

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 1.5 hr.

Max. Marks: 140

Q.	Marks	<i>Instructions to Candidate</i>
1.		<ul style="list-style-type: none">• There are 7 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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Date 12/10/16Signature Rohit

1. Invigilator Signature _____

2. Invigilator Signature _____

Q1. In a major demolition drive, civic authorities demolished around 1,300 illegal hutments in a cosmopolitan town. According to the officials, the encroached land of 20 acres belonged to the forest department. It was the same area where few months back the Chief Minister's flying squad had discovered the unauthorized settlement with most having illegal energy (power) and water connections.

There was a mob which tried to resist the demolition drive, but cops managed to thwart any such attempt and the demolition drive was carried out peacefully. After the success of first demolition drive, concerned department wants to continue it.

However on the other hand, Slums are providing low paid works as well as cheap vending of essential commodities like vegetables and eggs. Besides, their women folk work as "Ayas" or "didis" (maid servants) in the middle class urban households. But slums deface the beauty of the cities and spread lots of dirt and squalor in the vicinity. They are also breeding grounds and hideouts for criminals.

A strong case has been made by the superior authorities to remove these slums and their dwellers by force, even if it was mid-winter. You have come to know that officials are taking this decision under pressure.

You are the enforcing officer. You have the following options:

- (a) You would vacate the slum by using police force.
- (b) You will request your senior officers to wait till the weather become normal and an alternative place for settlement of the slum dwellers will be designated with basic amenities.
- (c) Raise this issue with the help of Media.

Discuss the advantages and disadvantages of all the three options mentioned above.

(250 Words) (20 Marks)

a) Vacate the slum by using police force

Advantages → Since its illegal occupation by slum dwellers, you are abiding by law & would be appreciated for clearing the slum as an enforcement officer.

Disadvantage → might lead to violence & cause law and order problems.

↳ the slum dwellers will lose shelter & will severely damage their living
 ↳ might lead to deaths due to hardships

Remarks

extreme cold condition

↳ since there is no alternate land for these people might cause some problem if they shift to some other area. ↳ they will lose source of livelihood which selling their produce.

b) Advantages → will benefit the slum dwellers on holistic basis as they would be provided with basic amenities & legal land to stay / reside.

↳ slum people won't have to face the harsh winter conditions

↳ the jobs of the slum dwellers are secured ↳ their vending activities will continue which will sustain their incomes.

Disadvantages

↳ this would only waste resource like power and water ~~sources~~ due to illegal connections

↳ might provide safe haven for criminals even in the new place of settlement.

c) Advantage.

↳ this would help gather wider support for the slum dwellers.

↳ this would attract the attention of news which could come for the rescue

for the slum people.

Disadvantage

- ↳ it can misfire against the government for such a move as it is taking away livelihood of slum dwellers
- ↳ it would create hatredness for government & administration in general for being least sympathetic to slum people even ~~though~~ after knowing the harsh climate & their possible consequences on the people & especially children.

Remarks

Q2. You are a District Collector. You want to start a cleanliness drive in your district. Though there are governmental schemes but often funds do not reach on time and not sufficient for such huge work. The District Collector, by the use of the power of his office, directed all the schools and colleges of the district to collect Rs. 1/- each from all the students and teachers every month and Rs. 10/- from every shopkeeper of the city per month for a cleanliness drive which ultimately will benefit people. But people in administration are not happy. Common people are also not happy with this move and doubt effectiveness of such drive.

- (a) Instead of winning support from his colleagues in administration and public, the District Collector came under suspicion. What went wrong?
- (b) Should he continue the effort to steer ahead the programme or quit?
- (c) If he decides to proceed ahead, how should he pursue the innovative idea and make it more acceptable? (250 Words) (20 Marks)

a) Although the Initiative was for the good of common people, suspicion must have crept up because:-

* may be as a district collector directing people to make contributions without their consensus might ^{have} created following doubts in public

- (i) what is the guarantee that funds will be utilized properly?
- (ii) Is there any accountability mechanism?
- (iii) Is it not abuse of power of being in such high administrative position?

* may for the success of any programme, participation & support of the stakeholders are important. In this case the district had neither the support of public nor his administration.

