


## 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 20 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></ul> <p>Answers must be written in the space provided.</p> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p> 
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1. Invigilator Signature \_\_\_\_\_

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

Date 10/09/2017

Signature Jitendra

## 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: (75 Words Each) (5×2=10 Marks)

- (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."

(A) Empathy is an emotional attitude used in effective leadership. Empathy means putting yourself in the shoes of others to understand their situation and act according to that.

Few people argue that empathy in leadership acts as obstacle to professionalism, teamwork, partnerships and collaboration. But

it's certainly not true or at most partially true because-

1) Empathy ensures participation in others tasks in a better way and hence it promotes teamwork and collaboration.

2) Empathy among the team members for each other promotes cohesiveness in the team.

Remarks

and hence it is more likely to succeed.

This empathy and other emotional attitudes promote professionalism, teamwork, partnership and collaboration.

(2)

(B): There is a very famous saying -

"We suffer more in imagination than in reality!"

'To preview' means taking into consideration the pros & cons of a future action with an emotional consideration. This is against taking pros and cons through a rational consideration. So if we preview something likely to happen in future and if it is likely to go against us then we suffer by imagining its consequences.

But it is not always true

Remarks

that perceptions will lead to negative emotions only. They can also lead to positive emotions and happiness. eg, perception of clearing the UPSC exam brings motivation and happiness.

So although many a times it happens that we perceive and suffer but it is not always true.

2

good content

Remarks

Q2. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Trustworthiness is the quality of being trusted by others. This is one of the most important qualities a leader should possess to motivate his subordinate.

EI & Trustworthiness-

EQ stands for someone's ability to understand the emotions of himself as well as of others. EQ can generate trustworthiness in oneself and others in following manner-

- EQ helps in understanding the emotions of himself and hence a person comes to know what his emotions are trying to say. This leads to an intelligent response from the individual. Thus it results in improved confidence in oneself.

Dis. Ans  
various  
qualities  
of  
trustworthiness

Remarks

2) EI helps in understanding the emotions of others and hence it leads to an appropriate response from the individual as per the emotions of others. Thus it leads to improved trust of others in individual.

Thus EI can generate trustworthiness

in oneself and others

Discuss more roles of  
EI in generation of  
trustworthiness

Remarks

Q3. 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) Understanding yourself means understanding the strengths, weaknesses, emotions and emotional responses of oneself. This is one of the most important property of a civil servant.

If a civil servant does not understand himself and his emotions, then he is likely to respond in a haphazard way. Also his response to the others actions will also not be consistent. eg. for the same actions one he may shout at the subordinates and at other times he may remain calm.

This inconsistent response of the civil servants hinders him from understanding others and thus it results in bad work culture and low morale among

2

Remarks

It is handy in policy making

subordinates

(B) Success is achieving what you want to achieve in your life. But this requires a consistent effort on part of the individual.

Success is not the result of spontaneous combustion. It does not come in one shot.

A lot of preparatory work is required to achieve success. Thus you must set yourself on fire.

Emotional stability is required to give consistent efforts to achieve success. eg: clearing of UPSC exam requires consistent reading on part of the candidate for few years and here his emotional stability comes to rescue him.

2

What is the role of passion in it?

Remarks



Q4. 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 means avoiding extreme emotional response ~~no~~ matter what the situation is. eg, Not unnecessarily shouting even if something goes wrong.

Emotional balance helps civil servants in taking value judgements and administrative decisions in following manner-

1) Emotional balance leads to consistent response from civil servant. It leads to trustworthiness and he can derive inputs from subordinates & superiors.

2) Emotional balance leads to take decisions which are not emotionally biased and <sup>not</sup> born out of a particular stage of emotion. eg, One person may be too much emotionally biased against the capitalist ideology.

Remarks

but if he can balance his emotions then he is likely to take a decision which contains the good elements of capitalism as well.

- 3) emotional balance helps in taking applicable administrative decision which are not extreme. eg Instead of going for a socialist economy Indian leaders opted for a mixed economy which was more practical.

Thus emotional balance helps civil servants in taking value judgements and administrative decisions.

Discuss the challenges faced by civil servant.

Q5. 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)

Presently the country is going through a phase of crisis of ethics in public life. Corruption, Nepotism & rent seeking have become rampant in the politico-administrative circles.

The crisis of ethics is mainly because of attitudinal problems of public servants -

- 1) Excessive materialistic orientation among the civil servants to acquire as much wealth as possible.
- 2) Permissive attitude of the society where the rich is glorified ignoring the way he has become rich.
- 3) Increasing consumerism in the society.

