

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 1:30 hr.

Max. Marks: 150

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 8 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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Received on 14/11/2017

1. Invigilator Signature

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Q1. There is generally a difference between two groups of civil servants- one group always think in terms of public interest and tries to devise programmes and policies that best serve the public interest while there is another group, which in the name of public interest devises programmes and policies which run political campaigns of the government in power. The Home Minister has called a special meeting of the civil servants to listen to their problems in servicing public interest and find ways for improvement.

Suppose you are in the first group, whose sole concern is public interest and you are attending the meeting. Answer the following questions based on the above case:

- (a) Would you make a point that, it is an intolerable abuse of power to serve the political campaign of the ruling party in the name of servicing public or national interest? Why?
- (b) Do you agree that civil servants should follow the commands of the ruling class, which has a compulsion to fulfill commitments expressed in their manifesto based on which they have won electoral mandates?
- (c) How a civil servant can maintain political neutrality, which is one of the most important attribute of a good officer? Discuss with respect to the above case where one group of civil servants is fitted against you and they have their own opinion and reason for such stand.
- (d) If your Home Minister is willing to be with the other side, then how will you present your case to the Home Minister? (250 Words) (20 Marks)

a) Public servant and government has to work in tandem to serve the public interest. Being a civil servant it's necessary to advise the government based on the experience achieved in service and also with impartiality. A civil servant has to maintain political neutrality while forming & suggesting policies. Hence it's my duty to highlight the practices which are not in public interest and being followed just to serve the political campaign.

b) It's duty of civil servant to be loyal to the government/ministry. The fact that government in power is due to the mandate given by people to their mani-

Remarks

It is its obligation on civil servants to follow the commands of ruling class. ~~but~~ In democracy, ^{but} the mandate of the people is at most priority, while fulfilling the commitments ethical values like honesty, integrity, empathy etc... needs to be followed.

c) Political neutrality can be maintained by giving the impartial suggestion to the government of the day. It's duty of civil servant to be loyal to ministry irrespective of ~~the~~ which party is in power. When placed against an opposite group, which is running political campaign on name of public policy, it's necessary to highlight the issues and concerns in the policies they are making. Also, based on evidences and facts one must uphold the policies which are in larger public interest. It's necessary to make political Minister understand the issue related to the policies which are not in public interest. If required cabinet can be informed as well.

d) First, I will try to show the downside of the policies which are not in public interest supported by facts and figures. If this doesn't work, I will try to involve

Remarks

Senior Civil Servant to make Honorable Home Minister understand. In case of failure of this step I would write to Cabinet minister regarding the issue. Another option is to involve Civil Society to build the pressure on Minister to follow the right policy.

Good:

This case study is about how family you take stand and how you communicate.

(9)

Remarks

Q2. You are District Magistrate and the city which falls under your jurisdiction has been seeing increasing tendency of unemployed people occupying pavement for shanty businesses, creating problems for commuters as well as occasional law and order problems, due to fight for space on the pavements. Sometimes some 'local goons' (strongmen) charge protection money from the businesses. There is an increasing tendency of occupying public space for business or renting. As per the information available above, what measures the DM is supposed to take? Give a picture of sequenced steps that would be effective with the least negative consequences. (250 Words) (20 Marks)

The problem at hand is of unemployment, People occupying pavement for shanty business, Creating Problem for commuters and issue of local goons troubling the local people occupying pavement. Following steps can be taken:

1) Use the force and get the pavement clear.

Merit: Commuters will not face issue and pavement will be clear. Also, there won't be law and order situation due to fights for space.

Demerit:- This will make many people unemployed. This will cause hunger to their family and may drive these unemployed people to crime.

2) Try to get the separate land available for these small shanty businessmen ^{with help of govt, businessman}. Provide basic facilities.

Merit: Pavement will be clear and people will earn their bread and butter. Law and order situation will also improve.

Issues: Finding a separate land or space for these businessmen so that people still go and do transaction with them. ~~Stum development.~~

3) Get employment for the unemployed people by involving local MLA/MP of the area.

Remarks

Merit: Pavement encroachment won't be there. No need to find the separate land for the business.

Demerit :- The unemployed people might be uneducated and unskilled. It may happen that they are exploited for due to this. Politicisation of the issue. Slow decision making of political class.

4) Involve NCO's to help them find employment or hone their skills.

