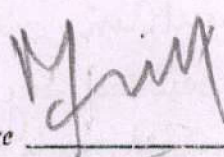


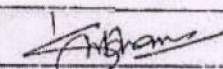
ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> • There are 17 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. 3 and 11 carry 20 marks each and word limit is 250 words each. 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 Shubham Maurya
 Roll No. _____
 Mobile No. _____
 Date _____
 Signature  _____

Section - A

1. 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 is 'down to earth' behaviour of an individual. It is a virtue 'pare excellence' which can give rise to other virtues like purity, charity and obedience.

A humble person is 'pure' in his/her intentions and conduct. For example, Dr. A.P.J. Abdul Kalam was a humble person who was pure at heart and despite becoming president of India, he lived frugally without any show off. *Do you think humility is an asset for self-improvement?*

Similarly, a humble person is oriented towards charity and obedience. This can be understood from the example of 'Karna' from Mahabharat. He was an ideally humble person who considered 'Daan' i.e. charity as his Dharma and was very obedient to his teacher Parashurama.

At personal level, I believe I am a humble person. It is an important trait in one's character that is always appreciated by others and give self confidence and self respect.

Remarks

Why it is important that we recognize others contribution as our success?

It is said that we must be as humble as a 'tree with full of fruits' which bend down to 'fulfill the hunger and needs of others'.

To become more humble, we must always introspect our ideas and conducts. Any negative idea/conduct such as greed, envy, boastfulness etc should be identified and must be removed. By this way we can become a superior individual with impeccable moral character.

What qualities do you possess which you think make you humble?

↳ Dismiss importance of keeping yourself at the centre of conversation everytime?

Remarks

2. Why is there a conflict between religion and rationality? Which of them is a better guide for the promotion of morality in society? Is being rational also being just and fair? (150 Words) (10 Marks)

Religion is essentially a 'group held belief' which consists of - Rituals, Mythology, Philosophy, Ethics and spirituality as its appendages.

Most of the times, people ~~consider~~ equate Rituals and mythology with religion and a little more ignorance lead it to superstitions. This results into conflict between religion and rationality. For example, Triple Talaq as a social practice is associated with a religion but it is irrational as stated by Honourable Supreme Court.

But a better understanding of religion can equate it logically to its ethical, philosophical and spiritual dimensions where it can complement rationality. This was promoted by great religious reformers like Swami Vivekanand and Sayed Ahmed Khan.

Religion has a greater hold on the beliefs of masses. So, definitely, it can be a more influential way to promote morality in society. This was expressed as an idea in Economic Survey 2019-20 where 'Behavioral Economics' was promoted as a tool to influence people. But in a population

Remarks

How do you think religion work beyond way of rationality?

Do you think the reason behind the conflict is lack of evidence in religion?

(2 1/2)

which is educated and scientifically advanced, rationality can be a better tool. For example, western societies extract their moral values from rational principles mostly.

Rationality can not be equated with being just an fair in true sense. For example, a rationality based on social progress deriving from economic growth can lead to social inequality which is not just an fair. It must be equated with principles of human rights and Ethics which form a prominent part of Religion.

How both religion & rationality may contribute towards promotion of morality?

Remarks

3. Mob violence, also referred to as "Mob Justice" highlights a striking paradox - it approves the dispensation of justice by people, who usurp the authority of constitutional bodies and apply a process they define as speedy. Answer the following questions related to it:

(a) Do you see the principles of justice being followed in the 'Mob Justice'?

(b) How is it interrelated with the attitude of society?

(c) Analyze why the incidences of Mob Justice have increased in recent days.

(250 Words) (20 Marks)

a) Society runs on certain established principles and laws. If these laws are not followed, the systems in society are jeopardised and anarchy prevails. Justice done by mob is one such activity which breach the established laws of society. Hence, justice can never be promoted by a mob. For example, mob lynching of a person because of consuming meat is not justified. It is the breakdown of legal machinery and a threat to peace and prosperity of society.

b) India is a democracy where we have a written set of rules in form of Constitution along with many other legal documents. If

Remarks

() How does mob violence demonstrate devalence in tolerance?

these laws are not exercised in letter and spirit, people get resentments. For example, there is law of death penalty in case of murderer and rape. But the culprits are not persecuted in timebound fashion, making people anxious and angry with law and legal agencies. Then they try to go for extrajudicial acts to punish the perpetrators equating it with instant justice. This is not a healthy attitude and systemic changes are required to curb such attitudes.

c) Reasons for increase in these incidences - :

i) Failure of law enforcement agencies to dispense justice.

ii) General deterioration of respect towards laws in people's hearts.

iii) Lack of ethics and morality

iv) Prevailing 'vested interests' ex, communal incidences

v) Increasing intolerance in society.

vi) Failure to punish the 'mob' for its act.
i.e. no concrete law.

