ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3	hec		Max. Marks: 25
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Q.	Marks	Instructions to Candidate		
1.		There are 20 questions.		
2.				
3.				
4.		All questions are compulsory		
5.				
6.		The number of marks carried by a question/part is indicated		
7.		against it.		
8.				
9.		Content of the answer is more important than its length.		
10.		Content of the answer is there are		
11.				
12.		Answers must be written in the space provided.		
13.				
14.		Any page or portion of the page left blank in the Question-		
15.	As a second	cum-Answer Booklet must be clearly struck off.		
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2.	Invigi	lator	Signature	
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Name Parth Gupta

Roll No.

Mobile No.

Date ____

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SECTION - A

Q1. 'The civil servant who is not feared is not respected and so are his decisions'. Critically examine the statement. (150 Words) (10 Marks)

A civil servant must establish strong Connect Property superiors, associates and public to ensure better administration.

Fear - a significant part to earn respect

- i) In a hierarchical, bursaucracy, people respect someone who sules by fear.
- ii) The persistence of colonial mindset in many sections of India.
- nesource management which dwell on fear.
- associate level. This is because of scarcity mentality.

Fear leads to creation of master-slave relation. It affects the peroductivity of

Remarks

tow

workforce.

- It is a forced grospect, not genuine respect. It will facle away as the person loses authority.
- boss and employees, leading to fall in quality of civil sorvice.

A great examples of naspect without fear: Grandligi, next beaut to come short term nespect and to get the best output in short term, fear can be a good tool. But it can have limitations in the long term professionalism,

work culture, Profil - Producing Capability balance and can lead to a leadership crisis in

future

te mple.

Q2. What is sensitivity? Is it a strength or weakness for a civil servant? Give reasons with (150 Words) (10 Marks) examples.

Sensitivity refers to a personers the depth to which a person is affected by a particular thing, circumstance or action. eg, children are sensitive towards love. Animals' sensitivity to climate change.

A civil servant must show emotional intelligence while being sensitive. Thus sensitivity can be both a strength and weakness.

Spensitivity: Strength

i) when civil scruent understands The problems of vulnerable and shows compassion to solve them. eg., an old lady for old age pension must be helped by civil servant.

List out more significance

Densitivity - Weakness

When an emotional civil servant gets carried away by emotional hisack.

eg., if hebuked by media, if a civil servant loses his/her temper, then that can be disterous for administration.

The balance

A civil scruant must possess emotional intelligence, which involves use of self regulation, self awareness, motivation, social skills to effectively use sensitivity for benefit of society.

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- Q3. Define any two of the following terms with respect to civil servants:
 - (a) Wisdom
 - (b) Legitimacy
 - (c) Pluralism
 - Habit

(75 Words Each) (5×2=10 Marks)

a) Wisdom

It refore to the correctness of our mind maps with respect to the universal perinciples.

Wisdom is the paises neward for surviving our own mistakes

For a civil servant, wisdom lies in: 1) Identifying a personal value statement which is In coherence with social welfare goals.

ii) Constant imperovement in value statement and adherence to it.

This will give us a long torm vision of a society we want to create and the groadmap of how to create it.

c) Physalism

It refus to respect for diversity in workplace, society and nation. It goes beyond all barriers, including nace, neligion, caste, sex, place of birth.

A civil servent must be impartial and unbiased in all the official dealings. Moreover, he/she should embrace new cultures so as to ensure more people leads | Equal opportunity Centric governance.

Pluratism in Ci vil servants ton different groups

properly

Afferent groups con see their reflection in the civil servant

Thus, shuration ensures storonger Consensus based and people - centric governance.

Q4. What is the meaning of role model? How are role models made? Illustrate and analyse how do role models influence virtues, morals, and ethics in a society. (150 Words) (10 Marks) Role model refers to a person, living on dead, whose value systems inspire other persons to emulate them . of Grandhiji is a rule model for the whole world for Rolez models are made by his values of truth and non-violence Making of Role models They are made by the process of value identification, value clasification, Value prioritisation and steadfast adherence to the value system Clarity in values > Consistency in > Disciplino Emergence as role model Public Confidence Remarks

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Role models play a crucial role in influencing virtues, morals and ethics in society:

1) Role models like <u>Buddha</u> brought peace as an elevinon virtue in Indian society.

ii) The epic character karna symbolises kindness, while Raja Harishchandra Windness, while These two are strongly ombedded morals in Indian society.

end Sati brought greater social awarences and changed in practice from ress and changed in practice from

The Role models influence society through their perogressive value system thereby maising the ethical benchmarks of whole society.

