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An Institute for Civil Services

IAS TOPPER'S

TEST COPY

NAMITA SHARMA

RANK - 145

GS MAINS ETHICS



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GS SCORE

ETHICS TEST SERIES

TEST - 04

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 NAMITA SHARMA

Roll No. _____

Mobile No. _____

Date _____

Signature Namita

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 today is struggling with problems such as climate change and global warming, Refugee crisis - Rohingya issue, terrorism, conflict between nations over competition for limited resources.

This poses an ethical question on whether human skills will be able to solve the problems or not.

Skill is a capability to do a particular task or solve a problem based on intellectual learned attributes.

Problem of Environmental degradation is result of anthropogenic activities, indiscriminate use of natural resources. Today, new technologies are being developed for clean environment but only skill cannot

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Some, its moral and ethical obligation of both developed and developing countries to take cognisance of situation and act in sustainable manner.

Ethical concerns involved in today's human society, include:-

- (1) Means vs Ends
↳ path of development
- (2) Need vs Greed
(Sustainable) (Consumerism)
- (3) Development vs Environment conservation
Economic
- (4) National interest vs humanity
(Security) (Refuge to migrants)

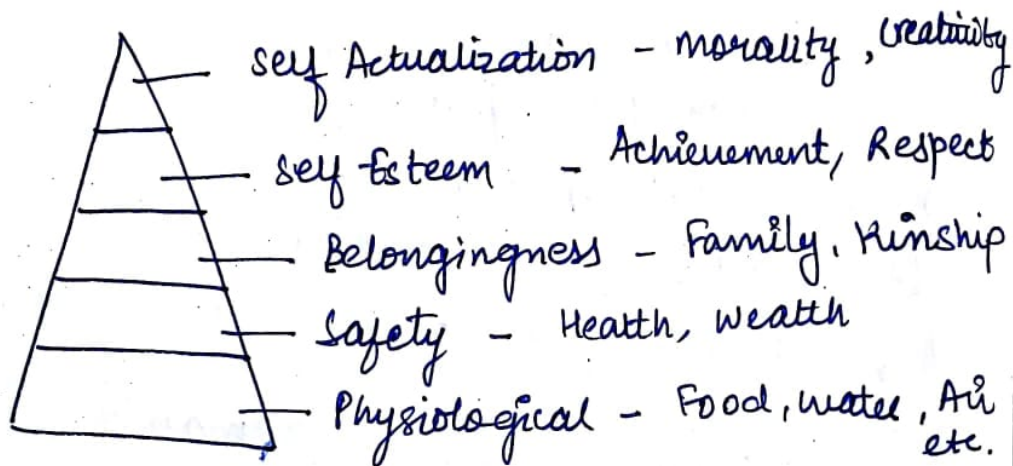
As, Winckananda said - every educated person is considered as a traitor till there is poverty in this world. Thus, its the moral responsibility of every individual to act not in selfish orientation but in service orientation towards nature as well as humanity, society at large.

Remarks

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

(150 Words) (10 Marks)

Maslow's Need hierarchy is a motivational theory which postulates five categories of human needs in a pyramid form



Once physiological needs are met, person moves towards safety needs and then further upwards in pyramid.

However, it is observed that people generally get engrained in basic needs rather than moving towards self-actualization, very few reach there.

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Factors responsible for above observation, include:-

1) Personal / Psychological :- Lack of self motivation, ignorance, lack of required skills and education.

2) Societal :- Social acceptance and recognition is limited to material success and spiritual success is ignored. Good degree high paying job, social status are rewarded by society, thus making an individual restraint from reaching higher spiritually / morally.

