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### **SRISHTI MISHRA**

**AIR 95** CSE  
2023

### **ETHICS**

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Ethics Test 2 25<sup>th</sup> ~~August~~ September

51:-

A problem must be solved through 2 basic lenses:-

1. The practical lens
2. The ethical lens

A combination of the 2 gives rise to sound public policy.

However, ethical lens can sometimes go against the interests of politicians and even civil servants, for example:-

① In a case where people must be displaced for public processes, civil servants find it easier to follow directions than doing a social impact assessment.

② Problems related to climate change and vulnerability are addressed based on acceptability in bureaucracy instead of fighting for rights of the voiceless.

50%  
by

First explain what is meant by critical analysis of problem

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③ Politicians find it easier to distribute freebies / alcohol / money rather than do actual development work.

However, this has led to criminalization and dirty politics along with weakening of the steel frame of the nation. There is thus a need for:

① Internal democracy within state and national politics.

② Adequate oversight mechanism to ensure promises are delivered.

③ Legalization of model Code of Conduct.

④ Mission Karmayogi to shift from rules based to roles based governance.

Civil Society & Polity are essential to India's progress. For an Atmanirbhar Bharat we need strong ethical principles and moral conduct.

you are not asked to analyze ethical analysis of problem but explain why politicians & bureaucrats avoid it due to their vested interests.

2

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Q2:-

Personal and professional life are 2 different and mostly separate arenas of life of any individual. For a public servant, it has 2 separate meanings:-

## Personal life

- Role as member of family (eg: mother, father, daughter, son, etc) and service to familial relations.

- Spiritual conviction can take centre stage - decide way of life.

- Mostly homogenous family - beliefs are acceptable

## Professional life

- Role as a civil servant with primary aim to work for people's development.

- Spiritual conviction must not interfere with decision making.

- Society is heterogenous - beliefs of one may not be acceptable beyond familial domain.

The first part

relates to

Spiritual conviction.

Analyze the term & explain

how blind

Spiritual conviction

affects

working of civil servants

Blind following of spiritual conviction  
can lead to:-

① Biased decisions

eg: decisions related to family matters taken based on "Hindu" or "Muslim" way of life.

irrationality,

② Excessive positivity and ideal of forgiveness (high spiritual ideals) may condone crime and lead to lenient governance.

inebriety

etc!

Minimize Impact of Personal on Private

① Teach importance of secular governance in training. *how?*

② Understand diversity in society and need to be open minded and grounded

③ Understand fine line between personal & private spheres and responsibilities as a civil servant.

adoption of due process, democratic procedure etc!

spirituality is good as far as it aids governance but not when it creates bias & chaos.

3 1/2

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93:-

Duty ethics refers to the set rules of conduct and conscience that persons must follow as their duty within an institution.

## Administrative Stagnation - Reasons

### ① Material Causes of Stagnation:-

- infrastructural inadequacy
- lack of networking
- inadequate use of technology
- low training/oversight

### ② Ethical Causes of Stagnation:-

- Rise in corruption, red tapism, liberty.
- personal interest over public interest
- civil servants lose sight of ethical duties.

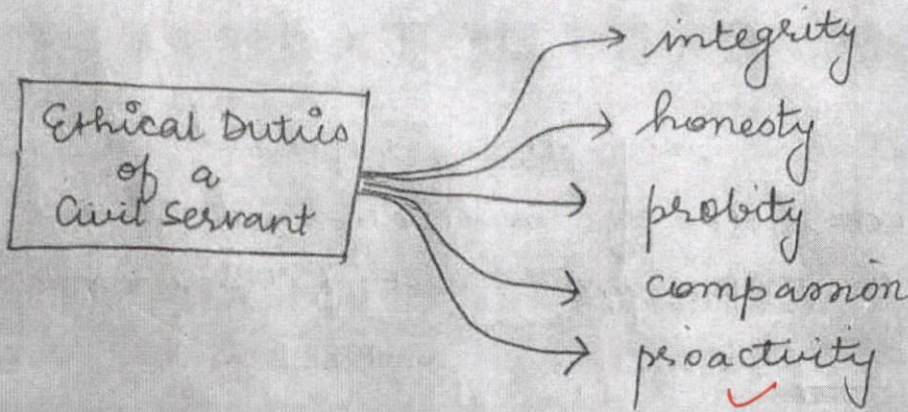
also lack of willingness, ambiguity of duty & task etc!

