

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>• There are 18 questions.</li> <li>• All questions are compulsory</li> <li>• The number of marks carried by a question/part is indicated against it.</li> <li>• Content of the answer is more important than its length.</li> <li>• Answers must be written in the space provided.</li> </ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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## SECTION - A

Q1. The 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)

Attitude of civil servants reflects their approach/viewpoint and their application of inherent values to the cases at hand. The attitudinal problems leading to organizational ineffectiveness are :-

→ Individualism - the thought of being self sufficient and having confidence only on one's own abilities. This breeds authoritarianism and arbitrary actions.

→ Particularism - represents the dominance of a particular viewpoint eg. that of political patronage.

→ Less scope for constructive criticism.

HOWEVER, organizational ineffectiveness is not just because of attitudinal

Remarks

problems, but also other failures, reflecting in a crisis in ethical conduct.

These are:-

- failure to take responsibility;
- lack of effective leadership;
- lack of team spirit;
- Red tape, nepotism, Crony capitalism, favouritism, politicisation, etc.
- delays and prolonged procedures;
- feudal mindset of authoritarianism;

3

Therefore, attitude is only one aspect. Other organisational ineffectiveness is responsible for causing ethics in public life.

- Begin with essence of public life.

- Also discuss what are they supposed to do?

Remarks

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)

(c) Adaptability

It is the ability to act according to the demands of varying situations in varying contexts. It is of utmost importance in civil services as:-

→ Rules/law cannot provide for/ cater to all situations of human endeavours.

→ There can't be uniform, standard response systems for all situations - it would make civil services irrelevant.

Therefore, to deal with changing situations, civil servants must be equipped with the ability to alter response systems with emotional intelligence, empathy and compassion.  
 Eg. a doctor will have to deal with

Remarks

floods, rehabilitation and law & order situations all at once. This requires adaptability.

2

(b) Activism

This means a proactive attitude to make society a better place and address societal challenges effectively. The state owes both negative and positive obligations towards individuals. The latter, reflected in Directive Principles of State Policy, require state action instead of inaction. For this, an officer must be following an activism approach.

For eg. ensuring education for all will require active programmes and efforts to engage and involve the public.

Further, improving health sector can't happen with just sitting in office dealing with individual complaints.

A proactive approach is required.

2

Remarks

One has to be upright, bold & fearless.

(c) Innovation

It is the ability to think out of the box and find unique solutions to persisting problems. It requires transcending ordinary procedures to cater to deep rooted issues.

For eg. using technology to grant subsidies to farmers eg. DBT. Also, compabbidanate khozidode project in Kerala to feed the hungry by offering their performance is an example of innovation.

(d) Courage

The ability to stand up for the right and denounce the wrong; or the ability to act on what one believes in.

For eg. it takes courage to stand up to wrongful practices of politicians in a district. It also takes courage to

question wrongful practices and fight for the right. It is an essential attribute of a civil servant.

