

State PCS Success Program (SPS)

UPPSC (Mains) - 2022

GS Paper #4 - Solution



Instruction to Students

Answers provided in this booklet exceed the word limit so as to also act as source of good notes on the topic.

Candidates must focus on the keywords mentioned in the answers and build answers around them. Elaborate answers are given with the purpose that candidates understand the topic better.

We have also adopted a grey box approach to provide context wherever necessary, which is not to be considered a part of the answer.

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Section-A (Short Answer Questions)

खण्ड - अ (लघुउत्तरीय प्रश्न)

Q.1) What do you mean by values? Describe the role of the family in value inculcation.

Values are **ideals which are considered important** by a person and in which a person has invested time and energy. Values help in **evaluating different choices** and making **ethically correct decisions**. **Socialization** is the process of **value inculcation** whereby a person is molded to fit well in a society by learning through social institutions and influences. Value inculcation is a gradual learning curve.

Various agents of socialization include: **family, school, society, religion, place of work and media**.

Children with sound value system and ethical framework can benefit not only our country but humanity in general. **Family** can be a source of **both positive** (tolerance, care, kindness) **and negative values** (discrimination, violence). Family **imparts values** through:

1. **Child rearing practices** impart values in children. Studies like the **contact** comfort study have shown that children who have received personal touch from their parents turn out to be more emotionally stable, compassionate, calm and composed.
2. Children learn values through **observational learning**. For example, children who witness domestic violence and gender discrimination at their home themselves develop similar vices and fail to develop values of gender equality.
3. Children see their parents as **role models and authority figures**. For example, daughters dress like their mothers, sons talk and behave like their father.
4. Families make special efforts **to impart certain life lessons** to their children through **prayers, bedtime stories, real life incidents etc**. For example, narrating **Panchatantra stories** was a common way of imparting values.
5. The **joint family structure** stands for certain values like **tolerance, cooperation, sacrifice, care** etc. Living in a joint family and its healthy functioning imparts these values to the children.

Families are **the first agent of socialization** and are **exposed for the longest** time, when he/she is a **'blank slate'**. Values imparted by families are important determinants of the **personality and character** of an individual. (308 words)

Q.2) Integrity and knowledge, both are necessary to excel in any field. Elaborate.

Integrity is the **consistent adherence** to moral principles in **one's thought, speech and action. Knowledge is the familiarity** of someone about **facts, phenomena, skills** etc.

Role of knowledge to excel in any field:

1. **Technical Insights**: Excelling in a field requires technical knowledge such as in **making steel, or building an AI system**.
2. **Practical Skills**: Knowledge provides practical **abilities to succeed** such as knowledge of **public speaking or governance for a politician**.
3. **Anti-dogmatic**: Knowledge **opens new vistas for human enterprise** by breaking old dogmas. For example, the revolution brought in by **knowledge of helio-centric solar system**.
4. **Moral knowhow**: Knowledge about ethical principles such as deontological or utilitarian perspectives **improve moral basis of decisions**.

Knowledge provides abilities to succeed including from a moral perspective. But there **are pitfalls in sole reliance on knowledge for success**. For example, knowledge of ethical principles may not translate into practice due to a critical **lack of integrity** as seen in issues of **moral fading**.

Role of integrity to excel in any field:

1. **Professional relations**: Professional integrity helps bring **predictability in work**, and wins **trust of colleagues**. Integrity in professional roles also enriches **organizational work culture**. For example, the **adherence to values** of customer service by **Taj hotel's employees during 26/11 attacks**.
2. **Personal relations**: Integrity helps build **strong personal ties and long-term relationships** though adherence to **promises**, keeping **trust**, and showing **gratitude** for favours bestowed by others.
3. **Business**: Integrity in business practices helps build **social trust**, strong **relations with suppliers**, **employee satisfaction** and **customer loyalty**. For example, **recovery in sales of Maggi after controversy** on use of banned additives.
4. **Public Services**: Integrity is essential attribute due to **the societal needs and ethics of public office**. For example, in delivery of justice in case **when the accused is a relative of judge**, or in the proper **utilization of public funds** without effect of **fear or favour** such as **in tender allocation**.

Integrity and knowledge are **mutually enriching**. To succeed in life, one needs **not only knowhow** specific to a field, **but the integrity to withstand conflict of conscience** and various interests on an individual or organization. (356 words)

Q.3) Discuss the role of law and ethics in establishing a peaceful and civilized society.

Laws are the **enactment of the legislature**. They are the rules that have **sanctity and support of the state**. Ethics **are standards of human conduct** that society adopts for itself. Ethics are a set of dos and don'ts that **govern human conduct** in a social setting. Both law and ethics are of significant importance in **establishing a civilised society** based on **ethical principles and premised on rule of law**.

Importance of law in a civilised society:

1. **Laws**, rules and regulations help in shaping the **actions of an individual**, providing for **rules of interaction** between various societal actors by prescribing **norms of conduct** for a civilized society.
2. **Fear of punishment**- Laws are **sacrosanct and their violation leads to sanction** from the state. This creates fear, triggering the natural sense of **avoiding pain and seeking pleasure** leading to person acting in an **ethical manner to avoid punishments**.
3. **Objectivity**- Law lays down objective criteria on basis of which **desirability and ethicality** of an action can be evaluated.
4. **Enacted by the legislature**- Citizens elect their representatives **through free and fair elections** and these representatives frame the law in the legislature. In case of ethical dilemma, people tend to **repose their trust in the law** and thus law act as source of ethical guidance.
5. Religion and culture are **powerful determinants of ethicality**. Laws codify the **cultural norms** determining **marriage, divorce, inheritance, adoption** etc., thus, providing a rational framework of action.

Importance of ethics in a civilized society:

1. **Peace and harmony**: Ethical behavior leads an individual to **respect the cultural/religious values** of others which is in turn **reciprocated** and therefore, leads to a **peaceful and harmonious society**.
2. **Good governance**: Ethics in **administration (transparency, accountability, rule of law** etc.) ensures greater **effectiveness and efficiency** in administration and leads to **greater public satisfaction**.
3. **Justice and inclusion**: Ethics in social behaviour results in **equality of status and opportunity, fair treatment etc.**
4. Ethical behaviour leads to adoption of **ideal behaviour by individuals** towards one another, hence it leads to a **well-functioning society**.
5. **Future generations**: Ethics in society **sets an example for children and youth**. They observe, learn and **develop values** which ensures ethical behaviour on their part.

Law and ethics provide the **norms, values, code of conduct** etc., for creation of **a civilised society**. While law presents an **external framework** for ideal behaviour, ethics **internalise the ideals** of a civilised society.
(402 words)

Q.4) Evaluate the relevance of the following values in the context of civil services: (i) Empathy (ii) Perseverance (iii) Objectivity (iv) Transparency.

i. **Empathy**:

Empathy is the **ability to recognize and share the emotions of other** persons. It is the ability to **sense other people's emotions**, along with the ability to imagine what someone else might be thinking or feeling. It is the core emotional intelligence skill.

