


## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 19 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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1. Invigilator Signature \_\_\_\_\_

2. Invigilator Signature \_\_\_\_\_

Name HARSH SINGH

Roll No. ~~2016364~~ 2016364

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

Date \_\_\_\_\_

Signature \_\_\_\_\_

# REMARKS

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## SECTION - A

- Q1. (a) What do you mean by virtues? How are they related to excellence and happiness?  
(75 Words) (5 Marks)
- (b) Discuss the role of five constituents of Confucius concept of perfect virtue, viz gravity, generosity of soul, sincerity, earnestness, and kindness in good governance.  
(75 Words) (5 Marks)

But Virtue refers to values intrinsically good in themselves.  
 eg Aristotle gave virtues like Prudence, Just Justice, Fortitude, Temperance, Trust, Respect, Responsibility, fairness, compassion. They guide behaviour & conduct.  
 Their rule is -

Gravity - To maintain calm & composure help in dealing with conflict, riots, disorders. Helps in keeping the neutrality & integrity in difficult situations.

(ii) Generosity of Soul - Helps in going out of way for serving the down-trodden, vulnerable section of help first serving the old or disabled women standing in long queue.

Remarks

- ③ Sincerity - Helps in being responsive, follow timeliness, being courteous to citizens.
- ④ Eagerness - Make one eager to learn new skills, knowledge, technique, helping to improve effectiveness & efficiency.
- ⑤ Kindness - Make civil servant compassionate, with fully awakened social conscience, filled with empathy & sympathy for poor.  
eg - helping poor laborers, tribals, Being non-partisan, being committed to Directive Principles of the State Policy to provide Socioeconomic rights to poor.

②

Remarks

Q2. Which is more important for moral integrity- the idea of 'live and let live' or 'self-indulgence'? Why? What are the significance of both the ideas in the real life?  
(150 Words) (10 Marks)

Moral Integrity refers to consistency in thought, speech, action & conviction of ideology, belief, faith & behaviour. It means a being guided by conscience, without any external influence.

The Idea of 'live and let live' considers the others also while deciding about rightful conduct. It means that our actions might affect other people, so we need to abide by the 'Social Contract' that Hobbes & Habbes talked about. About following moral integrity we see that that we all can enjoy freedom as well as protection from encroachment by other human's greed.

Remarks

what is the idea of self-indulgence,  
 involves about being confined  
 to individual sphere without  
 regard to others. It involves  
 being righteous in conduct  
~~to want to have a~~  
 meaningful life and virtuous  
 life, it does not consider  
 how integrity may  
 impact or not impact  
 others in society.

Self Indulgence &  
 Idea of line and led line  
 their meeting point

Moral Individualism

states that true freedom  
 lies in being self-regulated  
 society, in harmony  
 with social contract.

Concussion can be  
 found in  
 which

Remarks

2/2

Q3. What is goodness? Does it help in achieving our personal and professional goals in the real world? What are the disadvantages of goodness? Should we be deterred by disadvantages of goodness? (150 Words) (10 Marks)

Goodness refers to values like honesty, truthfulness, compassion, courage, empathy, rule of law. Goodness leads to ~~the~~ warmth & expansion of human spirit.

Yes, goodness helps us in achieving our personal & professional goals as in long run it leads to true & ethical success.

A survey by Tim Collins found that companies which were older than 50-100 years, had their procedures woven around their core values. Total & Unilever most successful companies are also considered most ethical.

Jack Welch says that Excellence

Remarks

honesty & integrity are compatible with honesty & integrity. He says that ultimately its integrity that matters.

Coaches help in achieving personal goals like contentment in family through values like Fidelity, commitment, responsibility.

Disadvantages are -

- ① May lead to resistance for vested interests
- ② May in short run lead to loss -  
eg. Tata's refused to start advertising when asked for writing in 1990s,  
Sachin refused to endorse liquor brands
- ③ Goodness requires perseverance, patience, bears the fruit in long run. While corrupt behaviour shows its fruit in short run.

But one should not be deterred as goodness is essential for meaningful life, is intrinsically valuable, and corrupt behaviour makes man slave of desire.