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Q5. What do you mean by integrity? Why integrity is called the supreme quality of leadership? What is the relation between honesty, integrity, and probity in administration? (150 Words) (10 Marks)

Integrity refers to steadfast adherance to our value system. It is a condition when our thoughts, speech, action are in consonance

Integrity is supreme leadership quality because:

- that we remain personative and adhere to values even when we are not under scenting.
- ii) In public leadership, it molivates others to follow the leader and emulate his/her qualities. In this perocess a leader creates future leader, which is a trademark of an effective leader.

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Besides, Integrity ensures responsibility and accountability on the part of leader. Relation between 3 qualities Individual Adheranceto Adheranceto Adherance to values due process promises made to of an organisothers Integrity Honesty Probity For a civil servant, the most important quality is integrity from which Honesty and probity will also come, once the personal and organisation's value statements are in coherance.

Q6. Discuss the role and importance of idea, idealism, and ideology in civil servants' life. Is pragmatism the best option for a civil servant in finding solutions to problems? (150 Words) (10 Marks)

An idea is a grandom thought which offers solutions to a situation.

Adealism refers to the strong belief in ideals, which may differ from reality.

Ideology is a set of coherant ideas which can guide the overall thinking of individual.

In civil service, it is very important to be guided by the ideology of constitution.

alism. This is because our constitution—
is an amalgamation of the ideas of all
the sections of society and heflects the
ideals which the Andian society must

try to achieve in Bort II, IV and IV-A.

REF.

Pragmatism as best option

When a civil servant has to make when a civil servant has to make quick decisions involving the eist to lives of citizens, it is important to be pragmatic.

Secondly, paragnatism helps in assessing our resources and setting the government's perforities accordingly. This was one reason between many perovisions of constitution were bept as DPSP.

Balance

A civil servant must ensure that pragmatism quides only the short term goals, while the tests ideology of constitution alism quides the bong term action.

Q7. What is spiritualism? Why an enlightened leadership needs to be spiritually sound?

Can it be said that spirituality is the birth point of most of the good virtues and values?

(150 Words) (10 Marks)

Spiritualism is the ideology which,

betilevers on spiritual soundness of

persons and focusses on spiritual

apliftment of people. The basic essence

of spiritualisms lies in working

according to our voice of conscience.

Enlightened leadership: Need for Spiritualism

i) The stronger the spiritualism itemas.

- i) The stronger the spiritualism stronger will be integrity of teaders.
- ii) leaders will show abundance mentality
- iii) The maturity shown by leaders is directly related to spiritualism
- iv) The leaders with spiritual strength show greater mental strength and fortitude.



- and positive attitude.
- vi) It onsures greater accountability on part of leaders.

Spirituality com be said as the Reeper of our human conscience and in that sense it can be seen as birth point of most virtues.

Objectivity Spirituality > Honesty

Conscience Declication

Abundance to service

mentality Courage Fortitude

Hence it can be seen as source for these values, and thus must be strongthened.

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and institutions like bureaucrac bureaucracy? Why?		(150 Words) (10 Marks)
and the same of		
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Q9. What is human dignity? Why maintenance of it has been incorporated in all religious texts as well as in our Constitution? (150 Words) (10 Marks)

Human dignity refers to a sense of self and social worth. It is determined by the level of social development of a society and the.

beet personal value statement.

Every human deserves dignity which is an inalienable right of everyone Ina India, the fundamental rights protect human dignity.

Significance:

- 1) It perovides a scope for personal development.
- ii) By protecting our liberties, our dignity ensures that we can

achieve our full potential and excellence.

iii) Without dignity, humans will become just means to an end. They will lose their sense of self worth and initiative their sense of self worth and initiative of effect they will be reduced to slower.

iv) Ensuring equality to inedividuals creates a level playing field where everyone can achieve greatness.

As every religion and Indian constitution as pire the saise the level of intellect and quality of life of people, that is why human dignity is core espect of each of them.

Remarks

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Q10. '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)

We cannot solve the problems with some level of thinking that created them?

- Albert Einstein.

we must store merging problems,

ethical and moral standards.