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Duty Ethics to Resolve Admin's Stagnation :-

- ① Reminder to civil servants of their duty ethics ✓ *awareness of duty, well defined rules, regulations etc!*
- ② Increase efficiency of work and transparency in bureaucracy.
- ③ Increased interaction between government and citizens - feedback mechanisms through RTI, citizens charter.
- ④ Greater work done and developmental goals achieved. ✓

Administration is the channel through which government policies are implemented. Duty Ethics can help keep civil servants on track & induce progress.

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Q4:-

Police Encounter refers to a situation in which ~~supposed~~ criminals or accused come ~~into~~ direct contact with the police and are killed by the police usually as a means to bring the matter to a swift end.

## Police Encounter & Rule of Law

- ① Encounter denies the accused the constitutional right to be produced before a magistrate and fight/defend ~~his~~/her case (articles 20, 21, 22).
- ② Police has the job of arrests and filing FIRs, not delivering justice; that is dealt ~~with~~ by the courts.
- ③ media sensationalism further separation of expands the case instead of a dignified means of resolving problem.

non-adoption of due process, separation of functions not followed etc.



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## Raising Police Accountability

### ① Preventive measures

a) Malimath Committee report  
recommendation on institutional  
overhaul

b) Training of police officers on  
duty ethics and procedural duties.

c) need to eliminate political  
interference with India's police  
structure to ensure transparency.

### ② Punitive measures

a) swift action against faulty  
officers.

b) investigation of case by NIA/  
CB1 and punishment to those involved.

Police are the symbols of public  
safety. Police Emblems are false  
justice and Rule of law must be respected.

discuss some of  
the supreme court  
guidelines,  
revision in  
poison manuals  
etc!

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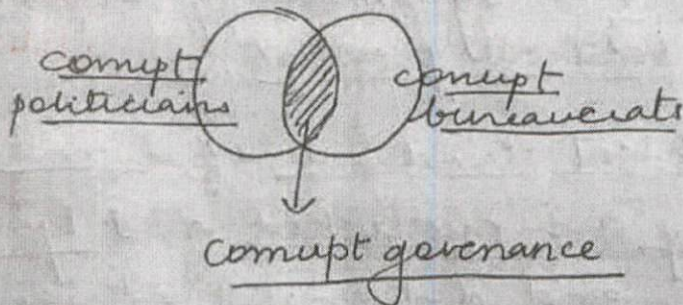
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Q5:-

India's politico-bureaucratic system has been infamous for its lack of transparency :-



Introduce the term political patronage briefly.

## Political Patronage of Bureaucracy

① Nepotism & inefficiency :-

a) unsuitable children of great politicians enter bureaucracy not knowing how to perform.

b) capable candidates are denied their rightful seats - potential of bureaucracy is lost.

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## ② Excessive interference and bias

a) Black money, money laundering  
lead to bribing of officials to  
do work in political interest.

b) civil servants' primary aim of  
public good is systematically eroded  
due to political pressure.

c) ethical standards of honesty,  
integrity are overlooked and lying,  
cheating and dishonest work is  
condoned.

also reduces  
willingness,  
discipline,  
leads to  
negligent  
attitudes etc!

## ③ Corruption and Dependence on Political patronage for Work

a) needs of society are overlooked

b) whims & fancies of politicians  
decide development.

Political interaction & support should  
replace patronage for civil servants to  
deliver true progress to the poor  
and underprivileged.

3/2

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Q6:-

Villagers in my village were unwilling to construct toilets near their houses due to religious faith (toilets should be located far from households) and comfort in open defecation.

Introduce what you understand

One of the District Magistrates and his officers came personally to the village to persuade the villagers

with persuasion & its methods, tools etc.

