



An Institute for Civil Services

IAS TOPPER'S

TEST COPY

ARNAV SHIVENDU

RANK - 283

GS MAINS ETHICS

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 19 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 ARNAV SHIVENDU

Roll No. _____

Mobile No. _____

Date _____

Signature Arnav

1. Invigilator Signature _____

2. Invigilator Signature _____

SECTION - A

Q1. 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce problem creation'. Illustrate your opinion.

(150 Words) (10 Marks)

Human society in the present times is driven by a consumerist and a materialistic culture. This results in conflict among the people for power, resources and influence.

Recent phenomena of climate change, inequality, terrorism, mob lynching are a manifestation of this.

Skills which is the ability or the capacity to solve a complex problem by deliberate and consistent effort ~~are only~~ able capable to solve intellectual issues (such as a mobile phone or laptop that improves communication) but

Skills cannot solve human society problems as ^{societal problems} they are deeply rooted in human nature and social norms.

Remarks

Therefore, it is essential that ethics and values are promoted as they are science of conduct which are a guide of right and wrong and help in decision making by individuals.

- It will assure that human society is capable of empathising and realising the broader goal of sustainable development, thus, overcoming the prevalent societal issues.

Remarks

Q2. According to Maslow and his hierarchy of human needs, why most of the human beings get engrossed in the basic necessity of life rather than moving to the self-actualization stage which reflects that human beings are not simply a biological machines?

(150 Words) (10 Marks)

Self actualisation is the realisation of one's true potential. It requires deep introspection and spiritualisation to drive out self centeredness and develop a broader understanding of one's role in the society.

Maslow in his hierarchy of needs has thus placed self actualisation at the top. This denotes that every individual aspires to reach it.

However, this seldom happens because most of the human beings are engaged in securing their physiological needs such as food, water, security of life, self esteem.

This is further compounded as most of shape of our wants not as per our wish but the society's to gain acceptance.

Also, individuals are not placed at the same level of development and

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thereby compete with each for a secure job and materialistic life.

For instance, a poor man who is a farmer year after year will continue to struggle for making ends meet.

On the other hand, a rich man seeks more money and influence.

Thus, only a few great men like Buddha who are able to escape the wants of life, are able to self actualise themselves.

Remarks

Q3. . Humility is the mother of all virtues, purity, charity and obedience. Comment. Do you consider yourself humble? How can you prepare yourself to become more humble?

(150 Words) (10 Marks)

Humility is being modest or having a low perception of oneself in relation to others.

Humility ensures that a man is open to ideas, criticisms and, therefore, allows the individuals to seek self improvement and develop one's personality as per the demand of the situation.

Thus, humility allows a man to be pure, charitable and be obedient, therefore, making humility the mother of all virtues.

On a personal level, I strive to be humble as much as possible. However, being humble is a continuous process that develops permanently over time, thus, I practice the following steps to be humble-

- (1) be open to criticism
- (2) accept my mistakes gracefully

Remarks

(3) introspect my criticisms and mistakes and understand their relevance of them in order to add a new dimension to my personality.

(4) Be grateful to others for their inputs and help.

(5) Speak as less as possible about myself.

(6) Understand the other person's viewpoint by trying to be a good listener.

Remarks

Q4. Discuss the essence of consistency? Does consistency guarantee trust? If not then what is the use of it? (150 Words) (10 Marks)

Consistency is being dedicated and focused in order to attain a goal or an objective.

Essence of consistency is that it ensures predictability, discipline and thereby resulting in reliability and therefore increased trust.

For instance, if a leader is honest and consistently delivers the goals of the organisation along with ~~trustful~~ honest communication with the employees, ^{it} builds professional loyalty due to the positive atmosphere of trust.

However, consistency is not only about working towards a goal like a machine but rather learn each day with each mistake that one

Remarks

commits.

Thus, consistency is a tool for
self improvement.

Remarks

Q5. Answer the following questions related to the leadership quality:

- (a) Charisma is the result of effective leadership, not the other way around. Discuss.
 (b) Why Charisma as a leadership trait doesn't last long?

