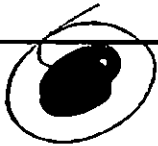


ETHICS, INTEGRITY AND APTITUDE

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-Answer Booklet must be clearly struck off.</p> <p>→ You should be lucid with your expression.</p> <p>→ You have been consistent except for some cases where you exceed the limit.</p>
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1. Invigilator Signature

2. Invigilator Signature

Name Soumya Anand

Roll No. EAETS 2017054

Mobile No. [Redacted]

Date 6/8/17

Signature Soumya Anand

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)

Don't waste your word & time. Come to the point directly.

(a) Empathy is a necessary trait for a good leader. It enables him to understand the feelings and emotions of others and use that understanding to manage their perceptions. Without empathy, a leader would be centered on his own superiority making him detached from the minds and hearts of followers. For example, Gandhiji was a successful mass leader as he understood the psychology of masses and kept them at the centre of his programmes.

(a) Empathy in leadership and management is essential yet it is considered as an obstacle to objectivity and professionalism. It is a myopic view of the emotion. Empathy can help us become better professionals so we can understand

Remarks

the goals and ideas of our superior leader.
 It helps in teamwork and forming strong bonds and partnerships which are based beyond reasoning and an actual understanding of people's background, the reasons they make the choices they do, etc.

2

However, empathy should not come in way of professional rules of conduct that may cause potential losses.
 Only example of it:

(1) To perceive is to suffer is the essence of empathy. Empathy implies putting oneself in the shoes of others, and experience their suffering. It is not just visualising their pain and understanding it but feeling it oneself.

The biggest example is Mother Teresa who spent her life suffering the way helpless children on the streets and ensured they get the best care.

2

What is connection between mind & body with regard to perception?

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)

It is essential that our mind is where our heart is. Ensuring that they sync will help us get the best of both. Working in a field that we also love not only helps us perform better but ensures that our life is fulfilling.

Loving one's job is essential for the entire society as it helps improve the output. It creates a positive workplace atmosphere and healthy work relationships. If one is not satisfied by our job, it is bound to reflect in our attitude and emotions, both in our professional and personal lives.

More so in our personal lives we would be unable to be at peace searching with ourselves and constantly. We may achieve the missing material success but our life would not feel complete.

Remarks

For example, a policeman who does not like his job would be showing this through his behaviour to the people who come to him for help and also back home to his family. If he loves his work, he would be proactive and vigilant and would go one extra mile to help others.

Make it clear.

EI training can help as:

- It will help us manage our negative emotions about our work.
- It will help us channel our energies into some constructive aspect of work.
- It can also help us be optimistic and find aspects of work more interesting and likeable.
- EI training can help ensure that our dealings with our colleagues is better so a hard job looks interesting.

4

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)

(c) Change is considered as the only constant. Both our environment and our inner self changes. The environment changes with various social factors whereas we change due to our experiences.

As an administrator, it is our job to follow rules while making decisions but it is also essential that we adapt those rules to the changing circumstances.

For example, while an administrator has to make a decision regarding giving promotion to a worker regularly, each worker at every stage of his career grows and learns and our decision should also change accordingly.

Not gratifying example

Remarks

(b) It is considered as a weakness for an administrator to make all decisions within a fixed and steady framework. This is because any framework or stereotype may be unable to factor in all aspects of a situation.

Management rules are essential, yet they should not be the only guiding factor.

It is important for an administrator to be objective and follow the rule book but also look at each case independently and not be affected by preconceived notions about the same. One's approach to a problem must be evolving with time.

For example, creating a framework for allowing or disallowing benefits for a scheme is essential but in special circumstances, concessions may be given if required to do complete justice.

Not inevitable here.

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)

Internet of Things (IoT) is a system where real world objects are connected ~~to~~ virtually. It allows them to interact with each other.

(a) With technological advancements, the dividing line between perception and reality is blurring. While 3D was a first step in this direction, today with virtual reality and IoT, science has begun to change the way we perceive reality which may not be the same as our reasoning.

