

Table of Contents**SECTION-A**

Q1. (a) Should the constitution be the primary source of ethical guidance for a civil servant? Critically analyze. (150 words) (10)

(b) Define the following terms with the help of suitable examples: (200 words) (10)

- (i) Business ethics
- (ii) Probity
- (iii) Codes of ethics
- (iv) Value system

Q2. Given below are two quotations of moral thinkers/philosophers. For each of these, bring out what it means to you in the present context:

(a) "Compassion is the basis of morality." (150 words) (10)

(b) "It is wrong and immoral to seek to escape the consequences of one's acts." (150 words) (10)

Q3. (a) How is social media transforming public life and governance? Illustrate. Are you comfortable with the ongoing transition? Critically comment. (150 words) (10)

(b) The right thing to do and the hard thing to do are usually the same. Elucidate. (150 words) (10)

Q4. (a) What do you understand by the term 'emotional management'? What are its key principles? Why is it important for a civil servant? Examine. (150 words) (10)

(b) Discuss the factors that shape the aptitude of a person. Should one's aptitude be valued more than his/her attitude? Share and substantiate your views. (150 words) (10)

Q5. Given below are two quotes by moral philosophers. Bring out their significance in the present societal context. (150 words) (10)

(a) "Once a man knows good from evil, nothing on earth can compel him to act against that knowledge."

(b) "Ideas and creativity are the most dangerous weapons against those who look to suppress freedom."

Q6. A technology informed bureaucracy is the cornerstone of efficient public administration. Examine in the light of India's rapid digital transformation. (150 words) (10)

Q7. In the modern conception of a progressive state, there is no place of religion. Do you agree? Critically comment. (150 words) (10)

Q8. What is the philosophical basis of corporate social responsibility? Discuss. What are your views on it? (150 words) (10)

SECTION – B

Q9. There is a massive farmer protest going on in the state capital. You are posted as the superintendent of police (SP) looking after law and order. Even though the protesting farmers are peaceful in their methods, they have blocked the borders of the state capital. You have received clear instructions from the Chief Minister's Office (CMO) to avoid the use of force on protestors. However, you are also getting multiple complaints from citizens that due to ongoing congestion on the roads, ambulances are not able to reach critical patients and many have succumbed to death due to delay in treatment. When you approach the leader of the protesting groups with a request to let ambulances pass, he rejects your request. Now you are in a dilemma. If you use force to disperse the crowd, it will create a lot of controversy and also make the CMO angry. On the other hand, if the protestors are allowed to stop the movement of traffic, many more lives would be lost due to unavailability of quick medical response to critical patients.

What would be your course of action in this situation and why? Substantiate. **(250 Words) (20)**

Q10. As the city mayor of a metropolis, you are concerned about the status of pollution. Winters cubbed with vehicular and industrial emissions have made the air quality highly unbreathable. Since the festival of Diwali is approaching, many civil society groups are demanding a complete ban on the sale and bursting of crackers to ensure that pollution doesn't get worsened. In this highly charged atmosphere, you are also receiving threats from the locals that any such ban would be hurting their religious feelings. They are also arguing that one day of Diwali celebration won't cause much damage to the already polluted city.

Do you see an ethical dilemma in this situation? What are the alternatives available with you? What course of action would you take and why? Discuss. **(250 words) (20)**

Q11. As a tax officer in the search and seizure section of the revenue department, you are planning a raid on a renowned businessman turned politician. You have concrete intelligence and you have done all the groundwork to expose serious frauds committed by the politician. Since the politician belongs to the current ruling party, you have ensured that your plan remains a secret till the date of raid. In fact, you have shifted related documents and files in your home. Having done all the hard work, the day of the raid arrives. However, as you are getting ready to visit the premise of the politician, you receive a call from a senior official from the parent ministry to drop the raid immediately as your plans have been revealed to the ruling party. You are completely surprised. No one could have known the plan except you. After a lot of thinking, you conclude that someone from your own family must have revealed the information. When you ask your spouse about the same, he/she informs that your brother-in-law used to visit your home during office hours to search for documents and evidence. Being unemployed, he thought that alerting an unsuspecting person

about an impending raid would make him earn a lot of money. He misused your position to further his plans.

What action will you take in this situation? Will you sacrifice the familial bond for the love of your duty? Substantiate your response with the help of suitable arguments. **(250 words) (20)**

Q12. You have gone to attend the engagement of a distant relative. During the ceremony, the father of the groom starts making allegations on the bride's family of fraud and deceit. He argues that despite promising a flat and a big car before marriage, the bride's family is not fulfilling the commitment. The groom's father is adamant that the marriage will take place only after the bride's family pays them an equivalent amount in cash. The bride's father promises to arrange the money in couple of days. He and his sons start reaching out to relatives and friends to borrow money so that the marriage could take place. Since you belong to the bride's side, you are approached by her family to help them by giving whatever money you could. Outraged by the audacity of the groom's father, you try to convince the bride's family to let go of the greedy family as that would be a pathetic choice for the girl. However, for the bride's family, it is a matter of social prestige and they can't afford to lose it.

What are the alternatives available to you in this situation? Will you keep mum and help the family financially? Or, will you take this issue to the appropriate authority? What if by exercising the second option, the bride's family starts to hate you for interfering in their personal matters? **(250 words) (20)**

Q13. You are the posted as a senior officer in the Ministry of Health. As the vaccine for COVID-19 is getting produced at a large scale, you have been entrusted with the responsibility of prioritizing the administration of vaccine amongst following population groups:

- i. Politicians
- ii. Security personnel including police
- iii. Medical staff
- iv. Clearers and sweepers
- v. College students
- vi. Old age people
- vii. COVID recovered patients
- viii. Government employees
- ix. School kids

What priority would you set and why? Discuss. **(250 words) (25)**

Q14. It is said that a doctor performs the noblest profession. Doctors are considered God by many in different parts of the world. You were always attracted to this

profession and wanted to become the best doctor in your area so that you also could save lives and feel good about it. You were lucky that your parents supported your aspirations. With their support and your hard work, you cracked the medical entrance examination, attended one of the most reputed medical colleges in the country and finally became a doctor. You joined a government hospital and it was nothing less than dream come true for you. You were ready to serve the people with all those lifesaving skills that you had learnt in the college. Meanwhile, you got married to a beautiful girl and had two lovely kids with her.

Work- life balance was going smooth until one day, the news of a new viral strain spreading in the southern most coastal state of the country broke out. The strain was so severe that even many doctors and nurses had succumbed to the infection and died. The situation had become so worse that no doctor was ready to treat the dying patients.

This troubled you a lot and you felt that the time had come to serve the people in the truest sense. You decided that you would visit the state and render your services to the ailing patients. However, your parents, wife and children are strictly against this decision. They fear that even you would get affected by the virus. You tried to convince them by telling them that the foremost duty of a doctor was to save lives no matter what and if you didn't go, the guilt of turning your back towards the needy would haunt you forever. But your family members aren't ready to let you go. After all, you are the sole breadwinner and caretaker of the family. How can they simply let you be in danger? They love you so much and can't afford to lose you.

Now, you were in a complex situation that demanded a reasoned yet moral action from you. What would you have done in this situation? Examine the alternatives available to you and comment on the pros and cons of each one of them. Also, which alternative you would have chosen and why? **(250 Words) (25)**

IMPORTANT NOTE: This is a Synopsis, not a Model Answer. This synopsis intends to add more content and dimensions to your preparation. In any case, do not jump into conclusion considering this to be a model answer.

SECTION-A

Q1. (a) Should the constitution be the primary source of ethical guidance for a civil servant? Critically analyze. (150 words) (10)

Approach – While talking about the sources of ethical guidance for civil servants, you need to critically analyze whether the constitution should be the primary source of ethical guidance for civil servants.

Related concepts: <ul style="list-style-type: none">• Ethical Governance• Sources of ethical guidance• Education and ethics	Keyword in the answer: <ul style="list-style-type: none">• Trust deficit in present times• Epitome of ethics• Conscience• Environmental Ethics
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Introduction

With the current declining trust in government and democracy in general, citizens are asking for more ethical behaviours from public officials. Many organizations have identified ethics and anti-corruption as critical to a country's successful development and good governance. Ethics defines the distinction between the right and wrong in a group whether it is society, corporate, sport etc. Ethical guidance is received from various facets of life which help in defining the ethical conduct of the individual.

Body

- Governance takes place through several instruments. People still look towards the civil servants as the visible symbol of Government. No government functionary has absolute powers; yet there are specific powers and responsibilities vested on each of them. They have the responsibility to discharge these specific duties 'without fear or favour'.
- In this regard, constitution can be considered as the primary source of ethical guidance for civil servants as –
 1. Constitution not only has rules for governance but is also an epitome of ethics where the Preamble upholds the ethical values of Justice, Equality, and Liberty. These form the basis of modern democratic life where civil servants incorporating these in daily life will go a long in inducing democratic culture.
 2. Similarly, in the Part-3 of the constitution, pertaining to fundamental rights, it gives the values like Religious tolerance(Art 25-28),Right to life(Art 21-the scope of this article has widened by Supreme court), etc. can be a guiding light for constitutional governance, which is ethical, where rights of citizens are taken care of.
 3. 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. This helps in social justice aspects of governance. For example, eradication of social evils like untouchability (Article 17).

4. Article 51A of Constitution provides fundamental duties to give way to 'duty based ethics for the citizens. Here, civil servants can help propagate a constitutional morality in the society through their work further ensuring better conduct.
5. 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. These can form an effective ethical shield towards fighting climate change and environmental degradation.

But at the same time, constitution alone can't be the only primary source of ethical guidance for civil servants as –

1. In any ethical dilemma or situation a number of parameters are found to be useful in arriving at any solutions. Among all major parameters, conscience plays a major role. Conscience is something within human beings that determines the morality of human actions.
2. Conscience is a special act of the mind that comes into being when the intellect passes judgement on the goodness or badness of a particular act, it is a practical judgement on particular, concrete, human actions. E.g. allowing hospital renovation projects preceding a Stadium renovation project.
3. Further, family and friends can also form the basis of ethical guidance for a civil servant where the proverb that 'A happy and good family is the best contribution from an individual to society' sums up the importance of family and friends in shaping the ethical conduct of individuals.
4. Education received by individuals defines the individual ethics which are extremely important as they develop the conduct of discipline and social interaction, which help a civil servant in dealing with the larger world while performing one's duty.
5. Different societies have different ethical guidelines developed as culture and tradition over time due to various influences which due to social interaction of individual with society serve as ethical guidance where the experiences of individuals form a crucial role in defining the ethical code of individuals. Here, a civil servant can obtain the larger ethical understanding of the society, which he is to serve and thus can be useful source.

Civil servants field of operations are multiple where multiple sources of ethical guidance can be fruitful for effective functioning but the core values for ethical functioning can be sourced from the constitution while not depriving the other sources too.

