

# ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>• There are 18 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-cum-Answer Booklet must be clearly struck off.</p> <p><i>Core study of God</i></p>
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250

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

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Roll No. 0008409

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

Date 05/10/2016

Signature Deepak

## SECTION - A

Q1. Answer the following questions:

- (a) Can fashion be adjudged as moral or immoral? What is the role of dress code in setting the nature, tone and working of the institutions? (75 Words ) (5 Marks)
- (b) "If one should desire to know whether a kingdom is well governed, if its morals are good or bad, the quality of its music will furnish the answer." Analyze the underlying meaning of this statement in the context of contemporary music with special reference to India. (75 Words ) (5 Marks)

Ans:

(a)

Fashion is always viewed in terms of some context or social settings. Individuals, when part of the society, follow the norms or ethical codes accepted by society. Else there may be conflict. Hence fashion can be adjudged as moral or immoral. E.g. Inappropriate fashion in a religious place can hurt other people's feelings or emotions, hence can be termed as immoral.

Dress code reflects the nature, tone and working of the institutions. It gives a strong first impression. E.g. Marketing executives wear tie & coat, dress of military persons or Cops, Sports Costume of sportmen.

Remarks

So, dress code is an integral part of the working of men and institutions in terms of its tone & impression. It may or may not have much relation with performance or commitment.

(b) Musicians are creative people and creativity require Intellectual freedom to innovate and move into uncharted territories. Hence, quality of music can be an indicator of how good or bad a kingdom is or its morals are:

- Contemporary ~~classical~~ music in India is full of diversity from ~~Kailash Kher~~ to Honey Singh. It signifies the respect for freedom of speech & expression in India and also musical creativity.
- There is classical & deep music and also hip hop style light music, which shows people have a taste for all the styles.
- one negative element is objectification of women in music which shows our mentality and morals towards women in society.

$3\frac{1}{2} + 2$

Remarks

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*Remarks*

Q2. Answer the following questions:

- (a) How do you see the difference between doves, eagles and vultures - as ethical and moral categories of different human beings? Which of these personifies the best of human being? Explain why? (75 Words) (5 Marks)
- (b) While acting for 'change' and 'progress', should we be disappointed because we can do too little? Give reasons in favour of your stand. (75 Words) (5 Marks)

Ans

(a)

Human personalities can be categorised into 3 categories:

1. Doves: Such people are empathetic, helpful, kind hearted and loving. But may also denote a weaker personality.
2. Eagles: They are people who are self-interested, ambitious, sometime volatile & ill-tempered. They can be helpful and supportive.
3. Vultures: They are not so friendly and take pleasure in suffering of others, opportunistic and cunning.

Although 'dove' personifies as best human being who is considerate to others. But some qualities of eagles & vultures like ambitious, will power, strong, search for opportunity etc. are also needed in human beings.

Remarks

(b) Most of us want to bring change and progress but since we are able to make only very small contributions we feel disheartened. It shouldn't be so. A large number of small changes can make huge difference.

E.g. one may feel disappointed after seeing so many orphaned children. But if all those who have means adopt just one child and take care of his/her education, shelter, food, clothing etc. Then the combined effort of all can significantly address the issue.

One must do whatever little or big one can do from their side. It will inspire others also to follow the path. Father of the nation said, "Be the change, you wish to see in the world."

2+2

Remarks

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*Remarks*

Q3. Answer the following questions based on the linkage between religion and ethics:

- (a) What is "Dharma" in Indian cultural and religious ethics? What is "Raj Dharma" according to Indian thinkers? With reference to the ruling class in India, assess the extent of observation of "Dharma" and "Raj Dharma."  
(75 Words ) (5 Marks)
- (b) Why is there a conflict between religion and rationality? Which of the two is a better guide for the promotion of morality in a society? Is being rational is also being just and fair?  
(75 Words ) (5 Marks)

Ans:

(a)

'Dharma' refers to 'duty' in Indian culture and religious ethics. It is the law of moral governance.

*political virtue* → 'Raj Dharma' is the set of duties and responsibilities of the ruler. E.g. king, current day PM or CM.

Ruling class is supposed to observe 'Dharma' like service to citizens, their welfare, protection, empowerment and upliftment and also in their personal aspects things like honesty, goodness, kindness etc. To certain extent this Dharma has been observed but challenges like poverty, corruption, criminalisation of politics etc. indicate, there is much to be desired.

Remarks

(2)



(b) Religion needs to be interpreted rationally. Since religious scriptures were written 100s of years ago in different social settings, now they require different interpretation and reasoning. Blind adherence to them goes against rationality. Rationality has been advocated by reformers like Swami Vivekanand and Gopal Hari Deshmukh.