For example, while playing a game in virtual reality, our mind knows it is only a game, but our organs as reality. While this has many benefits in science - from medicine to military purposes, it creates ethical dilemmas about how far it should be permissible.

Avoid citing examples every where

Remarks

How does it affect our sense of reality?

for science to interfere with our emotions and senses. Moreover, it makes it important that we ensure the dividing line does not blur and we can learn to keep the two separate.

(b) Challenges:

→ People's perceptions are easily shaped by false exaggerations on internet.

→ ~~It is~~ It is not possible to regulate social media sites that are run through servers outside the country.

→ the element of anonymity makes the problem even more critical.

→ It creates a dilemma between freedom of expression and law & order.

2

Impact

→ It creates law and order challenges eg West Bengal violence.

→ It perpetuates hatred in society.

→ It distorts reality and leads to long lasting attitudes.

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)

Gratitude is the feeling of obligation towards others and the knowledge that our happiness is a product of contribution of others.

The statement has two aspects - our perceptions and our reality. The first one is linked to optimism or seeing the glass as half full. The second one is translating that optimism to reality and believing that it is due to factors beyond our own self.

If we have gratitude; not only will we be happy with what we have, we will be humble about it.

Gratitude is a way of life or a way of thinking. People who are religious are grateful to God, others who respect their parents are grateful for their contributions.

Remarks

A civil servant is provided with a lot of power and prestige. This may be considered a result of his hard work. However, a grateful civil servant would always remember that he has reached this position due to the contribution of many others - his parents, family, friends, spouse, etc who all sacrificed parts of their wealth and happiness for him.

This is essential to ensure that the civil servant remains grounded and ensures that he is a 'servant' to the people. It will help him translate his attitude towards his work which he ensures to be for the benefit of others.

Discuss other significance of attitude of gratitude.

3/2

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 can easily influence others depending on factors like - how strongly they are held, whether they are effective or cognitive, how frequently they are translated into actions, etc. Strongly held attitudes are more likely to be contagious...

It is also said that bad attitude compound faster than good ones. Bad attitudes are different from good ones on the basis of the impact they have on others. They are also based on different priorities. Good attitudes incorporate others whereas bad attitude are self centred.

Hence the difference in their spread depends on the attitude of a person himself. If a person is self-oriented, self centred, conceited, he would be easily influenced by bad attitudes of that one. Community hold towards another, if they tend to benefit his community. Further, if a bad attitude is centered on emotions, it is more easily spread.

Be
Concise
with
it.

Remarks

At the same time, good attitudes if used continuously can spread as well.

In the present administrative set up, people may tend to have an attitude of indifference, as far as it helps them maintain the status quo. People try to not to get out of their comfort zone to help others if this is what they have seen their superiors do.

Similarly, there is a tendency to be irresponsible, to pass the buck and play the blame game. These are examples of bad attitude inherent in the culture.

Yes, there are stray streaks of hope when people with positive attitude bring about change.

How can it be made better?

3

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)

(a) Emotions are generally considered to be passive, irrational, unimportant - things ~~are~~ ~~that~~ merely happen to us. Emotional intelligence is not something that is taught to children, rather they are told to not express their emotions - by not crying, by not speaking openly in front of elders, etc. They tend to distract us from our emotions and therefore there is a tendency to control emotions by taking medication, exercising, drinking, etc. This is an area that needs urgent attention and children must be taught how to use their emotions, understand them etc. Rise in crime in society may be linked to passive and emotions that are not dealt with in the best.

Remarks

Contain your answer within limit

Emotions of lust lead to sexual crimes,
anger leading to cases of road rage, etc.
If people are taught to use emotions
constructively, it can help create a better society.

(b) It is a dichotomy in our society
that expression of emotions is
looked down upon. It is treated as
something that needs to be controlled
and regulated and not expressed.
All philosophical works since ancient times
focus on reason and understanding and
not emotions.
Society considers controlling emotions as
a sign of strength and also a
masculine trait. Those who express
emotions do not fit in the mould
and are considered outcasts.
Hiding emotions lead to distances in
relationship within family or otherwise.
Hence, there is a need to include
the value of emotions as a positive
force that affect our actions.