Conclusion

High ethical standards for exercise of authority by a civil servant are a prerequisite. It helps a civil servant to navigate in turbulent times. Thus, it can be certainly said that the values enshrined in the Indian Constitution are based on a strong ethical foundation, while other sources can be referred on need basis where overall multiple sources help in ethical guidance which shape the morals of an individual resulting in the individual and society moving towards leading an ideal life.

(b) Define the following terms with the help of suitable examples: (200 words) (10)

- (i) Business ethics**
- (ii) Probity**
- (iii) Codes of ethics**
- (iv) Value system**

Approach - As this is a straightforward question write the definition of the terms along with concrete examples.

Body

(i) Business ethics

Business ethics is the study of how a business should act in the face of ethical dilemmas and controversial situations. This can include several different situations, including how a business is governed, how stocks are traded, a business' role in social issues, and more.

Many businesses leverage business ethics not only to remain clean from a legal perspective, but also to boost their public image. It instils and ensures trust between consumers and the businesses that serve them. Fair and lovely cream changing its name to Fair and glow is a good example of business ethics.

(ii) Probity

Probity is the act of strict adherence to 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 individual.

Probity in public life requires adherence to high moral and ethical standards like integrity, honesty, impartiality, commitment to constitutional principles, dedicated and selfless public service on the part of all public servants. Public servants include not only legislature, executive (temporary and permanent) and judiciary, but also scientists, technocrats, members of statutory, advisory bodies and even non-governmental organisations, educational and research institutions receiving government grants in the conduct and performance of their official duties and responsibilities.

For example: Tough action against illegal sand Mining by IAS officer Durga Shakti Nagpal or against illegal land deal by Ashok Khemka sets an example of essence of probity among government officers.

(iii) Codes of ethics

Code of Ethics: It is a set of guidelines containing core ethical values, principles and ideals of the organization. It gives a general idea of what types of behaviour and decisions are acceptable and encouraged at a business or organization

Code of ethics would include the principles of integrity, impartiality, commitment to public service, accountability, devotion to duty, exemplary behaviour etc.

It defines the minimum requirements for conduct, and behavioural expectations instead of specific activities.

When faced with ethical dilemmas or debatable situations, what's articulated in the Code of Ethics can help guide decision making.

Code of ethics helps members in understanding what is right or wrong. The codes are disclosed publicly and hence addressed to the interested parties to know the way the company does business.

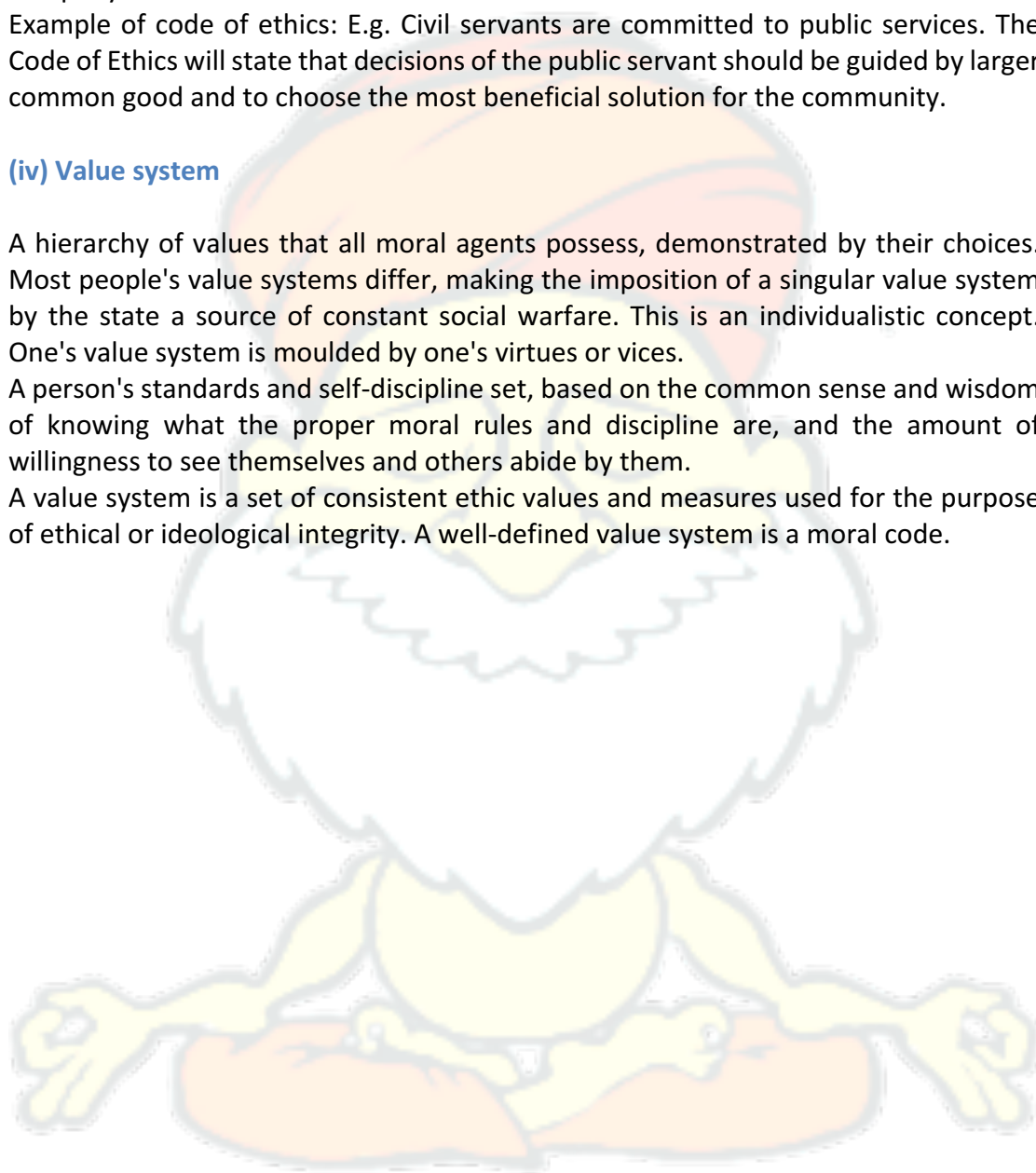
Example of code of ethics: E.g. Civil servants are committed to public services. The Code of Ethics will state that decisions of the public servant should be guided by larger common good and to choose the most beneficial solution for the community.

(iv) Value system

A hierarchy of values that all moral agents possess, demonstrated by their choices. Most people's value systems differ, making the imposition of a singular value system by the state a source of constant social warfare. This is an individualistic concept. One's value system is moulded by one's virtues or vices.

A person's standards and self-discipline set, based on the common sense and wisdom of knowing what the proper moral rules and discipline are, and the amount of willingness to see themselves and others abide by them.

A value system is a set of consistent ethic values and measures used for the purpose of ethical or ideological integrity. A well-defined value system is a moral code.



Q2. Given below are two quotations of moral thinkers/philosophers. For each of these, bring out what it means to you in the present context:

(a)“Compassion is the basis of morality.” (150 words) (10)

Approach -

- Write what the quote means to you.
- Give suitable examples to substantiate your views.

Key words	Related concepts
<ul style="list-style-type: none">• Empathy• Legal codes	<ul style="list-style-type: none">• Altruism• Sympathy• Misplaced compassion

Introduction

A public servant is entrusted to exercise his authority to manage public resources for the public good. While he is legally accountable for his acts, public interest needs much more than satisfying legal codes - morality, which should be the underlying philosophy for any official action.

Body

Compassion means not only getting into the shoes of the other but acting sensibly to redress their grievances. A public servant needs compassion as indispensable part of his character, as it is this trait that along with legality, brings social meaning behind the performed duty. At times, a public servant may find voids in the rules laid down, thus necessitating discretion. In such cases, sympathy and inclination to serve public interests guides him in taking due decisions.

Compassion brings in moral tinge to officialdom which in India, is generally equated with red tapism and rule-worship. It draws a public servant closer to the recipients of his service - thereby bringing meaning to his actions, which are then less likely to be flouted.

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.

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.

Conclusion

Because Constitutional ideals are not mere proverbs, they harbour the spirit of serving the society, especially the disadvantaged ones. Compassion toward fellow beings is one of the foremost human principles - a feature that should undoubtedly drive the conscience of a public servant or a responsible human being.



(b)“It is wrong and immoral to seek to escape the consequences of one's acts.” (150 words) (10)

Approach

- Write what the quote means to you.
- Give suitable examples to substantiate your views.

Key words <ul style="list-style-type: none">• Moral responsibility• Moral obligations• Accountability• answerability	Related concepts <ul style="list-style-type: none">• Deontology• Consequentialism
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Introduction

Moral responsibility is the status of morally deserving praise, blame, reward, or punishment for an act or omission performed or neglected in accordance with one's moral obligations. The above quote by Mahatma Gandhiji highlights the importance of moral responsibility of a person for the consequences of an act committed by him.

Body

At personal level escaping from the moral responsibility of one's act leads to moral decay and breach of trust. This may deteriorate the relationships and brings trust deficit. Example- A person becoming a loan guarantor for his friend based on the goodwill and faith gets cheated by his friend.

Wilful defaulters and fugitive economic offenders have committed wrongdoings in India and they are not ready to face the trail in their country. This is nothing but escaping the consequences of one's act. Example Vijay mallya, Neerav modi etc.

Recent withdrawal of United States from the Paris Agreement is an example of country not ready to accept the consequences of its previous acts of contributing to global warming and climate change.

This escapism leads to loss of credibility of person or an institution. The person will not have the strong ethical ground to justify his acts. Being responsible and answerable to one's actions and words is an important part of probity and integrity. For a civil servant it is much more important as he is accountable to the parliament, constitution and the people of the Country.

Conclusion

Being responsible and answerable to one's actions is highly important for the civil servants as they are the trustees of public fund.

Q3. (a) How is social media transforming public life and governance? Illustrate. Are you comfortable with the ongoing transition? Critically comment. (150 words) (10)

Approach - In the introduction candidate can start by giving a quote regarding how social media is transforming public life and governance. For the first half of main body part directive is illustrate hence, it is advisable to explain with examples how social media transforming public life and governance. For the second half of main body part directive is critically comment hence it is necessary to give both side views regarding the uneasiness with the ongoing transition.

Related concepts: <ul style="list-style-type: none">• Society as an institution to inculcate values• Values of empathy tolerance, compassion• Ethics in public life• Ethics in governance• Philosophical basis of governance	Keywords in the answer: <ul style="list-style-type: none">• Connected despite being miles apart• Promotes the value of fraternity• People-to-People interaction• Empathy, Compassion, Benevolence• Awareness generation medium• Behavioural change• Populist Politics• Polarising and divisive content• Manipulate public perception
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Introduction

"Whoever controls the media controls the mind", Jim Morrison is an American singer who said this around in 1960-70's. If we relate this quote with today's events, it appears to be true even with respect to Social media too.

