

GIS SCORE

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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| 8. | | |

Name HARSH SINGH

Roll No. _____

Mobile No. _____

Date 05-10-18

Signature _____

1. Invigilator Signature _____

2. Invigilator Signature _____

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 serving 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 serving 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 interest and common good should be high on a civil servant's work list.

Similarly, inter-party rivalry has caused a competitive market for politics which requires performance and political - campaigns that highlight the results.

As long as the whole bunch of civil servants are pursuing public agenda and fulfilling their primary commitment to public good, I will not have any case to present.

Remarks

- Civil Servant
- Perform public welfare
 - Non-partisan

- Politics
- Execute the manifesto.
 - Run campaigns highlighting performance
 - Gain publicity and goodwill.

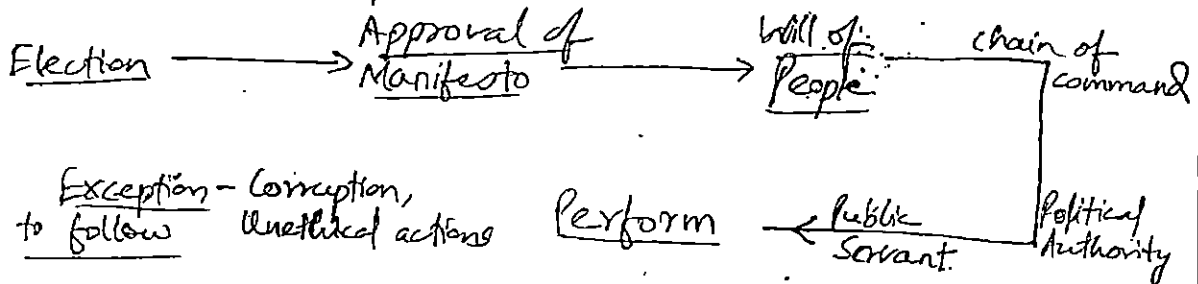


WELFARE OF PUBLIC

This in the utilitarian interest of benefit of maximum people, there is no need to raise any issue.

(16)

Political authority wins elections on the basis of public will. The political manifesto is an expression and assent agreement of the will of the people. Permanent executives must follow the orders and chain of command in hierarchy ~~at~~ till the time unethical and corrupt means are not being asked to pursue.

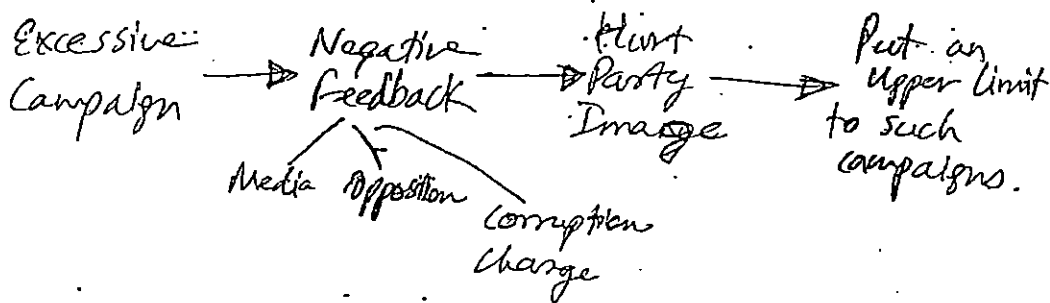


Remarks

(c) Neutrality is an outstanding quality for integrity of public servant. It reflects performance and professional perfection despite of ~~adverse~~ adverse circumstances. I will take the following actions to maintain neutrality -

- (i) increase interaction and ~~also~~ explain my point of view to the opponents.
- (ii) avoid confusion.
- (iii) non-performance of partisan / favouritism / nepotism.
- (iv) request for transfer if compelled to perform under pressure.

(d) I will appraise the home minister of the orientation of the officers and present a case that these "political campaigns" may have a reverse and negative feedback, which may hurt party's image. Hence, there must be an upper cap in the interest of party's good and this will also serve the people effectively.



