

Test Code: 31092



FIAS – 2020 – GS9E/HM1

ForumIAS

ACADEMY

GENERAL STUDIES

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Mobile No.		Date:	9th Dec, 2020

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION	
Q. No.	Max. Marks	Marks Obtained	1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.	
1			2. There are TWELVE questions printed in ENGLISH and HINDI, all questions are compulsory.	
2			3. The number of marks carried by a question/part is indicated against it.	
3			4. 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.	
4			5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.	
5			<i>Any specific messages for ForumIAS Mentors/ Evaluators with respect to your copy? Write it here.</i>	
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Total Marks:				
Remarks:			Start Time 2 pm	End Time 5:05 pm
			Mode Of Examination :	Online <input type="checkbox"/> Offline <input type="checkbox"/>
			ECN CODE:	Evaluation Date:

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

ADDITIONAL COMMENTS

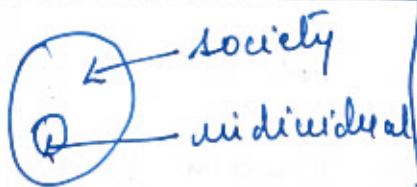


Section - A

Q.1) a) The general erosion in values, ethics and integrity that is seen in a society only mirrors the character of those who run the affairs of that society. Comment.

(10 Marks, 150 Words)

A society makes the people who see it, as they see socialism in the values, ethics and morality of the society they live in.



Since these who see the society don't exist in sites

or isolation, they are universally influenced by the values of society.

Eg:- Traditional values dictate that a man must carry out his Dharma i.e. duty without expectation of result i.e. Nishkama Karma.

However, with rising individualism and consumerism the society has

has become individual centric which can be seen in the rising corruption - 2G scam, Commonwealth scam, etc. Showing lack of integrity in those who run the affairs of the country.

Society like those in Scandinavia which practise equality, humanism have governments which are similar, hence they rank low in corruption and high in human development indicators.

Hence, erosion in society is reflected in the actions of those who run it.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) The Civil Servants must be guided by some core values in the discharge of their functions. Briefly mention any three core civil services values and bring out their importance. (10 Marks, 150 Words)

Civil servants carry out important functions like ensuring justice, public service delivery and handle huge amount of public funds, hence they must have certain core values.

① Integrity :- refers to strict sense of moderality and commonness in thoughts, actions and behaviours.

Eg :- Dr. Ashok Khemka who took strict action against illegal mining.

② Non Partisan :- in order to not be involved in political tussles and focus on their jobs. Non partisanship.

refers to not taking sides and being neutral.

Eg:- Nirpendra Mishra, who has served at a high position during UPA as well as NDA governments.

③ Compassions :- refers to the ability to understand the problems of others and take proper active measures to reduce them.

Eg:- Amstulong Pahe who ^{ensured} ~~obtained~~ access to healthcare to residents of Manipur.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

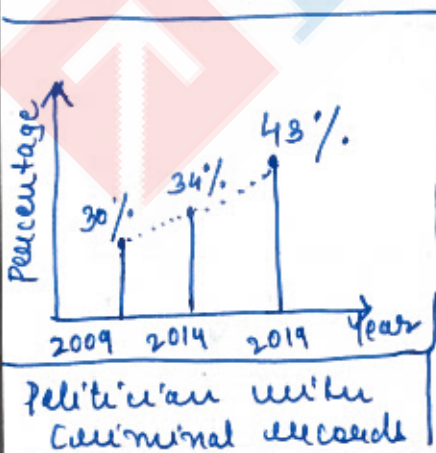


Q.2) a) 'Criminalization of politics and politicization of bureaucracy firmly blocks the path towards good governance'. Do you agree? Explain with suitable examples. (10 Marks, 150 Words)

Traditionally it is believed that there would be integrity in politicians and anonymity in bureaucrats. However now the opposite is happening.

Good governance refers to the efficient utilization of economic, political and social resources of the nation for welfare of citizens.

Criminalization of Politics :-



① leads to stare quo as they benefit from it, hence don't bring in change to improve governance.
eg:- Delay in hospital.

- ② Erosion of public trust in the functioning of democracy.
- ③ Increasing scams and misappropriation of public funds :- eg:- the PNB Scam.

Politicisation of Bureaucracy

They have to live in anonymity so that they can carry out their tasks efficiently. However now they are increasingly blamed for political failures and civil servants are also voicing their opinions on social media.

Hence.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) Examine various issues related to utilization of public resources. Also discuss the role of ethics in resolving these issues. (10 Marks, 150 Words)

Public resources refers to the funds raised by government via taxes as well as the resources available with the government.

Issue

- ① Corruption :- Large quantities of funds are siphoned off for private gain. Eg:- Audacious scam.
- ② Misappropriation :- They are utilised without proper authorisation. eg:- using Nibhaya Fund amount to pay pending electricity bills.
- ③ Wasteful expenditure :- which does not increase the efficiency. Eg:-

peer qualities of assets created under MNREGA.

Role of Ethics

- ① In inculcating a sense of value and so that they are not used for unethical means.
- ② & 2nd ARC recommend a code of conduct and Ethics which emphasises on value based education
- ③ Inculcating a sense of responsibility in those who utilize it.

"Public funds must be utilised with utmost honour. For they are not just of the rich, but of the hard earned ~~earned~~ labour of poor" - Thomas Paine.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.3) a) "Where a society has chosen to accept democracy as its creedal faith, it is elementary that the citizens ought to know what their government is doing". In this context, what in your view are the major impediments in the effective implementation of the Right to Information (RTI) Act 2005? How can they be overcome?

