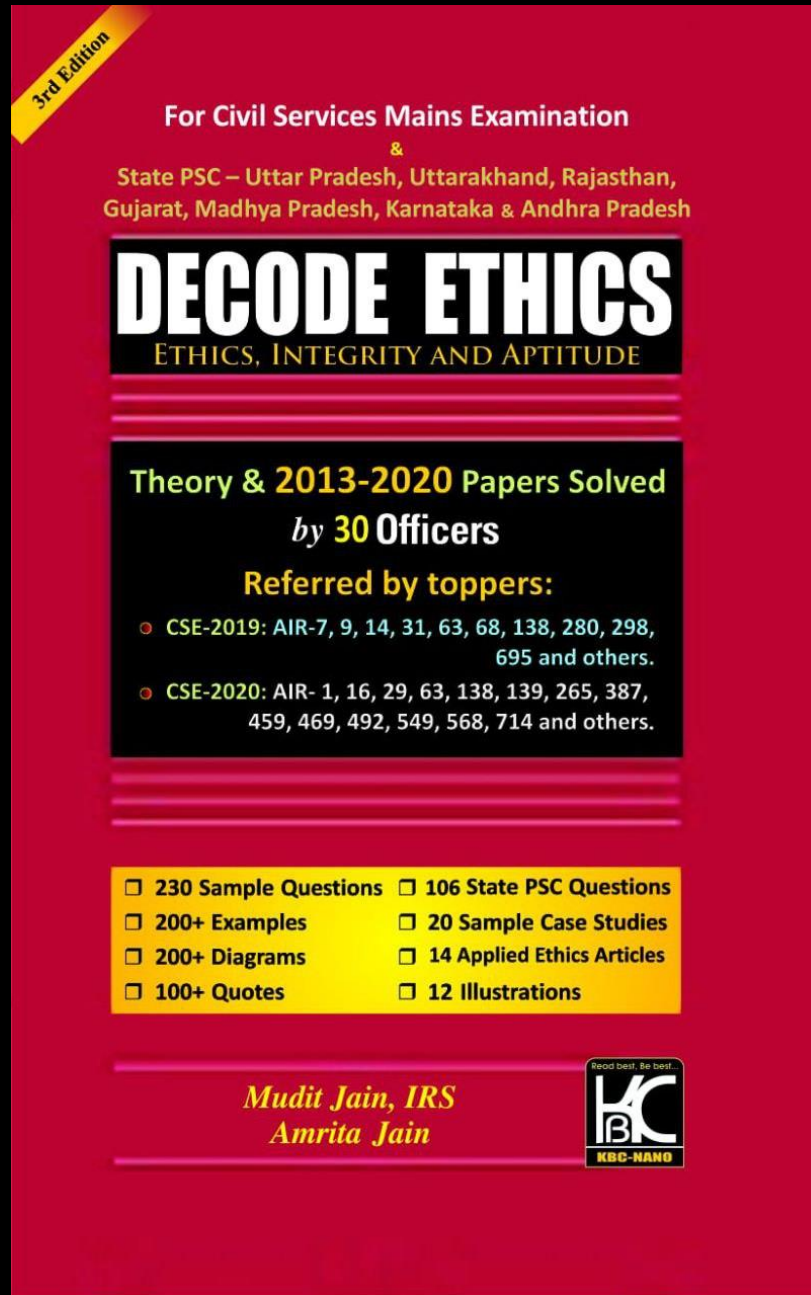


UPSC CSE 2021 GS-4 / ETHICS

ANALYSIS & REFERENCES FROM DECODE ETHICS BOOK 3RD EDITION

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ANALYSIS

QUESTION NUMBER	FOCUS AREA	NATURE / DIFFICULTY LEVEL
1 (a)	Public Servant Values/Ethics	Direct / Easy
1 (b)	Public Servant Values/Ethics	Direct / Easy
2 (a)	Digital Technology Applied Ethics	Applied / Tough
2 (b)	Ethical Dilemma	Indirect / Tough
3 (a)	Quote: Perseverance	Easy
3 (b)	Quote: Inner Peace / Be the Change	Easy
3 (c)	Quote: Social Ethics	Tough
4 (a)	Attitude Formation	Direct / Easy
4 (b)	Conscience + Emotional Intelligence	Indirect / Tough
5 (a)	Refugee Ethics Applied Ethics	Applied / Easy
5 (b)	Impartiality + Non-Partisanship	Direct / Easy
6 (a)	Social Audit / Accountability	Direct / Easy
6 (b)	Integrity	Direct / Easy

- As you can see from above table, only 2 questions can be strictly attributed as applied ethics questions and other questions, though not straight forward, were easy to handle.
- Questions have touched upon each major chapter of book/syllabus.
- Overall, Section-A seems to be easy to handle.