Body

Social media transforming public life and governance:

- Connected despite being miles apart: The social media is making it much easier for people to find one another and reconnect, even after decades of being apart. In this way it is promoting family values, besides even helping people to not to miss their loved ones during celebrations.
- It is also making it easier for public to stay connected during the calamities. There by it is harmonizing the society by promoting the value of fraternity. For instance, during Chennai flood many of the people marked their status as safe on social media platforms.
- It offers people-to-people interaction that breaks barriers and forges a true human connection. This is promoting the values of empathy, compassion, benevolence etc. For instance in a recent incident in New Delhi, a woman started an online campaign for a dog who was abandoned on the highway by owner of dog.

- It also has been instrumental in pro-democracy fights in many oppressive regimes. For instance, in the recent row over farm laws people have showed their support through social media campaigns. Hence, it is proving to be more of an awareness generation medium to promote ethical values.
- Social media platforms have emerged as Citizen led governance platforms. Which creates awareness creates awareness from one another to a million and be united for any social cause.
- Use of social media for policy crowd sourcing and publicity is evident in the success of pan-India campaigns such as Swachh Bharat Abhiyan and the recently-launched Fit India Movement. Hence, on the governance part it is making the process of behavioral change easier.
- It has also made the governance part easy as many of the ministries use social media platform for grievance redressal. For instance, IRCTC under ministry of Railways handles the grievance redressal very nicely.

The ongoing transition of public life and governance has changed the way of performance of both the entities. However, it has impacted public life and governance in negative way also. This makes it comfortable for an aware citizen like me who wants our society more synchronized and harmonious.

- For instance, Social media has enabled a style of populist politics, which on the negative side allows hate speech and extreme speech to thrive in digital spaces that are unregulated, particularly in regional languages.
- It is unnecessarily creating social divide in the society. Thereby it promotes the culture of hatred.
- The rise of polarizing and divisive content has been a defining moment of modern politics, which is fed by fake news propagation through social media channels. It is actually hampering the media ethics and playing with the public's right to know.
- Paid news and fake news can manipulate public perception and can instigate hatred, violence, and disharmony among the various communities within society.

David Amerland a British author has said that "Social media gives us something which the real world lacks. It gives us immediacy, direction, and value as an individual". In this context if we measure our comfortableness then it is adaptable. However, if the current transition leads to misuse and culminates in to abuse then it is of no use.

Conclusion

Nowadays, social media is known as 'fifth estate of democracy'. Hence, living in a world where 'post-truth' rules really makes it difficult for a principle bound ethical person to live a comfortable life. However, if we cherish and promote the goods which social media do's in public life and governance then it will prove to be a 'panacea' for many of our societal problems.

(b) The right thing to do and the hard thing to do are usually the same. Elucidate. (150 words) (10)

Approach - As the directive here is elucidate, it is necessary to explain the meaning of statement in its true sense. In the introduction candidate can either state meaning of the statement or can state who has used this quote and to convey what message. In the main body part candidate is expected to explain in detail the meaning of statement with relative examples through prisms of life, success, individual challenges, law etc. In the conclusion candidate can show the application of it in brief.

Related concepts: <ul style="list-style-type: none">• Ethics, Integrity and Aptitude• Life philosophies• Success stories of people who overcome adversities• Impartiality, objectivity, Subjectivity• Hard work, Smart work	Keyword in the answer: <ul style="list-style-type: none">• Emerging victorious• Speaking out against the injustice or discriminations• Dream of overnight success• Honest, disciplined and objective• Pushing ourselves and exerting our self to past our limits.
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Introduction

Steve Maraboli in his book 'Life, The Truth and Being Free' has said 'The right thing to do and the hard thing to do are usually the same'. He has written it in the perspective and context of life. Consequently we also find it is true in our day to day experiences.

Body

The right thing to do and the hard thing to do are usually same. It basically conveys us that, hard things are the right things and vice versa. For instance, Mahatma Gandhi led our Indian National freedom movement. We also know that it was a hard thing to do but he emerged victorious and proved that it was a right thing to do.

- On the first day of every New Year we usually set a resolution to follow. Such as I am going to lose my weight this year or I am going to acquire a new skill this year.
- However, many of us just give up after doing it for the first two weeks. Very few continue with it. The ones who continue make up their mind to face any obstacle in their path and emerge victorious.
- Wilma Rudolph's story is one such fine example, where a sickly child who had to wear a brace on her left leg became the first American woman to win three gold medals in track and field at a single Olympics in 1960.
- Speaking out against the injustice or discriminations is a right thing even the hard thing too. For instance, #Metoo movement.
- It is even harder when we are surrounded by a thing called 'relative deprivation'. For instance, a person who is having a bicycle to ride to work will always feel deprived by seeing a person who uses a car to go the work. Hence,

the blind dream of overnight success makes the right thing to do even harder by playing with one's psychology.

- For instance, day in day out we see many of the people who break the law and acquire money, fame, success in a short span of time. But a law abiding person who is honest, disciplined and objective in his life's philosophy might feel that even after following the law and being an honest person I am deprived of success. It makes it hard for a person to do the right thing.
- Doing the right thing for our own selves is hard. It asks to do a lot of things that create an internal resistance within us.
- It means pushing ourselves and exerting our self to past our limits in order to grow, that's not easy either. It means being consistent, sometimes performing a single action every day for the rest of your life. For instance, Sylvester Stallone has beautifully presented it through his movie Rocky-I.
- It means opting long term benefits over momentary pleasure, and that is the opposite of what the world tells us today. For instance, our dietician always tells us to follow a daily routine and have a healthy diet, but we fail to follow it despite the fact that we know, it will do more harm than good to us.

Following to do a right thing is always a hard thing to do. However, we have tremendous examples of people who emerged victorious over it.

Conclusion

Kyle Chandler an American actor has said 'Opportunity does not knock; it presents itself when you beat down the door'. It can be neatly interpreted as, when we overcome the hard things to do and emerge victorious over them, then and then only we get the satisfaction of doing a right thing and taste the fruits of success.

Q4. (a) What do you understand by the term 'emotional management'? What are its key principles? Why is it important for a civil servant? Examine. (150 words) (10)

Approach - Candidates need to explain in brief what you mean by emotional management. Explain it with its various aspects like regulating emotions, using it constructively etc. In the second half write about how it helps a civil servant to provide effective leadership in the dynamic environment of civil services.

Related concepts:	Keyword in the answer:
<ul style="list-style-type: none">• Emotional Quotient (EQ)• Emotional intelligence• Affective component of attitude• Emotional literacy	<ul style="list-style-type: none">• Recognizing emotions• Managing emotions• Self-awareness• Emotional vocabulary• Stress Management• prevents haphazard decisions• Effective leadership

Introduction

Emotion management is the ability to be aware of and constructively handle both positive and challenging emotions. Emotion management helps manage the situations that trigger emotions, and attune to the valuable information and motivation emotions can provide when they are understood.

Body

Key principles of emotional management-

- **Self-awareness** — It the ability to recognize your feelings and emotions. One needs to identify his/her own feelings. Without that you may not know what sets him/her off, what gets you back on track and why you lose control of your emotions in certain situations.
- **Self-management-** One key to self-management is to practice self-control. Another key in self-management is to look for emotional triggers. These events set up emotional breakdowns. Sometimes criticism, perceived or real, can trigger a strong emotional response.
- **Emotional clarity-** We work on our ability to think clearly. But that is only a part (cognitive) of our personality. Another important part that shapes one's personality is **affective component-** this involves a person's emotions. Along with having the clarity of thought one needs to have clarity over one's emotions.
- **Emotional vocabulary-** Knowing the terms for the particular emotions- having vocabulary. It is necessary for emotional management as it helps to precisely label the emotion one is feeling. Emotional vocabulary is one component of emotional literacy. A person with well-developed emotional literacy is therefore able to recognize and respond to the emotional status of others.

- **Validating emotions-** Avoidance of particular set of emotions can lead to serious negative consequences. For better emotional management it is necessary to acknowledge rather than trying to fix or eliminate our negative emotions and moods.
- Emotional management is necessary to understand one's own motivations, internal drives and values.
- It also helps understanding another's emotions (empathy)- putting you in another person's place to understand how they feel or more importantly why they feel the way they do.
- It enables one to provide inspirational leadership
- Emotional management helps accomplish resolutions and set good habits.
- While lack of emotional control affects productivity.

Importance of emotional management to a civil servant-

1. **Stress Management-** Emotional management enables one to manage emotions in anxiety-provoking situations and thus helps one in maintaining one's physical and mental wellbeing.
2. **For motivating subordinates-** It helps a person in comprehending emotions of others, and thus can motivate his/her subordinates towards a particular goal.
3. **Finding innovative solutions-** An Emotionally Intelligent person is more likely to try new things, take risks and face new challenges without fear. This will help in finding innovative solutions to different problems.
4. **For Better Communication:** Better emotional management enables a civil servant to use right and clear words communicate the message.
5. **Greater interpersonal skills-** These are crucial for relationship with (crucial for good citizen centric administration)
6. **Work-life Balance-** Better emotional management helps to find a right balance between personal and professional life.
7. **Organisational performance-** Civil servant with self-regulation over his/her emotions can become effective leader. His/her understanding about one's own and others' emotional state result in better group dynamics and cooperation among team members.
8. **For Targeting Policies better:** Bureaucrats need to know emotions, moods and drives of persons at whom public policy is targeted for better acquaintance with the nature of problems in society and their possible solutions.

Emotional management helps civil servant:

- Managing conflicting situations, dilemmas constructively.
- De-personalize from the angers of others
- Identify and abide by core values and beliefs that shape the choices you make.
- Manage difficult persons at workplace.
- It prevents any haphazard decisions or implementation.
- Emotional management prevents one from attracting towards short term gains.
- Ability to see the long term effects of one's actions/ attitudes
- Being able to bounce back from setbacks and maintain optimism.

- Ability to perform multiple tasks due to better time and information management

Conclusion

Person's beliefs and values shape perceptions, perceptions shape emotions, emotions in turn shape attitudes, and attitudes determine one's behavior. If perception is based on wrong beliefs it can trigger wrong emotions. Emotional management helps understand the source of such emotions better and it helps avoid any behavior generating out of such emotions. While it also helps on the other hand to use our emotions for improved productivity, better results, and healthy interpersonal relations and so on.

Work environment of the civil services is much more complex, demanding and even hostile at times. It is not enough for a civil servant to be merely professionally competent. One needs to regulate his/her emotions effectively in order to succeed.



