

ETHICS



Introduction

GENERAL STUDIES PAPER 4- ETHICS, INTEGRITY AND APTITUDE

Content

Module 1: Ethics and its Dimensions

- Ethics and its essence
- Determinants of ethics
- What influences ethics and which other institutions influence ethics?
- Dimensions of ethics
- Ethics in private and public lives
- Ethics during COVID-19 pandemic and other disasters

Module 2- Attitude and its Dimensions

- What is attitude?
- Structure and its functions
- Attitude, Thoughts and Behaviours
- Moral and Political attitudes
- How are attitudes formed and how are they changed?
- Social influence and persuasion
- COVID-19 and attitude

Module 3- Emotional Intelligence

- Emotions
- Emotional Intelligence
- How is Emotional Intelligence developed?
- How to enhance your emotional intelligence?
- Application of Emotional Intelligence in Personal and Professional lives?
- Emotional Intelligence and COVID-19

Module 4- Aptitude and Values

- What is aptitude?
- Types of aptitude?
- Civil Service related aptitude
- Foundational values of Civil Service
- Specific Civil Service Values
- Integrity

- Objectivity
- Dedication to Public Service
- Empathy
- Compassion
- Impartiality and Non-Partisanship
- Tolerance
- Anonymity
- Accountability and responsibility
- Other values
- Consequences of erosion of values

Module 5- Transparency and Information

Module 6- Probity in Public Service

- Probity
 - ♦ What constitutes probity in public service?
 - ♦ How does probity in governance help?
- Corruption as a threat to the nation
 - ♦ What is corruption?
 - ♦ Why is corruption flourishing in India?
 - ♦ Effects of corruption
 - ♦ Political corruption

Module 7- Influence of Philosophers

- Plato
- Aristotle
- Jeremy Bentham
- Immanuel Kant
- Rawls' Theory of Justice
- Buddhist Thought
- Swami Vivekananda
- Mahatma Gandhi

Module 8- PYQ Mains Solution (2016)

Module 9- Case Studies (Solved) 2018

TABLE OF CONTENTS

MODULE 1: ETHICS AND ITS DIMENSIONS

Ethics and its Essence	2
Challenges to Ethics	2
Morals and its Aspects	2
What Influences Morality?	2
Ethics and Morality	3
Relationship between Law and Ethics	3
Determinants of Ethics	3
What Else Influences Ethics and which other Institutions Influence Ethics?	3
Dimensions of Ethics	4
Ethics in Private life and Public Life	4
Ethics during COVID-19 Pandemic and Other Disasters	5

MODULE 2: ATTITUDE AND ITS DIMENSIONS

What is Attitude?	7
Attitude Formation	7
Structure and Functions	7
Attitude, Thoughts and Behaviours	8
Moral and Political Attitudes	8
How are Attitudes Formed and how are they Changed?	9
How are Attitudes Changed?	9
Social Influence and Persuasion	9
Persuasion	10
COVID-19 Attitudes	10

MODULE 3- EMOTIONAL INTELLIGENCE

Emotions	12
Emotional Intelligence	13
How is Emotional Intelligence Developed?	14

How to enhance your Emotional Intelligence?	14
Application of Emotional Intelligence in Personal and Professional Lives	15
Emotional Intelligence and COVID-19	15

MODULE 4: APTITUDE AND VALUES

What is Aptitude?	17
Types of Aptitude	17
Civil Services Related Aptitude	17
Foundational Values of Civil Services	18
Specific Civil Services Values	18
Integrity	19
Objectivity	19
Dedication to Public Service	20
Empathy	20
Compassion	20
Impartiality and Non-Partisanship	21
Tolerance	21
Anonymity	21
Accountability and Responsibility	21
Other Values	22
Consequences of Erosion of Values	22

MODULE 5: TRANSPARENCY AND INFORMATION

Transparency	24
What does Transparency in Governance Involve?	24
Information Sharing	24
Participative Governance	25
Accountability Mechanism	26

MODULE 6: PROBITY IN PUBLIC SERVICE

Probity	28
---------	----

What Constitutes Probity in Public Service?	28	Aristotle	33
How does Probity in Governance Help?	28	Jeremy Bentham	33
Corruption as a Threat to the Nation	29	Immanuel Kant	34
What is Corruption?	29	Rawls' Theory of Justice	34
Why is Corruption Flourishing in India?	29	Buddhist Thought	35
Effects of Corruption	30	Swami Vivekananda	35
Political Corruption	30	Mahatma Gandhi	35
MODULE 7: INFLUENCE OF PHILOSOPHERS			
Plato	33	SOLVED PAPER & CASE STUDY	
		Ethics Theory Solved Paper	37
		Ethics Case Studies (Solved)	43



Module One

ETHICS & IT'S DIMENSIONS

- A simple definition of ethics is that it is a study of Science of conduct. It is concerned with norms and standards.
- It is about the way the world ought to be and not what it is. It is concerned with values and ideals.
- It is a dynamic concept and is being continuously revised, with the changing circumstances.

Ethics and its Essence

Let us examine some of the features of ethics:

- Ethics is personal in nature. Although societal ethics do exist, we behave in an ethical manner because we feel it is the right thing and not because of the fear of law,
- It refers to the rules for deciding correct conduct which is not only beneficial to the individual but also that of the society and nation,
- In many cases, ethics are codified and are then expected to be followed by the people. Example: medical ethics, sports ethics.
- It provides a mechanism for evaluation of actions,
- It is necessary for the society to stay peaceful,
- At the individual level, it usually remains constant. However, radical changes in the value system of an individual can influence the ethics too.
- Morality is a subset of ethics and is often used interchangeably and is concerned with specific principles of action.

Challenges to Ethics

- Briefly, there are **three challenges to ethics**.
- They are **individualism, religion and culture**.
- Firstly, individualism seeks to put self-interests above that of any others. Example: Cheating in an exam will enable me to get more marks than others. It is unethical but here my self-interests are involved.
- Secondly, all religions teach its disciples to behave in a moral and ethical manner. However, sometimes religion may challenge ethical conduct. For example: the practice of Sati is clearly unethical but was followed till the first half of the 19th century due to religious sanctions.
- Lastly, culture too is a challenge at times to ethical conduct. For example: protecting the environment is an ethical conduct. However, cultural activities like bursting crackers during Diwali and Jallikattu during the festival of Pongal provide a direct confrontation with ethics.

Morals and its Aspects

A simple definition of morality is that it is a system of values that provides a set of behavioural rules for the individuals and the society to follow.

- In this regard, meta-ethics is a study of philosophy of morality as a concept.
- Morality is different in the following ways:
- Subjectivism- Morality is highly subjective. It differs from individual to individual. For example: stealing a loaf of bread may be an act of immorality for an individual who does not have to struggle for the basic necessities of life. However, for a

person who has been starving for days, the act can be justified easily.

- Similarly, the concept of cultural relativism also makes morality different. For example: Majority of Indians may still frown upon live-in relationships, whereas it may be the norm in other Western nations.

What Influences Morality?

Morality can be easily influenced by different factors such as:

- Norms, which are a set of rules that are determined by society. It may be devoid of any ethical basis. Example: the act of untouchability or Triple Talaq.
- Pleasure or hedonistic activities. It was Jeremy Bentham who said that what is ethical is often the activity that provides the greatest pleasure for the maximum number. However, this has been challenged by other scholars such as Pushkin who is reported to have said that it is better to be a human being who is dissatisfied than a pig who is satisfied.
- Socialization: It is Plato who opined that man is a social animal. What socialization does is to change an individual or society's way of thinking and their definition of morality. For example: The Economic Survey of 2015 stated that the mere information that IT companies hire a large number of women, prompted many parents from villages around Bengaluru in Karnataka to send their daughters to schools and ensure proper education.
- Another factor that influences morality is the concept of stereotypes. For example: many individuals may be biased in a negative or even positive manner towards certain groups of individuals and this may influence their actions.
- Let us consider an example: One of the stereotypes that people may adhere to

is that all terrorists are Muslims. Now, this may prevent them acting in a rational manner. They may then act in certain immoral ways such as indulging in acts of communism, discrimination and other criminal acts.

Ethics and Morality

- Ethics and morality seem to carry the same meaning and they are generally used interchangeably. However, some philosophers make a distinction between the two.
- Ethics differs from morals and morality in that ethics denotes the theory of right action and the greater good, while morals indicate their practice at the individual level. Ethics is the science of morals. Morals are the practice of ethics.
- Ethics is where one studies about moral principles. Morals are the practice of this knowledge. Ethics thus are rules which govern the conduct of all the members of a group (such as doctors, lawyers, policemen, cultural group or society). Morals are those standards which the individual sets up for himself/herself.

Relationship between Law and Ethics

- Law and ethics share an interesting relationship.
- While ethics often influences law and its application, the latter is clearly superior to the former when it comes to determining the validity of an action.
- However, courts can only determine the validity of an action, according to the law.
- But society holds the real cards as they are the ones who decide on its implementation and agencies cannot push beyond a limit, especially in

democracies. This is also determined by the power of the government in power. Example: Triple Talaq and Sati have now been outlawed. They may have been ethical at one point of time, but have no relevance at present.

Determinants of Ethics

The following are the important factors that can be construed as determinants of ethics:

- Action- Emmanuel Kant was a proponent of the principle of Deontology. Theories that emphasize on the principles of action are called deontological theories. Acts are right and wrong.
- Consequences: The theories that look into ethics from the point of view of consequences are called teleological. Actions which will have consequences and are evaluated from that perspective are called teleological theories.
- Character of an individual- Actions is often dependent on the character of the individuals. Many like Aristotle who provided his theory of ethics focused on this aspect.
- Motive- The motive of an individual must be taken into accord while determining the ethics of an individual. For example: killing a snake that is about to attack you in self-defence vs killing a dog after brutally torturing it.
- Customs: It has a strong influence on ethics.
- Conscience- It can be defined as an individual's inherent belief of a particular matter or the rational voice of an individual.
- Intuition: It is the innermost voice of an individual of what is right and wrong.

- Law as mentioned before influences ethics.
- Pleasure

What Else Influences Ethics and which other Institutions Influence Ethics?

An individual is born free but is a product of his/her own individualism and their surroundings. Many institutions influence the formation of ethics. Some of them are the following:

- Family- An individual's immediate and first point of contact is with the family. They are the greatest influences of the individual. The individual learns the most from the immediate family and is easily influenced by their actions and ethics. For example: A child observing his parents will learn either that there is nothing wrong in breaking a traffic signal or may even go on to learn from a young age that gender stereotypes are often distorted. When the child notices that his father is cooking in the kitchen and cleaning vessels, the notion that this is a woman's role is smashed and the child goes on to become a responsible citizen.
- Educational Institutes: It is said that the destiny of a nation is shaped in its classrooms. A wholesome education that not only teaches 2+2=4 but also teaches civic discipline and ensures an atmosphere of friendliness and morality will ensure empowered citizens and leaders. For example: The Happiness Curriculum of the Government of Delhi-NCT and the New Education Policy, 2020.
- Society- The next big influence is the society. Often, acts of the society will shape the ethics of its members.

For example: Compassion exhibited by the residents of Gurugram to the migrant labourers during the COVID-19 pandemic vs the rampaging mobs of the neighbouring Delhi during the riots that did not even spare schools and school children.

- Media or the fourth estate plays a critical role in informing and shaping information events and outcomes amongst the population. It is in this regard that the culture of fake news is particularly a matter of concern.
- Government influences the ethics of the society through its actions. A government that has scant regard for the principles of the constitution will face a society that disobeys laws and a society that will continuously indulge in acts of protests and disharmony. Whereas a government that is high on morals will also have a citizenry that is ideal. Example: New Zealand's reaction to a terrorist attack Vs Pakistan's reaction towards its minorities and their rights.
- Social Media has in recent times gained prominence and has begun to have a large stronghold over formation and pursuance of ethics. The digital life of an individual has come to assume as much importance as his/ her real life.

Dimensions of Ethics

As discussed previously, ethics is different from an individual stand point of view as compared to that of the society and the government. In this subsection, let us look at the concept of ethics in International Relations.

Ethics in International Relations in modern times has come to signify certain principles such as:

- Respect towards International Law,

- Respect towards peace, democracy and human rights,
- A strong disapproval of war and aggression of any sort.
- Non-Interference in another country's internal affairs
- Mutual benefit and harmony in the international system.
- However, in recent times, this has not been adhered to. Pakistan's action of state sponsored terrorism against India, China's refusal to abide by the decision of the Permanent Court of Arbitration in the South China Sea and President Trump's restrictive actions constitutes breach of these above-mentioned principles.
- Article 51 of the Indian Constitution imbibes these principles:

Ethics in Private life and Public Life

- There will have to be a differentiation between ethics in private life and public life. Private lives of individuals are often dictated by their actions and motives which in turn are dependent on their position- economic, social, political and technological.
- **Abraham Maslow's theory of hierarchy of needs** often determines the ethics of individuals apart from their own belief systems and other influencers.
- Whereas, in the public life of an individual, generally, the welfare of the society is of utmost concern and due importance is paid to.
- Private lives which often pay attention to the individualistic activities need to be differentiated from the public lives which lays more emphasis on societal good and the larger good of communities. Example: A company's individual ethics

may only emphasize on the profit motive whereas their public life will necessarily include adherence to the local laws and customs.