However, although crisis of ethics is more because of attitudinal problems

Discusses  
the  
standard  
of  
public  
life  
first

Remarks

it can be curbed through proper organisational arrangement. The steps that can be taken are as under-

- 1) Creating proper institutions to check corruption.
- 2) Giving them proper powers of investigations etc so that they can function effectively.

3) The Ombudsman system in Scandinavian countries & Singapore has worked quite properly and hence although crisis of ethics is more because of attitudinal problems but it can be minimized through proper institutional arrangements.

Remarks

Q6. '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 a type of corruption in which the officials and the beneficiaries collude with each other to provide services which are beneficial to them only. eg, A minister and a corporate colluding with each other so that contracts are given to that corporate only. 2G scam is one of the examples of collusive corruption in India.

Collusive corruption is different from other form of corruptions like vertical corruption etc. It is mainly because of

following-

↳ Collusive corruption leads to substandard delivery of services in the society, eg, The PDS system in India. This leads to increase in poverty and illiteracy because the welfare services of the state do not

Remarks

- reach to the beneficiary efficiently.
- 2) Collective corruption also leads to exploitation of resources by few individuals only although the resources belong to entire society.
- 3) Collective corruption leaves the left-outs hopeless and corrods the legitimacy of state.

Thus collective corruption needs to be tackled with heavy hand through proper mechanisms.

Good  
Content

Remarks

Q7. 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)

A person's private life and public life are interlinked. It means that-

1) If a person is ethical in his private life then he is likely to be ethical in his public life & vice versa.

2) If a person is unethical in his private life then he is likely to be unethical in his public life & vice versa.

3) If a civil servant is stressed with his private life then it is likely to impact his public life and vice versa.

Thus it is clear that a civil servant's private life impacts his public life.

So there is a need to separate the two.

Following steps can be taken in this regard-

1) Avoiding conflict of interests between private

Remarks

and public life. This can be achieved through ethical conduct on part of civil servant.

2) Maintaining work-life balance so that stress of one's place does not impact other.

3) Being emotionally stable and empathetic.

Thus these actions can be taken to separate the public & private life and achieve work-life balance.

— what about the role of law in this regard?

Remarks



Q8. Citizen Charters are more moral, than legal. Analyze.

(150 Words) (10 Marks)

Citizen Charter is a set of commitments regarding the standard/quality of service delivery that an organisation guarantees to its customers.

The origin of citizen charters is in 1990s in UK and gradually they were adopted by the governments all over the world.

Citizen charters have moral powers rather than legal powers. They are a set of moral commitments and voluntarily adopted by the organisations.

Citizen charters are not legal documents and no one can sue the organisation for failing to fulfill the commitments in the charters.

In India 2nd ARC recommended for adoption of citizen charters by every

Remarks

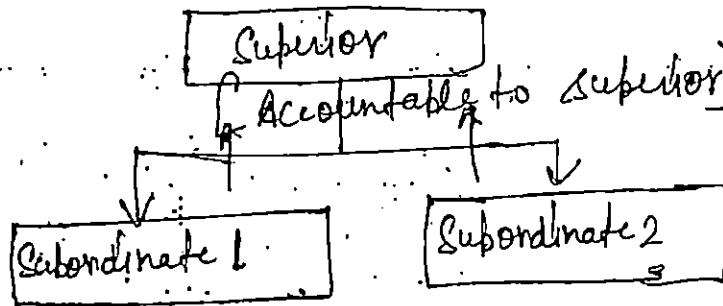
organisation.

25/ But although 'Charters' may not be the legal documents but their fulfillment improves citizen satisfaction and hence every government tries to implement charters effectively.

What does it serve on the part of governance?

Remarks

Q9. Concept of accountability is inherent to the Weberian hierarchy. Critically analyze. (150 Words) (10 Marks)



The concept of accountability stands for legal responsibility for one's acts of omission and commission.

In the Weberian hierarchy the subordinate is accountable to the superior for his acts. Thus seen in this way the concept of accountability is inherent in Weberian hierarchy.

But in practice this accountability is impeded by many factors.

↳ Superior's span of control may be so high that he may not be able to hold the

Disadvantages of it.

Remarks

subordinates accountable. eg Police in India

2) Accountability is mainly to the rules and not to the outcomes and hence it is often said that rule worship becomes the mantra of civil servants.

