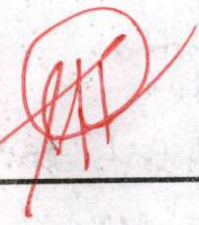


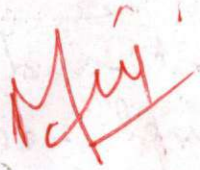
ETHICS, INTEGRITY AND APTITUDE

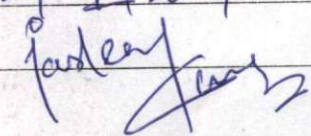
Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> • There are 19 questions. • All questions are compulsory • The number of marks carried by a question/part is indicated against it. • Content of the answer is more important than its length. • Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature  _____
2. Invigilator Signature _____

Name Jasleen kaur
Roll No. _____
Mobile No. _____
Date 12/09/2021
Signature 

Section - A

1. "Moral values allow humans to produce large cooperative groups, tribes, and nations without the glue of kinship." Explain the significance of moral values in helping humans survive and thrive. (150 Words) (10 Marks)

Ans Moral Values :- Set of principles guiding us to evaluate what is right or wrong. They shape up an individual's character and set standards of acceptable and unacceptable behaviour.

There are some universal moral values which are treasured in all societies. such as :- Truth, love-caring, peace, justice, responsibility. While some are context-based and relative to changing societies.

Significance of Moral values

- ① Help one make a moral judgement all the time, but especially when faced with an ethical dilemma.
- ② Contribute building up human character which is healthy and beneficial for societal good.
For instance :- Being honest and practising integrity on personal level reduce instances

Remarks

of, corruption at level of society.

③ Allow regular self-monitoring, standing up for right cause, shedding immoral behaviour. For example :- Mahatama Gandhi's stand against cheating in exams in particular and in life in general.

④ Helps building up strong foundation as a child whi and create better citizenry which contributes to progress of nation as whole. For Example :- Habit of not littering at public places, closing running taps to save water.

⑤ Create a sense of solidarity, understanding at global level for global issues, hence connecting diverse societies divided by geographical, cultural, political, economical barriers. For Instance :- Refugee crisis in war-torn countries like Syria, Iran and European countries giving shelter to refugees.

Thus transcending all artificial boundaries and relativism of morality in societies, certain common moral values allow humanity to make this world a better living place.

Remarks

Good analysis.

4

2. What do you understand by "thought leadership"? What does it take to become a thought leader and why is it significant? (150 Words) (10 Marks)

Any Thought leadership :- The quality of creating revolutionary change through ability to generate constructive ideas, practices and questioning status quo.

Qualities of a thought leader

- ① Willingness of people to listen them. due to their visionary ideals.
- ② Innovative thinking in redressal of issues and approaching a new concept.
- ③ Courage of conviction and questioning pre-conceived notions.
- ④ Able : Avid listeners and able communicators.
- ⑤ Habit of learn, unlearn and re-learn to rectify their errors.

For Example :- APJ Abdul Kalam's vision of India's own missile system ; Elon Musk's perseverance and innovative resolution during SpaceX mission trials.

Remarks

Significance of thought leadership

- ① To imbibe scientific temper and shed conservative outlook. Such as :- Swami Vivekananda's giving modern angle to teachings of Upanishads.
- ② ~~That~~ Helps conceive and create a better future. For Example :- International Solar Alliance and energy security during crisis of man induced climate change.
- ③ Provide a nudge in behavioural change. For Example :- Swachh Bharat Abhiyan and elimination of unhealthy practice of open defecation.
- ④ Bringing 'constructive destruction' so as to break monotony and revolutionise processes through disruptive technologies. For Example :- Fourth Industrial Revolution, Artificial Intelligence, cloud computing.

To summarise, thought leaders time and again have pushed the world to new standards of industry, social and human values, to usher in a better world.

Remarks

Very good analysis.

(14 1/2)

3. Motherhood is a traditional role that women are expected to fulfill. Do you think it comes in the way of the modern idea of women empowerment?

(150 Words) (10 Marks)

Ans A women play many roles in society. But of them all being a mother is of utmost importance. As a mother, one is expected to uphold certain standards of society.

Why women are expected to fulfill role of motherhood?

- ① Biologically, the power to give birth and bear child is with women.
- ② Nature also a child's dependence on breastfeeding makes women major caretaker of child.
- ③ Patriarchy respects the motherhood, care-taking aspect of women and is averse to economic, social and political freedom of women.
- ④ The traditional mindset of controlling the resources which includes pro-creation and sexual autonomy of women, confined them to four walls of household.
- ⑤ ~~Thinking~~ Demeaning women's household chores and care-provided and exalting

Remarks

role of man as Karta of household.

Women empowerment and motherhood

- ① Women empowerment emphasise on equality of men and women, eliminating inhibitors in progress of women at large. This questions the traditional outlook about women ideal mother.
- ② Patriarchy Patriarchial mindset caged women and those who speak of their mind; exercise individual agency are considered bad mothers, rebels and untamed.
- ③ Sense of superiority and self-imposed ego of traditional, conservative men does not allow him to share burden of women as mothers.

But more liberty and free-will is imparted to women through education, better health facilities, social media platforms, these notions are changing. For instance Australian Senator Larissa Waters breastfeeding her newborn in parliament, men opting for paternity leave, maternity benefit Act 2017.

