

# **GSSCORE**

**An Institute for Civil Services**

## **IAS TOPPER'S TEST COPY**

**VIDYANSHU SHEKHAR JHA**

**AIR 59**

**CSE 2024**

**ETHICS (GS PAPER-IV)**

**ACCESS → 500<sup>+</sup>  
TOPPERS COPIES**



**8448496262**

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>There are 17 questions.</li> <li>All questions are compulsory</li> <li>The number of marks carried by a question/part is indicated against it.</li> <li>Content of the answer is more important than its length.</li> <li>Answers must be written in the space provided.</li> </ul> <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>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

1. Invigilator Signature \_\_\_\_\_

2. Invigilator Signature \_\_\_\_\_

Name Vidyanshu Shekhar Th

Roll No. 10197

Mobile No. \_\_\_\_\_

Date \_\_\_\_\_

Signature Vidyanshu

Roll No. \_\_\_\_\_

3 1/2

→ You were slightly out of context in few parts.

GS SCORE

### 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 an act of remaining calm, humble, respectful, humane towards all, in all situations.

Yes, it is mother of all virtues, purity, charity and obedience.

\* Purity → even a priest maintains his purity. But this doesn't necessarily helps everyone.

Requires one to be free of vices.

This is NOT possible without humility

But by showing humility, a priest would accept people from all class, caste, etc to the temple. Thus serving greater good.

\* Charity → it is usually for poor, destitute, needy. Moreover, charity is usually done on special occasions.

You are missing the point.

Humility should however, be shown all the time, and regardless of person's status.

\* Obedience → means doing what is told. But order could even be against greater

Remarks

You need to show how charity is not possible to possess without humility.

**ETHICS, INTEGRITY AND APTITUDE**

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>There are 17 questions.</li> <li>All questions are compulsory</li> <li>The number of marks carried by a question/part is indicated against it.</li> <li>Content of the answer is more important than its length.</li> <li>Answers must be written in the space provided.</li> </ul> <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>
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		

1. Invigilator Signature \_\_\_\_\_

2. Invigilator Signature \_\_\_\_\_

Name Vidyanshu Shekhar ThRoll No. 10197

Mobile No. \_\_\_\_\_

Date \_\_\_\_\_

Signature Vidyanshu

Roll No. \_\_\_\_\_

3 1/2

→ You were slightly out of context in few parts.

**GS SCORE**

## 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 an act of remaining calm, humble, respectful, humane towards all, in all situations.

Yes, it is mother of all virtues, purity, charity and obedience.

\* Purity → even a priest maintains his purity. But this doesn't necessarily helps everyone.

Requires one to be free of vices. This is NOT possible without humility

But by showing humility, a priest would accept people from all class, caste, etc to the temple. Thus serving greater good.

\* Charity → it is usually for poor, destitute, needy. Moreover, charity is usually done on special occasions.

you are missing the point.

Humility should however, be shown all the time, and regardless of person's status.

\* Obedience → means doing what is told. But order could even be against greater

Remarks

You need to show how charity is not possible to possess without humility.



Humility removes ego

↳ necessary to be obedient

GS SCORE

good. In such cases obedience isn't ethical.  
eg- A religious leader asking a obedient follower to instigate riots.

out of Content ← { Humility teaches ethical conduct and  
prohibits unethical actions like riots participation

[Yes, I consider myself humble] → I try to be humble & embrace high orders of humility every day.

\* It is from following.

↳ Remaining calm and compost even when being scolded.

↳ Remaining jobless in last few years while CSE preparation has taught me to respect even a Rickshaw puller, domestic help, etc. ↳ made me humble

↳ Topics like emotional intelligence has taught me how controlling emotions is more important than merely being intelligent (IQ).

~~↳ Being humble~~ →

[Being more humble]

↳ Try to understand problems of society.

↳ Gandhiji's Talisman: Your action should help last person of the society.

↳ Developing value like compassion, empathy, tolerance, etc.

Remarks

Be more introspective to identify & acknowledge where I err & try to work on it.

3 1/2

GS SCORE

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)

There often exists conflict between religion and rationality due to the difference b/w the two-

Religion

- A set of principles to be followed. It may or may not be rational
- Can't be questioned
- Religion largely remains static over time.

