


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 18 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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Name Mamesh Kumar

Roll No. ~~12~~

Mobile No. ~~9876543210~~

Date 18/9/17

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SECTION - A

Q1. The crisis of ethics in public life is more because of attitudinal problem of public servants rather than organizational ineffectiveness. Critically analyze. (150 Words) (10 Marks)

Ans →

Ethics in public life require the values like Selflessness, Honesty, Integrity, Objectivity, Accountability, Leadership etc. These values are dependent upon the structure, processes and attitudes in the organisation. But attitudinal problem plays a most important role because of following reasons →

- (1) Putting the self-interest before the general interest results into the rent-seeking behaviour.
 forep → Corruption problem in India.
- (2) "Chalta hai" attitude bring the business and efficiency, effectiveness suffers. This will also cause lots of damage to overall morale of the organisation.
- (3) Insensitive and Indifferent attitude of the lower bureaucracy towards the citizens, malign the overall image of organisation.
- (4) Lack of accountability and transparency in decision-making results into loss of public money.
 forep → Various scams like 2G, Coal scam etc where public assets are sold at throw away prices.

Remarks

Their self-perpetuating attitude is also there.

- But Organisational ineffectiveness is equally important for crisis of ethics —
- (1) More use of "manual procedures" than ICT gives lots of discretionary scope and hence rent-seeking behaviour.
- (2) Less hierarchical organisation always results into the efficiency and effectiveness.
- (3) Simplified procedure, less complicated laws are required for transparency and accountability.

Going forward, holistic reforms like recommended by ARC II —

- Reduce no. of hierarchy.
- Training should include "attitudinal" part as well.
- Simplified laws like GST, Insolvency and Bankruptcy etc.

This integrated approach will bring clean administration, desirable by citizens.

4

Q2. Explain the importance of following attributes with respect to the civil services.

- (a) Adaptability
- (b) Activism
- (c) Innovation
- (d) Courage

(250 Words) (5×4=20 Marks).

Ans → (A) ADAPTABILITY — Adaptability is one of the most important virtues for civil servant due to following reasons —

- (1) Adapting to different "ecological settings" means to political, social, economic, technological etc.
- (2) Adaptation brings better overall performance, efficiency in work, productivity etc.
- (3) Adaptation sets the clear vision and less friction with the environment.
- (4) Politics - Administration fusion requires both political executive and civil servant to be adaptive.
- (5) Values like political neutrality will bring indifferent attitude without being adaptive in approach.

To conclude, Adaptability define the success and failure of a civil servant.

2½

Remarks

(b) Civil Services Activism — Civil servants should follow the code of conduct, conduct rules in most of the cases and exhaust all the routes available for grievance redressal before become an activist. otherwise it can create a shaky slope and demotivate other civil servants.

Its importance is as follows —

(1) It helps in fighting the "WRONGS" in administration.

Exeg → D. Roopa, an IPS officer recently fought for Prison reforms.

(2) It increases the motivations and morale of civil servants.

(3) It helps in maintaining foundational values of civil services like political neutrality etc.

To conclude, civil servant should use this as the "last resort" to keep the soul of civil services intact.

2 1/2

(c) Importance of Innovation in civil services

(1) It keeps the organisation "competitive" in a fiercely competitive environment.

(2) long term benefits of Research & Development innovations are huge.

Exeg → Lakshmi Model for using computer at district level is replicated all over India.

Remarks

(3) Innovation bring social justice.
 Ex → Prasant Nair, an IAS officer of Kerala, Kozhikode innovatively started operation Sulaimani to give food for poor.

(4) Innovation can bring social revolution and better the life of people.
 Ex → Armitrong Pame, a naga IAS officer built the bridge cum road with the help of community finance.
 So, Innovation should be the driver in a resource-crunch country like India.

(1) COURAGE: - Plato's virtues includes courage as most important & importance for a civil servant are -

(1) It requires for taking tough, timely decisions.
 (2) It requires for political neutrality and impartiality

(3) To be an honest and integrity person, civil servant, courage is must.

(4) Courage is required for facing undesirable consequences.

(5) Civil servant should be courageous enough to be an ethical servant.

Going forward, civil servant should be clear not to cross the boundaries and be at the extremes. She/he should follow GOLDEN MEAN of great Aristotle.

Remarks

Over all commendable approach

GS SCORE

Remarks

Q3. In order to enter politics and become an effective participant in transforming society, one has to win an election, but to win an election he must sully his hands. In this way, his genuinely noble objective get tainted much before he has an opportunity to realize it. Why establishing ethical framework in politics has become a distinct dream?

