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140 Marks in Ethics



132
MARKS

Swati Sharma
(AIR-15)



130
MARKS

Srishti Mishra
(AIR-95)



129
MARKS

Divya Mishra
(AIR-28)



127
MARKS

Nitesh Kumar Mishra
(AIR-158)



126
MARKS

Vidushi Singh
(AIR-13)



125
MARKS

Madumita
(AIR-86)



124
MARKS

Srushti Deshmukh
(AIR-5)



124
MARKS

Shashank Shekhar Singh
(AIR-306)



121
MARKS

Karnati Varun Reddy
(AIR-7)

& many more...



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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 18 questions.• All questions are compulsory.• The number of marks carried by a question is indicated against it.• Answers to questions no. 1 to 12 should be in 150 words, whereas answers to questions no. 13 to 18 should be in 250 words.• Keep the word limit indicated in the questions in mind.• Answers must be written within 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.		
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8. (a)		
8. (b)		
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1. Invigilator Signature _____

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Name Vivek GargRoll No. 81320

Mobile No. _____

Date _____

Signature _____

[illegible]

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Section - A

1. 'Ethical analysis of a problem is usually sidelined because it goes against the interests of both the politicians and civil servants'. Comment.
2. The spiritual conviction if followed blindly tends to impact the decision-making of a public official. What steps can be taken to minimize the impact of personal affiliations on the professional life of a public servant?
3. Do you agree that the Political Patronage of Bureaucrats not only compromises the efficiency of bureaucracy but also the bureaucratic code of ethics? Substantiate your answer with the help of suitable examples.
4. A group of residents visit you with a problem that the local sewer which is also the main channel for carrying the sewage of the entire city to the river, flows through their area and is a constant source of foul smell, mosquitos and disease in their area. Thus they are facing a chronic state of sickness. You are the DM of the area, what will be your action?
5. Persuasion is a potent weapon in the hands of civil servants. Critically examine and illustrate through one example.
6. Public service delivery plays a critical role in enhancing individual capabilities to participate fully in the growth of the economy. Discuss the Challenges and Opportunities with regard to public service delivery in India.
7. A group of people have jammed the National Highway protesting against the killing of a boy by a speeding truck. The people are demanding immediate arrest of the truck driver who is absconding after the incident and payment of a huge compensation to the victims' family. What will be the first action you would take as the DM of the district?
8. Answer the following:
 - (a) Why election manifestos of most of the political parties do not actually represent their real priorities in practice. How could the gap between the two be bridged?
 - (b) Values associated with providing freebies for winning elections go against the basic political and economic ethics? Discuss the dilemma involved in this case.
9. The cases regarding disputes associated with the office-of-profit can often be seen in news. To what extent, do you agree that a code of ethics can be helpful in reducing such tendencies and how?
10. Reducing and mitigating the effects of natural disasters in India not only requires the adequate policies but also high commitment and conscience of the first responder. Analyze.
11. What are the ethical issues that haunt facial recognition technology? Discuss the need to have a legal framework for facial recognition to ensure accountability and just use.
12. Do you agree that effective leadership requires a distinct value system to deal with power-sharing and participatory decision making? Substantiate your answer with suitable examples.

Section - B

13. 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 the 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 aging 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 the merits and demerits of each suggestion.

14. You are officer in charge for transfer and posting of personnel of a particular department. This position is very difficult mainly for two reasons- (i) people closer to the power corridor try to influence you and (ii) women officers often send requests to postpone transfer orders on the pretext of family responsibilities. Consider the following situations and give your views with suitable explanations.
- (a) A Cabinet Minister sends a D.O letter to you regarding posting of an official on a supposedly 'lucrative assignment' for which you have already decided about the name of a more competent officer with a good track record of honesty, integrity, probity and timely delivery. What will you do?
 - (b) As per the rules in your department, every officer needs to be transferred from one destination to other after three years. A woman officer comes to you with a request that as the new destination allotted to her is far flung and remote, she would fail to provide medical treatment to her ageing and sick in-laws who need constant clinical help. But according to her innate qualities and high level of expertise, the new destination would need only officer like her to deliver best results and meet official targets. What will you do?
 - (c) The position of in charge of transfer and posting provides a very lucrative opportunity to cultivate liaison for a life time. One should not be 'too idealistic' to ignore such opportunities and adopt 'pragmatic approach'. Do you agree? Give reasons.
15. Public utilities and spaces in India are in a 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 should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India?
 - (b) Do you think utility charges are better option. Justify.
16. In a major demolition drive, civic authorities demolished around 1,300 illegal hutments in a cosmopolitan town. According to the officials, the encroached land of 20 acres belonged to the forest department. It was the same area where few months back the Chief Minister's flying squad had discovered the unauthorized settlement with most having illegal energy (power) and water connections. There was a mob which tried to resist the demolition drive, but cops managed to thwart any such attempt and the demolition drive was carried out peacefully. After the success of first demolition drive, concerned department wants to continue it. However on the other hand, Slums are providing low paid works as well as cheap vending of essential commodities like vegetables and eggs. Besides, their women folk work as "Ayas" or "didis" (maid servants) in the middle class urban households. But slums deface the beauty of the cities and spread lots of dirt and squalor in the vicinity. They are also breeding grounds and hideouts for criminals. A

strong case has been made by the superior authorities to remove these slums and their dwellers by force, even if it was mid-winter. You have come to know that officials are taking this decision under pressure.