2

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 implies the ability of a person to ensure that others see him as reliable because of honesty and strength of character. A person who is trustworthy inspires confidence in others and acts as a positive / attractive

Emotional Intelligence can be used to generate trustworthiness of our self and of others.

→ If we can empathise with others, we can form a two way connection with them which can help them rely on us.

→ If we manage our emotions and project our self as consistent, people will find us predictable and trustworthy.

→ Honesty is an essential prerequisite of trustworthiness and an emotionally intelligent person would ensure congruence in his thoughts and actions.

→ He can understand what other people are looking for and help provide that feeling.

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)

In a world that is constantly changing, it is essential that we grow and change with it. We grow due to our experiences in life. The rate may be slow but it is important that it is in the right direction.

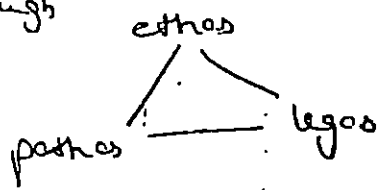
If we stand ~~still~~ still, it implies we are resistant to change and progress and are too comfortable in the status quo. It is troublesome as it hinders our thinking and prevents us from experiencing new ideas and emotions.

Persuasion is a successful attempt to alter someone's attitude when the persuadee enjoys some degree of freedom.

The attitude in life to be progressive or resistant to change may be intrinsic but it is not impossible to change.

- Remarks

A positive change can be brought through the following 3 dimensions of Aristotle's thought



3 1/2

While we can use logic to persuade someone by explaining the benefits of the change; we can use emotions and help him em internalize the importance of change. Motivation can also be done through using examples that directly bring about the change.

- What is the nature of 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).

(a) The first component of Emotional Intelligence according to Coleman is understanding our own emotions. An accurate appraisal of our emotions help us identify our strengths and weaknesses; so that we can use our strengths to our advantage and try to even out the weakness.

Moreover, an accurate awareness of oneself makes us more confident and able to perceive and respond to our own emotions. Essentially, it helps us understand the same emotions in others, helping us develop empathy and responsiveness towards others.

Remarks

(6)

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) Public servants are often confronted with situational where there is no right or wrong course of action as each has his own positive or negative impacts. Yet he is evaluated on the basis of the action he takes and therefore the approach he takes is important.

(a) Reacting implies a spontaneous result to an action. Reacting does not imply thinking rationally about the consequences of the act. Responding is a comprehensive term which includes an understanding of the situation, weighing of pros and cons and then taking the final action.

(b) When the situation presents conflicting options and there is no apparent solution, a public servant faces the dilemma or confusion.

Remarks

Dilemma implies the choice between two apparent values.

However, not all obstacles and solutions are a result of confusion or dilemma. Some times the right path is clear but it is difficult to cross it. It does not require solving a dilemma but brains forming to get the best outcome.

2

For example, if we have to decide between helping a more deserving poor man get a job or a less deserving rich man, we know that it should go to the more deserving purpose but it becomes difficult to remove other obstacles from his path eg. transport fare through a flight or his social responsibilities.

Give some translated example.

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)

As an administrator, we may be confronted with different interest groups trying to extract the maximum benefit for themselves, while we may be tasked with analysing the situation and providing the most acceptable solution.

It may be considered that while dealing with conceited groups, it is difficult to find common grounds as no one is ready to lose their advantage.

Hence it is only possible that we negotiate. However, the negotiator should always be within the limits of public good and if required, the state's will should be given precedence.

Highlight these in points A good negotiator needs to be a good listener. He should also be a good manager and an emotionally intelligent person who can channel the aggressiveness of others. Moreover, the final result may not be most beneficial to all groups but it

Remarks

should be perceived that it is.

Limitations of negotiation is that the administrator is bound in the set up and has to find a common ground for all. On the other hand, in governance, the administrator enjoys superiority over the other parties and has the power to order something that others may not be very willing to accept.

