. For example, for an administrator who values rules but is also empathetic, it is a difficult situation when he has to help a needy but cannot really take action as per the rules. For instance, where a widow comes for enrolment on the last day of the deadline for a social benefit program meant for economically backward people with no primary breadwinner but she does not have necessary certificates to prove she is economically backward and also she is an illiterate.

Conclusion:

Decision-making is always a contentious task, but being aware of the core values one can minimize the internal conflicts and take a decision that best suits his interests.

15. Who is your favourite figure from the field of administration? What are his/ her virtues that appeal you the most?

Introduction:

We have amazing, brave, dedicated administrators of India who have made us all extremely proud and done extraordinary work for the country. Among them, my personal favourite is Mr Prashant Nair, who was District Magistrate of Kozhikode district. He is also known as “Collector Bro”.

Body:

Prasanth Nair is an IAS (Indian Administrative Service) officer. He is well known for his experimental initiatives for poverty eradication and city administration like “Compassionate Kozhikode” and “Operation Suleimani” in Kozhikode district. He isn’t always the conventional IAS officer who sits in his cushiony office chair, drowning in files and folders. He connects with people using social media platforms.

His extraordinary efforts and remarkable virtues inspire us. Some of his appealing virtues are listed below:

- **Courteous:** He is polite, respectful and considerate in manner. He directly connects with people in a humble and modest way. Sometimes he responds to his young male audience by addressing them as “Bro”. People feel so connected with him that he is being addressed by people as “Collector Bro”.
- **Benevolence:** His flagship initiative is ‘Operation Suleimani’, aimed at making the city hunger-free. It shows his desire to do good to others and charitableness.
- **Transparent:** With his Facebook page, it is easy for others to see what actions are performed. He handles the page personally. His proactive presence on social media makes him an extremely transparent collector- just what the public wants. He puts up all sorts of announcements (welfare schemes and other initiatives) on the page.
- **Openness:** He has an emphasis on transparency and free unrestricted access to knowledge and information as well as collaborative or cooperative management and decision making rather than a central authority. He took suggestions from people for solving traffic issues in Kozhikode.
- **Efficient:** His efficiency at work is a direct result of his open communication with masses.
- **Honest:** He is honest and sincere towards his work and prefers to work in his free time. On Facebook, people drop complaints and appreciation texts, and not a single query goes

unanswered. He responds to people's grievance while travelling or while listening to welcome speech in any function.

- **Compassionate:** He understood a person's pain to assure people that their problems are his.
- **Selflessness:** He has little or no concern for himself, especially with regard to fame, position, money.
- **Courageous:** He took initiatives against the conventions and in spite of criticism from political lobby he kept on doing the good. He doesn't let the hands of politics suppress him.

Conclusion:

Its people like Prasanth Nair that are the hope of this country. We pay our respects to all such amazing officers who inspire us every single day and help us believe that even a few good men can change the course of a nation.

16. What changes can be introduced in the curricula of schools and colleges to inculcate values in students? Suggest.

Introduction:

Education is a powerful instrument of social change and human progress; it is also a powerful tool to cultivate values in an individual. Human development cannot be conceived in the absence of values. Therefore, all the educational institutes have greater responsibility to impart learning and cultivation of values through education.

Body:

Ways to inculcate values to students in educational institutions:

- **Informal value education:** School is the basic stage in the process of socialisation and value education on a large scale begins here. Pro-social behaviour and informal infuse of value education can be directed among the kids in their day-to-day interaction with each other. Ex: During sports hour, involving kids in team sports, encouraging group lunches to develop a sense of sharing etc.
- **Planned value education training for teachers:** Teachers pass on values to the students both consciously and unconsciously through their conduct in and out of class rooms. Hence, a formal learning and training to teachers will help them serve as role model to students and preach values in an optimum manner.

- **Deliberate impart of values through other subjects:** Different subjects can help inculcate various values imbibed in them, when explained and presented well.

For example: National Movement can be taught in such a way that it leads to inculcate the values of patriotism, secularism, universal love and tolerance etc. Similarly, World History can help to inculcate values of Liberty, equality and fraternity (French Revolution), Fundamental Rights and equality (American Revolution); Science can help to inculcate values of scientific temper, appreciation towards laws of nature; Indian Civics can help to inculcate values of respect to constitution, respect for democracy, secularism, integrity and unity of the country, social, political and economic justice etc. Geography and environment can help to inculcate values of respect for other's culture and protecting the environment and compassion for animals, plants etc.

- **Publication of literature based on values:** Libraries and extra-reading can provide for inspiring literatures and famous biographies. For example, Mahatma Gandhi in his biography insists on truth, non-violence and Satyagraha encouraging the basic human values.
- **Provision of value based curriculum and Value based foundation courses:** Every week can have a special period or hour for specific value based curriculum. Students can be encouraged or taught inspiring stories of noble leaders, given assignments to summarize value-based stories or their understanding, conduct creative plays and skits to showcase values etc. Some private schools have a skit day every month, on a competitive, yet friendly basis to creatively present famous instances or stories which propagate different values.
- **Creation of extra-curricular clubs, groups:** Clubs and group activities prove to be more efficient when it comes to sharing of values or building of peer relationships. Schools and colleges can have clubs as a part of their curricula to encourage wholesome and affirmative growth of peer relationships, which in turn builds an individual's character and shapes it thoroughly.

Way forward:

- A robust and an integrated policy to include value education in the mainstream will go a long way in a student's moral development.
- The present government's decision to roll out a 'uniform' and 'Common Minimum Programme for Value Education' for implementation across India's entire schooling system, in the 2019-20 academic session is a welcome step in this regard.
- Value Education will be complemented by modules on Life Skills Education linked up with government's flagship Ayushman Bharat as well as Experiential Learning. Students, teachers as well as schools will be assessed on Value Education through a non-marks based approach.

Conclusion:

Value education is rooted in Indian philosophy and culture and ingrained in every tradition of Indian culture. Promoting Value based education can definitely contribute to building the young demographic capital of India, as the field of value education is as broad as life itself and touches every aspect of human life, personality and education.

17. What impact does the decline of family as an institution have on the value system of the society? Analyse.**Introduction:**

Family is regarded as a major social institution by many sociologists; it is a place where much of a person's social activities occur. The concept of the family is considered as a social unit or a group of kin connected by blood, marriage or adoption, living in the same residence and can be described as nuclear and joint family. The family, in Indian society, is an institution by itself and a typical symbol of the collectivist culture of India right from the ancient times.

Body:**Impact of decline of family:**

- Emotional connection will be hampered: The integration bonds in a family are mutual affection and blood ties. A family is a closed entity and is held together not only due to a tag but also due to emotional ties.
- Socio economic factors: Families continue to provide the natural framework for the emotional, financial and material support essential to the growth and development of their members, particularly infants and children, and for the care of other dependants, including the elderly, disabled and infirm.
- Relationship: The specific functions of families include establishing emotional, economic and social bonds between spouses; providing a framework for procreation and sexual relations between spouses. Family regulates the behaviours of various members of the family like maintaining sexual fidelity or exclusivity.
- Lack of emotions: A disadvantage of nuclear family system is less imbibing qualities of sharing, caring, empathy, co-operation, honesty, listening, welcoming, recognition, consideration, sympathy and understanding.
- No fixed habitation: In the daily life if an individual doesn't have a home the life would be one of great unrest as it would be haphazard in nature.
- A sense of responsibility among members: The family provides full security to all members including the young and the old. For example, when such responsibility is ignored as in the

case of abandoning of a child or an old mother or father it results in breaking up of the family i.e. it disorganizes a family.

- Narrow mindedness: High earnings and less responsibility to other family members have attracted extended families to split up.
- High divorce rates: Divorce rates are very high across all cultures and a replacement of lone-parent, childless, remarried, homosexual, foster and adoptive families have been established. Breaking down of marriages, and anti-social behaviour is increasingly destroying families.

Conclusion:

The present-day lifestyle is causing serious damage to the critical role played by a joint or an extended family system in preserving cultural values, traditions and customs, which have been passed on from generation to generation. However, at the same time, we, Indians must consider ourselves to be better placed than others because the concept of 'Vasudhaiva Kutumbakam' (world is one family).

18. Are social norms and values changing in the age of social media? Does it have ethical repercussions for the society? Critically examine.

Introduction:

Social norms are the rules governing acceptable behaviour within a group. Society is governed by social norms, however, the law has yet to catch up to the speed at which the Internet—and particularly social media—has developed.

Body:

Changing social norms in the age of social media:

- Parents generally spend some time on their children's academics and growth. Now both of them are busy on social media, leading to neglect of child behaviour in crucial formative years.
- The traditional social norm of Privacy is completely changed, people aren't worrying to post confidential Information because of the LIKE-Hunger or Peer pressure or both.
- There's a new change in communication norms like Preference of texting over face to face communication among the youth.
- Recent Hook-up apps are changing the whole fabric of relationship norms like the way they meet, the course of relation, etc.,

- Social media has altered the way people generally vote or buy. The recent Cambridge Analytica scandal of 2016 US elections is the best example.
- The rise of Influencers such as Instagram, twitter etc., is changing the way, how marketing is done.

Ethical repercussions of changing social norms because of social media on society:

Negative effects:

- According to a survey an individual was willing to give a wrong answer just to conform to the majority view. This explains the impact of fake news online, which contributes to a polarised society.
- People are lacking Pure judgments, trying to imitate the group leading to a severe value crisis in the society.
- The trolling of women has brought to the fore the disturbing reality of online violence and abuse women face in India.
- Exposure of hatred to children at a young age because of cyberbullying.
- New ethical issues are emerging because of privacy concerns, social injustice and ignorance, effects on family values etc.

Positive effects:

- The successful #MeToo movement gave a ray of hope to many voiceless women. Their voice is being heard now and many guidelines are released for their safety at workplace.
- The sense of questioning is developed in citizens in the social media handles of various ministries. This adds to the accountability of government.
- Earlier on the death of a farmer. only the family mourned for the loss. Today if the same happens, the entire nation empathizes with the death of such farmers.
- Awareness regarding rights of LGBTQ community, acid attack victims, etc., is increasing. This lets them to Live their Life with dignity.
- Compassion towards an accident victim or a person in need is being shown by many fundraiser campaigns on social media.

Conclusion:

Social media is an open road, with bumps and turns all in our way. Its use is inevitable in this digital world, so protecting oneself from its Negativity and focussing more on real-life than our social life is the best way ahead.

19. Should a person's perception of right or wrong be based on societal norms? Critically comment.**Introduction:**

A person develops his perception based on a number of factors and is necessary for his reasoning, judgment and actions under certain circumstances.

Body:**Perception should be based on societal norms:**

- Society as a unit- Human live in a society and all his actions are influenced by or directed at the society, thus it is natural to base his perceptions on social norms. For example, polygamy is not considered right in most societies.
- Norms are universal- Stealing is not considered right in any society, whereas respect and gratitude are always welcomed.
- Result of long tradition- Ways to eat food are part of tradition of the society, for those living in coastal areas marine food is right, whereas for agriculture dominated society a vegetarian diet is right.
- Maintain dignity and decency- Rules around dressing up for both genders like not exposing one's skin in public is to maintain dignity in the society.
- Nudge towards right behavior- Teaching respect for elders, charity, being polite etc. are a part of societal norms and thus a perception based on these will guide right behavior in people.

Perception should not be based on societal norms:

- Social evils- Evils like Sati, child marriage etc. were once considered right by the society, however a humanitarian perspective will hold these tragic.
- Slow evolution- Social norms take time to evolve and change. Slavery was once considered right as per the social conditions of ancient times, but increasing advent of technology and human rights made people change their perspective towards it.
- No space for individuality- LGBT had to struggle for their rights despite being a part of the society, just because they were different from the generally acceptable norms.

Conclusion:

Society plays a great role in development of perception of right or wrong. However, the latter should not be entirely based on the social norms and should have space for logical thinking in case the social values are against the human values.

20. Why do so many students commit suicide each year? What is wrong with our education system? How can we address it? Discuss.**Introduction:**

According to the latest available data from the National Crime Records Bureau, a student commits suicide every hour in India.

Body:

From issues at college and school to drugs and depression over broken families, to fights with friends and breakups, students in India are killing themselves at a fast rate, with 26 suicides reported every 24 hours. Following are the reasons for such a high rate of suicide:

Performance pressure:

- Academic stress is a major reason for suicides among students in India, and the pressure continues beyond college.
- Pressure from parents to perform well in exams can affect a child's mental health. Stories of successful students securing high salaries make the headlines and play a significant role in parents pushing their children to earn the same.
- Young high school students are forced to enrol in coaching factories, where they live in hostels away from parents and cram for exams to get into prestigious schools like the IIT. Ex. Kota Factory.
- Students follow draconian rules and study schedules that leave them feeling depleted and depressed. Those who fail to follow the demanding study schedules feel responsible for disappointing their parents and falling behind their peers.
- Many students who eventually pass the entrance exams feel even more pressure to excel at university.
- The lack of jobs and failure to create skills among the country's youth will simply increase the frustration among students, forcing them to take the drastic step of ending their lives.

Mental Illness:

- Psychological concerns in children are on the rise, 12 per cent of Indian students between the age of 4 and 16 suffer from psychiatric disorders
- Rampant depression among students, due to social expectations and academic rigour motivates students to take the drastic step of ending their lives.
- Environmental challenges also lead to mental concerns: racial, sexual or religious discrimination, body-shaming, sexual challenges, emotional issues, low self-esteem or insecurities, family or financial problems, substance addiction, and even hormonal changes may play a part.

Caste Based Discrimination:

- Many people in India argue that caste-based discrimination lies at the root of student suicides in India. Ex. Rohit Vemula Suicide/

Bullying and Ragging:

- Being bullied by other kids can act as a trigger for suicide. This will include incidents during the ragging of fresher in colleges.

Moreover, Students don't have avenues to vent their feelings and express themselves.

Lacunae with educational System:

- The Indian education system fosters a competitive environment, and students who don't secure admission to top institutes are viewed as failures. Admission to AIIMS and IITs is more competitive than those of America's top schools like MIT and Harvard, which have acceptance rates of 9% and 7% respectively; AIIMS and IITs has an acceptance rate of below 0.1%.
- Marks and grading system make the situation worse when student compare among themselves and become the victim of inferiority complex.
- In India, job security is viewed as an integral addition to a good education, which leads colleges to heavily advertise their placements to garner good reviews and get more students to enrol. This creates pressure on students who feel a sense of personal failure when they do not secure the best job during the placement season.

Way Forward:

Student suicides can be easily averted by the following measures:

- The government should make education performance assessment beyond grades and make it skill-based.
- The government should also carry out reform in the job market by asking the private sector to rethink criteria while hiring employees. Grades and colleges should stop being viewed as the only criteria for securing a good job.
- Setting up training and sensitization sessions for teachers, parents and students.
- Increase the role of counselling services. Educational institutions must have psychological counselling programs in place to help students deal with their issues in confidentiality and in a comfortable environment.
- Mental health issues such as anxiety and depression need to be addressed without stigma in schools and colleges, and parents should be encouraged to inculcate and foster feelings of sensitivity toward their children.
- Schools and colleges need to foster a culture of understanding and trust, where students feel free and safe to talk about issues like bullying and anxiety.

Conclusion:

India is the youngest country in the world. Educational reforms should be addressed on a priority basis to get the required demographic dividend in the years to come. To ensure the holistic – physical, emotional and mental well-being of children, we must sincerely endeavour to bridge the gap in the education sector vis-à-vis mental well-being.

21. India lost the World Cup semifinal against New Zealand. What sort of attitude should one ardent cricket follower have to digest the loss? Discuss.**Introduction:**

Despite giving a tough fight to New Zealand in the semi-finals at the ICC World Cup, India lost the match by 18 runs on Wednesday. The unexpected loss left largely disappointed fans back home trying to come to terms with the heart-breaking end of the team's bid for a third World Cup crown.

Body:

Watching your favourite team lose can be tough to handle, learning how to handle the losses is an important part of being a fan.

The best attitude one can have to digest the loss is:

- **Maintaining emotional intelligence:** Emotional intelligence encompasses being aware, being able to harness and use emotions for good and the ability to manage emotions, especially your own. The loss should not lead to unruly behaviour and uncalled frustration. A fan must always remember he represents his team as much as he represents himself.
- **Acknowledge your feelings:** If one is angry or upset about their team losing, don't pretend otherwise. Give yourself a chance to vent a little bit, or at least be disappointed. Because it's only a game, there is no reason for our anger or sadness to lead to personally destructive behaviour.
- **Be optimistic:** The great thing about sports is that there will always be another game. Another game means another chance to win. Instead of dwelling on the game your team lost today, think about the game they could win next time out.
- **Talk to other fans, brainstorm the causes:** Sports are a great group experience, and even if you are watching alone at home, there are other people out there enjoying the game too. Calling friends who are also fans to let off steam and cope with the disappointment of a losing team or even brainstorm ways to fix what went wrong can help vent it out.
- **Remembering it's just a game:** Life is full of other important things than who wins and loses a game that we aren't even playing in. While people can lose sight of this in the excitement of a game, it is always a good reminder after a loss. This doesn't make your disappointment at losing any less real, but can help you move past it quickly.
- **Staying loyal to the team:** One loss shouldn't be enough to drive us from supporting our team. Staying loyal after a loss, can give a big psychological boost. Also, sticking it out through the bad times will make it feel even better when your team does win the big one.
- **Remember the good times:** While losses hurt, no team loses all the time. To get over a big defeat, think about the team's good times. Remember great comebacks, championships, or even just good times with friends and family watching your team. Ex: India was on top of the points table before the semi-finals.
- **Be prepared to deal with taunting from other fans:** Taunting, insults, and banter are parts of the sports fan experience, and fans of the losing team almost certainly are a target after losing. Rather than being surprised when it happens, be prepared to handle it appropriately.

Conclusion:

Looking at the positives of the World Cup and the journey it took to get there, is enriching and inspiring in itself. As our Honourable Prime Minister said, It was “A disappointing result, but good to see Team India’s fighting spirit till the very end. India batted, bowled, fielded well throughout the tournament, of which we are very proud. Wins and losses are a part of life.”

22. A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst and it sparks extraordinary results. Elucidate.**Introduction:**

Attitude is a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. Attitude influences an individual’s choice of action, and responses to challenges, incentives, and rewards.

Positive attitude is a mental attitude reflecting a belief or hope that the outcome of some specific endeavour or outcomes in general, will be positive, favourable, and desirable.

