

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 18 questions.All questions are compulsoryThe number of marks carried by a question/part is indicated against it.Content of the answer is more important than its length.Answers <u>must</u> be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature

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Name Arun Belgotia

Roll No. _____

Mobile No. [REDACTED]

Date 26/8/2017

Signature [Signature]

SECTION - A

Q1. Why it is, sometimes believed that feelings are better guide to action than reasons? Critically analyze.

(200 words) (10 Marks)

Mahatma Gandhi has rightly said "Argument follows conviction". It means that it is your inner belief, your inner instincts that leads to action. One may find supplementary arguments to reinforce one's motivation for any pursuits.

Feelings are certainly better than reasons to guide our action because they come from within, without any adulteration, often beyond our voluntary control. Therefore an action dictated by feelings will be pursued by the actor without any stoppage.

But feelings must be regulated by reasons because otherwise one would be enslaved by desires or longings. One may lose control over cognition and may become immoral and unethical.

Therefore A society is sustained and integrated by collective conscience based on collective reasoning.

Remarks

Therefore, one must not succumb to mere feelings, and she must not show disregard to reasons. ~~Values guided by feelings~~ guided by reason lead to virtuous action.

3

Need to supplement with examples.

Remarks

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)

Virtue ethics refers to branch of ethics that deliberates on virtues & values that are considered positive and desirable.

~~Immanuel Kant has said +~~
 Socrates says, "know thyself". One must know oneself. For Socrates, knowledge is virtue. One must be having knowledge of oneself. Then only, his action would be moral and just.

b) Educated people get indulge in White Collar crime because they are literate and not educated.

Education involves knowledge of one's own self, knowledge of moral values one must uphold and knowledge as one's responsibility towards society.

Better say they are devoid of virtuous knowledge.

Giving prompts for answer

1/2

1

Remarks

e) Self control i.e. location of moral compass within an individual is a master virtue because it would not require any surveillance or external check. It will ensure responsibility and not just accountability. It will ensure self compliance ^{and} any deviance would lead to guilt and remorse on the part of culprit.

Discuss the failed control separately

1½

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)

Ans - a) Leadership is a trait that enables one to translate ~~one's~~ vision into shared vision.

Empathy is an indispensable trait of a good leader because it enables one to understand concerns, insecurities, motivations of different individuals.

A top down imposition of goals and motivations don't work in leadership and management. It improves team performance; builds trust, increases cohesiveness and finally ^{ensures} success.

It is a force multiplier and not an obstacle in teamwork or collaboration.

b) "To perceive is to suffer" - This phrase is the essence of empathy. This is ~~for~~ what differentiates empathy from sympathy.

2
good content

Remarks

Empathy is a perception, when one has to suffer for the other one who is actually suffering. This calls for extreme emotional intelligence on the part of leader.

1 1/2

Elaborate it

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)

Ans 4 - Job consumes a substantial higher share of one's life. Job also provides a sense of purpose and routine to one's life but one's output will be highest when one is actually doing what one ~~is~~ loves or to love what one does. It will help in shelving negative emotions and most importantly prevent any alienation from work.

For eg. - A teacher is considered ~~for~~ maker of nation. But, today many are becoming teachers by chance and not by choice. Those who have finally decided and joined teaching must love the job because otherwise they are doing a dis-service to nation. They must appreciate the fact that a teacher is a king who can shape his kingdom i.e. young soul which ever way he likes and contribute to nation building.

Emotional Intelligence will help one to come to terms with reality because there are certain people who have contempt for the job they do.

Remarks

Further, it will help one to find the greater purpose of his job.
 For eg - In recent train derailings, it has been found that many manual workers are graduates and they wanted a job in Railways but they dislike manual work. Such a training in Emotional Intelligence will help them understand that they are risking so many lives due to their negligence.

3

Discuss more role of EI training.

Remarks

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)

Ans 5- Gratitude, in general, refers to expression through words or actions, one's regard for the contribution of others in one's success.

Further, the statement above involves one's gratitude towards one's society, other people and towards one's own self almighty.

A civil servant may feel that he is not getting enough salary in comparison to other friends working in corporate sector. But he must realise that Civil Service offers one opportunity to serve the public at large, an opportunity to improve lives of people, which other Corporate members, despite will, may not find appropriate channels.

Further, a civil servant gets to work in diverse areas, gets to interact with multiple cultures, gets exposure to learning at National level which many corporate members - may not get.

Therefore, one must look for positives within, thank almighty for the well-being.

Remarks

But there should be an incessant desire to improve as a human being,

It gets them out of
problem.

3

Remarks

Q6. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you?

(150 Words) (10 Marks)

Ans 6 - Trustworthiness refers to a Capital one earns by delivering on prior commitments without any compromise or delay. Such a delivery improves one's creditworthiness, one's integrity and helps one to get along with people easily.

