Test Code: 2P101

FIAS – 2019 – GS 4H/8G/12E/14D

ForumIAS
ACADEMY

GENERAL STUDIES

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Email Id.		Date:	18th Sept, 2019
Mobile No.			

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE

Q. No.	Max. Marks	Marks Obtained
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Total Marks:		

INSTRUCTION

1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).
2. There are NINTEEN questions printed in ENGLISH.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
5. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.

Remarks:

Start Time| 9:00 am	**End Time|** 12:00 pm
Mode Of Examination :	**Online** ☑ **Offline** ☐
ECN CODE:	**Evaluation Date:**

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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS

Section - A

Q.1) Indian ethics teach moderation as a moral standard. Examine.

(10 Marks, 150 Words)

Indian ethics are based on multitude of sources. The Vedic literature, Bhagvad Gita, the various philosophies of Buddhism and Jainism teach moderation.

Propogation of moderation by ~~Buddhist literature~~ Indian ethics & philosophy

(1) → a balance of existence and the efforts to achieve enlightment through meditation & pure karma; in buddhism as opposed to the method of self-pain and penance proposed in Jainism.

(2) Bhagvad gita → also by not overemphasizing any particular path (out of karma, gyan and moksha) preaches moderation.

⇒ It gives the individual liberty to choose path based on their own nature.

(3) child is taught to have a balance between Studies and extracurricular activities ⇒ Thus motivation

(4) People are taught to balance personal life with professional life, thus preventing any extreme importance to any one.

(5) A right balance of Arth, Kaam, Dharma and Moksha is preached in Bhagvad Gita.

However, in concerning some of the universal values such as
eg :→ Honesty.
→ Hardwork and diligence
→ Compassion and love for all alike.
Indian ethics preach "unshaken compliance" and obedience.

Todays time when newer technologies are coming up especially social media, artificial intelligence, there is more than ever, a need to apply the theory of moderation, in using them.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.2) What do you understand by the concept of 'altruistic-hedonism'? Discuss in the context of public ethics. (10 Marks, 150 Words)

Altruistic hedonism is a concept which emphasizes that "in good of all, lies the good of oneself"

Altruistic ⇒ good of all.
Hedonism ⇒ self Interests
→ Good of oneself.

It also relates to the idea of karma which preaches → a good karma is reciprocated with good and a bad karma is reciprocated with bad.

Application in Public ethics

The Concept is of high Importance, for civil servants especially for public services and dealing with public ethics; as it helps oneself in putting public interest above personal Interests for civil servants

eg. In leading a village, or a district to development, lies good career and goodwill of a civil servant

(Don't Write anything in this Area)

(3) Also, for example, safety of a whole district will ensure the safety of civil servant's own house.

For people in general

(1) It resonates with the idea of promoting a common good.
→ eg In not littering a park, local citizens of a locality are benefitting individually, at the same time, sanitation of the locality is maintained.

(2) Not promoting corruption (by not accepting a bribe) on an individual level will ultimately benefit oneself when society will completely get rid off the evil. → That person will not have to bear the burden of giving bribe

Thus, altruistic - hedonism believes in the idea of "Good for all, good for one"

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.3) Socratic concept of "Ethical dying" is a principled leave-taking from life. Compare and contrast it with the Gandhian concept of Satyagraha and Non-violence.

(10 Marks, 150 Words)

Socratic concept of ethical dying believes in giving utmost importance to ethics in leading a virtuous life so much so that it is acceptable to die if one has to, in upholding ethics.

Gandhian idea of Satyagrah and Non violence (NV) is based on the idea of truth & self reliance

Socrates' "Ethical Dying"	Gandhiji's Satyagrah & NV
Similarities	
→ utmost importance to virtuous life & importance of knowledge	→ utmost importance to Two virtues of non truthfulness and non-agression
→ Both are fundamental and universal in nature	
→ Both demand high moral courage.	
Contrast	
(i) It is less fruitful for the person as it ultimately results into	(i) It demands strict obedience to these virtues but not to the extent of

death.	dying.
(2) It is impractical in bringing significant change.	(2) It emphasizes the appeal to the person on the other side to bring significant transformation
(3) It is slightly passive approach	(3) It is more active in nature

However, the two equally uphold a harmony of 'ethics in existence'

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.4) "Great leaders not only possess Interpersonal intelligence but also Intrapersonal intelligence." Comment. (10 Marks, 150 Words)

The idea behind this saying is that leaders know their people and themselves in and out.