Relevance of Empathy in civil services:

1. Empathy helps develop values like **tolerance, patience, listening skills** which makes civil servants listen to people and understand their problems. Ex: drinking water problems, tribal issues etc.
2. Empathy helps **develop emotional intelligence** and which further promote **good governance** and builds **public trust** and enhance **credibility** of government.
3. Empathy will promote values such as **honesty, impartiality, integrity** among civil servants which will enable a strong and **good work culture**.
4. Empathy in civil services **will reduce corruption** as an empathetic civil servant will not look for personal gains and instead work for overall wellbeing.
5. Empathy imposes **self-accountability and self- answerability** on a civil servant which will help him work with dedication. Ex: **Armstrong Pame**.

ii **Perseverance**:

Perseverance is the **constant and persistent effort towards a goal** even if achieving the goal is difficult.

Relevance of Perseverance in civil services:

1. Perseverance helps a civil servant remain **motivated** and **dedicated** towards a cause even in the face of adversity.
2. Perseverance gives an **indomitable will** to dedicated civil servants which helps him to work even in **harsh** and **inhospitable conditions**. For example, frequent transfers of honest civil servants.

3. The monetary compensation to civil servants may not be commensurate to the **demanding nature** of the work done. Perseverance keeps the civil servant **non-corruptible** in such circumstances. For example, A traffic policemen manning traffic in extreme weathers.
4. Perseverance is necessary to maintain **ethical conduct, integrity and honesty** to the job which a civil servant performs.

iii Objectivity:

Objectivity means that decisions and actions should be based on **merit and** after rigorous analysis of **evidence**. The decisions taken should not be influenced by **emotions, prejudices or personal biases**. It is part of foundational value of civil services (as mentioned by **2nd ARC**) and necessary for promoting equality in society.

Relevance of Objectivity in civil services:

1. For a civil servant, objectivity helps in **non-partisan, non-prejudicial** decision-making. It **reduces subjectivity** in decision-making and enhances **professionalism**.
2. It inhibits partial judgement and maintain **neutrality** in discharging duties.
3. **Eliminates** the possibilities of **undue favor** to any one at the cost of other persons. For example, recruitment through interview.
4. According to **Nolan committee**, objectivity helps in **taking decision in right way** when faced with **ethical dilemma**. For example, Prioritizing Covid-19 vaccines for frontline workers.

iv Transparency:

Transparency is the principle and practice of **free flow of information** that enables the people to obtain accurate information about government activities. Transparency ensures constant public scrutiny and makes government more **responsible, citizen centric and accountable**.

Relevance of Transparency in civil services:

1. Transparency will provide for **accountability** and it will serve as an important pillar for building and retaining trust of society in civil services.
2. Transparency will **impose answerability** on administration and will **empower** the needy and disadvantageous sections as they will have knowledge of government process and schemes.
3. Transparency **promotes probity and integrity** in governance and will improve **service delivery** as citizens are the ultimate consumers.

Transparency **reduces corruption, nepotism, favoritism** as most of information will be in the public domain, as it can be said least transparent governments exist in most corrupt countries. (570 words)

Q.5) What are the features of Weberian bureaucracy?

Max Weber, the German sociologist, envisaged **bureaucracy as an ideal structure to administer** any organization, whether public or private. The various **elements of Weberian bureaucracy** are as follows:

1. **Hierarchy**: Each lower official is under the control and supervision of higher authority. Hierarchy is the **source of control** and delegation of authority in the organization.
2. **Division of Labour**: An organization is divided on the basis of specialization. Each person's area of **competence is clearly demarcated**.

3. **Impersonal**: Officials should take decisions on the basis of rationality, and **not due to personal likes, dislikes** or affiliations. In recruitment, it implies **organizational evaluation of qualification**, and not by individuals. **Decision by a committee** of people is preferred than by individual.
4. **Record-keeping**: All decisions and activities of the organization are recorded in writing and maintained with a proper filing system.
5. **Rule-orientation**: Rigid rules exist to avoid favouritism and arbitrariness. Rule-based functioning **brings in predictability** and stability.
6. **Appointments on Merit**: Employment is strictly based on competence. In recruitment, the principle of **'what you know' and not 'who you know'** is followed. Career advancements would be based on technical qualifications.

However, in trying to establish a bureaucracy based on of Weberian characteristics, **following issues are encountered**:

1. Division of labour creates the problem of **departmentalization**, issues of **coordination** and co-operation and **slow down decision-making**.
2. **Hierarchy promotes elitism** within democracy. It demotivates free **communication** and undermines **professionalism** in work relationships.
3. Rule-orientedness can make public servants **irresponsive, slow, and apathetic**.
4. Merit as the sole basis of appointment runs counter to **ideas of positive discrimination** and **representation** as required to serve **social justice**.
5. Strict adherence to **objectivity and rationality** can discourage innovation and creativity required **to deal with people**, who are quite **often not motivated by reason, but emotions**.

Weberian bureaucratic **model provides structural elements** for creating and sustaining an organization. The new paradigm of **citizen consumer, requires not just accountability to rule**, but to public. The issues inherent to Weberian bureaucracy need to be tackled with **technological solutions**, or innovative measures such as use of **blockchain, digitalization**, decentralized working models like **work-from-home**, contractual engagements, **lateral entry** etc. (358 words)

Q.6) Explain the relevance of philosophy of sacred Bhagavad-Gita in conquering human desires.

Bhagavad Gita proclaims that every entity (be it energy, soul, molecules, planet etc.) has their path laid down which they must follow in order to **attain salvation**. According to this, **ethical standards** are for the **entire cosmic universe and not just mankind**. The philosophy of Bhagavad-Gita is helpful in **conquering human desires**, which in turn could lead an individual towards leading a harmonious life.

Philosophy of Bhagavad Geeta as an aid to **conquer human desire**:

1. **Nishkam Karma**: Bhagavad Geeta teaches **to imbibe the value of detachment** in human actions. It **inoculates** one from the results of one's action and checks the trappings of desires.
2. **Check on materialism**: Geeta teaches **an individual to rely on permanence** of spiritual gain rather than **temporary materialistic gains**. It exhorts one to control his/her desire.
3. **Control on one's thoughts**: Geeta teaches that all desires, feelings and thoughts are born out from our thoughts and **cause attachment**. Control of one's thoughts could lead to control of desire.

4. **Knowledge:** Geeta teaches that knowledge of self is a **potent tool** to control the **human desires** in a justifiable and right way.
5. **Moral duties:** Geeta emphasize upon **fulfillment of one's duty** without ignoring the moral principles. The importance laid upon the **morality in behavior** is a check upon negative human desires.