Emotional Intelligence (i.e. ability to understand one's emotions, other's emotions, resist temptations and take meaningful rational action) ~~helps~~ ensures a stability in pattern. An emotionally intelligent person is expected to display consistency in emotions and maturity in dealing with emotions. Such an individual displays good interpersonal and intrapersonal skills. As a result, people often confide their darkest secrets to such individuals.

Further, it ensures dependability and helps one get more responsibility and furthers one's career prospects.

For eg: Mahendra Singh Dhoni; despite his aggressive batting technique, was given Captaincy of Cricket team because of the emotional intelligence he displayed at a young age. Further he was

Remarks

Better highlight it point wise.

able to lead the team of cricketers (higher in age and experience).

Therefore, emotional intelligence ensures trustworthiness and leads to better performance as a team.

3

Remarks

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)

Ans a) Emotional Intelligence involves understanding of one's emotions, understanding other's emotions, ability to delay gratification, withhold passions and come to a rational conclusion.

The first step towards emotional intelligence is understanding your own emotions. One must be able to judge if the emotions are out of ego, self interest, avarice or because of concern for greater goods.

For eg:- Aristotle has rightly said, "It is not difficult to get angry, but to get angry at right time, for a right cause and at right person is difficult." - Relate it to empathy.

b) Success is not the result of spontaneous combustion means it doesn't happen on its own. Some successful people, out of excitement, claim that it was, by sheer luck or timing that they became successful but reality is otherwise.

Remarks

To be successful, one has to understand one's desires, one's passions, one's inclination, then devise a road map. The road map has to be well laid down considering one's strengths and weaknesses. One has to withhold one's temptations, orgasmic upsurges and short term pleasures to pursue goals incessantly. That can only ensure success.

good (2½)

Remarks

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)

Ans - a) Reacting, in comparison to response, is an immediate, miscalculated or non-rational action of an individual who is supposed to react to a gesture.

Response is a higher cognitive action involving rationality, logical consistency and well-calculated one.

For egs - One may laugh reflexively at the view of somebody getting slipped on a road. This act of laughing is a reaction. But, the concern for one's well-being on such slippage and asking him for any injury is response.

b) Confusion or Dilemma are sometimes inevitable enroute to understanding of a situation. There are four types of ethical situations.

- 1) When ethical issues are apparent and easy to identify and accept
- 2) Easy to identify but difficult to accept

Remarks

- 1) Not identifiable ✓
- 4) Ethical dilemma ✓

2) and 3) situation involves confusion but 4) involves ethical dilemma.

A dilemma is one such situation where one has to make a choice b/w between two

competing values.

For e.g. Saving either your mother or father in a situation.

Confusion involves situations where identification of issue is difficult.

But, one must evaluate a situation on the basis of absolute ethical principles and their utility for public to come to conclusion.

2 1/2

good

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)

Ans The above statement has two inferences -

1) An administrator cannot fight - An intelligent administrator must not fight. It is not about his capability to fight rather his prime role is bring all competing parties to a consensus and ensure the public good.

2) But only negotiate in the world of -

A civil servant's role must not be concluded as a passive role of negotiation. Rather, negotiation is an important part of his/her role but not the entire role.

A civil servant after negotiating with all groups, ~~do~~ considering their concerns, takes a decision which serves the society at large.

Essentials Needs of a good negotiator:

1) A good negotiator ensures that ^{some} interests of all parties find a place in Govt. policy but all interests of no single party find a place.

Remarks

- 2) A good negotiator is direct in his approach. He calls a spade a spade.
- 3) A good negotiator is a good listener. He understands non verbal cues equally well.
- 4) He ^{is} good at persuasions.
- 5) He has to be a good articulator because the manner of articulation makes the deal sound sweet.
- 6) He can empathise with all parties to understand their concerns and disregard them if found non genuine.

Limitations of Negotiating

- 1) Decision making becomes slow.
- 2) It may appear to be weak Govt./Institution.
- 3) Parties may get involved in wheeling and dealing.
- 4) It may embolden parties to threaten institutions.
- 5) Some necessary decisions have to be put on hold for want of consensus.

4

good

Remarks

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)

Ans - Emotional balance refers to the ability to understand your emotions, understand other emotions, control them, inhibit your desires, delay gratification and take a decision that has no short term or long term pitfalls.

Emotional balance is extremely important for civil servants because they are subjected to pressures from top as well as bottom. Political bosses on one hand and Public at the other hand keeps on demanding and sometimes demands are competing which makes it all the more difficult. In such circumstances, civil servant has to display emotional intelligence and arrive at any value judgement rationally.

