

GSSCORE

An Institute for Civil Services

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K. LALITH

RANK - 626

GS MAINS ETHICS



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ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		
2.		
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19.		

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1. Invigilator Signature

2. Invigilator Signature

Name K. Lalith

Roll No. _____

Mobile No. _____

Date 26 Aug 2018Signature K. Lalith

SECTION - A

- Q1. What is professional ethics. Why the social control over the use of professional skill is required? Explain by choosing the example from any profession.

(150 Words) (10 Marks)

Professional ethics refers to the socially accepted norms or values of a particular trade or profession for example, medical ethics of doctors who take Hippocratic oaths before beginning profession/practice.

Professional ethics guide the decision making in case of an ethical dilemma for example treating a criminal patient.

Social control is necessary because :-

- ① Professionals have certain skills which empower professionals which provide them with power and such power comes with responsibility.
- ② To hold the professional accountable to service quality and minimum standards.

Remarks

- (3) To prevent irresponsible use of authority.
- (4) Social interest should always be above personal interest in the long run to ensure checks and balances.

for a doctor a patient is a patient first and then his demography and background comes into picture

Social control is also required in the delivery of certain skills.

Equity and social justice needs to be ensured in a profession like medicine where profits can never become the primary aim.

Ethics are like an anchor which holds the ship steady in the turbulent water which maintains quality and professionalism.

Good approach
app

- Q2. What is "Dharma" in Indian culture? What is "Raj Dharma" according to Indian thinkers? With reference to the ruling class in India, assess the extent of observation of "Dharma" and "Raj Dharma." (150 Words) (10 Marks)

According to Not a lot of expression
 Indian thinkers dharma translates to duty and refers to a set of obligations that need to be performed by an individual by being a part of social institutions like family, community and country at large.

Raj dharma refers to the set of duties which needs to be performed by a king or leader/administrator in modern times.

According to Chanakya, there are 4 key Raj Dharmas: 'Palan', 'rule' / 'Administration'

A king needs to be a good administrator first and then a ruler endowed with benevolence, courage and rectitude. 'Vaidhi' + 'growth'. It is the responsibility of the king to ensure

Remarks

economic growth of his territory
and standard of living of
his subject.

② Raksha, 'protection' from
external enemies, war and
aggression and to maintain
social peace & tranquility.

As per modern day
object observation, the ruling
class is not seen to be observing
absolute dharma as the battle
is towards acquisition of power
and less towards doing their
duty in the moral sense.

However rajdhama JY
of growth, protection and mini-
stration seen to be happening
in fair manner in modern
day democracies provided
the rules and balances are
adhered to.

Remarks



fair
raj
dharma
is
observed
today

Q3. For global funding, donor institutions insist for various conditions. What are those conditions? Do you justify these Aid Conditionalities? (150 Words) (10 Marks)

During international funding, donor institutions demand for the following conditions to be fulfilled in order to ensure that the funds so donated are put to proper use.

① Donations for economic stability, not in the strict sense but IDA offers soft loans over long term.

- Demands transparency in administrative operations frequent disclosures of books of accounts. Regular Audit and publishing of audit report.
- Impose economic reforms austere measures, pegging of currency etc.

Remarks

To avoid overlapping of words

② Social and philanthropic donations -

- Promotion of narrow, sectarian and parochial interest at times, regular performance appraisals and keeping enforcement on toes.
- Donations during natural calamities, Back channel diplomacy
- Defence or technology aid, donors insist on purchasing their own technology.
- International donations to woo swing states to strengthen hold over powerful neighbour for example China's ~~soft~~^{yuan} diplomacy.

Certain aid conditions could be justified as they ensure performance transparency etc.

Back channel diplomacy and international politics may not be ethical completely → which are not?

- Q4. Opportunities are those gateways to success and fulfillment that open up often but people generally fail to recognize it. What are the major barriers in recognizing the opportunities in career of a civil servant? And what one can do to improve their ability of noticing new opportunities?
(150 Words) (10 Marks)

In the capacity of a civil servant the prime responsibility is to adhere to the code of conduct and to operate as per SOP's. due to this Civil servants often cannot spot opportunities.

