

GENERAL STUDIES - PAPER - IV

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> • There are 18 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> <p>(Note: In Section A, Q.No. 4 carry 20 marks and word limit is 300 words. All other Questions in Section A carry 10 marks each and word limit is 150 words each.)</p>
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1. Invigilator Signature _____

2. Invigilator Signature _____

Name K. Satya Dharma Podlap

Roll No. _____

Mobile No. _____

Date _____

Signature [Signature]

REMARKS

GENERAL STUDIES - PAPER - IV

SECTION - I

1. Write a short note on the following:

(a) The role of the judiciary in India.

(b) The significance of the Preamble of the Constitution.

(c) The concept of federalism in India.

(d) The importance of the Right to Life and Liberty.

(e) The role of the State in the development of India.

(f) The concept of secularism in India.

(g) The significance of the Directive Principles of State Policy.

(h) The role of the Press in a democracy.

(i) The concept of social justice.

(j) The importance of the Rule of Law.

Section - A

Q1. What are the advantages and limitations of the deontological approach to governance and in the maintenance law and order? (10 Marks)

Deontological approach refers to duty based ethics rather than consequence based ethics. It is motive and intent behind the action put moral worth on your action rather than consequence of an action.

Partly correct.
Good explanation required

Deontological approach can be utilised in governance and administration.

of deontological approach to governance + in mandatory law + order

Advantages

Write. advantage of deontological approach to governance leads to inclusive character of governance with all sections of society and leads to people centric, participatory and consensus oriented in governance. It improves governance, trust, faith, accountability in general in governance.

Limitations

- It may lead to cost over runs, time over runs to take all people on board
- It may lead to disjunctive governance by some minority sections
- It may not be practical in all the conditions

Remarks

Deontological approach in law order

Advantages

- It provides ^{moral} authority and compassion based police system
- It improves people friendly policing and make people as partners
- It improves the value of life of individual ^{by} giving proportionate to human being

Inappropriate
Refer model
answer

Limitations

- It may lead to cost of some of lives
(Ex: Valuing life of terrorist while saving lives of others)
- It may be seen as weakness by some of the anti-social elements

Hence, they can be utilised and used based on conditions ..

Q2. You are a Principal at a high school and you want to help your students resist being persuaded by seeing the advertising messages for alcohol. What strategies would you use to help your students resist these marketing attempts? (10 Marks)

Being principal at high school, it is moral responsibility for me to persuade students to keep away from persuasion by seeing advertising messages for alcohol.

Not required

I want to start from myself how firstly myself keep away from alcohol messages by various techniques like getting happiness in doing great and other energetic things like sports rather than alcohol.

discuss various impact of advertisement on impressionable age of children

I advise first not to see the messages of alcohol as its effect is temporary on body and not permanent. I want to take help of parents, other seniors who can advice about evil effects of alcohol and its effect on body, mind.

it has long term consequences

I also give examples of many great personalities like Sachin Tendulkar, Rahul Dravid, Gandhi, Abdul Kalam with whom the students may connect in ideologies. They try to promote what their role models generally does and try to change if their role model endorses

Remarks

drinking alcohol.

I also organise short dramas, plays and workshops, awareness programs with the help of local NGOs, local leaders, doctors to keep the students away from being persuaded by alcohol marketing.

much Better strategies could've been given

↳ You have largely covered strategies of awareness and renewing their interests in other activities

↳ devise more strategies

✓ Strict adherence to core principles of constitution

Q3. What is Ambedkar's understanding of "Constitutional morality"? How can it provide a framework to resolve conflicts in the Indian society having ethical pluralism? (10 Marks)

Constitutional morality refers to constitutional values propagated by our constitution like justice, liberty, equality, fraternity, secularism etc.

These values form core principles to provide economic, social, political justice to individual and at the same time opportunity to develop as an individual. They also help in understanding other person's opinion and valuing it. Tolerance is promoted, leads to peace and harmony.

Fraternity also gives feeling of brotherhood and oneness. It also helps in national integration.

In current scenario, when there is sense of growing intolerance in some sections of society. These values lead to peace and harmony among the society. Rational thinking is being important for person to act before he becomes part of mob in moblynchings.