(150 Words) (10 Marks)

Ans →

Politics is one of the noble ways to serve and transform the society. It requires good means to achieve better goals. But world over due to criminalisation of politics and criminality of a candidate etc decides the fate. Means noble objectives get tainted in midway itself.

ETHICAL FRAMEWORK IN POLITICS — A

DISTINCT DREAM —

- (i) Lack of political will of various political parties.
- (ii) Entry of criminals, illiterate persons in the political arena.
Forep In recently formed Bihar Assembly accordingly to ADR report 769 M.LAs are having criminal cases.
- (iii) Lack of code of ethics.
- (iv) Excessive competition and money power.
- (v) Electoral reforms are always delayed and sometimes denied.
- (vi) Election Commission — a toothless tiger.

Remarks

(vii)

Degeneration of moral values.

For → First Cabinet of India led by Sh. Jawaharlal Nehru, etc were ethical.

ARC-II RECOMMENDATIONS TO BRING THE ETHICAL FRAMEWORK —

- Code of ethics for the political executives
- Ethical Commissioner in both the houses:
- Ethics Committee in parliament.

To conclude, a holistic approach led by political executives themselves, awared citizenry, vigilant civil society and autonomous and responsible media can play a deciding role to bring ethical framework in politics.

It's not that easy to establish ethical framework for politicians.

3 1/2

Remarks

Q4. 'Collusive corruption differs from other type of corruptions because its unethical affects demoralizes the entire fabric of the society, which is doomed in poverty, illiteracy and backwardness'. Illustrate.
(150 Words) (10 Marks)

Ans →

Collusive corruption is the form of corruption where more than one person | institutional | authority are involved.

Ex → N.N Vohra Committee highlighted the nexus between Neta-Lala-Babu.

Collusive corruption differs from other types of corruption like detail (petty) corruption, big corruption etc.

Ex → 2G, coal scam are mega corruption cases in India.

Collusive corruption demoralises the entire fabric of society as people are helpless and systemic corruption make their life miserable.

(1)

Ex → Driving licence require small informal speed money.

(2)

Resource crunch in India, further aggravated

(3)

It increases the gap between the rich and poor, villages and urban areas and leads to social injustice.

(4)

Collusive corruption leads to concentration of wealth in few hands.

Remarks

• Free → Oxfam report says that top 1% of India have wealth equal to 58% of the lower strata.

(5) It leads to resource concentration, increase in crime, poverty, backwardness and degeneration of social values.

To conclude, collusion corruption can be tackled through holistic reforms — political reforms, electoral reforms, reduced administrative discretion, ICT use, awared citizenry, civil society proactive role. harkly, people instead of sanitization of corruption should boycott these people like in Japan.

31/2

Concl-
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is
not
requir-
ed
every-
where

Remarks

Q5. Given below are the two quotations of moral thinkers/philosophers. What they mean to you and why they are still relevant?

(a) 'Those who do ill shall suffer more if they are not caught than those that are'.
(Boethius)

(b) 'The king should surrender his individuality in the interest of his duty'. (Kautilya)
(150 Words) (10 Marks)

(a)

Many people involved in various ills like crime, domestic violence, molestation, corruption, lie, etc and not all get caught by the agencies. But those who don't get caught suffer due to following reasons —

- Internal conscience — "guilt feeling" after doing the ill consistently kill a person from inside.
- She/he drops in her own eyes.
- Internal inconsistency make life miserable.
- Social pressure, peer pressure and other observational learning give more pain than being caught.

So, self-punishment

sometimes give more suffering than the external agency led. This can be blessing-in-disguise sometimes because of the great effect it can bring in future course of actions.

Remarks

⑤ Kautilya was a great politico-administrative thinker who said that for a king "happiness lies in the happiness of the subjects". Though he envisaged a monarchical setup but with moral duties of a king towards his subjects. Such an —

- Duty of a king is to give justice in society.
- Collective interest of subjects is supreme for a king.
- Yogakshema (welfare function) should be the goal of a king.
- King should be above the nepotism, partiality and corruption.

So, Kautilya's King though having supreme powers but moral duty bounds him to follow the principles of natural justice.

Need to discuss the relevancy of both in today's era.

Remarks

11/2

Q6. What could be the influence of a civil servant's private life on his/her public life? How would you prepare yourself to separate the two? (150 Words) (10 Marks)

Ans →

Civil servants private life have always influence the public life in some way or other. Private life values like love, respect, sympathy etc affects the public life in a positive way. On the other hand private life negative values like hatred, indifferent, etc affect the public life negatively.

foreg → Private life mixed with domestic violence, abusing etc will reflect in the public life in the form of autocratic behaviours.