3) There is no scope for diagonal accountability in Weberian hierarchy.

(3) Thus although concept of accountability is inherent in Weberian hierarchy but there are certain functional flaws.

Remarks

Q10. What is essentialism? Do you agree that men and women are suitable only for certain kind of administrative assignments and so assignments should be gender sensitive?

(150 Words) (10 Marks)

Essentialism is a practice of regarding something as having innate existence or universal validity rather than being a social or ideological construct. The idea of essentialism is used to justify gender distinctions in the society.

It is a commonly held viewpoint that men and women are suitable only for certain kinds of administrative assignments. eg. Defence for men and teaching, banking etc for women.

But seeing the present global reality this seems to be more of a mental construct of a particular culture. eg. women are joining the defence forces in large numbers.

Remarks

So certainly there are certain habits (even this may be a cultural construct) which favour men & women for certain kinds of assignment but this should not mean that doors of certain employments are closed for women.

Need to elaborate your view.

Remarks

Q11. How does epistemology help a judge in the court of justice in making judgments in case of social and religious beliefs (jalikattu or triple talaq)? Explain role of epistemology in administrative decisions through an example: (150 Words) (10 Marks)

The term epistemology stands for methods of deriving knowledge. It can be a research, experience or intuition.

Epistemology helps a judge in making judgements in case of social or religious beliefs because:

- 1) It can help him in finding out the rationale of arguments of competing parties.
- 2) Epistemology can help judge in making his own assessment regarding the case. eg. Triple talaq case - judge reached to a conclusion that it is not sanctioned in Sharia law.

Remarks

Epistemology helps in making administrative decisions: eg., while framing the policies for poor, we collect data and then use it to find out the needs of poor through deductive knowledge.

Thus epistemology is an important aspect of decision making.

Is it rational to decide on the basis of people's belief?

Remarks



Q12. Which should guide a police officer deciding to fire or not to fire on a protesting mob - 'deontology or consequentialism'? Give reasons. (150 Words) (10 Marks)

Deontology is an idea which proposes that certain standards of conduct do exist and we should follow those standards while doing something.

On the other hand, consequentialism

is an idea which says that the course of action should be decided based upon predicted consequences. Thus it gives more scope for individual autonomy in decision making.

Consequentialism seems to be a more favoured idea to guide the actions of a police officer during mob protest because -

- 1) It is the police officer who can better assess the consequences of a particular mob protest.
- 2) Standardising everything in such situation

Remarks

is very difficult.

But at the same time it needs to be remembered that while taking decision of using the certain standards of conduct must be followed.

Thus a mix of both will help in better decision making.

Give reason for  
the same

Remarks

Q13. One of the foundational value of public service is 'Selfless Service'. But life is not so black and white. There are grey areas that pushes to compromise with situation to survive. In this context critically analyze and illustrate whether a civil servant can serve 'selflessly'.  
(150 Words) (10 Marks)

Selfless service is one of the foundational values of public service. It stands for doing one's duty selflessly without expecting any favour in return.

But there are many constraints to perform a selfless service.

- 1) Individual motivation to gain more power and prestige.
- 2) External pressure like pressure of family, politicians, superiors etc.
- 3) Clash of interest of money various groups which forces him to compromise with the situation.

However a civil servant should act selflessly because it can help.

It requires illustration based discussion.

Give example of selflessness.

Remarks

him achieve-

- 1) Individual motivation to do more for the society.
- 2) Increased social prestige and satisfaction with one's job.

2½

Thus although there are constraints to ~~serve~~ serve selflessly by a clerk servant but then also he should try his best to do so.

Remarks

Q14. "Where law ends, discretion begins, and the exercise of discretion may mean either beneficence or tyranny, either justice or injustice, either reasonableness or arbitrariness". Discuss with reference to the need of ethics in administration.

(150 Words) (10 Marks)

Laws provide for a basic framework of actions in a society. But at the same time they leave large area untouched. This results in discretion which is the cause of many unethical acts in the society.

The exercise of discretion may mean either beneficence or tyranny, either justice or injustice, either reasonableness or arbitrariness.

Thus there is a need of ethics in administration. Ethics in administration leads to following:

- 1) It leads to efficient delivery of services in the society. Thus it helps in reduction of poverty, illiteracy etc.
- 2) It leads to increased legitimacy of state and hence deepening of democracy.

Does it not have any positive effect?

Remarks

3) It helps in fraternity, integrity and emergence of social capital in the society.

