

**GS SCORE**

**An Institute for Civil Services**

**IAS TOPPER'S**

**TEST COPY**

**KAPIL CHOUDHARY**

**Rank - 214**

**GS Mains Ethics**



**www.iasscore.in**

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

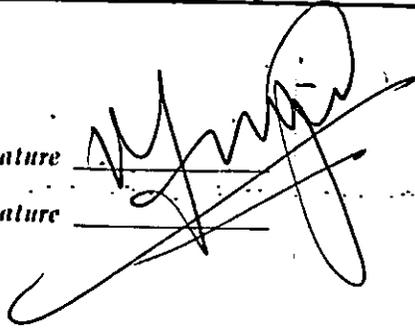
Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 19 questions.</li><li>• All questions are compulsory</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		

75

2/10/2017

1. Invigilator Signature

2. Invigilator Signature



Name KAPIL CHOUHARY

Roll No. \_\_\_\_\_

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

Date \_\_\_\_\_

Signature Kapil

## SECTION - A

Q1. The best leaders don't act with a sense of superiority; they act with a sense of empathy. Explain and answer the following questions:

- (a) Does emotional attitude such as a sense of empathy in leadership and management act as obstacle to professionalism, teamwork, partnerships, and collaboration.
- (b) Explain the statement- "To perceive is to suffer."

(75 Words Each) (5×2=10 Marks)

Ans:

Sense of superiority will tend to separate the leader from the masses and their interests which is opposite to what leader has to do.

To connect with the masses and their concerns leaders need to show empathy and ~~come~~ out very courteously towards the issues.

Emotional attitude such as empathy in leadership & management is very much required to persuade the followers and subordinates to act in particular direction.

⇒ Professionalism requires doing one's duty with efficiency and effectiveness which can only be done with due cooperation of all people.

⇒ Teamwork is also facilitated by showing empathy as all people's concerns are same.

Remarks

Partnership and collaboration is mostly based on shared vision of objectives and goals which can be ensured by showing empathy and communicating the feeling of leaders towards people. 2

(b) Empathy requires to feel the same way the another person is feeling in given situation. | 900

It ensures that not only we are able to sympathise with people but we are able to feel their joy and sorrow as well.

In this way, by showing empathy towards people who are poor, marginalised, victim of some crime, it may result in some feeling of sadness in ourselves.

But nevertheless it is very important virtue for leader.

2

Remarks

Q2. "Let the beauty of what you love be what you do because that is the only way to do a great work." Explain and answer the following question: Why loving one's job is essential for our entire society and for our overall well being? Elaborate with example. Will the EI training help in inculcating this attitude? (150 Words) (10 Marks)

Ans.

If we are able to love our duty then it will enable us to dedicate ourselves to our responsibility. It will also result in higher organizational output and sense of self satisfaction.

Therefore loving our duty is the only way to perform our work with full efficiency.

Its importance in our society:

India is a very large and diverse country. It is also a developing country with large prevalence of poverty, hunger, malnutrition, illiteracy. So to remove all such malices from our society we all people of our country need to work with full dedication our duties so that we are able to justify ourselves our importance in society.

At the same time it will result in social-economic-political progress of

Remarks

of our country.

It will enhance our moral value which are the best defense against any ill behaviour like corruption, neglect of our duty, apathy etc.

Example:

(b) Teachers who is very much interested in giving children knowledge than only he will be able to perform very effectively. Civil servants who are entrusted with providing public services, will be able to do so with efficiency only if they love their jobs otherwise scope for indulging in corruption, ignorance of their duty are high.

Emotional intelligence will help us to inculcate a positive attitude towards our duties as any stress related to work, life, can be reduced with due regard to their origin ~~and~~. Managing our emotions in a way to love our jobs will surely help us to lead a happy and satisfied life.

4 1/2

Remarks

Q3. Consider the following statements and explain how these are the best recipes for administrative decisions and actions:

- (a) "When I step into the river for the second time, neither I nor the river are the same."
- (b) "Fit no stereotypes. Don't chase the latest management fads. The situation dictates, which approach best, accomplish the team's mission."

