


100-5

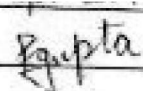
ETHICS, INTEGRITY AND APTITUDE

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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Name Parth Gupta
 Roll No. _____
 Mobile No. _____
 Date _____
 Signature 

SECTION - A

Q1. 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce problem creation'. Illustrate your opinion.
(150 Words) (10 Marks)

The fast rate of technological advancement and increasing social complexities have created newer problems.

Politically, there is politicisation of bureaucracy, emerging modes of cash for vote like ~~etc~~ digital coupons etc which are weakening democracy.

The vastly rising inequalities and consumerism are also the problems emerging.

The rising rate of crimes against children and women needs to be seen in this respect.

The increased CO_2 emissions and global warming are also others such

Remarks

Threats

These threats need more than just skills because, we need to build stronger ethical standards.

eg., the campaign of Kailash Satyarthi will improve condition of children by raising ethical standards.

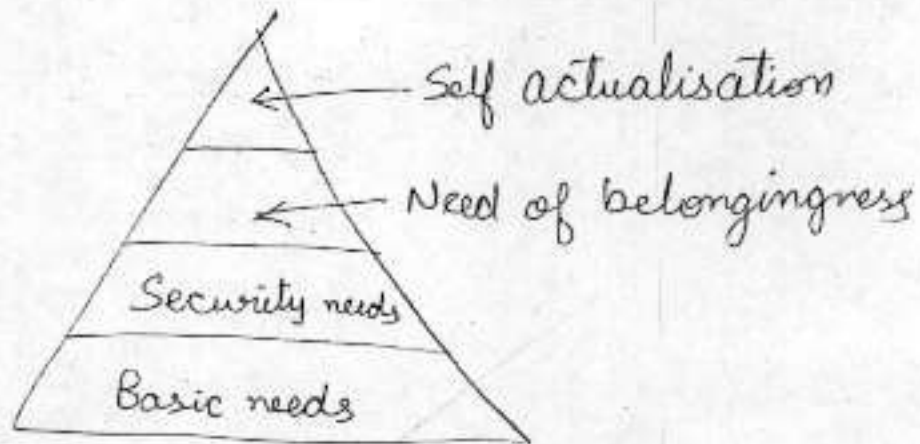
Similarly, people like Anna Hazare who are fighting corruption will raise ethical standards of society.

Explain role of values & ethics in every sphere.

3

Remarks

Q2. According to Maslow and his hierarchy of human needs, why most of the human beings get engrossed in the basic necessity of life rather than moving to the self-actualization stage which reflects that human beings are not simply biological machines?
(150 Words) (10 Marks)



Maslow's needs hierarchy.

People don't rise to higher standards because,

- i) - They lack a vision and character and are aimless.
- ii) They are not value driven. They merely exist for their own survival.

Remarks

iii) They are not able to listen to their voice of conscience.

It's not that poverty stops people from doing good. There are few auto rickshaw drivers who donate their earnings to helpless people.

The actual reason is a sense of purpose, a mission for life. Those who remain mired in consumerism can't go for self actualisation.

Need to elaborate your sound concept.

2½

Remarks

Q3. Humility is the mother of all virtues, purity, charity and obedience. Comment. Do you consider yourself humble? How can you prepare yourself to become more humble?
(150 Words) (10 Marks)

Humility stands for the down to earth demeanour of humans. It is the fountainhead of all virtues because

i) A person with humility can be free from ego.

ii) Such a person can accept the new knowledge offered by others.

iii) He/she can humbly perform the tasks assigned without feeling either contempt or pride.

Hence we should cultivate humility in us.

I try to be as humble as possible to remain more accessible to my family, teachers and friends and others who seek guidance from me.

Remarks

To become more humble, I have incorporated following practices:

- i) Always remembering ^{being grateful to} the people, including my parents and teachers who taught me to be successful.
- ii) listen to the opinions of other people and think upon them, so that I don't allow my ego to ruin the relationships.
- iii) Have a group of friends who point out my mistakes so that I can improve them.

In this way I am trying to be more humble.

Good approach.

4

Remarks

Q4. Discuss the essence of consistency? Does consistency guarantee trust? If not then what is the use of it? (150 Words) (10 Marks)

Consistency refers to delivering similar standards of service over a period of time.

Consistency can be shown in good actions like helping others. eg, India has been a consistent supporter of global peace. In such a situation it evokes trust.