Need of skill:

- i) To check the air pollution, global warming we need warming advanced technology like renewable energy, fuel cells, which demands new skills.
- ii) To solve giving crime notes we need a more swift and responsive police and judiciary, which needs skill.

likewise, the problems of hunger, boverty, biodiversity loss etc need higher

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skills.

However, more than skells there is need for a stronger value and ethics based society which has greater sense of purpose.

This is councial because,

1) lethics Values and Ethical standards like moderation in consumption, abundance mentality can help control The greed behing the various problems.

1) Peroactivity at citizen level can help reduce cerime grates. eg., citizens can help in heducing incidents of moblymching. sexual harvassment of women.

iii) They can compensate for the present leadership crisis and moral crisis faced by society.

It is high time that own moral standards prise up to meet the needs of a technologically advanced and increasingly society



- Q11. There are two statements given below. Explain their meaning and significance with respect to the contemporary times.
 - (a) Life without thankfulness is devoid of love and passion. Hope without thankfulness is lacking in fine perception. Faith without thankfulness lacks strength and fortitude. Every virtue divorced from thankfulness is maimed and limps along the spiritual road.
 - (b) Whoever fights monsters should see to it that in the process he does not become a monster. (75 Words Each) (5×2=10 Marks)

De Me must be grateful to everything we get in life because that will being love, passion, hope, strength, fortitude etc.

A gratiful person knows that for ensuring ethical conduct to he/she must remain thankful to others.

Egoistic which can stop the process of self development. It can lead to a less of aesthetic sense in life which deteriorates quality of life ultimately the progress on spiritual journey stops.

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b) While fighting the injustice our means and ends must be othical

Following unethical means for ethical ends leads to no difference between us and the wrongdoer.

This is also the difference between champions and losers. Champions champions and losers. Champions always show an ethical spirit while losers only focus on and.

When we lose conscience of our personal compass), we can not be differentiated from warongdoer.

That is why Grandhiji told that non-violence is a stronger force that violence because, it exposes the folly of latter.

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Q12. Critically examine the ethical basis of justifying abortion and euthanasia.
(150 Words) (10 Marks)

Aboution

It is ethical because

- i) Women have the complete sight over their bodily integrity.
- 1i) Sometimes complex are not ready to accept a baby in their lives.
- allowed. alto
- 'iv) It ensures the reproductive health and of women.

It is unethical because:

- i) Child's sught to life is alregated.
- is against the principle of gender equality.

Is lid watition?

Euthanasia

- i) If a person's chances of recovery one negligible, it will help relieving him/her and the family from persistent pain.
- x ii) It is accepted in many other good countries of world.

Unethical:

Has been Nobody has the night to take anyone's life. 11) If cure is available in future, it will amount to denial of signit to life to person,

Q13. Climate Change has been described as a perfect 'moral storm'. Critically analyze,
(150 Words) (10 Marks)

Climate change is the an outcome of moral recession because,

- 1) Scarcity mentality breeds greed and overconsumption.
- no regard for moral, social and environmental values.

91's check will also depend on the moral strength of humanity:

- D) Sharing of technology for Checking it will beguire moral strength " various projects
- strength variousperojects

 Helping finance, will require

 moral courage.

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- Q14. Tolerance is treated as one of the main principle of Modern Democratic Rule. Answer the following questions related to it:
 - (a) What do you mean by "Tolerance"? Discuss its importance as a virtue in public service.
 - (b) Being a civil servant, how can you initiate the culture of tolerance in your organization? (75 Words Each) (5×2=10 Marks)
 - a) Tolerance means respecting others' opinions even when they differ on oppose our personal beliefs.