Merit: This will help unemployed to find job & will enhance their skills to do their own business. Pavement will be cleared as well

Demerit/Issue: NCO might not have enough funds sufficient infrastructure.

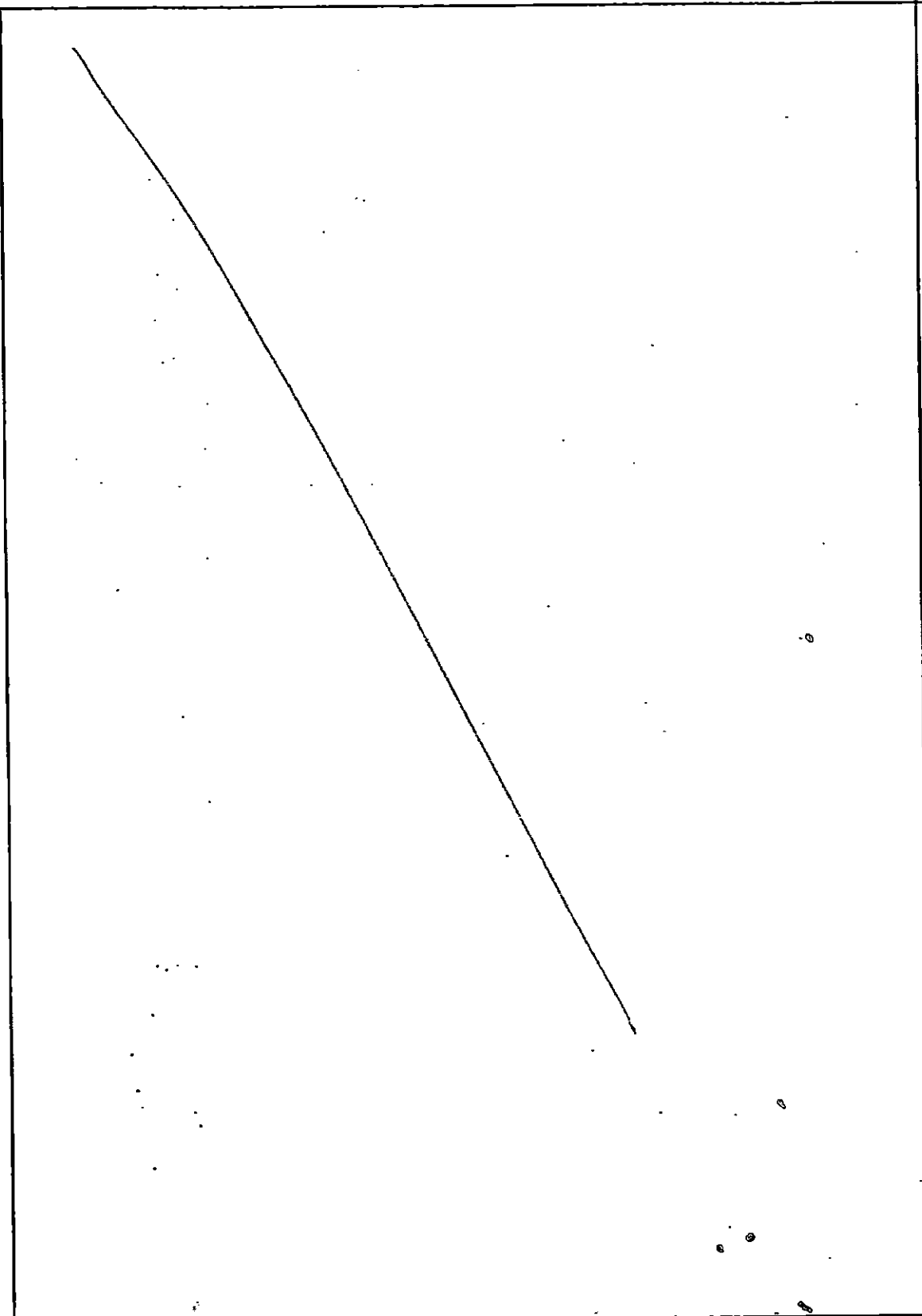
Being a Civil servant its duty to remove any encroachment in public areas. At the same time its public service is also important duty. Making sure that the people get are rehabilitated after any clearance of area is responsibility of Civil Servant.

Keeping this in mind, combination of option second & fourth is the most optimal. In this way people will get the land to carry their business, also with help of NCO they can hone their skills.

