

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> There are 19 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. Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off. <p>- Had you complied with the prescribed word limit it would have been better approach.</p>
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1. Invigilator Signature

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Name SUMEET PANDA

Roll No. 2017021

Mobile No. [REDACTED]

Date 06/08/17

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SECTION - A

Q1. The best leaders don't act with a sense of superiority; they act with a sense of empathy. Explain and answer the following questions:

- (a) Does emotional attitude such as a sense of empathy in leadership and management act as obstacle to professionalism, teamwork, partnerships, and collaboration.
- (b) Explain the statement- "To perceive is to suffer."

(75 Words Each) (5×2=10 Marks)

Not required The best leaders are those who can make leaders out of others. A leader, unlike a manager, does not have to only tell people what they have to do, but rather has to motivate, encourage and inspire. In that, having any superiority complex will defeat the purpose.

(a) Emotional attitude such as empathy brings a balance to leadership and management. It makes sure that not only rational faculties but also emotional faculties are functioning. It can help in better value-judgement of situations.

(7) but, on the other hand, if a person is too emotional, then it acts as an impediment as it'll lead to biases and favoritism. Collaboration and teamwork, all essential working at each individual as per their merit hold on

Remarks

one's preferences. Therefore, attitude is necessary for a ^{having an emotional} value ^{physical} judgement as opposed to value ~~neutrality~~.

(b) The above statement indicates that the root of suffering is in the mind. The mind can only perceive what it observes. Many times, the perceptions could be distortions. Yet, from this perception is thought and feeling generated. What is suffering? Suffering can either be physical or mental. In today's world, the maximum suffering is mental/psychological. This is because we make pre-conceived notions about certain people or situations and our mind continuously revolves around that making us trapped in the suffering. Does it not have positive value?

2

Remarks

Q2. "Let the beauty of what you love be what you do because that is the only way to do a great work." Explain and answer the following question: Why loving one's job is essential for our entire society and for our overall well being? Elaborate with example. (Will the EI training help in inculcating this attitude?) (150 Words) (10 Marks)

Ans. The adage goes: "Work is worship". In other words, one must be devoted to one's work. Only this will lead to fulfillment in one's life.

Moreover, loving what one does will ultimately lead to great work done.

As Albert Einstein had said, "Nothing great has been ever achieved without enthusiasm".

Enthusiasm is another word for love for one's work.

Take for instance, 2 persons ~~are~~ were laying bricks for the construction of a dam.

1st person: When asked, said that he is working for someone, while the 2nd person said that he was part of the nation-building process.

The attitude of the latter defines how far a society can move when one slaves what he's doing. Also, when each person does his/her job with devotion, the sum is always greater than the individual parts.

Keep it concise

Remarks

In today's work - atmosphere, there are a lot of stresses and strains.

- Looking for meaning in a job.
- Job-satisfaction.
- Long hours
- Deadlines / Tasks-completion.
- Attitude of boss.
- Attitude of colleagues.

To deal with the above, emotional intelligence (EI) is required. EI can give a person the necessary stability in order to cope with the circumstances as well as emotive positively in any situation. Plus, the person could be source of positive energy in the team.

At both individual and organizational level, EI training is required in points.

Highlight in points

3 1/2

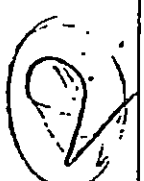
Remarks

Q3. Consider the following statements and explain how these are the best recipes for administrative decisions and actions:

- (a) "When I step into the river for the second time, neither I nor the river are the same."
- (b) "Fit no stereotypes. Don't chase the latest management fads. The situation dictates, which approach best, accomplish the team's mission."

(75 Words Each) (5×2=10 Marks)

Ans (a) The above statement refer to the fact that everything in this world is subject to change. There is a continuous evolution - both physical and psychological - in almost all species. Therefore, we can never be too sure of anything based on past experiences alone. The past can provide with the necessary Do's/Don'ts, but it can never predict the future.



Contain your answer within the limit.