Remarks

④

last part of answer no doubt well

maintain a balance



Q4. How true is it to say that human beings are rational and social? Do we find rationality and social traits in adequate amount in modern societies? What is the possibility for a government servant to be rational and social? (150 Words) (10 Marks)

Human beings are social animals, so that economic & rational behaviour can't be divorced from the social milieu. Even Habbes theory of social contract says that men are rational, self interested, but they come into social contract giving up their powers, for greater good. Rationality often eludes humans as they are guided by culture e.g. buying golds instead of shares, Islamic banking without interest payment. So it depends on human & society, as the western societies are considered more rational guided by Universalism, Achievement Orientation, Affective Neutrality, while traditional society are

Remarks

more towards Particularism,  
Affectivity, Ascription

For government servant -

(i) Needs to be rational - guided  
by Rule of law, formalistic  
impartiality, clear cut borders of  
legitimacy, value neutrality,  
Non-partisanship - eg taking  
decision for awarding contract  
objectively & dealing with facts  
Neutrally without any bias.

(ii) Needs to be Social - Needs to  
have fully awakened social consciousness,  
flowing with sympathy, empathy  
for vulnerable section. eg  
going out of way to help dalit,  
tribals, old, disabled.

So Public servant needs  
needs to be a Rajrishi (Skills +  
Values) to be an ideal civil  
servant.

Remarks

✓ 5/5

Q5. What is a role model? How are role models made? Illustrate and analyse how do role models influence virtues, morals and ethics in a society? (150 Words) (10 Marks)

Role Models are the people who initiate change, provide leadership, influence, persuade, eg M.S. ~~Suvar~~ ~~Suvar~~ ~~Suvar~~ ~~Suvar~~ helped India in achieving Green Revolution while Verghese Kurian helped India in achieving White Revolution through his leadership.

Role models are made by taking initiative, leadership, perseverance, risk, use of new technology to solve social problems or generate new opportunities. eg about Jawahar Shreedharan, helped in creating Concorde Parlways by issue Initial Public offer to raise funds, He also took Leadership role for Delhi Metro.

Remarks

Role models provide inspiration, values, work ethic to new society. eg. Stalin's work as India's missileman influenced youth to take up science & technology.

Raja Ram Mohan Roy, the 1st modern man of India, inspired gen generation with his reformist approach, advocating women's education, abolition of Sati.

Lee Kuan Yew transformed Singapore, through leadership, honesty, hard work, leading by setting exemplary example for himself. Role Models inspire youth, give them values to emulate.

Remarks

15/10

Q6. (a) 'Weak value system in families eventually transcend to weak social, political and administrative systems, leading in turn to degeneration of the whole nation'.  
Comment. (75 Words) (5 Marks)

(b) 'It is futile to factor in moral and ethical issues in the school and university, system because although learning them is easier, it is far more difficult to practice them'.  
Comment. (75 Words) (5 Marks)

① Family is the rock bed of socialization & transmitting the values. Family transmitting ~~weak~~ disvalues like Envy, nepotism, self interest, expediency, would automatically lead to society with citizen having those values and corrupting the whole society & administrative system. Family should be place where children should be taught importance of hard work, compassion for vulnerable sections, gender equality - eg. father doing household work, respect for national flag, celebrating national festivals together, objectivity, discipline, clean lines. These values would lead to ~~good~~ value based society with individual rectitude.

Remarks

(2)

①

It might be to be to be to be  
that learning these values  
is easier than practicing  
but still, learning &  
internalizing these values is  
the first step, after  
that, emphasis should be  
made on practicing them  
through - ① Active social  
service through organization  
like (National Social Service) NSS  
• Giving marks for ethical conduct  
of students  
• So not futile, but essential to  
teach values along with  
their practice.

②

Remarks

Q7. What is the role of courage in practicing virtue consistently? Do we need courage to be kind, true, merciful, generous or honest? Why? (150 Words) (10 Marks)

Courage involves preventing fear to hold us back from ~~to~~ doing the right thing or listening to our conscience.

Courage means bold building  
types of courage to hold back fear of failure.

We need courage to choose values and avoid corruption & expediency. As Gandhi ~~says~~ said that only courageous can forgive.

