

**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 20 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 SHUBHAM JAIN

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Date 8/09/2017Signature Shubham Jain

1. Invigilator Signature _____

2. Invigilator Signature _____

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."

Empathy is a hallmark of leadership. All great leaders became so because they could understand the feelings and emotions of their followers and not solely because of some sense of superiority over them. eg. Martin Luther King Jr. was able to fight against racial discrimination due to his ability to empathise with the black community and galvanise them through his speeches.

(a) Emotional attitude such as sense of empathy in leadership and management do not act as an obstacle as they enable the leaders and administrators to better understand the aspirations and goals of the workers in the organisation. This in turn helps them to ~~success~~ improve professionalism, teamwork, partnerships and collaboration through improved conflict resolution mechanism and incentive mechanism in the organisation.

Remarks

Highlight various advantage in points

Come to the point directly

11/2

(b) To perceive that is to ~~the~~ understand others emotions and feelings leads one to feel their emotions. Therefore by perceiving one can also undergo the same pain and suffering as the other person. But this suffering may not always be bad and can help in building of a better society as people can empathise with each other.

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 capability of an individual to be trusted by others particularly his/her friends, family and colleagues. It is the measure of trust they put in this person. The trustworthiness of an individual is built over time and is a function of his past behaviours and actions in certain situations which inspire or discourage trust.

Emotional intelligence is a very important tool to generate trustworthiness. When we are able to understand the emotions of the other person(s) by putting them in different situations we are able to judge their reactions and hence can decide how they are going to act or react. eg. A person who gets angry or disgusted at the site of poverty cannot be trusted by others to help someone in need. Similarly in larger social or organisational settings the ability of emotional intelligence can help predict the behaviour of an individual.

2 1/2

Remarks

- It's not an effective way to present your answer
- Discuss EI's role in points.

which is an important first step
towards building trust.

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) Emotional intelligence is the ability to understand the emotions of oneself as well as others. The components of self awareness and self-regulation are just as important as social awareness and relationship management.

Therefore, to understand how others behave and how they feel, it is important to have an emotional handle on oneself.

By generating and controlling our emotions we can have meaningful relationships which in turn lead to understanding of others.

(b) Spontaneous combustion or uncontrolled emotions can never amount to success in life. Success is a long process of encouraging positive emotions in oneself and suppressing negative ones. This cannot be done with spontaneous outbursts like a fit of anger. It requires a dedicated and prolonged effort on an individual's part and is like setting oneself on fire.

2

It helps civil servant in policy making

15

Remarks

Also discuss in civil servant's context.

fire to quell the negative emotions.

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)

Civil servants deal with highly varied and diverse situations in their day to day working which sometimes inspire strong emotions in them. Therefore, it becomes very important for the civil servant to maintain emotional balance so as to enable him/her to take judgements and decisions based on rationality and morality and not according to personal emotions.

An example of this is the minister criticising the police chief of the district in a media briefing regarding the poor law and order situation in the district. Here, the police chief must not get angry with the minister and comment openly in the media. In fact, he should exercise restraint and accept that the situation does call for improvement in their conduct and maybe request the minister in private not to do so in future as it demoralises the police force.

Another example is the action taken by a civil servant when he comes to

Remarks

know about the poverty situation in the district. This may generate strong emotions in him. but he should not divert money towards their cause which has been earmarked for some other purpose.

good content!

Remarks

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)

The ethical crisis in public life which has led to widespread corruption, ~~and~~ misappropriation of public funds, favouritism, crony capitalism and nepotism are all born out of attitudinal problem of public servants. The civil servants have become increasingly complacent in maintaining vigilance against malpractices and an attitude of acquiescence and even acceptance has emerged among them regarding corruption.

The organisational measures to ensure ethics in public life like ombudsmen, grievance redressal mechanism, RTI; citizen charter; social audit, vigilance bodies (CAG, CVC, CBI) etc. are all in place and have been functioning for quite some time.

Though they do suffer from certain shortcomings and loopholes which has led to their misuse, but the major crisis arises out of the attitude of civil servants towards general public and towards the code of conduct which they ought to adhere

What is its significance here?

Remarks

Discuss various problems like - self centric
- self perpetuated
- does not think of citizens

to.

Therefore, attitudinal problems of civil servants rather than organisational ineffectiveness is responsible for crisis of ethics in public life.

2/2

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 perhaps the worst form of corruption as it involves the acquiescence of all the stakeholders in the system and there is not one left to oppose the mal administration and corruption.

A very apt example of widespread collusive corruption is the example of nexus of organised crimes with the government eg. Columbia in late 1980s and 1990s when drug cartels were involved in funding the Presidential campaign and were paying off almost all civil and police officers in the entire country.

