

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature

2. Invigilator Signature

Name Jatinder Sahel

Roll No. _____

Mobile No. _____

Date _____

Signature Jatinder

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)

Ans: Professional ethics are set of standards that an organisation derive for a particular job or profession and help in guiding professionals to take action, choice or behave in terms of righteousness or wrongness.

For example, code of ethics for Doctors by MCI

Social control over professional skill is required

- People are stakeholders / recipients of service.
 - ultimate beneficiaries so their satisfaction is essential.
- It ensures transparency and accountability of professionals.
 - They feel as they are being watched, they should behave responsibly.
- It ensures efficiency and effectiveness

For example, Profession of Doctors -

- Code of ethics by MCI says Doctors

Remarks

ultimate aim is of patient interest and safety.

- Social control by people to ensure proper services by Doctors.

- Relatives of patients put pressure on Doctors to not indulge in useless investigations and produce results.

But such social pressure should not be much that Doctors fear in taking decisions.

Also excess control by threatening or assaulting Doctors is against law or Ethics of Society.

→ Comply with the instruction of question & discuss social control & example separately

3½

Remarks

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)

Ans: "Dharma" is one of principles of Varush-arthas in Indian philosophy.

- It is highest of virtue according to Uta, where one should strive to work towards Dharma in every action, without caring for results or fruits.

- It is doing right in every action as a sense of duty.

Raj Dharma →

- It is ruling people by considering citizen interests of utmost importance.

- Sometimes personal cost is at stake.

For example, Raja Vikramaditya, never spoke lie and worked for benefits of citizens, considering Raj. Dharma.

Ruling class

- Representatives of people, so should pursue both "Dharma" and "Raj Dharma"

But sometimes, personal interest are put at front.

Remarks

- Various scams have been unearthed
- Security of citizens have been compromised
- it should be of utmost importance
- For example, Mumbai attack.
- Keeping public purse → financial improperly → but spent on personal gains.
- giving service to public →
- India still suffering from large amount of poverty.

Though, some positives are also there,

- poverty is decreasing.
- less attacks by Naxals, etc.

So, pursuing Dharma is being done, but with some lacks.

Good approach

Remarks

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

Ans: In global funding, various institutions whether government or others like IMF, World Bank, they provide for various conditionalities.

That is, they will give donation, but host country has to change some things in country - whether in policies of government - telling where the money should be spent and how much and how?

In place of non-acceptance or not doing conditions, it can be cancelled.

For example, in 1991 reforms, IMF gave donations to India on various conditions - changing policy to liberalisation, privatisation, globalisation, devaluing Rupee-exchange rate.

Conditionalities are good →

- it provides guidance to pursue policies that can wonder. For eg: 1991 reforms tackled balance of payments crisis.

List out various conditionalities in points

Remarks

- It makes recipient country accountable, otherwise money could go waste. →

Conditionality are bad in terms of :-

Sovereignty → Recipient country has to work on directions of other country.

Sovereignty is compromised.

- Economic interests of donor countries can be real intent.

- Sometimes, recipient countries do not have pressure to fulfill conditionalities, it can put additional burden or debt trap.

Avoid such overlapping of word.

4

Remarks

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)

Ans: Major barriers to recognise opportunities
by a civil servant →

- Lack of motivation →

Some of personality characters like pessimism, lack of self-confidence.

Organisational values not clear like integrity →

Integrity is very difficult to define.

Rationalisations → For wrong doings or other pathes chosen, we tend to rationalise.

- Lack of guidance from mentors.

- Lack of resources → Family responsibilities can put pressure and hamper creativity to explore opportunities.

Also, one could go to corruption side.

Improving ability →

- Attending workshops or seminars.

Remarks

- Talking with seniors or expert in accessing various opportunities
- Organisational values should be made clear.
- Interaction with civil society or other leaders to know about grievance or needs → It will motivate one to work towards public interest.
- Exercise regularly or Yoga or Meditation → to become physically and mentally fit.

3½

Remarks

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)

Ans: White collar crimes are those which are present in white collar jobs like administration.

In such jobs, white corruption is present, which is people know about corruption and it becomes acceptable with time.

For example, speed money → people ready to pay money to get work done speedily otherwise in non-payment, delay in work.

Poor and vulnerable in lack of resources will move towards white collar crimes as it is out of their basic needs fulfillment.

Rich and educated become corrupt → because

Crave for more → one need fulfilled, gets displaced by other need.

Age of consumerism → people crave for more without satisfaction.

Ethical values getting degraded.

Pressure from above.

Not making proper sense

Remarks

Rich and educated with more resources like technology, know that they can escape from being caught.