Foreg:- In the recent case involving conviction of a Godman, Punjab police was asked to arrest the convict but his followers brought the whole city to a standstill. With no clear directive from Govt. it becomes difficult to decide.

Individual's personal bias, affiliation to a particular group may overpower his rationality.

Remarks

Foreg- Prakash Singh Committee in its report on Jai Andolan highlighted that many JAT police officers remained mute spectators to the havoc being created by Jats. Such a situation calls for emotional balance and ^{one} must not forget one's duty towards public at large.

The most apt example is the case of Draupadi Cheerharan, where all the eminent administrators like Bheeshma pitamah; Guru Dronacharya; Dhritrashtra did not intervene either because of love for the Duryodhana or their other commitments.

A civil servant must uphold public trust and any value judgement he takes must be in conformity with civil service values mentioned by Nolan Committee.

good

4

Remarks

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)

Ans 11 a) "Those who do ill shall suffer more if they are ^{not} caught than those that are" is apt and relevant. Those who are not caught suffer either from guilt or remorse or uneasiness. They may not confess it but there is always some sort of discomfort in their life style, daily routine or in their interpersonal relationships.

Dr. Narayan Murthy has said "Clear conscience is the best pillow". One, who has wronged others and has been caught, has an opportunity to undergo punishment, correct his actions and come out of it with clear conscience but one who has got scot free is trapped in a vicious cycle where he commits one mistake after another and loses contact with his inner self. Therefore, one must commit one's mistake, apologise and do course correction.

22

good

Remarks

b) The king should surrender his individuality means that king should leave his personal preferences, opinions, prejudices at bay and must serve through impersonal rules and in an impartial manner.

A biased king can never do justice to his people as well as to his own self. His world view would always be incomplete and he is bound to commit mistakes.

The quote is still relevant because the world is becoming multicultural. Globalisation has brought ^{different} hues of people together and any ruler driven by his personal ideology would be ineffective in addressing their needs.

For eg- Indian Metropolitan cities require administrators who are impartial, secular to the core, free of any ideology to serve the public better.

Focus on positive aspect

2 1/2

Remarks

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 refers to resoluteness in one's pursuit, not to be deterred by adverse circumstances. Single minded pursuit of one's fixed goals without changing goals or inclination.

For eg:- Eklavya was determined to be tutored by Guru Dronacharya and therefore ~~set~~ when Guroji refused, he built a bust of Dronacharya and mastered the art.

b) Humility means to acknowledge the contributions others have in making one successful.

The world always acknowledges the winner but there are many people who make you succeed.

For eg- A virtuous civil servant is made through the contributions of teachers from primary school to college, family, friends and society. One must not forget his roots.

Have a relook at it.

You get it otherwise

Remarks

c) Objectivity refers to unbiased, impartial, impersonal observation of reality as such without any prejudice, presumption or such bias. A civil servant must be objective in his behaviour towards people or communities. He deal with ~~irrespective~~ of their caste, religion, ~~region~~, gender. Any subjectivity based on preconceived notions will affect his performance.

2

d) Persistence refers to consistency in intensity of efforts despite failures or ~~the~~ adverse conditions.