WAY FORWARD

- Focus on inter-linkages between topics like asked in question 4 (b).
- Themes are repeated year after year. For example, question 1 (a), 1(b), 4(a), 5(b) and 6(b). Therefore, referring or solving PYQPs is a must.

Q1 (a):

- By identifying which Ethics related actions have a greater impact, organizations can better target training.
- Organization can encourage leadership to set a good example.
- Providing information about what is going on.
- Employees perceive that top managers are held accountable for ethics violations.

Ethics Hotlines

- Also called compliance hotlines, employee hotlines, or whistle blower hotlines –help you uncover problems early and address them before they get worse.
- Confidential, anonymous hotlines alert issues regarding: safety and security, harassment and discrimination, theft and fraud.
- It is obvious that employee values may conflict with those of the organization; ethics hot lines are put in place to be used as a guide for employees facing these challenges to ensure a highly functioning workplace.

Nolan's Seven Principles of Public Life

The Seven Principles of Public Life, known as the Nolan Principles, were defined by the Committee for Standards in Public Life. They are:

- **Selflessness:** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
- **Integrity:** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organizations that might seek to influence them in the performance of their official duties.
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, etc.
- **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.
- **Honesty:** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership:** Holders of public office should promote and support these principles by leadership and example.

Q1 (b):**4. Aptitude and Foundational values for Civil Services 225-270**

- ♦ Aptitude Introduction
 - Intelligence and Aptitudes
 - Skills, Abilities and Aptitudes
- ♦ Foundational Values for Civil Services
 - Integrity – Honesty
 - Integrity vs. Honesty
 - Objectivity – Impartiality
 - Non-Partisanship or Political Neutrality
 - Kenneth Kernaghan’s Model of Political Neutrality
 - Important Professional Values
 - Dedication to Public Service
 - Compassion
 - Dalai Lama Khalil Gibran
 - Albert Einstein
 - Tolerance – Loyalty
 - Collegiality – Confidentiality
 - The Cardinal Virtues
 - Prudence Justice
 - Fortitude Temperance
- ♦ Foundational Values from ARC
- ♦ Weber on Good Bureaucrat

388

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Strengthening of Ethical and Moral Values in Governance

The promotion of ethics and moral values in good governance implies legality of government action, rationality in policy and decision-making, evolving a sense of responsibility, ensuring accountability, strengthening work commitment, creating excellence, facilitating spirit of individual and organizational goals, developing responsiveness, showing compassion, protecting the national interests, safeguarding the spirit of justice, bringing transparency and elevating integrity. How it can be done:

- By code of conduct.
- By code of ethics.
- Upward and downward accountability and transparency.
- Probity in governance.
- Leadership values.
- Foundational values mentioned before.
- **Principle of Selflessness:** Holders of public offices should take decision solely in terms of public interest. They should not do anything to gain financial or other material benefits for themselves, their family or their friends.

Madhya Pradesh PSC 2019 Question: State the importance of values in governance.

Madhya Pradesh PSC 2019 Question: What are basic attributes of ethical leadership in administration?

- **Sense of belongingness with the Public:** In order to implement ethics in governance the officers should develop a sense of belongingness with public and listen and redress their grievances by visiting them periodically.
- **Responsible and Responsive Civil Servants:** Officers should give proper feedback on the problems faced by the public to the concerned Minister and suggest the feasible measures which can be taken to solve the problems.
- **Cordial relation with people:** Governance will transform into good governance and people will feel that they are part of the administration. They shall better understand the position of the government, if any of their critical demand is not met with.

Q2 (a):**Confidentiality**

- Confidentiality is about a professional acting with discretion in keeping information secret.
- Any information acquired in a work context is likely to be confidential, if it is not a matter of public knowledge.
- Such confidential information might include details about the private affairs of an individual; a past, present or prospective client; an employer or an employer's client.

Demand for personal information has increased rapidly in the last decade. We live in a world where more and more information is held about us on databases. This increases the risk of our personal data being handed to public bodies and private companies. There is a whole industry of organizations and people making money from trading in personal information. This is useful to many organizations from a marketing point of view, but the value of personal details has led to incidences of theft or abuse of records for financial gain.

