

# GS SCORE

TEST - 03

## 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 19 questions.</li><li>• All questions are compulsory</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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SECTION - A

Q1. 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, ~~and~~ and collaboration.
- (b) Explain the statement- "To perceive is to suffer."

(75 Words Each) (5×2=10 Marks)

→ a) Emotional attitude is a tool which may be used to supplement professionalism as well as to ~~counter~~ counter it.

For eg, emotions may help in empathising with fellow colleague in misery which builds team work.

Similarly, empathy to <sup>vulnerable</sup> public is a desired requirement in civil services & therefore upholds professionalism.

However, excessive reliance on empathy may lead to partiality. Further, it may create grounds for emotional outbursts & relegates essential duty to background.

Also, excessive empathy may create division between ~~the~~ the team.

Remarks

b) Attitude building depends on perception of any situation.

The way we perceive, creates our outlook and shapes our attitude.

However, perception can be faulty and this may lead to adverse attitudes & adverse consequences.

eg. A person who perceives everything as immoral, develops a negative attitude and ultimately this creates a chaos in his/her mind.  
Should a leader have it or not?

1 1/2

Q2. "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)

→ loving our job is a prerequisite to us giving our best to it. It sets up a sense of Duty, Responsibility and that boosts our own Commitment, and in turn increases efficiency & overall welfare.

Also, loving job helps our mind to remain stress free, and that provides room for Innovative solutions, and a Congenial work environment & team work.

eg. A bus driver who likes his work of driving would also take steps to ensure convenient passenger at car?

Remarks-

In contrast, someone who does not have, may drive rashly & take up drinking & accidents may take place.

EI training is an important way to tackle because :-

- i) It helps to remain motivated in whatever steps ~~the~~ a person is taking.
- ii) It also helps ~~to~~ others to identify the people with low morale and motivate and guide them.
- iii) It creates a conflict free environment, which in turn reduces the reason for not liking the job.

Thus, EI training is required right from the school days.

Remarks

3½

Q3. Consider the following statements and explain how these are the best recipes for administrative decisions and actions:

- (a) "When I step into the river for the second time, neither I nor the river are the same."  
(b) "Fit no stereotypes. Don't chase the latest management fads. The situation dictates, which approach best, accomplish the team's mission."

(75 Words Each) (5×2=10 Marks)

Not clear  
a) Rivers are equivalent to the duties, which we tend to deter from (may due to flow, due to cold temperature)

~~However, once we go to~~

Similarly, we may not like our duties at the 1st instance.

Need

to interpret

it properly

However, once we familiarise ourselves, gradually we become more adept to it. A liking develops as well as the hostility from other stakeholders declines.

Hence, a courage of conviction & consistency in action is required.

b) In the modern world, we are increasingly using Bookish solutions to every problem.

However, each situation is different. It warrants a customised solution, and hence our approach must be geared according to the nature of the problems.

Stereotyping, also may ~~lead~~ ~~to~~ ~~the~~ disincentive use of innovative solutions, and create rigid attitude and approach to any problem.

Instead, a flexibility in our way of looking things is needed, to come up with Innovative solutions.

2

Q4. Do you agree that as the Internet of Things advance, the very notion of a clear dividing line between reality and virtual reality becomes blurred, sometimes in creative ways? Explain the following questions related to the above statement:

- (a) In the Internet of Things, our senses give us an incorrect picture of the world, a picture that does not tally with our reason.
- (b) Discuss administrative challenges in the era of information and misinformation in the cyber world and its impact. (75 Words Each) (5x2=10 Marks)

a) Internet of Things (IoT) uses digital connectivity to enable machines to play a greater role in everyday lives, thus reducing the gap between humans & machines' thinking ability.

Our senses in this world depend on the way machines relay information to us. Some information are overwhelming, (2)

Other information can be altered using cyber techniques like hacking to present distorted information. Sometimes, Post Truth

Remarks: Honors can be planted deliberately.



b) Challenges → Govt needs to cope up with digital presence & digital literacy  
Increased digital presence & digital literacy for Govt should rise

GS SCORE

14) Challenges Impact

i) Rumour mongering may increase due to information overload

ii) Social evils like Riots can erupt due to distortion of facts

iii) Govt may itself be targeted by distortionary information & a Mistrust against the Govt may arise

iv) It also creates new issues like Hacking, Duping of people, Cyber Stimming which warrants a prepared administration

These challenges are a grave threat & damage the social fabric & hence urgent action is required

2 1/2

good content

Q3. "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? (160 Words) (10 Marks)

Gratitude is a sense of thankfulness for what we have received till now.