Body:**Positive attitude is catalyst for extraordinary results**

- **Brings positive opportunities:** Positive people are easily approachable and more likeable than someone who is constantly looking at the negative side of things.
- **More open mindedness:** Look at the positive side of things, search and find the positive spin on things, look for the good in people instead of just focusing on the negative.
- **Perspective changes:** People with a positive outlook, view life, challenges, and the situations they go through, with confidence and are sure they can deal with them.
- **Subconscious mind:** Subconscious mind responds to your new attitude by helping you improve your life. It will guide you to positive situations and people that will help you create the life you want.
- **Eliminate negative thoughts:** Focus on the positive -attract more positive situations. Feed your subconscious mind positive messages; create empowering beliefs that will launch you to success and happiness.
- **Self satisfaction:** irrespective of the results and consequences we try to give our inputs in the process of work

- **More focus on goal:** Positive attitude channelizes all thoughts, energy and process towards the goal

Examples:

- Nelson Mandela: He spent 27 years in prison. This show how the freedom fighter who would become South Africa's first black president with positive attitude and hoping the best to happen.
- Gandhi: Gandhi fought for independence with lot of struggle for decades with optimistic values.
- Abraham Lincoln: He was extremely poor in childhood and bankrupt once in later life, he repeatedly failed to secure the political posts he wanted, most of his children died, as did a fiancée, and he had depression troubles. Still, he was the man we know he was.
- Dhirubhai Ambani: A gas station attendant who didn't let his circumstances dictate his destiny. Today, his name is amongst India's most famous sons and one of world's greatest entrepreneurs.
- At personal level positive belief gives us strength to learn from the defeat, stand up and fight again. Walt Disney was criticized for not being creative, he continued his work diligently, and later he became genius in cartoon designing.
- At professional level rewards and appreciation towards his employees enhances the positive attitude to work more.

Buddha rightly said,

- "Watch your thoughts, they become words;
- Watch your words, they become actions;
- Watch your actions, they become habits;
- Watch your habits, they become character;
- Watch your character, for it becomes your destiny."

Conclusion:

Finding success through a positive mental attitude is all about acceptance of failures and growth. Through optimism, you can find the strength to walk forward, find yourself, and accomplish great things.

23. We cannot change our past. We can not change the fact that people act in a certain way. We can not change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. Comment.

Introduction:

Attitude is a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. Attitude influences an individual's choice of action, and responses to challenges, incentives, and rewards.

Body:

Let's take the same Statement and add **an Anecdote of our freedom movement** to it:

We cannot change our **past – Defeat** in hands of English East India Company.

We cannot change the fact that people act in a certain way – Bruiser's act of **Colonisation**.

We cannot change the inevitable –**Exploitation**.

The only thing we can do is play on the one string we have, and that is our **attitude**– Belief in **Non-violence**.

- Similar is the case at the Individual level also. One may have high IQ and a sharp logical mind but without the right attitude, both are rendered useless.

Eg. A bureaucrat posted in the riot-sensitive area may be very good in management and thinking logically. But she can take precautionary measures and keep things in control only when she has a positive attitude towards all the religions.

- Nelson Mandela was imprisoned for 27 years; there was nothing he could do.

He just maintained his **positive attitude** Despite Long-suffering and could win freedom for blacks in South Africa. The Positive attitude which Mandela held helped him in countering negative thoughts in mind and pushes a man towards positivity.

- On the contrary **Negative attitude** pushes a man towards failure, depression, and anxiety which makes the person mentally as well as physically sick.

Eg. The reason for the declining child sex ratio is because of the negative attitude of society towards females.

- **Hard-working nature** and overcoming failure attitude is reflected in the behaviour of a person in a critical situation.

Eg. It was ThomasAlvaEdison's 'Never Give Up' attitude that did not deter him even after repeated failures, finally inventing the electric bulb to the world.

Conclusion:

Life will always happen to one as it happens to everybody but one's attitude will determine how far one gets in life. Hence, the right attitude is all that is needed to make a big difference in any situation.

24. What is persuasion? What role does it play in public life? Discuss.

Introduction:

Persuasion is a method of changing a person's cognitions, feelings, behaviours, attitudes toward some object, issue, or person, through some kind of communication.

Body:

Elements of persuasion:

- Words, images, sound, etc. as tools.
- Methods of transmission like television, Internet, face-to-face communication etc.
- A deliberate attempt to influence others.
- Self-persuasion, i.e. people are not coerced, they are instead free to choose.

Dr. Robert Cialdini's six principles of persuasion which act as universal guide to human behaviour are: reciprocity, scarcity, authority, consistency, liking and consensus.

Role in public life:

Individual perspective:

- **Need creation**– Various advertisements around us are focused on creating need for their products in a person’s life, which he/she otherwise does not require.
- **Behavioural change**– Active propaganda or viral video or contents through social media persuades people to modify their behaviour.

Governance or social perspective:

- **Bringing social change** – To deal with issues like girl child education, inter caste marriage, temple entry for women, persuasion may be the only solution because change has to be brought keep intact the dignity and respect of all stake holders.
- **Implementing public policy**– Sometimes persuasion works better than coercion; success of the initiatives like Swacch Bharat Abhiyaan- cleanliness drives and UjjwalaYojana’s give it up campaign can be attributing to persuasion.
- **Following rules** – It helps in making people follow rules which bring inconvenience to them, like District collector visiting houses in the morning to persuade people for waste segregation before disposal.
- **Moral conditioning** – Persuasion can bring change in attitude of people. In Delhi Metro various signboards on certain seats asks passengers to offer that seat to needy people. Similarly, regular announcements to keep the station clean persuade people to change their behaviour.
- **Incentivising good behaviour**– For instance in income declaration scheme a window was open to declare black money with some fine and no legal action that incentivized people instead of penalizing them.

Conclusion:

Persuasion can bring a lasting change in people’s behaviour and is highly effective in implementation of public policies provided the tools are used in a right way.

25. Should a civil servant be concerned with his public image? Critically examine.

Introduction:

The civil servant is like the foundation of a grand building that never gets the credit for the grandeur, even though this is the “steel frame” that holds the structure together. What gets to be known about the civil servant is what goes wrong. Very rarely does he/she get the credit for all that is happening. It is only on some rare occasions that the Seshans and KPS Gills grab the

limelight. However, this appears to be changing now. The social media seems to be bringing forth a new breed altogether.

Body:

Civil servants deal directly with public on the daily basis, so their public image is inevitable. Such a public image has its own pros and cons.

Should be concerned

- **Moral leaders:** Civil servants are torch bearer of New India. Their public image must be ideal for the growing society. Example: Armstrong Pame, idol of north east.
- **Smooth delivery of services:** Civil servants belong to the executive organ of the governance. For smooth delivery of services, acceptance of public and appreciation is needed.
- **Motivation:** Public acceptance and a good image works as reward to civil servant. It keeps him motivated to keep working for larger good.
- **Favourable working environment:** Good public image created a favourable working environment among colleagues to serve for betterment.
- **Team work and campaigns:** Public support is must for team work and campaigns for change. Best example of this is “Collector Bro” of Kerala, and his “Operation Sulaimani”.
- **Whist blowing against corruption:** Public image becomes strength of civil servant to do more courageously.

Should not be concerned

- **Displaced goals:** Primary duty of civil servants is to serve with a vision to build a stronger building of Indian society. Concern for public image may divert for some other short term goals and gains.
- **Rationality in decision making:** Too much concern for public acceptance may lead to make decisions in favour of public sentiments. Here keeping a safe distance from public would be better.
- **Disturbed hierarchy and work culture:** Self image will lead to ignoring the hierarchies and disturbing the work culture of a civil servant. He/she may take the full command in their own hands to show heroism, ignoring role of other colleagues.
- **Self integrity:** working irrespective of public image will keep the civil servants’ integrity intact. Best example of it is Ashok Khemka, who despite of all the hurdles kept moving to fulfil his duty.

- **Neutrality and impartiality:** Concern for public image creates a bias in favour of public concerned, rather than larger goal of India as a whole.
- **Undue activism:** Undue heroism among civil servants may dilute their political neutrality and role as foundation steel frame. This may expose them to vulnerabilities.

Conclusion:

- Civil servants of modern India can't afford to remain in the "ivory towers". It has to make its presence felt.
- Making a public image can help the civil servants to dispel the negative apprehensions the people have towards them, such as corruption and redtapism.
- But too much concern for public image may lead demolition of "steel frame" under undue popular sentiments.

26. How does aptitude differ from attitude? Illustrate.

Introduction:

Attitude and Aptitude are important characteristics of the human personality, which influence one's learning, performance and behaviour as well as the way one adapts to his or her environment.

Body:

Aptitude	Attitude
An aptitude is a component of a competence to do a certain kind of work at a certain level. Aptitude is inborn potential to do certain kinds of work whether developed or undeveloped.	A predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation.
Aptitude is related to capability and proficiency	Attitude is related to character
Aptitude may be physical or mental	Attitude is only mental related
Major components of aptitude are (1) emotional aptitude (2) intellectual aptitude (3) moral aptitude	Major components of attitude are (1) Affective: emotions or feelings. (2) Cognitive: belief or opinions held consciously. (3) Behavioral: inclination for action. (4) Evaluative: positive or negative response to stimuli.
Aptitude is the potential of a person to do certain things due to the innate ability or accumulated knowledge.	Attitude is the way a person understands, perceives and responds to certain situation.
Aptitude is positive connotation only.	Attitude can be positive and negative.

Example for aptitude:

- Enabling creative work shops when there is less enrolment for insurance schemes for agriculture and livestock. This is completely based on knowledge and potential to increase the enrolment for the welfare of the society.
- Managing the administration when there is short of human resources shows person's efficiency, potential and capability.

Example for attitude:

- There are number of schemes for the development of poor. Helping the poor within the administrative limits when they are devoid of document shows the positive attitude of the administrator.
- Maintaining the good relationship between the subordinates and superior officers shows the balance of attitude of a person.
- Famous personalities such as Mahatma Gandhi, Thomas Edison, Albert Einstein, and Mother Teresa were successful in their fields because of their positive attitude – when their journeys became challenging, they did not give up; instead, they kept on trying till they reached their goals

Conclusion:

Civil Servants need to deal with different mindset of people and situation every day, his decision making affects society as a whole. He should be morally just and effective decision maker and thus aptitude and attitude largely helps to achieve.

27. Can a person without administrative aptitude become a successful public servant? Critically comment.**Introduction:**

An aptitude is a component of a competence to do a certain kind of work at a certain level. It is inborn potential to do certain kinds of work whether developed or undeveloped. Administration is a systematic process of administering the management of any organization.

Body:

The main function of administration is the formation of plans, policies, and procedures, setting up of goals and objectives, enforcing rules and regulations, etc. To successfully run an organisation, a public servant must develop administrative aptitude.

A Public Servant without administrative aptitude:

- He/She Can't be able to manage critical situations or when an organisation is in crisis
- **Delegation of work** cannot be effective without having proper administrative skills which lead to confusion and mismanagement of the organisation's resources.
- He/She always chooses the easiest solution to solve a problem without spending more time to come up with a good resolution for all concerned.
- People with such poor administrative aptitude give chance to **Misuse** of their position and power by others/themselves.
- They can't set an example as a "Leader", tend to be a **follower**.
- He/She focuses on managing people and their work.
- **Profit-making** orientation and corruption creep into the organisation.

A Public Servant with administrative aptitude

- He/She focuses on making the best possible utilization of the organization's resources.
- People with administrative aptitude possess Quick and efficient **Decision-making ability**.
- **Leadership** is the hallmark of a good public servant and a great administrative aptitude.
- The **Discipline** of the administrator is an important component as it flows down the organisation.
- They contain a **strong personality**. Being strong means having the confidence to change any worst situation regarding organisation into an optimistic one.
- They are Unbiased, make themselves accountable and able to See long term interests of the institution.
- **No micro-management** and Allow employees to grow. He/She understands their concerns and needs.
- Apart from that, They make organisation Highly productive and effective by using methods of teamwork, participatory approach in the organisation etc.,

Conclusion:

However, presence of administrative aptitude alone may not suffice. It also the right attitude, compassion, honesty, emotional intelligence, public mindedness, etc to become a successful public servant.

28. Can aptitude of a person be assessed? What tools can be used to do it? Discuss.**Introduction:**

Aptitude is a component of competency to do a certain kind of work at a certain level, which can also be considered talent. It is basically the ability to deal with aspects of environment and the natural ability to acquire skill in some specific field.

Body:

Aptitude of a person can be assessed as we often judge our peers with the potential they have. Few might be good at Mathematics (we tend to call them Ramanujan) and few at Science (we tend to call them Einstein) and so on. Hence we know the potential that they have in their field of Specialization.

Even when we speak about leadership qualities in cricket, the names that we arrive at are Sourav Ganguly, MS Dhoni in common. Though there are many great Batsmen's and Bowlers, Still when it is about captaincy and leadership in tackling difficult situation the mentioned names take the lead.

Even while dealing with Technology related crimes, Police Department generally prefer young officers, as they are technologically advanced. So, this is indicative of the fact that we are able to assess the aptitude of an individual.

We assess the aptitude of an individual with the help of tools like general observation and few selected tests.

Assessment using General Observation:

- **Human Relations**– A Civil servant meets hundreds of individual every day. Most of them are poor, belong to vulnerable section of people. The way civil servant deals with different section of people in a way that helps him understand the situation from people's perspective is most important. Hence, his subordinates and fellow citizens can assess the Aptitude of the individual.
- **Use of Technology**– Aptitude of an individual can also be assessed by the ease with which the individual uses the Latest Technology. For example- The role played by police officers in dealing with cybercrime.
- **Problem solving ability**– Challenges are part of everyone's life, few face it and few manage to escape. The way problems have been tackled (effectively and efficiently) is indicative of aptitude of an Individual.

Assessment using tests:The tests are in two forms: Independent (Specialized) and Multiple (Generalized) Aptitude Tests.

Independent tests include:

- Numerical Aptitude tests- basically all the competitive exams such as CAT, CDS, AFCAT etc tests the numerical solving capacity of an individual.
- Engineering Aptitude tests (Includes fields such as mechanical, electrical, electronics and so on)-Exams such as GATE, IES etc.
- Typing Aptitude- selections for few government and private jobs have fast typing as selection criteria.

There can be many other independent specialized tests in line with above mentioned tests.

Multiple Aptitude tests:

These are combination of independent tests as shown above. One important such assessment that we can cite here would be the Service Selection Board(SSB) for Armed Forces, where numerical aptitude, Verbal Aptitude, Physical Strength, Ability to lead group of individual etc are assessed.

Conclusion:

For any individual to succeed in his/her domain, one is required to have some innate potential to learn, understand and acquire a few skills.

29. What are some of the foundational values for civil services? Why are they called 'foundational'? Explain.

Introduction:

Civil services are an integral part of Indian democracy and considered as "Steel Frame" of governance. They play a great role in societal development as they have the responsibilities of both decision making and policy implementation. There are some foundational values which are must for better administration.

Body:

As per the Second Administrative Reforms Commission, the foundational values of the service are

- Integrity
- Objectivity
- Impartiality
- Dedication to public service
- Compassion towards weaker sections.

They are Foundational because:

- **Impartiality and non-partisanship:** It decides on merit and is free from any partisan consideration. Further, a non-partisan civil service is also responsible to the Constitution of the land to which they have taken an oath of loyalty.
- **Integrity:** Basically integrity approach empowers an individual to make a value judgment about right or wrong. It is a value-driven instead of rule-driven. One has to learn how to deal with challenges and dilemmas.
- **Impartiality:** Impartiality implies that the behavior and treatment by a bureaucrat to any individual or entity has to be exclusively based on merit. To make fair, just, equitable effective and efficient decisions, there has to be absolute impartiality.
- **Non Partisanship:** Non-partisanship infers that the officer is to do his task without any fear of, or favor to any political party. The values of the administrator will flow from the constitution, not from the philosophy of any political party. Non-partisanship strengthens the democratic procedures and institutions along with maintaining the integrity of the service.
- **Objectivity:** Objectivity is founding advice and decisions on rigorous analysis of the evidence. It entails that truth remains true universally, independently of human thought or approaches. An objective approach is particularly important in decision-making processes.
- **Dedication:** Dedication is the eminence of people to be devoted or loyal to duty or purpose, thought or action. Dedication is a vital personality trait of an individual. This value gives the ability to continue acting when motivation is lacking. Dedication will drive to certain task rapidly.
- **Empathy, Tolerance and Compassion towards the weaker sections:** Public servants are meant to serve and this requires developing a humanistic attitude. These values guarantee that the public servants act sympathetically and interpret the rules to advance the public interest.

Importance of these Values:

- These foundational values ensure an effective civil service which functions honestly, impartially and efficiently.

- These values empower the administrator to fill the gaps of trust deficit between the citizens and the Government.
- These foundational values provide lawfulness to the behavior of an administrator and make it more effective.
- Since civil servants have discretionary powers the values are important to give them certain guidance to prevent abuse of power.

Conclusion:

The civil servants have to abide by a common set of values which can cater to larger interests of society at large and to achieve social, political and economic justice.

30. How does empathy and tolerance affect the decision making abilities of a civil servant? Examine.**Introduction:**

Impartiality, fairness, efficiency, and effectiveness in the Public service depend on objectivity in personnel decisions. This means that Public servants must have the ability to understand someone else's experience of humanity and use that understanding to guide their decisions and actions. Among many others, empathy and tolerance are foundational values that affect the decision making to a large extent.

Body:

Empathy involves giving due importance and value to understanding of one's thoughts, feelings and concerns for others even when they are not explicitly expressed, and acting on it.

How it affects the decision making abilities:

- Empathy enables civil servants to understand other humans' motivation to change and predict how policy will affect people's behaviour. Example: Pati.NO.1 campaign done in Agra to encourage Swachh Bharat Abhiyan, involving both husbands and wives of the district to be a part of the behavioural change after understanding that the inhibitions associated with the use of toilets for women.
- It helps in understanding the lacunas in existing policies and programmes and make appropriate changes. For example: An IAS officer can empathise with persons who lost their

land due to developmental project by framing better policy such as better compensation, rehabilitation, education and health facilities etc

- Enable civil servants to work with a dedicated service, involving the community at large. Example: In the remote areas of Manipur, with no road, connectivity to the two villages of Tusem and Tamenglong was a huge problem and the locals had to either walk for hours, or swim across the river. Armstrong Pame, an IAS officer collected Rs 40 lakh through social media for the construction of the road and got a 100 km stretch of road constructed in the state.
- It would lead to reduction in corruption and bring in a lot of credibility. Sacrifice and solidarity for the greater good are easier for people when their leader shows empathy for their struggles.

