

**ETHICS, INTEGRITY AND APTITUDE**

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 18 questions.</li><li>• All questions are compulsory</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		

Name Kumari Sunita

Roll No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Date 30/08/2017Signature Sunita

1. Invigilator Signature \_\_\_\_\_

2. Invigilator Signature \_\_\_\_\_

SECTION - A

Q1. Why it is, sometimes believed that feelings are better guide to action than reasons? Critically analyze. (150 Words) (10 Marks)

It is said that there is an inherent desire for good in every person - summum bonum. A person deep down inside desires to achieve what's good for him and the society he lives in. The above statement that feelings are better guide to action than reasoning can be viewed in this light.

As Goleman in his book Emotional Intelligence - why is it better than IQ? explains - how only 20% of a person's success depends on his IQ and rest 80% on his EQ. Emotions are our deep down feeling the affective component whereas reasoning comes from the cognitive or informational component.

→ It's - believed in social psychology

Remarks

that a person's feelings, his ability to understand his own emotions and perceive and others drives him to better decisions than what reasoning or rational thinking would have.

→ Being emphatic, sensible and compassionate for other is a better measure of one's ~~and~~ than only being guided by the brain.

→ This doesnot mean one should use their brains or cognizance while taking any action, that's equally important. Objectivity, impartiality, intelligence are basic attributes one ~~is~~ a public servant should possess. But being emotionally intelligent helps in having not only good intrapersonal skills but interpersonal too.

For eg. in many dilemmas like for police officers behaviour at home and office can't be same.

Try to substantiate your view with example.

Remarks

32

Q2. Answer the following questions based on the virtue ethics:

- (a) What is virtue ethics? Can knowledge be equated with virtue?
- (b) If evil or bad actions are the result of ignorance according to the virtue ethics, then why educated people get indulge in White Collar Crimes?
- (c) Give the argument supporting self-control as a master virtue? How the failed-control is evident in the 'social sin'? (150 Words) (10 Marks)

(a) Virtues are defined as inherent qualities one should strive (for) to attain his best self. Virtue ethics are the ethics which one has due to possession of these virtues. Plato and Aristotle both emphasized on virtue ethics as the highest means to attain best — Wisdom, Courage, Justice and Temperament are some of the virtue ethics.

Knowledge can't always be equated with virtue ethics as it can be a means to achieve the same not necessarily the end. Make it clear.

(b) Ignorance is the tendency of not making paying attention or making an effort to know a thing which one easily can. It's voluntary (leaving) of knowledge. It's said bad or evil actions are result of ignorance according to virtue

Remarks

ethics as virtuous man don't engage in such actions but we see a trend of increasing white collar crimes nowadays. → Education or for that matter knowledge doesn't mean one is virtuous, mere remembrance of facts doesnot instill values or virtues in one's character. Internalization of and attainment of virtues is different than formal knowledge. It's virtue which shapes character. So, educated people indulge in white collar crimes driven by their innate self desires.

(c) Self-control is the quality of keeping a check on our inherent and innate desires even when one can easily fulfill them. As Aristotle says - There is a golden mean to everything - Self-control is the most important or master virtue which helps us in getting this Golden Mean.

→ one can control their desires by the help of it and thus not engage in selfish deeds on the cost of others. when one fails to control then only he benefits himself at cost of others and society resulting in a social sin.

Remarks

Q3. The best leaders don't act with a sense of superiority; they act with a sense of empathy. Explain and answer the following questions:

- (a) Does emotional attitude such as a sense of empathy in leadership and management act as obstacle to professionalism, teamwork, partnerships, and collaboration.
- (b) Explain the statement- "To perceive is to suffer." (150 Words) (10 Marks)

Need not define empathy

(a) As Goleman defines it - "Emotional intelligence is the ability to understand one's own feeling and perceive others and understand and manage these to guide his behaviour". So, sense of empathy helps a leader in understanding the social situations or his followers better.

2

→ In an institution also if one can perceive a situation from the viewpoint of others, he can create an amicable work environment. For eg. If my boss is angry instead of getting angry at him I can try finding the reason may be he got pressure from his boss or some personal problem. Thus the understanding helps in teamwork, partnerships and collaboration.

→ We contribute more when we understand the reason why a decision is taken.

→ Emotional attitude doesn't mean separating the heart from head, it is combin-

Remarks

ation which desires actions to be taken from both perspectives.