Barrier barriers:

- ① Strict code of conduct.
- ② Career progression through seniority & not through merits.
- ③ Timely promotions and no performance bonuses.
- ④ No economic incentive in job at least.
- ⑤ Public interest always supercedes individual interests thus acting as barrier on discretion.

for a civil servant opportunities are qualitative

Remarks

rather than quantitative, social rather than economic and the ability to bring a positive change in the society for the betterment of all.

Ability to improve their perceptions and adaptation of opportunities are through:

- ① Maintaining consistency and probity throughout their career.
- ② Ensuring ensuring quality of service delivery at any cost.
- ③ Naming and Shaming corruption thereby earning the tag of honesty and uprightness example being Ashok Khemka (IAS).
- ④ Self Inspection through meditation / Yoga thereby feeling more energised / upright and having clear vision of future.

(1)

Remarks

This is not
correct way
at all

such
check
expression

- Q5. What do you mean by 'white collar crimes'? If poor and illiterate are more vulnerable to be corrupt, why do the rich and educated people become corrupt? Suggest measures to stop corruption by the rich and educated people? (150 Words) (10 Marks)

"White collar crimes refers to act of corruption and lapse of moral judgement displayed by people in power through economic or other means thereby causing personal benefits and overall loss of public good.

Reasons behind corruption by the rich and educated people:-

- ① Greed of acquiring more and more power, which is an ever evolving quest. Thus, Lust for power supreceding the needs of others.
- ② Want of being more influential leads to negative politicking
- ③ Ambitious approach towards wealth and success, by getting things done by hook or by crook

Remarks

Either leave proper gap or
avoid such incorrect overlapping
throughout your answersheet

(Lobbying by businessmen is an example).

- ④ Companies undertake self-government to enhance market share and value for example Satyam computers, Enron Corporation.
- ⑤ Poor people are vulnerable to corruption which may not impact masses, but white collar crimes impacts society largely.

MEASURES TO STOP CORRUPTION

- ① Enforce the corporate governance mechanism stringently for example, Kotak Committee recommendations 2018.
 - ② ARC 2 advocated use of RTI and citizens charter as bulwarks against corruption, but works against the educated.
 - ③ Most importantly, rich need to follow social code of ethics and standards of morality from staying away from temporal gains & through white collar corruption.
- Avoid such repeated expressions.

Remarks

- Q6. It is said that you have the government that you deserve. What does it mean for good governance? What changes would you suggest in the behavior and attitude of all the stakeholders in establishment of good governance? (150 Words) (10 Marks)

The statement implies enforceability of the social contract theory that is true. more people hold their government ^{Avoid it} prudently accountable the better governance they get. As per United Nations, good governance means

- | | |
|-------------------------|---------------------------------|
| <u>① ACCOUNTABILITY</u> | <u>⑤ EFFECTIVENESS</u> |
| <u>② TRANSPARENCY</u> | <u>⑥ EFFICIENCY</u> |
| <u>③ RESPONSIVENESS</u> | <u>⑦ RULE OF LAW</u> |
| <u>④ EQUALITY</u> | <u>⑧ LONG TERM
ORIENTED</u> |
| | <u>⑨ PARTICIPATORY</u> |

Behavioral/Attitudinal change in stakeholders to ensure good governance,
① Politicians → They need to be more ethical, visionary, non-partisan.

Remarks

② Government in power / Executive.

Must have ensure quality of services, transparency, accountability, responsiveness.

③ Public servants → must have

justice, temperance, probity in governance, use of discretion as per code of ethics.

④ Public at large → Needs to

be proactive, demanding, regular feedback through direct and indirect measures of democracy, judicious use of electoral power.

⑤ Other player such as judiciary regulators and other enforcement agencies like ~~lokpal~~

~~lokpal~~ ombuds person (Lokpal) should be active in delivering, adherent to written code of conduct and upholding the spirit of public ethics.

Remarks -

You have got the concept but more fair expression can make it impress

Q7. What is intuition? Why intuition is considered as a special attribute of a good leader? Illustrate.
 (150 Words) (10 Marks)

Intuition refers to the ability of a person to perceive and take decision on the basis of intellect, gut feel which helps in deciding and judging in crucial times/matters.