Ethics during COVID-19 Pandemic and Other Disasters

- Throughout the world and in India, we have witnessed the disastrous effects of the COVID-19 pandemic.
- However, the actions of individuals, corporates, governments and societies have been different in different contexts.
- As far as India is concerned, we found the government's conduct unethical in many instances. The complete disregard for the migrant community, women in distress and the brutal behaviour of the Police forces across states have reinforced the image of an India that doesn't care for its citizens.
- The government could do little for the starving migrants, employees who were fired without their salaries and citizens who were struck abroad in pathetic conditions. The government's conduct too raises certain questions. The affidavit before the Supreme Court that it was fake news that drove many migrants to walk back to their villages was severely criticized by one and all.
- Similarly, hospitals have been accused of overcharging and denying medical treatment to citizens, non-payment of salaries to the medical staff and other amoral actions.
- However, crisis like situations also brings an element of positivity. Many organizations have worked for the welfare of the migrant communities. Example: Community kitchens were set up in Kerala, Actor Sonu Sood's actions, Migrant labourers being provided for in the villages of Rajasthan.
- Disasters often bring out the worst and the best out of the institutions, individuals and the governments. It will be the ethical conduct of the governments to ensure the maximization of the latter and the minimization of the former.



Module Two

ATTITUDE AND ITS DIMENSIONS

Attitudes often define our life and its outcomes. Hence, it is of utmost importance to understand this concept and its various dimensions.

What is Attitude?

- In simple terms, attitude can be defined as an **application of values of an individual. When values are applied on concrete objects, it becomes attitudes.**
- An individual is identified more through their attitudes than the values they hold, even though the latter is equally important.
- Here are the following characteristics of attitude:
- Attitudes help in predicting the actual behaviour of an individual,
- Attitudes are learnt over a period of time and this can either be positive, negative or neutral. For example: my rejection in the UPSC Civil Services exam makes me antagonistic towards the officialdom of this country or conversely, I met an IFS officer when I was young and was so motivated by his/ her professionalism, that I look up to the Indian diplomats always. I form a favourable opinion of them.
- Attitudes are long lasting and consistent mostly. They do changes, however under specific circumstances. Any sort of dissonance leads to emotional instability.
- Attitudes are evaluative because they involve emotions and are strongly linked to behaviour.
- Attitudes also involve both verbal and non-verbal cues.
- Attitudes are highly subjective and it differs from person to person. For example: my attitude towards the lockdown imposed due to COVID-19 and that of Brazilian President Jair Bolsonaro

who dismissed the idea of a lockdown.

- Finally, we can say that is an integral part of one's personality.

Attitude Formation

Attitude is learned, formed, can be changed, and be reformed. Learning can account for most of the attitudes we hold. The study of attitude formation is the study of how people form evaluations of persons, places, things, objects, matters and issues.

Some of the ways in which attitude is formed are:

- Classical conditioning: If we witness same input over a long period of time then we become habituated to that input in certain specific ways.
- Instrumental conditioning: We may also develop certain attitude depending on the system of reward or punishment. Consistently rewarding someone showing respect towards the elders versus punishing him/her whenever they show disrespect will be instrumental in developing a positive attitude of respect.
- Social learning: We also observe other people performing some actions and by observation, we learn their conduct.

Structure and Functions

Attitudes are generally described through the ABC (Affective, Behavioural and Cognitive) model. It generally consists of these three components.

Let us look into it in detail:

As far as the ABC model is concerned, let us consider an example: A young graduate is deciding on a career to take up. He/ she comes across a career in the Indian Foreign Service. Now, going by the ABC model, the individual's:

- The Affective/Emotional component will enable them to ask the question: How do I feel thinking about a career in the Indian Foreign Service?
- The Cognitive component will enable them to ask the following question: What do I think about the service as a whole?
- And finally, the Behavioural aspect will determine whether I intend to pursue a career in the service?
- This is the structure of attitudes.

As far as the **functions of attitudes** are concerned, here are the following functions:

- **Knowledge functions:** Our knowledge helps us organize a diverse set of information that may be available for a particular subject. It provides clarity and understanding of various events, people and other subjects. It need not always be true. For example: Gandhians would always oppose the current draft EIA rules as it is opposed to the Gandhian principles of protecting the environment and not exploiting it.
- **Ego-Defence functions:** It is generally considered that those who are less confident and insecure of their beliefs have attitudes that are rigid and they use them to avoid confrontations and disputes that can be embarrassing. Whereas, on the other hand, those who are confident of themselves feel more emboldened and are open to changing their attitudes towards subjects, objects and people.
- The former would change only when they are provided circumstances where they are not judged and where they are rewarded for a change in their attitudes.
- **Value Experience:** Attitudes can be used to establish an individual's self-identity. A person's self-worth can be assessed by putting them through difficult circumstances. Their true attitude

emerges when they are in an abnormal state.

- **Need satisfaction function:** Individuals would change their attitudes when they realise that their goals and needs can be met by a serious change. For example: I have to remain positive and cheerful during the UPSC exam preparations to get through this process.
- **Impression:** - Motivation function: When our attitudes need to make an impact on others or would benefit others in some manner, we tend to change it. For example: reaching the office on time will impress my boss.

Attitude, Thoughts and Behaviours

- The personality of an individual is shaped by these three components: attitude, thoughts and behaviour.
- Attitudes shape the thoughts and behaviour of individuals.
- However, the final behaviour may not correspond to the actual thought or attitude that one has.

For example:

- I may want to crack the UPSC Civil Services exams (thought),
- I may then develop an outlook that is positive and in favour of hard work (attitude),
- Finally, this may translate into actual clearing of exams and getting a rank (behaviour).
- The environment that we are in also determines our attitudes and behaviour towards a particular subject, person or object.
- For example: I am walking past Connaught Place in New Delhi which is not clean

and I see people littering everywhere, I can either choose to become a part of the problem and throw a plastic cup or continue to hold on to my values and only throw the cup in a dustbin.

- Conversely, let us imagine you are in Cyber Hub in Gurgaon which is spick and span and highly modern. There is no temptation to litter around and create a nuisance.
- Environment in fact has a powerful impact on our behaviour. Think as to why Indians are so well behaved when they go abroad and are often model citizens in those countries, but become indisciplined, the moment they enter India.
- It is here that leaders need to create a positive impact and create a favourable environment that supports and encourages citizens to follow laws and become civic conscious.
- Attitude and behaviour are also linked by the factor of motivation. If there exists a strong reason or motive for us to hold on to a particular attitude, we will continue to hold on it. For example: my attitude towards the minorities is going to yield a certain positive result during the elections. In this case, there is no reason for me to change my attitude.
- Now, let us assume that you respect someone or someone is senior to you, then your attitudes are more likely to change because you do not intend to offend the other person. This is also highly subjective and as mentioned before, depends on an individual's personality.

Moral and Political Attitudes

- In simple words, moral attitudes can be defined as the attitude of individuals

towards moral issues and political morality can be defined as the individual's attitude towards political attitudes.

- An individual's attitude towards acts of corruption can either be in consonance with that of the society's or divergent. For example: your attitude as a civil service aspirant may strongly be against acts of corruption whereas your family's or even the larger society may favour corruption as there is no way out of it, according to them.
- This is an example of moral attitude.
- Now, let us look at political attitudes: What is your attitude towards Pakistan's state sponsored terrorism against India?
- One question, we need to ask ourselves is how exactly are moral and political attitudes related?
- Let us not forget that Aristotle opined that Man is a political animal. It is individual attitudes that influence political attitudes.
- An individual is part of the society but however has his/ her own identity. They express themselves in a multitude of ways. In a democracy like India, we can easily say that it is individual moral attitudes that shape the political attitudes.

How are Attitudes Formed and how are they Changed?

- Attitudes of individuals are shaped in a myriad of ways. The most common method is through socialization.
- As mentioned before, the environment I am exposed to and my own experiences shape my attitudes.
- Example: A tourist is visiting India and during their stay in India, they are

received well and have a soul enriching experience, then they will continue to hold a favourable attitude towards India throughout their lives until and unless, something changes drastically.

- As mentioned before, wanting to make an impression or achieve some goal, also shapes the attitudes of individuals.
- Finally, **Aristotle also said that Man is a social animal**. The need to belong to a particular group and reap the benefits that come along with it, is strong. Imagine, a member of the Indian Diaspora living in Switzerland. They often feel lonely due to reasons such as hostile weather and indifferent local population. Under such circumstances, they are willing to bond with their own countrymen and tend to have a favourable opinion of India and its policies.

How are Attitudes Changed?

Individuals often tend to receive information that validates their belief systems. Their attitudes are built over several years after many experiences and are not easily susceptible to change. For example: A Kashmiri youngster who has been discriminated against in Delhi in matters of housing and has been treated shabbily by the local population and Police, is unlikely to change his attitude towards Delhi, even after years.

Social Influence and Persuasion

- Attitudes can be changed by individuals through social influence and persuasion.
- Social influence is of three kinds: conformity, compliance and obedience.
- **Conformity** involves group action.
- It involves three motives:

- ♦ The need to belong to a class of people,
- ♦ The need to be liked by others,
- ♦ The need to be correct in our actions and judgements.

- The factors that influence conformity are group sizes and unanimity of opinion.
- For example: This is a practice that is commonly described as group behaviour. For example: I have a negative attitude towards narcotics, however, my college friends are in favour of it. So, I may then develop a positive attitude towards it so as to get attention and continue belonging to the group of friends. This is not encouraged though.
- **Compliance** often involves social influencing that is forceful in nature. It is generated to make an individual change his/ her attitude towards something using some form of mild coercion or pressure.
- For example: boycott of weddings which encourages dowry.
- Finally, **obedience** involves a punitive element. It can either be through legislations or through relationship structures or even other factors such as expertise.
- Example: You are more likely to obey the commands of an expert in a Swimming pool when you do not know swimming or you are more likely to obey the rules of the City Corporations and wear masks while stepping out of your houses.

Persuasion

- It is a method of bringing about the change in the attitude of an individual by saying the right thing at the right time and by the right person.
- Three questions: **What to say? To whom to say? Who will say it and when will it be said?**

- Communication is very important in our day to day lives and it is the content that is more important than the words being said.
- The importance of non-verbal cues (body language) too is very important. It accounts for more than 70% of the communication that is being stressed upon.
- Many factors influence the ability of an individual to persuade others to develop an attitude towards others.
- This includes the credibility of the person who is persuading the other, their age and physical descriptions at times, circumstances of a particular issue, the power and attractiveness of the message and the mental disposition of the receiver too.
- The government did not care about the vulnerable sections of the population and worked actively towards suppressing their legitimate rights.
- The sight of migrants walking back home did not move the government into action until public pressure forced them to act and bring about some changes.
- As far as the private hospitals are concerned, the less said the better. At a time, when it was important to stand with the people and the patients, we have seen refusal to treat patients, charge exorbitant rates and ill treat the doctors involved.
- Finally, the population too has seen its share of negative attitudes. Land lords in different cities kicked out their tenants who were doctors and those who could not afford to pay rents only due to sheer lack of empathy.
- The fact that people starved to death and children were kicked out of schools, reflects a society that is heartless and a society whose attitude is highly selfish.
- There were many positive stories emanating from across the country such as the ones in Kerala, Telangana and Rajasthan.

COVID-19 Attitudes

- Throughout this COVID-19 pandemic, we have seen both positive as well as negative attitudes of various stakeholders across the world and India.
- The governments, business establishments and the population have struggled to make ends meet.
- It is in this regard that we have noticed an element of distrust and a negative attitude that has emanated from the government and the various private sector hospitals.



Module Three

EMOTIONAL INTELLIGENCE

Emotions

- In recent times, governments and private bodies have started paying close attention to the concepts of emotion, emotional intelligence and the emotional well being of individuals.
- The Government of India too has released its National Mental Health Care Policy. In this regard, it is important to understand these concepts.
- Emotions can be defined as those personal experiences that arise from a complex interaction between physiological, cognitive and situational factors.
- Emotions are highly personal.
- Emotion is a psychological concept. It helps individuals moderate and direct their behaviour towards a particular object, and helps in the maintenance of power and dignity.

Here are 10 important emotions and their functional roles:

- **Happiness:** It is the most important emotion that human beings experience. It helps them realise their potential and their experience towards an item that it's most fulfilling.
 - ♦ Items of happiness enable us to understand the value of a certain object or individual.
 - ♦ Happiness can be derived both internally and externally. Example: I could be happy even without the occurrence of events externally or someone else becoming my source of happiness.
 - ♦ In India, the National Crime Records Bureau ascribes the issue of relationship failures as one of the reasons for many young people committing suicide. This is because an individual's happiness

is linked to the company of his/her partner and when that company is withdrawn, the individual is unable to regain his/ her happy state and takes a drastic decision.