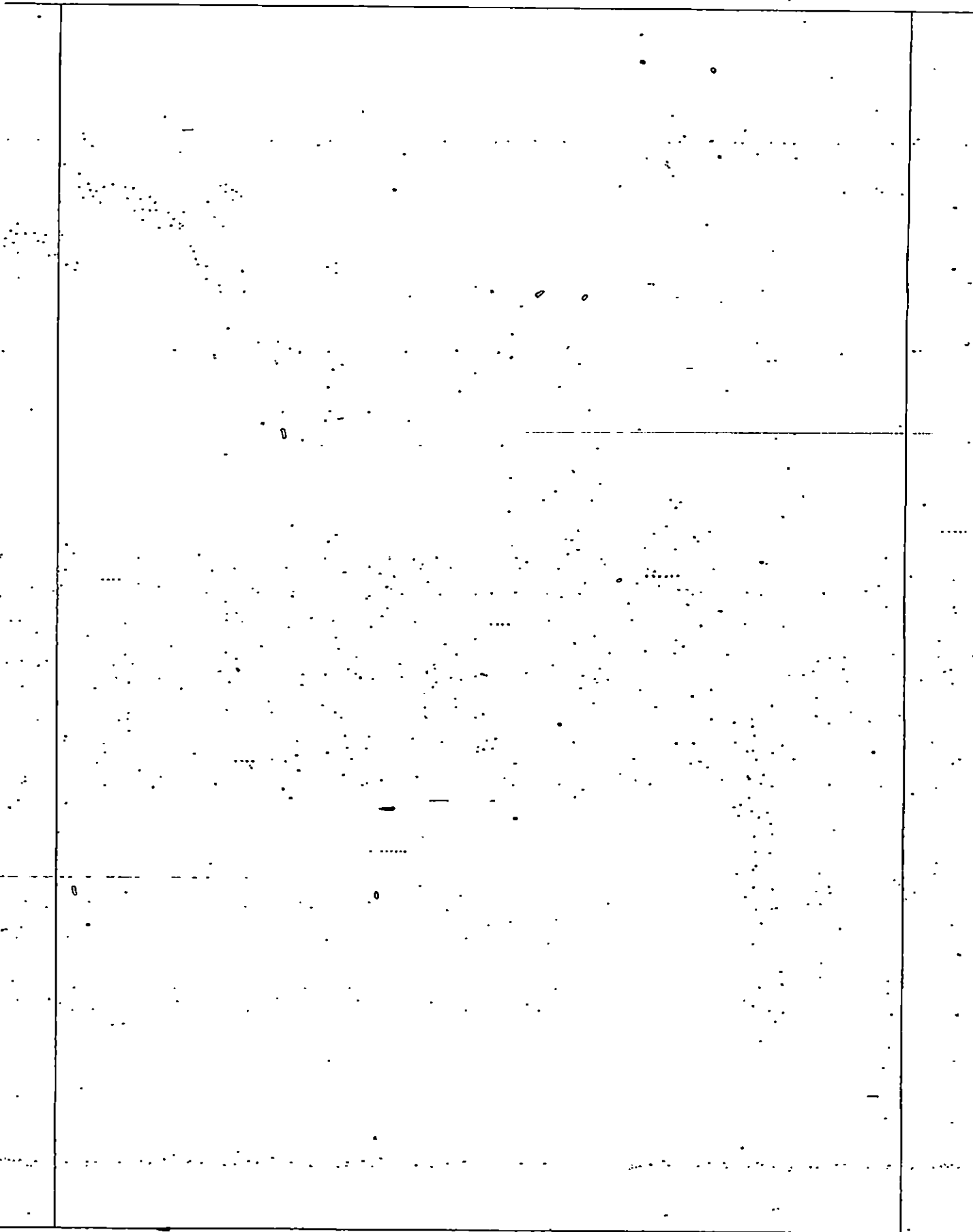
A civil servant ~~must~~ ^{he should} be dedicated to public service and persistently work for their wellbeing. There may be failures for road to success is paved with failures but he must never lose sight of the ultimate goal.

For eg:- Pame Armstrong, a civil servant, who built road in his state, without any Govt support exhibited highest levels of persistence.