Remarks

Good analysis.
(4½)

4. "The best brains of the nation may be found on the last benches of the classroom." What do you think made APJ Abdul Kalam say that? What can our schools, parents, and students learn from this? (150 Words) (10 Marks)

Ans APJ Abdul Kalam, by this statement questioned the usual attitude / notion that students sitting in last rows of seats in class are non-sincere, mischievous, non-achievers.

As in common parlance, students sitting in front rows considered intelligent, confident in communication, good at academics, sincere.

Thus APJ Abdul Kalam challenged these pre-conceived notions and propounded that a shift is needed in our educational system, society. As a wholesome educational system must focus on:-

- (a) Developing cognitive aspects of students.
- (b) Focus on critical thinking.
- (c) Emphasise ^{on} Innovation.
- (d) Promote creative learning rather than rote learning.

Remarks

(E) Promote equality, infuse character-building qualities.

(A) Therefore schools must learn following things:-

- ① Developing healthy environment where discussion, debate are modes of learning.
- ② Promote Inclusionness to harness potential of all students; special focus to differently abled students.
- ③ Create balance between learning and co-curricular activity for better performances.

(B) Parents must learn following things:-

- ① Giving more importance to overall progress and development of child, rather than marks obtained.
- ② Skip comparison attitude.
- ③ Indulge in widening scope of intellectual development of their children.

(C) Students can learn from this

- ① Education is source of holistic development of character, not just of securing good job.
- ② Better and meaningful life require critical evaluation of one's day-to-day behaviour, activities.

But don't you think the present systems is based on long experience etc & must be given value

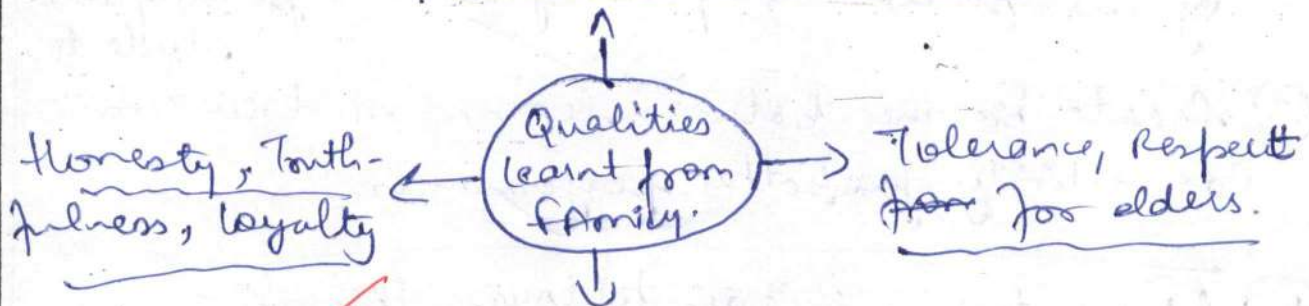
Remarks

4

5. How does the decline of joint families and the rise of nuclear families in India affect the sources of value education for children? Discuss. (150 Words) (10 Marks)

Any Family is the first and major agency of socialization, has great influence and bearing on development of child. A child learns following qualities from his family.

love, sacrifice, kindness, care.



Discuss in other paragraph or list etc.

Joint family is extended version of nuclear family, one children of one sex do not leave their parents' home at marriage. Causes of decline of joint families :-

- ① Urbanization and Industrialization → moving out of children adults for employment.
- ② Rise of Individualism :- More Emphatance given to autonomy, privacy, freedom ; these

Remarks

neglecting role of community.

③ liberation of women :- Spread of liberal western education, ^{opportunities} sense of financial, social and political freedom and equality for women. Hence awareness of their individual agency.

④ Development of Transport and communications
Allow people to move from their ancestral homes, increased social mobility.

How this affects the value education of children :-

① Non-Availability of life experiences of their grandparents.

② Children of nuclear families, ^{often} devoid of essential qualities of distress, handling, conflict management.

③ Sense of Alienation due to dearth of options available for conversing especially when both parents

④ are working.

Does it mean that nuclear families are of values?
The reality of modern

industrialized/globalised world juxtaposed with digital technology, social media further feed into dread of nuclear families.

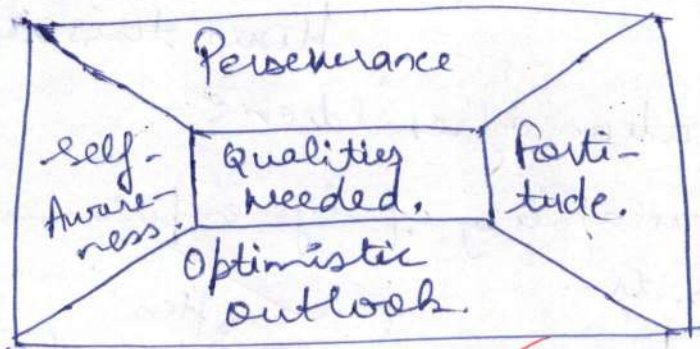
Remarks

4 1/2

6. It is often said that "When the going gets tough, the tough get going". Discuss the importance of "adversity quotient" in this regard. (150 Words) (10 Marks)

Ans This famous expression gives idea that during hard times, the one who is mentally strong thrives and bounces back from ~~her~~ deals with hardships with a determined attitude.

In this regard it is important to possess and practice following qualities :-



In such situations, it is a person's adversity quotient is put to test. Adversity quotient is the ability of a person to effectively deal with situations which are challenging, tests resilience of a person.

