


## 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><li>• Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</li></ul> 
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		

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

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

Name Abhishek Khanna

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

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

Date 09-08-2017

Signature Abhishek

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

(75 Words Each) (5×2=10 Marks)

Ans. Empathy is ability to understand the feeling of other.

In a leader empathy is most important value as he need to work with people and motivate them.

Empathy will help a leader to learn about problems of teamworkers, subordinates and it will make him sensitive towards his colleagues. This will help in making a positive work environment where

everyone will see himself part of organisation and will try to give his best. For eg. Dr. A.P.J. Abdul Kalam as leader of Indian Missile launching mission even asked about family problems and tried to help them.

Thus empathy help in professionalism, teamwork, partnership and collaboration by making family like atmosphere.

Better in the given context

2

Remarks

(b)

*Remarks*

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)

Ans

The given statement clearly explains that your work should reflect your love towards a profession and task. If a person is really motivated and dedicated towards a particular job his efficiency and attitude towards work will improve which will reflect his love to work.

Having job is essential for a society as it will provide best suitable person do a job and he will be motivated by inner conscience rather than some external rewards. Thus overall performance of members of society and hence society as a whole will increase.

Personally this will help in getting job satisfaction, motivation and to bring out best performance. This will provide ultimate happiness to person as what he is doing is what he love to do.

Remarks

For instance if a person is interested in generalist work and administrative ~~work~~ technical job will not provide him satisfaction and perhaps for this job satisfaction. many of our engineers are preparing for Civil Service Examination

Emotional intelligence will surely help in building up this attitude as person will know his feelings, his desires - ~~his~~ and things that motivate a person. To know what suits you best is the work of emotional intelligence training.

Better balance your answer. Focus on every aspect equally as per question

31  
32

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)

(a)

Given quote symbolise importance of experience and expertise gain from this experience. This expertise is most important part of a administrator

Need  
afraid to  
of  
failures

Administrator decision and action are based on objective criteria; rational calculation but many time administrator need to react impromptu. Decision might not be good or perfect all the time but next time when a person encounters similar situation he will be more prepare (person would not be same) and difficulty will be easy (series would be same)

2

Remarks

(b) Management is not a cooked recipe it is the friend of time and situation decide what is best possible decision at a particular time

• Stereotypical man work and following latest management trend may not suit a particular mission as techniques vary from time and space

Organisation to organisation and task to task

For eg. - to manage a team work in tribal areas you can not expect to send SMS or email to people for work as workers might

not understand so you need to talk to people into their own language and go out of box

management technique ✓

1 1/2

More clarity is required.

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) (5×2=10 Marks)

(a) Internet of Things <sup>(IOT)</sup> refers to an advance age of technological revolution where innumerable objects can connect with each other by digitization and may work in various intelligent manner.

IOT may give us unreal picture if we are not aware of technology like driverless car <sup>(car)</sup> pokemon go robots <sup>(car)</sup> smart security home so a misinformed person may see them thing beyond reason <sup>(car)</sup> If a person is well read, well known and have skeptical attitude he will be <sup>(car)</sup> easily able to understand scientific advancement through reason.

(1)

How does it form own sense

Remarks



(b) In era of information overdose and misinformation campaign job of administrators become very difficult. This demand need of strong cyber laws, greater cyber security watch and a dedicated wing for cyber security.

For instance a small (viral) message on whatsapp or facebook may trigger communal violence as happen in 24 Paragana Berhampur (case of misinformation) thus administrators need to act swiftly and strongly.

Amateur & excessive information to kids may cause anxiety, frustration or even death (Blue whale game suicide in Mumbai).

All these increase pressure on administrators to be aware, to be active and to be digitally enabled.

(2)

Be  
Concise  
&  
precise  
with  
it

③

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. Someone rightly said that to realise importance of your job and work imagine yourself without one. Thus to get satisfaction you need to understand importance of your job and privilege it bring for you.

Attitude of gratitude helps a civil servant in getting satisfaction with his work, his earning, his taste of contributing in development of nation. This will help him see himself as most important contributor of society.

However if this attitude is not there person will always feel sense of relative deprivation, will compare his pay and privilege with those higher than him or those who are in private sector. This sense of loss may take him towards greed making, technocracy, corruption etc. Thus greed

Better focus on positive aspect

Remarks

is the motherhood of corruption and this  
 greed emerge from attitude of not having more  
 Secondly if a civil servant will  
 focus on resource that he have, respect  
 that he have in society he will find himself  
more privileged and he will work with good  
dedication and his commitment to work will  
improve. This attitude will raise overall  
standard of administration.