It is essential to minimize greed, further, it creates satisfaction that keeps us mentally rejuvenated. This in turn provides efficiency and a renewed vigour in whatever we do.

However, if we are not content, our greed takes over. More money only creates demand for greater money. This creates Mental Fatigue and ultimately, ~~we~~ recourse to wrong methods such as Corruption is taken to fulfill their needs.

Remarks

For a civil servant  
 become more important, gratitude  
 is low as compared to  
 private sector. Without gratitude,  
 a craving for extra income  
 would rise & corruption increase.

ii) Gratitude towards the public  
 is necessary to create a good  
 environment.

iii) Gratitude towards government  
 is crucial to develop loyalty  
Obedience to the job & to  
 ensure justice to the duty.

iv) Gratitude towards subordinates  
 & colleagues also sets up a  
Congenial work environment.

4

Q6. Attitudes are contagious, however bad attitudes compound faster than good ones. Do you agree with the statement? Discuss with respect to the present administrative culture. (150 Words) (10 Marks)

→ Attitude is a way of evaluating things, person or ideas. It is shaped and built by our interaction with people, and our observation. Thus, when we see others having a negative attitude towards members of other castes, a similar tendency is reinforced in us. Thus attitude becomes contagious.

Bad attitudes spread faster, because it is human tendency, or a weakness, to catch negativities faster. A child catches foul word faster. This occurs because bad attitudes

are often self gratifying whereas good attitudes on our side, ~~are~~ and we resist efforts from

Similarly, in administration of a person ~~up~~ a senior takes baby steps, this attitude gradually spreads, and an attitude of corruption being common develops

Likewise, attitude of not being punctual quickly spreads, as other members rationalise others not coming for their delays

In contrast, good attitudes like actively helping vulnerable is ~~not~~ not accepted readily, because officers realise that this increases their work effort without increasing

3

Need to discuss ways to get rid of it.

Remarks: Mentions hence, slowly, this activeness in efforts converts into a passive attitude.

Q7. Our society is not generally geared towards encouraging us to feel our emotions, instead people use various methods such as eating, drinking, smoking, taking medications exercising obsessively, or working excessively as ways to ignore their emotions. Answer the following questions related to that:

- (a) Family, friends, teachers, etc teach us to engage in coping behaviours rather than exercising emotional intelligence. Do you agree? Do you think this is leading to rise in crime rate in the society?
- (b) According to the studies expressing, understanding one's emotions have been credited with increasing one's happiness, then also why society looks down on those who expresses them freely.

(75 Words Each) (5x2=10 Marks)

→ a) Our society focuses on Ego-Defense mechanism like Denial or Repression of emotions. Even the laws are designed in a way that negative emotion like Anger can be checked.

However, ~~without~~ focusing on change from within through EI, is not adequately focused on.

Rise in crime thus occurs because, Emotional Instability develops, which ~~motivates~~ <sup>forces</sup> people to take up violence such as Serial killing.

EI not to be suppressed.

Similarly, ~~the~~ ~~best~~ issues like Anges have become more prevalent causing mob vigilantism, Riots, Road Rage among others.

2

b) Society looks down because :-  
 i) ~~Expression~~ Expression of some emotions (eg sexual) may be seen as a taboo.

ii) Other emotions may come at the ~~cost~~ interest of other members of society eg someone may take happiness in cutting trees & the person ~~expresses~~ - his/her desire to do so. However, such a practice reduces societal welfare.

2

iii) Some emotions are contagious eg Fears of the unknown. Hence, it is best to keep it to oneself.

Thus, society looks down

Remarks

Q8. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Trustworthiness ~~means a~~ refers to the qualities which makes others to trust or believe a person. (10)

It increases if the person is credible enough & has a likability in the society, and if his/her values are consistent with that of society.

EI generate trustworthiness in oneself because it helps to dissuade the negative emotions surrounding ourselves, like fear that in turn leads to courage & a develop of motivation towards whatever we are doing.

emarks



EI generates trustworthiness of others because ~~of people~~

- i) Emotionally intelligent are good at communication skills and this helps to develop later personal relationships.
- ii) Such people are more Assimilative and Absorb different opinions more freely generating trust.
- iii) Also, they have a higher degree of empathy, which allows others to confide in them.