(75 Words Each) (5×2=10 Marks)

(a) An effective leadership is a necessary condition to motivate people, to believe in a goal and constantly strive for achieving those goals.

Thus, Charisma which is the aura of ability to arouse passions arises to make people trust and, thereby, allow a leader to follow a path to attain the promised goal.

Martin Luther King Jr has been described a charismatic leader who made the black community believe in themselves and was instrumental in ending the discrimination of blacks.

On the contrary, Mussolini despite being a charismatic leader was later killed by his own followers.

Thus, proving that if a charismatic leader fails to yield promised results, he is held

Remarks

accountable by the public and punished severely either via electoral means or violently as in case of Mussolini.

(b) Charisma is a manifestation of effective leadership.

If a leader is effective, (s)he produces tangible results continuously and ensures his charisma continues to ~~leg~~ mesmerise the supports.

However, most of the leaders are usually charismatic to gain electoral support and, therefore, become populist.

However, in the long run, they fail to give positive results to the people, thus, eroding their legitimacy and therefore, their charisma as seen in Mussolini's case.

Q6. What is Citizen Charter? Why Citizen Charters are considered as proactive approach to good governance? Critically examine Indian experience to Citizen Charter. Suppose you become the head of District Health Office. How will you display your proactive approach in this respect?
(150 Words) (10 Marks)

Citizen charter is a set of commitments made by an organisation to its beneficiaries regarding the quality of service and its timely delivery.

Citizen charters raise public awareness in terms of the quality that they should expect from the organisation. This allows public to ensure accountability and thus, resulting in transparency and reliability which are the essential attributes of good governance.

In case of India, the overall result has been deemed a failure when it comes to citizen charters because -

- (i) no legal backing, thereby, no punitive action against violation of the citizen charter
- (ii) lack of awareness amongst public regarding how to effectively use the charter

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(iii) Poor design content and lack of continuous updation as per the changing needs, thus, resulting in low accountability.

(iv) Lack of sensitisation and awareness seminars to make officials responsible.

(v) Lack of proper consultation with relevant stakeholders i.e. public, media and employees to formulate a balanced citizen charter.

Being the head of District Health Office, following approach should be adopted-

(i) consult all stakeholders i.e. public, media and employees.

(ii) employees should be involved during charter formulation to make them feel accountable.

(iii) Awareness seminars for the public to ensure they are capable of exercising their rights.

(iv) Sensitisation and awareness seminars for the employees to align them with charter goals.

(v) Grievance redressal mechanism along with a database of grievances to take timely actions and ensure accountability. (vi) Periodic updation of charter.

Remarks

Q7. What is corruption - A legal problem? A social problem? A moral problem? or just a grease that runs a system seamlessly? (150 Words) (10 Marks)

Corruption is a dishonest or a fraudulent act committed by an individual against the accepted legal and social norms.

Corruption is an amalgamation of legal, social and also moral problem.

If an individual takes bribe or offers bribe to get a task done, it is in violation of Prevention of Corruption Act, thus, making corruption a legal problem.

If an individual commits atrocities against an individual, thus, violating the human dignity of the victim, it makes corruption, moral corruption.

Ex - Apartheid genocide of Jews by Nazis.

Corruption becomes a social problem if it impedes a group's social and overall advancement.

Ex - Apartheid against Blacks in South Africa.

Remarks

Corruption, therefore, impacts not only the one's offering it but impacts the entire society, particularly, the poor. It increases inflation because of black money, increases gap between the rich and the poor and affects national development negatively.

Thus, it is imperative that the moral and ethical fibre of the individuals is strengthened apart from education and awareness to kill the malaise arising from corruption.

Remarks

Q8. Differentiate between Code of Conduct and Code of Ethics. Why implementation of Code of Conduct has failed in government organisations? (150 Words) (10 Marks)

Code of Conduct is the set of acceptable and prohibited behaviours that individuals are allowed to exhibit during their time in workplace.

