# Ethics & Morality · GS - III

**Examine the opportunities and challenges associated with the use of Artificial Intelligence in public service delivery. Suggest measures to ensure its ethical, transparent and accountable adoption in India.**

| EXAM YEAR | PAPER | SUBJECT |
|---|---|---|
| DAILY PRACTICE 26/10/2026 | GS - III | Ethics & Morality |

| MARKS | WORD LIMIT |
|---|---|
| 10 | ~150 words |

## Answer Hint

**E-governance; efficient service delivery; predictive analytics; healthcare and education; algorithmic bias; data privacy; cybersecurity; human oversight; ethical AI framework**

## Model Answer

### Introduction

Artificial Intelligence (AI) can transform public administration by enabling data-driven decisions, automating routine tasks and improving the accessibility of government services. State-level initiatives, such as Goa’s announced AI Policy 2026, reflect this potential.

### Opportunities

#### 1. Improved Public Services

AI can support disease detection, personalised learning, tourism management and faster grievance redressal.

#### 2. Evidence-Based Governance

Predictive analytics can help authorities identify emerging needs, allocate resources efficiently and improve disaster preparedness.

### 3. Administrative Efficiency

Automation of repetitive tasks can reduce processing time and allow officials to focus on complex public issues.

### Challenges

- **Privacy risks:** Extensive data collection may expose sensitive personal information.
- **Algorithmic bias:** Poor-quality or unrepresentative data can produce discriminatory outcomes.
- **Accountability:** Opaque AI decisions may make it difficult to identify responsibility or challenge errors.
- **Digital divide:** Limited connectivity and digital literacy can exclude vulnerable groups.

### Way Forward

India should adopt privacy-by-design, independent audits, transparent algorithms, human review for consequential decisions and accessible grievance mechanisms. Strong cybersecurity, inclusive datasets and continuous training of public officials are also essential.

### Conclusion

AI should complement, not replace, accountable public administration. A rights-based and citizen-centric approach can help governments harness innovation while protecting fairness, privacy and public trust.

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