4

Thus, EI helps in trustworthiness & needs to be inculcated in govt to create a better interaction with the citizens.

marks

Give any example.

Q9. 'Be not afraid of growing slowly; be afraid only of standing still'. Explain the statement and discuss whether persuasion can motivate others to progress in life or is it intrinsic in nature? (150 Words) (10 Marks)

→ Progression in life is both a function of innate abilities as well as the functions of time & societal influence.

Innate abilities guide the learning capacity, the rigidity in looking at things and influence our attitude to some extent. eg. Humans have an innate attitude of trying to <sup>work</sup> less and ~~maximizing~~ "the earnings."

However, ~~(P)~~ Most other attitudes ~~can be~~ can be shaped by using persuasion as/a

Remarks

GS SCORE

but, especially when the agent conveyed is credible & information own values is consistent with their

Then, Inwashh Bharat Ashiyar could succeed in persuading people to build toilets in their homes & open defecation pit.

Similarly, persuasion can be used to motivate against an extreme act like suicides.

Persuasion by teachers & parents may help a student to engage in reading new books.

The idea must also be to focus on self persuasion is that there is an internal motivation to carry out a work

3 1/2

What role does it play in motivation?

Remarks

Q10. 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.  
(75 Words Each) (5×2=10 Marks)

9) Understanding our own emotions is a pre-requisite to understand others.

A person who does not understand himself may be vulnerable to Anger, Fear, Envy more than others.

Under such a case, others may not reveal their true self in front of him/her.

When you one does not understand oneself, the mind is always at conflict & is overwhelmed which further limits the mental of

Remarks

cognitive capability of understanding  
 other.

1) Success is not a one-day  
 result. It is instead a  
 continuous process, that  
 requires hard work on a  
 sustained basis.

Hence, ~~the~~ EI is needed  
 to filter out long term ~~time~~  
 emotional issues such as  
~~that~~ Anger Management to  
 ensure a sustained process.

Rigorous hard work also  
 needs EI ~~to~~ that we  
 can remain Motivated during  
 the entire process.

1 1/2

what  
 else  
 can  
 play  
 vital role  
 in  
 it?

Q11. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether ~~she~~ 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?  
 (75 Words Each) (5×2=10 Marks)

a) Reacting is a spontaneous counter-action against any stimuli. It is based on Emotion more than reason.

Reactions - ~~also~~ have a greater chance of creating a situation of conflict. In a road rage, drivers may quickly react and engage in brawl.

Responding is more measured action. It involves the use of reason more, and works towards resolution.

of Conflicts Explain it

GS SCORE

b) Confusion & Dilemmas are prevalent in many decisions we take. Some interests are always hurt & decision making becomes difficult. This happens more (NO), when no. of stakeholders are high, eg. in country like India where population is high, & when there is dissimilarity between them.

- And slowly, as we adapt ourselves to it, the dilemma reduces & we work towards least harmful situations.

However, ~~that~~ <sup>confusion</sup> may not be always present. eg. solution to Invasive Harks in an Enam

Remarks is not that of a dilemma, but simply requires additional effort & hard work.

2

Q12. As administrators we cannot fight but only negotiate in the world of highly self-e, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you think? What needs to be a good negotiator? What are the limitations of negotiating with governing? (150 Words) (10)

The world is not perfect. And hence, perfect decisions do not exist. Instead, negotiations have to be made to ensure that the concerns raised a minimum.

eg. a decision to create a necessary bridge to a flooded village may invite opposition from Environmental groups, villagers of different villages!

In such case, negotiation between the different stakeholders. Persuading them becomes necessary.



Qualities for good negotiator

- i) Must have good listening skills
- ii) Should be cognitively intelligent to capture the losses to each side quickly
- iii) Should have a likingness / acceptability amongst all stakeholders
- iv) Must be himself calm & composed / modest &
- v) Must not derive own benefits & create a situation of conflict of interest. In this case, the credibility of negotiator decrease.

4

Limitation of Negotiation

- i) Takes up lot of time & effort
- ii) Without an Impartial Negotiator, some may gain at cost of others
- iii) May lead to unfavourable outcome for others e.g. India - Bangladesh

Remarks

negotiation on tests may hurt the ecosystem.  
 May be hindered by vested interests. Nonetheless, it is in spirit of Democracy to include in negotiation.

Q13. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples.