- ① Toilets can reduce defecation in your fields.
- ② Toilets will be constructed outside of the houses, not inside.
- ③ Persuading women - they will find it easier and less time taking, leaving more time for household chores.
- ④ Reduced time wasted amongst children - can study more.
- ⑤ Better health and reduced disease.



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The villagers were thus convinced and  
toilets quickly constructed.

## Persuasion & Civil Service

① A tool of non-violent,  
empathetic change of mind.

"making someone do what you  
want because they want to do it"

② Alternative to coercion, force.

③ A tool against blind faith,  
ignorance.

④ method of compassionate &  
citizen friendly implementation of  
schemes and programmes.

However, persuasion can sometimes  
be counteractive and seen as a  
brain-washing technique by villagers, etc.  
Nevertheless, persuasion is an  
essential communicative tool to  
help change mindsets & bring  
progress peacefully.

Explain how  
persuasion  
works, its  
impacts

differentiate from  
strict laws etc!

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Q7:-

As the District Magistrate of a particular district, I have a duty towards the wellbeing and freedom of the people residing ~~there~~ there.

Problems with Forceful Eviction :-

- ① Rights of residence of the people undermined (Article 19).
- ② Collusion between police and land mafia is illegal and unethical.
- ③ No social impact assessment before displacement and no system for rehabilitation.

As DM, I must take swift action :-

- ① The police must report to me on their activities based on which I will take strict legal action.
- ② land mafia will be dealt with using police infrastructure support & appeal to peaceful actions.

won't you first analyze & ensure the report of media person are correct?

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③ I will do my best to stop the evictions by :-

- a) enhancing surveillance
- b) giving legal orders to police to ensure public order.

④ I will resolve any land dispute that comes up through peaceful means.

⑤ If nothing works, I have the right as DM to implement AFSPA by declaring the district as a disturbed region and will take strict action under it to ensure rights of the innocent are not undermined.

AFSPA is a stringent measure and will only be my last resort in response to potential violence. However, the rights of the people will be protected.

Discuss  
what action  
you could take  
against the  
guilty police etc!

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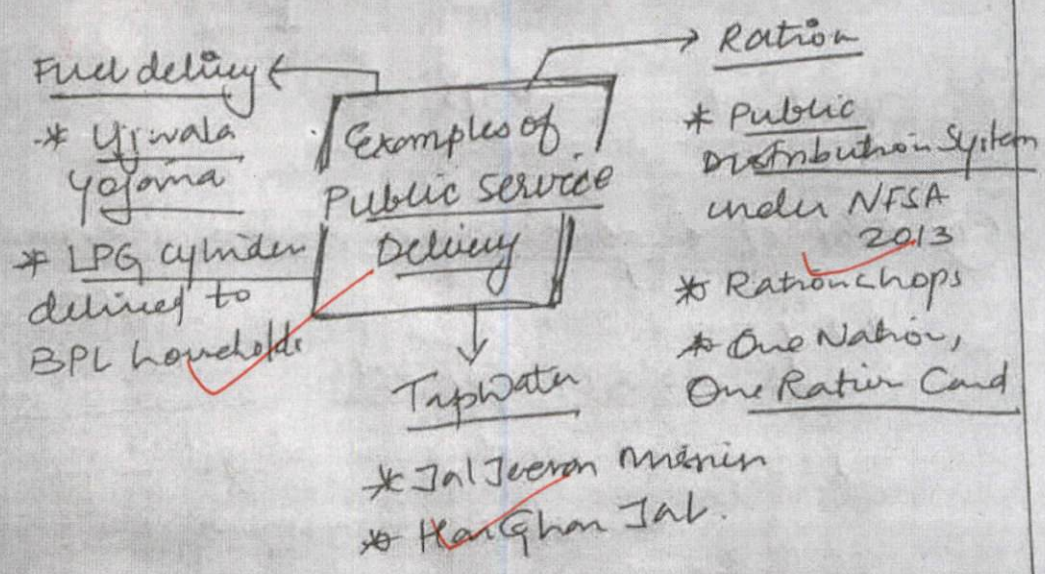
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Q8. -

Public service Delivery refers to the various governmental/administrative mechanisms adopted by for the purpose of delivering necessary services to beneficiaries throughout India.



