

# 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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22/8/2017

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*M. K. Singh*  
*SND*

Name ABHIJEET SINH

Roll No. IAS-343

Mobile No. [REDACTED]

Date 21/8/17

Signature Abhijeet Singh

## 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)

Public servants have been widely criticised of having an acute shortage of ethics. This in turn leads to corruption, nepotism, lack of empathy and self gratification.

Role of attitudinal problem

→ Civil services is criticised of having a Colonial Mindset, where they treat themselves as Masters rather than trustees and servants of society.

→ An attitude of resentment towards any <sup>reforms</sup> improvement as it is seen

→ Attitude of subservience towards Political Executive & a Domination

Remarks

of subordinates, which in turn promotes lack of <sup>the</sup> qualities like Impartiality, Integrity & Objectivity.

### Role of Organisational Ineffectiveness

- The public governance focuses inordinate on rules, customs & regulation which create rigidity & prevent a 'Citizen Centricity'
- Too many hierarchies provides room for Opaqueness & Corruption
- As 2nd ARC shows, Monitoring & Systemic review system are weak
- Lack of coordination between Agilant Agencies and protection of civil servants under Article 311 also cause an environment of Escapism

Remarks

Thus, both attitudinal & organisational factors are at play & need an organised, systematic & structured rectification.

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)

a) Adaptability

→ Civil services needs adaptability in multidimensional ways :-

i) Adaptability ensures Dynamic policies formulation

ii) It creates greater tolerance & better integration of ideas &

creates a congenial work environment

iii) Provides flexibility which helps to deal cases on a case by case basis.

e.g. Riots require a stern action whereas dealing with an agitation by disabled requires a soft approach

iv) Adaptability helps to adjust

Remarks

environment of frequent transfers

b) Activism

→ Civil servants need to play a pro-active role to :-

i) Dispense true justice and fulfill the requirements of Constitutional ideals

ii) Break the cycle of complacency, rigidity - and impunctuality in the civil services and staff.

iii) Helps to ensure speedy clearance of files and faster execution

iv) This ensures that demands of public are met and citizens entirety is ensured

Role of civil servants who acted pro-actively like U. Sangayam in Tamil Nadu to prevent corruption can be emulated.

Remarks

At same time, criticism should not mean breaking of law

c) Innovation

→ Helps to execute policies that have been delayed for long.  
 eg. Innovative approach by Dr. Kalam - towards Missile Development program increased the speed of execution.

→ Brings greater morale among civil servants.

→ Also helps to look a problem from a new dimension that helps in faster problem solving.

→ Innovation also attracts credibility. eg. Innovative approach by Collector of Guntur to clean lakes in Operation Sulaimani, led to common people joining hands.

Not effective system

Remarks

→ Innovation increases use of technology that helps reduce corruption & brings transparency.

4) Courage

i) Courage helps in bringing Decisiveness in policy formulation & execution

ii) It allows to take tough decisions such as removing Encroachments which are illegal, taking action against corrupt men in power.

iii) Courage is also needed to live an Honest life, especially in Public Services, where corruption has become prominent

iv) Courage ensures Impartiality, Political neutrality and prevents tyranny.

Thus, courageous leaders and administrators ~~are~~ are needed

Remarks

(1)

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)

Politics has increasingly become synonymous to corruption and lack of ethics.

This is seen in no. of ways:-

i) Malpractices in elections are seen as Neta Committee observes in form of use of criminals, money power, voter bank politics to win votes.

ii) False promises, unethical actions in order to woo populism are resorted to.

iii) After gaining power, meddling in day to day administration, use of Transferring officers to 'rain'

Remarks



bribe and policies favouring particular groups, castes and use of crony capitalism & nepotism are seen.

Thus there is a need to inculcate greater ethical framework in politics.