Remarks

Tolerance also leads to empathy, compassion for other sections to reduces in Caste system barriers breaking. The values also provide secularism ethos to value other persons faith as equal to our faith.

However, the social morality is very low compared to Constitutional morality. The government, society should align these values to Constitution through education, practising these values in real life.

Simply unrelated to the question's demand.

How constitution morality can resolve conflicts in ethnically plural society.

Q4. Answer the following three questions:

- (a) What is Confucius famous for? Why are his teachings still relevant in the modern society?
- (b) 'Weak value system in families eventually transcend to weak social, political and administrative systems, leading in turn to degeneration of the whole nation'. Comment.
- (c) 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce such problem creation'. Illustrate your opinion. (20 Marks)

(a) Confucius is famous for his principles like Zen, di, Te, Wen, which forms core principles for his ideology. He came to prominence during the period of Gautama Buddha.

He also emphasized on moral values like peace, tolerance, love towards the fellow human beings to promote self learning and service to society.

→ It would've been better if you could explain in English - his core principles
 (c) Aspects of the question remain unaddressed and establish relevance of his teachings

Remarks

b) Weak value system in families eventually transmit to weak, political, social, administrative system leading in turn to degeneration of the whole nation. Family plays prominent role in imparting moral values to individual. Man as part society learn these values from parents, extended parents etc.

Discusses the virtues that are inculcated by family value systems

APJ Abdul Kalam in his 'Ignited minds' emphasized importance of Mother, Father, and Teacher

to make Country Corruption free. Classical conditioning from parents forms tabula rasa (Clean mind) with individual values and after becoming part of society and administrative will be reflected values. Hence, Panchatantra tales in stories and moral stories should be part of studies.

Discusses relationship b/w individual & society

Discuss how ethics & values
can solve these conflicts

c) Human Society through its moral degradation and
normalisation of unethical practices creating more
problems than skills it can solve. For example Corruption

is result of greed and lust for money. Quest for

Profits and competition leading to resort unethical

practices by many companies (ex: Satyam Scam)

Development at any cost is leading to

Climate change which is affecting poor, rich, strong & weak in similar manner. Moral values, principles

is only way perform things in sustainable manner.

Gandhi's Swadeshi is exact and apt for which

individual should not follow. Hence, everyone should

follow ethical life with moral values.

Discusses
conflicts
among
individual
& society

2

Q5. Explain and elaborate the following statements:

- (a) The best way to find yourself is to lose yourself in the service of others.
- (b) The only true wisdom is in knowing that you know nothing. (10 Marks)

a) The best way to find yourself is to lose yourself in the service of others. It also finds the central theme for many thinkers like Kant where he gives primacy of humanity. Every person deserves minimum dignity as human being. Gandhi also proposes service to others is similar to service to one self.

Selflessness, altruist tendencies also develops because of this.

Swami Vivekananda said 'Jeeva Jeeva Dava Seva' is service to human being is service to God. This reduces self interest, improves empathy, compassion and service to other particularly weaker sections, destitute and vulnerable sections.

Ex: Azim Premji, TATA Corporate Social Responsibility, Arambyk etc

b) The only true wisdom is in knowing that you know nothing. The acceptance that we know nothing and our brain is clean slate (Tabula Rasa).

not required
You've quoted a few thinkers but haven't discussed the quote & its meaning

Remarks

Then we have enthusiasm, Proachiveness, Zeal to learn new things with more vigour. The sense of already knowing reduces our efforts and does not lead to perfection. The feeling of not knowing keeps much needed enthusiasm to try an action again and again with more energy. This develops perseverance and patience which are more important achieve great things in life.

Hence, every person should be ready to learn from others if don't know anything about it. APJ Abdul Kalam is best example to interact with others to learn new things and Socrates learnt new things till last breath.

- ✓ Explanation not Satisfactory
- ✓ True knowledge is unfathomable

Q6. How did Nelson Mandela's life establish the power of "forgiveness over revenge" and "reconciliation over justice"? Explain using events from his life.

(10 Marks)

Nelson Mandela, who is famously known as Mandiba is follower of Gandhian philosophy of peace and non violence.

He was imprisoned for fighting injustice to black people by white people during 'Apartheid' period.

He was jailed and during that period he helped the jailor to pass his exams. That is power of empathy and compassion. We have to love other person while we are fighting with them ideologically for justice.