You are the enforcing officer.

(a) What are the options available to you?

(b) Discuss the merits and demerits of each option.

17. One small area of a district headquarter town is in the grip of encroachment. As a result, people face lots of problems due to the congestion of roads and the most affected lot are senior citizens, who face difficulty in crossing the congested and crowded roads. This is creating a problem around two roundabouts and two parks of that area. Besides, area is also very dirty and there is no arrangement of cleanliness. Senior citizens of that area have appealed to the state government to appoint a young but disciplined and energetic officer in the town to take care of the problems and grievances of the people. Executive officer of the local civic body said they were doing their best to clear the encroachments in the town from time to time. However, once the encroachments were removed, the same people find other sites in the same area to be encroached upon. Residents desire that there should be some attempts to beautify these places as are done in many other cities of the country. They also want beautification of parks so that even children can play. Local MLA is also ready to fund. You are Municipal Commissioner of the city and when a delegation of eminent people has come to meet you with a request to do something for the purpose, you checked up with your finance and accounts department, which expressed its reluctance to provide with resources.

What are the issues before you in this case & how you will execute options effectively?

18. You are a passenger on a ship sailing across the ocean. Suddenly, your ship is overtaken in a powerful storm. You escape to a lifeboat with 25 other passengers. You notice that four of the passengers are badly injured, and unlikely to survive for more than a week. You also know that the lifeboat only has enough food and water to sustain 22 passengers. Some of the other passengers are considering throwing the four injured passengers overboard in order to save the other survivors. If you were a natural law theorist, how would you solve this ethical dilemma?

♦♦♦♦♦

①

Relevant
Intro

Ethical Analysis is the multi-dimensional thinking rationally about impact of the action taken.

Ethical Analysis against interest of politicians :-

Substantiate
with examples

① Focus of ends rather than means because it is the ends or data and figures which justify the work of politician. On basis of which he asks for the vote.

Relevant with
broader perspective

② Politicians are more focused on their party win and their power. Hence decisions are taken in favour of party or people in that region. eg. Mining - Rehabilitation of Soil & Son of the Soil → first right of people residing in that region.

eg. → Mining - Rehabilitation of Soil & Son of the Soil

Relevant

However it does not hold true always. For example, Lal Bahadur Shastri resigned as railway

minister to hold the responsibility
and accountability

Against Interest of bureaucrats :-

① Duty for the sake the of duty.
i.e. red tapism. Following the
rules and procedure without
analysing impact

eg Demolition of houses of slums
making childrens and women homeless

eg Refusing to give ration at PDS
due to unavailability of ration card.

② Protect self by following the
law without much analysis.

However it does not hold true
always. People like Neeraj Jadaung

(IPS) Ghaziabad stands tall with
their conscience. He chased away
miscreants about to burn house
across border of his territory in
Delhi.

Valid
example

Provide examples which
addresses demands of question
holistically

eg - Demonstration
No ethical analysis

3

② Spiritual convictions are the learning from the 'faith', 'belief' or 'religion' which guides one to make his decision on right path.

Relatably defined

⊕ Example

→ NSE

first address

spiritual conviction

the professional

with relevant example

→ ⊕ affects

→ ⊕ affects

→ ⊕ affects

→ ⊕ affects

→ ⊕ affects

→ ⊕ affects

Steps to minimize personal affiliation

① Define rules and regulations well with no scope if possible or little scope of discretion.

② Code of Ethics should be adopted

③ Mandatory trainings for 'neutral' treatment before any posting

④ Public servant holds a greater responsibility towards public hence should follow the spirit of constitution of the land which is supreme.

⊕ following due process of law
⊕ Accountability

⑤ Capacity Building with proper guideliness to how to tackle such issues and problems.

Avoid spelling mistakes

⑥ 'Anonimity' is the essential feature of public service and should be adhered by the civil servants.

Public servants should give more importance to public ethics over personal morality. As Supreme Court of India observes

"Public Morality places a higher pedestal over one and personal morality should be subordinate to it"

Aptly concluded

③

UPSC

(3)

Political Patronage of Bureaucrats means the partisanship and partiality of civil servant toward any particular party over the 'Ideology'. It can be ruling party as well as opposition party.

Compromise with efficiency :-

① Actions delayed against the party or leader with whom one is inspired.