It takes courage to stand by one's conviction, integrity despite pressures, influences, temptation.

Remarks

Gandhi through his  
 courage fought against  
 mighty British empire. But  
 through his courage organized  
 Indian National Army, to  
 give independence to India.

Courage means not absence  
 of fear but still following  
 the correct path.

All Moral persons have  
 been heroes.

points are good

but analysis is  
 general.

3

And also you should  
 give in each DS



Q8. A man's ethical behavior should be based effectually on sympathy, education, and social ties and needs; no religious basis is necessary. Man would indeed be in a poor way if he had to be restrained by the fear of punishment and hope of reward after death. Comment.  
(150 Words) (10 Marks)

Hart talks about autonomy of ethics, he says that ethical principles have autonomous existence, independent of religion.

Immoral behaviour leads to corruption of soul, make ~~that~~ man a slave of his desires;

Habbes says that 'social contract' leads to benefit of individual in long run, as individual is more guided by narrow self interest. Collective morality make man more free.

Also following these values

Remarks

leads to greatest good  
for the greatest number  
of people according to  
utilitarianism.

If person follows values  
only due to fear of punishment  
or reward after death,  
then he is ignorant about  
about the true  
essence of ~~self~~ ethics, and  
is guided by false  
conscience than ethics

(3)

Remarks

Q9. "How can one be well...when one suffers morally?" Elaborate and explain the statement in individual and societal context citing real life examples. (150 Words) (10 Marks)

When individual suffers morally then one can't be well because immorality corrupts the soul making man a slave of his desires. While moral behaviour leads to expansion of spirit, warmth.

One can achieve material goals like success, wealth, through expedient means, but can never be truly content. Being one example here!

As conscience of an immoral person pricks, for his guilt. As Gandhi said

Remarks

that there is no higher court  
of law other than one's  
own conscience.

So people like Bernard  
Madoff who was involved in  
Enron scandal or Harshad Mehta,  
may have wealth, but in  
long term both law as  
well as conscience  
pronounce them guilty.

(3)

- Remarks

Q10. Explain the meaning of the following two quotes:

(a) He has achieved success who has lived well, left the world better than he found it, laughed often, and loved much. (75 Words) (5 Marks)

(b) "To rely upon conviction, devotion, and other excellent spiritual qualities; that is not to be taken seriously in politics."

Do you agree with it and why? (75 Words) (5 Marks)

Remarks

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Remarks

Q11. Define the term values. Explain any two values in each of the following categories:

- (a) Values in the self  
 (b) Values in human-human interaction.  
 (c) Values in interaction with the nature

(150 Words) (10 Marks)

(a) values in self are -  
 Compassion, Integrity,  
 benevolence, courage, pi,  
 Excellence, efficient, ~~leadership~~

(b) In human-human interaction -  
 loyalty, respect, Neutrality,  
 Rule of law, fairness, fairnes,  
 leadership, ~~compassion~~,  
 communal harmony,  
~~trust~~

(c) Nature  
 Respect, doing no harm,  
 conservation, sustainability,  
 preventing climate change,

Remarks

सर्वे सुखी भवन्तु  
(May all be happy)

। प्रणामः

१ २ ३ ४ / ५ ६ ७ ८ ९

(५)

Remarks



Q12. Can ethics solve the problem of poverty and hunger in India? Analyze.

(150 Words) (10 Marks)

Ethics can solve the problem of poverty & hunger by -

- ① If all are ethical the schemes would be implemented correctly, reduced leakages.
- ② This would provide poor their due entitlements.
- ③ There would be no vested interests, all would try to help each other.
- ④ There would be no nepotism & crony capitalism hence end to issues like 2G, CWC, Coal block allocation, funds could be used for alleviating poverty.

Remarks

⑤ Guns would reduce, hence  
Inequalities, conflict would reduce  
Foreign Investment would  
increase resulting in more  
jobs.

Need to  
substantiate

32

Harsh

You basic is good.

All answers carries good  
points.

But - need to work upon  
analysis.

