


## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 19 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> 
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1. Invigilator Signature

2. Invigilator Signature

Name Pooja Swapnil

Roll No. \_\_\_\_\_

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

Date 17/09/2017

Signature Swapnil

## SECTION - A

Q1. Explain the following quotes with respect to the public service:

- (a) "Your own Self-Realization is the greatest service you can render the world".  
 (b) "To handle yourself, use your head; to handle others, use your heart".

(75 Words Each) (5×2=10 Marks)

(a) Self realization is knowing oneself, and the essence and purpose of this life.

It lets us utilize the life in service of people by knowing them to be the light of same reality - as realised by Gandhi in metaphysical notion.

It not only leads to paradigm change in our behaviour which becomes moral and virtuous; but also leads to change of world view and a sense of public service, compassion. The examples of Vivekananda, Mother Teresa who were self-realised and dedicated lives for public welfare are living examples of this.

It makes one altruistic

Remarks

(b)

Flowing with one's emotions

might ~~become~~ be undesirable. Thus it's said - do not promise while happy; do not speak while angry, do not decide while depressed/sad.

Thus the control of mental and intellectual agency is important here.

While handling others, knowing their emotions and pain requires the agency of heart which leads to empathy and compassion.

In the context of civil services, this brings us to Emotional Intelligence

- which allows us to:
- manage our emotions and relations,
  - understand public issues impartially,
  - depersonalisation of anger,
  - promotes empathetic action,
  - better public relations.

one has to be rational. That's it.

2

Remarks

Q2. "Aristotelian and Buddhist ethics are alike formally: each advocates moderation". Discuss.  
(150 Words) (10 Marks)

Formally, both the schools advocate moderation as seen in Golden Mean of Aristotle and Middle Path of Buddhism.

Aristotle, though greatly favoured following law, even at the cost of one's own life, he also based himself on the platform of morality and the balance of both towards decision making.

On the other hand, Buddhism neither advocates extreme self-mortification nor extreme indulgence (like charvaks). It propagates the path of Dharma but without harming any living entity. It promoted ethics but without orthodoxy and extreme situations.

It further, neither ~~is~~ accepts permanence of soul  $\rightarrow$  to defy the

Remarks

efficacy of rituals  
to promote good  
law of karma.

~~nor~~; nor deny rebirth →  
actions by emphasising

However, while Aristotle's focus  
was on law and the state, Buddhism  
focused on ethics and moral behaviour.

But nevertheless, ~~their~~ message of moderation  
is very important.

3

Remarks

Q3. Do you agree that parochialism creates devilish leaders and threatens common survival? Discuss with respect to the usage of religion as a tool by the people to increase enmity. (150 Words) (10 Marks)

Parochialism is a behaviour of narrow mindedness and non accommodation towards other groups whether - regional, caste, religious, ethnic etc.

This feeling militates against the idea of a multicultural and plural democracy like India.

It also violates the Preamble ideal of FRATERNITY by promoting fissiparous tendencies on religious lines especially as seen in recent times.

Hate speeches, false information, radicalisation have led to many violent incidences like Musaffaragar riots, Godhra violence leading to loss of lives.

Remarks-

It is also taking innocent lives under the name of protection of religion  $\Rightarrow$  terrorism by ISIS, Taliban etc.

The solution to this problem lies in attitude change through education on plural values since childhood. The idea of Gandhi's - Metaphysical Monism - which says everyone is ~~the~~ light of same reality is very relevant here.

Awareness among the people is necessary.

2 1/2

Remarks

Q4. Illustrate the following statements with respect to the transparency:

(a) "Transparency is a prerequisite for accountable government".

(b) "Transparency is an ethical imperative a duty for government and administration".  
(75 Words Each) (5×2=10 Marks)

*Remarks*



**GIS SCORE**


*Remarks*

**Q5. Define the connotation of the word "the common good". Discuss the role of voluntary organizations in maintenance of that. (150 Words) (10 Marks)**

*Remarks*

**GS SCORE**

11

*Remarks*

Q6. Differentiate between any two of the following terms:

- (a) Commitment and Dedication
- (b) Values and Beliefs
- (c) Honesty and loyalty

(75 Words Each) (5×2=10 Marks)

(b) Values and Beliefs

While values are person's internal beliefs in certain courses of action like value of honesty, integrity;

beliefs are put on certain external agents like belief in constitutional agency etc.