② Nexus with politicians result in collusive corruption resulting in large scams.

Example → 2G Scam, Golden Quadrilateral Scam.

③ Delay in projects and service delivery and impartiality toward certain group of people.

→ Preferential treatment to party people over others

Define comprehensiveness
Also Add
→ Rewarding civil servants who helps in maintain office

use appropriate words

Relevant

Compromise with ~~be~~ bureaucratic code

① Against the code of ethics of ~~civil~~ servant

② ⊕ NOLAN committee principle are ~~not~~ ^{not} ~~adhered~~ ^{adhered} ~~as~~ like transparency, accountability

③ ~~attitude~~ constitutional values are infringed

④ Aristotle virtue ethics says if you are a virtuous person you always do the right thing. It is against the principle.

⑤ Conscience is weak and not worthy to hold office.

Few example of non-partisanship

① TN Sheshan → BCI of India performed his duty and recommended removal of cabinet minister from their rank.

② During Lal Kishan Advani rally during election, IAS officer put off the mic as time crossed.

④

The management of sewer comes under the municipal corporation of the area.

Me as D.M will pass the order to municipal corporation to take immediate step toward the sewer repair and foul smell.

Also, this problem highlights issues like:-

① Rising cases of mosquito and related diseases.

② More people might also be suffering but unable to reach me steps.

③ Regular maintenance of sewer is not being done.

④ Accountability of local members and staff of municipal corporation towards people.

Introduce

this

Brief

↓

then

→ sewer

→ Spray

→ Health

local

with it

me steps

maintainance

pesticides

checkup

restrooms

UPSC

Steps need to be taken for long run

- ① Regular Sewer Monitoring atleast once in a month, so the issue can be addressed in advance.
- ② Spray of the mosquito repellent in timely manner.
- ③ Strict adherence to duty of municipal staff
- ④ Online complaint and redressal mechanism
- ⑤ Duty of citizens to participate for good governance.

Justice should be done among the people. It is the matter of justice in health and basic amenities as per Article 21

conclude it better by providing visionary way forward
→ Swachh Bharat
→ Smart cities @ Amrut

3 1/2

⑤ Persuasion is the method to bring the change in the attitude of people.

Introduce it by properly defining persuasion

It is the potent weapon of a civil servant. It can be done through various ways like:-

elaborate further to clarify

- ① Providing facts and data about the cause.
- ② Inculcating the ethical values among people.
- ③ Emotions controlled persuasion.

Example of effective persuasion:-

Relevant examples

- ① Nigriani Committee formed in Bikaner to shame people defecating in open.
- ② DC of Kathi, Pankaj, sent her daughter to the government school to gain trust and change attitude of people toward government school.

Relevant
Emotional Persuasion by during
the times of covid urging people
to wear mask not for themselves
but for their loved ones.

However, at some places persuasion
can even backfire resulting
in revolts and protest toward
them.

*provide examples
from perspective
of civil servant*
Example B- Attitude change toward
widow remarriage were being
criticised.

eg. caste biases
Uniform Civil Code considered as
restriction to one's religious
practice.

Persuasion depends on situation,
context and personality of person
trying to persuade.

3½

⑥

Add examples
of public
service → healthcare,
education

Public Service Delivery is the
basic amenities and services
provided by government to the
citizens.

Individual capability should be
enhanced for his participation
in the process through grievance
redressal.

Challenges in Public Service Delivery

First address how
service delivery leads to
individual capabilities
→ education, healthcare
leads to capacity building

- ① People are unaware about the
services being provided.
- ② Lack of consultation with senior
citizen and other stakeholders
while formulating citizen charter
- ③ One model does not fit all.
Different models are required
- ④ Grievance redressal mechanism
is not effective. Most of the
time citizens are unaware

Address
in
context
of question

about the process.

⑤ 'Charity-Based' approach by the go public servants. Citizens should be treated as customers.

Opportunity in Public Service Delivery

① Need for large and better frontend for public for easy reachability.

② 'Short and smart' backed for effective coordination

③ E-filing and indexing of documents

④ Grievance redressal mechanism should be provided in charter itself

⑤ 'Escalation matrix' should be provided to citizen. If work is not done whom to approach next.

'Sevottam Model' of 2nd ARC should be adopted for better public service delivery.

3½

⑦

The above case deal with the 'hit and run' problem.

Me as a D.M

① Immediate Action

→ persuade people to get aside and vehicles to move as the roads are jammed.

→ Problem for many people stuck in traffic. senior citizens, children and women will be taken care of

→ Assurance of strict action and proper compensation.

② Actions required further :-

① Time of accident should be noted.

