

Introduction

Etiquettes or proper Behaviour by itself is a very vast term meaning different things to different individuals. Human beings are social animals that cannot exist without engaging each other to fulfill one need or another.

While I would like to emphasize the discussions on Behaviour, particularly, Public Behaviour it cannot be seen too different from how individuals go about exhibiting their behaviour in private. Then, why the need to stress on Public Behaviour ? The answer is simple and goes like this.....

Public space is where individuals of heterogeneous nature meet and conduct themselves. Therefore, they have to be bound by certain common characteristics, ethics and acceptable (civilized) behaviours. In India, these are conceived well by the law makers, policy makers and enforcement agencies alike while the implementation of the same is abysmally poor, often leading to conflicts and street fights. This is no different between an educated society and others. The current democratic set up in India has paved the way for an uncontained population explosion with the backing of all political parties and religious heads alike with a vast majority wanting to thrive on the loopholes in the system. This has made no citizen feeling particularly accountable at the public space. I would like to use the term Indiscipline to replace Unaccountable.

The above ecosystem is known as SYSTEM or Vyavasthithi (व्यवस्थिति) in layman's words and is considered impregnable and nasty that no lawmaker would like to fix it although certain laws were and provisions were created to bring about transparency of the system - such as Public Interest Litigation law, Right to Information law etc. The difficulty associated in making these laws work is that the citizens are often illiterate, unaware, uneducated, muted and lack the desire to interfere with the system.

The same goes with Spiritual Gurus who claim that the Universe itself is disorganized, **“so, why do you just worry about India ?”** while the age old management theory is **“If you can not change the system, you change yourselves”**.

The average citizen wants someone else to take effort to break the system and most would not mind enjoying the fruits of benefits or exploiting the system. To make matters worse, they would like to work through politicians (**legislative**) whom they voted to power rather than the (**executive**) that forms the core of the

SYSTEM.

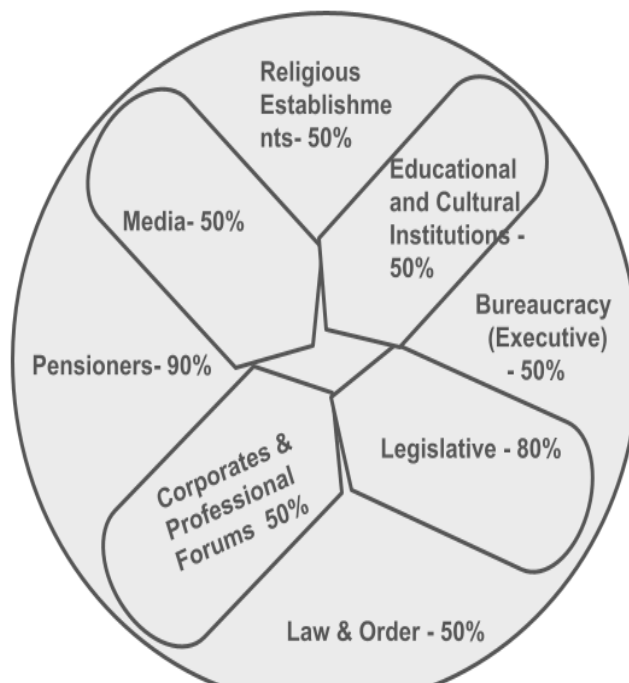
The press and media try to unearth corruption and other malpractices in the society, however, they are not entirely unbiased considering their political affiliation and the organization's business interests.

There are individuals who wage lone battles against corruption and other crimes that are sidelined by the media and policy makers. The fact that such individuals succeed is testimony to a working democracy albeit waiting for long periods of time.

The law enforcement agencies are politicised and have no freedom to operate and the courts of justice are overwhelmed, making it inaccessible or are of no benefit to the common man for various reasons - long waiting time to settle cases, court fee, lawyer's fee and other financial burdens.

The perceived rates of failure of various entities (government and non government) is illustrated in the diagram below.

