

GS SCORE

An Institute for Civil Services

IAS TOPPER'S

TEST COPY

SUSHANT SINGH

Rank - 189

Ethics



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ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 1.5 hr.

Max. Marks: 140

| Q. | Marks | Instructions to Candidate |
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| 1. | | <ul style="list-style-type: none"> • There are 7 questions. • All questions are compulsory • The number of marks carried by a question/part is indicated against it. <p><i>Sushant - very good understanding -</i> <i>But for options to select content of the answer is more important than its length.</i> <i>Do remember to give a complete view of your understanding</i></p> <p>Answers must be written in the space provided.</p> <p>Any page or portion of the page left blank in the Question-Answer Booklet must be clearly struck off.</p> <p>① options - should lead to objective. ② justify - why/why not. ③ course of action → Means - steps of execution</p> |
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52

This is how you can create a completeness in analysis. Name Sushant Singh

1. Invigilator Signature _____ Mobile No. _____
 2. Invigilator Signature _____ Date _____
 Signature Sushant

Good

Q1. In a major demolition drive, civic authorities demolished around 1,300 illegal hutments 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.

Discuss the advantages and disadvantages of all the three options mentioned above.

(250 Words) (20 Marks)

~~(a)~~ The issue at hand concerns to the illegal occupation of public land by rural migrants and their livelihood and shelter concerns on the other

a) Major advantages of using force to vacate the slum include:

- (i) Hassle free clearance of the land and that too in quick time
- (ii) Shows that govt. considers law supreme and illegal activities won't be tolerated

Remarks

sending a strong message

(iii) It will lead to immediate improvement in power and water availability in other parts of the city and improve revenues as the slum dwellers were using amenities for free

Disadvantages are:

i) fall of trust in the government as it could project that the government is insensitive to the concerns of slum dwellers

ii) The activities that these slum dwellers performed would take a hit raising cost of some commodities and services

iii) There can be retaliation and situation may become violent.

(b) The advantage of this approach could be that the slum dwellers would better understand government's view point seeing that government is showing some concern regarding how to go about the process. It would also not leave the slum dwellers in a vulnerable condition and creating another problem related to health by solving one. It may prevent violent eruptions.

The disadvantage of this approach is that alternative place may or may not be acceptable and afford the same kind of

Remarks

livelihood opportunities. This would still be a more ethical way of dealing with the problem.

(c) Raising the issue using media would help creating a popular opinion about the problem and would provide the government the much needed support to clear off the area. It would also lead to a debate and better alternatives can be proposed by civil society.

The disadvantage of the approach is that the government wouldn't be looked upon as proactive in solving problems and human rights issues can be flagged ^{which} would prolong the issue and delay the process.

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Q2. 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, by the use of the power of his office, 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)

(a) In the present situation, the District Collector collected money for a cleanliness drive. But since he did not win over the support of public and his colleagues there could be the perception that the money is being used by him for his own benefit. Also the fact that only a certain section of the population was targeted could have also created this suspicion. Since the popular discontent with the move was not removed in a motive which involves the participation of public, the suspicion could have only increased.

(b) He should stop with the present practice because of the following reasons:

- i) No popular support would anyway send

Remarks

cleanliness drive ineffective.

ii) Only a certain section of the population is being asked to pay for it.

iii) If there is no support administration, there will be hurdles in the drive in future too.

iv) Public's trust in administration would be somewhat restored if they see the administration trying to rectify its mistakes.

The disadvantage of this move will be that it would give the perception that the administration doesn't give a deep thought before implementing a policy. Also any future action of the collector would be seen with suspicion. But the only way to go ahead would be to rectify the scheme and relaunch the proposal that too after exhausting possibilities of generating sources from other options like CSR, asking higher ups in the hierarchy to look into delays in releasing of money for schemes, etc.

(c) To make the idea more acceptable, following reforms can be taken:

i) Money should be raised from other sections of the society as well.

Remarks

ii) There should be a transparent usage of funds. Putting the expenditure details online could be a solution

iii) Public support should be developed as the cleanliness drive is for their own benefit which is anyways crucial for the drive to be successful.

iv) He should get the confidence of his colleagues by taking their feedbacks on the policy and improving its efficiency.