## Challenges to PSD :-

- Infrastructural bottlenecks  
 eg: inadequate roads for delivery of ration on time, godowns, old ration shops, etc.  
 broken pipes

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## ② Technological Backlogs

eg: ghost beneficiaries, card identification problems, faulty database.

## ③ Procedural Corruption

eg: leakages, money laundering, hoarding, incomplete LPG refills.

bureaucratic  
attitude,  
ineffective service  
providers  
etc.

## Opportunities in PSD :-

### ① Rise of e-governance, good governance

- connecting governance with technology for better outcomes
- Digital India - digital & financial inclusion of poor

### ② SDG Localization - bring health (SDG3), education (SDG4) and equality (SDG5) to every village & town of India.

PSD can revolutionize human capital and raise India's potential for growth.

developing  
technology  
etc.

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Q9:-

Ethics in Public Service are essential for good governance but are often overlooked. The extent of ethics is often determined by work culture.

Why is it difficult to remain ethical in civil services?

- (\*) Unlimited political interference creates unethical pressure on civil servants & fear of authority as well rise in dishonesty and opaque administration.
- (\*) Personal/political interests take precedence over public interest.
- (\*) Nepotism, favouritism, rampant corruption and exploitation are the norm, good behaviour is thus actively discouraged.

political patronage,  
inadequate reporting,  
enumeration etc!

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## Role of Work Culture in Strengthening Ethical Values

### ① Strong leadership

- a) people learn by example
- b) leaders "show the way" and "set the tone" of the department/organization
- c) honest leaders expect honest work

### ② Culture of Carrot & Stick

- a) Reward good behaviour
- b) punish unethical behaviour

### ③ positive, open minded, growth-oriented mindset, environment

- a) allows people to express concerns
- b) remind people of values and vision and mission
- c) solution oriented and growth seeking work environment

*ensures  
accountability  
rewards  
work*

A space that encourages ethical behaviours is the centre of progress, proactivity and probity in governance

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Q10.

## Stakeholders

- 1) I, managing director of company
- 2) workers - employees in company
- 3) adjoining villagers
- 4) National economy & its growth

Also introduce importance of CSR.

As, MD of the company, I have various choices regarding my use of funds :-

- ① training of villagers within units of the manufacturing company.
- ② skilling :- upskilling, reskilling of individuals to enhance employment.
- ③ provide infrastructure / materials to upgrade skills and employability eg: make villagers capable of self-employment.

What would be the market of individuals to enhance employment like inventing with govt, NGOs etc



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## Consequences of my Actions

### Positive Consequences

- \* Enhance villagers' human capital by giving them skills.
- \* Positive nexus between my company and the villagers :-

Company gets profits due to more employees, expansion of business.

villagers - get revenue for work - financially secure.

- \* Inclusive growth & meeting CSR objective :- creation of RURBAN society with parameters for development in socio-economic terms.

### Negative Consequences

- \* Skilled individual may switch to other companies/ migrate in search of better work.

- \* Greater expenditure on wages for new employees - raise company costs and endangers future profits.

- \* Replacement of older workers will be met with resistance.

- \* Excessive expenditure on infrastructure when actual need is for socio-economic support.

How would you ensure better image, reputation of your company?

