

General studies (M) : 2019

Manish Sharma

Test : 1238 ; Test No. -14

Ethics - II

A1

(a)

Values are internally guided principles. These help to identify right and wrong. Values have relevance in both private & public sector.

Values in public services

- Accountability
- Transparency
- Public interest important
- Special regard to disadvantaged sections.
- Discretionary powers.

Values of private services

- Profit oriented mindset.
- Quality of service good
- Efficient and result oriented.

Due to inefficient and less competitive service delivery → PSUs are converting to private sector.

①

11:21

02:21

(2)

Thus there is need for private
sector involvement

Yes there is convergence

- Contractual work in government departments with regard to transport, vehicles, housekeeping.
- Contractual work for data management due to efficient outsourced IT professionals performances.

for ex.

Gas pipeline to households
replaced public sector gas godowns for distributing cylinders.

Way forward

- Work towards citizen charter
- Balance between public goods and private goods. Ensure minimum needs reach to all in technical landscape.

1

(b)

Social persuasion is method to modify thoughts, belief and actions of individuals. Social influence and persuasion change, modify or make person's attitude.

Persuasion → technique to modify attitude through advertisements or production of facts.

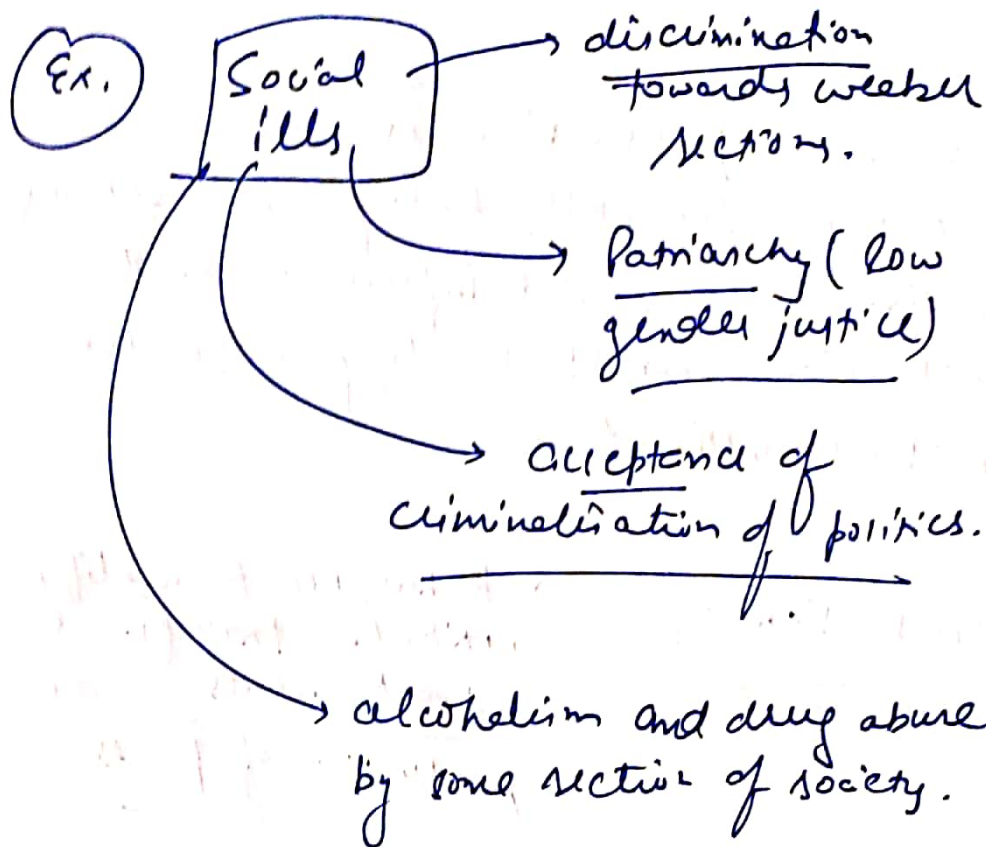
Social persuasion → Society influences behavior.

for ex. Society engaged in Cleanliness drive influences person's attitude towards benefits of Swachh Bharat Mission.

