

MOCK TEST-04

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 18 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Answer the questions in NOT MORE THAN 150/250 words each. Contents 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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Name Ashwini Pandey

Roll No. _____

Mobile No. _____

1. Invigilator Signature _____

Date 19.11.2015

2. Invigilator Signature _____

Signature Ash

REMARKS

GS SCORE
MOCK TEST SERIES 2015

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SECTION - A

Q1. The ethics is concerned with the morality of human action which should be knowledgeable, voluntary and done by free will. But if a civil servant even under the pressure of politician gets involve in scams, then will it be an unethical conduct on the part of the civil servant? Discuss by giving your viewpoint. (150 Words) (10 Marks)

Civil servant need to uphold the values of honesty, integrity, rationality, objectivity etc. If a civil servant is under pressure of politician, his/her action will not remain impartial, & objective. This will make the process decision based on partisan consideration thus negating public interest. Such action will be unethical conduct.

It is in this light that it is necessary to be knowledgeable, voluntary & work be done under free will. Civil servant can act ethically & uphold the morality of his action if he has knowledge, he is taking civil services as vocation & is not working under anyones influence. If such values are followed then conduct of civil servant will be ethical in nature.

Remarks

If we take example of E. Shreedhevan.

- Knowledgeable: had technical knowledge about Railways, had better understanding of people working in team.
- Voluntary: worked with sense of duty & commitment, aspiration to achieve better quality came from within.
- Done by free will: worked with courage, not ~~resorting~~ ^{giving} to any political pressures, standing his ground in various decisions.

Thus his conduct & actions were in compliance with moral & were ethical.

Remarks

Q2. The Indian view of work depicts it as worship and act which is done for the betterment of common good rather than individual, but in reality it is quite opposite since time immemorial. Why? (150 Words) (10 Marks)

Indian Philosophy of "Karma hi Raja", i.e. "work is worship" brings out the value of dignity of work in cultural aspect. Indian society worked on the principle of Communitarian approach & hence work was done for ensuring common good & not as an individual. These values gave the concept of trusteeship, cooperatives, self help group etc.

However over the period of time, work has become individualistic in nature & people focus more on individual benefit rather than common good. The reasons behind that are changing socio-economic & moral values:

- Individualism due to urbanisation, industrialisation
- lack of compassion, empathy increasing
- Achievement based values: focus on individual achievement.

Remarks

- Decline in community based living, joint families etc.
- Work as a mean to earn livelihood & not as vocation.

Nevertheless still Indian values are practiced in many places & "work as worship" is still preserved e.g.

- Cooperative societies
- SHG
- Respect for labour
- Civil Services, Medical profession, teachers etc.

Many public officials work for betterment of society & service more to help fellow human being

Remarks

Q3. Free flow of information for citizen empowerment should be accompanied by proper utilisation of information. Discuss the steps required for increasing the capability of individuals for utilising information properly. (150 Words) (10 Marks)

Remarks

Remarks

Q4. What are rational values? Elaborate with examples. How do these values increase the efficiency of public service?
(150 Words) (10 Marks)

Rational values are based on principles of objectivity and ~~etc~~ logic. e.g. Respecting Elders as they are more experienced & knowledgeable as well as have concern for our good. They must be respected.

Value of equality: is based on rationality as each individual is made equal by God & colour, caste, religion can not be basis of inequality.

These values help in functioning & efficiency of public service: Rational values required in public services are

- Honesty
- Integrity
- Objectivity
- Fairness
- Truthfulness
- Service motive
- Openness

Remarks

These values help in:

- ensuring fairness, justice
- better understanding of problem
- less dilemma while taking decision
- more service motive

Remarks

Q5. Persuasion is a potent weapon in hands of civil servants. Critically examine. Illustrate through example. (150 Words). (10 Marks)

Persuasion is an important quality of any leadership. Similarly, for civil servant persuasion becomes a very useful tool as civil servants have to:

- Deal with numerous people on day to day working
- Have to deal with conflicting situations
- Have to lead people
- Have to attain goal of organisation

In such scenarios persuasion becomes very important. For example if there is communal violence, persuasive power of civil servants help in controlling people, curbing conflict between leaders.

