GS SCORE
ETHICS BATCH-3

TEST - 4

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 2 hr. *Max. Marks: 140*

Q.	Marks
1.	
2.	
3.	
4.	
5.	
6.	
7.	

Instructions to Candidate

- There are 7 questions.
- All questions are compulsory
- The number of marks carried by a question/part is indicated against it.
- Content of the answer is more important than its length.
- Answers must be written in the space provided.

Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.

Name Ashwini Pandey

Roll No. _____

Mobile No. _____

Date 13.11.15

Signature _____

1. *Invigilator Signature* _____

2. *Invigilator Signature* _____

GS SCORE

REMARKS

Roll No._____

GS SCORE

Q1. General elections are in progress and you have been appointed as a Sector Magistrate to oversee the free and peaceful election in a sector which has 10 polling stations. In course of your tour, you notice a powerful minister moving to various polling stations with deadly weapons. He is accompanied with anti-social elements. The people moving with the minister are intimidating the voters of SC Community not to dare to go to polling stations and vote. One of the supporter of the minister informs you on your mobile phone that it is better if you do not interfere and avoid confrontation.

What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of these options and finally suggest what course of action, would you like to take giving reasons.

(a) Arrest the minister along with his supporters and sieze his arms, ammunition and vehicles, and immediately file a criminal case in local police station.

(b) Inform the election control room and seek police reinforcement, and also instructions as what to do.

(c) Go to villages inhabitated by members of SC community and help them to cast their votes, by arranging vehicles.

(d) Inform election observer and other senior authorities and seek their help and guidance, and until then avoid the minister.

(e) Ignore the minister and his supporters with the hope that they might be caught if they create any disturbance on the polling stations, because on every polling station a static arm picket has been stationed. **(250 Words) (20 Marks)**

The present case represents the issue of Muscle Power in democratic election process. The duty of Sector magistrate is to ensure free & fair election in a fearless atmosphere where every voter can excercise his/her power without fear and favour.

Various stake holders involved are the Sector Magistrate, Ministers, various anti-social elements, SC community & people at large.

The primary necessity is to

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- Curb / prevent use of force - threat against any voter
- Build confidence of SC community so that they can excercise their rights without fear or favour.

Evaluation of options Given

(a) Arresting the minister might escalate the tension as Minister is powerful as well as it will make the situation more volatile. However carrying arms & ammunition during electoral process is against law so seizing of arms & ammunition should be done to prevent its misuse and build confidance of people.

(b) Election control room should be informed as the higher authorities should be aware of the developing situation & also if situation is becoming tense police re-inforcement must be ensured. However As sector magistrate it is my responsibility to look after the affair rather than seeking instruction. Public servant should have commitment to Duty.

(c) Arranging vehicles & going to village might not be very fruitful as the SC community is under

Remarks

fear. Rather swift action & building trust of people is necessary. State machinery should be felt by people.

(d) Seeking help & advice of peers & Seniors is good however their opinion may be biased. At the same time it is important to have courage & confidence in self. Avoiding minister is not suggested. I might talk to him and persuade him to follow the laws.

(e) Indifferent & apathetic working is not feasible. As a civil servant it is my duty & responsibility to face the challenge & take corrective action.

This situation requires courage & fearless conviction. to ensure free & fair election. I will take action on multiple fronts like:

- arresting the supporter who is threatening on phone as it is obstructing the working of Civil servant
- Police reinforcement
- talking with minister & seizing arms & ammunition
- Such action will send a strong message and will help in building confidence of people so that they can vote freely.

Remarks

Q2. **You are a senior functionary in rural development ministry of Government of India and in course of your tour in the remote part of the country you want to have a first hand assessment of rural development programmes and their impact on the socio-economic condition of people, especially of BPL category. The district officials show you some of the houses constructed under rural housing schemes. You also talked to the people and local PRI representatives. The officials gave you a brighter picture of the situation where as people in general were critical about the attitude and approach of the officials (including elected). You were sad when you found that impact of the rural development programmes/schemes has been far from satisfactory.**

(a) **Bring out the ethical issues involved in rural development programmes.**

(b) **What recommendations would you propose to make so as to bring impact on rural development programmes?** **(250 Words) (20 Marks)**

The case presents the lacunas existing in policy formulation & implementation. The top-down centralised planning often fails to address the real issues. Moreover field officers paint a rosy picture disregarding the grievances of people. In the case various stakeholders are Myself, field officials (District official), PRI representatives and the people.