9000
 Justify & explain
 merit & demerit

6

Remarks



Remarks

Q3. 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)

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Safai karamchari are very important part of society and without them hygiene and health problem can occur in society. ~~Under Article 17~~ manual scavenging is banned by Supreme Court so this practice must be stopped as well. Considering the ~~fact~~ above scenario following steps can be taken:

1) Persuade Safai karamchari again for the talks. It can be helpful to involve the local leader MLA/Corporator to whom workers respect. This might work and workers can call off strike if they are convinced by administration ~~and~~ that their demand will be looked into. It may also happen that ~~they~~ workers continue their strike till their demands are actually met and not just by assurance.

2) Call meeting of advocates ~~and~~ make them understand the gravity of situation. I will ask advocates to talk to Safai karamchari because the fact that advocates are fighting for their rights ^(workers) they may trust them. This will be helpful because this step can mitigate threat of strike by Safai karamchari and Advocates.

3) Talk to the higher administration of PWD department regarding the issue ~~and~~ devise a strategy so that such incidents of violation of protocol doesn't happen. Also, try to

Remarks

make peace between PWD official and Advocate making them understand the situation of each group. This step will help to solve problem of Sofakaramchari, Advocates and PWD official.

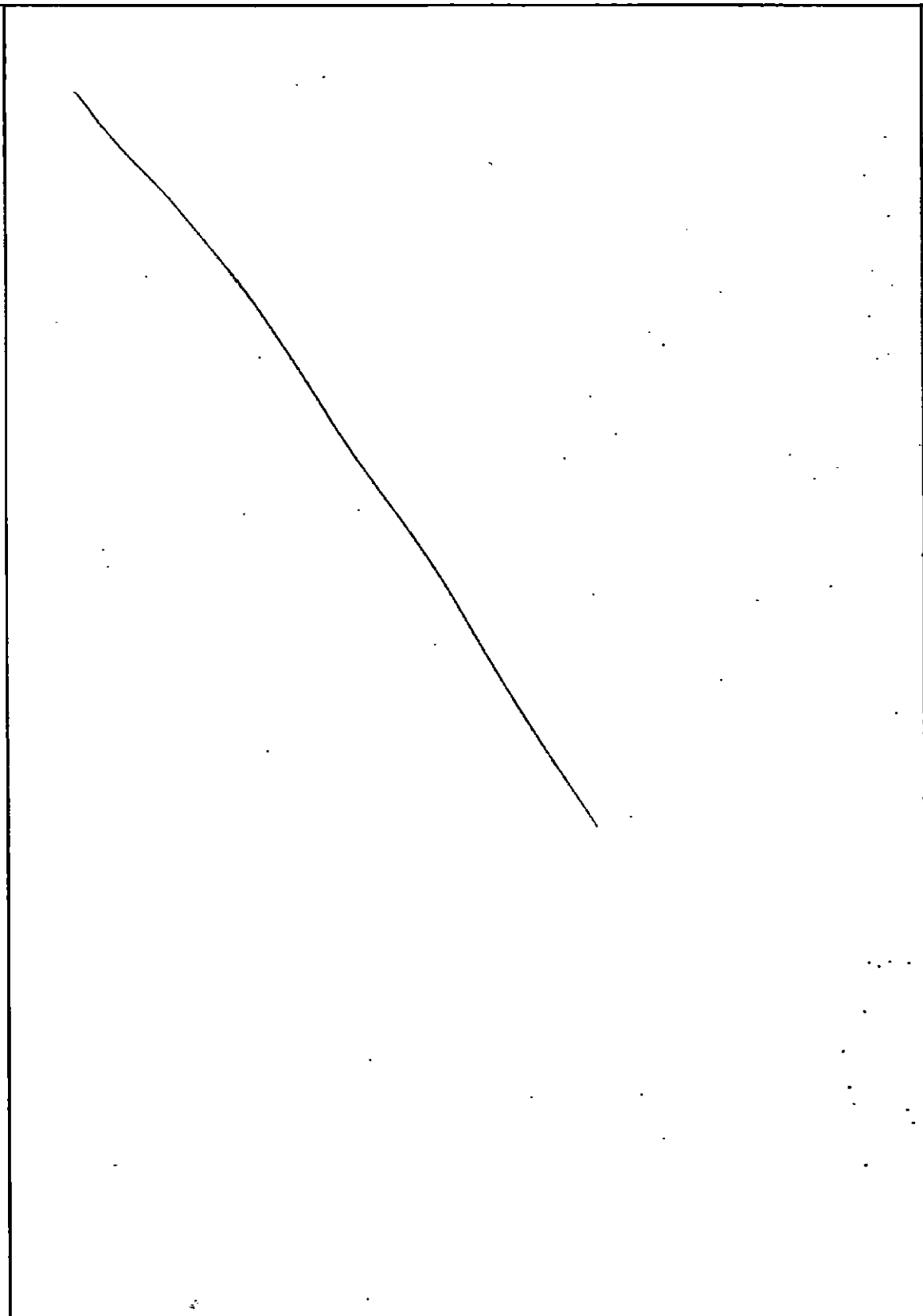
↳ Take action against PWD official.