Remarks

good content

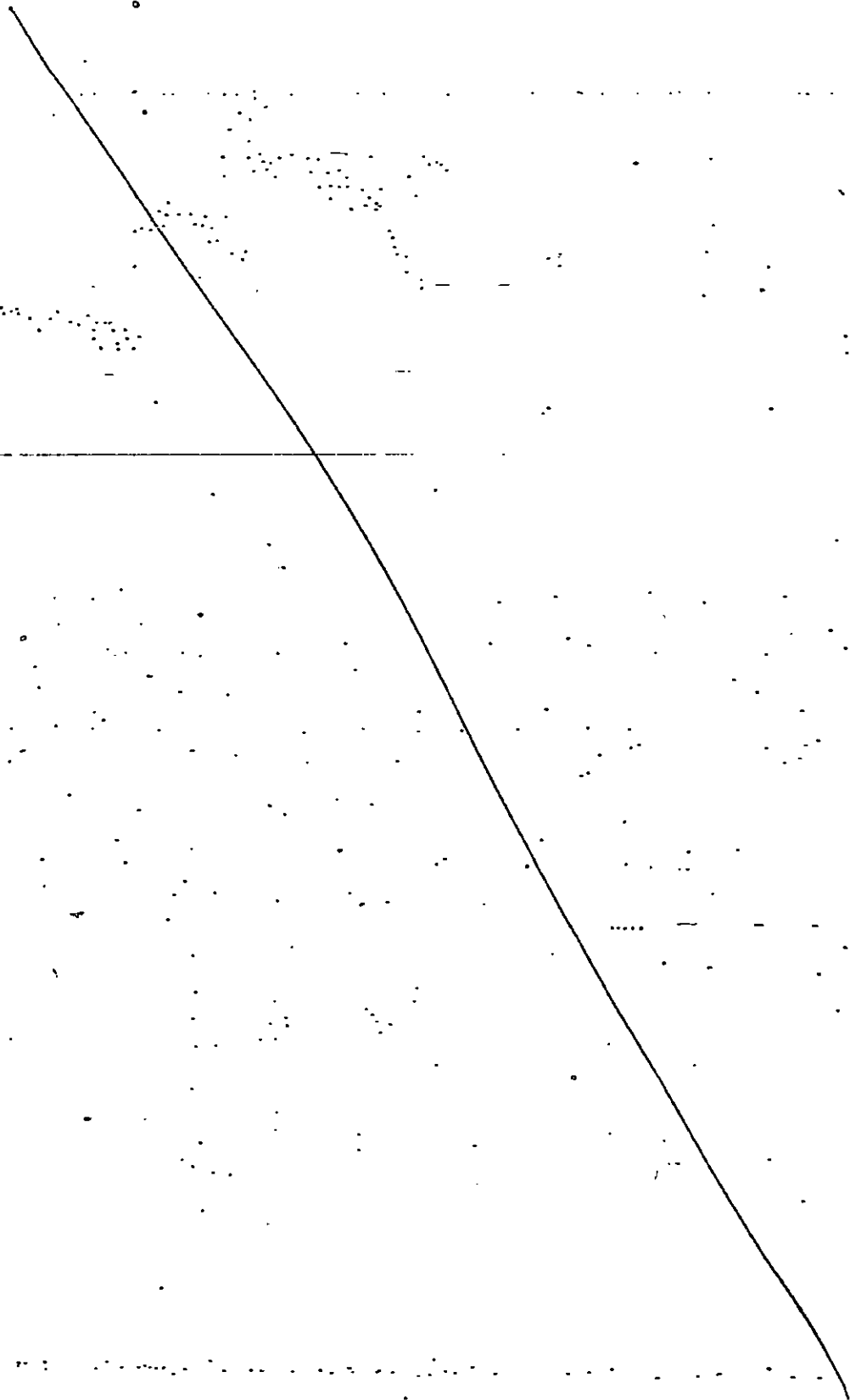
1 1/2

It enables them to spruce up

2

8  
7

**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)

Establishing ethical framework in politics has become a distant dream because of the proliferation of wrongful practices on such a large scale, the extent of their reach, toleration of the same in society, conflict in resolving the situation by politicians themselves, derivation of those in authority and incorrect socialization of most.

It is ironical that an aspirant of politics gets his hands dirty before trying to resolve issues. However, of late there are many steps to address this :-

- Address and limit funding in elections.
- disqualify criminal / convicted.

Remarks

What are politics & politician actually mean for



politicians from contesting [section 8(2) of RPA, 1951]

→ EVM's and VVPAT to prevent booth capturing and bulldozing.

→ Option of NOTA to reject candidates.

→ Election Expenses accounting.

25

These are surely steps in the right direction but a lot still needs to be done to enforce ethical conduct during elections. Post elections, there are ethics committees in Parliament. But the pre stage needs to be addressed.

What can be the leverage of law in this regard?

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)

Collusive corruption is more deep rooted than conventional corruption as noted by the ARC Report in ethics. This is because it represents a collaborative approach to wrongdoing, which has cascading effects in society.

It involves the combined effort of the corrupt and the perpetrator which make all schemes and proposals of the government follow by tapping on varied avenues.

For eg. subsidies for the farmer / MGNREGA workers are diverted with the knowledge of officers who also retain richly. This leads to poverty, backwardness of the intended beneficiaries, at cost.

Remarks

of personal interests of the corrupt.  
It also leads to illthay due to  
lack of devotion to capacity building  
by corrupt officials.

To plug this, strong ethical framework,  
corrupt socialization, training, political  
resolve and enforcement is required.

②  
How does it stymie  
the inclusive growth?

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) Boethius intends to put forth the viewpoint that while the ill doers who are caught may still get reformed through the law enforcement and rehabilitative justice method, those who are not caught would continue to suffer from the malaise of wrongdoing.

