

Full Test
(Ethics, Integrity and Aptitude)

GS SCORE

119+3½

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Mobile No: -

Date: 5.11.14

123
250

8/10/14

Time Allowed: 3 hr.

Max. Marks: 250

NOTE: There are Fourteen questions divided in two Sections.

All questions are compulsory.

The number of marks carried by a question/part is indicated against it.

SECTION - A

Q 1. Define 'Freedom' and 'Discipline' with respect to human values and ethics. Is it correct to say that 'freedom' and 'discipline' need to be harmonised for a successful democracy? (150 Words) (10 Marks)

Freedom is a state wherein the individuals experience liberty, ability to take decisions for themselves and is hence a feeling of self-reliance. It is one of the most important human value.

Discipline refers to the state of orderliness, self-restraint, seeking the right means and limits of well-being. It is important for an individual to be an integral part of the society.

In a democracy, freedom & discipline need to be harmonised. Unrestricted freedom can lead to social harm, disorderliness, threat to liberty of other individuals and overall peace of the society.

Grandhiji believed that true freedom is the one which comes with full discipline. Ability to restrain oneself from seeking undue pleasure leads to ultimate freedom. It is a progression from the materialistic perspective of 'freedom from' to the holistic perspective of 'freedom to'.

In our constitution, right to freedom (Article 19) comes rightly with reasonable restrictions. This is to ensure that individual liberty is subject to the collective interest of the society and hence there is a peaceful society.

For a successful democracy where the people possess the sovereign power, there needs to be a harmonious balance between freedom & discipline.

Q 2. 'Many administrators have contributed in strengthening the basic human values'. Comment and bring out a suitable example. (150 Words) (10 Marks)

Administrators need to be professionally competent and also value oriented. In a democratic society like India where there are vulnerable sections, heterogeneity, differences in inter-regional development, inequality, the value orientation gains further significance.

Many administrators have subject themselves to the basic human values like compassion, empathy, tolerance, equity, impartiality, impersonal love, care & hence larger public interest.

One prominent example in this regard is that of Mr. Shankaran, an IAS officer. He brought about the concept of moral legal rational bureaucracy. Administration must not only be rational but also moral.

Through his proactive initiatives & compassionate attitude, he helped the tribes in Andhra Pradesh and acted as moral guardian in protecting their interests & safeguarding their liberty.

However in the process, he was always acting as per law - however with one difference. He thoroughly understood the spirit of the law rather than being a prisoner in the letter of the law.

With his compassionate attitude, empathy and taking moral responsibility he rightly understood the concerns of the tribals and hence strengthened the basic human values.

Q 3. What is the significance of maintaining 'Absolute integrity' in Civil Services'. According to you what are the factors which are responsible for erosion of values in Civil Services. (150 Words) (10 Marks)

'Absolute integrity' refers to the character of the civil servant of being impartial, unpartisan, taking morally & legally right decisions without subjecting oneself to the undue influences & pressures of day-to-day administration.

In civil service, absolute integrity is of utmost significance. Being at the cutting edge level of administration, as the representatives of the State's authority - they have an onerous responsibility in ensuring credibility & legitimacy of administration.

For ensuring welfare, safeguarding the dignity of individual, protecting their rights and liberties & thereby ensuring efficient, effective & equitable service delivery, absolute integrity is important.

However some factors have led to the erosion of absolute integrity. The misuse of discretionary powers, undue protection provided Article 311 which is mainly used by the corrupt officials to seek refuge, the collusive nexus with the political Executive for seeking pecuniary gain are some reasons.

Increasing politicisation of the personnel administration (placement, transfer), the communal and caste tendencies of the administrators, lack of punishment for non-performance of duty, no protection for honest officials are some other reasons.

Measures like Civil Services Board, replacing Article 311 by a law by Parliament & providing safeguards for honest officials are some measures.

Don't
Highlight
too
many
things.

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Q 4. Define 'Emotional Intelligence'. Why it is significant that Civil Servants should recognise the emotions of others, especially their subordinates? (150 Words) (10 Marks)

'Emotional intelligence' is defined as ability to identify and understand the emotions of oneself and others, and effectively channelising them towards achievement of organisational goals and larger welfare. The term became popular after a book written by Goleman.

It is extremely significant for civil servants as their task involves administration and people management.