Really, a person who has taken an examination and has scored well in that attempt, there is no guarantee of the same result the next time. The situation might be different and the question-pattern might be different and so might be the difficulty level. Therefore, one needs to continuously evolve and change for the better. The Japanese

Remarks

have devised a term 'Kaizen' for constant improvement.

(b) The above statement indicates that the human mind tends to prone to generalization and generalizations over a period of time. A range of stereotypes. For eg. fundamentalism is found in radical form of Islam which some fellows propagate as ideology. If we stereotype all Muslims as fundamentalists, it'd be counter-productive, and self-defeating.

Management facts refer to the short-term activities which are very popular. But they always belong in a time and space. For eg. cold calling used to be a much opted practice for sales. But with modern technology, and multiple avenues cold-calling is no longer relevant.

Skype and whatsapp are used these days. This is how we must adapt with the times and adapt the latest technology. At the same time, one-size-fits-all approach should be rejected for a more situation-specific response.

Need not complete your answer with example only.

1 1/2

Remarks

Q4. Do you agree that as the Internet of Things advance, the very notion of a clear dividing line between reality and virtual reality becomes blurred, sometimes in creative ways? Explain the following questions related to the above statement:

- (a) In the Internet of Things, our senses give us an incorrect picture of the world, a picture that does not tally with our reason.
- (b) Discuss administrative challenges in the era of information and misinformation in the cyber world and its impact. (75 Words Each), (5×2=10 Marks)

Needless to say, with the advancement and augmentation of technology, the lives of people have significantly changed. But virtual reality, augmented reality has the potential to change our very existential life with psychological sensations. They have the potential to make daily life been larger than life.

(a) IoT (Internet of Things) basically refers to machines getting connected via internet. The 4th industrial revolution talks about the merger of biological and ~~cyber~~ technological world. In this respect, extreme caution has to be taken to see that people do not lose track of reality.

Recently, a boy jumped from a building in Mumbai and committed suicide while playing the 'Blue Whale' challenge. This is

Remarks

dangerous for the impressionable minds as they are not in a position to differentiate between Virtual and real immersive reality as it

is called has various ethical challenges in the form of

- Controlling one's mind
- Inception of ideas, thoughts which could be detrimental to society
- Losing touch with reality.

(b) As an administrator, it is very challenging to set a proper regulation in place and especially video games or even amusement Centres

At the same time, informational integrity also has to be safeguarded. Any vested interest, can develop a model (prototype) which can even hypnotise people. There has to be a check against this.

Social media is used to spread misinformation. Such bots who try to create strife between communities online must be extirpated.

2

2

Q5. "If you concentrate on what you have, you'll always have more. If you concentrate on what you don't have, you'll never have enough". Discuss this with respect to the Attitude of gratitude. How this sense of attitude is relevant with respect to the working of the civil servant?

(150 Words) (10 Marks)

The biggest malady of today's world is the dictum, "the grass is greener on the other side". This leads to an attitude of greed, wanting what others have. In fact, we don't even realize what we have, the imminence of being who we are.

If you do not appreciate yourself for what you are, how do you expect others to do the same? Moreover, we need to inculcate gratitude in human beings so that they learn to

be thankful to others. In our overall development, a lot of factors are involved including family, friends, teachers, ~~and~~ relatives, society. In all our successes, they have a major part to play. The important thing is to acknowledge that

Remarks

The civil servant works in diverse positions and essays a variety of roles. It has an influence on a wide range of people in society.

If a civil servant remains high-handed and with a superiority complex he will not be able to actually understand the grievances of common people. It is important for him/her to mingle with the people, be humble, and show gratitude towards them.

3 1/2

Discuss the role of attitude of gratitude in perception.

Remarks

Q6. Attitudes are contagious, however bad attitudes compound faster than good ones. Do you agree with the statement? Discuss with respect to the present administrative culture.

(150 Words) (10 Marks)

Ans. Attitudes are mixture of actions and reactions in society. It is defined as a tendency of a person to react to a certain situation or person.

That is why they say attitude is more important than aptitude.