4

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 an essential trait of civil servants. It ensures that they are not driven by any particular positive or negative emotions but use reason while making judgments.

→ It helps them to make decisions independent of their pre-conceived notions about an issue.

→ They are able to adapt to different socio-cultural settings and take decisions.

→ They can balance the different values of communities in an objective manner.

→ They can ensure a right amount of empathy in their reasoning.

For example, a civil servant who does not let emotions get the better of him can take tough decisions in stressful situations. eg. communal riots even if he identifies with the grievances of a particular community.

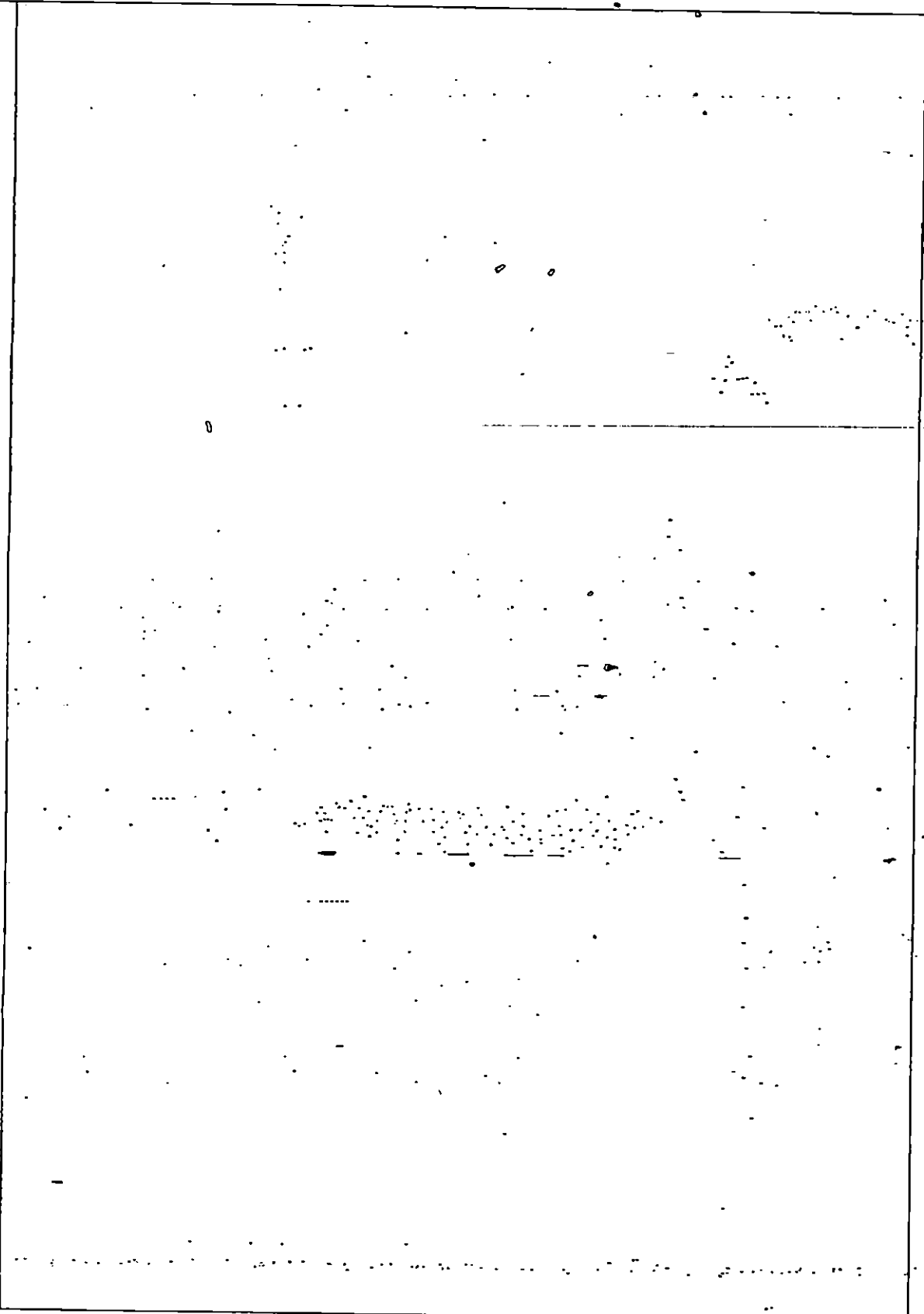
2

Discuss various challenges faced by an administrator.