Importance of Adversity Quotient :-

- ① Key determinant of success and winning in

person's life.

- ② Allow one to focus on goals, not get deterred by obstacles in its way.
- ③ Helps in stress management and channelize anxiety towards ultimate aim.

For Example :- ① Raja Rammohun Roy.

stood against practise of Sati, received social boycott and threats from brahmanical authorities, but ~~was~~ courageous faced every challenge and got Sati abolished as a practise.

- ② After World War 2, Japan was totally devastated, but vision to build up Japan again into a power to rejoin with, love for peace, hard-work of its citizens and optimism built it into a technology giant.

Good explanation

(4)

However during adverse situations, one could also take guidance from life of personalities like Mahatma Gandhi, freedom fighters etc.; self-counselling talk to near and dear ones to boost one's morale in troubled times.

Remarks

7. What we ordinarily call "degeneration of values" can also be interpreted as "redefinition of values". Critically examine. (150 Words) (10 Marks)

Ans Values :- The beliefs of an individual or a social group about what is held important. It defines behaviour and attitude of a person. ✓

In recent times, it has been noticed that the values held dear by the society since advent of civilization are undergoing degeneration and are getting replaced by :-

- ① Individualism and self-interest instead of collectivism and community thinking. ✓
- ② Ambitions and Avarice, ^{instead of} by contentment and patience. ✓
- ③ Armament, race for resource grabbing instead of collective security, love for peace and respect for nature. ✓

following realities of modern world led to this shift. ✓

Remarks

- ① Industrialisation, urbanisation and Globalisation.
- ② Technological advancements.
- ③ Liberal education.
- ④ Rise of stable political systems with emphasis on individual rights and constitutionalism.
- ⑤ Social media, internet age.

However it does not mean total degradation of value system and can be interpreted as ~~Redefinition~~ of values.
For instance

- ① Liberal thinking promotes an acknowledgment of personal space, thus provide opportunities for self-reflection, introspection.
- ② A globalised world establishes globalised connections, worldwide solidarity for local concerns, provides exposure to happenings and events of different countries.

Values such as love for truth, honesty, integral character, compassion are still universal and cherished everywhere.

Remarks

Good!

4

8. "Generations to come, it may well be, will scarce believe that such a man as this one ever in flesh and blood walked upon this Earth." - (Albert Einstein). Discuss 3 ideas of Gandhi that you think makes him timeless by discussing their contemporary relevance. (150 Words) (10 Marks)

Ans Albert Einstein was a contemporary of Mahatama Gandhi and through this statement he indicated towards the greatness and goodness of Gandhi.

Mahatama Gandhi's whole life was full of exemplary behaviour instances and his ideology is relevant even today. Three main ideas of his and their contemporary relevance is discussed below:-

① **Non-violence** :- An ardent believer in non-violence, he emphasised the importance of love, persuasion, dialogue, harmony in solving any problem.

Thus ^{an increase} in ^{pace} as we see in today's world, ^{pace} for armament, religious fanaticism, terrorism and genocide, incidents like mob-lynching, acid attacks, murders, rape. Gandhi's non-violence Ideas of

Remarks

becomes more relevant as it not only called for churning outward violent behaviours but also turning out heart in favour of more tolerant and acomodative attitude.

② Satyagraha :- Emphasised the goodness of truth and persuasion through standing by truth only. In contemporary world rise in corruption, fake news, ^{through} propoganda and hate speeches, money entartion through cyber crimes could be corrected through truthful means only.

③ Swaraj :- Means self-rule not only at political level but also at intellectual level, where one could define and distinct between ethical and unethical conduct.

✓ Participative democracy through introduction of 73rd and 74th constitutional amendment as panchayats and municipalities is best example of its relevance in today's world.

Good explanation.

Remarks

4 1/2

9. What does "Bureaupathology" possibly mean to you? Discuss a few human values that can cure this disease. (150 Words) (10 Marks)

Ans-9 Bureaupathology :- It is the tendency of over-reliance on rules and regulations, lack of innovativeness, empathy, neglect of social considerations and ethical standards in the bureaucracy in general and bureaucrats in particular.

Role of Bureaucracy

- ① Effective public service delivery.
- ② Upholding constitutional values of economic, social, political justice.
- ③ Bridging gaps ^{and} filling in trust-deficit towards government.
- ④ Shifting from governance to good governance practices.