While values are more enduring and permanent, beliefs are ~~less permanent~~ more prone to change than values.

Examples of values ~~can~~ can be love, compassion, honesty. Beliefs are belief in certain religion, constitution, belief in efficacy of honesty.

Remarks

Discuss both separately

Is it not internal?

1½

(c) honesty and loyalty :

Honesty means truthful or honest behaviour and abstaining from lying or false information.

while loyalty means dedication or commitment to certain ideology, institution, individual and so on.

As an example, a salesman of a particular company

i) if honest → he would genuinely tell customers about positives or negatives or ill-effects of the product

ii) if loyal → he would focus on selling the product to the maximum <sup>even</sup> by dishonest means of concealing information.

Remarks

2

Q7. What is normative ethics? How does it save a leader from deviation from the ideal path? What difficulties occur if a Civil Servant rigidly sticks to normative ethics rather than taking help from the wisdom of normative ethics by factoring in the ground realities?

(150 Words) (10 Marks)

*Remarks*

**GS SCORE**

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*Remarks*

**Q8. What is structural discrimination? Why is legislation alone insufficient to alleviate them? Suggest ethical measures to remove the structural discrimination.**

**(150 Words) (10 Marks)**

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*Remarks*



*Remarks.*

Q9. Answer the following questions based on the concept of conscience:

- (a) What is conscience? Explain the following quote with respect to that - "In matters of conscience, the law of the majority has no place". (Mahatma Gandhi)
- (b) How is conscience shaped by the education, law, and authority? What is the importance of conscience in decision-making? (75 Words Each) (5×2=10 Marks)

(a) Conscience is the internal agency of judgement which guides our actions and decides right and wrong. It is an act of mental and intellectual faculty.

Gandhiji believed in voice of

conscience. When one believes law of land to be unjust, one has moral right to violate it. This way he justifies civil disobedience.

However, in today's democratic

state, where popular will is reflected in laws; disobedience of laws may not be prudent.

How is it relevant to

Conscience

Remarks

(b) Education imbibes values on minds of people, especially children. They grow with the same values and these values shape their conscience. It also involves social institutions where one gets education by socialisation. This is why value education is emphasised.

Law binds people to act in certain way and not to act in another. This deterrence value gets imbibed in form of conscience. Same is the effect of authority which shapes one's preferences by guidance or force.

Conscience in decision making:

- deciding right or wrong in case of ~~the~~ discretionary situations available to civil servant.
- deciding course of action where there is no law or authority is

Remarks

improper:  
 → day to day life - eg. giving a seat to old man even while you are tired while travelling. Not use of this space

2

Q10. "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury." Elaborate the essence of Mill's statement with respect to corruption. (150 Words) (10 Marks)

Corruption is generally equated to bribes. But it is action where ~~ones~~ position is used for self aggrandisement and inaction where ~~action~~ is needed. Thus it is a broader term than just monetary bribe.

The action of mercenary or collusive corruption pervasive in administration like the Jayalalitha case. SC said that it violates human rights; leads to, also, drain of public resources, inflation.

On the other hand, where there is inaction - like not acting on intelligence reports on terror attacks, or inaction of floods in case of Mumbai (2005 flood).

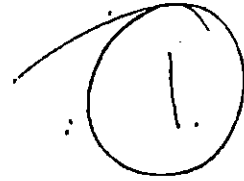
Remarks

What does it signify here?

Scene repeated in 2017 due to inaction over problems) etc.

In these acts also one is accountable (for scrutiny) over inaction where action is needed.

Try to get the essence of question first.



Remarks

Q11. Define any two of the following attributes with respect to the civil services:

- (a) Serenity
- (b) Beneficence
- (c) Practical wisdom

(75 Words Each) (5×2=10 Marks)

(a) Serenity:

It is the feeling of equanimity and peace or tranquility.

This is necessary for civil servant as she is expected to be present for service whenever demanded. It also helps her to be equanimous and take objective actions based on merit without any biases - the cardinal virtue for civil services. It leads to efficient & effective decision making.

This is reflected in idea of Emotional Intelligence which allows one to manage emotions properly and handle relations well.

Remarks

(b) beneficence

It means value of being willing to give to and serve people selflessly.