Relevance of Bhagavad Geeta in present context:

1. **Checking excessive commercialism: Rising materialism** has increased the disorders like **stress and anxiety** in individuals. Teachings of Bhagvad Geeta to **curb human desires** will come in handy to **check excessive materialistic culture**.
2. **Peace:** In the 21st century **violence has become a synonym with life itself**. Excessive human desires to conquer everything is to be blamed. Geeta's teachings and emphasis on peace is now **more immutable than ever**.
3. **Corruption:** Corruption has **become an endemic in present context**. It affects the poor most. Teachings of Geeta controlling one's desire will have a **neutralizing effect on corruption**.
4. **Universalism:** In present context **hate, xenophobia and jingoism** present problems of global scale. Teachings of Geeta will help in creating an atmosphere of **universal brotherhood across borders**.
5. **Justice: Bhagavad Geeta** exhorts us to be **just in our action**, it encourages one to act in a **non-partisan way** to build an **equitable and fair society**.

Geeta teaches one to **uphold one's dharma** by performing one's **duty and stay detached from the results/outcomes** of the same. Bhagavad Geeta through its teaching not only aids one in controlling **human desires** but also for spreading **peace and values of universalism** across the world. (424 words)

Q.7) What do you mean by persuasion? Examine its role in pacifying a public protest.

Persuasion is a **technique of attitude change** which **targets** an individual or a group to ensure **either compliance or conformity** so that they exhibit an attitude favored by the persuader. Persuasion induces **change in ideas, beliefs and attitude** of other persons or group about some issue in a predetermined direction.

Persuasion is done using **logic, reasoning and emotional appeal** through **information/message (WHAT)** passed on to the **target group (TO WHOM)** by a **credible source (WHO)** through different **communication channels (WHAT MEDIUM)**.

Understanding the features of persuader, target, message and medium can make a persuasion attempt a success or a failure:

1. A **Persuader** must be **credible** and **persuasive** to get people's attention and to ensure that people accept the message.
2. The **target audience's** characteristics like **openness** to experience, **agreeableness, age** and **gender** impact how well the message is taken.
3. The **message** should be **comprehensive** and **clear**, containing strong arguments to persuade people to change their mind.
4. The **medium of message** should also be as per the **nature** of the **target** audience. For example: nukkad-natak are more effective in rural areas. The message can be delivered **in written form**.

through posters and picture, through **audio** or **video** channels or through **impersonal interaction** or through a combination of all these.

The **Right to Peaceful and Unarmed Protest** is an integral part of the Indian Constitution. However, public protest can sometime become violent or cause unnecessary hardships to public. In such cases, persuasion can be a favourable tool to pacify a public protest. To keep the protest peaceful, following persuasion techniques can be used:

1. **Negotiation**: While empathizing with protesters, one should humbly request them to be peaceful so that it does not affect common public.
2. **Reinforcing**: Talking to the leaders of the protests and making them understand the importance of being peaceful, one could reinforce his request as the leaders could ensure necessary compliance.
3. **Inducing Apprehension**: One should make them realize that if the protest becomes violent, the protest may have to wrap up as happened in other protests.
4. **Norm of Reciprocity**: By accepting reasonable demands of the protestors, like allowing a march, one can put a condition of it being peaceful and of limited strength.
5. **Ingratiation**: By presenting oneself as a likable person, who sympathises with the cause of the protestor, one can increase his credibility and persuade protestors to remain peaceful.

Persuasion is very important for civil servants as they help them to maintain law and order, motivate their subordinates, and **bring behavioural change** in public. Moreover, by self-persuading oneself to work for public welfare, a civil servant can display public oriented values like **dedication, commitment, honesty, integrity and compassion**. (447 words)

Q.8) Discuss the relevance of Gandhiji's Talisman in resolving ethical dilemma.

Gandhi's Talisman is a **tool of resolution of ethical dilemmas** which prescribes that in case of ethical dilemma such actions should be taken which is to the **greatest advantage of the most marginalized** and the weakest.

In words of Gandhi ji, "I will give you a talisman. Whenever you are in doubt, or when the self becomes too much with you, apply the following test. Recall the face of the poorest and the weakest man [woman] whom you may have seen, and ask yourself, if the step you contemplate is going to be of any use to him [her]. Will he [she] gain anything by it? Will it restore him [her] to a control over his [her] own life and destiny? In other words, will it lead to swaraj [freedom] for the hungry and spiritually starving millions? Then you will find your doubts and yourself melt away."

Gandhi's Talisman provides an **effective yard stick to evaluate desirability** of an action. It is an **ethical guide for power holders** while taking decisions that can impact the lives of masses. Thus, Gandhi's talisman seeks to **humanize decisions** rather than making mechanical decisions based on profit-loss, rules and laws.

Gandhi's talisman can help **resolve dilemmas in public life** in following ways:

1. **Dilemma to bypass the rule** to provide government **service to poor or sick who lacks proper documents**. This dilemma relates to **personal values vs professional ethics** and it will be better managed through **Gandhian idea of tilting the decision in favour of poor**.
2. **Dilemma in judicious and equitable distribution of resources for example**: A choice can be made between housing scheme for poor instead of allocating huge resources for parks and amusement

parks. Talisman will preach the administrator to help marginalized individual by designing fund allocation into schemes in such a manner that basic necessities of life are ensured.

3. **Policy dilemma:** In framing **inclusive policies**, policy makers can draw better policies and their benefits to reach the marginalized people. In this manner Gandhi's vision of **Sarvodaya through Antyodaya** will be achieved when welfare policies are inclusive and well-directed. **For example:** Lockdown without due consideration of impact on migrant labourers.
4. **Whistle blowing vs maintaining organizational secrecy:** Gandhian ethics guides us that, if whistle blowing results into any situation where poorest will be helped then whistle blowing is justified.
5. **Special provisions for the marginalized people** can be made in form of easy access to avail government services, accessible way for differently abled, etc.
6. When people **take actions after considering the impact on other people** then issues like **communalism, casteism, gender discrimination, poverty** etc can be addressed at social level.
7. Gandhi's Talisman can form the **basis of corporate governance** as it will make various businesspersons/employers more empathetic to poor customers and employees.

Hence, Gandhian talisman acts as a key ethical tool in resolving the gravest dilemmas in administration and in personal life thus **transforming governance to ethical governance** and **individual life into ethical life**.
(385 words)

Q.9) What is Emotional Intelligence (EI)? How is it relevant in the life of a civil servant?

Emotional intelligence is the ability to monitor **one's own and other people's emotions**, to **discriminate between different emotions** and label them appropriately, and to use emotional information to guide thinking and behavior. Emotional intelligence has been accepted as a very **important quality for a civil servant** and administrator which not only helps him in his official work but also helps in maintaining **work personal life balance**.