Tolerance means the willingness to accept or to tolerate, showing respect for the race, gender, opinions, religion and ideologies of other people or groups, and to admire the good qualities and good work of others.

How does it affect the decision making?

- A tolerant civil servant ensures a harmonious policy implementation and interaction with the people of his district. Incidents like mob lynching, riots, road rage are all can be solved by cultivating tolerance.
- It helps the civil servants to be unbiased execute various social schemes with the coordination of the people and upholding natural rights i.e. Human rights, Democracy, Multiculturalism, Pluralism etc.
- They can create and induce a tolerant and acceptable society by leading as an example. Various civil servants have been appreciated for bringing about a participative and helping community led celebrations of festivals among various religions in their districts.
- They help bring disadvantaged and vulnerable sections into the mainstream. Example: Ira Singhal was the first IAS officer to hire two transgender employees in her department, thus encouraging a tolerant and inclusive behaviour of everyone around her.
- A civil servant posted in a state other than his own if not tolerant may face problem in adapting and dedicating himself to the service of people.

How can these values be inculcated?

- Formal training can be given to increase cognitive, emotional and behavioural empathy, tolerance and compassion among the civil servants.

- Character assessment needs to be done to ensure they comply with the appropriate standards of foundational values.
- Self-satisfaction should be encouraged.

Conclusion:

With values like tolerance, compassion, empathy, honesty etc a country as diverse as India (politically, religiously, economically) can function and use each and every difference to make its people thrive rather than suffer. Significance of these values is more so for a civil servant, as they make numerous decisions that impact thousands of lives.

31. Can a person of high integrity be a successful lawyer? Critically examine.**Introduction:**

Integrity is the practice of being honest and showing a consistent and uncompromising adherence to strong moral and ethical principles and values. It is regarded as the honesty and truthfulness or accuracy of one's actions.

Example: Gandhi pertained an extensive amount of integrity throughout his lifetime; he was a non-violent civil rights leader in India. Gandhi took back chauri chaura movement when a large group of protesters, participating in the Non-cooperation movement, clashed with police, who opened fire.

Body:**Integrity issues related to lawyers**

- Confidentiality
- Corruption
- Lack of anti-corruption awareness
- Economic incentive
- Compromised independence
- Misuse of attorney-client privilege
- Weak internal policies and controls
- Vested interests

Person of high integrity and successful lawyer

Professional ethics encompasses an ethical code governing the conduct of persons engaged in the practice of law as well as persons engaged in the legal sector. All members of the legal profession have a paramount duty to the court and towards the administration of justice. In carrying out their duties, they are required and expected to deal with other members of the legal profession with courtesy and integrity.

Examples:

- Famous lawyer Harish Salve was claimed misusing his position as amicus curiae in the Gujarat Riots case, by simultaneously lobbying for companies with state government officials, who were part of the investigation he was overseeing for the court.
- In the recently held Kulbhushan Jadhav case Harish Salve represented India before the International Court. Jadhav was sentenced to death by a Pakistani military court on charges of spying. Due to his efforts, the International Court of Justice has ordered a provisional stay on Jadhav's execution until a final verdict is declared. For this case he charged only ₹1 (INR) in legal fees.
- In *N.G. Dastane v. Shrikant S. Shind*, where the advocate of one of the parties was asking for continuous adjournments to the immense inconvenience of the opposite party, it was held by the Supreme Court that seeking adjournments for postponing the examination of witnesses who were present without making other arrangements for examining such witnesses is a dereliction of the duty that an advocate owed to the Court, amounting to misconduct.

Professional ethics can also be stated as the duties that have to be followed by an advocate during his profession. These are moral duties and the very basic courtesy which every person in this field should know. An advocate who does not work with sincerity and does not follow the rules of conduct is said to have violated the code of ethics of this profession.

Duties to client:

- Protection of the interest of the client.
- Proper estimation of the value of legal advices and services.

Duties to court:

- Honesty and respect.
- Preparation of the case.
- Duties to Public.
- Service.
- Loyalty to law and justice.

Duties to colleagues:

- Fellowship.
- Fairness.
- Duties to self.
- Systematic study.
- Prudence and diligence.

Conclusion:

We need lawyers who think about the ethical, reputational, and enlightened self-interest of their client or the institution they are leading, not just about what is strictly legal or advantageous in the short term. Exposing and analyzing these extra-legal issues is a critical function for lawyers.

32. Why is impartiality an important attribute for a civil servant? Discuss.**Introduction:**

Impartiality as a principle of justice prescribes to public servants that decisions should be based on objective criteria, rather than on the basis of bias, prejudice, or preferring the benefit to one person over another for improper reasons, it is necessary for promoting equality in the society.

Body:**Impartiality is to be seen in two contexts:**

Public Impartiality: A public servant will serve as an instrument of government. Provide services without discriminating on the basis of caste, religion and gender. Give due regard to the diversity of the nation.

Political Impartiality: Principle of working without reservation and with devotion to the success of every government and its policies

Importance of Impartiality as an attribute for a civil servant:**Maintaining constitutional values:**

- Impartiality lets a public servant uphold constitutionalism and rule of law.
- It prevents tendencies of cronyism, nepotism and factionalism. Thus it ensures productive use of limited resources.
- For eg, In case a leader puts pressure on a civil servant to favour somebody, impartiality will help her to take action which is ethical.

Work culture:

- The officers themselves enjoy high morale since they believe they will be rewarded for their merit and not for their political considerations.
- It will, therefore, help in the efficient implementation of programmes. It will thus create a positive and conducive work culture

Efficient handling of situations:

- In case of riots, communal violence or any ethnic conflict, a civil servant with neutral attitude will be able to take the right action as she is free from any type of religious, political or social prejudices.
- To offer free and frank advice on policy matters using the powers of delegated legislation to ensure optimal utilisation of resources

Controlling corruption:

- It will keep oneself free from nepotism, political-corporate nexus and corruption

Professionalism:

- Provides professionalism and permanence as opposed to reluctance to change.

Conclusion:

Present-day civil servants need to perform multiple functions of giving suggestions to political representatives, addressing public grievances, the institutionalisation of the socio-economic changes, delivering goods and services. Hence a value committed and impartial bureaucracy is need of the hour.

33. Differentiate between the terms 'objectivity' and 'neutrality' with the help of suitable examples. Also explain their significance for a public servant.

Introduction:

Objectivity refers to basing our advice and decisions on rigorous analysis of evidence. Whereas, Neutrality means decisions that are not based on basis of bias, prejudice or preferring the benefit to one person over another for improper reasons. Both Objectivity and Neutrality are part of foundational value of civil services (as mentioned by 2nd ARC) and are necessary for promoting equality in society.

Body:

Objectivity	Neutrality
1. Decisions are based on strong evidence and do not have political biases.	1. Decisions sometimes might not be based on evidence but based on political executive order (Passive Neutrality).
2. Helps maintain equity and inclusivity.	2. Sometimes, may have to follow/implement appeasement policies of government, despite knowing it. Ex- Implementing the reservation policies that are aimed at particular section of people.
3. Will instill confidence in public and ensure their support for future activities (public cooperation).	3. Particular section of people might not approach public servant (if facing issues due to present day government policies).
4. Policies that address larger sections of people would be implemented efficiently, irrespective of the government of the day.	4. The policies of previous government, might find a backseat. Ex- the decrease in budget allocations for previous government schemes.
5. Sometimes, civil servant might not agree with government of the day and this leads to poor implementation of policies and wastage of resources.	5. The durability of the public servant will ensure effective implementation of public policies.

Significance of objectivity for a public servant:

- Civil servants take decisions on the merit of the case and take account of expert and Professional advice.
- Provide information and advice including the advice to ministers on the basis of evidence and accurately present opinions and facts.
- Decisions based on merits and facts lead to an impartial decision making.
- This would ensure efficient use of resources and enhance the transparency in public domain.

Significance of Neutrality for a public servant:

- Provides professionalism and permanence as opposed to reluctance to change.
- It assures the public that their current aspirations will be faithfully served by the Government.
- The elected ministers are assured of loyalty of the civil servants.
- The officers themselves enjoy high morale since they believe they will be rewarded for their merit and not for their political considerations.
- To offer free and frank advice on policy matters using the powers of delegated legislation to ensure optimal utilisation of resources.

Conclusion:

The values of objectivity and neutrality are complementary to each other. They ensure effective implementation of public policies in line with the government's mandate "Sabka sath, sabka vikas, sabka vishwas".

34. Employees in the private sector can earn much more than a civil servant. Yet a career in the civil services is widely desired and revered. Why? Substantiate.

Introduction:

Both the private sector and civil services are important as they both contribute for the growth of the nation in their respective capacities.

Body:

Both have their advantages and disadvantages, but still, Civil services are widely desired and revered over private sector in India for the following reasons:

Factors	Civil Services	Private Sector
Job Security	Surety of job security and no fear of being fired anytime.	No such security of the job. It depends on market fluctuations.
Growth	Fixed prospects of growth irrespective of efficiency on the basis of seniority	Growth depends on performance basis.
Area of Work	<p>Policy making and welfare work.</p> <p>Can serve public and bring positive change in the life of every strata of society, specially the marginalized and downtrodden</p> <p>Have the chance to shape policies that affect the nation's future.</p>	<p>Work for one self and materialistic gains.</p> <p>Works for the higher profit of the companies, corporate and Big MNCs.</p> <p>No satisfaction of contribution to the society.</p>
Scale of Work	One can have impact on a scale that far outstrips what is possible in the private sector.	Limited circle of influence.
Respect and Recognition	Huge recognition as it is about dealing with public on daily basis.	Don't get such recognition.
Social status	Higher social status	Not as much as Civil servants
Perks, Privileges and allowances.	<p>Perks and benefits are available such as servants, accommodation and travel expenses.</p> <p>Benefits continue even after retirements such as pensions</p>	<p>Perks not available at lower level, and only managerial level post gets some benefits.</p> <p>It is more about higher salary that too on performance</p>

		basis. No pension.
Work life balance	Can have work-life balance in most of the services as only IAS and IPS are hectic jobs.	More hectic schedule and compromised work-life balance.
Considered Noble Profession	Service to mankind is considered as service to God.	No such nobleness attached to private sector.

There are certain negatives reasons for which Civil services are admired most in India, such as Corruption opportunities and Abuse of power. These need to be eliminated by moral values such as honesty and integrity in civil servants.

Conclusion:

The best private sector employers do have strong values and powerful mission statements. But few can rival the Civil Service for the power of values – integrity, honesty, impartiality and objectivity – and the satisfaction that civil servant derives from serving the government of the day in seeking to make the nation safer, more prosperous and more unified.

35. Can a person without dedication to public service be a successful civil servant? What if he/ she considers the civil services yet another ‘job’? Explain.

Introduction:

In India, civil servants perform the regular administration and also play an important role in socio-economic development of the nation as a whole. The real spirit of the work of a civil servant is dependent on a moral base of benevolence to all citizens. Thus, public service is a concept that has dedicated service inherent to it.

Body:

Even though the motivation stems from various factors like the urge to serve the nation, job respect and prestige, inspiration from elders, or money itself, a civil servant can be successful only when dedication to public service is underlying all of it.

- **Ability to arrive at a useful solution:** A civil servant may encounter several obstructions like social opposition against any programme, lack of support from political executive and complex situations that need utmost care and precautions. Without dedication to help, he/she may never be able to arrive at the best solution. **For example:** Schemes for promoting family planning are generally opposed in rural areas as they consider contraceptives as taboos. Without personal assurance and dedicated outreach, implementation of the scheme may never be realised.
- **Preparedness to face challenging problems:** Public service often entails unforeseen or sudden situations that require one to be ready and provide quick assessment. A dedicated civil servant is aware of this and always devoted to give his best efforts in such situations.
- **Credibility and efficiency:** A true civil servant ensures that no policy or action is taken at the cost of the welfare of public at large. Devoted to public service is what ensures an officer to oversee a credible and efficient policy formulation and implementation. **For ex:** One's colleagues may be involved in corruption, at the cost of a larger destruction to social welfare. Commitment to foundational values and concern for public will prevent this.

Public service as a journey may be non-exciting and unwanted at times. One who considers civil services as just another job faces dislike and deterrence all along the way:

- He/she does not exert the required efforts to implement a policy, and hence fails to see the improvement, resulting in subsequent hindrance to welfare.
- Considering it just as another job fails to encourage him/her to come up with innovative techniques and solutions to problems.
- For example: In the remote areas of Manipur, the two villages of Tusem and Tamenglong were inaccessible with no road, connectivity and the locals had to either walk for hours, or swim across the river. IAS officer Armstrong Pame decided to get the road built, he wrote to the government of Manipur, but was refused funds. This, however, did not deter his plan and Armstrong began gathering support through social media. He collected Rs 40 lakh for the construction of the 100km road.

Had he considered his position as just another job, the villages would have never seen the light of the road now popularly called as People's Road.

- In India, where a large population are poverty-ridden, many are victims of social disadvantage and vulnerability, treating civil services as just another job may not give the civil servant the required encouragement and urge to eliminate this from the society. Only when the perseverance and dedication to service is inherent, can one effectively contribute.

However, dedicated civil servants often are in a fix to balance their duty and personal lives. But one must remember that for public service to be an end in itself, it is important to establish a meritocracy that values strength of character and personal morality, above all. To work for common good is the greatest good should be his/her motivation.

Conclusion:

The power to impact public welfare in a strong and efficient manner that a civil servant evokes is unique and unparalleled to other professions in the country. Dedication, honesty, empathy, integrity and selfless service from civil servants can go a long way in assuring a wholesome growth and inclusive welfare of the common people.

36. Love and compassion are necessities, not luxuries. Without them humanity cannot survive. Elucidate.

Introduction:

“Necessities”, “comforts”, and “luxuries”, are concepts whose meanings are dependent on the manner that human beings define “needs.” Based on the definition of needs, necessities refer to the basic needs human beings require to survive. In this sense, “necessities” are non-negotiable, where its deprivation could lead to detrimental effects on human beings.” Luxuries”, on the other hand, are neither absolute in that its satisfaction or dissatisfaction does not affect man’s immediate survival, nor construed in that it does not make the satisfaction of basic needs easier to attain.

Body

The key difference between love and compassion is that the love is a deep feeling of affection and attachment towards someone whereas compassion is a sympathetic pity and concern for the sufferings or misfortunes of others.

Significance of love and compassion

- **Part of daily life:** Compassion relates fundamentally to how we as human beings relate to one another when it comes to questions of happiness and suffering. Example: Helping a person who is deprived of food and clothing
- **Foundation for all human relations:** Can keep yourself, help you protect other people, and boost others and one's self confidence. Example: Children feel secure and confident with the elements of love and compassion.
- **Increases efficiency:** Professional and personal life will be balanced by the nourishment of love and compassion. Example: Cognitive skills help in work.
- **Non religious:** Whether we are religious or not, as long as we have compassion towards others and conduct ourselves with restraint out of a sense of responsibility, there is no doubt we will be happy. Example: Mother Theresa opened a hospice for leprosy in Calcutta which was opened to all irrespective of religions.
- **Ethical view:** Ethical principles and values, however, can neither be bought through economic means nor legislated and enforced through policy and laws. Example: Compassion on transgender.
- **To avoid extreme decisions:** In the name of love and compassion it avoids hasty decisions and it nudges tolerance for the situation. Example: With love and compassion honour killing can be avoided.
- **For the welfare of all:** Many NGOs are actively working for the elevation of underprivileged people. Example: GOONJ which undertakes disaster relief, humanitarian aid and community development in parts of 23 states across India.
- **For animals:** The greatness of a nation and its moral progress can be judged by the way its animals are treated. Example: Rescuing stray dogs.

Examples in civil services

- Krishna Teja the Sub-Collector of Kuttanad in Alappuzha district of Kerala, organized 'operation kuttanad' that saved the lives of nearly 2.5 lakh people (and 12000 cattle) during the catastrophic floods.
- Greater Hyderabad Municipal Corporation announced the introduction of the 'Feed The Need' (open fridge concept), helps the needy in the city, calling it 'revolutionary' for its community-building messages around sharing good food with the needy.

Conclusion

Ultimately it is touching the field of love and compassion from which we were birthed that is the source of happiness. All else is a reflection, an imitation or worse an idol. The true drivers that make us human are not money and acquisition of wealth—they are love and compassion.

37. When you show deep empathy toward others, their defensive energy goes down, and positive energy replaces it. That's when you can get more creative in solving problems. Illustrate.

Introduction:

Empathy is a quality by which we can understand, recognize and respond to the feelings and emotions of others. As Alfred Alder said, "Empathy is seeing with the eyes of another, listening with the ears of another and feeling with the heart of another"

In other words, putting oneself in other's shoe and feeling what the other is feeling.

Body

- Walking in their shoes- Doing so will help us see our team and family members, not as complainers, but more accurately for who they really are: struggling individuals that need help.
- This is important because, at one point or another, every one of us goes through our own struggle. When we develop a practice of understanding and helping others, they will often do the same for us.
- **Defensiveness** or Defensive energy of an individual is shown in many forms such as Blaming others, Anger, Fear, Pain, Ego etc.,
- When a person is experiencing problems, their defensive energy kicks in. Here it may be shouting at others or showing anger. At this point, try to stay alongside him/her, to better understand the person's point of view. Just a few minutes of listening can do wonders toward helping you to feel their pain.
- Showing empathy in this way takes time, but you will often motivate the one(s) you are trying to help just by showing that you care enough to take this step. It is then positive energy reinforces in the person and tries to solve his/her problem.
- For example, If a widow comes to a civil servant for help and is full of sorrow (defensive energy). The civil servant must empathise with her situation first, Assure her of helping out. This fills positive energy in her.
- Now the civil servant is in a better position to think clearly and innovatively as he has been in shoes of another person. He/she can help by making a list of government schemes applicable to her and make sure they reach the beneficiary at the earliest.
- Eg. If a teacher empathises with a child's weak performance (Defensive energy of child may be to be scared or low confidence on oneself), then only he/she tries new methods of teaching (a creative solution).

Conclusion

Empathy is an important trait because, When you work hard to walk in another person's shoes, they'll be moved to do the same for you. And that makes the world a better place to live.