(10 Marks, 150 Words)

Right to Information act

marked a remarkable shift in the governance of the country from an era of secrecy to an era of transparency.

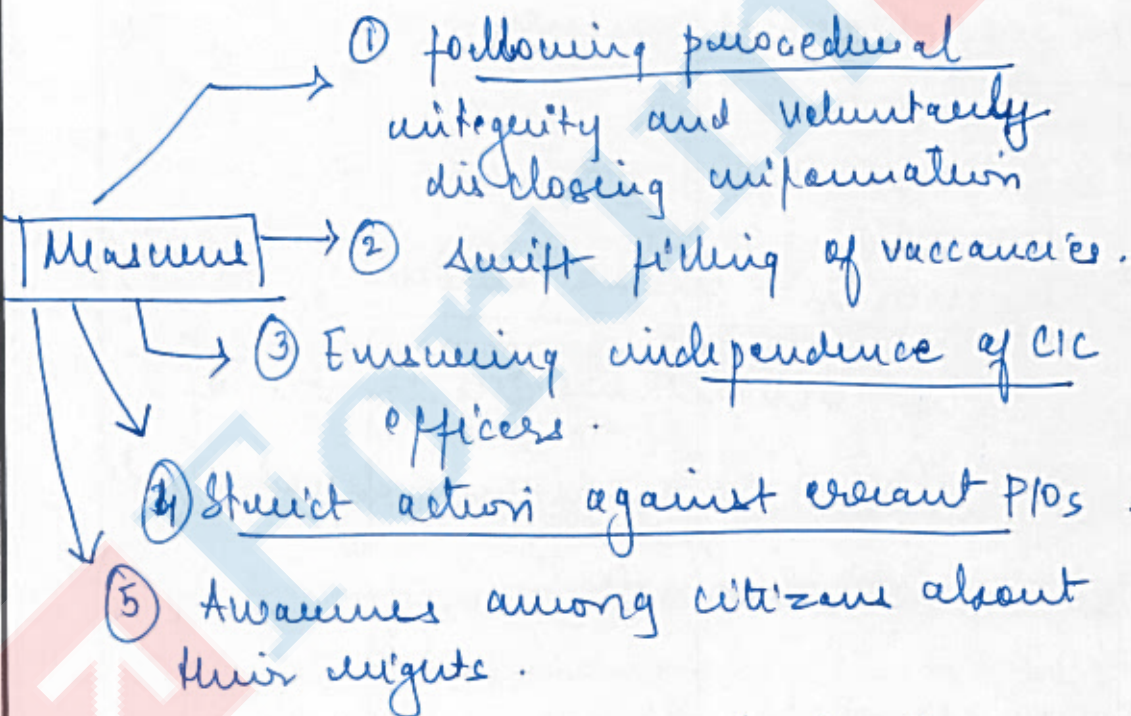
Impediments

- ① Bureaucratic work culture :- Sec(2) mandates voluntary disclosure of information but many departments have not done so.
- ② Political apathy :- which is curbing freedom of CIC via the RTI amendment bill, 2019 which allows government to decide tenure &

Service conditions.

③ Huge vacancies and overburdened - since citizens don't get information within 30 days.

④ Violence :- According to Commonwealth Human Rights Watch, 24 RTI activists have been murdered since 2005.



"Lack of transparency leads to a deep sense of insecurity & distrust" - Dalai Lama.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) "Corruption arises not so much from human moral frailty as from inherent systemic weaknesses which creates the opportunities for corruption". Explain. What specific steps according to you can be taken to reduce the incentives for corruption?

(10 Marks, 150 Words)

Corruption
Corruption refers to abuse
and misuse of authority for personal
private gains.

Authority + Accountability = Corruption

Systemic weaknesses which create
opportunity for corruption :-

① Difficult to punish civil servants
- eg:- nearly 30 steps have to be
followed which reduce accountability
and incentivise corruption.

② Postings and promotions are in the
hands of politicians which leads
to bureaucrats doing favours for
them.

However, an individual with strong moral and ethical principles like integrity, non-partisan, objective can overcome systemic weaknesses.

eg:- Durga Shakti Nagpal did not give in to pressure & carried out strict action against illegal mining.

- Steps
- ① Simplification of procedure to punish errant officers as recommended by Justice Malimath Committee
 - ② Code of conduct and Ethics must be made enforceable.
 - ③ Enhance transparency - by social audit.

Along with reducing systemic weaknesses Value training of officers is

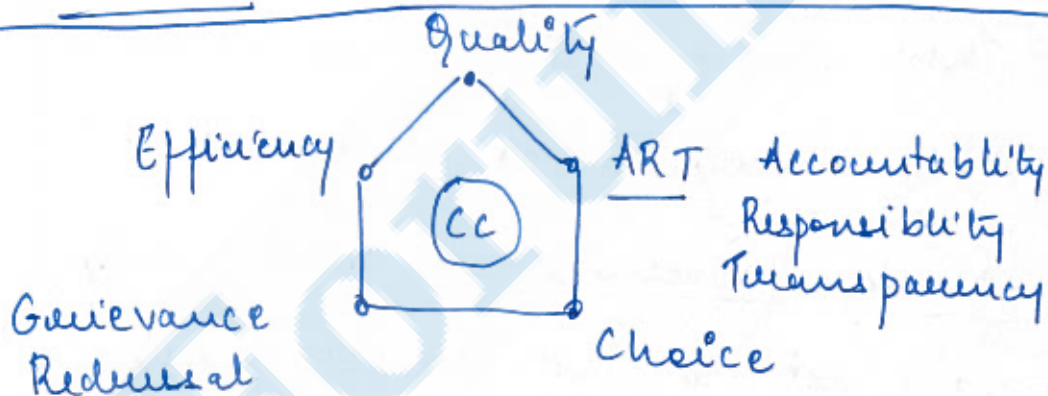
Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.4) a) There is a view that citizen's charter in the country has failed to bring meaningful transformation in the delivery of public service. Do you agree with the view? Discuss. (10 Marks, 150 Words)

Citizen Charter refers to an instrument of understanding which a service provider gives to the customer to provide Quality assurance and enhance work culture.



