

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 2 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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May

1. Invigilator Signature _____

2. Invigilator Signature _____

Name Shulpi Tyagi

Roll No. _____

Mobile No. _____

Date 2-11-2015Signature Shulpi Tyagi

Q1. An external terrorist organization has organised several bomb blasts in a town causing large scale casualties. The police suspect that the terrorists have some local support and they have arrested a local young man who appears to have supported the terrorists. How can the law enforcement agencies persuade the young man to become an approver?

(250 Words) (20 Marks)

Even though the police suspects that the External terrorist organisation had a local support in making the bomb blast possible, the police should proceed with concrete evidence while proceeding in the case. Under the suspicion of having the young man who seems to have supported the organisation should have his fundamental rights and human rights respected. A person should not be considered to be a criminal until and unless proven to be so according to the rule of law.

Bomb blasts and other such terrorist activities put considerable pressure on the law enforcement agencies to proceed or 'fast track' the case. Hence there is ample opportunity that the cases may not be adequately investigated.

Remarks

write in points

Since in the given case, police have arrested the young man based on suspicion, the police first need to establish his link to the terrorist organisation. The question of being an approver in the case arises when the man is actually found to be linked.

Usually radicalisation of young men and their attraction towards radical/terrorist groups has an underlying social-economic connotation. Hence as and when such young are caught adequate sensitivity needs to be displayed.

In the given scenario, if proven to be linked, young man needs to be persuaded based on the mayhem created by the organisation and by trying to discredit the ideology he has been attracted to. Also advising

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Remarks

discuss in points

to his conscience by showing to him the death that has been caused would serve the purpose. On the other hand, in case of non agreement, he should be told about the punishment that awaits him ~~write~~ if he fails to ~~term~~ approve. Addressing his socio-economic reasons would also serve the purpose amply.



How can
difference
be resolved. → Q. 2

Remarks

Q2. Mr X is working as the Head of a developmental organization dealing with water supply schemes in an urban area. Y and Z are his two subordinates. Y is the engineering head and Z is the financial head. Both Y and Z were earlier good friends, but now the differences between the two have gone all time low. Whenever Y brings any water supply proposal and is sent for the financial concurrence of Z, he makes adverse observations, which makes difficult for X to take a final decision. How will X resolve their differences so as to ensure that water supply schemes do not get delayed? (250 Words) (20 Marks)

Working in any organisation needs a sense of purpose, duty, dedication, objectivity and team work for it to achieve its goals.

In the given case Y and Z seem to have mixed the personal relationship with the professional relationship. While a good personal rapport may help a team

of individuals to achieve the goals efficiently. But a bad personal relation should never be allowed to affect the personal relationship, as it affects the efficiency, goal of the organisation would be compromised and so would be team spirit. Mr. Y and Z should amicably resolve their differences

Remarks

and see to it their work is not compromised and the organisation works towards providing water supply as it is important basic aspect in public service.

Mr. X on his part should not only encourage to nudge Y and Z to develop a working relationship so that water supply proposal and its financial concormine are in sync but also volunteer to help resolve their personal difference. As a head of

organisation he is fully empowered to remind them of their duties and responsibilities if the desired results are not seen.

On his part, Mr. X should also objectively analyse if the observations made by Mr. Z and Mr. Y's proposal have merit? He must

Remarks

See to it that the proposal do not violate any rules and impartially remind any subordinate if it is found to be violative of rules.

Mr X above all should ask for accountability of both the people of their works and as they are working for a public and public interest should be kept foremost.

Remarks

Q3. A young Civil Servant has been posted as Sub Divisional Magistrate in one of the most backward parts of the country. He finds various malpractices in distribution of old age pension schemes, in public distribution system and in poverty alleviation programmes. He finds that a section of his subordinates is a part of the problem rather than solution. To his surprise, he comes to know that the local ruling party members are badly involved in various malpractices.