Code of ethics, on the contrary, defines set of guidelines to ensure that individuals understand right and wrong and incorporate them during decision making.

Therefore, code of conduct ~~is~~ can be regarded as a part of code of ethics.

Code of conduct usually fails in the government organisations because—

- (1) lack of awareness among the officials.
- (2) Leaders themselves do not follow the permissible conduct resulting in poor precedent and, therefore, poor work culture.
- (3) lack of sensitisation of the workforce

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towards the objectives of code of conduct and its overall importance in organisational goals. It is viewed as a hinderance towards innovation and risk taking.

(4) no punitive action taken generally in case of violation.

(5) code of conduct is generally reactive and, therefore, unable to tackle unperceived situations.

Thus, to make code of conduct successful, individuals needs to be educated in moral values to ensure their adherence towards code of conduct.

Q9. How 'professional loyalty' can bring a positive work culture in an organization? What are the after effects of poor professional loyalty of the civil servants?

(150 Words) (10 Marks)

Professional loyalty refers to the sense of belongingness felt by the workforce towards its workplace.

Professional loyalty ensures positive culture via —

- (1) employees do not view work as a burden but an opportunity of self improvement.
- (2) improved vertical and horizontal communication, thus, enhancing trust and tolerance amongst the workforce.
- (3) consistency and dedication towards work, thus, ensuring upholding the organisational mission and goal.
- (4) results in recognition of one's work and, thus, corresponding rewards.
- (5) reduced chances of conflict of interest and, therefore, low instances of corruption, nepotism.

Remarks

Poor professional loyalty of civil servants
results in —

- (1) increased conflict of interest, thereby, increased instances of corruption, nepotism, favouritism.
- (2) punctuality and timely delivery of work.
- (3) workers do ~~not~~ waste resources as ^{feel it} they belong to them instead of public.
- (4) misuse of discretionary powers.
- (5) opaque system of functioning.

Thus, overall, the organisational goals and mission of public welfare is compromised if there is poor professional loyalty amongst civil servants.

Q10. What do you mean by conscience and what role does it play in the life of ordinary people and leaders? Explain and critically examine the following statement in this regard: "Don't let the noise of others' opinions drown out your own inner voice. And most important, have the courage to follow your heart and intuition." (150 Words) (10 Marks)

Conscience is the inner voice of oneself that impels one in the right direction.

It is a response of the mind against the morality of a judgement being taken up by a person.

Thus, it is an essential tool which ensures that an ordinary man or a leader takes a decision keeping in mind the right and wrong and, therefore, its impact on the overall public welfare.

The statement — "Don't let the noise of others opinions drown out your inner voice. And most important, have the courage to follow your heart and intuition" points out that an individual while taking a decision, though, listen to others to form a viewpoint, it should

Remarks

not happen that instead of being an informed decision and a logical inference, it clouds the very intuition and overall understanding of an individual, thus, impairing the very decision making capability of an individual.

Being overwhelmed and influenced by other makes the decision biased and does not serve common good. Therefore, an individual despite taking in inputs from others, should necessarily evaluate his actions wisely to establish a logical and informed decision which is ~~not~~ rational and objective.

Remarks

Q11. Are impulses and instincts always bad? What is the importance of impulse and instincts in decision making? Do you agree that great things are not done by impulse, but a series of small things brought together gradually? (150 Words) (10 Marks)

Impulses and instincts are emotions that are a consequence of a reaction against an external stimuli.

They are usually considered bad as they are innate and not based on experience unlike intuition which is a consequence of physical, mental ~~and~~ experience.

Impulses and instincts result in panic, wastage of time and resources. Thus, instead of being an enabler, they become a hindrance in the process of decision making.

All great things require endurance, dedication and consistency. Every single act and mistake results in a better understanding of the problem at hand and of oneself.

Remarks

This ensures that a man develops his intuition and his personality and, therefore, ~~it can be~~ able to handle any difficult situation.