This might help to pacify advocate but situation of Sofakaramchari might not change.

Right to life with dignity is fundamental right of people/citizen. Responsibility of Civil servant ~~is~~ is to make sure that social and economic down trodden people are able to live their life with dignity. This is part of social responsibility. Step three is most optimal as it will pacify Advocate & PWD official and at the same time issue of Sofakaramchari will also be escalated.

Answer not complete.

Remarks



Remarks

Q4. You are an education minister of a state. Recently, lot of reports on how women teachers of secondary school dresses up came and emphasized that many teachers wear ungracious and party type of attires against Indian cultural ethos while they are in school. People from one cultural group meet you and wants you to clear your mind about that to the public. There is an opinion in air that such things put indelible mark on the impressionable minds of the adolescent students about 'image of teachers' in general and 'women' in particular. Public expects something from you in the given situation. Answer the following questions related to it:

- As a minister, when public is expecting something from you, what would you do to safeguard the Indian cultural ethos regarding teachers and women on dress matters?
- You are a minister in official capacity and a public representative, but you must also have your personal opinion than the public expectations. Do you think that dress is a matter of personal choice and there should be no official dictate regarding it?
- Also can you say that what matter is quality of education and not the type of dress teachers wear?
- There must be views from both the sides, one may go with you and other will criticize you. Give arguments for and against the dress code for teachers in schools.

(250 Words) (20 Marks)

a) Dressing ~~and~~ ~~it~~ is personal choice and Indian Constitution has given this freedom to its citizen. Having said this, there is implied dressing code when a person goes to public places specially places like schools where children are present to build their and country's future. It's important that they don't get distracted. I will initiate talks with teachers and principal to make them understand the situation and assuring them that this is not encroachment of their rights. I will request teachers to use formal attire while ~~to~~ going to school.

b) Dress indeed is matter of ^{personal} public choice but in government and public places of responsibility it's ^{better} doesn't ~~mean~~ to adopt the gracious attire. Specially in profession like teachers,

Remarks

ministers, and other public figures where people learn from these profession & try to imitate them it's the responsibility of them to wear graciously. If required official dictate can also be given for it.

c) Quality of education make kids academically literate while behaviour & appearance of teacher make them culturally ~~to~~ educated. In school where adolescent kids are there to make their future ungracious ~~pressing~~ style may distract student. So apart from quality education dress code of teachers is also important.