Components of emotional intelligence are as under:

1. **Self-awareness** is **clear understanding of own emotions** as well as strengths and weaknesses.
2. **Self-regulation** involves **controlling the emotions** and thus self-control is strengthened. It leads to **patience and tolerance** in extreme situations which in turn prevents conflicts. Self-regulation serves the **function of adaptability** in an organization and larger society.
3. When a person is aware of his emotions and is able to regulate them well, he develops high **self-motivation** to be successful in all spheres of life leading to **achievement orientation**. Self-motivation **improves self-esteem and gives optimistic outlook** in life.
4. **Empathy** is the **emotionally understanding the situation of others**, taking perspective of others and having non-judgmental behaviour towards them.
5. EI help in development of **social memory i.e.**, ability to remember names, faces, dates etc., thus have a component of **handling relationships**.

Relevance of emotional intelligence in life of a civil servant:

1. Emotional intelligence helps a civil servant **remain motivated and committed** to public cause even in **situations** that can **endanger their personal and family interest. For example:** Civil servants posted in Covid-19 related duties even when family is putting pressure to stay home.

2. **Intra-organizational and inter-organizational interaction** – Emotional intelligence helps the administrators maintain **healthy relationship** within their organization which **improves the work culture**.
3. Emotional intelligence in work place **gives boost to creativity and innovation** for team-building, better performance and solving conflicts.
4. Emotional intelligence helps in making **best use of available financial resources**. Emotionally intelligent officer is able to **accurately understand the situation** and allocates funds according to the priority of the matter.
5. An administrator with **good emotional intelligence** doesn't possess the “mai-baap” attitude towards the citizen. Rather the administrator has **sense of inclusiveness** and the consciousness, also doesn't allow him/her to **discriminate or exclude the citizens** from the services
6. The rules of **accountability and transparency** requires civil servants to work under public scrutiny which includes **criticism on even minor errors**. Emotional intelligence, enables the civil servants to handle the criticism positively and avoid frustration at work place.

Thus, emotional intelligence helps a civil servant in not only **performing their duty** in an un-biased, and **stress-free manner** but also helps them in **balancing personal and professional commitments** in order to lead a well-rounded life. (448 words)

Q.10) You are posted as the sub-divisional magistrate (SDM) in a rural area of Uttar Pradesh. The area lags behind in education and health indicators. The schools in the area suffer from teacher shortage and absenteeism, inadequate infrastructure, and lack of basic amenities like toilets. Dropout ratio among girls is highest in the state for this area. High incidence of anemia and child marriage among girls result in high-morbidity and mortality in young women of the area. Successive government actions have failed to check the practice of child marriage as it is considered a part of local tradition in the area. In the present case study, what are the issues involved and what steps would you take to change the situation?

In the present case, the main issues are **patriarchal mindset** of the people, **poor service delivery** of government services and programmes **and lack of integrity** on part of teachers that can be discussed as:

1. **Patriarchal mindset and regressive practices**: The high dropout ration and child marriage is due to **prejudice** and **stereotype** with respect to women's **role limited** to household work. Such mindset is due to the deeply entrenched **patriarchy** in our society.
2. **Poor quality of service**: The school in the area lacks in infrastructure and suffers from poor teacher attendance. As a result, people are **demotivated** to send their children to school. Moreover, poor health indicators also point to deficiency in health and nutrition related government initiatives. These are a result of **poor service delivery** on the part of the government agency.
3. **Lack of Integrity**: Teacher absenteeism **shows lack of integrity** and **lack of dedication** towards their work.

To **break society's prejudice** towards **girl education** and tackle the issue of **child marriage**, efforts are required to bring **attitudinal change** in the people of the area. Various steps that can be taken to bring attitudinal change are:

1. **Early Engagement**: Attitude formation majorly takes place in formative years of schools and college. School programmes should focus on teaching values of **equality, respect, and dignity**.

2. **Mobilize Communities:** It is important to **engage at a collective level** which can be done through a range of approaches such as awareness and sensitization campaigns, training, seminar, education, etc. in women issues to change negative attitude of the people.
3. **Social Influence and Persuasion:** Individuals change attitude upon **right persuasion** which depends on the persuader and the message. The message should be acceptable and the **persuader should be credible and trustworthy**. For e.g., PM's message of Beti Bachao, Beti Padhao.
4. **Involving Influential leaders:** People in position of authority like local MLA-MPs, village sarpanches of the area can play a significant role in attitudinal change by influencing people's behavior.

To **improve service delivery** of government programmes and **improve teacher absenteeism**, following steps can be taken:

1. **Infrastructural Improvements:** Without proper infrastructure and basic amenities, a school cannot function properly. As the SDM, I will **prioritize government funding** of school infrastructure. In case, there is paucity of funds, I would request the local MLA to **use MLALADS fund** for infrastructure development. I will also ask the contractor to finish the work in a **time-bound manner**.
2. **Implementation of government schemes:** Since the area also faces high prevalence of anemia and malnutrition, **effective implementation** of government schemes and programmes like ICDS, **POSHAN Abhiyaan** etc. can help in improving the health indicators.
3. **Behavioral change in teachers:** Behavioral change requires change in the attitude of the teachers. This can be done by either making them **realize their duty** towards the children and state or through **negative reinforcement** in terms of strict action for absenteeism.
4. **Using technology** such as **biometric attendance** or **CCTV** in school premises can help in improving teacher attendance. Moreover, digital devices can be distributed to girl students for **online education** and suppressing the digital divide.

By changing the attitude of the people and improving teacher attendance, long term societal benefits can accrue in form of better education and health indicators and improved position of women in the society. (548 words)

Section - B (Long Answer Questions)

खण्ड - ब (दीर्घ उत्तरीय प्रश्न)

Q.11) How is ethics different from morality? Explain whether ethics is universal or changes with time, place and context.

Morality is **an individual's notion of right and wrong** while ethics are the **rules about right and wrong** conduct which are prevalent at a wider social level. Ethics and morality are **inter-related** as morality is also known as **Individual ethics** and ethics as **public morality**.

The **differences between morality and ethics** are listed below:

Morality	Ethics
1. Exists with the individual , and concerns	1. Exists at level of society , and is related to public

<p>private life.</p> <p>2. Example - The conviction within a person that murder is wrong.</p> <p>3. Morality has an internal locus of control; It arises from within.</p> <p>4. Difficult to codify as it is too diverse.</p>	<p>life.</p> <p>2. Example: The professional (ethical) duty of a lawyer to defend a murderer.</p> <p>3. Ethics has external locus of control; It's often imposed.</p> <p>4. Easier to classify and systematize such as professional code of conduct for engineers, doctors, religious codes for monks, laypersons etc.</p>
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Ethics and morality can also come into **conflict** such as when a public servant is ordered by the court to immediately **demolish illegal shelter homes** which are being **used by homeless** during harsh winters. Not demolishing the structures would **violate professional ethics.**

Universal versus Variable aspects of ethics:

Certain moral standards are indeed universal and remain constant. **For example:** compassion, kindness, justice, mercy, benevolence etc. have always been considered moral across time and places. However, certain moral standards are known to have changed with time and vary across space and contexts.