For instance, a leader knows if an assignment has been completed by his team and no reward is given, there will be dissent in the team. Thus, intuitively, he ensures that the individuals are rewarded ^{for} their work.

Thus, it can be said that all great things are a result of small things brought together —

Q12. Which is a better way for a civil servant- following the blue book or discretion? Give reasons.

(150 Words) (10 Marks)

Blue book refers to laws, rules and regulations that are to be followed during a decision making. It ensures that an act is legal and ethical.

It is highly objective and, thus, ensures answerability in case of any deviation. However, blue book is based on pre conceived situations and, therefore, cannot cover all situations.

Discretion, on the contrary, gives flexibility to an individual ^{to take decision} based on the merit of a situation. It allows a man to ~~take~~ meet an ~~unforeseen~~ unforeseen situation.

However, discretion is highly subjective and, thus, difficult to fix accountability. It requires moral strength for an individual to ensure

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that an individual does not misuse his discretion and promote corruption, nepotism.

Thus, a balanced decision making which incorporates both blue book and discretion should be undertaken to ensure that the decision is ~~in the~~ ethical and legal.

For instance, land acquisition act allows the government to acquire a land for a social cause by consulting the stakeholders.

Since it requires consultation, it makes a legal provision mandatory but at the same time allows ^{meaning of the} government to decide the ^{term} social cause.

Remarks

Q13. A successful civil servant has the immense capacity to maintain a measured silence, to do effective communication with a few words and swallow difference and even indignation. Do you agree? Give reasons. (150 Words) (10 Marks)

A civil servant faces different situations at a given point of time.

(S)he may not be aware of every possible situation and may require time to take a decision. Thus, in such a situation, it is advisable that the civil servant keeps quiet. This ensures that not only (s)he has time to come up with an appropriate answer but also ensure (s) he does not violate his/her mandate or breach any provision of law.

Also, a successful servant is supposed to swallow difference and indignation as his goal is to ensure public welfare. If an individual

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accuses a civil servant of misconduct or negligence, it may be because of grief, similarly, during tense situations there can be a tensed communication with colleagues.

However, a civil servant should swallow all differences, keep communication at minimum to achieve the task at hand.

Remarks

SECTION - B

Q14. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

- (a) What are the options available to you?
 (b) Evaluate each of these options and choose the option which you would adopt, giving reasons. (250 Words) (20 Marks)

The case deals with an old man demanding his pension but being exploited by public officials. Highlighted issues are —

- ① payment of pension
- ② bribe (corruption)
- ③ work culture

(a) option 1 — Payment should be made to the old man without any delay. In the long run, direct benefit transfer should be implemented to reduce public-official interface. This would, however, require setting up bank accounts for all which is a time taking process

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option 2 - Tackle corruption in the form of bribe culture

(a) Take grievance of the beneficiaries and launch a personal investigation to discover the bribe takers.

(b) Establish a vigilance cell / monitoring mechanism to discover and ~~investigation~~ any case of corruption.

(c) A grievance redressal mechanism for the public to report cases of corruption and mention the process in the citizen charter.

option 3 - In the long run, measures should be taken to improve the work culture. It would require -

(a) sensitisation, awareness campaigns of employees towards goal and mission of the office. Set accountability amongst officials.

(b) ask for their inputs including constraints while formulating the citizen charter.

Remarks

- (c) Citizen charter should also have inputs from public and the media.
- (d) Constant updation of citizen charter and awareness campaign for the public in order to inform them about its utility.
- (e) A grievance redressal mechanism for both employees and the public.
- (b) Best solution is to establish an enquiry to ~~discover~~ discover the modus involved in bribe taking activities. Initially, it could be a personal investigation but in the longer run, a monitoring mechanism should be established.
- Bigger concern, however, is the deteriorating work culture which would require a citizen consultation to establish a citizen charter with clear cut accountability.
- Sensitisation and awareness campaign for the officials. Also, to make payment system fool proof, direct benefit transfer in the long run is a step in the right direction.