Meaning

By Interpersonal Intelligence → one means understanding the people, Institution one is leading.

By Intrapersonal Intelligence → knowing oneself and being in harmony with one's own emotions

These two attributes make a good leader

Explanation

- Interpersonal Intelligence (social relationship social awareness)
- Intrapersonal Intelligence (self awareness and self regulation) + motivation

→ make a good Leader.

Another way to put it is that 'before winning the outer world, one has to win the inner world.

Examples (1) Gandhiji	He had utmost control over his own senses of nonviolence, satyagrah and also connected to the masses.
(2) OP Choudhary (District collector in Chhattisgarh)	Intrapersonal Intelligence (by having self understanding, courage and fortitude to serve in naxalism stricken area. Interpersonal ⇒ good relationship with villagers.

Thus, self awareness leads to social awareness and thus makes big great leaders

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

(Don't Write anything in this Area)

Q.5) Value conflicts are common in the public sphere of life to everyone and a public servant is not an exception to this. What are the common value conflicts that a public servant faces? How can a public servant overcome those value conflicts? (10 Marks, 150 Words)

Value conflicts mean a situation when two ~~[illegible]~~ desirable values stand at contrast to each other and one has to choose one out of the two.

Common value conflicts for a civil servant

(1) Objectivity vs empathy	Eg. a weak vulnerable couple needy of medical help but do not fulfil the criteria for scheme for medical help.
(2) Integrity vs loyalty	Eg. when Seniors ask to give favours to special people eg. preference in tendring to a relative of a senior.
(3) Personal well being vs ~~[illegible]~~ public welfare	→ eg. Having a family - work balance and giving time to family. → yearning from promotion in career.
(4) Justice to one or common good	

for worry	Eg. Establishing a metro line but displacement of people is involved.
(5) Choosing between Rights	eg. who is more worthy of a benefit → a parentless child / or a beggar.

Resolving Conflicts

(1) Utilitarian approach → Taking good of all in account If majority is benefitted.
eg. farm loan waivers.

(2) Rights approach → Taking a side where more rights are upheld, less violated.

(3) Virtue principle → Choosing pursuit of virtues to guide self action eg. Compassion, Justice.

(4) Justice approach :→ Equal sharing of benefits & burdens
eg. making an exception for extremely vulnerable cases.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.6) Probity is the synthesis of Integrity and fortitude. Examine. Does Integrity imply complete refusal to compromise? (10 Marks, 150 Words)

Probity is the utmost virtue in the life of a civil servant. It implies living upto the principles of one's life to the maximum. It does not only prevents non-maleficence but promotes beneficence. Thus it is a maximalistic approach

Integrity + fortitude ⇒ Probity

(1) A Person with integrity can uphold the truth and honesty and along with fortitude can do demanding and challenging task even in extreme of circumstances.

Integrity – fortitude → Weak personality

fortitude – Integrity → Clear devil eg. Terrorists.

(2) Integrity + fortitude ⇒ ~~extreme~~ utmost righteousness with right actions

eg. Satyendra Dubey who was killed for standing

up for the wrong doings was an example of Integrity with fortitude. Even the fear of death could not discourage him

Integrity and Compromise

① Integrity is non negotiable and non selective, and thus is not to be compromised.

② Any kind of Incentivisation of fear should not be allowed to cause 'moral corruption'

However, In contemporary times, a civil servant is faced with multifold challenges of not only ~~develop~~ maintainence functions but developmental ones.

Thus, some exceptions in order to do greater Justice has to be made

eg:- Making an exception for vulnerable person who seriously demands benefits of a scheme.

In such cases, transparency should guide the decision making but Integrity should not be compromised.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.7) Social Influence and Persuasion focus on ways in which behaviour of a group or an individual is influenced by outside factors. Explain how it can help in convincing people to work towards collective good? (10 Marks, 150 Words)

Social Influence is the process of changing a person's attitude, beliefs about a particular object, process or institution by use of social tools. These social tools being eg:

→ Social comparison
→ Role model Inspiration.
→ Instrumental conditioning eg. giving rewards.
→ Direct Instruction.

Persuasion is also about modifying a person's existing attitude towards a desired objective. However, it involves good of both who is being persuaded and the one who is persuaded.