Intuition is based on past experiences, Attitude and remotely by value systems. A good leader needs to be intuitive because,

- ① Intuition is the key to grabbing first mover advantage.
- ② Intuition helps in taking decisions at crucial moments where time and resources are scarce
- ③ Motivation on the metaphysical level → Happens through the personality of the leader and

Remarks

Intuition provides strong character. It helps a leader to lead by example and teach followers to make decisions in certain circumstances thereby initiating succession planning (remotely).

- ④ Intuition provides confidence and conviction in performing a certain task which is important for a leader to demand performance.
- ⑤ Intuition is synonymous to prudent judgement which is the need in rapidly changing competitive environment. For a civil servant, intuition helps in ignited ethical dilemmas and making wise ~~and~~ judgements in the welfare of all.

Require to substantiate with illustration.

- Q8. Explain with examples how Whistle-blowing in civil services is both an ethical and unethical act if seen in different perspectives? (150 Words) (10 Marks)

Whistleblowing refers to the act of naming & sharing acts of corruption and perceived misfeasance in delinquence of duties as per prescribed rule. In India, the Whistleblower Act 2017 is the primary legislation to protect and safeguard the integrity of the whistleblower / highlighter of corruption's public office.

- Ethical Acts because
- ① It is a guarantee of probity by a civil servant characterised by justice, rectitude, honesty, uprightness.
 - ② Administration works on public funds hence almost integrity by all members is must and whistleblowing acts as a internal control mechanism.

Remarks

③ Ensures quality of services being delivered and governance undertaken therein.

④ It is outrightly critical to highlight and stop an act of corruption.

Whistleblowing unethical because

① People may misuse this tool to harass honest public servant.

② Whistleblowing can also due to perception of a lack of corruption which may be far from reality [what is this]

③ Allegation of corruption until proved guilty or otherwise keeps the public servant under extra vigil and social exclusion which is a cause of stress and anxiety.

The Whistleblower Act 2013 is a step forward to protect the honest personnel against the wrath of the powerful however its enforcement would reveal its efficacy.

Remarks

32

- Q9. "When a man assumes public trust, he should consider himself as ~~public~~ property". Illustrate the essence of the statement. (150 Words) (10 Marks)

The above sentence refers to the accountability that the civil servant is expected to hold towards various stakeholders and the public at large.

When a person holds an office of trust he is bound by a fiduciary contract towards such people who have ~~ever given~~ empowered him to have empowered him to hold such trust. In the realm of public the accountability is towards the Constitution of India and the citizenry at large. However the term public property is overstated and compares with the civil servant's integrity as ~~a~~ person and an individual first.

Accountability is

Remarks

followed by transparency and responsiveness.

Discretionary authority with a civil servant gives him the public trust and ethical use of such discretion is the responsibility thereof.

As a trustee civil servant holds leadership and decision making skills which need to be used with prudence, righteousness in his conduct and ability, skills and knowledge in the performance of a duty.

A civil servant should understand that all his activities are being carefully monitored and whatever he does is an representation of his office hence need to be responsible in the public domain.

4

Remarks

Q10. "Good people do not need laws to tell them to act responsibly. While bad people will find a way around the laws" - Plato.⁸ Critically analyse this statement in the light of the functioning of the Civil servant in a democracy. (150 Words) (10 Marks)

The statement has been articulated by Plato. In a civil servant's life it refers to the following:-

- ① Probity or uncorruptibility is an absolute necessity in public life. Laws are for the sake of guidance and adherence solely depends upon Values and ethics of an individual in the realm of public life probity means equality among rich and poor and respect to the rights & duties of the leaders towards the Citizenship, further in a democracy it means making good laws, rules and regulations and effective implementation

Remarks

of the same.

A corrupt person will always find a loophole in the law for personal gain hence what needs to be adhered is ~~steer~~ not the letter but the spirit of the law.

It implies the importance of value system and ethical training of a civil servant plays a greater role than the Blue Book in his day to day operations.

32

Remarks

Q11. Police stations are more a demo of power center than service center. After getting into civil services, suppose you become Police head of a district. Analyze the steps which you will take to improve the image of the police service. (150 Words) (10 Marks)

Police as a service was constituted to enforce and ensure adherence to the legal system of a country.

In modern times discretionary power with the police on the field has given them a dark image.