(75 Words Each) (5×2=10 Marks)

Stu.  
Administrative  
Decisions  
 in  
 Changing  
 Context

(a) This statement highlights the <sup>importance</sup> ~~value~~ of experience and resultant change in our strategies to handle some situation. This means both situations and our strategies must change according to the past experience. Only when civil servants will be able to reduce the chances of ill-designed policy and programmes.

(b) All the actions must involve the lessons learnt in the past.

Remarks

(b) This statement highlights the importance of flexibility and situation based decision making. This is best termed as prudence.

This statement also useful for highlighting values of objectivity, impartiality and open mindedness for civil servants.

Because sometimes narrow mindedness and stereotypes result in wrong actions. for ex: After any bomb blast in Andhra, mostly police caught people from marginalised communities like muslims, Dalits etc

So to remain effective in their act, civil servants should follow objectivity, impartiality, open mindedness and above all prudence.

1/2

Remarks

Q4. Do you agree that as the Internet of Things advance, the very notion of a clear dividing line between reality and virtual reality becomes blurred, sometimes in creative ways? Explain the following questions related to the above statement:

- (a) In the Internet of Things, our senses give us an incorrect picture of the world, a picture that does not tally with our reason.
- (b) Discuss administrative challenges in the era of information and misinformation in the cyber world and its impact. . . (75 Words Each) (5×2=10 Marks)

Ans:

(b) In era of cyber world, various media of communication like internet, social media are widespread.

These new medium of communication are used especially by young people.

These media presents several challenge for administration.

for ex: (1) Radicalisation of youths by reading extreme messages online.

(2) spreading rumors in sensitive issues like communal issues, for ex during mujahannayy riots.

(3) spreading of explicit content derogatory to women.

So several such issues have come to the notice of administration. Its impacts can be.

(1) Social: Weakened social fabric due to communalized atmosphere.

(2) Economic: Economic fraud like data theft, banking fraud.

(3) Terrorism can be spread by radicalised youths.

2

Remarks

Q5. "If you concentrate on what you have, you'll always have more. If you concentrate on what you don't have, you'll never have enough". Discuss this with respect to the Attitude of gratitude. How this sense of attitude is relevant with respect to the working of the civil servant?  
(150 Words) (10 Marks)

Ans

In today's consumer society, most of the people are involved in wealth race with people who are above in income ladder. Therefore these people are not satisfied what they have but they focus on what they do not have as compared to more rich people.

Such people will always feel unsatisfied from their hard work and success. There will be no inner peace in their heart, and constant struggle to have more will go on.

⇒ Consequence of this thinking can be serious like involving in corruption, providing substandard goods, self interest will always dominate over public interest.

On the other hand person who are satisfied with their hard work and not involved in this type of race will always feel loving enough for their

Remarks

survival. As there would be satisfaction in their mind.

Buddha said "Desire is the root cause of all suffering!"  
More you desire more you suffer.

In context of civil servant:

Civil servant is a trustee of public resources who has to provide public service for public benefit.

⇒ If civil servant concentrate on his/her lack of some goods or services then there will be great scope for his/her involvement in corruption because of the degree of discretion involved and poor enforcement of laws. It will result in huge loss for public most of them are very poor, marginalised in compare to civil servant.

Therefore civil servant should focus on his achievement and his satisfaction from work will ensure he would not be involved in any such corrupt practices.

Remarks

*[Handwritten signature]*

Q6: Attitudes are contagious, however bad attitudes compound faster than good ones. Do you agree with the statement? Discuss with respect to the present administrative culture.  
(150 Words) (10 Marks)

Ans:

Attitudes are predisposition to act in favourable or unfavourable manner consistently towards an object.

Bad attitudes are unfavourable & ~~a~~ predisposition towards some good object.

Remarks

**GS SCORE**

--	--	--

*Remarks*

Q7. Our society is not generally geared towards encouraging us to feel our emotions, instead people use various methods such as eating, drinking, smoking, taking medications, exercising obsessively, or working excessively as ways to ignore their emotions. Answer the following questions related to that:

- (a) Family, friends, teachers, etc teach us to engage in coping behaviours rather than exercising emotional intelligence. Do you agree? Do you think this is leading to rise in crime rate in the society?
- (b) According to the studies expressing, understanding one's emotions have been credited with increasing one's happiness, then also why society looks down on those who expresses them freely. (75 Words Each) (5×2=10 Marks)

Ans (a) Generally our family, peers, teachers suggest ways to go through difficult situations with some strength, or in such a way to reduce the intensity of suffering. This is an ad hoc mechanism to face with difficult situations.