How does
rumour play
important role
here?

Remarks

x

vii) lack of training and potential of police to curb such incidences.

viii) Social media is easy to spread 'hate news' and fake news

↳ Do you think the belief in justice system has eroded?

Remarks

4. Suppose you are the head of a disaster management team and have assigned to distribute food grains to one of your subordinates, which he could not handle properly. How will you comment on his performance? What precautions are needed while criticizing the work performance of subordinates? (150 Words) (10 Marks)

As the head of disaster management team, it's my duty to oversee the activities that mitigate the effects of disaster in favour of affected public.

At the same time, I have to express leadership qualities to manage my team who are involved in management of disaster. In such circumstance if one of my subordinates was not able to perform his task efficiently, it's a matter of concern for me. In such situation, I would-

i) Ask him to meet me in person and explain the reasons for it. I would not immediately rebuke him in front of others as it can break the morale of the team and put me in a negative light.

ii) If the reasons explained by him were practical and rational and the situation was beyond his control, then I'll ask him to be prepared for next time in a better manner.

iii) If he was not able to justify his actions then, I would definitely criticize him for his lax approach and warn him not to repeat it in future.

What role does criticism play in performance hierarchy?

shall surely expect ideal performance from subordinates

Remarks

Precautions that must be taken - :

- i) Criticism should be in proportion to the failed task.
- ii) Criticism should always be constructive.
- iii) It should not hurt his/her morale ^{added}
- iv) Criticism should not be to instill fear but to inculcate discipline.
- v) Criticism should be accompanied by praises ^{How you can make your criticism constructive like adding solution along with comment} for good work.
- vi) Necessary motivation must be incorporated with critical evaluation.

A true leader always use emotional intelligence to be critical towards his/her subordinates. It will instill discipline and motivation in subordinate and enhance the respect of leader in the heart of subordinate.

Remarks

5. Too many of us are not living our dreams because we are living our fears. What is your dream and the biggest fear of your life? What steps have you taken to achieve your dream while overcoming your fear? (150 Words) (10 Marks)

"Dream, dream and dream. Because dreams become our thoughts and thoughts transform into action"

These famous lines of Dr. A.P.J. Kalam express the importance of Dreams in a person's life. But in

reality, very few people pursue their dreams

confidently and achieve desired success because

they have fear in their hearts. This 'FEAR' of failure or doing hardwork prevent us from living our dreams. Also desire what is meant by fear & how it affect

As an individual, I have a dream of becoming a successful civil servant in future and want to contribute in the progress of our nation. I dream about getting blessings from people whose lives have improved because of my acts directly or indirectly. The biggest fear of my life is losing my loved ones in the course of my duty. I always want my family and my beloved ones to stay by my side to support me through thick and thin.

Remarks

2 1/2

To fulfill my dream, I am

- working hard while preparing for this exam.
- staying hopeful and positive
- trying to maintain discipline in my life.
- gaining motivations from successful people's lives.
- being grateful to life and people around me.

How accepting
your seed
is the
first & most
important
step?

To overcome my fears, I am

- Taking help from spiritual aspect of religion.
- learning from the lives of great people.

Remarks

6. How does culture influence conformity, compliance, and obedience? Argue and illustrate. (150 Words) (10 Marks)

Culture is a sum total of traditions and social beliefs about all the aspects of public life. It is influenced by history, geography, ethics, anthropology, customs, social values etc.

The process of indoctrination of culture in an individual is called socialization. It forms the part of PERSONALITY of individual and becomes the most important part of his/her identity. For example, a person from North East derives his/her name, language, food preferences, clothing, demeanour etc from his/her culture which is his/her identity.

How culture influences -:

i) Conformity: every individual wants to be a part of 'social group' to fulfill his/her need of social relatedness to group. Cultural principles conform his/her behaviour in favour of a social behaviour appropriate to the social group he/she wants to be a part of. for example, even in modern times, in several setup women don't wear western dresses to conform to social norms.

ii) Compliance: It implies accepting a behaviour or idea out of respect to something. People receive and

Remarks

How culture we have psychology program

3

appreciate their cultural values and hence show compliance towards it. ex, A Hindu women in United States wear saree during diwali festival to appreciate his native culture.

How do you think cultures are enforced?

iii) Obedience : It implies accepting a behaviour under the influence of an authority. If the authority is promoting cultural principles, obedience is generated. For example, Khap panchayats issue orders to uphold their so called 'culture' to gain obedience from rural people.