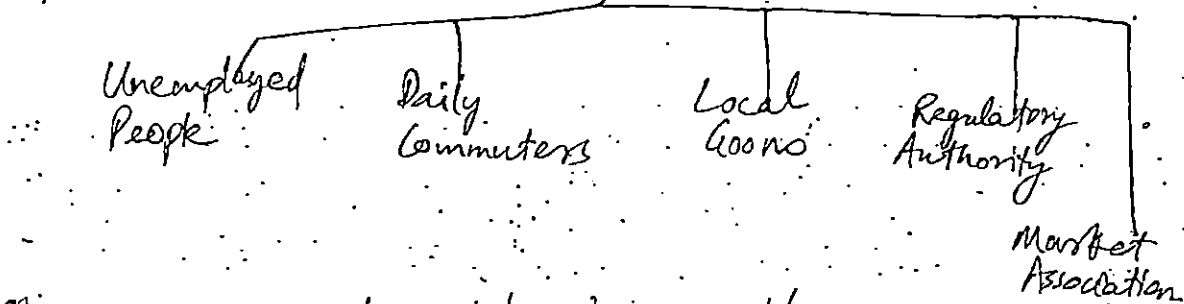
Remarks

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)

Step 1 - Information gathering about the complete scenario.

Step 2 - Restore law and order, stop any fighting by deploying policemen at busy places.

Step 3 - Convene the various stakeholders



Step 4 - Important points to consider -

- ① Employment and livelihood is necessary for the common people.
- ② Business on pavement, problem to commuters, scuffles and extortion of money is illegal and should be controlled and eliminated.
- ③ Local goons must be warned of their actions.
- ④ Market associations must be formed and legalised "haats" must be organised to improve the daily earning of the commoners.

Remarks

② This may involve support of administration, certain space and user charge by businessmen for utilizing the conveniences.

④

Consequences -

- (i) Pavement business would reduce due to imposition of fine on it. It would ease the movement of commuters.
- (ii) Presence of police would regulate the fight and money extortion.
- (iii) Haats / legal markets will increase employment opportunities.
- (iv) A warning must suffice for the goons. In fact, they must be encouraged to act ethically by entering the businesses legally and perform morally.

Such actions will minimize the negative impact of chaotic spread of business. But the real challenge would not be right intention but effective management and execution of this plan.

Remarks

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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)

This sensitive case requires involves multiple stakeholders and a pragmatic handling to set the right example for performance and public service under the ambit of law.

Remarks

Option 1 - (i) Ignore the safaikaramchari as they did not turn up for meeting.

(ii) Take action against the PWD officials.

Result - (i) Safaikaramchari's issue and unresolved and PWD engineers would be further demotivated to work.

(ii) Lawyers happy about the action taken.

(iii) Current crisis resolved partially

Option 2 but larger crisis awaits.

Option 2 - (i) Call a joint meeting of all stakeholders to resolve the issue - safaikaramchari + PWD engineers + lawyers.

Result - (i) Aggravation of arguments and further debates and confusion leading to no decision-making and conclusion.

Option 3 - (i) Deal with all the stakeholders separately.

(ii) Resolve their issues, motivate them to work and ask them to amicably give up the fight as all of them are public servants working for welfare of each other.

Resulting Actions Taken - (i) Ask safaikaramchari to work only with safety equipments and ~~no~~ human dignity.

Remarks..

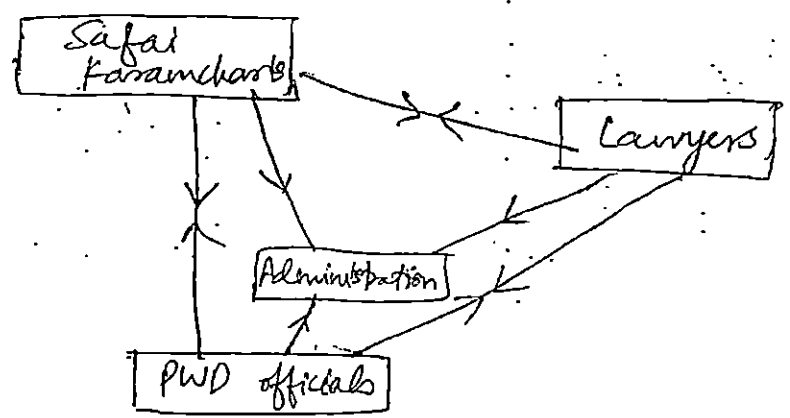
(i) Warn the PWD officials that calling the scavenging of work as "small work" and not providing for equipment is illegal. Law could be bent during emergency but not broken in any circumstances.

(ii) Ask Request the lawyers to end their demands. Ask the officials to register the Safaikaramcharis names for skill development programmes and employment exchange for jobs.

Result - (i) resumption of performance of all stakeholders.

(ii) delivery of public services with an aim of common good and human dignity for all.