Sometime situations go out of our control and these can be so damaging that people generally feel constraint to opt some negative habits or sometimes very tough decisions like suicide.

□ Lack of basic facilities like drinking water, food, employment might result in crimes by juveniles like theft, robbery, murder etc.

Remarks

Also  
Answers  
Society  
Conting.

So various crime can be attributed to lack of emotional intelligence and some crimes are performed with due deliberations to earn profit by organised gangs which can not be attributed to lack of emotional intelligence.

(b) Emotional intelligence helps people to manage emotions in such a way so as to benefit themselves as well as to society.

But society is also constraint by tradition, customs, religion which forms the basis of conventional morality. Any action which is not in accepted lines, ~~and~~ treated as immoral and person is looked down in society.

Need of the hour is to promote the critical thinking in youth, habit of questioning so that any mal practice can not take the protection in name of custom.

Remarks

Q8. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Ans: Trustworthiness is the quality of personality which encourages trust of other people.

It requires constant delivering on promises, following one's obligations consistently. It can also be ensured by generating emotional bond with other.

EI in trustworthiness:

Emotional intelligence enable people to communicate with others in a way to show that they are feeling their sorrow, joy and it generates a link between people.

A person showing emotional intelligence would be more trusted by others as they will consider him one among themselves. This is very helpful in adaptation to different culture, diverse societies especially

Remarks

love for India.

Emotional intelligence also prevents decision which are under taken under the influence of emotional impulses like anger, hatred.

Someone who are not emotionally intelligent ~~are~~ more likely to be involved in crimes like violence, murder especially which are motivated by feeling of taking revenge.

So emotional intelligence can ensure well thought out decision which are in line with our long term vision rather than short term emotional states.

Remarks

Q9. 'Be not afraid of growing slowly; be afraid only of standing still'. Explain the statement and discuss whether persuasion can motivate others to progress in life or is it intrinsic in nature?  
(150 Words) (10 Marks)

Ans

Some people are risk averse. They prefer to stay at some lower ~~level~~ level of socio-economic status but not to take risk in their life to move forward. They consider their present situation as safe and hence happiness.

On the other hand some people who believe in hard work, courage will try to move forward ~~not~~ matter how much better they are from before. Such type of people take risk and move forward in their life.

⇒ So it is more advisable to take risk and make life dynamic rather than to live a stagnant, boring life.

Persuasion is an process of changing attitude of people in some favourable or unfavourable way towards an object even by using direct means like knowledge, or indirect means such as appealing to their emotions.

for example: Some people are against war. But when a leader of great stature, gives a speech on patriotism and ~~public service~~ sacrifice of our soldier, some people may ~~to~~ change their opinion towards war.

Use of persuasion for progress:

Motivating speeches by leaders, celebrities, respected personalities would have highly encouraging effects on people. Change in attitude from pessimistic to optimistic may encourage people to fight for better future.

Some elements of motivation for progress are intensity which is reflected from difference in determination power, hard work capacities in people.

Remarks

Q10. Explain the following quotations with respect to the application of EI in civil services:

- (a) "If you do not understand yourself, you do not understand anybody else".  
 (b) Success is not the result of spontaneous combustion. You must set yourself on fire.  
 (75 Words Each) (5×2=10 Marks)

Ans:

(a) Person must be able to analyse one self, one's emotion only then he would be able to do it for others.

Self awareness is the first stage of emotional intelligence.

↳ Showing empathy also requires high level of emotional intelligence.

↳ for civil servant who are under stress, not able to manage his/her emotions, it would be difficult to feel for other people as he will be overwhelmed with his own problems.

on the other hand

An EI civil servant keeps his emotions under control and use them to help other people.

Remarks

(b) Success requires continuous hard work both physically and mentally. Successful civil servants are ~~not~~ involved in continuous process of problem solving and dealing with difficult situation.

To become successful it requires constant thinking and self effort which can be ensured by high level of emotional intelligence.