100

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ARTICLE 1: Artificial Intelligence and Ethical Issues

While artificially intelligent machine systems are transforming our lives for the better by making the world more efficient and by changing how businesses work, there are many ethical considerations and dilemmas that come along. **Some of the ethical issues related to AI are as under:**

- **Prejudices & Stereotypes:** AI systems deliver biased results, for example, gender bias in artificial intelligence originates from stereotypical representations deeply rooted in society. Racial bias of AI system was at fore when a software used to predict future criminals showed bias against black people.
- **Lack of transparency:** AI decisions are not always intelligible to humans.
- **Threat to Privacy:** Surveillance practices for data gathering violate privacy of people.
- **Risk Fundamental Values:** AI systems are marred by concerns for fairness and risks of violation of human rights and other fundamental values.
- **Behavior & Attitude:** AI driven systems and software are effective at directing human attention and triggering certain actions. When used right, this could evolve into an opportunity to nudge society towards more beneficial behavior. However, in the wrong hands it could prove detrimental.
- **Unemployment:** As AI is used to automate jobs we could create room for people to assume more complex roles but at the same time, many people lost their erstwhile jobs. For example, self-driven cars will impact many drivers in times to come. Thus, AI needs to be evaluated from the prism of utilitarianism and community good.
- **Security:** Self driven armed drones pose a huge security threat as same are being used by terrorists and enemy nations. Further, robots are being produced to replace human soldiers.
- **Threat to Mankind:** Among various species, human dominance is almost entirely due to our intelligence. What if artificial intelligence, one day, have the same advantage over us?
- **Identity Theft:** Deepfakes are synthetically generated images or videos in which a person in a media is replaced with someone else's likeness and can be used to misrepresent political leaders' speeches, to create a false narrative, to socially influence people towards a vested interest etc.

Some best practices to navigate these ethical dilemmas are:

- Make AI transparent by sharing the research data points.
 - Developers should explain how their algorithms arrive at their predictions.
 - Increasing diversity of the AI community is key to reduce biases.
- Framing and modernizing legal frameworks at both country and international levels (e.g. UN) will clarify the path to ethical AI development.

Sample Question 177: With rapid changes in technology and the borderless global environment, every country needs to have ethical guiding principles. Which guiding principles does India follow? Discuss with examples. Is it in tune with the present requirements of the globalised world?

ARTICLE 4: Cyber and Ethical Issues

Cyber ethics is the study of ethics pertaining to computers and what computers are programmed to do, and how this affects individuals and society. With the expansion of internet, it is essential to tell children about how to properly operate the internet, its right and wrong and its dangers. Because of the immense social power of information technology, ethical issues are virtually always in play. **Some of the ethical considerations around cyber are as under:**

- **Behavior:** Cyber ethics concerns to the code of responsible behavior on the Internet, which in many ways aligns with all the right behavior in everyday life.
- **Copyright Infringements:** The people violating copyrights think that “if everybody is doing it, it’s ok” and that they will not get into any real problem for such infringement.
- **Hacking:** Stealing classified information—passwords, virus attacks, hacking into people’s bank accounts and stealing their money have become a common affair.
- **Cyberbullying** is increasing and people are becoming aware of its effects on children.
- **Confidentiality** is a key ethical issue in cybersecurity. Security professionals will, by the nature of their profession, see and handle personal, private or proprietary information that should be kept strictly confidential. Privacy from an ethical and moral point of view should be central to dignity and individuality.
- **Spying:** The issue of various actors spying on each other for vested individual-political-national interests has increased in recent years.
- **Accessibility and Censorship** are used to control or suppress the publishing or accessing of information and bring up many ethical issues. Digital divide also limits have-nots from accessing cyberspace and its benefits.

Some best practices to navigate these ethical dilemmas are:

- The increasing trend of cybercrime demands need of proper set of **ethical codes and rules** for regulation of cyberspace.

- ♦ Cybersecurity practitioners, in addition to their special **professional obligations**, also have ethical obligations to their fellow human beings. They need to be trained on this front.
- ♦ Consider the **human lives and interests** behind the systems. A decent human would never handle another person’s body, money, or mental condition without due care.
- ♦ Focus on **responsibility and accountability** to assure that individuals take explicit ownership of cybersecurity and its ethical significance.
- ♦ Promote **Values of Transparency, Autonomy, and Trustworthiness** as these are the most important virtues to preserve a healthy relationship between cybersecurity practitioners and the public.

Q2 (b):*Decode Ethics*

- Other more subtle ethical problems, such as the abuse of sick leave privileges, extended tea breaks and the violation of office rules in general.

Sample Question 171: Should a public servant act as whistleblower? If yes, what moral and ethical challenges he/she might face? How should he/she overcome them? Discuss.

Solving Ethical Dilemmas**1. Guidelines for Ethical Decision-Making**

- Is the problem/dilemma really what it appears to be? If you are not sure, find out.
- Is the action you are considering legal? Ethical?
- If you do it, how will you feel about yourself?
- Do you understand the position of those who oppose the action you are considering? Is it reasonable?
- Who does the action benefit? Harm? How much? How long?
- Would you be willing to allow everyone to do what you are considering doing?
- Have you sought the opinion of others who are knowledgeable on the subject and who would be objective?
- Would your action be embarrassing to you if it were made known to your family, friends, coworkers, or superiors?