However, when consistency is shown in wrong acts or poor performance in good acts, that is seen as undesirable.

eg, some nations have a consistent track record of supporting terrorists. Such a consistency is of no use.

It is the 1st type of consistency which we must try to build.

Remarks

Better focus on positive aspects

For that we must be competent in the skills and should have the courage to act according to our values, despite the most difficult circumstances.

eg Lal Bahadur Shastri known for his integral character, showed the consistency by again going for resignation on moral grounds when train accident happened during his term.

Such level of consistency will lead to ethical society.

4

Remarks

Q5. Answer the following questions related to the leadership quality:

- (a) Charisma is the result of effective leadership, not the other way around. Discuss.
 (b) Why Charisma as a leadership trait doesn't last long?
 (75 Words Each) (5×2=10 Marks)

a) Charisma refers to the popularity of a leader due to his/her character built upon virtues.

Some people feel that by being popular they can emerge as great leaders but leadership is more than popularity.

Leadership is about character. It's about taking right decision at right time.

Because of these qualities, a leader is respected in society.

eg., Gandhiji because of his leadership skills, enjoyed Charisma and despite taking some unpopular decisions, ^{like Chauri Chaura} remained a true leader.

Remarks

b) Charisma is the outcome of our duties we perform as a leader.

When a leader fights for the rights of people, people praise him/her. However, when a leader has to take tough decisions which may go against public interest sentiments then people criticize him/her.

Hence Charisma is not long lasting, but leadership is. A leader must be guided by long term interests of society.

Eg., when Grandhyaj Dr. B.R. Ambedkar asked for reforms in Hindu code, to uplift women, everyone opposed. But he remained firm and today the women's rights movement is highly indebted to him.

2

Remarks

Q6. What is Citizen Charter? Why Citizen Charters are considered as proactive approach to good governance? Critically examine Indian experience to Citizen Charter. Suppose you become the head of District Health Office. How will you display your proactive approach in this respect? (150 Words) (10 Marks)

Citizen charter is a public document which gives details about the ^{vision,} mission and the duties of a particular department, ~~and~~ the standards of service and mechanism for grievance redressal.

Citizen charter brings transparency, and accountability in governance. It empowers citizens and makes them stakeholders in governance. Also it is made with consensus of the organisation's employees, ~~hence~~ hence promoting consensus based governance. Because of these factors, it helps in promoting good governance.

Remarks

Indian experience in citizen charter has been relatively unsuccessful. No legal backing, consultations with low-level staff, grievance redressal, awareness among citizens have rendered the charters ineffective.

However there is growing realisation and more and more departments are coming up with qualitative charters.

As a health officer, I will,

- i) Ask the hospitals and medical facilities to ~~form~~ committees on charter and update them.
- ii) Proper display of rates for procedures.
- iii) Surprise visits to verify the progress.
- iv) Toll free helpline for grievance redressal.

4½

Very good

Remarks

Q7. What is corruption - A legal problem? A social problem? A moral problem? or just a grease that runs a system seamlessly? (150 Words) (10 Marks)

Corruption refers to the decay in the standard which guide conduct of a person, institution and society.

It is a legal, ^{and social} problem, but most importantly, it is moral problem.

legal problem:

- i) Weak law enforcement agencies like CBI, CVC.
- ii) Delays in investigation and punishment.
- iii) loopholes in laws like the recent amendment to prevention of corruption act.

Social problem:

- i) It is accepted as a social practice.
- ii) The more corrupt a person is,

Remarks

more people are giving respect.

Moral problem:

- i) The lack of a strong character which can guide the individual's conduct.
- ii) Individuals lack delay in gratification and go for instant gratification.
- iii) A weak value system of individuals.

Because of this many people seek the easy way out rather than fighting the menace. Also because corruption offers people escape from their wrongs, they follow it rather than correct themselves. eg., a driver bribing a traffic police for avoiding chalan.

Hence it crisis from moral decay and moral strengthening is crucial to eradicate

4½

Very good

Remarks

Q8. Differentiate between Code of Conduct and Code of Ethics. Why implementation of Code of Conduct has failed in government organisations? (150 Words) (10 Marks)

Code of conduct

i) It refers to a set of guidelines which govern our behaviour at workplace with our colleagues and clients.

ii) They work at the outer level.

iii) Its range is very narrow and thus there are loopholes.