- **Sadness:** We generally experience this emotion when we lose something close to us or are unable to get something we desire. It enables us to focus our energies at our objects of sadness in a holistic manner. We tend to take a step back and then analyse the situation in a calm and composed manner.
 - ♦ For example: I felt pangs of sadness when I couldn't clear the UPSC (Civil Services) Prelims. This sadness enabled me to take a step back and review my preparation. I realized there were many gaps. I rectified it and immediately cleared the Prelims next year.
- **Anger:** Anger is considered to be a negative emotion. It is generally characterised by the physiological changes in your body (higher blood pressure), changes in your non-verbal communication (watch your facial expression when you get angry) and it could also be accompanied by loss of words and screaming.
 - ♦ Individuals, who are prone to anger, generally lose sense of their emotions and actions. Anger could either be controlled or uncontrolled. The former is directed towards a particular object or person and subsides after the task is over. For example: Your school teacher shouting at you in the class.
 - ♦ People often experience the emotion of anger due to frustration when either they are unable to fulfill their objectives or are unable to do so fully. Anger is also experienced when events do not go, according to the way I want them to.
 - ♦ A typical example would be the case of road rage. Here, I believe that I should

be permitted to overtake a particular vehicle and I am unable to do so. I keep honking because I am angry and, in many cases, people even indulge in physical violence.

- ♦ Anger also permits us to redirect our energies towards recognizing the problem and working to sort it out.
- **Anticipation:** It refers to a physiological state of arousal when we are either excited, anxious or uncertain about a particular event or person. It enables us to understand that we are working on a task that is outside our comfort zone.
- **Fear:** Generally, fear is a negative emotion. It stops us from pursuing goals and accomplishing tasks outside our comfort zone.
 - ♦ It is also considered to be a basic defence mechanism that protects us from potential danger.
- **Loneliness:** People feel lonely when they are isolated and disconnected from those around them. It is Aristotle who said that "Man is a social animal". The need to belong is also a basic need, according to Abraham Maslow.
 - ♦ This emotion is a signal to us to reconnect with our loved ones and pursue activities that are of interest to us.
- **Jealousy:** It is generally an emotion which we experience when we see others achieving something we want to or possess something that we desire. We all experience jealousy. But the success of managing it lies in our actions.
 - ♦ For example: I see my friend clearing the UPSC Civil Services Examination and I failed in my last attempt. Now, I have two options. One is to wallow in self-pity and feel jealous of my friend and do nothing to rectify my own

mistakes or lacunae in my life. This will spoil my own health, emotional stability and life.

- ♦ The second option is to get up, acknowledge my failure and then chalk out a different plan and a career that will help me fulfil my life objectives. Let us assume, my life objective is to work for the welfare of India. The civil services are not the only path towards it. I can also work in an NGO, Media organization or join Politics and serve India. Let us recall that Mahatma Gandhi or even Sardar Vallabhai Patel did not give the UPSC exams and clear it, yet worked towards the welfare of India and the world.
- ♦ This emotion helps us direct our energy towards the task to be accomplished.
- **Disgust:** We feel repulsed towards certain people or objects that we consider unclean or not worthy of any attention. It enables us to understand what something that is unhealthy for us. Example: we feel disgusted when we read about incidents of crimes against women across the country.
- **Surprise:** We experience surprise when we feel something unexpected happens to us or those around us. It helps us to adapt to the new situation around us.
- **Trust:** It is built on experience and reminds us of both the good and the bad that people have done to us. Once, we have experienced something, we can protect ourselves in a better way and deal with the emotional pain in a more courageous manner.

To conclude, emotions help us:

- Understand ourselves in a better manner,
- Help us becoming creative
- Helps us manage our relationship in a pleasant manner,

- Build our ethical systems
- Better decision making

Emotional Intelligence

- Mayer and Salovey introduced the concept of emotional intelligence. It can be defined as the ability to perceive and express emotions, assimilate emotions in thought, understand and reason with emotions and regulate emotions in one's self and others.
- It involves understanding your own emotions, the emotions of those around you and the ability to regulate them.
- Howard Gardener came up with the theory of Multiple Intelligence and classified intelligence into seven broad types.
- Two of them have a direct correlation with the topic of emotional intelligence.
- Firstly, Intra-personal intelligence involves understanding your own emotions and its relationship with your body and subconscious mind.
- Secondly, Inter-personal intelligence is the ability to manage your interactions with others and those around you, understand social situations and the ability to regulate intolerable situations.

A related concept is that of Emotional Quotient or EQ. It consists of:

- Perception of emotion,
- Understanding of emotion,
- Management of emotion and
- Emotional facilitation of thought

EQ measures the extent to which emotional intelligence gets manifested into some form of visible behaviour. In simple terms, it is the reaction to situations and people around you.

Goleman identified the following traits of Emotional Intelligence:

- **Self-Awareness:** The ability to know about ourselves. Our strengths and weaknesses. This will help us utilize our capabilities in a better and productive manner. For example: If I am talented in Music, I cannot aspire to become a MS Dhoni.
- **Self-Motivation:** Once, we have become self-aware of our interests and talents, it is important to carve a path towards our goals. Once, we carve our path towards that goal, it is important to commence the journey and continue with it. There will be times when we feel like giving up or are feeling hopeless about the situation. However, being self-motivated will help us get back on track and achieve our goals. Example: I missed the 2016 Prelims cut off narrowly. I did feel sad but I motivated myself and after a few days, bounced back and re-started my preparations. 2017, I cleared the prelims.
- **Self-Regulation:** A successful individual controls his/ her emotions and prevents the emotions from controlling them. Life is all about controlling your mind and emotions. Lack of controlling one's emotions can result in non-achievement of your goals, unhappiness, health conditions and may even include problems with the legal system. Example: If I cannot control my anger and I indulge in road rage, I am not only spoiling my own health but also will invite charges under the Indian Penal Code, Motor Vehicles Act and other laws.
- **Empathy:** It is the ability to understand other's emotions. All of us behave in a particular manner due to certain reasons. A successful individual is one who is able to understand others' emotions and act accordingly. It requires one to be non-judgemental.

- **Handling relationships:** It is the ability to understand others and social situations, ability to remember faces and names, ability to hold a conversation with others, possess self confidence and the ability to regulate social situations.
- Diplomats need to possess these abilities.

How is Emotional Intelligence Developed?

There are many institutions that help in the development of this important attribute of human life. Some of them are the following:

- **Families:** It is a closely knit group of people. Most of our day to day interactions take place with our family members. They are the ones who are non-judgemental and we can be ourselves around them. This will help us understand the concept of emotional intelligence. The first five years of our lives are the most important period where we learn and mould our personality traits.
- **Schools and educational institutes:** Classrooms shape the destiny of nations and it is here that model citizens are churned out. We learn and enhance our emotional intelligence skills by interacting with our teachers, fellow students and reading books.
- **Media:** The fourth pillar of democracy influences the way we live, think and behave. They shape our opinions and more. With the proliferation of internet access, social media in recent times has penetrated our lives. A simple example to understand this point is often whatsapp forwards are considered to be gospel truths.
- *Religious institutions:* Many of these

institutions have an overpowering influence in our lives.

- *Places of work:* It teaches us many important traits and realities of life. We hone our skills here when direct experience is required.

How to enhance your Emotional Intelligence?

Some of the ways in which we can enhance our emotional intelligence are the following:

- **Start thinking from another perspective-** A successful person thinks from not only his/ her perspective but also others' perspective. In this regard, Gandhi's Talisman is important. It says that when you are confused or are in a state of dilemma, think of the weakest face you have encountered and then think whether your actions will benefit him/ her.
- **Meditation-** Meditation enables one to calm their emotions and also gives the ability to focus and concentrate. Meditating will help in clarity of thought and action.

Other techniques include:

- Anger management
- Stress management

Application of Emotional Intelligence in Personal and Professional Lives

- Emotional intelligence is of utmost importance and can be described as

a basic quality of life. Understanding it will enable us to become successful and lead a happy life. Many mental illnesses can be avoided when we understand emotional intelligence

- In our personal and professional lives, it will help us:
 - ♦ Manage our emotions,
 - ♦ Manage our relationships,
 - ♦ Creating a better society,
 - ♦ Better citizenry.
- In the bureaucracy and politics, it is a very important trait to possess. We shall deal with it in detail in the subsequent chapters.
- Briefly, when you are a bureaucrat/ Diplomat/ Police officer:
 - ♦ You have to understand the person who you are dealing with,
 - ♦ You should be able to influence them positively and make them behave in a certain manner, according to the task involved and
 - ♦ Lastly, have the ability to resolve problems in an amicable manner.
 - ♦ Emotional Intelligence helps in this regard.

Emotional Intelligence and COVID-19

- COVID-19 has uprooted many of us from the comfortable lives we were used to. Citizens have lost their jobs, left without the basic necessities of life and left to fend for themselves with little help from either the society or even the governments.
- COVID-19 has also led to an increase in the number of domestic violence cases (according to UN Women and National Commission for Women) and we have also seen a rise in the number of cases pertaining to mental health issues.
- All stakeholders involved have failed to understand the situation of the crisis (lack of empathy) and improve appropriate policies.
- Situations where pandemics, crisis like situations and wars necessitate high level display of emotional intelligence to mitigate the suffering of people and citizens.
- Governments have failed to understand this and continue to oppress people.
- The sight of migrants walking back home and being canned mercilessly by the Police will continue to haunt the people of this country and points towards a breakdown of emotional intelligence.



Module Four

**APTITUDE AND FOUNDATIONAL
VALUES OF CIVIL SERVICES**

Do you have it in you to join the Civil Services and make a successful career out of it? The answer to this lies in the concept of Aptitude and based on that, certain other traits that are deemed to be essential for a career in the Civil Services.

Let us understand these concepts in detail in this module.

What is Aptitude?

- In simple terms, it is defined as the natural ability or natural tendency to do something. It is both innate as well as acquired by an individual's interactions with his/her environment.
- Individuals may possess natural inborn qualities but can also acquire the abilities to perform or excel in certain tasks or professions by their interactions with the outside world.
- For example, let us consider an example of three individuals who have witnessed the COVID-19 situation in India and are all disappointed with the way the government and its machinery have dealt with the situation. Now these three individuals, with their different aptitudes may react to this crisis in different ways.
- The first individual may give the UPSC Civil Services examination and join one of the services to make a difference to the country and its people. The second individual may contest the elections to the Lok Sabha and end up becoming a Minister to make a difference to the governance structure of the country and serve the citizens. The third individual may become a Lawyer and a social worker and work for the depressed sections of the society.
- The challenges may be the same before individuals but they react in different ways, according to their aptitude.

Now, let us define the term 'aptitude'.

- Aptitude is the combination of abilities and other characteristics, whether innate or acquired, known to be indicative of an individual's ability to develop proficiency in a particular area.
- Let us also **differentiate between 'aptitude' and 'skills'**. The latter is something that is acquired and constantly upgraded by training and reading of relevant material, whereas the former is something that is already there and can be nurtured.
- In simple terms, aptitude is like a raw material that is present. Now it is up to the individual to acquire the relevant skill set to process this raw material and make a finished product that can be used for a defined objective or purpose.
- Lastly, aptitude also reflects on the future potential of an individual.
- It is important to identify your aptitude and choose a relevant profession in which you can excel.
- Often people blindly follow others into a profession without evaluating their own aptitude for it and then suffer due to non-performance and lack of interest.
- For example: Prime Minister Narendra Modi who has an aptitude to lead the country and make a difference in the field of governance and usher in socio-economic development in the country cannot be expected to excel in the cricket field like Sachin Tendulkar or MS Dhoni and vice-versa.

Types of Aptitude

There are generally **two broad categories of aptitude - physical and mental aptitude**.

- Physical aptitude reflects one's abilities to perform certain physical tasks. It reflects one's strength, height and weight amongst others. A sportsperson will

need to have a great amount of physical aptitude to succeed.

- **Mental aptitude** on the other hand reflects one's general mental abilities to perform a certain task. It involves general mental abilities as well as a sound value system. The former involves the ability to think rationally and the latter involves presence of traits such as a sound ethical and value-based system, right attitude etc. A teacher or a scientist is expected to possess mental aptitude to a great extent.

Civil Services Related Aptitude

Individuals who are considered to be 'steel frame' of a nation are expected to possess a certain specific aptitude to excel in their field.

Civil Servants are expected to possess the following aptitudes:

- **Intellectual aptitude:** It is the ability to think rationally, in an innovative manner and act purposefully and deal effectively with various issues around them. Bureaucrats are generally considered to be those who cannot think out of box and are those who go according to the rule book. This is far from true and while it is true that the laws of the land will have to be followed by everyone including bureaucrats, the latter will have to think out of box solutions to deal with modern day problems.
- **Emotional aptitude:** This reflects one's own emotional intelligence which is the ability to deal with one's own emotions, others' emotions and the ability to control situations. In the civil services, there will be situations when one will encounter different people, different unpleasant situations and will have to be able to

deal with them effectively. Example: imagine an MLA or Minister abusing you in front of the people. It also involves one's own behaviour towards colleagues, subordinates and seniors.

- **Moral attitude:** It includes certain desirable qualities to possess such as compassion towards the weaker sections of the society, integrity etc. These are also called the foundational values of civil services.