This is main mantra of 'Satya Grah' also

After his release, there is reconciliation with white people for reconstruction of South Africa over justice lines. Whites were made part of South African growth story with inclusiveness. Love, Sympathy, tolerance and Purity are values he followed through out his life.

Remarks

Not necessarily required

why? Give explanation

It is said that forgiveness is humane but forgetting is divine is followed by Mandela.

Justice to all sections of society through economic, social and political is reflected in his rule in South Africa.

✓ Explain and establish the power of
Forgiveness over Revenge
Reconciliation over Justice

2

Q7. How does learning play an important role in the evolution of an individual, a system and a society? What are the prerequisites of a learning mind? What are the main obstructions to learning? (10 Marks)

Learning play important role in the evolution of human, system and society. Knowledge is highly valued virtue from Socrates, Plato to Gandhian times. Knowledge, learning also forms important Cognitive Component of attitude other than affective, behavioural

builds perspective Component

broadens horizons

Learning provides much needed reason, logic in understanding the things, before judging. It ^{most} key to our knowledge about society, Universe etc.

Prerequisites

self-critical attitude
humility

accepting that one does not know anything and willing to learn from others perspectives of their states

appreciate counter arguments and learn through Socratic methods through discussion, debates with others.

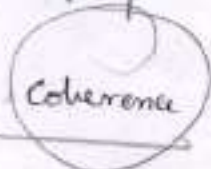
Remarks

Q8. Bureaucratic morality in any society is but a mirror of the political morality prevailing there in. Explain and illustrate with the help of examples. (10 Marks)

Bureaucratic morality in society is defined as the values, morals that are followed by bureaucrats while delivering governance to public. Political morality can be defined as the ideology and value system of political leaders governing the country.

Explain

Generally, there should be coherence



Explain the linkage b/w bureaucratic morality & political morality

between bureaucratic and political morality while serving the public.

The more the coherence the more cooperation and better ability and efficiency in public service delivery.

Political system administers the public

through bureaucracy. For example, autocracy system

like Iraq, Sudan, North Korea where the bureaucrats

follows strict orders of their rulers. They help in perpetuating

the rule of autocrats through rigid administrative

system.

Similarly, in USA where bureaucrats follow the liberal orders of President and implement their decisions. In democracy like India also where Prime Minister and political executive is elected and permanent executive bureaucracy implements their policies and programmes.

The permanent bureaucracy is free of Government in people's view. Their first contact with Government is, lower or cutting edge bureaucracy who reflect political morality -

Hence, high value system proposed for both like Code of ethics for ministers and Code of Conduct for bureaucrats -

✓ Discuss how Bureaucratic machinery is addicted to some particular sectional interests.

Reasons of such a decline of bureaucratic morality.

Q9. What do you mean by integrity? Why is integrity called the supreme quality of leadership? What is the relation between honesty, integrity and probity in administration? (10 Marks)

quality of being honest and strong principles

Integrity is described as coherence in thoughts, words and actions of individual. Integrity is consistency in words of individual and actions he performs in real life.

Integrity is highly valued trait in all the societies. It improves trustworthiness in the individual and reliable in actions. The individual becomes man of actions rather than man of words.

Integrity is considered supreme quality of leadership. Leader should be of clarity thoughts, actions. Leader should take infamous decisions which may not be popular among followers. Ex: Gandhi calling of Non Cooperation movement after Chauri Chaura incident because of being in non-violence.

It is also said 'Yatha Rajah Tatha Prajaha' so he can inculcate values among the followers.

Remarks

→ Explain with attribute of Trust the people show of on their leaders.

Honesty is being truthful to oneself in actions and thoughts. It is also valued trait for individual. Probity is highest value and highest form of integrity in public life. These trinity of values is important for civil servant who can be regarded as honest person with integrity, Probity for better governance.

Aravindhan for buying road in Manipal, Shankaran in Andhra Pradesh for fighting against bonded labour are examples of above values.

Explain probity well

C Establish relation between honesty, Integrity & Probity in administration

Q10. What is sensitivity? Is it a strength or a weakness for a civil servant? Give reasons and also cite examples. (10 Marks)

Sensitivity is being sensitive or receptive to others actions or words. Sensitivity can be regarded as both negative and positive based on the circumstances of displaying the sensitivity.