(150 Words) (10 Marks)

Emotional balance helps in decision making as :-

i) Decision can be taken without getting prejudiced by our own emotions, & helps create Impartiality & Objectivity.

ii) Emotional balance in a DM handling not ensures that his/her own community is not favoured unduly.

iii) It helps in thinking long in long term and using a holistic approach to decision making.

Remarks

ix) It helps to understand about the nature of the Petitioner by observing their Body language.

eg. A person who wrongly claims to be a victim & demands compensation from state, can be caught by an Emotionally Intelligent Officer.

3

Discuss the role of EI

in it?

x) It allows - decision to be taken on merit without getting under the influence of work pressure & <sup>pop</sup> populism ~~press~~ of Media.

## SECTION - B

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

Q14. 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)

9) Reasons for failure :-

i) Citizen Charter was made in a hurry

ii) Consultation from NGOs, civil society was not done

iii) Non-cooperative attitude of colleagues & staffs.

Remarks

b) Promises were not assessed beforehand & what could not be fulfilled ~~also~~ was also promised.

c) Feedback mechanism to assess output of Citizens Charter were ~~poor~~ not designed well & Citizens Charters were not made dynamic in time.

2½

d) Other possible reasons → ~~the~~ Verbose Charters, not taking considerations of vulnerable, not underlining ~~difficult~~ revolution in governance redressal mechanisms.

b) Ideal course would have been to

i) First take the office staffs into full confidence.

ii) Invite civil-society to debate on it and suggest points

iii) Not to hurry with it &

Remarks

proceed only after viewpoints from all stakeholders are reviewed

3

- i) Made it dynamic in time
- ii) look for best Citizen Charter models available & use it as a template
- iii) gear up the administration to work according to demands of Citizen Charter by engaging in Business Process Reengineering
- iv) Having a dedicated officer to ensure Citizen Charter accountability.

Such @ measures would have made the process cooperative, ~~work~~ and participative in time with demands of public &

Remark: best practices & would have created greater accountability & efficiency in outcomes.

Q15. 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)

A civil servant's prime duty is to maintain social harmony while maintaining his/her own impartiality to the cause.

Due to presence of riots, the need to act fast further increases.

a) Preventive steps

- i) Assess the situation and identify the potential anti-social elements & the other issues
- ii) Engage in dialogue with each of the community & try find

Remarks

a Reconciliation & Resolution

ai) Persuade members to give up  
intimidating demands using my  
own Emotional Intelligence without  
compromising on my Impartiality

3

ii) Conduct a Flag March of  
Officers, Police & Anti Riot Squad to showcase the strength  
& resolution of the government

v) Try and place both the statues  
side by side, as a symbol of  
unity

vi) Barricade the location to prevent  
any forceful installation

vii) Engage with Political Parties,  
State government to reduce the  
vulnerability of the site

b) Quick measures

Remarks

i) Arrest the chief instigators  
& known anti-social elements



- ii) Sec 144 of CrPC (Laws) may be imposed to contain violence
- iii) Request to state govt & neighbouring districts to dispatch more policemen & anti-riot squad
- iv) Temporarily suspended, social media may be monitoring to reduce rumours
- v) Take help of Armed forces if required
- vi) Use modern technology like Data Analytics, Drones, armoured vehicle to reduce damage
- vii) Will lead from front to motivate staff administration

2 1/2

Suspending me is the prerogative of state govt & if there have indeed been lapses from my side, I'd accept (take responsibility) and try to make suitable changes in my attitude, Emotional Intelligence, Conflict Management so that in future this situation does not arise.

However, if other persons were responsible more, I'd highlight my role and how I gave my best, notwithstanding the situation, and request state to consider its decision & provide necessary manpower & tech support in future.

2

Transparency of your actions & safety

displacement. Majority of them have to leave for relief and rescue operations in a flood hit area where heavy rain in the next 24 hours have expected against the latter forecasting. However while carrying out relief and rescue operations, you find out that group of youth with some people resort to some politics against the victims and some violent methods. It disrupts relief operation. Some protest on the roads and some violence and a few youth get injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Write a memo to de-motivate. What options do you have to handle the situation?

The situation demands a Quick action to engage in relief & rescue operation while maintaining the morale of officers to have maximum efficiency in rescue operations, as to win-win situation can be undertaken for all stakeholders - you, holders, ministers & finally the people.