In India, the exposure of large scams like 2G and ~~AWG~~ CWC also shows what collusive corruption can do to roots of democracy and lead to widespread misappropriation of public funds.

This form of corruption also defeats any measures and the efforts of a few honest individuals are also suppressed.

Remarks

Need to identify which portion of question is to be emphasized upon

2

which damages the entire fabric of the society.

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)

The private and public life of a civil servant are intertwined to a large extent and exert considerable influence on each other. Though the personal and public ethics generally do not work at the same time but they affect each other drastically.

A civil servant's private life determines to what kind of an individual he/she is. His personal set of values are reflected by his behaviour and attitude at home. If there is discord or tension in his personal life it will influence his work in office and will take a toll on his ability to make rational and ethical decisions.

Also, a person who has a poor set of personal values cannot exercise great set of public values in conduct of his professional duties eg. a person who misbehaves with his wife at home and

Remarks

physically abuses her, cannot be expected to lead the charge against social evils like child marriage, dowry, and female foeticide.

~~Hence~~ To separate the two, it is important to have a proper work-life balance.

(3) Devoting time and energy proportionately is important. Also, planning weekends and holidays with family and taking genuine interests in home affairs is important to maintain my dedication to work.

- Individual conscience to be strengthened
- One should be law abiding.

Remarks

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

(150 Words) (10 Marks)

Citizen charters are a set of self-declared obligations by an organisation. List the different commitments or services they intend to provide to their customers or the general public and also the quality and timeline of such services.

Citizen charters reflect the organisation's commitment towards its stakeholders like customers, suppliers, shareholders etc. They are moral obligations on the organisations which drive the organisational ethos.

The workers of the organisation look up to the Citizen charter as a source of inspiration and motivation to work towards the goals enshrined in it.

The legal basis of a Citizen charter is narrow and they are seldom enforced in a court of law. Specific provisions of the Citizen charters cannot be enforced as they are generic in nature and hence, citizen charters have a more moral authority than legal.

They are not enforceable at all.

2.5

Remarks

GS SCORE

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Remarks

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

Remarks

GS SCORE

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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)

Remarks

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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)

Remarks

GIS SCORE

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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)

A police officer in charge of controlling a protesting mob faces an ethical dilemma due to two conflicting views of his actions according to ethical norms :-

1. If he decides to ~~shoot~~ fire at the mob then this may help in dissipating the mob and check further violence. So according to

utilitarian principle of consequentialism his action is justified and ethical as the end result of reducing further damage to life and property is achieved.

2. But the means employed by him i.e. taking someone's life or at the least injuring

someone is the ~~is~~ wrong approach according to deontological ethics. Killing of a person is in itself unethical categorically.

Therefore in light of the two conflicting views the actions of the police officer should be guided by consequentialism and he should fire at the mob when the risk of loss of life due to protest is significant. In this

Remarks -

case, not firing by him will lead to even greater loss of life.

But at the same time the officer should only use ~~fire~~ gun fire as the last resort and when all other means of mob dispersal have been exhausted eg. water cannons and ~~smoke grenades~~ tear gas.

- They should be aware of their duties.
- They are to decide as per situation.

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)

Selflessness is often heralded as the guiding principle of public service. A civil servant should hold public interest above all and should never use the resources at his disposal for fulfilling personal ambitions.

But the real life situations facing the public servant are much more complex and often lie in the grey areas of selflessness.

1. A public servant may have to do a few favours for certain people which are not necessarily illegal but may help him in his ambitions to serve the public later.
2. He may be forced to choose a less optimal path to achieve certain objective because the ideal path is not supported by certain powerful entities.

Such situations make the life of civil servant difficult and they may often lose sight of what is legal and ethical in the

Elabo-
rate
it
with
illust-
ration

Remarks

long run. Such form of give and take can only be justified when it is within the boundaries of the law and does not hamper the public interest at large. The personal interests of the public servant should never be a factor in his decision making.

3

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)

Ethics in public administration play a significant role in guiding the decision making of public servants as they have considerable discretion in their exercise of duties. The laws are generally broadly defined and often leave considerable room for interpretation. When this 'discretion' is misused for one's own personal interests it causes tyranny, injustice and arbitrariness.

The values of public administration like rule of law, legality and rationality, honesty, integrity, transparency and accountability, public interest, reasonableness etc. ensure that all the decisions in this discretionary space are taken with on the basis of merits of each case with larger public interest in mind. Structures like the Civil Services code of conduct are guiding principles of discretionary action for civil servants. Thus, ethics in administration ensures that exercise of

which discretion are you talking about?