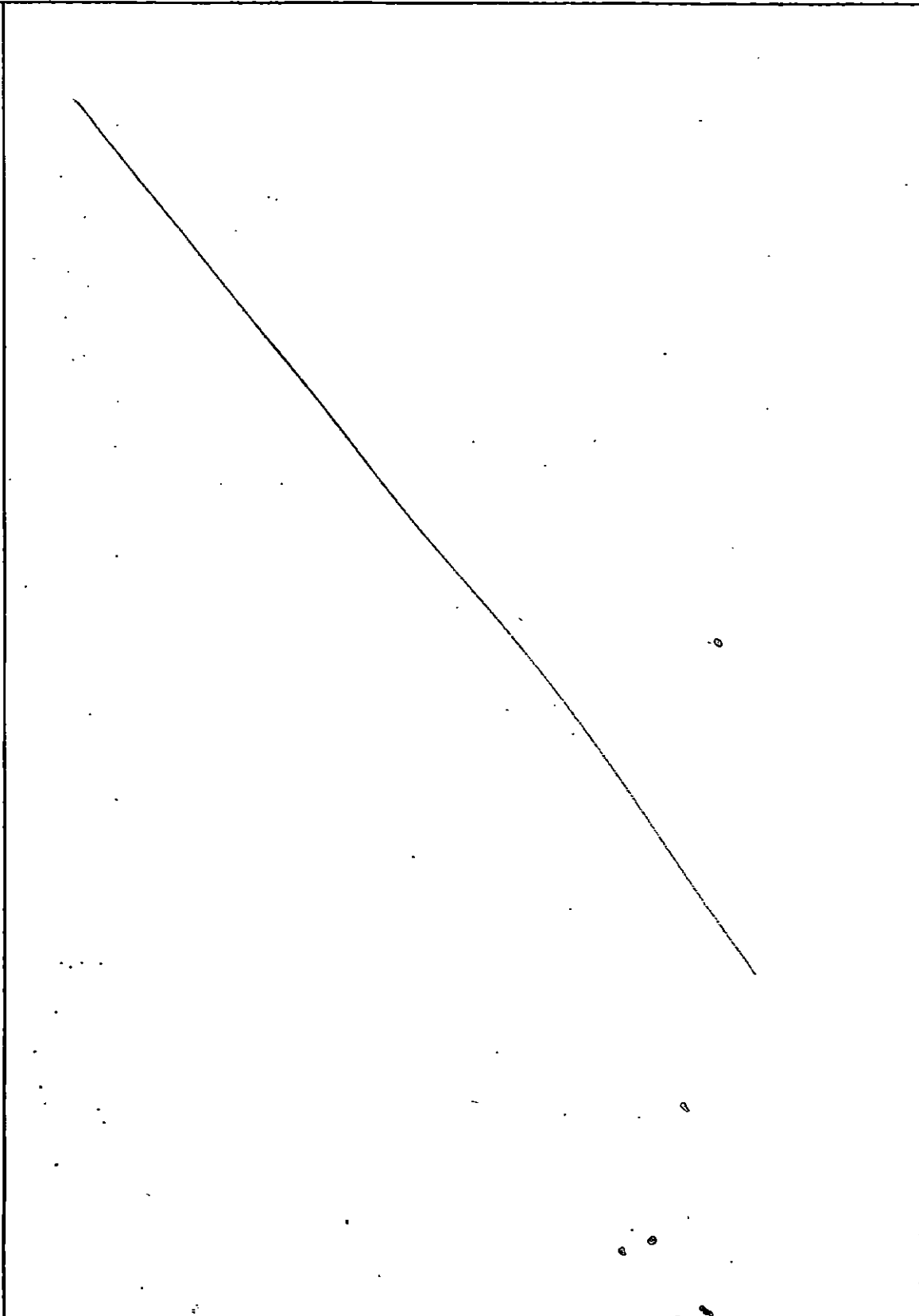
d) Dress Code for teachers will make sure that teachers are wearing formal attire which is adequate according to Indian Culture which will help in maintaining cultural ethos. Dress code also maintains the equality (social, economical) amongst the staff of school.

Although dress code can be helpful in maintaining culture but it can also be thought as encroachment on freedom of teachers. Teachers may feel demotivated due to such action. We may teach student the Indian culture but implementing dress code can give the impression to students that there is lack of freedom in the society.

Will Discuss

(7)

Remarks



Remarks

Q5. There is a dispensary in a rural area. It is the sole medical center in the region and provides health care facilities to people. But the dispensary is not following the biomedical rules and disposes a large quantity of waste in its backyard, which is affecting the health of the nearby people and is also affecting the animals.

You are health inspector of the region and got the complaint related to it. This hospital is governed by family members of the district collector under which you work. Even public do not care much about this problem, as this is the sole hospital in that vicinity and they trust hospital as treatment and hospitality is good. Media and NGO's staff gets treatment at low charges and sometimes free also. You have already warned hospital about their responsibility but they don't take you very seriously.

- (a) Identify three crucial problems that are obstacle to practical solution. Also discuss why these are 'crucial problem'.
- (b) Find different steps for solution to this problem and argue their capacity to achieve desired results.
- (c) Suggest the best course of action, that can help addressing the problem in this case. Why? (250 Words) (20 Marks)

a) Three problems are

i) Public don't care about the harm caused by disposal of hospital

ii) Hospital run by collector's family member

iii) Media & NGO's ^{staff} also takes treatment

Problems:-

i) As public trust the hospital and get good treatment it will be difficult to take any extreme action as it may invite protest.
 Consensus of public is important

ii) As family of District collector run's hospital it won't be easy to take any penal action as higher official will be influenced by DC.

iii) Media & NGO plays important role in general public awareness but as ~~there~~ their staff also takes low cost treatment here they may not help in taking or justifying Penal action.