Ethics changes with time:

1. Social evils like **sati and widow isolation** were considered moral until the **ethical renaissance** initiated by social leaders such as Raja Ram Mohan Rai. But today such practices are considered immoral.
2. **Slavery** was considered legal and ethically acceptable until the last century in certain parts of the world but in contemporary times society has denounced slavery as immoral.
3. Some **colonizers** considered their **occupation of other lands as moral** and "**white man's burden**" to civilize other people. But now such a conception of civilizing others has been rejected.

Ethics changes from place to place:

1. Many communities such as **Rajputs** in India and the **Spartans** in Greece **considered fighting as morally** correct for protecting their people, pride and glory.
2. In the same period, religions like **Jainism and Buddhism** grew in different region which advocated **complete abstinence from violence.**
3. Eating **Beef** is immoral in India, but prevalent in USA and other countries (morally neutral).

Ethics change with context:

1. The ethics of **killing a person** are different when you are a **soldier fighting a war**, and when you are **living as a civilian.**
2. Professional ethics of a **doctor** would require her to **save lives even of criminals**, while ethics of a **judge** may require her to **award death sentence.**

Morality and ethics remain in **constant interaction** with each other. **Evolution in notion of morality is desirable**, because efforts to universalize morality can ignore **context and consequences** (imposition of democracy in Iraq). Beliefs that certain values are universal may **degenerate into fundamentalism** (jihad, terrorism etc.) With **social progress**, cultural differences and change in context, standards of ethics change. (520 words)

Q.12) What is 'Conflict of Interest'? As a public servant, how would you resolve it?

A **conflict of interest** is a situation in which a person/organization is involved in **multiple interests**, financial or otherwise, and **servicing one interest could work against the other**. According to **transparency international**, conflict of interest may occur when a **government official has two competing interests**; one related to official duty and other related to private interest. Private interest could be related to **financial obligations or providing undue advantage to family and friends**.

Conflict of interest **may arise in several contexts**, such as:

1. Conflict of interest typically arise when an **individual occupies two roles** simultaneously which generates opposing benefits or loyalties. For example, **MLAs holding the post of parliamentary secretaries**.
2. A **conflict of interest also emanates** in circumstances when there is a **conflict between professional interest and personal interest** of an individual. For example, an administrator **awarding a tender to one's kith and kin**.
3. In a situation of **conflict of interest** an individual finds himself/herself in **two coexisting interests** that are in **direct or indirect conflict** with each other. For example, District Magistrate involved in a situation of implementing a **developmental project** and also granting **environmental clearance**.
4. Conflict of interest can also occur when an **individual's** values, beliefs etc., could **compromise his or her professional judgements/actions**. For example, a policeman acting against a person **solely because of caste/religious biases**.

As a public servant I would **adopt following measures** to resolve the issues associated with conflict of interest:

1. I will **never misuse official position** to benefit myself or my family, relatives or friends, or any other group of people with whom I have personal or social ties.
2. I will **avoid being placed in a position of obligation** to anyone by accepting excessive entertainment or favours such as free service, or indulging in games of chance with subordinates or other people with whom I have official dealings.
3. I will **treat people impartially**, regardless of political, social, demographic, geographic, circumstances or bias.
4. I will **ensure full disclosure**, by sharing the political implications of the decisions being made by me or my organization. And, **I will also encourage my colleagues and subordinates** to do the same.
5. I **will take accountability for my own actions** and create a culture for others also to take accountability for their own actions.
6. I **will stand firm** when dealing with unreasonable requests and demands.
7. I will avoid putting myself in a position that **may arouse any suspicion of dishonesty**, or of using my official position to benefit myself, my family, relations or friends.

Conflict of interest is an obstacle in the fair, un-biased and non-partisan working of a public servant. It allows personal gains, interests, or inclinations to **shadow the professional responsibilities and obligations** of the civil servant. Adhering to the **values of transparency, accountability, objectivity and fairness** could be seminal in overcoming the challenges presented by the conflict of interests. (434 words)

Q.13) What do you understand by attitude? Analyze the relationship between attitude and behavior.

Attitude is **learned, enduring, predisposition to act** favorably or unfavorably **towards an attitude object** such as place, institution, event or person. Attitudes are **learned through socialization** and formed as a result of direct and indirect experiences with and exposure to the attitude object.

Attitudes are **enduring and difficult to change** because they have been formed over a long period of time through repeated evaluations of attitude object. Also, some attitudes give us our identity of who we really are and what we stand for making them very hard to change.

Attitudes are formed in **four ways**, classical conditioning, reward and punishment, observation learning and social comparison. Moreover, it consists of **three components**:

1. **Cognitive component** involves **beliefs, ideas, thoughts** which a person has towards an attitude object.
2. **Affective component** refers to the **feeling and emotions** one has for the attitude object.
3. **Behavioral component** is **manifestation of attitude** in real world through speech and actions.

The **relationship** between attitude and behavior depends upon following **seven factors**:

1. **Attitude Strength** determines how easily and quickly an attitude comes to the mind. **For example:** Attitude of people towards both apple and blueberry may be positive but they are more likely to buy apples because of repeated direct exposure to apple.
2. **Attitude Consistency** is when cognitive and affective component of attitude are aligned, then attitude is more likely to be reflected in behavior.
3. **Social Pressure:** People who have weak attitude-behavior relation, they modify their behavior to blend in the social situation so that they would be liked by others.
4. **Vested Interest:** Higher the interest of attitude holder in the held attitude, higher are the chances of its translation into actions and behaviors.
5. **Perceived Behavioral Control** which is individual's perception of the level of control he or she has over a behavior, also determines attitude-behavior link.
6. **Socially Acceptable Standards:** People generally behave in accordance with **socially acceptable standards**. People can hold attitudes that are not socially acceptable, so they tend to behave differently than what their attitude tells them to do.
7. Behaviors also depend upon **attitudes of others**. Attitudes are more likely to be reflected in behavior if we are in **company of people who hold attitudes that are similar to our own**.

To sum it up, there are certain variables which influence the attitude-behaviour relation in our social interactions. Thus, understanding attitude-behaviour link is important for **moulding attitude of other toward a desirable direction**. (408 words)

Q.14) Gandhiji used some moral values as political weapon during independence movement. Discuss these values and their relevance in social life, politics and international relations.