For instance a civil servant who come across destitute woman who don't have proof ^{for} awaiting government benefits cannot be reluctant without them. Individual should be compassionate, sensitive, empathetic towards woman help in immediate demands within limits of his discretion. Because, the ultimate aim of bureaucracy and government is welfare of public. Compassionate bureaucracy is need of the hour.

Similar way, Sensitivity can be weakness also. The Police personnel cannot be sensitive to suffering of terrorist who is known for notorious bomb blasts.

Remarks: Give better argument. Not shifting sensitivity case by case by analyse it as an attribute from a general point of view.

In this case, police officer must be tough enough to extract information about bomb placements to save lives of thousands people. Being sensitive and receptive to terrorist feelings will lead to nothing.

Hence, sensitivity should be used by civil servants based required circumstances.

Explanation not appropriate

→ How is it, strength & weakness for a civil servant?

Remarks

— Sensitivity as a lens to solve all problems

12

Q11. "Profit with integrity leads to sustained growth". What do you understand by this statement? Discuss the ethical dimensions involved in relation to businesses, entrepreneurs and start-ups contributing to the economic growth and development of the nation. (10 Marks)

Profit with integrity leads to sustained growth

is similar to Gandhiji's Trusteeship Principle. Gandhiji

expressions include Commerce without morality

Discusses how
commerce without
morality hampers.

Integrity, morals should be incorporated

in business, then it gives more value and importance to business.

Corporate Social Responsibility is also based on same principles being socially, economically responsible to planet, society from where they are getting benefits.

The need for morality in business

- it further improves their business models to expand business
(EX: TATA Principles and growth as brand)
- it improves investor, consumer confidence
- it motivates employees to retain in company

Remarks

- Society is people and employees for business feel for the same way

✶: Proud feeling of Infosys employees because of Narayan Murthy CSR activities.

There are various examples like Bill gates, Azim Premji who are considered as Compassionate Capitalists whose aim to generate wealth and utilise it for Society. It promotes welfare for society and growth and development of Company as a whole nation.

✓ Examine ethical issues faced by commercial ventures with examples.

1/2

Q12. Your friend is an amazing athlete. He excels at basically every sport he tries. Unfortunately, you are not quite as athletically gifted. What strategies can you use to avoid feeling bad about your own sport abilities in comparison to your friend?

(10 Marks)

My friend who is good athlete excels in every sport based on his inherent, innate talent and hardwork. I may not athletically gifted but good at some other works like studying and ironing things.

These are reflections of your feelings

Talent, hardwork are two important attributes for success of person. At the sametime, every person may not be good at same thing. Every individual is unique in their qualities and talents.

In this case, I will try to learn the strategies for his success and try to apply to myself based on their suitability to my skill set. Not all the sports may not require some skill set. The sports where myself can perform better and utilize his help in improving those things.

Remarks

Hard work is needed for success in any field and sport. The level of hardwork of mine may not match his work. I will try to improve those areas to match his ability.

Then all require strong cognitive, mental and physical activity with patience, perseverance and accepting the reality. Constant working on weakness to achieve what is required should be sole focus rather than comparing with others.

Give better ways to manage
your feelings

↳ You can refresh your goals & appreciate your own talents.

7 1/2

Section - B

Q13. A primary school building is being constructed in a remote village, by the local Gram panchayat. Panchayat functionaries do not have sufficient expertise and the Engineer-in-charge of the project rarely visits the site. People of the nearby villages fear that substandard materials are being used in construction of the building. Villagers fear that the school building might become unsafe for their children. One of them (villagers) has taken the task of exposing the corrupt practices, through RTI.

- (a) What are the various options before the villager?
 (b) Examine the merits and demerits of each option. According to you, what should be the ideal course of action and why?

(20 Marks)

not necessarily required like

This case study involves various stakeholders
Gram Panchayat functionaries, Villagers (myself),
higher authorities (engineer-in-chief).

There are various issues involved for each stakeholder. For panchayat functionaries it is lack of capacity among themselves to handle the construction. People also not aware about RTI to whom they can hold accountable and responsible. The higher authority who is responsible for implementation is evading his responsibility with few frequent and rare visits.