Both are source of guidance for morality in society. Religion can provide values and ends. It can give moral basis. Rationality can allow to put it to appropriate usage and finding means. Eg. Religion may say service to the poor, rationality will come up with plans like PDS.

Rational may not always mean being just and fair. Meritocracy is rational but it is not just as everyone is not equal in society. So they are not competing from same standards. 'Affirmative action' is an example of rationality combined with values. E.g. Scholarship to girl child.

(3) Equity

Remarks

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*Remarks*

Q4. Answer the following questions related to the different ethical theories and their applications in the society:

- (a) What is 'principle of ethical egoism'? Do you agree with the statement that 'in general, nature of human society, if not properly regulated, would result in a chaos and a state of war? Why 'conflict' becomes a more natural outcome than 'cooperation' in modern societies? (75 Words ) (5 Marks)
- (b) How 'social contract ethics' differ from 'natural laws ethics'? Which of the two is better and why? (75 Words ) (5 Marks)

Ans.  
①

Principle of 'ethical egoism' states that moral agents ought to do the act which is in their self interest. It has its basis in Thomas Hobbs' analysis that human beings are self serving and self preserving.

In general, a large majority of people act in a way that maximises their well being, this brings them into conflict with others who are competing with them. This conflict keeps getting build and leads to a situation of hostility and violence: e.g. issues with Capitalism, occupy, wall street protests. This leads to chaos and war. Hence regulation in terms of ethical utilitarianism and ethical altruism can reverse this tendency.

Remarks

Too much individualism and ego-centricity is the prime reason behind conflict. What is needed is Swami Vivekanand's concept of 'Monism' that all universe is one to bring cooperation and harmony.

(b) Social Contract ethics works on the principle that citizens have given up some of their rights so that state can protect their other rights to bring peace and order in society. Here, contract defines how much power state possesses. Eg. power to acquire land.

In Natural law ethics, things are governed according to natural laws that were there even before the state came into existence. John Locke has called them inalienable rights of life, liberty and property.

Social Contract ethics is better as it has social orientation against natural law ethics that has individualistic orientation. Man being a social being needs to live in peace with society.

Remarks

3x1/2

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*Remarks*

Q5. Answer the following questions related to the importance of trust and transparency in the organization:

- (a) What do you mean by Trust? How this value will help you in becoming a good Civil Servant? How a civil servant can sustain trust in his entire career? What are the challenges in doing so? (150 Words) (10 Marks)
- (b) Explain with examples how Whistle-blowing in civil services is both an ethical and unethical act if seen in different perspectives? (150 Words) (10 Marks)

Ans:

(a)

Trust is an ethical quality through which one gains confidence of others and become reliable.

E.g. doctor gaining trust of patient.

civil servants act in fiduciary capacity.

They have access to lot of information and also citizens share their problems with them. A civil servant needs to be trustworthy else people will not look upto him for help. Eg. Role of a police officer.

This trust can be sustained in entire career by having absolute integrity, empathy and compassion for people, compliance with principles of public service, qualities of impartiality and neutrality and utmost devotion to duty.

Remarks

### Several challenges in doing so:

- pressure from various quarters such as media, NGOs, political class etc.
- Temptation to involve in corrupt deeds,
- Too much work pressure and negative work culture,

E.g. A doctor being forced ~~to~~ change the post-mortem report. by 4½

(b) whistle blowing in civil services refers to activity of disclosing to the public some kind of wrong doings or unethical activities going on in an organization or by some individuals. It is done when regular channels (of dealing with such issues fail to handle them.

It is ethical from the perspective of citizen's welfare, who have a right to know if any wrong action is being done by public officials and get it corrected. Since, in a democracy it is the citizens who are

Remarks

Sovereign, they must know and make the wrong doers accountable.

E.g. 2G Scam, Coal blocks allocation Scam.

It is unethical from official perspective. As the public servant is duty bound not to disclose any confidential information into public domain. Also, it can cause major damage to the reputation of the organization. This tendency of whistle blowing is tantamount to act of indiscipline.

Eg. Meeting of CBI director by some tainted politicians.

Whistle blowing is needed in a democracy but should be resorted to only when all other options have been exhausted that can remedy the situation.

✓

Remarks



*Remarks*

Q6. Answer the following questions related to linkage of free thinking and self development:

- (a) 'Real freedom is of the mind and spirit; it can never come to us from the outside.' Analyze the essence of this statement with reference to the working experience of Indian bureaucracy. (150 Words) (10 Marks)
- (b) 'There is only one corner of the universe you can be certain of improving and that is your own self'. Explain the essence of statement. Also examine how a civil servant can live by maintaining its true self. (150 Words) (10 Marks)

Ans: More content  
 Div & anal.  
 Answer freedom  
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(a) Nobel laureate Ravindranath Tagore was a great advocate of freedom of mind and spirit when he wrote, "where the mind is without fear and the head is held high". But it can come from inside and not from outside.