Remarks

i) Go by Procedure and take action against hospital if they don't stop disposal even after warnings.

Merit: Penalty or strict action may help in ~~fast~~ cutting down disposal.

Demerit: Hospital enjoy support of ~~Dist~~ People, District Collector, NGO & Media. Strict action won't be easy to take. Also its only hospital in region so its not good from general health perspective.

ii) Inform District Collector if he is not aware of situation and take his help to ask hospital for safe disposal.

Merit: If DC helps then hospital will accept to take action & follow the compliance.

Demerit: If DC doesn't help then other alternative will have to be searched.

iii) Take help of NGO & Media by educating them about health hazard caused.

Merit: Generally NGO & Media have educated staff & might pay heed to the situation. They may help to highlight the issue and built pressure on hospital to take appropriate action.

Demerit: DC, ~~People~~ may help hospital by influencing media & NGO. People are also in support of hospital so they may protest as well.

Remarks

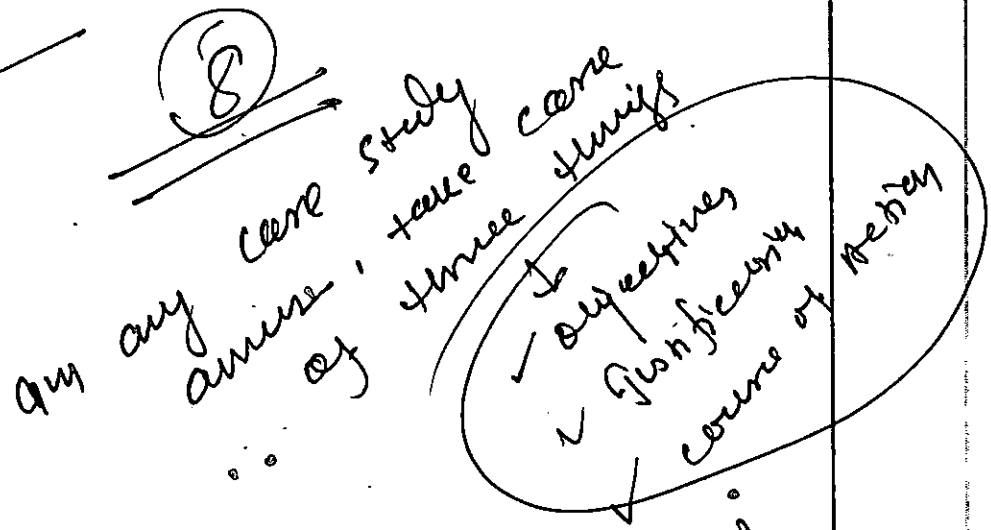
iv) Educate people, talk to the volunteers to help spread message. Involve NHO, Media to spread the knowledge.

Merit: Involvement of people will make sure that any action in future will have public mandate. Hospital under public pressure may start taking corrective action

Demerit: It's a bit time consuming process. Not all people are well educated so making them understand can be tough.

c)

Best action will be to involve people as shown above in option (iv). Any course of action is effective if it has public mandate. Once people become educated about the issue they themselves will act as scrutinizers of any wrong practices adopted by hospital. Though it may take longer to educate them but its sustainable, long lasting solution.



Remarks

Q6. Although a public servant is a public servant, no matter s/he is a man or woman, asking them for additional work beyond normal schedule is irksome and inconvenient to all. Suppose there is an outstanding civil servant (man), who always complete work within the stipulated time keeping nothing pending. Once in a while he is also burdened by pending works and he needs to call his staff to work in extended hours and even on selected weekend holidays. Answer the following questions:

- (a) If he wants to take additional hours of work from his staff on a working day beyond office hours, what he should do motivate him?
- (b) In the above situation, if he calls women staff members to stay in office for extended hours or come on holidays for completing pending works, what additional precautions he shall take and what support he can provide to them?
- (c) Had you been in his place, who would you like to call for extended work beyond official time men or women? Give reasons.