Remarks

- a)
- 1) file RTI for clear details of project
 - 2) Take help of NGO to ascertain facts about substandard activity
 - 3) Take help of functionaries with available information with higher authority
- b) For first option to file RTI for details about project.
- Restrict yourself to the given situation → substandard material is used.

Merits

- * Clear details about project and demand action from higher authorities
- * Helpful other villagers to follow RTI in different situations

Demerits There are chances that discrepancy may not be found.

- * If substandard materials not present it is waste of time
- * It find intimidation from Contractors

- 2) Take help of NGO ^{an expert} to ascertain facts about substandard material

Merits

- * Clearly ascertaining facts about material and RTI process details
- * May counter official posture of wrong RTI reply

Demerits

- * NGO may take long time for ascertaining
- * It may also find intimidation from Contractors

Remarks

8) Take help of functionaries with available information with higher authority

Merits

- * Clearly aware about information and Cross verification with RTI information
- * More Inclusive due to presence of functionaries and more beginning phase
- * functionaries, villagers get aware of efficacy of RTI.

Demerits

- * Intimidation from Contractors
- * Village functionaries may not support due to ignorance

Hence, I will go with option 3 with all clear information to demand accountability from engineer for substandard material if present. It will also encourage other villagers to take RTI in quest for other informations.

Remarks



Q14. There was a residential school situated in the remote part of the country in which approximately 250 boys of class IXth and Xth used to stay and study. The School Principal had his residence in the school premises itself. The Principal used to attend and participate in the daily morning prayers and take both his meals along with students. He was a kind-hearted and empathetic person who also used to provide moral education. The students liked and admired him not only because he preached, but he also used to set personal examples.

On the basis of the above information, answer the following questions.

- (a) What could be the contribution of the school principal in attitude formation of the students?
- (b) If one of the students gets into civil services at a later stage, what impact and influence does the school have on his attitude and behaviour? (20 Marks)

The above case study reflects the integrity of Principle and leadership qualities. The principle leads from the front with his moral values with conviction and example of 'Yatha Rajah tatha Prajaha' - 'how the leader so be the followers'

- a) Principle possess various values like integrity in words actions by staying with people. Simplicity, humility are extra values students can learn through instrumental learning by seeing their principle. The principle moral responsibility to make students with character along with knowledge as envisaged by Gandhiji

Remarks

The love, compassion, empathy shown towards students would be real life example for these students to practice in their lives to make them responsible citizens of Country.

The principle has huge impact on learnings of students through his/her classical conditioning to form behaviour, attitude towards others. Principal is perfect example of selfless man and integrity.

b) If a person gets into civil service as student of such principle he/she can display moral values for public welfare. That civil servant is of integrity, responsible and follow high standards of probity in governance. Civil servant can be example of compassionate bureaucracy with compassion, empathy towards weaker sections of society.

Quality
of
learn
spirit

Civil servant can be part of society by being part of them like eating with lower caste people to remove caste irregularities (Ex: Smita Samuel in Telangana known as People's Collector for her initiatives). Civil servant also upheld rule of law without impartiality, bias with farmers.

These all ultimately improves transparency in governance and improves trust in government leading to Samajik Sukhino Bhavantu (let all people be happy) in this administration.

Highlight the importance of Leading by examples that will bore deep into attitude of students & won't remain at the Cognitive level only.

Q15. There are spiritual gurus and social activists who enjoy a big fan-following among people. Their messages flow easily among masses & people follow them. However, the government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above:

- (a) Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programs is good? Give reasons.
- (b) What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (20 Marks)

The above case study involves persuasion of people with persuasion techniques and identification of source for spreading message to target audience with more effective manner and at the same time to large audience

- a) Yes, I believe involving spiritual Gurus and social activists to increase people's participation in welfare programs. In collectivist society like India where spiritual gurus, fathers, Imams hold high respect from public and idolised by many people. However, not every spiritual guru can be used but with verified genuine credentials.

Remarks

Highlight major possible argument
 method of persuasion is very effective not only on cognitive but also on affective & behavioural level.

For example a person like Dera Ram Rakhia cannot be selected for programs due to lack of credibility in his actions. At the same time person like Sachin who is known for inner engineering, Rally for rivers can be used for spreading awareness.