(2) This is because the methods are self proliferating and corrupt persons all together to the point of no repair. Their chances of rehabilitation to a normal life are then miniscule as they have reached a point of no return.

Remarks

(b) Kautilya emphasised the need of the king to be a 'prince served' rather than the 'prince served'. This is how he can be a true leader. Individuality leads to reduced scope for dissent, which makes a king arbitrary and authoritarian. This reduces his credibility and acceptability. 'duty' on the other hand broadens his acceptability and widens his horizon.

Discuss its relevance  
in modern day context

Remarks

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)

The socialisation of a civil servant in his private life leads to development of certain intrinsic values/morals, against which he tests the concepts of right or wrong. It helps develop his conscience, which acts as a guide during his public life.

Public life is full of subjectivity as objective standards are not enforceable for all situations. This is where his conscience and morals will guide his public life.

However, there must be an effort to reduce his overlap to maximum possible extent to reduce subjectivity. The following

Remarks

efforts help :-

- (1) Training (uniform) of officials
- (2) Socialisation of per civil service values.
- (3) feedback on performance. <sup>Explain these</sup>
- (4) Repeated endeavour to prescribe objective standards for conduct. <sup>all.</sup>

By Strengthening individual conscience.

2½

Remarks

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

The discourse on ethics may take place at two stages of bureaucratic action. One, pre-entry stage, and two, post-entry stage. The discourse on ethics at pre-entry stage is prescriptive and not reflective of incompetence.

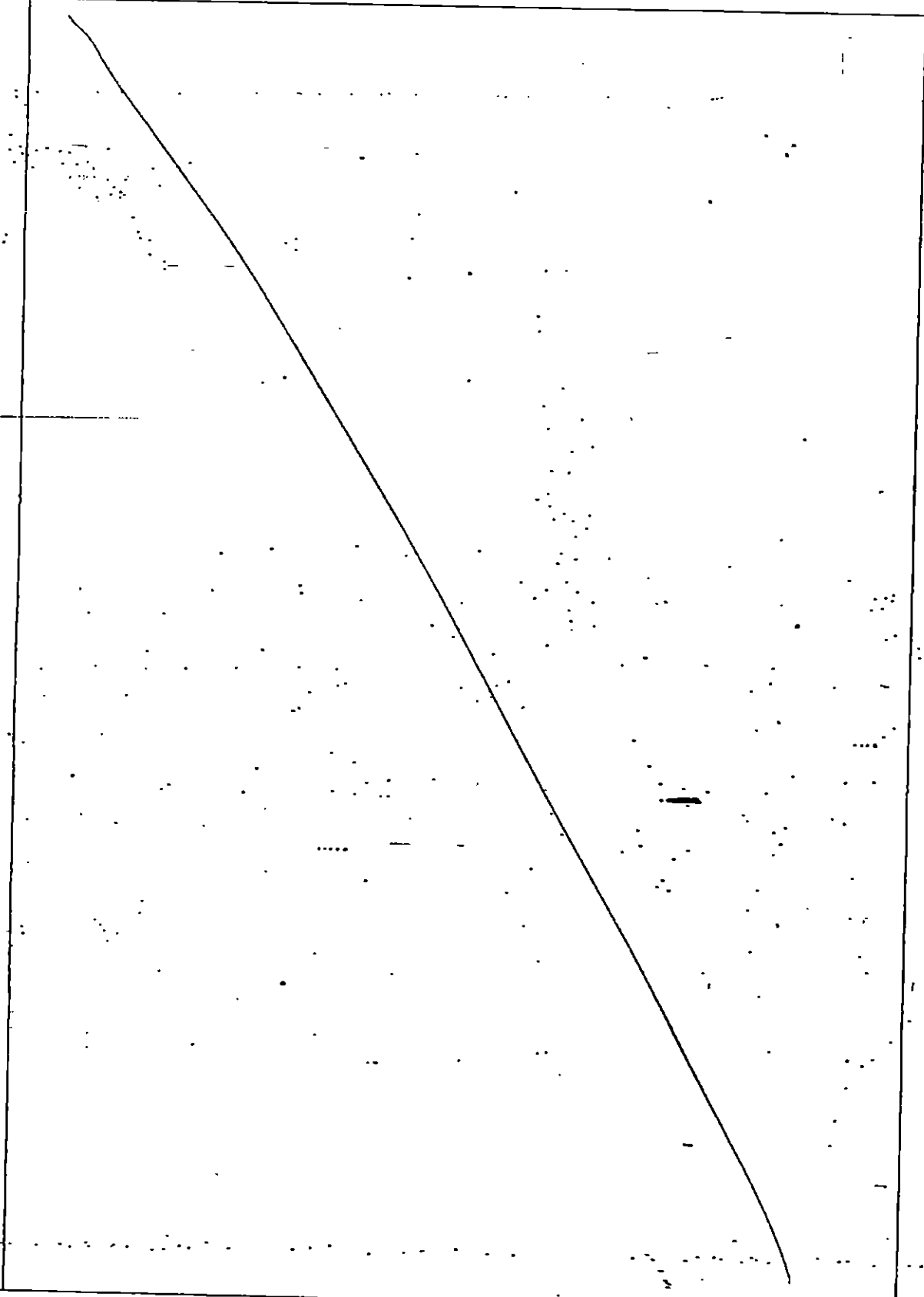
However, at post-entry stage, discourse on ethics takes place due to failure to strengthen ethical framework due to widespread incompetence. Therefore, there is a need for constant review of applicability of ethical framework, to reduce incompetence and transcend its applicability as per performance.