At the cutting edge level, they need to understand the emotions of citizens and their subordinates.

At the top level, they need to effectively understand the emotions of various people around them & carefully manage them towards arriving at a rational solution where heart & mind are in harmony.

With respect to subordinates, the civil servants should essentially be emotionally intelligent for the following reasons:-

- ① ensure a healthy work culture in the organisation.
 - ② improve organisational performance by motivating all towards the achievement of goals and objectives of organisation
 - ③ important instrument of conflict management as mutual distrust & antagonism affects long term wellbeing of organisation
 - ④ change catalyst - to bring about sustainable changes in the organisation by bringing all on board
 - ⑤ Inspirational leadership - boosting the morale of the organisation.
 - ⑥ Understanding group dynamics and ensuring win-win negotiation.
- The subordinates have an intrinsic ability and satisfaction to work for the organisation.

Q 5. What do you understand by (a) classical conditioning and (b) instrumental conditioning? Which of the two is more relevant to an administrative situation? (150 words) (10 Marks)

Attitude change in an individual is obtained by both classical conditioning and instrumental conditioning. Classical conditioning refers to the process of 'carrot and stick method' where

rewards act as positive reinforcement & punishments as the negative reinforcement.

In instrumental conditioning, the attitude change is obtained by means of values, persuasion & negotiation. The values are used as instruments for attitude change.

In today's organisation, instrumental conditioning is more suitable than classical conditioning. This is because of the realisation that happy workers are effective workers. The employee need to be motivated from within in order to ensure sustainable performance.

Further in today's administrative situation, the complexities of society are getting reflected in administration too. Laws, rules and regulations can guide upto a point, beyond which it is the value orientation of the individual.

Classical conditioning is short term solution to discipline workers, however for larger wellbeing & performance, instrumental conditioning is crucial.

Q 6. Explain the following (in not more than 60 words each) in respect of public services. (300 Words) (25 Marks)

- (a) Prudence
- (b) Fortitude
- (c) Justice
- (d) Temperance
- (e) Accountability

(a) Prudence :- Aristotelian ethical principle of prudence refers to practical wisdom and experience that helps in taking a moral decision. Merely knowledge cannot help in complex situations but wisdom is important as it couples experience. (capacity to experience rather than duration / age).

(b) Fortitude :- courage to act fearlessly in a situation and uphold one's value system / intellectual integrity. It is a component of honour, benignity and valour. Fortitude is important to take right decisions and to stand by them.

(c) Justice :- Justice refers to the ability to be fair, impartial, non-discriminatory with respect to others. It is regarded as the crown virtue by Aristotle. It is fairness tampered with charity for ensuring equity in decision making.

(d) Temperance :- It is the ability to control one's anger and other negative emotions and show high levels of emotional maturity and stability. It ensures that the rational brain is in control of the emotional brain & decisions are more prudent & well thought of than being impulsive.

(e) Accountability :-

It is the answerability for one's actions and inactions in the legal and moral sense. It is with regard fixing responsibility and hence ensuring performance. In a democracy, people have the ultimate authority and hence final accountability of the executive lies to the people.

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Q 7. Given below are three quotations of great moral thinkers/philosophers. Explain each of them and bring out their relevance to the present situation. (3×150 = 450 Words) (10×3 = 30 Marks)

- 'Justice is the crown of all virtues, because it is in relation to others'. Aristotle.
- What you do not wish done to yourself, do not do others'. 'Confucius'.
- 'Greed robs a learned man of his wisdom'. 'Holy Quran'.

(a) 'Justice is the crown of all virtues, because it is in relation to others' is a famous saying of Aristotle. He regarded justice as a cardinal virtue of an individual.

Justice with fairness, impartiality and non-discriminatory manner can help in treating all equally and equitably. Further apart from other virtues like honesty, love, benevolence, wisdom, ~~which~~ which are oriented to self; justice is oriented towards others.

While dealing with different cases in judiciary, justice needs to be ensured. The civil servants need to ensure that there is justice with respect to the vulnerable sections. Affirmative action & positive discrimination is towards ensuring that there is equity in treatment.

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(b) 'What you do not wish done to yourself, do not do others' - Confucius

This is one of the important sayings of Confucius and is the essence of spirituality. One needs to treat others like oneself. This is the basis of the principle of empathy.