(3)

Better know to  
 balance your  
 answer.

Remarks

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)

Ans. Attitude is our feeling towards people and objects around us and as it is said that your company decide your fate. If a person is with bad attitude people he will easily catch that attitude but good attitude take time to come as they are most difficult and require great courage to inculcate.

In present administrative environment biggest problem are institutionalised corruption and red tapism and everyone who become part of organisation accept these as norms and rule of organisation. Attitude of "Chalta Hai" and "Sab Karte Hai" (everyone does it) make a person easy prey to corrupt attitude.

But if we go in other extreme there are person who are utmost honest, they do their work with integrity.

Remarks

and are true to their profession. There are examples like D. B. Somaiya, Mrs. Armstrong Patil in administration but these are scarce to find as people find it difficult to gain these attitude as it might bring hardship and trouble for them.

There is great need to overhaul our administrative culture to change attitude of administrators and inculcate values of affection, compassion and work commitment in them. Reward and punishment mechanism may help this.

→ Better emphasize this rather than negative aspect.

Avoid mentioning specific name

3

76

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) (5×2=10 Marks)

Ans (a) Our society has turned from value ~~and~~ building society to stress managing society. Family, friend, teacher inculcate idea of solving problem and difficult situation but value education and emotional development focus is somewhat missing. This people adopt "Jugaad" approach to cope with difficult situation.

(2) - This is one of the cause for increasing crime rate as a workaholic person with little time for family, friend will find solace in drinking, smoking, drug taking. Moreover a person will be less empathetic and lacks compassion raising his crime quotient. - Eg - regular case of speed driving and killing people in Delhi

Remarks

Keep it well within the word limit.

6) Expressing one's emotions like happiness, sadness, fear, etc will help us to bring out what we really are and how we feel about different problems and situations. This removes a huge emotional burden and makes us happy.

Society often looks down upon people who express them freely, as it sees them emotionally weak, timid, and inpatient person.

For instance if a person cries while watching a movie it will be seen as sign of weakness not of compassion and empathy. Further open expression

person is seen too upfront who lashes out at everything wrong (an emotion of anger)

2

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)

Ans. Trustworthiness is combination of two words trust and work so person is to considered as trustworthy if it is easy to believe in him and it is easy to put faith in person.

Quality of trustworthiness make a person honest and man of high morals.

Emotional intelligence (EI) will help us to learn our own emotion as well as emotion of others thus bringing in quality of self introspection, self analysis, analysis of situational reaction. By analysing our own behaviour it is easy to learn the attitude of people towards us. Further by analysing others' emotion we can learn that how much faith people put in us and how much they trust us. Thus to raise trustworthiness one need to act in such manner and analyse himself.

Remarks



(12) EI can also help build others trust on us as we will easily know by learning symbols, moods, distress signs, expression of other towards us. This will ~~make~~<sup>force</sup> us to introspect ourselves as per parameter set by other which can be easily read by emotional intelligent person. For eg. if a person is sharing his most important secret with us then we should have EI to know that person have trust on us.

3/2

Better highlight all these in points

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)

Ans.

Martha Wether King  Jr once remarked that if you can not fly; you need to run. if you can run you need to walk, and if you can not walk you need to crawl but only thing you have to do is keep moving. Thus person should never be afraid of slow growth and slow growth is usually enduring what we really need to be afraid of is not growing at all by standing still. As it is said that you can not cross sea just by standing and standing at banks.

Persuasion refers to ability to motivate and boost confidence of others to help them take a difficult journey which they otherwise would not take out of fear. Persuasion has very important role in life as every difficult & significant step of life begins from persuasion. For instance

Remarks

If a mother does not persuade a child to go to school, he may never go to school.

Persuasion helps us to understand and realise true potential and strength. For eg. In case of Martin Luther King Jr. his speech persuaded masses (Blacks) to launch civil rights movement in America and gain equal rights. It was the power of persuasion that helped Blacks to progress and realise intrinsic nature and for that matter USA saw a Black President in form of Obama later on.

Is it always viable in every case?