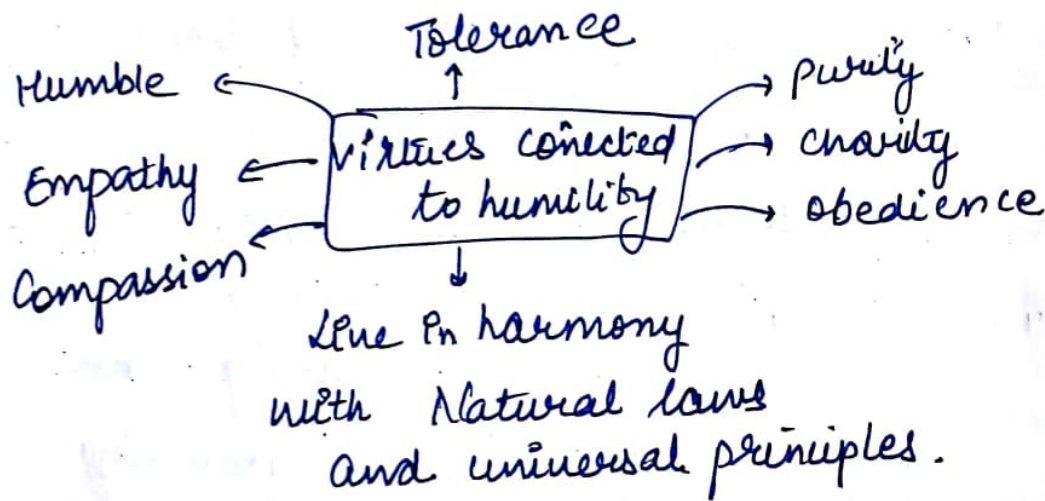
Dalai Lama said, with realization of one's own potential and self confidence in one's ability, one can build a better world.

Morality and human values are inherent qualities of people that separate them from mere biological entities towards spiritual beings.

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 the quality / trait or an attitude that makes a person feel humbler and receiving rather than arrogant and proud.



Mother Teresa helped millions of poor without any praise in return. Humility teaches one to be more accepting of other's pain and sufferings.

Traits of being humble, include:-

- calm and serene attitude
- listening to others patiently.
- Not putting oneself on higher pedestal

Remarks

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How to become more humble :-

- Being self aware and accepting one's own limitations. No one can be best in everything.
- Being grateful for the achievements as several factors lead to success, not just one's own efforts.
- willing to commit mistakes and learn from others and own mistakes.
- Being a good listener in conversations
- Recognising team efforts.

However, along with being humble, one needs to be courageous as well. Some situations demand assertive actions. It takes courage to lead a virtuous and honest life. One must have integrity in moments of dilemma.

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 means doing a task with full commitment on a regular basis.

Consistency in private relationships brings out greater inter-personal bonding and develops trust.

Eg. a child trusts his mother because of her consistent efforts in caring for and giving time to the child.
 Quality

Consistency in public relations builds trust between service provider and receiver.

Consistency builds accountability, and predictability in one's actions.

Consistency at governance level is foundational value of good governance.

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and participative governance.

However, consistency doesn't imply mere repeating of tasks, rather learning and doing. For eg. GST being biggest tax reform brought unease to the tax payers initially. But Govt's consistent efforts in upgrading the methodologies for benefit of all has made it a success.

Gandhiji's consistency in showing commitment to ideals of non-violence and Satyagraha was shown to people that made people trust him to the extent of calling him Father of the Nation.

Thus, consistency with gradual learning and improvement is a foundational principle of 'trust' in both public and private life.

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)

Charisma is the attractiveness of a leader that inspires people to follow them.

Charismatic leadership is a method of encouraging people's behaviours by ways of communication, persuasion, role playing etc.

However, charisma is not the only trait of leadership.

Effective leadership makes a leader charismatic.



Merely following charisma of a person will not yield long term sustainable results.

Leaders like Martin Luther King, Gandhi, Nehru, displayed consistently effective leadership that built their charisma.

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(B) Charisma is not sustainable alone, it needs consistency of results and outcomes.

Charismatic leaders may be fake Godmen like Dera Sacha Sauda head, who fooled people for years.

Charisma ends the very moment full traits of a person are revealed.

Why one should be beware of charisma:-

→ may lead to authoritarianism,
eg. Hitler was a charismatic leader,
led to persecution of Jews.

→ Against Democracy.