However civil servants have backing of law & rules & often their role is to strictly adhere to rules & regulations & follow orders.

Many civil servants used

Remarks

their persuasive power for growth & development of country.

e.g: V.P. Menon along with Sardar Patel used his persuasive power over various princely states to integrate & unite India into one nation.

Remarks

Q6. Laws are meant to be somewhat durable, that is, to last for some time but in practice, informal social norms may have greater durability. Illustrate the impact of social norms on poor implementation of laws in India. (150 Words) (10 Marks)

Social norms have larger acceptability in people than law because law is generally imposed on people while social norms have evolved within people. That is why social norms have more acceptability.

Often social norms affect implementation of law especially if both are not based on common sense. Law is based on rationality & to ensure just, fair society while social norms may be irrational and depict feudal or orthodox mindset, example:

(1) Patriarchal mindset, son as heir of family → poor implementation of property rights for women

(2) Patriarchal mindset, Man: dominant society, women as subject → Domestic violence, dowry laws, women themselves do not come forward.

Remarks

Remarks

Q7. Free and fair elections are important for maintenance of political justice. Describe the work of few administrators for facilitating political justice in India. Also discuss the significance of it to the marginalised section of society. (150 Words) (10 Marks)

Free & Fair elections ensure Political justice in India. Each & every individual regardless of caste, class, religion etc. exercises his/her rights to shape the governance of country. Our forefathers relied on the wisdom of common man to establish democracy.

Many Civil servants, leaders have played role in preserving & maintaining this democratic ethos. For example :

(1) T. N. Shesham : worked as Election Commissioner. He brought the importance of EC in democracy to fore front. His active role helped in ensuring voter id, card & that it is a inclusive process. His work led to deepening of electoral process & brought farmers in the process.

(2) J. M. Lyngdoh : ~~Post~~ Post Assam he denied to hold elections in Assam unless peace is restored. His courage helped in voicing necessity of peaceful society to hold

Remarks

election. His action upheld the autonomy of election commission.

(3) Interjeet Gupta : His work brought various issues in electoral process to forefront.

(4) Numerous Civil Servants : Every election various civil servants work day in day out to conduct election & celebrate the festival of democracy.

Significance for poor & Marginalised

(1) Everyone got voter id card & has right to participate & ^{raise their} voice...

(2) Election Commission has brought reforms like NOTA, VVPAT & increase awareness among poor & marginalised to raise their issues.

(3) Poor & marginalised have emerged as a political force.

Remarks

Q8. Differentiate between Code of Conduct and Code of Ethics. Why implementation of Code of Conduct has failed in government organisations? (150 Words) (10 Marks)

Code of Conduct : is a set of Do's & Don'ts of an organisation. It lists down various activities that members can do or not do. It is simplistic & mechanical in nature.

Code of Ethics : It is more elaborate than Code of Conduct & gives possible situations, options, actions to individual according to ethical standard of organisation. It provides a better understanding to individual & brings more role clarity.

Reason for failure of Code of Conduct

Code of Conduct has not been able to succeed in Government organisation because:

- (i) It give a simplistic view however practical working in government is very complex.
- (ii) The ethical dilemmas faced by civil servants are not simple Yes - No rather they are

Remarks

dynamic, ever changing, involving multiple player thus code of conduct fail to guide action.

(iii) code of conduct focus more on don'ts and doesn't focus on do's. i.e. what exactly civil servant need to do to uphold values

(iv) They are vague in nature. : Code of conduct talks about maintaining objectivity, honesty, impartiality but fail to chart out course of action.

This is why many countries has opted for code of ethics as it gives a better understanding & is more valuable guide

Remarks

Q9. Emotional intelligence in recent times has become the buzzword for determining the success of a person. Do you agree? If yes, mention the steps you have taken in your life to develop emotional intelligence. (150 Words) (10 Marks)

Emotional Intelligence is the ability to understand self emotions, others emotions and utilise them constructively to achieve some goals.