4) Ethics in administration leads to ethics in society in general which helps in greater social progress.

(25)

Thus ethics in administration has multiplicative effect upon the state & society.

Remarks

Q15. Despite his charity, his integrity and his loyalty, Karnā, one of the mightiest characters' of Mahābhārata suffers all his life. What a public servant can learn from the life of Karnā?  
(150 Words) (10 Marks)

Karna was a mythological character in Mahābhārata who fought from Kaurava's side.

Despite his charity, integrity & loyalty, Karna suffers in his life because he was helping the unjust.

Thus the above story tells us that we should not only do the things rightly but also do the right things.

For a civil servant it can be said that he should focus on both means and ends. However noble the ends are, if the means are unjust then it is likely to result in hardships and on the other hand however noble the means are, if the ends are unjust then loyalty

Remarks

Never place your  
at wrong side.

2

everything becomes unjust.

Thus the dull servants should  
focus both on means & ends.

Remarks



## SECTION - B

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

Q16. 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 given case study is about a situation where a friend of doctor gets married in a rich but conservative family and the family is forcing the girl and the doctor to determine the foetus of the child.

(A) ethical dilemmas - following ethical dilemmas are involved in the case.  
 1) Whether to follow the advice of girl's

Remarks

family and politician and go ahead with determining the sex of child.

2) whether to follow the medical ethics/professional ethics and his legal and moral duty and decline the proposal.

3) whether or not to help the friend (girl) in distress.

(B)

Doctor's moral obligation demands that he should help his friend. But helping his friend doesn't necessarily means determining the sex of child & if it is a girl aborting it.

It also means helping the girl by persuading her family members not to go for sex determination. Also it is clear that sex determination and abortion is not the decision of the girl.

(C)

The health minister is the political master who is appointed at the post due to mandate given by people. Hence whatever the

Remarks

Minister says. Is considered to be the will of the people and hence it should be obeyed.

But at the same time it needs to be remembered that there is a constitution and law of the land. even minister is not above it and if he is directing anything against the legal & moral principles then it should be denied.

Here in this case as the advice is against the P.C. PNDT Act hence it can be denied by the doctor. Also the advice is against his professional ethics.

- (1) Following steps can be taken in above situation.
- 1) First of all as the family is a good friend of health minister so the health minister should be persuaded to change his view and also persuade the family members to change their view.
  - 2) Personally persuading the family members by invoking the legal and moral principles.
  - 3) Asking the girl to advise his husband not to do anything like this and ask his

Remarks

family members as well.  
a) emphasis on equality of gender.

Avoid using this space.

Q17. 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 given case study talks about the pathetic condition of government schools in India. As per the recent A.B.R. survey although the enrollment ratio in primary

Remarks

schools in India has reached upto 98% but the quality of teaching has gone down and dropout rates are quite high.

The letter handed by the people contains five problems which can individually be solved as under-

1) Hygiene - Building adequate number of toilets for both boys and girls. Here funds can be used allocated for 'Swachh Bharat Abhiyan'

2) Clean Drinking Water - Building/Installing handpumps in schools and ensuring that they remain functional.

3) Lack of proper security - Arranging proper security in the school by hiring security guards. Also building confidence among students and giving proper security training.

4) Absentee Teachers - Ensuring code of conduct for the teachers to be followed and taking

Remarks

How about arranging workshop for teachers to get them evoked of their duty?

How about using community of police?

legal action against erring teachers.

⇒ Rude Behaviour! This can be addressed by giving proper training to teachers about the virtue of teaching and instilling among them a sense of respect for teaching profession and towards students.

But seen from the holistic point of view these are mere symptoms of bigger problem of neglect to education in our society. So to solve this particular problem following concrete steps are required:

⇒ Making the society understand the importance of education. One of the problems in our country today is that people don't find the education quite useful for their future life and hence they don't put extra effort in this. Once they understand the importance

Remarks

of education, they are likely to take it more seriously.

2) creating appropriate infrastructure, providing relevant syllabus and motivated teachers and staff to impart teaching.

3) Civil society, media and NGOs needs to be taken into confidence to spread the virtue of education in society.

Thus a holistic action is required to solve the prevailing problems in our educational system.

7

Remarks

Q18. 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 given case study is about the civil services exam which is considered to be the toughest exam in the country due to availability of less number of seats and huge number of applicants competing for those limited number of seats.

Failing in such exam is not a very ~~big~~ big thing because the success is

Remarks



rate is almost 0.00 LV, but then also ~~failure~~ In such an exam after giving lot of time and effort produces huge depression.