38. The highest result of education is tolerance. Do you agree? Substantiate.**Introduction:**

The above mentioned quote is given by author-cum-activist **Helen Keller**. Tolerance refers to respect for others opinions, practices, views, race, religion etc. It is **harmony in difference**. According to **golden mean principle** of **Aristotle**, Tolerance would be the middle point of spectrum ranging from prohibition and acceptance.

Prohibition-----**Tolerance**-----**Acceptance**

Body

Education here doesn't simply imply receiving a degree certificate, but enhancing our knowledge, accepting arrogance, developing wisdom and virtues. This will help one realize the reality of the world and accept the diversity of thoughts and beliefs that exist in the world. This will in turn promote tolerance levels. Put in other Words, Tolerance is giving to every other human being every right that you claim for yourself.

The more education we receive the more we realise how much we do not know. This then becomes quite humbling. Uneducated are generally intolerant of others because they live "self-centered" lives. They simply do not possess to give them perspective of the actual facts. This can be seen in recent cases of mob lynching, honour killing etc.

The education that a person receives in his lifetime is not just from school, but also from his family, friends, society etc. The one who really takes pages of his experience and learning will develop knowledge. We learn to respect elders, opposite gender from our parents, our friends teach us how trust is build, and our society teaches us how to stay in harmony among diversity. Someone, who really takes all his learning seriously, would be called an educated mind. As A.P.J Abdul Kalam said "Learning gives you creativity, creativity leads to thinking, thinking provides knowledge and Knowledge makes you great".

An educated mind always accepts diversity prevalent and entertains the thought/view of others with/without accepting it. Tolerance is not built within a day, but is gradual of all the learning and education that we receive.

Individuals make up the society and tolerant individuals make up tolerant societies. Tolerant societies make conditions where individuals coexist peacefully and they exchange their ideas for their betterment.

India is the best example for tolerance, we have been following the principles of Vasudhaiva Kutumbakam (the world is one family). The diversity in language, culture, religion, race etc is not hindrance for growth of the country.

Conclusion:

As Arthur C Clarke said "Civilization will reach maturity only when it learns to value diversity of character and idea". We must always be ready to learn and respect the diversity and educate ourselves. The peaceful coexistence and mutual trust would promote humanity and development of nation.

39. Tolerance implies no lack of commitment to one's own beliefs. Rather it condemns the oppression or persecution of others. Discuss.

Introduction:

"I do not agree with what you have to say, but I'll defend to the death your right to say it."-
Voltaire

Tolerance is respect, acceptance and appreciation for those whose opinions, practices, race religion, nationality etc. are different from one's own.

Body:

Tolerance implies no lack of commitment to one's own beliefs.

- Tolerance doesn't mean submission but to put your viewpoint and opinion in a respectful manner. Ex. As Gandhi Ji did in freedom struggle to fight injustice.
- Tolerance is harmony in difference. Tolerance advocates for peaceful co-existence of diversity.

- It helps in developing qualities like respect towards faith and belief of different sections and communities without compromising your own beliefs.
- Tolerance allows individuality and diversity. It is more about mutual respect and the common good, and not about who is right and who is wrong.
- It recognizes the fundamental rights of others and Universal Human rights
- Tolerance creates a society in which people can feel valued and respected, and in which there is room for every person, each with their own ideas, thoughts and dreams.
- Historically tolerance has been the central virtue of some of the greatest empires. Be it Asoka's Dhamma or Akbar's Sul-i-kul, tolerance was a key principle.

Tolerance condemns the oppression or persecution of others belief:

- Tolerance prevent the tendency of intimidation, coercion, oppression etc
- It gives freedom from Bigotry, Phobias like Xenophobia, Homophobia and Theo-phobia etc.
- Tolerance is embracing migrants due to civil war or globalization and it will condemn racism and Xenophobia. Ex. Rohingyas in India, Syrians in Europe, Mexicans in the US.
- Tolerance will be accommodative of people in society irrespective of their sexual orientation. Ex. Acceptance of LGBTQ in society.
- Tolerance gives respect for others and hence gives the courage to fight for other rights like the fight against racial discrimination, LGBT community, minority etc.
- Tolerance rejects absolutism and rigidity. For instance, recent Lynching activities in the country show the absolutism by dominants.
- Tolerance will condemn unacceptable practices like child marriage, female infanticide and issues like Triple Talaq which breaches women rights.

Conclusion:

Being tolerant of each other and caring for each other is what makes us human. This is why we have believed tolerance is important and an essential aspect of a healthy, livable society. In fact, it is the only way in which a country as diverse as India (Politically, religiously, economically) can function and use each and every difference to make its people thrive rather than suffer.

40. Countries that intervene militarily rarely do so out of pure altruism. Comment.**Introduction:**

Altruism or selflessness is the principle or practice of concern for the welfare of others. It is when we act to promote someone else's welfare, even at a risk or cost to ourselves. Altruistic military interventions in the modern era are questionable due to the increasingly underlying geopolitical and strategic aims associated.

Body:**Characteristics of Altruism:**

- Altruism must entail action. Good intentions or well-meaning thoughts do not constitute altruism.
- The goal must be to further the welfare of another. If another's welfare is merely an unintended or secondary consequence of behaviour designed primarily to further the one's own welfare, the act is not altruistic.
- Intentions count more than consequences. Motivation and intent are critical, even though motives and intent are difficult to establish, observe, and measure objectively.
- Altruism carries some possibility of diminution in one's own welfare. An act that improves both the altruist's own welfare and that of others would be considered collective welfare, not altruism.
- Altruism sets no conditions; its purpose is to further the welfare of another person or group, without anticipation of reward.

Absence of altruism:

- It has been observed in historic times that military interventions were rarely altruistic. For example: The French deployed forces to Syria partly because of disgust over the massacres of Maronites, but also because doing so might solidify Napoleon III's influence in the region and win over Catholic voters at home.
- States that intervene militarily to stop massacres almost always do so in response to popular outrage. Governments are guided primarily by national security and economic concerns and take up the intervention after political pressure. For ex: In the case of the former Yugoslavia, humanitarian action was brought about by embarrassment rather than genuine concern and by the will not to get involved rather than by the wish to help.

- Many countries intervene in the pursuit of commercial or strategic interests in the region, justifying it on concern for the ongoing chaos. Example: Various members of the US and UK administrations have provided evidence that Iraq's rich oil reserves were a major Anglo-American military interest in the Middle East, and control of Iraq's reserves was always going to be a huge gain for US and British oil corporations.

However, there have been instances where altruism has played a major role:

- When UN moves military troops to other nations for philanthropic purposes like stop oppression of a defenceless group, humanitarian relief efforts, help refugees escape from or return to their motherland, or support a fledgling democratic government.
- Intergovernmental Authority on Development (IGAD), the African Union, the United Nations, the Troika (Norway, the United Kingdom and the United States) and the international community at large, are assisting South Sudan to end the conflict, genocide and ethnic cleansing and protect its citizens.
- The British campaign in Sierra Leone between 2000 and 2002 ensured peace was held for well over a decade and seen the passage of political power through fair elections. The British troops who stopped the country's dreadful civil war also showed that altruistic military interventions can sometimes work.

Conclusion:

When states intervene militarily, they often justify their actions on humanitarian principles and purposes. Ethics of humanitarian intervention cannot be readily subsumed by the ethics of just war without due attention to matters of political and moral motivation.

41. What are the attributes of an emotionally intelligent person? Discuss.

Introduction:

Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also.

Body

Attributes of an emotionally intelligent person:

- **Social regulation:** Involves controlling or redirecting one's disruptive emotions and impulses and adapting to changing circumstances.
- **Self-compassion:** Emotionally intelligent individuals are more likely to have a better understanding of themselves and to make conscious decisions based on emotion and rationale combined
- **Self-awareness:** The ability to know one's emotions, strengths, weaknesses, drives values and goals and recognizes their impact on others while using gut feelings to guide decisions.
- **Psychological well-being:** Emotional intelligence is positively correlated with higher life satisfaction, self-esteem and lower levels of insecurity or depression
- **Social skill:** Managing relationships to move people in the desired direction.
- **Adaptability:** Emotionally intelligent people recognize when to continue their course, and when it's time for a change.
- **Great listeners:** Emotionally intelligent people have the gift of being able to listen acutely to what's going on around them on an emotional level.
- **Empathetic:** Empathy includes the ability to relate to others and understand how they feel.
- **Motivation:** They have a passion for achieving their goals and are driven not by rewards such as money and prestige, but by accomplishing what they set out to do.
- **Apologize:** Emotional intelligence helps you realize that apologizing doesn't always mean you're wrong. It does mean valuing your relationship more than your ego.
- **Social skills:** It involves understanding people, developing relationships, and motivating others to accomplish objectives.
- **Personal life:** High emotional intelligence is correlated with better relationships with the family and intimate partners on many aspects.

Examples:

- Influence: Wielding effective persuasion tactics.
- Communication: Sending clear messages.
- Leadership: Inspiring and guiding groups and people.
- Change catalyst: Initiating or managing change.
- Conflict management: Understanding, negotiating and resolving disagreements.
- Building bonds: Nurturing instrumental relationships.
- Collaboration and cooperation: Working with others toward shared goals.
- Team capabilities: Creating group synergy in pursuing collective goals.

Importance of emotional intelligence in civil services:

- Balancing personal and professional life.

- Better stress management.
- Policy making and targeting the beneficiaries
- Motivating subordinates
- Rational decision making
- Empathetic to problems and problem solving approach.

Conclusion

Emotional intelligence should be taught and inculcated at younger age. Social-emotional learning programs are so critical because they provide students with skills to help them succeed later in life. They teach children how to recognize and understand their emotions, feel empathy, make decisions, and build and maintain relationships.

42. Do people suffering from depression lack emotional intelligence? Comment.

Introduction:

Emotional Intelligence is the ability to perceive, understand and manage emotions. It is the assimilation of the head (cognitive abilities) and heart (emotion).

Body

It is generally said to include three skills:

1. **Emotional awareness**, including the ability to identify your own emotions and those of others;
2. The ability to **harness emotions** and apply them to tasks like thinking and problems solving;
3. The ability to **manage emotions**, including the ability to regulate your own emotions, and the ability to cheer up or calm down another person

Depression is a serious, but common, condition. It often causes people to feel sad or empty for long periods. It can also affect one's thinking patterns and physical health. In some cases, depression can lead people to consider suicide.

- Emotion is what binds everything. Emotion is what gives us meaning. Emotion is what helps us to reflect on our place in this whole scheme of things. Most people don't even know that they have all these emotions.

- Most of us think that we are victims of our emotions; we don't have any control over our emotions. When sadness takes over us, we simply have to react in a depressed manner. We don't have the choice to stop that Depression. Emotional intelligence is the power to exercise your choice to stop an emotion and channel it in any direction you want.
- When we stuff our feelings, they quickly build into the uncomfortable sensations of tension, stress and anxiety. Unaddressed emotions strain the mind and body. an emotionally intelligent person has skills to help **make stress more manageable** by enabling him to spot and tackle tough situations before things escalate.
- People who fail to use their emotional intelligence skills are more likely to turn to other, less effective means of managing their mood. They are twice as likely to experience anxiety, depression, substance abuse and even thoughts of suicide.
- Emotionally intelligent persons are **able to recognise negative emotions in themselves** and **see difficult situations as a challenge**. They focus on the positives and persist.
- Imagine a person lost his job. An emotionally intelligent person might perceive their emotions as cues to take action, both to deal with the challenges and to control their thoughts and feelings.
- But someone with poor emotional skills might ruminate on their job loss, come to think of themselves as hopelessly unemployable, and spiral into depression.
- When **in Depression, it is important to be self-aware, manage** depression through discussion and friends by knowing its root cause rather than giving in to suicidal tendencies.
- Emotional intelligence is an art of managing one's emotions. A person can understand what exactly he is feeling and then take decisions accordingly. This way he can maintain his conduct according to the situation and influence others emotions in his favour.

Conclusion

People think that logic and reasoning and systematic approach is our whole life, but reality our life is shaped by our emotions. Knowing how to direct these emotions in a certain direction is emotional intelligence.

43. A bureaucrat's job is to implement the laws and policies in word and in spirit. If that is the case, then why do bureaucrats need to have emotional intelligence? Substantiate.

Introduction:

Emotional Intelligence (EI) is the ability to sense, understand and effectively apply the power and acumen of emotions as a source of human energy, information, connection and influence. It is the way of recognizing, understanding and choosing how we think, feel and act.

Simply put, Emotional Intelligence can be defined as application of state of mind for fruitful purposes.

Body

Generally, we negate the role played by EI in governance, but it helps overcome complexities that surround the present day governance. The importance of EI for bureaucrat is shown by the following reasons-

- **Helps in self-regulation**– If a bureaucrat is frustrated by his subordinate, whose performance has been poor. If bureaucrat shows frustration and yells at the subordinate, this might affect the subordinate's performance in a poor way, if bureaucrat sits down with him and discuss the reasons for under performance and understand it, this diagnosis will help him fix the issues. This will yield better performance by subordinates and efficient working environment (esprit de corps). A self-regulated bureaucrat can infuse the same amongst his/her subordinates.
- **Better social capital**– this will improve the interdepartmental cooperation, a bureaucrat must have to deal and work with many other ministries/ departments, hence better use of EI and relations with bureaucrats of other departments and yield better results.
- **Empathy** – for civil servant demolishing roadside building must empathize with the plight of those shopkeepers (by providing proper compensation and rehabilitation). Otherwise, he might not receive the support from them and this would in turn lead to a conflict.
- **Motivation**– If a bureaucrat can condition others emotions (peers, students, vulnerable etc.) such that they urge for higher achievement.
- **Focus/ Concentration**– If civil servant can control his emotions and stick to his goals with unwavering attention (may be due to threats, abuse) can help him achieve his targets.

- **Sensitive issues**– issues such as communal tensions, mob lynching, and disasters can be dealt in a better way.
- **Stress Management**– when there exists mismatch between expectations and reality or shortage of time to implement, an emotionally intelligent person would not surrender himself to anxiety but rather control it and get out of the box ideas.
- **Civil service values** – foundational values like empathy & Compassion, tolerance, impartiality requires EI.
- **Optimism**– this helps bureaucrat by convincing him that every problem has a solution and makes him search for solutions in all possible places and achieve the objective.

Conclusion

Daniel Goleman asserts that 80% of success at work place is due to emotional quotient and 20% due to intelligence quotient. Intelligence quotient alone cannot solve majority of problems a bureaucrat faces, use of emotional intelligence is a must for better public service delivery as well as Redressal.

44. How does emotional management help a person sustain losses and overcome setbacks? Illustrate.

Introduction:

“Human behaviour flows from three main sources: desire, emotions, and knowledge.”— Plato

The ability to realize, readily accept, as well as successfully control feelings in oneself (and sometimes others) is known as the emotion management skill. In other words, emotional management refers to the ability to master your own emotions. Emotional management is not about avoiding emotions but learning to face and understand them.

Body:

One must have complete authority over changing his/her thoughts and feelings that are generated whenever his/her values are touched by the actions of a person or an event such as failing after multiple attempts in UPSC, getting dumped in the relationship, failing in a job interview or getting diagnosed oneself with terminal illness. Emotional management helps one to sustain such losses and overcome setbacks.

- Through emotional management one changes his thoughts and feelings, which helps in preventing him from reactive outbursts. Emotional management let off some steam and let one feel less aggressive in losses or setback.
- It helps you manage your reactions, by underplaying one emotion when not appropriate and overemphasizing another one which is most required at that time.
- Before you have an automatic reflexive emotional response, Emotional management helps you evaluate the situation more neutrally.
- When you face setbacks and your emotions get out of control, Emotional management teaches how to face them, instead of running away from them.
- Emotional management helps reinterpret a negative situation more positively. It will help you make sense out of the experience rather than getting stuck in negative emotion and turn those emotions into fuel for improvement.
- Confronting our emotions — and making sense out of them — makes it easier to address what triggers our emotional response and avoid mindless reactions.
- Emotional management accepts one's feelings without fighting or judging them. Accepting our emotions, not turning away from them, is one of the core practice of mindfulness.
- Emotional management helps in better and quick decision making, and overcome the 'heat of the moment'.
- Emotional management is beneficial for people experiencing stress, depression, disappointment or unhappiness as all these impact productivities and self-esteem and Emotional management help regaining confidence and self-pride.

Conclusion:

Emotions play an essential role in our lives. We cannot ignore or silence them, but we can't let them take over either. Hence, emotion management is an important skill for a successful and happy life. One should not suffer from negative emotions by being their slaves, but rather try to conquer emotions with proper management. As Oscar Wilde said, "I don't want to be at the mercy of my emotions. I want to use them, to enjoy them, and to dominate them."

45. Can emotional intelligence be imparted through training? Examine.

Introduction:

Emotional intelligence is defined as our ability to recognize and control our own emotional states, while also being mindful of the emotional states of those around us. Competency in understanding one's own and others' emotions consists of knowing the causes and

consequences of different emotions as well as being able to differentiate between varying emotions.

Body:

Key skills of emotional intelligence:

- **Personal Awareness:** Knowing how you react to triggers for example, if someone disagrees with you in an argument, you might roll your eyes, and/or slam things down on the table to show disapproval.
- **Personal Management:** For example, during an argument you might respectfully end the conversation to de-escalate the situation without making the other person feel small because they don't agree with you.
- **Social Awareness:** You will be aware of behaviours and the lack of awareness from others and are now able to see things from a different perspective.
- **Relationship Management:** Your ability to use your awareness and the emotions of others to develop and maintain relationships. These skills are vital in working in teams and with partners, clients, vendors and customers.

Emotional intelligence through training:

- Researchers in diverse fields indicate that it is possible to increase emotional intelligence and that such training has the potential to lead to other positive outcomes.
- Various different methods have been discovered on the ambit of E.I through training:
- Use Blended Learning – A blended learning training model allows participants to conduct role plays, discussion and interpretation of scenarios through feedback.
- Incorporate Quizzes and Tests – Online testing and quizzes play an integral role in how people recognize the most important elements in a lesson. It helps in making them aware of their etiquettes and shortcomings.
- Workshops and Certification programs: For developmental and behavioural assessment trainings.
- Organizations with E.I. training for employees saw significant improvements in:
- Communication skills and the power to comprehend nonverbal cues of interaction (body language, facial expression, the tone of words, etc.)
- Group performance, especially at the workplace and maintaining a high team spirit
- Organizational skills – and managing schedules more efficiently
- Work motivation and the power to accept feedback and criticism positively
- Leadership skills

- E.I training to students is believed not only to have showed marked improvement in their emotional abilities, but they also continued to manifest the same even after months of training, in their careers and endeavours after college.
- EQ continues to improve and enhance over a lifetime, so it is never too late to start learning about Emotional Intelligence.
- Several self-assessment training can be done too: Choosing not to retort immediately, answering wisely in conflicts, personal introspection and taking feedback from peers, friends etc, practicing empathy as a daily habit etc.