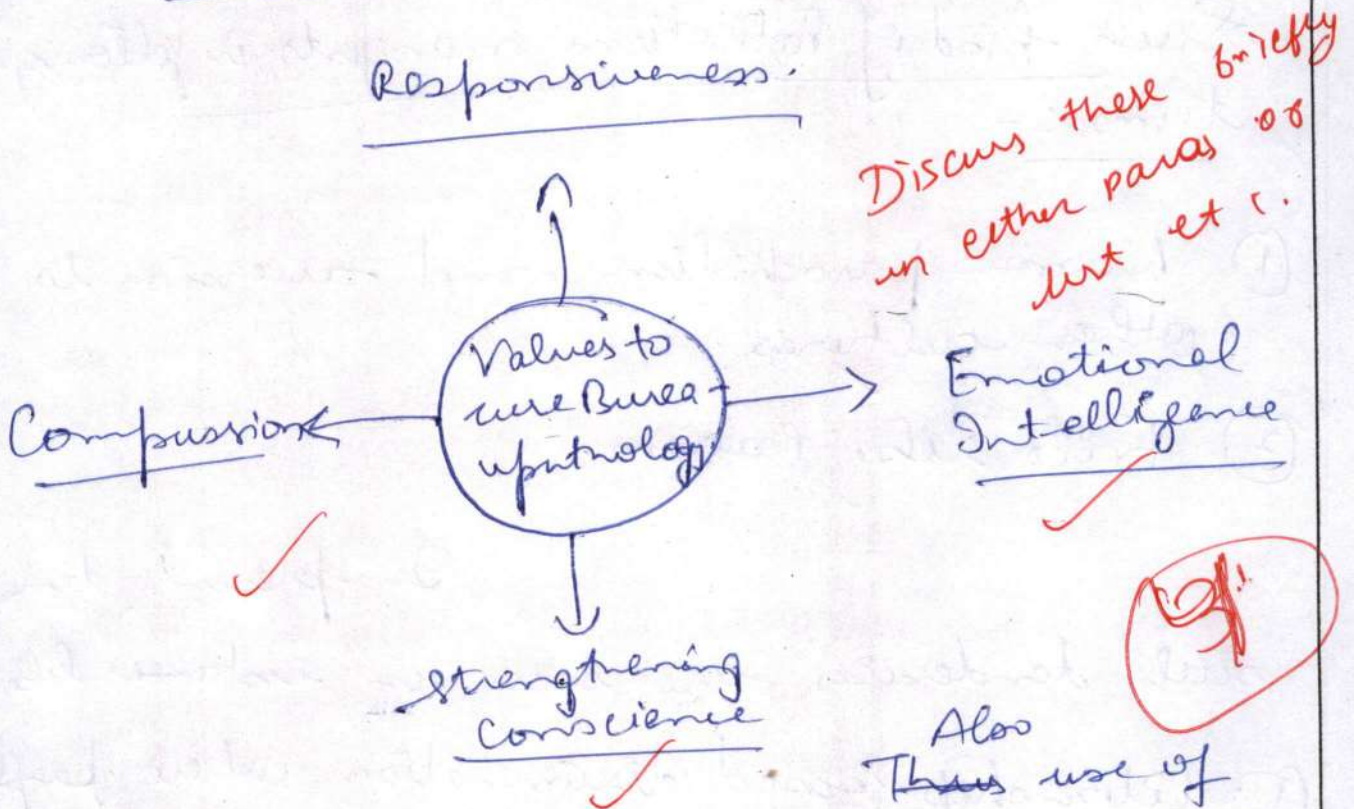
~~There are some~~ But in achieving this objective a bureaucrat faces many ethical dilemmas

Remarks

at times, pressure from political executive, bureaucrat-politician-businessman nexus, self-gratification leads to :-

- ① Red tapism and delays in service delivery
- ② Collusive Corruption.
- ③ Apathy towards needs of society especially weaker sections.
- ④ ~~Neglect of official duty~~ Dereliction of duty.

Values which could cure this disease



technology, team-work go a long way in dismantling bureaucratic attitudes.

10. "Patriotism can't be our final spiritual shelter. I will not buy glass for the price of diamonds and I will never allow patriotism to triumph over humanity as long as I live."
Examine the relevance of Tagore's quote in present times. (150 Words) (10 Marks)

Ans:- Patriotism :- It is the feeling of loving your country more than any others and being proud of it.

Rabindranath Tagore in this statement showed his dislike for blind patriotism which doesn't regard pluralism and diversity of nations, religions, cultures.

Such kind of patriotism manifests in following terms :-

- ① Narrow parochialism and aversion to other cultures.
- ② Evils like Racism.

In present time such tendencies are seen in instances like:

- ① Citizenship based discrimination where people of citizens of other countries are not treated

Remarks

at par with citizens of ones own country.

② for instance :- Mexican people facing discrimination in the US.

② Refugee Crisis :- As hyper patriotism of some resulted in displacement of millions and their non-acceptance in other countries, for Example :- Rohingya crisis

③ Inward looking approach :- Where one nation favours its prosperity over others concerns. for instance :- Approach of America first and immigration denial policy.

However what is needed is a human approach to look at every problem. and not putting self-interests, patriotic consideration above.

As with over-patriotism comes other evils such as jingoism, racism which had in past also resulted in genocides, such asⁱⁿ Nazi Germany. So taking steps which remove such constraints become necessary.

Remarks

Good analysis.

4

11. How a society responds to immigration tells how it strikes balance between its values and interests. Examine. (150 Words) (10 Marks)

Ans In today's globalised world with countries opening themselves for free movement of goods, services and people, immigration became a source to acquire human resource.

The immigration of new people in society has following impacts :-

- ① Introduction of new cultural practices.
- ② Brings in a wide-pool of experiences to share.
- ③ Widens up ^{one's} the reach of ~~one's~~ acceptance and tolerance.
- ④ At times creates conflict due to divergent interests and values.
- ⑤ led to ghettoisation, increased feeling of alienation and chances of communal riots.

But a society's value system can be judged from the way it responds to immigration. ~~There~~ The balance

Remarks

Discuss how the states have responded to immigrants recently.

between societal values and its interests define how much its openness and flexibility, such as: -

① In India, the concept of Atithi Devo Bhava and the huge history of assimilation of diverse immigrants from and their cultural practices, without showing any simultaneously upholding our social ethos, reflects the secular attitude, values such as respect for all, sharing of resources etc.

