

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 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. <p>Any page or portion of the page left blank in the Question-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature _____

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SECTION - A

Q1. Explain the following quotes with respect to the public service:

- (a) "Your own Self-Realization is the greatest service you can render the world".
 (b) "To handle yourself, use your head; to handle others, use your heart".

(75 Words Each) (5×2=10 Marks)

Ans (a)

To know thyself is one of the greatest teachings of the Indian civilisation. All books of philosophy or spirituality ultimately aim to help reach a person to the point of self-Realisation.

Self-Realisation is a gradual and persistent process. It is not a shallow knowledge of identity or formal designation. It is about uncovering the real talent and aptitude hidden within oneself.

Self-Realisation often comes through a SWOT (Strengths, weakness, opportunities, threats) analysis. It helps find what one is good at and what one can excel in.

This self-realisation is linked to the greater purpose of finding true calling in life. To find the meaning of life and render service through that calling to excel in what you do and use it for the benefit of mankind is the best service. Service is not a formal profession but one that combines passion of

Remarks

the heart to the empathy of the mind for the benefit of mankind.

Ans (b) People management is a key trait which can help build successful relationships in life. One needs to not only understand others but also himself/herself to excel in this trait. To handle and understand one's emotions and to consequently manage those of others is to apply Emotional intelligence. Handling oneself with the head is to think rationally and reasonably without any subjective biases. To understand others with the heart involves using the qualities of sympathy, empathy and compassion.

Thus, a communication becomes effective and meaningful by combining reasoning of the mind with the understanding and emotional intelligence of the heart. Such a trait leads to consistency in thinking, clear and effective communication and is the key to coherent and harmonious relations between communities.

2

Remarks

Need not focus on only literal interpretation

Q2. "Aristotelian and Buddhist ethics are alike formally: each advocates moderation". Discuss.
(150 Words) (10 Marks).

A2. Aristotle propounded the 'Golden Mean' while Buddha propounded 'Mazim Nikaya'. They both advocated a moderate or median solution to issues with no extremes in either decision or action. They believed in the harmonious co-existence through the application of a middle way. They believed in taking the best of each and not taking a hardened extremist stance on things.

However, the underlying thread various in kind between the western and Indian schools of philosophy. It is formal and not necessarily alike. Aristotle was pragmatic and used reason to advocate a middle way. He believed in taking the best out of the two options and combining them to reach a Just decision.

On the other hand, Buddhist system of philosophy is modelled on the inner-awareness of the inevitability of sorrow.

Remarks

seen in the principle of 'Anicca, Anatta, Dukka'.
 Buddha advocated a middle path realising
 that such a view of non-detachment and
 commitment would ultimately lead to happin-
 -ess or Nirvana.

Thus, while both systems focus on the
 end of a Middle way to solve issues - the
 critical difference lies in the outward-focused
Aristotlian approach and inward-looking
Buddhist approach.

rational

3

What about
 exercise?

Remarks

Q3. Do you agree that parochialism creates devilish leaders and threatens common survival? Discuss with respect to the usage of religion as a tool by the people to increase enmity. (150 Words) (10 Marks)

A3.

Parochialism is to view phenomena from a narrow, sectarian perspective. It evades a holistic view and focusses on rigid, pre-decided religious and personal interests.

A leader is usually epitomised as an embodiment of virtues like multidimensional personality, looks at the bigger picture, is above sectarian affiliations etc. In case of a parochial attitude, his/her attitude becomes constricted, confined to fulfil narrow religious interests.

Such a one-dimensional view leads to dominating and authoritarian tendencies where fulfilment of narrow religious agenda is seen as the only goal. It reduces scope for any harmony and creates a culture of fear and suspicion for the other sections.

To use religious chauvinism as a tool leads to communal and strife-ridden environment. People begin to follow and believe in the leader's image of a one-dimensional narrow

Remarks

goal and distrust any other communitarian discourse. This fear and feeling of insecurity further breeds enmity between societies and communities.