However, there are limitations when it comes to training:

- They majorly focus only on organizational skills, work cultures etc, and often ignore the personal traits of the person.
- Many times a person very inclined to or raised in an environment with lack of importance to EI, tends to continue so in his interactions, as such external trainings seem unnecessary to him.
- Humans after all are inclined to react emotionally to a situation suddenly faced, without comprehending repercussions of his/her actions in spite of training or awareness of EI.

Emotional intelligence training is given in most work environments, government professions throughout the globe. It is being stressed and assessed, even before the technical skills at many corporate environments. Right from school, EI is a skill set that has to be incorporated as a main part of a person's growth.

Conclusion:

An individual ultimately is a product of a society. In view of this, emotional intelligence stands as a very basic characteristic everyone must possess. Training through several methods definitely help in the personal and professional growth of an individual, as any characteristic being practiced as a part of his/her general personality tends to be inculcated in the long run.

46. We are what we repeatedly do. Excellence, then, is not an act, but a habit. Comment.

Introduction:

Aristotle also said, "These virtues are formed in man by his doing the right actions." To bring these two selections together, philosopher and historian Will Durant elegantly clarified their

communion by stating between them, “We are what we repeatedly do. Excellence, then, is not an act, but a habit.”

Body

“Repetition is the mother of learning, the father of action, which makes it the architect of accomplishment.” (Zig Ziglar). This quote shoes the importance of the repetitive activities

Repetition can be powerful in three ways. First, as we repeat something, like a sports move or a piano piece, we move toward mastering it. Second, we can accomplish a giant task with frequent small actions toward the goal. Third, repetition creates habits.

Significance of the quote:

- **Perseverance:** Excellence is what that has been continuously overcome the constraints and loopholes. It is neither a one top shot nor embracing a zenith rather its reaching to a state where you balance your deeds, duty and authority. Example: Nelson Mandela was in island jail for 27 years and then he became the president of South Africa.
- **Subconscious level:** The subconscious mind regards the words and thoughts that get lodged inside it as expressing and describing a real situation, and therefore endeavours to align the words and thoughts with reality. It works diligently to make these words and thoughts a reality in the life of the person saying or thinking them. Example: Rich becomes richer and poor becomes the poorer concept.
- **Perfect practice:** Practice helps us in avoiding errors and completes the task with perfection. Action performed with proper planning and regular practice leads a person towards perfect performance. Example: Bruce Lee said “I fear not the man who has practiced 10,000 kicks once, but I fear the man who has practiced one kick 10,000 times”
- **Karmayoga:** The intention when practicing karma yoga is to give selflessly for the good of others without thought of one’s self or attachment to the results of one’s actions. Example: Saalumara Thimmakka growing close to 400 Banyan trees, and nurturing them as her children, on a 4km stretch between Hulikal and Kudur in Karnataka.
- **Habits:** Habit serves as a means for doing morally good or evil actions. Sometimes it causes actions which are neither good nor evil. In the first case it is called good nature, or virtue. Example: Generosity, bravery, gentleness depends on how we cultivate day by day.
- **Patience:** Patience allows us to suspend judgment long enough to make informed decisions, thus paving the path to a happy and peaceful life. Example: freedom movement by freedom fighters for attaining independence.

Conclusion

Perseverance is the key to success, thus Swami Vivekananda rightly said “Take up one idea. Make that one idea your life – think of it, dream of it, and live on that idea. Let the brain, muscles, nerves, every part of your body, be full of that idea, and just leave every other idea alone. This is the way to success.”

47. The strongest is never strong enough to be always the master, unless he transforms strength into right, and obedience into duty. Elucidate.

Introduction:

The above lines are written by **Jean-Jacques Rousseau** in his book “**social contract**”. His political philosophy influenced the progress of the Enlightenment throughout Europe, as well as aspects of the French Revolution and the development of modern political, economic and educational thought.

Body

- In the Social Contract Rousseau discusses the best way to run a state and uses philosophical arguments to argue his case. He also uses the ideas of force, right and freedom to support his argument. He feels we require a civil state, as opposed to living in the state of nature, as ‘it substitutes justice for instinct and gives his actions a moral quality’.
- He believed that it is not right that you should obey someone just because of force and that for the state to be run properly **the power it has must be legitimate**.
- He says ‘authority is legitimate if the person (or institution) possesses the right to command others’, in other words, authority cannot use naked force to command obedience.
- He also believed that ‘to be legitimate, the authority the state has over the people must come from the people themselves, and not from a single person such as the king.’
- To prove the point that might do not equal right, that is that ‘because you can force me to obey you, is it right that I should obey you?’, Rousseau uses the example of ‘The strongest is never strong enough to be master all the time, unless he transforms force into right and obedience into duty....**Force is a physical power**; I fail to see what morality can result from its effects.’
- In other words, unless the authority is legitimate and the people feel obliged to obey, rather than forced to obey when the authority is absent, the people ‘will not necessarily obey’.

- Rousseau's "social contract" discusses the corruptness of non-democratic form of government.
- 1780's **France** was characterised by unjustly high taxes and wealthy monarchy because of which people faced serious economic difficulties. People were influenced by ideas of Rousseau and Voltaire, which finally led to dethroning of the king by Famous French Revolution.
- **Arab spring**: Modern times are no different. The wind of change swept Northern Africa and middle east countries like Tunisia, Libya, Syria etc., recently. Though the issues were not completely the same, living under a dictatorial regime is tantamount to the same abuse of power as the unequal distribution of wealth.

Conclusion

In recent times, there is unemployment, harsh rural poverty and rapidly rising prices. But, the rich are growing richer and richer. Democracy is being gnawed away to the point that the ruling hegemony and the rich should bear Rousseau's words in mind and keep a sharp look over their shoulders lest another French revolution awaits.

48. They who can give up essential liberty to obtain a little temporary safety deserve neither liberty nor safety. Comment.

Introduction:

The above quote is given by Benjamin Franklin in line with the conditions prevalent in Pennsylvania, USA. Liberty refers to the state of being free within the society from oppressive restrictions imposed by authority on one's way of life, behaviour, or political views.

Body

Franklin's line plays on the idea that liberty is the thing we would be protecting by choosing safety. In opting to give up liberty in favour of safety, we are essentially gaining nothing. This statement is against the idea of social contract theory given by Thomas Hobbes.

If we get into the history, after the Reichstag Fire of 1933 the German people, in a move that was to prove pivotal in the establishment of a Nazi dictatorship, submitted to a repression that resulted in the suspension of all civil liberties, ostensibly to safeguard the national security. Hitler – having been Chancellor for a mere four weeks – was able to ensure that such a decree was passed by convincing people that the communist party represented a major threat, and his

success demonstrated not only how susceptible human nature is to the fear of danger and civil unrest, but also how effectively those in power can capitalise on this susceptibility in order to deprive people of fundamental rights.

The above mentioned quote became point of contention post the 9/11 attack, the government of US has made strict monitoring of data and invaded privacy aimed at ensuring national security. Post 9/11 attacks many surveys held showed that majority of people were ready to give up elements of civil liberty for national security. Even the recent notification by Ministry of Home Affairs, which seeks to monitor data has sparked of similar debate.

The plight of Indian workers in Arab too can be noted here. Many aiming for better life are subjected to harassment by the owners. International communities have time and again been vocal about such issues. Same goes with the lives of refugees, how they are subjected to harassment and oppression, when they seek support of refugee nation (Syria and few African nations).

Raif Badawi, human rights activist, promotes secular and scientific thinking was arrested by Saudi Arabia officials, in the name of national security. He highlights the restrictions imposed on Saudi women, shows how oppressive authority could be and how they oppose liberty to protect their stereotypes.

The global human rights communities have been vocal on North Korea, where people are under a regime that doesn't provide basic freedom and are subjected to poor living and oppression.

But again, sometimes it might be necessary for national interest to protect the state from any possible terrorist attacks. During Emergency, people might have to give up few essential liberties, to protect themselves from external harm. Again depends on the type of government, how they restore the liberties post such situation.

Conclusion

John Locke speaks about natural rights to social contract theory, where he stresses on states duty to protect the natural rights (Right to life, liberty and property). A universal concept of liberty does not exist. As citizens of a democratic state, we must decide for ourselves what our own essential liberty should be; we must find our own balance between a security which does not compromise our fundamental rights and a freedom which does not lay us bare to attack. In the face of increasing threats to our national and international security, we can only hope that we are able to remain committed to our convictions, not allowing them to become distorted by

fear or the threat of danger in such a way as to permit us to sacrifice one thing for the sake of the other; for only through true freedom can true security exist.

Additional Examples

Can mention about bonded labour (Brick kiln industry in Tamilnadu), Asia Bibi blasphemy case and data privacy issues etc.

49. Discuss the contribution of various philosophers in the evolution of democratic principles.

Introduction:

The term “democracy” first appeared in ancient Greek political and philosophical thought. The original Greek word “Demokratia” means the common people (demos) rule (Kratos).

Body:

Throughout history, democracy has been an evolution. The democratic principle continues to evolve, and with democracy, there are multiple ideas in action. Various philosophers contributed to the evolution of democratic principles, some are discussed below:

Freedom by Aristotle (384BC – 322 BC) for Aristotle the underlying principle of democracy is freedom, since only in a democracy can the citizens have a share in freedom. In essence, he argues that this is what every democracy should make its aim.

Equality by John Locke (1632-1704) John Locke made important contributions to the theory of liberal democracy. In his “The two treatises of the government” Locke argued that a government’s right to rule must be based on the consent of its people. Locke emphasised the idea of a ‘social contract’ – power sanctioned by the people. Locke also emphasised that all men were equal – at a time when societies were very hierarchical.

Separation of power by Baron de Montesquieu (1689 – 1755) Montesquieu advocated for ‘separation of powers’ and other democratic principles. In his *The Spirit of the Laws* (1748), he distinguished democracy from other types of government.

Representative Democracy by Jean Jacques Rousseau (1712 – 1778) Rousseau was a Genevan philosopher who wrote *The Social Contract* – an influential political tract which argued for the

government through representation – ideally through direct democracy. Rousseau’s democratic ideals were influential in the French Revolution.

Republican government by Thomas Paine (1737- 1809) Thomas Paine powerfully argued for the democratic-republican government. Paine’s writings were influential in inspiring the American Revolution. Paine wanted to see an end to executive tyranny and felt the extension of political power to all was the best way to achieve this.

Republicanism by Thomas Jefferson (1743-1826) Thomas Jefferson believed in the principle of republicanism. The idea that all citizens should partake in the democratic activity and help prevent abuses of power. Jefferson drafted the US Declaration of Independence, which stated: “All men are created equal”

Universal suffrage and liberty by J.S. Mill (1806-1873) John Stuart Mill was a leading liberal philosopher of the Nineteenth Century. He argued for universal suffrage (extending the vote to women and all classes of people) Mill also expounded the principle of liberty – which is an important principle of liberal democracy.

Accountability by Karl Popper (1902- 1994) He defined democracy in contrast to dictatorship or tyranny, thus focusing on opportunities for the people to control their leaders and to oust them without the need for a revolution.

Conclusion:

In recent centuries, democracy has included principles such as liberty, equality and individual freedom. Given the rise in population size, direct democracy is rarely practised; instead, democracy tends to involve elected representatives. Arguably, there are no ‘perfect democracies’ – But, some societies are more democratic than others.

50. Love does not claim possession, but gives freedom. What meaning did you derive out of this statement?

Introduction:

Love is a selfless act of unconditional care and affection directed towards a person, object or even something abstract. It has little to do with what you are expecting to get and more with what you are expecting to give – which is everything. Rabindranath Tagore here talks about two intertwined important necessities of life- love and freedom.

Body:

- Love by nature is an unconditional act; hence ideally it should free us from the expectations inherent in an otherwise transactional human relationship existing all around us. In view of this, when a person loves truly, he/she emanates a sense of freedom, a liberated environment for the other person to grow and exist.
- When love does not claim possession, it exists as a beautiful engagement of motivation, respect and admiration for the receiving person or the object. For example: Relationships between youngsters, respect for teachers and parents etc.
- The privilege of freedom associated with love can be seen in different societal institutions:
- A mother's love for her children is all encompassing, with no expectations of return, helping them grow, giving them free choices, freedom to learn from actions, all of it while being a protective parent. If a mother were to think her child is her possession, there are unrealistic expectations on the child, and a rigid existence with no freedom to learn and take decisions on their own.
- Relationships between a husband and wife, life partners often flourish and spread harmony and happiness when there is freedom between the two. A partner who treats the other as a possession, restricting their choices, actions, and decisions is indirectly hampering the overall betterment of the person or their relationship.
- There are frequent instances where a misguided idea of love often results in a false exertion of possession and leads to extremities:
- There are cases of murder, harm and crimes due to love gone bitter or wrong, arising out of feelings of possession of the other.
- Retarding the growth of an individual, development of his/her full capacity, due to narrow ideas of love and protectiveness.
- Suffering inflicted due to actions of vengeance and payback by partners, parents and friends.

Conclusion:

Love is truly realised when linked not to possession of the other but to submission of the self. It should enable an individual to feel content and be accepting of one another, paving way for a peaceful co-existence, rather than curbing freedom and base their actions on the lines of possessiveness and misunderstood idea of love.

51. Is it ethical to have compulsory corporate social responsibility (CSR) law? Critically comment.

Introduction:

Corporate Social Responsibility (CSR) is referred as a corporate initiative to assess and take responsibility for the company's effects on the environment and impact on social welfare and to promote positive social and environmental change.

Body

The CSR law mandates an expenditure of 2% of net profits by the corporates. However, recent estimates have shown that corporates spent only 30-40% of the amount that was expected to flow in.

Is CSR unethical

- Many times, CSR benefits have been directed in a way to achieve certain financial motives. Brand and image building and buying customer's faith to increase its market share are commonly used tactics.
- CSR has been used to cover one's unethical and illegal deeds like engaging in rampant exploitation of natural resources like forest, land and water and in return providing meagre benefits for the community to buy their loyalty. Corporates pay their gains through various taxes including corporate tax, surcharges etc. CSR may seem to be an additional forced burden on them and hence unethical.
- CSR has also been seen in areas where there is maximum visibility. This explains why the eastern India lags behind in CSR contribution and sectors like extreme hunger, MMR, IMR, etc receive minimum to no contribution.
- In the name of CSR, a number of NGOs have been established to evade taxes.
- Moreover, the aim is on spending rather than quality of spending, eg building schools rather than quality education. Some companies even give the amount to an NGO who return the amount back after deducting a commission.
- Social responsibilities should come from within and not forced compliance.

Is CSR ethical?

- However, corporates use/exploit excess of natural resources, labour for their personal gains. They owe certain responsibility towards nature and its people. Thus, the ethical

aspect of CSR would involve a sense of dedication and responsibility towards the welfare of the locality. It would entail a sense of compassion, empathy and synergy of what the community desires from the company and what the company is capable of doing for them. Cities like Jamshedpur are a true reflection of what CSR truly desires.

- It gives the corporates an opportunity to think else then their own personal gains.
- It helps to fulfil the gaps/spaces in government spending. ex-many companies are doing amazing work by building toilets under Swachh Bharat Abhiyaan and supplementing govt efforts.
- It helps bring innovative ideas to solve social problems.

Conclusion

So, For CSR to truly succeed, corporates have to assume a more ethical role rather than mere profit motive. After all, money may belong to some but resources belong to all and must serve all. CSR helps in realization of this principle and helps achieving the utilitarian philosophy of maximum good to maximum people.

52. Explain the concept of 'conflict of interest' in public institutions. How does conflict of interest breed corruption? Illustrate.

Introduction:

Conflict of Interest has shaken the today's world in issue of governance and ethical practices. It refers to a situation in which a person while performing his official duties tries to derive personal benefits through his decision or actions. Usually this issue arises in public and political offices but in present day conditions due to more interactions between public and private enterprises, even private are not untouched.

Body

Public institutions are those which are backed through public funds, controlled by state and is established for public usage.

Public institutions affected by conflict of interest:

- **Appointments:** Appointment of personnel's in public offices that are related to officials.
- **Nepotism:** Favouring relatives and friends over others especially in terms of appointments, faster clearances of files etc.

- **Contracts:** Awarding of contracts to known person in exchange for personal favours. Ex: Government contracts to politician son's company or companies owned by his Benami.
- **Policies formulations:** Ministers or representatives involved in policy making in those areas where they have substantial interests. Ex: Person owning tobacco manufacturing company takes part in policy making related to tobacco consumption.
- **Information:** Leaking of information to other persons which might be of personal advantage to him later. Ex: Employee in board meeting leaks information about new contracts to purchase more shares of company for quick gains.
- **Post-retirement:** This can be observed in Judiciary, In view of post retirement jobs, favouring a party or person in verdicts. Ex: Verdict favouring a particular political party in view of future political appointments post retirement.

Conflict of Interest breeds corruption

- **Public procurement:** This is a kind of collusive corruption, where both bribe-giver and person in conflict of interest act as partner and rob the society.
- **Scams:** In judiciary, passing of verdicts in cases where they have substantial dealings. Ex: Judge being partner of company which is involved in cheating.
- **Administrative decisions:** decision making is rule bound and is supplemented by the discretion of individual officers, which may provide scope for corruption.
- **Contracts:** Awarding of contracts to known person in exchange for personal favours. This is again a kind of collusive corruption.

Ways to deal with Conflict of Interest:

- Maintaining Transparency in governance: this will act as deterrence against abuse of power.
- Objectivity in governance: this will help him take impartial decisions and also help in establishing behaviour of integrity.
- Maintaining high standards of behavioural integrity.
- Need for legislation to make non-disclosure of conflict of interest punishable.

Conclusion

In today's world of interconnectedness, where everybody is connected to every other thing, there will be conflict of interest. But it is the duty of individual to take the path of righteousness and function in manner which is both moral and ethical. Also transparency should be maintained for scrutiny to ensure accountability.

53. Do excessive measures to ensure accountability and transparency handicap decision making? Critically examine.

Introduction:

Civil servants in public administration have to face many conflicts of interests during policy making, policy implementation and decision making. Transparency and Accountability have great importance in the decision-making process of bureaucrats, civil servant and administrators.