(250 Words) (20 Marks)

a)

- i) Talk to staff, make them understand the importance of the pending task & issues that may arise if work is not completed on time. Generally, staff appreciates when they know what they are doing & why they are doing any work.
- ii) Civil Servant should also work long hours or over the weekend along with staff. This itself will be motivating for the staff. Generally staff develops respect & try to follow their bosses.
- iii) Assure staff that extra work done by them will be considered while doing their yearly review.
- iv) Compensatory holidays when work load is less. This may help to lure staff to work over weekends.

Remarks

b)

→ If women are working extra hours or over weekend then:-

i) Steps to ensure safety of women staff during late night.

ii) Pick and drop facility for them along with security officer.

iii) Appreciate and empathise with them as they are taking out their important family time for work.

iv) If required provide Creche facility.

c)

If the work requirement gives leverage to choose between ~~Men~~ and Women then I will ~~Call Men for extended hours~~ because:-

i) ~~Women have to take care of their family as well.~~ ^{Specialty children.} They play dual role in their life.

ii) Women are no less than men and in current era they are exceeding men in every field but still due to patriarchal nature of society she has to bore the responsibility at house as well.

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Remarks

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Remarks

Q7. There is a marginal farmers' family which find agriculture as an occupation insufficient for providing food and meeting other basic needs of the family. You are the Block Development Officer in the concerned area. The farmer comes to you with his 12 years old daughter and 11 years old son with a request to engage the daughter as a cooking and cleaning help and the son as a tea vendor in your office; otherwise his distressed family would be ruined. Since you are the 'biggest' accessible person around, they come to you with a great hope for help. Answer the following questions:

- Since you and your wife are working, by agreeing to farmer's request you would help a family in a crisis on the one hand and get some support for your family and office on the other, would you agree with it as it is win-win situation for both?
- What are the other considerations that would come in your mind before taking the decision in favour of the farmer or denying him regarding it?
- What are the other alternative ways by which you can help the farmer in distress?

(250 Words)(20 Marks)

a) According to the law any occupation of children below 14 years of age is prohibited apart from their non-hazardous family enterprise. By agreeing to farmer some support will be provided to farmer's economic condition but for longer run & child's future this ^{will} ~~may~~ not be a right step. It's better if children can get education so that they are capable of getting employment or become entrepreneur. Also, this will set wrong precedence. Best would be to send kids to school at the same time ^{Give some way so that} economic condition of farmer is improved.

- b)
- If farmer's request is denied then his family might be in distress situation.
 - Farmer may employ their children under some other people who may exploit the children.
 - By not giving employment like Cook or tea vendor, children might enter into hazardous occupation.

Remarks

iv) If care not taken then children may get into criminal activity.

v) Government law prohibits employment of children under 14 years of age.

c)