Options

1. Regulate & restrict retaliation by holders

<u>Pros</u>	<u>Demerit</u>
i) Disaster Management to be main priority ii) would placate the locals & draw fire	i) Lower morale may cause delay in Disaster Management ii) holders may revolt

Remarks (Morale may be tackled later)

2. Allow soldiers to use Force against any Anti-social elements

Merit

Demerit

i) Soldiers morale would be high & work more efficiently

i) Chances of social tension increases especially after the critical relief

ii) would ~~enable~~ allow fringe elements like terrorists to conjoin & recruit more youths

3. Make Volunteers out of youths & ensure work in different areas

~~work~~  
(soldiers & youths)

Merit

Demerit

i) Manpower for Disaster Management increases, hastening rescue work

i) Youths may not oblige & may take this as a sign of weakness of state

ii) Conflict Resolution takes place

iii) Energy of youths can be used well

Remarks

6 1/2

Can you compromise with relief & rescue operation of all?

4. Request Minister to ~~perform~~ suspension ~~of work~~ & instead transfer him to different team.

- | Merits   | Demerits   |
|--|--|
| <ul style="list-style-type: none"> <li>i) Morale would remain high</li> <li>ii) DM can be conducted</li> </ul> | <ul style="list-style-type: none"> <li>i) May be used as a guide to attain the state's policies</li> </ul> |

5. ~~Provide~~ Engage community leaders, N.G.Os to conduct peaceful operations & rescue taking the lead

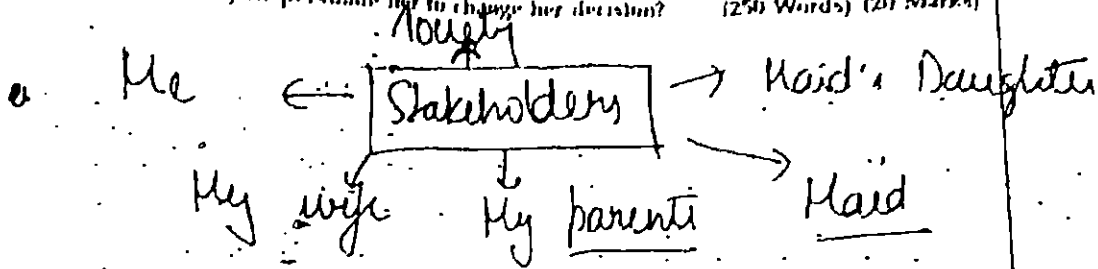
- | Merits   | Demerits   |
|--|--|
| <ul style="list-style-type: none"> <li>i) Manpower increases for Disaster Management</li> <li>ii) Conflict resolution also occurs</li> </ul> | <ul style="list-style-type: none"> <li>i) May not be an effective step</li> <li>ii) More killing by targeted groups</li> </ul> |

In wake of all this, I'd first request minister to reconsider the suspension. And, community leaders & N.G.Os should

be requested to maintain peace & conduct operations in which youths' participation should also be prohibited. Allowing use of force should not be an option, except in life threatening

17. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave their studies and mother went searching for some household work. Finally she is a maid at your home. She works at your personal residence. One day she fell ill and ask her daughter to continue in place of her. Your wife is an IAS officer and quite busy. She does not have time to take care of old lady who needs constant care. Though there is a nurse to take care of them but there is a need of help in small household works also. So she gave consent to daughter of maid to continue in place of her. As she fears that your family may employ someone else and she will lose livelihood opportunity. When you raised the question, she replied that this is matter of few weeks only, and also saying no will bring them on street. As in such a metro city one cannot survive without work, everything has a cost. You are Mayor of the city.

- (a) What are the ethical dilemmas related to it?
- (b) Your wife is in support of her placement as domestic worker as it will help her in balancing household and work responsibilities. Do you find her justification right?
- (c) How will you persuade her to change her decision? (250 Words) (20 Marks)



a) i) The principal ethical dilemma is whether to allow child labour ~~or not~~ in order to protect the livelihood opportunities of the family and ensure the children's well being.

ii) Care of my parents ~~vs~~ allowing an unethical act of child labour.

iii) Upholding law ~~and~~ my own morales vs Duty towards my own wife & parent.

Remarks

Situation.

12

2 1/2

(v) Personal ethics of Parental care vs Professional Ethics of Upholding law

(v) Employment & Income of maid vs the laws of the land.

b) No, my wife is not justified. This way she is violating the laws of the land (Child Labour Act, 1986), constitutional duties (Article 24) as well as she is denying educational opportunities to the daughter of the maid.