This value reflects essence of civil services being SERVICES and not an ordinary job.

It culminates into values of empathy & compassion which are needed in civil services.

Examples of S. R. Santharam <sup>(ex-PM)</sup> who donated most part of his salary for orphan children; Amrithoy Pame who went beyond the call of duty and built public road without govt. funds for benefit of people.

Under this action is taken to prevent harm from others

2

Remarks

Q12. What is social contract theory? Did you find ethics as guiding principle in it? Discuss.  
(150 Words) (10 Marks)

Social contract, given earlier by Locke and later by Hobbes, shows a contract between governed and the governor. Hereby people give <sup>up</sup> ~~out~~ or surrender their certain rights to govt. to get protection of their lives and rights in return.

In this principle, Locke had emphasised on Natural Rights of humans ~~are~~ which are relevant in ethics. However, Hobbes theory ~~was~~ <sup>had</sup> authoritarian ~~is~~ tendencies.

Nevertheless, ethically, people have given their rights and powers to govt to govern them righteously involves strong ethical sense.

Remarks



Further it becomes imperative for govt. to not exploit people and work for their ~~welfare~~ in the social context.

2½

It promotes peace & togetherness

Remarks

Q13. What is Confucius famous for? Why his teachings are still relevant in the modern society?  
(150 Words) (10 Marks)

Confucius is famous for his ethical and spiritual teachings of peace, love, justice, freedom.

Relevance: It also promotes compassion among people.

→ He calls humans slaves if 2/3rd of their lives are not available for oneself → this ~~leads~~ points to taking out time for one's spiritual personal advancement, for introspection and personality development.

→ He calls for love among all humans which points towards reducing fundamentalism & parochialism and adopting a plural outlook.

It provides a solution to problems like refugees (Syrian crisis, Rohingya)

Remarks

terrorism and fundamentalism ~~etc~~

→ The teaching to live in harmony with nature is relevant towards conservation of ecology, prevention of pollution and ~~reducing~~ climate change.

→ collective action of human beings gives lesson of collective security and cooperation over global issues.

2 1/2

Remarks

## SECTION - B

In the following questions carefully study the cases presented and then answer the question that follows:

Q14. You are DM of a district where a big infrastructure project is underway which is apprehended to displace large number of villagers. The work of building that infrastructure is often interrupted by environmental and social activists who off and on organize massive protests. The project is stipulated to be commissioned very soon by the Prime Minister and the project work has stopped for more than two weeks. Which of the following options would you prefer to take and why?

- (a) Use of the force to disperse the protesters and arrest the leader.
- (b) Talk with the leader, hear the complaints and apprehensions, convey that to the government and request quick redress or assurance in writing for the same so that work can begin.
- (c) Try to negotiate, give assurance of redress of complaints and apprehension as far as possible and request the leader and protestors to leave the project site immediately, failing which, resort to the use of force immediately.

(250 Words) (20 Marks)

While the infrastructure project is important for economic development, its environmental and social impact are also necessary to be considered. The stakeholders in the case are: The economy as a whole, the environment, livelihoods of rural populace, the DM herself.

(a) The use of force and arrest might temporarily solve the problem. However, it

Remarks

- is not desirable in long term as it:
- would amount to neglect of environment and social concerns,
  - hampers idea of sustainable development,
  - distrust among people for government,
  - degeneration of values of empathy and compassion, merit based decision making.
  - might lead to violent protests. (Eg. Sardar Sarovar protests)
  - distorts the idea of democracy - that people are the ultimate sovereign.

(b) Talking to the protestors and hearing of grievances would help in knowing the problems of people. These can be conveyed to govt. for redressal in detailed manner. It might lead to restructuring of project or proper rehabilitation.

Also the assurance on action would assuage the fears of people and enhance trust in governance and would ensure

Remarks

cooperation of people for the project. It would ensure timely completion of project and reduced loss to economy, ecology and rural livelihoods as these people are dependent on land for living. Thus, this would be the most suitable course of action.

(c) Only negotiation and assurance

without action on ground would only temporarily solve the issue and not address the root cause.

Even after grievance redressal, if people are protesting then there has to be strict action or use of hard force to allow the project to go ahead.

Conclusion: Thus in such projects, Environment and Social Impact Assessment by involving locals is needed to prevent loss to stakeholders and ensure sustainable development.