This is especially crucial for peace and social harmony where each one tries not harm others as it would amount to harming oneself.

It is particularly relevant with respect to communal clashes in the society today. People of different communities have mutual mistrust which leads to bitterness and conflicts.

Sense of brotherhood, communal harmony and empathy are crucial. With this quotation, these values are reflected for larger wellbeing of society & the world.

(c) 'Greed robs a learned man of his wisdom'
- Holy Quran.

Greed is when one attributes highest importance to one's own need & comforts & aspirations at the cost of others. It is a negative attribute of the mind that arises due to insecurity, fear, prejudice & selfishness.

It robs a learned man too, of their capability, prudence and wisdom. Despite adequate knowledge and education, one might resort to undue influences ~~and~~ take wrong paths to achieve ~~one's~~ goal.

In today's consumerist society, with increasing desires for material pleasures, greed has become a widespread tendency. This has led to people taking steps that affect the interests of others.

They indulge in corrupt practices, affect the interests of the marginalised and vulnerable sections towards satisfying one's own greed & selfish interests.

Moral education and effective enforcement of law can help prevent this behaviour.

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Q 8. (a) Is it correct to say that 'Right mindfulness of Buddhism' is quite similar to modern Concept of emotional intelligence? Discuss. (150 Words) (10 Marks)

(b) What do you mean by 'professional ethics'? Make out a code of ethics for coaching institutes which are assisting the young aspirant to become Civil Servants. (150 Words) (10 Marks)

(a) Right mindfulness of Buddhism refers to the perspective of understanding the feelings and emotions of others and ensuring that one's actions do not hurt them. It is one of the important principles of the Ashtamarga of Buddhism.

It ensures that right actions are taken without affecting larger public interest. It is similar to emotional intelligence as

- ① both deal with understanding the emotions of others.
- ② effectively channelising the emotions so that none is harmed.
- ③ preventing conflicts among people.
- ④ peaceful relations in the society/organisation.
- ⑤ ensuring harmony and larger well being.

Hence it can be said that right mindfulness of Buddhism is similar to the concept of emotional intelligence. Right mindfulness strengthens and channels one's emotional management for greater wellbeing which in essence is emotional intelligence.

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(b) Professional ethics refers to set of principles and codes to be followed by the professional bodies and employers towards ensuring discipline and attainment of the larger goals of the profession.

Code of ethics for coaching institutes :-

① The goal of the institution should be towards making the students understand and appreciate the diversities in the society and enable them to better behaviour and informed citizens to make a responsible civil servant.

② The institute should provide a stimulating environment where education is imparted in dialogic and interactive manner.

- ③ Fee structure should be such that it is affordable to the weaker sections too.
- ④ Any changes that were not intimated before admission must be taken up only if majority of the students agree.
- ⑤ Individual attention for the holistic development of the student must be ensured.
- ⑥ The teacher must act as friendly guide.
- ⑦ All necessary help, with respect to materials, books must be made available.
- ⑧ Weekly individual interaction sessions with senior faculties must be coordinated.
- ⑨ Workshops and seminars to improve the intellectual understanding of the student can be ensured.

SECTION - B

Q 9. You are a police officer and your body guard has once saved your life by putting his life at risk. He has taken Rs. 500=00 from a person to help the man to get a favourable recommendation from you for grant of an arms license. One of your friend has narrated this incident and has advised you that you should not grant arms license and take deterrent action against your body guard. The case of arms license is genuine and your body guard requests to do the same. You are in the state of dilemma as what to do under the given situation:

- (a) What are the various options available to you?
- (b) Evaluate the merits and demerits of each option and finally choose the best option with suitable justification. (250 Words) (20 Marks)

There is a genuine case of arms license to be granted, however the body guard who had once saved the life of the police officer has been understood to have taken a bribe. In this case, there is a need to look into the arms license case impartially and also enquire into the bribery incident separately. The following options are available :-

- ① One needs to verify the veracity of the friend's claim that the body guard had resorted to bribe. If it is found that it is true, an explanation should be asked from the guard. In case of clear revelation of wrong, the guard must be warned strictly & there must be feelers sent that such behaviour "not be tolerated".

Gratitude for saving one's life should not affect one's discharge of duty. In case such behaviour of bribery repeats, disciplinary proceeding can be initiated against the guard.