People are afraid to go to a police station for redressal of their grievances due to perceived corruption in the system.

following steps need to be undertaken to revert the image of police are :-

- ① Greater interaction among police and the community thereby mutual sensitization of work pressure and domain of operations

Remarks

Police should act as problem solvers instead of trouble makers through arbitration of disputes instead of bringing charges outright. Soft policing techniques to be used.

H. Planimath Committee on Criminal Justice System needs to be followed:-

- ① Separating police from political control.
- ② Internal Autonomy in the system.
- ③ Greater public accountability.

Public reforms (Supreme Court 2007, Prakash Singh case) as suggested need to be implemented - greater recruitment of females in police to handle sensitive cases, security checks, &棘king of women etc.

Police helplines need to be made proactive to assure public that the system is upright for help.

- ④ Immediately as per help.

Remarks

Good
Content

Q12. 'As the interaction between the public and private sectors are increasing, more attention should be placed on value systems that cater the need of both the sectors'. What should be the features of that value system? (150 Words) (10 Marks)

interaction The increasing integration between public and private sector are due to emergence of Public - Private partnership of working of modern governments.

Corporatisation of working of government departments to improve efficiency.

Outsourcing of non-core public services to the private sector by the government etc.

The value system should be as follows:-

- ① It should adhere to the stakeholder approach of the corporate governance that is benefit to all.
- ② Gandhian principle of trusteeship by the holders of Capital, labour and the rule-

Remarks

values need to be inculcated.

- (3) People centric governance that is people first should be the approach.
- (4) Transparency of operations like Annual financial statements and key performance indicators.
- (5) Enable citizenry to undertake social audit to further enhance accountability of corporates and governments collectively. The value of complementarity to pool in the best of talent in each domain to realise efficient results such as EPC contracts for infrastructure.
- (6) The value of public service needs to be inculcated in corporates in the form of "CSR" in building Social Capital. Such as health, education etc. In totality the public & private value system should be integrative and accommodative to public.

Remarks -

4

Q13. Explain why following should be treated as misconduct as per central civil services (conduct) Rules 1964?

(a) An employee writing letter to Governor of his state making allegation against 'head' of his office.

(b) A civil servant doing a part time job in an educational institution.

(150 Words) (10 Marks)

a) Employee writing letter to the governor is misconduct because :-

- ① Bureaucrat follows official line of communication and this is breakage of the State chain.
- ② A letter to the governor would fall in the public domain hence bringing disrepute to the department.
- ③ Such grievances needs to be tackled through internal Complaints cell of the office.
- ④ Civil servant is bound by the Blue Book and it is a violation of the code of conduct.
- ⑤ It may bring mistrust by public towards such an official which would make it.

Remarks

difficult for him to perform regular duties.

(b) Civil servants are meant to devote their efforts and expertise towards non-profit seeking expertise, profit-seeking in public service is compromised with probity.

Working elsewhere may divert the ~~assent~~ attention and concentration thereby diluting the efficient.

Conflict of interest

may arise if a civil servant is working in another institution which may directly or indirectly compromise with the integrity of civil service (conduct) rules, Official Secrets Act etc.

However if work is not done for monetary gains e.g. for example, D M taking primary school classes after working hours may ~~not~~ be ethical but in violating govt.

Remarks

Avoid such deterioration of expressing

SECTION - B

Q14. You are officer in charge for transfer and posting of personnel of a particular department. This position is very difficult mainly for two reasons- (i) people closer to the power corridor try to influence you and (ii) women officers often send requests to postpone transfer orders on the pretext of family responsibilities. Consider the following situations and give your views with suitable explanations.

- A Cabinet Minister sends a D.O letter to you regarding posting of an official on a supposedly 'lucrative assignment' for which you have already decided about the name of a more competent officer with a good track record of honesty, integrity, probity and timely delivery. What will you do?
- As per the rules in your department, every officer needs to be transferred from one destination to other after three years. A woman officer comes to you with a request that as the new destination allotted to her is far flung and remote, she would fail to provide medical treatment to her ageing and sick in-laws who need constant clinical help. But according to her innate qualities and high level of expertise, the new destination would need only officer like her to deliver best results and meet official targets. What will you do?
- The position of in charge of transfer and posting provides a very lucrative opportunity to cultivate liaison for a life time. One should not be 'too idealistic' to ignore such opportunities and adopt 'pragmatic approach'. Do you agree? Give reasons.