A civil servant is responsible to his family, organization, public and country at large. At the same time he needs to be content with his performance.

To reconcile all these competitive goal not for once but for all the time will require high level of preparedness, value system and emotional intelligence.

Remarks

Q11. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether s/he reacts negative or responds positive to the situation is, therefore, more important." Explain and answer the following questions:

- (a) What is the difference between reacting and responding?
- (b) Are Confusion and Dilemma the natural routes to understand a situation and find solution or obstacles?
- (75 Words Each) (5×2=10 Marks)

Ans

Remarks

**GS SCORE**

*Remarks*

Q12. As administrators we cannot fight but only negotiate in the world of highly self centered, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you agree? What needs to be a good negotiator? What are the limitations of negotiating rather than governing?  
(150 Words) (10 Marks)

Ans

Remarks

**GS SCORE**

**Remarks**

**Q13. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples. (150 Words) (10 Marks)**

A large rectangular box with a thin black border, intended for the student's answer to the question. The box is currently empty.

Remarks

## SECTION - B

In the following questions carefully study the cases presented and then answer the questions that follows:

Q14. 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)

Ans. (a) Reasons for failure of citizen charter are:  
 (i) over-ambitious charter for which organization does not have capabilities as is reflected from reluctance of subordinates.  
 (ii) Key functionary went on leave without ensuring his replacement.  
 (iii) Drawing charter in hurry without taking subordinates in full confidence.  
 (iv) Expectations of people were given

Remarks

more importance than ground realities of organization's capabilities.

(b) Ideal course of Action:      full

(i) First of all, I would take responsibility for the failure of charter as I am the head of department on which this was the responsibility to deliver on charter.

(ii) Then I would recall a meeting with people's representatives along with some experienced subordinates of my department so that a balance can be ensured between people's expectation and ground realities of our department.

(iii) Then I would make attempts to improve the organization capabilities of my department by providing requisite training and filling any vacancy.

(iv) Any leave for functionary would be given only after ensuring that his absence would not create hurdles to achievement of charter.

Remarks

(a) Citizen Charter

Our department is committed to ensure supply of water to all residents of this town with following standards:

- (1) Water would be supplied daily to all areas of this town in ~~morning~~ morning and evening for 2 hours daily.
- (2) Water quality will be such that it would have Fluoride, Arsenic and other chemicals under permissible limit.
- (3) Water should be utilised by people efficiently as only then we would be able to ensure continuous supply of clean water.
- (4) For any grievance ~~regarding~~ regarding non availability of above quality water, people can contact a designated officer in our department.

Remarks

Q15. You are a civil servant and posted at a place with multi-cultural and multi-identity population with one dominant majority group and a big minority group. There arose a dispute on setting up statues of their respective icons in the area, cross claiming the same space. Any casual or delay will cost huge as past history indicates of big conflicts. Election is round the corner so different interest groups are eyeing to reap the benefits and has tensed the environment. Answer the following questions:

- What preventive steps would you take to stop flaring up of a brewing dispute?
- If the dispute flares up and turns violent, what would be your quick measures to contain it?
- How do you react when failure to pre-empt and contain such a situation leads to your suspension?

(250 Words) (20 Marks)

Ans: As the case involves different community people disputing over some issue and elections are near, so it is my responsibility to quickly take actions.

(a) First of all, I would talk to their leaders and convene a meeting with them so as to understand the issue from both sides' perspective. This impartial hearing would give some sense of security and justice to minority community.

(b) If my conversation with them does not result in stopping the dispute then I would refer the matter to my seniors and will call the police force to prevent any violence.

Remarks

(B) Till the election time if no agreement is reached between groups then I would stop both parties to install their statues at disputed place.

(C) Round the clock police force which must be trained to remain impartial would be stationed in the area.

(D) If violence occurs then:

1) I would quickly call the police force to stop violence by using proportionate degree of force. So as to ensure stop violence with minimum loss to property and life, if any.

(2) All the people involved in violence would be arrested irrespective of the group this will ensure impartial handling of case.

(3) To stop any rumor from spreading I would arrange regular media briefing.

(4) Use of politician would be discouraged in this situation.

Remarks

There are  
several  
But in case  
Also, you  
write, why  
need to  
do so  
?