Remarks

Q15. Strict discipline is the hallmark of a good administrative system. There are increasing cases of subjugation and insubordination in administrative setups which de-motivates both subordinates when they are suppressed and bosses when they are disobeyed. Annual Performance Reports and strict adherence to the official Code of Conduct are the two most important mechanisms to ensure discipline in an administrative system. Suppose you are head of a government department with 50 subordinates, elaborate how would you act in the following situations?

- How often would you use Annual Performance Report as a threat to the erring officers and why?
  - Is Annual Performance Report a full proof system of assessment of employees?
  - Do you think that two way assessments (boss & staff and staff & boss) can lead to a full proof assessment of the staff in an administrative system?
  - Can you argue that motivating the staff for adherence to Code of Conduct rather than threatening, censoring or firing is more sustainable way for maintaining discipline in a large organization and the latter as means to restore discipline are dispensable?
- (250 Words) (20 Marks)

Administration is a collective action towards a goal; and discipline and motivation are necessary for any good administration.

(a) To bring change in erring officers, threat is needed in short term. However its frequent use may lead to loss of deterrence value if not accompanied with any disciplinary action. In long term, motivation is better for discipline and performance.

Remarks

Thus Annual Performance Report (APR)

② 1/2 should be used sparingly as a threat to the erring officers. Its use should be more confined to assessment for promotions etc.

(b) APR as a fool proof system:

Yes, it is:

- ②
- gives objective source of assessment of performance,
  - reflects the targets achieved <sup>(aptitude)</sup> and the attitude (behavioral) component in work environment too.

No, it is not:

- can be subjective,
- dependent on individual relations and perceptions,
- may reflect biases and professional rivalries,
- not a comprehensive review - small sample size.

It should not be sole criteria.

(c) This way assessment is better than one way assessments as it reflects performance of boss with subordinates as well as subordinates with boss. These

Remarks



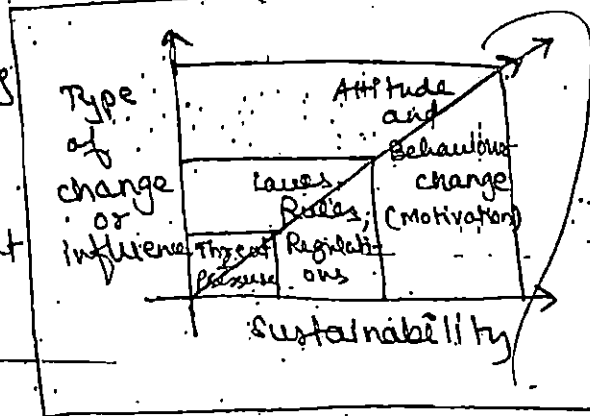
interpersonal relations and their reviews are necessary in the view that they sustain the very foundation of work units.

2

However, the bones may inflict punishment on staff by negative review and staff would not give neutral opinion as it may lead to boomerang effect. This aspect can be taken care of by maintaining anonymity in peer review.

Won't it distract the discipline?

(d) : Threatening or cursing may lead to some change in examples. But motivation if kindled within the soul by inspiration & support can bring long term changes. It also enhances efficiency. Thus it not only ensures INTEGRITY but goes one step further to bring about PROBITY. In extreme cases of indiscipline, however, retribution becomes necessary.



1 1/2

Remarks.

Q16. 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 would you adopt, giving reasons.  
 (250 Words) (20 Marks)

(a) Available options:

- i) clearing the old man's claim yourself but ignoring the practice of corruption.
- ii) summoning the errant officer and warning of ~~it's~~ consequences if such a thing is repeated and asking to clear the claim.
- iii) warning the errant as well as setting up of a grievance redressal mechanism in the office along with steps such as zero tolerance for corruption, issuing citizens' charter and public awareness on their rights. Also, Digital Technologies like Aadhar based DBT of pension to the accounts directly can be leveraged.

Remarks

(b)

First option would clear the claim of old man. However, it would ~~not~~ ~~promote~~ ~~corruption~~ and would not bring desired qualitative change in organisation.

Second option would deter the errant ~~best~~ the other people from office would not possibly fall in line. They might also harass the complainant.

- Third option is the most prudent.