However, Social ills exist in society despite noble activities of community. These affect harmony, peace, stability and overall morality of society.

for ex. Social ills → Casteism
→ Communalism

3



These can be overcome by overall awareness and restricting acceptance towards these evils. Social persuasion can be good technique due to following reasons.

- ① Social persuasion by celebrity and well known personality and renouncing these evils.
- ② People want acceptance and cooperation in society. They will be influenced as no wants to be singled out.
- ③ Ethical use of advertisement and proper targeting of audience.
- ④ Awareness programmes by society like Camps, prashad pheries and door to door campaign to disorder ills.

Q2

5

(a)

Public services is tool to ensure proper implementation of law and order and efficient delivery of services. People, very often could not get their due in society and state.

for ex. → Could not get ration in PDS due to Aadhar technicalities.
→ Rejection of information under RTI by PIO.

Thus, there should be timely delivery of services and if not provided; grievance redressal mechanism to ensure resolution of matter.

However there have been issues due to lack of dispute redressal mechanism.
The are: →

Issues

- ① Lack of proper citizen charter. No statutory backing on citizen charter.
- ② In 1997, there was attempt to come up with citizen charter by centre,

State and ministries, but its largely departmental oriented where discussion exist for not addressing complaints properly. Further it has been top down approach.

- ③ Lack of awareness among citizens about already available such mechanisms.
- ④ Lack of participation of local people in forming any such mechanisms.
- ⑤ RTI appeal process also tilted towards bureaucracy where information is withheld under exemption clauses.

Some examples,

→ CDDT promise to process request within 15 days.
If not provided; no complaint.

⑥ Lack of human resource in government machinery.

⑦ Lack of centre and state co-operation

Way forward

→ Statutory backing to Citizen Charter

→ NGOs, civil society and departments to widely publicise it.

(A52)

(b)

7

Government already has taken many steps towards establishing proper grievance redressal mechanism.

for it. → Departmental citizen charter, already available.

→ Government tried to bring grievance redressal mechanism through law after anti-corruption movement (2011). However bill lapsed on dissolution of 15th Lok Sabha.

Steps

①

Statutory → bring law and define timelines for service delivery. There should be escalation hierarchy defined for complaint.

②

Federalism → States also provide many services. They co-operate state co-operation. Some uniformity in grievance redressal across country.

③ Training → Ethical training to members of AIS, C.S. and state civil services.
 → Generation of Empathy, compassion, efficiency and speedy service delivery through sensitive training.

④ Already act → Grievance redressal mechanism already available to be strengthened
 For ex. → ATI
 → CPGRAMS (best example)
 → working very fine.

⑤ Awareness → People unaware of departmental grievance mechanism and common platforms for complaints.

For ex. → People unaware about e-Nivaran (Income Tax grievance mechanism)
 → People unaware about CPGRAMS which resolve complaints within 30 days for all ministries, PMO monitors it.

Civil society, NGO and government need to widely publicise it.

Ans 3
(a)

9

Nelson Mandela is Champion for cause of freedom. He fought for more than 30 years against racism, inequality and exploitative apartheid. He was imprisoned for 30 years under solitary confinement but refused to submit to rule which misruled.

The statement in question has below elements: →

① Fear is a form of emotion. People behave and act in different forms in situations of fear.

Emotionally intelligent person knows his emotions and can manage it. He understands his weakness and strength. Thus, one has to tackle fear by not submitting to it but overcoming that.

For ex. Gandhi ji did not give up his motive of freedom and did not fear of strength of Britishers. He conquered them through courage. His tools were truth and non-violence.

Thus one has to conquer his fear.
 Mere absence of fear is one situation. Real
 test is winning over it.

As said:-

"Ostrich bows down his head in
 sand assuming there is no problem.
 However it has to face problem head on."

Emotional intelligence, determinance
 and sticking to values and principles help in
 overcoming fear.

Q3

(b)

11

Martin Luther King was advocate of racial equality and denounce any discrimination based on it. He played efficient role in civil rights movement of USA. He fought for rights of discriminated and marginalised.

His statement has below elements.