Thus, a leader with his/her outlook plays the prominent role of setting an example for his/her community to follow and foster an environment of deceit or harmony accordingly.

Highlight some recent incidents related to the same

4

Remarks

Q4. Illustrate the following statements with respect to the transparency:

- (a) "Transparency is a prerequisite for accountable government".
 (b) "Transparency is an ethical imperative duty for government and administration".
 (75 Words Each) (5×2=10 Marks)

Ans a)

Transparency is a critical feature of a responsible government. It implies clarity and openness in any dealing or transaction.

Transparency combined with probity leads to clear demarcation of responsibility as well as performance. It breeds trust, faith and accountability in the institution or organisation.

An accountable government is deemed to be a responsible and effective one. This accountability can only be made possible when there is transparency about the roles, responsibilities and duties.

Transparency helps evaluating performance, identify the loopholes, monitor effectiveness and fix responsibility for any lacunae or corrupt ion. Thus, it functions as an essential pre-requisite along with Efficiency to create an Accountable and Good government.

Remarks

A6)

Transparency is the central trait to make governance effective and responsive. It implies clarity, openness and defined demarcation of duties and responsibilities.

The institutions of government and administration are bound by 'fiduciary trust'. They are the trusts of public money and are morally bound to serve the needs of the citizens effectively and efficiently. These institutions thus need to contain transparency by a virtue of their authority and by duty of their profession.

Transparency in allocation of services, in targeting the selected beneficiaries and in effective delivery of services is essential. It helps build accountability and creates avenues to identify the lacunae and resolve issues. Transparency helps create an environment of faith and trust in the institution. The recent use of e-technology platforms is a step forward in this regime of Transparent Governance.

Remarks

It leads to good governance.

2½

Q5. Define the connotation of the word "the common good". Discuss the role of voluntary organizations in maintenance of that. (150 Words) (10 Marks)

A5.

The 'common good' is understood as the services and amenities which belong to all by virtue of their citizenship. There is no private or individual ownership.

The maintenance of such 'common good' is in the hands of its users. eg:- public parks, bathing tanks, wells, declared heritage places etc. The role of voluntary organisations becomes imperative here. They not only stand guard in the maintenance but help build awareness in the process.

Voluntary organisations like Resident Welfare Associations, civil society groups, associations and activist groups including NGO's help to protect and preserve these common places. These collectives can take initiatives for adequate and measured use, establish common use protocols and work to preserve and conserve these places.

The evils of a common good with

Remarks

full discretion to use and lack of accountability leads to its indiscriminate use. People thus need to be made aware and involved in effective and sustainable maintenance through the formation of voluntary collectives. The common feeling of ownership makes people a stakeholder and leads to its safeguarding in an effective and rational way.

Need to discuss every aspect separately.

4

Remarks

Q6. Differentiate between any two of the following terms:

- (a) Commitment and Dedication
 (b) Values and Beliefs
 (c) Honesty and loyalty

(75 Words Each) (5×2=10 Marks)

Ans. 6 b) values and beliefs

Values are the set of morals and principles innate to each individual. Values are cultivated with time and are dependant largely on the cultural systems.

These include values of kindness, compassion, truthfulness and so on. On the other hand,

beliefs are essentially an opinion or a view towards an object, event, or phenomenon. Beliefs are shaped more by experiences and

might also include certain prejudices or stereotypes about certain communities or ways of life. eg:- religious beliefs etc.

Thus, values encompass a gamut of interpersonal traits like loyalty, empathy etc whereas beliefs are shaped by cultural upbringing like respect for nature, belief in karma, world view and presence of soul etc.

What about the nature of beliefs?

Remarks

2½

Ans 6) Honesty and loyalty

Honesty is the trait of being true and just to one's thoughts, beliefs & actions.
Honesty is the art of being able to speak the truth without fear or favour. It is a combination of courage and conviction.

