

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>
2.		
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Paper completed in 90 mins

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Roll No. _____

Mobile No. _____

Date 12-10-2016

Signature 

Supervisor Signature _____

Supervisor 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)

Ans 1

(a)

As an enforcing officer, If I would vacate the slum by using police force. following can be the consequences: -

Advantages:

1. Encroached land will be freed and that can be utilized by govt for other works of public interest or it can also be used for creating greenery as it belongs to forest dept.

Remarks

2. This will reduce the loss to electricity and water departments as this slum is den. to illegal power and water connections.
3. Vacating with help of police force will help in keeping the situation well under control.
4. Area will get rid of criminals.

Disadvantages:-

1. A mob situation may arise leading to law and order problem.
2. It may create problems of low paid workers in area as most of them live in slums.
3. This may create trust deficit of people on govt.

b)

Advantages:-

1. Poor people from the slums will not become homeless in winter.
2. This will create good rapport between govt. and slum dwellers.
3. Low paid workers will be available to nearby localities and slum dwellers will have economic sources.
4. Providing alternate place for settlement to slum dwellers will help in making them empowered.

Remarks

Disadvantages

1. Senior officers may get angry and it may hamper my career prospect.
2. Continuous loss to electricity and water departments.
3. ~~may~~ it may create a law and order problem as it has become hideout for criminals.

(C) Advantages:-

1. It may get public sympathy and government ~~can~~ can consider postponing demolition drive.
2. Slum dwellers can continue to live ~~and~~ in winters and it will save them from getting homeless.
3. Slum dwellers will find a forum to raise their voice and this will empower them.

Disadvantages:-

1. As a government ~~of~~ enforcing officer, one should not resort to ~~pressure~~ pressure tactics by involving media.
2. It will create bad impression for enforcing agency in public eye.
3. This might set a precedent and genuine issues may get suppressed in future.

Remarks

6½

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)

Ans 2

Q) Though the intention of district collector was good, he ~~was~~ was not able to win support of his colleagues in administration and of public because of the following reasons:-

→ People/public saw this collection of money drive as draconian. Officers should have consulted public and senior officials before starting this drive.

→ There is a continuous trust deficit between bureaucracy and public, so people are in a habit of doubting the acts of administration.

Remarks

→ ~~People~~ Colleagues in administration might be insecure that if this idea succeeds, the district collector will be famous and it will help him win trust and faith of people. Colleagues also fear that people will feel that govt. is delaying funds

(b). If the District collector is convinced that the programme will be successful and beneficial for general populace, he should continue his effort to steer ahead the programme because of the following reasons:—

→ Any new idea faces resistance at the start

→ This initiative has the sole purpose of cleanliness. If it is done it will help local people only as it will help them get rid of diseases caused due to dirt and garbage.

→ This scheme involves contribution of a very less amount. This will help people understanding the benefits of cooperation and sharing.

→ As public and shopkeepers both will contribute, they will have a sense of ownership for the cleanliness drive, and work religiously for the same

Remarks

However, District collector at the onset of the programme should consult all stakeholders and convince them showing caring benefits of such programme.

⑨ If he decides to proceed ahead, he should follow the following steps to make this innovative idea more acceptable.

→ Conduct seminars and aware people about cleanliness and its benefits.

→ Involve school children and youngsters of the district. This will help create environment of involvement.

effective
transparent
participative

→ Involve ~~senior~~ colleagues as well. Invite them to seminars and ask them to share their ideas.

→ He can take help of media, both electronic and print.

→ Proper use of social media can be done and initiatives like following can be started:-

1. Selfie with your garbage collector.
2. Selfie with your clean gullie.
3. Selfie with #sapling.

→ Organize debate competitions on importance of cleaning.

Remarks

7½

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 for District Transport Department

District Transport department aims to serve public with full dedication, and sincerity. In pursuance of the same, following enumerated are mentioned for convenience of the public and department.