Foundational Values of Civil Services

- Values are certain standards through which we judge a particular behaviour. Civil Services values are often derived, according to the context in which the personnel work in. It is based on the political set up of a nation (democratic, authoritarian etc) and the interests of the nation concerned.
- For example, in a country such as India, we pay utmost importance to values such as democracy. The civil services is then expected to understand and behave in such a manner where the people's interest is of utmost importance and it is the people who are the most powerful in this country and have elected and appointed persons to carry out the day to day administration of the country and make laws.
- It is in this regard that the Karnataka High Court struck down the order of the Bengaluru Police Commissioner imposing Section 144 of the CRPC to curb peaceful protests against the Citizenship Amendment Act, 2019. It is the Fundamental Right of a citizen to gather and protest peacefully. The order of the Police Commissioner was deemed undemocratic.

- Civil Servants are entrusted by the people, a large number of resources and powers which enables them to decide the fate of communities and the nation itself. In this regard, it is only natural then for the people to expect that the civil servants possess certain essential values which will enable them to serve the people effectively. Some of these values can be described as impartiality, concern for the poor, integrity etc.
- Imagine, the country's financial resources, human resources, weapons and other natural resources are at your disposal and you are expected to serve the people. Such an individual should be a person who is not only capable intellectual excellence but also possesses moral and emotional aptitude.
- Hence, Civil Servants need to have certain values to be followed. Even in situations where a person's discretionary powers are to be used, it is these values that are to guide them towards performing or not performing certain actions and not individual interests.
- Former Supreme Court Judge JS Verma opined that: "holders of public office are entrusted with powers to be exercised in public interests alone, and therefore, the office is held by them in trust for the people. Any deviation from the path of rectitude by any of them amounts to a breach of trust and must be severely dealt with instead of being brushed under the carpet."

Specific Civil Services Values

- In India, there is no specific codified set of ethics code of ethics. There are service specific rules such as the Central Services (Conduct) Rules and the All India Services

(Conduct) Rules wherein certain ethical principles are contained. However, they are vague. There are certain general norms such as 'Maintaining integrity and absolute devotion to duty' and not indulging in behaviour 'unbecoming of a Civil Servant'.

- The **Draft Public Services Bill, 2007** has a chapter on **Values of Public Services** and it contained certain values which were to guide Servants in their conduct. They were:
 - ♦ Patriotism and upholding national interests,
 - ♦ Allegiance to the Constitution of India and the laws of the land,
 - ♦ Objectivity, impartiality, honesty, diligence, courtesy and transparency and
 - ♦ Maintenance of absolute integrity.
 - ♦ There are certain reports and sources of these ethics.
- The first source of ethics is the Constitutional. It has the following values:
 - ♦ Sovereignty,
 - ♦ Socialism,
 - ♦ Secularism,
 - ♦ Democracy,
 - ♦ Republic,
 - ♦ Justice,
 - ♦ Equality and
 - ♦ Fraternity
- Even the **2nd ARC Report**, mentioned various values at the Apex level, second level and the third level.
- Finally, the **Nolan Committee** in the UK recommended seven essential traits for public servants to possess:
 - ♦ Selflessness,
 - ♦ Integrity

- ♦ Objectivity,
- ♦ Accountability,
- ♦ Openness,
- ♦ Honesty and
- ♦ Leadership

Now, let us look at some of the absolutely essential attributes and values of a civil servant:

Integrity

- Integrity can be understood as a wholesome behaviour which is constant and morally and ethically right.
- Thus, there are three elements to this. **Firstly, there is an element of the behaviour or conduct being ethically right. Secondly, it is constant. For example, my behaviour cannot be calm and composed today and angry and rude tomorrow. It is behaving in a moral manner at all times, even during difficult times. Lastly, the behaviour has to be wholesome.** What this means is that I cannot behave in one particular manner in my office and in a completely different manner at home and then a party.

There are different types of integrity. They are:

- **Moral Integrity:** The standards I use to judge others should be the same standards I use to judge myself. It has to be honest and consistent. This is also called personal integrity.
- **Professional Integrity:** It is the ability to uphold certain professional codes of conduct such as professional ethics for Lawyers, Doctors etc. This is weaker than personal integrity and there may be times that the two will be in a state of conflict. For example: I may be against killing someone, but if I am a Police Officer and the law and my profession requires me to kill the individual, I will be

forced to comply with it. Example: Police officers, Army Personnel.

- **Intellectual Integrity:** This is also academic integrity. This is one's ability to be original in terms of ideas or giving the credit to those who deserve it and being open to criticism.
- **Artistic Integrity:** It is the integrity displayed by an artist towards his/ her work.

How can we inculcate integrity?

- Through emphasis on right role models
- Reward and Punishment or Carrot and Stick
- Empathy
- Code of ethics and code of conduct

Objectivity

- It is the **ability to behave and take decisions based on evidence and rationality.** Civil Servants often will be taking decisions involving resources and these decisions will impact millions of people whose fate is decided by those in power. Hence, their decisions will necessarily have to be based on sound principles on objectivity, be rational and scientifically sound.
- There is no scope for decisions to be guided by personal choices and biases, external consideration and other trivial factors.
- For example, consider the following situation:
- The government has entrusted you with the responsibility of distributing rations to the migrant workers from the government resources. In this situation, you have members of a political party coming and asking you to handover the rations, so that they can distribute and get political benefits. In this case, you

will politely decline their request and distribute it through proper government channels.

Dedication to Public Service

- This can be considered to be the basic value of those who are seeking to enter the government. The fact that you are even reading this indicates that you intend to join the government and hope to make a difference and are dedicated to the concept of public service.
- Dedication is different from commitment. The latter involves the mere duty towards finishing a task or joining a service. The former on the other hand involves an active interest in joining a profession that seeks to serve the poor and the most marginalised sections of the society.
- Civil servants who are dedicated to public service will be those who are successful and will be able to work even during hostile circumstances.
- If you are dedicated to public service, you will continue to do the job meticulously even if it is tedious and boring or challenging. This will enable you to work both as Joint Secretary (Administration) as well as Joint Secretary (Americas) in the Ministry of External Affairs as an officer of the Indian Foreign Service.
- Same principle will apply to be posted as an IAS, IPS or even an IRS officer in both New Delhi as well as Churu district of Rajasthan.

Empathy

- As mentioned in the previous chapters, it is the ability to understand other people's situation and emotions, understanding the situation and acting accordingly. It is very important in Civil Services, as the service is all about the people and their welfare.

- You will be dealing with people and it is an absolutely essential value to inculcate.
- These days, it is assumed more important due to dynamic situations.
- Many times, your conduct is not determined by laws and rules and regulations but your own thinking will determine the outcomes.
- For this, you will have to possess the value of empathy in public service. For example, recently, one of the District Collectors in Tamil Nadu came across a family suffering. Upon enquiries, she found out that the family receives certain medicines from the neighbouring state capital of Bengaluru. She went beyond her call of duty and called up the pharmacy and arranged the supplies, spoke to her own government in Chennai and coordinated with the Karnataka Police and finally ensured that the family received their medicines. This is called dedication to public service and being empathetic towards the public.

Compassion

- Civil Service is all about possessing the compassion towards members of the public, institutions and laws of the land and a sense of justice.
- A stronger sense of compassion is needed to be displayed towards members of the depressed and vulnerable sections of the population. They include women and children, the elderly population, minorities and members of the SC/ ST/ OBC.
- This will enable individuals to serve in a more humane and better manner. Civil Services is all about being compassionate towards fellow beings, animals and even non-living entities.
- There is no space for hatred in those who seek to enter the civil services.

Impartiality and Non-Partisanship

- For Civil Servants, decisions have to be taken on logical, legal, rational and scientific grounds. Impartiality refers to not supporting a group of people over others. It means taking a decision that is fair and is based on the principles of justice.
- For example: Imagine you are a District Magistrate and you have been tasked with acquiring land for a project of critical importance. You have three choices: acquire the land of a Farmer, acquire the land of an influential person who has built a farmhouse or acquire the land of a religious institution. Which land will you acquire?
- In this case, you are expected to assess the project for which the land is being acquired, the land that is most suited for the project and its proximity to the project construction site and other factors. Most of us are sympathetic towards the farmers. Now, let us think about one factor. What if the farmer's land is the closest to the project being constructed? You will be forced to acquire it depending on the project requirements after duly compensating the owner.
- This is an example of public impartiality. The other is that of political impartiality which signifies that a Civil Servant is not expected to be swayed by his/her political opinion or political masters. It is the civil servants who are part of the Permanent Executive. The Political Executive is not permanent and can be elected out by the people of India during the elections. Hence, a Civil Servant is expected to maintain political impartiality at all times.
- Being non-partisan means that an act is carried out without fear or favour and the officer has the courage to do the right

thing even under tough circumstances.

- A related concept is that of neutrality. The courage to withstand pressure and be neutral and acting only in public interest. It is often seen that this concept is lost in many Civil Servants who do the bidding of their political masters in return for favour both monetary as well as in terms of 'plum posts'.

Tolerance

- A Civil Servant is expected to be tolerant of others' views, situations and enable others to express their democratic and religious rights. It is the ability to accept other practices though you may disagree with it.
- The Indian Armed Forces is one of the best institutions which teaches us the spirit of tolerance and brotherhood. We see Muslim officers of the Sikh Light Infantry Regiment enthusiastically participating with the Jawans in both the Langar of the Gurudwara as well as various prayers that are recited. They lead their soldiers in these tasks and are often seen personally carrying a copy of the Guru Granth Sahib ji with them. Similarly, we also see Hindu officers visiting Mosques and offering prayers with their Jawans. The Indian Army is one of the few institutions which doesn't recognize the Religion, Caste and status of their personnel.
- Civil Servants are similarly expected to display tolerance towards different religions, views and cultures. It is an absolutely essential value for a Civil Servant.

Anonymity

- Civil Servants are expected to be anonymous or faceless. It is the Ministers who are responsible for the acts of their departments and the Civil Servants are

expected to work from behind the scenes. This will also permit them to remain true to their principles and work without fear or favour.

Accountability and Responsibility

- As leaders, Civil Servants will have to be responsible to the people they serve and to those who have appointed them for their acts of commission and negligence.
- Simply put, an officer is responsible for his/ her actions and will face both the positive and negative consequences of it.
- Accountability is a similar concept. It owns up to your deeds and actions.
- It is generally felt in India that Civil Servants are not accountable for their actions and will continue to serve till they hold the pleasure of not the President but their political masters.
- This is due to the labyrinth of laws, rules and processes that makes it difficult to fix the responsibility.
- The officer concerned, generally passes on the buck.
- A popular joke exists as far as the bureaucracy is concerned which goes like, if asked to move don't move. If pushed, move grudgingly. If chased, run around in circles and if cornered, appoint an investigation committee.
- This reflects the state of bureaucracy in India.

Other Values

Other values with the infusion of modern 21st century governance challenges include:

- Being creative
- Courage and bravery
- Perseverance

- Resilience

Consequences of Erosion Of Values

- Failure to follow the above-mentioned values will result in a nation, society and individuals who are bereft of values, aimless and a weak state that can be exploited by foreign states. It leads to the following circumstances:
 - ♦ Corruption and absence of public service,
 - ♦ Loss of faith in public service and disdain for political systems and democracy,
 - ♦ Destruction of meritocracy and victory of nepotism and
 - ♦ Deteriorating socio-economic conditions

Relationship of Aptitude with Other Qualities

- Aptitude and Interest: People have interests in many things, but this does not imply they have the aptitude for that. One may like cricket very much – but playing it on field is much different that a watching it on television. One may have the aptitude for good commentary or writing skills and then one may choose a profession where his/her interests and aptitude match- such as becoming a commentator or a sports journalist.
- Aptitude & Ability: Aptitude is often considered to represent specific subsets of mental ability which provides useful information on an individual's potential, particularly with regards to education and employment. Ability is much closer to intelligence. Aptitude indicates what an individual will be able to learn/do and ability presents evidence of what the

individual is able to do now (or in future without additional training).

- Aptitude and Attitude: -Aptitude is innate potential to do certain task in future, provided appropriate training is provided to the person. An attitude is a lasting, general evaluation of people (including oneself), objects or issues. It is a predisposition to behave in certain ways i.e. a tendency to respond positively or negatively towards a certain idea, object, person, or situation Attitude can be changed in certain ways, but aptitude can't be developed if it is not there, because it is innate potential.
- Aptitude, Proficiency & Achievement: -Proficiency is the ability to perform

an activity with ease and precision. Achievement looks at the past - what has been done, accomplished.

- Aptitude and Values: - Values are different from aptitude in that, value denotes the degree of importance of something or action, with the aim of determining what actions are best to do or what way is best to live. Though values may be "positive" or "negative", like empathy towards weaker section is positive while regarding one's own caste to be highest is negative. Values tend to influence attitudes and behavior. Types of values include ethical/moral values, doctrinal/ideological (religious, political) values, social values, and aesthetic values.



Module Five

**TRANSPARENCY AND INFORMATION
IN GOVERNANCE**

- India was under colonial occupation till 1947. The colonial authorities had designed the governance structures to not bring about accountability and make it democratic but to control and enhance control over the citizens.
- Their three stated objectives were: revenue maximization, maintenance of law and order and protection of the frontiers.
- They enacted strict legislations such as the Official Secrets Act, 1923 to prevent the flow of information to the people and this ensured that the people were only subjects of governance and could actually never participate in the governance process.
- In recent times, the Government of India has enacted provisions such as the Right to Information Act, 2015 and the National Data Sharing and Accessibility Policy, 2012 to usher in transparency and provide for good governance.
- Good governance is the hallmark of a responsible government.