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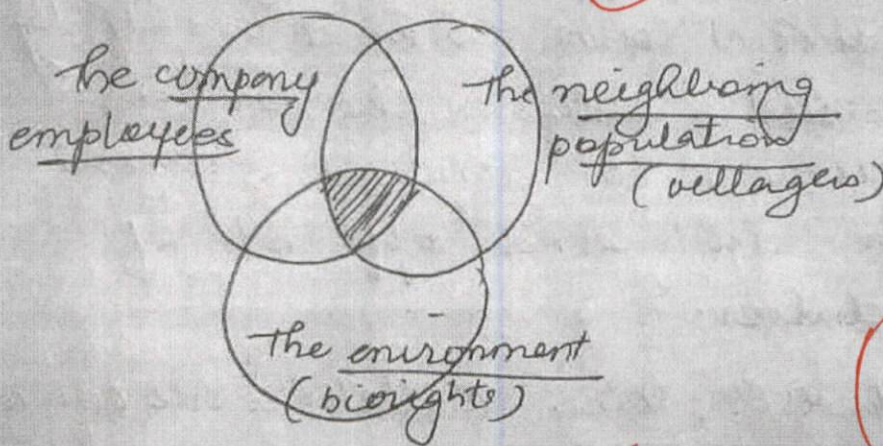
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As MD of the company I have a responsibility towards various stakeholders simultaneously :-



Thus, skilling of the neighboring population can enhance private-people relations as well as meet company needs.

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Q1:-

As head of water supply board in a district town, I have rightfully constructed a citizens charter as a document to remind citizens of their rights and officials of their duties.

However, some mistakes have occurred.

a) Reasons for failure of Citizen's Charter:-

① Although it is an essential document and often disregarded in administration, it is a powerful tool in the hands of the people & needs adequate attention.

② Inadequate time given to formation of document.

③ Incomplete deliberation/discussion/  
debate amongst subordinates -

citizen's charter is a shared document.

planned in  
hurry.

without any  
plan for implement-  
ation etc.



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उम्मीदवारों को इस हद्दाम में नहीं लिखना चाहिए।  
Candidates must not write on this margin.

- ④ Promises provided in charter should be realistic, practical, not idealistic.
- ⑤ Absence of survey/mapping/data collation to decide progress of programme implementation.
- ⑥ Absence of officials-citizens interface.  
(I was singularly involved in discussion with people).
- ⑦ Lack of team work, collaborative approach & synergy.

b)

## Ideal course of Action

- ① Lengthy and inclusive deliberation on document formation.

Why :- Because citizens charter is a shared document concerning all citizens and all officials involved.

- ② Adequate survey of region and mapping with project plan.

(Please do not write anything except the question number in this space)

कृपया इस स्थान में प्रश्न संख्या ही अतिरिक्त कुछ न लिखें।

# UPSC

Answer Questions in NOT MORE THAN the Word Limit specified for each in the Parenthesis.  
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Candidates must not write on this margin

Why :- because citizens' charter should reflect citizens' expectations, not false promises.

③ Team work, collaboration and <sup>active</sup> consent of team :-

Why :- Because citizens' Charter is the responsibility of all team members not just the leading official - everyone should be aware of duties & responsibilities.

also  
survey of  
capabilities, capa-  
cities of  
department  
etc!

④ Need for Grievance Redressal Framework

Why :- At times, offices are unable to deliver on promises due to existing limitations. This must be effectively communicated to the people.

Citizen's Charter is a 2-way approach to governance based on feedback and improvement.

Thus, better approach to citizens charter implementation can enhance both service delivery and government-to-people contact and cooperation for progress.

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(Please do not write anything except the question number in this space)  
कृपया इस स्थान में प्रश्न संख्या के अतिरिक्त कुछ न लिखें।

# UPSC

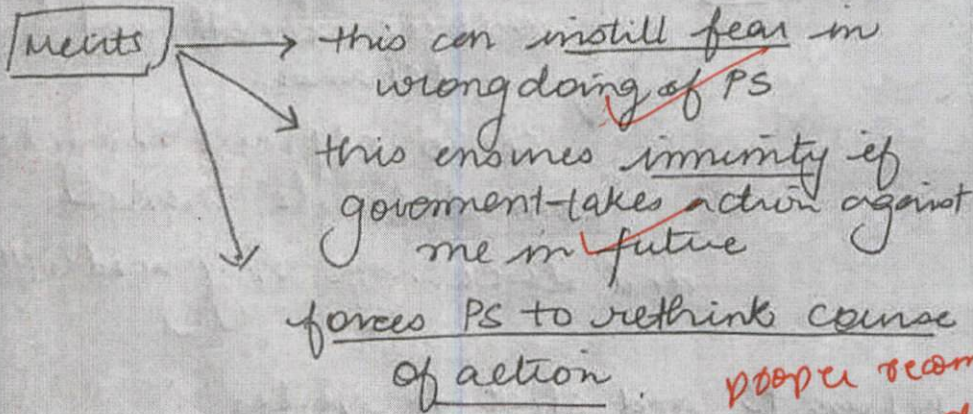
Answer Questions in NOT MORE THAN the Word Limit specified for each in the Parenthesis.  
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उम्मीदवारों को इस खण्ड में नहीं लिखना चाहिए।  
Candidates must not write on this margin.

