

**GS SCORE**



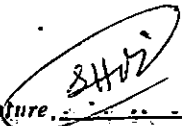
**BATCH - II  
TEST - 02**

# 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> <li>• Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</li> </ul>
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1. Invigilator Signature 

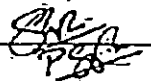
2. Invigilator Signature \_\_\_\_\_

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Mobile No. 

Date 1<sup>st</sup> October 2017

Signature 

SECTION - A

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

Ans 1

A person's behaviour or action is dependent upon the two factors of feelings and reasons.

Though feelings can be misleading in situations

where one is required to act through cold logic (reason), there are certain situations where feeling based action can lead to better action.

ex.

For example — Suppose a destitute old woman approves an officer for availing benefits of a scheme, but she has lost her identity card. Law and reason suggests to not facilitate the woman for it might be a fraud. Yet, the officer here taking decision based upon her feelings while looking at woman's condition.

can lead to better outcomes. Thus, feelings can be guide to our actions too.

However, excessive use of feelings in actions can destabilize one's emotional intelligence and cause one to take wrong decisions. eg, A thief may by blatantly lying can trick an officer into releasing him, if all facts are not properly checked.

- Need to discuss  
reason too  
- finally conclude

24

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 control is evident in the 'social sin'?
- (150 Words) (10 Marks)

Ans 2. a) Virtue ethics talks about values. It distinguishes between what is good and what is bad.

eg. Values like honesty, integrity, impartiality, compassion in themselves are virtues.

Socrates has propounded the

"Knowledge is virtue". Thus, knowledge of a good life, of a virtuous life with good traits and qualities can lead us to live a fulfilling life.

It is not only important to be a good shoemaker, but also a good human being, which can happen only through knowledge.

b) According to virtue ethics, lack of knowledge

or ignorance, can cause one to lead a non-virtuous life. Education or attainment of knowledge, which teaches how to lead a good and virtuous life is what is impos-

-tant. Mere, skilling in a particular techni-  
-que can only teach a person how to survive by making a living. But, learning of virtues like honesty, integrity, compassion, etc. make a man virtuous. For this reason, even white collar job, educated people engage in crimes. They are driven by their animal instinct.

1 1/2

They are driven by their animal instinct.

9) According to Gandhi, self-restraint is what separates a human from a brute. It gives us opportunity to self-analyze, introspect, become self-aware, prevent us from indulging in excesses and thus help us lead a virtuous life. Hence, it's a major virtue.

1 1/2

Failed control will lead to extreme emotions like anger, depression and extreme actions.

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 3a)

Leaders give direction to the members of the society. A leader having feeling of superiority will take unilateral decisions, disregard and demotivate employees.

Empathy lets one to understand the feeling and wants of the other. It allows leader to be a better listener, have

holistic overview of the problem, takes along everyone in decision making thus leading

It enhances accountability to better professionalism, teamwork, partnerships and collaboration. Hence, it is - not an obstacle among employees.

b) The above statement is in the context that reading too much into someone's emotions can lead one to take bad decisions.

She will be swayed by her feelings which may

lead her to ignore the reasons involved.

eg., An officer can take better decision based on merit of officer to suggest for promotion,

rather than wrong her perception which may inherently have bias.

Make your thought clear

Q4. "Let the beauty of what you love be what you do because that is the only way to do great work." Explain and answer the following question: Why loving one's job is important for our entire society and for our overall well being? Elaborate with example. (150 Words)

Ans 4

Doing one's job to the fullest extent and in a virtuous manner, requires one to have values such as honesty, integrity, impartiality etc. in one's outlook and above all to love the vocation, which she is pursuing.

Loving one's job can have the following effects :-

- > Keep one motivated.
- > Lead to job satisfaction.
- > Benefit the society, which might bear the fruits of one's job. (eg, an administrator)
- > Better utilization of resources and avoid any wastage.



