

GS SCORE

An Institute for Civil Services

IAS TOPPER'S

TEST COPY

SALONI KHEMKA

Rank - 27

Ethics



www.iasscore.in

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 1.5 hrs.

Max. Marks: 120

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

Name SALONI KHEMKA

Roll No. _____

Mobile No. _____

Date _____

Signature Saloni . K

1. Invigilator Signature _____

2. Invigilator Signature _____

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

Q1. A new Indian Police Service incumbent, after completion of his training, has joined first posting in a district.

(i) Some influential people, outside his office as well as subordinates in his office come to meet him and offer him valuable gifts as a welcome gesture.

(ii) He has also been told by his subordinates that, there is a channel of money collection by the police of the area from commercial vehicles, shanty vendors and shopkeepers as well as spurious liquor lobby, etc, share of which would automatically reach to the new officer. This money is unaccounted and does not go to the establishment.

(a) The officer is in dilemma. Whether he should accept the gifts as a welcome gesture from influential people outside the office or only from his official colleagues or from both? What according to you should be his course of action? Give reasons.

(b) What would be professionally and ethically correct decision for him.

(250 Words) (20 Marks)

Ethical dilemmas involved →

Personal code of Ethics Vs Official Conduct Rules

Kindness Vs ~~It~~ Honesty.

(a) The dilemma faced by the officer is due to a clash between his personal code of conduct which does not allow her to be rude while at the same time maintaining graciousness and the official rules of conduct that do not allow her to accept gifts.

The officer should ~~politely~~ thank everyone for their generosity and show that she values everyone for their

Remarks

efforts. However, she should decline any gifts because it is against the rules. ~~It~~ She should be polite in ~~the~~ declining the gifts while being firm in her refusal. She should not show any hesitancy.

She should be perceived as a rule follower but not without humility. She should not be hesitant in declining the gifts as it gives an opening to persuasive people. It ~~also~~ also sets a dangerous precedence. If an officer budge an inch on this then people will try to get her to move a mile. It is therefore a slippery slope and she should end the practice in clear terms.

b) With regards to the unaccounted money, the officer needs to keep in mind both professional and personal values and ethics. Her personal and professional code does not allow her to accept such a 'bribe' nor does it allow her to let the continuance of such practice exist. The officer should locate the source of

such funds and give a strict notice to stop it. A notice should also be given to the officers that partake in such practice. The officer should contact his superiors and inform them of the corrupt practice and follow the procedure laid out for ending such behaviour. She should make sure that the malpractice has ended by periodically checking with the vendors and shopkeepers. This will restore the trust of public in the local police and raise the prestige of the job.

Q2. While implementing Centrally and State Sponsored Development Programmes a Civil Servant faces lot of interference from the local political leaders to oblige certain contractors and service providers who do not qualify the required eligibility criteria on the one hand and moreover uses substandard material in construction and provide poor quality of service on the other. He finds it immensely difficult to keep his neutrality and do what is best in the public interest. He is very disturbed. He thinks on the following options:

- (a) He informs the senior officers, but every time he does so, he finds that somehow they are not ready to annoy the local influential politicians. He thinks about taking up the issue with the further higher up-officers in the hierarchy.
- (b) He thinks about meeting the media people and tell them about the difficulties faced by him due to political interference and lack of support from the senior officers.
- (c) Resign from his post as public servant and fight against such malpractices from outside.

Evaluate every option before him and suggest which of the above stated course of action is the best?
(250 Words) (20 Marks)

(a) As a civil servant, I would be obliged to follow the hierarchy in listing complaints. However, if my immediate superior are not interested, as an honest civil servant, I would be duty bound to go higher up in the hierarchy to get the issue heard. While in short-term, this line of action might create problems, in the long term it would result in the alertness of immediate superiors and keep the faith put into the position by the public. I would also be less likely to face the same resistance from superiors in the future.

Remarks

Con: I might be viewed with suspicion by my immediate superiors.

b) Telling the media is not the best course of action for any public servant as it gives him the image of biasness and question his ability to get things done within the bounds of the establishment. It also gives a signal to the people that the media is a more trustworthy institution than the bureaucracy. It gives them the option of interfering in official business and swaying the public opinion based on a limited understanding of facts.

c) Resignation is the option of last resort. However, following this option would undermine my credibility and the people's faith in civil services. If I am aware of malpractices, I ~~should~~ ^{will} do my best to fight that from within the system. The civil service is about increasing the

faith of the people. If at first inclination and resistance, I turned into a protester, it would mean I did not understand the civil services properly and that I did not ~~suspect~~ do my duty to do my best to correct the wrong practices.