→ An overbearing of anything is bad and so total decisions based on emotions can be dangerous but emotional attitude demands reasoning/cognition with affection.

are you asked to critically analyze?

(b) "To perceive is to suffer".

An emphatic person always can imagine oneself in other's situation or shoes can feel what one is going through.

This empathy comes from our emotional intelligence which helps us to recognize and perceive other's emotions with ours.

→ An emotionally intelligent person not only perceives the emotions but understands them, derives the meaning out and manages his own emotions to arrive at a course of action. He ~~uses~~ By mere perception of other's problems, he himself suffers them

thus trying to take him out of the situation. Empathy is one of the important attributes for public services nowadays. To combat the various ills which has cropped in the system, it is very important to be observant & emotionally intelligent.

25

Remarks

Q4. "Let the beauty of what you love be what you do because that is the only way to do a great work." Explain and answer the following question: Why loving one's job is essential for our entire society and for our overall well being? Elaborate with example. Will the EI training help in inculcating this attitude? (150 Words) (10 Marks)

"So what you love and then you will feel you have never worked a single day in your life".

When one love's his job, he puts his best self into it. It's not just merely following some rules or conducts but an overall enrichment of one's self and others.

→ A person gives best of his efforts, his wisdom, his intelligence, his whole self when he knows this is what he wanted as the ultimate. Mere fulfillment of duties never drives one to leave his comfort zone and expand one's horizon.

→ Love for one's job let's one experiment, have a positive attitude towards work, not engaging in conflicts, putting being attentive. He does his job not only for himself but thinks about the society as well as he has his satisfaction. As Maslow's Need Hierarchy theory one

Remarks



strives for self actualization only after his social & security needs are completed. For eg. Suppose a person with no interest in Technology becomes an Engineer due to family and societal pressures he will never be an asset to the organisation. As he doesnot love his job, he will try find ways to may be come late to office, doing work half heartedly. Ultimately neither he grows in his career nor the organisation benefits and the whole society is deprived of one human resource who might have been good at some other stuff.

With EI training, the awareness to do what one loves or like doing can be inculcated. Not only the person but the various social institutions like family, school all instead of an Normative attitude should be Emotionally intelligent. one should be encouraged to do one's want. <sup>Make meaningful sentence</sup> In Public services it becomes all the way more important as we are dealing with human being and not machines. Understanding their needs and emotions will help in better fulfilling one's duties which is

4

Remarks

Avoid using this <sup>spates</sup>

possible when one loves their job and ready to do their part. Better highlight role of EI traing in points

Q5. "If you concentrate on what you have, you'll always have more. If you concentrate on what you don't have, you'll never have enough". Discuss this with respect to the Attitude of gratitude. How this sense of attitude is relevant with respect to the working of the civil servant? (150 Words) (10 Marks)

As Grandhiji once said - "There is enough for everyone's need but not for everyone's greed".

A sense of gratitude is one of the component which should be present in every human being, then only one can appreciate what one has. It is this lack of gratitude, that the global community is fighting with menace of nuclear arms, global warming, climate change. We could not appreciate mother nature and more of greed led to the present situation.

→ Same is true at individual level too. The evils of corruption, bribery, the scams all have crept into the administration as a result of the growing greed. As Adan Buddha said "Desire is the cause of sufferings, eliminate it and you will be happy".

Remarks

→ ~~Desires~~ One should be happy with what one has, this can be done only when a person is ethical, has morals and is emotionally intelligent. He has a moral attitude and a gratitude for what he has.

→ A civil servant is government's representative. He works for welfare of people implementing policies, there ~~are~~ are enough loopholes where he can gain. Only a sense of fulfillment and strong moral attitude can save him from slipping. Positive examples should be cited.

→ The various scams as 2G coal scam & Aadarsh housing scam all show the disastrous consequences of moral turpitude.

→ A civil servant should be transparent, accountable and self-less in his decisions. The public's interest should be at the forefront in his decisions not his personal gains. He should avoid conflicting situations and nepotism. A sense of gratitude for what he has can help him overcome the selfish desires and do ~~to~~ fulfill his duty of public service.

Remarks

4

Q6. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Disadvantages of various other traits of person such as

Q) Trustworthiness is the quality of being true to yourself <sup>and others</sup>. One can believe your words and be sure they will result into action. A trustworthy person never cheats or breaks ~~his~~ other's trust as he knows that it's not very easy to gain it back.

as defined by Nolen - "EI is the ability to recognise your own feeling and understand and perceive other's emotion, manage them to guide your behaviour".