Remarks

SECTION - B

Q13. According to a 2013 remark of the Supreme Court of India, although the law is obvious that promises made in an election manifesto cannot be construed as a corrupt practice under Section 123 of the Representation of the People Act, whereas the reality is that distribution of freebies of any kind undoubtedly influences all people and it affects the level playing field. The Court opined that "Freebies shake the root of free and fair elections to a large degree." In view of the above remark of the Apex Court, answer the following questions.

- (a) Who are responsible for vitiating electoral environment those who distribute freebies or those who receive freebies happily?
- (b) Why distribution of freebies during election times goes on unhindered is it lack of enactments that could govern election manifestoes or lack of value based politics?
- (c) Generally parties release their manifesto before the announcement of the election date: in that scenario, strictly speaking, the Election Commission will not have the authority to regulate any act which is done before the announcement of the date. Nevertheless, an exception can be made in this regard as the purpose of the manifesto is directly associated with the election process. Do you agree? Why?
- (d) Make a case for a separate law, to be passed, by the legislature, with regard to distribution of freebies for governing the political parties.

(250 Words) (20. Marks)

Stakeholders	Values	Ethical Issues
1. Supreme Court	Representativeness	* Right to promise, influence Vs Fairness
2. Election Commission	Neutrality	* Human greed Vs Voting Objectively
3. Government	Fairness	* Electoral Reforms
4. Political Parties	Rule of law	* Adherence to Probity than on beyond legal requirements
5. Citizens	Greed	

(a) In the given context one of the political parties are offering freebies like laptops, colour TV's while people are guilty of voting for party which offers freebies rather voting objectively based on its performance in government.

Remarks

Political parties are more responsible

they are in role of

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Political parties come out of societies, and hence the offer of freebies points to larger manifestation of human greed. But on other hand in a welfare state like India, parties have genuine commitment to provide for the vulnerable sections. E.g. Rs 1/ kg rice helped improve nutritional intake of vulnerable sections.

(A)

These enactments are ordinances of reason for public good while values guide ethical conduct. The larger decline of values in politics not with values of sacrifice, good governance, rule of law, discipline being overtaken by greed, opportunism, expediency. While enactments may act as deter, but true and long term change can only occur from value based politics.

Remarks

(c) Yes as it is the intent that matters, parties trying to subvert Model Code of Conduct should be brought under amended Act, so as to bring any attempt to influence/persuade voters through bribes should be regulated by law, even if it is before the date.

(d) Recently election Commission announced that parties promising bribes, will have to give security for fulfilling those demands.

This is a good start and can be followed up by giving election commission more powers to regulate, Educating public not to vote only on basis of bribes through programmes like SVEEP, voter awareness along with value education in schools to create more aware citizen who don't get swayed by bribes.

Remarks

(72)

Q14. There is a village living in fear consistently due to regular case of clash between the two castes. In a recent incident two young children from a particular caste were burnt alive and their parents suffered injuries after their home was allegedly set a fire in the deep winter night.

A special police posting had been made in the village about a year ago after similar attacks. However this initiative by the administration failed to serve the purpose.

You are a Police Chief of the district that has witnessed this grave incident. After this incident one group jam the busy highway with the dead bodies of children, and traffic movement is out of gear as highway is busy and suddenly protest started turning into a mob.

You have asked the local police station to handle the situation but you came to know that local police is divided as one group belongs to the same caste who is protesting. You fear that mob may turn violent.

Being Police Chief of the district what steps will you take to control the situation?

Discuss merits and demerits of the various options you have. Which is the best option and why?

(250 Words) (20 Marks)

Stakeholders	Values	F. Thesis / Issues
1. The two caste groups	Neutrality	Caste Vs Equality
2. Police	Rule of Law	Rule of Law Vs Mobocracy
3. Highway traffic	Punishing the guilty	Non-partisanship Vs Cort Loyalty
4. State government	Responsibility	Order Vs Chaos
	Professionalism	Neutrality Vs Bias...
	Leadership	Need to proportional punishment
	Non-partisanship	

Various options are

①

Meeting the respected members of both caste groups, try to mediate, request them to make appeal to maintain peace & harmony.

Remarks

is it?  
Refrain.