(250 Words) (20 Marks)

a.) As D.O is an official order from higher echelons it cannot be outrightly rejected or modified following options are available:-

- Send an explanation ~~some~~ suggestion to Cabinet minister in official regarding the merits of another candidate who would be more suitable, followed by rational ~~persuasion~~.

BENEFITS

*persuasion
stalling*

*Mistakes
Mind your*

Remarks

- ① Appointments should happen on merit and not on nepotism or favouritism.
- ② Selection should be done on a predetermined criteria and if the candidate in ~~do~~ little meets the criteria a post may be given.
- (B) In this case request of woman officer may be considered provided there is another equally or more competent officer and whose transfer is in due.

Retaining the officer concerned beyond 3 years would be a violation of Sops (and treatment of in-laws (time duration not specified) hence it is a long term affair, hence transfer cannot be withheld indefinitely.

I would suggest the officer to take the transfer and apply for reporting ~~near~~ higher to higher authorities (~~if it is compensated~~). If the transfer is voluntary the department

Remarks

What does it mean?

could suggest alternate hospitals nearby the new posting for such treatment.

Correct answer

(c) Probity in governance is absolute, not in letter but in spirit. Taking advantage of an official position is gross violation of public trust in the office.

Pragmatic approach is problem solving and dealing with ethical dilemmas should be encouraged to improve efficiency. However in civil services public interests is always prioritised over personal interest hence utilitarian approach on the lines of code of ethics should be adhered to. Any form of corrupt practice would ~~not~~^{set} wrong precedence among juniors and successors hence should be refrained from.

Remarks

Q15. Although a public servant is a public servant, no matter s/he is a man or woman, asking them for additional work beyond normal schedule is irksome and inconvenient to all. Suppose there is an outstanding civil servant (man), who always complete work within the stipulated time keeping nothing pending. Once in a while he is also burdened by pending works and he needs to call his staff to work in extended hours and even on selected weekend holidays. Answer the following questions:

- If he wants to take additional hours of work from his staff on a working day beyond office hours, what he should do motivate him?
- In the above situation, if he calls women staff members to stay in office for extended hours or come on holidays for completing pending works, what additional precautions he shall take and what support he can provide to them?
- Had you been in his place, who would you like to call for extended work beyond official time men or women? Give reasons. (250 Words) (20 Marks)

q.) In order to motivate staff to work on extended basis and on holidays following would be done :-

- ① Keeping in mind that it adds to the mental and physical burden of the member concerned and they may not get overtime allowance for it.
- ② The Civil Servant must act as a leader and lead from the front. Set example by working for extended hours.

Remarks

- (II) Motivate on spiritual, rather than economic lines (the spirit of public service)
- (III) Tell them the benefits if the work gets done on time.
- (IV) Give incentives (unofficial) example, greater recognition in the organisation and highlight their extra efforts through superiors and public at large
- (V) Negative motivation technique as proposed by F.W Taylor could be used. (like) What is that?
- (VI) Better appraisal in confidential report for the workers who worked the extra mile.

-  b) Additional precautions to be taken if women staff are called for extended working hours:
- ① Pick and Drop facility or temporary public transport allowance of not very late could be offered.

- (2) Ensure conducive work culture
- (3) Gender sensitive handling of women employee on case to case basis if need be.
- (4) Ensure strict Code of conduct at workplace to maintain gender equity
- (5) If discretion given men would be preferable to be called on extended working hours or holidays. Reasons are as follows:-
- (1) Women have to balance household chores and worklife, may not be able to delegate personal affairs.
 - (2) Women usually take care of children at home hence they need to spend more time off the work place.
 - (3) Safety and security issues if women are called for extended hours or kept during night. However, if both male and female workers are called together extra work could be efficiently finished by division of work.

Remarks

Does it not know to fix it's ratio

Q16. You are posted by the government in a mountainous region as 'Development Commissioner'. You find that the market driven development taking place in the region is not suitable for the mountain eco-system. It is driven by haphazard residential and commercial construction and unsuitable infrastructure projects. Answer the following questions:

- Name five components of policy changes that you would seek approval from the government?
- What would you do with the structures, which have already been raised and infrastructure projects going on?
- How would you create awareness and educate 'people in general' and 'people in power' in particular that 'disasters are made by man, nature only aggravates them'?