It would not only clear the claim but also make public aware of their rights, encourage them to speak against corruption,

→ Citizen Charter would lead to fixed standards <sup>and timelines</sup> for service delivery,

→ leading by example would establish the deference and zero tolerance approach would prevent corruption.

Remarks

How would get the root cause of the problem?

- The grievance redressal mechanism and strict action on complaints would increase public faith in governance.
- Digital technologies would reduce human interface and thus ~~accelerate~~ faster processes and transparent governance.

Excessive corruption makes lives of poor and common man worse which militates against the idea of equity, justice, violates right to dignified life. Thus the evil has to be nipped in the bud.

Remarks

Q17. There are spiritual gurus and social activists who enjoy big following among people. Their messages flow easily among masses & people follow them. However, government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above case:

- (a) Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programmes is good? Give reasons.
- (b) What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (250 Words) (20 Marks)

Activities and programmes like Swachh Bharat, Beti Bachao, Family Planning need Information, Education as well as Behavioural and Attitudinal changes which are deep rooted in society and psyche of people

(a) Involvement of spiritual gurus and social activists is good because:

→ large mass following and public contact, even in remote areas → needed for outreach of public policies.

→ The credibility of source and impact of

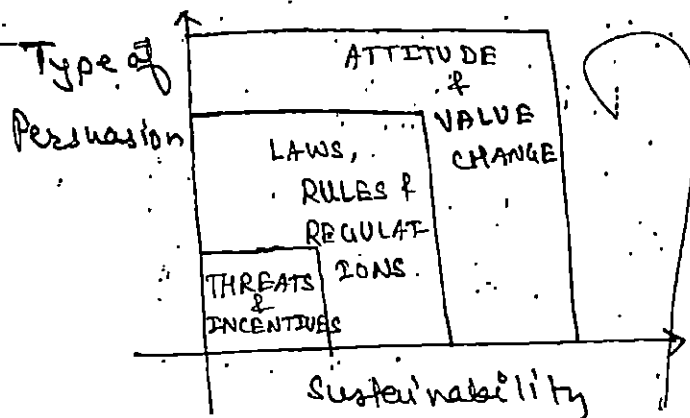
Remarks

persuasion is high.

→ Their high emotional appeal is necessary to bring about value change, which is prime factor in such public policies.

→ Example: In 1970s, US govt spent billions of \$ to bring hippies out of drug addiction but to no avail. However, an Indian, Bhaktivedanta Swami brought thousands of hippies out of drugs and gave them meaningful lives.

→ The change of heart and attitudes is sustainable rather than just monetary incentives.



Remarks

(b) Difficulties in involving spiritual gurus and social activists:

- Their mass support may be large but moral credibility is questionable.  
Eg. recent example of Ram Rahim being involved in rape and murder  
↳ proved guilty in court.
- Breach of such public trust may lead to disgust in public mind about connections of govt. to such people.
- The issue of funding in international relations on pretext of human rights etc leads to blocking of development by vested interests in other countries.  
Eg. I.B. Report suspects ulterior motives in NAOs protesting against developmental projects.

Thus any decision to involve them has to be prudent and well examined.

8

They can impact

of some part of population

Remarks

if it is some religious leader.

Q18. Due to proliferation of porn literature and videos in the era of increased mobile and internet, sick sexual addiction and perversion is fast increasing, not only among less educated and emigrant labour force living in slums, but also among the educated class and friends and family relatives leading to unwanted pregnancies, murders, suicides, etc.

- (a) If you are secretary in the Home Ministry of a State, what steps would you take to address the rising trend of sexual perversion and sex-related crimes against children and women?
- (b) Would you suggest a complete ban on pornographic websites? Give reasons.
- (c) Why despite laws against perverted sex and sexual crimes, this continues, especially in big cities and metros?
- (d) Do you think that laws are inadequate? Give some arguments in favour of "social control" and "community vigilance" to curb such aberrations.

(250 Words) (20 Marks)

Every hour, 2 billion hours of video content is uploaded over youtube only. This shows intensity of proliferation of videos and other e-literature.

(a) - Steps needed:

- Banning pornography related to children or abusing of women.
- strict implementation and monitoring of Protection of Children from Sexual Offences Act and Prevention of Sexual Harassment at Workplaces Act.
- Installation of CCTV cameras at public places.