Discusses values of modern states such as
liberalism, global justice

② Increased nationalism, awareness of political identities, uneven distribution of vital resources develops into attitudes like self-gratification, disrespect of basic human values. For Instance :- white and black discrimination in the USA.

In current scenario climate change, political instability, religious persecution, terrorism, civil war contributes to increase immigration. Thus values such as global justice, human rights, equality, freedom are being tested.

Remarks

12. What is the moral of the popular fable of "Blind men and elephant"? Do you think it is similar to the contemporary notion of "post-truth"? (150 Words) (10 Marks)

Ans

The fable of the blind men and an elephant is a classic parable that illustrates the danger of drawing conclusions based on limited, partial information. In the story, several blind men touch different parts of an elephant and make incorrect conclusions based on their own limited perspective: one says it's like a wall, another says it's like a fan, another says it's like a snake, and so on. The moral is that no single perspective is the whole truth, and we must be open to other viewpoints to understand reality more fully.

The contemporary notion of "post-truth" is a modern phenomenon where subjective emotions and beliefs often override objective facts. In a post-truth world, individuals often cling to their own limited perspectives or ideologies, ignoring or dismissing evidence that contradicts them. This is very similar to the fable, where each blind man is only touching a small part of the elephant and making a conclusion based on that limited touch. Just as the blind men's conclusions are incomplete and often contradictory, the "post-truth" narrative is a distorted view of reality based on selective information and personal biases.

Remarks

[Faint, illegible handwriting, possibly bleed-through from the reverse side of the page. A large blue diagonal line is drawn across the page.]

Remarks

13. "States are not moral agents; people are, and can impose moral standards on powerful institutions." Do you agree with the statement? (150 Words) (10 Marks)

Ans A moral agent is an individual or entity who is responsible for distinguishing between good and bad and making a morally right decision, for which the moral agent is held accountable also.

A state is a political organisation of society or the institutions of government. It is supposed to act on behalf of society to solve conflict of any sort.

The people being the ultimate source to set up a state impose moral standards on powerful institutions in following ways -

- ① Make ^{political} system more just and promote equality by exercising their rights and demanding more freedom. For example - ^{1/3rd} Reservation for women in ~~political~~ at panchayats.
- ② Held the government accountable by taking active part in ~~the~~ knowing about its

Remarks

activity. For Example :- RTE

③ Put a check on misuse of power by agents of state and reduce arbitrariness in decision making. ✓

④ Institutions like Lokpal are a direct result of imposition of standards of transparency by the people on government institutions. ✓

the state as a moral agent is not possible
As :-

Discusses states held be accountable for its action. *Whether could*

Negating the role of the state as a moral agent is not possible

① State promote distribution of wealth and promotes economic and distributive justice

② Provide a common political ground to every one by abolishing practices contrary to equal political rights. For instance :- Abolition of untouchability under Article 17. ✓

③ Through ✓ Judge economical practices and as Swachh Bharat, Beti Padhao, Beti Bachao help to achieve wider social objectives.

Remarks

(4)

Section - B

In the following questions carefully study the cases presented and then answer the question that follows:

14. Once you went to the market with your mother for festive shopping. There you found that most of the shopkeepers have employed children as attendants and were behaving very harshly with them. You get very touched by seeing all this and started arguing with one of the shopkeepers on this issue. Your mother told you to stop and asked you that if you argue like this, he will remove the child and the child may have no earning source for the family.

- What will you do in consonance to your moral quality in this situation?
 - Discuss the limitations of various possible actions that you are supposed to take.
 - Among the available options, which may yield the desired result in consonance to your moral quality?
- (250 Words) (20 Marks)

Ans | Being a developing country, India is faced with problems like unemployment, poverty, huge population, and so on. Child labour is a manifestation of such issues. Although prohibited under Article 24 of Indian constitution and punishable offence under Child Labour (Prohibition and Regulation) Amendment Act, 2016. But still is prevalent on wide scale.

Stakeholders	Facts
1) You and your mother.	1) Age of children employed.
2) Children employed.	2) Ill-treatment towards children by shopkeepers.
3) Employer Shopkeepers.	3) Basic Human Rights

Remarks

4.) Family of children employed.

5.) Government

6.) NGO, civil society

and Right to education of children.

4.) Financial position of children's family.

5.) Ineffective Implementation of laws.

Ans (a) In this situation, things to be considered before doing anything :-

(i) People dependent on such children's job

(ii) Awareness of shopkeepers regarding the laws.

(iii) Repercussions of taking a legal recourse

(iv) Public opinion on the issue

(v) Your own will-power and availability of time to pursue issue toward resolution.

Ans (b) Various possible action which could be taken are :-

① Report it to police and let legal procedure to be followed :-

Advantage → Assurance of quick action; fulfilment of your duty as a good citizen.

Limitation → Risk life and livelihood of children's family; possibility of police-shopkeeper nexus and no further action.

the children may later be forced to join hazardous work etc?

Remarks

② Engage other buyers standing there and try to persuade shopkeepers through collective efforts

Advantage :- Generate public sensitivity toward issue and create strong response.

Limitation :- Disinterested and insensitive attitude a hindrance, only a short term measure as the children might return after few days.

