


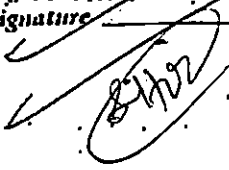
ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question- cum-Answer-Booklet must be clearly struck off.</p> 
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1. Invigilator Signature 

2. Invigilator Signature 

Name Siddharth Kataria

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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, partnerships, and collaboration.

(b) Explain the statement- "To perceive is to suffer."

(75 Words Each) (5×2=10 Marks)

Best leaders often have certain qualities. Out of many qualities, important one is to understand others. That is why they act with sense of empathy. If they act with sense of superiority then their charisma soon diminished.

For eg - Mahatma Gandhi during freedom struggle, talked and took action for women temple entry, SC ST equal treatment, Hindu-Muslim unity. On other hand Hitler had through superiority which ultimately failed.

(a) Emotional attitude such as empathy not act as obstacle because.

Remarks

- (i) Empathy could be part of teamwork, professionalism etc.
- (ii) Being empathetic means people are understanding others behaviour. So, it will supplement teamwork, collaboration etc.
- (iii) Only check is that empathy shall not lead to over emotional actions which blur organisational goals.

(b) "To perceive is to suffer" means to perceive or to understand others means to become like them. It mainly refers to be compassionate then only we can perceive others.

For eg. - Mother Teresa has shown compassion. She understood and perceive others cause. She also sacrificed and suffer while perceiving.

2 1/2
v.f.w

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)

In the statement, emphasis has been on the love to work. Person can also do work out of obligation, then that work will be liability. If work done with love then only great work will come out.

For eg → E Shreedharan and his team used to enjoy while working it resulted Delhi Metro

Loving one's job is essential for society because :-

(a) It brings work dedication and commitment

(b) It will result more values towards society. For eg - Kailash Satyarthi during Bachpan Bachao Andolan used to love his work. It results positive for the society

Remarks

Loving job is essential for individual

- (1) Increase efficiency
- (2) Eradicate negative attitude towards work
- (3) Create positive environment and optimism.

For eg → Japanese work culture (Shinto ethics) determines work as part of collaboration, they enjoy their work. It results in great efficiency for Japanese people.

Emotional Intelligence is all about to understand yours and others behaviour.

It will lead to love towards work because

- (i) Creates optimism towards work.
- (ii) Remove all negative feeling.
- (iii) Emotions filled during work.

Hence EI can help in inculcating this attitude.

Excellent

MT

Remarks

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) This statement means when one enters into situation again after failing, he/she is different person to look situation and situation is also change^{as} according to actor.

Fruitful in administrative decision

(i) Help in implement tough policies, decisions

(ii) To implement new things, it requires courage of conviction and different perspectives

(iii) Learn from failures.

Administrative decisions
 Changing scenarios

Remarks

(b) This statement signifies to avoid any pre conceived notions about situations. The situation itself will tell best approach and solutions.

Apply in: administrative decision

(a) For pressure situations, old tactics may not work. Situation will tell to deal with it.

(b) Many situations like to implement scheme, bureaucrats don't need past implementation and stereotypes of scheme. Rather, with new zeal and imagination problem should be solved.

(c) Society is changing so fast that new innovative methods need to device for same situation.

2

Remarks

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)

Yes, Internet of thing can blur line between reality and virtual reality.

(i) People are using virtual world in which gaming for eg - Pokeman go.

(ii) Shopping, recreational activities could be done by Internet of things.

(iii) People might lost in virtual reality while forgetting reality or real world.

(a) Internet of things if used negatively can impose virtual reality on people. People may be in real world are wanting to go away from real world. This

Remarks

✓

can lead them to remain in virtual world only.

People may agree that virtual reality is real world. That can show incorrect picture. It can destroy family, society and other social institutions.

(b) Administrative challenges.

(i) Games like 'Blue whale' lead to suicide of young ones. People should be continuously monitored.

(ii) Misinformation is very fast and anonymous which creates administrative challenge.

(iii) With Internet of things, situation can become more complex. People may indulge too much in virtual reality which needs innovative measures for administration.

(iv) Social media results in cyber stalking, riots because of misinformation. These are

Remarks

also challenges in front of administration.

(2)

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)

It is always important to be satisfied in what one have. If one dissatisfied that what they don't have then it creates persistent dissonance.

How to create attitude of satisfaction on what you have -

(i) Gratitude - It is important quality which signifies the importance of thanks giving. If a person is having gratitude then he/she always be happy in his/her resources.

Gratitude always lead to self-satisfaction which ultimately lead to attitude of concentrating on what

This part cover every little thing

Remarks

person having, not what they do not have.