2½

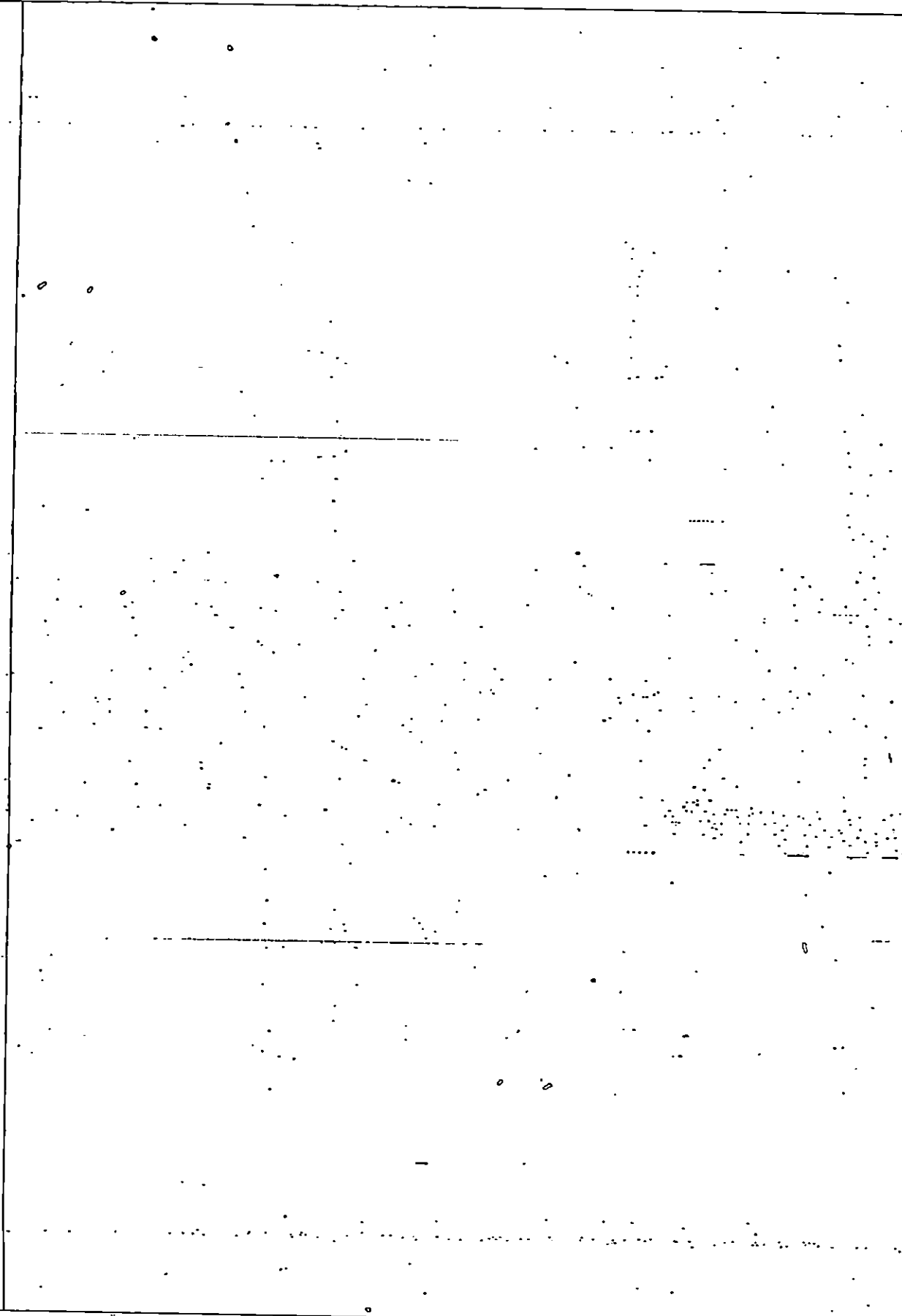
good

Remarks



Remarks

GIS SCORE



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. a) The case at hand involves an honest but too swift an attempt of an officer to provide a basic civic amenity to citizens with a time bound redressal mechanism (Charter).

Reasons for failure of Citizen Charter :-

- 1) Promising what you cannot deliver - It seems that the Citizen charter was prepared without thorough evaluation of institution's capacity. Any charter must be prepared after ^{such} evaluation of STRENGTHS, WEAKNESSES, OPPURTUNITIES, THREATS (SWOT) of the concerned department.

Remarks

2) Discussion with all stakeholders -

This charter was prepared with discussion of only public and without any due regard to other stakeholders i.e. private contractor/service involved in execution, ground staff, technicians, other Govt. bodies.

3) Work culture - Effective implementation of a Citizens charter demands highly motivated and dedicated staff. However, reluctance of subordinates betrays their ~~do~~ want for dedication.

b) Ideal course of action :-

1) Discussion with Public concerned to list down... maximum requirement, minimum possible requirement and other benchmarks

2) Discussing the same with Managerial, ^{Level} staff of Department to list down departmental capacity and deliverable standards

3) An informal discussion with technical staff on ground to note down their concerns.

4) Formulating a draft plan based on these concerns and holding a meeting with other Govt. bodies like Sanitation Department, Public Works Department.

5) Finally, putting out a public notice of charter seeking objections if any.

- Proper internal structuring should also be done
Accountability & responsibility of every stake holder

Remarks

2 1/2

2

c) Citizen's Charter

Objective - To provide requisite supply of water to residents of _____ District.

Deliverables - Quantity per head per day = _____ cm^3/liter

- Time/Schedule - _____ minutes per day

- Quality parameters :- Permissible limit.