Code of ethics

i) It refers to a set of guidelines which determine our thoughts and attitudes at workplace.

ii) They work on the inner thinking process.

iii) They tend to be comprehensive and fool-proof.

Code of conduct is essential pillar of ensuring good quality of service delivery in governance in India. However, they have not been able to

Remarks

perform as expected because,

i) They work at superficial level and don't try to align the attitudes of employees.

ii) They are very narrow in their application and leave number of loopholes. eg., CCS rules prohibit acceptance of gift above ₹ 200 for public servant, but not their family.

iii) They are quite subjective and variedly interpreted.

Because of these reasons, there is need to enact the Public Service bill so as to bring a comprehensive, objective code of ethics.

4½

Very good

Remarks

Q9. How 'professional loyalty' can bring a positive work culture in an organization? What are the after effects of poor professional loyalty of the civil servants?

(150 Words) (10 Marks)

Professional loyalty refers to the utmost spirit of service of oneself upholding the professional ethics, so as to bring good results for employer.

It helps in bringing positive work culture because,

- i) Other employees can be motivated to be professionally loyal, by seeing the such persons getting rewarded.
- ii) Such persons give critical feedback to their boss which helps in improving work culture.
- iii) Such people work on their sphere of influence and expand it to create more productive workplace.

Remarks

iv) There is greater trust and consistency at workplace.

In civil service professional loyalty is crucial. Poor professional loyalty in civil servants will lead to corruption, double standards or hypocrisy, and lower trust and rapport building in offices.

Such people go for illicit means for instant gratification. This lowers their dignity, that of their colleagues and office.

Hence such tendency should be curbed.

Highlight
Various
after
effects
in points

4

Good
effort

Remarks

Q10. What do you mean by conscience and what role does it play in the life of ordinary people and leaders? Explain and critically examine the following statement in this regard: "Don't let the noise of others' opinions drown out your own inner voice. And most important, have the courage to follow your heart and intuition." (150 Words) (10 Marks)

Conscience refers to the deeper inner sense of right or wrong.

- Conscience acts as the compass to our actions when there is conflict between what is generally accepted and what we feel.

For ordinary citizens, conscience generally doesn't play much role. However, the enlightened citizens who take ownership of their actions always go by conscience in times of conflict eg., Bharat Vatwani took the initiative of helping mentally ill persons whom the ordinary citizens ignored them.

Such enlightened people who take up

Remarks

greater causes become leaders of society and their conscience becomes guiding light to society.

Statement :

Our conscience, is always guiding us on path of truth and we must have the courage of conviction to follow it without worrying about what society thinks.

Had Sachin Tendulkar not followed his conscience, and followed the society's dictat, he wouldn't have become a successful cricketer.

4

Good

Remarks

Q11. Are impulses and instincts always bad? What is the importance of impulse and instincts in decision making? Do you agree that great things are not done by impulse, but a series of small things brought together gradually? (150 Words) (10 Marks)

Impulses and instincts are our reactions to the stimuli and thus may not be driven by reason. However, not all impulses and instincts are bad because some may be driven by conscience.

Conscience helps guide us in times of confusion through these impulses and instincts. eg., when I was Placement Representative of my B.Tech batch, I had to prioritize one company before other with almost similar package. I used my instinct and prioritized one company which recruited 20 students from my batch, which was a good number.

Remarks

However, despite their usefulness, the entire process of decision making cannot be left to impulses. We must work hard to achieve success.

Discipline, persistence and common sense, as per Thomas A. Edison are crucial components of success.

Impulses and Instincts are only ^{needed} in the times of uncertainty, when we are very close to target.

Good understanding

4

Remarks

Q12. Which is a better way for a civil servant- following the blue book or discretion? Give reasons. (150 Words) (10 Marks)

A civil servant must always be guided by the letter and spirit of law.

Blindly following letter of law will make him/her a robot and unempathetic to needs of society. Hence, he/she must bring more democratic attitude in the actions, within the scope of law. Hence some discretion is needed.

However, the scope of discretion will depend on the integrity and character of person. A person with strong integrity will have greater trust of society and can follow their conscience.

If it should be there in limited manner

Remarks

Secondly while following discretion, the care should be taken to not violate constitutional principles.

Even ^{2nd ARC} ~~constitution makes~~ told that civil servant must not be a blind follower of law, but should empathise and adapt law according to needs of society.