Has failed to bring meaningful transformation :-

- ① Top down approach :- Citizens are not involved in planning as active stakeholders -

- ② One size fits all approach :- the charter must be different for different services.
- ③ An effective grievance redressal - concern of citizens remain unaddressed.
- ④ No change in work culture :- only a mere formality.

They have failed can be seen from the huge cases of litigation against the government and poverty of people whom not received the requisite services.

The Scottish Model of Ministry of Personnel must be adopted for better efficiency of citizen charters.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) What do you understand by probity in governance? In what ways does probity ensure public's trust in administration?
(10 Marks, 150 Words)

Probity refers to moral uprightness. It refers to having procedural integrity.

Honesty + Integrity + Uprightness = Probity

It is important for the country's economic development of the country as without proper ethical decision making good governance cannot be achieved.

Probity helps reduce the chances of corruption and hence ensures proper utilisation of public funds as well as a

ethical work culture -

Eg :- Durga Shakti Naypal who took strict action against illegal miners.

Probidity also leads to transparency and accountability thus the public can easily scrutinise the government increasing their trust.

Probidity is one of the most essential qualities of a public servant and can be enhanced by value based training, RTI and sensitisation.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.5) a) What do you understand by ethical dilemma faced by a civil servant? Based on your understanding of the term, suggest measures to resolve it. (10 Marks, 150 Words)

Ethical dilemma refers to a moral conundrum that a civil servant faces while making decision. It refers to choosing between two rights or wrongs -

eg:- Bureaucratic attitude vs Democratic attitude -

eg if a poor woman does not have adhar card to avail ration, the ethical dilemma would be whether to send her back as, as per rule that is correct action, or to be sensitive of her situation and give her food.

① Such dilemmas, can be solved by using emotional intelligence and application of wisdom..

A civil servant must always be mindful of their goal as public servants i.e. to serve the people.

Such issues can also be solved by Gandhi's 'Sarvodaya' meaning 'welfare for all'

The main source through which all ethical dilemmas can be solved is by keeping the spirit of the Constitution in mind.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) "For a Business to be considered ethical, it has to maintain a balance between both pursuing profits and fulfilling social responsibilities". Explain. (10 Marks, 150 Words)

Corporate Ethics refers to a set of moral to ethical values which must be kept in mind by the private sector in running their business.

A business which runs only on profit motive enjoys very little trust in society and also harms the environment Eg: protests against Adani in Australia, protest against Vedanta in Tamil Nadu.

On the other hand business which maintain a balance between both are not only considered

clinical but also enjoy huge public trust in society

eg:- Wipro has audit to ~~the~~ ^{minimise} the environmental impact of its activities.

Compassionate Capitalism of Narayana Murthy also emphasise on maintaining balance between profit and service motives.

The Corporate Social Responsibility has now made it legally binding on companies to ensure that they give back to the society.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.6) a) What do each of the following quotations mean to you?

a) "Nearly all men can stand adversity, but if you want to test a man's character, give him power". - Abraham Lincoln.

(10 Marks, 150 Words)

'Power corrupts and absolute power corrupts absolutely' this quote by Lord Acton aptly sums up how power serves as the true test of a man's character.

Adversity refers to any uncomfortable situation that a person faces, and this can be overcome by guit, perseverance and constant patience.

On the other hand power gives a person an authority over the ~~mind~~ ^{mind} and actions of others.

Hitler Germany after WWI was facing adverse conditions, but it was also unaging its progress. After coming of Hitler who got immense power, he carried out mass exodus against the Jews thus revealing his character.

On the other hand Gandhiji not only survived discrimination and violence against him in Africa, but as the father of the Nation, he also ethically led us to freedom.

Thus power reveals a person's true character.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) "There is a higher court than courts of justice. It's the court of conscience. It supersedes all other courts." - Mahatma Gandhi (10 Marks, 150 Words)

Conscience refers to an internal moral constitution which guides human behaviour.



A person with a strong conscience behaves ethically even when no one is watching or there is no accountability.

eg:- Cheating in exam when teacher goes out. A person with a strong conscience will not do it, even if it means failing.

A lack of conscience leads to various evils in society. Eg:- General Dyer after the Jallianwala Bagh massacre was not ~~conscientious~~ ^{remorseful} of the immense damage to life he inflicted.

A civil servant must have a strong conscience as they deal with the welfare of the public. This would ensure transparency, accountability and efficiency in public service delivery.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



c) "The purpose of government is to make it easy for people to do good and difficult for people to do evil." – William Gladstone
(10 Marks, 150 Words)

Government, according to the social contract theory exists as a facilitator to ensure that law and order is maintained and the welfare of the society.

This vision can be seen in the governments - 'Minimum Government, Maximum Governance' which ensure that which the government will ensure justice there will not be under harassment and apathy towards them.