(250 Words) (20 Marks)

a.)

In the capacity of Development Commissioner, it is the duty to ensure efficient infrastructure building which is sustainable and disaster resilient.

a) Policy components that could be changed are:-

- ① Change in Building code prescribed as per local standards, for ex [GRIHA Ratings] could be used
- ② Component of penalty on commercial builders to stop haphazard infrastructure projects not following the SoP.

Remarks

- (3) Additional components of grants - in aid under horizontal demolition to repair extremely failing projects for public good.
- (4) Change in Sop's of ~~theft~~ Inspectors to keep greater vigil on under construction such process. → you must avoid overlapping
- (5) Request for funds to organise public awareness and training in Building construction.
- b)
- (1) for underconstructed and wrongly constructed buildings :- ① for projects in initial stage ask the builder to dismantle and rebuild.
 - (2) for substantially constructed projects, penalties are to be imposed from builders and such funds be used for repairs additionally. Builders could be instructed to undertake changes in methods and material.
 - (3) for fully constructed weak buildings occupation license

Remarks

more problematic

- may not be granted and bulldozers to be asked to pay compensation to clients. [Public Safety is non-reversible].

c.) Steps towards awareness of people.

i.) PEOPLE IN POWER .

- Call meetings and explain consequences of wrong construction and encourage them to initiate changes.
- Ask them to be the change agents and educate the common man.
- Resisters need to be penalised and supporters need to be encouraged. (change management)

ii.) FOR COMMON PEOPLE

- Awareness workshops under the guidance of experts or engineers
- Tell them disadvantages of wrong construction including long term future damages
- Give them contemporary examples example- Uttarakhand floods etc.
- Reinforce cognitively through giving incentives for following Sop's for construction .

8½
Remarks

Q17. Public utilities and spaces in India are in a bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centers, public toilets, rivers and ponds are considered sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them.

- (a) What should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India?
- (b) Do you think utility charges are better option. Justify

(250 Words) (20 Marks)

a.) Management of public utilities is challenging and unsatisfactory if only one stakeholder participates.

Community effort is the best way to manage social capital. Self ownership or every individual's part is necessary. Equally important along with government participation to maintain the quality of public utilities.

Campaigns like Swachh Bharat targets the attitudes of common man and inculcates the sense of belongingness in collective property.

In countries like India cleaning staff is limited and litters are numerous and the situation will only change with

Remarks

An attitudinal change among public - citizens should be told the importance of Social contract theory where the government is accountable only when citizens are responsible, every right comes with a duty attached.

Naming and Shaming the violators of social code through technological intervention like CCTV.

Political will and Visionary political leadership to motivate public. In such cases legal aspects can be invoked by threatening ^{Avoid it} perpetrators of penal consequences.

b.) Utility charges are a good option to crowd source funds for maintaining quality of service delivery to masses whenever it is unim-

Remarks

the component even if charges are levied. Or forment mechanism - Administration needs to be strengthened to work for the cause.

Citizens Charter could be a way to ~~standardise~~ standardise public utilities government offers. crowdsourcing of funds is important to inculcate sense of ownership among public. For example, I paid for this road construction hence I should keep it clean.

Civil servants could act as social leaders in their jurisdiction to inculcate better practices among citizenry for eg DM on the district broom by the streets of Gwalior & Nizam Dines.

Accountability, transparency, responsiveness go hand in hand to ensure quality of public service delivery.

Remarks

51
52

Stick
to
will
charge
only

Q18. In a major demolition drive, civic authorities demolished around 1,300 illegal huts in a cosmopolitan town. According to the officials, the encroached land of 20 acres belonged to the forest department. It was the same area where few months back the Chief Minister's flying squad had discovered the unauthorized settlement with most having illegal energy (power) and water connections. There was a mob which tried to resist the demolition drive, but cops managed to thwart any such attempt and the demolition drive was carried out peacefully. After the success of first demolition drive, concerned department wants to continue it. However on the other hand, Slums are providing low paid works as well as cheap vending of essential commodities like vegetables and eggs. Besides, their women folk work as "Ayas" or "didis" (maid servants) in the middle class urban households. But slums deface the beauty of the cities and spread lots of dirt and squalor in the vicinity. They are also breeding grounds and hideouts for criminals. A strong case has been made by the superior authorities to remove these slums and their dwellers by force, even if it was mid-winter. You have come to know that officials are taking this decision under pressure.