CSM 2018 Question: *Explain the process of resolving ethical dilemmas in Public Administration.* (150 words | 10 marks)

Ans. An ethical dilemma is a situation that often involves conflict between moral imperatives, whereby obeying one would result in transgressing another. Not every dilemma is an ethical dilemma and these may include:

- Right vs. right.
- Wrong vs. wrong.
- Right vs. wrong.
- Administrative discretion.
- Confidentiality vs. corruption whistle blow, etc.

Process of resolving ethical dilemmas in public administration:

1. Prescribing code of conduct and ethics.
2. Setting the ethical expectations right.
3. Ethics training in organizations.
4. Implementation of the ethics' code and regular review of performances of employees.

*Public/Civil Service Values and Ethics in Public Administration***369**

5. Situations are defined and various proposed actions are analyzed on grounds of law-rules-regulations, ethics, alternatives available, stakeholders, etc.
6. Many a times, conscience of individuals/organizations play important role in resolving dilemma.
7. Emotional intelligence and fortitude in times of adversity, especially when a public servant is pressurized towards an end from top, help in countering dilemmas.



Example: When Mr. X faced ethical dilemma of disclosing or keeping secret the wrongful practices rampant in his organization, he took heed to his conscience as well as departmental rules to professionally handle the dilemma.

Apart from these, past experience and seniors' advice helps one in public administration to resolve ethical dilemmas.

Q3 (a):

- Vivekanand explored the solutions of social and global troubles through education and stressed on such education through which moral values can be developed among the students so that they can conduct their life ethically. They can decide what is right or wrong; what is good or evil; what is justice or injustice.

“Arise, awake, and stop not till the goal is reached”.
- He opined that development of good personality in every human being is very essential in case of nation building. Vivekananda realized three things are necessary to make every man great and every nation great:
 - Conviction of the powers of goodness.
 - Absence of jealousy and suspicion.
 - Helping all who are trying to be and do well.
- He told purity, patience and perseverance overcome all obstacles.
- Swami Vivekanand reinforced the cause of egalitarianism and socialism and declared that it was the working class that would be the ruling class in the future.

Sample Question 56: ‘Human being is co-existence of the Self and the Body’ – elaborate this statement in line with views of Vivekanand.

CSM 2020 Question: “Condemn none: if you can stretch out a helping hand, do so. If not, fold your hands, bless your brothers, and let them go their own way.” – Swami Vivekanand. What does this quote mean to you? **(150 words | 10 marks)**

Ans. Swami Vivekanand emphasized to provide the public only positive education, because negative thoughts deteriorate men. He also said that if people are encouraged and are not unnecessarily criticized all the time, they are bound to improve in time. He said that three things are necessary to make every man great and every nation great:

1. Conviction of the powers of goodness.
2. Absence of jealousy and suspicion.
3. Helping all who are trying to be and do well.

The above quote is in same lines and aims to spread only positivity with no space for negativity. **Further, as per me, it means as under:**

1. India’s 2020 Tokyo Olympics performance was its best ever yet many criticized the athletes for want of Gold medals. This despite the fact

5. Deal with the public and their affairs fairly, efficiently, promptly, effectively and sensitively.

Example: A police officer ensuring that justice is served even in face of resistance.

(b) Perseverance:

1. It is persistence in doing something despite difficulty or delay in achieving success.
2. It means practicing fortitude and staying true to ourselves in adverse times.
3. It is understanding that some solutions have high gestation period.

Example: E Sreedharan displayed perseverance while completing the Delhi metro project before the stipulated time.

Q3 (b):**Be the Change You Want To See****1. Swami Vivekananda Explains**

This world is like a dog's curly tail, and people have been striving to straighten it out for hundreds of years. But when they let it go, it curls up again. How could it be otherwise? So, we should always remember the instance of the curly tail of the dog. We need not worry or make ourselves sleepless about the world. It will go on without each of us. Our worries will not help it. But when we stop worrying about the world, then alone will we be able to work well. It is the level-headed man, the calm man of good judgement and cool nerves, of great sympathy and love, who does good work and so does good to himself. The one who is complaining all the time is foolish and has no sympathy. He can neither straighten out the world, nor can he improve himself.

2. As Is Well Said By Marlyn Ferguson

No one can pursue another to change. Each of us guards a gate of change, that can only be opened from inside. We cannot open the gate of another, either by argument or by emotional appeal.

"This is a kind of selfishness, which primarily helps me and in course of time, goes to help others in the family, society, organization and the nation on the whole. It is the individuals who make a society, an organization or a nation".

136*Decode Ethics*

3. The only way to inculcate these values again is to start with our own self only. Consistent effort is required to inculcate and apply these values in our own Zone of discretion (Area of influence). We resolve to undertake this effort (sadhana) for holistic self-development, which can lead us to inner peace and harmony, and improvement in both private and public affairs.
4. Bernard Shaw has also said that the reasonable man looks at the world as it is and adjusts himself to the limitations.