→ Thus EI by helping one recognise and understand his own emotions can help him generate trustworthiness in oneself. one can ~~be~~ understand other's only ~~as~~ when one is aware of his own emotions and feelings. Sometimes due to conditioning, we inherit attitudes unconsciously and our behaviour is affected by that. An Emotionally intelligent person

Remarks

first tries to clarify & understand his own emotions and then channelize them.

→ After being aware of self, EI also teaches ~~one~~ to understand other's emotions, perceive them, and understand and act accordingly. EI let's one generate trust by making other's see that their emotions are understood.

For eg. A leader can generate trust in his followers only when he is sure of what he is doing. He takes into account everyone's ~~solution~~ problem and then arrive at a solution which helps them all. No one trusts a confused man with no clear goals and intentions. Flickering attitude and lack of self confidence promotes lack of trust too. These can be avoided with the help of EI. All great leaders from Mother Teresa to Nelson Mandella to Gandhi are example of this.

Remarks

good content

4

Q7. Explain the following quotations with respect to the application of EI in civil services:

- (a) "If you do not understand yourself, you do not understand anybody else".
  - (b) Success is not the result of spontaneous combustion. You must set yourself on fire.
- (150 Words) (10 Marks)

(a) civil servant needs to be self-confident and aware of his actions, emotions and feelings. In other words, he should be emotionally intelligent.

→ Civil servants serve as a representative of government, if they are not sure of themselves or their actions, they can't implement public policies.

→ In today's growing complex world a civil servant to understand various situations, the day to day dilemmas need to be emotionally intelligent. He can view other's problems impartially and objectively only when he is confident of his own intentions.

→ He should have a strong attitude that resists pressure political or otherwise. Emotional intelligence not only let's him put public interest first but sails him past all difficulties.

2  
How does it generate empathy?

Remarks

Success - one of the terms attempted to be defined by various experts differently. Generally it means attainment of one's goals and achievement which gives you true happiness.

→ Success never comes in a day or too and is not a case of luck. One needs to work for it, put efforts.

None of the great leaders have waked up one fine day to find themselves great. Years of effort and perseverance, commitment is required to reach the goals.

As it said - "Dreams don't work unless you do".

Spontaneous actions don't result into success, one needs the willingness to put in efforts, labour hard for it no matter what it takes. Not only IQ, but EQ should be enhanced. The zeal should not run out.

"Rome was not build in a day"

↳ So goes for success.

25

Remarks

good

Q8. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether s/he reacts negative or responds positive to the situation is, therefore, more important." Explain and answer the following questions:

- (a) What is the difference between reacting and responding?
  - (b) Are Confusion and Dilemma the natural routes to understand a situation and find solution or obstacles?
- (150 Words) (10 Marks)

(a) Reacting is spontaneous reaction one gives to an action without much of thinking. Responding on other hand requires a little thinking before putting your emotions in open.

→ reactions can be positive or negative based on our attitudes and conditioning.

It's a quick phenomena which follows an action.

2  
Supplement  
it with  
example

Responses generally are evaluative, they are well thought of. One takes into consideration the reasons for the action. One does an evaluation then then responds.

→ one may not always mean what he or she reacts due to the suddenness associated with it. Same is not with responses, one means how they respond.

(b) Confusion or dilemma is the situation when one is not able

Remarks



to decide what ~~was~~ action one should take in a particular situation.

It's not always necessary a situation is accompanied with confusion or dilemma. Many a times, the decisions were simple. But with the growing complexity and diversity India poses, for public services most of the situations are accompanied with dilemmas.

Discuss both separately they are not akin.

2

→ There are hardly any black or white situations. One can never be sure what course of action is to be followed.

→ EI helps public servants in putting a calculated and sensitive response to such situations. Reaching in a negative way to any situation worsens it. Confusion and dilemma should be tackled not only objectively but subjectively. All the stakeholders should be taken into consideration.

Thus, not always but many a times confusion & dilemmas are natural routes in finding solutions.

Remarks

Q9. As administrators we cannot fight but only negotiate in the world of highly self centered, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you agree? What needs to be a good negotiator? What are the limitations of negotiating rather than governing? (150 Words) (10 Marks)

Administrators are representatives of government, they need to work in the system to promote public welfare.