3½

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)

Ans

(a) ~~Know Yourself~~  
<sup>Know</sup>

(a) To know yourself is first requirement of wisdom. A civil servant need to understand his own emotions, that will help him know his personal biases, prejudice, qualities and inherent nature. By knowing his own nature he can easily work in totally difficult and emotionally charged settings like communal and caste violence. If a civil servant is able to set aside his own emotions then only he can judge incident objectively and understand event from perspective of others.

Similarly to understand feeling of a destitute widow, an old lady civil servant need to activate emotion of compassion and empathy that require EQ EI.

Remarks

(b) A civil servant can not rise to overnight glory just by solving a particular case. This success is result of his lifelong hardwork to learn his emotion and act as per demand of situation.

Even for the preparation of civil service examination itself it require long perseverance dedication, hard work, honesty and most importantly ability to deal with emotional unbalance self doubt. (b) Only after overcoming all these challenges success comes at your door and this success require continuous flow of love.

(2)

Remarks

Q11. "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?  
(75 Words Each) (5×2=10 Marks)

Ans.

(a) Reacting is our immediate expression towards turn of event. Thus it is an spontaneous response. While Response is a long planned and thought process after realising our mistake in previous incidence thus it is a calculated reaction with a lesson from past.

Reacting negative to bad event mean taking this as learning lesson and try to find out fault in our decision while responding positive means after learning this fault we need to eliminate the problem and Build Back better for future situation.

More  
clarity  
is  
required

Remarks

15) Confusion and Dilemma normally precedes a situation as it is said that there is no black and white in administration. There might be some very rare situation where solution is straightforward.

Confusion and dilemma are routine but our method to deal with such cases should be unique, time tested, <sup>and</sup> as per well established principle. A civil servant can resolve a confusion by looking into rule books, constitutional values, code of ethics etc. while dilemma can be resolved by listening to inner conscience keeping welfare of public in mind especially vulnerable section.

2.2

Remarks

Q12. 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. An administrator always need to deal with various interest groups who want favorable treatment either by reward or by coercion.

Succumbing to pressure of interest group is root cause of corruption, crony capitalism and in turn maladministration.

It is difficult to fight interest group as groups are powerful, and are in large number while administrator have only his honesty, integrity and dutyness with him with rare department support as crocodiles and foxes exist there too.

All these problems bring in side of negotiation where administrator need to buy peace with either of 2 warring interest groups or he has to mind a middle path & between them.

This might compromise general welfare of people thus negotiation must be carefully done.

Remarks



### Characteristics of a good negotiator :-

- good communication skills
- good authoritative position and sense of pride
- ability to listen carefully
- emotional intelligence
- power of ~~the~~ persuasion
- high self confidence

### Limitations of Negotiation :-

- may compromise general welfare of people as negotiation always involves give and take.
- delay in project
- sign of weakness of administration, which succumbs to pressure of interest groups.
- only powerful groups are heard.

Better explain these rather

as than stretching first part unnecessarily.

3

Remarks

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)

Ans

Emotional Balance (EB) refers to ability of a civil servant to manage his emotion and reach out at middle path by balancing two conflicting emotion.

This will help a civil servant in taking value judgment as ~~per~~ he will act as ~~per~~ demand of situation and did not get pressured by situation. It will help him effectively deal with crowd and environment with conflicting value.

For eg. While promoting Suochi Bharat Mission a civil servant need to <sup>know reason</sup> respect ~~people~~ for open defecation in village and try to take their value in consideration and gradually remove negative value by awareness drive.

Emotional imbalance may result into difficult situation. For eg. a DM in Bihar recently asked a man to sell his wife to earn money if he could not construct a toilet for her.

Remarks

Better stick to the context.

In administrative decision, <sup>EB</sup>~~EB~~ will also remove role of prejudices and personal value bias. For eg. a civil servant ~~person~~ will treat a religious conflict objectively without supporting his own religious community. This will require him to establish balance between administrative value and religious values.

2½

Remarks

## 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)

Ans. In given case a positive attempt do make citizen charter. (a preliminary document expressing goals, targets etc) by head of water supply Board after due consultation with people could not deliver good result.

(a) Reason for Failure of Citizen Charter

- Reluctance of subordinates may have impacted their work commitment and they

Remarks

were not in total agreement with head of Supply Board. (WSB)

- leader of WSB took decision in hurry without making adequate preparedness though democratic process has been followed but scientific process might get missed in process.