Based on Faith

Rationality

- Based on deliberation, thoughts, emphasis on greater good, objectivity.
- It can be questioned
- keeps evolving and improving with time.

Based on Evidence

[Better guide for morality]

\* Morality → it is consideration of an act as being acceptable or unacceptable, from one's own set of values.

eg → Women wearing Jeans, short skirt

- Immoral for old generation (could be)
- Moral for younger generation.

\* Religion propagates a morality which often varies sharply, and is difficult to change

Remarks



→ eg Islamic Morality → Beef eating is moral.  
 Hindu Morality → Beef eating is sin.  
 ↳ Hence morality based on religion could even create communal rift.

\* Rationality promotes a morality which is based on deliberate thought, rationality, greater good for society. It is also more tolerant and more adaptable to change.

→ eg. Under rational morality:

• Hindus will respect Muslim's cultural rights.  
 • While Muslim will ensure that beef is processed and disposed in proper facility, with proper permit, while not hurting Hindu sentiments.

But religion also propagates tolerance non violence

monopolise the market } → Rational as it maximises profit

### Rationality and Justice

\* Justice often does what is correct — legally, socially, etc.

eg- If a dam ~~was~~ is wrongfully constructed then just and fairness might call it to be destroyed/erased.

\* Rationality often considers broader picture and takes pragmatic approach.

eg → Dam is for social good. But constructors & engineers should be punished, victims should be compensated.

Remarks

\* Both Religion & Rationality are necessary. What is important is to reach moral end.

9 1/2

→ Overall well attempted.

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) No, I don't see principles of justice being followed.

(i) Justice calls for fairness → follows a procedure fair to both parties.

• but in mob violence, an accused is attacked on mere suspicion.

(ii) Justice calls for both eye witnesses & evidences.

• but mob violence has only accuser and accused, often with no witness and evidences.

(iii) Justice: "Innocent till proven guilty".

• Mob violence → "guilty" till proven innocent".

(iv) Justice: "10 guilty may go unpunished, but no innocent should be punished".

same points: Mob violence → "no one should go unpunished, be he may guilty or innocent".

(v) Justice: "Guilt to be established beyond doubt".

• Mob violence → guilt on slightest doubt.

Remarks



(b) Attitude is defined as pre-concieved notion about positivity or negativity of an object or stimuli

(2) Mob violence shows following attitude of our society.

(a) "Criminal justice system is slow". So let mob serve instant justice.

(b) A mob has no face

↳ So can get away with crime. Depicture of the evolution of Societal conscience

(c) Boys, Men, Poor, Beggar are often-criminal minded, thief, etc.

↳ So any suspicion on them must be correct.

(d) Prjudice against dalits, Muslims, etc.

(c) Rise in Mob violence

(a) Police often comes late. Hence mob springs into action.

(b) Mob doesn't trust criminal justice system.  
↳ Hence instant justice.

(c) Poor people are often lynched, and hence their relatives can't complain.

(d) Political patronage to mob in name of ideology, nationalism, cow protection.

Remarks

(e) Cases of assault and murder of even policemen has made mob more fearless. (IMPUNITY)

(f) A mob has no face, Hence difficult to prosecute.

Reasons

- ↳ Fake News
- ↳ Communal politics
- ↳ Hate Speeches.

Try to list more points

Remarks



2 1/2

But for this you would need to ask the employee for his reasons

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 head of the team, my comments would be:-

1. Lack of adequate training to handle work.
2. Emotionally <sup>weak</sup> ~~unstable~~ to deal with emergency.
3. Lacks courage of conviction to seek assistance of his seniors. agreed by to first assess the reasons
4. Lacks leadership among his subordinates to distribute grains properly in a team work being judgemental on the matter
5. Lacks commitment to duty.
6. Poor empathy towards needy in disasters.

### Precautions needed

1. My assessment should be Objective and neutral.
2. Comments to be made only after a proper review of his conduct.
3. Leaving scope for future improvement. (suggestion)
4. Punishment shouldn't be in excess of crime.

Remarks

would be impersonal NO discrimination  
NO Negotiations

Remarks



5 → well attempted

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)

Dreams are aims and goals we wish to realise, with or without our own efforts.

Fear is negative attitude of failure, often beyond our control.

My biggest dream → well explained!