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Q15. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case.

(250 Words) (20 Marks)

(a) Reasons for failure of the citizen charter -

(i) resource assessment not done to support the promises made to the public

(ii) earlier reasons for poor quality in delivery of service not assessed in consonance with subordinates.

(iii) replacement for key functionaries not ready causing increased work load.

(iv) Proper accountability not established among officials.

Remarks

(b) Ideal course of action :-

(i) proper resource assessment along with risk planning to ensure a clear delivery promise of services could be established.

(ii) discussions with all the relevant stakeholders and establishing clear objectives with both the public and the subordinates. This ensures there is no confusion amongst the stakeholders regarding the service to be delivered.

(iii) A grievance redressal mechanism to take periodic complaints from the public.

(iv) Placing proper accountability to ensure that the entire blame does not fall on the head.

(v) sensitisation and awareness campaigns for the subordinates to understand the relevance of citizen charter and the goal and mission of the organisation.

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(c) Citizen charter -

Name of the organisation - Water supply board
Chairman - Mr. XYZ (email id and contact number)

Quality of water - Maximum impurity
 i.e. chlorine and other particles = 5 g/m^3

Minimum impurity = 0.2 g/m^3

Quantity of water - 40 litres/day per household.

Time of water - 5 pm in the evening

Interruptions - Planned interruption

↓
 24 hours ^{prior} intimation before the interruption

Unplanned interruption → 8 hours before the interruption.

Cost of water - ₹ 40 per 10 litres per month

Grievance redressal - For wrong billing, quality and quantity of water, untimely interruption in delivery.

Grievance redressal officer - Mr. ABC

Email id, contact number.

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Q16. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave their studies and mother went searching for some household work. Finally she is a maid at your home. She works at your personal residence. One day she felt ill and ask her daughter to continue in place of her. Your wife is an IAS officer and quite busy. She does not have time to take care of old in-laws who needs constant care. Though there is a nurse to take care of them but there is a need of help in small household works also. So she gave consent to daughter of maid to continue in place of her. As she fears that your family may engage someone else and she will loose livelihood opportunity. When you raised the concern, she replied that this is matter of few weeks only, and also saying no will bring them on street. As in such a metro city one cannot survive without work, everything has a cost. You are Mayor of the city.

- (a) What are the ethical dilemmas related to it?
- (b) Your wife is in support of her placement as domestic worker as it will help her in balancing household and work responsibilities. Do you find her justification right?
- (c) How will you persuade her to change her decision? (250 Words) (20 Marks)

P. T. O.

Remarks

Q16. You are a senior district level administrative officer. Unfortunately, in your district 22 children have died on account of consuming mid-day meal. The children belong to very poor families, mostly from S.C. and OBC Communities. You are holding a meeting/enquiry with head mistress and other teachers who appear to be responsible for mid-day meal. Suddenly the parents and relatives (200 in numbers) surround the school (where meeting is in progress) and start angry protests, shouting slogans, etc. You are having a small team of police with you. Protesters are demanding that guilty teachers should be handed over to them so that they could take revenge. Parents are also carrying the dead bodies of children and have burnt two official vehicles which were parked inside the school.

What are the various steps you would like to take to normalize the situation? Discuss the merits and demerits of these steps? (250 Words) (20 Marks)