- failure to get key functionaries appointed may be a minor contribution to problem.

(b). ideal course of action could have been.

- identification of resources at disposal and an scientific assessment of water quality water quantity to understand exact quantum of problem.
- consultation process by organising people's assembly and inviting suggestion from people
- consultation with subordinate to take their opinion

Remarks

(2)

- asking for adequate resource from government for improving water quality.
- preparation of a draft charter and utility suggestion their only setting monitorable targets.

(C)

Citizen Charter for this case

- Water Supply Board guarantee quality water to everyone and will ensure adequate supply in due course of time

(2)

- Water is a scarce resource so it is expected from everyone to use it judiciously

Better mention each

- Board is committed to good water supply ensuring quality health hence any suggestion are welcome.

& every component with clarity

- complaint can be dropped in drop box at WSSB and could be mailed at ABC Egnad can

- guarance Redressal hotline 1800.XXX XXX

Remarks

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:

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

(250 Words) (20 Marks)

Ans. In given situation a civil servant ~~is~~ has found him in difficult situation where installation of icon by two conflicting group may flare up communal conflict and interest group may trigger such event to reap political advantage. The task in hand is to ensure peace and harmony.

(a) Preventive steps

- denying the permission of installation of icon to both the group and take steps to prevent any rally to install icon like deployment of force
- asking elders of both minority group as well as majority group and hold a discussion

- Remarks

with them @ so that dispute can be resolved  
amicably

- ②
- deployment of adequate force to check rumors  
mongering and trigger event
  - ban on internet if situation is highly tense  
to check viral message on whatsapp or facebook
  - check political campaign

⑤

Measures to tackle dispute :-

- ②
- immediate response would be sending adequate  
police force to handle the violent situation
  - declaration of curfew to prevent large  
gathering of people so that loot, arson and  
damage to public property can be prevented
  - asking police officers in area to register FIR  
against those involved in violence
  - denying entry to interest group i.e. politicians  
in area so that communal speech can be

Remarks



Avoided.

- sending ambulance, fire brigade etc

(C) In such situation suspension is normal course of action to handle public sentiment and to show institutional problem rather than common problem, so that harmony can be restored.

My reaction would be:-

• Since I have done my duty in appropriate and just manner I would not be afraid of suspension.

• suspension may be result of interest group pressure whom entry has been denied to check trouble.

• an independent enquiry will be demanded by me to look into turn of event so that I may come out clear.

What can absolve you?

2½

Remarks

Q16. 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

In given situation a flood hit area has seen secessionist demand where youths turned violent and started pelting stones and soldiers retaliated to carry out rescue work. A powerful minister suspended my team members to calm the youths who get injured but this has demotivated the force. The task in hand are:-

- motivate the team to carry out rescue work
- countering the violent protest to carry out relief work peacefully
- ensuring immediate rescue and relief and ensure adequate supply of food
- to save team members from becoming scapegoat victims

Remarks

• Checking political pressure

I would proceed in following manner:-

• To motivate my team worker I will organise a meeting of members and will ask them to worry more about flood affected persons who require their help and appealing to their inner conscience so that more life can be saved and situation can be brought back to normal:

• I will also assure them that given <sup>fellow</sup> team members are not in fault their suspension

will be revoked after due enquiry as they are are destined to event. Decision of suspension is just a knee-jerk political reaction for vote bank politics.

• Youth violence can be stopped by appealing their leader to give up violent practice otherwise :-

Remarks

- they will face legal action
- welfare of their own people will be in danger
- food supply distortion may cause more deaths.
- ~~It~~ administration will be forced to use force to counter protest

(6½)

The youth will perhaps realise that this is not right time to go for secession and an appeal to support in relief work may also make their helping hand.

- Relief and rescue work should proceed as per plan and more help can be demanded from central (or) state government.

Thus my overall objects as general public well being will be fulfilled.

Your option should be in proper order.

Remarks

Q17. 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 felt 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 in-laws 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 engage someone else and she will loose livelihood opportunity. When you raised the concern, 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.