Not clear

Remarks

GS SCORE



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)

~~(a)~~
 The Citizen Charter is a document that represents a systematic effort to show an commitment of organization towards its citizens with standard of services, grievance redressal, etc.

(a) The Citizen Charter failed because:
 → All stakeholders were not equally involved, the subordinates were informed later and were not given enough space to contribute

Remarks

→ Hastiness in implementation without considering the short term and long term external factors that would affect it.

→ The Charter was too ambitious and divorced from reality in a bid to be more citizen friendly.

→ There was not enough room in the charter to provide for any untoward problem that may occur.

(b) Ideal course of action:

→ To involve citizen stakeholders (representative of different areas of district town) from health dept, pollution dept, drainage et. along with officers as well as subordinates.

→ All possible factors and constraints should be considered.

→ The charter should be made within a plausible framework.

This would ensure that ~~no~~ an attempt is made to ponder over all circumstances that could disrupt supply and people can be provided with a realistic picture.

Remarks

Cc) Citizens Charter

Address all the components of it

Aim: To ensure 24x7 supply of clean drinking water to all citizens.

Standards: premed:

- 15 hour supply in the short term - 2 years
- Quality of water according to most pure standards.

Grievance redressal:

- 24x7 toll free number
- kiosk outside water department
- Special grievance redressal officer to check for enforcement
- Ambassadors to ensure no corruption

→ Regular update on their through emails, post

→ Citizen feedback mechanisms

2 1/2

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)

In a multi cultural society, a civil servant has to ensure that his actions are not only according to the law but are also perceived as just by all groups.

(a) Preventive steps:

- Restrict and regulate internet traffic in high priority areas to ensure that no ~~rumor~~ ~~margining~~ happens
- Independently communicate with the leaders of the two groups and ensure that their grievances are constantly heard ~~and not misdirected~~ to violence.
- Ask for a supply of extra police force in case situation flares up.
- Schools and colleges of the area to be shut down in ~~case~~ to reduce impact in case of violence.

2½

Remarks → Ensure that other interest groups are unable to ~~incite~~ incite hatred.