Way to do

- Strict implementation of Code of Conduct for legislators & Ministers
- Having an Ethics Commission to 'aid and advise' leaders to discharge duties ethically.
- Zero tolerance towards unethical ministers
- Greater transparency in Transfers, Policy formulation using technology and Business Process Reengineering.
- Finally a change from corrupt is needed to elect the righteous leader.

Remarks

Analysis of effectiveness.  
 you are focusing more on into / views etc analysis?

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)

Corruption can be of 2 types :-  
i) Coercive corruption  
ii) Collusive Corruption.

While coercive corruption distorts the ideals of justice, report shows that Coercive corruption is on a steady decline.

It is Collusive Corruption, in contrast, which is increasing exponentially due to the growth of born capitalism.

III Effects

→ It hampers with the ideals of Equality & Justice, as seen by giving contracts & having preferential policies for those.

Remarks

bribing the officials -

ii) It leads to Inefficiency & Mediocrity in selection of projects.

& Collusive corruption causes a contractor to make roads of poor quality which in turn causes accidents & down pour.

iii) It also leads to Inflation as project costs are artificially increased, and ultimately harms the poor.

iv) Finally it may lead to greater NPA in banks & issues like Ponzi schemes all of which hurt the illiterate & vulnerable more.

Effective  
instrument  
required

3

Hence, a 2nd ARC recommends

Remarks

greater action & stricter penalties is warranted against Collusive Corruption.

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) The quote implies that punishment is given to a person, regardless of whether he is penalised by law or not.

To the corrupt who are caught, judgements, shaming is evident.

But to those who aren't, they face a bigger punishment which originates from their conscience; and this chains them for life.

Conscience makes them lose self-respect. It perpetually cause a mental strain. And they

sometimes, they may even be exploited and blackmail by those who may have a

Remarks

of corruption, etc.

Overall, they suffer from Torture throughout their lives.

b) For any public servant, service comes before self.

In a case of clash of interest between private & public duties, private interests & duties must be subordinated to public & social interests.

Additionally, he/she must keep himself in a manner that is transparent and should subject him/herself to any scrutiny that is desired by law.

Such Dedication for Public Services helps set foundation for Good & Ethical Governance.

QW

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)

Any person has 2 distinct but overlapping parts of life

- i) Private life
- ii) Professional life

For a civil servant, the association between the 2 is more profound and influential.

Influence of private life on public life

- i) Private family desires, such as helping family member gain employment, may lead to Nepotism and Corruption.

- ii) Private tensions, such as those between husband & wife, may cause Deviation of Duty, as seen in the case of suicide of a Buxar DM recently.

- i) Private conduct such as taking course to Dowry, Smoking, using child labours may cause name & shame to the govt as a whole
- ii) Private interests may lead to leakage of Official Secrets

To separate the 2: -

- i) Persuade family & work family members not to misuse the official benefits
- ii) Engage in Practices like Meditation that helps to deal with situation at a time
- iii) Live a private life that is in sync with the Code of Conduct & Code of Ethics of Public life
- iv) Prioritise the duties, especially in favour of Professionals & Public welfare

9+ mono or 10  
+ three things

- 1) Low
- 2) Social morality
- 3) Individual conscience

(2)

Remarks

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

Ethics and inculcation of ethical ideas has increasingly being focused on.

However, it is argued that these talks are more of a symptom of Malaise in

Bureaucracy where :-

- i) Corruption & Nepotism have proliferated.
- ii) Lack of Political Neutrality & Integrity and Compassion is seen.
- iii) The very idea of Ethical talks & sessions have also been criticised as mere attempts to divert the issue from more ~~strictly~~ exacting ~~strictly~~ laws and structural changes.

Remarks

12



in the bureaucracy.

However, it is also pertinent to realise that Ethics is ~~a part~~ being made a part of all organisations universally, regardless of their efficiency. Thus, MNCs have increasingly used self help sessions, greater transparency among other.