The steps that can be taken to remove your depression as well as your friends are as under -

1) Realizing that UPSC is also just an exam -

This means UPSC exam is not a be all and end all rather it is a means to achieve some other things like public service, prestige in the society etc. (according to individual preferences). But at the same time these things can be done in many other ways as well, like starting an NGO and serving the underprivileged or fighting for greater social cause like upliftment of women.

Remarks

2) Realizing that depression will stop you from making forward - This means that if you are stuck in depression then it becomes a vicious cycle i.e. depression leading to further depression and hence at a certain day you will have to come out of this.

Focus on how much you have gained from this process

3) Focusing on your skills - Because depression leads to loss of confidence in himself and hence focusing on skills will give the necessary confidence to move forward!

4) Take professional counselling if required

Here the help of professional counsellors can be taken who can help you come out of your depression.

Thus a multi-pronged approach is required to tackle this kind of stress.

What are those approaches?

Remarks

Q19. 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.

- 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.
- PIO should refuse to provide information because the applicant might use these information against the local M.P. to discredit him.
- PIO should provide all the information as has been requested whether local M.P. likes or not.
- 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 given case study is related to a case where a person files an RTI asking for the information about the unspent funds in MPLAD scheme. The PIO in this case is apprehensive that the information sought is political in nature and can be used to discredit the incumbent MP in upcoming elections.

Remarks

1&gt;

As per the RTI Act if the information sought is related to the third party then his consent is mandatory. But the provision applies only in those cases where information sought is 'personal' in nature. Here in this case the information sought is about general MPLAD scheme and hence it should be provided by the PPO.

2&gt;

The job of the PPO is to provide the information asked from him and not to do a subjective assessment as to when the information will be used against the local MP to discredit him. If the MPLAD scheme had been judiciously used by the incumbent MP then it will ultimately benefit him but if he has not used it properly then he should face discredit for this because it was his job to implement the scheme.

Remarks

Do write merit & demerit segregately wherever is required.

Q7' As per the provisions of RTI act:  
PZO should provide full information.

Merits:-

- Ⓐ It is according to the provisions of RTI Act
- Ⓑ It will help in making the incumbent MP accountable

Demerits:-

- Ⓐ PZO may have to face the anger of incumbent MP and also his seniors.

Q7' Seeking the guidance of DC:-

Merits:-

- Ⓐ This will help PZO in getting seniors' advice.
- Ⓑ This will also shift responsibility of PZO.

Demerits:-

- Ⓐ DC may not necessarily give the correct advice as he may be politically inclined.
- Ⓑ Providing the information is the job of PZO and hence he should not ~~is~~ is letting away from his responsibility.

Merits & Demerits of option (a):

Merits Ⓐ It is as per the provisions of the Act

Remarks Ⓐ It will help in making good image of PZO before MP.

Demerits:-

PZO may be acting in a partisan and only provided manner.  
or only provided space.

Q20. 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 case study is about a problem being faced by almost all cities in our country viz- congestion and encroachment. This is mainly because of overcrowded cities and haphazard planning in the cities.

The various issues before the Municipal Commissioner in this case are-

- 1) To remove the congestion and encroachment.
- 2) How to ensure cleanliness and beautification of cities.

Remarks

3) Appointing a young & disciplined officer to take care of the job.

4) Arranging funds for beautification of area

5) Ensuring that beautification remains sustainable which is still a big issue.

Execution of options -

1) Removal of congestion & encroachment - To

achieve this first of all legal actions are required against encroachers but then also only legal actions will not be sufficient and those whose livelihood is being lost should be provided with alternate livelihood.

2) Cleanliness & Beautification - To achieve this

the administrative machinery along with local civil society needs to be involved. local community participation will ensure a sense of ownership and thus the cleanliness drive is likely to last long.

Remarks

3) Appointing a young and dedicated officer

Although it may not be easy to find but then Municipal Commissioner will have to make efforts for this.

4) Arranging funds - Although the finance & accounts departments are reluctant to

Can there be any other sources of it? provide the resources but the local M.A.s ready to fund. So certain amount of fund can be arranged from local M.A. and certain amount can be found out from accounts department.

Added to this local social capital can be tapped to beautify the area.

5) ensuring sustainability - To achieve this

instilling a sense of community ownership is necessary. This may be achieved by involving local population.

Thus a multi pronged approach needs to be adopted to beautify the area

Remarks

to make it more habitable.