

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 2 hr.

Max. Marks: 140

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 7 questions.</li><li>• All questions are compulsory</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-Answer Booklet must be clearly struck off.</p>
2.		
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4.		
5.		
6.		
7.		

Name Anand Kumar Chavara

Roll No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Date 13/11/15

Signature 

1. Invigilator Signature \_\_\_\_\_

2. Invigilator Signature \_\_\_\_\_

REMARKS

GS SCORE

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Roll No. \_\_\_\_\_

Q1. General elections are in progress and you have been appointed as a Sector Magistrate to oversee the free and peaceful election in a sector which has 10 polling stations. In course of your tour, you notice a powerful minister moving to various polling stations with deadly weapons. He is accompanied with anti-social elements. The people moving with the minister are intimidating the voters of SC Community not to dare to go to polling stations and vote. One of the supporter of the minister informs you on your mobile phone that it is better if you do not interfere and avoid confrontation.

What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of these options and finally suggest what course of action, would you like to take giving reasons.

- (a) Arrest the minister along with his supporters and seize his arms, ammunition and vehicles, and immediately file a criminal case in local police station.
- (b) Inform the election control room and seek police reinforcement, and also instructions as what to do.
- (c) Go to villages inhabited by members of SC community and help them to cast their votes, by arranging vehicles.
- (d) Inform election observer and other senior authorities and seek their help and guidance, and until then avoid the minister.
- (e) Ignore the minister and his supporters with the hope that they might be caught if they create any disturbance on the polling stations, because on every polling station a static arm picket has been stationed.

(250 Words) (20 Marks)

(a) General elections are highest and most sacred and essential of democracy. Constitution provides for fair and free elections & guidance of Election Commission.

(a) This seems to be an appropriate action as our constitution provide for fair and free election in Part 32 of constitution and any activity

Remarks

done to ~~lead~~ hinder that will ~~make~~ have an impact on essence of democracy and make people devoid of their ~~fundamental~~ right to vote in Article 325 and 326.

But such step should be done in cautious manner to prevent escalation of any violence and under guidance of seniors after proper warning.

(b)

(a)

(b)

This ~~is~~ seems a just step in order to prevent escalation of tensions and ~~thereby~~ ensuring free & fair elections.

(c) This is an essential step to ensure people ~~can~~ exercise their right.

(d)

This ~~will~~ <sup>may</sup> have a impact on the elections and may hinder

process of elections and create feeling of panic among citizens

- (10) This is against fundamental / foundation values of civil services to avoid 'your responsibility which will lead to unfair elections and people not able to exercise their right'

Right course should be to have immediate action against goons with backup reinforcement of forces and assuring that people exercise their right by winning their confidence to make democracy vibrant and participatory.

Q2. You are a senior functionary in rural development ministry of Government of India and in course of your tour in the remote part of the country you want to have a first hand assessment of rural development programmes and their impact on the socio-economic condition of people, especially of BPL category. The district officials show you some of the houses constructed under rural housing schemes. You also talked to the people and local PRI representatives. The officials gave you a brighter picture of the situation where as people in general were critical about the attitude and approach of the officials (including elected). You were sad when you found that impact of the rural development programmes/schemes has been far from satisfactory.

- (a) Bring out the ethical issues involved in rural development programmes.
- (b) What recommendations would you propose to make so as to bring impact on rural development programmes?  
(250 Words) (20 Marks)

Ans-

- (a) Rural development programmes involves a large number of ethical issues and some of them are mentioned here.
- (i) Issue of meeting the needs of people without disturbing or affecting social fabric of society i.e. ~~to~~ impact on customs, norms.
- (ii) Issue of ~~implementation~~ proper implementation on ground level with ~~to~~ impact on large number of people and not merely a certain politically patronaged sections.

Remarks

- (a) Issue of corruption in the administrative machinery
- (ii) Issue of timely delivery of services
- (iii) Ethical dilemma of ~~contra~~ conflict between PRT members and D.M with regards to their duty and power domains.
- (iv) Any biases may be present based on caste, gender etc.
- (b) For any rural development programme to work Active Citizen Partnership is essential :-
  - (i) Services provided should be demand driven and not supply driven
  - (ii) PRT to act as agencies responsible for implementation
  - (iii) Fixing the ~~also~~ responsibilities

Remarks

of personnel

- (v) Promote transparency and accountability in the process - Social audits, Evaluation surveys, citizen report card
- (vi) Independent monitoring and evaluation of projects
- (vii) Moving from output - output - outcome approach
- (viii) Active Participation of Citizen, NGO, Civil societies etc.
- (ix) Information, education and communication of citizens about the services and schemes.
- (x) Continuous improvement and innovation through new mechanisms

Remarks



Q3. You are a senior administrative officer in a district. There is untimely heavy flood in the district which has threatened the life and property of 70 villages. People have to be immediately evacuated and brought to safer places. There is shortage of boats and essential commodities, besides medical, health, sanitary and hygiene problems. D.M. cum Chairman of District Disaster Management Authority is on long leave and you are the senior most officer in the hierarchy.