India bureaucracy, to a large extent has lost its freedom of mind and spirit and the reasons for it are:

- politician - bureaucrat nexus: politicians stay in office for shorter duration. they want to maximise their gains and want civil servants who are obliging. civil servants on the other hand want good postings, faster promotions to brighten their career. Hence they become subservient to their political masters and give away their freedom of

Remarks

mind and spirit.

- Another reason is greed and lower levels of honesty and integrity in bureaucracy.
- Too much focus on rules and procedures leads to bureaucrats becoming slaves of rules and regulations and losing their freedom.

To achieve objectives of socio-economic development, bureaucrats need to be flexible, adaptive, dynamic, willing to learn, innovative and disciplined but free. It can happen when they give up their personal agendas and be committed to the objective of public service.

(b) Father of the nation remarked, "be the change you wish to see in the world". The essence is you have controlled in changing yourself not over entire universe. So, first one should try to improve oneself. When this happens, others who are around get motivated and bring changes in themselves. and a chain reaction

Remarks

of improvement develops.

E.g. speaking truth, showing honesty,  
practicing non-violence.

Similarly a civil servant should also display quality of integrity, neutrality, empathy and devotion to duty. He/she has controlled over the self more than the others. In this way by becoming a role model so many other lives can be improved and a culture of excellence will be developed.

E.g. DMRC chairman E. Sridharan,  
father of white revolution Verghese Kurien.

This quality of self control and self improvement can be developed by what Aristotle has called continuous practice of virtues and process of character building.

- 1) Self Awareness
- 2) Self Acceptance
- 3) Self Realisation
- 4) Self Discipline

Remarks

*Remarks*

Q7. Answer the following questions related to linkage of perception and hope:

- (a) What is the role of perception in making our views regarding complexities, conspiracies and obstacles around us while pursuing our objectives? How does attitude help us to conquer such difficulties in performing our duties? (150 Words) (10 Marks)
- (b) What is the best way to ignite hope and camaraderie in a country and its people? Should we base our hope only on good things happening around us? What is the role of hope in a society where 'good things' come only as an exception while 'bad things' are common place? (150 Words) (10 Marks)

Ans!

(a)

It is our own perception that defines a situation and its complexities. The same event or situation may mean different and also different in priority based on differences in our perceptions. It provides a frame of reference and direction to define the situation.

E.g. A police officer dealing with communal riots if officer is confident of dealing with it then he will be in control of the situation, if he gets frightened then he may panic. Both depends on his perception about the situation and his belief in his abilities to manage it.

Attitude plays an important role in

Remarks

defining our perception: The functions of attitude like knowledge, self-identity, value-expressive etc. make our perception. A favourable attitude leads to good perception. A negative attitude causes bad perception.

E.g. our attitude with regard to civil service exam. if attitude is positive then we can cross all hurdles, difficulties of this exam. if attitude is negative we will only end up blaming our fortunes for any setback.

for civil servants having a positive attitude is essential to deal with excessive work load, office politics, pulls and pressure and to counter any negativity.

(b) The best way to ignite hope is by focussing on positive aspects of the things and try to develop more on that.

E.g. In India still 22% people live below poverty line. our country has largest number of poor people in the world. This is quite

Remarks

depressing but on the other hand if we see that in 1950s the poverty ratio was around 55% which has come down ~~to~~ to 22%. It gives us hope that in times to come more and more people will come out of poverty.

In every society it is always a combination of good and bad things. Sometimes good things happen more and sometimes bad things take front seat. E.g. Repeated terror strike, serial bomb blasts. It is easier to maintain hope when good things happen but it becomes difficult when bad things keep happening.

In such a situation, need for hope is even stronger as ~~only~~ that can help people come out of gloomy situation. E.g. Even in the worst of times, Gandhi ~~used~~ to think about 'India of my dreams' and that kept his hope alive for making a democratic, secular and peaceful country.