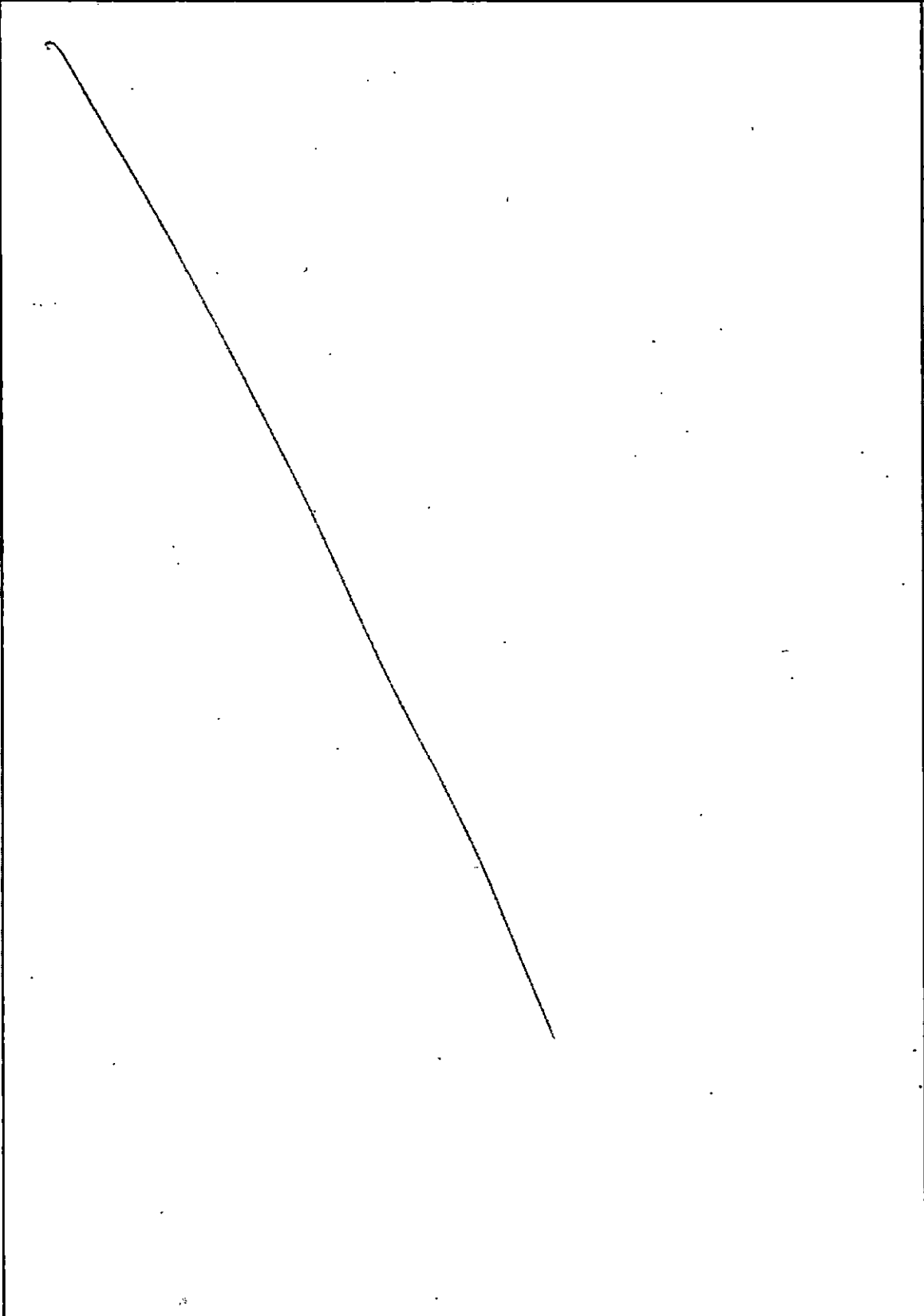
i) Government law prohibits employment of children under 14 years of age, but they can help in family enterprise. We may ask farmer to open tea stall/shop in the office where his son & daughter can help. Also, instead of his daughter cooking, ^{& daughter may help her} we may ask his wife to do domestic help. This will make sure that additional income is made. Also, to

ii) ~~Also~~ Also, help securing future of children, farmer should be given this offer only if he sends his kids to school and give them sufficient time for studies.

iii) There are various other scheme of government in which his family member and himself can acquire other skills which can help them to make handicrafts or earthenware.

iv) Ask farmer to get into ~~alternative~~ other occupation in addition to farming like animal husbandary and help him to get necessary support for it. His family may help in this as well. Also, his children can go to school if their economic condition improves.

Remarks



Remarks

Q8. You are the DM of a district. The education and health inspector of the region has submitted a report which stated that the local goons and people of higher caste are not allowing ASHAs and school teachers to provide facilities to the downtrodden people. They sell the education and health kits in open market and even sarpanch is not able to take action due to social boundations. What will be your course of action? Evaluate each with respective merits and demerits. (150 Words) (10 Marks)

Ensuring social justice and maintaining equality in the society is duty of Civil servant. Health and education are very important for the upliftment of society and specially for downtrodden people. Following steps can be taken to ensure free education & health care for poor people:-

1) Talk to higher Caste people who are involved in blocking facilities and give strict warning to them.

Merit: This may deter the goons and people of higher caste and they may stop blocking the aid.

Demerit:- As higher caste people think that they are bound to rule lower caste people they may not pay heed to warning. Also, this is not a permanent solution as they may find other ways to block aid.

2) Take help of local leaders like Corporators/MLA's so that they can speak to trouble makers.

Merit:- Leaders are generally influential. It may help people to understand and stop wrongdoing.

Demerit: Similar to sarpanch other political class are also bound by social boundation. So they may not agree to help as this may affect their vote bank.

Remarks

3) Take strict action against goons & higher caste people. ~~to~~ Use of law and order to punish the trouble makers can be made if they don't listen to warning.

Merit: This will ensure the health & education to reach poor & down trodden. Also, will set an example in front of other people getting into this activity.

Demerit: This won't change the attitude of higher caste towards lower caste people. Change of mindset will not happen infact this may create further rift in society.

Remarks