Transparency

There is no standard definition of transparency around the world.

The 2nd Administrative Reforms Commission defined this term as: **"availability of information to the general public and the clarity about the functioning of the government"**.

- Transparency includes information sharing but is not restricted only to it. The latter involves providing information pertaining to the functioning of the government whereas the former also involves predicting the functioning of the government based on certain predictable criteria and priorities accorded by it. It also includes administration that is carried

out in accordance with the principles of fairness, objectivity and empathy.

- For example: I have a right to know after giving the UPSC Civil Services exams, what is my score and what is the cut off for the selection. The process should also be transparent and based on criteria that are fair and same to everyone.
- Transparency is the need of the hour. It empowers the citizens and, in many cases, the weakest sections of the society to get their grievances redressed.
- Access to information will enable the citizens to also participate in the governance process and influence decisions of the governments. Let us not forget that democracy itself is a concept that is run by the people, it is meant for the people and it is of the people.
- This mere access to information is futile if there are no mechanisms to address the grievances pertaining to it. There will have to be inbuilt mechanisms to address the citizen's grievances to make it more transparent.
- Access to information also enables accountability of the government to the citizens. It reduces corruption, inefficiency etc.

What does Transparency in Governance Involve?

In India and the world, transparency in governance involves the following tasks:

- Information sharing and proactive disclosure
- Participative governance
- Accountability mechanism
- Open data approach

Information Sharing

- The **Right to Information Act, 2005** has been enacted after years of waging a struggle against a reluctant bureaucracy that prefers to shroud itself under a labyrinth of laws, processes and circulars.
- The important principle of information sharing is that the information belongs to the public and the owners have a right to access it, make copies of it and use it in a manner that will be empowering.
- The Supreme Court too affirmed this right under Article 19(1)(a) of the Indian Constitution which gives the right to freedom of speech and expression to every citizen of India.
- The right to access information is also as important as the right to express one's self and share one's views through various mediums.
- It is in this regard that the Right to Information Act, 2005 was enacted.
- Tamil Nadu became the first state in the country to enact the Right to Information Act.
- The Union government enacted the Freedom of Information Act, 2003. However, this was a half-hearted attempt and it only included information pertaining to government departments and it did not include a judicial process.
- The 2005 legislation covered these deficiencies.
- It provides a mechanism for accessing public information, defines 'public authorities', provides a time frame for accessing information, provides for appellate authorities and penalties for non-compliance.
- However, there are issues pertaining to this legislation too.
- **Some of the issues are the following:**
 - ♦ Many statutory bodies under the legislation are lying vacant due to non-appointment of staff,
 - ♦ High level of pendency of cases before the authorities,
 - ♦ Non-imposition of penalties has emboldened the public authorities to not disclose information,
 - ♦ Many RTI activists have been killed when they sought information that was deemed to be dangerous to the authorities in power.
- In 2019, the government amended the RTI Act, 2005 and introduced certain provisions that were criticized by many.
- The government amended the legislation to:
 - ♦ Do away with the equivalence of the Central Information Commissioners with that of the Election Commissioners on the ground that the two authorities have different mandates. This indicates that accessing information in a democracy is less important than holding free and fair elections in a democracy is absurd.
 - ♦ The government also did away with the security of tenure of the information commissioners. This indicates that the fixed tenure of five years does not exist anymore and these officers will now serve under the whims and fancies of the government of the day.
 - ♦ These amendments clearly go against the principle of transparency in governance and are a threat to the democratic functioning of India. An independent body to uphold the rights of citizens is the need of the hour.
 - ♦ Access to information is only one aspect of transparency. There is also the proactive disclosure of information that is the true hallmark

of a democracy. Section 4(2) of the RTI Act mandates public authorities to proactively disclose information.

- It is in this regard that the **Government of Rajasthan** initiated the **Jansuchna Portal**. Here are some of the features of the excellent initiatives:
 - ♦ It is an information portal that provides real time information pertaining to the government functions and departments,
 - ♦ Information pertaining to 13 government departments is provided on a single platform,
 - ♦ Information pertaining to availability of food grains in ration shops, implementation of schemes, land records and pensions amongst others is provided on a real time basis.
 - ♦ Village panchayats also host information kiosks and trained staff to help the residents of the state to access this portal.
 - ♦ Grievance redressal mechanisms are also provided.
 - ♦ The residents of the state who are armed with the information are then able to hold government officials accountable for their lapses and negligence.

Participative Governance

- The introduction of the **73rd and 74th Constitutional Amendment Acts** has empowered the village panchayats and urban municipalities in their domain of influence (refer to 11th and 12th Schedules of the Indian Constitution).
- People have a right to govern themselves. Transparency is not just restricted to holding the government responsible for

their acts but also participating in the governance process.

- This requires a decentralized system of governance. The setting up of these bodies have definitely brought about a system of participation in governance.
- However, there are issues pertaining to its effective implementations such as:
 - ♦ Lack of knowledge regarding their functioning,
 - ♦ Urban neglect and ignorance,
 - ♦ Corruption,
 - ♦ Non-devolution of funds etc.

The government has taken certain steps to improve the situation (refer to the subject of governance).

There are certain other methods of public participation in the governance process. Some of them are the following:

- **Social Audit systems:** This enables the citizens to undertake audits of various projects that are being executed and highlight their shortcomings and malpractices. Public hearings are organized and through various features including IT initiatives, the projects are examined by the citizens. No legislation empowering social audits exists in India. However, Meghalaya became the first state in the country to enact a law empowering citizens to organize social audit laws.
- **People's plan campaign:** Is an initiative of the Government of Kerala which enables the residents of the state to make plans for their local development. This is one of the best examples of Direct Democracy.

Accountability Mechanism

The concept of accountability means three things:

- Answerability,
- Enforcement of sanctions and
- Responsiveness

There are **various institutions that lie within the government and outside to enforce accountability**. Some of them are following:

- Head of the organization
- Department Head
- Parliament (the executive is accountable to the legislature)
- Judiciary
- Media/ Civil Society

One important initiative to promote accountability which has been introduced in recent times is the:

Pragati:

- It is a technological medium through which the Prime Minister is able to track projects and address grievances of the various departments effectively. This works at three levels. At the Union level (the concerned Secretary of Ministry/ Department), at the State level (Chief Secretary) and the District level (District Magistrate).
- Issues are sorted out and projects and their implementation are viewed using even GIS systems.
- Meetings take place, normally once in a month.

- The Whistle-blower's protection scheme is also another important feature of accountability.

Open Data Approach

- Data is the new oil. The importance of data cannot be stressed upon sufficiently. From the governance point of view, it enables smarter decision making and decision making that will reflect the realities on ground.
- However, issues do persist with respect to data protection and safety.
- The government has enacted the National Data Sharing and Accessibility Policy, 2012 and the Draft Personal Data Protection Act is currently under the consideration of the parliament.

Importance of E-Governance

Governance will be greatly improved if it is faceless and contactless. Citizens will benefit if they can get their services delivered electronically to the extent possible and their grievances addressed through online mechanisms.

E-Governance helps in the following ways:

- Easier delivery of services,
- Redressal of grievances and
- Better accountability.

Some of the initiatives include Twitter Seva, Lokvani (Uttar Pradesh) and Sakala (Karnataka).



Module Six

PROBITY IN PUBLIC SERVICE

Probity is of utmost importance in the day to day lives of individuals and more so, in the field of governance. Public service is also different from private services and in this chapter, we shall be looking into probity as a concept and also explore the concept of public services.

Probity

Probity means goodness and instilling a sense of discipline in both private as well as public lives of individuals. In the field of governance, it would translate into having transparency in policies and actions and a strong ethical system and institutions and adhering to them.

What Constitutes Probity in Public Service?

It includes honesty, integrity, incorruptibility and transparency amongst others.

- The principles aren't sufficient by itself. It needs an institution to implement it in a proper manner, so as to gain the trust of the citizens.
- For example: India has strong laws against corruption. But do the institutions implement it?
- The strength of the institutions also matters when we discuss probity. It is only strong institutions that implement principles of good governance and have the impact to gain the confidence of the people.

Some of the attributes of probity in Governance, as elucidated by the Nolan Committee report in the UK include:

- **Selflessness:** People in public service should only be guided by public interests and not private interests.
- Integrity

- Objectivity
- Accountability
- Transparency
- Openness
- Honesty
- Confidentiality
- Management of Conflict of Interest
- Leadership

How does Probity in Governance Help?

Probity in governance brings the following benefits:

- Builds the legitimacy of the State and the confidence in the people that the decisions are being taken only for the public welfare,
- It helps in checking the abuse and misuse of power by various organs of government such as magistracy, police and all other providers of public service e.g. PWD, health, education, etc.
- It provides for an objective and independent view on the fairness of the process.
- Ensures ethical systems that build trust among all stakeholders,
- Avoids activities that encourage corruption and sub-optimal outcomes,
- It is an absolute must for Socio-Economic development of the nation.

Commenting on the importance of probity in governance, the National Commission to Review the Working of the Constitution said:

- 'An important requisite for ensuring probity in governance is absence of corruption. 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. Discipline implies inter alia public and private morality and a sense of honesty...It is true that instilling a sense of discipline among the citizens is more the function of the society, its leaders, political parties and public figures and less a matter which can be legislated upon.'

- It is in this regard, that India is described as a soft state due to its inability to enact laws for the well being of all citizens (Political parties refuse to become a part of the RTI), refusal or inability to implement existing laws (Police reforms is still not implemented despite the Supreme Court urging all state governments to do so) and a lack of discipline at all levels of the government (government's decision to remove the Ministry of Defence's report on Galwan valley clashes).

Corruption as a Threat to the Nation

No one is immune from this threat that continues to shake our confidence in the public service. Most of us have faced government employees who have extorted money from us for either doing a job that they are supposed to be doing or not doing something that they are supposed to be doing.

What is Corruption?

Corruption goes beyond the mere act of taking and giving money (bribery) which is illegitimate in nature. Transparency International defines corruption as the abuse of entrusted power for private gain. Corruption also includes but not limited to:

- Public servants demanding or taking money or favours in exchanges for services.

- Politicians misusing public money or granting public jobs or contracts to their sponsors, friends and families and
- Corporation bribing officials to get lucrative deals.

In addition, the 2nd Administrative Reforms Commission recommended the inclusion of the following acts under the Prevention of Corruption Act, thus bringing it within the ambit of the definition of corruption:

- Acts that subvert the working of the constitution and the democratic institutions by violating the oath of office,
- Abuse of authority by favouring someone or harming the other,
- Obstruction of Justice and
- Squandering of public money.

The National Commission to Review the Working of the Constitution (NCRWC) said:

'Corruption is an abuse of public resources or position in public life for private gain. The scope for corruption increases when control on the public administrators is fragile and the division of power between political, executive and bureaucracy is ambiguous. Political corruption which is sometimes inseparable from bureaucratic corruption tends to be more widespread in authoritarian regimes where the public opinion and the Press are unable to denounce corruption. The paradox of India, however, is that in spite of a vigilant press and public opinion, the level of corruption is exceptionally high. This may be attributed to the utter insensitivity, lack of shame and the absence of any sense of public morality among the bribe-takers. Indeed, they wear their badge of corruption and shamelessness with equal élan and brazenness. The increase of opportunities in State intervention in economic and social life has vastly increased the opportunity for political and bureaucratic corruption, more particularly since politics has also become professionalized'.

Why is Corruption Flourishing in India?

Many reasons can be attributed for this failure in governance and the degradation of the society. Some of the reasons are the following:

- **Colonial hangover:** The British rule was inherently corrupt. They thrived on loot and private gains. Dadabhai Naoroji in his book 'The Poverty and Un-British rule in India', lists out acts of loot by the company.
- Post-independence, India inherited a system that was exploitative in nature and which encouraged the suppression of people's welfare.
- In this set-up, officials had a dizzying amount of power which was completely unaccounted for. This encouraged activities of corruption.
- There is a popular saying that power corrupts and absolute power corrupts absolutely.
- **Nature of the society:** With over 90% of the working population having no basic income and dependent on informal work, a small percentage of people who are in the formal sector with regular monthly income, start off in a position of advantage.
- On top of this food chain are the government servants, not just officers but also small-time staff. They all yield varying amounts of power and access to public finance. This allows them to determine the future of the citizens. This is where corruption starts.
- **Decisions of the government:** The government that does not trust its own citizens indulges in behaviour that favours bureaucratic control. Right after independence, the economic policies

started regulating the various resources and discouraged the growth of legitimate private sector businesses.

- More powers in the hands of the bureaucrats resulted in corruption becoming the norm.
- **Normalization of acts of corruption:** This is the most unfortunate consequence of corruption. Society has come to normalize acts of corruption. Individuals do not hesitate before bribing the traffic police, corporations dedicate a certain amount of money towards acts of corruption and the government encourages this culture.

