

Glossary of Terms relating to Ethics and Values with Examples

Ethics

- Ethics: the study of right and wrong and how to tell the difference between them. Since "ethics" also means people's beliefs about right and wrong behavior, ethics can be defined as the study of morals.
- Ethics, also known as moral philosophy, is a branch of philosophy that involves systematizing, defending, and recommending concepts of right and wrong conduct.
- A set of moral Principles/ values which governs the conduct of an individual or an organization.

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- Ethics is nothing but doing the right things. In a situation of dilemma or conflict of interest to be able to choose the right path at all costs.
- Lawful conduct may not always be an ethical conduct.
- Example : In a cricket match between India Vs. Sri Lanka, Randeerv Singh delivered a No Ball to avoid century of Sehwag which was legally right but unethical.

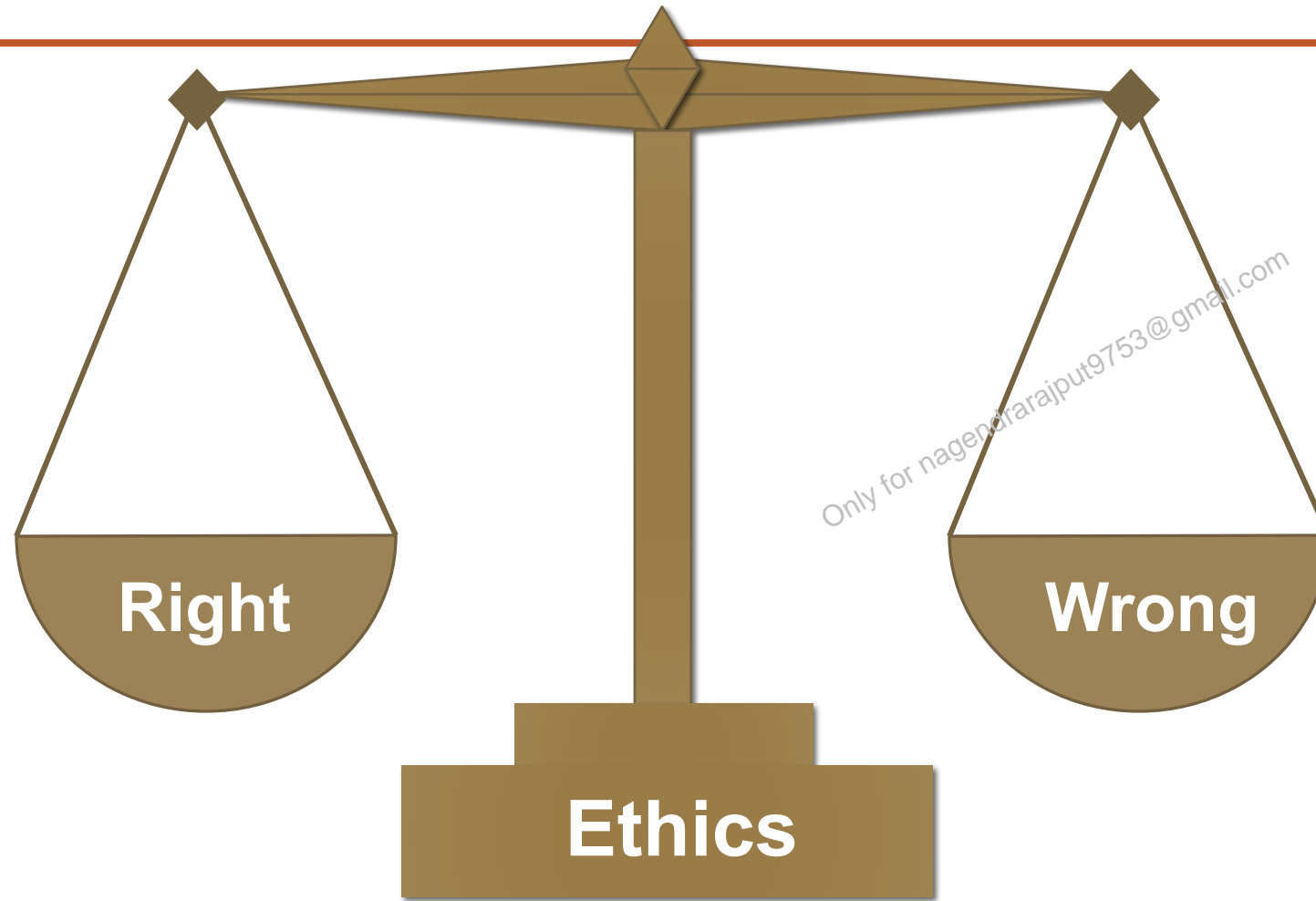
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Ethics is a branch of philosophy dealing with questions of:

- “What ought to be done?”
- “What ought not to be done”
- Ethics is the study and philosophy of human conduct with emphasis on the determination of right and wrong.

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- Ethics is a sub discipline of philosophy concerned with issues of right and wrong in human conduct. It is concerned with good and bad.
- Ethics refers to a system of moral principle – a sense of right and wrong – and goodness and badness of actions. Ethics is the objective basis upon which judgements are rendered regarding right and wrong behavior. Ethics has to do with fundamental questions such as:
 - What is fair?
 - What is just?
 - What is the right thing to do in this situation?

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- It involves an active process of applying values, ranging from religious principles to customs and traditions.
- Ethics provides moral guidelines and it is incumbent upon all persons to apply these guidelines in making decisions.
- Those persons in governance positions have ethical responsibilities, but also higher ethical standards are imposed on them for purposes of upholding public interest.

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“Ethics is knowing the difference between what you have a right to do and what is right to do”.

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- Potter Stewart

Etymological Meaning of Ethics :

- Greek Word: Ethos □ Ethics : Custom or Character.
- Ethos form the moot word 'Ethicos' meaning moral, showing moral character
- Later, Latin borrowed it as Ethicus, the feminine of which is 'Ethica' meaning Moral philosophy. This gave rise to the word Ethics which means 'science of moral in human conduct, moral principles or Code
- Morality could be said to be a 'set of norms, through which societies, historically describe behaviour, which is viewed as good or bad, as acceptable or not, by the community

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- Ethics could be said to be, as the character or 'ethos' of an individual or a group-a hierarchy of Values and Norms, which a person identifies for him/herself
- Concise Oxford Dictionary: Treating of moral questions.
- Chamber's Dictionary: Ethics is a code of behaviour considered correct.
- Ancient Greek philosophers, especially beginning with Socrates, became interested in this question about how we should fashion our "ethos" in order to best succeed at life. It helps people to take the right decisions to lead proper lives. It tells us what is good for the individuals and the society as a whole.

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- Ethics thus could be considered to be about, how we ought to live?
- What makes an action right or wrong?
- What shall our goals be?
- Ethics is about positive and not negative values
- It is about asking hard questions about values, giving honest answers and living by them

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- The term ethics comes from the Greek word ethos, which means custom or habit.
- Ethics is the discipline that examines one's moral standards or the moral standards of the society.
- Ethics are set of rules, codes and guidelines agreed upon by society which guides appropriate conduct or allowable action for a group or members.

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- Ethics focus on conduct or actions of individuals
- Example: lawyer's professional ethics says he must defend his client to best of his ability and save the

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Examples

Ethics and Law:

- **Ex:** Mahatma Gandhi - 1920s- civil disobedience movement against Rowlatt Act which was an unjust law that was passed by a lawful government. Mahatma Gandhi's movement was justified on the ground that unjust laws must be disobeyed.

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Ethics in Economic Life:

- **Ex:** Panama Paper leaks: Tax evasion through unethical means. The Panama paper documents contain personal financial information about wealthy individuals and public officials that had been kept private. While offshore business entities are legal, reporters found that some of the Mossack Fonseca shell corporations were used for illegal purposes, including fraud, tax evasion, and evading international sanctions. Name of many well-known personalities, head of states, ministers, celebrities etc in Panama paper shows the lack of ethics in their economic life.

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- **Ex:** 1992 securities scam: The 1992 Indian Stock Market Scam was orchestrated by Harshad Mehta and other bankers and politicians on the Bombay Stock Exchange. It was one of the largest scams in India, with over one billion USD defrauded. Mehta used a combination of corrupt officials who were willing to sign fake cheques, lie to the banks, and use market loopholes to drive the prices of certain stocks up by more than 40-fold. By showing banks that the conspirators were making good returns, banks made significant number of unsecured loans to them. Upon the realisation of the scam in April 1992 the Indian stock market collapsed, and the banks that had made the loans suddenly found themselves holding millions of USD of worthless debt. The scam clearly shows how absence of ethics in economic life can prove disastrous for the economy.

Ethics in Corporate Life:

- **Ex:** Corporate Social Responsibility (CSR): CSR is a thoughtful and practical way to give back to society. When businesses are conscious of their social and environmental impact on the world, they can benefit society by giving back and helping to find solutions to everyday issues. CSR strategies encourage the company to make a positive impact on the environment and stakeholders including consumers, employees, investors, communities, and others. From an ethical perspective, some businesses will adopt CSR policies and practices because of ethical beliefs of senior management. For example, a CEO may believe that harming the environment is ethically objectionable.

Values

- Feelings and convictions regarding what is of “strong worth” (i.e. “important”) to us in what we think, say or do
- Principles that are considered worthwhile or desirable
- Ideals and shared beliefs that bond a community together
- Those things that are important to or valued by someone

Universal Values

- Universal Values are absolutes beyond the dimensions of time and space. They stand alone self-validated in their immutability. They flow out of the highest of our own self.

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Human Values are...

- universal values that span across cultures, nationalities and classes
- desirable qualities inherent in every human being
- “brought out”, not “poured in”
- inclusive – they bring us together, even when we have differences

Where do values come from?

- Parents
- Teachers
- Religion
- Peers
- Technology
- Trial and Error

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Values contd...

- Value is defined as the principles and ideals that helps them in making judgment of what is more important.
- Some values are universally appreciated viz. humanitarian (empathy, honesty etc.) but some vary with respect to culture e.g. Vegetarianism

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- The core beliefs we hold regarding what is right and fair in terms of our actions and our interactions with others. Another way to characterize values is that they are what an individual believes to be of worth and importance to their life.
- A set of principles for an organization and its employees grounded in ideals (such as integrity, trust-worthiness and responsibility) which guide workplace decision-making and conduct.

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- Values are individual beliefs that motivate people to act one way or another. They serve as a guide for human behavior.
- Ethical decision-making often involves weighing values against each other and choosing which values to elevate. Conflicts can result when people have different values, leading to a clash of preferences and priorities.

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- Some values have intrinsic worth, such as love, truth, and freedom. Other values, such as ambition, responsibility, and courage, describe traits or behaviors that are instrumental as means to an end.

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Examples

Dutifulness:

- **Ex:** In 2020 a perfect instance of dutifulness was witnessed in Rishikesh, Uttarakhand. Preferring duty over personal considerations in the war against coronavirus, Shahida Parveen, a sub-inspector posted at Muni Ki Reti police station in Rishikesh, put off her marriage to be able to look after migrant workers at a relief camp. She became an inspiration to many in the war against coronavirus.

Humanitarianism:

- **Ex: Kalyanasundaram:** A 74-year-old man who was a librarian, he donated his entire life's earning which was around 30 Crore rupees, for the betterment of poor people. Kalyanasundaram won man of the millennium award and lifetime service award in 2011.

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Astute:

- **Ex:** Once Swami Vivekananda was travelling in train in America. In the same compartment three girls were travelling who made fun of looks of Swamiji and tried to annoy and disrupt him. They giggled, passed comments and tried hard to irritate him, poke fun of him. The girls thought that Swamiji did not know English. They saw a precious wrist watch on Swamiji's wrist (maybe it was gifted by some devotee) and they asked Swamiji to give that watch otherwise they will complain to the cops that Swamiji tried to physically harass them. But Swamiji didn't reply he just made a hand gesture that he couldn't hear, he is deaf. Again he made a gesture that whatever you want to say please write it on a piece of paper. So the girls wrote and handed it to Swamiji. Now Swamiji spoke, "Please call the cops I want to register a complaint". The girls were awestruck and got silent.

Values and Ethics

- Values (set of preferences) are said to be the cause and Ethics the effect. If one operates in a given instance from a value emotion within, the outward action will tend to be Ethical.
- Values are the roots, Ethics the branches.
- Values between me and inner self. Ethics between me and others.



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- ▶ Ethics is when we reflect this inner excellence in our attitudes decisions and action.
- ▶ The play of values in the world is Ethics.

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Morals

- Morals are the prevailing standards of behavior that enable people to live cooperatively in groups.
- Moral refers to what societies sanction as right and acceptable.
- Most people tend to act morally and follow societal guidelines. Morality often requires that people sacrifice their own short-term interests for the benefit of society.
- People or entities that are indifferent to right and wrong are considered amoral, while those who do evil acts are considered immoral.

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- While some moral principles seem to transcend time and culture, such as fairness, generally speaking, morality is not fixed.
- Morality describes the particular values of a specific group at a specific point in time.
- Historically, morality has been closely connected to religious traditions, but today its significance is equally important to the secular world.

Justice

- Justice concerns some of the most basic rights and obligations and, in general, is a central issue in the relations between persons in both the moral and political contexts. While the diversity of accounts of justice is quite considerable, two of the main concerns of justice are (a) the distribution of benefits and burdens in a society, and (b) why and how wrongdoers are to be punished. The former is the issue of distributive justice and the latter is the issue of retributive justice. Justice is a crucial concern with regard to laws, institutional arrangements, actions and practices. A paradigmatic example of its importance is Plato's treatment of it, which involved theorising about the soul, the organisation and rule of the state, and fundamental questions about what is good for its own sake and what makes a life a good life in contrast to simply being one that happens to be enjoyed.

Examples

Justice:

- **Ex:** Bachpan Bachao Andolan (BBA; Save Childhood Movement) is an India-based movement campaigning for the rights of children. It was started in 1980 by Nobel Laureate Mr. Kailash Satyarthi. Its focus has centered on ending bonded labor, child labor and human trafficking, as well as demanding the right to education for all children. It has so far freed more than 88,000 children from servitude, including bonded laborers, and helped in their successful re-integration, rehabilitation and education.

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- **Ex:** S.R. Sankaran (1934–2010) was an Indian civil servant, social worker and the Chief Secretary of the State of Tripura, known for his contributions for the enforcement of Abolition of Bonded Labor Act of 1976 which abolished bonded labor in India. One among the seven civil servants held hostage by the People's War Group in 1987, he was the chief negotiator of the state government in the negotiations of 2004 to end Naxalite violence in Andhra Pradesh. He was a mentor to the Safai Karamchari Andolan, a social initiative propagated by Bezwada Wilson to eradicate manual scavenging in India. The Government of India awarded him the third highest civilian honor of the Padma Bhushan, in 2005, for his contributions to the society, but he declined the honor. His social welfare activities earned him the moniker, People's IAS officer.

Ethics and Morals

- Many people use the words Ethics and Morality interchangeably. However, there is a difference between Ethics and Morals.
- To put it in simple terms, $\text{Ethics} = \text{Morals} + \text{Reasoning}$.
- To have an ethical viewpoint, you should be able to give some reason for it. Yes, Ethics is Moral Philosophy, and Philosophy is all about reasoning

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- For example, you might feel that it is morally wrong to steal, but if you have an ethical viewpoint on it, it should be based on some sets of arguments and analysis about why it would be wrong to steal.
- To be moral is all about adhering to what is described (by society or religion). But to be ethical, you should figure out what is right – by applying some principles and considering all the complexities involved. Clearly, the ethical life is the harder path.

Ethos

- It is a Greek word meaning "character" that is used to describe the guiding beliefs or ideals that characterize a community, nation, or ideology.
- In modern usage, ethos denotes the disposition, character, or fundamental values peculiar to a specific person, people, corporation, culture, or movement.

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Example

- **Ex:** Komagata Maru incident involved the Japanese steamship Komagata Maru, on which a group of people from British India attempted to immigrate to Canada in April 1914, but most were denied entry and forced to return to Calcutta (present-day Kolkata). There, the Indian Imperial Police attempted to arrest the group leaders. A riot ensued, and they were fired upon by the police, resulting in the deaths of 20 people. 2016, Canadian President made an official apology for Canada's failure in giving peaceful entry to the immigrants. Though this act of apology cannot undo the wrongs of Komagata Maru incident, but it has set an example of humility with the realization of past mistakes. It also reflected the ethos of the Canadian nation.

Conscience

- Conscience is a cognitive process that elicits emotion and rational associations based on an individual's moral philosophy or value system.
- It is the voice of the inner-self which says yes or no when we are involved in a moral struggle.

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- It doesn't reveal the reasoning behind arriving at the decision, but the decision itself. Actions done against conscience leads to remorse and frustration.
- Gandhiji famously said that there is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts.