Remarks

7. You have just been hired as a divorce mediator by a local law firm. What two things would you do to reduce the conflict between opposing spouses? - ^{Communication} ^{Reasonable}
(150 Words) (10 Marks)

Divorce is a condition where marriage between two people end. This concept came forward when in modern society, Marriage has been considered as a 'contract' between two people. As a divorce

mediator, it is my job to mediate between the two mutually dissatisfied persons. It is a tricky job and require lots of experience, skill and emotional intelligence on my part. In order to

effectively 'persuade' the conflicting spouses, the two things I would emphasize upon are :-

1) Better Communication : most often during such better relationship, people fail to communicate among themselves. This results in accumulation of negative emotions which further deteriorate the situation. So, its always feasible to communicate openly and express the grievances. This will open new avenues and situation could be solved amicably.

2) Express Rationality : People should always be rational and cautious while taking a decision as important

But in Hindu's it is sacrament & not contract

What are the ethics of mediators like impartiality etc?

How would you facilitate communication between the spouses?

Remarks

2 1/2

as divorce. This is because it has social, economical and emotional impacts on individual. Its better to be rational and honest while taking such a decision so that there must be no regrets in future.

How would you help them to bargain a deal if they want to separating?

Remarks

8. Discuss the difference between the term in the following pairs:

(a) ^(worth attached) Values and Beliefs

(b) Honesty and loyalty

(150 Words) (10 Marks)

a) Values are beliefs with some worth is attached. Values are essentially the subset of Beliefs. For example, honesty is a value which is essentially a personal and social belief which is appreciated and a positive worth is attached to it.

A Belief is any idea or psychological construct that comes to the mind of an individual. Beliefs when held on generate values which in turn generate ethics and morals. For example, it can be believed that lightening is caused by Gods in sky. If positive or negative worth is attached to it, it becomes Value.

→ Do you think beliefs could even be irrational?

b) Honesty is a positive value which means always being true to oneself and one's conduct and behaviour vis a vis others. Honesty is a supreme value and is greatly appreciated by society. For example, Mahatma Gandhi was honest in his conduct during the exam where he refused to cheat. His conduct is still remembered.

Remarks

and revered across the society.

loyalty is showing devotion towards another person or a group of people or any object. It is a positive value which is appreciated in daily life and in administration. For example,

Lord Hanuman was very loyal to Lord Ram and he is worshipped for this quality.

What is the attitude of loyalty towards criticism?

Remarks

9. Your sister recently had twins and wants to raise them to have a tolerant and accepting attitudes towards people from different backgrounds. What advice would you give to her? (150 Words) (10 Marks)

Tolerance is accepting the contradictory ideas and appreciating it with or without following it. It is a superior value and a hallmark of educated mind. In a country as diverse and vibrant as India, Tolerance is a cherished ideal which is explicitly promoted by our Constitution.

My sister wants ^{her} ~~these~~ children to become tolerant. This is a wonderful gesture and I would appreciate the sensibility of my sister. I would like to advise her - :

What is acceptance?
Do you think it is higher value than tolerance?

- ① To start instilling the idea of tolerance into the minds of young ones from childhood itself in form of anecdotes, stories etc
- ② To familiarize them with the ideals of our Constitution
- ③ To celebrate festivals of all the major religions in home:
- ④ Ensure tolerant conduct and behaviour of elders in family.

Remarks

(3½)

- ⑤ Promote schooling where tolerance is upheld as a cherished value.
- ⑥ Ask children to respect everyone irrespective of differences.
- ⑦ To make friends with children from different backgrounds - poor, rich, different cultures, religion etc.
- ⑧ Appreciate the tolerant conduct of children and reward them.

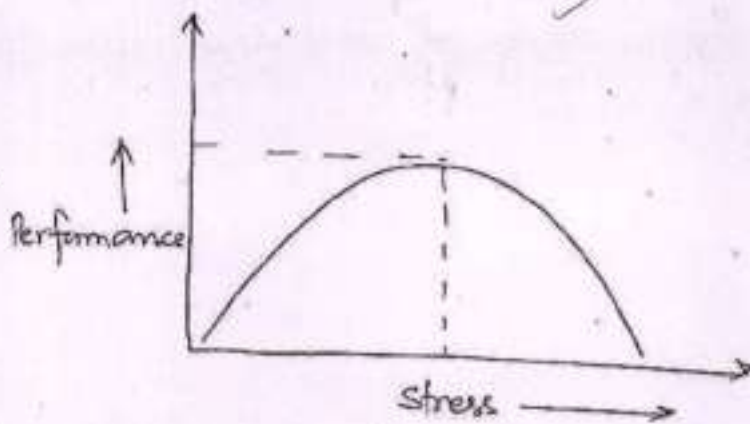
Discuss how children may be introduced to different cultures like visiting museums

Remarks

10) Can you recall instances when stress has had a beneficial effect? Do you believe that you have the traits of resilience? (150 Words) (10 Marks)

Stress is often perceived as a negative emotion. It can impede your work and can lead you towards depression. But an optimum amount of stress can have positive effect on motivation and working efficiency (performance).