Merit - ① lead to cessation of violence

② Less conflict

Demerit - ① Leaders may not agree to  
reconcile and may remain adamant

② Show of strength by police, Acting  
stoutly against the culprits, without  
any bias.

Merit - ① In line with Neutrality,  
Non-partisanship ② may lead to  
quick establishment of law & order

Demerit - ① Strong action may lead to  
further Alienation, reaction in form  
of more violence. ② Grievance may  
be bias towards one caste group  
by police at local police station.

③ Arrest. The people guilty of attacking  
the children, Appeal to public  
that justice will be done, and  
any one taking law in their hands  
will be stoutly punished.

Points - ① In line with rule of law

Remarks

(i) establishes confidence among the people of about Neutrality of state.  
 Demerit - (i) May lead to reaction from the other caste group.

(ii) Increasing police patrolling in the affected areas, being Community Policing, may lead to instilled confidence.

Merit - (i) establish peace in long term.

Demerit - (i) Not ~~an~~ immediate bulley.

The best option would be a combination of (i) asking state from both caste groups to appeal for restraint.

(ii) show of strength to arrest the culprits & - instilled confidence in people.

(iii) Introducing Night patrolling, community Policing.

These measures help short term problems of go the ~~clear~~ clearing the jammed highway, punishing the culprits, an lid with Rule of Law, etc.

Neutrality, Non favouritism, and effectiveness in terms of bringing order.

Remarks



Q15. Everybody lives and dies for the progress and prosperity of his or her own family and kith and kin. If one person gets on higher position of power and authority, the expectations of family members and neighbourhood increases from him that he would be instrumental in getting them into employment or business as well as other opportunities. The pressure is sometimes very high. Observe the following situations and answer the questions posed:

- (a) A civil servant who plays an important role in decision making in a government procurement deal was in severe dilemma. He was compelled by his wife and son to allow their companies to participate in the bidding process, which he was supervising and do favour to them by supplying few information. What should he do?
- (b) A marketing chief of a Public Sector Oil Company was urged and coaxed by the people of his village to open a gas agency in their village for the ease and convenience of the people in accessing clean source of energy. How can he fulfill such aspirations? Will it be justified to do such a favour where such decisions are taken by the pre-fixed criteria?
- (c) The brother of a high ranking police officer was found collecting money on weekly basis from the petty businessmen on the footpaths and pavements of a district where a new IPS trainee joins. What are the options before him-
- (i) He should ignore him otherwise he would face the ire of his senior officer;
- (ii) He should take the right action according to the provisions in the law and his charter of duty; and
- (iii) Before taking any action, he should communicate with the senior officer as to what to do with his brother.

(250 Words) (20 Marks)

① In this case there is conflict of interest between the personal & private relations of civil servant. So here the civil servant should -

① Declare the conflict of interest about his son & wife's company being involved in the bidding process.

② Recuse himself from the bid selection process, to ensure a fair and objective view to be taken

Remarks

Regarding the best companies.

(A) ~~to~~ This case also involves conflict of interest. No he won't be justified to open gas agency in his own village as that would amount to violation of Neutrality, Non-partisanship, Objectivity, civil services conduct rules, 1988, public service values.

But of course he can help in his personal capacity to help the village fulfill the prescribed criteria to be eligible for getting gas agency.

(C)

a Values

Neutrality  
Non-partisanship  
Objectivity

Stakeholders

- Senior officer  
- His brother  
- New IPS trainee

Ethical issues

- conflict of interest  
- Need to remain objective  
- Rule of law

(i)

No, the IPS trainee needs to take action against the brother of senior police officer, as it is in

Remarks

line with civil services conduct rules, 1968 of being solely guided by public interest, act objectively without fear or favour. Foe of officer should not come in the way of duty.

(i) Yes, He should perform his duty and take right action guided by rule of law, take action against brother of officer according to penal provisions.

(ii) Before taking action communicating with the officer, may again hinder his objectivity, as officer may persuade or threaten the brother not to take action against him. So officer needs to be solely guided by public interest & rule of law while on duty than by any other considerations.

