GS SCORE
ETHICS TEST SERIES 2015

TEST - 04

Roll No. GSET-15022

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr. *Max. Marks: 250*

Q.	Marks
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Instructions to Candidate

- There are 18 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 Chandan Kumar
Roll No. GSET-15022
Mobile No. [redacted]
Date 09 Oct 2015
Signature Chandan Kumar

1. Invigilator Signature _____
2. Invigilator Signature _____

REMARKS

Roll No._____

GS SCORE
ETHICS TEST SERIES 2015

SECTION A

Q1. Compassion is more than being empathic and sympathic, but requires both. Substantiate your view. (150 Words) (10 Marks)

Empathy means the ability to see from other's perspective, while sympathy is a feeling of pity and kindness to those in pain. Compassion as a term is much broader and has higher implications.

Compassion, in general, is a moral principle whereby a person try to solve other's problems through initiatives and social financial support. For example, SR shankaran IAS officer in Andhra Pradesh brought many legal-administrative changes in governance problems of tribal communities. This could be possible only because of his compassionate heart for tribal welfare

It is to be noted that empathy and sympathy are inseparable from compassion. S R Shankaran may not have been able to achieve the task to if he didnot feel kindness and urge to change the situation of tribal populace.

Also, it is necessary to understand the exact problem of these deprived population. and that can be done only when we are able to see and feel from their perspectives. Thus, empathy remains an essential element without which compassion alone will not be able to bring any change

Q2. Dedication and motivation can get people far in life. Motivation turns into dedication and dedication turns into success. List the steps needed to keep the civil servants motivated to achieve the goal of welfare of the society. (150 Words) (10 Marks)

Following steps may be helpful in keeping the civil servants motivated —

(1) Recognizing the good contributions made by individual civil servants and public appreciations for the same

(2) Rationalisation of transferring process of civil servants

(3) Insulating the hard-working civil servants from unnecessary political interference

(4) Proper ~~for~~ pay and appropriate government facilities

(5) Regular counselling/ ~~of~~ and ~~the~~ training of civil servants to keep them

motivated about the huge task of nation building.

(6) The guilty and corrupt official should be quickly punished, and investigations for these should be impartial. This will help in retaining civil servant's faith in fairness of the system and will help them to contribute with more dedication.

Q3. Empathy is necessary for making moral judgments. Discuss with examples. (150 Words) (10 Marks)

Empathy means the ability to see from others' perspectives. ~~Had~~ Unless we understand another's pain and trials, we can not see ourselves in that situation, it will be difficult to make decision on rightness or wrongness of that situation.

For example, it was the empathy that after seeing the picture of a refugee child dying on European coast, people world over started feeling a connect with that situation. Fencing off by Hungary appear morally wrong only when we take into account the sufferings of the innocent refugees who have been forced to leave their homes

Similarly, it is empathy only that motivates some civil servants to make all efforts for welfare of depressed communities even against the odds. Our own sense of empathy generate respect for these people and asks to consider them as moral guide.

Thus, empathy is at the root of all moral judgements.

Q4. Outside obligation on the public servant to be ethically and morally correct fails to improve ethics in public service rather the conscience of individual need to be enlightened. What steps will you take to enlighten your conscience for acting ethically correct while in service? (150 Words) (10 Marks)

I will take the following steps :—

(1) A clearer understanding of my own morality and motivations will help me see things in better perspective

(2) Writing down my moral principles and regular introspection to ensure that I am not deviating from these principles.

(3) At personal level, I have found that some element of spirituality and the sense of greater cause help me keep my conscience clean. I will try my best to continue that.

④ I will try to minimise all conflicts of interest in life and put my actions to public disclosure and scrutiny.

⑤ I will keep reading from the administrative leaders who have taken high moral stand in life, so as to learn from their lives. I will try to adopt these values in my life.

These steps, I hope, will help me enlighten my conscience.

Q5. Social accountability has provided shift from 'vote' to 'voice' to citizens but integrity and ethicality at individual level decides its success. Do you agree? Substantiate with example. (150 Words) (10 Marks)

With democracy taking roots, people's participation has moved beyond mere voting. Through the tools of RTI, Civil society movements, public scrutiny, active media, the emphasis of social accountability has been increased.

However, these changes will mean nothing, or at best cosmetic unless society takes the task of moral improvement at hand. Almost every law can have loopholes, and an experienced corrupt official may avoid public scrutiny also. Unless more ethically prone civil servants are recruited, and their are systematic encouragements for ethical conduct, the task of social accountability will

remain unfinished.

Also, if public itself is not honest, how can it put officials to account! This was increasingly seen in intrusive media, which even tried to blackmail the honest officials.

Thus, the success of social accountability will be decided by integrity - not only of officials, or of civil so. activists but also of society as a whole.