In recent times, Emotional Intelligence has become important because of

- (1) Increasing complexities in administration
- (2) Multiple stakeholders, employees, citizen, clients etc.
- (3) Increased communication

Thus ability to achieve success is not only dependent on focus on efficiency or coercive methods rather understanding human beings and driving him towards maximum contribution. Motivation in team members & self is important & Emotional intelligence helps in managing emotions & maintaining morale of the organisation.

Steps taken to Develop Emotional Intelligence

- (1) Self awareness : It is necessary and I try to analyse my action, behaviour, feelings on a particular situation. It helps.

Remarks

in increasing awareness about self. For that I often spend few minutes to introspect and analyse what I did, why I did etc.

(2) Self modulation: Once I am aware of my emotions I try to utilise them positively. If a similar situation occurs I use past experience.

(3) Observe & Understand People: Understanding other's emotions is also very essential. For that when I interact with people I try to observe their reactions, responses and correlate with their action to better understand.

(4) Read books on people's experience, watch movies & observe various characters.

Remarks

Q10. Wisdom, compassion and courage are the three universally recognised moral qualities of men. (Confucius). But with respect to civil service a sense of public service interest is more important. Do you agree? (150 Words) (10 Marks)

Wisdom, compassion & courage are moral quality of highest order. They help individual in living a better & fulfilling life where he can contribute towards betterment of humanity.

However it is said that sense of public service & interest is important for civil services. It is true as civil servant works for people & must ensure public interest to achieve larger good of society. Moreover civil service due to its wide impact must be done with service motive. Lack of service & public interest will cause dishonesty, partiality, misuse of authority by civil servant & this will be detrimental for society.

However a close scrutiny will justify that public service & public interest emerge from the values of wisdom, compassion & courage.

Remarks

Wisdom : Civil servant will have better understanding of peoples problem and have knowledge of right course of action.

Compassion : understands the pain & problems of people, action will be to remove ills from society \rightarrow Public Service as well as interest

Courage : will be able to fight his/her fear, curb political & other pressures, fight temptations of dishonesty & immorality \rightarrow thus Public Interest & Service

Thus wisdom, Compassion & Courage in Civil servant is necessary to adhere to the values of Public interest & service.

Remarks

Q11. Most of the social thinkers and reformers realised that the surest way for the salvation of the oppressed and untouchables lies in higher education, better employment and better ways of earning a living. Now that improvement is occurring due to urbanization and not by social workers. Do you agree? Give your viewpoint. (150 Words) (10 Marks)

Higher education, better employment & better ways of earning helps in breaking the social hierarchy that existed in India. It helps individual in enjoying more freedom & control over life to improve his/her quality of life.

Due to rapid industrialisation, urban centres have emerged with demand of labour. Urbanisation has helped in removing the barriers of social hierarchy, caste system etc that existed in India. Thus it has led to emancipation of oppressed & untouchables.

However role of social workers & reformers is also important in creating awareness, in empowering people, in fighting of for justice & dignity of poor & down trodden.

Although urbanisation has helped but still caste system prevails eg. caste based marriages are common even in Delhi, Mumbai etc. Still people identify each other by caste, region. Such parochial mindset causes harm to peace.

Remarks

harmony & integrity of society.

Thus role of social worker is important even in urban areas. Many leaders, reformers fought for equality of all individual. e.g. Ambedkar, Gandhi, Phule, Periyar etc.

In my opinion emphasis on education of young generation, community work, awareness generation etc. is necessary to speed up the process of shedding caste mindset.

Remarks

SECTION - B

12. Once you went to market with your mother for Diwali shopping. There you found that most of the shopkeepers have employed children as attendants and were behaving very harshly with them. You get very touched by seeing all this and started arguing with one of the shopkeeper on this issue. Your mother told you to stop and asked you that if you argue like this he will remove the child and child may have no earning source for family. The point was correct because you are not in a position to provide that child other income source.