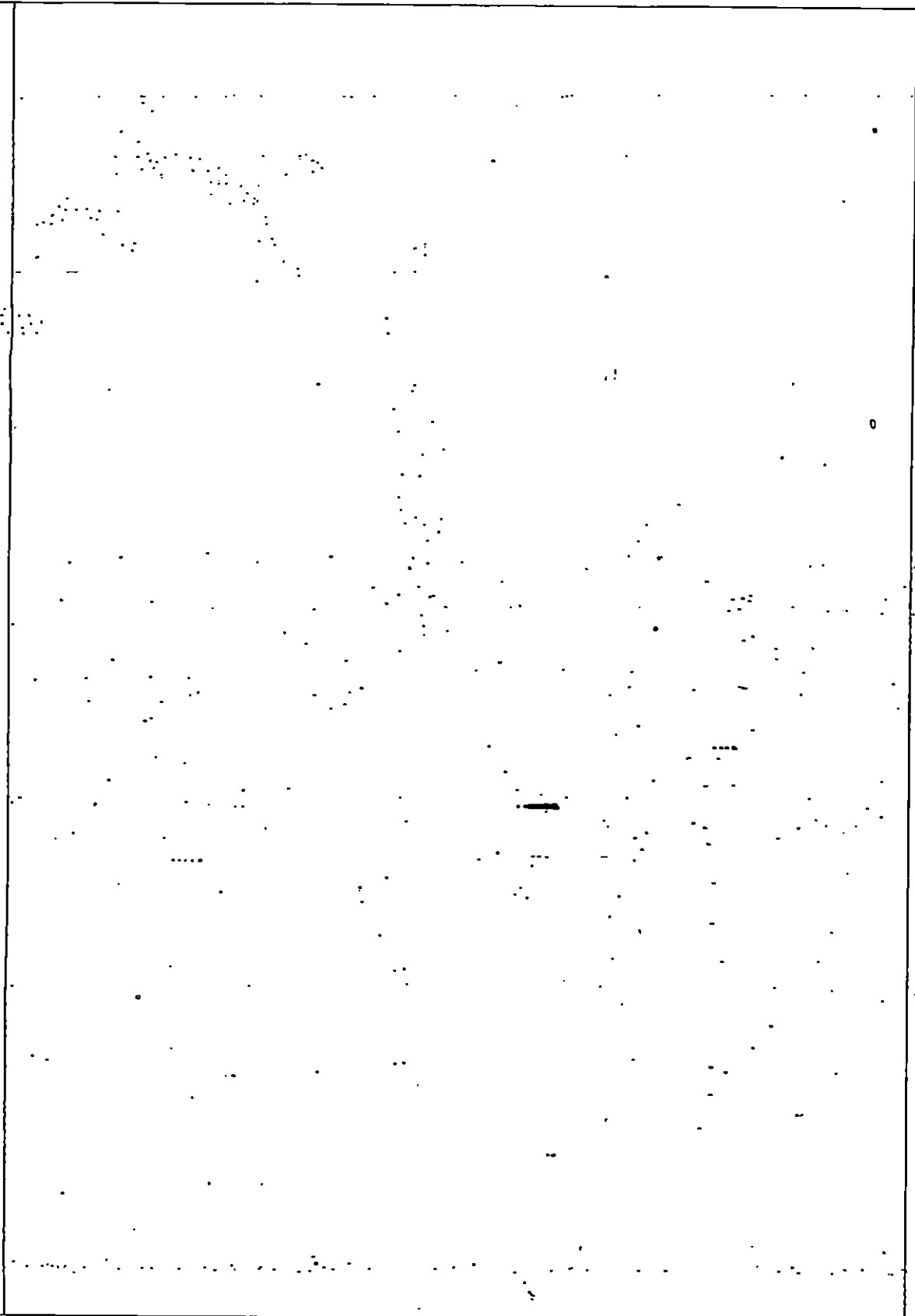
(h) Quick measures to avert:

- Deployment of police forces.
- Announcement of relevant sections of IPC to ensure minimal life loss and fewer people outside.
- Regular phone coverage.
- Arrest of anyone who was involved in violence.
- Elaborate your points*

(c) In case of suspensions:

- I accept the judgment of my superiors with humility.
- I present my case with all the facts and attach a report.
- I would also apprise them of the present ground conditions and role of external actors.
- I would regret explain how continuity of authority could actually help control the situation.
- But I would humbly leave the final decision with the appropriate authority.

Remarks



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 situation involves a multitude of factors that should guide the ultimate action:

- The health and well being of flood hit population
- The aspirations of the youth
- The role of the forces
- The members of relief & rescue operations

Options overview:

(1) Continue with rescue operations while taking action against hostile youth.

Pros

- Well being of the displaced people would not be affected.
- Morale of the team would improve.

Cons

- would not solve the problem as other groups of youth may hold even more grievances now.
- They may continue to take resort to stone pelting & violence.

Remarks

(2) Continue with rescue operation while ~~existing~~ ~~existing~~ for disciplinary action against forces who retaliated

- Pros
- > Agitated youth may be controlled
 - > Rescue operations are not affected

Cons
-> Affects morale of forces and team

(3) Start communication with youth and involve them in the rehabilitation operations and take action against violent youth

- Pros
- > Policy of Control and strict for youth who were genuinely concerned
 - > Those with the actions of state agencies have a platform for redressal while violent elements are controlled.

Cons
=> None - visible.