→ may lead to lack of rationality and objective assessment by followers. eg. Dera Sacha Sauda.

Thus, leadership is an all encompassing personality trait including charisma as one, to influence people's behaviour in right direction.

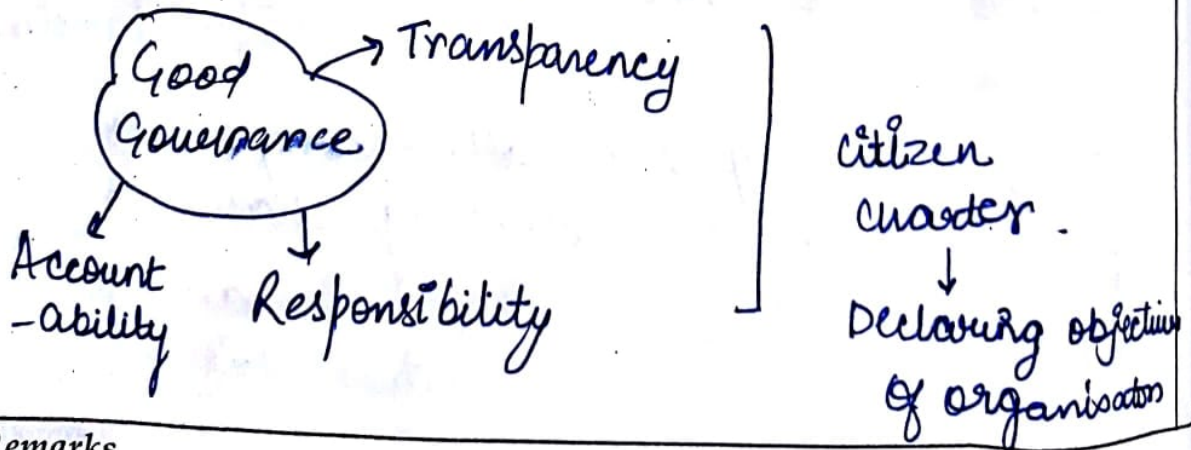
Remarks

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 vision mission statement which makes organisation transparent, accountable and citizen friendly.

Good Governance means process of decision making and its implementation aimed at welfare of people utilizing resources in most efficient manner.

Citizen Charters are a tool of Accountability in Good Governance.



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Indian experience:-

India's civil society movement gained momentum in 1970s.

In 1996, Government took steps for a more responsive Governance and guidelines were given to formulate Citizen charters.

India's Citizen charter Model is an adaptation of UK Model. Senottam Model is a successful implementation of India's citizen charter

As, District Health Officer, I will take following steps:-

- (1) Involving all relevant stakeholders in the formulation of charter.
- (2) Stating priorities and standards of services to be provided.
- (3) Proper grievance redressal mechanism
- (4) Training and sensitisation of staff.

Citizen charter is an important pillar of Good Governance and must be followed strictly for Inclusive & participative Governance

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 refers to deliberate and intentional exploitation of one's position, status or resources for personal gains.

Corruption - a legal problem :-

Prevention of Corruption Act, Code of Conduct and Code of Ethics define corruption as a wrongful act which is punishable under rule of law.

Also, corruption is against the Constitutional ideals of equality, justice (in all forms)

As a social problem :-

- reduces effectiveness of society.
- lowers productivity of economy.
- worsens Income Inequality: Benefits the well off.

Remarks

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- Also, reduces human capital by lesser expenditure on education, health.
- criminalization and corruption in politics erodes people's confidence in system.

As a moral issue :-

As Gandhi said, there is enough on this planet for everyone's need but not for everyone's greed.

greed is a negative human value leading to immoral acts such as corruption.
Lack of ethics and morality drives a person into pursuing wrongful means.
Short term gains compromise the 'means'.

Mere legal punishments are not an effective deterrent rather long term measures - moral education, strengthening ethical principles since childhood (socialisation)

Is mandatory to fight with menace of 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 Ethics and Code of Conduct are two measures to inculcate ethical behaviour among civil servants, to stay oriented to organisation goals i.e. public welfare.