Even if got caught, can bail out.

Adventurism → to play with problems, give them sense of kick.

It earns them social relations with many personalities, political patronage.

— Chances of good post / transfer / promotions

→ Type of collusive corruption.

Measure to stop such corruption →

— Education and value system → need to be education along with character or values.

— Organizational values like integrity have to be made clear with seminar, etc.

— Use of E-governance.

— RTI, Citizen Charter.

— Proper installation of Grievance Redressal Mechanism.

Code of Ethics

— Incentives to honest.

Speedy punishment to guilty

must be careful of overlapping of words

4

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? (50 Words) (10 Marks)

Ans: Good governance is serving people with more transparency, accountability, efficiency, equity, etc. It is said that you have the government that you deserve because -

People vote and bring other people in government. What we sow → is what we reap.

Its meaning for good governance is →

People deserve to be treated as recipient of good services with standard with openness in time-bound manner and government is accountable.

Ideology plays an important role. If people select government with socialism background. It will work towards socialistic principles.

If people vote government on basis of religion → extremism result → riots → bad governance.

Changes needed in behavior & attitude of all stakeholders →

Keep
it
minimum

Remarks

People →

- Should become responsible in voting and after election also.
- Participation through RTI and Citizen Charter.
- Fines for non-responsibility. For eg: fine for spitting
- Incentives for showing participation.

Government → Transparency and Accountability through RTI, Citizen Charter

- Installation of Lokpal
- E-Governance.
- Code of Ethics for Minister, Civil Servants, judiciary.

Such overlap is incorrect.

Business-class

- Corporate Governance.
- Speedy punishment for guilty.

Foreign

- Diaspora → should participate in voting through proxy voting
- Contribute through funds.

4

Remarks

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

Ans: Intuition is thinking based on instincts, not on conscious reasoning.

For example,

Going in jungle, in night, one is having intuition of seeing a lion.

When lion comes, instant instinctual response to flee from jungle.

Or sometimes, we have intuition that somebody is going to visit our home today.

Good leader ->

- Sometimes, conscious reasoning can lead to dilemma between 2 options.

- Neither option is comfortable foreg. Specially in ethical dilemmas.

- But leaders have to work beyond set procedures, moderate risk taking can do wonders for success of action.

Sometimes, some actions are innovative, they have to be tested for first time.

Good leaders take risk on basis of intuition and succeed.

Give more suitable & proper example

Remarks

Sometimes, intuition leads to failure.
Good leaders learn from experience and
make intuition confirmed by converting to
success.

(3)

Remarks

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)

Ans: Whistle-blowing is blowing out bugle of wrong-doings in public department to media or put information in public domain. It is considered ethical →

- Utilitarianism → Greatest Good for greatest number of people.

- many beneficiaries will benefit, if wrong-doings will be reduced.

- Deontology → sense of duty to work towards public interest.

- Virtue / values like compassion for weaker sections is ensured.

- responsibility towards citizens.

- Justice approach → People should get due their due, but concealing wrong-doings in department will do injustice.

For example, civil servant see assistant section in-charge of head department doing corruption. He puts information in media.

It will get corrupt arrested and less corruption.

Is it apt at first instance?

Remarks

in department.

Unethical →

It is against code of ethics for civil servants.

- Against professional conduct of secrecy.

Against Civil services conduct rules.

- should refrain away from unauthorised communication.

- should not criticise government.

For example →

Civil servant without informing senior officials, put audio clipping of Minister in public domain & pressurising him to take bribe from a businessman.

Unethical, as against responsibility of assistance to Minister.

- Against Secrecy.

- Should remain behind scene → first should have exhausted internal mechanisms.

Overall, public interest has to be maintained.

4

Make it clear.

Remarks

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

Ans: In democracy like India, people vote to candidate out of trust that candidate after election will work towards interest of them. Moreover, they are indirect representatives of people.

So should consider themselves public property.

- Personal interest should take a backseat.
- It will help in reducing corruption.
- Public interest → Decisions will be taken on this basis.
- People follow trusted people → So leaders should behave responsibly.
- If leaders do any wrong, they are responsible for such acts.
- Even in private domain, conducts have to be responsible.
For example, beating wife at home should not be case.

Remarks

As Gandhiji said, one can not do ~~wrong~~ ^{right} in one department, by doing wrong in another, world is an indivisible whole.

Also, Lincoln said, you cannot fool all people all time.

Therefore, it is in interest of leaders as well to do work as public property otherwise people will oust the candidate in next election or even thrash now.

What's this?