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Example

- **Ex:** Once Ramkrishna Paramhansa asked the disciples of his ashram to steal a little rice from their own home with a condition that nobody sees them stealing. Next day almost everyone proudly came with rice in the ashram as they had completed the task assigned to them by the Guru, but Swami Vivekananda came empty handed. On being asked the reason, he told that how much ever he tried, he always saw himself stealing the rice. He couldn't do so because however harder he tried to hide his deeds from the world, he knew his self is witnessing it. So there never exists a situation when you can hide your deeds from everyone, because you know what you are doing and it can never be hidden from yourself. Ramkrishna Paramhansa knew that Vivekananda's honesty and moral conscience will make him his chief disciple one day.

Virtue

- Virtue is moral excellence. A virtue is a trait or quality that is deemed to be morally good and thus is valued as a foundation of principle and good moral being.
- Personal virtues are characteristics valued as promoting collective and individual greatness.
- The four cardinal virtues given by Plato are temperance, prudence, courage (or fortitude), and justice.

Benevolence

- This is affective concern for the well-being of others. The benevolent person is moved to act with a view to the good of others out of a disposition of sensibility rather than strictly principled considerations. On some moral theories, benevolence is pointed to as a basis for moral concern that comes naturally to human beings and is as much a part of our nature as self-interest. In that sort of view, it needs only to be encouraged and extended, rather than somehow inculcated against the grain of natural selfishness. It is possible for an agent to act with a view to the good of others without benevolence; one may see that certain actions are required even though one does not feel for the good of others. One could be altruistic on the basis of principles. That is something different from benevolence, which involves sensibility and motivation of a certain kind.

Examples

Benevolence:

- **Ex:** 1979, Nobel Peace Prize to Mother Teresa: Mother Teresa cancelled celebratory ceremonial dinner as the money would instead feed poor people.
- **Ex:** During his childhood Abraham Lincoln was the only guardian to take care of his siblings. To feed his hungry siblings he managed to get a piece of fish, but on the way he met a soldier who was hungry and requested Abraham to give something to eat. Abraham sacrificed his own and his siblings' hunger and gave the whole fish to the soldier thanking him for the service that the soldier paid to secure the life of the countrymen with the words "you need it more than me".

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- **Ex:** Bharat Ke Veer is a fund-raising initiative by the Ministry of Home Affairs, Government of India on behalf of members of the Indian Paramilitary Forces. The initiative was launched by Akshay Kumar and Rajnath Singh. It allows donations of up to Rs. 15 lakhs to an individual's account and donations to the "Bharat Ke Veer" corpus. Bharat Ke Veer corpus would be managed by a committee made up of eminent persons of repute and senior government officials, in equal number, who would decide to disburse the fund equitably to the brave hearts families on need basis. The amount so donated will be credited to the account of 'Next of Kin' of those of Central Armed Police Force (all seven) or National Disaster Response Force soldiers.

Aptitude

- Aptitude is one's ability to learn or acquire new skills. Aptitude is a competency to do certain kind of work.
- Aptitude is mostly determined by nature.
- Aptitude can be said to be more oriented towards the cognitive aspect of intelligence. It helps one in problem solving, being efficient at the task, etc.

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- Public servants require certain aptitude that can enable them to do their tasks in the most optimum manner.
- Example: Ability to learn coding and build computer software or aptitude to understand the issue faced by certain section of the society.

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Examples

- **Ex:** Bhatti mines, in Delhi NCR is the home of refugees migrated from Pakistan during war of 1971. As an application of their aptitude smokeless chulah was made by IIT Delhi students using locally available means. Now the locals make the chulah themselves. Aptitude in addition to easing the things, also empowers others in acquiring the required skills. A civil servant can use his or her aptitude to empower others while solving their problems.

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- **Ex:** Sonam Wangchuk: This is the man whose extraordinary life had inspired the filmmakers of '3 Idiots' to craft the unforgettable character of Phunsukh Wangdu. The 52-year-old engineer from Leh had garnered national attention when he established a revolutionary school in 1988, which admitted kids written off as failures by society. Wangchuk's sole intent was to make learning fun and practical rather than subjecting kids to rote learning. Later, his ground-breaking innovations like 'Ice Stupas' and solar heated mud huts put him on the global radar for finding sustainable solutions in difficult terrains.

Attitude

- Attitude is a predisposition to act, think and feel in particular ways toward a class of people, objects, or an idea.
- Attitude is likes or dislikes towards object, place or person,
- Attitude depends upon underlying values of the person.
- Attitude is determined mostly by nurture.

Contd...

- Attitude determines whether a person with right aptitude will succeed or not.
- Public servants work in various leadership positions which require a more enabling attitude to lead the people and get the task done.
- Example: learning from failure while developing software and take the failure in positive way rather than getting frustrated. Having prejudice against some section of the society.

Examples

- **Ex:** A theoretical physicist, astrophysicist, cosmologist, and an eminent scientist, Stephen Hawking was diagnosed with ALS at age 21. He was given not more than 2 years to live. He lived until he was 76-years-old. He had been paralyzed from head to toe for over thirty years and used a voice synthesizer to be able to communicate, and a wheelchair that he operated through slight movements of the head and eyes. None of this prevented him from being an exemplary researcher and professor, and intense personal life that allowed him to create awareness around his illness.

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- **Ex:** Battle of Kalinga changed the life of King Ashoka. The repercussions caused by the unprecedented bloodshed was so deep that the emperor became a changed person altogether. The catastrophic battle left him plundered. He was devastated at the thought that due to his actions thousands of parents became childless, countless children orphaned and numerous women widowed. Such devastation made him embrace ahimsa and give up violence of all kinds. He became an epitome of benevolence and it is due to such reasons that annals of history suffix his name as 'Ashoka the Great'.

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- **Ex:** Another example of a celebrity with a disability who broke the mould is John Nash, an American mathematician whose life, marked by acute paranoid schizophrenia, is known to us thanks to the film "A Beautiful Mind". Aware of his illness, Nash fought against it and developed a successful academic career. Nash made fundamental contributions to game theory, differential geometry, and the study of partial differential equations. Nash's work has provided insight into the factors that govern chance and decision-making inside complex systems found in everyday life. Nash spent 9 years of his life in psychiatric hospitals. Despite all odds, he continued his passion which earned him the Nobel Prize in Economics in 1994.

Dedication to public service:

- **Ex:** E. Shridharan is an Indian civil engineer and a retired IRSE officer popularly known as the "Metro Man". He is credited for changing the face of public transport in India with his leadership in building the Konkan Railway and the Delhi Metro while he served as the managing director of Delhi Metro Rail corporation DMRC between 1995 and 2012. He was awarded the Padma Shri by the Government of India in 2001 for his contribution in the field of transportation. He was also One of Asia's Heroes by TIME (2003).

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- **Ex:** Armstrong Pame is an officer in the Indian Administrative Service (IAS). He belongs to Zeme speaking group of Zeliangrong community from Manipur. He has earned the sobriquet 'Miracle Man' for building a 100 km road famously known as the "Peoples' Road" connecting Manipur to Nagaland and Assam. In August 2012, he raised Rs. 40 lakh for this purpose through Facebook page. For his efforts in building the road with donation and volunteers he was invited to Facebook headquarters in California.

Moral Attitude

- Moral attitude refers to the ethical predisposition of a person or the ethical set way of thinking.
- Moral attitude is based on the moral conviction of 'what is right or wrong'.
- Not all attitudes are concerned with morality. Ex: My attitude towards snakes has nothing to do with morality. But my attitude towards democracy will have moral undertones.

Political Attitude

- Political attitudes define the attitude of a person towards politicians, political parties or political ideologies.
- Political attitude on positive side can lead to showing zero tolerance toward corruption, pro-poor, welfare for weaker sections, listening to public grievances, but on negative side political attitude can take shape of regionalism, communalizing public to polarise them during election.

Non- Partisan

- Non-partisan in public administration means not to side with any group, especially with political groups and parties.
- Decisions should be based on evidence and for ensuring maximum public welfare and not a specific entity. Advice should be without any fear of backlash.
- Example: Civil servant working with same enthusiasm and honesty and dedication irrespective of ideology of political party in power.

Example

- **Ex:** Non Alignment Movement (NAM), during cold War whereby countries like India remained neutral between the USA and USSR. The principles like Mutual respect for each other's territorial integrity and sovereignty, Mutual nonaggression, Mutual non-interference in domestic affairs, Equality and mutual benefit and Peaceful co-existence drew inspiration from the value of nonpartisanship.

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Equality

- Social equality is a state of affairs in which all people within a specific society or isolated group have the same status in possibly all respects, possibly including civil rights, freedom of speech, property rights and equal access to certain social goods and social services.
- In short equality is the state of being equal, especially in status, rights, or opportunities.

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- Equality is not affected by the need of the people or society. Equality gives same thing to all the people, irrespective of their need and demand.
- Example: Giving equal attention and equal effort by the teacher to all the student in the classroom/ school.

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Example

- **Ex:** The Scheduled Castes and Tribes (Prevention of Atrocities) Act, 1989 prevents atrocities against SCs and STs promoting the value of Equality. It brings justice to them by safeguarding their right to live with dignity. Thus, the Act draws inspiration from the value of Equality, Justice and Dignity.

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Equity

- The term 'equity' refers to fairness and justice.
- Equity is about giving people what they need
- It focuses on giving more to those who need more and less to those who need less.

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- Equity is positive discrimination. It refers to proportional representation (by race, gender, class etc.) to achieve a fair outcome.
- Example: Arranging extra classes and giving special attention to the academically weak student in order to reduce his/her existing educational achievement gap and improve his/her education and classroom/school performance.

Example

- **Ex:** The government of India has taken up many initiatives as a part of affirmative action to ensure the development and upliftment of the weaker sections of the society. This ensures that they have a fair chance at opportunities.
- 1. Educational Empowerment – Provide scholarships from pre-metric level to PhD programs; provide coaching to students preparing for higher studies.
- 2. National Scheduled Class Finance and Development Corporation (NSFDC) – Financial assistance to those who live Below Poverty Line.
- 3. National Safai Karamcharis Finance and Development Corporation (NSKFDC) – Financial assistance to safai karamcharis and manual scavengers and their dependents.

Rationality

- Rationality is the quality or state of being rational – that is, being based on or agreeable to reason or based on facts.
- Rationality implies the conformity of one's beliefs with one's reasons to believe, and of one's actions with one's reasons for action.
- An example of rational is a person who apologizes after an argument when he knows he was at fault.

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- It is a concept which believes in the use of reason which is detached with passions, emotions and beliefs.
- If our personal beliefs or sentiments are not in conformity with rationality, they should not prevail over rationality. It means bringing out a practical solution to a practical situation.

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Legality

- It is the state or quality of being in conformity with the law. Lawfulness, attachment to or observance of law.

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Example

- **Ex:** Nelson Mandela led Anti-apartheid movement in South Africa. Apartheid promoted the practice of racial discrimination. So, it was justified to raise voice against unjust laws promoting racial discrimination.

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Law

- Law is a system of rules created and enforced through social or governmental institutions to regulate behaviour, with its precise definition a matter of longstanding debate.
- It has been variously described as a science and the art of justice.
- Example of law is don't drink and drive, Pay the income tax.

Conflict of Interest

- A conflict of interest (COI) is a situation in which a person or organization is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another.
- Typically, this relates to situations in which the personal interest of an individual or organization might adversely affect a duty owed to make decisions for the benefit of a third party.
- Example: A judge rescuing himself from hearing a case involving his son.

Example

- **Ex:** Around the time when crucial labor laws in Karnataka are being looked into to bring industry-friendly changes, the government's decision to put Principal Secretary, Commerce and Industries (MSME and Mines), M. Maheshwar Rao in concurrent charge as Labor Secretary has raised eyebrows of trade unions that term it as conflict of interest. Trade unions argued that same person heading Industries and Labor Depts. is conflict of interest.

Ethical Dilemma

- An ethical dilemma or ethical paradox is a decision-making problem between two possible moral imperatives, neither of which is unambiguously acceptable or preferable.
- The complexity arises out of the situational conflict in which obeying would result in transgressing another.
- Example: Whether to save life of baby at the cost of life of mother or to save life of mother at cost of life of baby in a critical situation where only one can be saved.

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Examples

- **Ex:** During operation Blue Star in 1984 a soldier, who was follower of Sikhism, was asked to shoot in the Gurudwara. Shooting in a place of worship was against his religious beliefs, but not following the order of his seniors was against his professional duties. Thus, he faced an ethical dilemma of choosing from the option of his religious values and professional duty.
- **Ex:** Negotiations regarding India's freedom from British rule led to a situation where the Indian leadership had to choose Independence of India only if India was to be divided to form Pakistan. This caused a case of Ethical Dilemma before Indian leadership as on one side was the realization of the dream of an independent India but on the other side was the lives of millions of innocents who were about to face the wraths of the partition caused by large scale migration.

Emotional Intelligence

- Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.
- Example: Managing the crowd without getting angry.

Example

- **Ex:** Once Sundar Pichai had been into a restaurant. He ordered coffee and started observing a bunch of ladies in front of him. At the restaurant, a cockroach suddenly flew from somewhere and sat on one of the lady in that group. She started screaming out of fear. With a panic stricken face and trembling voice, she started jumping, with both her hands desperately trying to get rid of the cockroach. Her reaction was contagious, as everyone in her group also got panicky. The lady finally managed to push the cockroach away but it landed on another lady in the group. Now, the other lady in the group started behaving in same manner. The waiter rushed forward to their rescue. In the relay of throwing, the cockroach next fell upon the waiter. The waiter stood firm, composed himself and observed the behavior of the cockroach on his shirt. When he was confident enough, he grabbed it with his fingers and threw it out of the restaurant.

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- The incident made Sundar Pichai to wonder whether the cockroach was responsible for their histrionic behavior? If so, then why was the waiter not disturbed? He handled it near to perfection, without any chaos. It is not the cockroach, but the inability of those people to handle the disturbance caused by the cockroach, that disturbed the ladies. Then he realized that, "it is not the shouting of my father or my boss or my wife that disturbs me, but it's my inability to handle the disturbances caused by their shouting that disturbs me. It's not the traffic jams on the road that disturbs me, but my inability to handle the disturbance caused by the traffic jam that disturbs me.
 - More than the problem, it's my reaction to the problem that creates chaos in my life." An Emotional Intelligent person would never react in a way to such outer disturbances that it would create chaos in place of peace in his/her life.

Doctrine of Double Effect

- This doctrine says that if doing something morally good has a morally bad side-effect it's ethically ok to do it provided the bad side-effect wasn't intended. This is true even if you foresaw that the bad effect would probably happen.
- Example: Doctor prescribing pain killer even when it may lead to other side effects.

Example

- **Ex:** As per the doctrine of double effect, if an army base in the middle of a city is bombed and a few civilians living nearby are killed as well, nothing unethical has been done, because the army base was a legitimate target and the death of civilians was not the intention of the bombing (even though their death could be predicted).

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Passion

- It strong and barely controllable emotion.
- Example: MS Dhoni's strong passion for cricket made him successful cricketer.

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Examples

- **Ex:** Bill gates created Microsoft. Long before that he was an amateur programmer who was passionate enough about computers that in the eighth grade, he managed to get excused from math class to design video games and school administrative projects.
- **Ex:** Walt Disney is remembered for his many successes - Mickey Mouse, Donald Duck, for Disneyland. But he also saw his share of hard **failures** including a bankruptcy, a mental breakdown, a devastating strike, and the loss of control over his creation Oswald the Lucky Rabbit. Through all this it was his passion for creating that bringing him back from failures.

Happiness

- The quality or state of being happy or state of contentment & pleasure in life.
- Example: I get happiness when I help people in need.

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Example

- **Ex:** The best way to cheer yourself up is to cheer someone else up.-Mark Twain
People are just as happy as they make up their minds to be – Abraham Lincoln
- True happiness comes from the joy of deeds well done, the zest of creating things new. – Franklin Roosevelt.
- If you want to live a happy life, tie it to a goal, not people or things. – Albert Einstein

Humility

- It is the quality of having a modest or low view of one's importance
- Example: Cleaning the bathroom of your office, even though you own the company. Warren buffet though one of the richest man in the world, lives in a house which he bought in 1958 which shows his humility.

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Example

- **Ex:** At a convocation of IIT (BHU) Varanasi APJ Abdul Kalam was invited as the Chief Guest. There were five chairs placed on the stage, the centre one was reserved for him. The rest were designated for the top officials of the university. When Kalam Sir observed that his chair was bigger in size than the others, he refused to sit on it and offered it to the Vice-Chancellor. The VC couldn't sit on it obviously. Another chair was arranged for the People's President immediately. This is one of the instances portraying his simplicity and humility.

Temperance

- Temperance is defined as moderation or voluntary self-restraint. It is typically described in terms of what an individual voluntarily refrains from doing.
- This includes restraint from revenge by practicing non-violence and forgiveness, restraint from arrogance by practicing humility and modesty, restraint from excesses such as extravagant luxury or splurging by practicing prudence, and restraint from rage or craving by practicing calmness and self-control.
- Example: you avoid drinking alcohol in excess.