Remarks



- Sex education to children and informing them on DESIRABLE or NON-DESIRABLE TOUCH.
- counselling, de-traumatisation of victims,
- Helpline as a new one initiated for children and 199 for women, Hummat App by Delhi Police.
- Use of GPS and Panic button in cabs (which have seen such incidences in past)

(b) Complete ban on porn websites:

Yes, there should be	No, there should not be
<ul style="list-style-type: none"> <li>→ prevents permissive tendencies.</li> <li>→ stops commodification and objectification of women.</li> <li>→ porn industry money goes for trafficking and many failed actors pushed into prostitution → this would be wasted.</li> <li>→ prevent child sexual abuse.</li> </ul>	<ul style="list-style-type: none"> <li>→ technically not possible to ban international and decentralised domains.</li> <li>→ violates right to privacy and choice.</li> <li>→ it has been seen to give vent to frustrated sexual desires in private.</li> <li>→ Technically, banned websites can change their names or web address and continue (PTA)</li> </ul>

Remarks

21/2

Conclusion: This complete ban would not be technically feasible as well as violate right to choice and privacy. This child pornography or abusive pornography can be banned as also suggested by Supreme Court of India.

(c)

→ most of the crimes are by acquaintances (≈ 90% of rapes by known people - NCFB data)

This catches victim unaware.

→ Slow implementation of laws and long litigation → loss of deterrence value.

→ Social stigma and victimisation of women deters them from reaching to police.

(d) Social control and community vigilance!

These are necessary to supplement laws as these:

→ lead to attitudinal & behaviour change.

→ social influence is stronger than legal one for it provides identity & belongingness.

→ community vigilance can be comprehensive

Remarks

and at micro level than what inadequate/limited police can do.

Do not use this space?

Q19. In recent times it has been seen that the Civil Servants rise from sleep only after a crisis assumes an unmanageable shape and form. It was seen during Uttarakhand natural disaster, adverse consequences of endosulphan in Kerala, coal mines accident in Jharkhand and Blue whale computer game inspired suicides in some states. Answer the following:

- Why a Civil Servant remains uninformed and indifferent to a brewing problem in the area of his jurisdiction— is it due to an individual officer's failure or a systemic failure?
- What homework should Civil Servant do before he gets charge of a particular region and a particular department in the context of the above mentioned problem?
- In what way technology can help Civil Servants in monitoring a brewing problem in the area of their jurisdiction? → ex. Aadhar.
- In what way regular interaction with people in his area of jurisdiction help in this regard?

(250 Words) (20 Marks)

(a)

Individual failure :

- lack of courage or vision to foresee consequences of such events.
- negligent attitude.

Systemic failure :

- habit of being reactionary rather than proactive has been rooted in bureaucratic mind.
- proactive action is not always appreciated
- and complicated with pressure of 3 Cs - CBI, CVC, Court over innovative action.
- laws like Prevention of Corruption Act.

Remarks

which doesn't give scope for genuine error. Eg. NPA problem is due to ~~cost~~ fear of writing off and thus evergreening of unsustainable loans.

24/ ⇒ lack of reliable data or information  
eg. hydrological data

⇒ Pressures of corporate - politicians - bureaucrats ~~pressures~~ honest ones to fall in line.

(b)

⇒ learn about the challenges in the particular section,

⇒ study of past actions, global best practices,

⇒ taking guidance of senior officers.

Eg. Akshay portal for collecting experience of retired civil servants by govt.

2  
Need to

develop communication → establishing good relations in department  
in <sup>to each region</sup> ~~long~~ and winning over trust of people

(c)

⇒ Surveillance and vigilance of sensitive and far flung areas by CCTV cameras etc.

Remarks

- ⇒ Big data analytics ⇒ analysis of huge data into actionable information.
- ⇒ online contact portal for seniors and Juniors for quick & effective communication.

⇒ Example = Rachonda (Telangana) Police installed CCTV cameras and social vigilance was used along with distress helpline to reduce suicides at a particular lake in the city infamous earlier for suicides. Now there are no suicides in the areas in last 3 years.

2 1/2

(d) Interaction with people helps as:

- gaining experience from local seniors
- traditional knowledge for crises management - eg. a particular fish

species coming to land indicates tsunami saved millions of lives on an Indonesian Island.

- constant touch with people's issues and pulses → help in grievance redressal effectively and monitoring on ground situation.

2

Remarks

good approach