(a) The ethical issues involved in the rural development programmes are :

- Lack of understanding of peoples problem : Top down approach - mindset of Intellectual superiority of headquarter officers
- Nexus between field offiers & PRI representatives collusive corruption

Remarks

- Indifferent attitude & not friendly approach.

These ethical issues, in general, reduce the effectiveness of rural development programme. The developmental schemes follow "One size fit all" where local problems, resources are not taken into account leading to failure & loss of public resources.

Moreover field officers does not implement with honesty & integrity rather they fudge data to present good picture of implementation. There is lack of honesty, professional integrity, commitment to service. Similarly Peoples representative also work in self interest rather than upholding their electoral promises.

People remain passive beneficiary & are treated as subject.

(b) Recommendations to bring impact on RD programmes

(i) Bottom-up planning, considering local issues, problems, resources ⇒ Participation of people

(ii) Empowerment of people so that they can voice their concerns & have choice to choose from.

Remarks

(iii) Having mechanism of transparency & accountability like Social Audit, Citizen charter. ⇒ People will be able to question officials & representatives. Moreover it will lead to better implementation & effective usage of resources

(iv) More independent field survey to check the effectiveness, Use of ICT to build database of public records & making it open to public ⇒ This will curb corrupt tendencies of fudging the data

(v) Promoting mechanisms like "Jan Sunwai", display of funds utilisation in Gram Panchayat Sadan etc to bring more transparency & ensure participation of people in the developmental Process.

Empowerment of people, their active participation is necessary to ensure public servants are not misusing their position.

Remarks

Q3. You are a senior administrative officer in a district. There is untimely heavy flood in the district which has threatened the life and property of 70 villages. People have to be immediately evacuated and brought to safer places. There is shortage of boats and essential commodities, besides medical, health, sanitary and hygiene problems. D.M. cum Chairman of District Disaster Management Authority is on long leave and you are the senior most officer in the hierarchy.

What will you do in such situation? Some of the options are given below. Evaluate the merits and demerits of each option and finally suggest what course of action you would like to take, giving reasons?

(a) Make a request to state government to depute an experienced officer as D.M. as in this situation an experience senior may guide you better.

(b) Take the problem as a challenge and take all necessary steps to provide relief to people.

(c) Call upon National Disaster Management Authority and State Disaster Management Authority to help the district.

(d) Go on long leave because if you fail to provide relief to the people, you are likely to be penalized.

(e) Seek instructions and assistance from state government. (250 Words) (20 Marks)

The present scenario is about "rising on the occasion" & fulfilling duty of a civil servant. Civil Services presents alot of challenges and its impact on peoples life is enormous. It must be considered a vocation.

As a senior most officer available I have to Rise up to the occasion & fulfill my duties with full conviction & commitment to save people in such disastrous situation. It will require hard work, leadership qualities, quick decision making and commitment to public service.

Remarks

(a) This option is not right as in disaster situation state machinery might not be able to spare senior officer. Moreover the disaster response must be quick & swift to save maximum people. waiting & deputing of other officer will waste the precious time.

(b) Yes this option is the right course of action but it has to be well planned & thought off process. All necessary actions & machineries must be utilised.

(c) NDMA & SDMA are the institutional mechanism for disaster response. There help must be taken along with the work of District Admin. Their resource may be limited as many state have not even established the authority. So those limitations as well as the precious time must be kept in mind.

(d) Going on leave is not an option as public servant must have conviction & commitment to serve. This is a situation of disaster, Actions of Administration is necessary to save ~~life~~ lives of people.

Moreover fear of penalty later

Remarks

on will not be on my mind. I will use my best Judgement to fight the situation.

(8) State Govt. should be notified & advice must be sought but the immediate challenge is on the district administration. Proper communication channel must be their.