③ Involve civil society, create public opinion, reach out to children's family

Advantage :- Provide wide coverage to issue, help bring needed aid in terms of immediate relief.

Limitation :- Time consuming, test of one's persuasive skills, and determination.

Ans (c) | The best options would be third one.

As through collaborative efforts of civil society in-depth knowledge of issue and long-term solution could be achieved. Further it would allow to bring forth issue with government also and necessary benefit transfers, social security measures, skill development be made.

Though a tiring and time-taking process, which demands full commitment, dedication, love for justice on one's behalf. But being an aware, morally responsible citizen it would give

one a sense of fulfilment, and self-righteousness.

Remarks

8½

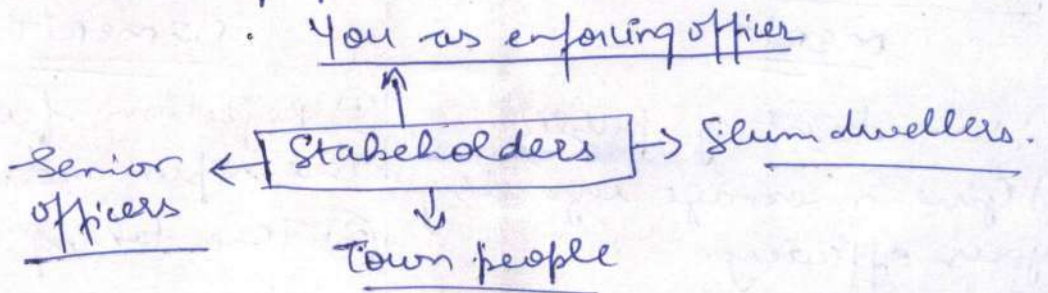
15. In a major demolition drive, civic authorities demolished around 1,300 illegal hutments in a cosmopolitan town. According to the officials, the encroached land of 20 acres belonged to the forest department. It was the same area where a few months back the Chief Minister's flying squad had discovered the unauthorized settlement with most having illegal energy (power) and water connections. There was a mob that 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 the first demolition drive, the 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 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. You have the following options:

- (a) You would vacate the slum by using the police force.
- (b) You will request your senior officers to wait till the weather become normal and an alternative place for the settlement of the slum dwellers will be designated with basic amenities.
- (c) Raise this issue with the help of Media.

Analyse the above options and decide your course of action. (250 Words) (20 Marks)

Ans] Increasing population and rising migration from rural to urban areas in search of employment opportunities, better health and education facilities gave birth to slums. Though an encroachment on public property these slums provide habitation, sense of security and belongingness to slum dwellers.



Remarks

Basics | As an enforcing officer, one is obliged to implement the decisions taken and is bound by code of conduct of service. But considering special circumstances where it is mid-winter, slum dwellers have nowhere else to go, attention to be given to women, children, elderly, sick and differently abled amongst them.

Thus one is faced with ethical dilemma between one's duty and compassion/empathy for slum dwellers!

Analyzing the options given

① Vacate slum using police force

MERIT

- ① fulfilment of duty.
- ② Thwart any resistance.

DEMERIT

- ① Too harsh on slum dwellers.
- ② Show insensitivity of administration.

violation of
act. 21
etc

② Request senior officers to wait for weather to become normal and alternative place for settlement with basic amenities.

MERIT

- ① Win trust of public.
- ② Give message regarding your efficacy.

DEMERIT

- ① Rejection from seniors and reprimand.
- ② Time-taking procedure.

Remarks

③ Raise issue with help of media

MERIT

- ① Popularize issue and create public opinion ✓
- ② Secure better jobs interests of slum dwellers ✓

Demerit

- ① Against one's conduct rule ✓
- ② Tarnish image of administration ✓
- ③ Hasty and inappropriate ✓

duty ethics?

Course of action to be taken :-

- ① Request seniors to wait for weather to become normal and arrange for alternative place.
- ② Holding talks with local representatives of area, listening to slum dwellers concerns.
- ③ Creating a committee to identify those having any identity proof and living from beginning and those who just arrived.
- ④ Making provisions for those recognised by government under schemes like Housing for All, skill development, POS and other benefits.
- ⑤ In-situ development, sanitation drive under Swachh Bharat, habitation facilities.
- ⑥ Involving NGOs, civil society to create self-help groups amongst women folk for improving their financial health.

Consider seniors don't agree, what could be done then?

Being a welfare state, it is objective of government to deliver economic justice to all. These steps would ensure this.

Remarks

✓

18

16. You are a senior civil engineer in charge of a very big road project. You find that the project contractor is working honestly and strictly as per the work schedule and also maintaining the quality of work. Suddenly his only son met with an accident and hence he is preoccupied with his treatment. The project got delayed and the quality of work got slightly affected. Your subordinates are putting pressure on you to take strict action against the contractor.

- (a) What are the various options available to you?
 (b) Evaluate the merits and demerits of each option and choose the option you would adopt, giving reasons.
 (250 Words) (20 Marks)

FACTS INVOLVED	VALUES
① Your responsibility as senior civil engineer.	① Empathy.
② Past record and present performance of contractor.	② Justice.
③ Unforeseen contingency and delay in project.	③ Persuasion.
④ Standard operating procedure.	④ Leadership.
⑤ Important Infrastructural needs and connectivity.	⑤ Courage.
	⑥ Code of ethics.

Above situation

throws a challenge in which one's conscience is in conflict with one's official duty. Thus following options are available :-

- ① Terminate the contract and give it to other party.