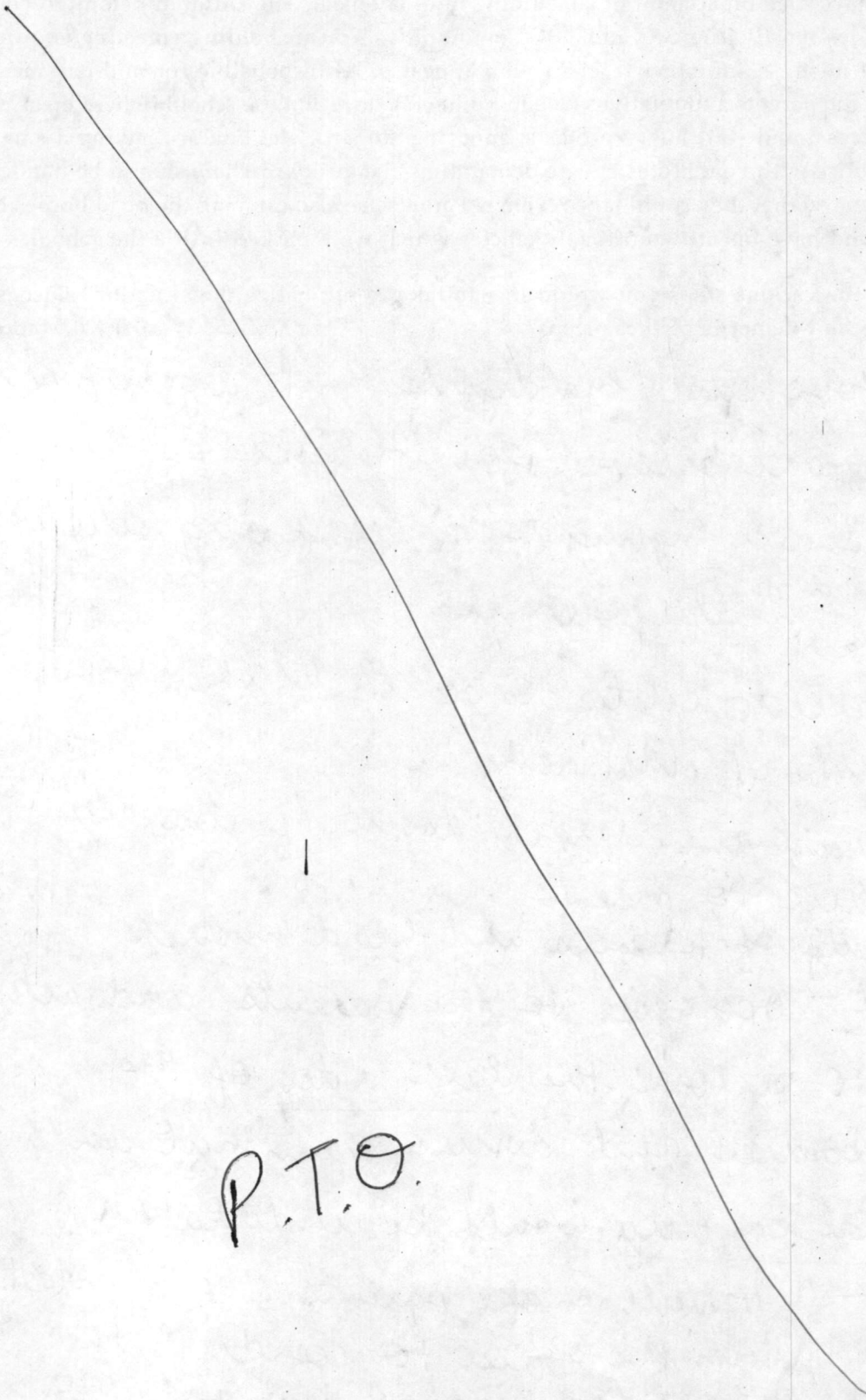
The above case highlights that a group of parents are grieved for the loss of their children. It highlights the following situation-

- (1) Mid-^{day}-meal poisoning
- (2) Accountability to be established for the death of children
- (3) Protests and larger issue of law and order due to parents
- (4) Security of teachers and head mistress

Option 1 - Apologise to the parents and ask them to perform the last rites of the dead bodies and assure them that an impartial enquiry would be undertaken.

Merits - (1) It will make parents stop the protests
(2) It will allow the officer to conduct the enquiry without focusing on law and order situation.

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Demerits - ① As the officer has a police team, it may cause distrust ^{among parents} and aggravate the violence.

② As the situation is violent, it would be difficult to hold a discussion.

option 2 - The small police team should be directed towards protection of teachers as the parents are seeking revenge.