For example — An upright officer who loves her job can take better decisions, for she will be involved in her job completely and will be content with any shortcomings that might be with her job environment.

Mother Teresa loved her job of serving the destitutes which helped her to change the world for better.

Emotional intelligence can help one to be

→ self aware.

→ Aware of emotions of colleagues, subordinates and superiors.

→ Aware of familial and personal needs

→ Better deal with emotional upheavals.

Thus, EI can let a person to love his job, though it may not

4

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 a civil servant?

(150 Words) (10 Marks)

Ans 5

Gratitude has been held as one of the highest attitudinal virtues.

Gratitude helps in following ways :-

→ Instills humility and humbleness.

→ Recognize or appreciate good values or attributes.

→ Motivated the receiver to continue doing good acts.

→ Makes relationships better.

→ Instills satisfaction in oneself and respect for others.

Thus, gratitude helps person to be content with what she has. Excessive greed and permissive attitude to wanting more, will lead to ruin, misery and dissatisfaction.

A civil servant having attitude of gratitude will:

- Be appreciative of work done by his colleagues and subordinates, thus better motivate them.
- Not complain about lack of resources and perform tasks efficiently.
- Have more empathy and compassion for those she deals with, making her a better leader.

This gratitude can lead to a holistic, better and efficient civil servant in a complete sense.

Explain your points

3

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 in a person is defined as her ability to gain trust of another person. It means the other person can trust with any responsibility on her to get fulfilled in good earnest and with sincerity.

Trustworthiness inherently involves honesty, integrity and objectivity as its base values. It is one of the highest virtues. eg., A child trusts her father, to come to her rescue, whenever she is in any trouble.

Emotional intelligence can help one develop trustworthiness as :-

→ It makes one aware of own emotions and that of others, so she can promise to another person only what she can fulfill.

→ Trustworthiness is a strong attribute.

An emotionally intelligent person with empathy will develop other's trust when she is aware of other person's emotions.

E.I can generate others trust in me by:

→ They know I will not retract upon my promise as I was fully aware of my commitments at the start.

→ They would trust a person who is truthful to herself and to others.

Add more roles of EI

3/2

Q7. Explain the following quotations with respect to the application of 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 7 a)

Emotional intelligence's first step to understand and one's own emotions or becoming self aware. Aware of one's own needs and wants, and what one expects from others.

Only after first understanding self, will the discovery of the others starts.

One can read other's emotions, wants or desires by placing oneself in the shoes of the other and then generating the expectations.

According to the "Golden Rule"

we should do to others only what we expect others to do to us. Only an emotionally

intelligent person can think in this manner.  
eg. An efficient administrator can help a  
dstitute only when he is emotionally  
intelligent to understand the dstitute's  
needs.

2 1/2

b) Success is combination of perseverance,  
hardwork, honesty with oneself, integrity  
to ones goals, being impartial in self  
evaluation and being objective when  
analyzing one's achievements or mistakes.  
Success thus does not come in one stroke,

of spontaneous combustion, but requires

one to set oneself on the road of hard  
work and fire to achieve success. eg, it

2

was constant work that ~~mak~~ made Bachin

Tendulkar, the admired personality he is to do  
over all  
good approx

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 → Regardless of the kind of situation, a public servant might find himself in, his reactions decide the outcome, which are based on →

→ Attitude

→ Values

→ Emotional Intelligence

→ Whether his reactions were result of free will

and voluntariness or not.

- a) Reacting to the situation involves reflexive approach. Expressing what comes to the mind first to a stimuli without any thinking or analysis. It may involve our prejudices and judgement and may make a difficult situation worse.  
Responding involves analysis, deliberation, consideration of all facts, understanding the requirements of all stakeholders and then expressing thoughts.



or opinions or acting.

eg, Abusing a critic is a reaction, while trying to understand his content and expressing thoughts is a response.

2

b) Confusions and Dilemmas allow one to do a holistic analysis of the situation, weigh our decisions on our values and then come out with a solution.