- What are the ethical dilemmas related to it?
- 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?
- How will you persuade her to change her decision? (250 Words) (20 Marks)

Ans. (a) Ethical dilemmas in case are :-

① Livelihood vs Legality - Since her daughter is only 12 year old it is illegal to engage her in domestic work but not providing her work will take away their bread and butter

② Empathy vs Duty - As an IAS officer and as an Mayor, my wife and me have duty to ensure proper law and order, constitutional values but empathy and compassion towards maad is coming in way of duty.

Remarks

(b) The justification of wife to balance between household work and office work and take care of small child is not right as :-

• It is against law as <sup>law</sup> government does not allow employment of child below 14 years in any occupation.

• Against Humanity :- To engage a young girl of 12 years in household chore just to ease your family work burden is itself wrong as instead of helping a suicide victim family; we are exploiting their vulnerability in name of empathy.

• She is an IAS officer and it is quite unacceptable behaviour from a senior public servant who instead of serving, neglects and downplays her duty.

• Neglecting alternatives like sending children to school under RTE provision & providing relief to family under various

government scheme. Further we both are capable of making advance payment (or) at financial help otherwise. For time being a temporary arrangement can be made to handle household chores and nurse with handle parents

3

### ② Persuasions -

• asking her to listen to her inner conscience and <sup>more</sup> handle situation in a humanistic way and respecting law.

• She can be persuaded to help family of widow with financial support and she is capable of arranging benefits to family under various scheme of slum rehabilitation, compensation to family of suicide

• credit support to family so that they can engage in farming works (or) give farm to share cropper to arrange alternate source of income

2½

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)

Ans. In given case a doctor is asked to proceed for sex determination test and go for abortion of his friend's fetus in case of girl child.

(a) Ethical Dilemmas are -

1) Authority (vs) Accountability - Though minister is a authority above the doctor yet final accountability for act rest with doctor

2) Legality (vs) Help → In given case sex determination is illegal and even against medical ethics but situation also ask for help to friend

Remarks



(b) My moral obligation does not demand help to friend as :-

- If child is found to be girl I need to abort the child and a doctor is life giver not life taker
- Friend is forced to go for sex determination test and she require my help not in sex determination but in making a decision which is without any pressure.
- Boy (or) girl is an unnecessary debate and in laws can be convinced by shaking their inner conscience with emotional video and showing giving example of successful girl.
- My moral obligation towards my profession of doctor preceeds my personal obligation in this case.

2/2

(c) A doctor in public hospital need not obey health minister if order is :-

Remarks

- ②
- Against the law of the land
  - Against the established principle of medical ethics as minister is a political person and may not know medical reality.
  - demand inhuman act of assisting in abortion
  - Accountability of my person act will rest with me.

(d) Steps

- ②
- Convincing my friend to take his husband into confidence so that a positive pressure can be built on in-laws.
  - Appealing to inner conscience of in-laws
  - clarying sex determination and evening of legal action if anything such happens
  - Threatening to involving media may force them to change decision as influential family will fear reputation damage

Remarks

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:

- 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?
- (250 Words) (20 Marks)

Ans In given case a middle level sales manager of public sector oil company died after being beaten up by goons while carrying out his official duty. And ~~asking~~ he had to pay for his honesty and integrity.

(ii) No, the officer was not carrying out inspection at fault but he must have taken following precaution:

Remarks

◦ as he was aware of local goons and political support he must have ~~informed~~ <sup>local</sup> police before any enquiry.

◦ he should have informed his senior about the action and PSU <sup>may</sup> ~~have~~ formed a team to carry out inspection.

◦ appropriate precautions could have saved life of an honest public servant.

(b) officer handled case immaturely :-

◦ he failed to understand the level of problem which was of a long block chain of corruptors and political - criminal nexus.

◦ he failed to reform seniors and police.

◦ given the heat of situation he should have left the place either without accepting bribe or by accepting bribe and later informing.

Remarks

seniors as well as media about bribes

(8) my response in situation could have been:-

- asking my seniors to form a team to carry out inspection
- taking appropriate forces and journalist <sup>to</sup> ~~along~~ the retailer ~~at~~ shop if I was absolutely sure of adulteration
- Informing about adulteration to Consumer Right Protection Authority

First  
warn  
retailer

1/2

(9) Long lasting solutions:-

- action against corrupt politician who support such retailer this will require political and electoral reforms
- grievance redressal mechanism where consumer can complain directly
- regular inspection and sending of report to highest authority.

1/2

Remarks

Well-criticized process be followed in granting license