• Involucency in the private life may transform into new-asking behaviours of a public servant.

Separation between the two can be achieved in following ways

- (1) To be a truly professional in public life.
- (2) Private life values and social influences should be in subordinated to values like impartiality, objectivity, honesty etc.
- (3) Follows the code of conduct and conduct

Remarks

rules of the services:

- (4) Inculcate the ethical values like Honesty, Integrity etc.
- (5) Refrain herself/himself when there is conflict of interest.
- (6) Show utmost transparency in public life
Foregs P. Sagayam, an IAS officer of Tamil Nadu cadre disclosed his assets online

Going forward, Civil servant should be consistent in both private and public life values and set the example for civil society to follow.

4

good

Remarks -

Q7. All the discourse of ethics ultimately is another facet of bureaucratic incompetence. Analyze. (150 Words) (10 Marks)

Ans →

Bureaucracy works on the principles of merit, Scientism, Impartiality, career based system, Non-bureaucratic head, political neutrality etc. These are the foundational Western values for bureaucracy to be efficient, effective and productive.

But during 1970s, in developed countries it was felt that code of ethics is as much important as the code of conduct for bureaucracy, because laws are not workable in some situations. This brings the ethical governance concept into the public administration vocabulary. But this discourse of ethics is being failed in both developed and developing countries due to following reasons —

- Code of Ethics is subjective in nature.
- Code of ethics is sometimes in reverse to code of conduct.
- This is difficult to prove in court.

Due to the above said reasons, discourse of ethics becomes another facet of bureaucratic incompetence.

How does bureaucracy rigidity force them to indulge in unethical practices?

Remarks

GS SCORE

rather than supplementing it.

To conclude, Ethical administration is desirable for social justice, inclusive administration, etc and it should be used where laws are silent. In this way, it being a tool of incompetency can become tool of effective decision-making in the social interest.

3

Remarks

Q8. Why is obedience important in an administrative hierarchy? Is it always important to obey the superiors? Mention some conditions in which obedience act as virtue and others in which it becomes a vice.

(150 Words) (10 Marks)

Ans →

Obedience is the basic value on which civil services are based. Obedience is important due to following reasons —

- To bring discipline in administrative hierarchy.
- For smooth work culture of organisation.
- To achieve the set goals of an organisation.

Obedience to superior orders is not always important because of following reasons —

- 1) When orders are oral (i.e. judgement)
- 2) When order is unlawful, unconstitutional in nature.
- 3) When orders are authoritative rather than demand of situation.
- 4) When obeying order can cause grave injustice to society.

Obedience as virtue —

- 1) To maintain smooth subordinate — superior relationship.
- 2) Lawful orders should be obeyed without any doubt.
- 3) Cooperative and coordinated orders should be obeyed.

Remarks

4) Obedience act as virtue where ~~where~~ time constraints are there.

Obedience as a Vice

1) Unlawful orders bring misobedience.

2) Obedience for personal benefits like

Performance appraisal etc.

3) Obedience to person and not to position act as vice.

To conclude, obedience is... desirable when it is lawful, institutional, and for overall organisational goal.

3

Need supplement these both with example

Remarks

Q9. Citizen Charters are more moral, than legal. Critically analyze.

Ans-9

(150 Words) (10 Marks)
 Citizen charters are the tools to bridge the gap between administration and citizenry and bring the much needed sensitivity, goal-orientation in administration.

Citizen charters are more moral, than legal because of following reasons:—

- 1) Citizen charters are not backed by any statute.
- 2) They are not enforceable in court of law.
- 3) They are moral obligation on the part of administration.

Citizen charters in India are failed in most of the organisations due to following reasons—

- 1) They are "manager charters" rather than citizen charters.
- 2) Lack of training of administration to realise their goals.
- 3) People are still not assertive.
- 4) Unrealistic goals, vision, and mission.
- 5) Grievance redressal mechanism is not well placed.

Remarks

Way Forward -

- Citizen charters should be backed by right to timely public service delivery.
- ARC II recommended it to be more participative.
- Continuous evaluation and updation require.
- Each department should have its own, unique citizen charter.
- Civil society organisations should be more proactive to give awareness to people.

By following aforementioned citizen charters will be truly citizen-centric.

What does it reflect on the part of governance?

3

Remarks

Q10. What does success mean to a civil servant? What are the obstacles faced by them in achieving success in their career. What steps can be taken to win such obstacles?

(150 Words) (10 Marks)

Ans →

Success and Happiness are subjective terms and vary from civil servant to other civil servant.

Meaning of a success to a civil servant :-

1) First and foremost effective, timely "implementation" of policies being success for civil servant.