Relation

2 1/2

Further, as a senior officer, she is required to lead from the front and set an example of a precedence.

It also sets up a pattern of Daughter Discrimination & Stereotyping.

Remarks

of gender roles, which I should be targeted against,

9) But, she is right ~~(x)~~ in her intention to help my parents, but wrong in the means used.

1) To persuade her, ~~(x)~~  
 i) I'll highlight the gravity of the issue and the potential impact on her career as well as my parents' welfare, in case she is

ii) ~~(x)~~ held guilty request maid to provide some other alternative.  
 i) I'll provide myself with alternatives like:-

a) Me taking leave for some time & asking her to take leave for some days as well.

b) By recruiting part-time servants/maids without widening the previous maid.

c) Look for ways to minimise the impact of maid not coming such as Ordering food from outside, etc.

~~(x)~~

Remarks

At the same time, I'll try and make sure that ~~(x)~~ the maid's ~~(x)~~ daughter is sent to a good school & ~~(x)~~ maid.

2 1/2

Q18. 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)

- a) i) The main dilemma is on helping my friend and avoiding any Domestic Violence vs Upholding the laws of the land by refusing to do sex-selection test
- ii) Heeding to my political boss vs Following my own moral
- iii) Professional ethics of Gender Neutrality and stopping any sex-selection tests vs Hippocratic oath of helping anyone in need.

Remarks



10) My duties towards my friend vs my duties towards the nation

2

b) You, my moral obligation do lie towards my friends; as long as it is consistent with the laws. My duty is also to ensure that domestic violence & prejudice against my friend does not happen; ~~in case I do not~~

2

However, this obligation is subordinate to the laws of the land, and ethics in question.

Further, it could also damage my own career, and in which case my friendship may also suffer & ultimately everyone loses.

c) ~~The~~ doctor must head to the health minister, as long as the demand is compliant by rules, statutes and laws,

Remarks

because of ~~necessity~~ <sup>ethics</sup> of Obedience of the nature of Democracy where citizen is the ultimate sovereign in their representatives.

(2)

However, any unjust demand has no legal backing, <sup>should not be pursued</sup> must be actively opposed to ensure well being of society and to ensure that ~~the~~ ministers do not find another doctor to do the task.

d) Steps required :-

i) Persuade the minister, the family members to alter their state of belief using my own Emotional Intelligence

ii) Warn the stakeholders of a potential legal challenge, that ~~they~~ could arise

(2)

iii) In case, the 2 steps do not help, I'll invite NGOs <sup>(1)</sup> fellow doctors to press for the cause, as well as National Commission for women.

iv) If situation does not improve I may be forced to call the media, but only as a last resort.

Remarks  
Police complaint, in case of no change should also be registered. It may not help, but a formal complaint would disincentive ministers from repeating the error.

RE

CS SCORE

Q19. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

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

(250 Words) (20 Marks)

a) No, the officer was not at fault, as long as he followed the procedure and the laws. The case shows that the officer denied a bribe, indicating his uprightness & integrity. His insistence shows his courage & commitment to the firm and towards the nation.

2

Remarks

He was only following his Duties and was a prime example of a person who put service before self.

1 1/2

b) It is possible that the officers did not act in the most prudent manner.

Any raid must also include adequate security cover. Further, the brawl shows a possible use of force from the officers side as well.

Additionally, given the case involved a high minister, there was a further need of caution & to ensure that adequate security cover.

c) My steps

Step 1: Take adequate security along with female policemen, etc to reduce chances of a brawl.

Comments

Would dissuade others from taking violent measures.

Step 2: (when bike would be offered) I'd ~~register~~

The officer should have acted against the bike as well.

Remarks

call for registering a complaint against him.

Step 3: Conduct inspection in a peaceful manner in that knowl changes of a does not arise

Step 4: Id. also keep nearby police, hospital or alert in case any violence occurs.

Step 5: Help from media may also be taken, but only as a measure of last resort.

2

You should have warned retailer first.

d) Lasting steps -

i) Use technology like GPS ~~last~~ guided trucks, density & purity

measuring machines to reduce adulteration

How feasible is it?

Increase the price of adulterants such as kerosene, which is currently under subsidy, & reduce incentives to adulterate

Look for solution

Awareness of consumer by educating about desired characteristics of oil

Proactive monitoring right from the allocation of

Remarks: Setting up of feedback mechanism to lodge complaints quickly

4) Regular monitoring & stringent action against quality.

8

8

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