



## Mains Practice Question

Q. "Tolerance without compassion can lead to indifference." Examine this statement in the context of civil servants' responsibility towards weaker sections of society. **(150 words)**

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### Approach

- Introduce the answer by justifying the statement
- Give Role of Civil Servants Towards Weaker Sections of Society
- Highlight the Importance of Compassion in Governance
- Give Consequences of Indifference
- Suggest way forward for Promoting Compassionate Governance
- Conclude in a balanced manner.

### Introduction

The statement "Tolerance without compassion can lead to indifference" underscores a **critical aspect of human interaction, particularly in the context of civil servants' responsibilities** towards weaker sections of society.

- While tolerance is essential for fostering a harmonious and inclusive society, it is insufficient without the accompanying quality of compassion

### Body

#### Role of Civil Servants Towards Weaker Sections of Society:

- **Policy Implementation:** Civil servants are responsible for executing welfare programs like **MGNREGA**, which guarantees 100 days of wage employment to rural households.
- **Enforcement of Rights:** They must ensure the enforcement of laws protecting marginalized groups, such as the **Juvenile Justice (Care and Protection of Children) Act, 2015**, which seeks to protect children in difficult circumstances.
- **Resource Allocation:** Civil servants are tasked with fair distribution of resources, such as the **Pradhan Mantri Awas Yojana (PMAY)**, which aims to provide affordable housing to the poor section.
  - In this program, civil servants work to ensure that the most vulnerable communities receive housing benefits.
- **Monitoring and Evaluation:** They must monitor the effectiveness of government programs. For example, in the **National Health Mission and especially Ayushman Bharat Yojana**, civil servants assess healthcare delivery to ensure that marginalized groups, like **tribal populations, have access to essential health services.**

#### Importance of Compassion in Governance:

- **Empathy in Decision-Making:** Compassionate civil servants consider socio-economic conditions.

For instance, during the **Covid-19 lockdown**, many state officials initiated relief measures, such as **food distribution to migrant workers stranded in cities**, demonstrating empathy beyond mere tolerance of their struggles.

- **Engaging with Communities:** They actively involve communities in decision-making. For example, the **participatory approach in the Swachh Bharat Mission** engaged local communities to identify sanitation needs, ensuring that the programs address specific local challenges.
- **Addressing Specific Needs:** Compassion enables civil servants to tailor programs for marginalized groups. For instance, the **Beti Bachao Beti Padhao scheme** focuses on improving the sex ratio and promoting education for girls, addressing gender-specific challenges faced by families in rural areas.
- **Fostering Inclusivity:** Compassionate governance promotes inclusivity, as seen in the implementation of the **Rights of Persons with Disabilities Act, 2016**, where civil servants worked with disability rights activists to ensure provisions for accessibility and equal opportunities.
- **Promoting Dignity:** By treating weaker sections with respect, civil servants foster dignity. For example, **during the implementation of the midday meal scheme**, officials ensured that all children, regardless of caste or background, received meals, promoting a sense of community and belonging.

### Consequences of Indifference

- **Worsening Inequalities:** Indifference can exacerbate existing inequalities. For example, **if civil servants overlook the plight of marginalized farmers** during a drought, the lack of intervention can lead to increased poverty and farmer suicides.
- **Decreased Participation:** When marginalized communities feel ignored, their engagement diminishes. For instance, the **low turnout of marginalized communities in elections** often stems from feelings of disenfranchisement and neglect by civil servants.
- **Social Unrest:** Indifference can lead to social unrest, as seen in the protests against the **Citizenship Amendment Act (CAA)**, where marginalized groups felt targeted and ignored by the government, leading to widespread protests across the country.
- **Failure of Programs:** Without compassion, welfare programs may fail. The **National Food Security Act** faced challenges in implementation due to bureaucratic indifference, leading to instances where eligible families did not receive their entitlements, further entrenching hunger and poverty.

### Promoting Compassionate Governance

- **Sensitivity Training:** Implement training programs focused on **social issues** as a part of **Mission Karmayogi**.
- **Community Engagement Initiatives:** Develop mandatory platforms for dialogue, such as the '**Jan Sunwai**' (**public hearings**) where citizens can present their grievances directly to civil servants, fostering responsiveness. These initiatives have helped resolve local issues effectively.
- **Feedback Mechanisms:** Establish feedback systems allowing marginalized groups to voice concerns. The '**Grievance Redressal Mechanism**' under the **National Rural Livelihood Mission** enables beneficiaries to report issues directly to officials, promoting accountability.
- **Collaborative Partnerships:** Encourage partnerships with NGOs. For example, the collaboration between the government and organizations like **Goonj** helps facilitate the distribution of resources to marginalized communities, leveraging local insights for effective implementation.

### Conclusion

Tolerance without compassion is an insufficient foundation for effective governance and social justice. Civil servants must not **only accept diversity but also actively seek to understand and address the needs of marginalized groups**. By fostering a culture of compassion and empathy, civil servants can help to create a more equitable and inclusive society for all.