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 explanation secular  
 will be even  
 much better ✓

Remarks



*Remarks*

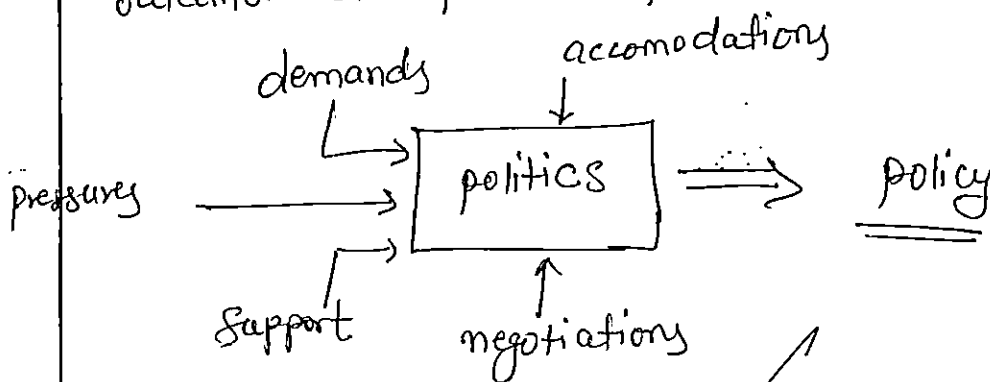
Q8. Answer the following questions:

- (a) 'The policies of the government always have a shadow of politics on them'. Distinguish between politics and policy. Do you think that economic policies need introduction of ethics, legal political thinking and social thinking to be effective in achieving welfare and happiness? (75 Words) (5 Marks)
- (b) A civil servant is the socio-cultural product and not an isolated and idealized case. Do you agree and why? Should a civil servant be an agent of change? Why most of the civil servants end up doing sickening routine works for saving their feathers rather than taking an entrepreneurial leap into creativity, innovation and change? (75 Words) (5 Marks)

Ans:

(a)

politics is a process through which agendas are set, negotiations happen, mutual accommodation and deliberations take place. Policy is the outcome of political process.



Gandhi talked about moral economics that which doesn't hurt moral well being of an individual or a country. Unfortunately in matters of economic policy larger interest of society takes a back seat and interests of corporates, elites,

Remarks

rich and influential, politicians etc. are served. This necessitates need for ethics, legal political and social thinking so that economic policy as a whole can be effective in achieving welfare and happiness of people and society.

E.g. start up India initiative,  
New land acquisition act. 2-1/2

(b) civil servants are not imported from somewhere else, they are also one of the members of the same society. Since their childhood they grew in a particular socio-cultural setting and hence they are a product of it.

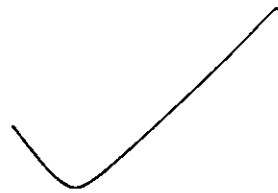
civil servants are expected to be agents of change as they have specialised knowledge and skills and also security of job. But they become status quoist and busy with their routine jobs, mainly due to: (3) { 3 }  
• no incentives for creativity, innovation. But if things go wrong or loss to exchequer, he will be held accountable.

Remarks

- Activism of CAG, CVC, CBI, Courts and civil society.

Civil servants become - risk averse due to repercussions if anything goes wrong.

There is a need to distinguish between bonafide actions and mal-fide actions so that Creativity and innovation is rewarded and not scuffed.

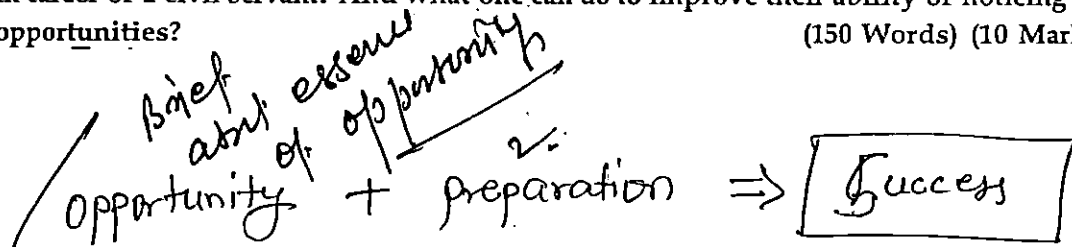


Remarks

Q9. Opportunities are those gateways to success and fulfillment that open up often but people generally fail to recognize it. What are the major barriers in recognizing the opportunities in career of a civil servant? And what one can do to improve their ability of noticing new opportunities?

(150 Words) (10 Marks)

Ans:



people fail to recognise opportunities as:

- They are not prepared to navigate through the situation so instead of looking it as an opportunity they take it as difficulty.
- people or civil servant become satisfied with existing conditions and do not aim for further progress.
- fear of failure is one essential component that prevents civil servants from recognising and utilising the opportunities.

one can do following to improve their ability of noticing new opportunities:

1. Develop ones capacities, become a learning person, always child like intent and curiosity.

Remarks

2. After some years of services civil servants should develop domain expertise, e.g. Technical education, economics & finance, Trade & industry, IPR, Counter-terrorism etc.

3. willing to accept new challenges and difficult assignments. AS growth happens only when one comes out of his comfort zone.