Lesson learnt -



Interdependence is the only way different department can work and performance of

Remarks

each entity affects the other. Hence, we must work to ensure that others are benefitted as only through such interdependence, our benefit is ensured.

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) India is a diverse country with multi-ethnic groups. Also, culture and dressing is a relative term dependent on time. In this fast changing society, adopting various dress patterns is a matter of personal choice and freedom.

As an education minister, I am responsible of delivery of excellent standards of education. Women dressing is a secondary subject. However, I will urge that there be a decorum for dressing among all teaching and non-teaching staff.

A dress code, including formal dresses of all types ~~was~~ could be

Remarks

Implemented for all the staff in schools.
 Example - short-pants, salwar-kurta, saree,
kurta, top-skirt, proper foot-ware, etc.

(b) Dressing is definitely a matter of personal choice. However, the press release will also include that as a teacher, in official capacity, teachers are also responsible of framing young minds to be disciplined. Thus, as students are asked to wear certain uniform, a lenient code of dressing among staff would be welcome. To begin with, such step could be optional/certain days in a week / not mandatory for the teachers.

(c) Quality of education is of prime significance rather than dressing of teachers. However, dressing to suit the occasion is also important.
 Example - one can't wear a brief and innerwear to classes but such dress suits during wrestling match. Any

P.T.O.

Remarks

Any dress instruction passed must be gender neutral and not point towards any particular community.

(d) The essence of democratic discussion lies in variety and diverse input.

Arguments for Dress Code of Teachers -

- (i) Uniformity among all teachers.
- (ii) Discipline and easy spotting of teachers.
- (iii) Cultural leap as corporate offices have also initiated formal dressing.

Arguments Against Dress Code of Teachers -

- (i) Matter of personal choice.
- (ii) Quality of teaching matters not dressing.
- (iii) Democratic and liberal society does not impose restrictions.

Conclusion - certain liberal yet formal dressing must be introduced for teachers and this ^{instruction} must be passed as an advisory, not mandatory. Thus, it becomes indicative to teachers.

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) 3 Crucial Problems -

(i) Monopoly of a single dispensary/hospital.

(ii) Nepotism as management of hospital is related to the D.M.

(iii) Favouritism as NGOs, media people do get free treatment.

These are crucial and critical problems as the single hospital may dictate the terms in the rural area, thus affecting public health, if forced, Nepotism and favouritism will cause the other stakeholders to not act in the professional capacity as they receive personal favours from hospital.

Remarks

(6) Step 1 Method 1 - Contact the District Medical officer, and do as guided.

Method 2 - Blow the whistle by publishing an article in ~~the~~ a popular newspaper.

Method 3 - Leave the system and perform independently, fight the system from outside by lodging a case, gaining public support.

Method 1 - Working through the hierarchy in medical profession may be slow process.

(i) Chain of command must be informed of ground reality but fast and swift action may not follow immediately.

Method 2 - (i) Whistleblowing may result in highlighting the issue immediately.

(ii) It may result in certain action against the hospital or penalty and ~~force~~ to act.

(iii) It may set me against powerful authorities in the region.

Method 3 - Leaving a stable career may be challenging for me.

(ii) Fighting for a cause is good but ^{it} will take a long time to wage such a battle single-handedly.

Remarks

② Best Course of Action-

Step 1 - Highlight on an individual basis, to all authorities - and stakeholders the issues the dirt disposal can cause.

- D.M.
- D. Medical Officer.
- Media, NGO.
- People.
- Hospital administration.

Step 2 - Highlight the health impacts this callous attitude may produce to them, as a feedback.

Step 3 - Work through the chain of command. Follow senior's order. Do as much as possible for citizensry.

Lesson learnt - at times, system may produce certain barriers and action may be slow and times may be adierse, but working through the system is important. Because many times, the resources, finances, officials of the system work to produce wonderful results.

Remarks

(90 min over.)

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 to 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) Official work must finish during official time. However, only seldom, working hours should be extended or holidays should be utilized to fulfil the dutiful obligations.

Being a civil servant implies putting public interest before personal interest. However, I would like to motivate / inspire my staff if I have to make them work during additional times.

- (i) provide them leave / relaxed hours some other day.
- (ii) hold an informal get-together post such a work schedule.

Remarks

(ii) compensate ~~not~~ monetarily if there's an official scope to do so.

(b) Specific to Women Staff -

Women staff may have additional responsibilities like handling the children, cooking food or supporting the elders. Also, their transit during late evenings may be an issue.