Though this process may delay our judgement.

It may become obstacle when

we let them cloud our clear thinking and

hampers our objectivity. Thus they need to be

dealt in a controlled manner.

1 1/2

Discuss both dilemma &  
confusion first

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 9 → An administrator performs multiple roles of a leader, guide, facilitator as well as a guardian.

Values such as calmness, emotional intelligence, honesty, integrity, impartiality, objectivity, etc.

along with self-control are thus paramount to his personality. He thus cannot fight different groups for their interests even when she/he feels that one interest is more important than other. She should keep her personal judgements and prejudices at bay and take the decision in utmost objective manner.

A good negotiator's prime trait is of a high emotional intelligence. He is able to be aware of his own emotions and desires as well as that of others and only

then responds. He is compassionate, impartial and able to think while keeping himself in other party's shoes. This allows him to get maximum benefits for his cause while satisfying the wants of other party.

Limitations of negotiating include a compromise on an issue even while the other side may be completely wrong. Governing involves setting the conduct norms while negotiating involves a give and take approach. Governance may allow less hassles, save time. Negotiation though may not have above advantage, yet involves rational acceptance by both parties and thus the change can last longer and be more robust.

4

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

Ans 10 → Emotional intelligence of a person has been valued as a greater trait in administration and management than the aptitude of the person.

Emotional balance can help civil servants by :-

→ Keeping him aware of his emotions (self-awareness)

→ Avoid extreme reactions.

→ Understand feelings/wants of others.

→ Would prevent emotions from clouding his judgement in critical situation, thus maintaining objectivity.

→ Good management of emotions is pre-requisite to expression of other ethical values like honesty, integrity, impartiality, compassion, etc.

For example -

1) A civil servant with emotional balance facing Stone-pelters in Kashmir will better be able to control his anger and rage and thus not give out shoot orders. He would give out a balanced order in line with government objectives and requirements of the situation.

2) A DM in Lypalganj district of Bihar instead of lashing out at parents of kids in a school, himself went on to eat Mid-Day meal cooked by a widow, which the villagers had refused to. Emotional balance let him become an ~~example~~ example of right conduct himself.

Also discuss various problems faced by them

3½

Q11. Given below are the two quotations of moral thinkers/philosophers. Discuss their relevance 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) The quotation tries to reflect upon the fact that a person, who goes uncorrected for any wrong that he has done will have to face greater losses for he will keep repeating the mistake or bad deed than the person who is corrected and corrected to the right path. eg., If a child's ~~is~~ act of stealing or lying is ignored ~~by parent~~, he will go on to do greater crimes like robbing or defrauding people later in his life.

b) Kautilya in the quote refers to King as anyone who holds power or position of importance, whose decisions are going to affect many. Such

Discuss its relevance in today's world

a person should himself of his own prejudices, greed, desires and wants. His duty is to work for the welfare of the society. His decisions should encompass honesty, integrity, impartiality, compassion, objectivity, etc. as values only possible when he gives up his own narrow thoughts and opinions.

eg, A civil servant is part of the very society, which bears caste and gender discrimination.

He/she should duly consider any of his prejudicial thoughts and promptly eliminate negative or irrational thoughts. Only then he can be a

good administrator.

2

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

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

(250 Words) (20 Marks)

Ans 12 →

a) Determination → One of the pre-requisites for the fulfilment of other values. Determination allows a person to stick to his principles in dilemmas, achieve goals and stay composed even in face of failure. Only a determined person can display honesty, integrity, impartiality, courage, objectivity and emotional intelligence, when required. eg, Determination to remove Untouchability from society, caused Gandhi to work relentlessly for ~~abolition~~ of untouchables, ~~then~~ himself cleaning toilets and spreading awareness.

b) Humility → Refers to being humble, considerate, compassionate, down to Earth whatever the



situation or circumstance might be. It is one of foremost values required in a civil servant.

