Module 4:
QUALITIES OF AN EXCELLENT EMPLOYEE
ETHICS - VALUES - GOOD GOVERNANCE AND PERSONAL EXCELLENCE

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1. INDIAN - SCENARIO.

A NATION OF EXCELLENCE
2. PRESENT SCENARIO & SCOPE FOR IMPROVEMENT.

PROBLEMS.
• POPULATION – POWER – POLLUTION - CORRUPTION.
  LACK OF ADEQUATE DISASTER PREPAREDNESS.

HOW TO OVERCOME
• POLITICAL LEADERSHIP
• PUBLIC VIGILANCE
• PEOPLE’S PARTICIPATION
• SMART’ GOALS
• CARING’ GOVERNMENT.
• GOOD GOVERNANCE.
• JUSTICE, LAW & FAIR PLAY.
• BSERVANCE OF ETHICS.
3. NATIONAL - EMPHASIS.

1. GOODS & SERVICES - REVOLUTIONERY DEVELOPMENT.

2. AGRICULTURE & RURAL DEVELOPMENT & ALLIED SECTORS.

3. INDUSTRY & INFRA STRUCTURE & URBAN DEVELOPMENT.

4. TRADE, COMMERCE, TRANSPORT, PORTS & EXPORT.

5. BANKING & FINANCE, INSURANCE, MICRO CREDIT.

6. SCIENCE & TECH, SPACE & ATOMIC ENERGY.

7. IT & TELECOM, EDUCATION & EMPLOYMENT.

8. FOREST & ENVIRONMENT, HEALTH & HYGIENE.

9. MINORITY & S.W, YOUTH, SPORTS & CULTURE.

10. GOOD GOVERNANCE, LAW & JUSTICE, SECURITY & PEACE.
4. RURAL EMPHASIS.
THERE IS THE NEED STRENGTHEN VILLAGES.

1. DEMOCRATIC DECENTRALIZATION.

2. CIVIL POLICING & PUBLIC VIGILANCE.

3. RURAL APPRAISAL & MICRO PLAN.

4. PEOPLES PARTICIPATION & PUBLIC AUDIT.

5. R’ SELF GOV. & ECONOMIC SELF SUSTENANCE.

WILL HELP IN ESTABLISHING A WELLFARE STATE
Module 4: QUALITIES OF AN EXCELLENT EMPLOYEE
Ethics – Values – Good Governance

DARE TO DREAM & CARE TO ACHIEVE.

LEAD AN ETHICAL LIFE.
ENSURE GOOD GOVERNANCE.

AND

SET GOALS FOR EXCELLENCE IN LIFE.

INFORMATION – TRANSFORMATION – TRANSCENDANCE.
1. WHAT ARE ETHICS?

- Philosophy of moral principles.
- Our concern for good behavior.
- Guiding principles for a good society.
- Prescribed moral code of conduct.
- Humanism - Sacrifice - Virtuous living
2. WHY ETHICS NOW?

1. POPULATION GROWTH.
2. DEMAND SUPPLY DISEQILIBRIUM.
3. CONSTRAINTS OF URBAN LIVING.
4. ATTRACTIONS FOR MODERN LIVING.
5. HIGH COST OF LIVING.
6. RICH POOR GAP.
7. RAPID DECLINE IN VALUES.
8. NEPOTISM, BIAS, MANIPULATION.
9. CONFLICT-SECU & SPIRIT. VALUES.
10. RAMPANT CORRUPTION.
11. DECAY-DISORDER-DISSATISFACTION.
3. ETHICAL ISSUES.

- WOMEN.
- HUMAN RIGHTS.
- SOCIAL ETHICS.
- BUSINESS ETHICS.
- ECONOMIC OFFENCES.
- CYBER CRIMES.
- ROBOTICS.
- ANIMAL ETHICS.
- PLANT ETHICS.
- ENVIRONMENT ETHICS.
- WAR ETHIC.
4. ETHICAL- PITFALLS

WEALTH
BUSINESS
PROFESSION
POLITICS
SCIENCE
EDUCATION
KNOWLEDGE
DUTY
PROGRESS
CULTURE
RELIGION
LOVE

WORK
MORALS
CONCERN.
VALUES
HUMANITY
CHARACTER
WISDOM
SERVICE
ORIENTATION.
QUINTESSENCE
SPIRITUALITY.
SACRIFICE.
5. ETHICAL ASPECTS

SOURCE.
- MORALS
- CUSTOMS
- TRADITIONS
- CODES
- SANCTIONS
- LAWS

RELATIVISM.
- TIMES
- LOCATION
- REGION
- RELIGION

SCOPE.
- INDIVIDUAL
- NATIONAL
- ORGANISATIONAL
- GLOBAL
6. ETHICAL ASPECTS.

Cardinal Vs Contextual values

- Specific Vs Overall judgments

- Means Vs Ends

- Justified disobedience

- Desired Vs Desirable
7. CLASSIFICATION OF ETHICS.

I GENERAL CLASSIFICATION.
1. FEAR – Pre conventional.
2. EXPERIENCE – Conventional.
3. INSIGHT – Principled.

II. BASED ON APPROACH.
• 1. TELEOLOGICAL –
  Hedonistic calculus based on Extent, Intensity, Propinquity, Purity, Fecundity
• 2. ONTOLOGICAL –
  i. Kantian Ethics- Intrinsic Good
     Truth, fidelity, reparation, compensation, gratitude, return favour, justice, equality.
  ii. John Stuart mill- Enlightened living.
8. ADMINISTRATIVE ETHICS.

BE A GOOD PUBLIC SERVANT.