Ca \rightarrow _____

Fluoride _____

Berellium _____

Other heavy metals _____

Grievance Redressal Mechanism

Authority for registering grievance - Executive Engineer

Minimum - Maximum period of Response -

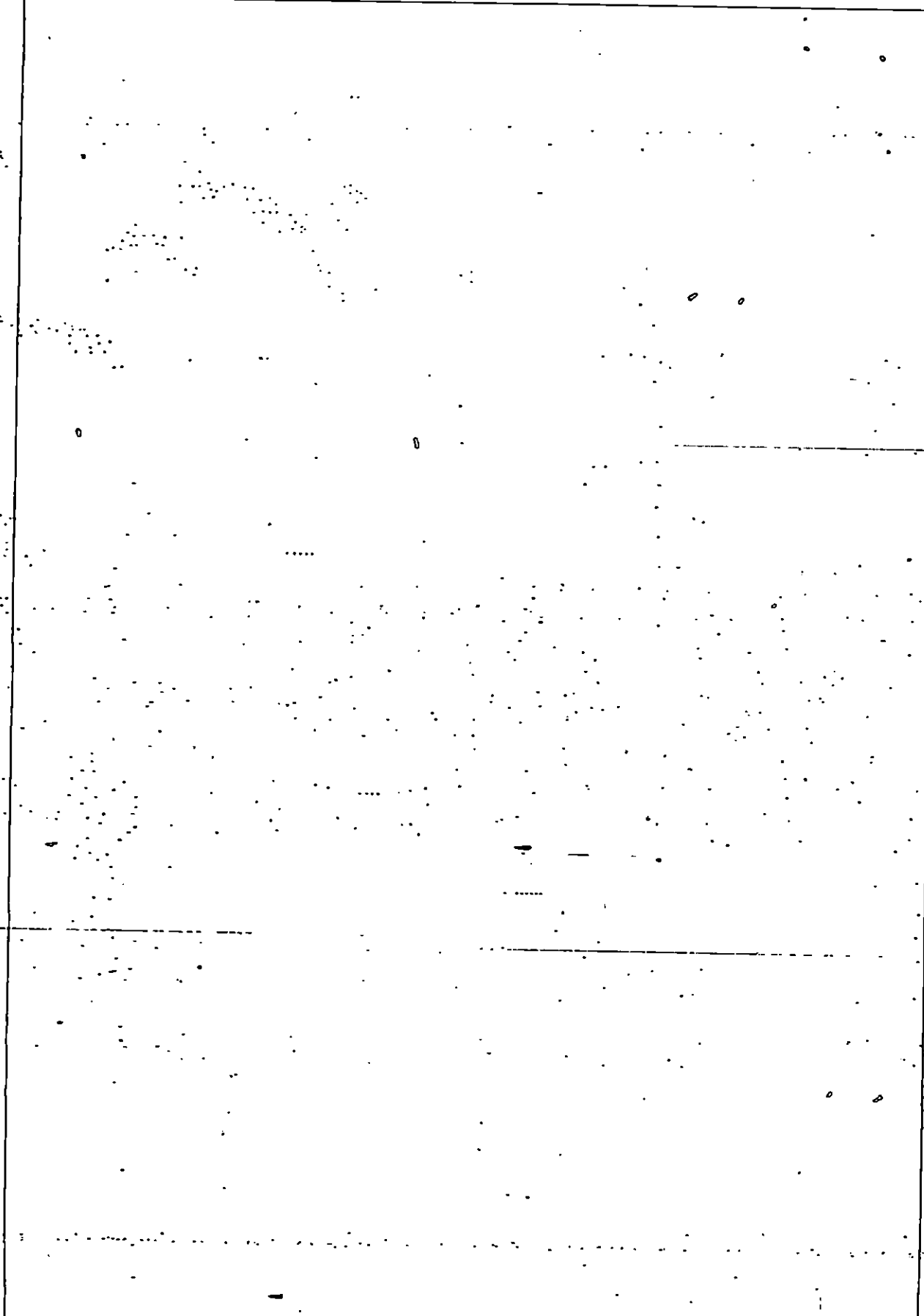
Appellate authority - _____

Penalty on authority to be responsible _____

Head,
Watersupply board.

Mention name of
the office at the
top.

Remarks



Remarks

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)

Ans - a) The case involves a scenario having potential for a communal conflict which calls for immediate intervention of administration.

Preventive steps to be taken

- 1) Beef up security and ~~see~~ ensuring readiness of Police Department to tackle any such conflict.
- 2) Calling a meeting of ^{leaders of} both the groups concerned to come to a consensus and resolution of the conflict through verification of their claims.
- 3) If no positive outcome is there, then providing option of space to one of the groups in a different location and Government support in setting up statue.
- 4) Awareness/Sensitisation campaign through media addressing public not to fall prey to any rumour and warning to rumour mongers for strict action.

Remarks

5) If situation still remains vulnerable, then internet connectivity can be severed.

2 1/2

b) If dispute flares up and turns violent, I would have enforce curfew through appropriate procedure. Secondly, I need to ensure public at large is not affected and ensure security in hot spots.

Further, my immediate concern would be to disperse public the mob because it is unlikely that individuals could gather guts to create law-and order problem but "mob" as a whole is destructive.

I will request political leaders of the area and the concerned MLA and MP to address public as well as the respective groups.

Finally, I would have to use force to fight the issue because innocent public can be allowed to pay the price for offences which they haven't committed.

2 1/2
you can impose sec. 144 of Cr.PC in the area?

2) If failure to pre-empt and contain such a situation leads to my suspension, I would own the responsibility for such failure, would accept the fault wherever it is and promise my superiors not to repeat that mistake again.

Further, I will contact my seniors who have dealt with such situations effectively and seek guidance.

1 1/2

Remarks

Can your transparent action absolve you from the same?

I would take this failure positively without any grudge or illwill and pick myself up and improve myself as an administrator.

Remarks

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:- My objective here is to ensure unimpeded relief and rescue operations to the disaster hit people and containing the elements who are trying to subvert the authority.