Position of importance and status can breed arrogance. Humility is what keeps the person

free from biased, value judgements, prejudice. eg,

the humility of DM of Jhalgaon district made

him to eat mid-day meal cooked by a widow at

a school and thus serve as an example against

caste discrimination for the villagers.

g) Objectivity :- Involves looking at a situation purely on the basis of merits and demerits of the

situation involved without any prejudice, personal

preference or bringing any subjectivity to the

matter. Allows one to make clear and good

judgements. eg, An objective civil servant

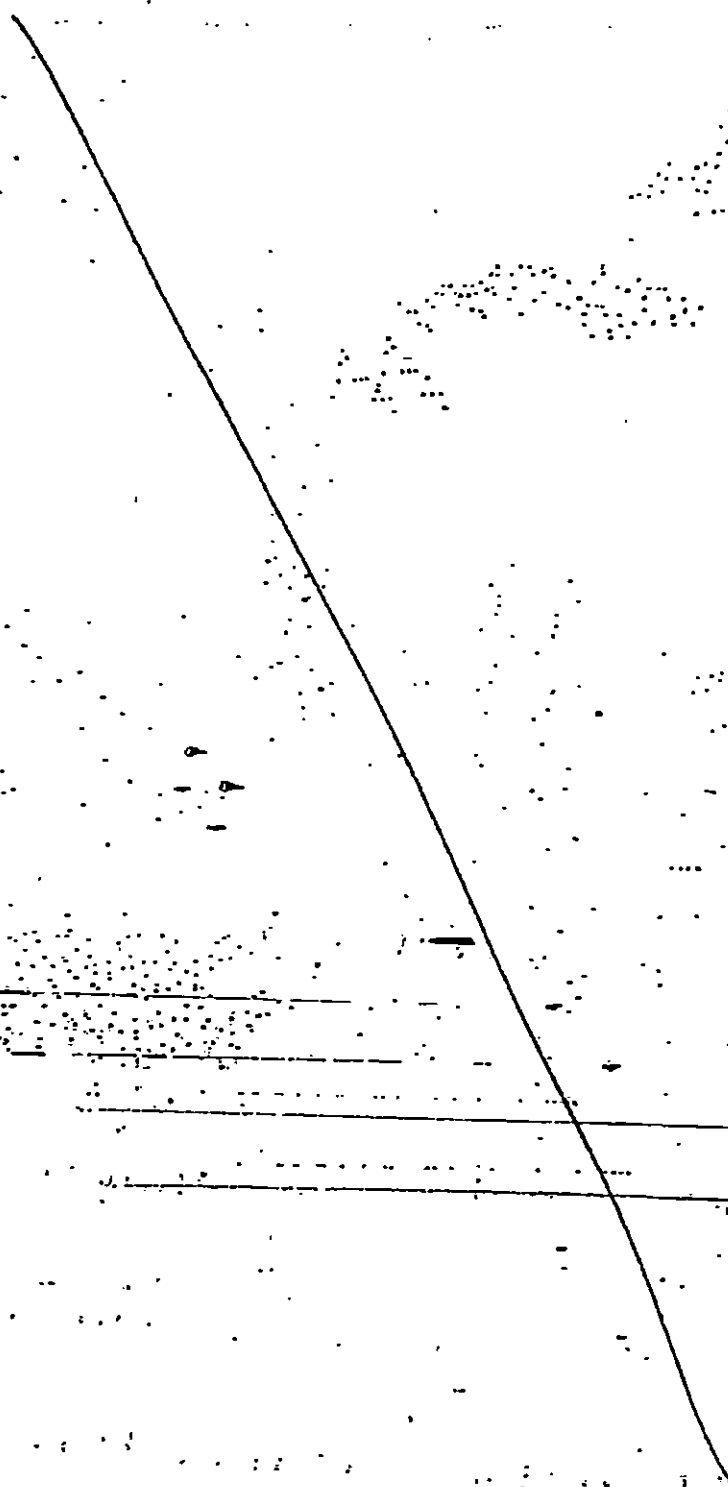
would prevent police from using excessive force

on an agitating mob, as that may worsen the

situation.