② Further with help of cameras on highway. truck number should be identified and should be tracked

try to be more compassionate
→ first console victim's family

Address what you would do at policy level

③ Compensation should be reasonable from the third-party insurance and victim fund rehabilitation

Relevant as bid. Shows bias
elite
~~from~~ ④ Further, need to make aware ~~the~~ people to keep their childrens away from the National Highway as some time it is not able to apply emergency break.

Respectable
⑤ The act should be dealt with empathy towards the victim family who has lost a member.

⑥ Further safety measure need to be taken like proper demarcating of boundaries by brick and mortar

Road Safety Rules need to be followed by the villagers as well.

3 1/2

⑧
a

Election Manifestos are the set of promises that a party make to the people if it comes to the power.

It is diverged with the real priorities due to :-

① Issues relating to vote bank are more emphasised than the real development.

eg 'Rauri Culture' providing free electricity, bus ride, in hand cash, farm loan waiver.

② Some time issues are 'religiously' motivated to attract certain group.

eg Subsidy for Haj or pilgrim yatra.

eg Construction of Temples or Mosque

③ 'Casteism' and 'Regionalism' also plays a important part

eg Reservation to certain sections

eg Restricting migrants and bringing

Relatable

Logant
point

Relevant

UPSC

reservation for locals.

Hence, in manifestos rather than real development issues and priorities more appeasement policy is followed to gain the vote.

Steps to bridge the gaps -

① Model code of conduct should include the election manifesto guidelines to avoid communal and casteist ideology.

② Legislation on the 'freebies'

③ Educating people to take up the real priorities like hunger, employment and development.

④ Decriminalising politics.

At present 43% of criminals in parliament

⑤ 'State Funding' of elections to bring transparency.

'Election reforms' should be done with spirit of Election Commission and Supreme Court recommendations.

Relevant
steps

Insightful
point

work on
sentence
formulation

⑦

Apt by
defined

Freebies are the service provided (which are chargeable) without any cost or money distribution or loan waiver which do not result in development and opportunity

It is against political ethics :-

① To gain votes the ideology of party and leader is being compromised. Lack of Integrity i.e. non-coherence of thoughts, words and actions.

② Real development issues are not being taken up.

③ People's mandate is for the freebies and not to leader or the party resulting in lack of accountability and responsibility

④ People suffers ultimately in long run as no asset is created and curse the party

Address
↳ Misuse of
money
↓
goes against
of equality
economic

bullets

people's
principles
on
justice

Insightful
point

Against economic ethics

- ① Undue expenditure ~~of~~ on the budget against spirit of FRBM act.
- ② Expense from public account should be done as if it is being done from own pocket.
- ③ It will not ~~result~~ in any creation of infrastructure which could have solve the large problem.
- ④ Waste of public money erodes the faith of taxpayer resulting in more tax evasion and tax avoidance.

Ethical Dilemma

- ① People voice vs Development
- ② Personal ethics vs Public ethics
- ③ Legislations and rule of law vs people's mandate.

In this case people should be more aware to take the ~~best~~ decision not for short benefit but long gain.

④

⑨ Office of profit as mentioned in Jaya Bachan case and Pradyut Bardaloi case is any office which is capable of earning the pecuniary benefits

Relevant

Article 102 and 191 mentions it as a disqualification for being in any executive position.

Further, civil servants are also not allowed to hold any office of profit

Code of ethics for solving problem

code of ethics

First address ethics regarding

→ Appointment

→ demarcation of duty

→ exemption of duties

In Favour

→ It will stop people from holding office

→ More responsibility towards the public service than profit oriented.

More knowledge and impact of these decision will be known.

Against

Need to bring change in only
conscience

→ If one is corrupt, even if
there is code of ethics, he
will do it.

→ Already code of ethics is there
in civil service still it is not
being followed.

Code of ethics should be implemented
as there is something rather than
nothing. Few individual cannot
define its effectiveness. Further

change should be brought at
individual level. Training in
public dealing and being empathy-
ful and compassionate toward
public service.

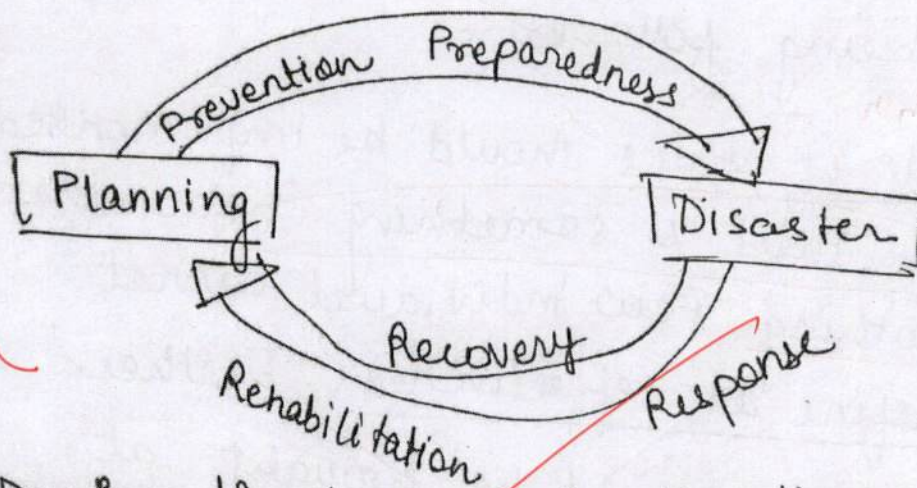
(3)