Loyalty is the quality of maintaining the trust and belongingness towards an individual, group or organisation. Loyalty brings a feeling of solidarity, cohesion and fraternity. It involves faith and commitment to the goals or values of an organisation.

Honesty and loyalty are the two essential traits to make an effective and clean civil servant. Such traits promote trust and lead to organisational effectiveness of an institution and its people.

2/2

Remarks

Q7. What is normative ethics? How does it save a leader from deviation from the ideal path? What difficulties occur if a Civil Servant rigidly sticks to normative ethics rather than taking help from the wisdom of normative ethics by factoring in the ground realities?
(150 Words) (10 Marks)

Ans 7.

Normative ethics advocates the path of 'ought to do' in comparison to the descriptive path of 'what is done'. These ethics create a ideal paradigm of expected behaviour, right frame of values and help resolve any moral conflicts.

A leader in his/her course of action may face dilemmas or crisis of conscience. At such times, the ideal or normative ethics help shape and evaluate decisions and create an avenue for moral resolution of conflict. eg - an opportunity to collude in bribery can be avoided by normative ethics of not participating in decisions involving conflict of interest.

A civil servant who rigidly sticks to normative ethics will face numerous hurdles and ultimately defeat the purpose. He may get disillusioned or frustrated or end up

Remarks

comprising ~~devo~~ development or governance for the sake of morale. At such instances, the path of 'Mazim Nikaya' holds significance.

A civil servant must be pragmatic in approach and guided by the wisdom of ideal principles and precepts to implement decisions. He/she must know the art of managing and reaching a compromise without neglecting the value systems.

Thus, a combination of a practical head and ethical heart can lead to effective decisions.

good content

4

Remarks

Q8. What is structural discrimination? Why is legislation alone insufficient to alleviate them? Suggest ethical measures to remove the structural discrimination.

(150 Words) (10 Marks)

A8.

The discrimination which emanates from the structure of society by virtue of rules of relationship or patterns of communication is understood as structural discrimination.

The caste system in Indian society, the racial apartheid in Africa were instances of structural discrimination. They create neglect and exclusion of downtrodden or so-called lower caste. eg:- the Shudras, the Negroes etc.

The progressive and welfare systems of government have enacted anti-discriminatory legislation for such groups. This is accompanied with positive discrimination like reservation in education and jobs. However, they are insufficient due to the social attitudes and behaviours which are at the root of discrimination.

A disabled will not be feel included by a job in government. but with a feeling of care and sympathy while finding

Remarks

a seat on a crowded bus.

These social questions cannot have legal solutions and need to be addressed with ethics of compassion. Greater awareness and cohesion needs to be created towards the injustices faced by such communities. Leaders may lead by example of sharing festivities with them, collective celebration of their diversity, and spreading a spirit of compassion, tolerance and mutual respect.

Such a cultivation of group ethics can solve the discriminatory tendencies of society.

Highlight various ethical measures in points.

3 1/2

Remarks

Q9. Answer the following questions based on the concept of conscience:

- (a) What is conscience? Explain the following quote with respect to that - "In matters of conscience, the law of the majority has no place". (Mahatma Gandhi)
- (b) How is conscience shaped by the education, law, and authority? What is the importance of conscience in decision-making? (75 Words Each) (5×2=10 Marks)

Ans 9a)

Mahatma Gandhi gave a prime place of importance to 'conscience' or the 'soul-force'.

Conscience is understood as the voice of the soul, an individual's inner voice shaped by his/her beliefs, value systems and morals.

According to Gandhi, the power of an individual's conscience equals that of a hundred others who may not favour a decision. One voice is as important as that of many.

He cautioned against succumbing to majoritarian ethics and advocated reliance on one's own inner ethical voice. Conscience

is above any law and one's first responsibility is to one's own conscience rather than any institute or organisation.

Gandhi thus used truth or 'soul-force' as the ultimate guide to ethical decision-making.