d) Persistence :- Allows a person to be patient, unrelenting, unwavering and dedicated for a good cause. Persistence with oneself is necessary to achieve great goals. It is also necessary for carrying other values like honesty, integrity, impartiality and other good traits to their logical positive end. eg, Gandhi's persistence with non-violence, even in face of opposition by other leaders ~~was~~ proved a boon for motivating masses, which achieved independence for India in 1947.

2



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)

Government has mandated provisions in Civil Service  
Rules, which require a public organization to frame

Citizen Charters for better service delivery ensuring

transparency and accountability in services. In

line with my official duties, I took a positive step

to frame a Citizen charter, however as problems have

awaken, it points to some flaws in my methodology

### a) Reasons for failure of Charter:

- Inadequate communication to the beneficiaries in organizational limitations in service delivery.
- Setting unrealistic targets, as ~~the~~ proper discussion was not held with my subordinates about the services which were going to be offered.
- Subordinates were not taken on board with equal enthusiasm. It became a standalone initiative, thus lack of initiative, enthusiasm and accountability 3 from my colleagues.
- Charter implementation was hurried thus liable good to mistakes.
- External factors such as leaves of responsible officials were not taken into account while framing the charter.

### b) Ideal course of Action:

- Involvement of subordinates and colleagues in active consultation for the charter to let in their

expertise and perspectives on the issue.

b) Taking into account historical precedents in service delivery; any external factors that might have hindered service delivery in past to frame in those factors while designing the Charter.

c) Informing people of departmental limitations.

d) Better and considered implementation, while taking everyone on board so that all feel responsible for the success of the Charter.

e) Setting responsibilities in a flexible manner so that work is not stalled if any one of them goes on leave.

f) Grievance redressal mechanisms and accountability review methods to ensure that service delivery is as per the Charter.

3

→ Quality of water as per <sup>supply Board's</sup> government's health standard.

→ Quantum of water, ensuring minimum basic needs for a family of four per household.

→ Ensuring community participation for judicious use of available water, water recycling and societal accountability.

→ Grievance redressal mechanisms for people for setting accountability of the department.

Good service delivery and adher

to the Citizen's Charter will entail trust of the people in the government systems.

Mention provision for new connection.

2/2

Q14. You are a civil servant and posted at a place with multi-cultural and multi-identical 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 conflict. Election is round the corner so different interest groups are eyeing to reap the benefit 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)

Article 14 and 15 of the Constitution ensures equality before law of all the citizens before the country's law.  
The above case with possible conflict between the two communities, if not solved can lead to big losses falling mainly upon the most vulnerable of the society.

### Preventive Steps

- Cordoning off the area, where the statue is to be placed.
- Keeping an eye on the unruly elements, political party workers, who might try to flare up the issue, through police officers in civilian uniforms.



→ Warning and arresting persons who might try to flare up the situation.

→ Arranging a meeting between respectable leaders of both the groups and try to achieve a solution through talks and consultations.

b) Immediate measures to deal with issue turning violent

→ Strict policing and detention of rioters to prevent any further damaging to life and property. This will also send a message of warning to people to not break Rule of Law in any case.

→ Fencing the area off and deploying police officers in the area to prevent any kind of construction

activity that might be forced by the conflicting groups.

→ Meetings of leaders of the groups regularly to urge people against violence and reach an amicable solution.

→ Asking the govt. to allocate separate new areas for

2

2 1/2

preventive step

installation of icons and fencing the conflict area

In case of suspension:

→ I'll maintain my calm and composure, while having to deal with punishment.

→ I'll put forward my case and my efforts to control the situation.