In this situation I will take all possible actions to save maximum lives and provide them necessary services so as to curb the impact of disaster My course of Action could be :

- Immediately deploying district resources for evacuation
- Arranging utilities & facilities to accomodate evacuated people using district disaster fund, NGO's, Red Cross etc.
- Keeping district & other hospitals on alert to cater to any need
- Using Armed forces, if any, in the district for rescue operation
- Communicating with SDMA, NDMA, State government & calling for their help accordingly to need.

Remarks

Q4. You are the Municipal Commissioner and with active cooperation of citizens and subordinates, you have prepared a citizen charter for better sanitation in municipal area. You have set out following time bound targets in the charter.

(a) Daily collection of solid waste from each household.

(b) Cleaning of all important drains before monsoon in order to prevent water logging.

(c) Cleaning vegetable wastes from vegetable markets every following morning.

(d) Levying penalty on those who do not use public utilities and openly urinate on public places.

What difficulties Municipal Administration might face in performing afore mentioned works and how would you take cooperation of people in performing the work efficiently?
(250 Words) (20 Marks)

Waste management, sanitation etc are important for public health. As a Municipal Commissioner it is my duty to ensure better Sanitation. Citizen charter if prepared with active cooperation of citizens and subordinates then so it has better chances of success as participation will bring synchronisation of efforts.

Various stakeholders involve the Municipal body, employees, and public.

Challenges in Mentioned work

(a) Daily collection of solid waste from each household will require alot of infrastructure, material & human resource.

It will require management of

Remarks

collection process so that each house is covered. Moreover people need to be aware about & notified timings so that they can effectively utilise the facility.

(b) This will also require resources which are available & cost effective. Additionally it will require elaborate planning process & recognition of important drains. work need to be start well in advance of monsoon season so that it ~~becon~~ is completed before rainfall. Proper monitoring of work is also important.

(c) This again will require material & human resources. Proper planning, deployment of people. Moreover support of people at vegetable market is also important to ensure effectiveness

(d) open Urination & defaecation is a challenge for county & has health related impact. Levying penalty might be opposed, moreover its enforcement is difficult as it will divert alot of manpower. Moreover need is

Remarks

to ensure availability of clean, accessible public utilities & people will themselves be motivated to use the facility.

Increasing awareness in this regard is also important.

Remarks

Q5. You are senior Civil Servant heading a big organization which has a large public interface. People make various complaints regarding poor sanitary conditions with public utilities stinking. Employees report to office quite late and openly ask for bribe in order to clear the pending files. Most of the employees and officers have political backing and patronage.

Having been dissatisfied with the state of affairs you have finally started to take few initiatives as follows. What could be merits/demerits of these initiatives?

(a) You personally started cleaning the office on the birth date of father of the nation Mahatama Gandhi.

(b) Asking the local anti-corruption unit to organize few traps on corrupt employees to catch them red handed.

(c) Recommend for transfer of some of the officers and corrupt employees.

(d) Warn the late-comers of serious consequences if they do not mend their ways.

What could be best course of action with justification? (250 Words) (20 Marks)

The case brings out functioning of most of the public offices & various ills that it faces like :

- Lack of sense of duty
- lack of professional ethics
- dishonesty, lack of integrity, corruption
- Political - interference

Various stakeholders in this scenario are Me, employees, people at large.

Merit - Demerits of Given Options*

(a) It will act as a symbolic gesture depicting need of cleanliness. however it will be a annual affair & will have little impact on habit & behaviour of people. Action has

Remarks

continuous & appealing to bring out perceptible change in behaviour

(b) This will help in creating deterrence. Few corrupt official getting caught will send a message to others. However the need is to build a environment of honisty & trust in long term. Corrupt officials will resort to other means to get benefited so this option will have short term impact.

(c) Recommending transfer as punishment can have some deterrent but this will lead to increased political interference. Moreover if the officials are involved in corruption strict action according to law must be taken which also includes transfer.

(d) Late-comers must be warned as they have to come to office on time and fulfill their duty. Also strict actions must be taken on repeat offenders.

Use of technology like biometric system can be deployed to enforce such behaviour.

Remarks

The major issue is degraded work-culture & professional ethics. So both need to be mended & a leadership must be provided to the organisation. following action will be taken :

(1) Promoting cleanliness in office, cleaning staff must be ensured to perform their duty. Also monthly cleanliness drive can be arranged.