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Q3. You are District Transport Officer, incharge of issue of driving license for motor vehicles. There are number of complaints regarding arbitrariness, corruption, delays, etc in issue of license. You have met prominent citizens of the district, who have assured you of their full cooperation, if you draw a Citizen Charter and improve upon the services. Your subordinates are also ready to make the charter, a success. Your senior officers of the department are ready to support you by providing you necessary resources, training facilities, etc.

Draw out a Citizen Charter for your organization and list out its merits. What are the difficulties and problems you visualize in implementing the charter? Suppose the charter succeeds what next would you do to revise and upgrade the Citizen Charter.

(250 Words) (20 Marks)

Citizen charter is used to provide the public with an information of what to expect from a particular department or organisation.

Citizen Charter for Transport office

- i) Services should be provided within prescribed time limits
- ii) If it is not possible to adhere to time limits, the department should make the concerned citizen aware of the issue and also give a time limit within which the issue would be resolved
- iii) The charter should list the officials to be contacted at each step ~~and charges~~
- ~~iv) It~~ iv) It also highlights that is the duty of the citizens to highlight cases of corruption and provide feedback on the

Group to develop proposal for the charter

Remarks

Services received.

Difficulties in implementing the charter include:

- i) ~~Determining~~ Adhering to time limits due to cumbersome government procedures
- ii) Determining who is responsible for the same and thereby communicating to the people regularly about the issues
- iii) Citizens don't give feedback or take it seriously themselves.

To revise and upgrade, a continuous process of consultation with officials and some key stakeholders at periodic intervals should be done to make the necessary changes in the charter. This would prevent the charter from becoming out of date and useless.

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Q4. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old.Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

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

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

The present issue highlights the problem of bribery and corruption in the government service.

(a) The possible ^{strict means what} options available are:

(i) Taking strict measures like harsh punishments, etc. to prevent the officials from engaging in such activities

(ii) Feedback forms to be filled by pensioners which would directly be submitted to an appropriate authority. Here the pensioners could raise concerns ~~among~~ without the officials ~~knowing~~ about it

(iii) Incentivising officials to discharge their duties honestly through minor monetary benefits each and charging those indulging in bribery at the same time.

(iv) head by example and set high precedents of morality and honesty.

Remarks

(v) Try to digitize the process which could eliminate prospects of bribery.

These are not individual options and some of them would required to be carried out together to bring out any change

(b) Strict Punishment → would show the intolerable behaviour of higher administration in dealing with corruption but would at the same time not bring about a behavioural change in the officials

Feedback → The pensioners would feel that their view is also important for the organisation and this could lead to trust building. Also since lower officials would not know about it, the pensioners can complain without any fear.

The disadvantage is not many people fill feedback forms or take it seriously. Trust needs to be built up that their complaints would be looked into

Incentivising Officials - This would provide an incentive for officials to be honest and would gradually bring out a behavioural change in

Remarks

the nature of the officials. Honesty would get automated in their nature.

The problem here is shortage of revenues and it is difficult to determine means to identify officials who should be incentivised. Feedbacks can help here.

(iv) Lead by example - This is a must and needs to be implemented any how even if other options are not.

(v) Digitization - This is the best possible solution as it eliminates official-pensioner contact altogether and hence there would be no way an official can harass people.

Digitization along with few other measures like feedbacks ~~and~~ incentives together can help solve the problem. There needs to be a holistic solution for the problem.

7

Q5. As a Civil Servant working in the Ministry of Sports and Youth Affairs, make a case before the Minister for mandatory playgrounds and sports faculties in every higher secondary school and college. Suggest other measures to promote sports in the country for healthy growth of children and youth.

(250 Words) (20 Marks)

Sports is essential for the overall development of individuals. It ~~is~~ not only helps maintain one's health but it also helps in inculcation of values like working in a team, not being selfish, discipline, etc. Since children are the futures of tomorrow playgrounds and sports facilities area must in schools.

This would further give a boost to sports and provide us with next generation sports person and improve country's standings in international events. This would require nurturing of talent right from childhood.

Also sports has been seen to help students academically by application of learning on the field, enhancing strategic thinking skills, etc.