Hence, to handle such an issue, ~~It~~ I would -

- (i) Ask the comfort level of and suitability of the female employee for additional work.
- (ii) Highlight the urgency of work and arrange for their commutation to their homes.
- (iii) Manage their children, get some staff to help them in their home duties.

(c) I would have ensured that one works with full efficiency during office hours. Only sometimes, such delay / extra holiday could be utilized.

Remarks

for office work, keeping work and public duty over personal interest.

Reasons-

- (a) Public servant's primary duty of service helps a larger community than a family alone.
 - (b) It speeds up the ~~pa~~ bureaucratic process.
 - (c) Brings efficiency in the system.
 - (d) Makes employees flexible and efficient, who try to finish work in working hours.
 - (e) Such request to stay back would be made only during urgent times.
- Calling both men and women is important.

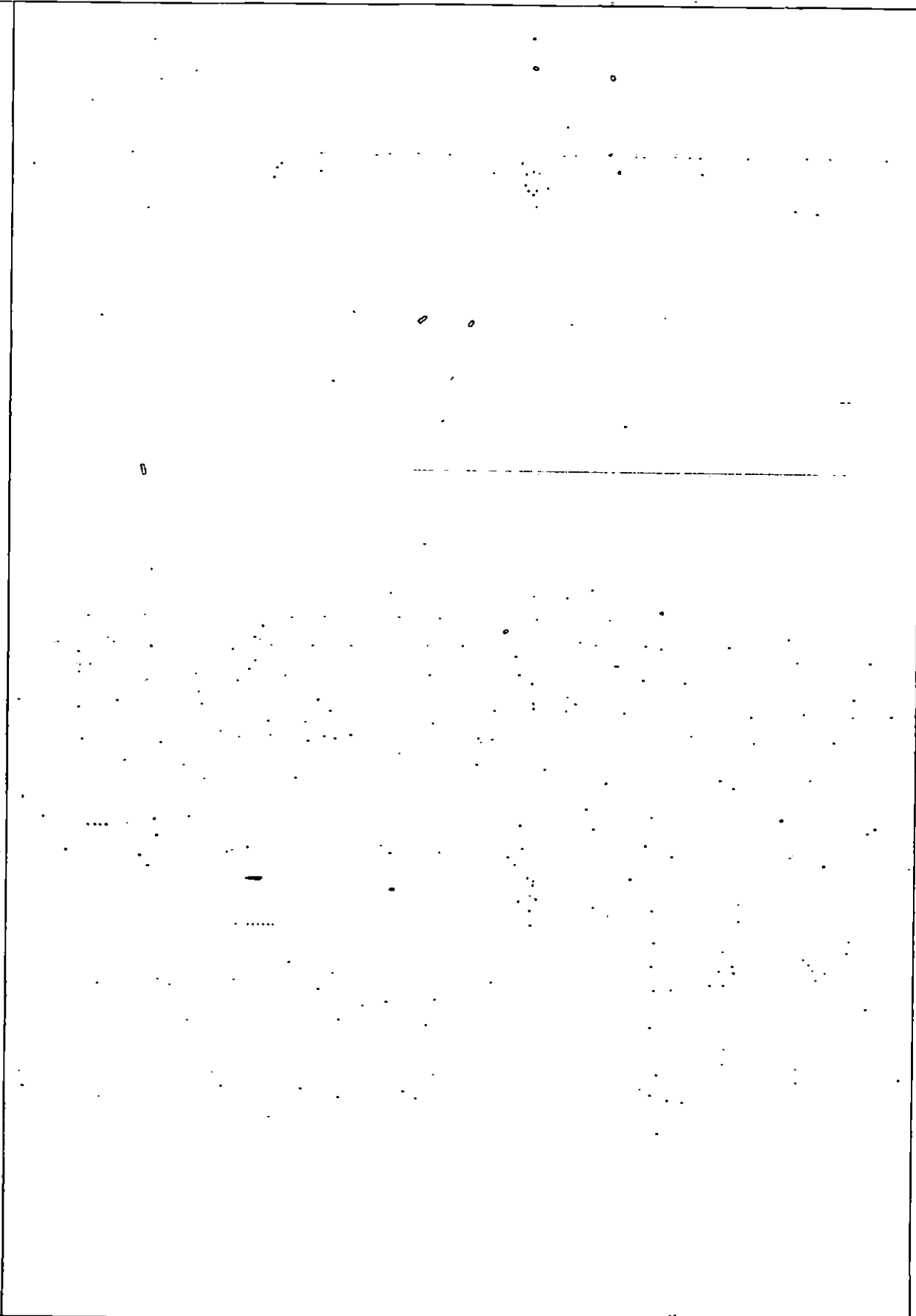
Remarks

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:

- (a) 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?
- (b) 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?
- (c) What are the other alternative ways by which you can help the farmer in distress?