My biggest dream is to go back to my ancestral place (from my current hometown) and establish an educational institute (school/college) for people there. As the area is poor, uneducated, unprivileged, me doing bringing education for my natives is my dream. I could dream this because liberal, ~~even~~ (money-oriented attitude) → ?? of my current hometown helped me generate resources to establish it.

My biggest fear

My current hometown is a liberal, free, egalitarian society. I was ~~born~~ <sup>raised</sup> there and naturally inherit such values. However,

Remarks

my native place being backward and poor has values like — prejudice of caste, class, women discrimination, conservative mentality, crimes ~~de~~ against women, etc.

Hence my biggest fear is ~~may~~ that would I be able to successfully adjust myself to my ancestral place? would I be able to establish and run my educational institute at this place?

Steps taken

\* I've made myself more neutral, objective, and emotionally stable.

→ Understanding their values from their perspective

→ Understanding that not everything is in my control.

\* ~~However~~ Bringing positive attitude in myself of starting my initiative. It would come as a ray of hope to society.

→ Trying to influence & persuade them

Remarks

to move away from regressive customs & traditions



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



Remarks

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?

(150 Words) (10 Marks)

As mediator in divorce, the 2 thing I would do —

1. Helping ~~both parties~~ <sup>each party</sup> to understand other's problems from his/her ~~perspective~~.

(a) I would do this by encouraging divorcing couple to spend time with each-other more often.

(b) I would individually meet each of them ~~so~~ — one at a time.

→ will try to understand "key issues" they feel.

→ This I will convey these "key issues" to the other party.

eg. If woman feels husband should also

counselling

them

to find

solutions to

the problems

← differences

pick-up child from school; while husband says he has no time from office.

Then I would, after converging the message,

would recommend them to fix a school

bus or hire a driver.

2. Teaching them to develop values & attitude.

(a) I would try to develop following values.

• compassion • empathy • tolerance  
and develop attitudes like:

(• egalitarianism) • positivity.

(b) I would develop these values and attitude in them via means of —

• Counselling

• role modelling.

• motivation.

• visiting needy — orphanage, old age home to develop compassion, empathy.

→ Try to inspire faith in the institution of marriage.

Persuasions

DIVORCE

→ Implications

↗ on children

↘ on both families

Remarks

• compassion • empathy • tolerance  
and develop attitudes like:

(• egalitarianism) • positivity.

(b) I would develop these values and attitude in them via means of —

• Counselling

• role modelling.

• motivation.

• visiting needy — orphanage, old age home to develop compassion, empathy.

→ Try to inspire faith in the institution of marriage.

Persuasions

DIVORCE

→ Implications

↗ on children

↘ on both families

Remarks





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

(a) Values and Beliefs

(b) Honesty and loyalty

(150 Words) (10 Marks)

(a)

### Values

(i) Values are convictions about something being right or wrong, based on one's own ~~rational~~ analysis

(i) eg - <sup>of what is right or wrong</sup> Democratic values, Human rights values, gender equality values,

(i) Has a strong basis

(i) Values are foundations of ethics

(i) Difficult to change

### Belief

(i) Belief is one's idea about something, without any rational analysis (can also be based on rationality)

(i) eg - (Belief) in Ghosts.

↓ ↓ ↓  
Religious Political Social

(i) Has a weak basis (Not Necessary)

(i) Belief are not related to ethics. (False)

(i) Easy to change. (False)

You would need to study the topics to clearly understand the concepts

Remarks

(b)

### Honesty

(i) Honesty is often attached to a value.

eg. An honest policeman.

(i) Honesty is related to ethics

eg. Honesty → If I steal I'll accept

some of these values - integrity - sincerity

### Loyalty

(i) Attached to a person or a thing.

eg. Being loyal to parents.

(i) Not related to ethics. (False)

eg. loyalty → I'm loyal to a Don, I'll commit murder if Don tells me. And I'll remain loyal to Don even to Police custody.