Do you think stress makes us stronger?



Citing examples from my personal life -:

- During my class 10th Board exams, I was under stress to perform well. It always propelled me to study with focus and dedication and I got very good marks in exam.
- In a sporting event, I was the captain of Kabaddi team and there was lots of stress to win. It motivated me to make that extra effort and helped me perform well and lead my team to victory.

Remarks

It is said that if a person can handle stress well, she can do miracles in her acts.

I believe that I have traits of resilience in me. I have always been a hard working person who gets success after lots of efforts.

Do you think yourself all your failure

I have faced multiple defeats and setbacks in my life and career but I am resilient enough to shake things off and try again to get success.

Remarks

11. Tobacco smoking is considered to be a fashion and an addiction too, which has an established relation with the cancer. The Government has recently decided that 85 per cent a cigarette packet should display a pictorial cancer warning, which the tobacco companies opposed and appealed in the court. But, the court upheld the decision of the government.

- (a) Do you think that such a display warning on the packet acts as a deterrent to cigarette smoking?
- (b) What are the other ways by which change in attitude and preferences can be brought in people who smoke out of fashion or addiction?
- (c) What is the use of prohibiting smoking if it generates revenue on one hand and gives choice and freedom to people to enjoy their lives as they wish? Do you agree? Give reasons. (250 Words) (20 Marks)

a) Pictorial warnings act as deterrent to cigarette smoking to a certain extent but its not a full proof solution. We have seen an increase in cigarette consumption in Indian society. It is harmful to healthy but still people consume it.

b) Other measures that can be taken -

i) Government can increase the advertisement and information dissemination regarding the harmful effects of tobacco.

ii) Cost of cigarette can be increase to provide an economic deterrence. \rightarrow increase in taxes

Do you think just knowledge is enough deterrent?

Remarks

iii) Education in school and college : about the harmful effects of tobacco so that it creates a definitive impact on impressionable minds of youth.

Some professionals may be hired!

iv) Promote positive stories, propaganda etc, inspiring in famous personalities and role models to promote the cause against smoking.

v) In ideal case, government should ban the availability of tobacco products in open market and tightly regulate it to prevent its smuggling.

Why according to you smoking should not be banned?

c) Smoking is an unhealthy habit. It causes various diseases of respiratory system and cancer. Government generates a good amount of revenue from sales of tobacco product and people also consume it out of fashion and addiction. But it is a wrong practice. The notion of economic gain

Remarks

is cancelled out when its equated with the cost of health loss in society. It not only increases the cost of treatment but also results into an unhealthy population which is unfit to engage in economic activities to its fullest. Article 47 of Constitution also mandates for state to protect the citizens from intoxicating agents and to raise public health.

Good explanation

Hence, it should be the moral and ethical responsibility of state to regulate and stop this unhealthy practice of smoking among the people of our country.

↳ Do you think Mill's harm principle is sufficient guideline here?

Remarks

Section - B

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

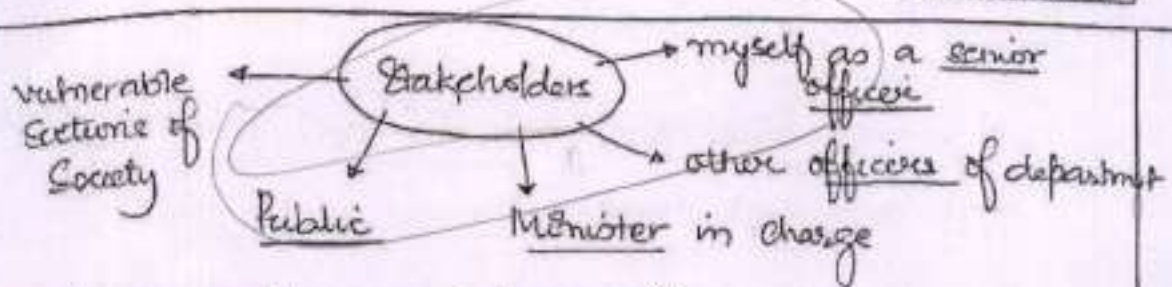
12. You are a senior officer in the electricity department of a state which has power shortage. You notice that your minister has prevailed upon the department in allocation of power supply to different districts in an arbitrary manner. The senior most officer of the department is helping the minister in this objective. Some of the districts have 24 hour power supply whereas some have 8 to 10 hours power cuts. In a visit to a particular district, you notice that some people are not getting even drinking water, because of inadequate power supply. After returning back to state headquarter, you raised the issue with your senior officer and the minister. They asked you to propose a rational solution for the problem.