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Other measures that can be taken to promote sports include:

- i) Improved government infrastructure for sports.
- ii) Organising district level competitions on a regular basis
- iii) ~~From~~ Incentivising students interested in sports by providing them extra credits for the same in their schools.
- iv) Making parents more aware of the benefits of sports, career opportunities and the respect in society so as to improve the general level of acceptance in the society.
- v) Providing a setup wherein ~~spo~~ students know how and who to approach to advance in the respective sports. There should be opportunity for all so that no talent is wasted.

Analysis could have been —

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Q6. This is your first independent field posting as District Collector. The district, where you are posted now, has become infamous for child marriages. The first eight months of your joining witnessed around 50 cases of stopping of child marriages in the central district. However, many such cases went unchecked. The District Social Welfare Department, ChildLine and Police stopped a total of six child marriages in one month alone. With the addition of the new cases, the district has crossed an alarming number of 50 cases of child marriages prevented till now in the same year. One day you received a direct call on your mobile about the case of a child marriage in your district. You rushed to the spot and tried to rescue the girl.

As District Collector answer the following questions:

- (a) What are the options before you to handle this situation?
- (b) Discuss the limitations of each option.
- (c) Discuss in detail one option which you consider is best in the given scenario.

(250 Words) (20 Marks)

The issue at hand is of the rights of the child and preventing the menace of child marriages and improving awareness of the people at large.

(a) The options available in the case are:

i) Try ~~and~~ persuade the families involved and make them aware that ^{what} they are doing is illegal. Take help from NGOs, etc. active in the area to persuade the families.

(b) Use police force and arrest the families involved as it was a crime and deal with the issue strictly.

(c) Try to create a social revolution using the civil society and some citizens aware of the issue to generate popular perception against child marriage and how it brings

Remarks

Shame and insult to the family and the society: Running campaigns like selfie contests for couples getting married and more than to the stipulated age for marriage could help as was done to prevent sex discrimination.

(b) Persuasion → Since the problem has persisted for so long, it would be difficult to do so. Moreover people would see it as an encroachment into their social and religious beliefs which could lead to situation getting adverse.

Use of police - Arresting the families concerned can only be temporary measure and would not bring about a behavioural change. Also it could lead to situation getting violent.

Social revolution - This could be the only long term solution for the problem as changes need to come from within. People need to be aroused to stop this menace. Otherwise there is no end to it until people feel that it is in their as well

Remarks

the interest of the children. But the limitation is that this would take time.

(c) ~~Opt~~ Social revolution using NGOs, contests, making people aware is the best thing to do to solve the ~~long te~~ problem in the long term. This needs to be clubbed with making people aware that it is illegal and if ~~is~~ violations occur knowingly then police should be used because breaking a law knowingly can't be tolerated like that and that too when the administration is trying to make the people aware of the ~~same~~ issue.

8

Q7. You are a senior civil engineer incharge of a very big road project. You find that project contractor is working honestly and strictly as per the work schedule and also maintaining the quality of work. Suddenly his only son met with an accident and hence he is preoccupied in his treatment. The project got delayed and the quality of work got slightly affected. Your subordinates are putting pressure on you to take strict action against the contractor.

(a) What are the various options available to you?

(b) Evaluate the merits and demerits of each option and choose the option you would adopt, giving reasons. (250 Words) (20 Marks)

The present situation highlights the dilemma of personal versus professional life.

(a) The options available in the case are;

(i) Setting up an ~~enquiry~~ ^{enquiry} for the same so as to ~~know~~ ^{actually} who was responsible for degrading the quality of work making use of the contractor's situation.

~~(ii)~~ (ii) The contractor should be given a notice to explain his behaviour as to why he was unable to perform his duties and also explain why action should not be taken against him.

(b)
The merits of setting up an enquiry is ~~that~~ ^{to} to find out who was actually responsible for the low quality. Since the contractor was honest, he would not have authorised the low quality of work and punishing

Remarks

him would not help and real culprits would go unpunished. Hence an enquiry is essential.

But since ~~the~~ it was the contractor's duty to maintain the quality of the work, he should be asked to explain his actions so as to determine if he was in any way involved in neglecting his duties ~~is~~ at a time where he could have managed to avoid the situation from getting this far.

The demerit of taking action against the contractor is that this would decrease the trust of honest people is the ~~big~~ senior officials.

b

Remarks