At the same time, attitudes tend to catch on. This means that if the senior tends to have a bad attitude, the juniors will pick it up and emulate that in life.

It also has a rebound effect. The attitude you show towards another person gets reflected in the person's attitude towards you.

That is why bad attitudes travel faster, as they are more egregious in nature. They tend to cause more ill-will and damage to inter-personal relations. Bad attitude vitiates the whole atmosphere.

Remarks

In the present administrative culture, it is very important to showcase a good attitude as interpersonal skills are more important than subject-specific skills.

A bad attitude will only impair the functioning of the whole department. It will keep both juniors and seniors unhappy and cause hardiness in work.

It also lessens growth opportunities as it reflects in 4CR reports.

To get things done, one must have a good attitude, one which is accommodative and favorable towards all without discrimination to my particular.

4

Remarks

Q7. Our society is not generally geared towards encouraging us to feel our emotions, instead people use various methods such as eating, drinking, smoking, taking medications, exercising obsessively, or working excessively as ways to ignore their emotions. Answer the following questions related to that:

- (a) Family, friends, teachers, etc teach us to engage in coping behaviours rather than exercising emotional intelligence. Do you agree? Do you think this is leading to rise in crime rate in the society?
- (b) According to the studies expressing, understanding one's emotions have been credited with increasing one's happiness, then also why society looks down on those who expresses them freely. (75 Words Each) (5×2=10 Marks)

Ans (a) It is a reality that our education system and our value system from early childhood is based on coping behaviours. Our prime teachings are tolerance, acceptance, accommodation in society.

Emotional intelligence (EI) will give a person the ability to not just cope with a situation but also try to change it. EI refers to adequate reaction, ~~not~~ neither over-reaction ~~nor~~ under-reaction.

EI will enable us to stop someone from offering on the road without having to raise our voices or pick up a fight. The rising rate of crime in society is because of a general acceptance. Citizens

Remarks

do not take up the ones to stay vigilant.
 Corruption, for eg. is one of the most accepted forms of crime in society ~~but~~ as people see that it does not affect them personally.
 Rights from childhood, the attitude should be confront all the evils and stop them before you become a part of it.

(b) Society is bound by many paradoxes. One such is expressing oneself freely. But to what limit is not specified. This is where personal discretion clashes with societal discretion. This permeates to dressing patterns, food choices, lifestyle choices, freedom in choosing partner.

There is a dissonance to the values-system as the element of 'ethical relativism' plays a major role. Traditions clash with modernity, there ~~is~~ always friction.

Comply
with
the
word
limit

2

Remarks

Q8. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Ans.

Trustworthiness means the fact that one puts on another person by virtue of past actions, assumptions and characteristic trait of a person.

In fact, trustworthiness is not just an attribute of an individual but these days of a brand/company/product too.

EI makes a person emotionally mature. This means - that a person is not prone to generalization and superficial analysis.

It provides a gateway to judge a person for the way they are not misled by our prejudices.

Therefore, it is easier to generate trustworthiness in ~~a person~~ oneself as well as that of others by EI.

Remarks

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- Remarks

Q9. 'Be not afraid of growing slowly; be afraid only of standing still'. Explain the statement and discuss whether persuasion can motivate others to progress in life or is it intrinsic in nature? (150 Words) (10 Marks)

Ans. The above statement refers to the life is not a sprint but a marathon. This means that one should keep going, even if the pace is slow. We tend to be disturbed by our slow pace. This is because we see ourselves in comparison with others. When in reality, all of us have our own crests and troughs. If one becomes dejected and loses emotional balance that leads to regression. Whereas even at slow pace, the progress is always ensured. For instance, joining a gym to build muscles can be a living process. It can also be mentally stressful. But if one quits midway, it'll never happen. If one keeps at it, there is a chance of becoming muscular. Follow the word limit.

Remarks

Motivation comes from having an end in sight. If one proceeds along irresolutely, then there is a chance of losing sight of the end.