What will you do in such situation? Some of the options are given below. Evaluate the merits and demerits of each option and finally suggest what course of action you would like to take, giving reasons?

- (a) Make a request to state government to depute an experienced officer as D.M. as in this situation an experience senior may guide you better.
- (b) Take the problem as a challenge and take all necessary steps to provide relief to people.
- (c) Call upon National Disaster Management Authority and State Disaster Management Authority to help the district.
- (d) Go on long leave because if you fail to provide relief to the people, you are likely to be penalized.
- (e) Seek instructions and assistance from state government. (250 Words) (20 Marks)

Ⓐ The situation is an emergency and requires immediate action involving ethical issues of leadership, decision making and aptitude to tackle this situation

Ⓐ merits

↳ Senior will provide his expert advice to solve and tackle situation which will be helpful

Demerits

(a) This may take more time and will delay the rehab work.

(b) That person may not be aware about local situation as much as you are which will further delay the work.

Remarks

(B) Merit

- Awareness of local situation and good leadership quality will help in timely delivery of relief
- Local trust will help you take help from local people

Demerit

lack of experience may act as an impediment in success of the relief

(C) Merit

Being experts in disaster management, NDMA and SDMA will be the best person to handle the situation

Demerit

Delay the process

(d) Merit

This is ~~not~~ against the merit and ethics of civil services and lack of foundation values of responsibility, empathy and will worsen the situation and erode the faith of people in public servants

(e) This certainly will help you in better implementation of project

Remarks

and will help you guide the relief work

As being the highest authority in the district I will take following steps

- (a) Assure people not to panic and win their trust;
- (b) Actively start the relief work with available relief material and local help of people on lines of guidelines by NDMA;
- (c) Inform NDMA and SDMA to help the district as soon as possible
- (d) Request state govt to provide more funds and relief work.

Long term

- (1) ensure Rehabilitation of affected people -
- (2) look out for causes of flood and make people aware and resilient enough to mitigate the damage next time
- (3) strengthening ~~hard~~ local flood warning system

Remarks

Q4. You are the Municipal Commissioner and with active cooperation of citizens and subordinates, you have prepared a citizen charter for better sanitation in municipal area. You have set out following time bound targets in the charter.

- (a) Daily collection of solid waste from each household.
- (b) Cleaning of all important drains before monsoon in order to prevent water logging.
- (c) Cleaning vegetable wastes from vegetable markets every following morning.
- (d) Levying penalty on those who do not use public utilities and openly urinate on public places.

What difficulties Municipal Administration might face in performing afore mentioned works and how would you take cooperation of people in performing the work, efficiently?

(250 Words) (20 Marks)

(a) Cleanliness is essential for having healthy and safe city. Charter seems very ideal covering all aspects but on ground reality may face some implementation problems such as -

(a) Unable to fulfill the timely target by the working staff due to lack of motivation among them.

(b) Insufficient staffs to perform the required task.

(c) Misuse of the penalty by the levying officer and may be used as a tool for corruption.

Remarks

~~Problem on the~~

- (d) Maintenance of this work over the  
 round the year.
- (e) lack of sufficient infrastructure for garbage disposal &  
 Problems / difficulties from side of Citizens <sup>Waste</sup>
- (f) lack of awareness about health & hygiene  
 leading to improper garbage disposal  
 practices
- (g) Attitudinal problems towards cleanliness  
 which may act as impediment in  
 success of this process.
- (h) lack of infrastructure forcing them to  
 waste in open and resistance to  
 pay penalty

Active citizen participation is  
 the key for success of any project  
 and for this also we need active  
 citizen participation. Citizen will have  
 to play a leading role by

Remarks

helping the administration. Taking help of citizen

- ① To spread awareness about cleanliness and hygiene
- ② make people aware about proper garbage disposal habits
- ③ Their active role in monitoring the ~~work~~ working and impact of local project in local area.
- ④ Their active role in informing and feedback about the shortcomings and problems related to project and staff.
- ⑤ If they start cleaning their backyards & surroundings then the whole city will be clean.

Remarks

Q5. You are senior Civil Servant heading a big organization which has a large public interface. People make various complaints regarding poor sanitary conditions with public utilities stinking. Employees report to office quite late and openly ask for bribe in order to clear the pending files. Most of the employees and officers have political backing and patronage.

Having been dissatisfied with the state of affairs you have finally started to take few initiatives as follows. What could be merits/demerits of these initiatives?