Remarks

2



**GS SCORE**



*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)

Obedience is important in an administrative hierarchy to ensure effective leadership, team spirit and consistency in action. It portrays oneness in administration, an essential attribute of good governance.

NO, it is not important to obey seniors when they direct contrary to law, or wholly extraneous, malafide considerations, against all moral, ethical and legal standards.

Obedience as virtue :-

- Righteous conduct
- For schemes/ work to have effect
- Team spirit
- For good goal as eye

Remarks

Obedience as Vice :-

- for promoting corruption
- malafide acts
- ethical wrongdoings
- patently incoherent acts

(2)

- Better explain  
all these  
in brief.  
- Cite examples  
too.

Remarks

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

(150 Words) (10 Marks)

① Citizen Charters are an effective tool to engage with the citizens in governance. They involve citizens' rights and duties, duties of the government, method of collaboration of the two, the services being rendered and the approach adopted.

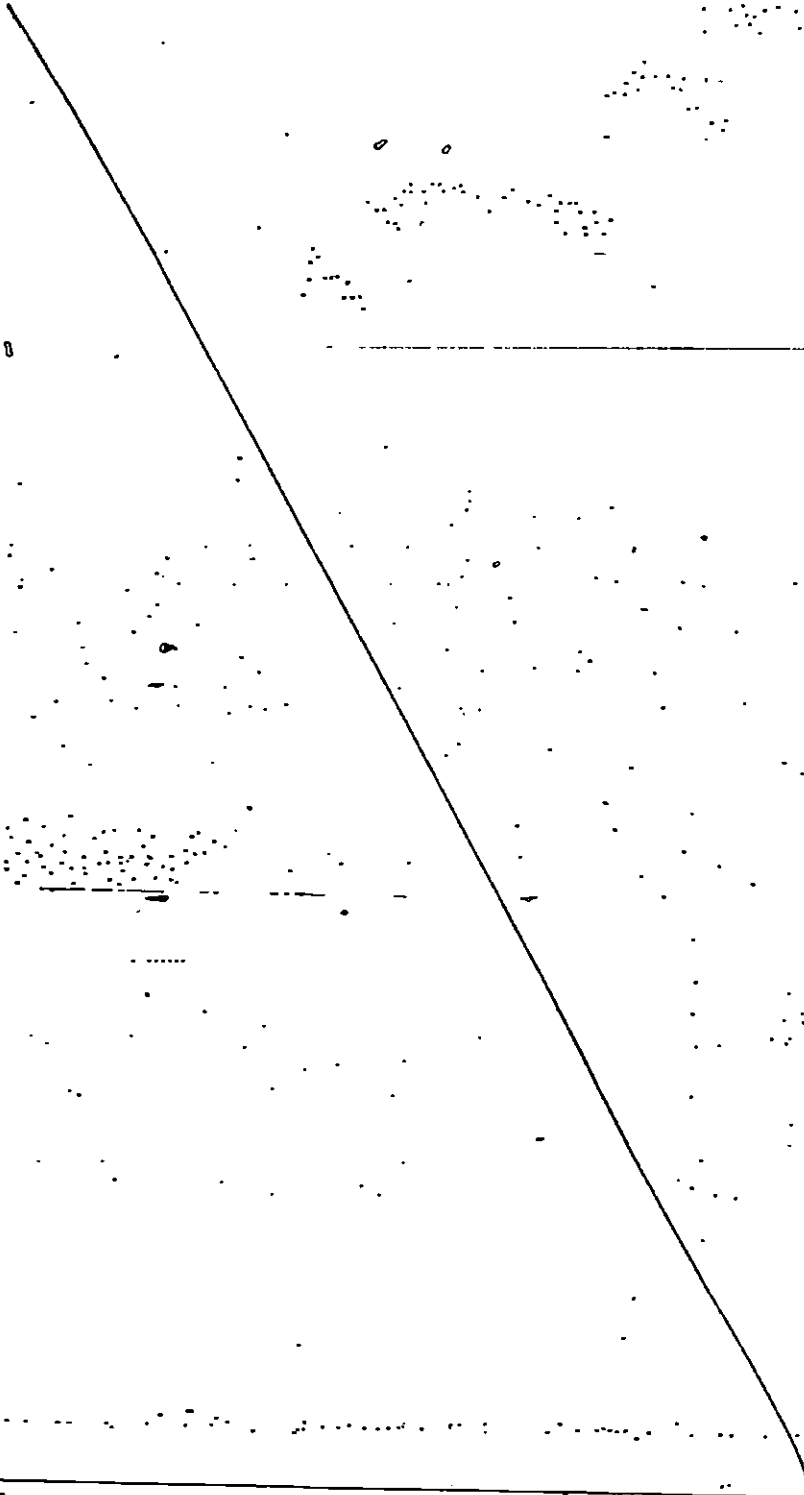
While citizen charters are moral, they are more legal. It is a legal requirement to provide them. Further, they lay down rights and duties that are enforceable in law. A citizen can approach Judiciary against non-provision of essential services by Municipal Corporation. Hence they