→ No doubt it's very difficult to survive in the present system riddled with corruption and self centred persons but we can't lose hope of changing it.

→ Negotiation is the way of putting forth one's demands or demands and then making others agree to it based on may be some compromise.

→ A good negotiator always takes into account the demands of various stakeholders. He always tries to find an amicable solution so that the chances of conflict are minimized. Negotiation is a skill which not only requires managing skills but an accommodative attitude, patient listening and swift acting.

Remarks

Highlight various qualities of a good negotiator in points. So that one can easily figure out,

→ Negotiation can never be the way of governance. It does help in maintaining peace in the society but giving up to the demands of various interest groups is ~~to~~ not always the solution.

→ The world is full of self centred individuals but that should not lead to disasters. For eg. the Recent Paris Peace Conference was negotiated between countries for maintaining the global temperature rise below  $2^{\circ}\text{C}$ . But ~~the~~ USA now wants to pull out of it. Here the negotiation failed. If there was ~~done~~ Global Government, the USA had to abide by it.

→ Governance has legitimacy, it demands obedience and abiding by rules at times, negotiation lacks all this. Thus, negotiation is not always the way out and one needs to fight at times for the right thing.

Remarks

4

Q10. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples. (150 Words) (10 Marks)

Emotional balance is very much required for civil servants as they deal with plethora of problems everyday. Many a times they are not able to devote much time to their families or themselves due to work pressure.

→ There are conflicting situations which are faced by a civil servant numerous times where he has to take a call between two options. The undue interference and pressure also destabilises them. Thus, emotional balance is very essential for civil servants.

For eg ① The recent suicides of civil servants are a glaring example of how emotional disturbance can deprive society of some really good administrators.

② The building of 100km road in Manipur by the IAS there without help of the government funds is

Remarks

another example how EI can lead to good administrative decisions.

Let's consider a scenario:

A civil servant ~~has to~~ comes to know there has been a death in his district due to dowry demands and no FIR has been registered. The girl's parents are poor and ~~don't want~~ can't take care of her children, so decide not to pursue the case. The girl was beaten in front of whole village and died still if there is no witness.

In this case, an emotionally intelligent officer will not only take the case, talk to people and pursue it but also encourage the girl's parents to fight for it - He ~~also~~ will teach the villagers about the evil of dowry and take a suo-moto action on the case.

On the other hand, an ignorant officer ~~or~~ will leave the problem without understanding the gravity as there is no FIR.

Remarks

Also discuss various problems faced by a civil servant.

4

Q11. Given below are the two quotations of moral thinkers/philosophers. What they mean to you and why they are still relevant?

- (a) 'Those who do ill shall suffer more if they are not caught than those that are'. (Boethius)
  - (b) 'The king should surrender his individuality in the interest of his duty'. (Kautilya)
- (150 Words) (10 Marks)

Make it sensible at least

(a) People who do ill and are not caught suffer more than those who are caught on the hands of their conscience and guilt. Once a person is caught and punished, there is an external stimuli to tell one's self that their action has been punished.

Avoid repetition

1

But those who are not caught suffer on the hands of their morality. They can't save the day & night deterioration of self on the heavy account of guilt they face. They are also always in the fear of getting caught and punished.

Remarks

(b) Kautilya was one of the great thinkers in ancient India who taught gave principles and philosophies a king should follow. He believed a king is there for ~~at~~ it's people. ~~he~~ He says - "Praja sukhe sukham, Praja Hitee Hitanam"

A king should strive for the happiness of his kingdom and people. He should forget about his ~~own~~-self.

→ Kautilya believes in use of Sam, Danda, Bheda for a king for fulfillment of his duties. A king's morality is different from ordinary people and he can't be judged on the same grounds as others. As Machiavelli also said - "A king should be as fierce as lion and as cunning as fox."

→ For a king his duty to people is supreme. He is way ~~above~~ his individual gains, his actions are ~~at~~ always driven by the interest of his people.

Remarks

Read the question carefully  
Does it not ask for else thing

(1/2)

Q12. Explain the following attributes with respect to the civil services:

- (a) Determination
- (b) Humility
- (c) Objectivity
- (d) Persistence

(250 Words) (20 Marks)

(a) Determination → It is the quality of being focussed and @ sure of fulfilling one's duties. A civil servant needs to be determined towards his work. No matter what external factors demoralize him, he should be determined to work for public welfare. His determination for work should be above any personal gains or other factors.