The moral strength of Gandhiji was **a force to reckon with** for the British and **a fountainhead of energy** for the pauperised masses. The various moral values used as political weapon by Gandhiji continue to be relevant in modern times.

Gandhiji used following **moral values as political weapon** during independence movement:

1. **Non-violence** helped Gandhiji **mobilise large number** of people, **including women**, teenagers and **old people** in India's struggle against colonial rule. It **exposed the oppressive character** of the British rule in India.
2. **Truth** was the basis of Gandhiji's **appeal to supporters and detractors alike**. It helped him negotiate concessions and solutions such as in **Champaran satyagraha** or during **Noakhali riots**.
3. **Integrity** provided Gandhiji's methods a **moral effect with substantive influence** on masses. For example, his withdrawal of Non-cooperation movement due to **Chauri Chaura incident**.
4. **Peace** was lifelong ideal of Gandhiji and the essence of his goals as leader of India's national movement. He sought **end of British colonial oppression** in India and also **supported righteous struggle of British against Nazi** imperialism for global peace.
5. **Simplicity** of clothing helped Gandhi connect with the emaciated poor, and formed the basis of Gandhiji's **views on economy** through **Gram swarajya**.
6. **Communal harmony** was sought through inter-religious dialogue and syncretic methods like singing of Ishwar Allah Tero Naam, Gandhi topi etc.
7. **Antyodaya** was Gandhiji's vision of **collaborative class relations** and social justice. He worked for antyodaya (**rise of the marginalised**) through his constructive programme, harijan sewa sangha etc.

Relevance of Gandhiji's moral values in today's social life, politics and international relations:

1. **Social Life:**
 - a. Societal consensus on **'antyodaya'** can help to **unlock India's demographic potential**.
 - b. Simplicity of means can help promote **Gandhian values in economy and ecology** such as through **circular economy**
 - c. Communal harmony is crucial for **peace and progress** in society.
2. **Politics**
 - a. **Integrity in public life** is the key to end corruption. Issues such as use of **black money in elections, capitalist lobbying** etc. can be addressed.
 - b. Antyodaya as the **moral principle** in politics can help bring an **end of divisive politics**.
 - c. **Truth** must be the basis of **political debates**. This can lead to better informed polices and productive legislatures due to **fewer disruption and more discussions**.
3. **International Relations**
 - a. Promotion of international peace through end **of oppressive systems**, religious fundamentalism, **state-sponsored terrorism**.
 - b. The ideology of 'antyodaya' and **Gandhiji's talisman must guide climate action** and global **trade regime**.
 - c. **Non-violence** must be incorporated as a stated policy of states in relations with each other. This can help **avoid incidents such as shooting of fishermen** near maritime border

Gandhiji's **moral inspiration is timeless**. His struggles, tribulations and leadership continue to provide relevant lessons in diverse fields of **life, politics, international relations and beyond**. (464 words)

Q.15) What do you understand by e-governance? Examine its importance in ensuring good governance.

E-governance is the **application of Information, Communication and Technology (ICT)**, for delivering **government services**. E-Governance in India has steadily **evolved from computerization of government departments** to initiatives that **encapsulates finer points of governance** such as citizen centrality, **service orientation and transparency**. The four pillars of e-Governance **according to 2nd ARC are People, Process, Technology and Resources**.

Facets of e-Governance are as under:

1. **Government to Citizen (G2C)**: It involves the delivery of government services to the common people in a seamless manner. Various **Common Service Centers** are the focal points of G2C services. For example, **Gyandoot of Madhya Pradesh**.
2. **Government-to-Business (G2B)**: It refers to **interchange of various services** between Government and Business firms. Through it business organizations can have easy and online access to government services. For example, **e-procurement** programme of **Andhra Pradesh government**.
3. **Government-to-Government (G2G)**: It refers to the **interaction between different government departments**, firms and agencies. Using G2G various agencies can have access to same database, thus, **reducing duplication of work**. For example, **Khajane project of Karnataka**, digitization of whole treasury.
4. **Government-to-Employee (G2E)**: It is a **subsection of G2G services**. It intends to bring employees together and improvise knowledge sharing.

Importance of e-Governance in ensuring good governance in the country could be seen as:

1. **Transparency**: e-Governance initiatives **ensure transparency** in the government action by bringing **relevant data under the public domain**. For example, **digitization of land records**.
2. **Corruption free governance**: e-Governance **reduces human to human interface** and thus limits the element of discretion in the government services. For example, **Direct Benefit Transfer** (PAHAL) scheme has **considerably reduced the element of corruption**.
3. **Faster delivery of service**: e-Governance **ensures faster delivery of necessary services**. From online business licenses to delivery of various government services, e-Governance reduces the time lag. For example, **passport seva online portal**.
4. **Enhanced accessibility**: e-Governance enhances the reach of government welfare services to the hinterlands. For example, **e-education services, tele-medicine applications** etc.
5. **Error free governance**: e-Governance ensures **minimizing the inclusion and exclusion errors** in the governance. It ensures inclusion of **legitimate beneficiaries** while the bogus beneficiaries are identified and weeded off. For example, **use of Aadhar** for delivery of government services.
6. **Two-way governance**: e-Governance **enables aggregation of citizen feed backs** and helps **in improving the governance system** in according to the need of the governed.
7. **Accountability**: Various tools of e-Governance are instrumental in ensuring the **accountability of the public officials** and thus gives boost to the citizen centric governance. For example, **e-citizens charter**.

The government of India has embarked upon **National e-Governance Plan** to make all government services to the **citizens available via the electronic media**. It is an enabler of **Digital India initiative**. However, to enhance the reach of e-Governance **digital literacy, access and security** need to be upgraded. (462 words)

Q.16) Analyze the relationship between politics and ethics.

“Man is by nature a political animal”- Aristotle

According to Aristotle, politics and ethics are **two separate but closely** related discipline as politics is concerned with how governments should govern and ruler should rule while ethics is related to how an individual ought to act and pursue good. In a country like India, which is a democratic and welfarist state, politics needs to be ethical in nature.

One of seven sins of Gandhiji is **Politics without Principle**. Politics sans principle will lead to Machiavellianism. Machiavellianism denies the relevance of morality in politics, and claims that all means (moral and immoral) are justified to achieve certain political ends. **Politics without ethics** would lead to:

1. **Damage to social fabric**: Breaking of rules, appeal to narrow sentiments like caste and religion and populism. This will cause damage to **ethical, social** and **economic** fabric of the country.
2. **Towards Anarchy**: When politicians behave unethically, **people** begin to **lose trust** in the system. This takes a country towards anarchy or revolution. For example, **Arab Spring** in different Arab nations.
3. **Criminalization**: Lack of ethics in politics has also led to phenomenon of **criminalization of politics**. The use of **money** and **muscle power** has made it possible for criminal elements to enter politics and win.
4. **Corruption**: Without morals, a person would **work only in self interest** and will not care about the welfare of the general public.
5. **Illegitimate means**: Without ethics, politicians would try to **win elections at any cost**. They would take recourse to unethical means like cash for votes, muscle power etc. to win elections.