(c) Since it was my duty to stop any violence in that area and to maintain the peace in society. If I fail in my duty then surely I would feel guilty for my lack of efficient management.

In such a scenario, if get suspension letter, then it will surely lower my morale as I did my best to ~~arrest any~~ violence. But at the same time due to my failure in stopping dispute, my seniors, have reasons to punish me.

In that case I would try to explain my case to them. And if in future I am given some task like this, then I would surely use my last experience to improve my performance and deliver the results.

67

Remarks

Q16. A region has been affected by the flood. It has impacted huge population and led to their displacement. Majority of them have no food and shelter. You are an officer in charge for relief and rescue operations in a flood hit area where a big section of youth, not having trust in the state agencies have agitated against the latter demanding succession. However, while carrying out relief and rescue operations, you find out that a select group of youth turns hostile, resorts to stone pelting against the soldiers and also using some violent methods. It disrupts relief operation. Force present on the occasion also retaliates and a few youth got injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Whole team is demotivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

Ans:

Ethical issues involved:

- (i) Lack of food and shelter to affected people: Hunger and lack of safety.
- (ii) Injury to youth attacking soldiers.
- (iii) Demotivation in suspended and other team members.

Options available before me:

- (i) Continue my relief and rescue work neglecting youth demands.

merits:

- (i) I would be able to help out the victims of flood.
- (ii) Shows professionalism and dedication to duty.
- (iii) would be rewarded for my work.

Remarks

Demerits:

- (i) Disruption caused by youths will result in poor relief work.
- (ii) Any large scale violence between army and youths can result in loss of life.
- (iii) Their ignorance and high handed response will further alienate the youths which would aggravate the demands for secession.

Option 2: Talk to these protesting youthsDemerits:

- (1) might delay my relief and rescue work.
- (2) will act as a distraction from my duty.

Merits:

- (1) It would ensure congenial atmosphere for relief work.
- (2) Army would be able to devote full time to relief work.
- (3) Demand for secession would not be aggravated.
- (4) would enhance the chances of inducting suspended members in our team.

Remarks

What steps you will take to motivate your team.

Best option:

I would apprise the situation of youth to concerned department and at the same time I would try to explain the situation to these youth that time is not ripe for demanding secession and involving in violence. As most of the people of their localities are suffering from starvation and lack of security of life this would lead to further deterioration in their condition by delaying relief work.

This discussion might help in deescalate the situation for the time being to ensure early relief work.

For the suspended member I would personally request the minister to cancel their suspension by explaining the situation present before them. And I will ensure that in future power would be used in responsible manner.

The same idea should be communicated to suspended members.

Remarks

Q17. 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.

- What are the ethical dilemmas related to it?
- 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?
- How will you persuade her to change her decision? (250 Words) (20 Marks)

Ans. (a) Ethical dilemmas in case:

⇒ livelihood opportunity to girl vs child labour?

If I ~~continue~~ to allow daughter to continue as maid it will give her income and livelihood opportunities but this would be against her right to enjoy childhood and would also be illegal for me to allow her.

On the other hand if I do not allow her to continue I would be doing justice to her childhood but at the cost of livelihood opportunity to her and her family.

Remarks

(b) Allowing daughter of maid as domestic worker:

I would not support my wife's argument about balancing her household work and work responsibilities by employing daughter of maid as:

(i) She is below 14 years hence employing her would be illegal.

(2) It would be against her right to Education for free and compulsory education.

(3) It would also snatch her childhood from her.

(4) It is possible to replace their former maid from some new worker for temporary period till maid becomes healthy again.

(c) I would persuade her to change her decision by

(1) Reasoning? About the illegality of the act.

Employing child labour is violation of

Remarks

Child Labour (Protection & Prevention) Act, 2016.

(2) Emotional argument: I would appeal to her emotions

so she would be able to feel the pain of little girl during working as maid in such a little age.

(3) I would also solve her ethical dilemma regarding livelihood opportunity to girl by giving some monetary help for the family of maid as both of us are earning partners who have capacity to give some money to maid on humanitarian basis.

(4) I would also made my wife realize her position in society and its ill effect on society when equity comes to know about employing child labor. As a public servant she and I both have high influencing power on people of society.