Remarks

Ans b) Conscience is the inner voice in an individual which is shaped by innate values and ethics. It helps differentiate between right and wrong and take just decisions.

Conscience is majorly shaped by education as education provides the values, morals and ethical precepts which become a foundation.
 eg:- being honest, being courteous, truthful etc
Laws help decide certain ethical and standard behaviours and penalise for wrong actions.
 eg:- to not kill someone, rape someone etc

Authority on the other hand keeps a check and works as a monitoring mechanism.
Religious and other state authorities establish expected norms of behaviour.

Thus, a combination of these shapes conscience and helps make rational decisions.
 Conscience prevents any ethical wrongdoing by creating a cognitive dissonance. It helps measure our actions against certain morals and values.

Thus, conscience guides actions.

2/2

Remarks

Q10. "A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury." Elaborate the essence of Mill's statement with respect to corruption.
(150 Words) (10 Marks)

A10. Mill was an advocate of complete freedom and saw any kind of silencing as an assumption of infallibility.

An individual can do wrong in two ways - either by participating in wrongdoing or being a spectator to wrongdoing. An individual who keeps silent to injustice is equally responsible as the wrongdoer.

According to Mill, thus an individual who does not speak up or stand up to his/her conviction is equally responsible.

for collusion. In case of corruption too, mere bribe taking or giving is not corrupt.

To know corruption is happening and to stay mute is being equally malafide in intention.

The principle of responsibility thus lies on the collective group which has been a mute audience to corruption.

Remarks

Thus, corruption is not a single act but involves the negligence and ignorance of many which must be addressed by 'virtue ethics'.

Inaction amounts to acceptability of unethical practices.

3

Remarks

Q11. Define any two of the following attributes with respect to the civil services:

- (a) Serenity
- (b) Beneficence
- (c) Practical wisdom

(75 Words Each) (5×2=10 Marks)

Ans 11a) Serenity

Serenity is the art of clear and simple dealings. It involves a transparent, open and clean behaviour without any malfeasance.

Reconsider it
In civil services, this serenity is seen in the simplification of procedures, cutting down cumbersome procedures and creating a beautiful yet sophisticated format of delivery of services.

A serene civil servant believes in the significance of 'small is beautiful'. He/she will thus strive for small, effective changes rather than lofty, pompous and grand-standing visions.

Thus serenity breeds 'beauty in duty' in civil service.

Remarks

Ans 11c) Practical wisdom.

Knowledge comes from education but wisdom comes from experience. An effective and responsive civil servant will know how to use wisdom in the most cost-effective way.

Practical wisdom eschews any kind of ideal, lofty stances but also allows compromise wherever needed. eg:- Practical wisdom will teach a civil servant to create monitoring mechanisms in a policy than relying on universal goodness of individuals.

Thus, practical wisdom helps make realistic, pragmatic decisions with the benefit of experience and tailoring of policies according to the target group. hence leads to the target.

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Remarks

Q12. What is social contract theory? Did you find ethics as guiding principle in it? Discuss.
(150 Words) (10 Marks)

A12. The social contract theory believes in the coming together of individuals to pool their individual sovereignty and create the state for collective security.

It sees the creation of state as a contract between individuals. It certainly involves ethics as seen in the trust in the state to provide for the security of individuals. The state was entrusted with responsibility of protection and guarding the fundamental rights.

The state was thus framed with collective ethics as its guiding principle. The individuals were rational negotiators guided by reason and self-interest yet the state was created to prevent any violation of such innate rights of life, liberty and property.

Ethics of belongingness, fraternity and cohesion were to be nurtured by the state.

Remarks

While the state performed the role of checking the unethical and illegal behaviour of individuals which became citizens.

The social contract theory is a gem of John Locke and thus guides individuals through the trust and faith in state.

It brings togetherness
in the society

3/2

- Remarks

Q13. What is Confucius famous for? Why his teachings are still relevant in the modern society?
(150 Words) (10 Marks)

Ans 13.