E.g. North-east challenges or posting in natural affected areas.

4. Develop good networking and inter-personnel relations so that other people can help in realising ones goals and be supportive.

A career of civil servants is full of opportunities. They need to be ready-mentally and skillwise - to utilize them to the best of their advantages.

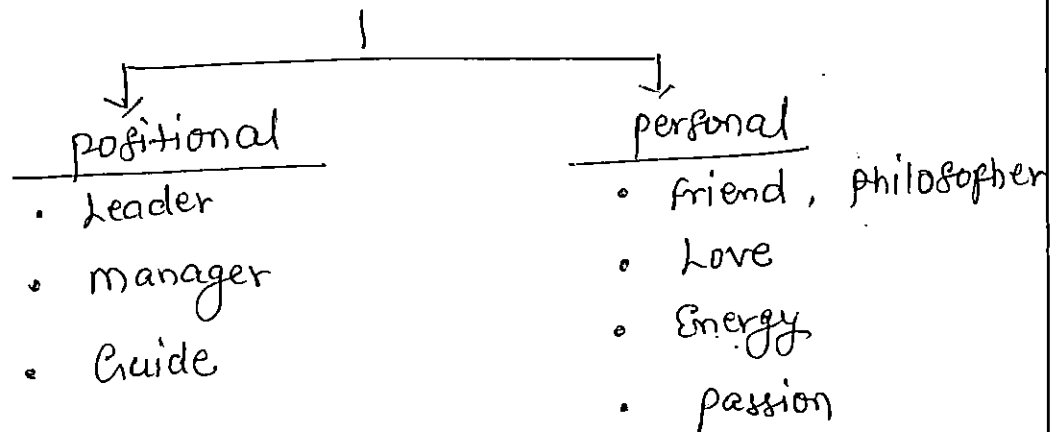
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Remarks

Q10. An officer is a manager, a leader, a friend, a philosopher and a guide. But in all the roles and in all the circumstances, no great work can be achieved by humbug. It is through love, passion for truth, and tremendous energy, that all undertakings can be accomplished. Examine the statement in the light of ethical prerequisites for being an effective Civil servant. (150 Words) (10 Marks)

Ans:

An officer has two aspects to it:



A civil servant's role is not just limited to doing routine things in the office, or maintaining status quo or mechanical compliance with rules and office directives. He has to play a more proactive role. As former PM Dr. Manmohan Singh remarked, they are ~~agents~~ of change and ~~good~~ governance. And this cannot be achieved merely by managing things or passing orders. It requires:

- Impersonal love : To have compassion and

Remarks

regard for all team members but not personal attachment or partisanship.

- passion for truth: only such a leader can develop confidence, trust and positivity in the team.

- Energy: Kautilya recognised Energy (Sattva) as essential quality of a civil servant, without it there will be no proactiveness, motivation or initiative.

for being an effective civil servant, i.e. to serve people, to work for welfare of citizens, a civil servant must derive not just positional leadership but also personal leadership.

S.g. • former president APJ Abdul Kalam,  
• former CRPF DC K. Vijay Kumar

(4)

Remarks



Q11. What is the difference between rational intelligence and emotional intelligence? Why is it important to have a blend of the two while taking a decision on an issue at personal or social level?  
(150 Words) (10 Marks)

Ans: Rational intelligence refers to that quality of brain where we develop reasoning abilities. It is a feat of thought. E.g. should I pursue civil services as a career option?

Emotional intelligence refers to the ability to understand and manage one's own emotions as well as that of others. It is

[Emotions + intelligence]

Eg. Controlling one's emotions in a fight situation.

Decision making requires proper blending of both the emotions. As too much focus on rational intelligence will devoid the decision of love, humanity and compassion. Also, excessive role of emotional intelligence will lead to a decision that is impulsive, parochial and could be dangerous.

[Rational int. + Emotional Int. → Balanced decision]

Remarks

E.g. while preparing the plan for drinking water supply. Rational criteria regarding use of latest water purification technology, cost optimisation, purchase of equipment etc. should be used. At the same time the requirements of poor, houseless, street dwellers, slums etc. should be included so that in some way they can also have access to clean drinking water.

A combination of rationality and emotion is very strong and if both kind of intelligence works in equilibrium then it leads to a decision that is more holistic and moral both at personal and social level.