2) Administrative culture, morale, motivation if high. --- is a signal of success for a civil servant.

3) For some, success means to follow the values like probity, honesty and Integrity irrespective of various pressure.

4) Some find success in fulfilling the social justice, empowered the under-privileged etc.

Obstacle faced by them are

1) Finance acts a hurdle. Delay in funds.

2) Political constraints put by the political executive may become hurdle.

3) Entrenched negative attitude and behaviour in organisation.

Remarks

4) Lack of training infrastructure and timely training.

5) Social influence may affect his behaviour.

STEPS TO WIN SUCH OBSTACLES

1) Following the Code of conduct for the services to avoid political constraints.

2) Attitudes and Behaviour can be changed through effective leadership and training.

Ex → Ashwani Lohani, new railway board chairman organized a meeting with railway employees to gain effective commitment.

3) Private values shouldn't affect the working negatively.

Ensure public participation in governance
 To conclude, success ultimately means happiness for herself/himself and the people served by her/him in his organisational capacity.

4

Remarks

Q11. How the innate qualities of people of a country affect ethical values and the effectiveness of its institutions? Which matters more for progress and growth of the nation—'people' or 'institutions'— and why? Which of the two is more important for good governance? Give reasons. (150 Words) (10 Marks)

Ans →

Various studies of leadership shows that rather than innate qualities, acquired qualities or values affect the ethical values and effectiveness of its institutions. Though some say, people are born with some values like — Some say Mahatma Gandhi was a born leader.

Both people and institutions are required for progress and growth of a country —

(1) Strong institutions are required to uphold the Constitutional values, social ethos.

forex CAI, Election Commission, Judiciary, UPSC are the pillars of Indian democracy.

(2) People are the backbone of any nation's growth and survival.

forex → In Indian freedom struggle, people/masses play an important role.

Similarly, Japanese people irrespective of the geographical disadvantages (cyclones, Tsunami etc), everytime came out of the

Remarks

difficulties and builds the nation again due to their courage, immorality, perseverance, discipline, morality and what not.

Good Governance is the networked approach of State, Market, Civil society where each one is important to realize the democratic, participative, accountable, transparent administration. Institutions like Market and State are important for legal framework, investment, land acquisition, etc and Civil society is important for the enforcement of accountability, transparency, etc.

Integrated / Holistic approach instead of secluded / insular is key for success of a nation.

4

good

Remarks

Q12. Concept of accountability is inherent to the Weberian hierarchy. Critically analyze.

(150 Words) (10 Marks)

Ans → Weber is synonymous with the word "Bureaucracy" and its characteristics. He gave many characteristics like merit, scientificism, anonymity, impartiality and hierarchy.

How Accountability is inherent in hierarchy?

(1) In hierarchy, every position is responsible to its superior one.

(2) Each position is ultimately accountable to the head of the department.

(3) Hierarchy brings discipline and hence accountability in behaviour.

(4) Hierarchy ensures smooth communication and hence ensures accountability. It

It also ensures unbiasedness in the system of management. Various thinkers like Karl Marx, Robert Merton, Philip Selznick etc.

criticized the Weberian bureaucracy as non-accountable, due to following reasons —

(1) Due to hierarchy, accountability gets "blurred".

(2) No one is responsible for the whole/complete work, so difficult to ensure

Remarks

the accountability.

Expt In India, 53% accidents of the railways happen due to derailment and human error but no accountability get fixed ~~and~~ due to hierarchical nature of Indian railways.

Going forward, modern Good Governance reformed the classical flaws through Citizen Charters, RTI, Social Audits, CPGRAMS (Central Public Grievance Redressal Mechanism System) etc, and ensured the accountable framework.

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Remarks

SECTION - B

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

Q13. Although India is amongst the fastest growing economies in the world, it still has one third of the world's illiterates. India is now confronting the perils of its failure to educate its citizens, notably the poor. India, being a mixed economy, needs government intervention in the area of education because education driven by profit motive cannot benefit the masses. But the condition of government schools in India is pathetic. Except for two or three states, all the Indian states have poor educational statistics. More Indian children are in school than ever before, but the quality of government schools has sunk to spectacularly low levels. The children in these schools come from the poorest of families - those who cannot afford to send away their young to private schools elsewhere, as do most Indian families who have the means. India has had a legacy of weak schooling for its young, even as it has promoted high-quality government-financed universities. If in the past, a largely poor and agrarian nation could afford to leave millions of its people illiterate, that is no longer the case. Not only has the high growth ensured that we have a shortage of skilled labor, the nation's many new roads, phones and television-sets have also fueled new ambitions for economic advancement among its people - and new expectations for schools to help them achieve it. In the light of the grim picture of public schooling in India suppose you are a District Collector, and a group of poor people approach to make you aware about the pathetic conditions of public schools in their areas. They handed you a letter that contains five problems regarding dismal states of schools i.e.