Tools of persuasion are same as that of social influence

Convincing people for a collective common good

eg:
(1) Conservation of environment and prevention of plastic pollution
→ Here, social comparison with people who set a good example can cause social

pressure on those littering or spreading plastic.

(b) Direct instruction → eg. Boycott is a tool of social influence which can be used saying one who uses plastic will be socially boycotted.

(2) Spreading Gender-Equality (a collective good)

→ Role models like Vidya Balan, Phogat sisters can set a good pretext

→ further social comparisons eg. In Uttarakhand, there is a village, where girls are welcomed with grandeur & celebration ⇒ Thus creating moral pressure.

Thus, such tools can be used to promote other collective goods for eg. Sanitation, healthy lifestyles, scientific temper and attitude towards transgenders and many more.

Q.8) The greatest discovery of all time is that a person can change his future by merely changing his attitude. What is the importance of attitude in one's life? What important role does attitude play in one's success? Elaborate.

(10 Marks, 150 Words)

This quote by William James emphasizes importance of attitude in a person's life. A positive outlook towards life can ~~prevent~~ change a person's destiny beyond imagination and a negative attitude can take even the brightest of people to failure

Importance of Attitude

(1) Attitude decides outlook to any object, process, place or thing → that builds a perception of it in one's mind.

(2) Attitude helps in quick decision making
eg. knowing having a positive attitude for dramas, will fasten the decision making for watching a new theatre release.

(3) Attitude helps people build ~~and~~ a perception about us.

(4) A positive attitude towards a particular

object leads to inclination and attachment, while negative attitude leads to a sense of alienment.

(5) Attitude guides our perception of the world outside

Role of attitude in Success

(1) Even if somebody does not have aptitude for a particular skill, he can learn it with positive attitude and achieve success.

eg. Arunima Singh's positive attitude helped her climb Mt. Everest even in spite of her leg fracture

(2) Positive attitude prevents delays and fastens the path to success.

(3) It helps listen to diverse viewpoints, thus increased experience leads to high chances of success.

A positive attitude can change one's life for once & forever.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.9) "In matters of conscience, the law of majority has no place." Do you agree? Substantiate with Example. (10 Marks, 150 Words)

Conscience is the inner voice of a human being. It is called intuition, moral touch or voice of god. It basically guides rightness or wrongness of a particular action to a person, aloof of ethics of society.

I agree with the saying because when law of majority is wrong and does not stand the test of morality, it is the inner voice that should guide the decision making, as also propounded by kautilya.

following conscience

(1) Eg. Raja Ram mohan Roy followed his conscience against the prevailing mentality of female subjugation & Sati prathe. In long term, it has ameliorated plight of women.

(2) Gandhiji's calling off of chauri chauri is a clear testimony where he went again the voice of majority & stood to his conscience which upholded non-violence & truth.

(3) As a newcomer to college, I was told by my seniors that "it was okay to cheat". But I heeded to the voice of my conscience, that pleaded cheating guilty.

Thus, conscience has to be the guiding light. However with time, it needs to be developed; So a "developed conscience" in alignment with changing axis of ethics should be emphasized.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.10) "We are what we repeatedly do. Excellence, then, is not an act, but a habit." Elaborate this Aristotelian ethics with examples. (10 Marks, 150 Words)

The idea that has been proposed here is, it is the "character of a person, that makes him what he is."

character here incorporates habits, the perceptions and mental thought process.

for example:

(1) For me as a student, I considered it a duty on my part to do whatever duty I was assigned, with due diligence. Success followed its path itself.

(2) for a sports player, it is a habit to wake up every morning early, exercise daily without a miss. These constitute a part of her daily routine & thus a habit. Excellence follows.

(3) Similarly, Beit a musician who does his daily riyaz or a poet who writes & experiments daily → excellence comes.

(4) It is this repetition that brings experience, whose learning adds to excellence.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.11) "Civil Service is not about absolute impartiality but is about partiality towards justice." Examine. (10 Marks, 150 Words)

The idea proposed here, is that in today's times of contemporary challenges, Max Weberian ideal of objectivity & complete impartiality does not work. Rather 'enlightened' objectivity is needed.

Complete impartiality sometimes leads to inaction and is not desirable

for example

(1) Just following a rule is not desirable, rather a civil servant has to see through a veil of compassion and social justice.
eg. Making exceptions for particularly vulnerable sections.