Remarks

* the district collector might have failed to create necessary awareness telling about the pros & cons of such an initiative. This has resulted in lack of consensus in public at large.

b) Instead of going ahead with the programme or thinking of quitting, he should first think of possible solutions or middle path to carry out such a initiative which is fully benefiting the society.

c) * He should do a macro & micro analysis of such a move & gather support within his administration first.

* Since he is doing it on his discretion, he should think about the consequences especially interest of the government in power.

* Go for negotiations with public before taking a decision about the cleanliness drive.

* Involve NGOs, community workers to sensitize people & see if the public is ready to support such an initiative.

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Remarks

Q3. You are District Transport Officer, incharge of issue of driving license for motor vehicles. There are number of complaints regarding arbitrariness, corruption, delays, etc in issue of license. You have met prominent citizens of the district, who have assured you of their full cooperation, if you draw a Citizen Charter and improve upon the services. Your subordinates are also ready to make the charter, a success. Your senior officers of the department are ready to support you by providing you necessary resources, training facilities, etc.

Draw out a Citizen Charter for your organization and list out its merits. What are the difficulties and problems you visualize in implementing the charter? Suppose the charter succeeds what next would you do to revise and upgrade the Citizen Charter.

(250 Words) (20 Marks)

CITIZEN CHARTER

- a) Ensure quality service delivery & timely delivery.
- b) There shall be redressal mechanism for cases of complaints against the organization.
- c)

Remarks

Remarks

Remarks

Q4. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

- (a) What are the options available to you?
- (b) Evaluate each of these options and choose the option which you would adopt, giving reasons.
- (250 Words) (20 Marks)

→ options available are :-

(i) Go to the pension office & directly talk to the assistant incharge.

↳ by doing so, the problem might just be resolved temporarily. Looking at your public influence & status, the incharge might solve the problem of the old man by asking for an apology & returning all the dues. He might be good with this particular old man only since he knows me.

(ii) Go to the head of that pension office & complain about the malpractices of the officers

↳ this would lead to either suspension or strong warning to the officer

↳ this will lead to clearing of the system in that particular office atleast.

Remarks

↳ this will solve the problem of the old man & all other pensioners receiving services from that office.

(iii) Go for mobilization and macro analysis of the issue.

↳ This is the BEST SOLUTION TO THE PROBLEM.

↳ Since I have large public interface I would be able to reach the public easily.

↳ I would garner support by getting attention of civil society, media & senior citizen welfare associations.

↳ Then ~~go~~^{go} for awareness campaigns about the problems faced by pensioners in general in pension offices.

↳ This would sensitize the people & grab the attention of the government which will have to be accountable to the public.

↳ This approach will bring about a systematic change over a wider spectrum & by not just in that office. This will help in cleaning the system on a holistic basis.

Remarks

Remarks

Q5. As a Civil Servant working in the Ministry of Sports and Youth Affairs, make a case before the Minister for mandatory playgrounds and sports faculties in every higher secondary school and college. Suggest other measures to promote sports in the country for healthy growth of children and youth.

(250 Words) (20 Marks)

- One of the most neglected part of the education system in India is of 'leisure education' which is related physical education, learning arts & crafts like dancing, yoga, drawing etc. Leisure education helps in the overall holistic development of children.
- It has been observed that most of the schools lack basic infrastructure which is leading to high drop out rates. According to PROBE report (Report on Basic Education) 60% of schools don't have basic infrastructure like playground, toilets etc.
- In this age of academic excellence, educational institutions are burdening students with too much knowledge based education. It involves:-
- * Study hours after school hours
 - * Conducting too many exams.
 - * Constant evaluation based on marks only & deciding which course the student has to opt.
- All these have put enormous stress on the students leading health issues like tension,

Remarks

headaches, ^{obesity} and sometimes students are committing suicides due to failure in exams.

→ Therefore it is necessary to promote sports & sports related activities for healthy growth of children and youth.

→ This can be promoted by :-

* building sports infrastructures in schools & colleges. Eg:- cricket ground, indoor games like badminton, table tennis etc

↳ it should have the necessary equipments for playing these games.

* schools & colleges should allow a dedicated fund from the corpus for development of sports department.

* The ministry can host inter college & inter school competitions to promote sports in educational institutions.

* The ministry can set up talent wings at regional levels to handpick the best of the best participating in various tournaments in state & national level.

* the ministry can put forward a proposal to increase educational and employment opportunities

Remarks

under sports quota which will promote & encourage young students to show interest in games.