(250 Words)(20 Marks) °

Remarks

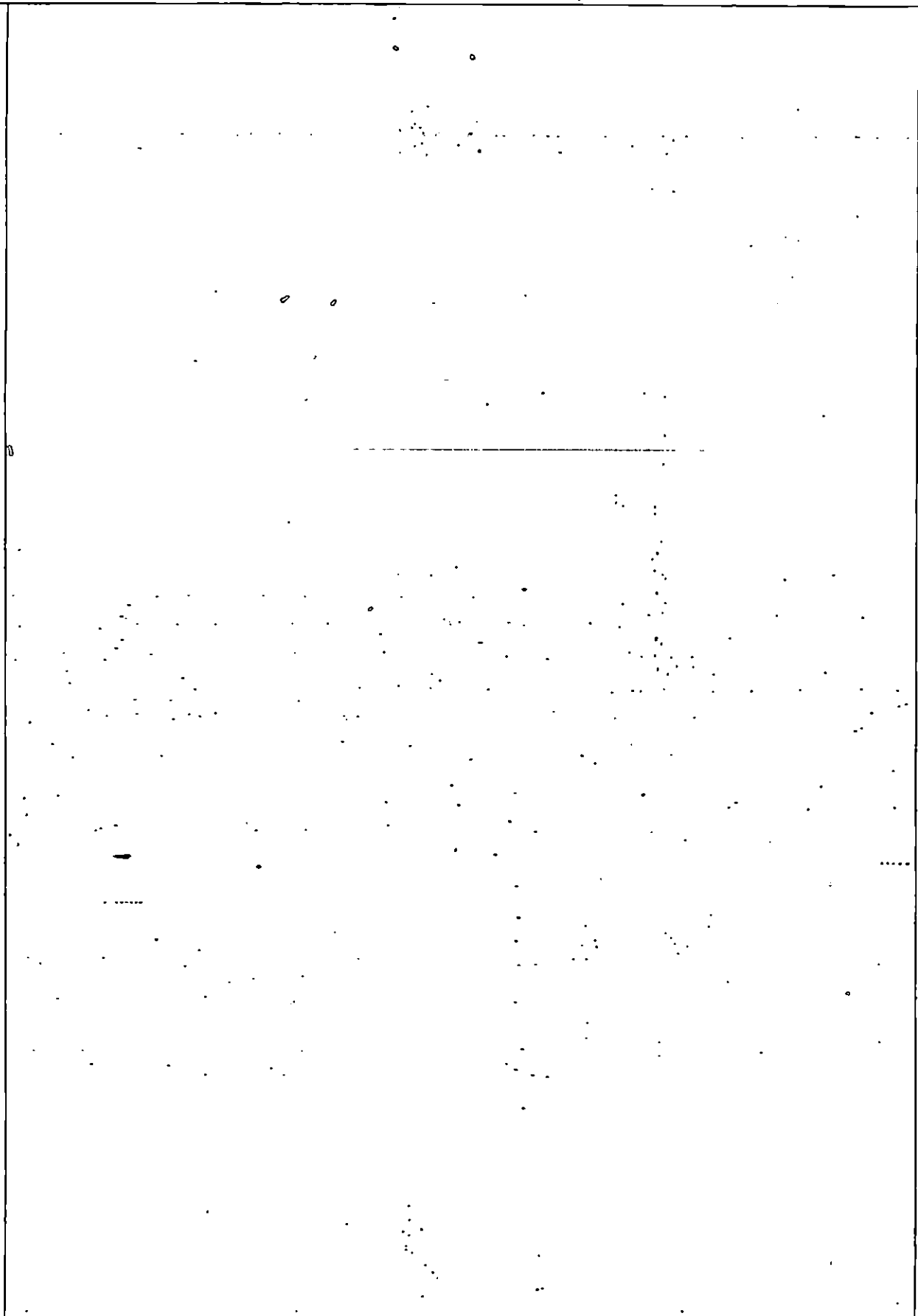


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Q8. You are the DM of a district. The education and health inspector of the region has submitted a report which stated that the local goons and people of higher caste are not allowing ASHAs and school teachers to provide facilities to the downtrodden 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)

Remarks



Remarks