Example

- **Ex:** Azim Premji, Chairman of Wipro Technologies is one of India's most respected business tycoon and philanthropist. He inherited Wipro, a vegetable oil company at the age of 21 after the sudden demise of his father. Premji was pursuing Electrical Engineering from Stanford University, USA when he took over the reins of his family business in 1966. Initially he was written off to carry the herculean task and was publicly advised to sell his shareholding and give it into more mature hands. This propelled Premji to make Wipro a success story. And the rest is history. Under his able guidance Wipro has metamorphosed from a Rs.70 million company in hydrogenated cooking fats to a pioneer in providing integrated business, technology and process solutions on a global delivery platform.

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- He has been conferred the Padma Bhushan and Padma Vibhushan. He is known for his modesty and frugality in spite of his staggering wealth. He drives a Toyota Corolla and flies' economy class, prefers to stay in company guest houses rather than luxury hotels. In 2001, he founded Azim Premji Foundation as CSR. The Foundation awards degrees in teacher training and is also involved in computer-based assessment in Andhra Pradesh, a learning guarantee programme, and a policy planning unit in Karnataka. In 2010, Premji pledged to donate USD 2 billion for improving school education in India, the first of its kind by any Indian billionaire. At the age of 65, Premji still continues to guide Wipro through four decades of diversification to emerge as one of the leading brand in the software industry. He is a living icon among Indian businessmen and is a source of inspiration to a number of budding entrepreneurs. Today, he is busy shaping up a third epoch in Wipro's history- in ecology.

Vices

- Vice is a practice, behavior, or habit generally considered immoral, sinful, criminal, rude, taboo, depraved, or degrading in the associated society.
- In more minor usage, vice can refer to a fault, a negative character trait, a defect, an infirmity, or a bad or unhealthy habit.

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Examples

Cheating/breach of Trust:

- **Ex:** Lance Edward Armstrong is a former American professional road racing cyclist. After the 1996 Tour de France (three weeks race) Armstrong fell ill and his physicians diagnosed testicular cancer, which had by that time also spread to his lungs and brain. He underwent chemotherapy and surgery, which were considered his best chances for survival. Despite all odds he continued his legacy and On July 25, 1999, Armstrong became the second American to win the Tour de France, the sport's most prestigious race, and the first to win for an American team. He didn't stop there, he won the title for seven consecutive years from 1999 to 2005, the most in the event's history. Armstrong became an inspiration to everyone all over the world. But, everything turned to void when his reputation was tarnished by a doping scandal and he was stripped of all of his achievements from August 1998 onward, including his seven Tour de France titles. It's right said that trust takes years to build but seconds to break.

Carelessness:

- **Ex:** JRD Tata had a friend who used to say that he misplaces and loses his pen very often. He will use only very cheap pens so that he need not worry about losing them. He was worried about being careless. JRD suggested to him to buy the costliest pen he could afford and see what happens. He did that and purchased a 22 carat gold Cross pen. After nearly six months JRD met him and asked him if he continues to misplace his pen. His friend said that he is very careful about his costly pen and he is surprised how he has changed! JRD explained to him that the value of the pen made the difference and there was nothing wrong with him as a person!

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- This is what happens in our life. We are careful with things which we value the most.
 - If we value our health, we will be careful about what and how we eat; if we value our friends, we will treat them with respect; if we value money, we will be careful while spending it; if we value our time, we will not waste it. If we value relationships, we will not break it. Carefulness is a basic trait all of us have, we know when to be careful! Carelessness only shows what we don't value.

Integrity

- It is a concept of consistency of thoughts, words, deeds, and duties. Choosing the right, regardless of the consequence, is the hallmark of integrity. Integrity is choosing your thoughts and actions based on values rather than personal gain.
- 'Integrity is doing the right thing, even when no one is watching'- CS Lewis
- Example: IES officer Satyendra Dubey exposed corruption in highway construction even at the cost of his life.

Contd...

- Integrity, said author C.S. Lewis, “is doing the right thing, even when no one is looking.”
- Integrity is a foundational moral virtue, and the bedrock upon which good character is built.
- Acting with integrity means understanding, accepting, and choosing to live in accordance with one’s principles, which will include honesty, fairness, and decency.

Contd...

- A person of integrity will consistently demonstrate good character by being free of corruption and hypocrisy.
- Integrity is revealed when people act virtuously regardless of circumstance or consequences. This often requires moral courage.
- Indeed, integrity is the critical connection between ethics and moral action.

Contd...

- It is defined as recognition of the need to be true to one's own thinking and to hold oneself to the same standards one expects others to meet.
- It is to practice what one advocates to others and to honestly admit discrepancies and inconsistencies in one's own thoughts and action.

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Contd...

- Consistency of values and actions that breeds trust and confidence in stakeholders.
- When stated and operative values are in congruence.

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Example

- **Ex:** A man of integrity, worked as a sales officer for Indian Oil Corporation (IOC) and worked courageously to stop selling of adulterated fuel. He was murdered for sealing a corrupt petrol station in Lakhimpur Kheri, Uttar Pradesh. This incident inspired several students at IIM, IIT and other institutes culminating with the IIM students setting up "The Manjunath Shanmugam Trust", with immediate objectives of fighting the case, they have a broader agenda of improving governance in Indian public life.

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- **Ex:** Satyendra Dubey, an Indian Engineering Service officer, working with the National Highways Authority of India, was murdered for seemingly exposing serious corruption in the Central government's Golden Quadrilateral Highway construction project. Troubled by what he saw, Dubey wrote a long letter to the then Prime Minister Atal Bihari Vajpayee exposing systematic corruption in the NHAI.
 - “A dream project of unparalleled importance to the nation, but in reality, a great loot of public money because of very poor implementation at every state,” wrote Dubey. Through his letter, Dubey sought to expose a conspiracy between the contractors building the roads and the officials appointed to oversee them. On 27 November 2003, Dubey was murdered while returning home from a wedding in Varanasi. Despite the tragedy of Dubey's passing, it strengthened the call for greater integrity in public life with the enactment of the Right to Information Act in 2005, and the Whistle-Blowers Protection Act in May 2014.

Objectivity

- Decisions based on merit/facts, not personal prejudices or pre-conceived notions.
- Example: Selecting candidate based on merit rather than on compassionate ground.

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Example

- **Ex:** Kuvempu, Jnanapith awardee, a poet and Karnataka's pride, was once Vice-Chancellor of Mysore University. His son Poornachandra Tejaswi was studying BA in the same university. Once, an English Professor approached Kuvempu and told him that his son had scored marks below the minimum pass-mark in English Paper and asked Kuvempu as to what is to be done. Kuvempu went through the answer script and instructed the professor to award even lesser marks.

Fairness

- It means impartial and just treatment or behaviour without favouritism or discrimination.
- Giving equal chance for all restaurants partners to present best bids for college fest.

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Example

- **Ex:** Justice Khanna is renowned for his courage and fairness during the period of the Indian Emergency (1975-1977) of Indira Gandhi. He is also known for his judgement in the Kesavananda Bharti where he held that, although the Constitution is amenable to amendments, changes that ultra vires or alter the basic structure cannot be made by Parliament, that is – certain parts of the constitution were "basic" and could not be amended.

Impartiality

- Impartiality is a principle of justice holding that decisions should be based on objective criteria, rather than on the basis of bias, prejudice, or preferring the benefit to one person over another for improper reasons.
- In short equal treatment of all rivals or disputants; fairness.
- Example: The judgment given by judiciary which convicts even politicians in the power.

Example

- **Ex:** R.N. Ravi is former IPS officer from Kerala cadre who had retired as Special Director in Intelligence Bureau in 2012. He is acting as an interlocutor in north east insurgency negotiations because of his impeccable record of impartiality. The landmark framework agreement between Naga's and Indian government was achieved during his stint on August 2015. It's a major breakthrough for achieving peace in the region since the 1997 ceasefire agreement.

Empathy

- Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position.
- Example: Feeling the pain and suffering of the flood victims.

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- Caring about the consequences of one's choices as they affect others.
- Being concerned with the affect one's decisions have on those who have no say in the decision itself.

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Examples

- **Ex:** The 14th Dalai Lama, a leader of the Tibetan migration movement, left Tibet for India after the 1959 Tibetan uprising. He was followed by about 80,000 Tibetan refugees. Prime Minister Jawaharlal Nehru agreed to allow Tibetan refugees to settle in India until their eventual return to Tibet. The government of India has built special schools for Tibetans, providing free education, healthcare, and scholarships for students who excel in school. A few medical and civil engineering seats at universities are reserved for Tibetans. The gesture shown by India shows the existence of empathy as a core value in Indian leadership as India can feel the problems faced by refugees like the ones caused by the partition of 1947.

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- **Ex:** A workaholic engineer was working in a major scientific project. APJ Abdul Kalam was the then project head. Children of that engineer once asked their father to take them to an exhibition in the evening. Engineer sought permission from Kalam sir to leave early and mentioned the reason as well. Kalam sir agreed. However, he got so much involved in the work that he completely forgot that he had to leave early. Kalam sir observed the engineer being engrossed in the work. So, he took the children to the exhibition.

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- **Ex:** K. Jairaj, Karnataka-cadre IAS officer was to approve the dismissal of a lady typist on the grounds of unruly behavior by her against her colleagues. Jairaj sir delved a little deeper into the issue and found out that she had been a widow and one co-worker cheated her, promising her a new life. And this had pushed her into depression. Adding salt to the wound, her co-workers started abusing her in filthy language. This had made her lose her temper. Later, considering her precarious financial condition and need to educate her son, two increments were cut and she was reinstated to service. Later, her son got a very good job in Infosys.

Public Service

- Public service is a service intended to serve all members of a community. It is usually provided by government to people living within its jurisdiction, either directly (through the public sector) or by financing provision of services.
- The term is linked with a social agreement. It includes the services provided, the contiguous interactions and the grievance redressal linked with those services.
- All the aspects of day to day life ranging from health, education, infrastructure and law and order among others that the government provides are under the purview of public service.

Examples

- **Ex:** Mir Mohammed Ali, a 2011-batch IAS officer of Kerala cadre, helped the state's Kannur become the country's first plastic-free district in 2017 in only five months.
- He not only focused on phasing out plastic carry bags and other items but also promoted handloom bags as an eco-friendly alternative, thereby helping the weavers. Apart from this, he also launched an initiative to fight fake news.

-
- **Ex:** Pradhan Mantri Bharatiya Janaushadhi Pariyojana (PMBJP) aims at improving accessibility, and affordability of poor for medicines. It draws inspiration from the value of compassion, kindness and justice. Pradhan Mantri Bharatiya Janaushadhi Pariyojana (PMBJP) is a campaign launched by the Department of Pharmaceuticals, Government of India, to provide quality medicines at affordable prices to the masses through special kendras known as Pradhan Mantri Bharatiya Janaushadhi Pariyojana Kendra. Pradhan Mantri Bharatiya Janaushadhi Pariyojana Kendra (PMBJPK) have been set up to provide generic drugs, which are available at lesser prices but are equivalent in quality and efficacy as expensive branded drugs. NGOs/agencies/individuals established Jan Aushadhi stores in Government hospital premises where space is provided free of cost by Government to operating agency.

Selflessness

- It means having little or no concern for oneself with regard to fame, position, money, etc. Indeed, being selfless means to care about others and to act on the desire to help others, without expectation of or desire for compensation for helping.
- The job of civil servant demands that public concerns be the top priority. There might be situations where an official has to give up family time at a stretch in order to fulfil professional responsibilities. Further, selflessness helps in building an organization of integrity and honesty.

Examples

- **Ex:** SDM Arvind Kumar of Balia, UP received a call from one of his officials that the villagers in the area had abandoned repairs and were running away from the work site because the dam was about to collapse. The SDM acted quickly and himself started to carry sacks to prevent a dam from collapse. It inspired hundreds of villagers to join him. Once the situation looked under control, Arvind Kumar called the National Disaster Response Force (NDRF) team. The team responded quickly and took over the rescue effort of evacuating the villagers.
- **Ex: Babar Ali:** At a very young age, Babar has seen his parents struggling to send their kids to school. This made Babar run his own school for underprivileged kids and he also earned the title of “Youngest Headmaster” at the age of 16 by BBC in 2009. Babar Ali is one among those Indian heroes who are working expecting nothing in return.

Compassion

- It is a feeling of deep sympathy and sorrow for another who is stricken by misfortune, accompanied by a strong desire to alleviate the suffering.
- Example: Donating money, food, clothes, helping in relief work to alleviate the distress of flood victim.

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Examples

- **Ex:** Dr Devi Prasad Shetty is a renowned Indian philanthropist and cardiac surgeon, known for conducting over 15,000 heart operations to date. In the fifth grade, Dr Devi Prasad Shetty became inspired by the first heart surgery of the world and decided to pursue further education in Medicine and change people's lives. While growing up, he witnessed many poor people dying at a young age because they could not afford medicines and medical treatment. To prevent such calamities, Dr Devi Prasad Shetty started the Manipal Heart Foundation at Manipal Hospital in Bangalore. Dr Devi Prasad Shetty is a surgeon by profession, but he is also a great thinker and a philanthropist.

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- Given his success in so many hospitals in India, Dr Devi Prasad Shetty was invited by the Government of Gujarat to set up a 5000-bed hospital in Ahmedabad. Dr Devi Prasad Shetty, with his innovative mind, has managed to cut operating costs by using cross ventilation instead of air conditioning in hospitals, among other cost-cutting measures. All his hospitals operate at low cost, allowing surgeons to complete heart surgeries at one-tenth of the cost as compared to the hospitals in the United States. Another great accomplishment of Dr Devi Prasad Shetty is the implementation of the world's cheapest comprehensive health insurance scheme at Rs 10 per month. As of today, 4 million people in Karnataka are covered under this scheme. Dr Devi Prasad Shetty won many awards for his accomplishments, including the Padma Bhushan Award, Padma Shri Award, Ernst & Young – Entrepreneur of the Year Award, Karnataka Ratna Award. Dr Devi Prasad Shetty was determined to put his education to good use by helping the society. This is what we can learn from his great and noble man. Our education should not be just for our pleasure and comfort but it should be for the greater good of humanity. From young, one should be passionate about his career; only then will you be able to rise in the career and enhance the lives of others.

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- **Ex:** Santosh Kumar Mishra is a 2012-batch IPS officer hailing from Patna and posted in Uttar Pradesh's Ambedkar Nagar district. Apart from fulfilling his primary duty of maintaining law and order, he also educates underprivileged children to improve the state of education, realizing its importance for the country's future. During his time off duty, he teaches children and has also provided school bags to them.
 - **Ex:** Anand Kumar's Super 30- Anand Kumar from Bihar provides free coaching to financially backward students, who aspire to get admission in India's prestigious college such as the IITs. It's due to his selfless Service, dedication and attitude of Service that many such financially backward students have made their dream of studying in IITs a reality.

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- **Ex:** Murugan S: It was the kindness of a stranger that put a roof over Murugan's head, who had lived many years of his childhood on the streets of Kochi while scavenging through garbage to fill his stomach. When he could finally manage to fend for himself, he decided to return the favor by embarking on a lifelong mission to ensure that the homeless in his city will have someone to care for them. Through his organisation, Theruvora Pravarthaka Association, Murugan has rescued thousands of homeless children, elderly and ailing people from across Kerala over the last two decades and has given them a sense of dignity that even the state government failed to provide. No matter how big one is in their social standing, one thing most people forget is that we do not bring anything with us when we are born, nor do we take anything when we die. The few years that we have on this Earth should be one that leaves behind an impact, and I believe that can be achieved by caring for our fellow beings-especially those who have no one. It is perhaps the best way to give back to the planet, which has given us everything for our sustenance

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- **Ex:** Two Delhi Police constables have been trying their best to save the lives of critical COVID-19 patients by coordinating for blood plasma. The duo has managed to help at least 20 patients so far. Constables Ravinder Dhariwal of 2012 batch and Amit Phogat of 2010 batch, posted in 6th battalion and outer district respectively, have been relentless in their life-saving mission. Not just to COVID-19 patients, Mr. Ravinder and Mr. Amit have been donating and coordinating donation for blood and platelets to all since 2018. Interestingly, Mr. Amit has donated platelets 64 times and Mr. Ravinder has donated 48 times. Most of them have been for civilians, including family members of Delhi Police officers.

Kindness

- Kindness is a type of behaviour marked by acts of generosity, consideration, or concern for others, without having an expectation of praise or reward.
- The world would be a completely different place if we all practiced daily random acts of kindness
- Example: Giving up your seat so someone else can sit on the train or bus.

Examples

Operation Sulaimani:

- **Ex:** free food programme initiated by Prasanth Nair, District Collector of Kozhikode drew inspiration from the value of compassion and judiciousness. Under this programme any one can collect a Sulaimani Coupon from one of the authorized distribution centers. Food coupons are distributed at local village and taluk offices and at select hostels at railway station and bus stands. These can be exchanged for a meal in one of the hundred or so partner restaurants. A donation box is kept at these restaurants for the public to contribute to the programme. Any loss of revenue incurred by participating restaurants are compensated through the system where they match the coupons collected by each restaurant and distribution centre. Operation Sulaimani ensures that no one in Kozhikode is denied food on account of an empty or lost wallet. It guarantees the right to food without answering any questions or long delays.