Social activists like Anna Hazare, Kailash Satyarthi can be used for spreading awareness against corruption and child activities respectively.

Advantages of involving

- reach to wider and large sections of society and can explain in people's understanding abilities
- They mix modern problems with spiritual, cultural values and reaffirm them
(Ex: Satchlata in Indus Valley)
- more acceptability than administrators due to elitism in some administrators

Difficulties to be discussed in point B

(b)

There are some difficulties in involving spiritual gurus and social activists for promotion of government welfare programs like

Remarks

• Identification of genuine social activists and spiritual

gurus

Ex: Fake babas like Ram Rahim, Baba Sai (or Karam) (Andhra Pradesh)

• Reliance heavily on spiritual religious leaders rather than secular principles like rationality, humanity etc

Administrative machinery should run through standard operating procedures

Permanent solution with increase of complexity of administration

The gap between public and government may be filled by these babas and activists which may reduce the credibility in government.

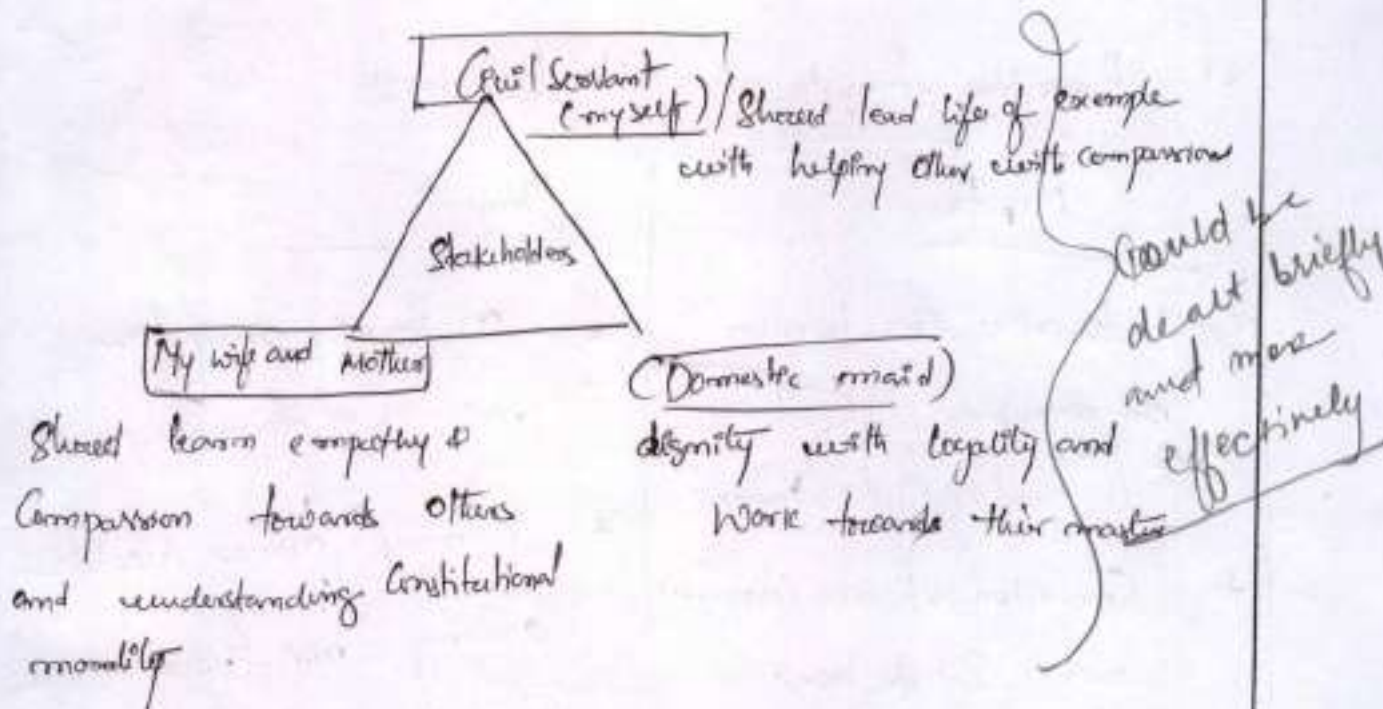
Hence, they should be provided into certain limits and levels where government cannot reach and should be involved in wise manner.