Attitude relevant with respect to ~~the~~ + civil servant

- (i) It allows them to subjugate their personal interest.
- (ii) Attitude of gratitude leads towards public service, which is topmost priority.
- (iii) Gratitude makes person more emotionally intelligent. It allows to understand others behaviour, impart empathy. All this will help civil servant in his/her duty of public service.

Also add/analyse significance of content.

4

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)

Attitudes are contagious means, it spreads by seeing one another. However, bad attitude spreads more because it is relatively easier to adopt. Good attitude demands more sacrifice, extra efforts hence they are not as fast as good ones.

For eg → Shankaran, Indian forest officer, shown courage of conviction, confronted with Veerapan (dacoit).

However, this good attitude not spread to many. But bad attitudes like non-transparency, gift culture in administration is highly prevalent. That is why IInd ARC recommended.

Remarks

gift policy, integrity pact, code of ethics
for administration.

However, it is not always true
that bad attitude will always ~~have~~ ^{exist} there
in culture. There are many good examples
which are contagious. Eg. like Delhi

Metro, Tamil Nadu medicine procurement,
Chattisgarh PDS system, Indore organ
donation program.

People Bureaucrats are replicating
above models to insure quality
service delivery. More rewards should
attach to good attitudes. this can make
them contagious too.

4/2

Remarks

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)

Society often use different methods like stress eating, workaholic, use smoke to get out from emotions or stress.

✓
Social
Control

(a) Family, teachers often unknowingly teaches us to copy good person behaviour. This is more due to social comparison.

However this cannot attributed to rise in crime rates because -

- (i) There are other societal and psychological factors for crime in society.
- (ii) Copy good behaviour is not wrong,

Remarks

but sometimes people make wrong role models and try to copy their behaviour which is wrong.

(b) Teaching emotional intelligence would be more apt solution. Because it will first teach to evaluate your strength and weakness then other's behaviour. By this only people can evaluate right and wrong behaviour.

(b) Understanding one's emotion can lead to increase happiness. But sometimes society looks down because

(i) For larger social discipline. Every person cannot express emotion freely. For eg → person cannot express anger, jealousy feel towards particular community because it can lead other persons doing the same.

12

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 person is reliable enough and everyone can vouch on him/her.

Being trustworthiness results more people can trust on a person. It increases overall trust in the system.

EI can generate trustworthiness

(i) Person can respond to others emotions accurately, this quality of EI can create trustworthiness.

(ii) EI will generate correct evaluation of one self's behaviour. It leads to coherency in thinking and actions, which brings more trustworthiness in the system.

Remarks

(iii) Self regulation is an important aspect of trustworthiness. It means to control ones emotions. Trustworthiness only comes if person emotions can be heard. So EI will generate trustworthiness.

(iv) Finally, emipathy leads to trustworthiness directly. Emaphy is important component of EI. That is how EI generates trustworthiness.

For eg → Verquis Kurien, known to be very empathetic person. People began to trust him, which results in biggest milk co-operative, Amul.

Remarks

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)

Standing still means *status quo* situation. It means people are afraid of going. But one should never be afraid of growing slow because you will at least be aiming at direction. Stand still is aimless situation.

For eg. → In 1990, India denied cryogenic technology which is crucial for space exploration. India, though moved slowly but reached to attain its aim in 2016. Had it been forget to even go, they might not have this technology.

Remarks

Persuasion can motivate

⊗ Attitudinal change is slow but it will happen eventually, so persuasion is very important to motivate. Persuasion means to change one's attitude.

For eg. - Herayana sex ratio was dismal at 800. Persuasion initiated by women of Herayana like Geeta Phogat, Sakshi Malik ultimately led to increase of sex ratio above 900.

Progress can also be intrinsic in nature, but persuasion gives direction positively. It accentuates the progress. Eg for intrinsic social progress was Industrial revolution, but persuasion thereafter helped in spread of industrial revolution.

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)

(a) Important aspect of EI is to self awareness than empathy. It means first one need to understand yourself then only one can understand others.

In civil services

It is important to self aware first.

It means civil servant should have

full control over his/her own behaviour,

should know his/her strength. Then only

he/she can understand others problem

behaviour etc!



Remarks

(b) Success can not come quickly, it will come only by slow successes. Less achievements will combine to bigger achievements. ~~Success is not~~

In civil services

- (i) Any attitudinal change needs time it will not come in a day or two.
- (ii) For implementing any policy program, civil servant should be patient. He/she should work in every aspect then only he/she can expect success.

2

Success - patience

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)

(a) Reacting is mere giving emotions for a particular situation.

Responding involves wider connotations, it involves understanding the situation, carefully analyse all risk involved and then respond with strategy.

(b) for eg In flood situations, reacting is to give sympathetic statement, responding is to give and take action on the problem.

Remarks

(b) Confusion and dilemmas are natural routes

(i) It gives all options available.

(ii) It allows analysis of all options.