- (a) Lack of hygienic toilet facility especially for girls as there are common toilets only,
- (b) Non availability of clean drinking water,
- (c) Lack of proper security,
- (d) Absentee teachers and
- (e) Rude behavior of teachers and staff with the students.

Because of such problem often parents are not sending their children. Dropout rate is also high. Your education minister also expects something concrete from you, as he has to answer local public and media about this issue. With respect to such problems how will you go about providing solutions so that your action may become example for others to learn?

(250 Words) (20 Marks)

Remarks

Q.13

District Collector acts as the overall coordinator of the activities at district level. In this case, role of district collector is to bring the education sector at the world standard level.

(a) Solutions for the lack of hygienic toilet facility are as follows —

(i) Expedite the construction of separate toilet for girls -

(ii) Ensure the water facility for the sanitation and proper use of the toilets.

(iii) Sanitised latrines instead of the dry latrines should be the focus.

(iv) Utilised the funds available under Swachh-Bharat Mission (G) to good effect.

(v) At last, bring the attitudinal and behavioural changes among the society with the help of the local N.G.O. etc

(b) Non-availability of clean drinking water can be corrected as follows —

(i) Ensure the clean drinking water tanks in each school.

(ii) Use some innovative measures like water management through harvesting the rain water.

Remarks

(iii) Ensure clean drinking water through the new pipelines from nearby water-surplus areas.

(iv) In areas where water is heavy polluted, by mercury, arsenic etc, if possible ensure filtered water.

(c) Proper security can be ensured through following steps —

(i) Ensure the proper road lighting towards the school. ~~fore~~ motorable roads.

(ii) Awareness generation and sensitization programmes through the help of teachers and village elders.

(iii) Community awareness and their participation in monitoring. for eg. Community Policing.

(iv) Self-defence education may be the part of ~~the~~ curricula.

(d) Absentee teachers problem may be addressed through —

(i) Use of technological measures like Bio metric system.

(ii) Period ~~to~~ wise biometric system as recommended.

Remarks

by TSR Subramaniam Committee.

- (iii) Surprise visits to the premises.
- (iv) Role of DEO (District Education Officers) need to be fixed for this problem.
- (v) Responsibility of Headmaster need to be fixed for overall results. They need to be made aware of their duty in monitoring the future of Country.
- (e) Rude behaviour of teachers and staff with the students need to be fixed like
- (i) Recruitment of professionally qualified and ethically trained teachers.
- (ii) Implementation of Corporal Punishment rule strictly.
- (iii) Sensitize students about what makes up a rude behaviour and complaint / grievance redressal mechanism should be in place.
- (iv) Local media use to highlight this wrong practice to socially boycott these type of staff.
- (v) Help of Community leaders like women Committee etc.

Through these measures the dropout rate will decrease and quality as complained by various ASER reports can be ensured in our school education.

Remarks

Good

9

Q14. For thousands of years, man has exploited the earth in the name of development. In return, instead of replenishing it, we humans defile it and pollute the environment. Be it forests, natural resources, water, soil, rain, mountains, winds, flora or fauna, we have ravaged it in the name of our use and needs. By making concrete jungles out of green belts, we have destroyed the ecology in the garb of growth. After exploiting the earth for hundreds and thousands of years, the planet is now taking its revenge. Can we grudge this, for this is our own doing and we cannot escape the penalty? But then is it too late to correct our mistakes? Well, pause for a moment and think. For the time immemorial most of the people have initially been concerned with the goals to achieve and then pragmatically considered means available to them. In other words: end mattered first, means were chosen according to their compatibility with desired ends.

In the premise of this paradigm evaluate the following thoughts.

- What is the relation between means and ends?
- What was the idea of Gandhi in this regard?
- Illustrate the relevancy of the whole concept in context of modern world.

(250 Words) (20 Marks)

Ans → Earth has finite limits and indiscriminate growth can result into various problems like global warming, climate change etc. Sustainable Development should be the goal for balanced use of resources.

(a) Means all the "ways" used to achieve the goal. In the above case study... relation is —

(i) Goals are focused upon more as compared to means. Means Teleological approach was followed where goals were emphasised.

(ii) Goals like the "growth" ended into various problems like pollution, etc.