Confucius is a famous Chinese philosopher famous for propounding the Buddhist ideal of Pacifism.

He saw pacifism as the ultimate guide to regulate human interactions in a society. He sought an end to all forms of revenge and violent tendencies which create an environment of distrust, fear and hatred in society.

The patterns of communication in society today have changed. Terrorist and fundamentalist violence is on the rise, there is a clash of civilisations with communal, ethnic and sectarian conflicts between communities.

At such a juncture, the teachings of Confucius act as a guide to the conflict resolution. 'Peace' and 'dialogue' between the civilisations is the key to

Remarks

resolve and address conflicts amicably.
There is a need for greater understanding
and communication which is effective
and free of mistrust.

Thus, Confucius is still relevant today
with his teaching of a peaceful, amicable
view of decision - analysis

3

What about
his political
beliefs?

Remarks

SECTION - B

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

Q14. You are DM of a district where a big infrastructure project is underway which is apprehended to displace large number of villagers. The work of building that infrastructure is often interrupted by environmental and social activists who off and on organize massive protests. The project is stipulated to be commissioned very soon by the Prime Minister and the project work has stopped for more than two weeks. Which of the following options would you prefer to take and why?

- Use of the force to disperse the protesters and arrest the leader.
- Talk with the leader, hear the complaints and apprehensions, convey that to the government and request quick redress or assurance in writing for the same so that work can begin.
- Try to negotiate, give assurance of redress of complaints and apprehension as far as possible and request the leader and protestors to leave the project site immediately, failing which, resort to the use of force immediately.

(250 Words) (20 Marks)

The above case study reflects the lack of communication and imperatives of a leader as a civil servant.

a) The use of force to disperse would not be the right course of action at the very outset.

It might stop any kind of protests temporarily but will continue to fuel dissatisfaction and will thus be a short term approach.

Remarks

Is it not against their to protest peacefully?

b) The second option seems to be reasonable but it has its own limitations.

Talking to the leader and hearing patiently will help to adopt a compassionate and sympathetic approach expected of a civil servant.

The request to the government or assurance in writing would not be apt as the decision needs to be evaluated. To give assurance before any in depth-examination of issue would be far-fetched.

c) The third option seems to be the most reasonable and feasible.

The attempt to negotiate with the leader and giving an assurance of address is the duty expected of a civil servant.

It reflects the emotional intelligence and leadership skills in such a crisis situation.

The request to leave and the warning of use of force is apt and necessary.

To combine compromise and authority is the best way to deal with such delay.

It will provide an effective solution.

Remarks

to the problem of environmental and social activists and the use of force as a warning will deter such protests in future. This will plug any kind of delay.

Thus, the third option would combine the leadership and empathetic role of leader and help reach a long term solution with co-operation of people.

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Remarks

Q15. Strict discipline is the hallmark of a good administrative system. There are increasing cases of subjugation and insubordination in administrative setups which demotivates both subordinates when they are suppressed and bosses when they are disobeyed. Annual Performance Reports and strict adherence to the official Code of Conduct are the two most important mechanisms to ensure discipline in an administrative system. Suppose you are head of a government department with 50 subordinates, elaborate how would you act in the following situations?

- How often would you use Annual Performance Report as a threat to the erring officers and why?
 - Is Annual Performance Report a full proof system of assessment of employees?
 - Do you think that two way assessments (boss & staff and staff & boss) can lead to a full proof assessment of the staff in an administrative system?
 - Can you argue that motivating the staff for adherence to Code of Conduct rather than threatening, censoring or firing is more sustainable way for maintaining discipline in a large organization and the latter as means to restore discipline are dispensable?
- (250 Words) (20 Marks)

Ans 15a) The Annual Performance report needs to be seen at periodic intervals not less than three to six months at a time. Rather than using APR as a threat, an attempt would be made to find root cause of such unbecoming behaviour. It should be used as an evaluation tool and not as a threat.

Ans 15b) The APR is certainly not a full-proof assessment. It defines and evaluates the performance over a period.