Good
Content

3 1/2

Remarks

Q13. A successful civil servant has the immense capacity to maintain a measured silence, to do effective communication with a few words and swallow difference and even indignation. Do you agree? Give reasons.

(150 Words) (10 Marks)

Successful career in civil service needs qualities like silence, brevity, patience and courage.

To be an effective communicator is an essential part of civil service. Hence civil servants must be great listeners and maintain measured silence. They should have deep understanding on issue making them very succinct. Communicating in few words will convey their ideas clearly.

In service, it is very crucial to accept difference of opinion so as to ensure greater diversity.

Remarks

and smooth functioning, without any kind of groupism.

2½

However, a civil servant must uphold the dignity of himself/herself and the office. While differences can emerge, any kind of indignation is neither ethical nor legal.

In the recent issue of physical assault of Delhi Chief secretary, it was showcased that civil servants should not and cannot accept indignation at any cost.

Need to be aware of the meaning of indignation first

Remarks

SECTION - B

Q14. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

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

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

The case study deals with the work culture of an organisation and how it has reduced the quality of service delivery.

Rent seeking behaviour has been highly prevalent in public offices which needs to be curtailed.

Old persons must not be deprived of pension and thus my action should be quick and long lasting. It is tantamount violating their right to life.

A) In this situation, I have following options:

- i) Immediately suspend the Assistant incharge.

Remarks

- ii) Put CCTV cameras in office to build deterrence
- iii) Grievance redressal box and cell be created in office.
- iv) Personally conduct an enquiry as to who all are involved in bribery.
- v) Provide incentives to ethically sound and efficient colleagues.
- vi) conduct regular workshops on behavioural change and bring a code of ethics.

b)	Merits	Demerits
Op I	<ul style="list-style-type: none"> i) Others will not hesitate to demand bribe ii) Justice to victim old citizens 	<ul style="list-style-type: none"> i) I should give a chance to other person to speak. My action violates principles of natural justice. ii) It may not completely solve the problem
Op II	<ul style="list-style-type: none"> i) Officers will hesitate to demand bribe ii) Other problems can also be checked. 	<ul style="list-style-type: none"> i) Extra expenditure ii) Officers may find other means like out of office bribery
Op III	<ul style="list-style-type: none"> i) The victims will get a 	<ul style="list-style-type: none"> i) Delays in handling

Remarks

hearing for their grievances

ii) More deterrence in employees

Op IV

i) Strong deterrence in employees

ii) I will be seen as ethically upright officer

Op V

i) Promote the ethical conduct in employees

Op VI

i) long term change can be brought

complaints

ii) Many of victims might be illiterates

i) Other important tasks of mine will be neglected and will affect organisation.

i) The corrupt may still not mend their ways.

i) Not effective in short term

In this situation, I will first go for Op IV and conduct an enquiry and appoint a credible person to do it and then Option II and III to build deterrence and option V to promote ethical and professional conduct and the overall work culture can be improved by option VI.

This way I will fulfill my duty as a professional and as a public servant, in line with art. 41.

Remarks

8 1/2
Need to eradicate such chronic problem from the zone

Q15. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case.

(250 Words) (20 Marks)

Citizen's charter is a crucial tool to bring transparency and accountability in governance.

a) However, in this case, there were various reasons for failure of charter:

i) The charter was implemented in hurry without considering the ground reality of situation.

ii) The concerns of the subordinates were not taken into consideration.

Remarks

(2) iii) The long leave of one of key functionaries was another problem

iv) There seems to be no grievance redressal mechanism.

b) The ideal course of action should have been to first assess the needs of society and the existing capacity of the water supply board.

More consultations with the staff members should have been done.

The trial run should have been done before bringing the charter. This would ensure that the problems in water supply can be addressed before the charter and the sanctity of charter remains.

There should have been a proper grievance redressal mechanism so that concerns could be addressed timely and there is no blame game.

There should be clear demarcation of responsibilities and the provision for replacement.

Remarks

In case any functionary is on leave.
 lastly, the charter must be in local language, and should be periodically updated.

3

c) Model Citizen Charter

Water Supply board

Services to be provided:

- i) Quality water supply
- ii) Sufficient water supply
- iii) Online billing
- iv) Grievance redressal.

Time to take new connection - X days

Contact person - Mrs Y.

Payment of bills - Counter Z

For any grievances: contact abc@mail.com
 Action will be taken in 1 week and will be intimated via e-mail.