Loyalty of:

i) Capt Mang Pandey

ii) Hitler's followers

Contrast

Remarks



To have newborn to have tolerant and accepting attitude, I would give following advice -

- (i.) Develop empathy. } for poors, etc by. } → How?  
(ii) Develop compassion }   
↓  
Talk to them  
Play with them
- Visiting orphanage, ~~shis~~ shrines, old age homes, etc.
  - (iii) Study in a culturally diverse school.
  - (iv) Live in a culturally diverse society.
  - (v) Respect — elders, domestic helps, drivers } good  
to all.
  - (vi) Engage in charity, donation →
  - (vii) Read literature from across the world.
  - (viii) Read about lives of great people like  
Vivekanand, Gandhiji
  - (ix) Study about wars, ethnic conflicts, genocide,  
— effect it had on people.
- Develop the habit to ask questions to  
become curious in life.

Remarks

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)

I can recall an instance from my parent's life when stress on them had beneficial effect on our entire family.

Stress

- \* My father takes government contract on various social sector schemes; mother was a school teacher.
- \* Parents decided to buy new plot. Most of household savings went to purchase it.
- \* At same time father got opportunity to try large scale project. But it had a challenge of large initial investment.
- \* So with savings gone and need for large investment, I vividly recall that stress period.

Coping stress

- \* My mother as school teacher got Bank loan to assist my father.
- ↳ She also started more private coaching to earn more resources for father.
- \* Meanwhile father also took personal loan.

Remarks

Stress pushed us to discover our capacities & be more productive & hard working

\* Our kin relatives came for financial support  
Stress being beneficial

- \* Soon with enough money father succeeded in his projects.
- \* His initial return were enough to pay debts.
- \* Project also uplifted our socio-economic status.
- \* Mother could also liberate her from stress of extra coaching classes

Traits of resilience in me

Yes, I feel I have such traits.

- ↳ I saw my parents, how courage, confidence, temperance in stress period is essential.
- ↳ Ethics paper taught me about importance of emotional intelligence.
- ↳ Words of wisdom I believe: "Apart from your values and action, nothing else is in your control". So there's no point in taking stress

Remarks

→ You can explain via personal examples where you showed resilience



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.) Yes, I think it is deterrent —

- (i) Various studies have shown that sales of cigarette has gone down.
- (ii) Pictorial warning can create psychological fear into minds of smokers.
- (iii) Even children can understand meaning of pictorial warning and can dissuade their parents.
- (iv) Mandatory warning of smoking in movies has created mass awareness. *Influences the way people looks upon smoking as a habit*

(b.) Other ways —

- (i) Promotion of chewing gums that help quit smoking.

Remarks

(ii) Charging more tax, cess on cigarettes to make it more difficult to afford. *expensive*

(iii) Further encouraging mass awareness by —

- social media campaign.
- public rallies.
- TV advertisement.

(iv) At workplace, staff who smoke could be separately counselled and supported and encouraged to quit smoking.

(v) Targeting children and teenagers

- children could dissuade parents.
- Teens are vulnerable to addiction, and must be told of ill effects.

(vi) Fines ~~at~~ system should be strengthened for smoking at public places.

(vi) Restriction on promotion of smoking brands.

Remarks



(c.) Bentham talks about individual liberty.

↳ But JS Mill says individual liberty shouldn't come at cost of society

(iv.) Further, if a practice degrades social value, then such practice is harmful in long-run

↳ Hence revenue ~~loss~~ generation shouldn't be seen.

(v.) Also ill-effects of smoking are at much larger social cost, family cost, individual's productivity cost, healthcare cost when compared to revenue it generates.

(vi.) Tolerating smoking for sake of individual freedom & revenues corrupts social morality

Include a point wrt 'Duty of State' in this regard.

Remarks

9/12

→ Overall the answer structure was good, but mention points with respect to

#### Section - B

how you would persuade minister.

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.

(a) What are the options available to you?

(b) Evaluate the merits/demerits of each option and finally suggest the best course of action. Give reasons. (250 Words) (20 Marks)

Summary

- \* power shortage with department
- \* arbitrary allocation of power by minister; accompanied by senior official.

(a) OPTIONS AVAILABLE

1. Do nothing.
2. Take head-on collision course with senior official.
3. Talk directly to minister — power supply equally.
4. Adopt a middle path with elaborate discussion with all stakeholders, by consensus.

(b) Merits and Demerits

was articulated

Remarks



1. Do nothingMerit

- (i) My job remains safe
- (ii) Minister's supremacy over department prevails

How is this a merit?