1. The Transport office will remain open from 9 am to 5 pm every day except sundays and public holidays.
2. All forms will be available at Counter No.1 for a charge of ₹ 1, ~~for every form~~.
3. All filled forms need to be submitted at Counter No. 2 with necessary documents.
4. The list of necessary documents for different services is enlisted on the notice board and department website.
5. The charges for different services is also

Remarks

- enlisted on notice board and govt. website. In any case no one should pay more than that.
6. If any officer demands any favours, in cash or kind, submit your complaint immediately with District Transport Officer.
 7. Public should directly consult department officials and department in any case do not recognize non officials of department posing as agents.
 8. In any case of inconvenience, consult District Transport officer on his no xxxxxx or in office.

Merits of Citizen Charter

- People will be aware of their rights and duties.
- People will not be charged more in any case.
- This will get rid of all corrupt practices as this charter clearly de-recognizes middlemen and agent.
- Better coordination will be established between Citizens and department.
- Department will also gain financially.

Remarks

Problems in implementing the charter: -

- People might avoid the charter and resort to ways they are used to out of habit.
 - Middlemen and agents might use political power to get the charter ousted as this hampers their economic prospects.
 - Due to low level of literacy, illiterate people may face same difficulties as before.
 - Influential people will be engaged as they were habitual of special treatment and might find ways to surpass the charter.
- Moves to upgrade the Citizen Charter...

- Suggestion and feedback form to be given at completion of every service. Suggestions from them to be enlisted in next charter.
- Electronic charter using videos (audio) to be fixed in transport department complexes for convenience of illiterates.
- Taking help from other charters and conducting seminars from all stakeholders before making next charter.

Remarks

(7½)

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? 3
- (b) Evaluate each of these options and choose the option which you would adopt, giving reasons. 2 3 (250 Words) (20 Marks)

Ans (a)

The option available to me in this case are as follows: —

- a) Suspending Assistant incharge of old Age Pension Scheme with immediate effect.
- b) Installing CCTV cameras in office complex.
- c) Making Citizen charter for the organization clearly enlisting duties and rights of public and departmental staff.
- d) Calling meeting of all officers and staff of organization and discussing with them the problem.

Remarks

e) Making the processes ICT enabled so that role of money becomes less.

Ans (b)

Option 1 - Suspension

Merit :-

- 1) This will discourage any future such incidents ~~and~~ as they will fear suspension.
- 2) Public will feel good looking at prompt action of organization.

Demerit :-

- 1) The staff association may go on strike
- 2) The staff of organization may get demoralized

Option 2 - CCTV Cameras

Merit :-

- 1) CCTV cameras will record all proceedings and organizational officers will hesitate any corrupt activities fearing being recorded all the time.

Demerit :-

- 1) There will always be a sense of fear and monitoring, which might affect their work style.

Remarks

On the basis of allegation, suspending can't be done.
Instituting of enquiry is needed.

Option 3:- Citizen Charter

Merits:- 1) Development of Trust between citizen and organization

2) Corrupt practices can be avoided

3) Awareness about rights and duties

Demerits:- 1) Illiterates will find it difficult

2) It might face resistance from staff

Option 4:- Meeting

Merits:- 1) Improve work culture

2) Cooperation between staff

3) Moral Boost of staff

Demerits:- 1) few may not adhere to discussion of the meeting

Among above 4 options I will adopt all 4 options simultaneously as they are highly practical and needed. Supervisors will deter any such act in future. CCTV cameras will ensure recording of any corrupt activity within the office. Citizen Charter will aware public about their rights and duties. Departmental meeting will help involve all and will help in improving functioning

Remarks

5 1/2

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 facilities 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)

Ans.

As a Civil Servant working in Ministry of Sports and Youth Affairs (MoSYA), case for mandatory playgrounds and sport facilities can be made as follows: —

Mandatory playground and sport facilities is needed in every secondary school and college because: —

- 1) They will develop sportmen from school itself.
- 2) The benefits of sports is paramount and it helps physically and mentally.
- 3) Sports has a significant role in all-round development of children & students.
- 4) If playground will be present in every school and college, students can regularly practice and excel in chosen field.

Remarks

5) As our country is fairsing badly at olympics creating infrastructure at micro level will help bring talents which will win medals at big competition bringing pride for country.