Code of Ethics

- 'To do' guidelines (Decision making)
- publicly available
- general values
- wide ranging and non-specific
- Influence Decision making

Code of Conduct

- 'Not-to-do' guidelines
- for employees
- principles derived from these values
- specific to organisation / profession.
- Conflict of interest situations.

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Reasons for failure in implementation:-

- (1) No legal/statutory basis of Code of conduct.
- (2) Lack of responsibility and accountability
- (3) Lack of Awareness.
- (4) 1

Remarks

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 means knowing honesty and commitment to one's organisation and avoiding any actions that degrade integrity of profession.



How Professional loyalty brings positive work culture :-

As Dr. Abdul Kalam said - "If you salute your Duty, you need not salute anybody. But if you pollute your duty; you have to salute everybody."

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Professional loyalty brings commitment to service, builds better interpersonal relations for overall growth as a team.

After effects of poor professional loyalty in civil service

- Goals compromised.
 - ↳ Public welfare.
- Lack of motivation among employees to work efficiently.
- Wastage of time and resources.
- Lack of empathy towards vulnerable sections.
- Non-completion of project deadlines.

Professional loyalty is essential for service orientation in public service "sewa paramo dharmam". Positive work culture, as demonstrated by IPS Mahesh Bhagwat in Telangana, is an example how professional loyalty brings success.

Remarks

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 means a person's moral sense of right and wrong, acting as a guide to one's behaviour.

Role of conscience in ordinary people's life:-

- personal level :- a person by following voice of conscience is more aware and stays away from cognitive dissonance.
- societal level :- act morally towards others build healthy interpersonal relationships.
eg. A person will keep his surroundings clean, contribute to elections, dissent to injustice, by following his conscience.

Role in leadership:-

Conscience act as guide in situations of ethical dilemma.

Remarks

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Grandhi always followed voice of conscience and stay on path of ahimsa, withdraw from movement when and politics when independence was achieved.

"Don't let voice of others drawn your own opinion"

If Steve Jobs had listened to others, there would be no "Apple Inc" today - the biggest selling smartphones. Albert Einstein wasn't able to speak until he was almost 4 years old and his teachers said he wouldn't amount to much.

Story of above two legends in their respective fields give the clarity about the above statement that one should listen to one's own conscience - the inner voice that keeps telling you what's the right thing to do.

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)

Impulse is a sudden urge to respond to a person or situation. It can be negative or positive.

Instinct is the outcome of inner voice and generally guides in right direction.

It is not true that impulses and instincts are always bad. Sometimes they act as guiding force in absence of clearly defined rules and regulations.

Yes, I agree great things are not done by impulse rather a series of small things brought together.

Taking example of our Freedom struggle, Independence was not won overnight, rather years of sweat

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and blood of people of India.

Democracy depends on dialogue and deliberations, collective decision making which a continuous process. Big legislations are not spontaneous, rather well thought out processes.

In civil service, often dilemma between short term impulses and long term gains comes. Focus of the civil servant should be longer term aspect based on instincts driven by emotional and intellectual knowledge, rather than short term impulses (monetary gains).

Remarks

Q12. Which is a better way for a civil servant- following the blue book or discretion? Give reasons. (150 Words) (10 Marks)

Blue book is the codification of laws, rules, code of conduct, etc, which define do's and don't's for a civil servant.

Since written laws cannot be all encompassing and clear on every aspect, civil servants are also given certain discretionary powers to act upon their wisdom to solve a particular situational crisis.

Utility of Discretion :-

- Gives scope to act in empathetic and compassionate manner towards vulnerable section.
- Tackle unprecedented situations.
- Deal according to ground realities.

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However, discretion is not always the right way as it often leads to -

nepotism, corruption, favouritism.

which is detrimental for effective govern-
-name

Thus, a perfect balance of both of blue book favouring and discretion needs to be maintained to ensure justice equitably.

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)

It is a famous Buddhist saying that one should speak only when words are better than silence.