- What are the options available to you?
- Evaluate the merits/demerits of each option and finally suggest the best course of action. Give reasons. (250 Words) (20 Marks)

Issues involved in this case - :

- Lack of objectivity and arbitrariness in action
 - Abuse of Authority
 - Breach of Public trust
 - Possibility of corruption
 - Empathy towards people who are unable to get even drinking water.
 - Lack of professionalism
 - Inadequate attempts towards public welfare.
- ↳ favouritism, political pressure etc.

Remarks



a) Options available in front of me are -

i) Order a survey to understand the requirements of districts and allot the power accordingly

Merits

- * Help solve the disparity
- * Promote welfare of people
- * Rationalization of power allocation.
- * Political gain for minister
- * Upholding professionalism & my duty

Demerits

- * Since the production is less - problem will persist
- * People with vested interests - try to create hurdles
- * Make minister hostile

What shall be the name of survey? What shall you yourself would guide it as you would like private agency?

ii) maintain status-quo

Merits

- * Doesn't make minister hostile
- * my job will be saved
- * .

Demerits

- * Public welfare hampered
- * I am not able to fulfill my duty
- * Against my conscience

Remarks

7

Proposed Course of action -:

- i) I would meet the Minister and senior officers and will seek their guidance in the matter.
- ii) I will make a detailed report with or without the help of any rational agency about the prevailing situation and provide my 'informed opinion' to Minister where I'll ask for a rational and objective distribution of power to all districts.
- iii) I would try to extend my ideas of 'political backlash from public and legal punishments' to minister in case if she ignores my advice.
- iv) I'll further seek his/her directions in writing and will make it 'on record'.
- v) I can meet Chief Minister and ask for his/her guidance. I can also ask for providing more funds for capacity expansion of power sector.
- vi) I'll also try to issue directions to the technical team to make necessary upgradations to prevent AT & C losses. I'll ensure 'metering' of electricity connections in public for better revenue generation. I'll utilize funds from Central govt. schemes like SAUBHAGYA schemes to provide electricity connection to all.

How you
may advise
ministers
to act
objectively

Remarks

officer

13. The general elections are in progress and you have been appointed as a sector magistrate to oversee the free, fair, and peaceful conduct of elections in a sector which has 10 polling stations. In course of your tour, you notice a powerful minister moving to various polling stations with lethal weapons. He is accompanied with anti-social elements. The people moving with the minister are intimidating the voters of Scheduled Caste to not go to polling stations to vote. One of the supporters of the minister warns you on your mobile phone that it would be better if you do not interfere and avoid a confrontations with the minister.

→ illegal
MCC

What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of these options and finally suggest what course of action you would take giving reasons.

- Arrest the minister along with his supporters and seize his arms, ammunition and vehicles, and immediately file a criminal case in the local police station.
- Inform the election control room and seek police reinforcement with instructions regarding what to do.
- Go to the villages inhabited by members of the Scheduled Caste and help them to cast their votes by arranging vehicles.
- Inform the election observer and other senior authorities and seek their help and guidance. Till then, try to avoid a confrontation with the minister.
- Ignore the minister and his supporters with the hope that they might get caught if they created any disturbance in the polling stations, as every polling station has a static arm picket has been stationed.

(250 Words) (20 Marks)

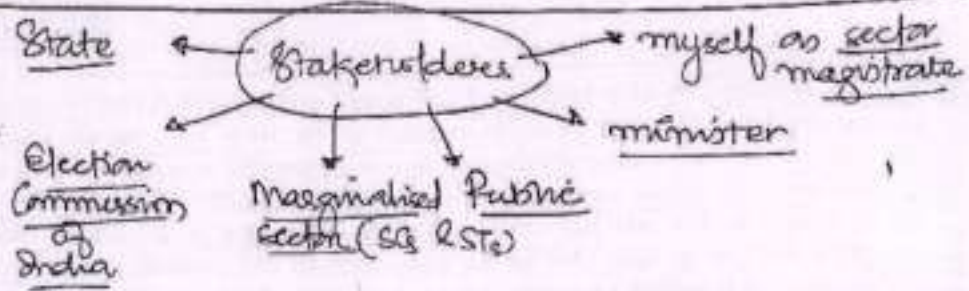
Issues involved - :

- Criminalization of politics
- Exploitation of marginalized section
- Illegal activities, breach of model Code of Conduct
- Interference in free and fair election - unconstitutional
- Threatening a government officer

As a sector magistrate, it's my Constitutional obligation and duty to promote free and fair election which is the bedrock of Democracy in our country. I must act without fear or favour to promote the cause of democracy in our country.