(b) Discuss the factors that shape the aptitude of a person. Should one's aptitude be valued more than his/her attitude? Share and substantiate your views. (150 words) (10)

Approach - As the directive here is share and substantiate your views, it will be better to write the answer with one's own life experiences. In the first half of main body part explain the factors which shape the aptitude of a person. In the next half compare individual pros and cons of having an aptitude and attitude. A well balanced conclusion and real life examples will enrich your answer.

Related concepts:	Keywords in the answer:
<ul style="list-style-type: none"> • Attitude • Foundational values such as integrity, impartiality, non-partisanship, objectivity. • Role of family • Role of society 	<ul style="list-style-type: none"> • Competency, Talent • Inherited trait • Role of Family • Harmony in society • Aptitude a component of competence • Subjective individual interpretation • Objective view of outside world

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.

For instance, A.R. Rehman has aptitude in music.

Body

Factors that shape the aptitude of a person:

- **Inherited trait:** Aptitude usually transferred from one generation to another. It is more of a physical trait or a psychological trait. For instance, Michael Phelps has an aptitude for swimming due to his physical traits i.e. he has long wingspan.
- **Role of Family:** As per study conducted by 'health of children' Child's personality is developed in between age 1 to 6. If a child gets nourishing environment for her development in these first 6 years then it strengthens the development of aptitude.
- **Interest:** Persons likes, dislikes even contribute to shape the aptitude of a person. For instance, Shahrukh Khan is an MBA dropout who has inclination towards acting. He left the MBA to do acting, and now profoundly known as 'King of Bollywood'.
- **Harmony or disharmony in our society** also shapes our aptitude in one or other way. For instance, Nelson Mandela, during his early years of age, experienced humiliation, discrimination for being a black skinned person. It actually shaped

his aptitude in such a way that he developed more interest in studying law, which helped him to fight against injustice.

When compared with attitude, aptitude is generally an innate ability of a person to do a certain thing. Hence, in most of the cases it is not shaped by externalities. But there are some cases where people have even developed aptitude like attitude.

Valuation of aptitude and attitude:

- We have earlier observed that aptitude is a component of a competence to do a certain kind of work at a certain level. Outstanding aptitude can be considered "talent."
- Whereas Attitude is a subjective individual interpretation of objective view of outside world. For instance, objectively a glass is filled with water up to half. However, one person might think it as half full whereas other might think it as half empty.
- A person's attitude towards life, family, and friends helps her to live a meaningful life. Hence, "Attitude is a little thing that makes the big difference". It helps a person to lead a meaningful life".
- Whereas a person's aptitude creates a potential atmosphere for a person to achieve the scales of success. However, it even supplements the attitude building of a person.
- However, when we compare attitude and aptitude it is observed that, they both have their own traits and lacunas. But more or less they are imbibed and inherited person.
- Valuing the attitude more than aptitude will take out the 'talent' factor. Whereas valuing the aptitude more than attitude will take out the 'life' factor.
- Hence, instead of valuing one factor over other, giving equal weightage to both the terms is essential. This will help a person to lead a successful and enjoying life.

Conclusion

Bhagvad geeta asks a person to follow the path of 'Nishkam Karma', which can be attained by one after following her 'Prakriti' (Aptitude) and a right 'Drishti' (Attitude). Hence, we need to aspire to achieve a golden mean between attitude and aptitude as aptitude without attitude is blind and attitude without aptitude is lame.

Q5. Given below are two quotes by moral philosophers. Bring out their significance in the present societal context. (150 words) (10)

(a) “Once a man knows good from evil, nothing on earth can compel him to act against that knowledge.”

Approach – You need to bring out the significance of the above quote in present context where knowledge of good and evil is talked about as well as human reaction to it.

Related concepts: <ul style="list-style-type: none">• Socrates, Plato and Aristotle• Moral relativism• Socialization	Keyword in the answer: <ul style="list-style-type: none">• Subjective and objective reality• Comparative analysis• Cultural development• Religion and action
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Introduction

The above quote by Socrates, the ancient Greek philosopher, can be considered as important across the boundaries of time and place where human action is evaluated on the basis of comparative knowledge of good and evil that is ever present in human interactions and societal ethos.

Body

- Philosophers maintain that there is an intrinsic difference between good and evil. They say that at least some human actions are intrinsically evil and some actions are intrinsically good.
- According to them, actions that lead a human toward his end are good and actions that lead a human away from his end are evil. There are actions of both kinds. Therefore some actions are good and others are evil, with an intrinsic difference between good and evil.
- Consequently, humans have an inherent distinction between good and evil where the definitions of what constitutes good and what constitutes evil may vary from place, culture, religious perspective but the base distinction remains, which helps in humans avoiding the evil after identifying the same.
- For example, as people understand that having an eco-friendly way of life is the ‘Good’ while use of fossil fuels and unsustainable lifestyle is ‘Evil’, then people do gravitate towards the cleaner and ‘Good’ alternative due to multiple factors.
- Many point to the universal judgments that some actions are morally right and others are morally wrong. Many have agreed that some actions such as murder, robbery or treachery are morally wrong by their very nature.
- It is true that education and cultural development help clarify our perception of what is right and wrong. They provide a better understanding of ethics. But

education and cultural development alone cannot explain the universal agreement that certain actions, such as murder, are morally evil.

- There are several instances that when an event occurs the effect is seen to be positive on one individual while the same has a negative effect on the other. It is difficult to really understand as what is good and what is evil or bad either.
- For example, not using fire crackers during Diwali is seen by many as good due to its positive effects on environment as well as human health but at the same time, when the frame of reference changes and we see from the perspective of manufacturers of fire crackers, it seems evil as they lose their livelihood due to some negative effects on environment but the larger causes of pollution and environmental degradation are left untouched. Seen from this angle, some people are turned into scapegoats for the temporary satisfaction of some with no real tangible benefits as main causes of the problem are left untouched.
- In fact 'Good' and 'Evil' can be said to be two sides of the same coin, where the side of the coin that we see is taken as an understanding with respect to an event, law, culture or in general every aspect whether materialistic, abstract, spiritual, etc. that form our life and world while the other side is either ignored or remains unobserved.
- Thus, the above quote can also have negative connotations where what constitutes good and the action pursuant to it can not necessarily be 'Good'. Further, many consider Evil exists only with reference to the good where the evil exists only as privation, lack, absence of the good.
- "Good" as opposed to "evil" is a moral evaluation, and it differs from the functional evaluation. "Good" in the moral sense is also evaluative but that the evaluation is made corresponding to a particular "criterion" and that "criterion" is whatever is conducive to human flourishing.
- Finally, the above quote is pertinent in present times of social media and growing fake news where people decide upon what is good and evil based on fake/manipulated facts/analysis/data, etc. thus turning what may be good into an evil. For example, the Christchurch attacker in NZ considered what he is doing as 'good' for his community based on information through social media and internet, which made him identify the evil. Here loss of life was the result of a person's conviction of good and evil.

Conclusion

In this way, humanity has come past the earlier rigid understanding of what is 'good' and 'evil', where growing interconnectedness has blurred the lines for many about subjective realities where common ground regarding these realities needs to be reached for a prosperous and stable human future.

(b) “Ideas and creativity are the most dangerous weapons against those who look to suppress freedom.”

Approach – The quote needs to be commented upon in present context where the suppression of freedom and its relation with ideas and creativity is to be brought out.

Related concepts: <ul style="list-style-type: none">• Limits of Free speech• Constitutional rights• Voltaire• Thinkers promoting Freedom for creativity.	Keyword in the answer: <ul style="list-style-type: none">• Constitutional Democracy• Freedom of expression• Long-held misconceptions• Fostering creative environment• Cancel Culture
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Introduction

Constitutional democracy is a way of organizing relations between government and individuals inside national states. It is essentially characterized by the acceptance of a written or unwritten constitution that performs as a higher law and guarantees even against governmental powers certain human rights that people may never be deprived of, such as life, freedom, property, equality, due process and vote. Freedom of speech is probably the brightest star in the constellation of constitutional rights

Body

- Freedom of expression is protected under the Indian constitution. Politicians, pundits, activists, and the general public engage in vigorous debate through newspapers, television, and the Internet, including social media. Successive governments have made commitments to protect freedom of expression.
- When it comes to granting freedom, the key to creativity is giving people autonomy concerning the means—that is, concerning process—but not necessarily the ends. Autonomy around process fosters creativity because giving people freedom in how they approach their work heightens their intrinsic motivation and sense of ownership.
- In the logic of the system, freedom of speech fulfils central functions, such as allowing voters to make informed choices in elections. Also, thanks to freedom of speech, people can influence public policies, and authorities are subject to criticism that may lead to their replacement. Abuse of power and corruption can be denounced and maybe prevented by fear of revelation.
- For example, the recent beheadings in France were over the principle of freedom and the right to offend religious sensibilities, which historical had led to the development of reason and rationality in the modern world as well as secularism, the modern ideas which France is a beacon of.
- The concept of democracy is impractical if citizens do not have the right to speak and listen freely. Distortions of power are relevant, and the challenge is to search for alternative means of compensating them positively or giving voice for those who doesn't have it. Absence of this leads to rise of dictators.

- For example, the world sees frequent rise of such dictators when ideas and creativity are suppressed, like in Venezuela or Turkey as a recent example.
- Thus, free speech enables mankind to replace long-held misconceptions, as well as to test and revitalize truths that would be, otherwise, no more than dead dogmas. In essence, as Erwin Chemerinsky said, “the argument is that truth is most likely to emerge from the clash of ideas”.
- The pursuit of truth is important as a means for the progress of humanity and individuals. For practical purposes, it is important to know, for example, whether the decisive factor for the reduction of the ozone layer is the burning of fossil fuels or the destruction of forests.
- It is believable that responses that are more reliable or closer to the truth will be obtained if there is room for discussion and confrontation rather than suppression of opinions and information that governments might anticipate as false.
- Provocative and controversial art and in-your-face entertainment put our commitment to free speech to the test. But a free society is based on the principle that each and every individual has the right to decide what art or entertainment he or she wants -- or does not want -- to receive or create.
- Once we allow the government to censor someone else, we cede to it the power to censor us, or something we like. Censorship is like poison gas: a powerful weapon that can harm you when the wind shifts. Freedom of expression for ourselves requires freedom of expression for others. It is at the very heart of democracy
- At the same time, recent non-governmental movements like 'Cancel culture' censorship can be most dangerous for those who promote social justice. Calling on institutions to bar those with odious views on race and gender empowers them to also exclude those championing equality and progressive change.

Conclusion

Voltaire’s commandment with regards to free speech becomes important in light of protecting individual rights to ideas and creativity which prosper in an environment where freedom is ensured and thus help in generating a virtuous cycle for the entire population and also foster and arts.

Q6. A technology informed bureaucracy is the cornerstone of efficient public administration. Examine in the light of India's rapid digital transformation. (150 words) (10)

Approach – A straightforward question where in you need to examine the prospects of technology informed bureaucracy as the cornerstone of efficient public administration in light of India's rapid digital transformation.