It's your deliberate mistake

3½

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." Critically analyse this statement in the light of the functioning of the Civil servant in a democracy. (150 Words) (10 Marks)

Ans:- Civil servants have to deal with various situations. Many a times, they face dilemma in taking decisions. In light of Plato statement,

Good civil servant do not need laws →
 B They mostly work on basis of conscience that is they know which is best in interests of public.

But, laws have to be maintained. As they are framed on basis of various data, expertise, experience.

So laws have also to be followed.

It is when ~~one~~ has to act in discretion, conscience is used.

Bad civil servant →

They find ways to circumvent the laws.

They exploit loopholes in laws as the laws cannot cover all situations,

Remarks

Sometimes one has to act in discretion, or when one is not overlooked by any. Therefore, bad & civil servant find loopholes in law, plus simultaneously subvert their conscience and ethical values like integrity.

Therefore, Plato statement is relevant to some extent but not complete, because different situations demand different actions (contextual approach is needed.)

4

Good Content

Remarks

Q11. Police stations are more a demo ~~in~~ 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)

Ans:- Police stations are essential for criminal justice system where investigation, reporting, various criminals are dealt.

There are various problems →

- Poor infrastructure without basic facilities.
- Attitude of Police → behave rude

^{many} Rights of ~~accused~~ ^{times} are curbed.

- More affect → poor or weaker sections
- Trust deficit between Police and public

As district Head, steps that I will take →

- First, Police stations in various localities will get inspected by me. →

Recognition of various problems.

Then, meeting with staff, citizens, civil society to know about situation, their demands.

After considering whole case, I will give order to get basic facilities given in all Police stations.

Remarks

- Talk with senior officials to urgently release funds.
- Public relations agency comprising of police as well as civil society members near police station → to guide citizens through procedural complexities.
- Use of technology
 - CCTV in various areas.
 - Complaints could be processed online for speedier execution without harassment.
 - easier to track.
- Seminars and workshop for employers to acquaint them about public problems.
- \$ Inter-personal skills training to be given proper emphasis in training curriculum.
- Leading by example.
- Rankings system → competition between police stations to improve.

Remarks

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)

Ans: Public and private sectors interactions are increasing because:-

- increased awareness in public
- use of social media.
- Use of technology
- Globalisation.
- Privatisation

Explain these
bullet points
in brief

More attention should be given on value system:

- As various scams getting unearthed, ultimately taxpayer money is lost as well as business is closed.

So, business should work on value system like Corporate social responsibility or Corporate Governance.

Features of that value system →

- Public interest → It guides one to take decisions that will ultimately benefit them.
- Corporate Social Responsibility →

Remarks

taking into account the effects of business on society.

For eg: Business doing pollution → health of society affected → decreased productivity → decreased growth.

CSR → investment in hospitals → health of people ensured.

- Corporate Governance → taking into account all stakeholders.

- Values of Empathy, Compassion
Seminars, workshop.

- More engagement with civil societies,
NGO → co-ordination

↓
Decreased wastage of resources

↓
Better decision-making.

- Less Crony capitalism →
Decisions based on public interest

- More transparency and accountability
- more access to decisions of private sector.

Remarks

3½

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)

Ans:

a) Civil Services Conduct Rule says that civil servant should not criticise government.

- Also, one should not indulge in unauthorised communication.

- Against professional conduct & secrecy.

But, one should not be bogged down and first internal mechanisms like reporting to head department senior officials should be first exhausted.

- After that, Governor can be reached.

b) Civil servants are not allowed to work in occupation that draw remuneration other than currently working.

- Cannot take salary from 2 jobs.

Come to the point directly

①

Remarks

- Conflict of interest occurring.
As efficiency will be compromised,
while working in 2 jobs.

 $\frac{1}{2}$

Remarks

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)

Ans: Above mentioned case is regarding officer i.e. I, in charge of transfer and posting department. It is very difficult sometimes to face pressure from above or from women officers.

To withstand such pressure, require various qualities like -

- courage, conviction
- Probity, Objectivity
- Public Interest
- Conscience as source of guidance.

a) Cabinet Minister is putting pressure to appoint person of his choice. Ideally, one has to obey Minister, as they are the repres-

Remarks

initiatives of people.

- But blind following will not be demanded.
- Many factors have to be taken into account like Public Interest, Objectivity.

I will sack suitable candidate found out by me and prepare a strong case.

- Recognise pressure of Minister and will have courage to face the same by controlling tense emotions.
- I will say no to Minister politely as it is against Objective criteria set in rules. Also, it is against him also because in era of RTI, if enquiry conducted, will put blame on Minister as well.

b) Woman officer case is genuine.