Also, ethics is one part 3/2 of the change being brought. The other structured changes like Officers having to upload assets online, Adhaar based attendance system to increase punctuality & legal norms like Binani Act ~~are~~ also being

Remarks

~~pushed through~~

~~And that is why corruption levels have declined, as Transparency International reports show~~

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 the attitude of respecting others views and, especially, serious and complying to them, without resisting.

Importance of Obedience :-

- i) Administrative hierarchy is made up of multiple layers. Obedience ensures that friction is minimised.
- ii) It helps to implement the wills of Political Executive, in consonance with Democratic ideals.
- iii) Obedience ensures Federal system is run smoothly and State-center conflicts are minimised.

No, Obedience is required when the orders and directions are compliant by Law of

Remarks

Constitution. Also, obedience is technically required only to written orders and not casual observations.

Conditions where Obedience is a Virtue

→ In case of emergencies, such as Disasters, there is a need for command & control policies to aid the relief process. In such case, Obedience is must.

→ When there is clash between 2 officers, ~~where~~ obedience helps to sort out difference.

Condition when it becomes a vice

→ When a superior is buckling for a project to his/her relative

→ When the orders are violative of the law. eg. Torturing of inmates in jail

Remarks

2

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

(150 Words) (10 Marks)

Citizen Charters are a pledge that a Public Office undertakes in order to ensure a hassle free Experience, and to direct the people to right authorities, in case there is a need for grievance redressal.

It is said to moral rather than legal because: -

i) Most of the content of Citizens Charter is not backed by legal laws.

e.g. In case a citizen charter in a water supply office promises continuous pure water, and if due to some issues, supply is not maintained, then

Remarks

Citizen can't approach a court of law to enforce the charter.

ii) At same time, it acts as a moral pressure, as it increases accountability of the public officers and <sup>violation</sup> reduces goodwill from the society; ~~and~~ <sup>charter</sup> helps to reform the conscience of the office bearers.

At same time, certain elements of citizen charters are also legally backed. e.g. Citizen charters prescribe a corruption free environment.

In case corruption has occurred, citizens can complain to the authorities & avail legal remedies.

Also, ~~it~~ Thus, there are elements of legal as well as Moral thinkers in Citizen Charter.

Remarks

(4)

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 is a subjective word and depends on individual assessment.

However, some common elements of success of a civil servant are :-

- i) Enhancing the societal development
- ii) Remaining free from clutches of corruption, nepotism & misuse of resources
- iii) Having professional success and having a sound credibility in the eyes of people.
- iv) Being successful in personal life and having stable and happy relationships.

Obstacles faced :-

- i) Personal & public life may overlap

Remarks

and create hindrance to each other  
 e.g. recent suicide of Karna Das

ii) Lures of Corruption may weaken their moral fabrics

iii) They may be subjected to organised targeting from vested interests like seniors, juniors, 3rd party members who wanted them to act particularly as politician

iv) Non-cooperative attitude of society that impedes development

Steps Required

1. Using Emotional Intelligence to create a congenial work environment and sound personal relations.

2. Having a high degree of Moral Uprightness regardless of the situation

3. Taking course to Courage, Fortitude during difficult times & using Yoga, Meditation, exercises for

Remarks: Mental relaxation

4. - Persuading <sup>young</sup> people

5. Having an Optimistic Attitude

(4)

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)

The qualities and character of people determines the shape of institutional characters, because

i) Institutions are run by people who in turn are one of the people among us.

ii) The way institutions are governed depend on how we as a society elect our political leaders.

iii) Populist uproar, media pressure, pressure from Civil Society helps shape institutions, eg Anna Andolan helped shape the Lokpal.

Both institutions and people are together determining growth of a nation.

Remarks: Institutions provide the framework



of getting people to create good students, good schools, government helps to create a crime-free environment.

However, in long run, institutions are themselves subject to public opinion and they directly and indirectly shape opinion. Thus, people are more important for good governance.