(2) Giving more time to vacate an encroached area where physically disabled people have their homes

(3) Allowing special promotions and recruitment to weakened class eg. transgender community so that the reality of ~~least~~ injustice being done to them in society is also taken care of.

Sage Kashyap, "Said, "Dharma is wounded when honest people fail in their duty to ensure justice". Thus, there is a need to move from Impartiality to "enlightened partiality to uphold justice"

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.12) Discuss the menace of corruption in public life. Also critically examine the measures taken for ensuring probity in governance. (10 Marks, 150 Words)

Corruption in public life is rampant where the personal gains have overtaken the ethics & integrity associated with rendering duty.

Menace of corruption

(1) Nexus → Criminal — businessman
| Nexus |
Bureaucrat — politician

(2) Various scams
eg 2G scam, Sharda scam highlight lack of professional ethics & rampant corruption.

(3) Bribe taking has become common so much so that people fail to recognise it.

(4) Tacit acceptance by society itself.
→ acts a fast oil to lubricate the wheels of public machinery.

(Don't Write anything in this Area)

Measures taken

(1) Prevention of corruption Act, amendments 2018.

⊖ However prior sanction prevents complete objectivity.

⊕ bribe taking & giving both have been made an offence.

(2) various agencies like CVC, CBI
→ but act with tied hands.

(3) whistle blower protection Act
→ However, few cases come to light.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.13) What is the present perception of public administration in the view of the general public? How can we reconcile "public" and "administration"?

(10 Marks, 150 Words)

Public administration in Today's perception is more thought of old burreacratic model (webrian bureacracy), marred with red tapism and institutional delays.

→ 'Babu' attitude of civil servants

→ armch air bureacrary.

Reconcilation

(1) Inculcating values in public servants.

(2) Pledge system.

(3) Integrity pacts

(4) Pre-joining trainings.

(5) Sensitivity trainings.

(6) leadership (transformational).

(Don't Write anything in this Area)

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Section - B

Q.14) Government of India decided to come up with a plan to de-radicalise youths, influenced by extremist groups to join their terror outfits. Under this plan, a separate department was established under Home ministry. You are assigned a senior position in a newly created department. The department, thus created, was responsible for monitoring, counselling and rehabilitation of youths who were apprehended on their way to join terror outfit. Afterwards they were returned to their family members and were given an opportunity to start afresh.

One such incident comes to your notice where Mr. X who is a doctor by profession and was returned to his family members. He was intercepted and apprehended by security agency in Turkey while on his way to join ISIS in Iraq. However, after his rehabilitation, Mr. X found it difficult to adjust. No one was ready to hire him. He and his family witnessed nearly a social boycott.

You are the officer designated to monitor the progress of Mr. X. You received a credible intelligence report that owing to lack of social support and promising future prospects, once again he is in touch with terror outfit. You reported the whole matter to your immediate senior who shrugged it off and replied that Mr. X deserves this treatment owing to his misplaced allegiance and mistake. He ordered you to stay quiet and let Mr. X go about his business and, makes a promise that if he makes moves to join terrorist organisation, he will be arrested and put in jail.

a) Would you adhere to your senior's order? Give reason(s) for your choice.
b) What are the ethical dilemmas before you? How will you resolve these?

(20 Marks, 250 Words)

The case presents a picture of difficulties faced by people who are in the process of rehabilitation as socity denies them acceptance.

Ethical dilemmas before myself

(i) Duty towards my senior vs my responsibility to facilitate Mr X's Integration into socity.

(2) Compassion for Mr X and his family vs My personal & professional well being.

(3) following my Intellectual voice vs Respecting the opinion of my Senior.

My Resolution will be based on the following Considerations :

(1) Keeping in mind, overall picture. If one such incident is not restricted → It will set a chain of such events → Thus putting the social capital & demographic dividend at a serious disadvantage in long term.

(2) My duty to uphold law and order in the Society

(3) Rights of the reformed terrorist and his family to rehabilitation and integration.

(4) Upholding my professional integrity by doing justice to the position I am provided, in newly formed department.

Thus based on the above considerations, my decision would be →

- Not to adhere to senior's order:

Reason

① Professional wellbeing should not overpower professional integrity.