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- **Ex:** On November 2016, I received a call from my college regarding the urgent requirement of blood for a person named Keerath who had come to Delhi from Banaras. I volunteered for donating the blood. I met Keerath and was surprised to know that the blood was actually for his 5 years old daughter who was undergoing treatment at AIIMS. But, at the same time I felt satisfied that I could be of help to them at the time of need when there is shortage of blood due to hike in dengue cases. When I was about to leave, Keerath said, "brother I am a complete stranger to you, but you still came here just to donate your blood. You have become an inspiration to me. From now onwards I would also donate blood and just like you have inspired me, I would become an inspiration to others, thus creating a chain of inspiration ". I was glad to know that my one act of kindness has not only helped someone in need, but it has also inspired a stranger to do the same.

Tolerance

- Tolerance is respect, acceptance and appreciation for those whose opinions, practices, race religion, nationality etc. are different from one's own.
- According to UNESCO, Tolerance is respect, acceptance and appreciation of the rich diversity of our world's cultures, our forms of expression and ways of being human.
- Tolerance was used by Gandhiji and martin luther king to win their battle against injustice.
- Lack of tolerance is the root cause of mob lynching, communalism, racism etc.

Examples

- **Ex:** Sadbhavana Diwas is celebrated every year on 20th August to promote the value of tolerance and hence national integration. The day is observed to encourage national integration, peace, affection, and communal harmony among the Indian people of all religions. 'Sadbhavana' in the English language means goodwill and bonafide.
- **Ex:** Sarva dharma prarthna sthal: the concept of Sarva Dharma Sthal extends to all religions practiced in India. Leaders from various religions stand shoulder-to-shoulder. One by one, they recite prayers and blessings from their faith. During this entire process, all the armed forces personnel present remove their headgear in respect (except Sikhs, for whom the turban is an integral part of showing respect to the Gurus), and replace it once the prayers are done. It is indeed a beautiful sight to see everyone coming together to pray as Indians, and not as factions of individual religions. This tradition promotes religious tolerance and harmony.

Probity

- Probity literally means a complete and confirmed integrity; having strong moral principles. Probity in Governance is defined as adherence to ethical and moral values like honesty, Integrity, rectitude, uprightness etc.
- It is the presence of procedural integrity with high standards of ethical behaviour.

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- It is vital for executing the governance system and socio-economic development.
- Example: Tough action against illegal sand miners by IPS officer Narendra Kumar even at the cost of his life.

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- It is the adherence to the highest principles and ideals. It is the quality of having strong moral principles, honesty and decency.
- Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development.
- An important requisite for ensuring probity in governance is absence of corruption.

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- The other requirements are effective laws, rules and regulations governing every aspect of public life and, more important, an effective and fair implementation of those laws, etc. Indeed, a proper, fair and effective enforcement of law is a facet of discipline.

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Example

- **Ex:** Sir M.Visvesvrayya, then Dewan of Mysore state, is considered as an epitome of honesty, integrity and dedication to his job. He maintained a strict separation of the professional and the personal till his last breath. He would carry two separate sets of candles - one to use when he was engaged in office work and the other for his private reading, etc in places that were yet unelectrified. He never allowed his friends and relatives to come anywhere close to his official matters, much less do them favors, an aspect that earned him severe ire in those circles. However, on the side, he set aside a substantial portion of his earnings to help the poor but deserving get an education. A large number of poor but bright students have benefitted from his selfless largesse but almost all his help has remained a secret. He used Government vehicle while he went to tender his resignation. After tendering his resignation, he drove back by his private vehicle.

Honesty

- It is the quality of being honest and speaking truth.
- Example: Sir M. Visvesvrayya, then Dewan of Mysore state, used Government vehicle while he went to tender his resignation. After tendering his resignation, he drove back by his private vehicle.
- Example: Sachin Tendulkar walked away despite umpire giving NOT OUT

Example

- **Ex:** Recently, two policemen in Delhi found a bag full of lakhs of rupees. They could have kept it with themselves, but they performed their duty and deposited the money in the police station to give it back to its owner safeguarding the rights of the owner.

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Truthfulness

- It means accurate perspective on reality or factual representation of events.
- truthfulness means to tell the truth and to not lie
- Example: Example telling the teacher that you have forgot to do homework rather than giving excuses.

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Example

- **Ex:** When Lal Bahadur Shastri was serving as the prime minister of India, he went to a textile mill. He requested the owner of the mill to show him some Sarees for his wife. The owner showed him some exquisite sarees. When Shastri ji asked the price, he found them too expensive. He asked for cheaper sarees. The owner showed him cheaper sarees. But, Shastri ji still found them expensive. The owner was surprised and told him that he need not worry about the prices as he was the prime minister of India and it would be his privilege to give the sarees to him as gift. To this Shastri ji replied that he could not accept such expensive gifts and he would only take a saree that he could afford.

Accountability

- Accountability is the obligation to explain, justify, and take responsibility for one's actions.
- It is assigned (ideally to one person) – they are held accountable for results and potential consequences of not reaching desired results

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- An example of accountability is when an employee admits an error she made on a project.
- Example: parent could make their child accountable for the laundry getting done. In this case, if the laundry doesn't get finished, the child would have to explain (give an account of) why the task hadn't been completed to their parent (the authority) and could face potential consequences.

Example

- **Ex:** Satish Dhawan was the chairman of ISRO during the first launch of SLV. Despite sincere efforts the launch of SLV failed. Satish Dhawan didn't blame anyone and took the responsibility for failure. In the next attempt, when the launch was successful, he didn't boast about his own efforts in making the mission a success. Rather, he gave full credit to his team that had worked hard for the mission. Such a humble gesture shown by Satish Dhawan set a great example of leadership to the organization and others, who drew inspiration from him.

Responsibility

- Responsibility is the state of having duty, to do whatever it takes to complete the task.
- Example: We can feel responsible for doing household chores without having accountability. If someone who lives alone has the responsibility to do their laundry, but fail to do so, they have no one to answer to but themselves. They will be responsible, but they won't face any consequences from an authority.

Example

- **Ex:** Operation Raahat was an operation of the Indian Armed Forces to evacuate Indian citizens and foreign nationals from Yemen during the 2015 military intervention by Saudi Arabia and its allies in that country during the Yemeni Crisis. More than 4,640 Indian citizens in Yemen were evacuated along with 960 foreign nationals from 41 countries. Captain Pradeep Singh executed a meticulous planning of one of the most daring operations during Operation Rahat in 2015. As the commander of INS Tarkash, his actions led to the safe evacuation of around 600 people of 18 different nationalities from Al Hodeidah and Aden harbours in the face of great hostility and backdrop of violence. He also evacuated 10 nurses who were stuck in heavy cross firing, as well as the body of the first Indian casualty in the Yemen conflict

Leadership

- Leadership is the art of motivating a group of people to act toward achieving a common goal.
- Example: Satish Dhawan was the chairman of ISRO during the first launch of SLV, which was a failed mission. He took the responsibility for failure. In the next attempt, when the launch was successful, he gave full credit to the team that had worked for it

Examples

- **Ex:** Azim Premji, Chairman of Wipro Technologies is one of India's most respected business tycoon and philanthropist. He inherited Wipro, a vegetable oil company at the age of 21 after the sudden demise of his father. Premji was pursuing Electrical Engineering from Stanford University, USA when he took over the reins of his family business in 1966. Initially he was written off to carry the herculean task and was publicly advised to sell his shareholding and give it into more mature hands. This propelled Premji to make Wipro a success story. And the rest is history. Under his able guidance Wipro has metamorphosed from a Rs.70 million company in hydrogenated cooking fats to a pioneer in providing integrated business, technology and process solutions on a global delivery platform. He has been conferred the Padma Bhushan and Padma Vibhushan.

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- He is known for his modesty and frugality in spite of his staggering wealth. He drives a Toyota Corolla and flies' economy class, prefers to stay in company guest houses rather than luxury hotels. In 2001, he founded Azim Premji
 - Foundation as CSR. The Foundation awards degrees in teacher training and is also involved in computer-based assessment in Andhra Pradesh, a learning guarantee programme, and a policy planning unit in Karnataka. In 2010, Premji pledged to donate USD 2 billion for improving school education in India, the first of its kind by any Indian billionaire. At the age of 65, Premji still continues to guide Wipro through four decades of diversification to emerge as one of the leading brand in the software industry. He is a living icon among Indian businessmen and is a source of inspiration to a number of budding entrepreneurs. Today, he is busy shaping up a third epoch in Wipro's history- in ecology.

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- **Ex:** Swami Vivekananda led the social service campaigns during famines and built a strong team which gave way to the origin of Ramakrishna Mission. The strong leadership has made this organization to sustain and evolve for more than 100 years. Today, the mission has its own hospitals, charitable dispensaries and maternity clinics. It also maintains training centres for nurses. Orphanages and homes for the elderly are included in the mission's field of activities, along with rural and tribal welfare work. The mission has established many renowned educational institutions in India, having its own university, colleges, vocational training centres, as well as schools for the visually handicapped. The mission played an important role in the installation of photovoltaic (PV) lighting systems in the Sundarbans region of West Bengal.

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- **Ex:** It was a matter of time when Napoleon had to cross the Alps mountain to go to war, the soldiers of Napoleon Bonaparte had heard about this mountain and he had heard that it is very difficult to cross . It was believed that no one had ever crossed this mountain. Napoleon motivated his troops and started to scale the mountain. His troops followed him. Finally, Napoleon and his troops not only crossed the Alps but also won the battle. Napoleon showed intellectual integrity in this case as he didn't merely preach lessons to his troops. Rather, he set an example in front of them by taking over the fear and his actions spoke of his words.

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- **Ex:** IAS officer utilizes the lockdown time to rejuvenate Kalyani river. IAS officer, Deputy commissioner, MNREGA-Barabanki, ND Dwivedi and Block Development officer Hemanth Kumar Yadav, adopted measures such as sensitizing villagers, eliminating encroachments, reducing garbage dumping, and open defecation on the river bank. After officially registering 500 odd workers in Mavaiya cleanup and 300 in Haidargarh, the officials instructed the workers about the process. The district authorities also sensitized people about open defecation and dumping garbage in the river.

Power

- It is the ability to get others to do what you want through various means.
- Example: Gandhiji used his power of non-violence and satyagrah to lead the freedom struggle.

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Examples

- **Ex:** Durga Shakti Nagpal: The 2010-batch IAS officer had a tryst with land-related corruption during her training period in Punjab and was exposed to a land scam. She was soon appointed as a Sub-Divisional Magistrate in Gautam Buddh Nagar in Greater Noida. However, at the time she joined, illegal sand mining was wreaking havoc in the lives of the poor farmers. In the wee hours of midnight, the mafia would dredge the land to procure sand for construction. This, in turn, reduced the ground levels, making the area prone to floods. Field after field of crop was devastated from the mining operations, but the farmers could not raise a voice against the powerful criminals. The miners had struck gold by smuggling sand, causing an irreparable loss to the state treasury. But, it was almost impossible to lay a finger on them. They were established as the local power lords who controlled the law of the land.

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- The average villager dreaded crossing their path. Theft, extortion, harassment, and even murder were reported regularly. When 27-year-old Nagpal first learnt about the problem, she decided to take a bold stance against the crime, notwithstanding the personal risk. To catch hold of the culprits in action, Nagpal arranged midnight raids in the deserted lands. From 2-3 a.m. every day, she would monitor these areas with her trained armada. She and her team saw trucks, and caught hold of the drivers. Through them, she reached the bigwigs. During the day, she approached the local public to call her whenever they spotted or suspected any illegal activities. Many came forward with genuine leads, overcoming their fears.
 - The raids continued for around two weeks, during which time Nagpal managed to put over 90 miners behind bars. She also recovered around Rs 150 crore of royalty

Courage or Fortitude

- It is the ability to do something that frightens one.
- Courage is the choice and willingness to confront agony, pain, danger, uncertainty, or intimidation.
- Example: D. Roopa whistle blower against preferential treatment meted out to Jayalalitha.
- Example of not showing courage: Prakash Singh committee's report has pointed to the fact that many civil servants abdicated their duty and ran away, during the recent Jat reservation stir in Haryana.

Examples

- **Ex:** Sanjukta Parashar is a 2006-batch IPS officer of Assam cadre. She's known as the "Iron Lady of Assam". Parashar, a hard-core professional, killed 16 Bodo militants and arrested more than 64 of them while serving in Assam. She supervised the 2017 Bhopal-Ujjain train blast case. She's also the leading probe officer in the Sunjuwan terror cases and also investigated the Kashmir terror funding case.
- **Ex:** During second world war many Jews and Polish people were subjected to grave torture in concentration camps by Nazis. But, not all the Nazi personnel were cruel. The Nazis faced the dilemma of choosing between duty (following orders of senior) and respecting human lives. Only few of them were brave enough to follow their voice of conscience and refused to kill the people in the concentration camp as that was the right thing to do. Some may call them traitors but they were the true heroes and their heroism is acknowledged till date.

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- **Ex:** Around 30 years ago a young 17 years old Indian girl left her home and moved to USA as she was forced to marry. She had the dream of pursuing her higher education, but had no money with her. In a way, she was a stranger without money, relatives, friends in a foreign country. Despite all odds she showed utmost fortitude to pursue her career and now the world knows her as the successful business woman of USA- Chanda Jeveri.

Self-Doubt

- It means questioning own beliefs, actions and thoughts, decisions.
- Example: Doubting on own ability and capability after failing in civil services examination.

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Example

- **Ex:** One of my mentees in the university was in academic rehabilitation programme due to multiple backlogs. After my interaction with him, I realized that the reason for his poor academic performance was that he had firm belief that he was not supposed to be in that prestigious institution as he qualified the entrance exam from reserved category. That belief kept him demotivated and generated the feeling of guilt. On the other hand, he should have taken it as a challenge and broken that belief by excelling in studies. I quoted him several examples from the same University who had been selected under reserved category and excelled in studies. I was glad to see the difference when he actually implemented my advice and improved significantly then onwards.

Determination

- It is the quality of being determined and firm in the purpose.
- Example: Without any help from government Armstrong Pame constructed 100KM road between two villages in Manipur. This shows his dedication and determination towards nation building.

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Examples

- **Ex:** Henry Ford came up with the idea of a motorcar. He was discouraged by everyone even the great Thomas Alva Edison despite him being his friend. Convinced of the worthlessness of the idea, Edison invited Ford to come and work for him. But, Ford remained committed and tirelessly pursued his dream. Although his first attempt resulted in a vehicle without reverse gear, Henry Ford knew he could make it happen. And, of course, he did.
- **Ex:** Dadarao Bilhore: The loss of a child is enough to change any life. But how does one deal with such a devastating blow?

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- Dadarao Bilhore lost his 16-year-old son to a road accident – thanks to a pothole. Within a month of the child's tragic demise, Bilhore began a crusade that changed into a lifelong journey. He now fills up every single pothole he comes across in Mumbai. Armed with broken paver blocks, gravel, stones and a shovel, from 2015 to date, he has filled over 600 potholes. Known as the 'Pothole Dada of Mumbai', he has also been relentlessly fighting to bring legal justice against errant contractors and civic authorities and does not plan to quit until fair reparations have been made.

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- **Ex:** The life of Jack Ma, founder of Alibaba Group was full of challenges. For nine years, Ma would ride 27 km on his bicycle to give tourists tours of the area to practice his English. He had applied ten times to Harvard Business School and got rejected each time. He applied for 30 different jobs and was rejected by all. He went for a job with the police; they said, 'you're no good. He even went to KFC. Twenty-four people went for the job. Twenty-three were accepted, Jack Ma was the only guy who was rejected. His life teaches the lesson that every failure speaks. Every failure tries to convey a message and the one who is capable of keeping his eyes and ears open to it can give a better direction to his life. Only accepting failure and learning to cope with it will do no good if it is not followed by a detailed analysis of the mistakes responsible for it and an appropriate understanding of what went wrong.

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- **Ex:** They say hard work and strong will can take you places and the shining example of it is Roshani Bhadoriya, a 15-year-old girl of Bhind in Madhya Pradesh. Proving true to her name, Roshani's determination to pursue her studies by cycling 24 km every day to and from her school has paid off as she has secured 98.75 per cent marks in her Class 10 exams. The urge to study was such that even the heat, rain, and cold could not prevent her from going to school regularly. O.P.S. Bhadoria, former MLA of Mehgaon and Minister of State in the Shivraj Singh Chouhan government, has now announced a prize of Rs 11,000 for Roshani and said she has raised the hope of other girls in the region.

Perseverance

- It is persistence in doing something despite difficulty or delay in achieving success.
- Example: MS Dhoni didn't give up cricket despite multiple rejection and failure and finally he became one of the best cricketer.

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- Steady persistence in adhering to a cause of action, a belief or a purpose etc. in spite of difficulties, obstacles or discouragement.
- Example: Medicine is a field which requires dedication and perseverance.