Be the change Example: Social reformers from across the world like Raja Ram Mohan Roy are prime examples of change agents. Manjhi, the mountain man, could cut through entire mountain only because he had faith in being a change agent.

CSM 2013 Essay: "Be the change you want to see in others"—Gandhiji

Sample Question 47: Explain with example that for the development of social harmony, harmony within oneself by resolving inner conflicts is more important. Being a civil servant what steps can you take to maintain inner harmony?

Sample Question 48: "To be in a state of harmony is happiness". Explain this statement and illustrate with two examples from your day to day life.

CSM 2019 Question: "Where there is righteousness in heart, there is beauty in the character. When there is beauty in the character, there is harmony in the home. When there is harmony in the home, there is order in the nation. When there is order in the nation, there is peace in the world"—A.P.J Abdul Kalam. What does this quote mean to you? **(150 words | 10 marks)**

Ans. The given statement is an excerpt from Dr. Kalam's speech at European Parliament. I agree with same because if we need peace in the world, we need order in a nation and harmony in a home, origin of which lies in character and righteousness in the heart. Seeds of peace in the world have their origin in the righteousness in the heart of every individual.

Q3 (c):**8. Social Ethics**

- It is a sub-field in ethics that is primarily concerned with the ethical foundations, dimensions, and consequences of collective decisions, attitudes, and actions. It is social both because it looks primarily at decisions and actions that are collective rather than individual and personal and because it is concerned with goods that are collectively defined and achieved. Hence, social ethics represent the collective experience of people and cultures.
- Communitarian-ism, a philosophy with Aristotelian and Hegelian roots, emphasizes the need to balance individual rights with the interests of the community as a whole.
- Communitarian-ism tempers liberalism’s concept of the autonomous, self-interested person, by characterizing the individual as a social being shaped by the values and culture of their community.

Communitarian Ethics: Communitarianism refers to a theoretical perspective that seeks to lessen the focus on individual rights and increase the focus on communal responsibilities. In this approach, ethical thought is grounded in considerations of the larger society. Still in doing so it emphasizes the connection between the individual and the community. The definition of community varies and can refer to anything from the nuclear or extended family to the political state or nation.

- Listening to the views of others.
- Giving and receiving feedback in a positive manner.
- Managing conflict constructively and professionally.

Sample Question 98: Why creating a better world requires teamwork, partnership and collaboration? What are the major obstacles in team work? How can we overcome such obstacles?

Q4 (a):

390 Decode Ethics

Bureaucratic attitude merit and demerit:

- Merits:** procedure orientation gives clarity, SOPs/rules are followed and accountability.
- Demerit:** human touch is missing, red-tapism and policy paralysis and not participative.

Democratic attitude merit and demerit:

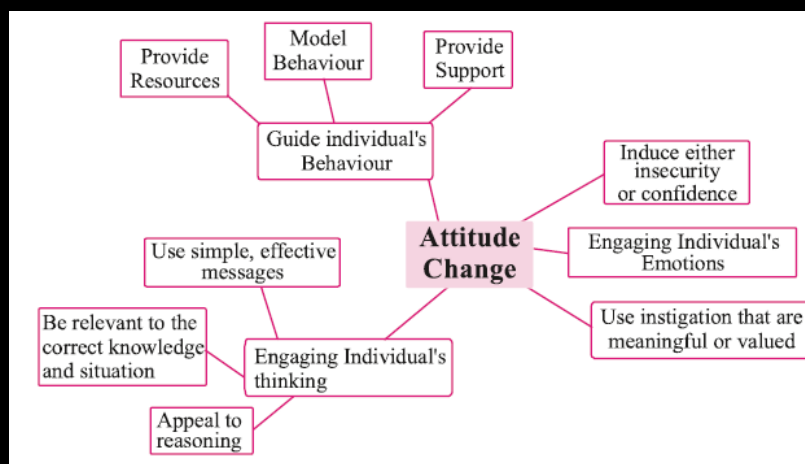
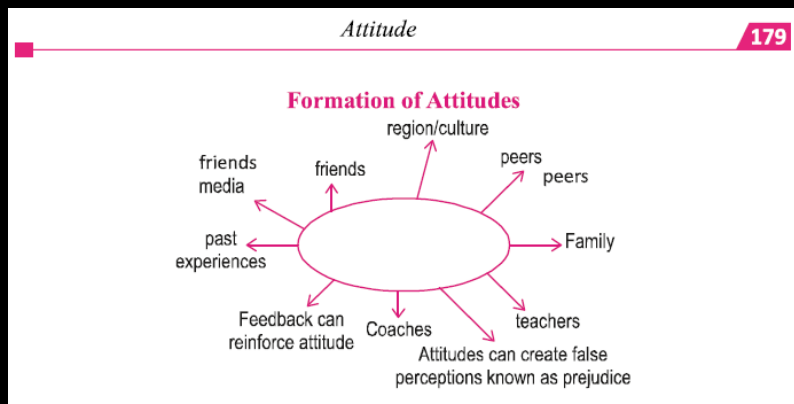
- Merits:** bottom-up, people centric, values based and has more acceptance.
- Demerits:** low accountability, official duty vs. public interest conflict etc.