- No one is born with exceptional greatness. In world of rule of law; everyone is equal.
- Every person lives for himself. Animals also live like this. Humans have element of serving others. Humans have two self.

Lower self → animal existence, pleasure, materialistic
→ selfish.

Higher self → spiritual, service for others, inner happiness

Then society ~~will~~ remember those
who lived for greater cause of humanity.

Examples. → Dr A.P.J. Abdul Kalam

- simple
- social service oriented
- high thinking

Country will remember his contribution
towards science, nation and society.

Q4
(a)

India is a land of unity in diversity. More than 8 religions, more than 1600 languages and numerous cultures exist. Rational thinking, reasoned behavior, spiritualism and superstition, all exist here. However scientific temper is more realistic and mentioned in Part IVA of Constitution as well.

Causes of superstition

- lack of education, literacy and awareness among masses.
- Self oriented religious people deviate masses behind their irrational teachings.
- Our transition from medieval to modern period was not associated with industry, science and technology and modern education. However, our ancient past contributed in science and medicine.
- lack of rational and reasoned thinking among masses. Religion sphere is sometime stretched to other secular spheres as problem solving tool.

However, there has to be scientific temper, rational behavior for overall development of humanity due to :-

① To be in race with other nations in economic growth, technology development.

② To accelerate in pace of innovation. To develop critical thinking in our education which has been till now dominated by memory things.

Haring said that, spiritual inclination can't be ~~if~~ ignored. As scientists feel :- Our left mind is for rational thinking and right half of mind for emotional thinking.

Thus both are required.

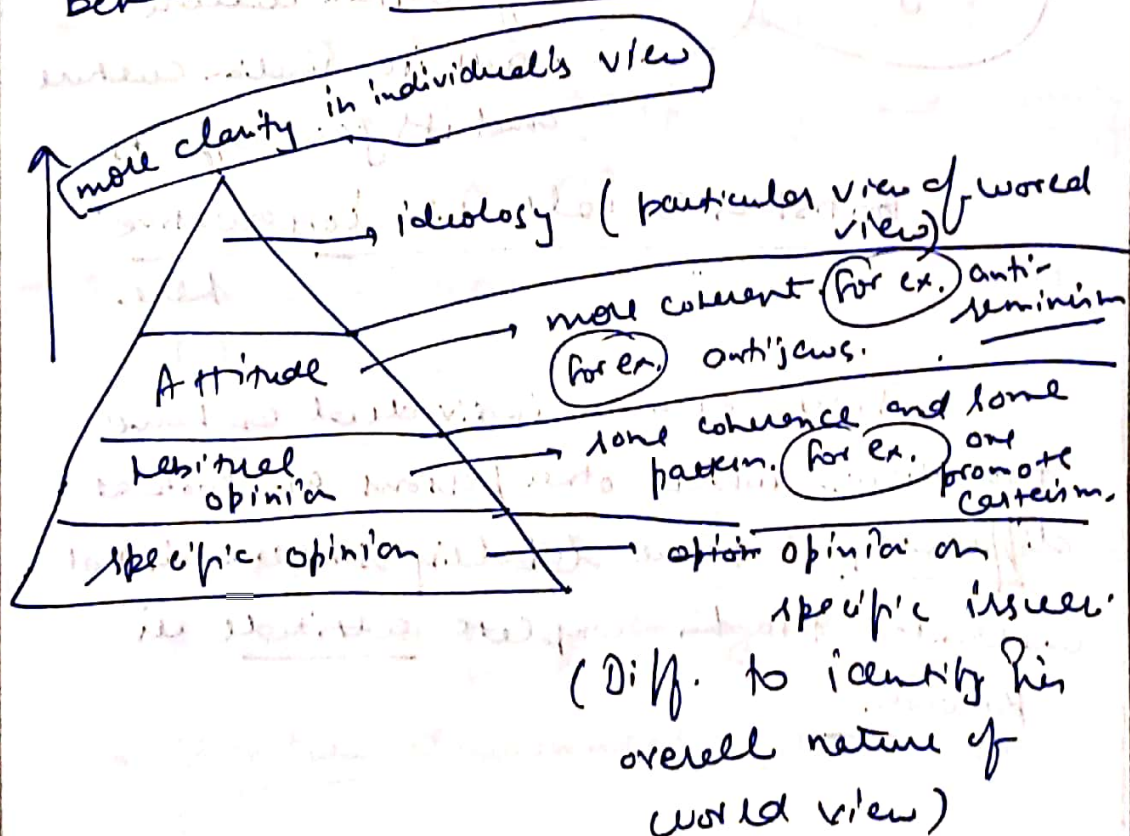
(4)
(b)