→ If the enquiry points to my lapse or mistake, I would gracefully accept it and make sure it does not happen again in future. This will be exemplary

of my integrity, truthfulness.

→ I'll also come in contact with my senior colleagues and mentors to guide me in the situation and put my case better without hindering the enquiry

in any way.

Dealing with above issue required one to be calm, composed, honest, integral and courageous qualities befitting a civil servant.

3

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)

The above situation poses to be the following ethical dilemmas :-

- I and my officers are 'retaliated' by a section of the very people, whom we are rescuing. Thus arises a dilemma between fulfilling duty of relief and rescue and catering to their demands.
- Officers have to secure their lives too vs fulfilling their duty.

Options available :-

a) Keep silent on the developing situation

MERITS → May cause the officers to carry work but will only be out of compulsion, not service.

DEMERITS → a) Demotivated officers will put in less effort, leading to greater loss of life and property.

b) Agitated officers and youth may enter further

Remarks

altercation, which may worsen the situation, and strengthen youths' resolve for demands which may be ill-considered and unjust.

c) Political parties may make issue out of situation, might lead to further discontent against state agencies.

a) May impact my own career for my failure to address the situation.

b) Retaliate with force

Boosting morale

MERITS → a) May instill confidence and self-respect among my officers.

b) Relief work may continue with officer enthusiasm.

Your team morale

DEMERITS → a) Relief work will get impacted as the

youth will hinder, leading to misery for people impacted by disaster.

the need of hour

b) May lead to killing of innocent lives of officers or even misguided youth.

c) Brings disrepute to my department as violence by state agencies is not within ambit of good governance.

The option I would choose, will involve following steps on my end.

→ Motivate my officers, by reminding them of our past achievement and that the stone pelters are nothing but misguided youth.

→ Involve state police in our rescue efforts by asking for their help in protecting areas where relief operations are going on.

→ Redouble our relief and rescue efforts to generate popular support for our operations among the population including the disgruntled section of youth.

→ Meeting with the Minister to put forward our

case, to revoke the ~~suspensions~~ protesting

→ Arranging meeting with leader of youths to persuade them how their disaffection are harming their own countrymen.

→ Seeking government help in getting to the root cause of discontent of youth, which might be unemployment.

7 1/2

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:

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

Owing to the critical problem of female infanticide for preference of boy child, the child sex ratio today stands at 918 per 1000 boys, as compared to 941 per 1000 boys, as per 2001 census. Government has formulated laws against this practice such as Pre-conception and pre-natal diagnostics (PCPNDT) Act, to punish the culprits. Yet, such practices have continued to fester because of patriarchy.

Ethical Issues with Stakeholders :-

→ The in-laws and husband of the lady doctor, who continue to foster such patriarchal and prejudiced beliefs, even after endless campaigns against it by government and civil society. Even their affluent status makes them no different to the poor and uneducated.

→ Society as a whole, which still considers only son as inheritor to the family's lineage. Patriarchy, Conservativeness, age-old beliefs are at root of the issue.

→ Health Minister, who has to fulfil responsibilities of his office, yet does not want to antagonize the influential family. He has kept himself from making any controversial demands by not expressing the requirement directly.

→ Lady doctor, who has to go against her beliefs of gender equality to save her marriage. She would also bear the mental agony of loss of child, if it is aborted.

— Better answer against  
part separately amalgamated  
— Need not things

→ Me, the doctor → I am being coerced through pressure to go against my beliefs, violate law as well as support something which is morally and ethically wrong.

My friend is in a difficult situation. Owing to blatant wrong involved in the issue and avoid mental pain to my friend, I am morally obliged to help her.

Adhering to conduct rules, respecting the dignity of mine and health minister's office; calls upon me to obey orders. At the same time; obeying without adherence to my core ethical values of integrity, honesty, impartiality, courage, objectivity, compassion

(A) would be a disseparate to my profession, violate the primary purpose of my very job and deteriorate public faith in the hospital. Thus health minister orders have to fulfil ethical, moral and just criteria

→ I will try to persuade the family to refrain from aborting girl child, by giving them examples of successful women. I will also let know the family and health minister of the stringent laws and the damage it puts on me, the family as well as the Minis



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:

- 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 immaturely? 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?