Remarks

make your view clear.

what does it imply

are more legal, despite being  
moral as well.



**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)

Success to a civil servant is the achieving of desired ends to better societal challenges, which help citizens enjoy their social contract in a better way. It is the positive and successful delivery of services to citizens. Societal satisfaction leads to their personal satisfaction.

Obstacles faced:-

- Political environment
- delays and red tape
- lack of cooperation from various actors
- lack of citizen engagement
- only expectations and no contribution from public

Remarks

Steps to address obstacles:

- creating enabling environment.
- Putting systems in place.
- setting high standards.
- setting an example for others.
- citizen engagement.
- Awareness building.
- model examples.

Better these bullet points in brief

2 1/2

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)

Innate qualities of people reflect  
in their approach and response  
systems in institutions as well.  
Institutions are made up of people  
only and their cumulative  
ethical standards collaborate to  
showcase ethics of the institutions.  
There is an additive effect.

For a nation, 'people' and  
'institutions' both matter as people  
are the present, while institutions  
will remain in the future.  
Hence, continuity of ethics has  
to prevail. For that both  
present and future are vital.

Remarks



Good governance stems from institutions to people (top down) and the opposite (bottom-up). Hence, both are important, as a collaborative approach is what will give a debited / good end.

2 1/2

People keep check on  
governance keeping  
vigil eye on it.

Remarks

Q12. Concept of accountability is inherent to the Weberian hierarchy. Illustrate.

(150 Words) (10 Marks)

Accountability is inherent to Weberian hierarchy as it is the tool that reinforces the hierarchy.