(iii) Consequences of all can be taken in account.

(iv) To solve dilemma it needs to act with both IQ and EQ, which is important.

(1)

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)

Administrators need to be good ^{at} negotiations

- (i) It will lead to reconciliation
- (ii) Different interest groups have their own interest, it is necessary to come at same lines
- (iii) Negotiations help in implementing things within given resources.

Administrators also have other quality

(i) Besides negotiators only, civil servant should be good leader

(ii) He/she should be visionary, imaginative

Remarks

(iii) He/she should be innovative in finding alternatives. Other than just negotiations many times situations come where all together new things has to implement.

Needs to be good negotiator.

- (i) Emotionally intelligence
- (ii) Empathy, compassion
- (iii) Understand other's behaviour.
- (iv) Self control of your own behaviour
- (v) Optimism.

Limitations of negotiating

- (i) Always tend to please both groups
- (ii) May loose final alternative
- (iii) May loose long term vision.

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)

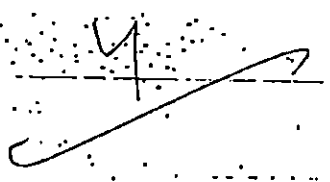
Emotional balance is very important for civil servant. It helps in

- (i) To move out from failures
- (ii) Be optimistic about situation
- (iii) Civil servant may encounter several political pressure, emotional balance is needed to come out of these problems.
- (iv) Visionary is an important aspect for civil servant. For visionary, many resistance may come so, emotional balance is very much needed to keep same direction.

Remarks

For eg

(1) During Punjab migration in post partition era. Major task is to effective rehabilitation. If not implemented, it may create discontent and havoc. Civil servant at that time help emotional balance, by being empathetic of the situation, and also doing their duty. It has resulted good resettlement and today Punjabi community is one of the known hard working and self sufficient community.



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)

The above case involves non implementation of citizen charter. This requires to be think on citizen charter and make it workable and effective.

(a) Reasons for failure of citizen charter

(i) I committed some hurry in implementation.

Remarks

Being a in-charge, I should ensure all points of citizen charter workable. Delay of implementation can be dealt but not implemently enforcing citizen charter with spirit can't be dealt.

(ii) Replacement of key functionaries is also reason for failure. Since he/she is key functionary so replacement is must here. Water supply board is a crucial department his/her replacement is my responsibility. No body else can be blamed for it.

(b) Ideal course of action

(i) First of all accept failure and mistake done by me.

(ii) Take full responsibility of failure of citizen charter. Since I am a leader of supply board, it is my responsibility to improve water quality and quantity.

Remarks

(iii) Next most important aspect is learn from the mistakes. This is necessary because by this only I can effectively implement citizen charter in future.

(iv) Re draw citizen charter with more zeal and take all necessary consideration to make it effective and workable.

(c) Citizen Charter

(i) All office workers will come on 10.00 am

(ii) For any grievance one can contact 98100

(iii) Quality water ensured on Monday, Wednesday, Sat, Sunday for 8 hours.

(iv) Will work for 24x7 days quality water supply within 3 months.

(v) Water is very precious resource, we will be a team to save water please join our team to save

Remarks

water campaign

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:

- (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)

This case demands urgent actions so that big conflicts not happen. Since, there is a history of big conflicts so accordingly measures should be taken.

(a) Preventing steps

- (i) Ask police for preventive detention, drill on regular basis.
- (ii) Do announcements regularly about maintaining peace.
- (iii) Talk to deploy more force at tension areas.
- (iv) Bring both parties on-table to reconcile situation.

Remarks

- (v) Caution different interest group to keep away from this situation.
- (vi) Check previous successful actions taken.

(b) Violence occurred

(i) Quickly summon more force to contain violence.

(ii) Turn off social media and whatsapp services so that misinformation should not send.

(iii) Use videography and send messages that perpetrators will be caught by seeing videos. This can create deterrence for those who do not want to be part of it but they are here just in social pressure.

(iv) Keep a check on health services. Arrange quick ambulance so that no

Remarks

casualty occurs.

(c) Reaction on my suspension

(i) Action is due to failure of present.
I understand this and keep calm

(ii) Will be available if any local
need occur. Being civil servant
it might happen they require me
unofficially. ~~So I will let this information~~

(iii) My reactions will affect my
team and my colleagues. So I will
tell them to do ~~their~~ service with
full zeal.

(iv) I will learn from past experience,
what went wrong. And keep my best
efforts so that It will not occur
in future.

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)

The case study involves me as in two responsibilities. First one is as a officer in charge, responsible for quick relief and rescue measures. Second is being leader of team whose role is to motivate and increase efficiency of team.

Options available to me

(1) Talk to rest of team, motivate them for larger public service

The most important work is to save people from flood. This larger public

Remarks

service we need to do. All other pressure should keep aside for time being. Here, time is important.