Q6. Public service must be founded on single most moral virtues of "Fulfilment of one's duty", rest of the foundational values may follow it automatically. Elaborate. (150 Words) (10 Marks)

"Duty" is at the root of public service. Duty means doing what is required by virtue of being at that post.

A public servant must feel a duty to general public - which will ensure accountability - a duty to improve people's life - which will ensure the dedication and public spirit.

In other words, all that is required of a public official can be summed in terms of duty; and on the basis of it they can bring required changes in their ~~base~~ functioning.

It is to be noted that in Indian ethos, there is a proper emphasis on

duty. Even the theory of Karma Yoga sees fulfilment of duty as essential for Nirvana. In public service sphere, the commitment to duty is of utmost importance

Q7. For the common man, bureaucracy denotes routine and repetitive procedures, paper work and delays. This is despite the fact that the Government and bureaucracy exist to facilitate the citizens in the rightful pursuit of their legal activities. Discuss the steps needed to make governance citizen-centric. (150 Words) (10 Marks)

Debureaucratisation and citizen-centric governance is necessary to reap the real fruits of democracy. Following steps are necessary —

(1) There is a need of the change in attitude of bureaucracy. Rather than seeing themselves as administrators, they should feel like service providers. Necessary changes in post-designations should be undertaken.

(2) Citizens should be empowered to monitor, report and scrutinise the administrative issues and progress. This can be done by placing all public records online, and available to every one at demand.

(3) A consultative mechanism should be put in place whereby the bureaucrats may be in regular touch with representatives of civil society.

(4) Through citizens charter people can be made aware of all the rights that they can expect. Further, a proper mechanism for public grievance redressal should be put in place.

Q8. For the proper maintenance of law and order a policeman should consider himself as a citizen with uniform and a citizen as a policeman without uniform. Discuss. (150 Words) (10 Marks)

Q9. The crisis of ethics in public life is more because of attitudinal problem of public servants rather than organisational ineffectiveness. Critically analyse. (150 Words) (10 Marks)

Q10. Explain the importance of any four attributes with respect of civil services: (75 Words each) (5×4=20 Marks)

a) Adaptability

b) Activism

c) Innovation

d) Courage

e) Humility

a) Adaptability —

Civil servants are required to take various posts at various times. Change in situation require adaptability which mean clear understanding of requirements of the new situation and delivering the task required on that post.

b) Activism

Public welfare require administrators to be actively exploring the solutions, and make our services available with proper zeal.

For example, the

educational officer Vijay kumar (IAS) of Tamilnadu showed activism in making education truly participative and inclusive.

The various challenge of civil services require one to look beyond 5pm as office duty, show sufficient interest in problem solving and decision making. This requires activism, most of all.

9 Courage

Civil service is real ground for test of courage, not just of one's moral conviction but also against the unsocial elements.

For example, there are many examples of civil servants who have frequently braved the political interference and have maintained high standards even after facing frequent transfers.

e) Humility

Humility implies humbleness of character. This is one of the most important virtue required by civil servant, as it is through humility that he can understand the various problems faced by common public.

Q11. What is the difference between a 'Professional' approach and 'Vocational' approach of the civil services? Of the two, which one will be preferred by you and why? (150 Words) (10 Marks)

Q12. What do you mean by 'Perseverance'? Explain with examples. How can you prepare yourself to achieve this attribute in order to become a successful civil servant? (150 Words) (10 Marks)

SECTION B

Q13. 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)

Roots of democracy lie in free and fair elections. As a Sector Magistrate, it is my duty to ensure that these members of SC communities can cast their votes without being intimidated by any one.

Analysis of the options :—

a) Election rules prohibit roaming with deadly weapons. On this basis, criminal cases may be filed, and the minister may be arrested.

However, gathering of evidence may be difficult. SC members may not be ready to be witness in court due to fear of these powerful elements.

Also, this may escalate situation to public rioting.

b) ~~Seat~~ Police reinforcements may give an immediate sense of security to the depressed communities.

However, the control room may not be able to give all required instructions due to being away from the scene. It may also ask the Sector Magistrate to show decision-making skills and rise up to the occasion.

c) Arranging vehicles may help overcome the immediate physical hinderance caused by politician.
However, it is not the lack of transportation but fear psychosis which is preventing them from voting. So, it does not solve the real problem.

d) While informing the election observer is necessary, avoiding minister till then is not a good idea. The situation may deteriorate meanwhile.

e) Such ignoring may amount to dereliction of duty. The arm picket at polling station may not be sufficient and may come under the influence of the minister

Solution:
I would immediately inform the control room and ask for police reinforcements. Also, I will seek instructions, but meanwhile, I will visit the area and will try to take stock of the situation. This will ensure the sense of security in mind of S.C.