Ethical principles are important in politics, because in a country like India, politics is a **tool for welfare** of the citizenry. It is expected of the people in politics and government to have **strong ethical foundation**.

Ethics helps in **improving politics** by:

1. Inculcating values like **empathy, compassion** and **selflessness** in politics. If a politician is unempathetic, he will not be interested in improving life of the people.
2. It **promotes honesty and integrity** in politicians and thus the government. A politician's actions and words should be truthful to build public trust in the system. For ex. Lal Bahadur Shastri resigning from Railway Ministry because of a train accident.
3. It promotes **transparency and accountability** in the functioning of the government. Politics lacking these ideals may lead to **corruption**. For e.g., RTI Act.

Abraham Lincoln said that “Nearly all men can stand adversity, but if you want to test a man's character, give him power”. ‘People in politics’ are ‘people in power’ and it is imperative that they have an impeccable character with strong ethical foundation. (440 words)

Q.17) Suppose you are an officer in-charge of implementing a housing allotment scheme for poor. An old, destitute woman comes to you to avail the benefits of the scheme. However, she has incomplete documents to show that she fulfils the eligibility criteria. But after she meets you and tells you about her condition, you are convinced that she meets criteria of intended beneficiaries as per the spirit of the housing scheme. You are in a dilemma as to what to do. Putting her under the scheme without necessary documents would clearly be violation of rules. But denying her the support would be cruel and inhuman.

a) Can you think of a rational way to resolve this dilemma?

b) Give your reasons for it.

Given case study presents a conflict between **professional ethics and integrity on one hand** and **compassion and justice on the other** hand. It also highlights the issues of **ethical governance** such as **effectiveness of government schemes** and inclusion and **exclusion error** etc.

Rational way to **resolve this dilemma**:

1. Help the woman in meeting the eligibility criteria. Provide her with **documentary support**, through **personal guarantee**.

Reasons:

- a. She is the intended beneficiary. Her inclusion is in interest of **justice**.
- b. Including **the proverbial last man** in the queue, as per **Gandhiji's Talisman** would serve ethical governance.
- c. Including beneficiaries like her would expand the covered population and increase the **effectiveness** of the housing scheme.
- d. The failure to include beneficiaries who qualify **as per spirit of the scheme** would be **critical proof of failure** of the housing scheme.
- e. Inclusion through proper channels and without exception **helps protect against arbitrariness** and upholds **integrity**.

2. Start a drive to **fill documentation gaps for the poor intended beneficiaries** of the scheme.

Reasons:

- a. State has special **responsibility to serve the poor** due to its **welfare role**. It is incumbent on the administration to provide documentary qualifications for all those who qualify.
- b. Continued exclusion due to documentation and **administrative complexities** would fuel **corruption**.
- c. Documentation drive would help **increase awareness** about the scheme.
- d. The poor will stand to **benefit from other government schemes targeting the poor**, or any future benefits devised by the government.
- e. Government will have better idea about the scale of beneficiaries to be covered, helping it **improve upon exclusion-inclusion errors**.

3. Provide **feedback to change the criteria of qualification** for including other beneficiaries like the old woman.

Reasons:

- a. It will improve upon the existing scheme through **feedback from ground-level realities**.
- b. It will lead to more **effective policy-making**.
- c. It fulfils the need of **compassion to serve all the poor** and needy.

- d. It will help meet the goal of 'antyodaya' or the rise of the marginalized sections of society.
- e. It will make the scheme conscientious.

Rule-oriented administration is intended to serve the needs of **integrity and impartiality** in governance. But strict adherence to rules **can also make governance irresponsive and apathetic**. In the given case, the right approach is to **respond to the demand** of the situation in such a way as to lead to larger positive repercussions for the society through **improving the lot of the poor**. (404 words)

Q.18) What do you mean by Code of Conduct? Highlighting the shortcomings of code of conduct, discuss the importance of code of ethics in overcoming these shortcomings.

Code of Conduct (CoC) is **legally enforceable set of rules**, standards, principles and values outlining the **expected behavior** for the members of an organization. For examples- **All India Services are governed under AIS Conduct Rules 1968**.

Importance of code of conduct:

1. A well-written code of conduct **clarifies an organization's missions and principles**, linking them with **standards of professional conduct**.
2. The code of conduct **articulates the values the organization** wishes to foster in leaders and employees and, in doing so, **defines desired behavior**.
3. Written codes of conduct can become **benchmarks** against which individual and organizational performance can be measured.
4. Code of conduct is a **central guide and reference for employees** to support day-to-day decision making.
5. A code of conduct encourages **discussions of ethics and compliance**, empowering **employees to handle ethical dilemmas** they encounter in everyday work.

However, there are **certain limitations of Code of Conduct** in upholding probity in Civil Services like:

1. Accountability is **externally enforceable** which means the violations has to be caught, sanctioned and punished, which is **not often done**. For example, many cases of **professional impropriety**, like sexual misconduct, **remain unresolved**.
2. There is **lack of seriousness** in **implementation of CoC** with little to no action taken even in cases of gross violations. For example, civil servants are often seen to be doling **financial favors**, like awarding tenders etc., to kith and kins.
3. Code of Conduct are **often worded vaguely** which leads to manipulations and extrapolations by the officers. For example, use of words **'unbecoming of the member of the service'** is vague and liable to **misinterpretation**.
4. CoC **cannot be provided for every minute details** as it would then deprive even honest officer of flexibility in decision making, leaving room for dishonest officers to manipulate.

Code of Ethics can be defined as values, **which guide behavior of the employees** within the organization, outlining a set of principles that affect decision-making. There is a need to **bring code of ethics in all government/private organizations** as it can **overcome limitations of code of conduct** in the following way:

1. Code of ethics helps in **interpreting the code of conduct**. It will thus, reduce the possibility of **manipulation of code of conduct** by dishonest officials.
2. Code of Ethics will prove helpful for a public servant, when faced with **ethical dilemmas**. It can thus, compliment code of conduct in facilitating **ethical decision making** by the government officials.
3. Code of ethics appeals to the **conscience of an individual**, thus, ensuring **internal accountability**.
4. Code of ethics **being wider in nature**, compared to code of conduct, comes into play where **code of conduct is silent**, thus **facilitating the civil servants** in carrying their nuanced role, across various capacities.
5. While code of conduct **outlines a minimum expected standard of behavior** from the employees, the code of ethics **exhorts employ to go beyond minimum expectations** towards setting **ideal precedents**.