Related concepts: <ul style="list-style-type: none">• Civil services reforms as well as training.• Digital mediums of communications in government.• MGNREGA and AADHAAR	Keyword in the answer: <ul style="list-style-type: none">• Implementation of policies• Information and Communications Technology (ICT)• Service Enablers• Efficiency• Human interface
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Introduction

Bureaucracy or the Civil Service constitutes the permanent and professional part of the executive organ of government. It is responsible for implementation of policies and serves as a link between the government and the people where recently it is undergoing rapid digital transformation due to technological advancements.

Body

- The advent of Information and Communication Technology (ICT) has nurtured the swift emergence of a global Information Society that is changing the way people live, learn, work and communicate.
- Further, Covid-19 pandemic has restricted the ability of the public and public institution to physically assemble and debate matters of national importance. Almost all of the government machinery and public & private institutions have been brought to halt due to lockdown and social distancing norms.
- Digital Technology has become a toolkit for the civil service. The old ways of doing business were a barrier to unlock the full potential of the sector. Now digital technology within the civil service is providing a fast route to get jobs done fast and cost effective.
- Working remotely is the new normal and in this scenario. Technological empowerment becomes fundamental for a successful democracy. Hence, there arises the need for a civil servant to be technologically informed:
 1. Efficiency: Technology has become a toolkit for the civil service. Now technology within the civil service is providing a fast route to get the job done fast and cost-effectively. For instance, direct benefit Transfers main advantage is preventing any frauds. Therefore, the beneficiary receives funds directly from the government. The beneficiary's bank account will directly receive the money. With the help of the Aadhaar number, the identification of the

beneficiary can be done better. It resulted in reducing corruption in the benefit transfer schemes.

2. Better communication: Technology has also been a significant player in improving communication within the civil service and between the civil servant and people. E.g. during COVID-19 pandemic, mostly all of the government machinery used cloud meeting tools to take the important decisions.
3. Service provider to service enabler- Due to digital technologies it has become a facilitator of services ensuring their hassle free operation. Further, Online administration- Online grievance redressal, financial benefits to bank, public advisory over internet etc. have modified the way administration used to run.
4. A better way to spread awareness: Since digital technology has the capacity to broadcast and reach up to billions of people, its wise use can help to spread necessary information guidelines up to the public. E.g. COVID-19 related important guidelines were broadcasted through hello tunes.
5. It also ensures transparency, accountability—while assuring quick and effective responsiveness of government. E.g. GPS tagging of MGNREGS work has resulted in addressing the loopholes and discrepancies of the MGNREGS work. It also ensured timely payment to the employed due to linking of Aadhar with bank account of beneficiary.
6. With the use of technology rich heritage of art and architecture can also be preserved. E.g. several organizations have attempted to use technology to salvage some of Syria's heritage which was destroyed in amidst middle-east war.
7. The use of technology also helps to improve the agricultural income in the region. E.g. A research based Soil health scheme helps the farmer to understand soil health indicators and associated descriptive terms. In turn helping him to decide what kind of crop can be taken, what kind of fertilizer be applied, etc.

Though the civil servant needs to be technologically informed for the better delivery of services, there are some hurdles while implementing the schemes with help of technology –

- The personal connect in public service delivery is being lost due to lose of human to human interface, which shouldn't become an effort towards distancing from citizen needs.
- Many vulnerable sections like old people, aren't aware of the new technologies and are not proficient in it, which rises the issue if inclusivity of the technology.

Conclusion

Over the years technology has changed the way of work in the governance. It ensured better delivery of services and effective implementation. Though technology seems to be a panacea for the delivery of services in governance, there are some lacunas which needs to be addressed. Hence, a technologically informed civil servant can bring a magnificent change in people's lives while fulfilling his/her constitutional obligation.

Q7. In the modern conception of a progressive state, there is no place of religion. Do you agree? Critically comment. (150 words) (10)

Approach – You need to critically comment on the aspect of place of religion in a modern progressive state.

Related concepts: <ul style="list-style-type: none">• Various models of secularism• Individual rights Vs Group rights• Uniform Civil Code• Present issues with secularism across the world like France.	Keyword in the answer: <ul style="list-style-type: none">• Secularism• Hierarchies & Oppressions• Personal Freedom• Western model & Indian model of secularism• State's role in religious reform
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Introduction

Contemporary Western thinkers often assume that theological and political worldviews are competing discourses. Religion, when it enters the political arena, is cast as just another ideology vying for power as was evident from the recent terror attacks in France. But treating the theological and the political as warring forces stops us from looking at the more surprising ways that they interact and inform each other.

Body

- A state governed directly by a priestly order is called theocratic. Theocratic states, such as the Papal states of Europe in medieval times or in recent times the Taliban controlled state, lacking separation between religious and political institutions, are known for their hierarchies, and oppressions, and reluctance to allow freedom of religion to members of other religious groups. If we value peace, freedom and equality, religious institutions and state institutions must be separated.
- To be truly secular, a state must not only refuse to be theocratic but also have no formal, legal alliance with any religion. The separation of religion-state is, however, a necessary but not a sufficient ingredient of a secular state. A secular state must be committed to principles and goals which are at least partly derived from non-religious sources. These ends should include peace, religious freedom, freedom from religiously grounded oppression, discrimination and exclusion, as also inter-religious and intra-religious equality.
- Here, Western concept of secularism consists of the thinking that State and religion has a separate sphere of its own, with independent jurisdiction i.e. Mutual exclusion of state and religion, principled distance of state from religion and no illegitimate intrusion of religion in the state. The state cannot aid any religious institutions. State cannot hinder the activities of religious communities as long as they are within the broad limits setup by the law of the land.

- On the other hand, the case in India is different where Nehru did not practise any religion, nor did he believe in God. But for him secularism did not mean hostility to religion. In that sense Nehru was very different from Ataturk in Turkey. At the same time Nehru was not in favour of a complete separation between religion and state. A secular state can interfere in matters of religion to bring about social reform. Nehru himself played a key role in enacting laws abolishing caste discrimination, dowry and sati, and extending legal rights and social freedom to Indian women.
- A progressive state may have multiple characteristics where growth and modern outlook for humans and their interactions are preferred but it becomes important to understand that religion also forms an important in a person's life where complete separation of two may alienate many.
- Religion does have its drawbacks where regressive practices and doctrines aren't compatible with the doctrine of a modern progressive state but the conception of modern progressive state itself demands people be granted individual freedom to choose for their own. This limits the elimination of religion from a progressive state.
- At the same time, it is important to assess the role of religion in humans and its effects where analysing religion only through its drawbacks can have many problems as religion has also essentially been a force of good throughout the history of humankind where it has provided people with moral and ethical standards as well as a meaning to lead a purposeful life.
- Denying such a role of religion in a progressive setup would itself be regressive approach as specific discrimination based on inherent one sided analysis can be dangerous for the future generations.
- Further, the progressive state can try to bring out good commonalities and ensure ill effects due to religious doctrines is avoided. In this regard, Uniform Civil Code is an example. It is the common set of governing rules for all citizens of India which refers to replace the personal laws (based on religious scriptures and customs). These laws are well-known for public law and cover marriage, divorce, inheritance, adoption, and maintenance.
- In fact, Goa has a common family law, thus being the only Indian state to have a uniform civil code and 1954 Special Marriage Act allows any citizen to marry outside the realm of any special religious personal law.
- It is also evidenced that forceful negation of religion can have long term negative impacts on a progressive state leading to instability and crime, where role of religion in human society needs to be acknowledged but by maintaining a principled distance and also freeing it of its negative aspects.

Conclusion

In a pluralistic society, the best approach to nurture secularism is to expand religious freedom rather than strictly practicing state neutrality. It is incumbent on us to ensure value-education that makes the younger generation understands and appreciates not only its own religious traditions but also those of the other religions in the country as well as its difference from state authority.

Q8. What is the philosophical basis of corporate social responsibility? Discuss. What are your views on it? (150 words) (10)

Approach – The answer should be divided into parts where the first part should discuss the philosophical basis of corporate social responsibility while the second part should provide your views on it.

Related concepts: <ul style="list-style-type: none">• Interconnected world• Supply Chain Integration• Focus on profits Vs Social Responsibility.	Keyword in the answer: <ul style="list-style-type: none">• Environmental Concerns• Understanding responsibility• Trust and present businesses• Globalization
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Introduction

In present times, many organizations have embraced corporate social responsibility (CSR), a philosophy in which the company’s expected actions include not only producing a reliable product, charging a fair price with fair profit margins, and paying a fair wage to employees, but also caring for the environment and acting on other social concerns.

Body

- Responsibility means being accountable to others for your actions, and being accountable for the future in general. It is an attribute of beings who have the power to make promises and fulfil them, i.e. who are able to “to view the future as the present and anticipate it”.
- Some promises are voluntary or optional (signing a contract, swearing eternal love, etc.); others are binding (honouring a signed contract, bringing up our children, etc.). But all promises imply accountability; they make the promise-giver responsible before others for a mission and liable to sanction in the event of failure or betrayal. Our responsibilities are burdens, but they also give us honour and dignity.
- To share the present global responsibility, to democratically establish it as a promise of co-responsibility among all during the times of interconnectedness and globalisation. This gives rise to the notion of “social responsibility”, which calls for the creation of a responsible society in which everyone participates, according to their power.
- If social responsibility were simply a voluntary commitment, it would be better not even to call it a responsibility; responsibility implies a duty of accountability, a duty which others may call on the responsible subject to fulfil.
- Changing the paradigm of business philosophy encourages a rethinking of the business activity of enterprises and expands their responsibilities limits. With the rapid development of globalization and integration processes, entities are obliged to act in increasingly tough competitive conditions where questions

like who should be responsible for the negative impacts of business on the society, the environment, and so on are being raised.

- Corporate social responsibility is a form of corporate self-regulation integrated into a business model which a business monitors and ensures its active compliance with the spirit of the law, ethical standards of national or international norms.
- The aim is to increased long-term profits and shareholder and trustees through positive public relations and high ethical standards for reducing business and legal risk by taking responsibility for corporate actions.
- CSR strategies encourage the company to make a positive impact on the environment and stakeholders including consumers, employees, investors, communities, and others.
- While Kant constructed the basis moral philosophy for using an ethical law from the concept of duty. Kant began his ethical theory by arguing that the only virtue that cannot be unqualifiedly the goodness is a goodwill. No other virtue has this status because every other virtue can be used to achieve immoral ends as the virtue of loyalty is not good if one is loyal to an evil person.
- The goodwill is unique that is always good and maintains its moral value even when it fails to achieve its moral intentions. Kant regarded the goodwill as a single moral principle which freely chooses to use the other virtues for moral ends.