3

Above all citizen charter is a good step to good governance and we must fulfill the promises made in it.

Remarks

Q16. You are a senior district level administrative officer. Unfortunately, in your district 22 children have died on account of consuming mid-day meal. The children belong to very poor families, mostly from S.C. and OBC Communities. You are holding a meeting/enquiry with head mistress and other-teachers who appear to be responsible for mid-day meal. Suddenly the parents and relatives (200 in numbers) surround the school (where meeting is in progress) and start angry protests, shouting slogans, etc. You are having a small team of police with you. Protesters are demanding that guilty teachers should be handed over to them so that they could take revenge. Parents are also carrying the dead bodies of children and have burnt two official vehicles which were parked inside the school.

What are the various steps you would like to take to normalize the situation? Discuss the merits and demerits of these steps? (250 Words) (20 Marks)

A mob is an emotionally hijacked group of people and there are two ways to approach them.

Firstly, we can engage them through our emotional intelligence. Issuing appeals via loudspeakers, assuring parents of due justice to them, calling their leaders for a peaceful settlement can be done.

Secondly, since mob is highly agitated, we need to use force as well. Hence, Immediately contacting head office for more reinforcements, warning them of consequences and firing warning shots in air to pacify the mob.

Remarks

The first approach will help in avoiding any violence and probable loss of life. The law will be allowed to follow its course, and due justice will be done to victims. The more rational people within the mob can be weaned out from it, leading to less violence.

However, it doesn't ensure the end of violent moves of mob as they are emotionally hijacked. They will not go for emotional and rational appeals.

Hence, use of force may be necessary and by waiting for reinforcements, I will ensure that the ^{life of} few policemen with me, is not put in danger. ~~But~~ By threatening mob of strict action and warning shots, I can bring them to negotiation table.

However, use of violence may further ignite the mob and that can become a riot.

Remarks

Hence in such a situation, I would follow a mix of two approaches. I would offer the mob a chance to shun violence and give justice its due chance. I would also uphold the overall law and order by asking for lathicharge and ~~the~~ reinforcements.

As a senior officer, I must be empathetic to the pain of parents, but I should also uphold law at all times. While concerns of parents are justified, their action isn't.

Hence, with my approach, I will ensure that they are stopped from such action in the larger interest of society.

Remarks

Q17. There are various religious and cultural occasions in India when a large number of people gather to form a big procession which marches from one area to another of the city. In such cases the possibility of riots and conflicts are very high. Suppose you are the Police Superintendent in one such area where after worship, a procession of a particular community is learnt to have planned to pass through some streets before emersion of the statue in the river eventually. Answer the following questions?

- As Superintendent of Police what will you do if you learn about marching of such a procession to the areas dominated by other communities which have a record of conflicts in past in similar circumstances?
- Will you completely ban movement of a religious procession in case of apprehension of a conflict? Give reasons.
- In case a conflict takes place during the marching of a procession and a riot like situation arises, state the steps you would take to keep the situation under control.

(250 Words) (20 Marks)

India is a culturally diverse country and administration must always remain proactive in averting conflicts between different communities.

In this, they should display emotional intelligence, empathy, objectivity, courage of conviction and greater leadership abilities.

a) If such a situation arises, I will follow two approaches for short and long term.

In short term, I will not allow the procession to pass from the street^{area} because there is imminent threat of riots and

Remarks

that = can lead to loss of lives. As an administrator, I should be proactive to avert riots and save lives.

In the long term, however, I would ensure that :

- 21/2
- i) Communal elements in the region are curbed.
 - ii) ~~to~~ Stronger cross-cultural connect be made.

With gradual improvement in scenarios, I will ease the restrictions a later time.

- b) If there is a threat of riots and if there is no alternate route for the procession which can avoid riots, and if the threat is big enough which ^{police} forces can not handle then I will ban the movement completely and will request the community

Remarks

Does it not have adverse impact?

leaders to negotiate and resolve their disputes, before having any procession.

2

c) If the conflict arises during procession

I will :

- i) Immediately ask police forces to lathicharge and disperse the crowd.
- ii) Ask for more forces to prevent crowd from reassembling.
- iii) Declare curfew under section 144
- iv) Take custody of the idol to prevent any damage to it, as it can lead to further tensions.
- v) Ask community leaders to resolve their disputes through negotiations.
- vi) Prevent use of social media for 1-2 days as it can flare up tensions.

3

Administration has a crucial role to maintain the diverse social fabric of India with peace.