Merit ① One's integrity is safeguarded.

- ② The guard is prevented from taking advantage of the officer.

De-merit: ① The guard might feel the officer is thankless.

- ② Impartially look into the arms license case for the genuinity without subjecting oneself to the recommendation of the guard.

Merits:- (i) In the event of the case being genuine, the license may be granted
 (ii) Feelers are sent to understand the the officer does not work based on recommendations but on one's own judgement.

- ③ Because the guard had taken a bribe, the arms license may not be granted, to teach a lesson for the guard.

Merit: ① strict action taken leads to prevention of such behaviour in the future.

De-merits: ① against the principles of justice as the genuine case is being rejected because of someone's else's mistake (goes against justice & fairness)

Hence in the above case, after verifying the case of bribery, action can be taken ~~on~~ ^{against} the guard. Strict warning can be given & if such behaviour repeats stringent disciplinary action can be taken. However the arms license case can be taken up independently of the guard's recommendation.

Q 10. Mr. X is working as head of a developmental organization dealing in water supply schemes in a city. Y and Z are his two subordinates. Y is the chief engineer and Z, chief finance officer. Both Y and Z earlier were good friends, but now the differences between the two have gone down all time low. Whenever Y brings any water supply proposal and is sent for financial concurrence of Z, he makes adverse observations, which makes difficult for X to take a final decision. Many water supply schemes are pending on account of internal problem in the organization.

- (a) What are the ethical issues involved in this case?
- (b) Suppose you are in position of X, what are the options available to you?
- (c) Evaluate merits and demerits of each option, and suggest best course of actions, with reasons. (300 Words) (25 Marks)

The mutual antagonism between 2 members in the organisation is leading to issues in the overall functioning of the organisation. It impacts work culture & hence performance.

(a) Ethical issues :-

- (i) The personal relations between Y and Z are affecting the organisation.
 - (ii) Views of Y and Z not in line with organisational goals rather individual interests and issues.
 - (iii) Difficulty in decision making by X due to non-cooperative subordinates.
 - (iv) Many water supply schemes are pending.
- Hence the overall issue boils down to the employees subjecting the personal interests above the organisational interests.

(b) & (c) Options :-

① Make a careful study of every proposal and identify whose concerns are valid. In areas where petty issues are raised, one needs to cite appropriate provisions in laws, rules & regulations of overrule the same.

Merits :-

- (a) Personal involvement
- (b) Leadership by example will motivate Y and Z to cooperate and be careful in their observations.

De-merits :-

- (a) not a very feasible solution as one might have other important tasks to focus upon.
- (b) will not solve the long term concerns as antagonisms among Y & Z still exist.

② call Y and Z individually and discuss the issue of how their personal relations are affecting the organisation. Later collectively call them and ask them to confront each other to bring out the truth.

However caution needs to be exercised to ensure that one does not involve oneself in the issue but rather exercises restraint & merely observes carefully.

Merits

- (a) Root cause of the problem is addressed
- (b) Misunderstanding & miscommunication between Y & Z may be sorted out, as after all they had good relations before.

Demerits

- (a) They might not be very forthcoming in the discussion & be adamant viz their stand.
- (b) Process might take extra effort from X.
- (c) Time delay.

③ Take strict action against both and warn them that their personal relation must not affect the organisational performance.

Merits:

- (a) Y and Z may fall in line fearing punishment.

De-merits:-

- (a) not a long term solution as problem may surface in future too.
- (b) X will be looked upon as been unduly harsh.

Hence in this case, ideal solution would be to call Y & Z and promote trust among them, without however getting directly involved in their conflicts. It can be aided by X's own personal commitment & leadership which can motivate Y & Z to fall in line.

Q 11. A terrorist organization, supported by a hostile neighbouring country has been able to have several bomb blasts in a city causing large scale human casualty. The police suspects that the terrorists have some local support and they have arrested a young man of the city who appears to have supported the terrorists. The talks for normalization of relations with the neighbouring country is in progress at the highest level. You are the city police commissioner. What will be your course of action?

Some of the options are given below. Examine the merits/demerits of each option and suggest best course of action under the given situation with reasons. (250 Words) (20 Marks)

- Promulgate curfew in the city immediately and seal all escape routes.
- Suggest to union home ministry, through your state government to suspend the peace talks.
- Ensure intensive interrogation of arrested young man and persuade him to become an approver.
- Lodge FIR and handover the case to National Investigation agency.
- Concentrate on restoring peace in the city by involving both communities.