Merit - ① Ensure safety of teachers.

② Allow the officer to conduct the enquiry.

Demerit - ① Parents will view the security of teachers as a means of shielding them away from responsibility.

② It may increase the scale of violence to gain access to parents where the police force would be insufficient.

option 3 - Conduct the enquiry of teachers and head mistress to arrive at the reason for the death of the children.

Demerit - ① Parents are protesting violently making it difficult to conduct an enquiry.

Merit - ① Allow the district officials conduct the enquiry and hold the accused responsible.

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Option 4 - Ensuring in the future that mid-meal is verified before being served.

Merit - ① Ensure no such incident occurs again in the future.

② Accountability mechanism is established so that such situations are handled relatively easily.

Demerit - ① ~~Ma~~ A long term solution, law and order situation demands immediate attention.

Option 5 - Ask local MLA/MP, to appeal to the parents to stop the violence.

Merit - ① Allows the administration to conduct the enquiry.

Demerit - ① Since parents belongs to marginalised community, they may view the step as a safety valve for the teachers and prevention of social justice.

Option 6 - Ask higher officials / state government to send reinforcement.

Merit - ① Increase ability to manage law and order situation.

Demerit - ① May arouse suspicion amongst parents about a nexus between accused and the police.

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 to another of the city. In such cases the possibility of riots and conflicts are very high. Suppose you are the Police Superintendent in one such area where after 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?

- (a) 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 conflicts in past in similar circumstances?
- (b) Will you completely ban movement of a religious procession in case of apprehension of a conflict? Give reasons.
- (c) 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)

The above case highlights the following issues — ① Managing law and order

② Avoid riots and conflict

③ Management of riot and conflict

① In case, the procession plans to move through areas dominated by other communities, I will arrange for more forces to maintain law and order as the place has a history of conflict.

② Ask religious leaders of both the community to discuss the issues and come up with a plan for a peaceful procession.

③ Ask the procession to route itself through another path.

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(b) In case of apprehension of a conflict, banning the procession should be the last step because -

(i) procession group will view it as a nexus between the officials and other communities, thus, fuelling communal tensions and perhaps a riot.

(ii) violation of their fundamental right of religion.

(iii) riots can be avoided if leaders from all the communities and discuss their apprehensions so that an amenable solution is reached.

(iv) Routing the procession through a different path.

(v) Increased forces to maintain law and order.

(c) If a riot like situation arises, I will

(i) ask my subordinates to restrain from fire.

(ii) Use the loudspeaker to appeal to all the

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groups to not fight and be aware of the police action that can be undertaken i.e. warn them.

(iii) Ask the leaders to meet ~~me~~ and appeal together to their followers to be peaceful.

However, in case the conflict rises, it would be very difficult to maintain peace. In that case, I will contact the superiors / state government to send re-inforcements and seek for guidance and direction if possible.

It would also be beneficial if internet is stopped to ensure there is no spreading of further propaganda and flair up an actual riot.

Q18. In a particular village, there is a communal tension between two Communities. The local SHO has taken a prompt action against trouble makers of two communities by arresting ring leaders of both communities. A powerful minister is putting pressure on the SHO to release arrested persons of a particular community as it may escalate tension further.

SHO is an honest, and upright officer and has come to you for a proper advice.

Following are some suggested options. Evaluate merits and demerits of each of these options and indicate, what would you like to advice him, giving proper reasons?

- (a) The SHO will complete all papers and records immediately after arrest and express his helplessness in absence of a court order for release.
- (b) SHO will agree to minister and release the people of a particular community.
- (c) Release the people of both the communities.
- (d) Seek instructions from Superintendent of Police of the district.

(250 Words) (20 Marks)

(a) In case SHO completes all papers and expresses his helplessness to the minister —

Merit — Ensure that no particular community is given any privilege, thereby upholding neutrality and secularism and rule of law.

There will also be no conflict further as no community will find itself at a disadvantage and would lack leadership to carry out the communal riots.