Remarks

Q18. In a particular village, there is a communal tension between two Communities. The local SHO has taken a prompt action against trouble makers of two communities by arresting ring leaders of both communities. A powerful minister is putting pressure on the SHO to release arrested persons of a particular community as it may escalate tension further.

SHO is an honest, and upright officer and has come to you for a proper advice.

Following are some suggested options. Evaluate merits and demerits of each of these options and indicate, what would you like to advise him, giving proper reasons?

- The SHO will complete all papers and records immediately after arrest and express his helplessness in absence of a court order for release.
- SHO will agree to minister and release the people of a particular community.
- Release the people of both the communities.
- Seek instructions from Superintendent of Police of the district.

(250 Words) (20 Marks)

The case study deals with honesty and integrity and the challenges faced while upholding integrity in public service.

In the given scenario, SHO must act ~~as~~ according to law and conscience.

Options with Merits and demerits

Merits	Demerits
<p>Op I 1) The SHO can avoid undue pressure and ensure <u>rule of law</u>.</p>	<p>2) There is <u>no demerit</u> in this. The minister has to go to court to get <u>orders</u> for release.</p>

Remarks

Merit	Demerit
<p>Op II</p> <ul style="list-style-type: none"> i) SHO will be saved from undue pressures. ii) Possible job/career gains iii) <u>Impartial on part</u> 	<ul style="list-style-type: none"> i) Since, being an honest officer, it will lead to crisis of conscience. ii) lost public faith in police. iii) Threat of communal iv) <u>partial action</u> <u>tenxiomy</u>.
<p>Op III</p> <ul style="list-style-type: none"> i) His action will be impartial. 	<ul style="list-style-type: none"> i) The threat of communal riots will increase.
<p>Op IV</p> <p>Is he authorised to release the culprit?</p> <ul style="list-style-type: none"> i) SP can give valuable guidance with his/her experience ii) SP's support can help him avoid minister's pressure 	<ul style="list-style-type: none"> i) Shows a certain lack of decision making on part of SHO
<p>In such a situation, I would advice him to <u>immediately record the crime on register and online to ensure that a trail is established</u>. He/ she may seek SP's advice, but that must not change his/her stance towards the criminals.</p>	
<p>Remarks</p>	

The reasons for this action are:

- i) The crime will be met with justice and the public faith in police upheld.
- ii) ~~It's~~ ^{SHO's} own integrity and conscience will be kept intact.
- iii) Action will showcase impartiality of police.
- iv) It will send a signal that the SNO is a person of character and not amenable to illicit means.

Above all, police is to uphold law and order, which ~~to~~ will be ensured by this action.

As a police Police must be politically and communally neutral, fearless, objective and driven by the cause of Justice, to ensure PEACE and HARMONY in society.

Remarks

Q19. 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 crucial problems that are obstacle to practical solution.
 (b) Find different steps for solution to this problem and argue their capacity to achieve desired results.
 (250 Words) (20 Marks)

In this case study, the objective of Health inspector is to ensure proper quality standards around hospital, ensuring right to life of people and animals

a) However the challenges are:

- i) The role of family members of district collector means, any of my action will face bureaucratic pressure.
- ii) The attitude of media and NGOs would mean that my actions will be wrongly projected to public.
- iii) The public trust in the hospital means my strict action against it will

Remarks

be met by opposition.

However, I must not get deterred by these concerns. I must find ways to ensure that hospital follows biomedical waste (BMW) regulations and that truth reaches public.

b) Hence I can go for following approach:

i) To first bring the concerns to public notice, a detailed report and a summary sheet will be prepared.

This is to raise public concerns and to make them aware of health concerns.

ii) The report would first be sent to my higher ups, while I take action against the hospital for its mistakes.

Remarks

Strict penalty must be levied.

- iii) A timeline of 1-2 months can be given to install facilities for treatment of waste, its storage etc. The time is to ensure that the crucial health services continue.
- iv) Any kind of unofficial pressures have to be ignored because, I am acting on the basis of facts.
- v) Media engagement has to be done proactively to make people aware of the problems. Here, the summary sheet can be used.
- vi) Use of social media to spread the message faster.
- vii) Sensitize medical staff of hospital of the possible threats from wastes like the Anti-microbial resistance.

With such an approach, I can fulfil my duty with utmost integrity and passion without being under undue influence.

Remarks

9

Good

