

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 1.5 hr.

Max. Marks: 140

Q.	Marks	Instructions to Candidate
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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1. Invigilator Signature

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Date 15/10/16

Signature Mallika

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)

The fact that it is winter season and most of the slum dwellers will be rendered homeless on chilly wintery nights has to be borne in mind. Equally important is the point that slums are breeding grounds for anti-social and criminal activities.

Remarks

The first option will ensure that the will of the superior authorities is done. It will get rid of the slums and slum dwellers as they will not be able to stand against the powerful police force.

but this step is patently anti-human as it does not take into account the fact that it is winter and slum dwellers will be rendered homeless.

while the breeding grounds of criminals will be checked, it will only force them to indulge in more anti social activity. The source of low paid works and essential commodities will also be removed. It will also hurt their livelihood.

The second option of requesting senior officials to wait till weather becomes normal is better. It is both humane and takes into consideration that slum dwellers can find an alternative place for settlement.

Remarks

Although it does not address the issue of slum dwellers. They will ultimately settle in a new slum unless a different rehabilitation scheme is provided for them.

Taking seniors into confidence and urging them to look at the issue more humanely is better than going to the public highlighting the clearances within the administration.

The third option of going to the media and raising issue with their help is uncalled for. It brings internal disputes of administrative differences of opinion into public. As a result, some may try to take benefit of the situation.

When the issue can be discussed with seniors and they can be persuaded media intervention is unrequired. Although it will bring other similar issues to light and govt. may think of bringing in a legislation but this is not certain.

Remarks

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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)

Although the decision to start a cleanliness drive was started with good intentions but it has run into murky waters.

The lack of transparency regarding utilisation of the funds so collected for the drive has raised eyebrows. Any attempt at raising money from the public has to be done through proper channel. The fact that funds were raised by administration and not by legislation which is the only correct way to raise funds has put question marks

Remarks

on the intentions of the District collector.

The colleagues may have been started by the audacity, the collector to collect funds from the populace without any legislative order.

Also, the utilisation of funds is questionable. The collector has been unable to win the trust of ~~his~~ the people. He could not take them into confidence. Neither did he take his peers into confidence.

The effort to steer ahead the programme can only be done if he sets up system to ensure accountability and transparency of ~~people~~ administration.

Also, citizen bodies should be involved in this task, so that people are aware of what is going

on.

The collection of funds should not be mandatory, the contributions should be made voluntarily to win over the ^{trust of} people.

The local bodies like Panchayats and municipalities can be involved in this work.

Involvement of NGOs will also help people in gaining confidence of people. Along with it, information about utilization of funds should be put on district administration's website.

The move is a good initiative and can be continued only if people's trust is won over and people contribute voluntarily. Otherwise it is injust and tyrannical.

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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)

with the encouragement & support shown by the seniors and civil services groups, a citizen charter should be introduced. It can be as follows:

- citizens are assured of timely completion of their work, this includes - licenses to be issued within 20 days of the driving test.
- citizens can complain to the District Transport officer by putting written complaints in the complaint box outside the building. they need not mention their names.
- citizens can file RTI application and in case of delay in replying to the application, concerned official

Remarks

will be fined:

- Citizen shall be treated with courtesy and patiently.
- In case of queries, citizen can call on the helpline no number provided below:
- If citizens are demanded any sort of financial intervention, they should call on the number of the District Transport Officer.
- Citizens should pay only the requisite fee and no other charges.
- Licenses shall be dispatched by post and citizens need not come to the office for collection.

The problems in implementing this charter are:

- The staff needs to be groomed into a culture of courtesy and politeness.
- Setting up complaints mechanism as officials might not like it.

Remarks

- The complaint mechanism needs to be foolproof so that there is no vendetta.
- Timely completion of work can be ensured only if there is adequate human resource.
- RTI applications need to be handled carefully and system for information officer needs to be put in place.
- A public relations officer will also help in changing the perception of people about the transport office.

If the charter succeeds, then better information technology interface can be set in place so that applications can be made online.