It is important virtue because,

1) It ensures that we act in

greater public benefit and are

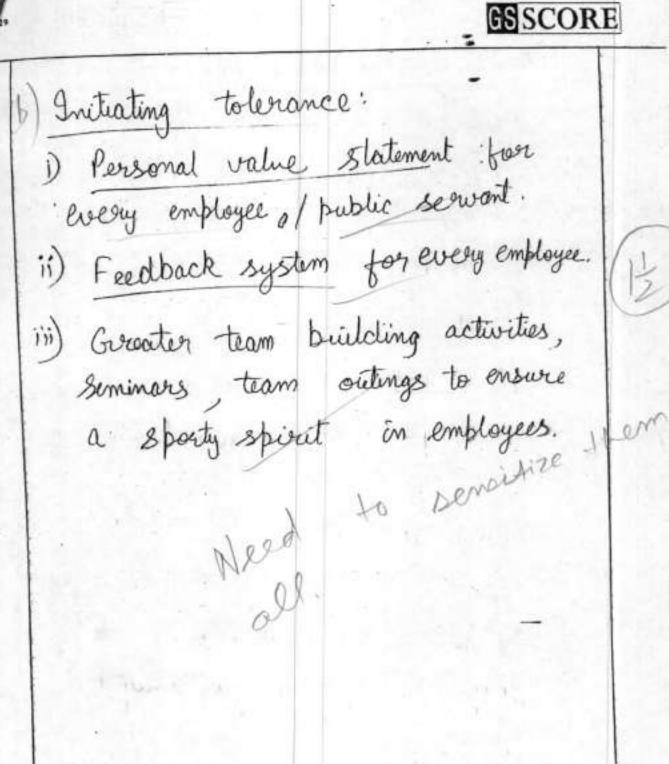
not carried away by own

personal beliefs and others o comments.

ii) It helps take criticism in positive

mames.

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Q15. "Gratitude is not only the greatest virtue, but the parent of all others". Do you agree and why? What are the two most important things in your life that you are grateful for?

(150 Words) (10 Marks)

Gorastitude refers to our gratefulness to our surroundings and other people for all that they have done or sacrificed for us.

It is essential because,

- i) It helps us remain humble.
- 11) It ensures that we always remain aware of our time self
- strungths and weaknesses.
- iv) Helps us emerge as great leaders.

REF

9 am grateful for:

1) My parents who have inculcated the values of responsibility and

d hardwark in me, and have supported decision.

ii) My best friend, who gives me accession a frank feedback and advice which helps me improve myself as

a human being .

Astoid with wough enough

SECTION - B

- Q16. There was a day-light murder of a very popular social activist who always raised the issue of poor and downtrodden before District Administration. He was very popular among the downtrodden. A strong and determined crowd of ten thousand people have assembled at the collectorate with the dead body demanding immediate action against the accused police officials who have failed to provide necessary security to the leader. People suspect that there is a hand of one powerful leader from the ruling party. You are the head of the District Administration:
 - (a) What are the options available to you?
 - (b) Evaluate the merits and demerits of each option and choose the option which you consider best, giving reasons. (250 Words) (20 Marks)

The case study decaus the significance of values and ethics in public administration and also underlines the need for integrity, objectivity, non-partisanship and compassion in public administration.

The issues involved are the law and order problems grelated to murder of a citizen, and on agitated mob. Public angst over criminalisation of politics is also seen.

Options available:

Obtion I: order the enquiry in the aforemention ed case and pursuade he public that a free and fair enquiry will be done.

Remarks

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٠,	the issue.	I and due to tear
") Option	n II: Disperse	the crowd due to fear
of	political clout	of the said leader.
,		
b) Eva	luation	
_		
Options	Merits	Demerits
		stratus i) I may earn the wrath
will	be intact	t of my superiors.
少生	will ensure tho	t long
Ja	stice prevails	
		. No start of district
I 1) 9	will ensure the	at i) As a head of district
Truy	superiors are	into administration, it will
Cor	nfidence while 9	take neflect bady on my
- Am	w action 11:0	The state of the s
10 1	y action. Hing	handling Capabilities.
1	your own b	1103
TT 11	will ensure a	smooth i) Highly unbecoming of
11)9		The state of the s
1	honer Lass musell	
1	neer for myself.	a civil servant.
1	neer for myself.	i) lead to crisis of
1	neen for myself.	a civil servant.

Based on above sussons and the consequences I will go by Option I. This will ensure,

- 1) That I act in conformity of my conscience.
- Values of constitution above selfish/ private interests.
- bublic trust for administration.
 - in) Other social activists will feel empowered to work for social welfare.

ask for listening both sides before judgement to ensure objectivity.

To conclude, a public servant must gremain fearless, objective and impartial in his/her endeavours and be guided by utmost public interest.

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Q17. In a municipal town, there are some primary schools and dispensaries, where children of poor people, especially living in slums receive their primary education and basic health care. The schools have good buildings, infrastructure and teachers. However, quality of primary education is far from satisfactory. Similarly, dispensary having reasonable good facilities hardly comes up to the expectations of the people. Whenever the poor people approach the health officials (doctors), they are rebuked at. A young and promising Municipal Commissioner of corporation wants to improve the situation.