Applied Civics / etiquettes and public behaviour - Perceived *Failure Rates*

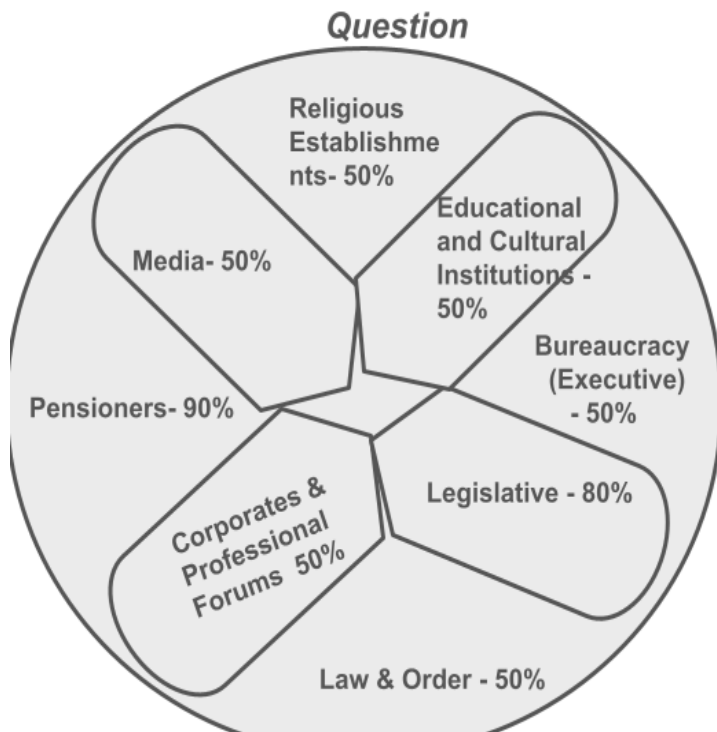


The above subject may throw up a debate at various levels of governance and in the wider society calling for a more scientific approach, research and study. Based on the experience of various citizens dealing with the above agencies, the author would like to progress with further works to address the above gaps effectively rather than wait for a few generations of time to perform a complete research and tackle them. The author feels that any delay in making progress will be deemed Denied Justice to the society and even a small, but, **path breaking change** that is brought about now, can pave the way for bigger changes.

The *perceived failure rates* raise the question of solutions that do exist. To be honest and practical, there are no readymade solutions that can address the perceived gaps.

Anything documented here are only recommendations that need to be pursued upon to potentially provide answers or hints that have to be adopted and worked upon to arrive at an acceptable display of public behaviour that can reduce human created risks and bring about a semblance of Quality to Life and Value for Tax in society.

Applied Civics / etiquettes and public behaviour - Perceived Failure Rates



Answer

CHILDREN



Amongst emerging solutions, what stands out prominent is the role of children. Today, public discipline, etiquettes and behaviour have reduced to mere academic

importance in schools as the applicability of those is fully discarded in real life. This gives rise to an urgent need for “applied civility / etiquettes and behaviour” to be practised amongst children at an early age and handed down to subsequent generations with unstinting commitment.

The need of the hour is to apply civility (etiquettes) and behaviour appropriately like any other science such as mechanical engineering, computer science, civil architecting, marine engineering, food science, aquaculture and so on.

The Author aspires to introduce the following topics as a course in the schools of India. Beyond the current *read and forget* approach of Civics, this course insists that the lessons are practised with dignity, all participants are rewarded appropriately to serve the nation as disciplined citizens and the legacy is passed on to subsequent generations.

Civility Science

The Science of Civility is defined as a collection of methods, tools and best practices that define the fundamentals of observing civility in the day to day lives of citizens. Historically, the objectives of Civics were defined as follows —

What Civics Covers

- **Rights and Duties:** Understanding the privileges and obligations that come with being a citizen in a political body.
- **Government:** Learning about the structure and functions of local, state, and national governments.
- **Law and Constitution:** Studying how laws are made and the principles outlined in a constitution.
- **Democratic Values:** Appreciating core values like equality, justice, liberty, and freedom.
- **Civic Engagement:** Learning about ways to participate in the community and government, such as voting, volunteering, and working with others.

Critical view of Civics

SL No	Objectives of Civics	Analysis / Remarks
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1	Rights and Duties: Understanding the privileges and obligations that come with being a citizen in a political body.	It is assumed that a citizen is part of a political body whereas in reality, many citizens are apolitical. Being apolitical in a democratic set up deprives the citizen of access to systems that can be used to fight against poor government policies and other corrupt practices. Therefore, the political bodies have to be made more accountable to the entire society rather than benefiting a handful of the party members. This is the essence of democracy and constitution. Children must come forward to work through Children's Councils and Trial Courts to make public servants more accountable on digital platforms. Activities undertaken by different bodies / individuals / political representatives must be followed up for execution and results must be revealed during follow up sessions. People's representatives must be assessed and rewarded accordingly and should automatically entitle / disqualify them from contesting subsequent elections.
2	Government: Learning about the structure and functions of local, state, and national governments.	Knowledge about the structure and functions of local, state and national governments alone does not help social progress. Instead, timely interventions are required to make the elected machinery and the supporting systems to work