Remarks

- (iii) Means were chosen as per the convenience of the users.
- (iv) Distorted means-end correlation.
- (v) To realize their ends, people forget the future of the next generation.
- What about deontologists?
- (5) Mahatama Gandhiji believed in the Deontological perspective where Duty, means are emphasized more and ethical means according to him leads to good goals. In this case study his idea would have been like —
- (i) Exploitation of earth is wrong, instead sustainable use of the resources should be there.
- (ii) Wrong means leads to worse effects like Pollution, ecological harm etc.
- (iii) Duty of each person is to use the resources judiciously.
- (iv) Earth has finite capacity and limits, means should be chosen first then only goals which are desirable can be achieved.

2 1/2

3

Remarks

- (c) Relevance in modern world is as follows -
- (i) Paris climate meet show to the world that means are most important.
 - (ii) Similarly, through the Montreal Protocol and latest Kigali Protocol the value of "means" is highlighted as never before.
 - (iii) Too much focus on goals results into the steps like "USA retrieval" from the Paris accord.
 - (iv) UNFCCC, IPCC etc all platforms emphasized the sustainable use of resources to achieve the goal of limit the emission to ~~1.5~~ 1.5°C to pre-industrial levels.
 - (v) Rachall Commission highlighted the wrong means used in "Silent Spring".
- So, goals can be achieved through the ethical means like renewable energy instead of non-renewable energy can achieve the goal of growth. World should realize the "limits" of earth and act accordingly to avoid the dooms day as predicted by IPCC in A.R.5 (Assessment Report-I).

3/2

Remarks

Q15. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the limited number of attempts and nearly five to six lakh applicants appearing each year, of which only 1,000 or less get selected, there is a huge pressure on the candidates to crack the exam and it may lead to the bouts of depression, anxiety and mental stress. Civil Services candidate faces many issues during the course of the preparation. Many candidates leave their homes and move to metro cities for coaching and preparation. They take up accommodation that gives them little comfort. Most of the aspirants do not know how to cook, and some in order to save time eat at the roadside stalls or depend on "Dubbawalas." Having improper food and uncomfortable living, many aspirants end up having health issues. Besides, the coaching institutes in order to produce good results put pressure on the candidates to increase the hours of studies. Loss of sleep impacts the body and the aspirants get totally exhausted. Overall level of stress is very high. For an exam like UPSC, where there is cut-throat competition, the only goal of aspirants is to somehow clear the exam and they ignore the insurmountable pressure on them. You are also one among them. After repeated attempts you failed to qualify this exam and you are in stress as you have lost most valuable time where you could have easily opted for alternate career. One of your best friends has met the same fate and he is in depression. His mother calls you and asks you to take care of her only child. She requests you to motivate him to something big in life, one examination does not make or break everything in life. In the given scenario, how will you motivate yourself and your friend? And, how will you cope with your stress? (250 Words). (20 Marks)

Ans Civil Services Exam, as the name suggest is the exam to "serve" the society in various capacities. This is different to various other jobs like in private sector where "profit" making and efficiency realisations are the top goals. No-doubt this is the toughest and longest exam but at the same time, most "satisfying" as well, because of the discrepancies involved in syllabus.

In the scenario given above a candidate can motivate himself & friend by following ways —

Remarks

(1) In these trying and testing situations motivation must come from within, means "INTERNAL MOTIVATION" can be the real guiding factor.

(2) Internal motivation may be derived from the level of satisfaction, a candidate would derive by serving people once in services, level of challenges and diversity involve in job, and amount of responsibility given by the jobs in civil service exam.

Foreg → Candidate can think of a situation where he/she will serve the poor, marginalised, under privileged section and the amount of satisfaction will be unparalleled.

(3) Lack of good accommodation, improper foods ~~rather than~~ etc are the cause of the not so well socio-economic situation of a candidate. Rather than thinking them as hurdle, a candidate and his friend can take them as challenge.

(4) Remembering the socio-economic conditions of ~~their~~ parents will certainly give the much needed motivation.

(5) Lastly, as written in holy Bhagvat Gita — Focus of a candidate and his friend

Remarks

Need to focus on bright side of your preparation

should be on "acts" and not on "fruits".
Honest efforts are ~~itself~~ the satisfaction.

→ COPING WITH THE STRESS

- (1) Stress is not a negative element if taken in a positive way, it can give best results. Some sort of stress is said to be "good" for future.
- (2) Some innovative measures - like YOGA, MEDITATION can be tried.
- (3) Treating the means (study) as important as the goal (results) will reduce the stress.
- (4) Take proper sleep, because Civil Service exam is not about "number" of hours but efforts, efficiency in those hours.
- (5) Listening to motivational videos, reading motivational autobiographies may reduce stress.

At least, real happiness is beyond the success and failure in one exam. Candidate should follow the "GOLDEN MEAN" suggested by great Aristotle where both the extremes are dangerous and "middle" path should be taken.