Body:

Transparency in civil services refers to the work of civil servant be available in public domain as per requirement and open for scrutiny.

Accountability can broadly be defined as the obligation of those holding power to take responsibility and be held answerable for their behaviour, actions and responsibility.

Excessive Accountability and Transparency Hindrance to decision-making:

- Undue scrutiny demotivates civil servants and instigates the fear of unwanted prosecution.
- Fear of judgment in a certain dilemma like between ethical and rule-based decision, environment and public concerns etc.
- Accountability might act as a deterrent. The fear of consequences might lead to inactivity from decision-makers.
- Promote red-tapism and leads to time delays which ultimately affects decision making.
- Excessive Accountability affects free will. Free will gives space of innovative or creative decision-making ability without the interference of the state.
- Degraded ethical standards and values such as integrity, compassion, empathy, which are essential for decision making, cannot be answered with just transparency and accountability.

Not a hindrance:

- They help in creating institutional checks and balances. Ex. CAG
- They improve the quality of decision making.
- They promote public welfare and not personal gain in decision making. Increased accountability assures that public resources are used for welfare.

- Decisions became more sensitive and inclusive Ex. Accountability created through Environmental impact assessment (EIA) provisions.
- Decision-makers are more answerable to superiors and the public. Ex. Code of conduct, RTI.
- They provide courage, dedication, determination and commitment to do work effectively and efficiently.
- Issues like conflicts of interests, partisanship etc. get addressed in a better manner.
- Facilitates dispute resolution mechanism after the decision has been made.
- They give moral satisfaction to those who exercise power and takes decisions.
- Transparency creates a system of confidence and trust among the stakeholders and builds the faith of the public in the administration and the decision taken.
- Transparency leads to objectivity in decision making.

Conclusion:

Accountability and transparency is an important tool for improving service delivery. However, precaution must be taken by making enough safeguards that it does not become an obstacle in the efficient working of the administrative system.

Citizen charters, Code of conduct and code of ethics which are based on ethics are the tool of any government institution to ensure transparency and accountability and which prevents transgression of decision-making capacity.

54. What are the potential sources of ethical dilemmas in public and private institutions? Illustrate.

Introduction:

Ethical dilemmas are situations in which there is a choice to be made between two options, neither of which resolves the situation in morally satisfactory manner. It is a circumstance that requires a choice between competing ideologies in a given, usually undesirable or confusing situation.

Body:

Potential sources of ethical dilemmas in Public institutions:

- **Administrative dilemma:** The promotion of general welfare depends on the use or exploitation of administrative discretion. For ex: Public servants given a responsibility to

approve a project to build a dam which would provide irrigation water to lakhs of acres. However, such approval could displace thousands of tribes.

- **Public accountability and administrative secrecy:** Not having enough transparency in all processes due to confidentiality. Ex: whether the cost and process of Rafael deal should be put in public domain or secrecy for national security must be maintained.
- **Law and compassion:** For ex: A needy person who does not fulfil the one or two criteria of a welfare scheme but due to empathy and compassion, a public servant may want to help him/her. A dilemma here is between empathy, compassion and following the prescribed law.
- **Policy dilemmas:** Working towards the best interest of the community versus being responsive to the government. For ex: a favour of capitalism/liberal economy to sustain economic growth versus state ownership to maintain fair distribution of resources.
- **Personal morals:** When the directives are in contrast with own personal values of public officials.
- **Personal interest and duty:** For ex: When an Army officer is in a critical location handling key duties and his mother is sick or wife is pregnant and needs his presence at home.

Potential sources of ethical dilemmas in Private institutions:

- **Personal job security over wrong dismissal of colleague:** For ex: When an employee knows his/her colleague has not done the mistake he/she has been blamed for by the upper level management, but does not speak up because of fear of losing job. Another scenario is where the person knows the upper level employee is guilty but he/she does not complain because of fear of being fired.
- **Company rules over personal morals:** For ex: An honest person facing dilemma over carrying out a dishonest company pitching knowing that it is not as beneficial as exhibited.
- **Societal dilemmas:** For ex: When you know someone is being unfairly treated but continue staying silent over the matter because of societal impression and acceptance.
- **Professional duty and personal life:** When you have to honour confidentiality of patients, clients etc but know a controversy or crisis is going to be caused.

Conclusion:

Assessing the ethical concern of both government and private organization, it can be understood that the challenges posed by ethical dilemma sometimes make a person to be at a lost with no solution in sight. Proper training, code of conduct, emotional intelligence, keeping the public interest above and adherence to the values of integrity, objectivity, honesty in one's own private life etc. will ensure a just and ethical conduct.

55. The judiciary India has pronounced several judgements on the RTI Act. However, the judiciary itself is outside the purview of the RTI. Is it not unethical? Critically comment.

Introduction:

The RTI mechanism emerged fundamentally as a demonstration of the desire to move the process of democracy towards participatory and contributively democracy, thereby strengthening it.

Body

Background:

- The Supreme Court lauded the role of the Right to Information (RTI) Act as an “integral part of any vibrant democracy.” But the apex court itself has refused to come under the ambit of the information transparency law for the past one decade.
- The court has firmly resisted back-to-back decisions of the Central Information Commission (CIC) and the Delhi High Court to open up to the RTI regime as far as the issues of Collegium and judicial appointments are concerned.
- In fact, the appeal filed by the Supreme Court against public disclosure under RTI has been pending in the Supreme Court since 2010.

The judiciary itself is outside the purview of the RTI; it is unethical:

- **Personal details:** The issue involves the personal assets of the judges and results of the collegiums to fall within the scope of the RTI Act.
- **Ruin the ideology:** The RTI regime will destroy the independence of the judiciary, the disclosure of decisions of the collegiums will ruin the future of the judges, and the litigants would lose their confidence in them.
- **Interference in judiciary:** The question involved was whether disclosure of information under RTI about judicial appointments, transfers of Supreme Court judges, etc., would amount to interference in judicial independence.
- **Confidential matters:** Certain information cannot be revealed to the public-at-large, as it has all the potential of deteriorating the independence of judiciary seems to naïve to be acceptable on pragmatic grounds.

The judiciary itself is outside the purview of the RTI; it is ethical:

- **Section 24:** For any information to be exempted under the Act, it must fall under the purview of the exemptions provided by the statute under Sec. 24. Interestingly, the section does not include the judicial organ of the Government. This makes the whole issue of applicability of the Act on the judiciary indisputable.
- **Section 10:** Sec. 10 of the Act provides with the rule of severability which means that if the disclosure of information involves private information, such disclosure may reasonably be severed or separated from any part of the information and other relevant information will be made available to the public. Example, if the information involves private information that has a connection with the health or life of the judge which he feels should be protected under the umbrella of his Right to Health and Privacy
- **To protect democracy:** Another reason to allow the application of RTI on the judiciary is the protection of the doctrine of distribution of powers between organs of the Government. Like most of the democracies of the world, the executive and the legislature are directly questioned for their actions.

Conclusion

In order to attract the provisions of the Act, the information sought must have a larger public interest. If disclosure of assets of the judiciary is essential to be kept open in the public domain, then there is no denying the fact that the same should be done unarguably. If not, then the judge has no reason to fear such disclosure. The only thing which the judiciary should worry about is to secure public confidence.

56. How does the Indian Constitution act as a source of ethical guidance? Explain with the help of suitable examples.

Introduction:

Indian constitution is the supreme law of land. It is the lengthiest written constitution in the world and acts as source of ethical guidance to citizens, policy makers and various other stakeholders.

Body

The constitution act as a source of ethical guidance through its sources such as Basic Text of the Constitution, Constituent Assembly debates, Freedom struggle, and Case Law Histories etc., They are

Values:

- The constitution of India is liberating in nature and it has incorporated our historic values, societal ethics and guided the customary morality to suit the modern times.
- Rule of law (Article 14)
- Equality (Article 18), eradication of social evils like untouchability (Article 17)
- Intolerance for corruption- Constitutional Bodies such as CAG, ECI etc.,

Virtue ethics:

- As per virtue ethics, justice is fundamental for maintaining order of society. Justice is the first value mentioned in the preamble of the constitution. All form of justice – social, economic, political have been mentioned. This implicitly inspires for ‘distributive justice’.

Compassion:

- Constitution preaches equality, fraternity, compassion for weak and vulnerable through affirmative action. (Eg. Articles 15 &16)

Duty Based ethics:

- Article 51A of Constitution provides fundamental duties to give way to ‘duty based ethics for the citizens.

Peace:

- Tolerance, non-aggression and universal brotherhood is depicted in article 51 of the constitution which directs the state to promote international peace and security, maintain just and honourable relations between nations and foster respect for international law.

Responsibility towards environment:

- Environmental ethics is prominently preached by the constitution. for instance, article 48A is a constitutional pointer to the state to protect and improve the environment and

- Article 51A (g) confers a fundamental duty on the citizens of India to protect and improve the environment and have compassion for living creatures.

Conclusion

Even after six decades of making, the Indian sacred document has been proved successful because of its strong ethical foundations and continues to guide the state and its subjects in an ethical direction.

57. Can legally enforced accountability measures be successful if the appropriate ethical drive is absent? Critically examine.

Introduction:

Accountability ensures those in position of power or decision making are held responsible and answerable for their actions.

Body

Ethics and accountability are closely related topics, however there lies significant difference. Accountability without ethical drive may not be successful.

May not be successful:

- Strictly following the rules to ensure accountability might not always help the poor/need. Consider an example of a public official, assigned with the task of distributing wheel chairs to disabled old people in a village. But, his senior official informs him to distribute it only to those holding Aadhar card. So, he might not be able to provide wheelchair to few, who don't have Aadhar card despite knowing their condition. Hence, the accountability is not successful in such scenarios.
- Accountability without compassion, will affect the public trust on government officials and this can also affect the self-accountability of the official.
- Accountability alone cannot ensure efficiency and effectiveness, it needs to be supplemented with transparency, empathy, honesty, integrity etc.
- Accountability affects the free will of the individual. Free will gives space of innovation or creativity without the interference of the state.
- Accountability might act as a deterrent, as acknowledged by ARC reports. The fear of consequences might lead to inactivity from decision makers.

- Accountability sometimes may give way to red tapism and implementation delay, which could turn the action plan futile in certain cases.

However, this isn't the case always:

- Accountability in itself promotes ethical governance and principles such as impartiality, honesty etc. An example- Public disclosure of names of beneficiaries of any scheme is an accountability mechanism that prevents government from selecting beneficiaries on the ground of favouritism or nepotism.
- The provision of dispute resolution would ensure better quality of decision making. Civil servants are held accountable through code of conduct which prevents transgression of decision making capacity. The public official is not under any influence and will act in an unbiased manner.
- Accountability addresses issues like conflict of interest, partisanship etc in a better way. This will ensure professionalism, dedication and source of motivation.
- Accountability brings in many actors such as the governed and the governing. Provisions such as RTI, Social audit would ensure its effectiveness.

Conclusion

Overall, accountability isn't the silver bullet to ensure efficient decision making and implementation. It must be aided with ethical values and governance to ensure better effectiveness and efficiency of public policy.

58. How does one's conscience help in ethical decision making? Illustrate.

Introduction:

Gandhi Ji famously said, "There is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts."

Conscience is the voice in our head, and the feeling in your heart, that tells us if something is right or wrong. It is the voice of the innerself which says "yes" or "no" when we are involved in a moral struggle. It is an internal monitor.

Body:

Our conscience is our inner guide and it helps you figure out how to make good choices. As we grow up, we learn right from wrong. Our conscience is the thought and feeling we have that tells us whether something is a right or wrong thing to do or say. Conscience is a consistent guide to ethical decision making:

- A human being always comes across ethical dilemmas in the decision making the process. Conscience acts as the guide for taking correct decisions when we have to choose between competing sets of principles in a given, usually undesirable or perplexing, situation.

Example: Helping accident victim on your way to an interview.

- The conscience of an individual helps in analyzing the situation from different perspectives and help in taking the right decision.

Example: Your treatment may change for a criminal who has stolen something because he needed money for his mother's treatment.

- Conscience helps in avoiding Conflicts of interest for better decision making.

Example: Deciding between personal gains and public welfare.

- Conscience is our ability to make a practical decision in light of ethical values and principles. Example: Follow the orders from superior v/s to follow the right path.

Conscience indicates 'a person's moral sense of right and wrong' as well as the consciousness of one's actions. Expressions such as 'gut feeling' and 'guilt' are often applied in conjunction with a conscience. In this sense, the conscience is not essentially a product of a rational deduction but is something that can be influenced by the indoctrination of one's parentage, social class, religion or culture.

It is an arguable topic whether or not the conscience is the most reliable form of decision making or not. The concept of conscience may not bear any connection with any particular substantial moral view. The good ethical decision and conscience are not always in sync; it depends on the situation, stakeholders and perceiving the issue. For Example, A youth may go

for suicide bombing, gun violence, riots or Lynching at the name of cow, considering it to be right as per his radicalized teachings.

The voice of conscience might suggest different principles and different behaviours to different people. For example, while some health practitioners raise “conscientious” objection to abortion and refuse to provide the service, someone’s conscience might demand the exact opposite, i.e., to perform abortions to respect what is conscientiously believed to be a woman’s right.

Conclusion:

A conscience which is both well-formed (shaped by education and experience) and well informed (aware of facts, evidence and so on) enables us to know ourselves and our world and act accordingly. Voice of conscience is the source of ethical decision making.

Gandhi rightly said, “The human voice can never reach the distance that is covered by the still small voice of conscience.”

59. What happens if governance lacks morality? What contradictions arise in such a scenario? Explain.

Introduction:

Morality and Ethics in governance is required for a welfare society. To contribute to a better society in terms of freedom, equality, fraternity and social justice, it is important for the body of governance to inculcate ethics and moral values through society, education, family, friends, etc.

Body:

Lack of morality in governance leads to a disturbed and skewed development of society:

- **No guiding discretion:** Laws leave huge scope of discretion for officers; like, the governor while selecting the CM in case of hung assembly or the speaker while deciding over money bill. The officers need to take decisions based on ethics and propriety. When there is no morality, discretion is misused and hampers the overall welfare administration.
- **Sustainability in governance is reduced:** An administrator, achieving goals set by the institution through unethical means may set a bad precedent for others to follow and this

may act as a justification for other unethical acts. Thus, this can hurt the long term interests of the organization either through dwindling credibility or pervading corruption.

- **Efficiency is disturbed:** Probity in an organization brings transparency and accountability. It eliminates corruption and siphoning of funds. However, absence of morality will disrupt this accountability and invariably lead to corruption.
- **Satisfaction of the administrators as well as citizens is hampered:** Proper outcome is not realised if moral values and ethics based governance is absent.

Contradictions that arise when governance lacks morality:

- It would discourage transparency and accountability and lead to decisions based on self-interest in functions of any government authority.
- Absence of compassion, love, empathy towards vulnerable and weaker sections of society and thus ineffective policy implementation and formulation.
- Corruption becomes a rampant problem and slowly becomes the only way to get things done.
- It promotes personal gain and ignores public welfare.
- Promotes lethargy and inefficiency, leading to employees not dedicated to the service.
- Ineffective and improper utilization of resources.
- Citizen charters, Code of conduct and code of ethics which are based on morality and ethics are the tool of any government institution to ensure positive administration. This is absent when governance lacks morality.

Way forward:

- Envisaging threats to ethical standards and integrity in the public sector.
- Foster ethical competence in civil servants along with strengthening professional ethics.
- Development of administrative practices and processes which promote moral values and integrity.
- Enactment of efficient laws which require all public officials to state reasons for all their official decisions.
- Effective complaints and redressal procedures.

Conclusion:

Moral principles that govern a person's behaviour or the conducting of an activity play a major role in administration as they have to face many conflicts of interests during policy making, decision making and policy implementation. Thus, it must be ensured that governance is based on morality, ethics and a sound emotional intelligence for promoting an efficient growth of society as a whole.

60. Differentiate between the terms ‘legality’ and ‘legitimacy’ of a decision with the help of suitable examples.

Introduction:

Legality is the fact that something is allowed by the law. Legitimacy is based on three things. First of all, the people who are asked to obey authority have to feel like they have a voice-that if they speak up, they will be heard. Second, the law has to be predictable. There has to be a reasonable expectation that the rules tomorrow are going to be roughly the same as the rules today. And third, the authority has to be fair. It can’t treat one group differently from another

Body

Legality	Legitimacy
<p>-Legality refers to what fits within the law and is compliant with a legal framework.</p> <p>-“Legality” is a question of action – whether or not something that you’re doing is a violation of either statutory or common law.</p> <p>-Legal means that it is within the law.</p> <p>-Example: Same sex marriage is legal in Australia.</p> <p>-Example: British rule in India was legal, but it lacked legitimacy among the natives.</p>	<p>-Legitimacy involves following a correct, fair, genuine, moral and ethical path. Legitimacy is symbolized by what is achieved with justice, what is deserved, what is inherited.</p> <p>-“Legitimacy” is a question of origin or support for an action – whether or not an authority figure has “legitimately” taken their role.</p> <p>-Legitimate means that it can be justified with logic.</p> <p>-Example: Same sex marriage is not legal in some places, but some people think that they have a legitimate claim for it to become legal.</p> <p>-Example: Khap panchayaths and enforcement are not legal but lacks legitimacy.</p>

There are things that are legal but not legitimate and vice versa:

- While abortion is legal in countries it is not legitimate as it amounts to taking a life.

- While prostitution is legal it is not legitimate considering the moral grounds of selling one's body for money.
- While euthanasia may seem to be legitimate for ending the suffering of a person, it is not legal in many nations.

Conclusion

The legality and legitimacy based administration has gained importance because any violation of law by the administration can be punished by Judiciary and at the same time an administration will find it hard to survive if it is illegitimate.

61. Can code of ethics strengthen ethical and moral values in governance? Critically examine.

Introduction:

A code of ethics document may outline the mission and values of the business or organization, how professionals are supposed to approach problems, the ethical principles based on the organization's core values and the standards to which the professional is held.

Body

The main purpose of a code of ethics is to guide all managerial decisions, creating a common framework upon which all decisions are founded. This can aid to create a unified understanding of the boundaries within an organization and the standards set for interacting with external stakeholders.