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Examples

- **Ex:** IAS officer Ira Singhal's story is truly inspiring. She cleared the Civil Services Exam in 2010 but her candidature was canceled because of her spine-related disorder, scoliosis. However, she fought for what she deserved at Central Administrative Tribunal. Later in 2014, she became the first differently-abled IAS exam topper. She is now trying to bring more differently-abled and transgender candidates into the civil services.
- **Ex:** In World War II in 1945, Japan was almost burnt to ashes. Who can forget the devastation caused by dropping of Atom bombs in Hiroshima and Nagasaki. Despite being a country so small in size and so pathetically starving of natural resources, Japan could make it to one of the world's biggest economies and a leader in technological innovations.

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- **Ex:** Abraham Lincoln was an epitome of perseverance. Despite being made fun of his clothes, his dialect, his lack of money, and other things, he did not let it all get him down. He overcame the deaths of his mother, sister, friend Ann Rutledge, and two sons with fortitude. He suffered regularly from massive failures year after the year. Lincoln failed in his business in the year 1831 and after which in the year 1836, he got a major nervous breakdown. Struggling consistently for years, he again failed in 1856 during US presidential elections. Fighting and struggling consistently, he was elected as the sixteenth President of the USA in 1861 and went on leading towards his way of life.

Nationalism

- Nationalism is an idea and movement that promotes the interests of a particular nation, especially with the aim of gaining and maintaining the nation's sovereignty over its homeland.

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Example

- **Ex:** The challenge of amalgamating 562 independent states with a democratic self-governing India was difficult and delicate. But, Sardar Patel handled the integration of the princely states effectively with his diplomatic skills and foresightedness. Sardar Patel followed an iron handed policy. Patel also appealed to the patriotic and national sentiments of the Princes and invited them to join the formation of a democratic constitution in the national interest. He persuaded them to surrender defence, foreign affairs and communication to the government of India. He, by his tactics, broke the union of separatist princes. Patel with an iron fisted hand subdued the Nizam. When the Nizam boasted anti-India feelings and let loose a blood both by the Razakars, Patel decided to take police action. He ordered the army to March into Hyderabad. The Nizam surrendered and Hyderabad was acceded to India. Thus, without a civil war, he secured the solidarity of the nation.

Patriotism

- Patriotism or national pride is the feeling of love, devotion, and sense of attachment to a homeland and alliance with other citizens who share the same sentiment.
- Patriotism gives you a drive to work for people, removing inequality in all spheres of Life
- Example: An example of patriotism is waving the flag proudly on your home. Love and loyal or zealous support of one's country. The desire to compete with other nations; nationalism.

Example

- **Ex:** Subhash Chandra Bose, a charismatic leader and an inspiring personality in the national freedom movement of India is an epitome of Sacrifice. With a natural will power, determination and leadership acumen Subhash grew up under strict supervision of his lawyer father to become a suave bureaucrat of the British government. Despite the exam pattern favoring the British, Subhash cracked the Indian Civil Service exam with fourth rank. But, the love for the motherland and strong will to free India from British Raj compelled Subhash to not become a British servant. He sacrificed that position, a highly coveted post, and decided to devote rest of his life to free India from the colonial rule of British.

Obedience

- It means compliance with an order, request, or law or submission to another's authority.
- Example: Compliance of soldiers with order of commanding officer.

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Examples

- **Ex:** One of Bapu's close associates, a rich industrialist one day brought his son to meet Bapu in Sevagram Ashram. The young scion had just returned from abroad after completing his studies and was brimming with ideas. He expressed his desire to do something for his country before he joined the family business. His father felt that Bapu would be able to utilize his son's services, so he took him to meet Bapu. The young man told Bapu he had many ideas and wished to solve the problems facing India and asked that Bapu assign him a task. Bapu accepted him into his ashram and told him that he must clean the latrines from the next day. Being obedient the young man performed the task assigned to him. A week later he went to Bapu and said, "I have cleaned latrines for a week now can I move on to bigger and more important tasks?"

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- Bapu shook his head and asked him to continue cleaning latrines. Thus a month passed, the youth felt that his talent was being wasted, but he could not disobey Bapu. So he obediently continued to clean the toilets. Finally, he asked Bapu, “I have become used to cleaning the latrines, initially I felt it was demeaning but now I have got used to it. But Bapu I think I am capable of doing better work, I want to know when you will allow me to address the problems faced by India?”

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- Bapu told the young man, “I know that you have been educated abroad and so you feel that you must address the bigger issues plaguing India, like reducing poverty, speeding up development and eradicating illiteracy, but as long as you don’t have the humility to do the humblest of jobs you will not be able to recognize the real problems that beset our motherland. If you really want to make a difference you will have to first get rid of your ego, only then will you be able to understand that it is essential to recognize the importance of the seemingly insignificant, menial tasks and have the humility to perform them, if you learn to do them with dignity and honour, the bigger tasks will become easy.

Loyalty

- It is a strong feeling of support or allegiance.
- Example: A Rajput Prince was conspired to be killed. Panna who worked in the court learnt the conspiracy. In order to save the Prince, she replaced the Prince with her own kid. Her own kid got killed.

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Example

- **Ex:** A Rajput Prince was conspired to be killed. Panna who worked in the court learnt of the conspiracy. In order to save the Prince, she replaced the Prince with her own kid. Her own kid got killed. Such a supreme sacrifice marks her as an epitome of loyalty.

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Prudence

- Prudence is the ability to govern and discipline oneself by the use of reason. It is classically considered to be a virtue, and in particular one of the four Cardinal virtues.
- Example: Gandhi stopping non-cooperation in the wake of movement getting out of hand with the Chauri-Chaura incident.

Contd...

- Prudence is the ability to govern and discipline oneself by the use of reason.
- It is classically considered to be a virtue, and in particular one of the four Cardinal virtues. It is often associated with wisdom, insight, and knowledge.
- In this case, the virtue is the ability to judge between virtuous and vicious actions, not only in a general sense, but with regard to appropriate actions at a given time and place.

Contd...

- Although prudence itself does not perform any actions, and is concerned solely with knowledge, all virtues are to be regulated by it.
- Distinguishing when acts are courageous, as opposed to reckless or cowardly, for instance, is an act of prudence.

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Examples

- **Ex:** Punsari village, barely 100 km from Ahmedabad, could be a textbook case of development. Closed-circuit cameras, water purifying plants, air-conditioned schools, Wi-Fi, biometric machines - the village has it all. And all of it was done in a matter of eight years, at a cost of a mere ₹ 16 crore. The man behind the transformation is its young sarpanch - 31-year-old Himanshu Patel. A graduate from North Gujarat University, Mr Patel had won the panchayat polls in 2006, at the age of 23. Back then, the village didn't even have proper roads, power or water. The panchayat funds were in deficit. Mr Patel found though money come aplenty, it was the utilization that's at fault. Over the next eight years, together with the district administration, he stitched up funds from under various heads - the District Planning Commission, Backward Regional Grant Fund, 12th Finance Commission, and those under Self Help Group Yojnas - and began the development of the village.

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- The village's "Punsari model" has projects like a unit producing electricity out of plastic waste and e-rickshaws for garbage collection. Mr Patel has not asked for a penny from the MLA fund. The village has demonstrated how understanding various schemes available and leveraging them properly can bring about a qualitative change.

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- **Ex:** Rameshwar Dayal, a custom officer in Pune, compiled a list of all the states where residents of Dholpur were working as laborers. Then, he started reaching out to the laborers and finding out what issues they were facing. Following this, he would send a message to the concerned authority, directing them to their plight. It's due to his effort that more than 1000 migrant laborers were provided with basic rations. It's become a chain now, and the system that has been developed is working fairly smoothly. He communicated with the official in the state via email and Whatsapp. Yet, every message he sent across was taken seriously, and the people who were stuck were provided with food and other basic amenities

Forgiveness

- Forgiveness is often defined as an individual, voluntary internal process of letting go of feelings and thoughts of resentment, bitterness, anger, and the need for vengeance and retribution toward someone who we believe has wronged us, including ourselves.
- Example: India has repeatedly forgiven Pakistan despite its state sponsored terrorism targeting India. India tried to improve relations even after deadly 2008 Mumbai attack. But Pakistan had viewed forgiveness as a sign of weakness. So, India has changed its stance now. It is giving a befitting reply.

Examples

- **Ex:** In his childhood MK Gandhi developed a habit of eating meat and smoking which was prohibited by his family. He lied to his family and sometimes he had to steal the servants' money to meet these expenses and once he also stole some gold from his brother's bracelet to repay the debts. These incidents pained him much and he could not have a peace of mind. He decided to confess this deceitful act to his father in order to get forgiveness. He did not want to hide this from his father but did not have the courage to face him directly. Gandhi thought that he would write a letter begging for forgiveness and give it to his father. He wrote all his mistakes and requested his father to give him a suitable punishment. He gave the letter to his father and stood silently near to his sick bed. When his father read the letter of confession, tears were rolling from his eyes.

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- On seeing the tears roll down from his fathers' eyes Gandhi's heart broke. He was very sorry for what he had done and for breaking his father's heart. He made up his mind never to commit such a mistake. He kept this till his death. His father did not scold him, rather he was simply silent. He tore the letter into pieces as a sign of boundless forgiveness. The loving act of his father purified Gandhi's mind. He had recorded later, that he learnt the first lesson on how confession can lead a person towards the light of truth from his father and especially this incident.

Resilience

- It is the ability to mentally or emotionally cope with a crisis or to return to pre-crisis status quickly.
- Demonstrating resiliency doesn't necessarily mean that you have not suffered difficulty or distress
- Example: J K Rowling was a homeless woman who did not back down in spite of numerous publishing houses rejecting her novel Harry Potter.

Examples

- **Ex:** Karoly Takacs was a Hungarian Shooter who had put years of hard work to participate in the Olympics. But he could not do so due to cancelation of Olympics due to second world war. To make things worse, he lost his right hand (his shooting hand) in the world war. But, such situations could not stop him. He worked harder and trained his left hand to participate in the Olympics. With this single hand he won two successive Gold Medals in Olympics of 1948 and 1952, setting a world record by winning two successive Gold Medals in Olympics.

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- **Ex:** Arunima Sinha - A national level volleyball player Arunima, 23 at the time, was traveling by the Padmavat Express when a party of thieves attacked her. As she resisted, the goons threw her off the moving train where 49 carriages ran over her legs. She counted them all. The doctors had to amputate her legs to save her life. But she was far from finished. Two years later, Arunima climbed the tallest peak in the world: Mount Everest, making her the first woman amputee to scale the peak. She would go on to climb many other tall peaks around the world and continue to make her country proud.

Simplicity

- Quality/condition of being easy to understand or do having clarity in thoughts & action- no complications being down-to-earth, humble.
- Example: Anna Hazare lives in temple and eat simple food even when he can live comfortable live in big house shows his simplicity.
- Example: Dr.APJ Abdul Kalam came to Rashtrapati Bhawan with one suitcase as his belongingness and left the Rashtrapati Bhawan with minimal belongingness after completing his term as President shows his simplicity.

Example

- **Ex:** It is in this context that the example of P.N. Haksar is worth recalling. He was a man who was instrumental for the nationalization of banks in July 1969 and for the abolition of privy purses and princely privileges in 1971. He had played a pivotal role in the events of 1971 leading up to the liberation of Bangladesh in mid-December that year. He was the sutradhar of those events in his capacity as Secretary to the Prime Minister. It was he who had drafted the three letters of Mrs. Gandhi to U.S. President Richard Nixon on May 13, 1971, August 9, 1971 and most famously December 15, 1971 that have become the stuff of diplomatic history. For his contribution he was awarded Padma Vibhushan, but the humility with which P.N. Haksar, Indira Gandhi's go-to man, declined the award is in stark contrast to the intense lobbying the Padmas generate nowadays. He chose "Duty as its reward" saying "one should work so that one can live with oneself without regret. This gives me a measure of inner tranquillity and even courage".

Openness

- It means lack of secrecy, restriction or concealment.
- Unrestricted access to knowledge and information.
- Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- Example: Tamil Nadu cadre IAS Officer Mr. Sagayam made the detail of his asset public on website.

Transparency

- Transparency in governance basically means people should be able to access public information when they want it. They should be able to know what public officials are doing and how the policies are being implemented.
- Example: Uploading data and information by government agencies and department under RTI act.

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- Sharing information and acting in an open manner.
- A principle that allows those affected by administrative decisions, business transactions or charitable work to know not only the basic facts and figures but also the mechanisms and processes.
- It is the duty of civil servants, managers and trustees to act visibly, predictably and understandably (based on 2006 publications by Transparency International).

Example

- **Ex:** In the model district of Mochha, Chhattisgarh, people are using RTI as a tool for transparency to secure employment and scholarships for the youth as well as for the elderly. They also pressured government doctors and school teachers to show up at work regularly. Villagers in Madhubani district, Bihar used RTI to expose a solar-light scam, leading to charges against 200 corrupt officials.

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Work Culture

- Work culture is a collection of attitudes, beliefs and behaviors that make up the regular atmosphere in a work environment.
- Healthy workplace cultures align employee behaviors and company policies with the overall goals of the company, while also considering the well-being of individuals.
- Work culture determines how well a person fits into their environment at a new job and their ability to build professional relationships with colleagues.
- Your attitude, work-life balance, growth opportunities and job satisfaction all depend on the culture of your workplace.

Corruption

- Corruption is a form of dishonesty or criminal offense undertaken by a person or organization entrusted with a position of authority, to acquire illicit benefit or abuse power for one's private gain.
- The corrupt behaviour would include bribery, fraud, stealing the public resources, favouritism, seizure of public assets for private use, etc.
- Corruption today poses a danger not only to the quality of governance but is threatening the very foundation of our society and the State.

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- For example corruption in defence purchases, in other purchases and contracts tend to undermine the very security of the state
- Example: MP cadre IAS officer couple were dismissed from service on account of corruption tune to 350 crore rupees.

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- Corruption is the abuse of power or position for personal gain.
- There are many forms of corruption, including bribery, embezzlement, and extortion.
- For example, a purchasing agent for a company might take a bribe from a supplier. In return, the purchasing agent will pay more than the usual price for the goods.

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- The supplier and the agent pocket the extra money at the expense of the company.
- Or, for instance, in the case of political corruption, government officials might use their positions to extort payments from a company that the government regulates.
- Indeed, economic corruption impedes growth.
- And political corruption undermines good governance. Unfortunately, both forms of corruption are still widespread across the world.

Example

- **Ex:** Adarsh Society Scam: The Adarsh Housing Society is a 31-story building constructed on prime real estate in Colaba, Mumbai, for the welfare of war widows and personnel of India's Ministry of Defence. Over a period of several years, politicians, bureaucrats and military officers allegedly conspired to bend several rules concerning land ownership, zoning, floor space index and membership getting themselves flats allotted in this cooperative society at below-market rates. In 2011, a report of the Comptroller and Auditor General of India (CAG) said, "The episode of Adarsh Co-operative Housing Society reveals how a group of select officials, placed in key posts, could subvert rules and regulations in order to grab prime government land – a public property – for personal benefit". It was due to lack of integrity in such public servants that they satisfied their illegal gratifications by compromising the benefits due to actual beneficiaries.

Hedonism

- Hedonism is a school of thought that argues seeking pleasure and avoiding suffering are the only components of well-being.
- Ethical hedonism is the view that combines hedonism with welfarist ethics, which claims that what we should do depends exclusively on what affects the well-being of individuals.

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- It is a school of thought that argues that pleasure is the only intrinsic good.
- In very simple terms, a hedonist strives to maximize net pleasure.

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- Hedonism is the belief that pleasure, or the absence of pain, is the most important principle in determining the morality of a potential course of action.
- Pleasure can be things like “sex, drugs, and rock ‘n’ roll,” but it can also include any intrinsically valuable experience like reading a good book.
- Hedonism is a type of consequentialism, and it has several forms.

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- For example, normative hedonism is the idea that pleasure should be people's primary motivation.
- On the other hand, motivational hedonism says that only pleasure and pain cause people to do what they do.

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- Egotistical hedonism requires a person to consider only his or her own pleasure in making choices.
- Conversely, altruistic hedonism says that the creation of pleasure for all people is the best way to measure if an action is ethical.
- Regardless of the type of hedonism, critics fault it as a guide for morality because hedonism ignores all other values, such as freedom or fairness, when evaluating right and wrong.

Contd...

- Propounds that we ought to sacrifice personal happiness in order to bring any increase of happiness to others.

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Diligence

- It means constant and earnest effort to accomplish what is undertaken or persistent exertion of body or mind.
- Diligence is the quality of showing perseverance in carrying out the work while showing careful attention to each and every detail.
- This quality is indispensable to every civil servant considering the complexity of work and great responsibility which comes with it.
- An example of diligent is a worker who always stays late to get projects done on deadline. An example of diligent is the artist who paints every strand of hair on a portrait.

Contd..

- Diligence is steadfast application, assiduousness and industry—the virtue of hard work.
- It is one of the seven heavenly virtues. Diligent behaviour is indicative of a work ethic — a belief that work is good in itself.

