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MAINS ANSWER WRITING **APPROACH ANSWERS**

Topic- ETHICS DAY 11



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Q.1) What is the difference between empathy, sympathy, and compassion? In what ways would the task of a civil servant be affected, if he is not compassionate? Explain. (10mark) (150 words)

Sympathy, empathy and compassion are closely related to emotional intelligence. Sympathy is the human quality of sharing the sufferings of others and empathy is the human quality not only sharing but also understanding the suffering of others. While compassion is the human quality of understanding others' suffering and wanting to do something.

Impact of non-compassionate civil servant

For people who are dependent on others for help and support, compassion from their service providers is often the most important factor in allowing them to lead fulfilling lives.

- Indifferent attitudes towards governance will affect the social welfare scheme execution. Officers will only be concerned about rules and procedures.
- Poor quality of service delivery
- This will put self gratification over public service
- Loss of trust, especially in weaker sections of society who already have high inertia in reaching out to administration.
- The zeal to work for people comes only when there is compassion.
- The compassionate civil servant does not distance or discriminate the self from the people he/she is working for.
- He/she empathises with their problems, considers their problems his/her own and works to solve the problems while maintaining the virtues of impartiality and objectivity.

Compassion gives civil servants the ability to understand the common people's situation and the desire to take action to improve their lives.

Q.2) "Tolerance, empathy, and compassion enable a civil servant to lead not only with his or her intellect, but also with his or her heart." Give examples from the lives of civil servants to demonstrate your point. (10 marks) (150 words)

Tolerance in civil services helps to accommodate and respect citizens' faith, belief, tradition. While **empathy and compassion** bring an urge to do sincere work for the upliftment of masses (dedication)

Tolerance in civil services

- Respecting **citizens' right to freedom of speech and expression** (fundamental right)
- This ensures a civil servant works in favor of all sections of society that leads to balanced development.
- Acts as a **strong check against prejudice, bigotry, jingoism.**
- People **feel comfortable in communicating with a civil servant** possessing tolerance.
- It **enhances constitutional values** like **secularism** and **keeps communalism** at bay.
- When tolerance is practiced by all sections of society then it acts as the **strongest check against all social evils** like: Crimes against woman like **eve-teasing, stalking, harassment at the workplace,**

Empathy & compassion in civil services

- This necessarily involves **selflessness, tolerance, liberal, accommodative, result-oriented and rational attitude.**
- If a civil service lacks empathy and compassion then it will be **no different from the colonial bureaucracy.** Such civil service will be just **doing the minimum and allow injustice to continue.**
- When a government office becomes empathetic, it leads to a **more citizen friendly space,** which means more **psychological security.**
- **Inclusion** of all sections of society in mainstream and hence a **more resilient society.**
- A special focus on **marginalised sections** like **Dalits, Adivasis, children, women, persons with disability, old-age, upholding of constitutional values like justice, equality, liberty, fraternity, democracy and so on.**
- **Reducing inequality** -financial, regional, sexual.

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- Accessible and credible government offices also lead to **more confidence among investors, tourists, foreign students** etc. It leads to many economic benefits in the long run e.g. more capital inflow, more creation of jobs, less poverty, good infrastructure etc.
 - A curb on extra constitutional authorities like naxals, self-proclaimed godmen, khaps, tantriks etc.
 - When administration works with empathy and dedication, works get done in less time so citizens need to take less leave from the work and hence more livelihood

When tolerance, empathy and compassion enter in the civil service it leads to timely decisions and swift action. So, government becomes a real facilitator than an impediment and citizen centric administration become at heart of any policy or decision

Poonam Malakondaiah IAS from Andhra Pradesh dragged the multinational seed company, Monsanto, to the MRTP Commission as the agriculture commissioner following which the MNC was forced to reduce the price of BT Cotton seeds.

Bhupesh Chaudhary: Helped Increase Farmers' Income By 14 Times- used an array of government schemes like RKVY-Raastar, MGNREGA and Mission for Integrated Development of Horticulture to build an infrastructure for storage and processing. He organised the farmers into self-help groups and formed a cooperative society to establish market linkages.

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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 a 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?
(20mark) (250 words)**

Illicit liquor distillation in the district violates ahimsa, which is a moral issue. Illicit alcohol consumption can cause methanol poisoning and other health problems for people and communities. The production and sale of illegal booze harms the environment and society. Thus,

illegal liquor distillation must be addressed in a way that promotes non-harm and community well-being.

I would take the following innovative approach to restrict liquor distillation in a district where I am now Superintendent of Police:

1. **Understand the reasons of illicit distillation in the district** - Surveys, interviews, and focus groups with community residents, government officials, and law enforcement may be needed. After identifying the main reasons, I would create a complete solution.
2. **Adopt a comprehensive strategy**- Illicit distillation is too hard for law enforcement. The problem's economic, social, and cultural causes must be addressed holistically. To improve education, jobs, and basic services, government agencies, non-profits, and community leaders may collaborate.
3. **Establish community trust** - Building community trust is crucial to combating illicit distillation. Regularly engaging with community people, listening to their issues, and working with them to find solutions helps achieve this. Law enforcement must also be transparent and accountable.

I would execute these initiatives:

- **Economic development:** Illicit distillation is common in poor places. I would collaborate with government agencies and non-profits to support district economic growth by offering training, loans, and other resources to start businesses and create jobs.
- **The Education:** Another approach to combating illicit distillation is education. I would strengthen education for all district students, focusing on vocational training to assist them obtain good-paying employment. I would also promote safe alcohol usage and illegal distillation prevention.
- **Community engagement:** I would regularly meet with community leaders, listen to their issues, and work with them to find solutions to create trust. I would also create a community policing program to involve residents in crime prevention and enforcement.
- **Enforcement of laws:** I would also police unlawful distillation laws in addition to the foregoing. I would focus on intelligence-led policing and target significant illicit liquor traders. I would also increase law enforcement coordination to combat illicit distillation in the region.

I think this holistic strategy would solve illicit distilling better than law and order. We can reduce illicit distillation and its impacts by addressing the core causes and engaging with the community to develop solutions.