10

Natural Disasters are the mishaps sudden mishaps resulting in loss of life and property.

eg Earthquake, Floods, Cyclone, Tsunami

Reduction and Mitigation process includes



During disaster, it is the first responder in many cases local bodies who need to be strengthened to mitigate the disaster through response, recovery and rehabilitation

High Commitment in Mitigation

① Effective and timely response to the people injured and

Relevant

Avoid generic statements

Improve subheading

struck.

② Facilities like medical and food supply to the people.

③ Recovery and Rehabilitation of people whose house or property is lost

④ Financial help for basic amenities.

Conscience in disaster management / 5-

① Thoughts and actions should be in coherence

② Not as a duty but as greater good toward humanity.

③ Above laws saving life of people should be the priority.

Effective policies can provide the framework to act and follow. But it is the people who has to follow the ~~best~~ policies and respond the situation. Hence

high commitment and conscience in first responder is more necessary

Relate with role of first responders

Improve sub heading

Conclusion is fair

③

⑪

Facial recognition technology is used to recognise the people and validate with the records.

Ethical Issues with Facial recognition

① People privacy as it places restriction in people movement.

② Whistle blowers cannot work with anonymity as they will be caught.

No need

③ People conscience are weak need to strengthen that instead of facial recognition.

④ It will bring more strict regulation resulting in more red tapism.

Example :- Installing at school to ensure teachers attendance will bind teacher as caged parrot instead he should be treated as professional with responsibility of country's future and intrinsically should perform better

Address How to clarify

Irrelevant the context question

example should be straight forward.
Instead include:
↳ Racial bias
↳ Identity fraud
↳ Data privacy
As face can't be changed like password

Need for legal frameworks

→ Privacy → Part of Article 21 of Constitution and need to be ensured.

Add dimension of

→ Puttaswamy ^{judgement} → Accountability towards people

→ draft ^{data} → ^{privacy bill} → Judicious use of facial recognition in exceptional case and not as a regular implementation

→ Digi yatra

→ May result in technology failure. In that case need to provide mechanism.

conclusion is not conclusive { Facial recognition will bring change that 'extrinsic level' but there is need of change at 'intrinsic level'

2^{11/2}

⑫

Leadership is the quality of person to lead the team to the required output. *outcome / goal*

Effective leadership required values :-

① Caring and analysing the situation with pro and cons.

② Good listener to the team members

③ *power-sharing* Giving responsibility to the problem

④ Giving credit to the team.

⑤ Team building exercise among members like bonding, sharing personal celebrations.

Distinct values results in power sharing

① Power sharing with team

Relevant eg Council of Minister responsible to the Lok Sabha. If no-confidence passes entire team falls. So balance and support to one other is essential.

Relate with context of question
→ power-sharing
→ participatory decision making

Inclusive attitude
→ sense of service

eg In sports, team contains senior players, debutants, coaches. Hence need to have proper bonding and team should respect the decision.

Participatory Decision Making:-

① Consensus building - if one wins all wins, if one loses all lose.

example 5- M.S. Dhoni defended his teammate who dropped catch by saying "Let's not blame the individual it's a team game"

Satish Dhawan took the responsibility of failure of SUV which was due to APT Kalam decision signify the participatory decision making.

Leadership does not mean making people follow you but it means to bring the best of each individual of your team.

