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38.5

ETHICS CASE STUDY TEST

Time Allowed: 90 Mins.

Max. Marks: 120

Q.	Marks	<i>Instructions to Candidate</i>
1.		<ul style="list-style-type: none"> • There are 6 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. • Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.
2.		
3.		
4.		
5.		
6.		

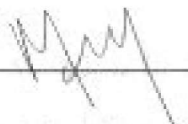
Name Medha Anand

Roll No. _____

Mobile No. _____

Date _____

Signature Medha Anand

1. Invigilator Signature 

2. Invigilator Signature _____

Q1. You are a Superintendent of Police and a huge protest is going on in front of your office. These protesters are Human Right activists. Protest is because of two consecutive incidents happened in your district.

Case one: City SP has received intelligence input that bombs have been planted in various places in the city. SP asked his team for massive search operation. After putting in strenuous hard work, police team raided a house where two people with 2 kg of explosives and IED devices were found. Police team immediately arrested them and brought them to the police station. Police started interrogating them related to the whereabouts of the bombs and their plans. When they failed to take out information from them; one of the Police Officer adopted third degree. Torture in case of new criminals often works. But one of the person 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 held in your area and few police constables got surrounded by a group, viewing the grave situation and possible threat on life, one of the constable picked a man as a human shield. They found it as easy way to escape as that 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 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 SP in both the stated situations.
- Human Rights Activists are demanding action against official involved in both the cases. What will be your course of action?
- Police Chief of State reaches to you and asks for not taking any action, as it will bring down the morals of the police force. What will be your course of action?
- Can you justify the use of torture technique in any given circumstances?
- Would you justify the use of human shield to save the lives of your colleagues? Give reasons. What are the moral and ethical issues involved in using human shield as the method of action against agitating mob? (250 Words) (20 Marks)

Ans. Ethical dilemmas faced in the mentioned cases will be -
Case one - Custodial Death has ignited the protest, but third degree was used by the police for assuring public safety and not for personal gains. As a SP, charging the police team would set wrong precedent, while maintaining the status quo would enrage the public

Remarks

Case Two - Ethical dilemma here would be whether to charge the team for wrongdoing, who acted on situational discretion to save one's own life. While using a human shield is not ethical at all, but even the police have Human Rights to be saved.

Both the cases have dilemmas, to solve which a hierarchy of values will have to be made and choice will have to be made to take a right step.

Also, J.S Mill's concept of whether the deed is worthy of punishment, even if it was morally wrong will have to be used.

- (b) To reduce protests, immediate measure of taking Human Right activists into confidence needs to be taken up.

An enquiry should be set up to look into the circumstances to give an assurance to the people in both the cases.

- (c) Police chief's consideration should also be taken into cogitance and once the enquiry submits its report, it should be established whether the actions are worthy of punishment

2

Keep it minimum

1 1/2

1 1/2

even if they are morally wrong.

(d) while torture technique can't be justified at any cost, but police should have situational discretion to use third degree, when it has to save lives of a large number of people. i.e. Utilitarian approach of max^m good for maximum number of people can be applied here.

(e) Using Human shield is not justified, but situational discretion might have guided the police personnel to use it for their safety. In a bid to save one's own lives, the police might have been prompted to do that way.

But, this should not become a norm and strict guidelines on not resorting to such drastic measures should be released, as it is not morally sound to use Man as a means (Kant's categorical imperative), also one would not himself like to be treated as such.

Remarks

1 1/2
What about human rights?

2
Good

Remarks

Q2. There was a conflict between the students of upper castes and Dalit community in a central university. The Dean and Vice Chancellor called a reconciliatory meeting, but it did not yield any result. The other day violence erupted in some parts of the university and some hostels. Examinations are very close. Some students have to submit their Ph.D thesis or M.Phil dissertations. Some politicians from a certain section put pressure on the Vice Chancellor to take action against the agitating students.

(a) Discuss various options available to the Vice Chancellor.

(b) Justify why these options are worth considering? (250 Words) (20 Marks)

Ans. The problem is of choosing between the future of agitating students and protecting the college's name. Steps should involve both fire fighting and long term measures.