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Example

- **Ex:** Although Narayana Murthy was born into a poor family, his dreams were huge. From a young age, he dreamt of starting his own business venture. Narayana Murthy began his career as a chief systems programmer at IIM Ahmedabad. He then started a company called Softronic, which failed after 1.5 years of its inception. Despite the failures he encountered at an early age, he did not give up his dream of being an entrepreneur. He learnt from his previous mistakes and decided to start afresh in 1981. That year, he, together with six software professionals, put together Rs 10,000 to create a company called Infosys. From the beginning, the team kept the interests of the company ahead of their own interest. And each of the team members brought complementary strengths to the company. Today, Narayana Murthy is listed as one of the greatest entrepreneurs of all time, alongside Steve Jobs and Bill Gates. In 2000, he was awarded Padma Shri by the Government of India for his significant contribution to the country's IT sector and economy. In 2008, he was awarded Padma Vibhushan, India's second highest civilian award. Even after his retirement, Narayana Murthy is willing to sacrifice his luxuries to revive the company.

Red Tapism

- Red tapism is an idiom referring to regulations or conformity to formal rules or standards which are claimed to be excessive, rigid or redundant, or to bureaucracy claimed to hinder or prevent action or decision-making.
- It is usually applied to governments, corporations, and other large organizations.

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- Red tape is excessive regulation or rigid conformity to formal rules that is considered redundant or bureaucratic and hinders or prevents action or decision-making.
- It is usually applied to governments, corporations, and other large organizations.

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- It is the bureaucratic practice of hair splitting or foot dragging, blamed by its practitioners on the system that forces them to follow prescribed procedures to the letter.
- Red tape can also include filing and certification requirements, reporting, investigation, inspection and enforcement practices, and procedures.

Example

- **Ex:** The centrally-planned economy of India in the years after independence was marred with complex system of permits required to run a business in the country thwarting growth and development. But the recent moves by the government to cut the red tapism has seen India rise 23 places to 77th in the World Bank's Ease of Doing Business Index for 2019, up from 100th in 2018 and 130th in 2017, when it was ranked lower than Iran and Uganda. This helps spurt economic growth, entry of more business and investment and rise in employment.

Malfeasance and Misfeasance and Nonfeasance

- Misfeasance, nonfeasance, and malfeasance are types of failure to discharge public obligations existing by common law, custom or statute.
- Nonfeasance is the failure to act where action is required—willfully or in neglect.
- Misfeasance is the willful inappropriate action or intentional incorrect action or advice.
- Malfeasance is the willful and intentional action that injures a party.

Malfeasance

- It is the commission of an act that is unequivocally illegal or completely wrongful or the commission of an unlawful act done in an official capacity.
- It affects the performance of official duties and may cause harm to others. It results in legal liability for the person who commits the act. It is a tort.

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- It is engaging in proper action or duty, but failing to perform the duty correctly.
- The performance of duty is riddled with errors caused by mistakes or carelessness, but is without evil intent and/or violation of law.

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Belief

- It is an internal feeling that something is true.
- It is what we think about things. An individual usually tends to internalise the beliefs of people around him or of charismatic leaders.

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Example

- **Ex:** I will leave this room within a week after defeating you," the brave heart nurse, Reshma Mohandas, had vowed after contracting the deadly coronavirus while attending to India's oldest COVID-19 survivor, expressing unflinching faith in Kerala's health care system. Soon after 93-yearold Thomas Abraham, whose recovery has been dubbed as a 'miracle cure' by the medical community, and 88-year old Mariyamma left the hospital, Reshma too headed home but with the resolve to come back and serve the patients after the mandatory two weeks' quarantine.

Dedication

- It is the quality of being able to give one's time and attention to a particular activity, person or a cause.
- Dedication gives strength to move on and on without any distraction. If a person is not dedicated to his goal, he may lose sight of his goal and may never achieve it.
- Dedication ensure that duty becomes an end in itself.
- Dedication is the highest form of commitment.

Contd...

- Dedication suggests that one is devoted even when though there is no formal commitment. Ex: Police officers not registering the crime case if it is not in his area. He do not want to take extra responsibility. Although he is committed, he has no dedication towards crime free society.
- Example: In AP, MLA slept near graveyard to chase away fear of construction workers.
- Example: Sreedharan, Metro Man, was made MD of DMRC at the age of 65. He completed the project within/before the time and within the allocated budget.

Examples

- **Ex:** U. Sagayam, is a career Indian civil servant, whose office door bears a sign reading "Reject bribes, hold your head high" repeatedly antagonized influential politicians and their supporters in Tamil Nadu. Mr. Sagayam's has been an eventful career since his entry into the State government service as a Group I officer from a farmer's family of Perunchunai village in Pudukottai district. He has reportedly faced 25 transfers in 27 years of service. In 1989, after clearing the UPSC examination, he served in the Central Secretariat Service in New Delhi for seven months before he decided to give it up to serve the people of Tamil Nadu. Along with two IPS officers — P. Kannappan, Commissioner of Police, Madurai City, and Asra Garg, superintendent of Madurai rural district — Mr. Sagayam thwarted multiple attempts at bribing voters.

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- They even registered a case against the son of the then Chief Minister M. Karunanidhi, M.K. Alagiri, a Union Minister at that time. During this stint, Mr. Sagayam was also recognised as a friend of the poor. He started Uzhavan Unavagam (farmers' food court) where poor farmers could sell traditional dishes. He helped in the rehabilitation of three great grandchildren of freedom fighter V. O. Chidambaram, who were in abject poverty. As Namakkal Collector, he uploaded details of his assets on the district administration's website setting an example of transparency in governance.

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- **Ex:** Saurabh Kumar, a 2009-batch IAS officer of Chhattisgarh cadre, is the District Collector of Naxal hotbed, Dantewada. He has been working on tackling unemployment and giving the local youth a new lease of life free from violence and extremism. He introduced counseling sessions called "Lunch with the Collector" to interact with youth. In 2017, he also received Prime Minister's Award for Excellence in Public Administration.

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- **Ex:** Oprah has dealt with a lot throughout her public life-criticism about her weight, racism, intrusive questions about her sexuality, just to name a few-but she never let it get in the way of her ambition and drive. When you look at her childhood, her personal triumphs are cast in an even more remarkable light.
 - Growing up, Oprah was reportedly a victim of sexual abuse and was repeatedly molested by her cousin, an uncle, and a family friend. Later, she became pregnant and gave birth to a child at age 14, who passed away just two weeks later. But Oprah persevered, going on to finish high school as an honors student, earning a full scholarship to college, and working her way up through the ranks of television, from a local network anchor in Nashville to an international superstar and creator of her own network.

Code of Ethics

- Code of ethics is a set of principles based on values and morals by which a company makes decisions about what is right or wrong and explains behavior in general situation.
- Example: Company asking their employees to prefer use of green methods in their day to day dealing to save environment.

Code of Conduct

- Code of conduct is a set of rules and regulations that explain appropriate behaviour in specific situations
- Example: All India Services Conduct Rules 1968.

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Corporate Governance

- Corporate governance is the combination of rules, processes or laws by which businesses are operated, regulated or controlled.
- The term encompasses the internal and external factors that affect the interests of a company's stakeholders, including shareholders, customers, suppliers, government regulators and management.
- Example: Making auditing a regular task and strengthening the auditing committee by providing them autonomy. Independence of audit committee was emphasized by limiting the tenure and only appointing non-executive directors, to maintain the independence of directors.

Persuasion

- Persuasion is the process of guiding oneself or another toward the adoption of some attitude by some rational or symbolic means.
- Persuasion attempts to win “the heart and mind” of the target. Persuasion can attempt to influence a person’s beliefs, attitudes, intentions, motivations, or behaviours.
- Example: Religious leader influencing the masses to send their daughter to school or abstain from child marriage.

Examples

- **Ex:** In April 1971 when Pakistan started provocations against India to start the war, Field Marshal Sam Manekshaw told the Prime Minister Indira Gandhi that the Indian Army was not ready for war. He said that his job was to -fight to win. He persuaded Indira Gandhi asking for few more months' time to prepare for the war. True to his word, when the India Pakistan war finally broke out in December 1971, Manekshaw delivered India one of its swiftest and most remarkable military victories.

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- **Ex:** The Indian Prime Minister interacts with Indians on monthly basis through the All India Radio and persuades them to adopt the practices which are in best interest of India. It's due to his persuasion that most Indians made their contributions at many times of need that demanded large scale public support like seen recently during lockdown.
 - **Ex:** Ajit Doval is already a known name and is famous for his commendable work during his tenure as an IPS officer from the batch of 1968. He played an active role in insurgencies operations in Mizoram, Punjab and Kashmir. He managed to turn militants and persuade them to assist Indian forces against the terrorists. Along with his exceptional work in these states, he has done a commendable job in the termination of all 15 hijackings of Indian Airlines aircraft from 1971-1999. He also stayed in Pakistan as an undercover agent in a high-risk assignment.

Bureaucratic inertia

- Bureaucratic inertia is the inevitable tendency of bureaucratic organizations to perpetuate the established procedures and modes, even if they are counterproductive and/or diametrically opposed to established organizational goals.
- This unchecked growth may continue independently of the organization's success or failure. Through bureaucratic inertia, organizations tend to take on a life of their own beyond their formal objectives.

Contd...

- “The bureaucracy is expanding to meet the needs of the expanding bureaucracy.” –Oscar Wild
- Example: The United States Department of Agriculture has offices in almost all U.S. counties, even though only 14% of counties have valid farms or existing agricultural relevancy.

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Intuition

- it is the ability to acquire representation or knowledge about things apparently without reasoning or usage of reasoning in general.
- It is often conceived as a kind of inner perception.
- Sometimes it develops with age, sometimes maturity, sometimes with experience, in some with intellect.
- It teaches guides and motivates us. We experience Déjà-vu's coz our intuition might have felt it or comprehended it much before.

Esprit de corps

- The common spirit of comradeship existing among the members of a group and inspiring enthusiasm, devotion, and strong regard for the honour of the group.
- For example, a military unit.

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Fidelity

- It is defined as faithfulness to obligations, duties or observances; exact correspondence with fact or with a given quality, condition or event; accuracy in reporting detail; adherence to truth.
- A public servant is expected to be at all times a trustworthy person in the public services.
- An unfaithful public servant tarnishes the image of the entire system.

Moral turpitude

- Criminal law describes it as conduct contrary to community standards of justice, honesty or good morals.
- It involves gross violation of standards of moral conduct, vileness, such that an act involving moral turpitude was intentionally evil, making the act a crime.

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Stithaprajnata

- It is the concept discussed in the saukhya yoga of the Gita.
- A sthithaprajna is one whose mind has become absolutely still, quietened and tranquil.
- One who accepts pleasure and pain with equanimity.

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Moral Universalism

- It is the meta-ethical position that some system of ethics, or a universal ethic, applies universally.
- That is, for all similarly situated individuals, regardless of culture, race, sex, religion, nationality, sexuality or any other distinguishing feature.
- It is opposed to moral nihilism and moral relativism.

Meta-Ethics

- It is a branch of ethics that seeks to understand the nature of ethical properties statements attitudes and judgements.

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Normative Ethics

- It is the study of ethical action. It investigates the set of questions that arise when considering how one ought to act, morally speaking.

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Applied Ethics

- It is the philosophical examination from a moral standpoint, of particular issues in private and public life that are matters of moral judgement.
- It attempts to use philosophical methods to identify the morally correct course of action in various fields of human life.

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Deontology

- It is the normative ethical position that judges the morality of an action based on the action's adherence to a rule or rules.
- It is sometimes described as duty or obligation or rule based ethics.

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Deontology

- Deontology is an ethical theory that uses rules to distinguish right from wrong.
- Deontology is often associated with philosopher Immanuel Kant.
- Kant believed that ethical actions follow universal moral laws, such as “Don’t lie. Don’t steal. Don’t cheat.”

Contd...

- Deontology is simple to apply. It just requires that people follow the rules and do their duty.
- This approach tends to fit well with our natural intuition about what is or isn't ethical.
- Unlike consequentialism, which judges actions by their results, deontology doesn't require weighing the costs and benefits of a situation.

Contd...

- This avoids subjectivity and uncertainty because you only have to follow set rules.
- Despite its strengths, rigidly following deontology can produce results that many people find unacceptable.
- For example, suppose you're a software engineer and learn that a nuclear missile is about to launch that might start a war.

Contd...

- You can hack the network and cancel the launch, but it's against your professional code of ethics to break into any software system without permission.
- And, it's a form of lying and cheating. Deontology advises not to violate this rule. However, in letting the missile launch, thousands of people will die.
- So, following the rules makes deontology easy to apply. But it also means disregarding the possible consequences of our actions when determining what is right and what is wrong.

Utilitarianism

- It is a theory in normative ethics holding that the proper course of action is the one that maximizes utility, usually defined as maximizing happiness and reducing suffering.

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- Utilitarianism is an ethical theory that determines right from wrong by focusing on outcomes. It is a form of consequentialism.
- Utilitarianism holds that the most ethical choice is the one that will produce the greatest good for the greatest number.
- It is the only moral framework that can be used to justify military force or war.

Contd...

- It is also the most common approach to moral reasoning used in business because of the way in which it accounts for costs and benefits.
- However, because we cannot predict the future, it's difficult to know with certainty whether the consequences of our actions will be good or bad.
- This is one of the limitations of utilitarianism.

Contd...

- Utilitarianism also has trouble accounting for values such as justice and individual rights.
- For example, assume a hospital has four people whose lives depend upon receiving organ transplants: a heart, lungs, a kidney, and a liver.
- If a healthy person wanders into the hospital, his organs could be harvested to save four lives at the expense of one life.

Contd...

- This would arguably produce the greatest good for the greatest number.
- But few would consider it an acceptable course of action, let alone the most ethical one.
- So, although utilitarianism is arguably the most reason-based approach to determining right and wrong, it has obvious limitations.

Benevolence

- Showing morally correct behaviour; inclination towards charity; ethical thinking; disposition towards doing good and being kind.

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Rapprochement

- Establishing cordial relations with employees and other people who have direct relationship with the organization.

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Gray Areas:

- The areas (issues) in which we (organization) are deficient or lagging.
- It may be due to misunderstanding, miscomprehension, overlook or overlap. Guidelines are often provided in these areas for minimizing gray areas.

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Equanimity

- It is a state of psychological stability and composure which is undisturbed by experiences of good or bad, pain or pleasure, or other phenomenon that may cause the normal people to lose the balance of their mind.

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Commitment

- Being always responsible and genuine to the words, deeds and promises. It is the most important ingredient of public servant.
- There might be a chance to flout promises and rebuild our relationships in personal life.
- But in official capacity, breaking a promise or vow can't be undone or taken back because it affects public at large.

Initiative

- The power or ability to take up a new task exploring a new area making a new beginning for a progressive development, energetically with enterprise and determination.

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Apathy

- Lack of interest or concern. It is a state of indifference or not showing concern, motivation, excitement, passion etc.
- Being indifferent towards others problems, towards systemic lapses, towards progressive change.

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Rectitude

- Righteousness or consequences in procedure or being honourable and honest.

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Autonomy

- Autonomy is an individual's capacity for self-determination or self-governance. There are several different notions of autonomy, including personal autonomy, moral autonomy and political autonomy. Individual autonomy is an idea that is generally understood to refer to the capacity to be oneself to live one's life according to reasons and motives that are taken as one's own and not the product of manipulative or distorting external forces. Moral autonomy, usually traced back, is the capacity to deliberate and to give oneself the moral law, rather than merely heeding the injunctions of others.
- Autonomy has also been held to be a basis for self-respect and respecting others in that, if agents are autonomous, they are not to be treated or regarded merely as means for the interests and purposes of others.

Cognitivism

- The cognitivist holds that moral knowledge is possible, and that the grounds for moral judgments are objective. Cognitivists think that moral sentences are apt for truth or falsity, and that the state of mind of accepting a moral judgment is typically one of belief. Moral statements are not to be interpreted only as expressing attitudes, conventions or personal endorsements. Moral claims are true or false by virtue of objective moral considerations. There is room for argument over whether they are true or not, and whether if true, they admit of exceptions.

Commensurable

- In ethics, two values (or norms, reasons, or goods) are incommensurable when they do not share a common standard of measurement. In recent decades there has been considerable debate over the question of whether values are commensurable. That is, can the values of different things be ordered by a single, common measure? Is the value of autonomy commensurable with the value of well-being? Is the value of friendship commensurable with the value of justice? And so forth. While much of the discussion of the issue concerns different sources of value, the issue can arise even when the values in question are of the same type, as in hedonic utilitarianism. For example, is one person's happiness commensurable with another person's? The issue of commensurability bears on fundamental questions concerning moral deliberation and the justification of moral decisions. It also bears on whether there are situations of unavoidable moral tragedy in the sense that even the most strongly justified course of action involves disvalue with which we must reconcile ourselves. Perhaps not all values are jointly realizable, and in some cases, there may be significant moral costs.