2 1/2

Relatable
example

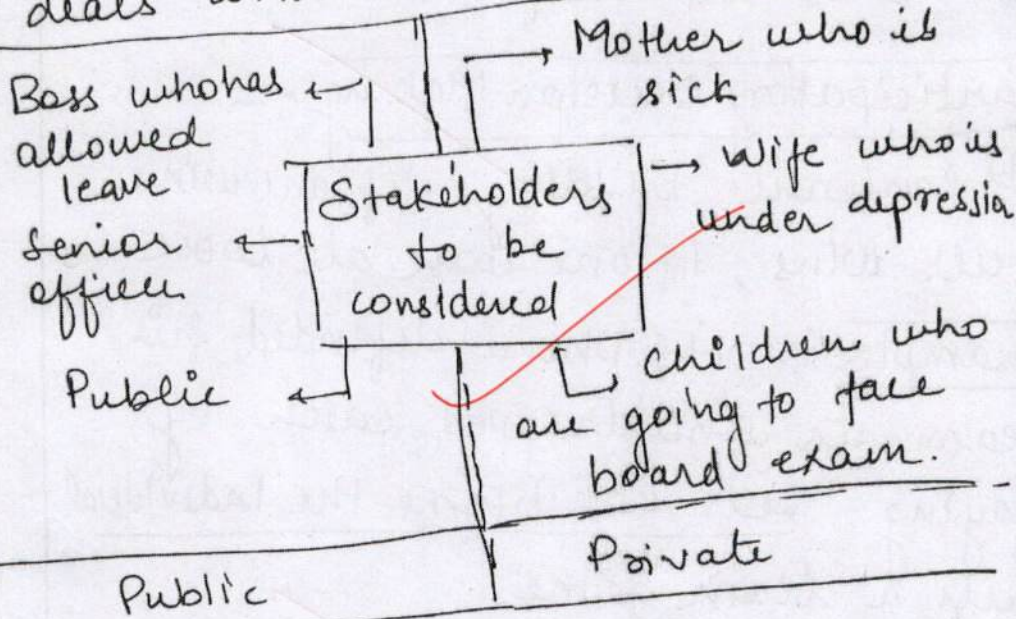
Don't just
example.

to clarify
of question.

provide
elaborate
in context

(13)

Public relations and private relations often come in conflict in a bureaucrat's life. Above case study deals with such a situation.



Suggestions to my friend :-

① Observe the sudden exigency, if it is really important, I will advise him to follow his duty on leave as well.

Merit → Public trust on bureaucrats
He is honest and reliable
can handle situation better

→ Ramchandran case :- Se says.

public morality places a fiduciary responsibility over public servant

Demerits

→ May not look after his mother who is sick

→ Responsibility as a father for children board exams

→ Wife → women being suffered and remain alone in family raising → ~~under depression~~.

② If possible, I will ask him to look for the alternatives like

i, Talk to senior officer about the family problems

ii, Other officers who are his friends ready to help in exigency in place of him.

(iii) Assurance to senior officer that he will compensate these leaves in future

Merits

① Family responsibility will be fulfilled

Demerits

→ senior officer may think it as excuse

valid

Relevant approach

No need
to
mention

- ① Public Trust
in beaurauway
- ① Sudden Exigency will be taken care of.
 - ② Balance between public and private life

to escape from the duty

- ① May reflect in his ACR and impact on career
- ② Senior officer may not agree

③ Since he is a mid-level beaurauvat who is considered as honest and reliable, I will ask him to consult with his boss who have approved the leave to talk to the senior officer about the family issue and provide him with best alternative.

approach ② & ③ are kind similar
→ thus interlink

Merit	Demerit
① Both public work and his private life will be balanced	① Boss may not agree to support as it may be seen as <u>preferential treatment</u>

④ At last, If option 2 and 3 does not work, he has to opt for option 1. Since public work may have greater impact than his private life.

Saying [No] would also be a better approach.

↳ As his leave is accepted
↳ Standing up for himself

Include this in beginning

Abuse case study, also highlights the ethical issues of:-

- ① Favouritism and Preferential treatment in promotions and career oriented opportunities.
- ② Lack of trust of senior officers on lower beauraucrats.
- ③ Efficiency and honest beauraucrats are lacking
- ④ Corruption is also the part of this problem.

In this consideration civil-service reform for capacity building and make the Karmyogi is required

7 1/2

19
(a)

use appropriate
words

The case deals with the dilemma of people's mandate (minister order) versus constitutional mandate.

The best interest of the government is in the interest of the people.

For the lucrative assignment, I will write back to the cabinet minister about the name I have considered. Since, he is a cabinet minister, it's my responsibility to provide him with details regarding the person who should be appointed and reason why.

I will also highlight the challenges in the lucrative assignment and why I think these challenges can be handled better more competent officer by citing his past experiences.

content by
Addressed

In handling such situations.

I will request him to consider my position of appointing more competent officer for timely delivery in the best interest of government and the people.

(b) This case includes the personal life and professional life conflict.

Since, ~~it~~ it is her responsibility to take care of her in-laws, so her stand is justified. Me as incharge of for her posting need to analyse the merits and demerits.

if she is allowed and her new destination is changed.

Merits	Demerits
<p>① Her <u>duty</u> as daughter in law can be fulfilled</p> <p>② Me as <u>caring</u> toward <u>senior citizen</u></p>	<p>More officer may approach with similar reason. Hence</p>

⊕ Say No with humility
↓
shows uprightness

Instead allow her to retain quarters posted
↳ But public go to new
↓
As highest public

duty towards

③ Women encouraged
for dual responsibility
(family + work)

It may seem as
Partiality toward
her

So, I will persuade her to go to the
new destination and develop that
region so that many like her
who are willing to provide
the medical treatment to their
love ones but are unable to due
to lack of facilities.