Silence indeed is a powerful weapon and source of strength, as demonstrated by M K Gandhi during freedom struggle.

Maintaining measured silence to do effective communication and having tolerance is a desired characteristic of a civil servant.

Benefits of silence :-

- Silence gives time to think and contemplate over the situation
- Avoid unnecessary arguments.
- Remain in the ~~ambit~~ ambit of rule of law.

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However, silence is not ~~not~~ justified in all situations. For ex. seeing an unethical or immoral act, one must convey the message to concerned authorities.

Public welfare, service orientation, probity in Governance should be the guiding principles.

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)

Corruption is an evil which has affected work culture of Bureaucracy in adverse manners. This is more common in offices dealing with large public interface.

Stakeholders :- Organization, Beneficiaries,
(Government) ↑ Employees (work culture)

Ethical concerns :-

- 1) Organisation Ethics: Question on work culture of org - asking for bribes.
- 2) Societal Interest: welfare of poor and vulnerable section
- 3) Me, as Head of Org.: what action to take against the corrupt official, address root cause.

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Options Available :-

① Calling a meeting with all employees, find out cause of problem.

Pros: Addresses the root cause

Cons: Employees may not reveal.

② Grievance Redressal mechanism

Merit: Beneficiaries not getting payment on time can register complaints.

Demerit: Increase workload.

③ Taking disciplinary action against guilty officers.

Merit: Uphold integrity in work culture

Demerit: Timetaking process to conduct enquiries.

④ Digitalisation of payments: DBT scheme using Jan Dhan Account of beneficiary

Merit: - Elimination of intermediaries and harassment of beneficiaries.

Demerit: Financial Inclusion will be a challenge.

Remarks

Course of Action :- Immediate redressal of complaints

- (i) Enquiry against corrupt officials.
- (ii) Calling meeting with staff, informing them about bad practices going on and instructing to stay ethical and objective.
- (iii) Setting up Grievance Redressal and vigilance section in the department.

(iv) Long term measures :-

- (a) Citizen's Charter - Follow in letter & spirit
- (b) Code of Ethics and Code of Conduct
- (c) Training - Behavioural and skill
- (d) Use of Technology - DBT for direct transfers

Reason for above course

- (1) Ethical :- values of distributive justice and equality, welfare of vulnerable section
 - (2) Psychological :- Behavioural targetting is necessary to change attitude towards service.
 - (3) Governance :- Ensuring accountability and transparency in governance
- Greater aim of public welfare to be kept in mind.

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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:

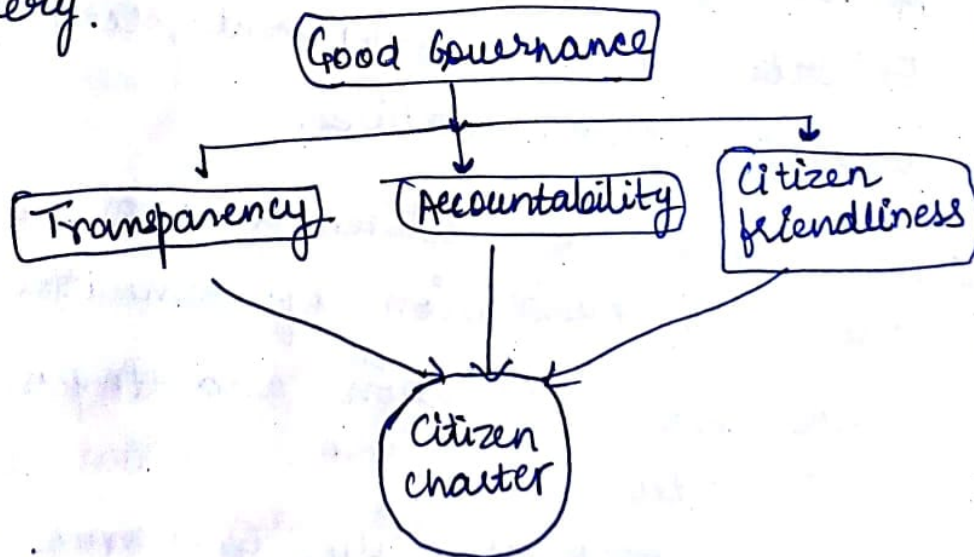
1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

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)

Citizen charter is a tool of Good Governance
 It is codification of organisational goals
 and commitments towards public service
 delivery.