However, ensuring implementation of CoE needs officers with **sound ethical framework** to adhere to it and abide by it. Code of ethics is **non-specific** thus provides tool to take the right action **rather than a prescription** as in Code of Conduct. But both CoC and CoE go hand in hand in effective and ethical functioning of an organization. Need of the hour is to have institutional mechanism to promote both CoE as well as CoC. (515 words)

Q.19) What do you mean by corruption? How does it impact inclusive growth and development of a country?

Corruption is defined as **abuse of entrusted power** by the power holder for private gain. Corruption is a violation of laws as well as other universally accepted moral values. It is economically wasteful and inequitable. It denies citizens their basic rights and reduces their thrust in public institutions.

According to **second ARC**, corruption exists because of three main reasons:

1. There is a **colonial legacy of unchallenged authority** and propensity to **exercise power arbitrarily**. In a society which worships power, it is easy for public officials to deviate from ethical conduct.
2. There is enormous **asymmetry of power** in our society. The asymmetry of power **reduces societal pressure** to conform to ethical behaviour and makes it easy to indulge in corruption.
3. After independence, certain **policies** were chosen which unintendedly **put the citizen at the mercy of the State**. Over regulation, severe restrictions on economic activity, excessive state control, near-monopoly of the government in many sectors and an economy of scarcity all created **conditions conducive to unbridled corruption**.

Other factors responsible for widespread corruption include:

1. **Rising cost of living has brought down the real income** of various sections of the community, particularly the salaried classes. Corruption appears as an easy way to bridge this gap.
2. There is an **absence of strong public opinion** against corruption. People do not report to the government against corrupt officials. Instead, they offer bribes to get their illegitimate claims accepted.
3. **Article 311** of the Indian Constitution makes it difficult to deal effectively with corrupt public servants. Reluctance of higher officials to take disciplinary action against corrupt officials due to their **collusion** with them has further aggravated the situation.

Corruption **impact inclusive growth and development** of the country in following ways:

1. **Poor public services** - Such as education and healthcare; Corruption increases the cost of education in countries where bribery and connections play an important role in the recruitment and promotion of teachers. As a result, the **quality of education** decreases. **High out-of-pocket health expenditure** on private hospitals squeezes family budgets, reduces **productivity and employability**.
2. **Monopoly or oligopoly in the economy**- Business owners use their connections to manipulate the market prices and thus become the sole provider of goods and services and create monopolies and oligopolies in the country. This hampers level playing and demotivates other small businesses.
3. **Effects of Shadow economy**- Small businesses in corrupt countries tend to avoid having their businesses officially registered with tax authorities to avoid taxation. As a result, the income generated by many businesses exists outside the official economy, and thus are not subject to state taxation, reducing resources for redistribution and welfare.
4. **Low foreign investment**- Investors usually seek a fair, competitive business environment and thus avoid investing in countries where there is a high level of corruption.
5. **Affects GDP growth**- A unit increase in corruption index reduced the growth rate by 0.545% and affects the GDP of the country.

Corruption is akin to a malign cancer. It needs to be treated effectively with a multi-dimensional approach well before it damages the entire social structure. Also, for effective and timely growth and development, the prevention of corruption is very much required. Strengthening RTI Act, implement Whistleblower Protection Act and providing due protection to activist; empowering Lokpal and Lokayukta in their true spirit can be the effective way forward. (556 words)

Q.20) You are a Circle Officer (CO) of Police, posted in a district of U.P. There was a land dispute between two families, belonging to two different religions. The land dispute ensued into a violent fight that resulted into the death of an individual belonging to one of the families involved in the land dispute. Local police station has already registered an F.I.R. and arrested guilty persons from both the sides. In the meantime, local intelligence unit informs you, that some anti-social elements are planning to take advantage of the tense situation for gaining political mileage and hatching a conspiracy to provoke riots. Fake News are circulating in social media. Some local journalists have published articles with manipulated facts to incite violence. Atmosphere is highly charged because of sensational reporting. As the Circle Officer of the region, what steps will you take in order to maintain/restore the law-and-order situation?

The above-mentioned situation presents a case where a **civil matter of land dispute has worsened into a law-and-order problem**. The situation has become furthermore complicated due to **communalisation of the issue** by various agents/factors.

As the **Circle Officer of the region**, I will take **following measures** to control the law-and-order situation:

1. Addressing the **death incident**:
 - a. I will **instruct the local SHO** to conduct a **timely and fair enquiry** into the whole situation. I will also **exhort the SHO to use scientific evidences** like forensics etc., to prepare a **credible case**. It will ensure that **judicial delay** in the matter is **avoided**.

- b. I will **register the case of death** on the **basis of facts**, under relevant provisions of the law and **inform the family** about the same. I will also **counsel the family members** against **falling victim** to false propaganda of the **hate/fear mongers**.
- c. I will personally oversee that the **last rite of the deceased individual** is done without any **disruption to the law-and-order situation**. As during such moments there is a tendency by the **miscreants to disrupt the law-and-order situation**.
2. Addressing the **possibility of the riot**:
- a. I will call for a **peace meeting** between **the respected members, political representatives, and elders** from both the communities in the region. I will exhort them to **resolve the issue in an amicable manner** without distorting the law-and-order situation.
- b. I will **appraise my superiors** about the **intelligence reports from the LIU** and seek their **intervention in the form of logistical support** to **control the law-and-order situation** in case of eruption of riots.
- c. I will **coordinate with the administrative officers** of the region including the SDM, Fire Station Officer, Chief Medical Officer etc., to ensure a **robust administrative response** to counter any law-and-order situation.
3. Checking the **spread of fake news**:
- a. I will **lead information/awareness campaigns** through social media against the spread of **fake news and hate speech** aimed at **disrupting the law-and-order situation** by instigating violence.
- b. I will **book the journalists**, under the **relevant provisions of the law**, for **spreading false reporting** and **sensationalization of the sensitive matter**, which could lead to incitement of violence.
4. Resolving the **land dispute**:
- a. As the land dispute lies at the **heart of the unfortunate incident**, I will make it a priority to resolve it in an **amicable manner** through the **help of district administration**.
- b. I will **exhort both the parties** involved in the land dispute to **take legal recourse** and shun the **futile root of violence and enmity**.
- c. I will **empress upon the parties** that not only a violent way to address **the land dispute is futile**, it will also **attract penalties/consequences as per the law**.
- Efficient resolution of disputes** is important to prevent them from **turning into major law and order challenge**. In the present case, **conflict surrounds a piece of land**. Administrative infrastructure of the district should be **responsive and sensitive towards the potential incidents** and should strive to **resolve them in an amicable/lawful way**. (503 words).

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