② If I fail in this, it will be a loss of a huge opportunity and will be a boost to terrorist outfits. It will further discourage other such youth who might be thinking of "surrendering"

(3) In a debate of self vs public, for a civil servant, public interest should always prevail.

Resolution of conflicts and My approach :-

(1) Will inform my seniors of my will to proceed with the case in my own capacity.

(2) Will get in touch with Mr X:

→ To personally identify issues he is facing.

→ will try to facilate integration with public enterprise where a genuine vacancy is available.

→ Assure the family of Mr X of timely help & having perservance.

(3) for long term, a campaign highlighting ~~importance~~ of the sensitivity of such issues & ~~protects~~ role that people can play in such matters will be launched in the name of "ghar vapasi" and "Aman ki aasha".

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.15) Government has issued a tender for a mega road project. As a senior official in the Ministry, you are responsible for issuing the notice, examining the prospective tender offers and selecting the final vendor for providing the services. You are an upright officer. One of your relatives owns an infrastructure company and his company have applied for the above mentioned contract. After preliminary examination, you have reached the conclusion that your relative's offer best suits the government requirement. Initially, you had taken enough care that you are not at all instrumental in helping your relative.

The Minister in charge of the Ministry wants you to allot the contract to the company of his choice-Company B. The said company has no previous experience in the field of Infrastructure. For contract to be allotted to company B, even the pre-established criteria may have to be changed. Therefore, you suspect the promoters of the company have made generous donations to ruling political party. The Minister is promising you career advancement in lieu of complying with him.

a. Critically examine various conflicts of interest and explain what your responsibilities as a public servant are.

b. Faced with this situation, what will you do? (20 Marks, 250 Words)

The situation presents a number of conflicts of interests:

① Conflict of Interest for Me

→ Me as the deciding authority for tender assignment, at the same time, application by a relative for the same tender, puts me in a perceived conflict of interest.

② value conflicts

→ Personal well being. vs. professional Integrity.

→ loyalty to the minister vs. efficient utilisation of state's resources.

My responsibilities as a public servant areas follows:

(1) Upholding public interest and efficient utilisation of resources of department

→ as a civil servant, I am accountable to people and my department for exercise of my decisions with due justification

(2) Non partisanship and non-collusion

↳ not taking any political favour

↳ not involving in corrupt practices.

(3) Ensuring Justice

→ Tendering process involves quotations,

→ allotment of the tender should be objective based on existing parameters

→ Nepotism or favouritism should not creep in.

(4) Ensuring my intellectual integrity & image of the ministry.

My course of action

(1) Will outrightly reject for any personal favours being offered by the minister.

(2) I will propose for a new person to take charge of this particular case as it involves
- conflict of interest for me and my relatives.
Tenders.

"Justice should not only be done but should also be seen to be done"

- Even if the tender is rightfully allotted to my relatives who fulfill all the criteria, it may be seen with suspicion.

(3) Will propose for a completely fresh look of all projects by the new person who has been assigned with this task.

(4) However, this does not free me of my obligations. I would personally assure

of no nepotism and favouritism happens when the tender is given. As it already involves the case of minister asking for personal favours. Hence, this precaution needs to be taken separately.

(5) Need to keep other officials in loop, whistle in case of signs of collusion in final allotment

By registering my conflict of interest, my duty of being transparent will be upheld and by keeping a check on final allotment, I will be preventing any kind of favouritism or misallocation of resources

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.16) A social audit was conducted by a reputed national institution for all state funded shelter home for girls in your district. The audit has pointed towards possible sexual abuse of girls living in a particular shelter house located in posh locality near district headquarters. The shelter home is run an influential person who has political connections with big politicians and has a good influence on government officials including district child protection officer. It is in the news that district child protection officer is involved in the case as an accomplice with shelter home owner. Also news is coming of involvement of politicians and government officials in the case. An FIR has also been registered by the auditing institution with the nearest police station.

a. As the district magistrate, what actions will be taken by you in the case? Also provide the objective behind the actions taken by you.
b. The investigating officer of the case have cited the political pressure on him due to the ongoing investigation of the case. Also as the District magistrate, you are also getting frequent calls from influential persons pertaining to investigation for removing their names from investigation.
What measures will be taken by you to ensure free and fair investigation without any influence?
c. Discuss the safeguards that should be put in place to make sure that such cases do not occur in the future. (20 Marks, 250 Words)

The case presents a serious derelaction of duty by shelter owner, the officials, the politicians all alike. It is also a case of not just political or official corruption, but moral corruption of people who have not even left the already vulnerable girls residing in shelter homes. The situation presents a bleak picture of society

As a Dishist magistrate, the following actions will be taken:

(1) An investigation by national level agencies will be initiated through proper collaboration eg. CBI. Till this time, owners & others can be kept on a check.