- a) What steps will the civil servant take to bring integrity in his subordinates? (5 Marks)
- b) How will the SDM be able to bring objectivity in distribution of old age pension? (5 Marks)
- c) What steps will the civil servant take to ensure that food grains meant for the poor people reach them? (5 Marks)
- d) Through his hard work and extensive tour of the rural areas, what qualitative changes, the SDM can bring in implementation of poverty alleviation programmes? (5 Marks)
- e) How will the young officer ensure that partisan efforts on the part of the ruling party members could be nullified? (5 Marks)

(300 Words) (25 Marks)

a) The civil servant can bring about integrity in the work of his subordinates in the following manner.

i) Clearly demarcating duties of individual departments.

ii) Holding them accountable for the delay in work.

iii) Involving people by measures such as citizens charta, gram panchayats.

iv) Mapping out problem areas and specifically focussing on the issues where inefficiencies occur.

v) Encouraging and appreciating efforts of

Remarks the hard working subordinates.

b) Old age pensioners are the weak, debilitated section who can ill-afford to keep on visiting the offices.

In order to bring objectivity in the scheme, the SDM needs to draw data from the district census regarding beneficiaries, ~~bring~~ involve the gram panchayats in identifying the beneficiaries. In doing so he might come under pressure of the political party but he should withhold his position.

He could also enrol the services of NGOs for this purpose so that no one deserving is left out.

While in case of finding irregularities in the list of beneficiaries, undeserving names should be deleted and adequate investigations be launched.

c) Food is the basic necessity and a basic right.

In order to ensure food

Remarks

grains reach the beneficiaries, the SDM needs to ensure that the beneficiaries are properly listed. He should check for any irregularities if any in the list with the help of gram panchayats. In case some people are found to be left out on the basis of documentation, speedy document approval should be done.

Apart from this, the SDM must ensure that the grains are given in full to the intended beneficiaries.

For this, he may call for list of beneficiaries to be named and listed at the fair shop notice board. In addition awareness creation and involving gram panchayats could prove helpful.

d) The charges that can be brought by the SDM's ^{visit} ~~at~~ the implementation level are of the schemes are

At bureaucracy level.

(i) Encourage the honest officers.

Remarks

- (ii) Fear among the wrong doers.
- (iii) May infuse the sense of purpose

At beneficiary level.

- (i) Awareness about their rights.
- (ii) Awareness about wrong doings of people, this way it will create positive pressure on gram panchayat and political party involved.
- (iii) His visit may discourage drawing of false list of beneficiaries.

e) The officer can ensure partisan efforts are nullified in the following manner:

i) Involve people in general and beneficiaries in particular so that awareness is created and it in turn will create positive pressure on political party.

ii) Ensuring that the wrong doers are properly investigated and prosecuted when evidence found.

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Remarks

Q4. What do you mean by 'Ethical Dilemmas'? Illustrate it through a suitable example. You are a police officer and your bodyguard has once saved your life by putting his life on risk. He has taken Rs. 500 from a person to help the man to get a favorable recommendation from you for grant of an arms license. Another police personnel has told you about the matter. The case of arms license is genuine and your bodyguard makes a request to do the same. What will be your response? (250 Words) (20 Marks)

Ethical dilemmas are the situations in which there is a conflict between two values which are individually not wrong but together create an uncomfortable situation for the individual as she could find hard to ignore both.

For example, a surgeon operating on a patient for an important

condition suddenly gets a call from his home that his son has been hurt in an accident.

In this situation surgeon has a dilemma of choosing between his professional ethics and personal values of love for his son.

Don't
write
personal
eg.

Remarks

Being a police officer it would be my duty to objectively analyze the situation which makes grant of licence necessary.

If i find it valid to recommend grant of arms licence, then I would like to see that the entire process is done with integrity, as it is necessary that the entire process is carried out with honesty.

Since the body guard has saved by my life once i would be forever indebted to him professionally and personally. However it would not be desirable on my side to see if he uses proximity with me to carry on an unethical action.

Hence I would first call him up.

Remarks

personally to ask if he indeed has done so (taking Rs 500 bribe). If I get the response to negative, I would trust him and reprimand the other police personnel who reported the matter to me.

If indeed the bodyguard accepts that he had taken the bribe then I would reprimand him for his action and ask him not to do this again, at the same time returning back whatever money he had taken.

In either case I would see to it that the purpose of the person asking for his name is addressed objectively.

(7)

Remarks

Q5. What do you mean by 'Professional Ethics'? Make out a Code of Conduct of Nurses working in a hospital where children below the age of 2 years receive treatment. (200 Words)
(15 Marks)

Professional ethics are the set of guidelines that help an individual as a guide in his conduct as a profession. It helps an individual attain the purpose of his service objectively and impartially and without malafide.