Also

Institutions give shape to values

1) Cooperative people ~~are~~ work with govt. to meet public goals. Eg. Swachh Bharat Mission was relatively more successful because of high participation of people.

32

ii) ~~People~~ when people start voting on line of development rather than vested interests, when people start following rules like traffic

Remarks: When people do not indulge in crimes, good governance would automatically follow.

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

(150 Words) (10 Marks)

Bureaucracy is governed by the idea of accountability wherein every public servant is accountable for his/her actions & conduct to someone else.

For eg. An clerk may be accountable to a BDO who may in turn be accountable to the DM. And DM would be accountable to the Chief Secretary who would be accountable to the Chief Minister. In fact, even the chief minister is accountable to the public, the ultimate sovereign.

Remarks

Such accountability is essential to :-

- i) Prevent abuse of authority
- ii) To ensure that Public goals can be met
- iii) To have greater degree of Planning
- iv) To reduce friction & create a better work culture
- v) To ensure priority in every person's action & Efficiency in their conduct

Critical Analysis is missing

2

Thus, when accountability become missing, issues like Corruption,

Remarks

abuse of authority become prominent, as countries like - Venezuela & dictatorship like North Korea show.

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)

→ Education is the foundation for development. The DM, also the Chief Development officer of

Remarks

The Chief Programme Redressal Officer of the District, and therefore his/her actions are required on a priority basis

This case is about basic infra issue of all federal problem of management of teachers.

a) Lack of Toilets for girls

Step 1 → Check the status of Existing programs that help to create toilets such as Beti Bachao, Beti Padhao and ensure that there is no corruption in the current schemes, using Pro-Active monitoring

Think for some non-routine measures also

ii) Request the state government for additional funds

iii) Work with NGOs to create <sup>new</sup> toilets and with Private sector CSR expenditure to have toilets constructed as early as possible

iv) Meanwhile, security to girls going to common toilets should be

Remarks

provided parents be made assured assurances

b) Non availability of Clean Drinking water  
 1) Scheme for Piped Water connections need to be expedited

2) Funds from MGNREGA & manpows be directed towards creation of Tubewells, in coordination with Panchayat

(ii) For short-term, water filters should be provided to keep water clean.

(ii) Help from the MEA & MP should be sought to use MP EADS fund for students welfare.

c) Lack of Proper Security

1) District Administration should help provide more CCTV cameras, expand internet connectivity to hinterlands to ensure pro-active monitoring of data from school.

2) Duty of Police stations to visit schools on a periodic basis be fixed.

Remarks

w) There is a need to have counselling sessions with students especially girl child to become more aware about the security issues and take remedial steps such as creation of boundary walls

d) Absentee Teachers.

i) Use of Adhaar enabled attendance system

ii) Pro-active monitoring by the District Education Officer

iii) Taking regular feedback from the Panchayat member & students

iv) Linking salary of teachers with Attendance

v) Creation of a Parents committee in order to <sup>make</sup> ~~pressurise~~ the teachers accountable

e) Trade Behaviours

i) Installation of a Mobile Hotline to instantly complain such behaviour

ii) Have a meeting with all teachers and persuade & warn them

Remarks

In case, no improvement is seen some teachers may be suspended so as to pressurise other every teacher

7/2

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 path 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 and ends have a complex relationship. Means, which are ~~intentional~~ ethical helps in ~~the~~ achieving righteous ends, in the long run. eg, Afforestation helps to ensure sustainability & inclusive growth in long run. However, in short run, means are seen as a way to achieve ends. Rightness of the object

Remarks



8 The way to achieve ends are relegated to background. Thus, polluting the earth, killing of fishes & birds for food, and and sports is legitimised as a means to enhance human welfare.