- As an officer, my team is my only and the most potential weapon and a demotivated team would be ineffective. I would immediately call upon a meeting to remind team members of their duty towards the cause and ~~to~~ advise them to restrain themselves from using force.

- I would request the minister to revoke the suspension of the team members atleast temporarily so that the rescue operation could be carried out efficiently.

- I would ensure that injured youth are given ~~the~~ medical treatment and would appeal them not to aggravate the problem.

Remarks

- I ~~was~~ will take assistance of local MCA to make an appeal to the ~~section creating~~ terminal.

- I will request for more security personnels to higher authorities.

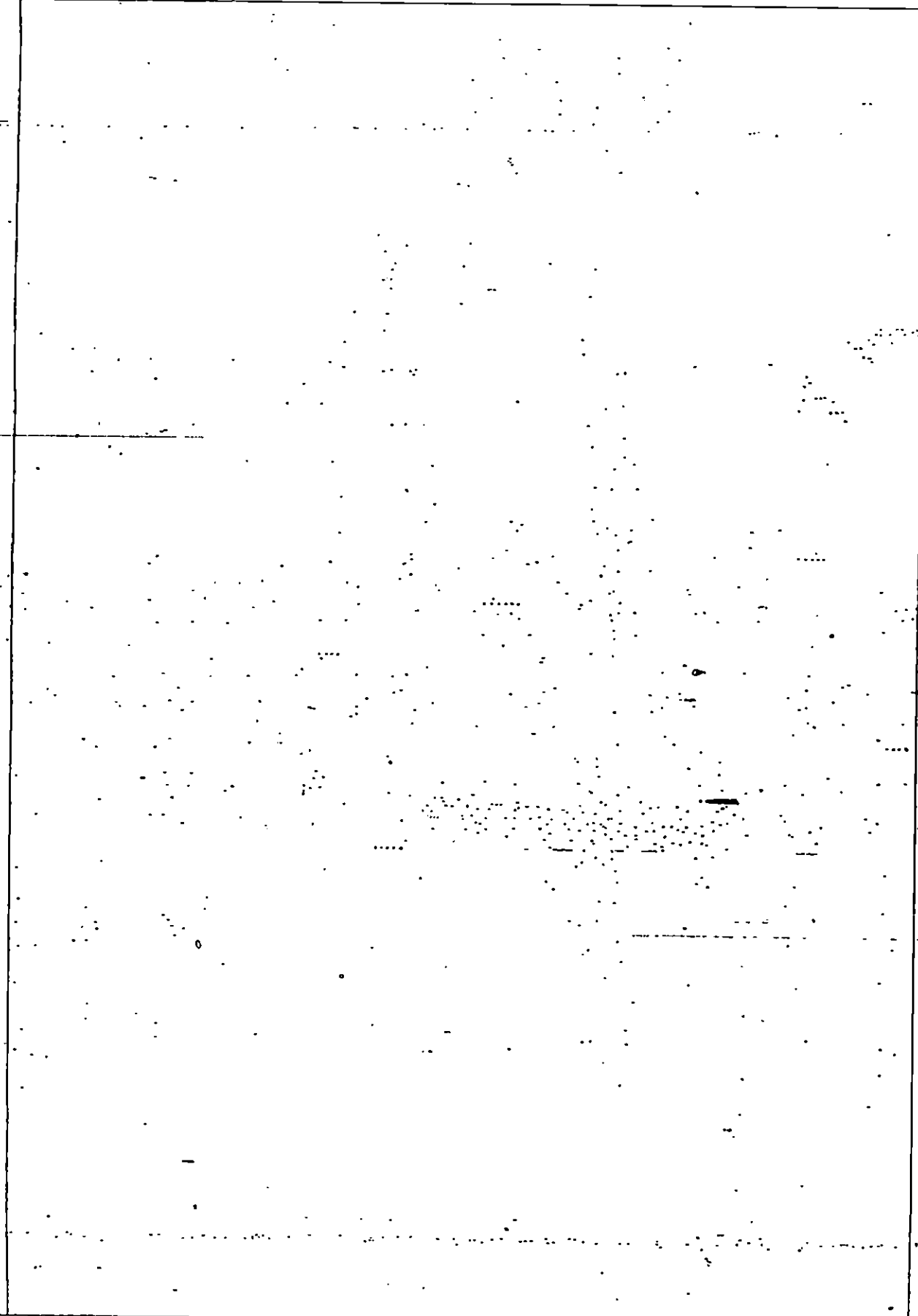
The search and rescue operations cannot be made to suffer at the hands of a particular section of society.

Religious leaders can be requested to appeal to local youth to abandon such acts and support the forces working to fight disaster.

How
come
new
character?

What would you do with
rescue & relief operation?

Remarks



Remarks

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. This 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)

Ans 16- a) The above case involves preference for a male child, abuse of authority on the part of minister, coercing a doctor to go against societal ethics as well as medical ethics.