Remarks

- ② Give some relaxation to the contractor and let project get delayed.
- ③ Honour contract, ask contractor to informally delegate work to different but competent and experienced party who can be paid by contractor. Undertake effective monitoring to make sure quality of work does not suffer.

Ans (b) Option 1.

MERIT

- ① Avoid delays.
- ② Optimum utilisation of public resources.
- ③ An objective decision.

DEMERIT

- ① Disregard to expectations of compassion.
- ② Lack of empathy and sensitivity on part of civil servant.

new contract is time taking
100?

Option 2

MERIT

- ① Reflect considerate side of bureaucracy.
- ② Would not discourage future contractor.

DEMERIT

- ① Delay tantamount to wastage of public resources.
- ② Your official responsibility would be questioned.

Option -3

MERIT

- ① Balanced approach.

DEMERIT

- ① Potential difficulties.

Remarks

② Timely delivery of service | with changed contractors.

An effective decision would be one which achieves the desired goal of timely delivery of service, in this case completion of road project. And uphold the basic human values of compassion, empathy, also at same time displaying competence, leadership qualities of person in charge.

Thus Option 3 would be appropriate and optimum to adopt. As an administrator, one's utmost priority must be hassle-free and smooth experience of ^{public} service delivery. This is possible only if state's resources are judiciously utilised. By taking this course of action, the civil engineer would not only ensure abide by SOP and conduct rules, but would also ensure that a humanistic and considerate image of bureaucracy is displayed.

It would also allow him to uphold integrity and accountability of his office. As quality of work done and on-time completion would speak for ^{his} responsible attitude of in front of his seniors and subordinates.

Remarks

Good approach!

(9)

17. People of a slum area are disturbed because of loudspeaker noise coming from nearby religious places. Community members of that area are not happy, as the sound is loud, and sometimes fiery speeches are also made. Also, there is a sense of competition between different religious abodes to go louder especially during festival seasons. They don't have the courage to go to community leaders or police stations. You are the son of a rich and powerful businessman who is preparing for Civil Services. One of your servants hails from that area and explains his problem to your father. But your father doesn't want to get into that, as he is the biggest donor of the religious celebration of that area.

- (a) What will you do according to your moral conscience?
- (b) Discuss various options available and discuss the merits and demerits of various options. (250 Words) (20 Marks)

Ans) India being a multi-religious and multi-ethnic country has adopted a positive concept of secularism where Constitution of India grants freedom of conscience, practise, profess one's choice of religion. Also the State respects all religions equally and but those aspects which hampers right to life of other individuals and disturbs communal harmony are regulated and controlled by the state.

Stakeholders	Facts Involved	Values
	<p>① Unease to people due to loud sound.</p> <p>② Fear of reporting this in police stations.</p> <p>③ Your father's reputation and people's expectation from him.</p>	<p>① Courage</p> <p>② Wisdom</p> <p>③ Tolerance</p> <p>④ Religious Equality</p> <p>⑤ Persuasion</p>

Remarks

Facts (4) Apprehensions of communal dispute.

(5) failure of administrative machinery to ~~resolve~~ ^{recognise} issue at first hand.

(6) limited role of yours to convince your father

Ans (a) The situation has arisen due to lack of trust and confidence of people in administrative capacity to resolve issue. Such scenarios are quite common in Indian social milieu. An outlook of respect for all religion and tolerance toward diversity is needed to deal with this situation. As being ^{a civil} ~~an aspirant~~ service aspirant, one cultivate the qualities of being tolerant, patient, determination toward goal, good listening capacity, so these come handy in such cases. §

In this case, one could appeal to one's father's moral conscious and duty toward common good at large in order to ~~not~~ persuade him to do the needful

Ans (b) Options available and their merits and demerits are:-

① let your father deal with it and you yourself does not get involved.

Remarks

MERIT

- ① maintain undivided focus to your study.
- ②

Conscience?

DEMERIT

- ① maintenance of status quo and chances of effective resolution reduced
- ② Against the spirit of exam you are preparing for.

- ② Persuade your father to involve all the stakeholders and convince him to stand up to the issue, give your inputs and time and ^{show} willingness

MERIT

- ① Amicable ^{solution} resolution used.
- ② Enhanced respect of your father.
- ③ Bring things to notice of administration, which would cool down heated environment of competition and provide future security
- ④ you could gain experience for future reference in civil service.

DEMERIT

- ① You father may not feel due toward the case and return your requests.
- ② might backfire against your father's reputation and standing in society.
- ③ Disinterest and adamant behaviour of stakeholders.

- ③ Tell your father to stop giving donating to such religious places.

MERIT

- ① Against ^{from} same, unnecessary ^{unnecessary} ^{botheration}.

DEMERIT

- ① Against the spirit of leadership
- ② Neglect of issue as whole.

Remarks

Could you also take police action?

8

18. You are a doctor in a government hospital. One of your lady friends got married in a very rich and influential family. However, with the passage of time, you came to know that the family is very conservative as she visited you to seek your help in determining the sex of the child at the fetus stage. Her in-laws want a boy child to act as the inheritor of the family and they have also ordered to abort the child if it is a girl. Later her in-laws insisted hard and connected you with the Health Minister on the mobile phone. The minister said the doctor to help them in all possible manners. Thus reporting about the issue to the police is waste.