(2) Strict action on corrupt practices ; time bound clearance of files ; Portal to complaint ; Record keeping of complaint & action taken

(3) Action on caught officials according to rules & regulation

(4) Developing a sense of duty, commitment to service ; leading with example by coming on time. ; Rewarding punctual employees etc

Remarks

Q6. **In a particular state, flood is a regular phenomenon. Every year some innocent lives are lost apart from damage of properties worth million of rupees. There is a river embankment which protects approximately 75 villages. It has not been repaired since last three years. Unfortunately it has breached causing flood in most of villages where 300 people have lost their lives besides other damages. After flood recedes, various diseases have broken out and the district administration was caught unaware.**

Ponder over the situation and answer the following questions.

(a) **As head of the District Administration, what steps would you take to reduce the sufferings of people? What could be your limitations?**

(b) **What steps would you take to fix up responsibilities of officials for negligence and dereliction of duties?** **(250 Words) (20 Marks)**

The case presents lackaidaisal approach of Administration where ~~poor~~ proactive actions have not been taken leading to loss of so many lives.

Moreover situation requires swift action so as to restrict it from spreading & minimise the damage. District administration along with people, local community, NGOs, VO's have a role to play.

(a) Steps to Reduce suffering of People.

(i) Alerting district & other hospitals to provide essential services

(ii) Using Medical staff, Voluntary organisations to generate awareness & do to-do list among citizens to prevent any disease

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from spreading

(iii) Arranging basic amenities like food, clean drinking water, basic medicines, clean & toilets etc. to affected people

(iv) Cleaning up/Removal of bodies of dead animals so as to prevent spread of disease.

(v) In all this, resources of district disaster fund, Red cross, other contributions from NGO's, individuals can be used.

Limitations

(i) Lack of awareness in people about actions to be taken especially clean water

(ii) Lack of availability of trained staff

(iii) Effectiveness in using resources like food, toilet, medicines

(iv) Unwillingness of staff to work

(6) Steps to fix Responsibility

The officials responsible for surveying the embankments & its repair must be questioned and according to findings action must be taken. Moreover their indifference or ~~and~~ corruption has caused loss of life

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So criminal charges can also be imposed.

In long term, mechanism must be there to prevent repeat such incidents in future :

(1) Involving local people in process

(2) Social audit of work every year

(3) Citizens are directly affected so they must be involved in process → Openness of fund utilised, work done etc.

Remarks

Q7. How Emotional Intelligence helps a civil servant to bounce back from setbacks? Suppose inspite of best of precautions you fail to provide necessary articles to flood victims, and your whole team is demoralized. How will you be able to overcome the situation?
(250 Words) (20 Marks)

Setbacks are part of life and it is necessary as it teaches us valuable lessons of life & builds our character.

For Civil Servants setbacks are common due to heavy responsibility, lack of resources, political interferences etc. In such situation setbacks are often common occurence. Thus Emotional Intelligence is very necessary for civil servant. Emotional Intelligence provides civil servants with knowledge about his emotions, his strengths & weakness, he is better able to utilise those emotions for bouncing back. An Emotionally intelligent person is self aware, has self confidence & can utilise emotions for positive difference. Many leaders faced setback & bounced back because of their emotional intelligence. Gandhi ji during freedom struggle faced setbacks like Chauri chaura, Jalianwala, opposition from Society nevertheless

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he stuck to his values & bounced back to lead country to freedom.

Despite best effort if my team is not able to deliver, it is obvious to become demoralised. But as leader of team I am responsible to ensure the motivation & morale of team member is high so as to continue facing challenges. I will take following steps:

(1) Talking to them and telling them that our responsibility is to perform our duty with utmost conviction & often result are not according to our wish. Indian value of ~~karmayoga~~ karma must be retold. &

(2) I will tell them that success & failure of effort is part of life & it is essential for public servants to continue with their effort so as to serve the society.

Remarks

(3) I will encourage them to share their feelings & emotions & perform group activities

(4) I will indulge every one in the exercise to review our actions & find out the root cause of failure of our effort. This will help in plugging the problem as well as build confidence in people that we are better prepared for future challenges.

Emotional Intelligence will help me to understand emotions, behaviours of team member & help them face setback & become more enthusiastic & motivated for future challenge.

Remarks