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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)

As the head of the organization and learning of the drop in ethical standards and practices in the organisation, it is imperative to overhaul the organization - public interface. It will ensure smooth functioning, efficient standards and will win over trust of the people.

How you can remove?
The options available are:

- Remove the said official to set any example.
- Introduce more information technology interface.
- Put up citizen's charters

Remarks

- Grievance redressal and complaint system to be put in place.
- Set an example by working with other employees as a leader.

The first option of removing the official is a logical step but to make an example out of him/her is not a good ~~act~~ practice. He/she should be given a stern warning and a show cause notice should be served to him/her.

The second practice is a good initiative as public-authority interface is reduced demands for bribery cannot be made. Technological interface is better but this cannot be introduced for old aged people but in other departments it can work well.

A citizen's charter should be placed as it will ensure that

Remarks

people know of their rights and service can be ensured.

The fourth option is a necessity, grievance redressal mechanism will ensure that people can share their complaints and necessary action can be taken.

The fifth option would ensure that as the head, one is in touch with the employees and their work behaviour.

A culmination of all these steps needs to be taken to ensure proper work ethic.

b

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)

The minister of sports needs to be convinced about the merits of mandatory playgrounds and sports faculties in higher secondary school and colleges. The merits are:

- Ensures healthy development of youth
- Obesity and risk of non communicable life style diseases can be ~~into~~ reduced.
- will promote sports culture.
- New talent for sports can be found out.
- Gold medals in championships like Olympics can be ensured.
- will lead to greenery around.
- constructive activities of youth can be ensured.
- their energies can be channelised.
- Easier to show the work of ministry.

Remarks

Other measures to promote healthy growth include:

- encouraging yoga.
- encouraging meditation for mental health.
- promoting classical music.
- ensuring parks in every locality.
- marathons can be encouraged.
- mandatory physical exercise and training can be done.

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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)

Taking into account the alarming rise in child marriage cases in the district, it is imperative to respond to the direct call and look into the situation and take measures to save the life of a potential contributing citizen.

The options are:

- Take the girl along and send her to a women's home.
- Convince her parents and stop the marriage.
- Convince the child and ask her to rebel.

Remarks

- Register an FIR against the parents
- Involve social worker to care for the child and stop her from marrying having convinced her parents.

The first option does not take into account that the child may feel miserable on the sukus being created and may not like to leave her parents. In fact, it might even trouble her psychologically. The condition of Women's Home may also not be conducive to a child.

The second option of convincing parents involves societal change and persuasion. Their change of attitude will foster further change of attitude.

The third option is futile, as a rebellious child will only add to the problem in future. But her rebellion will strengthen female empowerment psychologically and

Remarks

others girls may follow suit.

The fourth option of registering FIR will complicate issue as it does not answer root cause of the problem.

Involving a social worker, the fifth option will help the child to fight against social crimes and ensure her education. Even her parents change of behaviour can be ensured.

The option of involving social worker, stopping the child marriage by ~~is~~ threatening parents that FIR will be filed against them is the best course. As long term advancement of the girl's education and economic empowerment can be ensured.

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Remarks

Q7. You are a senior civil engineer in charge 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)

Taking cognizance of the fact that the contractor has ~~fallen~~ met with a personal problem and that the quality of work has been hampered it is imperative to take a course of action.

- The options available are:
- Take action against contractor and remove him ✓
 - Put a subordinate in charge of the remaining work & inform contractor ✓
 - Inform contractor and get the work redone. ✓

Remarks

The first option is harsh as personal problems can happen with anyone. No criminal ^{liability} should be placed on him as he was doing his work properly as long as he was there. But the spoiled work needs to be redone.

The second option is well suited as it will ensure speedy completion as well as quality of work. Informing the contractor will be ethically correct. But this will overburden the subordinate.

The third option of getting the spoiled work redone is likeable as public interest cannot be compromised.

Informing the contractor and getting the spoiled work redone along with putting a subordinate in charge is best course. Along with it, I shall keep an overall

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check on the work.

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