Remarks

of time but does not pay heed to any circumstantial fallouts or missteps.

The APR serves as a larger guide to evaluate the individual acts as a frame of reference:

An employee is to be seen in a much larger way as a combination of ambition, passion, talents, professional abilities and loyalty.

Ans c) Such a mechanism promotes transparency and - helps clear any opaqueness between the systems of government.

The two way evaluation will help the staff and boss provide clear feedback without threat of fear or favour.

This also influences behaviour as each knows that the performance and behaviour will be evaluated.

It therefore enhances communication and effectiveness of employer-employee relationship.

Remarks

It may also have adverse impact too.

Ans d) To adhere to a code of conduct is a voluntary measure. To encourage such behaviour will come from within. Such a behaviour not bound by punishment or reprimand will be conditioned by inner values and will thus be more sustainable in the long run.

Any attempt to discipline through force must be a last resort and only used to maintain the organisational discipline.

2 1/2

good approach

Remarks

Q16. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money; are harassed. You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

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

A16.

The above case highlights the need of an effective work culture which trumps corruption and insensitivity.

The various options available are:

- a) to ignore the complaint as it is one amongst the ~~many~~ tasks at hand.
- b) to ask the old man to register a complaint in writing and divert it to the ~~Grievance~~ Redressal system.
- c) to record the complaint in writing and confront the officer. Also, to institute ~~monitoring~~ mechanisms along with effective work culture.

Remarks

- a) The first option would reflect ignorance and rejection of duty. It would show insensitivity of an officer.
- b) The second option would reflect a sympathetic but unimpassioned interest. To give a shallow solution would amount to dereliction of duty.

c) The third option is the most feasible. To record the complaint and approach the concerned officer would bring out the issue in the open. After solving the issue of the old man by confronting and reprimanding the concerned officer if necessary, further action can be taken.

The officer can lead by example and establish either a charter of responsibilities for each and every department. Monitoring mechanisms can be instituted and e-technology for real time updation of complaints.

Remarks

lastly, the rejigging of teams, creating a satisfactory work environment with clear demarcation of responsibility can be done.

7 1/2 With proper consideration to needs of employees along with organisational values, the work culture can be promoted to reflect Accountability, Probity etc.

How would you get rid of such problem?

Remarks

Q17. There are spiritual gurus and social activists who enjoy big following among people. Their messages flow easily among masses & people follow them. However, government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above case:

- (a) Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programmes is good? Give reasons.
- (b) What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (250 Words) (20 Marks)

A17. The task of information dissemination and its effective reach is the key to Effective Governance.

a) The government programmes are not able to reach the nook and corners of the country unlike the rapid spread of spiritual messages.

The key here is the power of charisma or personality of the leaders. Their power of social influence or persuasion helps to convey the message faster and effectively.

Thus, involving gurus or social activists with their full consent and faith in the purpose of the scheme is a good step. Their effective communication skills

Remarks

can be utilised to alleviate the suffering of masses and enhance the reach of government.

However, such involvement of leaders must be supplementary to the Government efforts. Also, the consent and credibility of such activists or gurus needs to be checked before their involvement.

They are critical role models and can help to address people through their personal charisma and interpersonal skill.

Ans b) The involvement of spiritual gurus and activists serve as role models for emulation by people. However the concerns are as follows:

- a) the personal ethical behaviour of such personalities.
- b) their commitment to the cause and programme.

Remarks

- c) their belief in the purpose of the mission.
 eg:- an individual arguing against smoking cannot be seen smoking himself.
- d) their commitment in the long term.

Thus, social activists and gurus with a credible background check can help solve awareness issues towards dowry, abuse, rape, etc. Charisma works faster than words at such instances.

They might not be interested for the same.

8

Remarks

Q18. Due to proliferation of porn literature and videos in the era of increased mobile and internet, sick sexual addiction and perversion is fast increasing, not only among less educated and emigrant labour force living in slums, but also among the educated class and friends and family relatives leading to unwanted pregnancies, murders, suicides, etc.