This act will bring compassion
and emotional intelligence among
people seeing her improving medical
facilities in that region.

(c) Bei Holding public office places
a public trust on you, which
cannot be misused and corrupted.
As 2nd ARC says,

Corruption = Power + Discretion - Accountability

So, power does not mean to
be misused but should be used

Relatable
But don't
Contradictory

Relevant

In the best interest of the people

Idealistic Approach :-

① Categorical Imperative of Kant :-
Do to others as you want them
to do to you.

② Gandhi's Talisman :- while making
decision we must think of the
most poor and who is going to
benefit with that decision.

I will follow the idealistic
approach as pragmatic approach
to cultivate liason for a life
time will be compromising
with ethical values of a civil
servant that are:-

Openness, Selfless, Accountability,
Honesty, Integrity, Leadership,
Objectivity (given by Nolan Committee)

“Power corrupts and absolute
power corrupts absolutely” is famous
saying but it is dishonesty of
man who corrupts power.

fair
approach

conclusion
is fair

8½

(15)

Public utilities are the services provided by the government to the citizens. These services can sometime be 'charged' and some time are provided without any charge ~~eg~~ street lighting by taxpayers money, no cost for utility paid by citizen.

~~eg~~ Community reserve, electricity, water supply → charged for utility

(a) Ideal way to manage public utility:-

The 2nd arc recommends the Sevottam model i.e. Seva (service) + uttam (excellence) for the public service delivery.

Sevottam Model :-

① Citizen Charter

- Formulate citizen charter with list of services being provided
- Implement the charter
- Monitoring of charter
- Review with evolving technology

Fair
Intro

Irrelevant

→ Address
context of
demand
of question

② Public Grievance Redressal :-

- Reporting of public grievance should be made easy
- Redress the grievances
- Prevent the grievances from occurring in future.

③ Delivery Capability :-

- Customer based service and not as 'charity based'
- Employees well trained and as professional not as donators
- Infrastructure for better service delivery with ICT

Further, public should also participate in the 'improving of public utility'.

- Awareness for judicious use
 - eg Closing Municipal tap to save water
 - Close street light in morning

No need for such detailed elaboration

Relevant

Address what would be ideal

→ Hybrid mode

→ differential charges

for maintenance of public utility

Resource should be treated as personal and not as public and according should be taken care of.

Such an example is of Indore city who has been on top rank under Swachh Survekshan Abhiyan

This cannot be possible without the active participation of people

(b) Utility Charges :-

Benefits → people will use judiciously as they have to pay
→ more awareness as cost customer and will make municipality or officer accountable
→ will ensure check and balance

eg If you ~~are~~ ^{will} pay for electricity you will use it judiciously. In Punjab, Haryana excessive irrigation due to subsidised electricity creating environment concerns

Relevant example

Demerits

→ Not solve problem, as it should come from one's conscience to save and use judiciously.

→ will create have and have not
~~eg~~ rich does not care about saving and poor will not be able pay for service.

→ Extra burden on people already struggling with problems like poverty and hunger.

Hence, charging for public utility will not be the appropriate step rather than we should focus on awareness, effect persuasion, social influence, behavioral change of workers and people.

Address in context
of Equity

Conclusion
is fair

7

(1b)

Artly
Introduced

Slums are the result of urbanisation and migration of people from low developed regions to high developed regions for better opportunity of employment and earn livelihood.

Option 1 :- Follow the orders and remove the slum areas from the land of forest department

Merits

Demerits

1) Rule of law will be followed

1) Slums dwellers will become homeless.

2) Illegal occupation removed will create deterrent effect in future occupying such land

2) Will be dispersed in areas like railway station, bus stand which can result in accidents.

3) Forest department can use land for planting trees

3) women and children will be more vulnerable

Relevant
⊕
Holistic

UPSC

Option 2 :- Disobey the order to demolish slum and talk to the senior officer for way forward.

Merits

Demerits

1) Low wage workers, women, vendors will get relaxation

2) Empathy and compassion toward slum dwellers

3) Duty not for duty sake but for greater purpose

① Criminals hiding spot will be safe in city

② Beauty of city is impacted by slums

③ Senior officer may replace you as enforcing agency

Relevant

Insightful point

Option 3 :- Look for the root cause of slum dwelling and recommend government for alternative method to remove dwellers from the forest land.

skip this.

As you are just an enforcing officer

otherwise provide concrete alternatives to substantiate

Merits	Demerits
<p>① Slum dwellers <u>trust</u> on you as a public servant.</p> <p>② <u>Rule of law</u> in spirit of constitutional values of <u>justice</u>, <u>equality</u> and <u>dignity</u>.</p>	<p>① Time taking process.</p> <p>② Your recommendation may not be adopted.</p> <p>③ Similar step taken in past but result again in slum creations.</p>

I will choose option 3 as it seems the Madhyamarg (middle path) to the problem. Further I will recommend:-

① To provide house to the slum dwellers who are eligible under the 'PM Awas Yojana' and 'Housing for All' mission of MHUA.