Well written!

Remarks



a) Arrest minister and file criminal complaint

Merits

- * Prevent him & his supporters from threatening people.
- * Upholding free & fair election.
- * Preventing exploitation of SCs & STs.
- * Upholding my duty.
- * Upholding Model Code of Conduct (MCC).

Demerits

- * I might be threatened by his supporters.
- * Violence can happen.
- * He will be out in public again (lack of concrete evidence).

Do you think this would act as deterrent?

b) Inform control room and seek advice & police force

Merits

- * Might act as deterrent for minister.
- * Safety for myself and for public.
- * Professional act.

Demerits

- * Matter may escalate.
- * I might be threatened.
- * Seeking instructions might show my indecisiveness.

Remarks

helps you to take better decision

Minister may resist this

7th

c) Help SCs and others cast their votes

- Merits
- * Provide a sense of security
 - * Uphold free and fair election
 - * Uphold my duty

- Demerits
- * Minister may take revenge from people
 - * Chances of violence

d) Seek guidance from superior and avoid confrontation

- Merits
- * Professional approach
 - * Ensure personal safety

- Demerits
- * In the meantime, minister will carry on his nefarious activities
 - * Wastage of precious time
 - * Lack of courage on my part

e) Ignore minister and let him do his activities

- Merits
- * Personal safety

- Demerits
- * Unprofessional act
 - * Not upholding my duties
 - * Minister might become successful in his criminal act

Preferred mode of action -

I will use the phone call as evidence and will arrest the minister and file a criminal complaint. I'll inform election control room and will ask for more reinforcement. I'll ensure that people give their votes in free and fair manner under my

Remarks: Impression.

→ What precautions you would take before arresting him?

14. Public utilities and spaces in India are in bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centers, public toilets, rivers and ponds are considered sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them.

- (a) What are major possible options in this regard? Identify limitations of each competing options.
- (b) What should be an ideal way to manage the quality of public utilities and public spaces in a populous country like India? (250 Words) (20 Marks)

Briefly introduce the concept of public goods.

a) Government of India is dutibound to serve the people of our country. It collects taxes from public and inturn provides for various public services and utilities. People always take them for granted and try to destroy and deface these items of public use.

To ensure that public use these amenities sensibly and they are maintained properly, various steps can be taken such as -:

- ① Putting a small 'user charge' for these amenities so that they become self sustained and are maintained properly.
- ② Ensure better civic sense in public by advertisements and recping in famous personalities and leaders.

Remarks

Discuss the need for attitudinal change.

The above two steps can ensure better management and use of public services by people but because of lack of understanding of 'duties as a citizen', it can lead to a hostile response from people,

③ Better value education in schools and colleges can provide a long lasting impact on psyche of children and younger generation which can promote desired response. But incongruency of these principles in citizen world can lead to indifference of children to follow these ideals.

Should the
access to public
goods be denied
to those who
can't pay
for it?

b) Ideal way to manage the public utilities are -

- i) Enabling better understanding of 'duties and ownership' of these amenities in public.
- ii) Putting a 'nominal charge' to use these services.
- iii) Value education in schools and colleges.
- iv) Advertisements for value inculcation.
- v) Leaders and personalities to become role models.
- vi) Citing examples from a clean places and as success stories.

Discusses
role of people's
participation.

Remarks

6½

The Government of India has opted for Swachh Bharat Abhiyan where one component is to ensure cleanliness in public places and maintenance of services of public utilities like toilets, parks etc. People of country should appreciate the effort and contribute towards it to make it a 'Jam Andolan' and get benefitted from it.

Remarks

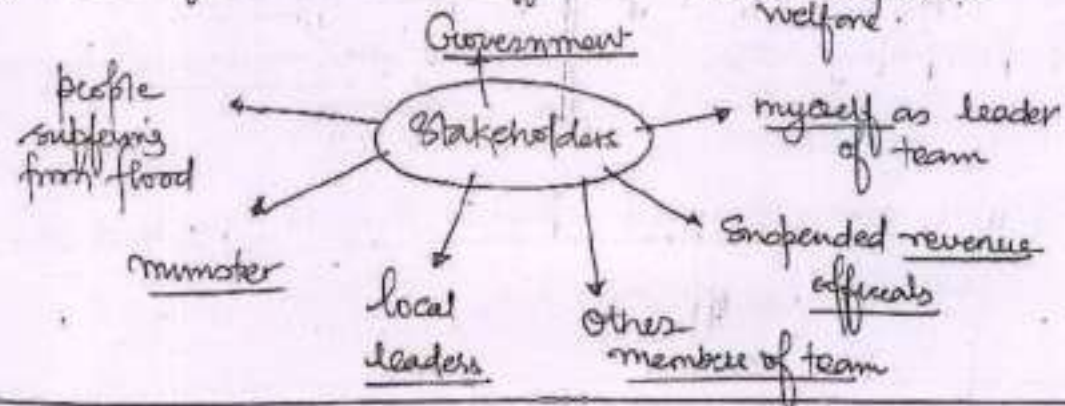
15. You are the head of a disaster management team that has been assigned with the work of rescuing and rehabilitating thousands of people affected by an unprecedented flood. Team members include revenue officials, doctors, engineers and security personnel. However, some of the local leaders of a political party were not happy because their personal self-interest is not being served. A powerful minister of the government visits the area to make a firsthand assessment of the situation and in the process meets the local politicians who were not happy. The minister announces for the suspension of two of your revenue officials. Your entire work force gets demoralized due to this announcement and are unwilling to perform under the given situation.