Remarks

(a) Reasons for failure :-

- (1) Hurry in decision making : lack of groundwork, proper assessment.
- (2) Lack of proper accountability mechanism
- (3) Assessment of "how" to ensure service delivery of set targets.
- (4) Assessment of available resources.

(b) Course of Action

- (1) Involving all key stakeholders → Staff, Experts from Non-Government sector, local bodies Representatives.
- (2) Formulation of citizen charter based on the recommendation of committee.
- (3) Scope for evaluation and improvement of charter.
- (4) Fixing Accountability, Grievance Redressal mechanism, replacement of absent staff.

Remarks

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(c) Citizen's charter for water department.

Design should include the following:-

- 1) Requirements of locality in terms of both quality and quantity.
- 2) Resources available → accordingly
Commitment of delivery: duration & amount.
- 3) Details of concerned officials.
- 4) Feedback mechanism → for restructuring
of charter.
- 5) Grievance Redressal mechanism.
- 6) Alternatives in case of failed supply
of water.

Service delivery is the ultimate goal of any public organisation, for welfare of all sections of society. Basic needs such as water needs to be timely delivered for healthy standard of living.

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)

While the anger of aggrieved parents is justified as they have lost their loved children due to institutional failures.

But mob justice is not justified and matter should be dealt taking all possibilities on board.

Stakeholders Involved:- Parents of deceased children, School children (beneficiaries of Midday meal), School authorities (Teachers and Head Mistress), District administration, society at large.

Ethical Issues:-

- (1) Interest of parents vs school administration
- (2) Immediate justice (Mob justice) vs Rule of law.
- (3) Means vs Ends (Health of children)
(Unethical / Bad quality food)

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Steps :-① Immediate steps

i) Talking to parents of deceased children
Assuring them of Justice

Merit: Pacify angry mob.

Demerit: Parents demand immediate justice

ii) Formation of enquiry committee to find out details of matter.

Merit: Stakeholder approach, finding cause

Demerit: Time consuming.

iii) Maintenance of law and order

Demerit: Violence has spread, burning of vehicles need to be controlled.

Demerit: Limited police force.

Course of Action :-

① Compensation and assurity to parents for speedy justice.

② Ensuring mistakes are not repeated

Remarks

- ③ Committee of Teachers and district Authorities to re-plan Implementation of Mid-day-Meal.
- ④ Random Inspection of schools
- ⑤ Quality assurance of food delivered to schools.

Reason:

Ethical :- Welfare of children, specially from vulnerable section is moral responsibility of state.

Schools are temple of learning where future resides. Sensitivity towards needs of children should be utmost priority.

Governance :- Transparency in Governance is instrumental to efficient service delivery.

Remarks

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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)

Religion in India is part of daily life of people. Being a pluralist society, coexistence of multiple religions is a trait of Indian society since ancient times. However, incidents of riots have also been witnessed time and again between different religious communities.

Stakeholders :- Marching community, Resident community, Police force, Religion, society, (State)

- Ethical issues :-
- (1) Community interest (religious march) v/s societal interest (peace & harmony)
 - (2) Respect for Religion v/s Rule of law (law & order)

Remarks

(a) Steps to prevent riots :-

- (1) Calling a meeting with Police Administration, leaders of community, taking procession and local level administration.
- (2) Communicating them regarding SOP to be followed regarding maintenance of law and order.
- (3) Deploying adequate force in the concerned area.
- (4) use of Banners, social media, persuading people to remain peaceful and vigilant.

(b)

(b) Complete ban of Religious procession is unfeasible movement as it will hurt the sentiment of the people.

Rather precautionary measures should be taken to prevent any mishap.