"If you don't know where you are going, chances are you'll get there"

Focus and determination are required. While motivation can be intrinsic, many a times external factor helps motivate a person. For e.g. a budding cricketer may idolize Sachin Tendulkar.

Sachin's story of perseverance can be a motivating factor. Social setup like family, friends also act as motivators. Persuasion plays a significant role in shaping the choices of a person. Therefore, motivation is both extrinsic as well as intrinsic.

Discuss persuasions too

3

Extrinsic motivation does not last long.

Remarks

Q10. Explain the following quotations with respect to the application of EI in civil services:

(a) "If you do not understand yourself, you do not understand anybody else".

(b) Success is not the result of spontaneous combustion. You must set yourself on fire.
(75 Words Each) (5×2=10 Marks)

(a) The above statement implies that individuals are essentially ~~the~~ similar beings. They have specific needs. They want to maximize their happiness and minimize their pain. Therefore, it is most important to understand oneself. This will help ~~us~~ us in understanding human nature. It will also add intelligence of a human being. We act and react many a times as if everything is meant for our well being. We need to understand every individual has his/her own journey. Our journey of trials and tribulations should be a reminder of how we view others.

Remarks

(b) The above statement indicates that success, like life, is a process. ~~In this process, seeds have to be sown, there has to be watering.~~ It is similar to the process of flowering. If you want to enjoy the fragrance of a flower, you ~~may not~~ think of flowers. You have to think of right seed to be sown, timely watering, adequate sunlight, proper manure and time with times, flowers come out. In a similar way, success comes when it is ripe.

Usain Bolt is successful because he does all the basic things right. The stance, posture, running sprint lean forward, these are all the elements which ensure his success in athletics. Success simultaneously needs handwork, nurture and dedry. Things right. It is but a consequence.

2

Remarks:

Q11. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether s/he reacts negative or responds positive to the situation is, therefore, more important." Explain and answer the following questions:

- (a) What is the difference between reacting and responding? ✓
- (b) Are Confusion and Dilemma the natural routes to understand a situation and find solution or obstacles? ✓ (75 Words Each). (5×2=10 Marks)

(a) Reaction means a reflex action. It is a response to an action without much thought or deliberation. It is on the basis of prima facie information and often lacks judgement and complete information of the situation.

Responding on the other hand, is a well thought out and deliberated upon action. It is the mark of a more understanding and intellectual person. It is on the basis of all facts considered. It is a considered opinion.

~~Reaction~~ is generally disproportionate.

Remarks

(b) Confusion and dilemma may not be the natural notes to understanding a situation.

But they do pose a practical approach as a lot of confusion is mitigated by being confused and looking for answers in the ~~first~~ place.

A dilemma also poses diametrically opposing options which let people deliberate more over the possible solutions and ~~overcome~~ obstacles on the path.

2

Remarks

Q12. As administrators we cannot fight but only negotiate in the world of highly self centered, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you agree? What needs to be a good negotiator? What are the limitations of negotiating rather than governing?
(150 Words) (10 Marks)

Remarks

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Remarks

Q13. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples.

(150 Words) (10 Marks)

A civil servant needs to have emotional balance in taking value judgments and administrative decisions.

This is because otherwise human aspect would be missing. A machine can calculate the number of ~~casualties~~ casualties in a natural calamity. But it needs emotional intelligence to determine who may need help first.

Another eg. an officer can be charged with criminal offence for an act he/she may not have committed.

Many administrators even commit suicide who cannot emotionally handle the trauma and insinuation. This is why

emotional balance is required so that one can handle difficult situations.

Remarks

Another example can be when a minister is putting pressure on a bureaucrat to take kick backs on negotiations for arms deal. It is the bureaucrat who has to stay emotionally balanced and on first footing so that he can repel any pressure from the minister to commit a corrupt act.

3

Remarks

SECTION - B

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

Q14. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case.

(250 Words) (20 Marks)

Ans In the above case, a number of situations went awry and ultimately the commitment to provision of services as per the Citizen Charter could not be fulfilled.

(a) The reasons of failure of citizen Charter were -

↳ The concerns of subordinates should have been taken on board.