My Views –

- Taking into consideration a number of global issues of humanity in recent times, the responsibility of entities to the community for their activity or inactivity is a necessary condition for the functioning which provides a number of competitive advantages too.
- In the present globalized and interconnected world where businesses thrive through transactions with people and regions across the world and also the presence of large multi-national corporations (MNC's), it becomes important to ensure some form of responsibility as discussed above. Here, CSR provides for the same.
- Also growing inequality around the world (multiple Oxfam surveys point to it) necessitates the entities which are earning maximum profits to give back to society to improve upon the societal inequalities.
- Further, such form of obligation made compulsory sends out a wrong signal as the essence of CSR itself involves voluntary responsibility where people's choice becomes supreme but at the same time, rising prevalence of crony capitalism and neoliberalism makes it necessary to ensure some form of complaint mechanism for effective social justice.

Conclusion

Thus, it can be said that CSR provides for effective redressal of some social issues due to rampant industrialisation and the increasing awareness of the same in world affected by climate change and environmental degradation.

SECTION – B

Q9. There is a massive farmer protest going on in the state capital. You are posted as the superintendent of police (SP) looking after law and order. Even though the protesting farmers are peaceful in their methods, they have blocked the borders of the state capital. You have received clear instructions from the Chief Minister's Office (CMO) to avoid the use of force on protestors. However, you are also getting multiple complaints from citizens that due to ongoing congestion on the roads, ambulances are not able to reach critical patients and many have succumbed to death due to delay in treatment. When you approach the leader of the protesting groups with a request to let ambulances pass, he rejects your request. Now you are in a dilemma. If you use force to disperse the crowd, it will create a lot of controversy and also make the CMO angry. On the other hand, if the protestors are allowed to stop the movement of traffic, many more lives would be lost due to unavailability of quick medical response to critical patients.

What would be your course of action in this situation and why? Substantiate. (250 Words) (20)

Approach

- Write a brief introduction.
- Briefly write the ethical issues involved in the case.
- Write your course of action along with proper justifications.

Key words	Related concepts
<ul style="list-style-type: none">• Right to protest• Right to life• Right to commute• Right to descent	<ul style="list-style-type: none">• Right to strike• Right to assemble peacefully• Reasonable restriction on fundamental rights• Right to mobility

Introduction

The citizens' right to protest is a pillar of Indian democracy. While citizens are allowed to peacefully assemble, however, protests and demonstrations sometimes adopt methods which may cause greater inconvenience to the fellow citizens.

Body

Ethical issues involved in the case:

- Right to protest of the farmer's v/s right to life and liberty of the patients, commuters and the citizens.
- Insensitive attitude shown by the farmers by not allowing even the ambulance.
- For the police because of difficulties in convincing the protesters they are in a dilemma whether to use the force or peaceful methods to clear the protesters.
- Following the order of CM v/s difficulties in handling the ground realities to diffuse the protesters.

In the above case the protesting farmers are creating hindrance to the public by not allowing the free movement of the traffic. In a democracy the exercise of ones right should not hinder the freedom of other fellow citizens. Recently Supreme Court has held that public places and roads can't be occupied indefinitely. Protests are permissible only in designated areas. Right to commute can't be indefinitely curtailed. Right to protest has to be balanced with right to commute.

My course of action:

- Identifying alternate roads for the ambulance and making them to travel through that road. This ensures that precious lives are not lost.
- Approaching the influential leaders of the protest and trying to persuade them about the inconvenience created for the general public. Also telling him that they may have to face public anger and resentment for doing such an act.
- As recently proposed by the honourable Supreme Court, appointing mediators to convince the protesters.
- Even after following all these polite ways of convincing if the farmers do not agree to clear the roads, then strictly warning them about the legal consequences of such an act.
- Supreme court has made the following observations-
 1. Such kind of occupation of public ways, whether at the site in question or anywhere else for protests, is not acceptable and the administration should take action to keep the areas clear of encroachments or obstructions.
 2. It highlighted that the State or UT administrations have the entire responsibility to prevent encroachments in public spaces and should not wait for courts to pass suitable orders.

So, I will act according to the above guidelines.

Conclusion

Indian democracy is best served when citizens freely express their views, mobilise and protest, but do so without undermining the rights of fellow-citizens. This will help keep the trust between differing constituencies and enhance the legitimacy of dissent.

Q10. As the city mayor of a metropolis, you are concerned about the status of pollution. Winters cubbed with vehicular and industrial emissions have made the air quality highly unbreathable. Since the festival of Diwali is approaching, many civil society groups are demanding a complete ban on the sale and bursting of crackers to ensure that pollution doesn't get worsened. In this highly charged atmosphere, you are also receiving threats from the locals that any such ban would be hurting their religious feelings. They are also arguing that one day of Diwali celebration won't cause much damage to the already polluted city.

Do you see an ethical dilemma in this situation? What are the alternatives available with you? What course of action would you take and why? Discuss. (250 words) (20)

Approach

- Write a brief introduction.
- Write the ethical issues/ ethical dilemma involved in the case.
- Write the various alternatives available with you.
- Give your course of action with proper justification.

Key words	Related concepts
<ul style="list-style-type: none">• Right to celebrate festival• Right to religion• Article 21 and 25• Right to life	<ul style="list-style-type: none">• Right to livelihood• Doctrine of harmonious construction

Introduction

"Celebration by crackers is for happiness; it is not to celebrate deaths and diseases". The above observation made by the National Green Tribunal (NGT) highlights the serious nature of the firecracker issue in the India's metropolitans.

Body

Ethical issues involved the case:

- Right to life v/s right to celebration.
- Protecting environment v/s ensuring people's right to celebrate a festival.
- Complete banning of crackers raises the question about the right to livelihood of people who are engaged in the production and sale of crackers.
- Threats from the people about the religious sentiments.
- People trivial attitude towards raising pollution in the city.

Alternatives available with the Mayor:

1. Allowing the sale and bursting of crackers, as it is an issue of religious feelings. This will ensure that people who are threatening me can be silenced. The livelihood and other concerns of the people involved in firecracker industry is protected. However, this will worsen the air quality in the city. This will also impact on the right to healthy environment of the citizens.

2. Completely banning the sale and bursting of crackers.

This ensures that air quality is not worsened and also right to healthy environment of the citizens is ensured. On the other side the feelings and sentiments of some sections of the citizens gets hurt. They may also indulge in protest and may target me personally.

3. Constituting an expert committee which will investigate the issue objectively and suggest measures accordingly.

If the committee suggests for complete ban considering all the factors, then I will go ahead with it. If there is some scope to burst the crackers, then allowing green crackers and non-polluting crackers could be a possible action. This ensures that people can celebrate the festival without seriously harming the environment.

If the air quality is so bad that, there is no scope for bursting the crackers, then I will ban the sale and bursting of crackers. As observed by the Supreme Court, Article 25 (Right to religion) is subject to Article 21 (Right to life). If a particular religious practice is threatening the health and lives of people, such practice is not entitled to protection under Article 25. Thus, as a Mayor it is my utmost responsibility to protect the valuable lives and health of the residents of the city. In order to address the livelihood concerns of people involved in cracker industry I will try to rehabilitate them with the existing schemes and provisions.

Conclusion

We are so lucky to be Indians and have so many festivals to celebrate and choose from. But there is also a need to draw some boundaries to ensure these festivals are equally joyful for all. The debate about firecrackers is often seen from a religious lens, and hence the arguments on it get drowned in ridiculous polarities, distracting us from the core problem.

Q11. As a tax officer in the search and seizure section of the revenue department, you are planning a raid on a renowned businessman turned politician. You have concrete intelligence and you have done all the groundwork to expose serious frauds committed by the politician. Since the politician belongs to the current ruling party, you have ensured that your plan remains a secret till the date of raid. In fact, you have shifted related documents and files in your home. Having done all the hard work, the day of the raid arrives. However, as you are getting ready to visit the premise of the politician, you receive a call from a senior official from the parent ministry to drop the raid immediately as your plans have been revealed to the ruling party. You are completely surprised. No one could have known the plan except you. After a lot of thinking, you conclude that someone from your own family must have revealed the information. When you ask your spouse about the same, he/she informs that your brother-in-law used to visit your home during office hours to search for documents and evidence. Being unemployed, he thought that alerting an unsuspecting person about an impending raid would make him earn a lot of money. He misused your position to further his plans.

What action will you take in this situation? Will you sacrifice the familial bond for the love of your duty? Substantiate your response with the help of suitable arguments. (250 words) (20)

Approach - In this kind of questions golden mean needs to be achieved. You can start with the stakeholders approach to answer this question. After that take a clear stance about your operating procedure and state and the reason you are going to do it. While explaining your stance you need to substantiate your actions by stating the reason behind such action.

Related concepts: <ul style="list-style-type: none">• Civil services values• Ethics in Public administration• Ethical concerns and dilemmas in governance• Human Values• Role of family and Society• Integrity, Impartiality, Nonpartisanship• Dedication to public services, Objectivity	Keywords in the answer: <ul style="list-style-type: none">• Ethical dilemmas• Justice• Courage, Integrity, Objectivity• Dedication to public service• Confidential information• Strict action against corruption• Principles in life and job• Duty towards family• Duty towards job
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Introduction

Ethical dilemmas are part of day to day to lives of a civil servant. Decision making in the context of ethical dilemmas becomes even more critical as a civil servant might end up giving justice to one part and end up doing justice to another. When it comes to ethical dilemma between duty and family, it becomes more difficult for a civil servant to take decisions.

Body

Stakeholders involved:

- Me as a tax officer
- Politician
- Senior official
- Spouse
- Brother-in-law

Values and ethical dilemma involved are:

- Courage
- Integrity
- Objectivity
- Dedication to public service
- Human values of love, care, empathy, compassion
- Family life vs. Duty as a civil servant
- Love, care, compassion vs. Objectivity, Dedication to public service

This kind of ethical dilemma is a very usual phenomenon when we consider a life of a civil servant. It is necessary to take following course of action to address the issue:

1) After understanding that how this confidential information leaked to the Politician and subsequent course of order from senior officer I will take following action:

- I will grab all the evidence related files and directly head towards the office to meet the senior. As it becomes my duty to tell my superiors the grim reality of this situation.
- After reaching there I will present an extra copy of evidences to my seniors and tell her about the reason for which it is necessary to take action against such suspect.
- I will request her to grant me a permission to continue the raid as I am an ethical, duty bound, objective civil servant who want to strictly act against the corruption. I will also tell her that I am the kind of a person who always thinks about my duty from the prism of Gandhiji's 'Talisman'.
- Once I get the permission, I will continue with the raid, as it is my duty to act as per our constitutional value of justice.

2) After completing the raid part I will move on to solve the family issue. As my whole life revolves around my family and doing any injustice with it will definitely harm my family life as well as personal life.