3	Law and Constitution: Studying how laws are made and the principles outlined in a constitution.	Children must be able to question breakages of law at public forums / trial courts to create more accountability amongst legislative and bureaucratic bodies. The changes should be more tangible and visible on public domains. The law breakers must be rewarded negative marks and disqualify themselves from playing any more role in active politics.
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4	Democratic Values: Appreciating core values like equality, justice, liberty and freedom.	Children must feel that they are part of the Democratic Process by active, <i>apolitical</i> involvement to ensure equitable implementation of justice, liberty and freedom. Children must be encouraged to develop the right platforms to capture data and score / reward public figures appropriately. Today, the said virtues of equality, justice, liberty and freedom are taken for granted across many segments whether an individual deserves them or not. <i>A performance-based review process needs to be set up to score citizens based on behavioural patterns demonstrated across various digital platforms.</i>
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5	Civic Engagement: Learning about ways to participate in the community and government, such as voting, volunteering, and working with others.	Currently, engagements within various communities - social, political, religious and professional - are quite vibrant in various parts of the country. However, they do not go beyond the interests of the community that one represents except in the case of casting one's votes. Beyond the process of voting, none engages with the politicians whereas the politicians engage with the communities based on set agenda. Therefore, often such meetings turn out to be based on unilateral agenda. No method exists today to harmonize the diverse interests of various communities. This is possible if there is a common binding factor like Applied Civility. Applied Civility is possible only if proper empowerment is done at all contact channels of citizens - hospitals, shops, fuel stations, cinema halls, bus waiting shelters and numerous others.
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Subtle elements of Civility

Citizen Level

Civilians' / Individuals' duties and responsibilities

Fall in Queue

1. Fall in line in front of any counter without instruction
2. Take leadership to form a line.
3. Persuade others to fall in line
4. Ensure that safe distance of 2 feet is maintained as gap
5. Persuade others to keep safe distance
6. Ensure that responsible person in the institution (hospital, schools, government offices, private service centres) is involved in creating order in the absence of any teller system)

7. Digitally capture details of those individuals who voluntarily fall in line, persuade others to fall in line and ***assign scores***

Institution Level

Duties and responsibilities of

Suppliers to government

- Employees of the supplying entity or enterprise
- Employers of the supplying entity or enterprise

Contractors to government

- Employees of the supplying entity or enterprise
- Employers of the supplying entity or enterprise

Automobile dealers

- Employees of the supplying entity or enterprise
- Employers of the supplying entity or enterprise

Insurance companies

- Employees of the supplying entity or enterprise
- Employers of the supplying entity or enterprise

Private hospitals

- Employees of private hospitals
- Employers of private hospitals

Food processing plants

- Employees of food processing plants
- Employers of food processing plants

Food packaging plants

- Employees of food packaging plants
- Employers of food packaging plants

Places of worship

- Employees of administration of worship place

Children's Forum

Children's Handbook

It is required to design a Children's Handbook that contains all the guidelines to adhere to proper public behaviour. The handbook will also contain all the guidelines to engage with different government and non-government agencies to handle most situations. A few examples are provided below —

Duties and responsibilities of STUDENTS where parents are

- Government employees
- Suppliers to government
- Contractors to government
- Employees with Automobile dealers
- Employees in insurance companies or their agents
- Employees Private and Government hospitals
- Employees in Food processing and packaging plants
- Employees or Volunteers at Places of workshop
- Artists or employed by Artists
- Employed by cricketers or cricketers themselves
- Traders (stock, gold, mutual fund, insurance policies etc.)

Grace marks should be awarded to Children who diligently take the initiative forward. A comprehensive reward system has to be designed to facilitate this.

Conclusion

APPLIED CIVICS is an evolving subject much similar to the way the Judiciary and Constitution work. It requires patronage and funding from different governments and non government institutions.

While the above content only serves an introductory note, the topic is subject to revisions with relevant insights and more importantly, feedback from the viewers.

The concept of APPLIED CIVICS is envisioned to take shape through a software application called **True Enlightenment** (trademark) as illustrated below

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True Enlightenment

=====End of version=====