However, as Global Warming, Acid rains, changing climates shows, improper means create Undesired results - and thus, Righteousness of Means is Not since Or non

b) Gandhi was a firm believer of purity of thoughts, and truthfulness in action. It also extended to the field of environment where he focused on -

i) Having a Sustainable Economic growth model

Remarks

#

given that Earth does not have enough resources to satisfy anyone's greed.

ii) Additionally, Gandhiji also believed in Vegetarianism, another way instrument which may help our environment.

c) The idea of humans chasing the end goals rather than the process is seen in multiple ways -

i) Students focus on Passing exams rather than understanding concepts, & this leads to practical life cheating

ii) Employees use unethical tactics like Game Games, Internal Politics to advance their own interests & promotions.

iii) Similarly in environment, we are continuing to engage in deforestation to get timber or expand agriculture

iv) Similarly, environmental laws are such as Coastal Regulation Zones

are made law to promote growth

However what we forget is that unethical mean like cheating leads to undesired results such as inadequate education. Similarly environmental habits are being inflicted today.

Q15. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the inflated 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 levels of depression, anxiety and mental stress. Civil Services candidates face many tensions during the course of the preparation. Many candidates leave their families 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 "Dabbawalas." 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 studying. 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)

## 'Life is Not a Bed of Roses'

Success and failure are part and parcel of the process of life.

My friend has become a victim to the effects of failure, and it he needs to is my duty to help him out.

### How to Motivate

→ I'll sit with him, and discuss about the many aspirants

Remarks

who qualified his exam only after many attempts, and I'll point him that his own success is, similarly, only waiting to come.

ii) I'll also highlight that our Persistence and Dedication must not go down and as the King Bruce learnt, ~~by~~ ~~slow~~ steady efforts should be continued even in difficult time.

iii) At same time, ~~the~~ ~~the~~ ~~time~~ eating Healthy food, proper recreation, exercise like Meditation ensure that we remain fit as well as it aids in our studies, thus, there is a need to check and regulate these aspects.

iv) Talking to parents & well-wishers also ensures that Depressionary tendencies are tackled.

i) Finally, I need to remind my friend, that in the end, this is merely an examination. Hundreds of other aspirants could not crack the exam, but did well in their life like Satya Nadella, CEO of Microsoft.

ii) I'll also make sure that he/she Exercises & Meditates Daily.

iii) And try to join him to better food journalism so that his/her Physical & Mental health are not compromised with.

iv) In case, situation does not improve, I'll take help of Professional Counsellors.

Ref  
+ hints  
for  
objectivity  
62

To cope with my stress, I'd also focus on Meditation, refreshment for a fixed time every day, take good food, juice liquid diet, take inspiration from success stories like Leo Messi or Ashwin who worked very hard

Remarks

to get success. Also, if necessary, medication may also be taken, otherwise no.

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)

"Ask Not what your country can do for you. Ask what you can do for the country?"

→ J.F. Kennedy

a) Quality control in public utilities & services is an utmost important task.

Way Required

1) Greater expenditure is needed to reduce the pressure on Resource & have basic infrastructures facilities e.g. Toilets with Water in Train.

Remarks Along with More Manpower

- 11) Regular maintenance on a priority basis is required.
- 12) Active monitoring by municipal, polities & civil society authorities is required.
- 13) Nudges & Incentives should be provided for people to come forward & take care of the authorities public facilities.
- 14) Awards, Mass awareness programs, etc.
- 15) Quality decreases when Govt works as a monopoly. As Telecom industry shows, greater competition helps to check complacency & improve quality.
- 16) Delegation of authority to local levels to have a local & effective solution.

### b) i) Limitations of Greater Funds

→ ~~The~~ <sup>low</sup> total funds available are

→ funds to infrastructure may mean lower funds to other options  
say agriculture.

Remarks

ii) Incentive may mean transfer of more money without having sustainable results.

a) Greater competition has its own limitations such as opposition from existing employees, greater joblessness, greater inequality.

iv) Decentralisation of authority could simply mean Decentralisation of corruption and inadequate planning & coordination.  
 would know a norm.  
 societal reforms may not occur.

c) Peer pressure helps to reform the society from within. It acts as an instrument to change consciousness. People themselves get involved in a social change & initiate successful drives. Peer pressure also helps in making the public service accountable.