62

Q16. You are a Civil servant, living with your parents and wife. You have a part-time domestic who attends all important household works. You find that your mother and wife both ill-treat her in spite of her hard and sincere work. Whenever, you raise the issue of ill-treatment, both your mother and wife rebuke you and say that this is the only way through which domestic work is taken from someone. You are unhappy because of the conduct of your mother and wife.

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

The above case study involves issues like loyalty and service, generalising the domestic servants, lack of empathy, compassion towards vulnerable, intersections.



- 1) listening to my wife and mother for domestic maid.
- 2) Convincing my wife and mother through persuasion
- 3) requesting domestic maid to leave work

Remarks

Evaluation of above options.

1) Listening to my wife and mother

General options that create a positive effect

Merits

Demerits

- * It makes my wife and mother happy to listen them
- * Maid continues to work in fear and ill treatment

- * It is against conscience and value system
- * It may hurt domestic who is working loyally to family.

2) Requesting domestic maid to leave work

Will it be justified?

Merits

Demerits

- * It may ease burden on domestic help from my family ill treatment
- * Conscience of my conscience and satisfaction

- * Our family may lose service of domestic maid
- * It may damage reputation among my friends circle both personally and Professionally

Remarks

3) Convincing my mother & wife with persuasion

Merits

- * Satisfaction of my conscience with moral courage ✓
- * happy towards maid and work with more loyalty
- * Personal reputation among

peers

Demerits

- * it may intimidate my wife and mother

- * looks like not valuing family by others

↳ look for some method which would appeal to extra-rational faculties

The major demerit could be

If this method of persuasion is not

The persuasion involves my personal side

explaining legal principles for better treatment of maids and also friends of my wife, mother who are closer to them among my friends. All these techniques should be used simultaneously.

Remarks

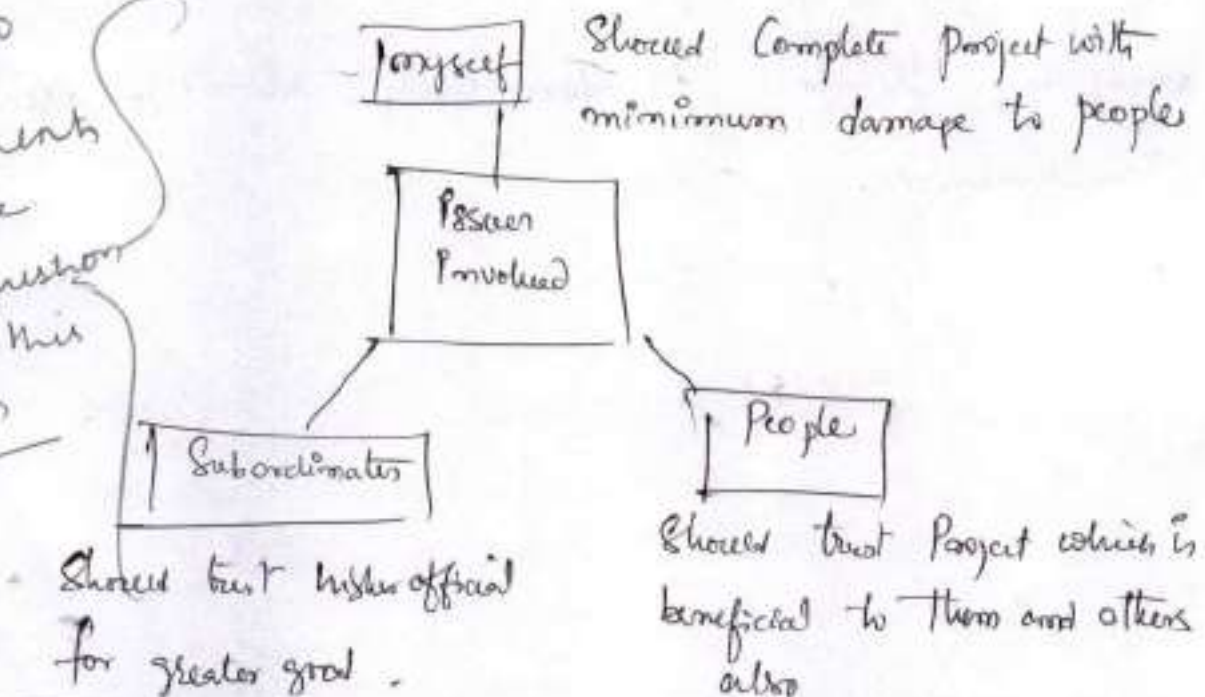
Q17. Land is the most important component of the life support system. The development projects require land but it leads to displacement which get spill over to generations in many ways, such as loss of traditional means of employment, change of environment, disrupted community life and relationships, marginalization, a profound psychological trauma and more.