2

Remarks

discretion leads to beneficence; justice and reasonableness.

Remarks

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

The life of Karna from the epic Mahabharata demonstrates that the path of ethical behaviour i.e. the virtuous path is often the difficult one. Just like Karna suffered throughout his life, a public servant may have to face challenges and road blocks when he chooses the path of righteousness.

A public servant faces several allurement towards corruption particularly collusive corruption which promise to make life easier for him/her in terms of better postings, ~~and~~ promotions and suitable transfers. On the other hand, an honest and upright officer is often marginalised by the corrupt elements in the system and may face setbacks in his/her career eg. transfer of officers who unveiled corruption like Durga Shakti Nagpal.

But such a path based on ethical conduct and moral discipline leads to a far greater ~~role~~ ~~in overall~~ impact on

Remarks

25

overall society as it serves as the guiding light for future generations and inspiration for others just like Karna's life is an everglowing source of inspiration for all readers of the Mahabharat.

- Use Karna just as reference not place
- One need his loyalty at wrong side

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)

(a) The given situation presents an ethical dilemma for the doctor as on one hand the patient is his/her friend and it is his/her moral obligation to help her. On the other hand her request for sex determination of the foetus is ethically and legally wrong and the subsequent abortion is strictly banned by law. Also, the doctor is facing added pressure of following the health minister's command which may help him in his career in the long run but is illegal and immoral at the same time.

21/2

Remarks

(b) As a friend it is my moral obligation to help her in this difficult situation as friendship is a social contract which demands a certain level of commitment. She is facing huge pressure from her in-laws and this must be putting ~~a lot of~~ her in a state of mental trauma and depression. As a doctor, I am also well equipped to guide her in this situation as this is a medical case.

(c) The health minister is the leader of the entire country's health system and it is the duty of a doctor in a public or government hospital to obey his/her commands. But this obedience is limited to only rational, legal and ethical orders. When such orders are motivated by self-interest or nepotism and go against the overall objective of health services, they must be opposed and categorically rejected. In this case, the health minister's orders are not only ethically and morally disingenuous, they are illegal too. Hence, they must be rejected.

Remarks

(d) In this situation, I will ask my friend to strongly reconsider her actions and explain the legality of the matter to her. Also, as a doctor I will explain to her that it is my legal duty to report such cases. I will advise her to seek help from certain organisations like National Women Commission for women as they have expertise in such matters. If possible, I will also ask to talk to her husband privately and try to explain the situation to him. I will try to convince him that she can undergo severe mental and physical stress due to abortion and may damage her chances of having another baby. I will explain to him that they can try again if it is a girl this time, but strongly advise them to not take the illegal and immoral action.

Avoid such
exhaustive way
of presentation

21

Remarks

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 ~~sub~~ situation of ~~public~~ government schools in the country presents a very grim picture. The poor infrastructural facilities like separate toilet for girls, drinking water, furniture, electricity etc and lack of human resource in terms of

Remarks

Qualified teachers, their absenteeism and attitude towards teaching have severely hampered the aspirations of the young generation. For the five challenges presented before me, I will take the following steps:

(a) To address lack of hygienic and separate toilet facilities for girls, I will issue directive to all go public schools in the area and ascertain the status of their toilet facilities.

For the schools which lack adequate facilities I will prepare a report and submit a plan for construction of these toilets to state government at the earliest. Also, a mechanism of regular inspection by health inspector will be instituted to ensure long term compliance.

(b) Clean drinking water in school premises is a must to ensure the health of school going children. The schools which do not have clean drinking water facilities in their premises will be reprimanded and issued directions to make them available at the earliest as it is a requirement under the Right to Education Act 2006 to provide drinking water in schools. ~~Incorrect~~ fact.

Remarks

(c) Proper security is important to ensure smooth functioning of schools and safety of the children. To ensure security in schools I will issue directives to school to hire security personnel on guard and watch duties. The schools which are unable to do so due to lack of funds may be substituted with funds from district funds for education after preparing a plan for the same.

(d) Absentee teachers pose a major problem in pedagogy as the quality of education quickly deteriorates in such cases. To ensure attendance of teachers in school an effective and impartial attendance system will be set up in schools. Technology initiatives like biometric based attendance can be installed to ensure transparency and fool proof systems. Also, a mechanism of regular school inspections by the principal incharge and the education officers in the district are important.

They should be rewarded for their good job

Remarks

(e) To ensure that the attitude of teachers towards students is polite and they focus on improving the learning outcomes, a feedback mechanism by the students and the parents will be initiated. It must be ensured that this feedback system is impartial and anonymous and the evaluation of these feedbacks will be important in determining whether the teachers and staff are role in their behaviour and help take corrective steps.