However in recent times it has become difficult to do

good eg :- crackdown on NGO's,
corruption, extreme judicial killings
(police brutality); criminalisation
of politics. This has made
 it easy for people to do evil.

A society based on values
 could -

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



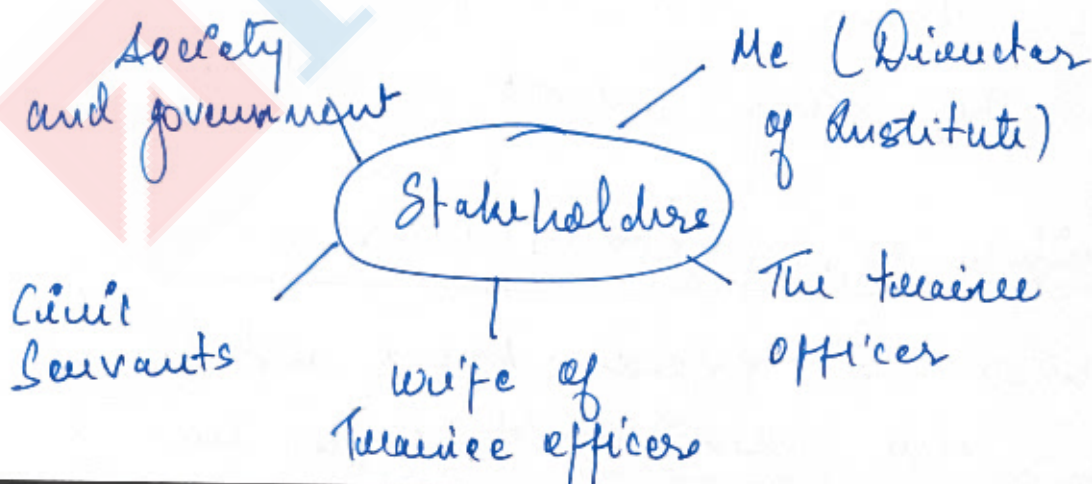
Section - B (Case Study)

Q.7) You are the Director of the Institute which is responsible for the training of new civil servants, recruited every year. You consider that highest moral standards are of utmost importance for civil servants and it is your responsibility to inculcate the same in them. You, thus, ensure that moral training forms an integral part of the curriculum. Recently, wife of a trainee has approached you. She has told you that she has been threatened by the trainee to take divorce immediately. She also told you that trainee intends to marry another girl from a major business family of his allocated cadre for dowry. The trainee is harassing his present wife both physically and mentally and want to take divorce at any cost.

- Examine the ethical issues involved.
- What would be your course of action in this situation?

(20 Marks, 250 Words)

Article 311 of the Indian Constitution provides for civil servants who are required to execute the constitutionally mandated goals and hence exhibit the utmost moral standards.



a] ~~As the~~ Civil Servants are the face of the government and the ones who play a major role in bringing about social change.

Ethical issues

- ① Weak conscience of the Officer
terance (OT) :- who feels it is morally correct to abandon a wife.
- ② Profit motive :- instead of service
motive or satisfaction in what one does, this may lead to the OT being corrupt in future.
- ③ Failure of the examination system :- which is marks based instead of value based which checks the

Character of the person.

- ④ Harassment and violence :- of the wife which is against the Anti Dowry Act of the government.
- ⑤ Absence of integrity and compassion :- which are the foundational values of civil servant.
- ⑥ Lack of ethics in society :- which judges the worth of an individual in terms of money rather than values.

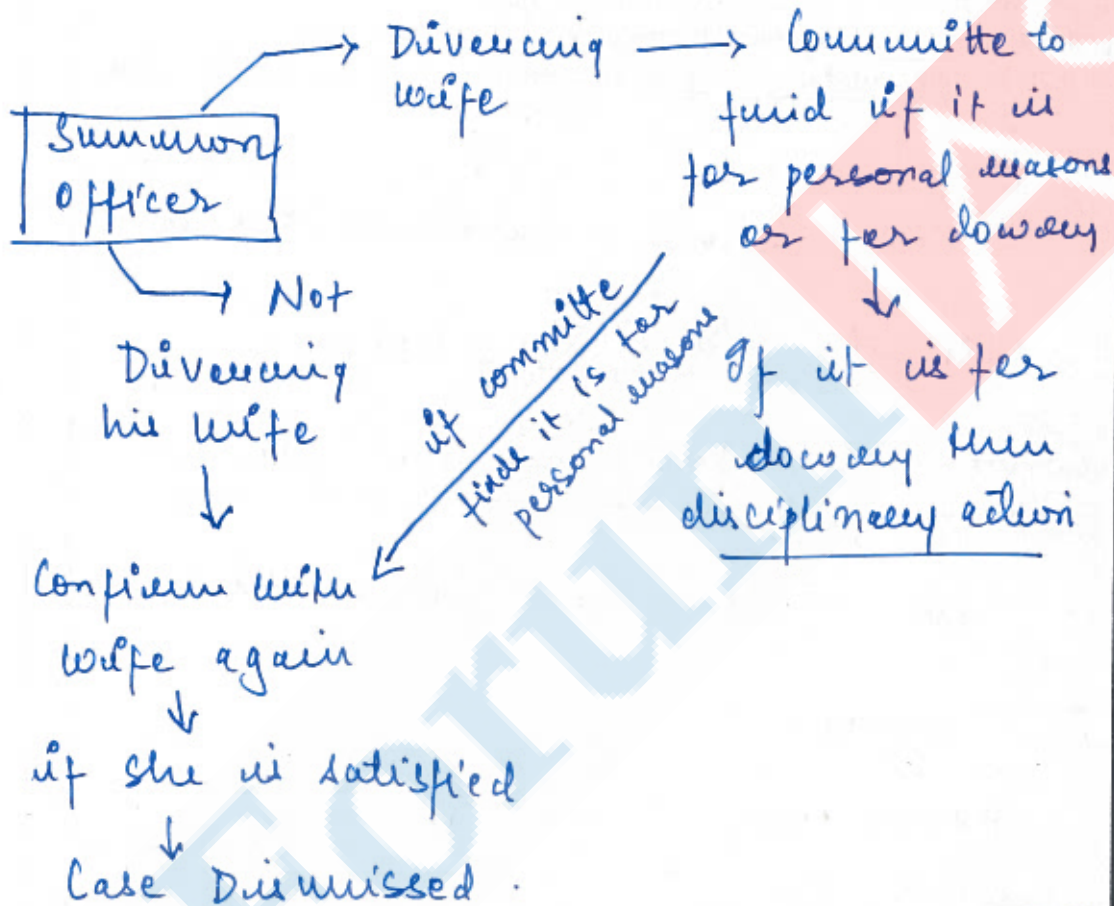
b] As the Director of the Institute, I would take this case with seriousness to