There is a lack of incentive for people to be honest as they don't see acts of corruption being punished. The 2nd Administrative Commission Report said that:

- 'Corruption has flourished because one does not see adequately successful examples of effectively prosecuted cases of corruption. Cases, poorly founded upon, half-hearted and incomplete investigation, followed by a tardy and delayed trial confluence with a morally ill-deserved but a legally inevitable acquittal. The acceptance of corruption as an inexorable reality has led to silent reconciliation and resignation to such wrongs. There needs to be a vital stimulation in the social consciousness of our citizens – that is neither has a place in the personal nor social. It is true that the present process of withdrawing the State from various sectors in which it should have never entered or in which it is not capable of performing efficiently may reduce the chances of corruption to some extent but even if we migrate to a free market economy, there has to be regulation of economy as distinct from restrictions upon the industrial activity. The requirements of governance would yet call for entering into contracts, purchases and so on.'

The two well known cases as far as reforms in the civil services are concerned are the TSR Subramanian vs Union of India (Bureaucracy) and the Prakash Singh vs Union of India (Police reforms).

Effects of Corruption

- Acts of corruption does the following:
- Impactsthesocio-economicdevelopment of the nation,
- Erodes the trust of the citizens in the various institutions of the state,
- Compromises the defence of the nation and makes it vulnerable to external and internal national security threats amongst others.
- Kills merit and reduces the country into mediocrity.

Political Corruption

- The issue of corruption in Politics is equally important as we study this important issue that threatens our nation.
- It is well known that elections are won by rampant acts of corruption including using one's money and muscle power.
- Various efforts by the Election Commission of India to limit the use of money power has not yielded the expected results.
- The government's decision to introduce electoral bonds suffers from the issue of lack of transparency. It also leaves the buyer of the bond at the mercy of the ruling party.
- All political parties are also exempted from paying Income Tax and do not fall within the ambit of the Right to Information Act (RTI), 2005.

- The Indrajit Gupta Committee Report explored the idea of public funding of elections in India.

Some electoral reforms initiated by the Supreme Court of India:

- The SC asked the political parties to justify the issuance of tickets to candidates to contest elections and also justify giving tickets to candidates with a criminal background. The upcoming elections to Bihar Legislative Assembly will be the first time the decision will be implemented. Political parties will be under contempt of Court for not following this law diligently.
- All incomplete information provided in the Election Affidavit and forms will disqualify candidates.
- In 2013, the Supreme Court struck down Section 8 (3) of the Representation of the People Act, 1951 as unconstitutional. Thenceforth, all candidates who have been convicted for a crime which is punishable by imprisonment of a term of two years or more will stand automatically disqualified.

Recently, the Madras High Court asked the Centre to explore the possibility of banning all individuals with a criminal record from contesting elections at all levels including the local bodies. In conclusion, it can be said that corruption has become an integral part of our DNA and it will take a long time to break away from the shackles of this menace. The leadership at the top should no doubt play an important role and set an example for us. But let us not forget that we are a democracy and it is 'We the people of India' who select these leaders in the first place.



Module Seven

INFLUENCE OF ANCIENT AND MODERN PHILOSOPHERS

- The topic of wellness and happiness has been of paramount importance to the ancient thinkers, both foreign as well as Indian. Ethics has been central to their thinking. The concept of ethics could originate from religious texts, theoretical concepts and practical application.
- The ancient philosophers tried to connect three important elements: virtues, happiness and soul.
- What brings happiness to individuals is still a question that is yet to be answered. Ancient philosophers believed that it was the overall wellbeing of the soul (with virtues) and physical wellbeing.
- These ancient philosophers looked for the moral human being and argued that a moral person is unique in the behavioural sense.

Foreign Thinkers

Plato

- Plato, one of the most influential thinkers of his times, stressed upon the importance of happiness and its attainment as the highest goal. According to him, virtues help in the attainment of happiness. A virtuous conduct helps in the attainment of happiness.
- Philosophy was deemed to be a way of life.
- In this regard, he considered the soul to be a part of life and said that it plays an important role in determining day to day behaviour and actions.
- Behaviour that was bereft of virtues led to a disharmonious life.
- Plato divided the Soul into three parts. The soul was also filled with certain desires which were again divided into three categories: rational, appetitive and spirited.
- It was deemed to be rational in one's conduct.
- Plato was also known for his Theory on Education. Education made individuals virtuous. And virtuous behaviour in return made human beings live happily.
- Finally, virtue also acted in different ways according to the situation, the individual was facing.
- Virtue also flowed from the quality of leadership. Hence, it was important for the leaders to imbibe virtues in their training.

Aristotle

- Aristotle too believed that human happiness is the ultimate goal of human existence. Though he differed with Plato on number of points.
- His method of studying human philosophy was through naturalistic traditions and this was by initiating a way of inquiry and then looking into answers by closely observing facts and evidence.
- Aristotle opined that character is a state and action determines the virtue of individuals.
- Virtues are feelings of individuals.
- Accordingly, individuals with a virtuous conduct are calm and composed and easily forgive those who have erred.
- Whereas, individuals exhibiting non-virtuous conduct are intolerable and suffer from inner doubt and predicaments that stop them from behaving in a virtuous manner. They are the ones who exhibit behaviour that is vengeful and are not the ones to easily forgive others.
- Further, the soul was divided into two parts: rational and irrational and virtue was divided into three categories: Calculative- Intellectual virtue;

Appetitive- moral virtue and vegetative-nutritional virtue.

- Aristotle opined that all human beings are expected to exhibit rational behaviour and possess a soul that is rational in its outlook.
- As far as virtues are concerned, vegetative is the basic virtue which entails fulfilment of basic necessities of life.
- The highest of the virtues is intellectual or calculative virtue.

Jeremy Bentham

- "Nature has placed mankind under the governance of two sovereign masters, pain and pleasure. It is for them alone to point out what we ought to do, as well as to determine what we shall do".
- Jeremy Bentham, the father of the theory of Utilitarianism wrote the above-mentioned quote in the introduction to his book 'Introduction to the Principles of Morals and Legislation'.
- The theory of utilitarianism describes human conduct as one that avoids pain and maximises pleasure.
- Bentham said that humans will maximise pleasure and avoid pain.
- In this regard, ethics at large may be defined, the art of directing men's actions to the production of the greatest possible quantity of happiness. The moral agent will perform the action that maximises happiness or pleasure for everyone involved.
- However, a few points of criticism emanate from his theory of ethics.
- First, it is difficult to measure happiness in quantifiable terms.
- Secondly, pleasure and pain are subjective in nature. Pushkin, one of the major critics of Bentham noted that it

was better to be an intellectual who is dissatisfied than a pig which is satisfied.

- Human nature too could be described by the theory of psychological hedonism (motives of pain and pleasure).
- All human actions are guided by this theory.

Immanuel Kant

- Kant belonged to the deontological school of moral theory. According to this theory, our actions are not dependent on the consequences but whether they fulfill our duty.
- He differed from the theory of utilitarianism and suggested that certain behaviour like theft, murder etc was prohibited even if it brought happiness and benefits.
- According to those who follow Kant, individuals should **ask two important questions** before committing certain actions.
 - ♦ Can I rationally say that everyone acts as I propose to act? If the answer is no, we must not perform that action.
 - ♦ Do my actions respect the goals of human beings rather than merely using them for my own actions? Again, if the answer is no, I must not proceed with the action.

Rawls' Theory of Justice

John Rawls was an influential American thinker who is famous for his **theory of justice**.

He introduced his concept of **Justice through the social contract theory**.

- The social contract theory as espoused by many including Thomas Hobbes and

John Locke had an important element termed the state of nature.

- The state of nature was one where all individuals had absolute liberty to behave and act in any manner and could pursue any activity that they wanted.
- Due to certain inherent issues with it, the members got together and decided to form a state wherein they surrendered certain liberties in return for security and common good.
- Rawls opposed this concept and said that Justice was fairness.
- His theory contains three principles and five procedural ways to achieve it.

The Three Principles were the following:

- An **original position**: This was similar to the 'State of Nature' in the social contract theory wherein there was absolute liberty but chaos which necessitated the individuals to come together to form a state.
- **Veil of ignorance**: The members agree to form a state without due consideration to the diversity surrounding their abilities, education, sex, age etc.
- **Unanimous acceptance**: Takes place when the veil of ignorance is lifted and members agree to a standard definition of justice which is based on fairness. The members are guaranteed certain minimum rights and liberties for all and vulnerable sections of the population are taken care of.

The **five procedural ways** to achieve this are the following:

- Entering into the contract,
- Agreeing unanimously to the contract,
- Including basic conditions such as freedom of speech and expression,

- Maximising the welfare of the most disadvantaged groups and vulnerable sections of the population and
- Ensuring the stability of the contract.

Indian Thinkers and Philosophy

Buddhist Thought

- Buddhism believed in the goodness of action and the cycle of birth: life-death and rebirth. The philosophy of Karma too is a strong principle that influences Buddhist philosophy.
- Lord Buddha ascribed certain principles after this enlightenment at Gaya.
- The Buddha's **Four Noble Truths** are another guiding norm of moral thought and action, particularly as expressed in the fourth truth, the **Eightfold Path**. The truths are as follows:
 - ♦ The Truth of Dukkha is that all sadness is a reality and a state of life.
 - ♦ The Truth of the Origin of Dukkha is that craving for and clinging to what is pleasurable and aversion to what is not pleasurable.
 - ♦ The Truth of the ending of Dukkha is that putting an end to this craving and clinging also means that rebirth, dissatisfaction, can no longer arise.
 - ♦ The Truth of the Path of Liberation from Dukkha is that by following the Noble Eightfold Path; i.e behaving decently, cultivating discipline, and practicing mindfulness and meditation; an end can be put to craving, to clinging, to becoming, to rebirth, to dissatisfaction
- Buddhism supports the theory of goodness and compassion.
- The ethical conduct of an individual should come from within and there can be no outside influence. The individuals will continue to go through the life cycle till they attain enlightenment.

Swami Vivekananda

- A believer of Vedanta philosophy, he stressed upon the importance of doing good to the larger society. He believed that gods reside in the hearts of all human beings and they were capable of being virtuous and it was important to bring out this element for the betterment of society.
- He said that service to society is service to mankind.
- He called on the young people of India to stay away from negative thoughts and build a positive character which will help the nation awake from its slumber.
- He said that development of human beings was a prerequisite for the development of the nation. It is in this regard that securing a good quality education is important for all.
- A good quality education will necessarily include a lesson on morals and ethics.
- Moral values include:
 - ♦ Moral standards of behaviour,
 - ♦ Moral responsibility and
 - ♦ Moral identity
- Vivekananda was appalled at the mechanisation of the society and the negative effect of science that corrupted the minds of individuals.
- This can be seen even today when individuals are running behind money and pay scant regard to the development of the society and environment.
- A classic example is the disrespect being shown towards the elderly sections of the population.
- A sound educational system is of paramount importance to correct this disorder.
- He stated that for the development of individuals and to make India, a great nation, it is important to believe in the:
 - ♦ Conviction of goodness,
 - ♦ Absence of jealousy and suspicion and
 - ♦ Helping others in the quest for goodness.
- He concluded that service to humans is service to god. One should see the Janardana (god) in the Jana (the people).

Mahatma Gandhi

- He played a critical role in the Indian nationalist movement. He called on the citizens to achieve their goals which were in consonance with other human beings and the environment.
- All human beings had to live for the benefit of the society, especially the weaker sections of the society and respect the environment.
- Every action had to fulfil the objectives of truth and be non-violent.
- Mahatma Gandhi even said that: "I have nothing new to teach the world. Truth and non-violence are as old as the hills".
- He disapproved of western philosophy and encouraged Indians to look into their past and gain confidence.
- He believed in the goodness of Indian philosophy.
- Gandhi not only believed in social good and called on his followers to denounce untouchability and practice inter-faith harmony but also believed in the economic good which is sustainable in nature. Much before the concept of sustainable development came into being, Gandhi had advocated it. He asked his followers to spin Khadi and promote rural industries including the cottage industry. He also said that there

is enough to cater to man's necessity but not his greed.

- His policy of Sarvodaya which meant service to all and all human beings are equally emphasized on dignity of labour and service to mankind.
- He also believed in the concept of trusteeship that everything in the world belongs to the common good of the society.
- Finally, he gave this theory that will destroy the world. He said that:
 - ♦ Wealth without work,
 - ♦ Pleasure without conscience,
 - ♦ Knowledge without character,
 - ♦ Commerce without morality,
 - ♦ Science without humanity,
 - ♦ Religion without sacrifice and

- ♦ Politics without principles Will harm the world.

The COVID-19 pandemic has proved the great Mahatma right. Endless exploitation of the environment has resulted in the explosion of various pandemics.

Politics without principles has resulted in a heartless government lie in the Supreme Court about the state of migrants in the country. The most vulnerable sections of the society were left to fend for themselves and many are suffering as a result of the pandemic.

Commerce without morality has resulted in hospitals overcharging their patients and denying them treatment. People are being forced to purchase sub-standard services for exorbitant rates.

The issue of vaccine nationalism also goes against the concept of science without humanity.



Module Eight

ETHICS THEORY SOLVED PAPER

As we know, there are two parts to the General Studies Paper 4 of UPSC Civil Services (Mains) Examination.