Ensure the active role of parents in this regard.

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 pressure of an examination like Civil Services Exam can be daunting and can cause serious mental and physical health issues for aspirants. In such a scenario it is important to realise what is most important in life and to get motivated to climb out of depression. In this situation I will help my friend in the following ways

1. I will talk to him about his thoughts and feelings without any bias or judgement. I

Remarks

- will urge him to share everything with me without interrupting or commenting in between.
2. I will then explain to him that the exam process is gruelling and not everyone is successful in this endeavour.
 3. I will give him a few examples of people who failed in the Civil Services Examination but still did very well for themselves

in life.

4. I will tell him that perhaps the reason for his failure in the examination is that his true passion lies somewhere else which he will find one day sooner or later.
5. If he is still very agitated and depressed about his result, I will ask him to consult a professional like psychiatrist and convince him that there is no shame in seeing one.

To motivate myself, I will lay down my priorities in life and decide what I want to do next. I will try to keep myself occupied with my interests and hobbies and talk to some of my friends and family.

Remarks

Help your friend in sustaining his self confidence.

I will also read about the life of great civi. servants to keep myself motivated and take my mind off the negative result of examination. I will also analyse the ~~reasons~~ reasons for my failure and try to work harder on them the next time.

4½
How would you manage your stress?

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)

In the given situation an RTI application has been filed which requests information regarding unspent amount under the MPLAD scheme for a particular local MP. In such a situation the PIO has different options before him which have their merits and demerits.

- (a) The PIO may ask the M.P. whether he should provide such information to Mr X who is a political opponent of the M.P.
- Merits: Since the M.P. is a third party in the case and the information may involve How?

Remarks

A question of privacy for the M.P. it would help to take his permission. Also, according to the Act the third party consent is mandatory.

Demerit: It may defeat the whole purpose of RTI and can compromise the integrity of the information as the M.P. may take steps to change the accounts. Also, the identity of Mr X may be revealed to the M.P. which ~~will defeat~~ may lead to political vendetta against him.

(b) PIO may refuse to provide the information.
Merits: This will bring the PIO in the good books of the M.P. and may be beneficial for him in the long run. Is he there to serve the M.P.?

Demerits: This information regarding the MP's AD funds should be made available to the general public and not ~~be~~ denied solely for the reason that it may be used against the M.P. This goes against the idea of RTI.

(c) PIO should provide all the information whether the local M.P. likes or not.
merit: It will help in disclosing an information of public interest and uphold the ideal of transparency in governance.

Remarks

Demerit: The M.P. may get angry with PIO and punish him by seeking transfer or framing certain disciplinary action against him. On what basis?

(1/2)

(d) Merit: Seeking the guidance of District Collector cum District Election Officer can provide an unbiased view. To the PIO and help decide what he should do in such a situation.

Demerit: If the D.C. is not well versed with RTI Act he may not be the best person to guide the PIO in such matter.

In future the PIO should ascertain as to whether the information under M.P.L.A.D. scheme violates the privacy concerns of the M.P. in any way. If this is not the case then he should push for full disclosure of such information in the public domain so that such situation does not arise in the future.

(2)

It is public money
public has every
right to know
of it.

Remarks -

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)

As the Municipal Commissioner of the city, it is my duty to listen to genuine public grievances as in this case and address the issue the best I can. The issues before me in this case are -

1. The festering problem of encroachment which persists even when local bodies have taken steps from time to time.
2. The poor state of cleanliness in the area.
3. The difficulties faced by elderly and people in general due to congestion on roads.
4. The shortage of resources in the government department for beautification of the place.

Remarks

In light of these issues, I can take the following ~~steps~~ steps to tackle the problem.

1. I will ask the local civic body to step up the frequency of removal of encroachments and to take legal action against regular offenders. Also, local police patrols can also help monitor the situation.

2. I will ask the district ~~or~~ administration to prepare a plan for the construction and renovation works in the area. In consultation with the local MLA as my finance and accounts department has shown reluctance for the same.

3. To maintain cleanliness in the area I will provide a system of covered garbage disposal bins and ask the local community and Resident Welfare Association to maintain vigilance that they are properly used.

4. A tree plantation drive and cleanliness drive under the Swachh Bharat Abhiyan can also help spread awareness among the people. For such an event the eminent personalities of district like district

What about their relocation?

Remarks

collector and police chief can be united.

5. Help of local NGOs and civil society can be taken to increase awareness among people towards cleanliness.

6. The problems of congestion on roads, if require further action, ~~can be~~ a plan for flyover in the area can be formulated.

Q2

Remarks