- My first step of action will be that I will take my spouse into confidence and tell her/him seriousness of matter.
- I will also tell my spouse that the act done by your brother has actually hampered my principles in life and job. It has also changed my senior's attitude towards me.
- The kind of act done by brother-in-law has obstructed the 'justice'; it has also hampered my work culture and also has jeopardized my job security.

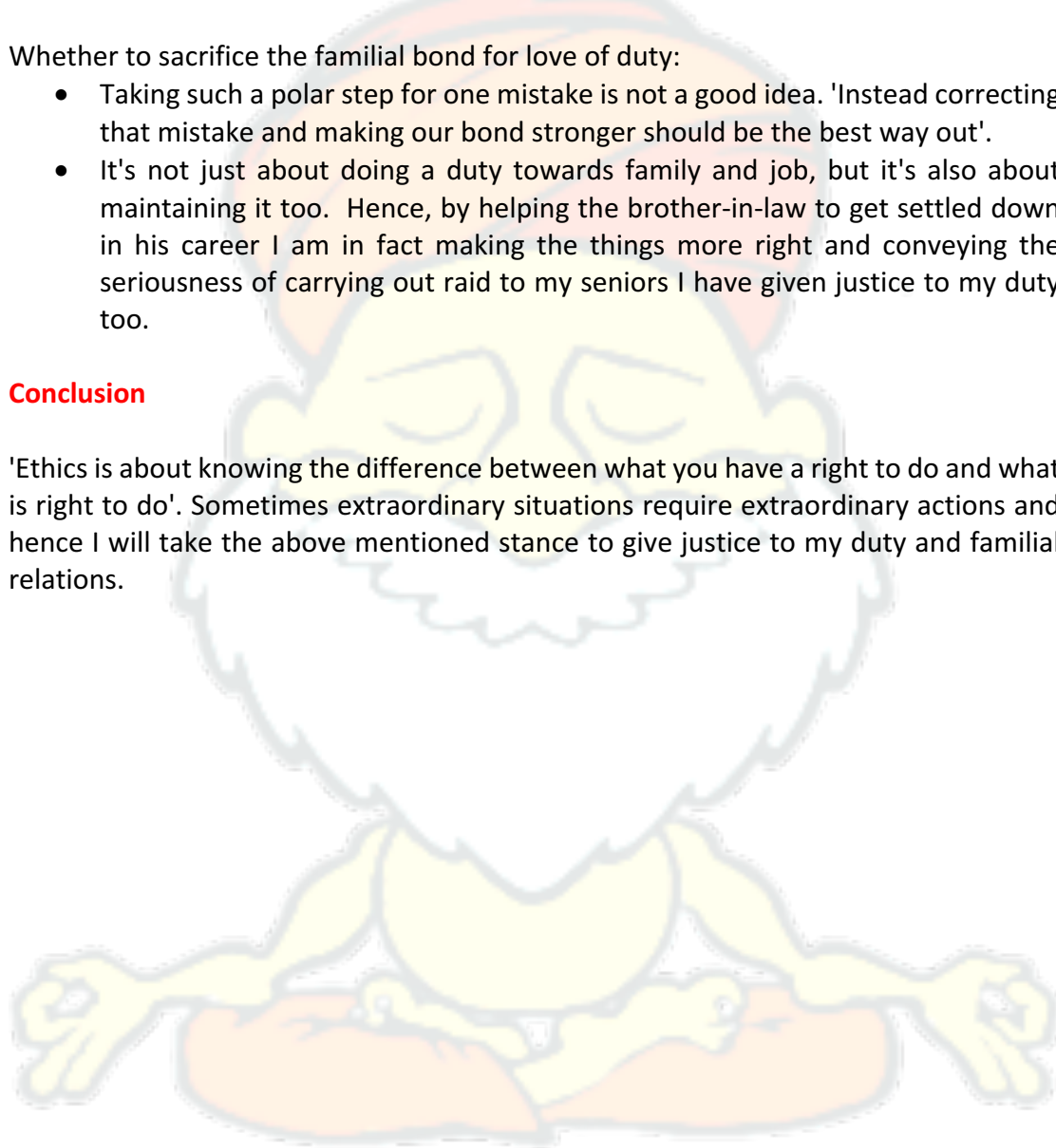
- Once I am done with the consultation of my spouse, I will ask her/him to be on my side as if I lose my job due to any kind of political play, it is going to hamper her/his life too.
- After that I will call my brother-in-law to my home and convey him the grave act done by him. I will also tell him that if you continue with such kinds of acts I need to take a strict against you by calling Police.
- After that the best I can do is that I will ask him what kind of career he wants to pursue and I will support him to get settled down his career.

Whether to sacrifice the familial bond for love of duty:

- Taking such a polar step for one mistake is not a good idea. 'Instead correcting that mistake and making our bond stronger should be the best way out'.
- It's not just about doing a duty towards family and job, but it's also about maintaining it too. Hence, by helping the brother-in-law to get settled down in his career I am in fact making the things more right and conveying the seriousness of carrying out raid to my seniors I have given justice to my duty too.

Conclusion

'Ethics is about knowing the difference between what you have a right to do and what is right to do'. Sometimes extraordinary situations require extraordinary actions and hence I will take the above mentioned stance to give justice to my duty and familial relations.



Q12. You have gone to attend the engagement of a distant relative. During the ceremony, the father of the groom starts making allegations on the bride's family of fraud and deceit. He argues that despite promising a flat and a big car before marriage, the bride's family is not fulfilling the commitment. The groom's father is adamant that the marriage will take place only after the bride's family pays them an equivalent amount in cash. The bride's father promises to arrange the money in couple of days. He and his sons start reaching out to relatives and friends to borrow money so that the marriage could take place. Since you belong to the bride's side, you are approached by her family to help them by giving whatever money you could. Outraged by the audacity of the groom's father, you try to convince the bride's family to let go of the greedy family as that would be a pathetic choice for the girl. However, for the bride's family, it is a matter of social prestige and they can't afford to lose it.

What are the alternatives available to you in this situation? Will you keep mum and help the family financially? Or, will you take this issue to the appropriate authority? What if by exercising the second option, the bride's family starts to hate you for interfering in their personal matters? (250 words) (20)

Approach – It expects students to highlight factor of dowry in marriages list out stakeholders, their interest and ethical dilemmas.

Related concepts: <ul style="list-style-type: none">• Dowry system• Patriarchal system• Dowry Prohibition Act• Social reform movements	Keyword in the answer: <ul style="list-style-type: none">• Kanayadan• Social prestige• Social orchestration• Traditional orthodox values• Modern constitutional values
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Introduction

Dowry is any gift in cash or in kind given to brides in law at the time of marriage. This has evolved out of the practise of Kanyadaan where the bride's father gives certain resources as the right of daughter in his property. Such a practise reflects strong patriarchy social structure and in modern times despite being banned under Dowry Prohibition Act continues to prevail as a matter of right by bridegroom's side based on social status, employment levels etc.

Body

Stakeholders in the situation –

- Bride's father and brothers: Need and compulsion felt by traditional social practices like Kanyadaan being given as dowry, which profess onto them such as social duty.

Ethical dilemma- Fulfilment of traditional social objectives/values Vs accepting new set of norms Modern social values.

- Myself: Help bride's father to come out of this dilemma. Set good precedence for the society.
Ethical dilemma- To help bride's family Vs to inform administration.
- Administration: To uphold ethos and morals of constitution and laws of the land.
Ethical dilemma- Implementation of laws Vs allowing cultural rituals/practices.
- Grooms family: Not accepting modern values and are maintaining orthodox practices and against law.
Ethical dilemma- Upholding orthodox values Vs Modern values.

Alternatives available in this situation:

1. Helping bride's father financially.
 2. Convincing bride's father and bride to let go such greedy family.
 3. Informing groom's father how they are invoking the legal Dowry Prohibition Act which could risk their son's and whole family's name.
 4. Informing authorities to take action.
 5. Don't do anything not even helping financially, convincing father or informing authorities.
- Giving money to bride's father:
Merits- Can save marriage and social prestige of father.
Demerits- Against the fundamental rights of the couple. Going against the Constitutional ethos.
 - Convincing bride's father and bride to let go such greedy family:
Merits- Can take pride in their progressive values.
Demerits- He may be criticised in his social circle and his reputation in social hierarchy may get jeopardised.
 - Informing authorities to take action:
Merits- Meeting expectations of the constitutional values. And this will set precedence for others too. It will also make sure that they abide by the law.
Demerits- Father and bride's family can face social orchestration from orthodoxy elements. Here the bride's father may face a situation of social dissonance as in India still traditional orthodox values persuade and influence people and also decide position in social hierarchy.
 - Personal relationship with bride's family if informing authorities: Can spoil relationship with family. Allegations of disturbing marriage ceremony as father was fulfilling social obligation of Kanayadan.

India being primarily a patriarchal society, such values are deeply ingrained in social structure and are passed on through social institutions like family valuing a boy more than girl. In such scenarios there is a disconnect between what is right or wrong defined by a society and that defined by a law, that is based out of western conception like during social reform movements of 19th century. Bureaucracy being part of the same society that follows such practices, prevalence of corruption and low conviction rates etc. lowers confidence of the public in such laws and values that they seek to implement.

Conclusion

Inculcating progressive values right from childhood, like changing perception towards girls through academic curriculum changes in school, family, especially mother's role in sensitising children towards women and their role in society. Will bring social transformation and woman empowerment.



Q13. You are the posted as a senior officer in the Ministry of Health. As the vaccine for COVID-19 is getting produced at a large scale, you have been entrusted with the responsibility of prioritizing the administration of vaccine amongst following population groups:

- A. Politicians
- B. Security personnel including police
- C. Medical staff
- D. Clearers and sweepers
- E. College students
- F. Old age people
- G. COVID recovered patients
- H. Government employees
- I. School kids

What priority would you set and why? Discuss. (250 words) (25)

Approach – It expects students to write about vaccine distribution and highlight on prioritizing the administration of vaccine amongst the various groups.

Related concepts: <ul style="list-style-type: none">• Prioritizing vaccination in different population group.• Distribution without favoritism.• Public service and essential services.• Timely welfare of most needy individuals.	Keyword in the answer: <ul style="list-style-type: none">• Objectivity• Immunity• Reciprocity• Transparency• Public trust
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Introduction

About 30 crore people will be part of the first “wave” to get the COVID-19 vaccine in India. They consist of health care workers, police personnel, those above 50 and those younger with underlying illnesses that make them vulnerable.

Body

Responsibility of the officer to make crucial decisions in a crisis situation even with the risks involved. Values involved –

- National Equity
- Public interest
- Human Well-Being
- Reciprocity
- Commitment to public welfare
- Honesty
- Transparency

- Objectivity

Stake holders –

- Vaccine company
- Myself
- Ministry
- Different population group

Ethical Issues Involved:

1. Carrying out vaccine distribution without favouritism.
2. Discharging duty according to rule of law.
3. Assuaging fear of the general public amicably.
4. Protecting the medical personnel's distributing vaccine.