(b) Humility → Humility is the tendency of being gentle and humble even when you are at higher place than others. It's not letting one's ego self manifest itself in behaviour. A civil servant has to deal with all classes and

Remarks



2½

sections of society. His humility can only let him be perceived in a good manner. It will lead to public trust in him and it will also help him take good decisions.

(c) Objectivity → Objectivity is the quality of not being influenced by external factors and other pre conceived notions while taking a decision.

A public servant needs to be objective in his approach. The various dilemmas his face in the diverse society requires objectivity.

It is also required for his own professional ~~also~~ image as well. He should not let his own perceptions or others pressure influence his decisions.

2

Not making proper sense.

(d) Persistence → It is way of ~~being~~ doing the work the same way again and again, no matter what.

Remarks

external factors affect one. A civil servant needs to be persistent in fulfilling his duties. If any personal problems or any external pressures are there they should not affect his work. A public servant is ~~not~~ build with persistence - Being available and approachable is one of the true attributes of a civil servant.

This determination, humility, objectivity, persistence all are very necessary attributes to civil services. As they work in public domains, these needs to be instilled to fulfill their duties. Not required.

Over all  
good approach

*Remarks*

**SECTION - B**

In the following questions carefully study the cases presented and then answer the question that follows:

**Q13.** You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case. (250 Words) (20 Marks)

*ans.* This is a situation of hurried implementation of a decision in zeal and enthusiasm of doing public work. As the intention was good, but the decision lacked detailed thinking, the charter failed.

(a) There are various reasons for the failure:

(i) ~~Not properly thought off~~ before taking a decision and putting.

**Remarks**

any point on the charter, a detailed and thorough investigation of water resources was required.

ii) No proper estimation of resources  
 → After only estimating the ~~size~~ water resources and population in the area, any promises should have been made.

iii) Taking into account the subordinates points → The reluctance on account of ~~sub~~ sub-ordinates should have been properly heard. Their grievances and problem should have been discussed.

It lacked proper internal structure.  
 (b) The ideal course of action should have been first to properly ~~pr~~ think of a strategy and discuss it with all the stakeholders.

In this case, though citizens requirement and expectations were taken into account but the officers who will be implementing

the same ~~where~~ were not given proper say and ~~participation~~ in the charter.

→ After hearing and noting citizens requirement, a detailed estimation areas water resources alongwith the quality parameters should have been prepared with the help of sub-ordinates. This way they would have always felt involved.

→ Then the various water purification plants status should have been checked to ensure if it's possible to improve the quality. This should have been done through various department heads.

→ Then a meeting of all department heads and subordinates should be called to discuss on the possibilities and taking their cognizance with a priority to people's requirement the charter would have

Remarks been prepared. This would ensure

active participation of subordinates and the problem of functionaries going on leave also would have been tackled. Their active participation wouldn't have led to failure of the good charter.

31/32

(c) The citizen's charter could have been like:

1. Drinking water supply to residents of Area A, B, C will be from morning 6am-8am and evening 6pm-8pm. owing to scarcity of resources.

2. To ensure quality of water, chlorination and purification is done at our end.

3. The supply of water will come unobstructed on the following above mentioned timings

4. In case of any complaints, please contact Mr X - Mobile no. In case of absence or not being able to contact Mr X please contact Mr Y - Mobile No.

2

Remarks

— procedure for new connection etc.

Q14. You are a civil servant and posted at a place with multi-cultural and multi-identity population with one dominant majority group and a big minority group. There arose a dispute on setting up statues of their respective icons in the area, cross claiming the same space. Any casual or delay will cost huge as past history indicates of big conflicts. Election is round the corner so different interest groups are eyeing to reap the benefits and has tensed the environment. Answer the following questions:

- (a) What preventive steps would you take to stop flaring up of a brewing dispute?
  - (b) If the dispute flares up and turns violent, what would be your quick measures to contain it?
  - (c) How do you react when failure to pre-empt and contain such a situation leads to your suspension?
- (250 Words) (20 Marks)

~~Q14~~ Premise: Iconography has been a prevalent trend in our country since ancient times. It instills pride in various communities. As it is a issue of minority vs majority care should be taken.