Remarks

Q12. Some situations you just can't control. For instance, someone you care about might betray your trust. Or, no matter what you do and how hard you try, you might not be able to win over that person you're trying to impress. There will be people who can't stand with you no matter what you do, and then there will be people that adore you no matter what. Situations like these - situations you can't control - will arise throughout life, and they may change your course. That's just life. It is what it is. In this light how emotional competence facilitates an individual to understand, manage and handle oneself and others positively in various setting? (150 Words) (10 Marks)

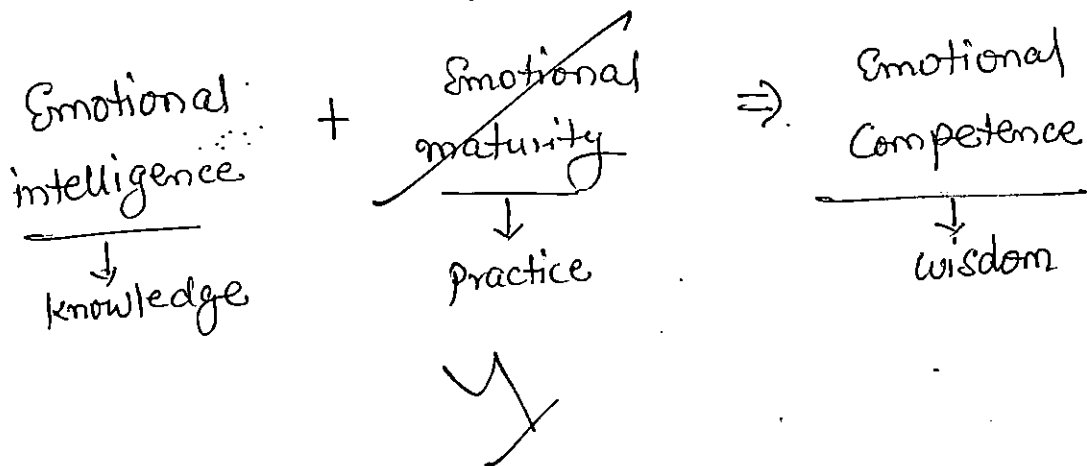
Ans: we cannot control each and everything in our lives. we plan it, but life has its own plans for us. sooner or later we realize that there are forces far greater than us that are operating and we are 'tiny' in front of them.

Emotional competence is needed to deal with ups and downs, likes and dislikes, support and betrayal in our life. It can help:

- Always having a balanced emotional state. not being too joyfull during success and feeling dejected in failure.
- Maintaining a positive attitude in life. Every thing happens for something good. former president Kalam said in failure stories you get ideas for success.

Remarks

- Recognizing others emotions and dealing them appropriately. Empathy with people to know what they are going through or why they are behaving in a particular way.
  - It helps us in dealing with complex or hazy issues. It allows us to take decisions and solve problems that are complex.
- E.g. Role of District magistrate in dealing with a flood situation or a situation of major law & order.



Remarks

Q13. In the light of following statement discuss the role of empathy, sympathy, kindness, generosity and benevolence in inculcating and imbibing spirit of service. Also state the importance of 'consequentialism' and 'utilitarianism' in setting our priorities and commitments in personal and public lives.

"At the end of life we will not be judged by how many diplomas we have received how much money we have made, how many great things we have done. We will be judged by "I was hungry, and you gave me something to eat, I was naked and you clothed me. I was homeless, and you took me in."  
(150 Words) (10 Marks)

- Ans. what makes us truly human is not our career progression, materialistic achievements or educational advances, but these are the values like empathy, sympathy, kindness, generosity and benevolence that matter most. It helps us in:
- working for the betterment of the society as a whole and not only for one's personal achievements.
  - "Good of an individual is contained in the good of all". [Gandhi's Sarvodaya]
  - people remember what good or bad we do to them and we are judged by that.
  - Those who have progressed have a responsibility to give back to the society so that others can also progress.

Remarks

'Consequentialism' defines the morality of an act in consequences of the action. Eg. Giving money to a beggar is good as he can buy food.

one such consequentialist philosophy is 'Utilitarianism' that believes in maximising utility. Greatest good for greatest number.

E.g. A Highway should be made as it will benefit more people, even if it means displacement of some native population.

These philosophies are inherently inequalitarian and do not give importance to rights of an individual or minorities. A better way could be

John Rawl's 'Theory of justice' that is more egalitarian and pro poor in its orientation.

5/20

Remarks

Q14. A competent civil servants' life is hectic, stressful and very demanding. In this consequence evaluate the statement - 'The quality of their life would be certainly poorer without aesthetic value'.  
(150 Words) (10 Marks)

Ans: Civil servants are of two types: one who actively work not just to discharge their regular duties but also walk extra mile for bringing innovation and change in society. These are competent officers. Others who work for their job security and self service and do not accept any extra workload.