↳ The consultation with people were detailed. Similarly, there should have been

Remarks

detailed consultations with the subordinates.
 ↳ The Citizen Charter should always have criteria for exigencies like water shortage due to natural calamity. This was missing.

2 1/2

↳ Decision regarding Citizen Charter was taken in haste. Due: deliberation, diligence situation analysis is missing.
 ↳ Contingency plans for unavailability of functionaries was missing.

Were there any big promises

(b) Ideal course of actions:-

1) Due deliberation, discussion and diligence regarding water availability alongside quantity of water.

- 2) Contingency plans for leaves of functionaries.
- 3) Leaves should not be sanctioned when due date is close-by.
- 4) Public pressure should not be the guideline for hasty decision-making.
- 5) Delivery is more important than promises.

2

Remarks

Explanation is required

(C) CITIZEN'S CHARTER

Water supply Board^(WSB) hereby announces the following provisions as far as water supply services are concerned to the citizens.

(a) Every household ⁽¹⁾ will get X litre of water per day and cumulative 5X litre of water per month.

(b) The above provision is contingent upon availability of water supply networks, desiltation process. It is subject to change.

(c) The WSB provides grievance redressal mechanism (GRM) in the form of online complaint windows as well as postal complaints.

(d) One official will be attached for every colony where water is being provided. He/she will be the single point of contact (SPOC).

(e) Citizens need to duly register their address and other essential details for supply of services.

Remarks

Q15. You are a civil servant and posted at a place with multi-cultural and multi-identity population with one dominant majority group and a big minority group. There arose a dispute on setting up statues of their respective icons in the area, cross claiming the same space. Any casual or delay will cost huge as past history indicates of big conflicts. Election is round the corner so different interest groups are eyeing to reap the benefits and has tensed the environment. Answer the following questions:

- What preventive steps would you take to stop flaring up of a brewing dispute?
- If the dispute flares up and turns violent, what would be your quick measures to contain it?
- How do you react when failure to pre-empt and contain such a situation leads to your suspension?

(250 Words) (20 Marks)

an. The above situation is similar to a communal tinder box. A situation which is potentially explosive given the various vested interests. Therefore, due caution needs to be exercised in handling it.

(a) Preventive steps that can be taken:-

1) To prevent a flare-up of situation Section 144 of Cr.P.C could be imposed.

2) Heavy deployment of security officials to ensure peace.

3) The respective representatives of the communities should be called along with other interest groups for a multi-stakeholder deliberation.

Remarks

4) Along with land authorities, alternate provisions have to be made for consecration of statues.

5) In case the dispute is not resolved, a litigation has to be filed in the settlement courts.

6) Any miscreant has to be put behind bars.

(b) In case a dispute flares up despite all the precautions taken:

1) The Rapid Action Force (RAF) and paramilitary troops have to be called in to support the police forces in controlling the situation.

2) The investigators have to be first imprisoned to quell the violence.

3) As far as possible, non-combative agents like water-cannons etc. have to be used to prevent casualties.

4) Section 144 of Cr.P.C. has to be imposed.

5) Coax the interest groups to refrain from antagonizing people against each other.

Remarks

6) Provide medical aid to those injured or
 harmed.
 Appeal to media to not flare-up the
 incident any further and ^{to} responsible coverage.

2½

(10) If such a situation leads to my suspension,
 first in a showcase to the authorities,
 I'll give the reasons behind the flare-up
 and all the precautions that had been
 taken. If the response does not
 satisfy the officials even eye-witnesses
 can be brought in to vouch for the
 measures that were taken.
 But, in this matter, of the responsibility of
 the whole incident still lies on my
 shoulders, even if it is acceptable to honour
 the wishes of the government and
 be suspended.
 One must report to the media only if
 one has been wronged by the government
 otherwise it is against Code of Conduct Rules
1954.

2½

Remarks

Is there any other way
 ground to prove you innocent?