to bring justice to the aggrieved
aggrieved wife and provide the
society with a moral and ethical
officer.

My actions would be in line
with the Civil Service Conduct Rules
and the Code of Ethics i.e. the
Constitution of India.

- ①. First I would summon the
OT to check the facts of the
case. If it is found that
that the OT plans on divorcing
his wife for dowry, I would
then set up a committee
consisting of senior civil servants,

members of NGO to ascertain that.



A civil servant must adhere to the values prescribed by the Civil Service Conduct Rule and maintain the highest ethical standards.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.8) You recently started working in a public health clinic as Counsellor. Your clinic offers free and anonymous testing as well as confidential counselling and advice for HIV patients. During a counselling session, you find out from a patient who was diagnosed with HIV a year earlier that he does not inform his sex partners that he has HIV and does not use any protection. From the discussion, it seems obvious to you that he does not intend to change this practice.

Since your role is to provide confidential counselling and advice, you fear that reporting this to anyone would lead to your dismissal from the job.

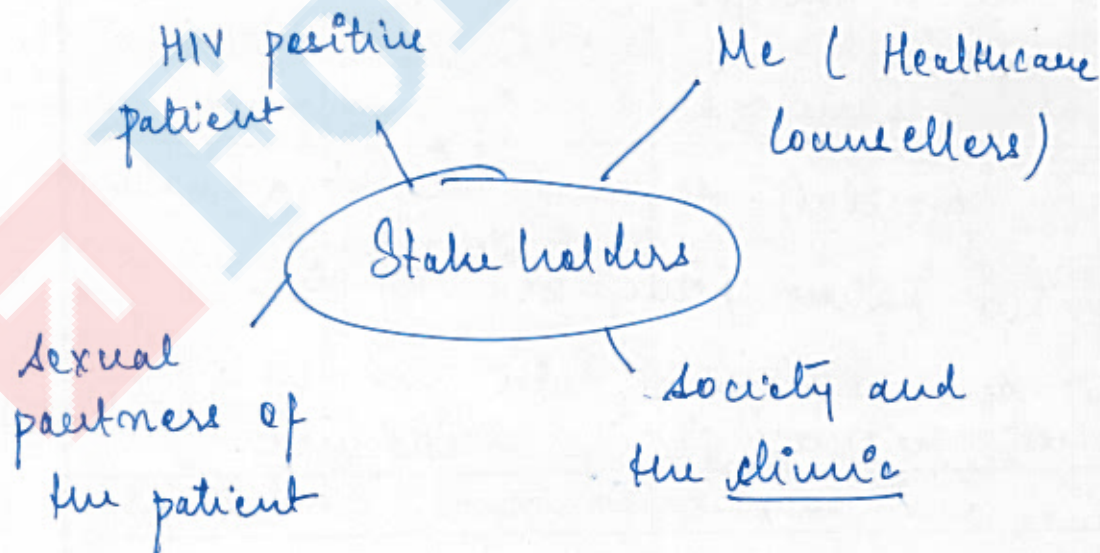
a) Bring out the ethical issues involved in this case.

b) What would be your course of action in this situation?

(20 Marks, 250 Words)

The above case refers to an ethical dilemma between personal and professional ethics

that an individual faces in their lives.



a) Ethical Issues

- 1) Freedom and Right to good health
of the partners of the HIV positive patient
- 2) Right to be informed about the
healthcare ailments of the partner
they are intimate with.
- 3) Concise of conscience :- for me as
I have to choose between the
faith the patient has in me vis-à-vis
the good of other person.
- 4) Selfishness and lack of empathy
of the patient who wants to
impart the pain he is feeling
on others.

5) Loss of reputation of the clinic which promises anonymity and confidentiality.

6) Professionally unethical - to reveal patient ailments to a 3rd party.

7

b) Course of Action

My course of action would be as follows :-

① I would first try to persuade the patient that he must himself reveal his ailments to his partners as :-

a) it is unethical to lie

about a life threatening illness

or if his partners find out they
can sue him and he will later
have to pay an heavy compensation.

② If the patient still remains
adamant, I would consult my
colleagues and superiors to chart
out a course on how to go about
this.

③ Since hiding a disease and
willingly transmitting it onto
others is unethical and selfish
I would definitely inform his
family and friends about
his disease.

Any ethical dilemma, that I face must be solved using emotional intelligence.