(9) ✓ SW

Remarks

Q16. You are posted as an IAS officer in a backward district where rural women are often ostracized, and every time when something bad happens to any villager either at individual or household level, the blame is often fixed on some women who are generally a most primitive kind of believer or devotee to some deity. You get one such information, where the villagers are planning to try a woman and punish her for the death of newly married couple in a road accident. Such kind of happenings are described as "witch hunting". Previous experiences show that when women has been left on the rationality of the villagers and their kangaroo courts, they are often killed for witchcraft. Answer the following questions:

- (a) Now when you have information about witch hunting and possible attack on the woman said to be a witch, what steps would you take to stop violence and inhuman behavior against her? State the steps you would take in a sequence.
- (b) In your first encounter with the villagers what would you say to them?

(250 Words) (20 Marks)

Values	Stakeholder	Ethical Issues
1 Objectivity	village people	* Rationality Vs Superstition
2 Personality	affected women	* Rule of law Vs
3 Compassion for women	Police	primordial beliefs
4 Rule of law	Larger Society	* Compassion Vs
5 Fairness		paternity
6 Humanity		

Various steps that I would take to stop violence & inhuman behaviour are-

1. Meet the respected elite in the village and request them to condemn and appeal to end the practice of witchcraft.

Remarks

② ~~At~~ Carry out ~~an~~ inspection in the village and tell the villagers that those who are found ~~not~~ involved in witchcraft would ~~be~~ be arrested and given strict punishment.

③ Put policemen in plain clothes in the area, to monitor any activities and take prompt action if any untoward incident happens.

④ Get an NGO, to be with the woman, who has been accused to be a witch, provide her with food, clothing & shelter or any other help.

⑤ As a long term measure, ask a drama group, or local volunteers to carry out puppet shows, drama, folk dance to persuade and influence people.

Remarks

points given  
Order Not

⑦

against inhuman practices such as sutichraft, and making them more rational and human.

(6) Further a meeting ~~so~~ could be called of all women members of gram panchayat, and ~~ask~~ ask them to be more vocal against this inhuman practice, against a fellow women.

~~But~~ there is need for instrumental rationality of modern era against superstition in our society, which inhuman still continue.

Remarks

Q17. There are various religious and cultural occasions in India when a large number of people gather to form a big procession which marches from one area of the city for celebrations and emersion of statues to other areas dominated by people of different religions and sects. In such cases the possibility of riots and conflicts are very high. Suppose you are the Police Superintendent in one such area where after Puja (worship), a procession of a particular community is learnt to have planned to pass through some streets before emersion of the statue in the river eventually. Answer the following questions?

- As Superintendent of Police what will you do if you learn about marching of such a procession to the areas dominated by other communities which have a record of mistrust?
- Will you completely ban movement of a religious procession in case of apprehension of a conflict? Give reasons.
- In case a conflict takes place during the marching of a procession and a riot like situation arises, state the steps you would take to keep the situation under control.

(250 Words) (20 Marks)

Values	Stakeholders	Ethical Issues
<ul style="list-style-type: none"> <li>Communal Harmony</li> <li>Freedom of worship</li> <li>Objectivity</li> <li>Fairness</li> <li>Social Order</li> </ul>	<ul style="list-style-type: none"> <li>Procession of one religious community</li> <li>Other religious community</li> <li>Police</li> </ul>	<ul style="list-style-type: none"> <li>To maintain communal amity &amp; peace</li> <li>Respect to all religions</li> <li>Right to religious beliefs &amp; practices</li> </ul>

⑥ In the given case my sequence of steps would be as follows —

① Meet respected members of both communities, to arrive at a consensus based agreement on

Remarks

how the procession would be taken, its path, manner etc;

(2) Taking a written undertaking from members of both communities that no provocative slogans, would be raised and movement will be peaceful.

(3) Place policemen in plainclothes, during the procession, to rein in the miscreants, and avoid any untoward incidents.

(4) Initiate measures like common community policing to build trust with the members of both the communities & also police.

(5) No, it would not ban non religious procession, as it would affect their right to practice their religious beliefs guaranteed under Article 25, but reasonable restrictions can be put for social order.