The various options available to the VC -
 (a) Calling in force to make the premises safe - this would ensure peaceful atmosphere, so that no one gets hurt out of these agitations. Let it be place of learning only.

(b) Parents - teacher meet - Since reconciliatory meeting didn't yield any results, parents of students of various branches should be called in and respective Head of Departments should take in parents in their team, to make the students realize the importance of their career.

(c) Assurance of no Caste based discrimination will lead to the students being assured that none of their primordial identities will

Remarks

be invoked and they are in the university for education, which doesn't require them to be from a particular caste.

(d) Teachers need to be roped in to take submissions of PHD and MPhil theses to ensure the career of the students is not jeopardized. Teachers also need to ensure that question papers have been made & students' energy is directed into preparing for the same.

(e) In the long term, technical and cultural fest utilizing students from both the groups can be called in, so that they may foster trust on one another. Friendly sports matches would ensure that they leave their primordial identities and focus on team spirit and brotherhood.

(f) Seminars emphasizing on the requirement of unity among students & how the youth is the flag bearer of a civilisation will make them aware of their duties and responsibilities.

Remarks

Thus, a combination of all the above steps are required to ensure place in the university

7 1/2

Remarks

Q3. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

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

Ponder over the situation and answer the following questions:

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

(250 Words) (20 Marks)

Ans: The problem here is of dereliction of duties mentioned in the Citizens charter. Since, the objective of the charter was to achieve transparency, the teething problems need to be calmly handled.

- (a) Reasons of failure of Citizen Charter -
While undue haste in implementation of citizen's charter seems to be the *prima facie* cause, but deeper issues also can't be overlooked like -

(i) Presence of no reference for charter in that department

Remarks

(ii) Overestimation of available water supplies
 (iii) Ignoring the fact that cleaning the water would require funding & technology upgradation.

(iv) Non-availability of skilled workers to replace the on-leave employee [Situational constraint].

Ans. The ideal course of action should have been to employ all staff workers to get an account of ground realities, to prepare the charter.

Also, past records of amount of water supply and the right assessment of quality of water that can be delivered should have been taken into account.

Also, the public should be taken into confidence that a new initiative is bound to have teething problems and a smooth ride would be difficult to achieve.

Remarks

Citizen's charter

Name of the department

The office guarantees the citizens the following services -

- Amount of water available in locality would range from ~~1~~ lpcd to 4 lpcd.
- The quality of water would strictly adhere to BIS norms.
- The timing for water supply - 24 hrs
- In case of a grievance, contact the grievance officer.

Timing of water supply

(2)

Remarks

Q4. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave their studies and mother went searching for some household work. Finally she is a maid at your home. She works at your personal residence. One day she felt ill and ask her daughter to continue in place of her. Your wife is an IAS officer and quite busy. She does not have time to take care of old in-laws who needs constant care. Though there is a nurse to take care of them but there is a need of help in small household works also. So she gave consent to daughter of maid to continue in place of her. As she fears that your family may engage someone else and she will loose livelihood opportunity. When you raised the concern, she replied that this is matter of few weeks only, and also saying no will bring them on street. As in such a metro city one cannot survive without work, everything has a cost. You are Mayor of the city.

- (a) What are the ethical dilemmas related to it?
- (b) Your wife is in support of her placement as domestic worker as it will help her in balancing household and work responsibilities. Do you find her justification right?
- (c) How will you persuade her to change her decision? (250 Words) (20 Marks)

Ans - Ethical dilemmas involved here are whether to deprive one of her daily bread and on the other the illegal act of employing an underage. The problem has another layer to it - as to how to ensure proper rates for a farmers produce so that she can live comfortably. Not mix up everything

Also, the children should be in school at this age instead of searching for work. One needs to ensure that they are given proper schooling, simultaneously ensuring that they don't work (being underage).

Remarks

(b) The wife is right in demanding that they shouldn't be deprived their daily bread, but the solution for this can't be child labour. Despite being in informal employment, the maid can be given paid holidays (as one belongs to a prosperous family, monetary allowances won't be a problem).