Terrorism is considered a fish that survives in the water of public support. Unless the water is drained, the fish (terrorism) cannot be eliminated. In this case, the city police commissioner has arrested a young man suspected to have provided local support. The high level peace talks are also in progress and following options are available :-

- Curfew in the city and seal all escape routes.

Merits:-

- (a) The situation is brought in control
- (b) The activities of the terrorist organisations are abrogated for the moment.
- (c) Public confidence is strengthened.

De-merits:-

- (a) Public inconvenience
- (b) affects small traders, business interests & local economy in that region.
- (c) looked upon as a knee-jerk action for a large problem.

②

Suggest to Union Home Ministry, ~~through State Government~~ to suspend talks.

Merits:-

- (a) Zero tolerance to the nefarious activities of the hostile neighbouring country.
- (b) clear signal that such behaviour of indirect attack on country's sovereignty will not be tolerated.

De-merits:-

- (a) Dialog is one of the most sustainable measures for long term peace.
- (b) Not a very feasible option - calling off talks is the discretion of the leadership at the top level in the Union Government.

(c) Intrusive interrogation of young man :-

Merits

- (a) Evidence / next moves of the terrorists / other targets / infrastructure used can be found
- (b) The young man can be interrogated thoroughly to give solid evidences to proceed the case at the higher level

Demerits

- (a) It is more a suspicion that the young man is involved, clear proof is yet to be obtained.
- (b) The young man may be too stubborn & not reveal.

(d) Lodge FIR & hand over to NIA -

Merits: (a) Professional expertise of NIA

Demerits: (a) might demoralise local police -

(b) public ~~credibility~~ in state police is affected

(e) Concentrate on restoring peace by involving both communities -

Merits: (a) addresses the long term issue of lack local support.

Demerits: (a) needs participation & cooperation of both communities.

(b) more long term, short term solution of tackling attacks not available.

In this situation, the police commissioner must form a dedicated task force to investigate the case & bring the culprits to book. Simultaneously, he can coordinate with the civilian administration & bring about developmental activities & mutual trust among both communities.

Q 12. An applicant has asked many questions under RTI Act, 2005 from a public authority, the answers of which are available in the office. He has also asked for copy of opinions, advices, circulars and orders. The applicant is also critical as to why public authority has not taken enough steps to develop and organize educational programmes to advance the understanding of people about RTI Act 2005, especially the disadvantaged community.

Answer the following

- (a) Whether the applicant was right in asking so many questions and whether PIO can ask from the applicant the purpose of these question? (70 Words) (6 Marks)
- (b) Whether copy of opinions, advices, circulars orders could be given to the applicant. If the applicant wants a 'sample' of any material, what could be use of the 'sample'? (70 Words) (6 Marks)
- (c) Is the public authority legally or morally bound to develop and organize educational programmes to advance the understanding of the act so that weaker section of the society could use the act for their benefit. Had you been a PIO, what steps you would take in this direction. (100 Words) (8 Marks)

The Right to Information Act, 2005
came out due to need to ensure transparency
and accountability in administration by
means of an informed citizenry and participative
democracy.

(a) The applicant was right in seeking answers for so many questions. As per the spirit of the RTI Act, by Section 4(2) the public authority should ensure sumoto disclosure of various information in the public domain.

The absence of the same led the applicant in filing many questions.

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However the PIO cannot ask for the purpose of the information. As a democratic country, the Government runs on the taxpayer's money and it is the moral & legal responsibility of the Government that is needed by the citizen. Asking for the purpose goes against the RTI Act.

(b) The copy of opinions, advices & circulars can be given if they are available in the public domain and do not involve with unduly diverting the public resources.

'Sample' can be used by the applicant to fix accountability in case of misfeasance by the administrators, ensure quality, bringing to light the corrupt officials.