* Hosting competitions in state & national level has always lacked problem of funds due to poor sponsorship response. Therefore there is a need to create awareness about the importance of sports in the country through campaigns, charity matches etc.

* A dedicated fund should be created in the budget to develop state of the art infrastructure & sports facilities at regional, state & national level so that we can produce more athletes

Remarks

Q6. This is your first independent field posting as District Collector. The district, where you are posted now, has become infamous for child marriages. The first eight months of your joining witnessed around 50 cases of stopping of child marriages in the central district. However, many such cases went unchecked. The District Social Welfare Department, ChildLine and Police stopped a total of six child marriages in one month alone. With the addition of the new cases, the district has crossed an alarming number of 50 cases of child marriages prevented till now in the same year. One day you received a direct call on your mobile about the case of a child marriage in your district. You rushed to the spot and tried to rescue the girl.

As District Collector answer the following questions:

- (a) What are the options before you to handle this situation?
- (b) Discuss the limitations of each option.
- (c) Discuss in detail one option which you consider is best in the given scenario.

(250 Words) (20 Marks)

a) options available in front are:-

(i) Stop the marriage at any cost.

→ Limitations

↳ there might be public outrage in the form of mob.

↳ if not gone with sufficient force, the crowd might turn violent & might turn into a case of law and order.

(ii) Take into custody the parents of the children

↳ this would again create chaos in the police station & might gather false media publicity.

(iii) Make the parents & elders understand the consequences of child marriage

↳ Since patriarchy, Indian tradition is deeprooted

Remarks

in the minds of people. Just by giving them information about the law of child marriage & its negative consequences might not change the minds of people.

c) Best option available is making the parents & the elders of the community understand the effects of child marriage. Because:-

- * Use of force against the people involved in the marriage can lead to chaos & violence in worst case scenario.
- * Rather involve in persuasion, negotiation with the parents & elders would yield better results.
- * It is always good ^{to} involve the local people like: ASHA (Accredited Social health activist); Antyodaya workers in making people aware of child marriage.
- * Through such community support we can sensitize the crowd by telling them about the government initiatives for children & especially girls like scholarship, providing bicycles, nutritional support schemes etc.
- ∴ Negotiations over a sustained period would bring about attitudinal & behavioural change amongst the people.

Remarks

Remarks

Q7. You are a senior civil engineer incharge of a very big road project. You find that project contractor is working honestly and strictly as per the work schedule and also maintaining the quality of work. Suddenly his only son met with an accident and hence he is preoccupied in his treatment. The project got delayed and the quality of work got slightly affected. Your subordinates are putting pressure on you to take strict action against the contractor.

- (a) What are the various options available to you?
- (b) Evaluate the merits and demerits of each option and choose the option you would adopt, giving reasons. (250 Words) (20 Marks)

a) The options available are :-

(i) Hand over the incharge of contractor's work to another contractor since it's a very big road project and there can't be a room for delay & compromise in quality of work.

(ii) Since the contractor has been honest in his work, I would want to make him aware of the ground situation in relation to project delay, quality & pressure from my subordinates.

(iii) I would engage in negotiations with my subordinates & let them know the tough time that the contractor is going through. I will ask them to cooperate & work as a group even more now so that there isn't any delay and compromise of quality of road project.

Remarks

B) Merits & demerits of option (i)

Merits → there won't be any interference in work in terms of delay since it is a big road project.

↳ It would ease out the pressure of my subordinates.

Demerits → The contractor might feel disappointed & dejected as he was not supported during his tough times.

↳ The new contractor might not be as honest & strict as the previous contractor.

Merits & demerits of option (ii)

Merits → It would make the contractor realize that he should get back to work as soon as possible.

↳ It will be damage limitation for the project if the contractor doesn't affect his work due to his son's accident.

Demerits → As an empathetic person, I will be failing to understand the situation of the contractor.

↳ I might lose the goodwill that I have earned by putting extra pressure on the contractor by not supporting him in the crisis moment.

Remarks

Merits & demerits of option (iii)

Merits → It will be an immediate solution to the unrest amongst the subordinates.

↳ by supporting the contractor, the group will exhibit qualities of unity, trust & faith amongst the fellow members.

Demerits → there would be certainly delay in project & strict adherence to schedule will be compromised!

Remarks