- She wants to balance personal as well as professional life, by helping sick in-laws.
- But at the same time, for an officer, public interest is at forefront, even if it is at personal cost.
- During conflict of interest, one should not be swayed by emotions, I will advise her that if it is possible to appoint some

either
widen the
gap between
two lines
or avoid
overlap
g of
words.

It is
your
deliberate
mistake

Remarks

- caretakers / nurses to look out for in-laws
- Simultaneously, other methods of persuasion by me like keywords or emotional appeal to her to as she is required in that post.
 - After work is done, she may be considered to area close to her home.

- c) No doubt, relations and communications are necessary for healthy work culture.
- It helps in getting work done.
 - Also, psychological pressure are eased.
 - In hours of difficulty, one is surrounded by friends.
 - Many incentives (monetary or non-monetary) are there.

82 But, as Code of Ethics of Civil servants (ARC) say, one should avoid many social ties

- It can lead one to corruption due to greed of incentives.
- Reciprocity → If one gets help of another, will have to help him in future, it can lead to political patronage, impacting neutrality and impartiality.

Remarks

Q15. Although a public servant is a public servant, no matter if he is a man or woman, asking them for additional work beyond normal schedule is tedious and inconvenient to all. Suppose there is an understanding 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 precaution 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)

Ans: Above mentioned case provides for man case where civil servant during demanding times, wants to persuade staff to work beyond working hours.

a) Nobody wants to work beyond working hours, as everyone wants equity i.e. outcomes should be in proportional to inputs.

It puts burden physically as well as mentally.

- Family responsibilities are also there.

But work is also needed to be done. To motivate staff,

- Rewards or incentives → For extra work done, monetary or non-monetary incentives within limits of resources can be given.

- Use of authority → To get work done,

Come to the point directly

Remarks

one can use authority, but it should be considerate, 2-way communication.

- Leading as an example → Himself working for long hours will motivate staff.
- Assuring them, my apprehensions regarding future or security will be allayed.

b) As in our society, mainly safety and security issues are there for women as they are asked to stay inside after sunset.

- Calling them for extended hours need precautions because rape can happen or work-family conflicts can occur.

Precautions →

- Vehicle from organisation should be sent to pickup and drop women members.
- If possible, women can be allowed to work from home as improvements in technology like Video-Conferencing.
- Work-family conflicts can be reduced by arranging parties at holidays to acquaint them about work culture.
- CCTV at workplace
- 24x7 accessibility to me in case of any untoward incident in need.

Remarks

c) Calling men or women for extended work will depend on nature of work also like if one has to travel to far-flung places in night for a part of work.

- It will be better to call men as spending on security will be extra burden on security.

- But if one has to work in workplace, there should not be any distinction between men or women.

- Division of work can be done. Although, Carl Hilligan pointed out caring nature of women but contemporary works need equalities of all types.

- Therefore, department has to utilise all its workforce whether men or women.

- If it is not the case, then why to call in extended hours. Therefore, full force has to be used.

9

Gord

Remarks

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)

Ans. Above mentioned case is of a mountainous region where development has taken place without caring for its effects on eco-system and impending hazards.

a) As development Commissioner, it is my duty to look into construction activities in my region and stop them if they can prove to be a disaster.

Policy changes for approval from government →

1) Preparedness

- Hazard and vulnerability analysis of region →
- Data has to be collected regularly so that we know which region is vulnerable.

2) Mitigation →

If any illegal constructions, criteria

Remarks

for their removal, rehabilitation and compensation should be set out.

- Awareness in people of region → Resources for awareness generation like pamphlets, posters need approval from government.

- During a disaster, emergency services like disaster response forces on standby, appropriate funds, fire, ambulance services.

- In this case, government has to change policy of giving approvals to projects which can prove disasters. Even if construction occur illegally, methods to remove them.

b) Structures that have already been built, will be segregated in 2 categories.

One with necessary government approvals, they be given time to shift, adequate compensation and awareness about appropriate procedure to get workplace shifted.

But one without approval (illegally), should be given time sufficient to vacate.

Both types have to be removed as it

It is just exasperating expression
It neglected basic problem of your writing

Remarks

will prove disastrous.

So continuing them is not an option.

They have to be removed.

- But adequate compensation, time has to be given, as many structures could have been built

out of ignorance / need of money.

So rule of law has to be followed along with empathy and compassion.

c) To create awareness

People in general → Message in rational form like it is in their benefit that in future, money spent on construction will be wasted in one-go, along with other things. Emotional → loss of lives can happen.

Source of message → Can be environment-expert or local opinion leads to persuade them.

People in power →

Power point presentation regarding earlier cases like Uttarakhand clod burst where illegal constructions played role.

- Seminars, Symposium can be arranged.