Remarks

8

Q18. You are a doctor in a government hospital. One of your lady friends got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. As her in-laws want a boy child to act as inheritor of the family. They have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected the doctor with the health minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Answer the following questions:

- What are the ethical dilemmas in the above case?
- Do you think that your moral obligation also demands to help your friend?
- A doctor in a public or government hospital should obey the health minister for whatever he says. Do you agree and why?
- What steps will you take in the above situation? (250 Words) (20 Marks)

Ans: (a) ethical dilemma:

(i) Responsibility towards friend and Professionalism

⇒ If I follow professionalism, I would not do any such test which is illegal and against professional ethics but at the same time I would also lose trust of my friend as I would not be able to help her. By acting professionally I would be able to do justice with my duty.

⇒ On the other hand if I choose to help my friend to carry on sex determination, I would save my friendship but at the cost of my professional ethics.

Remarks

(1) Private interest versus Professionalism:

Since matter involves minister who has said to help the family in all possible manner. In such case

If I choose to determine sex and carry abortion in case of girl fetus, I would have the chances of future reward in form of promotion or posting at desired place but this involves compromise with my professional ethics and humanity which are against my conscience.

(2) As a friend it is my duty to help my friend. But this duty is inferior to my duty as a doctor which requires following professional ethics and legal laws while performing my duties.

~~So as a doctor I would not be under moral obligation to carry sex determination.~~

But as a friend it is my duty to help her in all other possible manner such as

(a) I would try to convince her family and in-laws about the illegality, inhumanity and risk associated with abortion so that they would turn

But help means you can take her out of this fixative

Remarks

to not doing abortion of girl fetus.

(c) Obedience is a good virtue for public servant but this must be not at the cost of ethics, humanity and laws of the land.

If health minister is requesting to perform any act which is in line with professionalism like admitting some patient quickly without much formality to save life then obedience is virtuous but in present case to obey minister's order would be against laws, professionalism and humanity.

Hence it depends on nature of advice and order "

(d) In this case:

- (1) I would not carry on sex determination and would explain the illegality, immorality of the act.
- (2) would try to convince in laws of my friend to not go for abortion.
- (3) If they do not listen to my advice then I would take help of some NGO, civil society to help my friends.

Remarks

Q19. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

- Was the officer carrying the inspection at fault?
- Despite his noble intention and dutifulness of the highest order, do you think that the officer handled the case immaturely? Why?
- Had you been in his place, how would have you proceeded to carry out your duty?
- What could be the solution for such problems of adulteration on a lasting basis?

(250 Words) (20 Marks)

Ans: (a) officer was doing his duty as a marketing officer. He was right in the demand to check for adulteration of petrol as this adulteration was against public interests.

This shows his integrity, courage and dedication to duty.

(b) The officer who insisted on checking adulteration lost his life due to using muscle power by retailer which is illegal and equivalent to murder.

Remarks

Responsibility clearly lies on retailer for ~~not~~ causing murder of marketing officer.

Yet the situation involved a retailer who well established political connections and muscle power in local area.

These informations were available to marketing officer. When he tried to enter the premise he was also resisted by muscle men. This could be used as a hint of malintentions of retailer.

But despite these situations he continued to carry on his function which resulted in loss of his life.

In such scenario he could have sensed the intention of retailer and approached case accordingly.

(c) If I had been in his place:

- (1) I would first get information about the past records of retailer.
- (2) In case of, during my visit to his shop, he uses some force then I would ensure safety of my

Remarks

life by securing some police force media, civil society during my visit.

(2) Presence of civil society, media will ensure that any case of adulteration can be brought before public which could have used as evidence in court against retailer.

(4) After getting these evidence even political connection could be of little use.

(a) Solution for adulteration of petrol:

(i) Enact laws for harsh punishment for adulteration of petrol.

(ii) More frequent monitoring, inspection of petrol pump.

(iii) Technical solution like technology which is cheap, affordable by public to close civil society monitoring.

(iv) Quick disposal of cases relating to adulteration.

(v) More sophisticated automobiles which would not be able to run on adulterated fuel.

Remarks

(vi) switching to Bharat stage VI in 2020.

82