The best option according to me would be to go to the higher officials and make them understand the situation. The people who are to be benefitted should be involved in discussing the programmes. The senior officers can ask for all the tenders to be put in public sphere and let the contracts go to the best people with the best proposal. This will ensure transparency as well as stop the interference of political leaders.

Q3. Slums are providing low paid workers 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, in which both men and women are working. 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 is made by the superior authorities to remove these slums and their dwellers by force, even if it was mid-winter. You are the enforcing officer. You have the following options-

- (a) You would vacate the slum by using police force without any consideration for the inclement weather and contribution which the slum dwellers make, as you think that it is paramount to implement the direction of superior authorities at any cost and in the shortest possible time.
 - (b) You will request your senior officers to wait till the weather become normal and an alternative place for settlement of the slum dwellers is designated with basic amenities.
 - (c) You will suggest your senior officers to make it compulsory for all the apartment builders to have provision of very low cost shelters for such shanty but important workers along with every apartment and allot it with the help of administration to identified workers based on some objective criteria.
 - (i) Discuss the advantages and disadvantages of all the three options mentioned above.
 - (ii) Which of the three is administratively expedient and prudent? Give reasons.
- (250 Words) (20 Marks)

a) Merits :

- 1) Immediate end to the problem of slums for the locality.
- 2) Directions of superior followed immediately.
- 3) You will be valued in the system by the authorities as a doer and loyalist.

Demerits :

- 1) Lack of concern for people.
- 2) Not doing service to public at large.
- 3) The slums will just shift to another location.

Remarks

- b) Merits :
- 1) Taking circumstances into consideration
 - 2) It will create a long-term solution and remove the hazards.
 - 3) Being the servant for all public, not just a few elite public

Demerits :

- 1) Will take time, money and efforts of the administration.
- 2) It will not be accordance to commands/wishes of superior authorities

- c) Merits :
- 1) Will solve dilemma of the domestic workers.
 - 2) Will create better conditions of employment.

Demerits :

- 1) Complexity of the solution. requires greater manpower and finances.
- 2) Will face resistance from apartment owners and superiors
- 3) Will not satisfy any of the stakeholders completely
- 4) Partial solution to a bigger problem.

The best course of action would be the second option.

Reasons

- 1) It is a balanced approach.
- 2) Increases trust of people in the officers.
- 3) It provides a long term procedure for future slums.
- 4) Being humane. We will not be treating slum dwellers as just means but as ends as well.
- 5) The dignity of my office as well as the self-esteem of slum dwellers will be ~~also~~ maintained.

Q4. You are a senior civil engineer in charge 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)

a) A situation where an honest person is involved requires a certain level of diplomacy and understanding. There is a conflict between strict adherence to duty vs humanity. The various options available are —

1) Ignoring the pressure of subordinates and letting the work continue as it is.

Merit: The work is only slightly delayed, it will get finished. It will be sympathetic towards the contractor, hence bringing humanity to forefront.

Demerit: Lopsided action. Ignoring subordinates would create more problems and there would be no resolution of the issue at hand.

2) Listen to subordinates and take strict action against contractor because he was hired to do a certain job and it is his duty to finish it within time frame. This is a consequentialist approach.

Merit: Will make most number of people happy. Subordinates will respect me.

Demerit: This is also a lopsided decision without taking into consideration the circumstances. It will be a robotic decision. Also, delay will increase if another contractor needs to be found.

3) Listen to subordinates and talk to the contractor giving him time limit to make up for delay and if he does not then consequences should be made clear.

Merits

- 1) Subordinates will feel heard.
- 2) Contractor will be given a chance.
- 3) Balanced action - duty to office vs duty to people.

Demerits

- 1) ~~Sub~~ Some subordinates might not be satisfied completely.

Remarks

I would choose option three because it is the most balanced approach. An honest person is not blindsided by punishment due to unforeseen circumstances. There is only a slight delay which can be made up for by giving the contractor an opportunity to fix his things. He is an honest and hardworking ~~the~~ man and his hardwork needs to be recognized while taking decision. As a civil engineer, I have to keep in mind that it is a team that is working and that everyone should be valued for their contribution so that there is growth rather than more disturbance.

Q5. You are an education minister of a state. Recently, lot of reports on how women teachers of secondary school dresses up came and emphasized that many teachers wear ungracious and party type of attires against Indian cultural ethos while they are in school. People from one cultural group meet you and wants you to clear your mind about that to the public. There is an opinion in air that such things put indelible mark on the impressionable minds of the adolescent students about 'image of teachers' in general and 'women' in particular. Public expects something from you in the given situation. Answer the following questions related to it:

- As a minister, when public is expecting something from you, what would you do to safeguard the Indian cultural ethos regarding teachers and women on dress matters?
- You are a minister in official capacity and a public representative, but you must also have your personal opinion than the public expectations. Do you think that dress is a matter of personal choice and there should be no official dictate regarding it?
- Also can you say that what matter is quality of education and not the type of dress teachers wear?
- There must be views from both the sides, one may go with you and other will criticize you.