You are the enforcing officer. You have the following options:

- (a) You would vacate the slum by using police force.
- (b) You will request your senior officers to wait till the weather become normal and an alternative place for settlement of the slum dwellers will be designated with basic amenities.
- (c) Raise this issue with the help of Media.

(250 Words) (20 Marks)

The Case above covers -
 Ponds to the demolition of unauthorised encroachments at the public spaces which needs to be removed as it is defiling city & landscape plus there is political support for the drive. The options are evaluated as follows:-

Remarks

a.) VACATE BY FORCE.

MERITS

- Orders have been followed by officers
- Effective and quick way of getting work done
- The code of conduct and duty obligation has been adhered to

BENEFITS

Is this a single word?

- No space for Human Rights based approach.
- Immediate and hence can lead to public unrest ~~whether~~ hence no dwellings violates right to life

b.) Request the service officer to find an alternative dwelling and wait till ~~the~~ weather normalizes

MERITS

- (1) Gives respect to human rights of weaker sections
- (2) More pragmatic approach as non vacation of space for a month or so will not huge public lost.
- (3) Adheres Right to life (Article 21)

Remarks

④ No social unrest, unrest and dissent among slum dwellers against ~~cst~~ officers.

MERITS

- ① Time consuming and entails lost.
- ② Superior may not listen and understand under political pressure.
- ③ Providing alternate employment is not the responsibilities under immediate concern of government.

C) RAISING ISSUE WITH MEDIA

MERIT

- ① Would highlight the plight of poor hence political stance will be more softer.
- ② Inclusion of civil society in rehabilitation of slum dwellers.

DEMERITS

- ① May not directly approach media as a civil servant.

DECISION → A blend of ① & ② could be used, media could pressurise politicians which would make ~~persuade~~ persuasion of seniors easier and people would be rehabilitated humanely.

Remarks

Q19. You are a District Collector. You want to start a cleanliness drive in your district. Though there are governmental schemes but often funds do not reach on time and not sufficient for such huge work. The District Collector directed all the schools and colleges of the district to collect Rs. 1/- each from all the students and teachers every month and Rs. 10/- from every shopkeeper of the city per month for a cleanliness drive which ultimately will benefit people. But people in administration are not happy. Common people are also not happy with this move and doubt effectiveness of such drive.

- (a) Instead of winning support from his colleagues in administration and public, the District Collector came under suspicion. What went wrong?
- (b) Should he continue the effort to steer ahead the programme or quit?
- (c) If he decides to proceed ahead, how should he pursue the innovative idea and make it more acceptable?

(250 Words) (20 Marks)

This case is for crowd financing for public utility.

- a) Reasons for doubting not winning colleague and public confidence.
- ① The collection drive was perceived as additional tax on common man (lack of proper communication of intentions and utility)
 - ② The order in question may not have been published in official gazette as an order which made it voluntary yet socially enforcing
 - ③ People have apprehensions regarding utility of the funds and their usage for intended purpose.

Remarks

(4) He may not have taken colleagues into confidence before taking such decisions.

(b) * He should definitely continue the effort as it is for a social cause in collective public interest however the modus operandi can be changed to win greater public acceptance.

Secondly enforcement of such charges officially by district authority is legal and hence valid.

- * * *
- c.) To make the idea more acceptable:-
- Accountability and Transparency need to be ensured in operating such fund.
 - Collection of such fee or contribution should be routed through official gazette to give it legal sanctity and administrative enforceability and uniformity.

Remarks

- Regular Audit and publishing the audit report - details to win public confidence in usage of funds.
- Direct tax is more impactful on individual's attitude and has the ability to bring sea change in social perception and towards an important issue.
- Such policy decision should be taken with due deliberation with all enforcement agency and stakeholders to improve efficiency.
- Awareness among public for such a drive should be made through tokens or tickets for example communal harmony tickets in KV schools.

In a nutshell, the initiative is commendable yet enforcement was hasty which attracted public wrath. Due diligence needs to be put in for getting positive results for such innovative initiatives.

(9)

Good

Remarks