(2) When the details of the investigation report are out, taking measures against the guilty

→ first through police station by registering the case

→ further through court

(3) Meanwhile, ensuring a safe place to girls in the shelter home

objective

(1) As a DM, it is my duty to uphold justice in one dishist.

(2) Right to a safe living, of girls needs to be upheld.

(3) Need to break the politician - official - owner nexus so that other such cases may not happen in future.

(4) Punishment to the guilty is an integral part of the justice system.

Measures to ensure free & fair Investigation

(1) assurance to the Investigating officer for his and his family's protection.

(2) Taking in confidence, the police head of the district to allow a fair & transparent process.

(3) Ensuring the girls who are the victims as well as the witnesses are not apprehended and can give a fair detail of the Incident.

(4) Ensuring a personal attention to the case.

Safeguards for future

Such cases arise because of laxity of administ-

ratire monitoring mechanisms following measures will be taken:

(1) A regular social audit of such institutions already running.

(2) for any new shelter homes, a proper regulatory mechanisms can be put in place
→ character certificate of the owner.
→ past track record.

(3) online mechanisms eg: monthly update report of each such shelter home to be uploaded on website.

(4) Having an open session on a weekly basis so that an open channel of grievance redressal is always available.

Such acts are a scar on the fabric of a society and should be prevented at all costs

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.17) You are the Head of Department in a University. Recently, a clerical staff in your department was terminated from the job as he was found under the influence of alcohol during office hours. In the previous month there were a lot of complaints regarding his poor quality of work, tardiness and some incoherent behaviour. Later you came to know that this change in behaviour was concurrent with the death of his wife after a prolonged illness. It has also made him debt ridden. This may be further compounded by the fact that he has a daughter to marry off soon and a handicapped son to take care of.

He desperately needs a job. He has applied for a position at a private University and has already given your name as a reference. He pleads you to give him a good recommendation and not mention his drinking, which he assures you are now under control. He also asks you to mention that he voluntarily left the University to address a family medical crisis and that the University was pleased with his work. You like this person and believe that he is a good worker when he is not drinking. But you doubt whether he has really overcome his drinking problem.

Valid arguments can be advanced, both, for rejecting his plea with the consequence that his condition may become even worse and for accepting his plea with a noble intention, but keeping the third party in the dark.

a. What could those arguments be?

b. Could there be any better way to get out of this dilemma? If so, outline the main elements of this third way, pointing out its merits. (20 Marks, 250 Words)

The situation presents a dilemma of helping a good worker in his times of crisis but also upholding the virtue of truth and objectivity.

Arguments for Accepting the plea.

(1) opens a door for the person as he has many responsibilities at his disposal

⇒ This would mean compassion and an understanding of his circumstances

(2) He should be rewarded for his past record when he worked in a noble manner without any signs of poor work quality.

(3) It will incentivise him for a better management of his alcoholism & leave alcoholism so as to pursue a better future → So, it is an opportunity to shift his course of action

Arguments for not accepting his plea

(1) A wrong reference will not only cause a harm to the third party but will also tarnish my own image & image of the university. (as my position as head of the department owes me more responsibilities).

(2) It can set a wrong precedent for the person (clerk) (assume Mr A) also and he may continue his alcoholistic tendencies

(3) It is a compromise on virtues of Integrity in lieu of companion

Third way to get out of this Dilemma

→ It can be done that the third party can be informed of the situation and an assurance can be given to them of non-alcoholism of the person on a personal side

→ At the same time, the ~~case~~ A can be told to take help of a rehabilitation ~~rehab~~ centre which can help him leave alcoholism fastly.

→ An appeal to the conscience of the MSA would be made by doing him this Innocent favour which will facilitate his physical and moral correction

Merits:-

(1) Would not keep a third party in dark.

(2) ~~permit~~ will lead to early rehabilitation

of Mr. A, who can now focus on his responsibilities.

(3) I will be doing justice to my virtues of compassion and Integrity together.