Example: following line by line procedure code while implementing act like MGNREGA (bureaucratic) might help accountability but miss out on need based implementation (democratic).

(b) Yes, it is possible to balance them by:

- Evolving code of ethics in procedures.
- Sensitizing people about rules/procedures.
- Sensitizing public servants to maintain balance.
- Leadership shall set examples by leading from front to balance the two.
- Innovative and out of box solutions.

Hence, for faster development of country, golden mean principle shall be followed to create a fine balance of two attitudes.



Q4 (b):

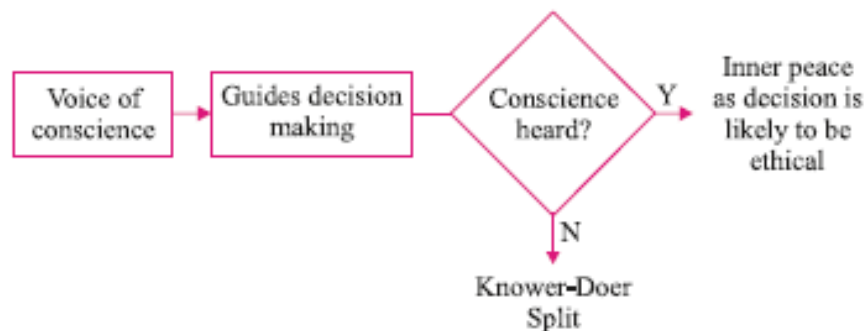
CSM 2013 Question: *What do you understand by the term ‘voice of conscience’? How do you prepare yourself to heed to the voice of conscience?* (150 words | 10 marks)

Ans. Conscience is an intuition or judgement that assists in distinguishing right from wrong. It is also called voice of conscience, voice within or inner light.

Conscience leads to feelings of remorse when a human commits actions that go against his moral values and feelings of well-being, when actions are in conformity to values. This relates to Knower-doer split as postulated by Dayanand Saraswati.

Example: An ethical person decides to steal out of compulsion to feed his hungry children but his inner voice stops him to uphold his ethical values.

But at times, conscience is not reliable source for decision-making as there is subjectivity within our moral values due to individual experiences and upbringing. It needs to be balanced with pragmatism.



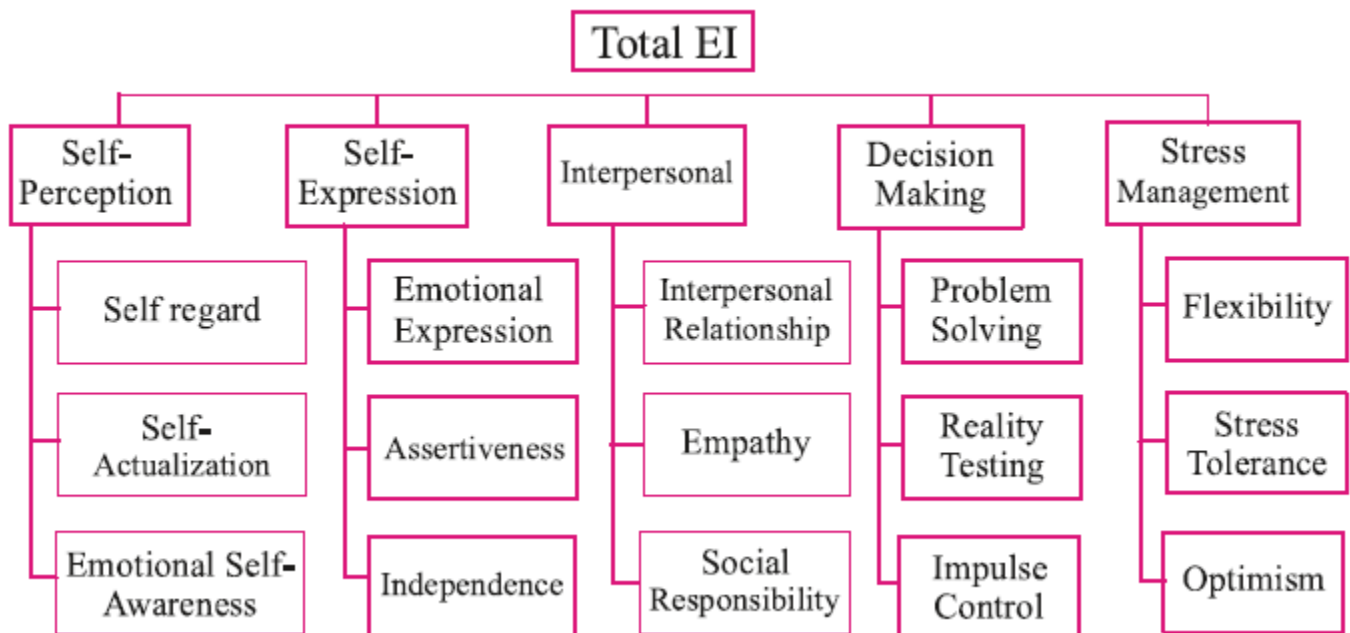
I prepare myself to heed to conscience by:

1. Practicing ethical conduct in my private and public life.
2. Taking a pause and giving myself time to listen to inner voice to come to the right decision.
3. Being true and honest with myself.
4. Learning from past experiences and pragmatically improving my conscience so that I can trust it, if and when required.
5. Balancing gut-feel/conscience/inner voice with practicality.
6. Always keeping public interest above personal interests.

The human voice can never reach the distance that is covered by the still small voice of conscience – Mahatma Gandhi. This explains the importance of voice of conscience.

following **characteristics of emotional intelligence person** can be listed:

- Ability to delay satisfaction of desires/ delay in gratification important for emotional intelligence.
- Aware of himself.
- Handle stress/setback.
- Positive attitude.
- Resilient on the face of adversity.
- Know how to keep disruptive emotions in check.
- Sense the effect their emotions have on others.
- Know how to deploy their strengths and compensate for their weaknesses.
- Listen to other people's emotions and can empathize with them.
- Act ethically and build trust through integrity and reliability.
- Admit their own mistakes and learn from them.
- Can negotiate and resolve disagreements.



Q5 (a):

ARTICLE 6: Afghanistan Crisis and Ethical Issues

The suddenness of events that unfolded in Afghanistan in August 2021 took most by surprise. While, the ramifications of same in the sphere of international relations and regional security are talked about in depth, the ethical considerations around the issue are largely left untouched.

Some of them are as under:

- The American adventure in Afghanistan failed to define a practical end point called victory. Hence, even after spending all the money that it did and staying in the country for 20 long years, it wasn't ready with an exit strategy. This led to dilemma of leaving too soon vs staying too long.
- While the goal was to seek justice for victims of the 9/11 attacks, it is very debatable whether same was achieved at all or to what extent.
- American presence in Afghanistan led to dilemma of self-determination vs foreign intervention and test/tested diplomatic prowess of regional players who have/had to maintain diplomatic relations with world nations at large.
- The hastened process of evacuation had its own ethical lapses which manifested in incidents as grave as people falling off military planes even as they tried to escape the despotic Taliban rule.
- While some nations were kind and compassionate enough to evacuate nationals of other countries, some individualism was also at display in form of 'priority list' of who shall be evacuated first or at all.
- The plight of the evacuated Afghans and those seeking refuge and asylum cannot be overlooked at any cost else it will lead to a moral crisis of highest order.
- The issue of gender inequality and women safety is at the fore now that a regressive regime has taken over the country.
- Suppression of fundamental rights of people and violation of democratic principles are other ethical considerations involved.

Some best practices to navigate these ethical dilemmas are:

- Principles of peaceful coexistence and *vasudhaiva kutumbakam* should drive the international relations.

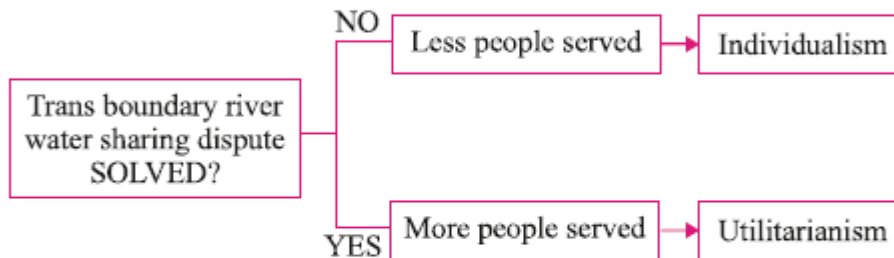
- The world should come together to identify all terrorists as one and an artificial distinction between 'good terrorist' and 'bad terrorist' shall be done away with.
- When it comes to terrorism and terrorists, nations should iron out **individualism** and work together as one **community** in line with basic tenets of **conscience** and **morals**.
- This moment should also be a wakeup call to work for a **better system of refuge and asylum**.

Solidarity for refugee protection, **ethical border control** practices, **integration** into society etc are important to navigate ethical dilemmas concerning refugees and all nations, especially wealthier ones, have moral duty to ensure the same.

China lacks respect for India's concerns over Sovereignty violation by CPEC, as it is driven by its own economic interests. This indirectly led to Doklam conflict.

Then there are issues like migrant crisis where countries do not want to accept those who fled war zones, persecutions, climate change, famine, etc. and insist other countries to accept them. This is result of a country placing its own national interests above humanity.