Conscience

- There are several different interpretations of conscience. Among them are the following: (a) conscience as a faculty of moral cognition - A faculty that enables us to ascertain what is morally right and what is morally wrong (Butler); (b) conscience as a mode of developed sensibility such that we feel-painful regret and remorse when we act contrary to it (Mill); (c) conscience as an internal judge of the moral worth of our ends and motives. Conscience does not determine what we are to do, but it can judge whether we have acted in a morally worthy manner (Kant); (d) conscience as faculty of practical reason by which we deliberate with a view to deciding on particular actions to perform, in aiming at conformity with moral principles. Conscience specifies particular actions in the overall project of aiming at what we take to be good. This allows scope for the possibility that an agent could be conscientious but have wrong values (Aquinas); (e) conscience as a reflective consideration guiding employment of criteria of moral soundness with a view to ascertaining which actions meet those criteria (Smith).

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- Some of the main issues regarding conscience are: Whether acting in accord with conscience renders one blameless, even if what one does is wrong; whether it is morally worse to act contrary to conscience and be a hypocrite, or to act wrongly though conscientiously; whether conscience is a faculty that is part of our nature or is acquired; what the conditions are in which it is appropriate to disobey the law and legal authority when what they require is contrary to conscience; by what tests we can determine whether conscience is a proper guide to action and moral self-evaluation.

Contract Theory

- It states that we should arrive at basic moral principles by ascertaining what rational agreement would converge upon, rather than appealing to principles independent of what agents would accept through a project of formulation rather than discovery. Contract theory highlights the fact that individuals who have different desires, interests and concerns nonetheless share certain fundamental interests and concerns. Those are the basis for fashioning a fair moral or political order, an order in which the basic rules and principles do not favour or disfavour anyone simply on account of what those rules and principles are.

Divine Command Theory

- Divine command theory (also known as theological voluntarism) is a metaethical theory which proposes that an action's status as morally good is equivalent to whether it is commanded by God. The theory asserts that what is moral is determined by what God commands, and that for a person to be moral is to follow his commands. Followers of both monotheistic and polytheistic religions in ancient and modern times have often accepted the importance of God's commands in establishing morality.

Desire

- Desire is a sense of longing or hoping for a person, object, or outcome. When a person desires something or someone, their sense of longing is excited by the enjoyment or the thought of the item or person, and they want to take actions to obtain their goal. This is known as the desire for a particular goal or ambition. The individual feel motivated towards the goal. The process of desiring is a one-way tension within the individual, an apparent reaching out towards the desired object or person. Sometimes, desire is impeded by social conventions, class, or cultural barriers. It is necessary to overcome these barriers or constraints to reach the goal.

Devotion

- Devotion can be said to be love, loyalty, or enthusiasm for a person or activity. It can be to a particular cause or to achieve something. When devotion is there the person will take utmost efforts to act towards the cause. It comes from sustained efforts and reflects the earnest attachment to a cause, person, etc. Devotion is an important characteristic an individual must possess. It results in persistent efforts even when there are failures. It comes from within when there is a desire and determination to do something. Civil servants in order to perform their duty for the welfare of the society must be devoted to their work. If they seek an attachment to their goals, it will ultimately push them to work harder.

Dexterity

- It is the skill in performing tasks, especially with the hands. It is the ability that a person possesses which enables him to perform a particular task. This ability can be manual or acquired. However, it is the practice which leads to refining of the particular skill. Even civil servants must possess this attribute so that they can be more efficient in their functioning. They can then perform the work themselves without depending on anyone.

Dignity

- Dignity is the state or quality of being worthy of honour or respect. It is individual respect. Dignity expresses the idea that a being has an innate right to be valued, respected, and to receive ethical treatment. Every human being has the basic right of respect both of himself and by his fellow man. Every person has the right to freedom and to express his moral beliefs through words and actions that will help him grow as he uses his talents to help others. People have the right to be free of fear. They have the right to find peace in the understanding and acceptance of who they are, but only to the extent that their rights do not intrude on the rights and beliefs of others. Each person's rights end where the dignity of others begins. Giving respect to others ultimately fetches respect for oneself. It is not only possessing strong morals that help society to prosper and improve, but following through on them.

Discipline

- It is the practice of training people to obey rules or a code of behaviour, using punishment to correct disobedient. When it is not followed, a negative reinforcement is followed in the form of punishment. A disciplined life is very important to have a balanced way of living. Discipline is the suppression of base desires, and is usually understood to be synonymous with restrain and self-control. Self-discipline is to some extent a substitute for motivation. Discipline is when one uses reason to determine the best course of action regardless of one's desires, which may be the opposite of obedience.

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- Even for any individual who is working in government or even private organization, discipline is important. If someone is disciplined, the person will be doing all works on time and follow a set time plan to do things. Discipline ensures the smooth flow of life without putting hindrance to the individual's liberty. Discipline teaches us to be systematic towards achieving our goal of life. It helps us to achieve our ambitions.

Discretion

- Discretion is the quality of behaving or speaking in such a way as to avoid causing offence or revealing confidential information. It also denotes the freedom to decide what should be done in a particular situation. Discretion involves power relationships and the ways that people work out these relationships in an ongoing political system. Sometimes, there are times when the individual must exercise this power. He has to choose between varieties of options. This quality must be used in an impartial manner so that no one is favoured and everyone gets an equal opportunity

Diversity

- It means understanding that each individual is unique, and recognizing our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is one that recognizes that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. Diverse organizations encourage and harness these differences to make their services relevant and approachable. Diverse organizations draw upon the widest possible range of views and experiences so it can listen to and meet the changing needs of its users. The encouragement of diversity benefits society. It can be developed by:
 - Treating all fairly.
 - Creating an inclusive culture for all.
 - Ensuring equal access to opportunities to enable people to fully participate in the learning process.
 - Enabling all to develop to their full potential

Dominance

- It is exercising power and influence over others. There are individual who try to be superior to other and dominate the choice or take the decision making choice in their hands. Such people think that they are the ultimate source of authority. However, this specific attribute can be taken in negative sense as well when someone hampers the rights of others. At present the best example can be male dominance in the society where females are looked inferior to males. The males take all authority in their hands however, specific steps need to be taken to bring everybody on an equal platform.

Duty

- Duty is a term that conveys a sense of moral commitment or obligation to someone or something. Fulfilling one's duty towards his job is very important as when duty is performed efficiently and effectively all other qualities ultimately progress themselves such as honesty, integrity etc. The prime responsibility of civil services executives to society is to serve the government it has elected. It denotes that civil services must offer same standard of free, frank, impartial and responsive advice, and the same level of professionalism in administration and delivery of services, policies, programs irrespective of political party in power. So, this quality becomes much more important.

Dynamism

- The quality of being characterized by vigorous activity and progress is called as dynamism. It reflects the continuous efforts of a person. In order to achieve something in life a person should not be disappointed with failures or downs, the efforts must be dynamic. There should be continuity in trying. The civil servants are expected to be dynamic and continuous. They have to perform a wide variety of duties. So, it is necessary that they show dedicated efforts which are not stopped in between due to obstacles.

Egoism

- Typically, a distinction is made between psychological egoism and ethical egoism. The former is a descriptive theory about how, in fact, people are motivated. It holds that people always and only act with a view to what they take to be their own selfinterest. Ethical egoism is a normative theory, a theory about how people ought to act. It holds that agents ought to act only with a view to promoting their own selfinterest. That is the fundamental principle of rational action. It is possible to endorse ethical egoism without also believing that psychological egoism is true. In that case, one would hold that agents are often not as self-interested as they rationally should be. If it is rational to act in a way that promotes the interests of others, doing so is rational and justified only if it is a means to promoting one's own interests.

Emotivism

- Emotivism in metaethics view that moral judgments do not function as statements of fact but rather as expressions of the speaker's or writer's feelings. This is the view that moral language has emotive meaning but not cognitive meaning. To say 'Kidnapping and blackmail are wrong' is to express a stance toward those actions - disapproval - but not to report or describe any objective moral features. We might find the action repugnant, but that is a response to it that we have, it is not a report of a feature of the action itself. If we say, 'Nearly everyone agrees that kidnapping and black-mail are wrong', we are reporting a factual matter and we can be literally correct or mistaken. But it is not a moral fact about those actions

Euthanasia

- In active euthanasia an agent intervenes to bring about someone's death in order to prevent the suffering that is making the subject's life miserable to the point of being unbearable. In passive euthanasia, means that are available to maintain life are either withheld or with-drawn. This leads to the death of the subject, though (as it is often argued) it is the underlying condition that causes death, rather than any person as an agent. In both kinds of cases what is at issue is whether it is morally permissible to take or withhold measures such that the death of the subject is intended (active euthanasia) or the death is foreseen, though not intended (passive euthanasia). If someone is suffering in an unendurable way and has no prospect of recovery or relief from suffering, the question of whether to continue treatment and/or the maintenance of life can look very large. Defenders of passive euthanasia (but not active euthanasia) often argue that if there is sufficient evidence of the subject's approval, either from the subject himself or from a suitable proxy, of the withholding or withdrawing of treatment, it is morally permissible, and it does not constitute killing (no less, wrongful killing). Utilitarian often argue that objections to euthanasia (active and passive) are irrational impediments to alleviating avoidable suffering. Moreover, if the agent's consent supplies the assurance that we are doing what the patient most wants, we can be sure that this would not be wrongful killing.

Evolutionary Ethics

- Evolutionary ethics tries to bridge the gap between philosophy and the natural sciences. Descriptive evolutionary ethics consists of biological approaches to ethics (morality) based on the role of evolution in shaping human psychology and behavior. On the other hand, normative evolutionary ethics may represent a more independent attempt to use evolution, alone or partially, to justify an ethical system.

Eagerness

- It denotes the enthusiasm to do or to have something. It reflects the keenness of an individual to strive for a goal or aspiration for a particular thing. When someone is keen or ardent in desire or feeling impatiently longing for something it is an expression of eagerness. It is characterized by or revealing great earnestness.
- The public servants should be eager to try something new in the form of innovative ideas. They when come across a new idea should have the inner aspiration to learn or to explore it. It also reflects the curiosity of a person as curious people are likely to be more eager.

Effectiveness and Efficiency

- Effectiveness is the degree to which something is successful in producing a desired result and the degree to which objectives are achieved and the extent to which targeted problems are solved. while Efficient is performing or functioning in the best possible manner with the least waste of time and effort. In contrast to efficiency, effectiveness is determined without reference to costs and, whereas efficiency means “doing the thing right,” effectiveness means “doing the right thing.”

Elation

- Elation is great happiness and exhilaration. Elation is more than mere happiness — it is extreme, exhilarating joy. It has a sense of rising or expanding, even to the point of light-headedness. It is an exhilarating psychological state of pride and optimism or a feeling of joy and pride. It comes when somebody gets something he had been longing for long time. Happiness while denotes the emotion of joy, it is a higher level of happiness.

Elegance

- It reflects refinement, grace, and beauty in movement, appearance, or manners. Elegance is pursued and appreciated in virtually all aspects of our lives, from fashion to visual and performing arts, from literature to architecture. While most of us praise the elegance and beauty of science when we see it, elegance is typically treated as something that need not concern our research and thus does not belong inside the laboratory.

Enthusiasm

- It is strong excitement about something or a strong feeling of active interest in something that one likes or enjoys. It reflects something causing a feeling of excitement and active interest; a hobby that someone feels enthusiastic about. Enthusiasm is the most essential ingredient apart from hard work for attaining success in any initiative. Enthusiasm or passion means throwing ourselves into a relationship, goal, dream, or activity. It means casting aside worries or distractions and embracing instead the delights of the moment or the hope of success. It makes one feel fully alive and is one of the roots of joy. Enthusiasm springs from order in the human consciousness, and this can largely be controlled and guided by the individual.

Expediency

- Expediency is the quality of being convenient and practical despite possibly being improper or immoral. The means do not matter much in this context. There are some individuals who are smooth and convenient in all aspects of life. Immorality cannot be justified for being flexible and practical.

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Expressiveness

- Expressiveness may refer to a degree of an expression or a quality of being expressive. It is the ability to say what you want to say like conveying your feelings or some other message. It is an important part of communication process. Impeding expressiveness impedes communication. To be good at communication one has to be expressive. In private or personal relations it plays an important role as the transfer of feelings or messages has to be essential to maintain the continuity in relationships. The public servants who have a wide public interface must be expressive in their thoughts and ideas to be more dutiful so that the chain of communication is maintained.

Excellence

- Excellence is a talent or quality which is unusually good and so surpasses ordinary standards. It is also used as a standard of performance as measured. Excellence is a continuously moving target that can be pursued through actions of integrity, being frontrunner in terms of products/services provided that are reliable and safe for the intended users, meeting all obligations and continually learning and improving in all spheres to pursue the moving target. Excellence is striving for quality or merit in all that we do. A focus on excellence means we take time, work hard and think carefully about a project or activity. Excellence lets us take pride in our accomplishments. We are guided by a vision or an ideal, and we do our best to make it a reality. Excellence must be tempered by balance, because it doesn't mean being perfect; it means using our abilities and opportunities to their fullest. A commitment to excellence brings us closer to living it well and to attaining our dreams. Excellence is marked by static quality.

Fairness

- Fairness is the quality of making judgments that are free from discrimination. It is not expressing any discretion or biasness. It is expressing justice in a transparent manner without favouring a particular side. It is an important attribute as there are times when one has to exercise his power. In such cases, it becomes important that it is done in fair justifiable and a transparent and non-partisan manner. The civil servants must make sure that they are fair and transparent and do not give undue favour to a particular side while taking decisions that are for the welfare of the people. It becomes important in cases where the decision making ability is in the hands of a particular individual while granting projects or during auctioning etc.

Faith

- Faith is confidence or trust in a person or thing; or the observance of an obligation from loyalty; or fidelity to a person, promise, engagement; or a belief not based on proof; or it may refer to a particular system of religious belief, such as in which faith is confidence based on some degree of warrant.
- Faith is not confined to the private relationship between two individuals but also is extended to the public workers who have to deal with a large public interface. It is necessary to have a faith in the public servants that are at the service for the people. Faith comes from consistency in behavior. It is important to display consistent behavior at times to make sure that the faith is developed.

Fearlessness

- Fearlessness is the capacity to act even while fear might be present. It's not the absence of the fear but the ability to overcome the paralyzing effects. Under normal circumstances fear is healthy thing, Fear motivate individual to try to understand the world and ourselves and take actions accordingly. Fear is mainly due to ignorance of the reality and true potential of oneself. Of course, there is not one human being that does not have fears, but the difference is how people handle these fears. Some enable these fears to hold them back while the truly great face these fears and shrug that cumbersome weight off their shoulders. There is a plethora of ways to control fear, but the one action to beating this terror is having a goal to look forward to.

Freedom

- Freedom is the power or right to act, speak, or think as one wants. It refers to the state of not being imprisoned or enslaved. The condition of being free of restraints, especially the ability to act without control or interference by another or by circumstance or the state of being free or at liberty rather than in confinement or under physical restraint is known as freedom. However, it must come with responsibility. True freedom which is to be free from all habits, good and bad, doing what you believe you should do to be good, not just acting from an automatic unconscious habit of being good, and because you have the will power to be good, even in the face of strong temptation. There are good habits and bad habits, but true freedom is release from both.

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- Freedom is defined from different aspects, and according to different cultures, freedom varies from culture to another. Some define freedom as a natural right, the human being is born with. Everyone wants to be free and independent from others. Freedom is the right to do what one wants, live where he wants, eat what he wants, learn what he wants, and choose the religion in which he believes, without ignoring or harming other's right.

Friendliness

- It is the quality of being friendly; affability. Friendliness is being open toward other people, taking the risk of inviting them into relationship with you. It means being curious, warm and inviting toward people you don't know well and letting yourself be vulnerable and interdependent with people you do. When we are friendly, our starting assumption is that others are well-intentioned and open to reciprocity, and that we can learn from them. This does not mean we are naively oblivious to the fact that generous assumptions may be wrong and definitely will be at times. Rather, friendliness means that in the absence of evidence to the contrary we assume the best, and even when evidence is mixed we tend to give people the benefit of the doubt. Because our expectations are often self-fulfilling, friendliness maximizes the richness of our relationships.

Firmness

- Firmness is being resistant to externally applied pressure and is marked by or indicating the tone and resiliency of the person. It is used to denote the quality of showing determination or resolution. Firmness to the goals or objectives in life is very important as the person must not deviate from his set goals inspite of the constraints or the obstacles that come in the way.

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Fortune

- Since antiquity, moral theorists have been concerned with the way in which things we cannot control figure in our lives and in the moral quality of our actions and characters. This was of central concern to Socrates, Aristotle and the Stoics, in large part because of the role they assigned to rational self-mastery in the well-led life. What difference (if any) should be made in our estimation of an agent if he has good luck with regard to both nature and society? If the person has a temperament well suited to acquiring the virtues, and is surrounded by morally sound and concerned agents does that make their virtue less praiseworthy? If we act from worthy motives but things go badly, what sort of criticism of us as agents is appropriate? Much ancient ethical thought raised a question that is still with us: Is it better to be virtuous through a struggle against inclination and bad habits, or is it better to have good luck that eases the acquisition of virtue? Is the relevant notion of 'better' a moral notion, or do we mean that it is better (in a non-moral sense) to have good luck but there is more moral virtue in prevailing against weakness and inclination? The importance of fortune is certainly not confined to antiquity. The issue of fortune, or 'moral luck' as it is sometimes called, is motivated by the perplexities and difficulties raised by such considerations. Perhaps we are to strive for virtue, but our ability to do so is influenced by fortune. Perhaps we are to act autonomously, but it may be impossible to make a clean break between rational agency and other elements of our nature.