Include
→ coordinating with civic authorities
→ persuading slum dwellers to find alternative
④ You could also involve media + civil society

② Also some rental based construction of houses should be done which can be provided to migrants at cheap rent.

③ Corporates should be encouraged to take care of labourers who are migrant get proper stay to avoid slum formation

④ Poverty Allevation schemes like MNREGA, Mid Day Meal, cheap loans should be provided.

⑤ Industrial complex should have residential area for labourers.

⑥ Street vendors can take loan under SVAMITVA scheme SVANIDHI scheme

⑦ Mid-wives remuneration should be revised

Despite so many scheme still poverty persist. Steps should be taken in spirit of "Sabka Sath
Sabka Uthay"

Relevant
approach

8

(17)

Above case study deals with the following issues :-

① Congested and crowded roads near park.

② Pollution and cleanliness issues

③ Lack of Funds to renovate the place

④ Lack of trust in people.

Tea Senior citizen requesting to appoint young and honest officer

⑤ Behaviour of people need to change

Tea encroachment removed established in other part

⑥ Public expectations from you (as a Municipal commissioner) to beautify the place.

⑦ Senior citizen difficulty in crossing the roads signify lack of empathy in people

Holistically covered

Final 7
10/11/20

Steps need to be taken :-

① Behavioural Change :- Need to persuade people to not place the encroachments. This can be done by following methods:-

Logos → provide facts and reasons
eg Indore beautiful city due to the people participation.

Ethos → their duty as a citizen to keep their city. Feeling of unity, honesty, fraternity among them

Pathos → persuade them emotionally by providing example of senior citizen not able to cross roads, children and request for better tomorrow for them.

② Gaining the trust of people

→ Strict adherence to the traffic rules. Following the traffic lights so that senior citizen can cross road through zebra crossing

Relevant example

④ Add

→ Action

to set

→ Involving

citizens

cite penalties from motor Amendment Act

- ② •) Action ~~act~~ against the violators
•) Enroachments should be demolished

③ Beautification of Parks

As I (as a municipal commissioner) do not have sufficient fund for the renovation and ~~a~~ beautification I will find the alternative solution like:-

- ① Funding from local MLA (who is willing to help)
- ② Funds from MPLADS and MLALADS by approaching the MPs and MLAs.
- ③ Approaching NGO's related to environment to support in planting trees and greenery in the park
- ④ Local Industries can use the CSR fund for the renovation of the parks.

Relevant
approach

⑤ Since, the demand has been raised by public itself, people might contribute toward the cause. so I will also raise fund through crowdfunding.

Relevant
example

[eg] Armstrong Pame, (IAS) Manipur built people's road using crowd funding

Aptly
concluded

People Participation is one of the most important part of good governance. Hence, it should be ensured for 'effective' and 'better' results.

⑨

(18)

Above case study deals with the issue of empathy vs natural theory of life.

Natural Theories :-

① Darwin Theory → Survival of the fittest which signify the strong should survive. According to which it is right to overboard the 3 passengers.

② Malthusian Theory :- He talks about the preventive checks that is these steps are natural, since the food supply is limited. We should let the physical checks to happen.

As a natural theorist, I will be more inclined to the theories arguing about the survival of the fittest and

Natural
→ every
of his
has equal
survive
natural

law
theorist
more
irrespective
condition
to

right
die
and
death

the physical checks. But as a 'emotional' being, man is also bound by the law of humanity which stops from ~~taking~~ such action. Hence, it creates a dilemma :-

- ① Natural Theory vs Humanity
- ② Life of 34 vs Life of 22
- ③ Empathy and help to others
vs Saving own life
- ④ Conflict between own thought
and actions if saving those
3 passengers

⑤ Other
issues

→ If I go against 22 passengers, they might even overboard me since it is the matter of life

→ Limited supply of food
→ Lack of health facility

insightful
point

Steps need to be taken

① Bringing everyone on the same page
I will use the emotional intelligence to persuade the people by inspiring life saving stories and team work. 4 injured passenger being the part of team cannot be left behind.

② Leadership :- Since, there are 25 passengers and it's matter of life. There will be more arguments and 'effective' leadership with consensus basis will be required.

③ Alternate food and water source
We can find some alternative food source like fishes familiar to eat.

④ Help from the ship passing by if found in next few

days.

⑤ Change the plan for destination and approach the nearest island or country who can provide help to save the 4 passengers

⑥ India passed the Inland vessel Act which makes it mandatory for the passing vehicles to help if such incident takes place.

Teamwork is the most essential value in such situation. Problem can be tackled with the cooperation of each and every on the boat.

⑥

life boat
don't have
→ drifting
→ so argument
valid

propellers
in ocean
not