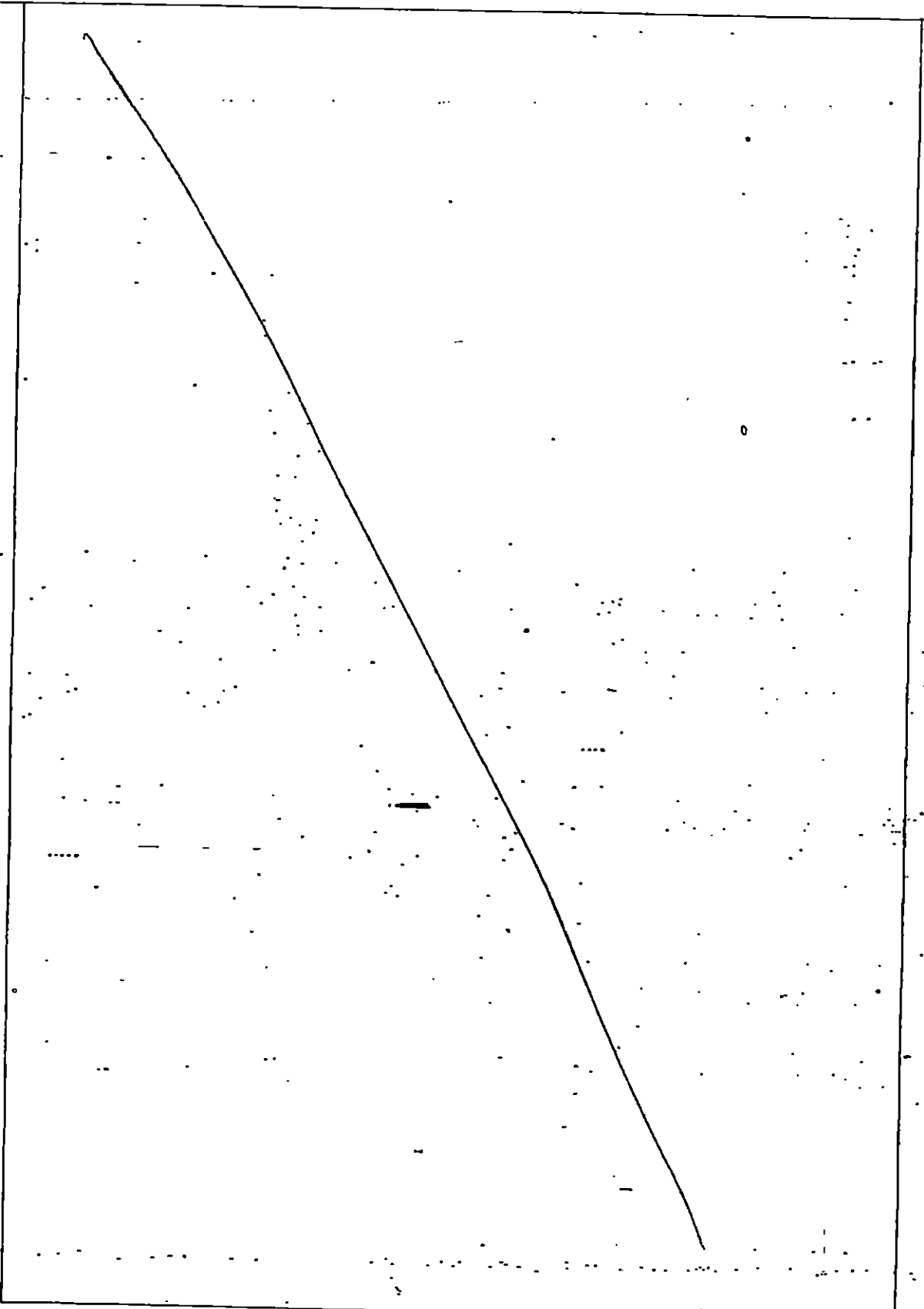
Accountability means responsibility and ensuring that a person in a position is answerable for his actions.

(2) It acts as a tool to maintain positions in hierarchy, to ensure a productive enterprise. It leads to good governance as ~~at~~ each stage / step needs to perform to maintain its position in the hierarchy.  
eg. PM and Council of Ministers accountable to President.

Remarks

Does it have any cons?

**CS SCORE**



*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)

The present situation poses one of the greatest short term and long term challenges in Indian Polity - to reform and overhaul

Remarks

the education sector. With just 2.1% of the GDP being made available for the sector, this challenge becomes even more grave, with allocation being a major issue.

As NC, this is how I would go about attempting to address the issues:-

(a) Lack of hygienic toilets, especially for girls

This is a major reason for girls not visiting schools. I would follow an integrated, multi-pronged approach:-

→ Prepare a proposal/report to the state PWD and education departments presenting a roadmap for and seek approval of funds for separate toilets for girls [LONG TERM].

→ In the short term, I would hold tallis with industrialists / NGOs / Civil society organisations to help build separate toilets to the extent they can.

→ Launch public awareness camps and events like subhad-katalis on the need to come to school, and efforts being made.

→ Arrange for stand-alone biodegradable.

Govt scheme is already there in this regard!

Remarks

Toilet units for the time being.