- (a) What are the options before you to deal with this crisis?
- (b) Evaluate the merits/demerits of each option and suggest the best course of action. Give reasons. (250 Words) (20 Marks)

Issues involved in the case -

- a) Mitigation efforts must be respected and honoured
- b) vested interests of local politicians
- c) lack of objectivity
- d) Partisan behaviour
- e) Demoralisation of public officials
- f) leadership abilities
- g) work of rehabilitation affected - threat to public welfare.

→ Discuss the values of natural law being violated here?



Remarks

a) Options available are - 2

i) Respect the decision of minister and keep working with remaining members.

Merits

- * Unnecessary ~~trust~~ ~~trusts~~ with minister avoided.
- * work is continued despite with slow speed
- * I will be saved from retaliatory action.

Demerits

- * Demotivated members of team
- * Rehabilitation work affected
- * Question mark on my leadership/abilities
- * Tolerating injustice and lack of objectivity

↳ The suspended officers don't have a chance to defend.

ii) Stop the work and protest to restate the team members

Demerits

- * People will suffer.
- * Inappropriate conduct
- * Retaliatory action from minister

Merits

- * Uphold objectivity
- * Express dissent
- * boost the morale of members of team

iii) Meet minister and request him to take back the suspension of officials.

Remarks

6/2

Merits

- * Objective approach
- * May be minister will understand the circumstances
- * Promote leadership skills
- * Boost morale of team
- * Courage on my part.

Demerits

- * Minister may retaliate harshly
- * work will be affected
- * jobs at stake

Preferred mode of action ->

I would talk to my team members and will ask them to keep working in the interest of public welfare. I would meet the minister and request him to revert the suspension of my team members. I'll try to express my opinion objectively. I'll request him to stay objective and understand the importance of public officials who are needed at the moment. I can request a meeting with Chief minister and will try to brief him/her about the real situation.

I am dutybound to serve public and will try and uphold the moral of my team by working hard and leading by example.

How you may motivate team to work for the people?

Why it is important to give them chance to make a representation?

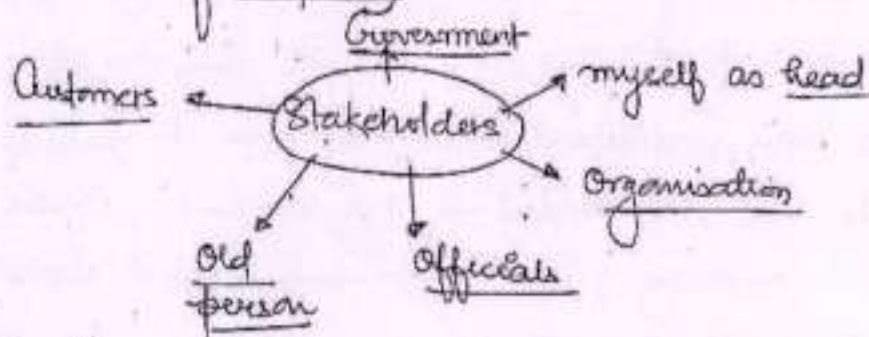
Remarks

16. You are the head of an organization which has a large public interface. One day an old man approaches you and complains that an Assistant in charge of Old Age Pension Scheme is demanding Rs. 100 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, are harassed. You get upset with the state of affairs and want to solve the problem of the old man along with 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)

Issues in the case -

- i) Corruption and bribery in organization
- ii) Harassment of old person
- iii) Poor work culture
- iv) Illegal activities
- v) Lack of Empathy



a) Options available to me -

- i) Take complain seriously and remove the assistant in charge from duty

Remarks

Merits

- * Immediate disciplinary action
- * Promote trust of public
- * Ensure intolerance to Corruption
- * Empathy for old person

Demerits

- * Doesn't solve the problem of bribery.
- * These employees may lobby against me.