Q16. A region has been affected by the flood. It has impacted huge population and led to their displacement. Majority of them have no food and shelter. You are an officer in charge for relief and rescue operations in a flood hit area where a big section of youth, not having trust in the state agencies have agitated against the latter demanding secession. However, while carrying out relief and rescue operations, you find out that a select group of youth turns hostile, resorts to stone pelting against the soldiers and also using some violent methods. It disrupts relief operation. Force present on the occasion also retaliates and a few youth got injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Whole team is de-motivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

This is a precarious situation where the relief operations and law enforcement are the responsibility of the same team. But this is the case during disaster situation and discipline has to be handled deftly.

One hand rescue operations are going on and on the other stone-pelting from errant youth.

The options available are :-

- 1) Speak to the team members and motivate them for the task ahead.
- 2) Call out to the youth mob for talks.
- 3) Speak to the minister to reinstate the team members.
- 4) Offer resignation; if demands are not met.

Remarks

5) Carry out task at hand, irrespective of the setbacks.

Analysis

1) The team members need a lot of motivation as they are in a situation of double jeopardy.

"Damned if you do, damned if you don't." They have to protect themselves against the mob. At the same time, they need to show utmost restraint in order to avoid suspension.

Innovative methods, like human shields can be used to reduce casualties. At the same time, excessive force must not be used to increase any further casualties.

Rescue operations have to be carried out without any fail.

2) This step is very important as rescue operations cannot be stopped in a flood situation. The angry youth could very well be misguided. They are no terrorists. Therefore, they should be brought to the table. They must be given a chance to take part in constructive activity like rescue ops.

Remarks

3) The Minister must be communicated and the reasons for action taken must be stated. The suspensions will definitely demotivate the other members and they'll either shirk responsibility or resign.

4) If the Minister does not heed to the demand of reinstatement, he must be notified that the morale of the team will go down and will affect the resume operations. offering to resign, should always be avoided as it leads to dereliction of duty. There are people who are in need of food and shelter.

5) Carrying out the task at hand is necessary. But at the same time, the team also has to be carried along. Therefore, the team needs to be motivated. More than an individual, the leader always has to be as strong as the weakest link of the team. The leader → Motivating the team is the best course of action.

Remarks

Q17. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave their studies and mother went searching for some household work. Finally she is a maid at your home. She works at your personal residence. One day she felt ill and ask her daughter to continue in place of her. Your wife is an IAS officer and quite busy. She does not have time to take care of old in-laws who needs constant care. Though there is a nurse to take care of them but there is a need of help in small household works also. So she gave consent to daughter of maid to continue in place of her. As she fears that your family may engage someone else and she will loose livelihood opportunity. When you raised the concern, she replied that this is matter of few weeks only, and also saying no will bring them on street. As in such a metro city one cannot survive without work, everything has a cost. You are Mayor of the city.

- (a) What are the ethical dilemmas related to it?
- (b) Your wife is in support of her placement as domestic worker as it will help her in balancing household and work responsibilities. Do you find her justification right?
- (c) How will you persuade her to change her decision? (250 Words) (20 Marks)

- (a) Ethical dilemmas in the case -
- 1) Under-age employment at home vs at street.
 - 2) Livelihood opportunities of single-mother maids in city.
 - 3) Work-life balance and taking care of old in-laws.

In the first case, as a Mayor, it is a precaution situation because children are prone to begging in streets or vulnerable to child-trafficking. But, at the same time, when they are underage is also working at home.

Remarks

2/1

Illegal. In this situation, the maid has to be assured that she will not lose her job and a temporary worker will be hired for household works. The child, at the same time, must go to school.

(b) Work-life balance is a major issue as is mentioned in the 3rd ethical dilemma previously. But this does not justify employing children as household help. If both husband and wife are working and that too in respectable positions, they are well-off and can afford a temporary help on a daily basis for taking care of the in-laws.

Parents of Mr. Mayer

If the in-laws need further attention, one of the couple can take a sanctioned leave to take care of them and give personal attention. But nothing justifies child labour in any degree.