8½

Remarks

Q16. Public utilities and spaces in India are in a bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centres, public toilets, rivers and ponds are considered as the sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them. However, there is an anomaly in the society. People when travel in local trains do not follow the rules related to hygiene and sanitation but when the same people travel in Metro trains they follow all the rules. Similarly, when people roam in local markets their behaviour is different as comparison to that in Shopping Malls.

Based on the above case, answer the following questions:

- (a) What should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India?
- (b) Identify limitations of each competing options.
- (c) What is the role of peer pressure in this context? (250 Words) (20 Marks)

Ans →

(a) Ideal ways to manage the quality of public utilities and public spaces are _____

(1) The above problem relates to ATTITUDINAL and BEHAVIORAL factors. Govt. should focus on changing these factors with the help of civil society, celebrities as ambassadors etc.

For eg → Swachh Bharat Abhiyan can be successful only after attitudinal changes.

(2) people should take the "sense of ownership" in public utilities and public goods. Treat them as their own.

(3) Government should provide the basic necessary sanitation tools like "Dustbins" etc. because some people due to lack of these infrastructural facilities pollute environment.

Remarks

(4) "Social Boycott" of all those unsocial elements who indulge in these activities. Exeg → people in Japan ~~switch off~~ put their phone in "silent" mode while travelling in public utilities.

(5) At last, Government can start the indexes for health and sanitation to bring competition. Exeg → In 2016, Swachhta Survekshan, Indore city top the chart. This will create necessary awareness among people about relationship between sanitation and health.

3

good

(b) LIMITATIONS OF EACH OPTION ARE—

(1) Attitudinal and behavioural changes are most difficult to achieve due to "entrenched" habits and conventions for long years.

(2) Sense of ownership can be achieved only after "PARTICIPATION" of people can be ensured. first participation then only, sense of ownership can be achieved.

(3) Economic constraints for government will take many years to provide for basic necessary infrastructure. Exeg → In far-flung, hilly areas, it will take some time for basic infrastructure.

Remarks

- (4) When majority of people are following the same habit, social boycott may not work.
- (5) In these surveys, people may not give real information or true information.

ROLE OF PEER PRESSURE —

- (1) "Observational learning" is one way to change the attitudes.
- (2) Peer pressure creates the "sense of guilt" and hence change the behaviour.
- (3) Peer pressure is responsible for both positive and negative attitudes.
- (4) Peer pressure gives certain information, data and seeing person can correct the wrong behaviour.
- (5) Peer pressure is effective because of the amount of time spent together.

At last, people should think the public utilities as their "own property" as this is made by the hard earned money of people. It is the fundamental duty of each citizen to respect the public utilities under Article 51 and they should treat them as important as fundamental rights are.

Good

Remarks

Q17. Mr. 'X' had applied under RTI Act to the District Planning Officer who was also PIO, asking information about unspent balance of the last five years on account of MPLAD funds. The name of a particular MP was mentioned in the RTI application. The PIO knew applicant to be a political opponent of the particular M.P. The PIO came to know informally about the applicant's plan to discredit the sitting M.P. in the forthcoming General Elections, by bringing these information in the knowledge of the voters.

The following are some suggested options for PIO. Evaluate the merits and demerits of the options.

- (a) PIO should ask M.P. whether he should provide these information to the applicant because MP is third party in the case. According to the act, third party consent is mandatory.
- (b) PIO should refuse to provide information because the applicant might use these information against the local M.P. to discredit him.
- (c) PIO should provide all the information as has been requested whether local M.P. likes or not.
- (d) PIO should seek the guidance of District Collector Cum District Election Officer because information sought is related to his jurisdiction and is political in nature.

Also please indicate (without necessarily restricting to the above options) what PIO should do in future in order to avoid such controversies? (250 Words) (20 Marks)

(a) Merit	Demerit
(1) Following the <u>act</u> in <u>How</u> letter and <u>spirit</u> is the <u>MP</u>	(1) Third Party consent is mandatory only in <u>PPP</u> cases.
(2) Information sought is related to an individual <u>third party</u> so no harm in taking him in confidence <u>party</u> here?	(2) <u>Dereliction of duty</u> and <u>informal</u> <u>behaviour</u> .

11
2

(b) Merit	Demerit
(1) Level playing field in the upcoming elections.	(1) Against the official duty and responsibility.

Remarks

duty?

ID of P. IO's

(2) Individual based information is against the spirit of act.

(2) Promoting openness rather than transparency.

(3) In future, frivolous applications will be reduced.

(3) Applicant may go to CIE, and hence penalty may be imposed on PIO.