The competent civil servant's life is very hectic and stressful. E.g. most collectors work till 10:00 pm almost everyday, SPs are on duty 24x7. Such jobs are very demanding and take a toll on their personal lives. They are not able to take care of themselves or their families. It frustrates them. It needs an aesthetic value element to keep them focussed and going:

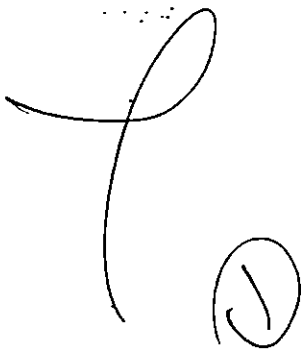
- Treat their jobs as service to the society and get pleasure in the service of others.

Remarks

Interesting  
you are trying to  
attempt without  
having proper knowledge  
of aesthetic values.  
in this

- Consider oneself as agent of god given responsibility to bring change in the society.
- Imbibe values of empathy, Compassion, Justice, honour and service.
- Treat their personal and family life as part of broader society and try to integrate personal and social well being.

Emotional Competence, Value orientation, meditation and prayer, positive attitude etc. Can help in improving quality of life of a competent and busy civil servant.



Remarks



## SECTION - B

Q15. Once you went to market with your mother for festive shopping. There you found that most of the shopkeepers have employed children as attendants and were behaving very harshly with them. You get very touched by seeing all this and started arguing with one of the shopkeeper on this issue. Your mother told you to stop and asked you that if you argue like this, he will remove the child and child may have no earning source for family.

- (a) What will you do in consonance to your moral quality in this situation?  
 (b) Discuss limitations of various possible actions that you are suppose to take.  
 (c) Among the available options, which may yield the desired result in consonance to your moral quality. (250 Words) (20 Marks)

Ans:

(a) This situation is causing cognitive dissonance. As employing children is wrong but at the same time if they are removed they will lose their income. Being a child it is prudent to listen to mother and keep the thought of what possibly can be done that can help the children.

(b) options and limitations:

1. Be adamant and do not leave the place till children are removed from employment:  
 ⇒ It will irritate the mother, also children will lose job, hence money and possibly food and shelter also.

Remarks

2. Talk to your school teacher / principle and ask them to help the children:

⇒ Teacher / principle can get admission to these kids in some government school where they also get mid day meal. But teachers may not be willing to enter into the matter.

3. Convince your father to help the children by approaching some local NGO :

⇒ Local NGOs can be very helpful, e.g. Bachpan Bachao Andolan, but issue of earning money for kids will remain there.

(C) A combination of option 2 & 3 can bring desired results : Government school can give admission to these kids along with mid-day meal for them. Some local NGO can be helpful in providing them shelter, clothes, medicine and possibly some scholarships.

Child labour act has been passed but it is very difficult to implement due to

Remarks ..

widespread poverty, lack of education and insensitivity of society towards the issue.

A multi pronged approach with special focus on awareness generation and scholarships for poor can help in eradicating the evil practice of child labour in India.

6  
If objectively written

Remarks

Q16. Public utilities and spaces in India are in a bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centres, public toilets, rivers and ponds are considered sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them.

- (a) What should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India?
- (b) Identify limitations of each competing options. (250 Words) (20 Marks)

Ans:  
(a)

people's attitude towards public services is very confusing, ambivalent and irresponsible in India. They do not consider their responsibility but want others to provide services and maintain them. Ideal way to manage:

1. Take help of ~~voluntary~~ organizations who can provide and maintain such services.  
E.g. Sulabh Sauchalaya.
2. User charges as per the use to inculcate a sense of ownership as well as responsibility in people. E.g. User charges for solid waste collection by municipality.
3. Penalty or fine for violation of rules or littering. E.g. violation of traffic rules.

Remarks

4. public-private partnership and user charges  
E.g. highways and toll plazas.

(b) Limitations of various options:

1. Reach of voluntary organizations may be limited as generally they remain localized in one part. So across India uniform quality of services cannot be provided.
2. User charges, if high, may become unaffordable for poorer population and they may opt out of services and go back to their usual ways.
3. ~~It~~ is penalising approach, which is negative also it will cover only a minority of cases.
4. PPP projects are coming under stress due to difficult market, land acquisition issues and problem of transparency.

In a vast and populous country like India, a combination of all options is the only way to address the challenge.

Remarks

Greater people's participation and awareness can go a long way in improving the quality of public services in India. Swami Vivekanand said, "perfect individuals perfect society."

8

Remarks

Q17. There was a conflict between the students of upper castes and Dalit community in a central university. The Dean and Vice Chancellor called a reconciliatory meeting, but it did not yield any result. The other day violence erupted in some parts of the university and some hostels. Examinations are very close. Some students have to submit their Ph.D thesis or M.Phil dissertations. Some politicians from a certain section put pressure on the Vice Chancellor to take action against the agitating students.