Q14. 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)

a) The ethical issues involved here are — lack of commitment, not being transparent, lack of sufficient accountability, dysfunctional public grievance redressal mechanism, and possibility of corruption as well.

b) Recommendations :—

① Regular meetings between public and officials through 'gram-sabha', so that the needs of rural people may

be properly communicated to officials

② Public grievance redressal mechanism

③ A Citizen's charter ~~as~~ should be placed so that people may have ~~the~~ clarity on what to expect and whom to contact in case of problem.

④ A system of regular inspection of the gains made by rural development schemes.

⑤ Schemes should be formulated with public representation and public participation.

Q15. 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)

Evaluation of options

a) New D.M. can bring experience of having dealt with such situation in past. However, an immediate replacement may not be available. State government may ask me to show leadership and rise to the occasion.

b) Taking all necessary steps with resources available is ~~necessary~~ important. However this may not be sufficient

due to the heavy flood causing damages in so many villages. Seeking extra help may be necessary.

c) NDMA and SDMA are specially constituted to provide disaster relief in such situations. They have required resources, and experience to help the district in such situations.

d) A solution to such a natural calamity can not be seen in terms of personal gain or loss.

By taking leave, I may avoid penality, but it would be moral dereliction and avoidance of duty. This will also be harmful to the people already stuck in disaster.

e) It is important to keep state government updated of the

situation and seek proper instruction from state government. However, being at the scene, I am better placed to understand the situation at hand, and I should not bother state government unnecessarily for small decisions.

⇒ Right course of action:

I feel, that it is important to take stock of all resources available immediately and try providing the relief measures. At the same time, support should be asked for from the National and state Disaster Response Authorities. If needed, a ~~suggestion~~ request should also be made to the state govt for deputing a more experienced person.

Q16. 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)

designing citizen charter is an important reform. However, it alone may not be sufficient and may face following problems —

① Lack of sufficient manpower resources for daily collection of solid wastes or vegetables wastes from households and markets

② Proper administrative structure with individual responsibility of the task may not be in place

③ monitoring the incidences of open urination, not using public utilities etc may be a difficult task.

Also people may not be ready to pay penalty for such things. This may also increase the incidence of bribe taking by lower authorities etc

④ If people are not aware of the citizens charter and do not demand their rights, the citizen charter will become a mere formality.

⇒ Action approach

① If there is a manpower crunch, the same can be communicated to people clearly. They can put pressure on the elected municipal bodies for new taxes, hiring of more sweepers etc.

(2) Individual responsibility should be fixed for various tasks and their contact details should be put in public domain.

(3) The citizen charter should be placed in all important public locations, so ~~that people~~ as to generate sufficient awareness on it.

(4) A public grievance redressal mechanism should be put in place, and any violation of citizens charter should be taken stock of in time bound manner.

(5) A feedback mechanism should be put in place so that people can suggest what new changes will be benefial to them.

Q17. 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)

Systematic corruption and lack of commitment to duty in organization require handling at multiple fronts. Following analysis can be made of the options given :—

a) Personally cleaning the office sets a good example of commitment; however it is at best a symbolic move only. It alone will not be sufficient to remove the larger systematic problems.

b) Setting traps for corruption may be a good idea. It will send a message to all corrupt officers in the organization.
However, the senior civil servant may be charged of personal favouritism. Political patronage may create further complications.

c) Transferring some of the corrupt official may be a good idea in breaking the stagnancy of the situation.
However, there may be political pressure to cancel some of these transfers. Also, the issue of unplanned transfer itself breeds new grounds of corruption in organizations.

d) Late coming in public office can be overcome only by stern warning, and strict actions. However, a proper system of identifying such latecomers

should be put in place.

⇒ Best course of action

A systematic problem needs a systematic change. Duties for various tasks should be properly assigned and individual responsibility should be put in public domain through citizen charter. Also, a public grievance redressal mechanism should be put in place.

An ethical committee at senior level should be formed which can keep regularly investigating the incidence of bribe taking and take appropriate action for the same.

Through electronic RFID attendence card, ~~timely~~ punctuality can be ensured.

Q18. 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)

a) Steps for reducing sufferings -
- Taking support of civil society/ NGOs etc in quickly providing the medical facilities, & and preventing epidemic
- Requesting ~~food~~ private hospitals to charge minimal fee
- Ensuring proper functioning of public hospitals and health centres
- providing immediate food/cloth relief to the needy people

⇒ Possible limitations

- lack of medicine
- lack of sufficient health personnel.

- Resources available or for dealing with disaster may not be adequate.

b) In long term, it is important to bring such systematic changes that will fix up individual responsibilities.
- a committee should be formed for investigation of the actual cause
- Inspection of the records to check whether regular maintenance was done or not.