Demerit

- (i) Compromise of rationality, objectivity by me as a bureaucrat
- (ii) extreme power shortage in many areas
- (iii) Sets wrong precedence

→ 700

2. Head-on collision with senior's approach.Merit

- (i) Senior <sup>may</sup> realises his mistake
- (ii) Order of precedence is maintained

Demerit

- (i) Senior has already asked me to prepare a plan
- (ii) Wrong precedence of direct confrontation
- (iii) Doesn't solve electricity problem

Against Chain of Command

3. Equal power supply: Talk to ministerMerit

- (i) All districts have some power

- (i) Minister may not agree at once, specially with me bypassing my seniors

- (ii) This is again arbitrary without any calculation

Remarks

- (iii) Infrastructure must also be built for this

- (iv) factories require more power

Best course1. To prepare a rational solution, I'll first survey.a) How many houses in which area get how much electricity?b) Mark industrial areas, heavy usage houses.c) Visit local power plant to see their problems.d) Survey for any potential theft of electricity.2. To enhance power supply, ~~and~~ my proposal would be—a) Supply more electricity to households, as industries often keep backup like generators.b) Take down all electricity theft with coordination of police.c) Provide advance SMS alert to household, so that essential work is done when electricity is there. (RESPONSIVENESS)d) Heavy finer from electricity theft.

3. In long-term, my proposal would be—

a) Capacity building of local power plantb) Wind, solar energy for houses and industry to augment capacity.c) Ensure equitable supply to all areas.d) Explore options for CSR funding

Remarks

Private sector funding

Same points



9

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.

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)

(a) Merit

\* sends message of moral absolutism

\* "wrong is wrong even when everyone does it"

→ link it with the case study here

(b) Merit

\* Higher authority is duly informed.

Demerit

\* Alone I may not be able to effectively end activities of ministers and his supporters.

\* Police may refuse to take cognisance of matter with my words alone.

Demerit

\* Minister might unduly influence election control room.

Remarks

But what's the Merit? → clearly specify

Higher authorities are better placed to enforce MCC.

\* Police reinforcement will help me to control supporters effectively.

\* Police reinforcement might come too late.

\* Police might be hesitant to act against powerful minister.

(c) Merits

\* enhances morale of Scheduled Caste community

\* I will be able to ensure/enable that they are able to cast vote

Demerits

\* Supporters might attack vehicles and villagers.

\* Without Police support, alone, it might be difficult to get them to polling booth

\* This still leaves Minister unchallenged.

→ Also against Apolitical conduct that I need to ensure.

Demerit(d) Merits

\* Seniors are duly informed.

\* More people and evidence to prosecute minister.

\* "One man show" should be avoided.

\* It might take some time.

Remarks

again please articulate clearly → I would have the support of other officers in handling the situation



e.) Merit

- \* avoids "one man show" attitude.
- \* Polling booths already have static arm picket.

Demerit

- \* By not helping SC community, I'm sending wrong message to democratic principles.
- \* Minister enjoys unchallenged authority.

→ compromise my integrity

Course of Action

1. My desirable course would be option (d).

(a) I'll not get emotionally carried away; will act rationally. The problem isn't just local, rather a national & social issue.

(b) To set a proper precedence.

(i) I'll inform election observer & senior authority.  
• will have more people to support my claim later.

(ii) I'll ask them to provide police reinforcement as soon as they can.

(iii) Meanwhile, I'll collect evidences and eye-witnesses of Minister's conduct. (exercise prudence)

(iv) Further, I'll talk to villagers not to get intimidated now, as victory has to be long-lasting.  
inspire faith

(v) With reinforcement, evidences, witnesses I'll prosecute minister, and call for re-election if needed.

Remarks

Course of action is well explained!

Try to include values in your Course of Action

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)

The given case study shows indifferent attitude of general public regarding public space, rendering them in bad shape. This also shows absence of collective responsibility and ownership feeling.

(a.) Major options & limitations

1. Punish violators with fine, ~~as even~~

limitations

(a) Might further discourage people from utilizing public space.

(b) When cooperation is the key, this step brings hostility between government and public.

(c) Don't have enough manpower to monitor.

2. Do nothing.

limitations

(a) Shows indifferent bureaucratic attitude.

(b) Public continues to ignore their responsibility.