(a) I would call the various stakeholders and try for an amicable settlement of disputes first. As

ii) As both the parties will also be aware of the past history of conflicts, will underline and brief them with the ~~con~~ results that followed up due to such clashes.

iii) Will suggest some alternative

Remarks



place to both the parties and request both the parties to leave the present spot, as both want same. Granting that spot to any of the parties can lead to other party being angry, from where would get that place?

(2 1/2)

iv) Will also try explaining that with election around the corner, any conflicts will lead to destruction of their party image.

v) Will also increase the surveillance on both parties and the concerned spot: will try warn them of any hate speeches in between.

(b) ~~will~~ If the dispute flares up, the first step will be to communicate the issue to seniors and

deploy forces so the casualties aren't more. In order to avoid any communal colours, won't allow any public gatherings or speeches. If the situation escalates

(1 1/2)

further will also resort to section 144 of IPC Cr.P.C. better have been

Remarks

- It should be a preventive step.  
- How about using permissibile harm?

(c) If I am not able to contain the disputes and suspended on the grounds of same, will take the full accountability of my failures. My failure to contain the violence and settle disputes will serve as a lesson and guidance for similar problems ~~after~~ in future.

2

will talk to my seniors about the same and would ask for the correct course of action again and the pre-emptive measures I should have taken.

How would you prove your good motive?

**Q15.** A region has been affected by the flood. It has impacted huge population and led to their displacement. Majority of them have no food and shelter. You are an officer in charge for relief and rescue operations in a flood hit area where a big section of youth, not having trust in the state agencies have agitated against the latter demanding secession. However, while carrying out relief and rescue operations, you find out that a select group of youth turns hostile, resorts to stone pelting against the soldiers and also using some violent methods. It disrupts relief operation. Force present on the occasion also retaliates and a few youth got injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Whole team is de-motivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

ans: Natural disasters are a result of fury of nature, though can be avoided but at times are not in human control.

Now, as there is no food and shelter, it's obvious there will be discontent and I would first brief my team-members about how to be sensitive to the affected people.

→ As the situation has already escalated and two of team members are already suspended, I would do the following:

(a) Try communicating the whole situation through formal channels to the minister as well as senior officers with what sequence happened.

Remarks

will push hard and apply effort to get my team members back.

Need to tell them that you would talk to the minister

(b) would plan a meeting for my team members and assure them of my whole hearted support in containing the situation and it's outcomes. Will try motivating them by making them realise the greater cause of rehabilitation. Here they are supposed to get practical to weaken their efforts some miscreants.

(c) would also visit the injured youth - in the hospital and talk to them and their family members. Will request them to cooperate as a whole section of society faces problems.

(d) To avoid such situation in future will listen carefully to any grievances they have

Remarks

against the government and  
assure them of solution.

(e) Will start interaction sessions  
during the relief operations so  
that the lack of trust they  
have on state agencies is  
re-instated. •

6

— Rescue & relief operation  
must be going on simultaneously.  
shy

Q16. You are a doctor in a government hospital. One of your lady friends got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. As her in-laws want a boy child to act as inheritor of the family. They have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected the doctor with the health minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Answer the following questions:

- (a) What are the ethical dilemmas in the above case?
- (b) Do you think that your moral obligation also demands to help your friend?
- (c) A doctor in a public or government hospital should obey the health minister for whatever he says. Do you agree and why?
- (d) What steps will you take in the above situation? (250 Words) (20 Marks)

~~the~~ ~~value~~ premise: Female foeticide is one of the menaces Indian society faces till date. It has taken into it's clutches all section and fighting for it becomes all the more necessary in present age.

(a) Ethical dilemmas involved are:  
 → Professional ethics vs. Person side as friend.

15 → Obeying seniors vs listening to own morals.

→ Dilemma of being a part of something unethical these

Remarks

Explain all these in brief.

→ encouraging social ills by being silent.

(b) My moral obligation demands me helping my friend but not by letting her get succumb to the pressure of in laws or helping her check the foetus. As a doctor I would do my best to save the life of foetus. I would try convincing my friend to voice out the injustice. I would also suggest her to try talking to her husband and her parents and ~~take them~~ make them understand that there are ~~no~~ how wrong it is.

2 1/2

(c) As a public servant, one has to obey the representative of government but not on the cost of ~~for~~ injustice itself. Government itself have ~~of~~ made laws like the PCPN&T Act and checking of foetus is illegal. So, a doctor is not bound to do

Remarks

2

something illegal just because a minister says. Moreover it's also a part of ethical dilemma to a social evil.