Suppose you are heading one of such project entrusted with construction of embankment on a river front to handle the menace of regular flood which affects around 70 villages. However, by the construction of embankment there will be displacement of people on the other side of the river. They are protesting against the construction which is becoming violent day by days. Due to this threat, your subordinates have opted out of the project. However, construction of the embankment is necessary for the safety and security of the people.

What are the options available before you? Examine the merits and demerits of each possible option and finally suggest the best course of action. Also, give reasons. (20 Marks)

The above case study involves various stakeholders like Project manager myself duty to construct embankment, my subordinates who refused to work and displaced people who are losing lands.

Refer to the comments in the last question for this section



Remarks

It involves various options like following:

- 1) my self recusing and not taking further about project
- 2) requesting subordinates to work and completing project with giving heed to displaced people.

exploring merits and demerits of above options

- 1) my self recusing and not taking further about project

Merits

- * it may help displaced people to stay at their village
- * Subordinates feel stronger for them because myself recusing from project

Demerits the options of mediation?

- * lack of courage of conscience for myself don't you think it's an extreme?
- * flooding of 70 villages due to floods Option - 9
- * Disciplinary action may be due to lack of completing the project.

2) Requesting Subordinates and Completing the project by
Persuading local
merits | Demerits

* Personal moral satisfaction
of Conscience

* Saving 70 villages from
flooding

* Intense negotiation with
subordinates and displaced
people

* Displacement of people.

I want to go with option (2) with activities like calling
police to maintain law and order to avoid loss of life.
The representatives of displaced people should be convinced
with clear blue print for displacement, rehabilitation
and settlement. The minimising the displacement
of people is also priority.

Hence, all above actions leads to completion
of project with less disturbance.

↳ Analyze if embankments could be
made on other side of the
river ↘

6

Q18. You are the head of a government office which has a large scale of public dealings. People normally come in the office for their routine problems like pension claims, insurance claims, etc. There is an assistant who deals these subjects and there is complaint that he does not clear the claims before extracting a price for the same. He has the backing and patronage of a local influential politician. Other assistants are looking towards you for a decisive action. The work culture of the organization has reached an all-time low. You have decided to act on the given situation.

- (a) What are the various options available to you?
 (b) Examine the merits and demerits of each option and suggest the best course of action under the given situation? (20 Marks)

The above case study involves various issues like Corruption in administration, political influence on administrators, lack of good work culture in office and lack of commitment by previous officers to bring situation to this level.

I would be guided by moral values, absence of conviction, intolerance to corruption, improving transparency in department, impartiality towards officers and improving the work culture through incentivisation.

Remarks

a) Various options available to me are

1) Not taking any ~~the~~ action and continue
Statis quo

2) Restructure the work culture with accountability, transparency, technology.

b) Not taking any action and continue Statis quo

will also
put a
question
*
your
leadership
capabilities

on Merits
* good bonding with
corrupt officer and politician
and impressive support
* politician nexus used
for personal gains

Demerits

* lack of moral courage
* non display of leadership
skills when required
* thriving corruption affecting
the people.

2) Restructure administration and work culture.

Merits

* improved work culture
* reduced corruption

Demerits

* may find intimidation
from politician

Remarks

Merits

* Satisfaction of
moral conscience

Demerits

* It may hamper work in
short term

Hence, I will go with option (2) with
intolerance to corruption and introduction of citizen charter,
public grievance redressal system to improve work culture,
diversify technology to minimise human interface
and improve quality of service delivery. with
all above actions I would try to achieve aim of
corruption free governance and also satisfaction of my conscience

✓ Analyze challenges
attached with the options

✓ What about Digitization
and Reducing Human Interface

Remarks