- (a) The workplace is not simply based on the master-servant relation, it is much more than that. Discuss the morale crisis at the workplace.
- (b) What are the options available to you for reducing the plight of children as you cannot take any legal action as this will impact child's livelihood and many others may suffer from the same fate
- (250 Words) (20 Marks)

The situation given presents ethical dilemma between what is legally & morally correct and the practical necessity. often in our country due to poor economic condition childrens are forced to work.

(a) workplace is not simply based on master-servant relation. It is shaped by the necessity of individuals.

Shopkeepers are hiring children so that they can pay less and save on expenditure and thus increase profit while children are forced to work so as to provide for their family. The primary cause behind such situation is socio-economic condition on one hand and decline of our moral values (collective) on other

Remarks

hand.

The moral crisis here :

(i) Shopkeeper: Shopkeepers are driven by profit motive and the values of compassion, empathy are being ignored.

(ii) Children: is the victim of socio-economic & moral issues of society at large. He/she is being burdened to earn instead of learn & enjoy childhood.

(iii) Society: As a society we ignore the plight of children. Society has developed acceptance to such immorality.

The situation requires multipronged approach to better the socio-economic condition.

(b) Options available to me other than legal

Action are :

(i) Helping the particular child: By providing some monetary help, reaching out to his/her parents & persuade them to provide him/her education & emphasise the value of education.

This option has limited impact as it will help only the particular child.

Remarks

(ii) Increasing Awareness about child labour & their problems : Use of social media, letters to editors, reaching out to media so as to generate awareness among people & build pressure on Government to take corrective action.

(iii) Getting involved with NGO's and work for betterment of children issue : Many NGO's work in this area e.g. Bachpan Bachao Andolan which has saved more than 90000 children. Involving with such NGO's who have better understanding of issue & have experience in resolving them. This will help me in understanding the issue better & contribute first hand. This way alternative options of livelihood to parents can be provided & focus on education of children can be paid.

Remarks

Q13. An independent and impartial judiciary, and a speedy and efficient system are the very essence of civilization. However, our judiciary, by its very nature, has become ponderous, excruciatingly slow and inefficient. Imposition of an alien system, with archaic and dilatory procedures, proved to be extremely damaging to our governance and society.

There is a harassment in judicial proceedings. A person goes to the courts to get what is his, to fight for his rights; he comes out having lost all his earnings and with nothing in his pocket. A vested industry has sprung around the courts, the aim being to extract as much money as possible from the clients. It leads to violation of 'Rule of law' and 'Individual liberty'.

Further the judicial process is so slow that it is practically unending and is increasing the number of undertrials in prison than real convicts.

- (a) Discuss the ethical concerns in judicial proceedings with respect to working of advocates and impact of it on society.
- (b) Judicial corruption has direct implication on many stakeholders. Discuss it from the point of view of undertrials. (250 Words) (20 Marks)

The Judicial system of the country is facing various issues of delay, inefficiency, slowness and thus causing harm to individual, society & humanity.

An efficient justice system is a necessity to build & maintain society on the basis of Rule of law & individual liberty. Various stakeholders involved in this are the entire Judicial system viz Judges, Advocates, staff as well as society.

(a) Various ethical issues involved in Judicial proceedings with respect to Advocates are

- (i) Profit motive rather than compassion for justice

Remarks

(ii) Adherence to legal Rules vis-a-vis plight of individuals.

Often Advocates resort to excessive charging, fooling poor & vulnerable people, not sticking to Professional ethics & lack of honesty & integrity.

Advocates use legal loopholes to delay the proceedings and often advocates on both side in collusive manner resort to such tactics to earn more from clients.

Moreover often due to lack of awareness, education & crisis situation client face problem which is being abused by advocates.

Impact on Society

(1) Loss of trust from the profession and Judicial process

(2) Delay in Justice

(3) Many people spend life in jail despite being innocent

(4) Many undertrial have spent more time than the maximum time of their crime.

Thus it erodes the moral fabric of society

(5) Implication of Judicial Corruption from Point of view of Undertrials

(i) Undertrials are the major victim of Judicial

Remarks

corruption.