(d) I would convince my friend not to do something unethical owing to the pressure. would remind her of her oath as a doctor to save lives. Don't add extra fact.

Why don't you counsel them? I will also advise her to take legal route if they are not convinced. I will warn them of the various acts of government. I can also ask her to lie for some time being but it can lead to disastrous consequences after wards if she is not able to convince her in-laws in the time being.

would tell her to convince her husband and make her in-laws talk to some councillor, though patriarchal mindsets are hardly changed by these.

I will also advise her to take legal route if they are not convinced. I will warn them of the various acts of government.

I can also ask her to lie for some time being but it can lead to disastrous consequences after wards if she is not able to convince her in-laws in the time being.

Remarks

27



Q17. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

- (a) Was the officer carrying the inspection at fault?
- (b) Despite his noble intention and dutifulness of the highest order, do you think that the officer handled the case immaturely? Why?
- (c) Had you been in his place, how would have you proceeded to carry out your duty?
- (d) What could be the solution for such problems of adulteration on a lasting basis?

(250 Words) (20 Marks)

(a) The officer carrying the inspection should have been a little careful and alert while carrying out the duty. Saving one's life at the hands of some musclemen is not any wisdom. He should have inquired and taken the situation carefully.

1 1/2

(b) Yes, he handled the case immaturely. He should not have gone alone and carried other officers.

Remarks

2 He should have seen the gravity of situation and then reacted. Losing one's life at the insistence of doing one's duty to criminals without thinking is not what an emotionally intelligent officer would do.

(c) I would have taken consideration of whole situation and informed by seniors. Knowing his connections and power would have taken some ~~me~~ police protection with me.

2 Even when I reached there, would have read the situation and instead of going into brawl would have come back and reported the same. How about warning <sup>meta</sup> her first?

(d) Government should make strict regulations and check

adulterations at each level. An independent regulator should be set up for same so avoid political interferences. The licenses should be given in an open and transparent manner and to anyone based on merit.

- Regular abrupt inspection should be conducted
- Protection should be given to such officials

2

Q18. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the limited number of attempts and nearly five to six lakh applicants appearing each year, of which only 1,000 or less get selected, there is a huge pressure on the candidates to crack the exam and it may lead to the bouts of depression, anxiety and mental stress. Civil Services candidate faces many issues during the course of the preparation. Many candidates leave their homes and move to metro cities for coaching and preparation. They take up accommodation that gives them little comfort. Most of the aspirants do not know how to cook, and some in order to save time eat at the roadside stalls or depend on "Dubbawalas." Having improper food and uncomfortable living, many aspirants end up having health issues. Besides, the coaching institutes in order to produce good results put pressure on the candidates to increase the hours of studies. Loss of sleep impacts the body and the aspirants get totally exhausted. Overall level of stress is very high. For an exam like UPSC, where there is cut-throat competition, the only goal of aspirants is to somehow clear the exam and they ignore the insurmountable pressure on them. You are also one among them. After repeated attempts you failed to qualify this exam and you are in stress as you have lost most valuable time where you could have easily opted for alternate career. One of your best friends has met the same fate and he is in depression. His mother calls you and asks you to take care of her only child. She requests you to motivate him to something big in life, one examination does not make or break everything in life. In the given scenario, how will you motivate yourself and your friend? And, how will you cope with your stress? (250 Words) (20 Marks)

Civil services is the dream for many <sup>youth</sup> in the country not owing to the lucrative career option and social prestige associated but also, the lack of employment opportunities.

→ It's not only this exam where lakhs of candidates appear but the toughness and timeliness make the candidates exhausted.

Remarks

— How would you do away with your stress?

→ I would explain my friend how he should not think this as end.

"Failures are key to success"

Each failure teaches us something. And things which don't kill us makes us stronger. So, not to lose hope and be active.

• I would also try to make him understand how career is just one part of life and civil services one of the options. He can choose other things too to achieve the same objectives.

• To myself, I would like to read some inspiring authors like Vivekananda and Gandhi and imbibe the things I am learning through the subjects in upsc. Like being emotionally intelligent, having positive attitude. Moreover - Let your emotion overcome "Dreams don't work, unless you do!"

4½

Remarks

- Ask him to accept his failure which would make him retrospect the reason for the same.

--	--

*Remarks*