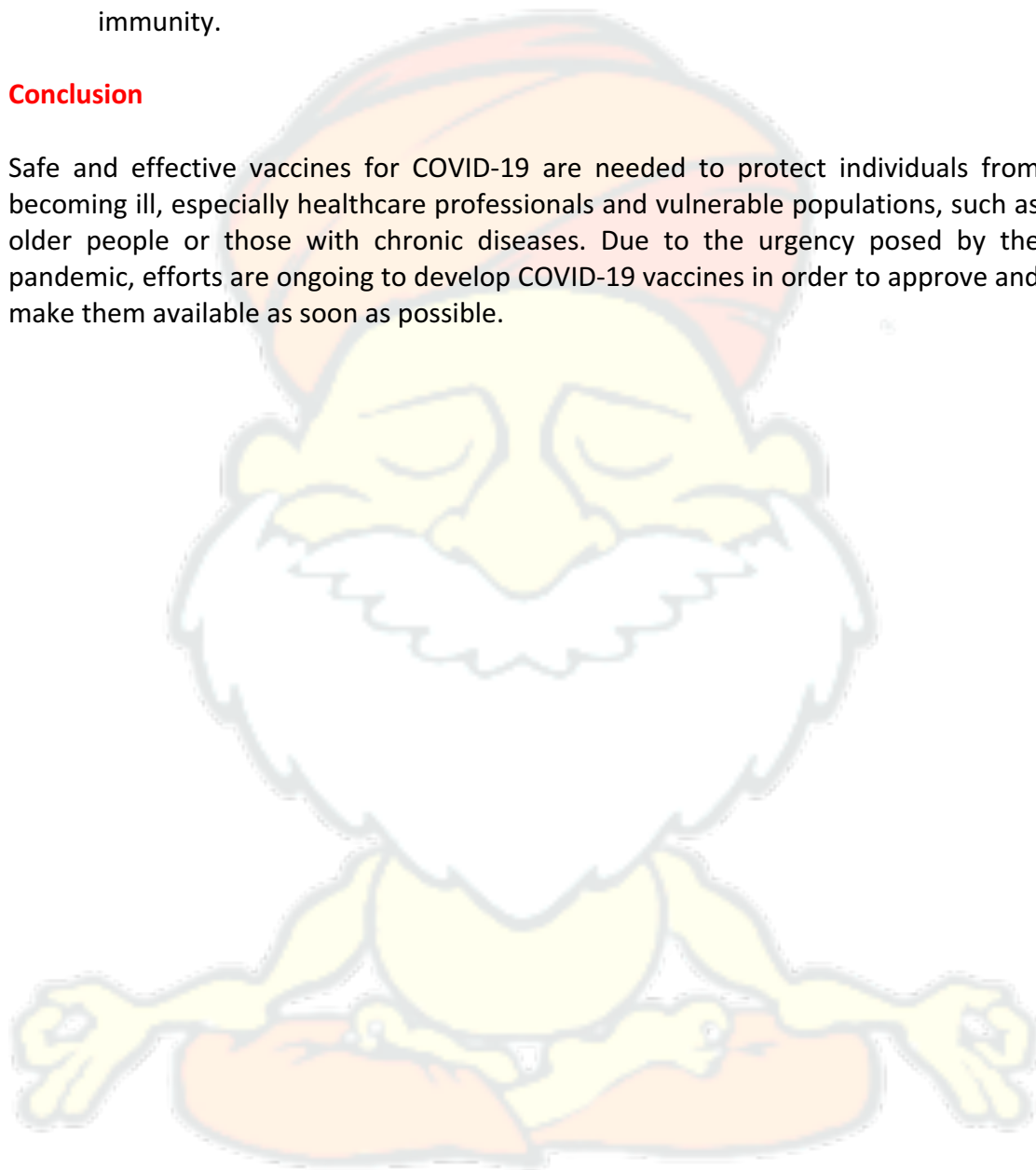
Priority of vaccine distribution:

1. Medical staff: All healthcare workers in government and private sectors will be first priority to get COVID-19 vaccination in the initial phase. Once a safe and effective vaccine is available for health care worker it will ensure safe environment for working in hospital and will get immunity as they are the main frontline warriors in pandemic. Protecting these workers protects the availability of the most critical of essential services to the COVID-19 pandemic response.
2. Security personnel including police: High-risk occupational groups including those working in public facing roles, such as those in security and transport should also be included. For example particularly Mumbai police had till now 75 COVID death. Therefore security personnel will be 2nd priority group in vaccination drive. This will maintain reciprocity value in return of their essential service.
3. Cleaners and sweepers: Non healthcare personnel are essential to the ongoing COVID-19 response and are at high risk for exposure. Essential (non-health care) workers conducting operations vital to critical infrastructure should be included third in the list of vaccination.
4. Old age people: Age above 60 this also includes groups at risk of severe infection, including those with non-communicable diseases (eg, diabetes, hypertension, obesity, and cardiovascular disease) they should also be prioritised based on objectivity as they come under most vulnerable section and have highest death rate.
5. School kids: Children should get higher priority to the extent that there is a higher vulnerability and to be the best balance of benefit and risk with timely vaccination among children.
6. Government employees: Government employees crucial for daily administration are important for public services should be vaccinated early.
7. Politicians: As they are important public office bearers and essential to fostering public trust and ensuring that allocation decisions are clear and open for review and public engagement. And maintain the political continuity and leadership in the country.

8. College students: Younger populations appear to be at lower risk in the COVID-19 context. Consequently, the principle of youngest first should have low priority for vaccination. Younger people may perhaps have greater priority if they do become sick and need critical care resources.
9. COVID recovered patients: Covid-19 reinfections are thought to be rare, but if natural antibody levels wane over time, it may be possible for a person to become infected more than once, even if they may have natural protective immunity.

Conclusion

Safe and effective vaccines for COVID-19 are needed to protect individuals from becoming ill, especially healthcare professionals and vulnerable populations, such as older people or those with chronic diseases. Due to the urgency posed by the pandemic, efforts are ongoing to develop COVID-19 vaccines in order to approve and make them available as soon as possible.



Q14. It is said that a doctor performs the noblest profession. Doctors are considered God by many in different parts of the world. You were always attracted to this profession and wanted to become the best doctor in your area so that you also could save lives and feel good about it. You were lucky that your parents supported your aspirations. With their support and your hard work, you cracked the medical entrance examination, attended one of the most reputed medical colleges in the country and finally became a doctor. You joined a government hospital and it was nothing less than dream come true for you. You were ready to serve the people with all those lifesaving skills that you had learnt in the college. Meanwhile, you got married to a beautiful girl and had two lovely kids with her.

Work- life balance was going smooth until one day, the news of a new viral strain spreading in the southern most coastal state of the country broke out. The strain was so severe that even many doctors and nurses had succumbed to the infection and died. The situation had become so worse that no doctor was ready to treat the dying patients.

This troubled you a lot and you felt that the time had come to serve the people in the truest sense. You decided that you would visit the state and render your services to the ailing patients. However, your parents, wife and children are strictly against this decision. They fear that even you would get affected by the virus. You tried to convince them by telling them that the foremost duty of a doctor was to save lives no matter what and if you didn't go, the guilt of turning your back towards the needy would haunt you forever. But your family members aren't ready to let you go. After all, you are the sole breadwinner and caretaker of the family. How can they simply let you be in danger? They love you so much and can't afford to lose you.

Now, you were in a complex situation that demanded a reasoned yet moral action from you. What would you have done in this situation? Examine the alternatives available to you and comment on the pros and cons of each one of them. Also, which alternative you would have chosen and why? (250 Words) (25)

Approach – It expects students briefly highlight the grave situation in the present case, identify the stakeholder's involved and ethical dilemma pertaining to the case. Also, mention the option available to you, and choose the best course of action and give valid reasons.

Related concepts: <ul style="list-style-type: none">• Medical ethics• Public service• Moral dilemma• Ethical dissonance	Keyword in the answer: <ul style="list-style-type: none">• Empathy• Compassion• Beneficence• Utilitarianism
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Introduction

Doctors deals with the right choices of conduct in the field of human health. It deals with the distinction between what is considered right or wrong at a given time in a given culture.

Body

Stakeholders in the situation:

- Parents, wife and children.
- Doctor.
- National and State governments.
- Public.

Ethical values pertaining to the case:

- Medical ethics.
- Fiduciary responsibility.
- Empathy and compassion towards the weaker section.
- Dedication to Public Service.
- Beneficence and Justice.
- Constitutional morality and right to life and good healthcare.

Moral dilemmas faced:

- Social obligation v/s moral righteousness: Supporting family in need or adhering to professional duty in one’s conscience.

Ethical dilemmas involved in the case:

- One life vs many lives: It is the toughest ethical dilemma for anyone to choose from either personal life or many lives.
- Beneficence vs justice: There is ethical dilemma between the two right options – beneficence doing what is best for the individual and justice doing what is most equitable for a society or group of patients.

The various alternatives available are-

Alternative available	Pros	Cons
Not to visit affected state	The fundamental right to life for the doctor and family responsibilities will be ensured. Family will be under relieved.	It will compromise compassion and empathy towards people. Will create ethical dissonance as against medical ethics.
Visiting affected state	Could prevent many deaths and greater number of patients by saving option is suitable for utilitarianism. Medical humanitarianism The morale of other doctors can be boosted.	May not cope up with family pressure. Can influence the work. Family responsibility trust mutual understanding can be compromised.
Providing Tele medicine treatment.	May control the situation.	No demerit in general but it should not become a

	Meeting expectations of the family. Avoiding moral dissonance. Avoiding dereliction of duty.	practice as doctor patient direct relation is important in treatment in any emergency case also. Unnecessary prescription can follow.
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Why choosing telemedicine alternative is best in such situations:

1. Allows you to talk to your patient live over the phone or video chat.
2. Mostly in virus hit area for example COVID 19 doctors do overview examination and talk to patient within PPE kits except in emergency wards where surgery treatment is required.
3. Screening for COVID-19 and testing recommendations was suggested through telemedicine.
4. Allows you to send and receive messages from your patient using chat messaging or email and be in constant touch with patient.
5. Allows for remote monitoring of patients and spreads across difficult terrain with use of technology.
6. Can share knowledge and techniques to treat and diagnose virus to various doctors.
7. Avoiding on isolation or quarantine and saving family and different states from transmission of virus.
8. Save on travel time/ transportation costs.
9. Reduced wait time for services.
10. Reduced number of visits to clinic.

Conclusion

With right ethical choices, selfless duty and responsibility we can sustain our mettle and morals even against the toughest challenge to humanity, which will lay the foundations of prosperous and healthy future.