Limited role of code of ethics:

- The one who has to ensure that the code isn't violated, may be corrupt or unethical.
- A code of ethics may be defined exhaustively but its **implementation** may not be that effective.
- **Loopholes**– Not everything can be defined by a code.
- Code of ethics may not be **updated** as per the needs of the present society.
- A code of ethics can tackle corrupt mind but not corrupt heart.
- It is **not binding**. This reduces its effectiveness.
- Other constraints such as cultural and legal challenges exist

Relevance of code of ethics:

Despite its limited effectiveness, the code of ethics is very relevant.

- A code of ethics can help company to show customers that it values integrity, define the terms of ethical behaviour at work and guide decision-making in difficult situations i.e., It helps one **in situations of dilemma**. One may follow the code and function ethically.
- A formal, well-communicated code of ethics can assist to shield a company's status and legal standing in case of a breach of ethics by an individual worker.
- Sets **benchmark for appropriate behaviour**. Provides a framework for reference in case discretionary powers are to be used.
- The relevance is more in present society where values and ethics are on decline either seemingly because of greater awareness or in reality.

Way forward:

- Right ethical training
- Value based education at school level.
- Inducting righteous people in the system

Conclusion:

Overall, it can be said that code of ethics is desired, it acts a guiding beacon. But given its limited effectiveness we need to ensure that the ones who are meant to use the code are themselves righteous because any code can only discipline someone but not transform him/her into an ethical person.

62. From the moral standpoint, comment upon the ongoing pro-democracy protests in Hong Kong.

Introduction:

Hong Kong is situated on the southeast coast of China, Hong Kong's strategic location on the Pearl River Delta and the South China Sea has made it one of the world's most thriving and cosmopolitan cities. Hong Kong became a Special Administrative Region (SAR) of the People's Republic of China on 1 July 1997. The interference of the communist regime of China in the internal affairs of Hong Kong and its oppressive policies have led to various pro-democracy protests for autonomy in recent times. Massive protests in Hong Kong have erupted against a government plan to allow extradition to mainland China. Civil unrests and severe economic clampdowns are being witnessed in the region.

Body

- Right to protest and strike are basic human right. Most of the protests by the citizens of Hong Kong have been peaceful, fighting for their rights against the China's growing influence.
- Recently, there emerged a video of the Hong Kong protestors giving way for an ambulance, this shows high morality of the protestors.
- The demand to withdraw the Extradition bill is due to fear of absence of fair trial, inhumane treatment, absence of rule of law in China. This demand is justified on the grounds of humanity.
- The absence of universal suffrage (though mentioned in Sino-Britain agreement), is against democratic principles. This has been the demand of the protestors.
- The Causeway Bay books disappearance case, 2015 is an example of how China can misuse its powers under Extradition law.
- The violent treatment of protestors using police action, undermines the basic human rights.
- Many international human rights organisations, countries like USA, Canada have expressed their concerns over Chinese political coercion. The global community needs to lend its support to the peaceful Hong Kong protestors and ensure basic human rights.
- If China happens to take the control of Hong Kong, it will turn a democratic nation into Authoritarian form of government, with people losing many civil liberties.
- On moral grounds, UK needs to intervene and de-escalate the issue, being a part of Sino-Britain joint Britain agreement.
- However, few sections of the mob should avoid violent tactics, avoid destruction of public property and avoid inconvenience to general public. Their violent steps may justify police action.

Conclusion

The G7 was right to reaffirm the importance of the Sino-British joint declaration – which guaranteed that Hong Kong's way of life would be maintained until 2047 – in its joint statement from the Biarritz summit. Beijing reacted with predictable hostility, but other countries should not be deterred. The risks are real and the people of Hong Kong have very little on their side. They need the international community's attention and support.

63. Should global institutions interfere in the internal affairs of a country if there are allegations of human rights violations? Substantiate your viewpoint.

Introduction:

Humanity & human rights must be at the ultimate end of any international relation. Here ethics comes into play. International ethics offers understandings into how nations and global institutions treat other nations and their people.

Body:

Yes, the international institution must interfere, especially:

- When national/local government fail to protect human rights.
- When an independent institution and the court is failing to safeguard human rights.
- When there is ethnic cleansing and minority are being prosecuted
- When majoritarianism prevails over rule of law.
- When a basic and fundamental right is subverted.

The various tools are:

- UNSC action
- UN peacekeeping force.
- International Criminal Court.

International institution must interfere because:

- Every individual is a global citizen.
- It has global ramifications.
- If not acted it will erode the credibility of international institutions.
- Every Country is under an international obligation to protect the Human Rights of its citizen. This is known as "Sovereign Responsibility". However, when the state fails to protect its citizen's rights, the international community can take steps to protect them. Ex. Rohingya Ethnic cleansing and refugee crisis, Rwanda Tutsi genocide, Syrian Crisis.
- The international community cannot say that it is internal matters, specifically when the internal system and state, itself is involved in Human Rights violation.
- Global institutions provide aid and support in times of crisis. Ex. UN peacekeeping forces in Sudan.

- The transnational nature of the crime. Ex. Human right violation due to Trafficking of humans, especially women and child, is a serious issue.

Example: Countries at G7 meeting raised voice against the prevailing situation in Hong Kong and Amazon fire, where indigenous people are dying due to state inactions.

But, in every case of alleged Human Rights violation global institutions should not interfere, especially when:

- The country has a strong Human Rights institution.
- And independent court to protect Human Rights and Fundamental Rights.
- Where civil society is active and free.
- Where there is a mechanism to deal with such a situation.

Example: The accusations of alleged Human Rights violation in JK levelled by Pakistan did not get international supports, as India has a good record of Human Rights protection, it has a functional democracy, independent judiciary and Shimla agreement with Pakistan to deal any such issue bilaterally.

However, certain challenges are there like:

- Selective intervention: Human Rights are Universal in nature. Hence Black lives are as much important as White Lives.
- UNSC lack of consensus.
- No proactive response.
- No clear cut demarcation.
- Human Rights boundaries transcend Political boundaries.
- The sovereignty of the country is generally violated.

Conclusion:

To tackle violation of Human rights, countries in their sovereign limits and world communities should place humanity above all other small interests and immediate gains. International organizations should have a proactive response and should not breach the sovereignty of the countries in protecting human rights. The world should cooperate to prevent the violation of human rights.

64. What governing standards from the corporate world can be emulated in the government and vice versa? Suggest.

Introduction:

Employment processes and standards in both corporate world and under the government have their own affirmative scopes and limitations. There are numerous standards that can be implemented on both sides to better the employment environment respectively.

Body:

Corporate governing standards that can be emulated in the government:

- **Performance based appraisal:** Private corporate sectors are well-known for their regard to performance and employee motivation. In government employment, promotions are usually time based and performance, though important, is only one of the factors. Senior designations, in government jobs, though almost invincibly powerful, may only come after years of patience.
- **Age, attempts and positions:** Corporate jobs are filled based on demand and recruitment drives happen all year long as long as there is a need. Positions are filled in campus recruitment, referral recruitment, online recruitment, and through other means in usually straightforward and streamlined processes. Most public-sector positions are opened up for a limited period of time and at a nationwide level. The decision-making process can be long-drawn and take upwards of months to arrive at a selection.
- **Individual initiative:** Private jobs have the opportunity to make provisions for innovative and individual initiative by sharp employees. On the contrary, government jobs ensure a monotonous hierarchy and process with fewer provisions for change.
- **Competitive and motivational employee programmes:** Corporate standards ensure timely employee recreational and motivational activity based programmes which help enhance employee performance and interaction with top level and team mates alike.
- **Professional process and no overlapping procedures:** Government standards are known to be a long drawn process, with overlapping processes, lacking professionalism and accountability. Corporate environment prevents this kind of lethargic and time taking norms and working.

Government working standards that can be emulated in corporate governance:

- **Job Life Balance:** Since job performances are directly related to job growth, the work culture promotes a certain level of competition, often unhealthy, to keep up the pace. Government jobs are relatively relaxed, more stable and routine based ensuring a smooth or planned personal life as well.
- **Avoiding extreme pressure for performance:** Better devolution of work and pre informed work goals ensure comparatively lesser pressure on the individual and thus avoid many health disadvantages born out of pressure and target based corporate environment.
- **Better retirement and additional facilities:** Compared to the standards of government employment governance, corporate work demands a fast paced high growth culture, and sometimes can end up foregoing additional facilities and lack security of job.

Conclusion:

There are challenges and manifold advantages on both sides of work governance. Inculcating the best of both sides with professionalism and ethical standards as a guideline will be the most effective way forward.

65. What are your views on cross border immigration into India? Should India allow cross border immigrants to stay? Substantiate your views.

Introduction:

An illegal immigrant in India is a person residing in the country without official permission as prescribed by relevant Indian law. Those who are explicitly granted refugee status do not fall under this category

Body

India's geostrategic location, its relatively sound economic position vis-à-vis its neighbours, and its liberal democratic credentials have long made it a magnet for people in other parts of the region who are fleeing persecution in their countries of origin or looking for a better life. Refugees/illegal immigrants from Tibet, Afghanistan, Sri Lanka, Myanmar, Pakistan, and Bangladesh have found shelter in India. While refugees coming from other areas—including Tibet, Sri Lanka, Afghanistan, and Myanmar—have been dealt with in a somewhat systematic, although ad hoc, manner, the influx of refugees/illegal immigrants from Bangladesh has largely been left unattended.

Background:

- As per the 2001 Census, Bangladeshis form the largest group of migrants in India followed by Pakistanis.
- The total number of illegal Bangladeshi immigrants in India at 1.5 crores, with around 3 lakh entering every year.
- Citizenship claims of over 19 lakh people out of the total 40.7 lakh who had not found a place in last year's draft NRC have been rejected.

India should allow cross border immigrants to stay:

- **On humanitarian background:** Basic amenities and temporary shelter can be provided on humanity basis.
- **From our roots:** India is land of Mahatma Gandhiji, Mother Theresa etc. It is our duty to spread the word of humanity, sympathy and non-violence.
- **Can be a part of development:** Immigrants can be given specific role and take part in growth and development.

India should not allow cross border immigrants to stay:

- **Criminal activities:** Trans boundary drug trade, cattle smuggling, etc is often carried out using such illegal immigrants (Eg Punjab Drug menace and the North East especially Manipur). This can lead to rise in crime.
- **Instability in India:** Many of the illegal immigrants are entering India in order to bring instability in India by terrorism and insurgency. They are helping Naxal movements too.
- **Demography changes:** The demography of many places has been changed after huge influx of Bangladeshi illegal immigrants. Recent Assam crisis is an example.
- **Burden on our resources:** Put more pressure on the already scare resources avail at hand considering India has to -support 7 % of world population 2.3 % of world resource.
- **Ghost beneficiaries:** Makes difficult for government to identify true beneficiaries for schemes and benefits.
- **Islamophobic sentiments:** Anti-immigrant and Islamophobic sentiments rage across the world, from North America and Europe to China and India. Both those sentiments merged together in India with the Citizenship (Amendment) Bill, 2016, which sought to offer immigrants from Afghanistan, Pakistan and Bangladesh a path to citizenship, as long as they were not Muslim.

Conclusion

Cross border migration has adversely impacted the interests of local populations in the areas seeing large-scale influxes of illegal immigrants as well as India's national security interests. Further, the absence of national refugee laws has blurred the distinction between refugees and economic migrants, leading to the denial of any assistance to even genuine asylum seekers. It now poses an enormous problem for India and the millions of affected people. Further delay in addressing the problem will only make matters worse.

66. Information sharing empowers the citizens and deepens their trust towards the government. Do you agree? Illustrate.

Introduction:

Information sharing that was earlier subjected to the government's discretion was brought to forefront and made an essential tool of our democracy through Right to Information Act (RTI). Other than that presentday activism has brought light on the importance of information sharing.

Body:

Information sharing empowers the citizens and deepens their trust towards the government in many ways like

- **Informed decisions**- Information sharing helps in transforming citizens into informed citizens, who are capable of understanding and reflecting upon the public policy and programs and based on that are able to make informed decisions about the political future of the country.
- **Making governments more efficient**: The responsibility of the governments increases as they have to be accountable to people about their decisions. This brings in the true essence of democracy which enables citizens to more fully participate in public life. The public trust and the credibility of the government will increase.
- **Active citizenry**- RTI has helped in transforming the people from passive subjects to active citizens who are questioning about the aims, process and funding of the policies and programs.
- **Strengthening operations**: To strengthen institutions, modernize the public administration and address civil unrest.
- **Rights of backward classes**- Through information accessed through RTI SCs, STs etc. are asserting their rights by exposing misappropriation and corruption.

- **Assertion of demands-** Many of the demands from the socially and economically underprivileged sections are coming after they have received data and information through RTI, thus it has given voice to hitherto voiceless groups.
- **Participative citizens-** RTI allows any Indian citizen to participate in governance by enabling her or him to seek information about Central and state government activities.
- **Fighting corruption:** By reducing the secrecy in which decisions are taken and disclosure of the information and thereby transparency increases. This helps in fighting the corruption and its various evil faces. Eg. “illegal” selection in jobs, favouritism in government contracts, getting the land meant for a public park back from the civic bodies etc.,
- **Formation of a strong civil society** - better informed society leads to civil society which keeps checks on arbitrary power of govt .
- **Encouraging investment:** It eases the business environment. The investors gain more confidence and are willing to invest and expand better

Conclusion:

Information sharing can thus help empower citizens, however due caution needs to be exercised so that it does not create a havoc like use of social media to defame or filing fake RTI that drains resources.

67. Expand upon the philosophy of ‘Saam, Daam, Dand, Bhed’. Is it relevant today? Comment.

Introduction

Arthshastra written by Kautilya/ Chanakya/ Vishnugupta (different names of same person) has reference of “Saam, Daam, Dand & Bhed neeti” (persuasion, temptation, punishment, and division) as various, different, and sequential means to achieve an end.

Body

This is by far the most practical idea applied by Vedic kings since time immemorial, practical even to this day.

- **Saam Neeti:** When disagreements arrive, and are not substantially settled, conflicts grow. Identifying and allaying disagreements is the object of Saam. It means paying attention to your adversary’s argument and understanding his/her perspective.
- **Daam Neeti:** People work for money, incentives, recognition, awards etc. Chanakya suggests rewarding people sufficiently in order to get the work done. Organizations decide to facilitate by cash or kind, depending upon the policy formulated.
- **Dand Neeti:** Chanakya says “King with rod becomes a terror. A king with mild rod is despised; king just with rod is honored”. Many employees may not show sign of

improvement from above methods of motivations in spite of constant follow up. If neither reward nor incentive brings them out of lethargy, punishment is stronger option, but need to be used very intelligently. Punishment is always prescribed for view to improve not to deteriorate.

- **Bhed Neeti:** Much abused neeti, divide and rule, Chanakya says something very important. When no weapon works, then this the hard option, though not encouraged at all, it is final step.

All of the above mentioned neeti goes in a sequence, starting with Saam, if this fails, then there is a need to move to Daam Neeti and so on. The final step being the Bhed Neeti and it is observed in almost all cases that results are attained or seem to be attained if we follow the above principles.

Relevance today

Let us try to understand the Neeti's using examples

- **Saam Neeti:** In any organisations, there is a possibility of conflict between people working in a group. To sort these differences, there is a need for proper discussions. We need to listen and understand others problem, convince them about management perspective. Solutions can be worked out to complex problems through negotiations. Sometimes expertise from external or internal agency also can help. This principle can be applicable even in International Relations, where forums can sort out their differences.
- **Daam Neeti:** Piece rate system of wages is an example, which is a reality in almost all the organization for certain defined work, target based incentives scheme, where target may be sales volume, productivity, machine efficiency. Award system, like best employee, most regular employee, long serving employee etc. all these fall under Daam neeti.
- **Dand Neeti:** Fear of punishment that people refrain from doing unrighteous things. Punishments like warning, show cause notice, suspension or salary cutting. Punishments under CCS Rules for civil servant deter them from wrong-doing. Depending on level of irregularity, type of punishment can be used in view of maintaining discipline.
- **Bhed Neeti:** When both employee and organization cannot work together and Parting is the only option left, else company can think of transferring to some other work area, which may not be very crucial. Government officers, mostly policemen or IAS officers often face transfer under this policy.

Conclusion

The concept of Chanakya Neeti must be understood in a broader sense. Sometimes people seem to misuse them for their personal benefits. It must be utilized for a good cause; It must always abide by the law & order and help in improvement and not deterioration.

68. What is 'probity'? Why is it a desirable attribute to have for a civil servant? Examine.

Introduction:

Probity is the act of strict adherence to the highest principles and ideals (integrity, good character, honesty, decency) rather than avoiding corrupt or dishonest conduct. It balances service to the community against the self-interest of individuals. Moreover, Probity has been described as a risk management approach ensuring procedural integrity.

Body:



According to the Second Administrative Reforms Commission, apart from the traditional civil service values of efficiency, integrity, accountability and patriotism, civil servants must inculcate and adopt ethical and moral values including probity in public life.

Importance of probity in civil services:

- To prevent unethical practices like misconduct, fraud, favouritism, criminalization of governance, self-centred functionaries and corruption in governance.
- To ensure public interest and cooperation in governance for participatory governance. Probity will bring the lost public trust back.
- To cater to the needs of all sections of society. So that inclusive growth is achieved.
- To bring in good governance (Accountability, transparency, integrity, Confidentiality etc.)
- To ensure the equitable and just distribution of resources.
- To ensure compliance of civil servants with laws, processes and codes.
- Probity is closely linked to societal values. Probity ensures that a public servant is not influenced by societal values which are unethical.
- Probity ensures "equality before the law". Ex: File clearance of a common citizen and a mighty politician is the same for the civil servant.
- Probity in governance is the antithesis of corruption in public life.
- Civil servant maintaining probity avoids corrupt or dishonest conduct, as it involves applying values such as impartiality, accountability and transparency.
- The principle of probity in public life is the cornerstone of good governance. It is the sine qua none of the democracy and sustainable development.

Conclusion:

Probity in governance is an essential and vital requirement for an efficient and effective system of governance and socio-economic development. Ensuring probity in public sector activities by a civil servant is part of every public official's duty to adopt processes, practices and behaviour that enhance and promote public sector values and interests.

69. Should the judiciary be brought under the purview of the RTI Act? Will it not lead to enhanced public trust in the judiciary? Critically comment.

Introduction:

The Indian judicial system has attained maturity over a period of more than one and a half century and has now earned an international reputation as one of the most efficient adjudicatory systems of the world. Time and again it has vehemently supported the principles of transparency and irritability in all spheres of governance. The Right to Information Act (RTI) aims to promote transparency in government institutions in India.