Nursing is considered to be a noble profession. It helps soothe the pain and suffering of the

patient. The professional conduct of nurses is extremely essential for the well being of a patient. The code of conduct of Nurses working in the hospital caring for children below 2 years could be

Remarks

- i) Aseptic precautions are followed while handling patients as the young children are highly susceptible to infections.
- ii) Adequate consent of the parents ^{is} ~~are~~ taken while conducting minor procedures, with prior approval of the doctor.
- iii) Keeping ~~informal~~ the hospital staff informed about their own medical condition if any as it may affect the children they are taking care of.
- iv) Empathetically handling the parents of young children as they may already be disturbed by their children's hospitalisation.
- v) Training at repeated intervals so that their lack of skill do not affect the patient.

①
Remarks

Q6. You are a Block Development Officer incharge of agriculture, rural development, primary education, PDS, etc. There is a general complaint about your office that caste certificates, income certificates, PDS related work are never done without a price. Whenever you want to take reformative measures, two of your supervisors 'X' and 'Y' oppose and incite your work force. There is a strong pressure from civil society on you to immediately take steps for bringing transparency, accountability and reducing corruption in your office.

- a) How will you discipline 'X' and 'Y' and bring accountability in your office? (5 Marks)
- b) What steps will you take to bring transparency in the working of your office? (5 Marks)
- c) How will you ensure better delivery of services like caste certificates, income certificates, etc? (5 Marks)
- d) What specific measures would you take to reduce the corruption in your office? (5 Marks)

(250 Words) (20 Marks)

a) 'X' and 'Y' oppose and incite the work force, they may be highlighting a genuine concern that reformative measures could bring. Hence I would like to hear them patiently and

try to solve their issues.

If found to be trivial, I would like to reason out with them on their opposition.

If found still their opposition persists, then I would like to threaten them with departmental action with regard to creating unrest and do so

Remarks

if necessary.

b) In order to bring transparency, it would be highly desirable that there is minimum interaction of the general public and government office holders. Here if possible I would like to take the help of technology into this. If however, it is not possible, then I would take recourse to developing a time bound service delivery, fixing responsibility, involving NGOs.

c) To ensure better delivery of services to the people so that integrity of the entire process is maintained, I would like to go for complete digitisation of the process. Wherein, people would provide their necessary

Remarks

documents for necessary certificates and receive a receipt guaranteeing time bound delivery of the said documents. This in addition of citizens charter and awareness creation will ensure that complete accountability is ensured for the entire process.

d) The specific that need to be taken are :-

i) Related to subordinate staff.

- Fixing responsibility.

- Holding people accountable to their job.

- Encouraging the hard working professionals

- Regularly interacting with the staff to understand their issues and problems.

ii) Related to service for the people

- Ensuring citizen's charter is implemented.

Remarks

- if possible digitisation of the entire process.
- Awareness creation.
- Having a grievance redressal cell at the office.
- Ensuring grievances are adequately and satisfactorily solved.
- Sensitivity is shown towards the people's concern.

8/2

Remarks

Q7. There is a distillery unit which is manufacturing one of the best brands of liquor in a remote tribal area. The unit has come into existence after the villagers provided their lands to the management at a concessional rate. The unit is earning reasonably good revenue. What type of social responsibilities and initiatives are expected from the management of the unit?
(250 Words) (20 Marks)

The liquor brand that has opened up its unit in the tribal area has ethical responsibility towards the people in that area along with legal obligations.

The responsibilities and initiatives that could be expected of the management unit are

a) Community initiatives.

i) In whatever profit/revenue the company decides to help its hosts, the health aspect of the tribal population should be amply addressed. The company could help open a health facility in the area or could strengthen an already

Remarks

existing one through infrastructure development of the same.

(i) The company should also provide for initiative to help skill the local youth so that their employment potential rises. As far as possible they should also employ from the local population.

(ii) As far as possible local population should benefit from the procurement process of the company as it will help local economy. Like it may help from co-operatives to procure raw material for liquor, that way both company and people will benefit.

b) Environment initiatives

(i) The company should see to it

Remarks

that the environment protection laws are strictly adhered to. It may also enrol the services of local community for expertise/advice to know more about local culture so that environment is adequately protected.

discuss options from other perspectives also.



Remarks