Hence option 3 is the most sustainable course of action. Youth have both the ability and the passion to help the state in rescue and relief, while communicating small concessions may be provided to ensure peace. It will ensure constructive use of the youth's agitation.

7 1/2

Remarks

GIS SCORE

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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.

- (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) Ethical dilemmas involved:

- Loyalty towards wife vs. lower order (duty)
- Compassion towards the girl child's immediate need vs. her future that could be at stake
- Concern for own family's well being vs. well being of the marginal family.
- Responsibility of a Mayor vs. responsibility as a son

(b) The wife's justification is not right because:

- Her personal responsibilities cannot be a reason for her to pass on the buck to a child.

(2)

Need to explain these.

Remarks

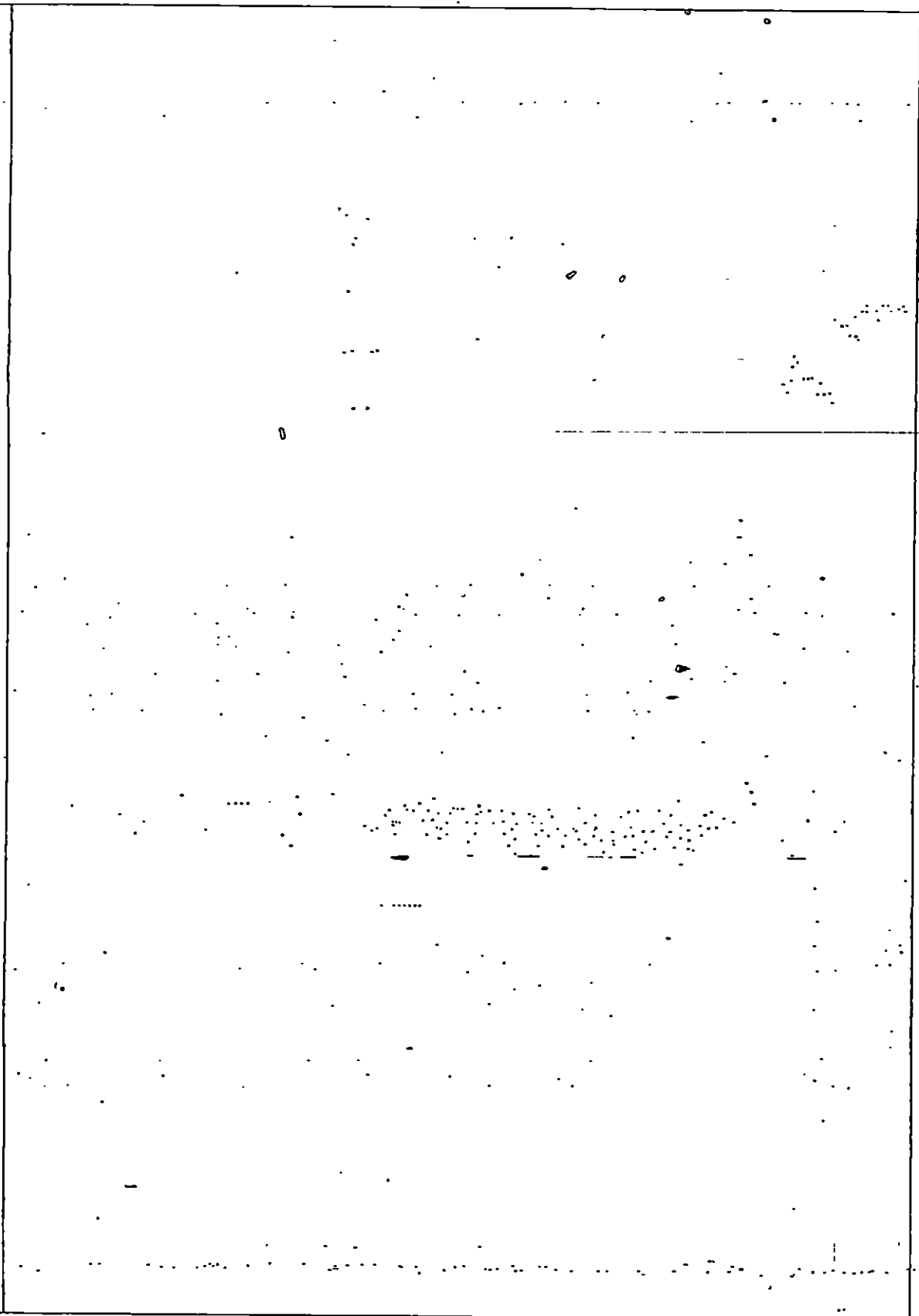
- The family can easily afford another servant to take care of other needs.
- This would amount to violation of law which both a Mayor and an IAS officer should consider supreme.
- There may be other ways to provide support to the poor family till the mother gets well.