(b) Non-availability of clean drinking water

I would request the water resources and public works departments to conduct an inspection of the water quality in schools and provide for substitution of supply pipes and water treatment plants. This can be done only if pipeline supply is available.

In the short term, I would seek sanctioning of funds for acquisition of Reverse Osmosis (RO) plants and Acqueducts in the area.

I would personally monitor each school to check misuse of funds.

I would launch awareness programs to make people aware of current situation.

(c) Lack of proper security

I would provide for fencing of boundaries, hire up security guards and carry subsidized checks to see performance of duties. Further, I would request the SP's cooperation in increasing safety of schools and place chowkis <sup>bet boxes</sup> within reasonable distance from schools.

Remarks

Need to do things with available resources only

(d) Absentee Teachers

I would request the state government for provide for biometric attendance of teachers and strict cutting of salaries for being absent. Further, I would formulate a policy of rotation of teachers every couple of years to prevent culture of flouting rules. I would take stern action on continued absenteeism and provide for deterrence through even suspensions.

Should they be ethically trained?

(e) Rude Behaviour of teachers

I would provide for teacher training in the long term, and seek feedback from students - while punishing continued bad behaviour. A paradigm shift in culture of education and prevailing attitudes will have to be brought about.

5

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)

(a) Means are the ways to achieve a desired end. Therefore, means and ends are inextricably linked in that one is the result of another. The ethical dilemma is whether the end justifies the means, or the means justify ends.

For example, if my end is to feed the poor, would I be ethical in doing so by stealing food from the rich? Or, for my own development, can I damage the environment to any extent?

Remarks



A wrong means causes negative externalities, which have spillover or cascading effects. Even the 'law' provides for due process/procedure (means) to lead to a legitimate, substantive end or Justice.

2½

(b) Gamaalizi also supported the above submission in that he said a wrong means does not justify a right end. He advocated preservation of the environment and was against exploitation of nature for human endeavours.

Further, his concept of self-sustaining village units also had this central theme, as village units don't exploit nature for human ends, as mechanical industrialized cities do. Further, his approach towards manmade (as opposed to mechanised on large scale) landlessness and land also support this thought.

2½

Remarks

(c) In the context of the modern world, wants <sup>(ends)</sup> are unlimited but resources <sup>(means)</sup> are limited. Man is tapping natural resources without due regard to our future generations and the concept of sustainable development remains only on paper.

$2\frac{1}{2}$  minerals are almost depleted, the air we breathe is extremely polluted, underground water already used, antibiotic resistance prevails and climate is changing - all for human need and greed. Therefore, the thought of appropriate means towards appropriate ends is most imminent today. Human endeavour must be subject to sustainable development.

~~Resurrectional work is on in this regard.~~

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)

The most important thing to motivate myself or my friend is to remind the reason behind for deciding to take the civil services exam. Motivation can be both, intrinsic and extrinsic. For extrinsic motivation to be successful, one needs to ignite the intrinsic level. For this, reminding myself and my friend of the cause and reason behind this decision is of utmost importance.

Remarks

— Being optimistic is a key in this regard.

Further, exercise / physical well being is important for mental well being.

Therefore, I would encourage myself and my friend to sleep a full eight hours, healthy food habits, and to exercise a minimum amount in a day.

Depending on the state of depression, I would encourage meditation or concentration on small things in life, things like health, time etc for which we have been ungrateful thus far. All this needs to be divorced from the studying aspect, at least temporarily.

I would talk to my friend and tell him that this is not the only way we can contribute towards society. Such a talk will do either of two things :-

→ Re-ignite his fire to take up the challenge once again, or

Remarks

— Ask him to do away with irrational fears

→ Reduce his burden / dependence on the exam.

Therefore, telling him that the exam is just one part of his life; ~~and~~ will develop the right attitude in him.

What is required for this exam is Nishkama Karma Yog i.e. disinterested action - the concept of working hard, but detaching ~~oneself~~ from results.

I would give him examples of successful people who adopted such an approach and fought back eg. M.S. Dhoni, Steve Jobs, Michael Phelps, etc.

This multi-pronged approach would help in mental well-being of myself and my friend.

7 1/2

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)

(a) and (b). Better answer separately!