(4) This will also strengthen a personal relationship between me & Mr. A.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.18) You are the Chief of District Transport department, who issues registrations for motor vehicles. The office is plagued with corruption, delays and arbitrariness. Some of the citizens complained that the absence of citizen charter in the office is the reason for all the other issues. You have decided to draw a citizen charter for the office. Your seniors and subordinates are also ready to support you in this regard with capacities, facilities etc.

a. Draw out a citizen charter for your organization and list out its merits.
b. What are the difficulties you think could occur in implementing the charter?

(20 Marks, 250 Words)

Citizen charter is a document that reflects
- VISION
- MISSION
- Services
- Grievance redressal mechanisms
→ facilities provided.

of the Institution. Thus it is 'Living document' highlighting the structure and functional values that guide the working of any organisation.

· Citizen charter for a Transport Department should keep in mind the needs of people and feasibility of services it can provide.

(Don't Write anything in this Area)

VISION

To enable safe, easy and equitable quick Transportation system.

MISSION

→ Regulated registrations, documentation
→ Customer convenience
→ Minimum Road accidents.
→ Ease of doing business.
→ Zero corruption

FACILITIES PROVIDED

→ Registration of motor vehicles
  → Buses, two wheelers
  → Three wheelers
  → Trucks and other heavy load vehicles.

GRIEVANCE REDRESSAL MECHANISMS

→ online complaint system
→ 24X7 acceptance

Customer support

→ Phone no: XXXXXXXX
→ Fax: _____
— email @ _____

Merits

→ clear ~~doc~~ guidelines & reflecting the values of the Transportation system department

→ will prevent arbitrariness.

→ will instill a sense of service in the people

→ customer convenience as they can directly have a look at it to understand the organisation

Difficulties in implementing the charter

(1) apathy of Department & part inertia.

(2) has ~~to~~ updation at regular intervals.

(3) citizen charter visibility should also be ensured to make best use

(4) Customer awareness might be lacking.

(Don't Write anything in this Area)

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	

Q.19) You have been appointed by the Election Commission as a booth level officer to oversee the conduct of elections in a remote and under-developed area. For the preparations of elections, you have been instructed to ensure maximum voter turn-out. For this, you conduct a series of meetings with the people in villages encouraging them to vote in large numbers. However, they confront you with the fact that despite so many previous elections, the promises made by representatives remain unfulfilled. And even the basic necessities of livelihood are not available. As such, they are not forthcoming even to listen to you, let alone giving assurances to participate in voting. Based on this information, answer the following questions:

a. Identify the stakeholders in the situation along with their interests.
b. How will you convince the people and ensure maximum voter turnout?

(20 Marks, 250 Words)

The situation presents a case of gap between the government and the people. This gap is leading to the apathy of public and thus hindering the democratic path of elections

Stakeholders & their Interests

(i) Villagers
→ ensure having availability of basic necessities in village & the development of village.
→ having adequate means of livelihood.

(ii) Election Commission
→ Duty to uphold the integrity of elections
→ ensure a fair voter turnout so that democracy can be established in each corner of the

	the country. → constitutional mandate to be upheld.
(3) Me as a booth level officer	→ ensure grievance redressal of the people → ensure timely & judicious execution of elections → Duty towards election commission (professional Integrity)
(4) Nation as a whole	→ upholding the sanctity of elections for growth of democracy.

My course of action will be based on following considerations

(1) The cause of apathy of people is unfulfilment of their promises

→ Thus, this needs to be tackled at first.

→ without this, any convincing would not work.

(2) Ensuring all grievances of people come to notice.

(3) Making judicious use of my connections & networks for betterment of village.

Steps to be taken

(1) Assuring of the importance of elections and that not always, will the such cases of negligence continue.

(2) Connecting with some of their local leaders who can then persuade people to come for voting.

(3) Also connecting with the present district administration, if possible, and highlight the issues of backwardness of the district.

(4) on a personal front, I can collaborate with NGOs and other civil society organisations to ensure basic livelihood generation programs
eg. SHG formation, financial outreach.

(5) Innovating manifesto designing by political parties and ensuring compliance of promises they make

→ Election commission can use its reputation & position to ensure

such compliance.

(b) Highlighting the fact that even once the elections are done and promises are made, people can hold their leaders accountable through various mechanism such as social audit etc. But for that to occur, elections are a must.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		**Total :**	