6) faculty for sports in each school and college will prepare students for sport activities in a formal manner.

7) Such sports faculties will also ~~pre~~ prepare coaches to train new talents for future competitions.

8) Sports act as oxygen to society and will make youth strong physically and mentally.

9) Sports will make students true asset for the nation.

Keeping in view above examples, It is requested that Minister take this issue in consideration and order for opening of sports faculties and playground at school and college level.

Remarks

Moral values in sports

Value inculcation through sports

Measures to promote Sports in the Country

- 1) Creation of proper sports infrastructure at different levels viz. Village, towns, cities etc.
- 2) Govt. should organize competitions from primary to senior levels so that talent can be pooled for bigger events.
- 3) Opening of Academies for different sports.
- 4) Scholarships to those opting for sports as careers.
- 5) More reservation for sportsmen of state and national fame in govt. jobs.
- 6) Pension for National & International Sportspersons.
- 7) Academies to train coaches.
- 8) State of Art modern infrastructure creation.

Remarks

(1)

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)

Ans (a)

As a District collector, options before me to handle the mentioned situation are as follows: —

① Immediately stopping the marriage and instituting legal proceedings against those guilty.

② Creating awareness drives by help of nuktad notals, posters and other available mediums against child marriage

③ Counselling sessions for parents and children.

Remarks

(A) Forming a committee under Saopanch and headmaster^{school} of the concerned villagers to look into any such incident.

Give name of such committee of gram-mitra

b) Limitations of each option are as follows:-

(1) Immediately stopping the marriage ~~and~~ will stop just one marriage. Need is to attack the root cause. Legal proceeding against those involved will help in just one case. Something concrete needs to be done to stop this menace.

(2) Awareness drives may face resistance from local panchayats and people of patriarchal mindset.

(3) Many parents and children may avoid attending counselling sessions.

(4) Saopanch and headmasters may be of the same mentality and may not perform their duties properly as they are from same village.

Remarks

c) I feel that forming a committee under Sarpanch and village school headmaster is the best option because of the following reasons -

① Sarpanch and headmaster are aware of the village rituals and may find a way to stop the menace of child marriage.

② Sarpanch is an elected representative and headmaster is highly respected. So people will follow what they say.

③ As members of committee will have women, teachers, girls, boys, elders of the same village. They will feel involved and treat it as their duty to stop child marriage.

④ Root cause of child marriage is in the village so it is better to prepare people of villages against it. Change to be sustainable, should come from within.

Remarks

④

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)

Q7(a) Various options available to me in this case are as follows: —

- ① Terminating the agreement with contractor and going for fresh tender.
- ② Asking the contractor to fix someone in his place so that quality of work do not gets effected.
- ③ Taking advise from senior officers for what to be done in this case.

Remarks

— corrective measures.
— effectiveness, efficiency

Ans (b)

Merits and demerits are as follows:—

① Terminating contractor's agreement

Merit

- 1) Quality of work will not suffer
- 2) Project will not delay.
- 3) Subordinates will be satisfied.

Demerits

- 1) Contractor will be demoralised as he did not intended to do this.
- 2) The next contractor may not be as good as present one.

② Asking the contractor to fix someone.

Merits

- 1) Project will be on time and Quality of work will also be taken care of.
- 2) Contractor will feel good as he is under severe distress as his only son has met accident.
- 3) Contractor will work with more energy in future.

Demerits

- 1) The person contractor fixes may be lazy.
- 2) The subordinates may get angry and might not cooperate.

Remarks

③ Taking advice of senior officers

Merits

- ① They may guide in right way.
- ② Their experience in dealing such issues can be of value.

Demerits

- ① They might not have ground knowledge of such cases and advice may be impractical.

I will ask the option of asking contractor to find someone for time being in his place because: -

- ① Contractor is in distress. If we terminate his work, he will be demoralised and eventually govt - will suffer as he is honest.

- ② We should be humanistic in dealing with such cases as this can happen with anyone.

- ③ Fresh tendering may take more time and will cause further delay.

- ④ Contractor will work with more energy once he is back.

Remarks

6½