If I had failed to steer the irresponsible behaviour of the patient I would have suffered from immense guilt. As Bandhiji said, "Above the court of law is the court of conscience. It is the supreme of all."

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

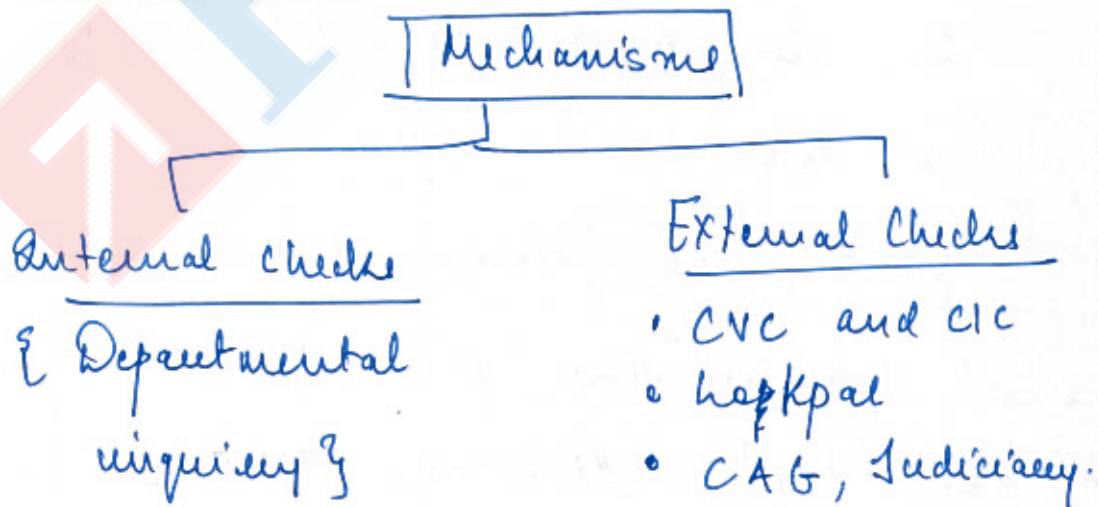


Q.9) Often in administration, a vital decision made by a public servant in a critical moment is scrutinized over months and sometimes years. Even with this ability to analyze the decision over years, a consensus is often not reached about whether the public servant actions were ethical or not. In the recent past, a few instances have surfaced where in civil servants have been implicated for decisions that turned out to be wrong in the long-run. These instances have greatly rattled the moral fibre of the civil servants.

- a) How does this trend affect the functioning of civil services?
b) What measures can be taken to ensure that honest civil servants are not implicated for bonafide mistakes on their part? Justify your answer. (20 Marks, 250 Words)

A civil servant is a building block of the administration who is mandated to formulate and execute policies for public welfare.

A public servants decisions are scrutinised by following mechanisms.



a] Despite do many checks and balances, their decisions sometimes a consensus is not reached without these actions are ethical or not.

A civil servant take decisions quickly when a certain situation arises eg:- Druga Shakti Nagpal on her decision to end illegal sand mining. This resulted in her suspension.

In recent times, Niti Aayog which is the think tank of the government has taken various decisions like the like push for Aadhar, digital economy, removal

of power subsidies, etc. which have now resulted in ~~the~~ immense leakage despite them being taken in public interest.

Such trends have intensified in recent times due to Right to Information Act and spread of social media.

1) This has resulted in policy paralysis as public servants now are unwilling to take bold decisions.

2) It also affects the morale of young, energetic civil servants who get demotivated.

3) It results in deepening of bureaucratic

attitude which emphasises more on
rules and procedure rather than
welfare and efficiency.

(4) leads to nexus between politicians
and bureaucrats as now the
bureaucrats will rely on politicians
to save them against public
backlash.

b] Measures

① Following Gandhi's 'means and
ends' approach which emphasises
an correct means to achieve
correct ends.

Hence if the end goal and
means are ethical, the act

Should be seen as ethical perspective of its final outcome.

② Checks and balances which protect civil servant from the mistakes of the politicians who blame them for their inadequacies

③ Judging the action in its context
eg:- after 20-30 years, due social conditions change, hence the same action cannot be judged from.

For a robust democracy a fair civil service which functions on the values of welfare, integrity, innovation and transparency is important.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



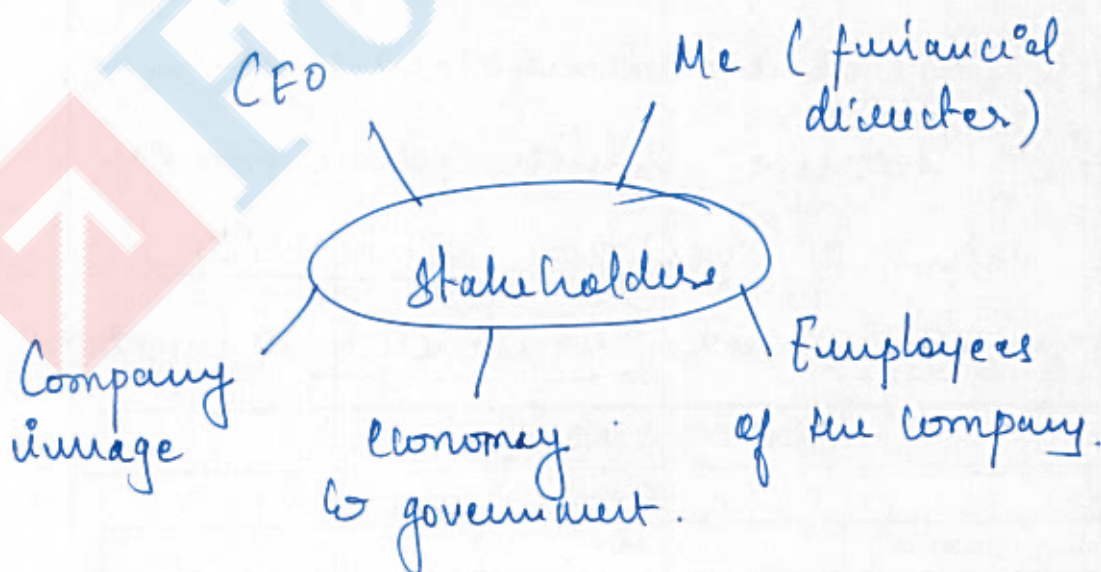
Q.10) You are the financial director of a company that supplies exotic food products to restaurants and hotels. Due to COVID-19 and government-imposed restrictions on restaurants, demand has all but disappeared and your company is facing severe financial difficulty. The company employs 3,000 people across head office, the delivery network, and sales.