- often innocent & are behind bar
- often spend more time in jail - than the maximum punishment
- Devoid of individual liberty
- often prison tends to harden the criminal

The core idea of Judicial system is Reformation of Individual. But Judicial corruption tends to dilute this goal.

Moreover rich & powerful. often misuse it & get scot free despite committing crime. This erodes the moral fabric of society.

Money, political power being misutilised to subvert the free & fair judicial process causing delay and the price is paid by poor, vulnerable individuals & their families

Remarks

Q14. In a particular village, there is a communal tension between two Communities. The local SHO has taken a prompt action against trouble makers of two communities by arresting ring leaders of both communities. A powerful minister is putting pressure on the SHO to release arrested persons of a particular community or face suspension.

SHO is an honest, and upright officer and has come to you for a proper advice.

Following are some suggested options. Evaluate merits and demerits of each of these options and indicate, what would you like to advise him, giving proper reasons?

- The SHO will complete all papers and records immediately after arrest and express his helplessness in absence of a court order for release.
- SHO will agree to minister and release the people of a particular community.
- Release the people of both the communities.
- Seek instructions from Superintendent of Police of the district.

(250 Words) (20 Marks)

The present case is about a crisis situation & political pressure being exerted on public official.

Communal tension require swift, fair & Just application of law by the administration to curb further ~~est~~ escalation of situation. It is also necessary to restore & build faith of people in state machinery.

Various stakeholders involved are SHO, Ring leaders, both communities, Politician & people at large.

(a) Option (A)

Merit: - It will be proceeding according to law
- will protect the SHO from pressure of politician

Remarks

- Ensuring Justice & fairness in proceedings.

Demerits :

- Communal tension might escalate
- hurry in filing paper might reduce the objectivity in enquiry.

(b) Option 'B'

Merit :

- will save his job & immediate pressure

Demerit :

- Peoples trust on state machinery will erode.
- Justice & objectivity of police will be lost
- will escalate communal tension.

(c) Option 'C'

Merit :

- might help in calming down both community
- Reaching out to both community for talk & maintain harmony will be more feasible.

Demerit

- law must take its course & perpetrator must be punished
- Deterrence of law will be diluted.
- Future incidents in future will increase

Remarks

(d) Option 'D'

Merit :

- Experience of seniors can be useful
- Better insight & knowledge can be used to curb the tension.

Demerit

- Might put pressure to do something or favour one over other
- SHO being responsible for his area need to use his own judgement-

Such situation require swift & multiple steps so as to contain violence, restore peoples faith & return to normality. Advice :

(i) Following the law in respect to sing leaders & ensuring justness & fairness in procedure. It will ensure neutrality & people will believe in fairness of people administration

(ii) Reaching out to Elders & leaders of both community to maintain peace & harmony

(iii) Communicating with politicians to help in building harmony

Remarks

(a) Ethical issues involved in the case are:

- Lack of Rationality & Prejudice against people based on past work
- Lack of compassion
- Lack of Responsibility towards social clls.

People are often driven by their prejudice and narrow values rather than Rationality. They want clean surroundings, hygienic condition but do not respect the people who work for it by even risking his life.

This shows lack of compassion and not taking responsibility as a collective towards these social clls.

Manual scavengers have come into existence because of societies need & unbalanced power structure. Every individual has a moral responsibility to provide justice to these people by fighting their own prejudices & accepting them as a member of society. This will help in their seamless integration & will help in succeeding success of govt. effort.

Remarks

(b) Steps needed to Increase Social Acceptance & livelihood opportunities

- (i) Increasing awareness among people using various means like social media, facebook, street theatre. By depicting & presenting their plight & our social-moral responsibility.
- (ii) Spreading information among friend, family & community & spreading awareness.
- (iii) Involving them in community based activities so that people can understand & overcome their prejudice.
- (iv) Teaching young generation about these values.
- (v) Motivating small businesses in the community to love them.
- (vi) Focus on skill development, vocational training by use help of NGOs, Govt agencies, Industries etc.