Ans # (250 Words) (20 Marks)

(a) The above reflects the blatant disregard for the Rule of law by certain groups, by use of money and muscle power. It reduces faith of people in a just society, questions the integrity of government and gives rise to more such consistent affronts.

Ethical issues with stakeholders:

- Officer → Trying to do his duty, holding up the role of law, while he lost his life in the process.
- Government → Involvement of local politicians in

the unethical practices of adulteration. It also points to government's inability to control such violent perpetrators in first place. It should have provided adequate security to officer for inspection.

c) Relaxer, who have broken law, killed an officer on duty and thus need to be brought to quick justice.

d) Society, which tacitly accepts such behaviour of govt leading to lack of basic ethical values.

(2) a) Officer was not at fault in doing his duty. He was trying to enforce the Rule of Law, bring violators to justice and restore people's faith in government. It points to his honesty, integrity, impartiality, objectivity and courage in performing his duty.

b) Situations like above, along with noble intention and dutifulness, require one to be emotionally intelligent and completely aware of the dangers present. Preservation of life is first pre-requisite to any noble deeds. Officer in his enthusiasm to work honestly and impartially, acted immaturely. He

Should have given consideration to threat to his life and limb, before putting himself in such danger. Not taking bribe was the right thing he did, yet could have handled the situation better. (2)

c) I would have refused bribe, like the officer. Yet, perceiving the danger involved, I would have contacted by office, to call for police protection to wave out the inspection without any hindrance. I will try to involve my seniors in the situation, who might have better experience in handling such precarious situations. I will also contact the local honest politicians, civil society NGOs to expose the cheating and adulteration done by the retailer to the public. (2)

d) Adulteration checking technologies at petrol pump machines, as well as in cars, so that consumer voices to know of the fraud. Awareness among people, through advertisements and education can also help. Finally strict action in law against such violators. Should be the way to deal with such violators. Prior should be done before grant license. (1)

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 "Dabbawalas." 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)

There are many instances and situations in life which test the inherent values of a person.

Facing failure is one of the greatest test of

character of a person. Person's honesty with

himself, integrity with respect to aspirations, courage

to face consequences, emotional intelligence and

objectivity in looking ahead are all tested through

the grind.

Ethical issues and Stakeholders :-

→ My friend → Has to reconcile between his failure to fulfil his aspirations and his ambitions.

→ Me → I have faced failure too. I have to balance my emotions first as well as help my friend to come out of depression. Try

→ Friend's family → Who are worried about their child's mental and physical health. Come

→ Society → Which gives premium only on success, so without regard to hard work and agony which are the obstacle goes through. It needs to be sensitized to make failure more acceptable. Backlash from society might be one of primary reasons for my friend's depression. point

Before being capable of motivating my friend out of depression, I have to motivate myself. I will acknowledge the toughness of the exam and the role of destiny, which ~~plays a big~~ role ~~in and~~ which is beyond my control. Public service, was my prime motivation to take an

attempt in first place. I will look for opportunities in social service through my contacts, for which there is no death in the society. I will also advise the same to my friend. Life goes beyond an exam and would try helping my friend in visualizing a bright future if he continues his passion by working in same field but through a different approach. I will let him know his importance for his parents, how lucky he is to have such caring parents, the surprises the future life holds and the successful examples ~~take~~ of people who have done great things, even while not ~~is~~ clearing this exam.

Shashi Tharoor, would make a great life exam

How? To cope with my stress, I will talk to my parents and well-wishers for guidance and motivation. I will read about the successes and failures of great men and women (eg. Abraham Lincoln) to provide me a vision for future and desire to pursue my dreams.