↳ also your action may be taken given you are engaged into whole issue

ii) Ignore the complaint as ₹ 100 is such a small sum of money

Merits

- * Status quo maintained
- * Employees happy

Demerits

- * Unethical act
- * Lack of empathy for old person
- * Poor work culture
- * Questions on my own conduct

Discuss other option like introducing direct benefit transfer etc.

b) Preferred course of action -

I would take the complaint seriously and will try and verify it at personal level. If the complaint is found true then I'll take disciplinary action against the bribe taker. I'll organize a Committee to prepare a detailed report on this serious issue of bribery in organisation. I'll issue strict guidelines

Remarks

(7)

Why is it that you go to the root of the problem

to employees to ensure a corruption free conduct.
 I'll formulate a 'Citizen Charter' for my department with the help of my employees and my customers and will work for its effective implementation.
 I'll ensure better training and peer to peer reviews of employees to ensure a corruption free environment in organisation. CC-TV cameras can be placed in offices. Efforts should be made to upgrade the technical support in organisation (e-governance) to ensure transparency and accountability with an effective grievance redressal mechanism in place.

Remarks

17. You are a Superintendent of Police and a huge protest is going on in front of your office. These protesters are Human Right activists. The protest is because of two consecutive incidents that happened in your district.

Case one: The city SP has received intelligence that bombs have been planted in various places in the city. The SP asked his team to conduct a massive search operation. After putting in strenuous hard work, the police team raided a house where two people with 2 kg of explosives and IED devices were found. The Police team immediately arrested them and brought them to the police station. Police started interrogating them about the whereabouts of the bombs and their plans. When they failed to get any information from them, one of the Police Officer adopted third degree torture in case of new criminals, often works. But one of them died during the process, as he failed to bear the pain of torture. Death in police custody became a big issue. Unnatural death

Case two: Recently communal riots occurred in your area and a few police constables got surrounded by a group, viewing the grave situation and a possible threat on life, one of them used a man as a human shield. They found it to be an easy way to escape. It could also save the life of other police constables. But while they were trying to escape, people started stone pelting and the person who was used as a human shield got badly injured. However, he was saved later by proper treatment.

Answer the following questions:

- Analyse the ethical dilemmas you will face as the SP in both of the above stated situations.
- Human Rights Activists are demanding action against the officials involved in both the cases. What will be your course of action?
- The Police Chief of State reaches to you and asks not to take any action, as it would bring down the morale of the police force. What will be your course of action?
- Can you justify the use of torture in the given circumstances?
- Would you justify using a human as a shield to save the lives of your colleagues? Give reasons.

(250 Words) (20 Marks)

a) As SP of district, I'll face following dilemmas:-

Case 1

i) Ensuring law and order v/s trying to prevent crime

ii) Extracting information from suspects v/s police brutality and torture

iii) Ensuring safety of public v/s unnatural death of accused

Discuss issue of human dignity etc

Remarks

Also discuss ethical dilemma between Kantian approach and Utilitarian approach

Case 2

- i) Safety of police personnel vs upholding law
- ii) Using people as human shield
- iii) Public - Police relations -∴ lack of trust
- iv) Self protection vs breaching human rights

b) As Human Rights activists are demanding action against police officials -∴

i) I would ask the police officials involved in case to take leave.

ii) I'll form a committee and start departmental enquiry.

iii) A member from civil society and a judicial expert can be asked to be a part of committee.

iv) If Human Rights violation has happened then I will take action against the accused police officials and will suspend them.

I'll seek guidance from my senior officers in this matter.

Remarks

What different approach you would adopt in dealing with both the cases?

c) If Police Chief of State asks me not to take action against the culprit police officials, then I would request him to take a fresh look into the case. I would provide my informed opinion to Chief that how such an act of omission can further increase the trust deficit between police and public. It can also lead to protests and law and order issues. Hence, (s)he should advise on these grounds to me to further my actions.

On what ground can the police chief be correct?

d) Many a times police use torture to extract information from accused. But torture is a violation of human rights. Article 22 of Constitution provides for certain rights which when combined with Article 21 i.e. Right to life then it becomes grossly inadequate to use torture to extract information. It is a brutal tool in the hands of law enforcement agencies which is often used arbitrarily to set scores with incarcerated persons.

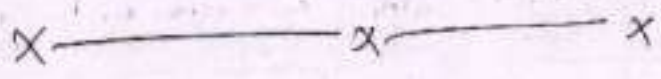
Discusses doctrine of double effect.

Remarks

7/2

e) Use of people as human shield cannot be justified on moral and ethical grounds. To save your own life as the cost of other is not right. It is important for the security forces and police to understand this and must try to avoid such circumstances where these extreme measures are taken.

How this all lead to violation of human dignity?



Remarks