Remarks

Q17. A state government has set up an anti-corruption unit under your leadership to take decisive action against prevailing corruption in various departments. You have a clear cut vision and a perfect understanding about what to do with the help of the team. Some of the team members have a soft attitude towards corruption. You have decided to persuade the team so that the team could be very effective in anti-corruption measures.

- (a) What are the various options available to you to motivate your team?
 (b) Evaluate the merits and demerits of each option and choose the option which you consider best, giving reasons. (250 Words) (20 Marks)

As a leader of Anti-corruption unit I have clear-cut vision & understanding of action to be taken. There are few members who are having soft attitude.

The objective is to ensure the entire team is on same page & has unity of purpose as well as ensure uniformity in Action.

Various stakeholders are me, & team members:

Options & Analysts

(1) Removing "Soft Attitude" team members:

merit

- Will bring uniformity in team with clear cut goal being understood by all member

Remarks

- will save time on aligning all member to same objective.

Demerit:

- their soft skill can also be useful
- They may be soft but honest and finely
- new people for team can become time consuming

(2) Training & Motivating to bring every team member on same agenda:

merit

- this will ensure better understanding & goal among team member
- Better commitment towards the goal can be developed.

Demerit

- can be time consuming & costly process
- Inherent softness can not be curbed

(3) Utilising team member judiciously according to need

merit:

- Time, cost saving
- Immediately work can be started

Demerit

- May cause lack of uniformity in action

Remarks

in field
 - Lack of Uniformity can lead to allegation of discrimination & reduce faith of people in the agency.

I consider "option 2" as best as Although it will be little time consuming but it will bring all team members on same page, it will ensure uniformity in Action of unity, people will be treated in same fashion thus upholding justness & fairness in action.

Moreover it will help in utilizing the soft attitude of few team member also. They can be deployed in office in the beginning and use their skills in investigation, questioning, accused, gaining their trust & collecting evidence.

Remarks

Q18. There was a day light murder of a very popular social activist who always raised the issue of poor and down trodden before district administration. A strong and determined crowd of ten thousand people has assembled at the Collectorate with the dead body demanding immediate action against the accused police officials who failed to provide necessary security to the leader. You are the head of the district administration.

- (a) What are the options available to you?
 (b) Evaluate the merits and demerits of each option and choose the option which you consider best, giving reasons. (250 Words) (20 Marks)

The situation is of urgency where people have grievance & demand of quick action. Loss of life is greatest loss & people will be emotional to loose a popular activist. However Administration need to control the situation & prevent it from becoming violent & unlawful. Various stakeholders in the case are District collector (me), administrative & police staff, accused police officer & people at large.

The immediate objective before me are

- (i) Maintaining law & order and preventing violence; Managing crowd
- (ii) Providing redressal to grievance of people
- (iii) Implementing law to bring culprit to justice.

Remarks

Option A : Deploying Police force & forcing the crowd to disperse :

merit :

- It will disperse the crowd.
- It will restore normalcy so that Administration can function.

Demerit

- Can further escalate the volatility & people may become violent.
- Peaceful gathering need not be handled with violence.

Option B : Suspending the Accused Police official & setup enquiry committee :

merit :

- This will give some respite to people.
- This will help in restoring the normalcy in people.

Demerit

- may act as demotivation to police force.

Remarks

~~Such~~ situations require ~~a~~ multiple actions

- Option C : talking with the immediate family & assuring them of swift action

merit

- This will help in assurance of family so that they can proceed to perform last rights
- ~~also~~ will lead to control & calmness over crowd.

Demerit

- may not be seen as genuine effort on Administration by public

In my opinion, multiple actions need to be taken simultaneously.

- Assurance to immediate family
- Enquiry against official = to find whether he is responsible, and proceed accordingly to law.

- Calling police as backup in case situation becomes violent.

- Most importantly as a head of organisation it requires leadership to talk to people, listen to their feelings of loss, give them support & shoulder to cry and help them

Remarks

Overcome their loss so that the great work of social activists can be furthered.