1. **HUMANISTIC** – Be a good human being.

2. **INFORMATIVE** – Be thorough with rules & regulations.

3. **FOLLOW Orders & Instructions** scrupulously.

4. **ACTION oriented** – Constructive & pragmatic.

5. **KNOWLEDGE MANAGEMENT** – Right man / Right job.

6. **EMPOWER** - subordinates, motivate and be a leader.

7. **FIELD INSPECTIONS** – Frequent, thorough & guidance.

8. **DO NOT NEGLECT** - routine & uninteresting work.

9. **REVIEW**— frequent Meetings & Proper Monitoring.

10. **ACCOUNTABLE** to the public funds, transparent.
11. DO NOT MISUSE Discretionary and financial powers
12. ACCESSIBILITY - Patient hearing. Prompt action on complaints and allegations
13. EASY PROCEDURES, single window system
14. AVOID DELAYED DECISION MAKING, and manipulation
15. EFFECTIVE COMMUNICATION, MOTIVATION, LEADERSHIP, TEAM BUILDING.
16. QUICK REDRESSAL of grievances, RTI Act as a tool
17. AVOID WASTAGE, REDUCE PILFERAGE
18. RECRUITMENT, Training & Placement Policy.
19. TIMELY APPRAISALS, REWARDS, PUNISHMENTS
20. Encourage SOCIAL AWARENESS & COMMUNITY PARTICIPATION
21. RE COURSE TO SOCIAL AUDIT, VIGILANCE, ACB.
22. Render QUALITY Service.
23. RENDER JUSTICE
24. The REWARD- is good work
25. STRIVE FOR A WELFARE STATE
FOLLOW THE PRINCIPLES OF GOOD GOVERNANCE

1. FAIR RECRUITMENT
2. PROPER TRAINING
3. KNOWLEDGE MANAGEMENT
4. PLACEMENT
5. DELEGATION
6. EMPOWERMENT
7. LEADERSHIP
8. PROMPT ACTION
9. ACCESSIBLE COMPLAINT CELL
PRINCIPLES OF GOOD GOVERNANCE

11. QUICK GRIEVANCE REDRESSAL
12. CITIZENS CHARTER
13. EFFECTIVE SERVICE DELIVERY
14. IT AND ADMINISTRATION- e-SEVA
15. PARTICIPATORY DEVELOPMENT
16. PROPER IMPLEMENTATION OF PROGRAMMES
17. TIMELY DECISION MAKING
18. ADMINISTRATIVE REFORMS
19. ETHICS FOR EXCELLENCE
20. WELFARE ADMINISTRATION
9. MODES OF CORRUPTION IDENTIFIED BY CENTRAL VIGILANCE COMMISSION

- Acceptance of bribe.
- Misappropriation of Public money and Stores
- Acceptance of substandard stores/ works
- Incurring pecuniary obligation of persons to whom the public servants have obligations
- Borrowing money from contractors / Firms having official dealings with officers
- Showing favours to contractors and Firms
- Claiming false Travelling allowance / House Rent etc.
- Possessing assets disproportionate to income
- Purchase of immovable property etc without prior permission / intimation
- Causing loss to the Government by negligence
- Abuse of official position.
• Acceptance of illegal gratification in recruitment / postings / transfers and promotions
• Misuse of Government Employees for personal work
• Production of forged certificates of age of birth, of community
• Irregularities in reservation of seats by rail and by air
• Non-delivery of money orders, insured covers, value payable parcels etc
• Replacement of new postage stamps by used ones
• Misuse of imported and allotted quotas by various firms with convenience of public servants
• Irregularity in grant of telephone connections
• Moral turpitude
• Acceptance of gifts
• Under-assessment of income - tax, estate duty, etc., for pecuniary use
• Misuse of advances sanctioned for purchase of scooters and cars
• Abnormal delay in settlement of compensation Claims to displaced persons
• Wrong assessment of claims of displaced persons
• Cheating in connection with sale and purchase of plots for residential purposes
• Unauthorized occupation and sub letting of government Quarters

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10. SUGGESTION TO OVERCOME CORRUPTION.

- PUNITIVE MEASURES.
- BLACK LISTING OF DEFAULTING FIRMS.
- CONFISCATING ILLEGAL WEALTH.
- REASONABLE TAX STRUCTURE.
- STATE FUNDING OF ELECTIONS
- TRANSPERENT ADMINISTRATION.
- DIGITIZATION OF OFFICE RECORDS.
- ON LINE SERVICES . CC CAMERAS
- CITIZEN CHARTER.& RTI. PUBLIC VIGILANCE.
- PROPER IMPLEMENTING OF GOVT PROGRAMMES.
- ADEQUATE STAFF- CUT RED TAPE & WORK CUL.
11. ETHICS IN OUR CULTURE

• IMPROVEMENT IN THE NATURE OF MANKIND
  • Thamo Guna  Rajo Guna  Satva Guna

• FOUR STAGES OF LIVING
  • Dharma  Ardha  Kama  Moksha

• FOUR STAGES OF LIFE
  • Brahmacharya  Gruhastha  Vanaprastha  Sanyasa

• WISDOM OF UPAISHAD
  • Universal Love and Service
PHILOSOPHY OF ETHICS
12. STRIVE FOR A WELFARE STATE.

1. Basic Amenities to all.
2. Good Health and Education
3. Gainful Employment and Prosperity
4. Infrastructure S&T Facilities.
6. Industrial & Technological Development.
7. Urban & Rural development.
8. Banking, Finance & Insurance.
11. Equitable distribution of wealth.
12. Peace, Prosperity & Plenty to all.
Thank You

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