In this module, we shall be looking into the 2016 paper and solving the questions that are there.

A couple of points for the students to remember:

- Stick to the word limit that has been given.
- Be miserly with the words and get to the crux of the question.
- Identify the question and relate it to the syllabus that is there.
- Do your rough work and note down some points and expand it in the main answer.
- This part cannot have a right or wrong answer. It is highly subjective. Remember that ethics is highly subjective.
- My answers given below have been written from my perspective and you can attempt it from yours.

2016

Question 1: (20 marks)

- (a) Explain how ethics contributes to social and human well-being. (150 words)

Ethics can be defined as the study of human behaviour and conduct. It is the study of how one ought to behave as opposed to how one is behaving. Generally, it is the right thing to do and it provides a mechanism through which human behavior can be judged as right or wrong.

First, let us establish the fact that no human being lives on an island all alone by themselves. Individuals are part of the larger society and regularly interact with the society and its other members in different ways. Greek Philosopher Aristotle described, 'Man as a social animal'.

Hence, all human actions not only influence individual selves but also that of the society. In this regard, the hedonistic school of thought believes that happiness is the end purpose of all human beings and it is only ethical conduct alone that can bring joy and prosperity.

For example: A Doctor behaving in an ethical manner is not only ensuring their well being by upholding professional ethics but also helping the other members of the society and contributing to their wellbeing.

- (b) Why should impartiality and non-partisanship be considered as foundational values in public services, especially in the present-day Socio-political context? Illustrate your answer with examples. (150 words)

There is no doubt that in a democratic set up like India, impartiality and non-partisanship are considered to be foundational values in public service. This has only been further fortified with a changing political landscape and socio-economic conditions in recent times.

Impartiality and non-partisanship imply the ability of a public servant to not be committed to any political party or persons associated with any political party and be committed only to the constitution of the nation and public welfare.

A public servant who is impartial is able to fearlessly execute projects and work for public welfare without due consideration of the party in power.

Further in a democratic set up such as India, the people choose their political representatives and have the power to elect them out. The political executive is non-permanent whereas the civil servants are permanent and will be able to keep in mind the long-term interests of the people as opposed to the short term thinking that may characterize the political executive.

Example: Das Commission report in Punjab alleged that officials were carrying out illegal acts to curry favours from the political dispensation.

Question 2: (20 marks)

- (a) What do you understand by the terms 'governance', 'good governance' and 'ethical governance'? (150 words)

Governance is the process of decision making and the process by which those decisions that are taken are implemented. There are many stakeholders in this process depending on the final beneficiary. Some of the stakeholders include the government, civil society, media, share holders (in the case of corporate governance) and the citizens themselves.

Good governance on the other hand indicates that the processes and decisions that are being implemented are able to meet the defined objectives and fulfill the concept of social good ultimately. The end objective of governance is public welfare and good governance measures whether the public has benefitted. Good governance involves transparent decision making and processes, credible institutions and public participation.

Finally, ethical governance is the absence of corruption in governance. It involves governance which exhibits values such as honesty, integrity and being selfless amongst others.

For governance to be good, it has to be ethical.

- (b) Discuss Mahatma Gandhi's concept of seven sins. (150 words)

Here are the following seven sins as mentioned by Mahatma Gandhi:

- **Knowledge without character:** We study to pass this exam or get a lucrative job and are more interested in career building. The purpose of acquiring knowledge is character building. Education needs to push us to the best of our abilities and think about contributions to society.
- **Politics without Principles:** Legislators elected by the people do everything to stay in power. We have seen them being purchased by opposition parties and elected governments are brought down by illegitimate means. Public welfare takes a back seat under such circumstances.
- **Wealth without work:** This idea originated from the practice of the Zamindari system in pre-independent India. The poor tenant used to slog for more than 16 hours a day and get low wages in return which was barely sufficient to meet his daily expenditure. The landlord or Zamindar on the other hand, did not work and received all the money. Gandhi termed this as a sin.
- **Pleasure without conscience:** People often pursue acts of pleasure without due consideration to the societal and personal harm they cause. In times of COVID-19, violating the lockdown guidelines definitely brings an element of pleasure to the individual but increases the chances of the virus spreading to others.
- **Commerce without morality:** Patients being exploited financially by hospitals; farmers being exploited by the APMC agents signify acts of pursuing commerce without a sense of morality and profit over ruling other factors.
- **Science without humanity:** All scientific experiments are human centric and hope to ensure the welfare of human beings and nature. Acts such as vaccine nationalism being seen during COVID-19 times is an example of science without humanity.
- **Worship without sacrifice:** Ultimately all religions advocate peace and social welfare of all. It is important to understand this basic tenet of religion.

QUESTION 3: (20 MARKS)

(a) Analyze John Rawls's concept of social justice in the Indian context. (150 words)

With inequalities that pervade all spheres of human life in India, John Rawls' theory of justice which emphasizes liberty and distributive justice assumes critical importance.

- According to the theory, everyone, irrespective of their position in the society, enjoys certain liberties which are innate to their well being and growth. Some of these liberties include freedom of speech and expression, right to equality and right to equal opportunities amongst others.
- The theory then stipulates that those who make the laws, do so keeping in mind their personal interests and make laws that further these interests. It then supposes that if there was a veil of ignorance in which the law makers do not know their own interests, they will make laws that are just and fair to all human beings and will also ensure that certain disadvantaged groups are given certain special benefits that would enable them to prosper and exercise their rights. This is also called distributive justice.
- In the Indian contexts we see this in the form of reservation provided to the weaker sections of the society in educational institutes and public employment, special laws in favour of the members of SC/ST community, minority specific schemes such as Nai Manzil amongst others.

(b) Discuss the Public Services Code as recommended by the 2nd Administrative Reforms Commission. (150 words)

- The 2nd Administrative Reforms Commission sought to fill the void created in the public sector in India due to a lack of code of ethics by including a chapter on 'Public Services Code'.

- The code sought to codify certain important values deemed to be important for a career in public service such as integrity, objectivity, impartiality and respect for constitutional values and institutions. It also highlighted the importance of pursuing national interests above other factors. It required the public servants to fulfil their duties within the realm of this code.
- A 'Public Services Authority' was also envisaged as part of the code to enforce the principles enshrined in the code and ensure a sense of discipline amongst those who are in the field of public service.

India has a unique distinction amongst the comity of nations. It doesn't have a code of ethics for its public servants and this has not only impacted the quality of governance but also lowered the public conduct of government employees as seen in recent times during the COVID-19 pandemic. The code aims to prevent the above mentioned.

Question 4: (20 Marks)

(a) "Corruption causes misuse of government treasury, administrative inefficiency and obstruction in the path of national development." Discuss Kautilya's views. (150 words)

Vishnu Gupta or Kautilya, a master strategist wrote the ancient treatise of 'Arthashastra' in which corruption and its disastrous effects are an important chapter.

Accordingly, 40 types of corruption were provided in the book. The government treasury belongs to the emperor alone and only he has the power to authorize expenditure from it.

Kautilya also added that lower revenue collection and higher expenditure indicated the prevalence of corruption and said that the practice of the officials to enjoy undue benefits from the public treasure was a cause for concern.

It leads to depletion of the treasury causing economic hardships to the people (consider modern day kickbacks in defence contracts which lead to higher public expenditure), leads to administrative inefficiency (status of roads in India after monsoon) and obstructs the overall national development.

Some of the measures he advocated to curb corrupt practices were handing out exemplary punishment to those guilty of it, frequent transfer of officials so as to prevent a sense of familiarity with places and processes and the appointment of a strong authority that will work towards mitigating corruption in the nation.

(b) How could social influence and persuasion contribute to the success of Swachh Bharat Abhiyan? (150 words)

Swachh Bharat Abhiyan was launched to ensure universal access to sanitation and end the practice of open defecation that continues to pose a threat to public health and order across the country.

Persuasion involves directly appealing to the members of the public through various means such as social media campaigns, radio and television messages and advertisements through various means which is intended to convince the target audience to induce certain behavioural changes which encourage hygienic sanitation.

Social influence on the other hand could involve an element of sanction or pressure and it is the ability of the society to influence its members to induce the behavioural changes. When most of the members of the society follow a certain practice, the fear of being left alone will ensure that those who are reticent also end up following the good practices.

This scheme is not just about the construction of toilets but also involves the most important element of inducing behavioural changes

and making the people use these toilets and stop the practice of open defecation. It is in this regard that social influence and persuasion will play a critical role.

Question 5: (10 Marks)

Law and ethics are considered to be the two tools for controlling human conduct so as to make it conducive to civilized social existence. (150 words)

(a) Discuss how they achieve this objective.

Laws are rules that regulate human conduct and are created and enforced by governmental agencies or any other agency authorized by them. Ethics on the other hand are guidelines for proper behaviour often mandated by agencies other than governments such as private bodies (medical ethics).

Ethics comes into play much before laws as they are innate to an individual and will guide them towards proper human conduct.

(b) Giving examples. Show how the two differ in their approaches.

Laws are implemented by agencies and are enforced on the members of the society and institutions whereas ethics is more internal and it automatically regulates human conduct.

Laws are external tools whereas ethics are internal.

Finally, laws are negative in nature. It forbids certain behaviour whereas ethics is positive in nature. It positively impacts the behaviour of individuals.

Example: Being patriotic is a virtue and part of someone's ethics. The government too has enacted the Prevention of Insults to National Honour Act to forbid acts that disrespect the national flag, Constitution etc.

Question 6: (10 Marks)

Our attitudes towards life, work, other people and society are generally shaped unconsciously by the family and the social surroundings in which we grow up. Some of these unconsciously acquired attitudes and values are often undesirable in the citizens of a modern democratic and egalitarian society.
(150 words)

- (a) Discuss such undesirable values prevalent in today's educated Indians.

It is unfortunate that 'Educated Indians' have acquired many undesired values in today's world.

Amongst the major values that are undesirable is the issue of casteism and communism. It is not surprising to note that educated Indians with a communal mindset are being arrested on terror charges these days.

Another major drawback is the evil of patriarchy. This enables the building of a condescending attitude towards women and their empowerment. The low participation of women in the workforce can be ascribed to this issue.

One could easily argue that the most undesirable value amongst educated Indians is the attitude of complete disregard for laws and the legal system and a lack of civic discipline. High number of domestic violence cases in some of the IT hubs across the nation is an example of this issue.

- (b) How can such undesirable attitudes be changed and socio-ethical values considered necessary in public services be cultivated in the aspiring and serving civil servants?

The importance of the role played by the teachers, educational institutes and parents is critical for the overall development of an individual, more specifically that of a young adult aspiring to join the Civil Services. Example: The Happiness curriculum

developed by the Government of NCT Delhi. These models should lead by example and strongly discourage acts of corruption, dowry amongst others and help the individual build a strong character.

The government should take the lead in terms of punishing those civil servants who display deviant behaviour and make an example out of those who behave in a manner that is unbecoming of a civil servant.

The Code of Ethics, as recommended by the 2nd Administrative Commission Report should be immediately introduced.

Question 7: (10 Marks)

Anger is a harmful negative emotion. It is injurious to both personal life and work life.
(150 words)

- (a) Discuss how it leads to negative emotions and undesirable behaviours.

Anger can be compared to temporary insanity. It leads to impaired decision making, undesirable behaviour and further leads to negative emotions such as stress, loss of confidence.

Actions committed in anger and words spoken in anger have both disastrous effects. Since, the person is not in control of themselves, they use harsh words which have the potential to impact inter-personal relations and actions committed do have the potential of harming others and violating laws (culpable homicide not amounting to murder).

Anger not only is undesirable for those around us but also leads to our own mental and physiological deterioration. It results in high blood pressure, impaired thinking and spoils our relationship with others both personally as well as professionally.

- (b) How can it be managed and controlled?

Anger needs to be controlled urgently and some of the methods for doing the same are the following:

- Meditation
- Expectation management
- Taking long breaths,
- Listening to music

It is important to understand the source of one's anger. Anger mostly arises due to frustration and it is important to quell the source of anger.

Question 8: (10 Marks)

"Max Weber said that it is not wise to apply to public administration the sort of moral and ethical norms we apply to matters of personal conscience. It is important to realize that the State bureaucracy might possess its own independent bureaucratic morality." Critically analyze this statement. (150 words)

It is a known fact that the public experiences a sense of frustration while dealing with the institutions of bureaucracy.

Max Weber is of the opinion that it is important to separate the ethical systems that we apply to public administration and our personal lives.

For example: A RTI application may yield 100 pages and more of various commission reports and the information given may be overwhelming. Now, it is important for public servants to be transparent and share the information that is sought by the public. However, this onslaught of information may be overwhelming and irritating to the applicant who may demand more specific information.

However, this exclusive domain of the bureaucracy to have its own ethical systems has also been criticized as being elite.



Module Nine

ETHICS CASE TUDIES (SOLVED)

Points to Remember:

- Have sufficient time to solve these questions. Ensure you finish the first part of the paper quickly and you have adequate time to solve these questions.
- Read every question, understand the requirements of it and identify the correct issues in them.
- Think and come up with multiple solutions to the problem that you are facing. Always look for the middle path.
- Finally, this is a subjective paper and my answers may differ from yours. Practice as many case studies as possible before the actual exams.
- 2018 General Studies Paper 4

Section B

Question 1

Rakesh is a responsible district level officer, who enjoys the trust of his higher officials. Knowing his honesty, the government entrusted him with the responsibility of identifying the beneficiaries under a health care scheme meant for senior citizens.