Not satisfactory justification

However, there is no ethical dilemma as such because the doctor must withstand such pressure to stand for his medical ethics, for the equal right to life of the foetus, and against societal prejudices like preference for male child.

Why is there no ethical dilemma?

b) Yes, there is a certain moral obligation towards my friend by motivating her and guiding her to fight for the rights

Remarks

of the child to be born. Further, I would promise her to stand by her in this pursuit.

- But, the lady's preference for male child, if at all, would be immediately objected to and formal legal procedure would be followed.

12

c) Yes, a doctor must work with full dedication for the positive directives issued by health minister but blind obedience to any authority without considering morality or ethicality of the act is neither desirable nor acceptable.

1

Further, as far as science and technology involving medicine is concerned, doctor must follow his discretion subjected to Hippocratic oath. Not to be dealt here

d) In such scenario, I will immediately inform my seniors and after taking them in the loop, I will lodge a complaint ~~to~~ with the police because the family is influential and my refusal to conduct abortion would not deter them from getting it done through a private centre.

For further, I would take steps to ensure support to other such

Remarks

How about counselling your friend's in-laws?

ladies who have to undergo abortion under family pressure.

(2) This can be done by awareness campaigns in the hospital, media and other Non Governmental bodies.

Remarks

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 musclémern 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:

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

(250 Words) (20 Marks)

Ans 17 - a) The Officer's act was certainly not a fault but a gross miscalculation. An officer is expected to be upright, fortituous, morally courageous but there is a difference between fortitude and daringness. An intelligent officer must assess the forthcoming risks, take necessary security and then carry such operation. The idea can be better understood through Aristotle's concept of golden mean. Fortitude is the mean between cowardice and daringness.

2

Remarks

b) It is very unfortunate that Officer lost his life but he displayed immaturity at multiple stages

1) When he was well aware of retailer's political contacts and musclemen, he should have taken police security along.

2) Even during the inspection, he should have assessed the situation and tried not to aggravate the matter further.

As an officer, ^{one's objective} should be to find/locate malpractices, investigate the matter and forward the findings to concerned authorities. Such a daring display of fortitude is neither correct nor desirable. An officer must display moral courage to withstand political pressures, inducements which he did, but he overstepped his limits where he miscalculated the danger.

c) Before carrying out inspection, I would have taken the security along, to the retailer's area.

Further, if ^{during inspection} I find that police personnels are not enough to fight the retailer's musclemen, I would warn the retailer, collect necessary details without escalating the matter and come back. I would deliberately avoid any provocation. But once I am

back, I would follow the matter and report the issue to higher authorities, lodge a complaint for offering bribe to Govt.

Remarks

Servant.

d) Lasting Solutions :-

1) Certainty of punishment is always more effective than gravity of punishment. Therefore, the defaulters must be brought to book. Such an endeavour requires political will, moral courage of officers, impartial investigative authorities and speedy trials.

2) A technical solution can be effective. A density meter can be installed in the petrol filling device so that customer can check for adulteration at the time of filling.

Suggest such solution which could eradicate the root of the problem.

15

Remarks

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)

Ans 18 - Being an aspirant, one can empathise with the race against time. One has to go through grueling preparation. Further, uncertainty of success coupled with other challenges makes the matter worse. One has to give the best one has and even that is not enough for success. After repeated attempts and failures, I have to motivate myself and the friend in the following manner:

1) Civil Service preparation is not a waste of time and the amount of ^{learning} (studies) one has done will remain with him lifelong. Further such a preparation tells us about the value of time, widens our horizon of thinking, helps to develop multiple

Remarks

- Ask him to let the emotion
 heal despair.
 - Ask him to be optimistic
 of better result.

perspectives and make us a better citizen.

2) With this much of preparation, one can appear for other exams and qualify them. It is certainly not an end to life.

3) A genuine candidate's primary reason for this pursuit is ~~Civil service~~ public service. and Civil services is not the only way of serving society. A teacher holds much more influence than any institution or authority as a source of change because he shapes souls. Therefore, both of us must look for other such alternatives.

4) Our repeated failures have indicated that we may lack the aptitude a civil servant must have but we may be capable somewhere else in some other capacity.

5) Further, ^{through} our honest attempts we have ensured one thing, that the Civil Servants clearing the exam are better than us. We can find solace in the fact that better people are joining elite services and nation is in safe hands.

Through persuasion and motivation, I would pick up my friend and start afresh. It is easier said than done but one should look for higher purpose of life. This is a hard reality that one has to go through.

4 1/2

Remarks

How would you get rid of your stress?

Further, Bhagwad Gita says, "Duty for the sake of duty". One is always rewarded for one's hardwork.

Remarks