(a) Discuss the various options available to Vice Chancellor.

(b) Justify why these options are worth considering?

(250 Words) (20 Marks)

Ans:

(a) & (b)

options and justification:

1. Identify the group leaders on both sides and call a meeting to discuss the issues:

⇒ It is the student leaders who are leading the conflict and agitation. If brought together in a conciliatory environment they can put forward their grievance and a common solution can be found.

2. Identify group leaders and take disciplinary  
action against them such as rustication from University:

⇒ once the leaders are gone, the agitation will settle down as there is no one to unite and mobilise the students.

Remarks

3. Go for even stronger action and call police and get criminal case registered:  
 ⇒ It will send a very strong message that any act of violence or indiscipline will not be tolerated by University administration and toughest action will be taken.

4. Just wait and watch, they are students, very soon the conflict will fizzle out:

⇒ Allowing students to solve their issues and giving them freedom is also one approach. Specially in current times of freedom and liberty.

Except for option 1, all other options can further aggravate the situation. Also, University administration cannot just wait and watch. It is absolving their duty. So the correct course of action is to resolve the issue in an enabling, friendly and cooperative environment by bringing both groups into negotiations.

Remarks

R u sure this can be an option!



If situation demands, selective and limited disciplinary action can also be taken.

7½

Remarks

Q18. Manual scavenging refers to the practice of manually cleaning, carrying, disposing or handling in any manner, human excreta from dry latrines and sewers. The Government of India has adopted two-pronged strategy - eliminating insanitary latrines and developing a comprehensive rehabilitation package for manual scavengers through a survey. However, while manual scavenging for many may have ended as a form of employment, the stigma and discrimination associated with it lingers on, making it difficult for former or liberated manual scavengers to secure alternate livelihoods.

This is quite a common social stigma attached with them in the society.

One day few manual scavengers, employed to clean sewer and toilets inside the District Court complex by the Public Works Department, were neither given any safety equipment, nor gloves. When the advocates in the court premises opposed this, the engineer ignored them by denoting the manual scavenging as "a small work" with no hazards involved. When opposed by few advocates, it led to a fight between PWD workers and advocates. Later advocates called a press conference and raised the issue - "We saw few workers who were clad in their inners and were inside the drain cleaning it with bare hands. We (lawyers) got together and opposed it but the engineers did not listen to us. Despite the Supreme Court passing a judgment on this issue, it is shocking that even in court complexes manual scavenging continues. Even government organizations are not following the government rules."

You are a district administration head. Due to the above stated case, following situation arises:

- (a) All those involved in the manual scavenging and others ad hoc safaikaramchari went on strike and demanded for better livelihood. When you called all the community members for a meeting to discuss the issue, no one turned up.
- (b) Advocates came to you and demanded for stringent action against the official and threatened to go on strike.
- (c) When you called to PWD official for understanding their version of the issue, they told you that it was an urgent assignment pressurized from above; thus they did not have time going for scheduled procedure. They felt very demotivated.
- (d) What are the best options available to solve the above stated problems? How will you effectively address all the issues? And also discuss limitations of each course of action.

(250 Words) (20 Marks)

Ans:

The options available to solve the above  
issues and their limitations:

Remarks

1. Accept the complaint by lawyers and give them assurance of investigation into the matter and your commitment to stop the practice of manual scavenging:

⇒ Lawyers may demand immediate action and not future promises. Also they may allege it is contempt of court and demand explanation from district head.

2. To deal with the situation, suspend the engineer and order an enquiry into the matter:

⇒ This is typical official way of dealing the matter. It will demoralise the engineer also may ~~not~~ be enough to address the situation.

3. prepare a one month plan for identification, rehabilitation of manual scavengers and conversion of insanitary latines into sanitary ones and reach out to agitators with your plan:

⇒ The ~~credibility~~ of the officer will matter

Remarks

a lot regarding how much people are willing to trust the plan even if it is time bound.

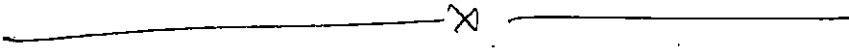
To effectively address the situation:

- Prepare a plan as outlined in option 3, make a Committee with senior officers to supervise and implement the plan in a time bound manner.
- Accept Complaint of lawyers and put it for investigation.
- Show cause notice to PWD engineer to explain the situation and his justification.

Manual scavenging is against human dignity and one of the worst forms of human rights violation. In the spirit of prohibition of manual scavenging act, this evil practice needs to be rooted out from Indian society. Kant has said, it is our categorical duty to respect human dignity. Never treat a man

Remarks

merely as means to your ends. Treat him  
as an end in itself.



Remarks