Remarks

Kindly
get your
style of
expression
improved

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)

Ans:

a) Above mentioned case have been sightings in almost all parts of India where public utilities are not proper.

- It is not sole responsibility of government. It is duty of public also, because even if service is provided, people have to help in maintenance.

Ideal way to manage quality of public utilities →

- Awareness in people → They should be persuaded about benefits that will occur.

Like in Swachh Bharat Abhiyan, sanitation leads to health of women and children.

Personalities like Bollywood celebrities can persuade people through identification.

- Fines/charges if not maintained properly.

Remarks

line on spilling are there
 If damage done by public, people can be asked to pay it. → Punishment
 Government should ideally make things sustainable for long life like roads with proper material.
 CCTV installations or use of technology like e-governance. For example, some miscreants regularly damage a utility, they can be punished by complaining on a website. Naming and shaming can be considered.

Look how frequently you make mistake

b) Utility charges are already there in various places like Sulabh Shauhalaya, public parks.

Government does not en have enough resources for maintenance.

- Minimal utility charges can work wonder.

But it can prove detrimental when citizen thinks that after paying money, they are now owning it and duty of maintenance is now less.

Remarks

For example, after paying 2 Rs for a public park, one is littering here and there. As they have paid money to government to collect their wastes.

Therefore, utility charges should be there, not much high or not much low.

Simultaneously, other methods like awareness generation, use of technology like CCTV can be installed.

Community involvement is needed.

NCRAs can play a huge role. Due to social influence, people will re-mend their ways & behave responsibly.

8

Remarks

Q18. 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:

- You would vacate the slum by using police force.
- 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.
- Raise this issue with the help of Media.

(250 Words) (20 Marks)

Ans: Slums are present in major cities of country especially in Metro cities like Mumbai. They are born out of necessity because these cities provide livelihood. But these slums are not good for dwellers due to lack of facilities, hygiene or sanitation. Also, not good for society as it provide bad taste to investors or tourists. In this case, Various options are available in front of officers to deal with this problem of an area.

a) Vacating slum using police force →

Remarks

- Such an action will be full of following Rules of law. But, it will be devoid of qualities like Empathy and Compassion.

- Slums have been built out of necessity.

Merit → It will clear the area and work done.

→ Big factories will be produced → investment and tourism.

→ No undue protest or conflict due to police force.

Demerit → People will feel distressed → conflict can happen → riots → damage to lives and property.

b) Requesting seniors to wait and alternative place for settlement.

Merit → It will give time to slum-dwellers to shift to other place (Empathy, compassion qualities will not be compromised).

- Less conflicts.

Demerit → Shifting to other area is also difficult due to lack of comprehensive policy of rehabilitation.

→ People will still feel distressed as

Remarks

alternative areas can be for-forgone and they could lose their jobs.

- Asking seniors to wait can give them impression that emotions are coming in my way of work.

- They can feel me as incompetent
→ chances of transfer or promotion-delay can happen.

c) Raising this issue with help of media.

Merits → Media will play role of pressure agency on senior officers.

- I will not have to say anything to stop the work → chances of transfer will be decreased.

- Slum-dwellers will not be affected.

Demerits → It is against professional conduct of secrecy. First, internal mechanism have to be exhausted like talking with seniors.

→ It can damage reputation of government even if they have good intention of development.

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.

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

(250 Words) (20 Marks)

Ans: Being a District Collector, it is my duty to ensure cleanliness in the city. As there is resource crunch, there has been a direction to people to collect funds for drive.

a) Despite good intention, District Collector came under suspicion, because:-

Post practices → There has been many instances where money has been used for personal matters through scams.

People attitude towards administration →

- Suspicion
- Trust deficit
- Culture of secrecy is there.

This decision was not well received because, it came out of authority and

Remarks

compulsion.

People feel less motivated for altruism when done out of external factors.

- They want to do, out of internal altruistic motives.

- Such external factors are then seen with suspicion.

b) He should continue drive of cleanliness, it is in public interest.

- Quitting will be looked as shirking off responsibility.

- Less motivation for other actions can also occur if left this drive due to less confidence.

- One should learn from failure, rather than quitting all together.

c) First of all, rather than direct direction, people have to be taken into confidence.

- Meeting can be arranged with local opinion leader to know views of representatives.

- People will feel more responsible

How would he keep continuing

Remarks

as they will see themselves participants not mere passive actors.

Decision will be accepted whole-heartedly.

- Funds will be put in public domain so that everyone could see how much fund collected and where spent. Use of website can be taken.

- Provision of social audit can be considered for cleanliness work done.

It will enhance public trust in administration work and intention.

8

Remarks