Your CEO tells you that you need to find some savings and has asked that you produce a list of who in the finance team should be made redundant. A rumour has started amongst staff in head office that there are going to be major job cuts, and everyone in your team is emailing asking you whether their job is safe. Some team members are telling you about their financial struggles at home in the hope that it will persuade you to save their jobs over others.

a) Discuss the ethical issues involved? What would be your course of action? Justify.

(20 Marks, 250 Words)

The above case study deals with the issue of Corporate Ethics which an institution must peruse to get over tough times like economic slowdown.



a] Ethical Issues

- ① Loss of livelihood :- for employees who may in future, due to slowing economy may find it difficult to get new employment.
- ② Sustainability of the business :- which is facing demand shortage
- ③ Ethical dilemma :- whether to fire a redundant employee who is suffering from financial hardships.
- ④ Profit motive vs Corporate ethics
of welfare - to bear losses instead of cutting jobs.

⑤ Company shutdown vs firing
some employees - Hence worker
collective good should be preferred
over individual good as the
company ~~should~~ should shutdown
due to losses if no employee
is fired.

Course of Action

The course of action of any
company will be in line with
compassionate Capitalism which says
that the weakest must be protected

① Find a way so that we
have to fire no one. - I would

do this by :-

i) asking for government incentives to save jobs.

ii) Reduce salaries of the top employees so that other employees can be paid out of it.

iii) Reduce salaries of all employees and instead increase their health insurance coverage so their vulnerabilities are deduced.

iv) Start a donation fund which could be pledged resources which can help keep the company surviving.

② If I absolutely have to fire some employees in order to

ensure that the business stays
afloat then I would fire
those who have ~~less~~ relatively
less financial problems and
promise to hire them back
when the conditions improve.

A company is not just
made by wealth, it is made by
its people. I would ensure that
my company's corporate culture values
humans, so that in the long run
it can not only attract the
best talent but also serve the
country and give back.

Feedback (For OFFICE use only)

Structure		Content	
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Q.11) Sahdev and Aparna had a son named Abhijeet who was diagnosed with thalassemia minor when he was just a few months old. Abhijeet thus, needed blood transfusion every three weeks, resulting in chronic weakness and a compromised immune system resulting in frequent illnesses.

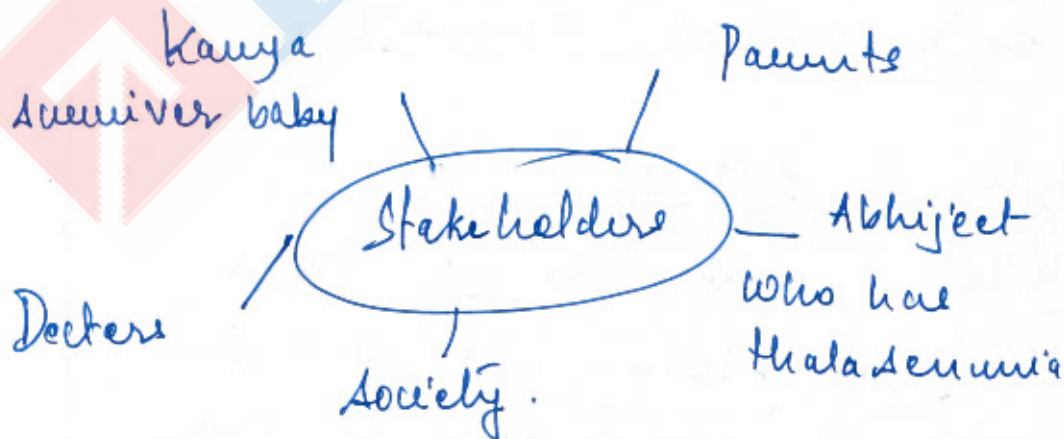
The permanent cure for Abhijeet's ailment was bone transplant, but due to no match in the family, it was not possible. The couple then found out about the concept of 'saviour sibling' and decided to go ahead with it. A saviour sibling is a child conceived through selective In vitro fertilization (IVF) as a potential source of donor organs or cells for an existing brother or sister with a life-threatening medical condition.

After many attempts, the couple finally gave birth to a healthy baby girl Kavya, who matched the criteria to be a donor for Abhijeet. However, Kavya had to grow and weigh 10 kg before she could donate stem cells for transplantation to save her critically ill brother. While the procedure of donating stem cells is not dangerous, it would be extremely painful.