Western intervention in Middle East is another such example.



Ethical considerations can solve such conflict:

1. By promoting sense of unity and brotherhood in line with Vasudhaiva Kutumbakam.
2. By promoting good of maximum people or utilitarian good.
3. Mutual benefit and peaceful co-existence can solve issues like India-China border dispute.
4. For societal good, co-operation should be given more weight than conflict.
5. Do unto others what you want others to do unto you is underlying principle of Ethics. It can guide nations to act ethically. Example, in solving river water disputes between 2 countries, a upper riparian country should know that it itself is a lower riparian country with respect to a 3rd country.

Hence, various geopolitical tensions can be solved by ethical considerations.

184. Critically analyze various ethical issues in the ongoing 'migrant' crisis in Europe.

Q5 (b):

CSM 2016 Question: *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 | 10 marks)*

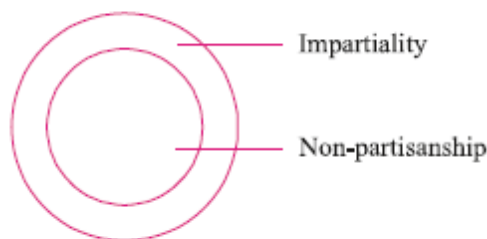
Ans. Impartiality is acting according to the merits of the case and being impartial to one and all while, as 2nd ARC says, non-partisanship is political neutrality or political impartiality and means that public servant would serve the Government of the day to the best of his/her ability.

236

Decode Ethics

Impartiality and non-partisanship ensure transparency, accountability, rule of law and good governance thereby increasing efficiency of service delivery, trust between various participants in participative democracy. Hence, these are foundational values. More so in present socio-political context as:

1. To ensure objectivity in decision-making. Ex. Selection of beneficiaries under NHPS/Saubhagya.
2. To arrest the present slide with respect to ethical fabric of society.
3. To ensure Gandhian maxim of Sarvodaya, responsiveness, service of man, etc.
4. Non-partisanship implements required checks and balances to counter favouritism and corruption.
5. It ensures speedy implementation of policies.



Example 1: FIR shall be registered impartially. Socio-economic status of individual should not be a filter.

Example 2: Recruitment, promotion & termination of civil servants should be free of political influence and done purely on merit basis to counter present day scenario.

Hence, these along with selflessness, openness, objectivity, honesty, accountability, etc. are foundational values in public services.

Q6 (a):**Social Accountability**

- It is a step forward involving public as a stake-holder in administration. World Bank defines it as “an approach towards accountability that relies on civic engagement i.e. in which citizens or civil society participate directly or indirectly in extracting accountability.”
- It underlines both the rights and responsibilities of citizens to ensure that the government acts in public interest.
- It involves citizens in monitoring performance & enhances service quality, transparency and exposes government failures and misdeeds. It also empowers citizens by mechanisms like participatory policy-making, public expenditure tracking and citizen report cards.

CSM 2014 Question: *What does ‘accountability’ mean in the context of public service? What measures can be adopted to ensure individual and collective accountability of public servants?*

(150 words | 10 marks)

Ans. Accountability, in public service, means that public servant is answerable for the performance of tasks assigned.

Example, if task assigned is selection of beneficiaries for a scheme, then accountability will imply whether the selection is on basis of criteria and following the procedures laid down, in the timely manner within the budgets specified.

Q6 (b):**226***Decode Ethics*

Madhya Pradesh PSC 2019 Question: How aptitude is different from interest and intelligence?

Sample Question 89: Define and differentiate between aptitude and attitude. In your opinion, which of these two is more important for a civil servant? Justify.

Foundational Values for Civil Services

Iron Man of India, Sardar Vallabhbhai Patel, built ‘The Steel Frame’. He advocated unity and integrity of India and played fundamental role in constituent assembly. Civil Service is an integral and key part of the government. It supports the Government of the day in developing and implementing its policies and in delivering public services. These core values ensure the achievement of the highest possible standards in all that the Civil Service does. Some of these values are mentioned below.

Integrity

- Integrity is putting obligations of public service above your own personal interests.
- Fulfill your duties and obligations responsibly.
- Always act in a way that is professional.
- Make sure public money and other resources are used properly and efficiently.
- Deal with the public affairs fairly, efficiently, promptly, effectively and sensitively, to the best of your ability.
- Handle information as openly as possible within the legal framework.

Madhya Pradesh PSC 2018 Question: Explain the meaning of integrity in public administration.

- Comply with the law and uphold justice.
- Be committed: set high standards for your behaviour & stick to them, even in difficult situations.
- Be courageous: stand up for what you believe is just & good.
- Be honest: choose words & actions that are sincere, not misleading.
- Be disciplined: remain dedicated & self-controlled, even when challenged.