(ii) Talk to suspended members, urge minister to hold decision.

This option requires time which I don't have. I will talk to minister and tell her situation of my team.

Next, I will also talk to suspended members and tell them about the situation. Urge them to continue work even if you are suspended, because rescue and relief work is most important.

(iii) Change attitude of young people

While doing rescue and relief work, I can also engage youth of that area to start help in rescue work.

Remarks

This can change attitude of youth. I might get more people to help and expedite relief and rescue work.

They might also resistance to work along with us. But if I rest upon giving quality and quick service then their heart will change. At the last they wanted, same only. If our interest are in congruence they they will help us in relief and rescue operation.

~~None opportunity needed~~
 GH

Remarks

Ren

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.

- (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) Major ethical dilemma involves that child labour is unlawful. Child is working in front of me and if I removed her then also she will work somewhere else only, So removing is not panacea here. I and my wife is public servant, and doing unlawful activity by giving employment to a child.

Remarks

(b) I donot think this is a right justification because -

(i) Balancing service and household cannot justify to destroy ^{her} child hood, also child's right to have education is fundamental right. By giving ^{her} placement we are undermining ^{her} right.

(ii) Child labour can not be justified in any form. Because it looses the child to have opportunity to earn, to become in future domestic helper as an opportunity is narrow & short sighted.

(c) I will persuade her -

(i) By telling her law and constitution

Remarks

obligation

(ii) By telling my wife the fact that we are destroying beautiful future.

(iii): There are lot of government policies, programme. We are the guardian to implement these programmes. Like RTE, skill India, ICDS. ~~to~~ we should focus on them to keep her ready for best future.

(iv) I can give her option that till her mother comes in, we both can manage to see all household activities

(v) She has a right to have opportunity of being educated and earn for her family. (S)

Remarks

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) Ethical dilemma in this case

is :-

If determine the sex and abort the girl child, then it is ethically wrong. Both by medical ethics and humanity it is wrong to abort the child. By refusing to determine sex, would not solve the problem because main problem is conservative

Remarks

attitude of family. It will come on my friend in later stages of life too.

(b) Moral obligation demand to help.

(i) She is vulnerable and dominated by in-laws.

(ii) She is my friend and want help.

(iii) She comes to hospital and it is medical related problems, so being doctor

it is my moral duty to help.

However, help does not imply that

I will do what her in-laws are saying.

By help, it means I will draw her out from the situation.

(c) I do not agree to obey health minister

(i) "whatever he says" brings lot of subjectivity, he might say unlawful things.

Remarks

(ii) Being doctor I'm drawn by medical ethics, empathy first then by ministers.

(iii) My prime concern is to save human life not to take someone's life.

(d) Steps taken by this situation

- I will first talk to my friend. Tell her all effects of aborting and child deterring.

- I will tell her laws like MTP Act.

- I will talk to her husband, tell him about all consequences. Will ensure him that his wife's health should be most important thing here.

- Will tell him few good examples of girls like Sakshi Malik, Geeta Phogat etc. so that his attitude changes.

- I will report of pre-diagnose, if done

Remarks

by couple. Pre-diagnose is an offence which should be reported.

Rem.

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)

The above case involves officer who is doing his duty. While during duty he might find mis happening, so to avoid it he was beaten up to death.

(a) ~~No officer not at fault~~

- He was doing his duty, as for larger public interest his duty was to check adulterated fuel.

Remarks

Rebuttal

Yes, he was at fault

Officer already knew of political connection and mishappening. He should go with some precautions.

(b) "Courage of conviction" is not "adventurism"

Here officer handled case immaturely because :-

(i) He should first gather all the fact had he been knew about possible confrontation, precious life could have be utilize much better.

(ii) He should go have gone with security, precautions.

(iii) Duty is important but doing duty in right manner is also important.

Remarks

Re

His duty here was to check adulterated fuel. To do duty he should ~~make~~ have a team, random monitoring check, mark dangerous points & go in these points with security.

(c) If I had been in his place

(i) I will make a team to monitor, check adulterated fuel.

(ii) Keep a check on miscreant retailers without doing anything.

(iii) Go on them with security ment.

(iv) If resource permits, initiate public awareness messages to involve public, NGO against faulty retailers.

(d) Solutions to adulteration problem

(i) People attitude should change so that they report on such cases.

Remarks

or stop buying from them.

(ii) Giving tender with open competition bidding and integrity should be criteria.

(iii) Cancellation of tender if found guilty. Almost zero tolerance policy should adopt.

(iv) Feed back mechanism and grievance register mechanism should evolve.

(v) More institutionalise monitoring mechanism should be there.

(vi) Social audit as a tool can be institutionalised. In these cases, since public is the end customer.