- List the ethical arguments for and against the 'saviour child therapy'. Do you believe that it is ethical for a parent to give consent for donation of stem cells on behalf of infants?
- If the procedure also included risk to the life of the new born baby, would it still be a prudent therapy? Justify your answer.

(20 Marks, 250 Words)

The above case study deals with the growing ethical concerns in the field of biotechnology as the horizons of science expand.



a] Ethical arguments for essential child therapy :-

- ① Save lives :- of a child who is born with a life threatening disease.
- ② Peace for parents :- who are mentally drained seeing their child in constant pain.
- ③ Advancement of science :- which makes human lives better and increases life expectancy.

Ethical reasons Against ..

- ① Right to life of the survivor child - who has no choice over how they will lead their lives, as we have to eat,

decide, die in^a way that they are
healthy enough to donate.

(2) Prejudice of parents :- who love
only one child and had another
to protect the first.

(3) Hampers sibling relationship and
create hatred and divide.

(4) Selfishness and lack of compassion
of parents for a new born child
who is treated as a commodity.

I believe it is unethical
for parents to give consent on
behalf of the infant as the child
is not even old enough to
understand what is being done to her.

2. She is forced to bear pain
and risk ^{catching a} disease.

It is extremely unfortunate
that this child has Malaria
but one child cannot be preferred
over another and her right
to a healthy, loving life cannot
be compromised.

b] The therapy, in itself is
in the grey area of ethics.
and with an additional threat
to life it becomes unethical.

① Giving birth to a child with
an intention to use it for
or

Other purpose is usually wrong.

- ② Threat to life can also amount to murder as parents knowingly inflicted misery on the child.
- ③ Saving life of one child at the cost of another has no ethical justification.
- ④ A human life cannot be used as a commodity.

As science advances it is important to keep in mind that

Humanism must trump over Utilitarianism.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.12) You are a responsible and dedicated district level officer. Knowing your dedication towards the work, the government entrusted you with the responsibility of solving the livelihood problems of common people of a district named Birbhoom.

Birbhoom is a district in West Bengal hardest hit by cyclone Amphan. It destroyed thousands of homes, rendered many people homeless and without any means of livelihood. Some families lost their only bread earner. The cyclone washed away embankments, mud homes and fisheries, which thousands of families relied upon for their livelihood and sanitation infrastructure collapsed. Large areas of agricultural land are still waterlogged. At the same time COVID-19 is deepening the crisis as many more are losing their livelihood because of the lockdown measures and some people are facing health issues.

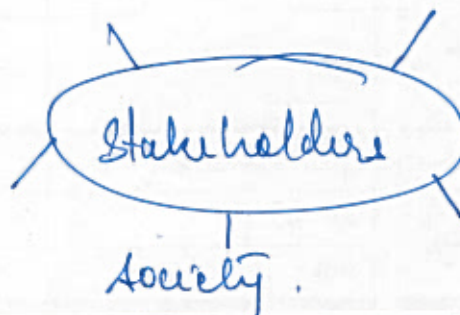
An uphill task of rescuing people by maintaining safe distance between them is also a problem. Moreover, in last few weeks, thousands of migrants have also come back from cities across India to west Bengal. Most of them are placed in quarantine facilities, some are facing livelihood issues.

- a) In such a scenario, how would you manage the societal, livelihood and health issues of the affected vulnerable communities at the same time?
 - b) Examine the qualities that help a public servant in tackling such crisis situations in a better manner.
- (20 Marks, 250 Words)

The above case deals with the classic issues faced by the administ^rstrators of the country due to COVID-19 pandemic, natural disasters and economic slowdown.

people of Birbhoom

Migrants



Me (District officer)

West Bengal State

a] Management of Issues

In the short term

I Societal

- ① Ensure coordination with state and central administration for safe return of migrants.
- ② Ready quarantine facilities with adequate food, hygiene and sanitation.
- ③ Ensure hospitals are well equipped with doctors, beds, medicines.

II Livelihood

- ① Start a mass programme for employment to rebuild homes toilets which are cyclone resistant.
- ② Bring in design experts to

help design houses which ~~are~~ ^{are} resilient and can withstand pressure.

III Health

- ① Start a contact tracing network to ensure there are no super-spreaders.
- ② Incentivise, people not willing to voluntarily quarantine and isolate the administration (eg:- Odisha provided ₹15,000 incentive)
- ③ Carry out awareness drives in unaffected areas and themselves.

Long Term Strategy:

- ① Society → Create sustainable livelihood opportunities

by utilising schemes like One District One Product

- ii) Skill training among workers.
- iii) Afforestation to build natural barriers against cyclones. and a vast network of shelter homes where poor & vulnerable can be kept
- iv) Counting local capabilities and having a Standard Operating Procedure on how best to handle health epidemics.

b] A civil servant must have the following qualities:-

- ① Leadership - to guide people with a vision.
- ② Courage :- to take risks and innovative steps and

not be overwhelmed by the challenge.

- ③ Integrity :- to ensure proper utilisation of funds.
- ④ Compassion :- to enhance the work culture.
- ⑤ Empathy and democratic attitude to be more responsive and sensitive to the miseries of poor.
- ⑥ Transparency and Accountability to ensure public trust in the administration.

A civil servant must display probity in carrying out governance functions.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Mentor Feedback Questions

- 1
- 2
- 3
- 4
- 5

Test Goal

- 1
- 2
- 3

Outcomes

-
-
-
-

Marking Scheme

Mark	Good	Average	Below average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0
✓✓	Key / Relevant Point		
✗	Vague / Irrelevant		

* Subject to change without prior notice.

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