- If you are secretary in the Home Ministry of a State, what steps would you take to address the rising trend of sexual perversion and sex related crimes against children and women?
- Would you suggest a complete ban on pornographic websites? Give reasons.
- Why despite laws against perverted sex and sexual crimes, this continues, especially in big cities and metros?
- Do you think that laws are inadequate? Give some arguments in favour of "social control" and "community vigilance" to curb such aberrations.

(250 Words) (20 Marks)

A18.

This trend is more reflective of the declining behaviour of individuals towards self-control and heavy negative influence of media. It reflects the "problem of excess" when it comes to technology.

- a) The rising trend of perversion needs to be tackled legal means and change in attitude and behaviour.

Thus, legal provisions would be strengthened i) with the creation of special monitoring

Remarks

cells in each department.

ii) The provision of hotlines in case of emergency.

iii) creating an adblock or restricted viewership for children, below the age of 18 etc.

The pivotal task is to change societal attitudes by advocating respect for women, a culture of mutual respect and tolerance etc.

2

What about attitudinal change?

b) A complete ban is neither desirable nor feasible.

Technology is open ended with hacks available to every such ban.

Also, the solution must involve voluntary restraint through change in mindset than penal provisions.

1½

c) Big cities and metros are dominated by an urbanised nuclear lifestyle. The competition, rat race, and pressure to perform lead to feelings of isolation, frustration and aggressive tendencies. Such sites and images function as a vent for repressed feelings and

2

Remarks

lead to crimes, murder, sexual violence etc.

- d) Laws are a necessary but not a sufficient condition. The problem of sexual or pornographic violence emanates from societal and mental disharmony.

Social control can create a pressure to conform to a group and establish standard patterns of behaviour.

Also community vigilance can expand the reach of law enforcement. It helps keep an internal check on such crimes.

This, social problems need a social solution.

They are first to report any crime.

Remarks

Q19. In recent times it has been seen that the Civil Servants rise from sleep only after a crisis assumes an unmanageable shape and form. It was seen during Uttarakhand natural disaster, adverse consequences of endosulphan in Kerala, coal mines accident in Jharkhand and Blue whale computer game inspired suicides in some states. Answer the following:

- Why a Civil Servant remains uninformed and indifferent to a brewing problem in the area of his jurisdiction— is it due to an individual officer's failure or a systemic failure?
- What homework should Civil Servant do before he gets charge of a particular region and a particular department in the context of the above mentioned problem?
- In what way technology can help Civil Servants in monitoring a brewing problem in the area of their jurisdiction?
- In what way regular interaction with people in his area of jurisdiction help in this regard?

(250 Words) (20 Marks)

Ans 19) This case reflects the rising bureaucratic apathy and failure to perform duty that is expected of a civil servant.

a) A civil servant's unawareness or uninformed nature reflects the disconnect between citizen and state machinery. While it does reflect individual failure as insensitivity and lack of competent foreseeing mechanism, it is also a systemic failure.

The multiple levels of government eschew any contact and make the bureaucracy faceless to its citizens.

Remarks

Discuss both the reasons separately

2

Ans b) A civil servant must do an indepth study of the problems, the issues, the current trends of a particular region. Along with this, he/she must also acquire knowledge about the cultural practices, beliefs & behaviours as also a knowledge of the local language of the community.

Need to categorize various problems.

Ans c) Technology can help enhance communication and can help redress grievances speedily.

In case of disaster, technology helps update warnings to multiple areas, helps mapping affected zones and distribute resources effectively.

How about using community radio?

Remarks

Ans d) Regular interaction builds trust and faith in the officer and machinery. It conveys people's sentiments, issues and helps adopt a sensitive angle to people's issues.

Communication helps to bridge fear and insecurity, leads to lesser protests and faster co-operation in tasks and projects.

2

Remarks