So I would try to start with a consensus based agreement, that maintain a balance between religious rights & social need for maintaining communal harmony. Also since religious beliefs are deeply felt, it should not be denied except in exceptional circumstances.

- (c) In this case I would
- (1) Request elite from both the communities to appeal for calm.
  - (2) Police government in plain clothes, to identify and arrest miscreants who are provoking people.
  - (3) Ask the members to change the route of procession to avoid passing through members of other community.
  - (4) Try to persuade & influence people to maintain communal harmony through local volunteers, Home Guards.

Remarks

9/10

Q18. There is an MLA who is very popular because he responds to the complaints of the people about the failure of local institutions in service delivery very pro-actively. His method of responding to the complaints of the people often comprises of using force and bullying the failing local institutions and the concerned officers rather than invoking the lawful procedures. Sometimes he even uses threat as a weapon to get things done in favour of the people. Answer the following questions:

- (a) Can we justify the MLA's method of redressing complaints by virtue of force, bullying and threats because his motives are good and his act is in the public interest?
- (b) What should be right way of redressing people's genuine complaints?
- (c) Should the act of the MLA be considered as 'pressure from below' which is necessary for a democratic system to deliver services and desired outcomes and so can be endorsed as morally right?

(250 Words) (20 Marks)

Values	Stakeholders	Ethical Issues
<ul style="list-style-type: none"> <li>• Responsiveness</li> <li>• Objectivity</li> <li>• Rule of law</li> <li>• quality of service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Citizens (electors)</li> <li>• MLAs</li> <li>• Local officials</li> </ul>	<ul style="list-style-type: none"> <li>* Need for officers to be responsive voluntarily</li> <li>* Need to be guided by law, rules than by extralegal coercion</li> <li>* People voting for such people because of ability to get work done.</li> </ul>

(a) Though motives are good still are not justify the MLA using extralegal means to get work done. Though these means are functional to get work done, the in

Remarks

long term these methods are not sustainable as they would lead to democratizing the local officials, giving more power to vigilante groups, subverting rule of law, various pressure groups would try to use these methods to get work done, leading to 'jungle Raj' chaos in long run.

- Right way of addressing people's complaints should be —
- (i) Improving the administration & making it more responsive through measures like —
    - (i) Citizen's charter, (ii) Public Service Delivery Bill, specifying deadline for providing service back by firm, penalties for errant officials.
    - (iii) Citizen empowerment, strengthening

Remarks

their ability to quash  
question corruption, through  
rubbish notes, posters, Helpline as  
was done in Hong Kong.

(iv) Further need for Attitude change  
to avoid 'Mai Bap' attitude and  
Chatter Hai Attitude, towards more  
citizen centric administration.

(c) Act of MLAs is not legitimate  
& arises in third world countries  
leading to Charismatic leaders  
who can get work done.

But their existence owes to  
inefficient administration & delay  
in providing legitimate  
services to citizen.

One administration has become  
citizen centric more  
responsible, then there  
would be no need of such  
charismatic leaders.

Remarks

Q19. In a vaccination programme you are made the officer in charge of the campaign and the team members would have to be guided and led by you. You are answerable for any lapse and misdemeanor. To ensure the campaign runs perfectly, enumerate the 5 most important check list which you would ensure before the members of your team reach out to households. Also explain why have you chosen those precautions in your check list.

(200 Words) (10 Marks)

Value	Stakeholders	Ethical Issue
Objectivity	Children	Right to Health
Integrity	Society	Need to work objectively
Empathy	Officials	

The 5 most important checklist would be -

- Telling the members to be courteous & responsive toward the parents & children

  - To win their trust
  - To ensure campaign runs smoothly without any obstruction
- Sensitizing the parents toward need for getting their children vaccinated - through TV, Radio + messengers, neighborhood, bulk data.

Remarks

③ To ensure the material used for vaccination is used for the same end purpose & not diverted for commercial ends through CIP S. Booking, social auditing,

④ To ensure that no child is left out from the vaccination, through proper checklist of households, children, online

② Trace tracking of vaccination records through management information system (MIS)

⑤ To ensure that no resistance to vaccine develop through proper tracking of the after effects of vaccination, post the job is done.

*Remarks*

D

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