Based on the situation stated above, answer the following questions:

- (a) How would be improve the working of the dispensary and ensure that doctors and paramedical staff are made accountable?
- (b) What steps he should take so that quality of primary education improves? What are the limitations before Municipal Commissioner?
- (c) How to strengthen moral responsibility among teachers and health officials? What could be its effect on the overall performance of the dispensary and school? (250 Words) (20 Marks)

The case study deals with the quality of public service delivery.

a) Improving conditions in dispensaries of the following stelps can be taken:

i) A tall free compaint number be started where patients can gregister their complaints and a swift action within 5 days be guaranteed.

ii) Surprise visits in hospitals and slum areas by municipal officer.

iii) Educating the slum dwellers of their

i) Biometric attendance for staff.

rights and how to use citizen charter.

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- v) Regular audits to ensure that leakage of medicines doesn't happen.
- VI) Fixing accountability of middical professionals for labses in service delivery. A register of such lopses should be maintained.
- b) Improving Powinary education Quality.

limitations:

i) The quality can improve only when the teachers have an intention of empowering Students.

1) The slum dweller parents are not empowered enough to hold schools accountable.

iii) The education comes under state depostments beyond the purview of Wiban local bodies.

However, as a municipal commissioner, following steps can be taken:

i) Use of biometric attendance.

ii) Toll-free numbers which parents must be

iii) Regular parent-teacher meetings to encourage

Remarks

They need to be incentive boost up sheir morale

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parents' participation in school administration

- Recommend regular training and skill upgradation of teachers to repartment of education.
- Deburden teachers from administrative
- C) Reserved Strengthening Moral Presponsibility
 This will happen when the staff feels
 a moral obligation to alleviate sufferings of
 others. This can be strengthened by,

I) Encouraging more field visits by staff members through organising camps.

ii) Recourting some part of workforce from stores, so as to get an empathetic staff.

This will have huge boost on the overall quality of service delivery. The customers will feel more friendly and staff will show greater empathy.

This way it will lead to good governance.

Q18. You are a senior civil servant. One of your officer friend is hard working, completes her work on time but always demoralizes her subordinates by blaming them for one or the other thing. She keeps everyone on toes. Often she shouts in her office and want to just follow the blue book while working. She also insults junior officers if one fails to get the things done. Her only mantra to work is to "get the things done-whatever it takes." Due to this bossy attitude your friend is not liked by the subordinates and because of her uneven relation with her team members, she fails to portray a good office culture. Most of the colleagues know about this case but no one wants to discuss it because of your proximity with that lady officer. However, one day, one close friend happens to be your colleague briefed about the problem subordinate officers are facing.

Answer the following questions based on the above case. Bring merits and demerits related to each course of action and discuss the best option.

- (a) Directly talk to subordinate and assure about correcting the things in future.
- (b) Give responsibility to your friend who briefed you about this case.
- (c) Transfer the lady officer as this case may bring sorry figure for you also in future.
- (d) Request the lady officer not to do so as this may hamper their personal relations also.
- (e) Is there any better option available to correct the things other than that mentioned above? (250 Words) (20 Marks)

The case study deals with the aspect of how ethics and values in public life affect work atture.

The issues highlighted are:
i) Bossy attitude leading to imperofessional work culture.

ii) Employees hesitant to open up.

- ii) Humans being used as means for an end. IV) Hierarchical and Bureaucriatic attitude.

The options and their evaluation:

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Demerits Murits i) Keeping my colleague in Di) Subordinates will feel dark can be unperofessional asswed It violater chain 9 9 will work towards on my bout. wien onchy. improvement of work culture. i) Being a scrion civil i) I will avoid a direct servant, it will reflect face-off with my escapist tendency on my colleague. part. i) She may feel it as a 1) Will solve the peroblem disrespect and personal without creating any what about her righ tension. heared? i) The perocess may be 1) 9 will be following time taking. the principles of natural ii) She may not agree to justice. mend her ways. i) A chance to reform to such an efficient office is in everyone's best interest In such a situation, I will follow, The approach: Talk to lady officer on issue Toy to pursuade her to not

just go behind the eggs, but also take care of hen.

within which I will monitor that her attitude towards her subordinates hemains prefessional.

iv) Organise weekly meetings of her team to create a process of dialogue and reduce the tensions at a smaller level.

I If she refuses to mend ways, then I will ask for her transfer.