Based on the above situation, answer the following questions:

- What are the ethical dilemmas in the above case?
- Do you think that your moral obligation also demands to help your friend?
- A doctor in a public or government hospital should obey the Health Minister for whatever he says. Do you agree and why?
- What steps will you take in the above situation? (250 Words) (20 Marks)

Ans | The patriarchal nature of Indian society give much preference to boy child resulting into female feticide and infanticide. The government bring Pre-conception and Pre-Natal Diagnostic Technique Act, 1994, to make sex-determination of fetus ~~and~~ ^{any} sex-selective births criminal offence. Still the practise is rampant amongst many states, this case study also reflects on it

Stakeholders

You as doctor

Your lady friend and her family



Unborn child

Health minister

Remarks

Ans a) Ethical dilemmas involved

- (i) Your duty as doctor vs Your duty as a friend
 (ii) PCPNDT Act, 1994 vs ~~Health~~ ministers directions.
 (iii) Rights of unborn child vs Healthy relations of your friend with her in-laws.
 (iv) Your moral conscience vs ~~and~~ your relationship with your friend
- Explain these referring to facts briefly.*

Ans b/ Yes, helping my friend is definitely a concern. But accepting her request of sex-determination of child is morally as well as ~~legally~~ wrong. It goes against the oath of a doctor to preserve health and life. Moreover it is ethically outrageous and involves too big a ~~risk~~ of losing one's license and initiation of criminal proceedings. The unborn child, ^{also} has some rights, which would be violated if abortion takes place without any medical complications and merely for sex-selective birth considerations.

Discuss how you could help your friend even otherwise

Ans c) No, one must not obey orders which are legally wrong, involves a question element of going against prescribed laws. Also moral judgement must be applied to avoid

Remarks

decision. following line of command is necessary but not, when it goes against one's solemn oath, code of conduct, code of ethics.

Ans b) Steps to be taken in above situation

① Listen to your friends side of story that if she wants to keep child or not. If yes, then persuade her to stand for her rights and also for her unborn child's life and rights

If no, then make her clear that the termination of pregnancy just for sex-selective issues is a criminal offence and convince her about seriousness of issue, your job obligations.

② Talk to your seniors and colleagues in medical fraternity about their experiences and gain an insight over that.

③ Personal counselling of your friend and her in-laws on the issue and making them aware of decreasing sex-ratio, future complications etc.

How could you convince them

④ One could also report the same to CMO, in case one is wrongly implicated in same.

⑤ One could also report same to CMO, to avoid wrong implication and false accusations and to safeguard one's job and integrity.

Remarks

8½

19. You are head of an organization that has a large public interface. One day an old man approaches you and complains that one Assistant in charge of the Old Age Pension Scheme is demanding Rs. 100.00 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 money, are harassed.

You have become very 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)

Ans The Bureaucratic chain of command is full of petty corruption, embezzlement, red-tapism. This has stigmatised the whole bureaucratic structure and led to red-tapism, delays in service delivery and, costs the government the precious money of taxpayers, trust-deficit amongst public toward institution and bad governance. The work culture is a major component of this process. ✓

In this situation also

following things are reflected :-

- ① Lack of sensitivity toward public grievances.
- ② Bureaucratic lethargy and unwillingness to perform. ✓
- ③ Non-maintenance of SOP, accountability measures.
- ④ Disregard for State's resource and one's service

Remarks

obligation.

⑤ lack of commitment, ~~and~~ dedication and integrity.

Ans a) Following options are available

- ① Initiate inquiry against Assistant, clear pension claims.
- ② Talk to seniors and do what they say.
- ③ Clear pension claims immediately, take cognisance of issue, understand work culture and chain of command, send circular for meet up at organisational level, embark upon work culture overhaul.

Ans (b) Option 1

MERIT

- ① Shows decisiveness.
- ② Build up trust of public regarding effectiveness of organisation.

DEMERIT

- ① Too harsh and impulsive, shows lack of understanding.
- ② Only short term measure.

Option 2

MERIT

- ① Provide gainful insight on overall situation.

DEMERIT

- ① Display lack of leadership qualities.
- ② Does not provide immedi

Remarks

② Helps prevent any clash at higher level.

-ate relief to old man.

③ Just a one-time arrangement.

Option 3

MERIT

- ① Root and cause analysis to strike at bull's eye of problem.
- ② Immediate help provided and further harassment is avoided.
- ③ Help to create a strong organisational foundation.

DEMERIT

- ① Time-consuming
- ② Personal efforts needed which add upon your burden.

Work culture determines the overall service delivery mechanism and quality of an organisation's product. Thus success of any organisation depends upon the human resource and the environment they are working in. Thus Option 3 would be best and appropriate in order to create a long-term effect.

When the higher authority do not induce integrity and accountable behaviour, lower levels follow suit. Thus pro-activeness, responsibility and dedication at higher level towards goal is transferred all over down the line. Checking performance report of employees, giving reward and punishment according, maintaining to-do and

Remarks

attendance registers, ~~engaging~~ employees occasionally in fun activities such as sports infuse new vigour and dedication in them for ~~the~~ their job. Also a regular feedback mechanism, with personal level counselling, helps to clear bottlenecks in day-to-day functioning easily.

Citizen Charter, such steps shows direct transfer of benefits etc?

the depth of understanding of issue of a leader, and determination to change status-quo. Hence allow to achieve organisational goals in smooth manner.

8h

Remarks