It is the responsibility of both State and citizens to maintain peace and harmony. Religion doesn't preach violence and people need to understand this.

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(9) In case riots happen even after taking all possible measures. Following steps will be taken.

- 1) Immediate arrest of deviants creating violence.
- 2) Shut down of social media/Internet in the area to prevent spread.
- 3) Use of more force to control mob.
- 4) Protection to vulnerable section of population - children, women, elderly.
- 5) Following SOP, graded action plan to control conflict.

Conflicts in society are part and parcel of a plural society with diverse religions and sects.

Long term measures like Moral Education
Role model inspiration for tolerance -
 Gandhi, Vivekananda, awareness generation
 in masses making them responsible
 citizens with scientific temper (Fundamental
 Duty) should be the way forward.

Remarks

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 advise him, giving proper reasons?

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

(250 Words) (20 Marks)

In situations like above, an honest officer faces ethical dilemma as to what path to follow.

Ethical Issues Involved:-

- Duty as SHO (arrest miscreants) v/s Command of political master.
- Personal Interest (Saving job) v/s societal interest (Rule of law)
- Conscience v/s Obedience
- Maxim of legality - punishing the ones going against law.
- Rule of law (arresting ring leaders) v/s harmony in society (may escalate tension).

Remarks

(a) Complete papers and express helplessness to release

Merit: - Sticking to his duty, keeping track record in written.

Demerit: Harmful to Minister - Officer relation
SHO may be suspended or transferred for not paying heed to minister's order.

(b) SHO agree to minister.

Merit: Terms with minister saved.
Prevention of escalation of violence from that particular community.

Demerit: Chances of violence and increased tension from other community.
Against Rule of law.

(c) Release both.

Merit: Maintaining impartiality.
Tension may subside.

Demerit: Against legal ethos. Gives message of inefficacy of police admin in communal riots.

(d) Seek instructions from SP.

Merit: Following chain of command and seeking opinion of senior may give him better advice.

Demerit: SP may not get involved as Minister has directly contacted the SHO.

Remarks

Course of Action :-

- 1) Not paying heed to Minister's order and performing all written work like registration of complaint, collecting evidences.
- 2) Asking Minister to give in writing whatever orders he wishes to be obeyed.
- 3) Presenting the matter to Court of Law and seek fair trial and justice with impartiality towards all communities.

Justification

- (1) Arresting criminals is for larger good of society. Punishment is a tool to correct broken common conscience & trust of society and maintain faith in Rule of Law.
- (2) Performing duty according to rules will be in line with inherent honest nature of the officer.
- (3) No religion or caste is above Rule of Law and Law of Land.
- (4) Impartiality, Objectivity and non-partisanship are core foundational Civil Service values.

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)

Public health is a crucial aspect of overall human development. Maintaining cleanliness in surroundings should be equally important as service delivery and hospitability is for hospital.

stakeholders: Dispensary staff, Patients, Surrounding population (both humans & animals) environment, local administration.

Ethical Issues:-

- (1) Personal interest (Saving job) vs Societal Interest (public health)
- (2) Maxim of legality vs benefit to patients (good service) : Punishment for non-compliance
- (3) Issue of favouritism vs Accountability

Remarks

(a) Problems that are obstacles to practical solutions

- (i) Lack of Resources for effective waste disposal.
- (ii) Lack of apathy towards environment and nearby population.
- (iii) Lack of strict implementation of laws
- (iv) Lack of awareness about ill effects of medical waste.
- (v) Position of Authority → influence of power as Dispensary run by relatives of District Head. ⇒ Favouritism.
- (vi) Failure of Staff to fulfill duty as responsibility citizens.
- (vii) No fixed accountability.

(b) Solutions

- (1) Fixing legal accountability of staff.
- (2) Awareness generation.
- (3) Transparency in billing → no partiality

Remarks

→ Justification

Doing one good doesn't give license to do another ~~good~~ wrong.

Good services given by dispensary doesn't mean they can pollute the outside environment.

Environment is integral part of public health care.