Then, recent incident of Indore, becoming the cleanest city in Aravalli Sanitation was down to the role of Peer Pressure used in cleanliness drives & Citizen forums being created.

Remarks



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

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

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

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

The success of RTI act hinges on information being available transparently and the PIO should ensure so.

Merit

Demerit

i) The act acts as a check & balance and ensures the privacy of the 3rd party.

i) The MP, is also a Public Functionary who has a legal responsibility under the Representation of Peoples Act to

ii) It also may prevent misuse of information

provide necessary information.

Remarks

not correctly answered

Merit

Demerit  
 RTI only extends that principle & should thus be water-tight  
 i) The step can amount to subversion to political structure

b) Merit  
 i) It possibly prevents misuse and politicisation of an issue, being selective basis

Demerit  
 i) It violates the spirit of the RTI Act that promotes Transparency and Accountability.  
 ii) Information dissemination can't be done on the basis of Prejudice. It should be impartial & Objective, regardless of who is seeking the info information.

c) Merit  
 i) It promotes Transparency, Accountability,

Demerit  
 i) RTI must also be balanced against the Privacy of the MP.

Remarks

It may help to curb corruption

ii) Duties of PIO can be fulfilled by true spirit of the act

ii) The mandate of the act is to reveal the necessary information and also requires some approval from 3rd parties. Thus, all information should not be revealed

d) Merit

Demerit

i) The steps insures that the right authority takes the decision

i) The collector may be partial to political parties & can give biased decisions

ii) Would also mean the dilemma can be resolved

ii) Would lead to greater delay

iii) Election can be carried out on priority basis

Ref. Hubs  
6

Overall, in the given situation, he should trust the collector & seek his advice, and if he approves the details of published future recourse

The PIO should reveal ~~at~~ the ~~public~~ information which are not private on a priority basis. It should not discriminate on the basis of information-seekers.

However, during special times such as Elections, greater prudence & advice is required.

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)

Issues

1. Inconvenience to the people especially the vulnerable such as Old people and children
2. Lack of cleanliness in the area
3. Illegal Encroachment in violation of the law
4. Resettling of encroachers on a permanent basis & ensuring that Encroachment does not

Remarks

over

5. Inadequacy of the funds.
6. Redressal of public grievances, which is necessary in a Democracy.
7. Adhering to the MHA's suggestion is also crucial to uphold the Democratic Values.
8. Solving the Traffic <sup>issue</sup> and associated problems of Noise Pollution, greater fuel usage, etc.

Steps required

Step 1 → Conduct an assessment of the area and understand the choke points.

→ Helps to Plan Better

Step 2 → Conduct talks with the crosswalkers & understand their grievances, and reason for coming back again.

→ It may help to solve the matter peacefully

Remarks

Step 3 → Issue warning, and  
slap notice about anti-  
encroachment drive  
on a given day

May help  
to clear

Step 4 → At same time, alternative  
sites for hawkers with  
help of Town Vending  
Committees be identified  
and hawkers be settled  
there

Alternative  
plots help  
in solving  
issue on  
long term  
basis.

Step 5 → On given day, anti-encroachment  
drives should be carried.  
And barricades & CCTV  
cameras be installed to  
ensure encroachers don't  
come back

Step 6 → Beautification should then  
be proceeded using funds  
of MCA. Also, funds from  
Private agencies & Civil Society  
Donations should be used.

Alternative  
funds  
table  
shortage  
of Municipal  
funds

Step 7 → Citizens should be engaged in  
beautification a Thailandian  
practise. It would ensure that  
citizens would take greater initiative even  
in future to keep Park Clean.

Good source

Before  
Structure  
less  
poor  
more  
effort

6