Remarks



3. Monetise usage of public space, by leasing them to private agencies. (eg-Toilets in Delhi metro).

Limitations:

- (a.) Might deter public from using public spaces.
- (b.) Sends negative message of government abdicating its responsibilities.

(b-) Ideal way of managing.

1. Theory of Rousseau says People are sovereign, government isn't above people. Hence, this nation and public places ultimately belong to people.
2. Government merely is managing these spaces, as per Rawl's social contract Theory.
3. Such beliefs should be propagated in public.
4. Means of propagation —
  - Videos, posters and banners of awareness at public places.
  - Use of social media to public mobilisation.
    - ↳ encourage people to take selfies with poor public space, work to improve, and

Remarks

upload selfies again.

↳ On lines of Ice Bucket Challenge, people should challenge their friends to take care of public spaces.

5. This will encourage behavioural and attitudinal change in people.

6. Enforcement.

- we don't have enough government manpower to monitor public spaces.
- so, instead encourage people to become volunteers in maintaining cleanliness.
- Those who still disfigure public places should be counselled with love and affection, on lines of Gandhian philosophy.
- Yet, for major public spaces, finer could be operationalised to send message of deterrence.

Overall a good attempt. But include  
[duty of state to provide public goods]

VS

Remarks

[user charges on access to public goods]



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)

(a) OPTIONS

1. Do nothing.

2. Talk and motivate workforce, without talking to ministers.

3. challenge minister directly. → Articulation needs to be better

4. Take a middle path of engaging with all stakeholders, with maximum public service in mind.

(b) Merits and demerits

1. Merits

- My personal job remains secure
- Politicians remain happy

Demerits

- Discourages my workforce
- People are suffering already
- encourages minister to wrongly prosecute staff

Remarks

Failure or any part to stand for them

2. Merit

- It will get left over workforce ready to help people in flooded areas
- My job remains safe
- Politicians remain happy

Demerit

- Honest officials remain suspended
- May fail to motivate work force
- Sets wrong precedence of not speaking for the honest
- Minister's arbitrary use of power goes unchallenged

3. Merit

- Sets precedence of moral absolutism

Explain the link briefly

Demerit

- (People are stranded in ~~lost~~ flood.)
- I myself could get suspended, halting entire relief work
- (Ignore consensus based approach) → ??

Needs better articulation  
 priority is to help the victims of flood

4. Merit

- All stakeholders are contacted
- Avoid extremes: ~~Ambedkar~~ Buddha

Demerit

- Past arbitrary action of minister is still unchallenged and unpunished

Remarks

The context of Buddha was different & this is NOT applicable here



### Best course

\* As head of disaster management team, I'll adopt option (4) as preferred course.

\* Course of action.

(i) Will talk to workforce to keep them motivated

(ii) Will tell ~~the~~ suspended staff not to lose hope till I talk to ministers

(a) Meanwhile, staff should document evidences of work done by them and people as eye witness.

(iii) Talk to minister —

(a) Letting us work would improve his image in constituency.

(b) His local politicians could rather cooperate with my team, benefitting us both

(iv) If minister doesn't listen —

(a) File a complaint against minister with authorities & (social media) with proof, making him answerable.

\* Justification

(i) Helping public should be ultimate goal — Utilitarianism.

(ii) If minister agrees to cooperate, then I'll forgive his past actions. ends should satisfy means.

(iii) If he doesn't agree, with evidence I can hold him accountable.

Remarks

You have fairly well explained your course of action.

(9/10) → Your course of action was very well structured.

16. You are the head of an organization which has a large public interface. One day an old man approaches you and complain 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)

(a) Options available

1. Do nothing, as it upsets status-quo.

2. Knee-jerk reaction of firing the accused staff.

3. Pragmatic approach.

• short term → address grievances

• long term → change work culture.

(b) Evaluation

1. Merit.

(i) Traditional attitude of bureaucrats has often been to maintain

- status-quo
- complacency.

(2) will NOT make employees to be upset with me.

Demerit

(i) sets wrong precedence.

(ii) Wrong is wrong even when everyone does it — Moral absolutism.

(iii) Propagates wrong work culture.

(iv) dereliction of same point

Remarks

on my part



2. Merit

- (i) Sets precedence of not tolerating any allegation of corruption.

Demerit

- (1) Morally incorrect to fire a staff on mere allegation.
- (2) Knee-jerk reaction shows lack of emotional intelligence.
- (3) Demotivates staff.

good!