Remarks:

2/1

It is unethical as well as illegal under Child Labour Prohibition Act.

(C) The wife has to be persuaded to realize the above stated causes. Moreover, since it is a matter of days, we have to be empathetic to the cause of the maid who'll be rendered handless if we replace her. Since there are no legal provisions for domestic help, it is an ethical imperative (Kantian philosophy) to make sure that her well being is as important as any member of the family. Just like we wouldn't want our children to do household work, her children should also go to school and not do household work.

2½

Remarks

Q18. You are a doctor in a government hospital. One of your lady friends got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. As her in-laws want a boy child to act as inheritor of the family. They have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected the doctor with the health minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Answer the following questions:

- What are the ethical dilemmas in the above case?
- Do you think that your moral obligation also demands to help your friend?
- A doctor in a public or government hospital should obey the health minister for whatever he says. Do you agree and why?
- What steps will you take in the above situation? (250 Words) (20 Marks)

So (a) The ethical dilemmas in the case
 Explain all these:
 - Sex determination of the child
 - Political pressure versus work ethic
 - Personal acquaintance and personal
 - professional responsibility. (1)

(b) It is not just a moral obligation as
 the aggrieved is a personal acquaintance
 but it is also a professional ethics
 to help the patient in distress. It is
 part of a doctor's oath. But as
 per consequential ethics of sex determination

Remarks

leads to abortion of the girl child, it'll be inhuman and illegal. It will be in contravention of Pre-conception & Pre-Natal Diagnostics Test (PCPNDT) Act

The friend must be made to understand that it is illegal and also unethical and a doctor must not aid in such foetal abortion.

(C) A health minister is just the political head of the ministry. There is wide consultative process and a number of actors. We are living a democracy not in a oligarchy/tyranny where orders cannot be questioned. The ethical grounds are weak here. Moreover, the health minister said "Do whatever they ask for" that leaves a lot of ambiguity. As a health officer/doctor, it is unethical to not question efficacy of such orders. So that there are grounds for a court written orders must be demanded.

Remarks

Case against the illegal act-

(A) The steps to be taken:-

- 1) Console the friend and tell her about PCNDT law and illegality of such an act.
- 2) Categoricaly deny against any pressure to abort a child.
- 3) Speak to the minister if required on the issue and stand if any ground.
- 4) If need be, pursue a court case against the family.

Should they all not be made aware of legal provision against ~~whether~~ desire?

Remarks

Q19. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

- Was the officer carrying the inspection at fault?
- Despite his noble intention and dutifulness of the highest order, do you think that the officer handled the case immaturely? Why?
- Had you been in his place, how would have you proceeded to carry out your duty?
- What could be the solution for such problems of adulteration on a lasting basis?

(250 Words) (20 Marks)

Ans (a) The officer carrying the inspection was definitely not at fault. Any dereliction of duty would have been grounds for misfeasance. But this is a case of due diligence which needs to be seen in that context. Maybe the method of inspection could have been handled with deft. A background check should have been done and with reinforcements.

Remarks

The officer should have gone.

(C) As mentioned above, the officer should have done due diligence in finding out the background, political connections and track-record of the retailer.

At the scene of inspection, the officer was sight in not accepting bribe.

But at the sight of muscle men, the officer should dialled 100 and notified the police. Moreover, he should have taken reinforcements in the first

- instance. He would have definitely not gotten into a brawl there.

(C) If I were in his place, few steps to to be taken -

1) Find out the causes of adulteration from other sources.

2) Notify the police of the inspection and the track-record of the retailer.

Remarks

3) Avoid conflict situation by asking him about the situation in a different location.

4) Take legal action against the retailer.

(a) The ^{long-term} solution for such issues -

1) Multi-stakeholder approach.
 ↳ Multiple checks have to be taken by various departments like FSSAI, etc. so that scope of corruption is minimized.

2) Retailer license

This license will not be permanent and subject to revocation if standards are not met.

3) Legal action even for bribe offering
 which is sanctioned under Prevention of Corruption Act, 2013.

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Remarks