(c) As per Section 26 of the RTI Act, the public authority is morally & legally bound to develop & organise educational programs. This is essential for weaker sections to effectively use them. Some steps are:-

- ① wall writing, information dissemination at public places like schools, parks, religious areas
- ② folk artists to combine entertainment & awareness generation
- ③ mass SMS in local language given the penetration of mobiles
- ④ encouraging oral filing of RTI through call centres

Not legally

Q 13. You are managing director of a distillery unit, which is manufacturing one of the best brands of liquor in a remote tribal area. The unit has come into existence after the villagers provided their lands to the private company at a concessional rate. The unit is earning reasonably good revenue as profit and management has given you a free hand to do some welfare activities around the unit utilizing a part of profit.

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

Corporate Social Responsibility of a company is the moral and legal obligation towards safeguarding the interests of the community from which the companies derives its resources.

Being situated in a tribal area, care should be taken to ensure that their traditional values are respected and harmonised with larger welfare.

- ① Set up dedicated teams to carry out mobile health camps, vaccination drives, awareness programs. Developmental activities like makeshift schools teaching basic arithmetic & logic to the tribal children.

Merits (a) Development of tribes

(b) Direct participation of company (proactive)

Demerits (a) tribes may not like the intrusion into their everyday lives.

- ② Select NGOs who specialise in tribal development in that area & focus on identifying the needs of the tribes & fulfilling them.

Merits: (a) expertise of NGOs

(b) need-based rather than as per the wishes of the management.

De-merits: (a) objective criteria for selecting specialised NGO may not be there.

c) Coordinate with the District authority in promoting welfare of the tribes.

- enable marketing facilities for the minor forest produce like resin, honey, gum with coordination from TRIFED

- sustainable tourism without affecting the interests of the tribes.

Merits:- (a) Brings sustainable development of the region.

(b) Duplication of effort is prevented by coordinating with the Government.

De-merits:

(a) might call for specialised effort to ensure such longterm oriented development from the side of management.

Hence in the above case, careful restraint must be exercised to ensure that the privacy of the tribes

are respected and at the same time the larger welfare and development is brought about. Depending on the nature of tribes - whether they are too primitive or not, the necessary intervention can be brought about by a combination of the above options.

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Q 14. You are local MLA and in your Constituency majority of your electorates are from weaker section of society. You have come to know that five members of a family have been washed away in flash flood and only two children of the poor family having age of 12 years and 8 years have survived. The children are weeping bitterly as they have nothing to eat and depend upon. On the spot visit, you find the situation to be very pathetic.

How you would handle the situation. Some of the options are given below. Examine the merits/demerits of each option and finally suggest what course of action you would take with reasons.

- You will donate some money from your own and ask your followers to take ~~some steps for rehabilitation~~ of the children.
- Meet the local officials and request them to ~~sanction some 'Ex-Gratia' amount and provide other relief immediately.~~
- Contact an industrial house and ask it to help the children.
- Sit on dharna for an independent enquiry against poor disaster management. (250 Words) (20 Marks)

As a local MLA, one carries the political mandate of the people in the region and reflects the will of the people. As a responsible MLA, one must ensure there is sustainable peace and welfare of the people affected in the floods, especially the & children.

- (a) Donate some money from one's own & ask followers to take some steps.

Merit:-

- (a) immediate relief to the affected.
- (b) public view of the MLA becomes favourable.
- (c) setting personal example for party followers to do the same.

De-merit (a) not a longterm solution for welfare of the children.

- (b) adhoc and temporal in approach.

- (b) Meet the local officials and ask them to sanction ex-gratia.

Merit: (a) pressure on officials to immediately look into the case.

- (b) can benefit all those who are affected.

De-merits:- (a) the complexities of the relief activities might not be feasible for immediate relief.

- (b) administrative machine might not have sufficient manpower & funds.

(c) Contact the industrial house & ask it to help children.

Merits (a) Fund availability can help relief.

(b) Pressure from local MLA can help immediate fund disbursement.

De-merits (a) existing administrative machinery not mobilised

(b) the industrial houses might favour quid pro quo from minister.

(d) Sit on Dharna for independent enquiry.

Merits (a) captures public attention

(b) pressure on administration to act immediately.

De-merits (a) more a populist stance than substantial one.

(b) local MLA's opposition might not carry much weight / pressure viz administration

In this case, ideal solution would be that the local MLA ~~can~~ meet the district officials and pledge support of him & his party cadre for disaster relief activities. He might provide immediate relief for the 2 children from the party fund & ensure adequate health & education facilities for them. Apart from that he can mobilise people for rehabilitation in the flood prone areas.