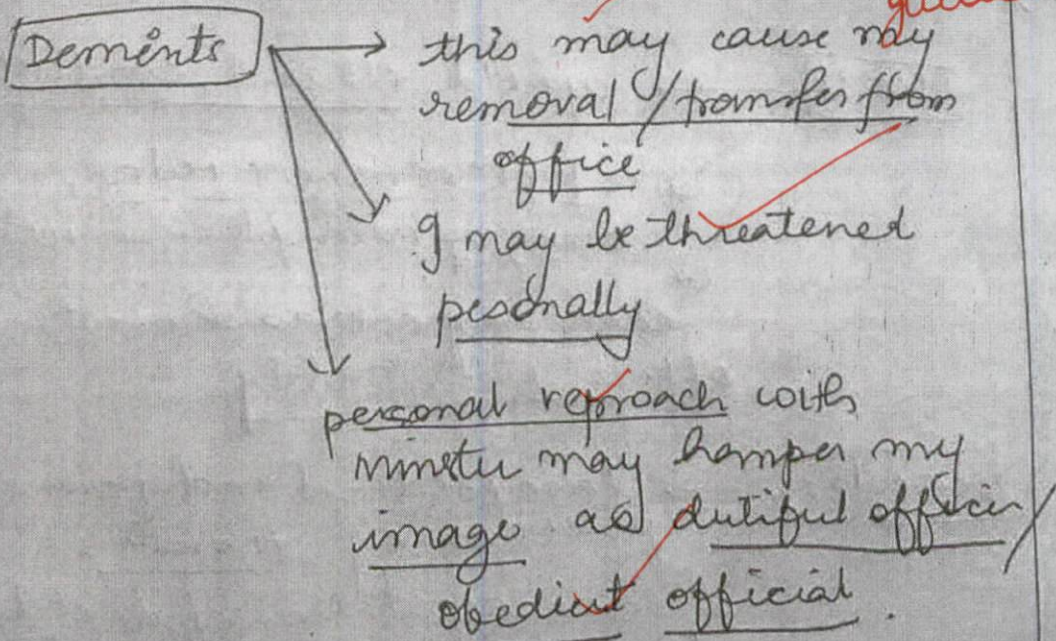
Q2:-

As officer in a Ministry of Government I have duties and responsibilities to carry out. ✓

(e) Ask P.S. to confirm in writing.



proper recommendation & guidance of PS required



# UPSC

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उम्मीदवारों को  
इस हार्जिन में  
कोई लिखना  
नहीं  
Candidates  
must not  
write on this  
margin

b) meet senior officer & seek suggestion

**Merits** → this may help give me  
courage of conviction in action.  
↓ I may earn support to ensure  
administrative justice.

**Demerits** → senior officer may  
advise unethical  
behaviour.  
↓ senior official may be  
"connected" to minister  
and discourage my goodwill.

Conscience  
yourself.

c) Refuse PS and stick to rules

**Merit** → upheld ethical conduct  
→ respect government rules,  
ensured corruption is rooted  
out.  
↓ earn respect as honest  
officer with probity.

**Demerits :-** → face political and personal  
pressure eg: transfers.  
↓ earn reputation of disobedience  
to authority.