A public servant has to ensure a Profit - Production Capability balance.

A public scewant must also ensure that personal relations like friendship don't guide his objectivity and influence official decisions.

Remarks

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- ZRA.
- Q19. While implementing Centrally and State Sponsored Development Programmes, a Civil Servant faces lot of interference from the local political leaders to oblige certain contractors and service providers who do not qualify the required eligibility criteria on the one hand and moreover uses substandard material in construction and provide poor quality of service on the other. He finds it immensely difficult to keep his neutrality and do what is best in the public interest. He is very disturbed. He thinks on the following options:
 - (a) He informs the senior officers, but every time he does so, he finds that somehow they are not ready to annoy the local influential politicians. He thinks about taking up the issue with the further higher up officers in the hierarchy.
 - (b) He thinks about meeting the media people and tell them about the difficulties faced by him due to the political interference and lack of support from the senior officers.
 - (c) Resign from his post as public servant and fight against such malpractices from outside.

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

The case study deals with the menace of corruption in public service and the Ethical dilemmas a public servant faces while upholding integrity.

The options issues are the substandard public service delivery and asset quality and lack of accountability on developers. Also the imaction by public servants is another concur.

The options:

(a) Monits Demonits

(b) The official conduct will i) The chances of success to followed.

ii) It can be a time taking ii) The senior officers can be preprimanded by process. iii) Atersta lose prapport they seniors. iii) of Hushill not face the with immediate seniors. direct wrath of political leaders. Option 2 Belowints Merits DeMerits Lt i) Will ensure quickers D) Against the general peractices will action as media will intago 1) Bring bad name to create a political pressure 11) I will be acting as a the department. him (ii) lose Rapport with migher pion whistle blower to imprime other colleagues and seniors. the quality of public scarce Option 3 Demovits & Merits i) I will be free to level all 1) Lis action will amount kinds of accusation on the show the department in department even bad light. Levelictio 1) His/her impact outside the system will be very limited duty. In such a situation, he/she can go for a stepwise approach:

Step I: Perepare a detailed report and brief the higher ups.

If they do hesitate to take up any action,

Step II: Disclose the support on the government website, which is as per the section 4 of RTG act which asks for voluntary disclosures.

Reasons which led to the action are:

- of the political pressures.
- ii) The action will uphold the public interests.
- ii) Help in checking corruption in public office.

Even the perevention of corruption act brohibits from doing such corrupt acts:

A public seriorant must always be heady to fight the battle of touth and justice, within the framework of bureaucracy to ensure continuous improvement in governance.

Remarks

Just emplain best option

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the above

Q20. You are a doctor in a government hospital. One of your lady friend got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. Her in-laws want a boy child to act as inheritor of the family and they have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected you with the Health Minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Based on the above situation, answer the following questions:

- (a) What are the ethical dilemmas in the above case?
- (b) Do you think that your moral obligation also demands to help your friend?
- (c) A doctor in a public or government hospital should obey the Health Minister for whatever he says. Do you agree and why?
- (d) What steps will you take in the above situation? (250 Words) (20 Marks)

The case study deals with the ethical concern of sex selective abortion and also beings out the professional and human integrity of doctor.

a) The ethical dilemmas in the case study:

i) Whether doctor should perform, absortion

on recommendation of health minister or

adhere to his perofessional ethics and

conscience.

ii) Whether to prepart matter to police to onsure justice to my friend and society or to stay mum due to political and social pressures.



b) As a moral being, it is my duty to help my friend. Moral presponsibility of a doctor to his four profession domands that he should gremain helpful to his patients.

If I don't help my friend, I will fail to qualify as a friend and a human being. This will lead to crisis of conscience.

going for any prenatal determination and sex selective abortion.

especially the informal ones. A doctor is must go by the professional ethics and conscience. Health ministers is a political superesentative and may not have a full understanding of the issues involved and thus doctors are not bound by it

d) In the above situation: Step I: 9 will greject the family for any prenatal tests on the ground of PCPNST act. Step II: 9 will assure my friend of support and ask hereto file a police complaint on the issue. Step II : If minister insists, I will ask him/her for a written recommendation. Step IV: Worm the family that any attempt to determine sex, or about the child will be strictly punished according to law. Through this course of action, I will ensure that I act in consonance with my personal values, perofessional ethics and consie conscience. This is what is expected from every pulstic servant