2

Merit

(1) Full fulfillment of the official duty.

(2) Bring Transparency in the funds allocation and spending.

(3) Public duty should be based on integrity and honesty and not on political compulsions.

Demerit

(1) It may be disclosing of individual information.

(2) Political repercussions like transfer etc will be faced by PIO.

(3) PIO may be in stress in private life due to misdeeds.

He has courage.

Merit

(1) Participative approach of decision-making is always welcome.

Demerit

(1) PIO's duty is not to consult or take advice but take decision on the merit of case.

Remarks

- (2) D.C. cum DEO may appreciate the P10 behaviour.
- (2) D.C. may not entertain this case.
- (3) Responsibility will be fixed on a group and not on P10 alone.
- (3) Guidance can be taken from the immediate superior in the department and not from D.C.

→ FUTURE COURSE OF ACTION FOR P10

In these circumstances, P10 should take decision on the "MERIT" of the case without any political compulsions and fear. P10's work is to follow the letter and spirit of the RTI Act without being influenced by the social values and circumstances. P10 should check whether the particular information sought is can be given or not. If it lies under "Section 8" of the act then she/he should deny if the benefits of not disclosing "outweighs" the benefits of disclosing the information. In this case, P10 should disclose the information, because people have every right to take "informed decision" in the upcoming election and in the long run also it will bring the "transparency in spending" the taxpayers hard earned money.

2½

Remarks

Q18. One small area of a district headquarter town is in the grip of encroachment. As a result, people face lots of problems due to the congestion of roads and the most affected lot are senior citizens, who face difficulty in crossing the congested and crowded roads. This is creating a problem around two roundabouts and two parks of that area. Besides, area is also very dirty and there is no arrangement of cleanliness. Senior citizens of that area have appealed to the state government to appoint a young but disciplined and energetic officer in the town to take care of the problems and grievances of the people. Executive officer of the local civic body said they were doing their best to clear the encroachments in the town from time to time. However, once the encroachments were removed, the same people find other sites in the same area to be encroached upon. Residents desire that there should be some attempts to beautify these places as are done in many other cities of the country. They also want beautification of parks so that even children can play. Local MLA is also ready to fund. You are Municipal Commissioner of the city and when a delegation of eminent people has come to meet you with a request to do something for the purpose, you checked up with your finance and accounts department, which expressed its reluctance to provide with resources.

What are the issues before you in this case & how you will execute options effectively?

(250 Words) (20 Marks)

Ans → Issues involved in the above case before the Municipal Commissioner are as follows —

① Culture of Encroachment — Permanent solution to the encroachment has not been found and once it is removed from a place, they found some other place to encroach.

② Welfare of Senior Citizens — Senior citizens are persons who required utmost "care" from the system because of the "age" factor and related disabilities.

③ Sanitation — Due to congestion of roads and highly populated area, sanitation becomes a problem and it may affect the overall health of a town.

Remarks

(4) Grievance Redressal Mechanism — people are not satisfied with the present executive officers and they are demanding the young, disciplined and energetic officer in the team.

(5) Necessary Funds — finance is required for searchification of park etc, which is not readily available with the department.

EXECUTION OF OPTIONS REQUIRE

(i) Encroachment ~~of~~ problem can be dealt by providing the people "housing" facility through some innovative measures like — following PPP model, interest linked subsidy, etc. Housing for all should be the goal and for short term, shelters may be provided to these people.

(ii) For senior citizens and disabled persons, infrastructure should be "inclusive" Empowerment Programmes like Sugama Bharat Ashrayas for the disabled persons to make infrastructure according to their needs.

(iii) For sanitation, "awareness campaign" should be followed, to tell people the value of sanitation and its link with the health. As Mahatma Gandhiji

They need to be rebalanced as it is matter of their livelihood

Remarks

always said that "Cleanliness is next to Godliness", this message should be propagated loud and clear.

(4) Municipal Commissioner should find out the reasons why people are not satisfied with executive officer and based on the search findings she/he should take the decision and not merely on the demand of people.

(5) Municipal Commission could find some innovative measures for the funds like raising funds through Municipal BONDS, pooling of resources with other municipalities. If it is not possible to raise funds through BONDS, efficient and effective mechanism for Property tax collection etc. Municipal Commissioner can also use the funds provided by the local MLA for this purpose.

By following the aforementioned steps, problem of encroachment can be solved once and for all. ~~and~~ Municipal Commissioner should ensure that the administration should be proactive in not repeating the same mistakes and redressed the grievances of people timely and effectively to make the local self government under article 40 a successful one and realise the dreams of Mahatmas Gandhi.

Remarks