- (a) You personally started cleaning the office on the birth date of father of the nation Mahatama Gandhi.
- (b) Asking the local anti-corruption unit to organize few traps on corrupt employees to catch them red handed.
- (c) Recommend for transfer of some of the officers and corrupt employees.
- (d) Warn the late-comers of serious consequences if they do not mend their ways.

What could be best course of action with justification? (250 Words) (20 Marks)

(a) This case deals with ethical issues of work culture, lack of integrity among public servants; lack of empathy and dedication to services.

(a) This certainly will boost the morale of people and will act as an example of leader leading ahead and will put a moral responsibility on officers but in long terms it might not have long lasting impact as need is change of attitude of people.

(b) This may act as deterrence for people but is not going to

Remarks

solve the problem as what is lacking is integrity and empathy towards people. But certainly it will have some impact on the officers as deterrence.

(c) This is not a wise option as transfer would have them some to some other place and they will start their practices there also. In long run efficiency of system will be affected and need is to reform the individual

(d) This seems a good option, warning them with ~~the~~ serious consequence as well as ~~awaring~~ making them aware of their duties and responsibilities

The problem here is with the attitude of the public servants and we need to reform that as well as win trust of local people.



- ① lead the Campaign to make ~~for~~ them realise about their responsibility
- ② sensitisation and awareness of public servants of their duties and responsibilities
- ③ Having dialogue with them and advising them about ethical means.
- ④ warning them about serious consequence
- ⑤ Active ~~as~~ vigilance search to ~~catch~~ catch people.
- ⑥ Public grievance redressal mechanism and winning the trust of people by assuring them.

This seems to best action as this will have long term impact on efficiency of system and restore faith of public in public servants -

Remarks

Q6. In a particular state, flood is a regular phenomenon. Every year some innocent lives are lost apart from damage of properties worth million of rupees. There is a river embankment which protects approximately 75 villages. It has not been repaired since last three years. Unfortunately it has breached causing flood in most of villages where 300 people have lost their lives besides other damages. After flood recedes, various diseases have broken out and the district administration was caught unaware.

Ponder over the situation and answer the following questions.

- (a) As head of the District Administration, what steps would you take to reduce the sufferings of people? What could be your limitations?
- (b) What steps would you take to fix up responsibilities of officials for negligence and dereliction of duties? (250 Words) (20 Marks)

Ans: ~~As~~ As head of District, it is my duty and responsibility to ensure safety of ~~an~~ citizens and need to take proactive steps to remove the sufferings of people.

(a) Review the whole situation and look for the loopholes and problems.

(b) Ensuring repairment of river embankment in timely manner.

(c) Build ~~to~~ resilience and awareness among citizens to mitigate the effects ~~effects~~ of flood in future with active citizen participation and civil society by capacity building.

Remarks

- (d) Define role and responsibility of personnel during disaster.
- (e) Build a Post disaster phase plan in accordance as given by NDMA.
- (f) Assuring and winning confidence of citizens:
- (g) Identify the ~~citizen~~ personnel responsible for this situation and ask for clarification from them.

Limitation → (1) lack of sufficient funds

- (2) attitudinal problems of personnel in service
- (3) lack of faith of citizens in force which will act as hindrance in their participation

Remarks

- (a) Lack of infrastructure.
- (b) Analyse the whole situation and set up a committee to look for personnel responsible for negligence and dereliction of duty.
- (c) Investigate the whole Summary and let committee take action against the culprits.
- (d) Sensitise individual and other officials regarding their responsibilities and duties.

Remarks

Q7. How Emotional Intelligence helps a civil servant to bounce back from setbacks? Suppose in spite of best of precautions you fail to provide necessary articles to flood victims, and your whole team is demoralized. How will you be able to overcome the situation?

(250 Words) (20 Marks)

Ans Emotional intelligence is the ability to understand, perceive and manage one's and other emotions to guide their actions, behaviour and choices -

EQ plays a significant role in development of an individual and civil servants. It helps him to manage all emotions and get the best out of it rather than sinking into it. It help him to have control over emotions and not emotions controlling him. Thus a civil servant with good emotional intelligence is able to

Remarks

bounce back from setbacks by managing and regulating his emotions - It help him look failure as an opportunity and motivate him to go further and pursue his action rather than getting demoralised.

Emotional intelligence develops self confidence, self realization, self esteem, which help an individual to improve his personal effectiveness and help him bounce back from setbacks by motivating him.

Remarks

Motivation of team is needed at this hour of time. Have a ~~discussion~~ dialogue with team and will make them realise that failure is a one step towards success. I will lead them and support them in their actions and together as a team will find out our short comings and work together to overcome them. I will appreciate them for the job they did with such constraints and limited resources and motivate them to look further for improvement and keep going.

Remarks