It is difficult to have a stand alone mechanism of managing quality of public utilities and spaces in India, for the sheer number of participants and challenges in society. There are many ways of such <sup>an</sup> endeavour:-

- (i) → Public Private cooperation - sharing of burden amongst the government and civil society organisations can be an effective method of contribution towards a common goal.

Limitation → of this approach is that

Remarks

it still doesn't involve an attitudinal bluff at the individual level, without which quality improvement is difficult.

(i) Public Awareness and Education - this would/can enable a change in thinking among people and instil a sense of responsibility, making them partners in governance. Programs like plays, public debates, etc.

Limitation → It is a long term measure with hardly any short term benefits as it takes years to effect an attitudinal bluff.

(ii) Create two or three Model Spaces and publicize them → would be a good example; tourism would showcase benefits of such places to people and make them attracted with a need to replicate.

Limitation → may lead to unequal development and resentment among those left out.

(iii) Get celebrities to speak or advocate for people's participation in quality of public spaces.

Remarks

How about imposing strict rules & regulations in this regard?

Limitation → can be effective but soon forgotten in public memory.

4½

Therefore, all steps listed above, if adopted together, will go a long way in bettering the situation.

(c) Peer pressure or peer influence has a large role to play, especially when it comes to halting effects of activities with positive externalities. It shapes up one's attitude and leads to effective re-socialisation towards a good cause.

2½

Inability to maintain standards will be frustrated upon and would act as a catalyst for good public behaviour / management. For eg. in Bangladesh, women's management of self help groups led to a change in culture of high creditworthiness due to peer influence.

Remarks

Everyone should keep a vigil eye on other.



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)

The PIO  
~~not~~ faced an ethical dilemma of providing information sought or balancing it with secrecy / private right of the MP to be consulted. The options analysed are :-

(a) should ask M.P., being third party  
merit -> will be following the rule of law as the RTI Act provides for seeking consent of third parties before disseminating information.

Remarks

How is the M.P. third party here?

2

demerit → However, MP(A) spending is an official function purely and doesn't involve any personal details of the MP. Therefore, seeking consent will be misinterpreting the RTI Act.

Is he there to take care of the MP's interest?

(b) should refuse information

merit → would avoid politicisation of the issue and prevent discrediting of a sitting MP, an official position.

demerit → MP has a right to information which is both fundamental (Article 19) and statutory (RTI Act). Hence, this would be contrary to law.

1/2

(c) should provide all information

merit → In line with transparency, accountability and responsibility of a public office and the same should be enforced.

1/2

demerit → would disrespect concept of 'consent' and can bring blame to a public office of the MP.

Remarks.

(d) Should seek guidance of DC/SEO  
merit → Information that is 'political' in nature is also an exception in the RTI Act and hence, this will be careful application of the law.

demerit → It will delay governance and wasting time will show ulterior motives - loss of faith in governmental set up.

### WAY FORWARD

The PIO should in future put in place a mechanism to separate official from personal questions. Official information can be provided on the website in advance to prevent such situations.

This will lead to public audit, a healthy practice in democracy. Further, it will promote accountability. Here, in light of sensitivity, and political angle, option (a) is the most suited one.

2½

good

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 about 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).

The issues before me in the present case are :-

- Encroachments over public spaces.
- Resultant traffic congestion and road safety issues.
- Unclean and dirty parks and public spaces.
- Beautification of public spaces and parks to enable public use.
- Availability of funds for addressing the above mentioned issues.

The redressal of such large scale challenges cannot only come from the

Remarks

government, and a collaborative, multi-pronged approach is the order of the day:-

→ coordination (effective) with the Police authorities for constant removal and demolition of encroachments, coupled with heavy fines and penalties to provide for deterrence.

→ Formulate a scheme for rehabilitation of encroachers and allocation of good alternate space to promote business.

→ Awareness programs regarding road safety and encourage core values like obeying senior citizens.

→ Coordinate with Traffic Police to heavily enforce rules and ease congestion with additional force deployment in congested areas. Further, heavy fines for traffic violations, including subversion of licenses.

Remarks

→ Coordinate with PWD department for cleaning up roadsides and improving infrastructure.

→ Recruit more cleaner friendly technologies and labour force to keep roads clean.

→ Public awareness and education - cleanliness drive through celebrity endorsement, involving school children in the movement etc.

→ seek private sector support in beautification of spaces and parks, in collaboration with Horticulture department. enable CSR activities for the same.

→ further public for funds with the state government at the highest level.

Remarks

8½  
good