Give arguments for and against the dress code for teachers in schools.
(250 Words) (20 Marks)

Attire of people is one of the markers that represent the identity and ethos of a culture and an institution. The clothes that people wear represent their outlook and their thought-process. In situations where a certain type of dress is required, a person should adhere to that dress code - this is why uniforms are chosen.

(a) As a minister, there is a conflict in accountability vs personal opinion.
I would mark sure that I will

marks

a public statement stating my acknowledgment of the issue and that I would make sure that concerns that are relating to indecency would be considered. However, I would keep the statement on secular lines and bring a communal colour on the agenda.

Pro: Public would feel heard.

Con: 1) No concrete steps would be taken.

2) The cultural group would not be satisfied by this approach leading to aggressive approach by them.

b) As a minister ~~and~~ my personal opinion might contradict the views of a particular group of people. ~~was~~ However keeping in mind the Right to Life and Liberty, I would concur with the Constitution that dress is a matter of personal choice. However, there is a boundation on the personal choice when one is acting in an official capacity. In an official capacity rules of morality, decency and public views alongwith the institution's

Remarks

dress code have to be kept in mind.

c) It can be said that education is about quality of education and not the clothes but teachers are role models and students have to look up to their teachers. They emulate the ideas and outlook of their teachers. As long as the attire of teachers is not obscene and hurting the development of impressionable children, the dresses cannot be objected to based on communal outlook. Bringing in religion into non-religious institution would be against constitution and development of scientific temper.

d) Views

For a systemized dress code —

- 1) Clarify to students, teachers, parents and public on the rules of clothing
- 2) Non-religious institutions to remain secular
- 3) Minister will not be seen as giving into pressure for vote bank.

Against —

- 1) Forcing people to change their personal views.
- 2) Not empowering women by dictating
- 3) We will become a country ruled by

Remarks arbitrariness not reason.

Q6. There is a dispensary in a rural area. It is the sole medical center in the region and provides health care facilities to people. But the dispensary is not following the biomedical rules and disposes a large quantity of waste in its backyard, which is affecting the health of the nearby people and is also affecting the animals.

You are health inspector of the region and got the complaint related to it. This hospital is governed by family members of the district collector under which you work. Even public do not care much about this problem, as this is the sole hospital in that vicinity and they trust hospital as treatment and hospitality is good. Media and NGO's staff gets treatment at low charges and sometimes free also. You have already warned hospital about their responsibility but they don't take you very seriously.

- (a) Identify three crucial problems that are obstacle to practical solution. Also discuss why these are 'crucial problem'.
- (b) Find different steps for solution to this problem and argue their capacity to achieve desired results.
- (c) Suggest the best course of action, that can help addressing the problem in this case. Why?

(250 Words) (20 Marks)

Medical procedures and disposal of waste is very crucial to the healthy functioning of any country.

a) Three crucial problems. —

i) Interference by media and NGOs — they will not want their privileges taken away and would create a nuisance by protesting and publishing reports against action that harms their privilege.

(ii) District Collector's vested interest — The collector might not want official action because it affects him personally and also harms his image with the public of that district. He will also create

Remarks

harassance and exert pressure.

(iii) Image of Hospital → Hospitals are viewed with positivity as they help people and especially with this hospital being the only one in the area, the people who are ~~not~~ in immediate vicinity might protest if a suspension of license or a report is published against the hospital.

b) Solution to this problem →

i) Educating the public at large on the hazards of disposing medical waste incorrectly.

(ii) The media and NGOs should be told about the problem and their help should be taken to create awareness.

(iii) The District Collector should be informed in detail and she should talk to her family members so there is a personal touch involved.

(iv) According to rules, if suspension and fine are the next step then they should be followed if the above steps are not ~~needed~~ successful and warning is not needed.

Remarks

d) The best course of action would be to bring all the stakeholders into the problem especially the people who are suffering due to this. The solution would require a simultaneous and multi pronged approach of 1) Giving warning to dispensary 2) Giving them the notice of complaint and clearly stating their transgression and a time limit to fix it 3) Following the procedure laid out for fining and suspension if the dispensary act with belligerence.

This would be in conformance with the rules of conduct, honesty to your official role, adherence to principle of accountability and would provide answerability to the people and their complaints.