Merit

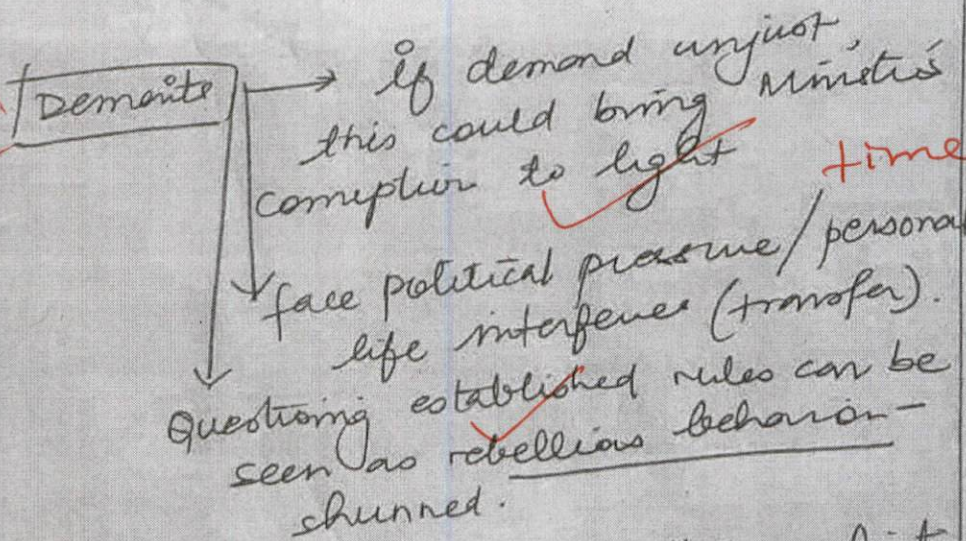
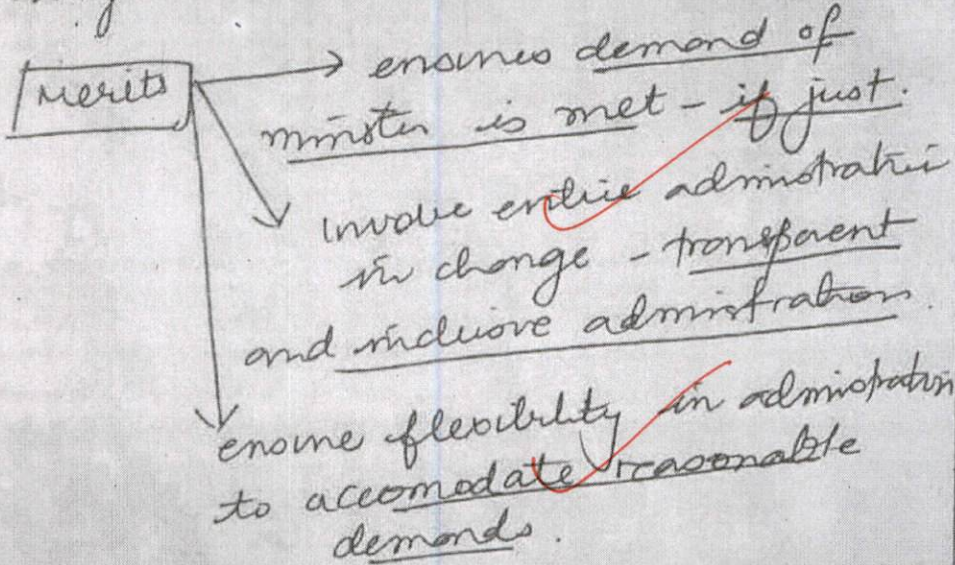
(Please do not write anything except the question number in this space)  
कृपया इस स्थान में प्रश्न संख्या के अतिरिक्त कुछ न लिखें।

# UPSC

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उम्मीदवारों को इस शीट पर नई लिखना चाहिए।  
Candidates must not write on this margin

d) Doing matter into records, change rules



Option (a), demanding written confirmation is the surest way out of the dilemma as it alerts the hierarchy to any misuse of legal loopholes while ensuring my immunity from political interference. I thus achieve my duty to the system as well as that to my ethical conscience.

time taking  
etc!

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