Demerit — ① Minister may influence SHO's superiors to either suspend or transfer him.

② He SHO may also be threatened for his life and for his family's

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(b) If SHO releases the people of a particular community -

Demerits - ① As ~~promised~~ ^{said} by minister, their would be further tension if not released, ~~this may ensure peace~~ however, ^{there is no} guarantee.

② Violation of principle of neutrality, secularism and rule of law by releasing members of a particular community.

③ Released community members may further target the other community, thus, affecting the law and order situation.

④ SHO may face enquiry for his wrong conduct.

Merits - ① May give SHO patronage of the minister.

② No pressure of transfer or life threats to SHO.

③ Communal tension may reduce, ~~as far~~ however, highly unlikely.

④ Release both communities -

Merit - ① Both communities will not have dissent against the police as they would be seen impartial.

② Would learn from their mistake and not repeat it in the future.

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Demerit - ① Would be a violation of rule of law, as prisoners should not be released with proper enquiry and judicial intervention.
 ② Would be viewed by prisoners as weakness of police and they may further undertake such activities.

④ Seek instruction from SP of district -

Merit - ① Would shift responsibility to a higher official who must be more equipped in terms of resources, power and experience to handle the situation.

② ~~Not~~ SP would obstruct the pressure from the minister and allow SHO to carry out his duty.

Demerit - ① SP maybe compromised and in connivance with the minister.

② The situation may ^{be so sudden that it may} not allow him to contact the SP.

③ SHO may be transferred or suspended under the pressure from the minister.

Remarks

Q19. There is a dispensary in a rural area. It is the sole medical center in the region and provides health care facilities to people. But the dispensary is not following the biomedical rules and disposes a large quantity of waste in its backyard, which is affecting the health of the nearby people and is also affecting the animals. You are health inspector of the region and got the complaint related to it. This hospital is governed by family members of the district collector under which you work. Even public do not care much about this problem, as this is the sole hospital in that vicinity and they trust hospital as treatment and hospitality is good. Media and NGO's staff gets treatment at low charges and sometimes free also. You have already warned hospital about their responsibility but they don't take you very seriously.

- (a) Identify crucial problems that are obstacle to practical solution.
 (b) Find different steps for solution to this problem and argue their capacity to achieve desired results.
 (250 Words) (20 Marks)

(a) Problems that create an obstacle in finding a solution are—

(i) Sole medical centre in the entire region so can't be shut down.

(ii) Dispensary is run by family members of the District Collector ^(DC), thus, they ^{may} have backing of the DC.

(iii) Attitude of the people — They do not understand the larger issue of dispensary waste and its impact on nearby people and animals.

(iv) NGOs and media should be unbiased ^{and raise voice against the wrong practices} but instead they are enjoying free and low cost services.

(v) Attitude of the dispensary against their responsibility of following

Remarks

biomedical rules to safeguard public and animal health.

⑥ Steps to be taken by the health inspector to achieve sanitation and hygiene —

① ~~Send official notices to the dispensary as they have disregarded the warning.~~

② ~~Ask the DC Inf~~

① Inform the DC regarding the sanitation and hygiene problem caused by dispensary.

② If there is no action or response by the ^{as the dispensary is run by his family members} DC, issue official notices to the dispensary.

③ Ask the NGOs and media to highlight the issue and stop taking the treatment at a low cost as it is dereliction of their duty.

④ Create a report based on enquiry and send it to the state government or superior in the health department / the health minister if the above steps fail.

Remarks

- (v) Also highlight the issue to animal rights based groups like PETA to overcome the issue of compromised NGOs and media.
- (vi) Communicate ^{with} the Panchayat / local government / MP/MLA and appeal to the leaders and representatives to manage the situation as it is impacting the right to life and dignity of individuals as well as animals. They should further ask people to change their attitude and realise that it impacts them in the long run.
- (vii) As a final measure, I would ask the state government to establish a primary health care centre and shut the dispensary as it is causing pollution and violating biomedical rules.

Remarks