The criteria to be a beneficiary are the following:

- (a) 60 years of age or above.
- (b) Belonging to a reserved community.
- (c) Family income of less than 1 Lakh rupees per annum.
- (d) Post-treatment prognosis is likely to be high to make a positive difference to the quality of life of the beneficiary.

One day, an old couple visited Rakesh's office with their application. They have been the residents of a village in his district since their birth. The old man is diagnosed with a rare condition that causes obstruction in the large intestine. As a consequence, he

has severe abdominal pain frequently that prevents him from doing any physical labour. The couple has no children to support them. The expert surgeon whom they contacted is willing to do the surgery without charging any fee. However, the couple will have to bear the cost of incidental charges, such as medicines, hospitalization, etc., to the tune of rupees one lakh. The couple fulfils all the criteria except criterion 'b'. However, any financial aid would certainly make a significant difference in their quality of life.

How should Rakesh respond to the situation?

(250 words)

As a public servant, Rakesh is duty bound to follow the law and the procedures that exist as far as this particular scheme is concerned. However, devotion towards public service and being creative which are deemed to be values that are integral to civil services, requires him to help this couple.

He has a couple of options to help this couple who deserve to be treated. Exclusion from a scheme only due to a person not belonging to a certain community is injustice.

Rakesh has the following options:

Option 1: Inform the senior officers of the district administration and request them to include the couple in this scheme by waiving off condition 'b' in this special case and also inform them of the possibilities of other similar cases emanating due to this criterion and request them to amend the criteria.

Option 2: Alternatively, he should also explore the option of including the couple under other relevant schemes such as the PM Jan Aarogya Nidhi and PM Jan Ausadhi Kendra which will help the couple tide over the situation.

Option 3: Other solutions include contacting an NGO and requesting them to assist the couple

Option 4: Start a crowd funding campaign using social media and other appropriate mediums.

From the above mentioned, Option 3 and Option 4 will definitely help this couple, but is unsustainable as far as other similar cases are concerned.

Option 1 should be pursued and senior officials should be convinced to widen the criteria of inclusion.

Option 2 may be the best solution till the time the senior officials take a decision as far as Option 1 is concerned.

Question 2

As a senior officer in the Ministry, you have access to important policy decisions and upcoming big announcements such as road construction projects before they are notified in the public domain. The Ministry is about to announce a mega road project for which the drawings are already in place. Sufficient care was taken by the planners to make use of the government land with the minimum land acquisition from private parties. Compensation rate for private parties was also finalized as per government rules. Care was also taken to minimize deforestation. Once the project is announced, it is expected that there will be a huge spurt in real estate prices in and around that area.

Meanwhile, the Minister concerned insists that you realign the road in such a way that it comes closer to his 20 acres farmhouse. He also suggests that he would facilitate the purchase of a big plot of land in your wife's name at the prevailing rate which is very nominal, in and around the proposed mega road project. He also tries to convince you by saying that there is no harm in it as he is buying the land legally. He even promises to supplement your savings in case you do not have sufficient funds to buy the land. However, by the act of realignment, a lot of agricultural lands has to be acquired, thereby causing a considerable financial burden on the government, and also the

displacement of the farmers. As if this is not enough, it will involve cutting down a large number of trees denuding the area of its green cover.

Faced with this situation, what will you do? Critically examine various conflicts of interest and explain what your responsibilities are as a public servant. (250 words)

As a Public Servant, dedication to public service, transparency and integrity are the foundational values of my profession. The answer is obvious that I cannot let this realignment proceed due to the harm it will cause to all stakeholders including the environment.

In this regard, the following conflicts of interest are involved:

- **Private interest of the Minister vs. my professional interest:** Not listening to the Minister may make me earn his wrath and may result in my inconvenient transfer and may even end my career in the long run. However, dedication towards Public service is the foundational value of my profession and transfers should not bother me. Public interests will triumph over the Minister's and my personal interests in this case.
- **Minister's and my interest's vs environment:** As far as I am concerned, this should not even occur to me. I am not serving the government to fulfil my private interests. Erosion of green cover has disastrous effects on the environment which in turn will impact only the residents of that area. Once again, public interests over private selfish interests.
- **Minister's interests and that of mine vs farmer's interests:** The farmers are a vulnerable section of the society. They already suffer immensely and this acquisition of land will only add to their woes. This cannot be permitted.

- **Minister's interests and that of mine vs Public exchequer:** This realignment will cause a huge loss to the exchequer and it is the tax's payers' money that is being spent in a wrong manner.
- **My moral interests:** I will not tolerate any act of corruption and will reject this offer by the Minister to personally bribe me.

Considering the above-mentioned points, I will explain the situation to the Minister and convince him to drop the plan of realignment. I will also keep the seniors in the Ministry informed of these developments.

Secondly, I would ask the Minister to give his request in writing, so as to maintain an element of transparency. Further, this will also help RTI applicants in the future to understand the reasons for realignment. If the Whistle-blowers law permits me to raise this issue at an appropriate forum, I will raise it.

Lastly, I am bound to follow the orders of those officers above me and the Ministers who have been elected by the people. I will be left with no choice but to follow it and at the same time, reject all the personal benefits that have been promised to me.

Question 3

It is a State where prohibition is in force. You are recently appointed as the Superintendent of Police of a district notorious for illicit distillation of liquor. The illicit liquor leads to many deaths, reported and unreported, and causes a major problem for the district authorities.

The approach till now had been to view it as a law and order problem and tackle it accordingly. Raids, arrest, police cases, and criminal trials – all these had only limited impact. The problem remains as serious as ever.

Your inspections show that the parts of the district where the distillation flourishes are economically, industrially and educationally backward. Agriculture is

badly affected by poor irrigation facilities. Frequent clashes among communities gave boost to illicit distillation. No major initiatives had taken place in the past either from the government's side or from social organizations to improve the lot of the people.

Which new approach will you adopt to bring the problem under control? (250 words)

Governance requires its practitioners to be innovative and dedicated towards public service.

Considering the socio-economic situation and that of the law and order issues before me, I have the following options:

Option 1: Fix the economic issues that encourage such illegal practices. As a Police officer, I will have to take the help of the District Magistrate in this regard to introduce large scale industries etc.

However, I can introduce steps which are within my control such as starting a skill development initiative (similar to that being operated by Delhi Police) and wean away the youth of the district by guaranteeing them employment in the district police force and any other similar initiative (Eg: Home Guards).

Option 2: Using the funds available under my command, start a Police Public school that will encourage children from this backward region to focus on education. Similarly, encourage the youth to join NCC, NSS etc which will instil values of discipline in them.

Option 3: The demand side of the issue needs to be tackled by persuasion and counselling. There are underlying psychological issues for the people to become intoxicated. I can rope in experts to help the police force in this regard.

Option 4: Severely punishes those who are indulging in community clashes. At the same time, call on the leaders of the various communities and seek their help in curbing disputes and ensuring overall peace in the district.

The state government and the district administration too should identify reasons for backwardness of the district and rectify it. I would write to the concerned authorities for the same.

Question 4

A big corporate house is engaged in manufacturing industrial chemicals on a large scale. It proposes to set up an additional unit. Many states rejected its proposal due to the detrimental effect on the environment. But one state government acceded to the request and permitted the unit close to a city, brushing aside all opposition.

The unit was set up 10 years ago and was in full swing till recently. The pollution caused by the industrial effluents was affecting the land, water and crops in the area. It was also causing serious health problems to human beings and animals. This gave rise to a series of agitations demanding the closure of the plant. In a recent agitation thousands of people took part, creating a law and order problem necessitating stern police action. Following the public outcry, the State government ordered the closure of the factory.

The closure of the factory resulted in the unemployment of not only those workers who were engaged in the factory but also those who were working in the ancillary units. It also very badly affected those industries which depended on the chemicals manufactured by it.

As a senior officer entrusted with the responsibility of handling these issues, how are you going to address it? (250 words)

Being a public servant, I have to protect both lives as well as livelihood. I shall take the following actions:

- Firstly, along with the appropriate authorities, I shall examine the damages caused to the environment and the local populace and determine a hefty amount

to be paid as penalties by the company concerned. They have flouted various environmental laws and will have to be punished, in accordance with the law established.

- The next step would be to talk to the company management and convince them of installing pollution mitigating measures which will reduce the pollution around the industrial plant. As they are a big corporate company, they can be persuaded to do so. Once these steps have been taken, leaders of the local communities can be taken around the plant and shown the various mitigating steps that have been taken.
- Also, these steps should be publicized via social media and other mediums for the local population who are the main stakeholders to see. It is important to win their confidence. All development is human centric and they are the most important of the lot.
- The company will also be persuaded to improve their community relations by undertaking various Corporate Social Responsibility (CSR) projects and this will help them gain the confidence of the population which has been impacted.
- Finally, it is important to understand that protection of lives is important and protection of livelihoods too is equally important. This is not a question of either of the two but it involves both factors.

Question 5

Dr X is a leading medical practitioner in a city. He has set up a charitable trust through which he plans to establish a super-speciality hospital in the city to cater to the medical needs of all sections of the society. Incidentally, that part of the State had been neglected over the years. The proposed hospital would be a boon for the region.

You are heading the tax investigation agency of that region. During an inspection of the doctor's clinic, your officers have found out some major irregularities. A few of them are substantial which had resulted in considerable withholding of tax that should be paid by him now. The doctor is cooperative. He undertakes to pay the tax immediately.

However, there are certain other deficiencies in his tax compliance which are purely technical in nature. If these technical defaults are pursued by the agency, considerable time and energy of the doctor will be diverted to issues which are not so serious, urgent or even helpful to the tax collection process. Further, in all probability, it will hamper the prospects of the hospital coming up.

There are two options before you:

- (1) Taking a broader view, ensure substantial tax compliance and ignore defaults that are merely technical in nature.
- (2) Pursue the matter strictly and proceed on all fronts, whether substantial or merely technical. As the head of the tax agency, which course of action will you opt and why? (250 words)

There is a need to strike a balance between permitting an individual to pursue certain charitable activities but at the same time, in ensuring that the public revenue is not impacted.

Here in this particular case, there has been certain deficiencies which have caused substantial revenue losses to the government which the doctor has expressed his willingness to pay and then there have been some technical defaults which are minor in nature.

The upcoming super speciality hospital is important for the region. However, it is equally important for the government to get its due share of revenue in the form of taxes.

In this regard, I would pursue Option (2), albeit in a modified form.

I would warn the doctor and explain the consequences of tax evasion, however minor they may be and then I would help him to put in place proper compliance mechanisms to ensure that there are neither major discrepancies nor technical issues in the future.

The doctor should have a proper team filing the tax returns and ensuring compliance. I would advise him to put in a place for ensuring the same.

Having a team of experts will ensure that the doctor is over burdened with technical taxation matters and he is free to pursue his noble charitable initiatives.

Question 6

Edward Snowden, a computer expert and former CIA administrator, released confidential Government documents to the press about the existence of Government surveillance programmes. According to many legal experts and the US Government, his action violated the Espionage act of 1971, which identified the leak of State secret as an act of treason. Yet, despite the fact that he broke the law, Snowden argued that he had a moral obligation to act. He gave a justification for his "whistle blowing" by stating that he had a duty "to inform the public as to that which is done in their name and that which is done against them."

According to Snowden, the Government's violation of privacy had to be exposed regardless of legality since more substantive issues of social action and public morality were involved here. Many agreed with Snowden. Few argued that he broke the law and compromised national security, for which he should be held accountable.

Do you agree that Snowden's actions were ethically justified even if legally prohibited? Why or why not? Make an argument by weighing the competing values in this case.
(250 words)

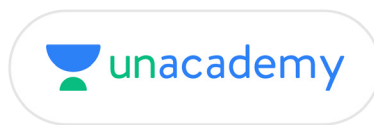
The following competing values are involved in this case:

- **Morality vs. Laws:** Snowden's individual morals and ethics clash with well-established legal procedures. He felt the need to uphold his personal morality which deemed it appropriate to disclose classified national security information with far reaching ramifications as opposed to well established legal procedures. As a public servant, he was duty bound to follow the law and not disclose any information that can threaten the interests of the very people he hopes to safeguard. It has the potential to compromise national security, affect the relations between his country and those of the others including

certain allies and more. In this regard, he has committed a blunder.

- Individuals sign a non-disclosure agreement before they join their service (Official Secrets Act, 1923 in India) and they can voice their grievances internally instead of coming out to the public.
- **Individual liberty vs. National Security:** The people have a right to know information pertaining to their welfare but at the same time, they are not entitled to know information that has the potential to harm national security interests.
- The societal good is far more important than individual liberty. In this regard, the act of leaking information pertaining to national security is unethical and illegal.
- Hence, while it may appear that Snowden's actions are ethically right but legally wrong, we can conclude that his actions are neither ethically nor legally justified.





LET'S CRACK IT!

UPSC | Ethics