Make her aware of her duty. A temporary worker can be roped in (may be through the maid only) to work for a few weeks as a substitute.

(c) The wife herself being an IAS officer would be empathetic (for she wants the maid's family to get their income), can be convinced to give her paid leaves. Since, the maid is ill, she can be offered treatment at govt hospitals at a subsidised rate.

Also, to use our demographic dividend we need to send the children to the school. All these suggestions would

Remarks

invoke sympathy and empathy in the wife.

Also, she should be requested to keep in check that farmers are paid their dues so that in the long term, they are not forced to commit suicides.

Remarks

Q5. There is an entrepreneur who has opened a factory in the rural areas for the manufacture of sanitary ware. His initiative has helped in providing good employment opportunity to rural people and in the production of affordable sanitary products which are being used in construction of rural toilets. However there are some cases of under payment of wages and few cases of employment of children below 14 yrs. You are labour enforcement officer of the area and in course of your routine inspection, you noticed these discrepancies. Answer the following.

- (a) What are the options available to you?
 (b) Discuss the merits/demerits of each option and finally choose the option which you consider best with suitable justifications. (250 Words) (20 Marks)

Ans: The problem here is of making the entrepreneur of the legal issues as well as the ethical issues of not taking in child labour. The following options are available -

(i) Reporting the matter - This would engulf the entrepreneur in a legal battle and may even lead to closure of the factory leading to loss of employment. This absolutism would prove fatal.

(ii) Issuing a warning to the entrepreneur and taking a written note from him that he would not repeat the same in future. This would be a win win situation for all.

Remarks

(iii) Regular audit would ensure that he is checked time and again and prevented from doing any wrongdoing. This would also keep him in check so that he never resorts to unfair means.

(iv) The community needs to be assured that they should not tolerate child labour or low wages. This would ensure social accountability of the entrepreneur.

(v) Merely taking an action is not the solⁿ.

steps (ii) - (iv) will have to be taken in combination to ensure good of all.

Remarks

Remarks

- Q6. One of your friend, a mid-level bureaucrat, is highly upset because of his job related stress and family problems and often expresses his disenchantment with life. He gave an application for 3 week leave, which was sanctioned by his boss. However, a senior officer (placed higher than his boss), called him during his leave period to office for handling a sudden exigency and this was not the first time when such a thing had happened to him. It happens very often because the officer is very efficient and reliable. The officer has a feeling that those who work honestly are overused while those who work less but keep a personal liaison with seniors work less and get various rewards and privileges. He is disillusioned. He is unable to give reasonable time to his ageing sick mother, his wife who is under depression and children who are going to face their 10th and 12th board examinations. The officer is very upset and broken because of his inability to reconcile his official duties and family responsibilities. He seems to be very disturbed and broken. Despite being an honest and efficient officer he has not been given adequate rewards and recognition and space for looking after his personal needs; he displays signals of suicidal tendencies. What would be your suggestions to him? Discuss merits and demerits of each option. (250 Words) (20 Marks)

Ans. The problem here is that an honest officer has to face the cost of being honest and hardworking. To promote a good precedent, immediate help needs to be provided to him.

The following options are available-

- (a) For office related problems, his boss should be talked to and made aware of the impending problems. Since he is a sincere officer, his boss would be more than willing to help him in any possible way.
- (b) Familial problems should also be solved for him, so that he may live in peace. The wife needs to be taken to a

Remarks

psychiatrist to relieve her of depression (without attaching any stigma to a mental issue).

The children can be sent for taking coaching to ensure that their studies are not compromised.

The officer needs to be taken to counselling and make him aware that if he commits suicide, his family would suffer terribly. He needs to be made aware of the fact that he is an integral part of the family.

On understanding his importance for his family, with time, he is bound to keep aside his suicidal tendencies. Humility and empathy needs to be shown to him.

His department needs to be roped in, to make him realise of his

Need to discuss every option with its merit & demerit

Not correct

importance, being suicidal tendencies arise probably for lack of knowledge of one's importance in others life.

Informal parties and Get Togethers will rejoice him and help him find new happiness in life.

GL

Remarks