Body:

Judiciary can be said to be the backbone of the right to information (RTI). Thus, bringing it under RTI purview will enhance public trust in judiciary.

Arguments for bringing the Judiciary under RTI:

- All power, judicial power being no exception, is held accountable in a modern Constitution.
- A blanket judicial exemption from the RTI Act would defeat the basic idea of “open justice”: that the workings of the courts, as powerful organs of state, have to be as transparent and open to public scrutiny as any other body.
- Bringing the judiciary under the RTI Act will not destroy the personal privacy of judges as feared: as the High Court judgment noted, the RTI Act itself has an inbuilt privacy-oriented protection, which authorises withholding the disclosure of personal information unless there is an overriding public interest.
- While disclosure of assets is arguably justified by an overriding public interest, medical details or information about marital status, for example, are clearly not. There will always be borderline cases, of course, but that only calls for nuanced and fine-grained analysis of such cases, nothing more.
- The Collegium at present has immunised itself from any form of public scrutiny. The nomination process is secret, the deliberations are secret, and the reasons for elevation or non-elevation are secret.
- Courts have always been questioned for pending cases. RTI can place yardstick among judicial for timely disposal of justice.

Will it enhance the public trust in judiciary?

- Transparency in judicial functioning is crucial to maintaining public faith in the impartiality of the institution.
- It will ensure that accountability shall target mismanagement, abuse of discretion, corruption and other administrative malpractices.
- People of the country have increasingly started believing in the decision of the courts and have, from time to time, shown their faith in the judicial process. This move of exempting judiciary from RTI without any just, legal or logical reasoning will cast doubts on the judges and the public confidence in such a pious institution will be lost.

Arguments against bringing the Judiciary under RTI

- Disclosing the correspondence of the Collegium might destroy judicial independence and disclosing the reasons for rejection of a judge might destroy his or her life or career.
- It will compromise independence of judiciary as specified by constitution.
- It will challenge the decision-making power of Supreme Court.
- It will create extra burden on judiciary as every field will be answerable by judiciary.
- It will compromise secrecy & security involved in certain cases. This may prove detrimental for our country.
- Judiciary will become puppet in the hands of people rather than being the sole justice provider of the country.
- It will increase the political involvement in judiciary.

Conclusion:

The RTI has been inherently recognized as a part of the right to freedom of an individual through the prism of fundamental rights. The growth of PIL has considerably helped in eroding the secrecy regime and provided access to information and democratization of the judicial process. Right to Information is no doubt a key to good governance. But it also has to be kept in mind that the independence of the judiciary is a part of the basic structure of the Indian Constitution. Thus, while dealing with the ambit of RTI act regarding judiciary, its applicability and extend both have to be taken into consideration.

70. While transparency reduces corruption, good governance goes beyond transparency in achieving Openness. Openness means involving the stakeholders in decision-making process. Transparency is the right to information while openness is the right to participation. Comment.

Introduction

Open government is the governing doctrine which holds that citizens have the right to access the documents and proceedings of the government to allow for effective public oversight

Transparency is the condition of openness of system where no aspect whether related to information, principles, actions, rules etc is hidden from the stakeholders in terms of accessibility.

Openness is accommodating attitude or opinion, as in receptivity to new ideas, behaviours, cultures, peoples, environments, experiences, etc, different from the familiar, conventional, traditional, or one's own.

Body

Significance of transparency:

- **Democracy, accountability and participation:** Absence of, or inaccessibility to, information often creates a sense of disempowerment, mistrust and frustration.
- **Increased efficiency and effectiveness:** Greater transparency can also bring benefits to government themselves, directly or indirectly. Therefore, transparency is also considered to be a key component of public policy and efficiency.
- **Against corruption:** Free and guaranteed access to information enables citizens, the media and law enforcement agencies to use official records as a means to uncover cases of corruption and maladministration

Significance of openness:

- **Increased public participation:** Open government - increased disclosure of information and enhanced citizen participation in government decision-making is a powerful way to address the complex governance and development challenges we have faced for so long
- **Openness benefits citizens:** Open governments are built on robust and inclusive engagement between citizens and governments. Fluid two-way communication between citizens and governments allows governments to better understand citizens' true needs and to respond to those needs.
- **Inclusion of various sectors:** voice of marginalized sections of the society, gender inclusion and financial inclusion can be considered.

Example: RTI Act achieved its prime objective of bringing about a qualitative change in the governance of this country by bringing transparency but recent amendments of The Right to Information (Amendment) Bill, 2019 could have taken inputs from the public to make it less controversial and efficient.

Disadvantages:

- **Adverse effects:** Instead of yielding more accountability, however, these reforms [transparency reforms] have yielded more lobbying, more expense, more delay, and more indecision.
- **Difficult to work under surveillance:** Government officials cannot properly deliberate, collaborate and compromise when everything they are doing is being watched.

- **Personal details of individuals:** The difficulty of balancing further transparency of government, while also protecting the privacy of personal information, or information about identifiable individuals that is in the hands of the government.
- **Data protection:** Dealing with distinctions between data protection regulations between private and public sector actors because governments may access information collected by private companies which are not controlled by as stringent laws.
- **Protecting citizens:** There is also concern for protecting citizens' privacy so they are not exposed to "adverse consequences, retribution or negative repercussions" from information provided by governments

Conclusion

Openness and transparency centrally defines the processes, mediums and commitment a government chooses as the basis of how it shares information with its citizens. The importance of this process is that democracy requires citizen participation, involvement and meaningful engagement such that a government is able to lay bare its operational activities for open scrutiny by the public.

71. The Right to Information forms the philosophical core of transparent governance. Elucidate.

Introduction:

Right to Information (RTI) Act has played role in ensuring transparency and accountability in the administration, empowering people with information and increase their participation in the governance of the country.

Body

RTI, 2005 has brought a paradigm shift in the transparency and accountability in India. This is evident in form of an estimated 5-8 million RTI queries filed every year.

Transparency as a general principle of probity refers to openness in the working of government.



The Right to Information forms the philosophical core of transparent governance:

- Right to Information is the most effective instrument to **check corruption** where the citizen has the right to take the initiatives to seek information from the state and thereby **promotes openness, transparency and accountability** in administration by making the government more open to public scrutiny.
- It also empowered the people to seek definite and direct answer from the officials of their works or lack of it thus facilitating and encouraging the **participation of common people** in the process of good governance.
- The Right to Information act is intended to promote accountability and transparency in government by making the process of government **decision making more open**. Though some departments of the Union government are exempted from this Act but the information can be sought if it is concerned with violation of human rights. Even the information from the private authority can be sought only through the controlling authority and controlling authority will send the notice to the institution concerned under section 11 of the Act.
- The larger use of RTI has been seen in areas of women empowerment, youth development, democratic rights, rights and entitlements of the underprivileged, abuse of executive discretion and strengthening of participative and good governance.
- RTI Act democratized the information and decentralized the power. Power no more remains confined to select few, rather it was made available equally to all the citizens.
- RTI Act has lent voice to the aspirations of ordinary citizens in issues of governance. It gave the common people a defining power to shape the government schemes and policies.
- It empowered the people to **question, audit, review, examine, and assess government acts and decisions** to ensure that these are consistent with the principles of public interests, good governance and justice.

- Of the millions of applications for information, less than 5 per cent have been denied information under various exemption categories. So, accountability has invariably led to efficiency and a sense of responsibility among government officials.

Success stories of RTI

- **Adarsh Society Scam:** a six-storey building meant for the widows of Kargil war heroes, turned into a 31-storey high-rise called Adarsh Housing Society. The location became the abode of politicians, bureaucrats, and top military officers. The nexus was exposed by RTI activists Simpreet Singh and Yogacharya Anandji.
- **23,000 loan fraud cases in past 5 years:** Replying to an RTI, the Reserve Bank of India (RBI) had informed that 23,000 cases of fraud have been reported by various banks in the past five years, which involved Rs 1 lakh crore.

Conclusion

Thus, the impact of RTI in good governance is palpable with increase in participation of various stakeholders, improved transparency and accountability.

72. Would you support the idea of legally enforceable code of ethics for bureaucrats and politicians? Substantiate your views.

Introduction

Code of ethics represents certain values and norms that standardise one's behaviour in different aspects of life. It leads to morality in actions and thus ensures fairness and justice to all. It is often seen that civil servants and politicians do not adhere to required moral values.

Body

Need for Code of Ethics:

- There is opportunism and playing of games to fulfil their personal gains.
- Political promises, action agendas remain just statement of intent after coming to power. They remain among poor people only before elections, and forget their concerns later.
- Misuse of political, official positions and power is often seen. e.g. abusive behaviour by an MLA with civic officer or Senior officers making junior officials cleaning their shoes.
- Many corruption scandals unearthed such as in giving accreditation to educational institutes, coal-scam, conflict of interest, visit to foreign countries on public funds etc show a nexus between civil servants and politicians.

- Horse trading, defections often show lack of integrity and organizational ethics. Officials taking prejudiced decisions or favouring an ideology while discharging official duties.
- Internal democracy lacking in parties, Criminalization of politics, black money being used in elections, official being caught taking bribes and amassing huge properties.

Benefits of having legally enforced code of ethics:

- It helps one in situations of dilemma. One may follow the code and function ethically.
- Sets benchmark for appropriate behaviour. Provides a framework for reference in case discretionary powers are to be used.
- Would ensure increased accountability and transparency among politicians and bureaucrats.
- The relevance is more in present society where values and ethics are on decline either seemingly because of greater awareness or in reality
- Helps curb the politician-bureaucrat nexus which often lead to crony-capitalism, scams etc.
- This will have trickle-down effect on the society and would ensure Inclusive and sustainable growth.
- This would ensure public confidence, trust on government and will result in effective and efficient implementation of public policies.

However, there exist certain limitations:

- A code of ethics may be defined exhaustively but its implementation may not be that effective.
- Not everything can be defined by a code.
- Code of ethics may not be updated as per the needs of the present society.
- A code of ethics can tackle corrupt mind but not corrupt heart.
- The one who has to ensure that the code isn't violated, may be corrupt or unethical.
- Violating the code of ethics may burden the judiciary.

Considering the current issues in politics and governance, Code of Ethics seems to be right choice and time has come for its implementation. Still there are certain other things that needs to done like, right ethical training, value based education at school and college levels, inducting righteous people in the system.

Conclusion

Though legal enforcement has potential to resolve the crisis but fear of law is not a sustainable solution. The values should be inculcated in the persons to have a long term effect.

73.What is a citizen charter? Does it really add any value to the organisational work culture? Critically examine.

Introduction:

The citizen's charter is a written, voluntary declaration by service providers that outlines the commitment of the organization towards standard, quality and timeframe of service delivery along with grievance redress mechanism. This also includes expectations of the Organization from the Citizen/Client for fulfilling the commitment of the Organization.

Body:

An ideal citizen's charter must contain:

- Vision and mission statement of the organization.
- Information about the nature and quality of service delivery.
- The time frame within which the service must be delivered.
- Expectations from the client.
- Grievance redressal infrastructure in case of noncompliance.

Importance of citizen's charter for organizational work culture:

The Citizens' Charter is an instrument which seeks to make an organization transparent, accountable and citizen-friendly.

- It enhances accountability by providing citizens with a clear understanding of service delivery standards, including timetables, user fees for services, and options for grievance redress.
- It promotes good governance. It increases organizational effectiveness and performance by making a public commitment to adhere to measurable service delivery standards.
- It creates a way for both internal and external actors to objectively monitor service delivery performance. It ensures better service quality and grievance redressal.
- It creates a more professional and client-responsive environment for service delivery as it is citizen-centric in nature, keeping in mind the needs of citizens.
- It fosters improvements in staff morale.
- It ushers in a regime of transparency and openness through Rules, Procedure, Schemes, and Grievances. It decreases opportunities for corruption and graft by increasing transparency and educating citizens about their rights.
- It increases government revenues by ensuring that the money citizens pay for services goes into the government's coffers (and not into employees' pockets).

- Purpose of the Citizens' Charter is to empower the citizen in relation to public service delivery.

The Citizen charter, not an effective instrument in adding value to the organization because:

- **Just a formality:** The general perception of organisations which formulated Citizens' Charters was that the exercise was to be carried out because there was a direction from the top. It thus became one of the routine activities of the organisation and had no focus. They are nothing but pious statements of intention which do not contain any objective goals.
- **Overburden Organization:** Departments are already overburdened. Charter leads to diversion of department time from works of public importance.
- **Lack of trained staff:** Staff doesn't have proper training and orientation and are unaware of the spirit and content of the Charter.
- **Lack of awareness:** It remains unreached to the public due to the lack of awareness. Awareness campaigns to educate clients about the Charter were not conducted systematically.
- **Unrealistic Charter:** In some cases, the standards/time norms of services mentioned in Citizens' Charter were either too lax or too tight and were, therefore, unrealistic and created an unfavourable impression on the clients of the Charter.
- **No legal backing:** The Citizen's Charter is not legally enforceable and, therefore, is non-justifiable. This had made them toothless tool to the citizens.
- **Unilateral drafting:** Further they are drafted unilaterally by the organisation without the involvement of stakeholders which is defeating the purpose of citizen charters.

Way forward:

- Involving the citizens in the making of the charter.
- Awareness campaigns to educate clients about the Charter to be conducted systematically.
- Employees need to be trained, sensitized and deviant behaviour should be punished.
- Statutory backing should be provided to citizen charter.

Conclusion:

Governance still needs to be improved as the aspirations of people have gone up and the government cannot run away from its responsibility. Therefore, with effective implementation strategy, simplified meticulous design and deployment of enthusiastic staff and with adequate awareness campaigns, possible external audits we can go a long way in making Citizen Charter a tool for better governance.

74. The government, through the Motor Vehicle Amendment Act, has substantially increased the penalty for traffic rule violations. What is your opinion of this step? We lack basic facilities including good roads and related services. Is it not unethical on part of the government to have done this? Comment.

Introduction:

The Motor Vehicles (Amendment) Act 2019 has come into force today, and with its roll-out come higher penalties for traffic offenses. These rules play an important part seeing that some of the most unsafe roads when it comes to driving are witnessed in India.

Body:

- The new Act brings with it a number of stringent norms and high penalties for violations like driving without license, over speeding, drunken driving, speeding, riding without helmets etc. These forms of irresponsible road sense, negligence of safety measures cause a lot of accidents. Thus, now with higher fines, citizens will be more responsible and careful.
- It includes a provision that mandates automated fitness testing for vehicles. This proposal would help reduce corruption in the transport department and improve road worthiness of the vehicle.
- Reports say that more than 1.50 lakh people die and 5 lakh people injured annually in road accidents. Stricter rules will definitely result in a much lesser cause for road accidents.

However, in the backdrop of government lacking in provision of good roads and related amenities, these steps seem to exert all road safety responsibilities on citizens. Though not unethical to implement these penalties, there are severe shortcomings by governing authorities which include:

- In the tussle between who will bear the cost of electronic monitoring of roads and highways to improve safety, more than often ends up in a delay to implement the same.
- There is an urgent need for improving the road design through engineering design corrections. For example: Several road accidents have been caused due to faulty roads and poorly maintained potholes.
- Use of inferior materials and corrupt constructions which result in road damages and accelerated destruction of pavements, dividers etc inculcate a sense of wrong usage of taxpayers' money.

Thus, though the act has a number of forward-looking ideas, which was due for so long, it requires both sides of the problem to responsibly undertake the measures- Government

authorities need to ensure safer roads construction, provision of additional measures related to it and citizens need to be careful and avoid being negligent on their part.

Conclusion:

India requires a hefty penalty to make people deter from breaking the law, as seen in most cases. However, precautions must be taken from the government too on their part, to ensure better roads, higher construction and maintenance standards, and timely precautionary measures to avoid increasing the difficulties for citizens' road behaviour.

75. Can technology alone address the problems related to utilisation of public funds in India? Critically examine. .

Introduction

The expenditure of the central government has increased from Rs 3.3 lakh crore in 2000-01 to Rs 24.4 lakh crore in 2018-19. This translates to an expenditure of about Rs 20,000 per person. With the objective of improving the quality of life of citizens, these public funds are spent across various sectors such as defence, security, agriculture, health, social welfare, education, and infrastructure.

Body

Role of technology in governance:

- **Information:** Making available to the public with objective and reliable information on the activities of public authorities, which strengthens the credibility of the state and its politics.
- **Interaction:** Interaction and ongoing dialogue with the citizens of the state and public institutions, as well as the necessary level of public control over activities of state bodies and organizations;
- **Services:** Integration of information resources and services of state and local governments to strengthen national information space;
- **Optimizing resources:** Improving public administration, optimizing the structure of the state apparatus, reducing the financial and material costs for its maintenance, a gradual transfer of government services that have value in a system of government online services that meets the real needs of citizens and organizations;
- **Financial support:** Effectively support the economic activities of public entities that are engaged in economic activities, allowing them to effectively integrate into a national and global economic space.

Measures to address the problems related to utilisation of public funds in India:

- **Economic justice:** The allocation of funds in welfare schemes like poverty alleviation, subsidies and efficient targeting of the beneficiaries to direct these funds brings income

equality. Pradhan Mantri Ujjwala Scheme for instance provides LPG subsidies under Direct Benefit Transfer avoiding leakages and fraudulent resulted in economic independence to women.

- **Social Justice:** public money can be well spent on upliftment of weaker sections specially SC, ST, women and old age. Example Sukanya Smridhi yojana, Start up India.
- **Equity:** More focus should be given on equity compared to equality; equity justifies the problems and solutions.
- **Members of Parliament:** MPs have a core role in examining how this money is being raised, how it is planned to be spent, and whether such spending would lead to desired outcomes.
- **MPs hold the government accountable for use of public funds in two stages:** Firstly, before the beginning of each year, they scrutinise and approve the Union Budget which contains the expenditure priorities, taxation proposals, and borrowing requirements for the upcoming financial year. Second, they examine the audit reports on the approved spending to see whether the allocation was used effectively and appropriately.
- **Financial Committees:** They will scrutinise and exercise parliamentary control over government expenditure and table reports in Parliament.
- **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office
- **Targeted approach:** For the sake of funds being availed only by the beneficiary, it is important to have a targeted approach so that no leaks occur in between.
- **Transparency and openness:** Interaction and cooperation with government authorities in other countries and international organizations.
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Conclusion

Taxpayer's money should be use for public development works not for a private and personal dispute because defamation/slander, making wrong statements, maligning anybody is totally a personal offence or a personal civil case.