(C) I will persuade her to change her decision as:

- I would give reasons with her about the impact of this child labour on the young girl's future.
- I would discuss alternative arrangements regarding the fate of the maid.
- I would volunteer to help her with her responsibilities as a member of the family.
- I would urge her to ensure the two children get back to school.
- I would also ask her to ensure some medical help for the maid so she can return to work sooner.

Remarks

8
GS SCORE



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)

The situation represents a common issue plaguing our society at the level of all classes. The issue of appreciation of women and female foeticide is a core concern today and a responsibility of all stakeholders to come together and solve.

(a) Ethical dilemmas:

- The Hippocratic oath as a doctor v/s the responsibility to oblige orders as a government servant
- The obligation as a friend v/s duty as a government officer
- Saving a life v/s prospective loss of job
- Moral responsibility v/s following hierarchy

Remarks

(b) Helping a friend in need is an essential moral value yet here it comes in contrast with the duty as a doctor and a government officer. Helping the friend determine the fetus's sex may not be of much consequence if it is made but ~~use~~ could result into a murder if it is female. It may happen irrespective of this doctor helps or not as the family could go to another doctor. Hence, it would not be desirable to help a friend take an illegal action under the Pre-Conception & Pre-Natal Diagnostic ~~Test Act~~ Technique Act, 1994.

2 1/2

(c) Following Hierarchy and chain of command is important in government service but an officer is also expected to use his own reason and discretion in making decisions. In this case, the health minister's advice is not only against the law, it may lead to the death of an unborn child. Hence it should not be followed.

2

Remarks

(d) The steps :

- I would request the Health Minister to send his advise in writing.
- I would also inform my other superiors in the hospital about the nature of request.
- I would persuade my friend to stand up to her in-laws friend to the inhuman practice against
- I would assure ^{her} of my support if she faces trouble in doing so.
- I would also talk to the family father of the child and dissuade him from doing so.
- I would ~~reach myself~~ contact the NHRC and the NCW if the above steps do not help.

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)

(a) The intentions of the ~~man~~ officer were noble and he cannot be considered at fault. He was following his duty to the letter and lost his life trying to ensure public interest.

(b) It can be said that the officer's actions were immature. He was guided by strong emotions but was not reasonable. He was aware of the political connections and bullies that the retailer had. There was

Remarks

threat to life because of them. However, he went there alone and without any back up. His actions were in complete contradiction to the want of the retailer and he did not try to negotiate. Therefore, he lost his life due to the stronger presence of the retailer's goons.

(a) Had I been in his place, I would have gone for the inspection with certain necessary precautions:

- I would inform my colleagues and superiors about my plan and the date and time of it.
- I would request for a back up force if there is no response.
- I would carry a voice recorder/camera so that others are aware of my perceived threat to life.
- I would negotiate with the retailer and try to extract maximum information.

How about giving warning first?

Remarks

(a) Adulteration is a result of growing greed of the retailers and laxness in monitoring & oversight.

- Create standards of quality and ensure all retailers are aware of the same.
- Ensure regular inspections and law enforcement.
- Incentivise retailers who follow best quality norms.
- Push for mixing of ethical that is cheaper yet more useful.
- Strict action against retailers found to be violating law.

How about training retailers from time to time?

2

Remarks