Generosity

- Generosity is expressed as the liberality in giving or willingness to give. It is considered as synonymous to kindness. Generosity is freely sharing what you have with others. It is being willing to offer money, help or time when it is needed. To be generous means giving something that is valuable to you without expectation of reward or return. Many traditions measure generosity not by the size of the gift, but by what it cost the giver. Sometimes generosity requires pushing past a feeling of reluctance because we all instinctively want to keep good things for ourselves. Even so, we can structure our lives in ways that make generosity more spontaneous and fun. When we give, we reap the pleasure of knowing we have made someone else's life a little happier. Generosity brings balance in the life of the individuals as a result of which they are bound to achieve unimaginable success in their lives. We should understand the fact that though it is a bit difficult to be generous in all the situations in life but at the end generosity bears the fruits of peace, success and happiness in the lives of individuals.

Gratitude

- It is a feeling of being grateful and wanting to express thanks. Gratitude is a close companion of both integrity and humility. Gratitude without integrity is insincere flattery. Gratitude follows both integrity and humility. Gratitude can be expressed in many ways. It can even come as a small concrete token of thanks. The civil servants should be grateful to their seniors and subordinates for their cooperation. Gratitude is something that shows humanity of a person. Civil servants are helped by many people in order to achieve their work. Hence they should be grateful to all those who have helped them.

Harmony

- It refers to a relationship in which various components exist together without destroying one another or a relationship characterized by a lack of conflict or by agreement, as of opinion or interest. Harmony is tuning of our lives to those around us and the natural world that sustains our wellbeing. We listen and watch so that we can move in time with that Great Dance in which we all have a small part. To live in harmony requires that we be conscious of the hopes and needs that surround us and flexible in our own course of action. In a harmonious relationship each party at times sets aside his or her own desires to nurture the relationship itself. We can be in harmony with others only when we are in harmony with ourselves living true to our deepest sense of what is real and what matters.

Helpfulness

- In social psychology, the everyday concept of helpfulness is the property of providing useful assistance; or friendliness evidenced by a kindly and helpful disposition. Helpfulness means trying to make life a little easier for other people. If we are paying attention, we notice when someone else is struggling to open a door, to complete a task, or even to go through the dying process with grace and dignity. We move instinctively to ease the struggle, lending ourselves whether for a moment or a lifetime to serve their purpose. If we look around us, we become aware how much of the substance and beauty people are able to create depends on helping hands. Like generosity, helping is a gift that gives to the giver. Sometimes we receive help in turn from those we assisted; even more often our helpfulness ripples through the world as other people spontaneously pay it forward.

Intrinsic Value

- The intrinsic value of something is said to be the value that that thing has “in itself,” or “for its own sake,” or “as such,” or “in its own right.” The notion of intrinsic value has been interpreted in different ways. First, something has intrinsic value if it has value in itself and not on account of being valued on the basis of any interest or desire. According to the second, something has intrinsic value if its value is 'unconditioned, not dependent upon anything else being the case, including what-ever may be brought about by whatever is intrinsically valuable. In another view, something has intrinsic value if it is desired for its own sake and not for the sake of anything else. It has value as an end in itself, even though it may be conditioned in the respect that it has value because it is desired.

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- Mill understood pleasure to have value in this way. In his view, pleasure is valued as an end and only as an end; for that reason it is 'being good' as an end. However, its being good as an end is dependent upon its being the ultimate object of desire. This notion of intrinsic value is much the same as the notion of something having value as an end and not as a means. Kant's conception of the value of the good will seems to include both of the first two kinds of value. The value of the good will is not in any respect dependent upon its being valued as an object of desire or the satisfaction of an inclination. Nor is its value dependent upon anything else being the case. Aristotle's conception of eudaimonia (happiness or flourishing); it has value as an end and only as an end, and it is desired for its own sake.

Inventiveness

- It is the introduction of new things, ideas and ways. The act of innovation can generate many emotions. It can bring agony, sweat, tears and exhaustion. But it can also bring great thrills, satisfaction and joy. Innovation is needed in civil services at various stages. It makes the civil services generate new ideas and thoughts which can then be put into action for social development and they can be trained through various innovative programmes to improve their skills. Innovation helps the civil servant to improve his performance and overall performance of the team. Every scheme of the government is a beautiful example of innovative exercise to bring positive change.

Inquisitiveness

- It is the name given to inquiry, research, or asking questions; eager for knowledge; intellectual curiousness. An inquisitive mind is curious to explore new things and learn new things with course of time. Inquisitiveness will take you far, and in unimagined directions. One gets different answers from different interlocutors, and may find that one question leads one down to a totally different path than the one had expected.

Knowledge

- Knowledge simply refers to the condition of knowing something. It is the information, facts, principles, skills and understanding, etc. that is acquired through education and experience. Knowledge is, roughly, useful information. It is information that's adapted to a purpose. It is good explanations, and it is solutions to problems people had. Knowledge shouldn't be expected to be perfect. A partial solution is still knowledge, even if it contains some mistakes, and can be improved on in the future. Knowledge is created by imaginative and critical thought. The key ingredients are both creativity and criticism. We need numerous ideas, including ones that aren't obvious. And we need error correction to get rid of flaws. With those two components, we can improve our knowledge and learn new things. Knowledge is powerful and important part of Life. Knowledge is a powerful acquisition in life which, when given to someone, does not decrease. Our knowledge is the collective thought and experience of our forefathers, wise men who left behind a rich heritage and wealth of information. It is knowledge that has equipped man with the limitless power with which man dominates over all beings who are physically much stronger than him. Knowledge has significantly helped him to conquer the nature and this conquest has prompted human progress and civilization.

Liberty

- Liberty, in philosophy, involves free will as contrasted with determinism. In politics, liberty consists of the social and political freedoms enjoyed by all citizens. Generally, liberty seems to be distinct from freedom in that freedom concerns itself primarily, if not exclusively, with the ability to do as one wills and what one has the power to do; whereas liberty also takes into account the rights of all involved. As such, liberty can be thought of as freedom limited by rights, and therefore cannot be abused.
- Liberty implies the following things.
 - Liberty does not mean the absence of all restraints.
 - Liberty means the absence of unjust and tyrannical restrictions.

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- Liberty means legal, moral and reasonable restrictions on the functions of the individuals.
 - Liberty is an essential condition for the development of individual personality.
 - It means the rights of the individual to do things which are not harmful to others.
 - Liberty is to be provided to every individual equally by the state without discrimination.

Love

- This can be taken as a basic category of general human value which relates to concern and respect for others and the environment. The word 'love' is here used in a broader sense than in common parlance where personal and/or erotic love is the common interpretation. Its essence can be characterized by the words "Love is unselfish care and concern for the well-being of others and the world at large. The less selfish it is, the more it enriches life". Being neither a sensation, an emotion nor a mere conception, but being identifiable only at the heart or core of the human consciousness, love in this universal sense is the characteristic par excellence of the human soul or psyche. It is common to include altruism, understanding and forgiveness under the more encompassing (but vague and ambiguous) word 'love'.

Modesty

- It is the quality or state of being unassuming in the estimation of one's abilities. It also refers to the quality of being relatively moderate, limited, or small in amount, rate, or level. Modesty means feeling or appearing to feel humbly about oneself. A modest man does not boast of his own merits or achievements. He rather feels shy, if anyone praises him in his presence. He shows his regard for conventional decencies in dress or behaviour. Modesty is one of the finest qualities of man and is akin to politeness. A man may have many good qualities, but if he is not modest, he cannot command respect, and even his good qualities are overlooked. Humble are the wise. They do not pretend to say that they know what they do not know. They listen to the big and the small with equal attention, and try to learn from others, by giving equal prominence to everyone. So a modest person is loved by all.

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- A modest person does not try to show his wisdom unless he is asked to do so. He possesses a noble heart. His outlook about life is broad. He is generous in his behaviour and simple by nature. Sweetness of his character attracts those who come near him. He is the storehouse of positive energy in life. He does not envy his neighbours or enemies; he becomes happy to see others prosper in life.

Motivation

- Motivation is a theoretical construct used to explain behavior. It represents the reasons for people's actions, desires, and needs. Motivation can also be defined as one's direction to behavior, or what causes a person to want to repeat a behavior and vice versa. A motive is what prompts the person to act in a certain way, or at least develop an inclination for specific behavior. Motivation results from the interaction of both conscious and unconscious factors such as the: (1) intensity of desire or need, (2) incentive or reward value of the goal, and (3) expectations of the individual and of his or her peers. These factors are the reasons one has for behaving a certain way and striving for goals.

Natural law

- Natural law theory is a legal theory that recognizes law and morality as deeply connected, if not one and the same. Morality relates to what is right and wrong and what is good and bad. Natural law theorists believe that human laws are defined by morality, and not by an authority figure, like a king or a government. Therefore, we humans are guided by our human nature to figure out what the laws are, and to act in conformity with those laws. The term 'natural law' is derived from the belief that human morality comes from nature. Everything in nature has a purpose, including humans. Our purpose, according to natural law theorists, is to live a good, happy life. Therefore, actions that work against that purpose – that is, actions that would prevent a fellow human from living a good, happy life – are considered 'unnatural', or 'immoral'. Laws have a purpose too: to provide justice. From a natural law perspective, a law that doesn't provide justice (an unjust law) is considered 'not a law at all.' Therefore, a law that is flawed is one that no one should follow. In short, any law that is good is moral, and any moral law is good. Legal positivism is a legal theory that is the opposite of the natural law theory. Legal positivists believe that a law can be deeply flawed, and yet still be considered a law.

Natural Rights

- A natural right is a right that is not conferred upon a person and cannot be withdrawn or taken away though, of course, it can be violated. Early modern theorists such as Hobbes, Locke and Grotius are key figures in theorizing on this matter. They held that prior to the establishment of legitimate political authority individuals have certain rights just as rational agents with concern for their security and property. For example, even in the state of nature an agent has the right of retribution; the right to punish another for being harmed. There may be some natural rights one should be willing to surrender in entering into a social contract; Hobbes certainly held this view. The civil condition provides institutions and procedures for just administration that are lacking in the state of nature. Whether a theorist holds that natural rights are fully carried in to the civil state or that some are rationally surrendered in it, the conception of natural rights is central to a great deal of modern thought concerning the ground and permissible character and scope of political authority.

Pluralism

- Civil servants should comply with the guidelines which have been laid down on political activities in General Orders or any other official document. One version of pluralism maintains that there is more than one basic moral value or ground of value, and that the different values are irreducible. For example, the grounds for autonomy being a moral value differ from the grounds for mutual benefit being a value. Autonomy and mutual benefit might always be relevant as moral considerations, but not in a way that is exhaustively specified either a priori or empirically. Another version of pluralism holds that there is no single, objectively best kind of life, but many good kinds of life. This type of pluralism bears directly on political theory and the question of the appropriate role of the state with respect to conceptions of good, and whether any in particular are to be favoured or encouraged.

Patience

- Patience is allowing time to run its course and allowing people, including ourselves, to work and grow at our own pace. Patience moves our minds away from frustrations, expectations and aligns us with reality. When we are patient, our energy is positive which can be invested in good things.

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Pragmatism

- Pragmatism means accepting what's real and making the best of it. Pragmatism is figuring out how to fulfill our values and mission in the real world rather than spending our energy complaining that things should be different. When we are pragmatic, we accept the status quo, even if we don't like it. We explore the cause and effect relationships that govern our lives, and then use the power we have to make things better.

Persistence

- It is the quality of continuing to try to achieve a particular aim despite difficulties. Two of the greatest obstacles for people to overcome in life are failure and fatigue. It gets people through both hardship and drudgery. Some time the reason people don't persevere is because the lenses through which they view life are focused on failing, not succeeding. Some people get caught up or lost in their yesterdays.

Practical wisdom

- Practical wisdom is a true characteristic that is bound up with action, accompanied by reason, and concerned with things good and bad for a human being. Practical wisdom is not concerned with the universals alone, but must also be acquainted with the particulars: it is bound up with action, and action concerns the particulars. Practical wisdom is concerned with human things and with those that about which it is possible to deliberate. According to Socrates and his student, Plato, achieving sophia gave a man a general understanding of the nature of virtue. And once a man reached an understanding of each of the virtues, he would naturally live them. For example, if a man understood the true nature of justice, he would naturally be just. Thus for Socrates and Plato, becoming a man of virtue was an exercise in abstract thought.

Regret

- Regret is important in moral theorising because of how it is related to selfdetermination, voluntariness, fortune, and moral self-knowledge. There are many things that we regret even though we had no role in them. We regret that the tornado ruined the orchard, or that the heavy traffic made us arrive late. But there is also regret that we often feel with respect to situations in which we were agents, though what is bad or awful about them was not directly traceable to our agency or intentions.

Respect

- Respect means continuous acceptance of talent and personality in other human being. Respect is most important universal human value. When we treat other people with respect, we help them gain confidence and reveal inner potential that otherwise might go untapped. Respect in private relationship means to take feelings, thoughts, needs, and preferences of others into account. It also means acknowledging and valuing everyone's thoughts, feelings and contributions to the family as a whole. Respect is indeed earned.

Rule-utilitarianism

- This version of utilitarianism holds that in determining what is to be done, we should be guided by our understanding of which rules and practices have the best record of maximizing utility when followed. The view contrasts with act-utilitarianism. The rule-utilitarian argues that there is greater utility in following rules than in examining individual acts as the basis for ascertaining what to do, even if doing so may sometimes lead to individual actions that do not maximize utility. The rule utilitarian concedes that there may be some cases in which dishonesty would bring the most utility, but overall - and taking into account the utility involved in trying to figure out what to do - there is a decisive case for honesty. Thus, we should encourage the habit of honesty as a completely general approach to communication and representation. What we need to justify are general rules or practices, and then individual acts will be justified or not, given how they stand with respect to the rules and practices. The rule-utilitarian will claim to be true to utilitarianism because of the purported overall utility of relying on rules in certain ways.

Reliability

- Reliability means being on time, following through one's commitment, and being dependable. Reliability is the trust that a particular individual can be depended on based on the past experiences or on the basis of trust he has earned. Being reliable, honest, loyal, and having integrity will boost one's morale, while making him appear a person of high quality. The civil servants must be reliable and consistent in fulfilling their duty.

Sacrifice

- Sacrifice is being willing to give up something good for something better. Life is full of boundless possibilities, but in order to transform a possibility into a reality we have to choose — sacrificing the many in order to attain the one. Nothing is gained without something relinquished. Sacrifice has meaning only in the context of a goal, dream or mission. In pursuing these, we often face obstacles which require us to forfeit physical or emotional comfort in the service of something that matters more. Often, the greater the dream or vision, the greater the shared sacrifice required to attain it. Sacrifice is easier when we stay focused on what we are choosing rather than what we are giving up.

Unity

- Unity is the state of being in agreement and working together. Mahatma Gandhi suggested that one of the greatest challenges of our day is finding unity in diversity. Unity implies oneness. But oneness does not necessarily imply likeness. In other words, we may all be different unique individuals but through unity of purpose we can team together to accomplish great tasks-tasks where the whole is greater than the sum of its parts. Unity is sought on sports team, in work units, in government and essentially in all group based endeavors. Perhaps nowhere unity is exhibited more strongly than in close families where harmony prevails. This is particularly so on occasions when the family needs to bound their talents to overcome an obstacle or a special need. Finding unity among diversity is one of the civilization's greatest challenges, yet working together is essential to the well-being of the whole. Coming together is a beginning, keeping together is progress, working together is success. Our chances for every day greatness increase when we surround ourselves with a team and network of other strong individuals. Diversity of talent and thought adds flavour to life and opens the way for teamwork and synergy. In civil services, unity is essential. Work is accomplished through team efforts for which unity is essential. Decision making is a plural exercise where views of every team member is very important.

Vision

- Vision is the ability to see people and situations clearly, not only for what they are but for what they can become. Vision offers a clear image of a possible future, one worth striving for. When we apply vision to people, we prioritize kindness and acceptance while encouraging growth. Vision shapes our lives by providing guiding purpose. It structures our priorities and activities. It inspires us and gives us hope. It helps us to define who we are and who we want to be. Vision is one of the defining qualities of leadership; a leader calls people together communicates a vision, and inspires them to pursue it. When we practice vision, we place trust in our dreams and ideas while utilizing the insight and knowledge of our experience. When a group of people come together around a clear vision, things that seem impossible become real.

Zeal

- Zeal is great energy or enthusiasm in pursuit of a cause or an objective. It also refers to the fervor or the tireless devotion for a person, or ideal or determination in its furtherance. It is diligent enthusiasm or powerful interest. Zeal can be for doing some particular act or for achieving something great in life or for some ambition. The public servants must possess this attribute in order to have the inner enthusiasm to try new innovative ideas. It is important for having inner sense of motivation.