3. Merit

- resolves pension issue of the complainant
- long-term goal is to improve work culture.

Demerit

- Doesn't address other similar issues of bribery in short-term.
- will take time & alot of effort.

Desirable approach

- (a) As a <sup>(public servant)</sup> bureaucrat, upon receiving complaint, I should be neutral in attitude towards both the parties.
- (b) I'll conduct internal audit and seek anonymous feedback from users to find out if allegations are indeed true.

Remarks

- (c) In between this audit, I'll restore pension of old man, if his claims are genuine.
- (d) If staff are found to err, action would be taken as per intensity of crime, varying from warning to fine to even dismissal.
- (e) Intermediate-term changes

- Digitise application and payment system.
- This bypasses any manual payment.
- Since older people are clients, ensure that online system is friendly to old age.
- Put citizen's charter at office to tell users of their rights.
- Put an ~~online~~ effective complaint and grievance redressal forum.

good!

But include how you would be motivating the staff

(f) In long term

- Training and sensitisation of staff for values like integrity, honesty, etc.
- Anonymous complaint submission facility at redressal forum.

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 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.

*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) ethical dilemma.

[Moral absolutism v/s pragmatism.] → good

• Courage of conviction v/s accountability.

• Public safety v/s [transparency (of custody)] → ??

• Human rights v/s Police staff safety.

- Means vs Ends.

not clear

Remarks

b, c) Course of Action:

Staff 1.

(i) I'll set up departmental enquiry to find out

(a) if death was accidental or deliberate

(b) To find if use of 3<sup>rd</sup> degree was within sanctioned rules or law or beyond it.

(c) Is it a conspiracy against official or a pre-motivated murder.

(ii) without surrendering to external force, I'll analyse ~~and~~ with neutrality and objectivity above 3 questions.

Staff 2.

(i) Departmental enquiry to find —

(a) If there was real threat to their life.

(b) Or was it just a stunt.

(c) Was the person used as shield was noter or innocent citizen.

In both cases, if enquiry establishes they are guilty, I'll suspend, dismiss, punish them as per the law. (Otherwise) they will have my full support.

Remarks

would keep Human Right Activists in loop of enquiry & its report (transparency)



(d) Torture is justified if —

- There was a prima-facie case against them.
- They were not cooperating with Police.
- There was an immediate public threat.
- Use of torture was within legal limits.  
eg. Acts like MCOCA, VAPA, Quada Act allow use of torture.

Torture otherwise ~~is~~ can't be justified.

Whether or not I'll justify torture depends on answer I get to above 4 questions.  
↳ You need to deliberate upon the ethical questions

(e) Use of human shield is justified, if — <sup>Torture raises</sup>

(i) Crowd was rioting beyond control of Police force.

(ii) The man used as shield was one of them.

(iii) There wasn't any alternative like to wait for backup to come.

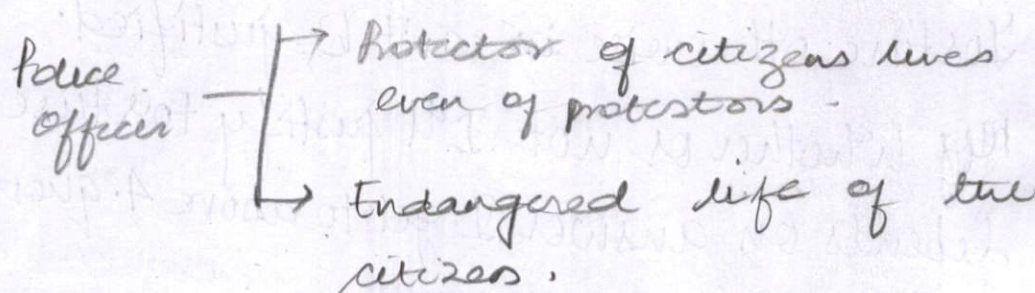
If above queries are affirmative, then by utilitarian principle, use of human shield was justified as it saved lives of policemen.  
Also ~~was~~ by means-end principle it is

Remarks

justified as the man was finally healed.

However, if upon detailed query, the answer of above question is negative, then I can't from my conscience justify its use.

Again, try to dwell upon the ethics w.r.t human shield.



Remarks