(15)

Liberal → acceptance to diverse values, progressive; liberty

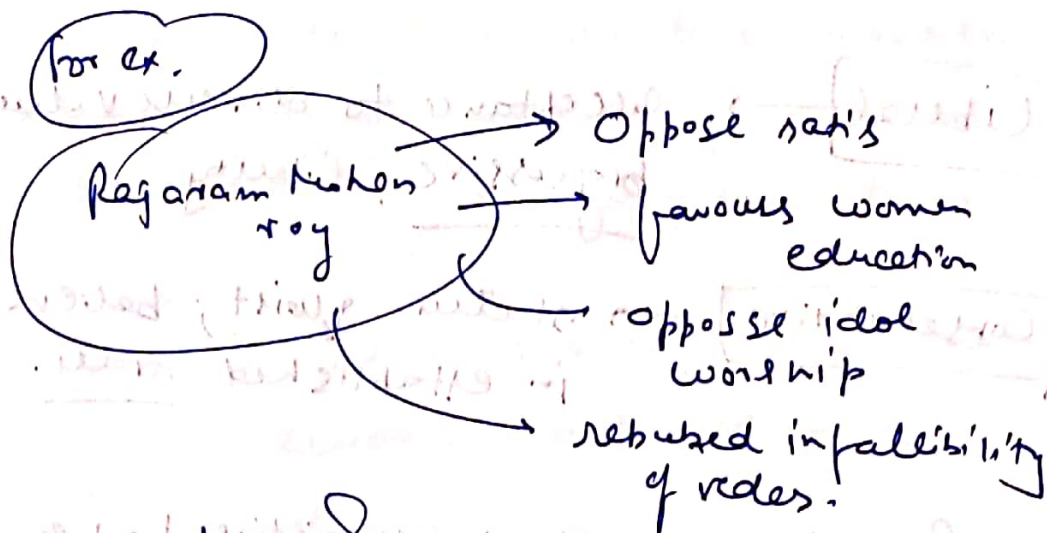
Conservative → status quoist; believe in established order.

Generally we start associating people towards with their attitude and behavior on one aspect. However it is very likely to generalize his behavior and identify his proper personality

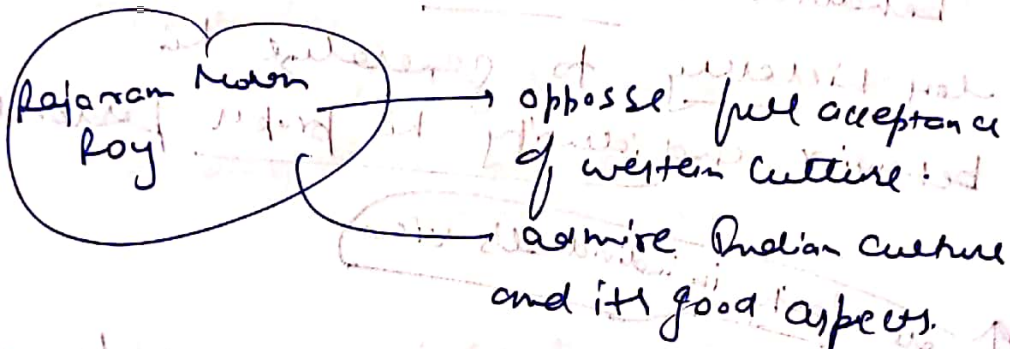


This single instance does not tell about someone completely.

For ex.



Hence he can be called liberal or progressive. But look at other aspects.



Britishers can call him 'conservative' here.

Thus even an individual can have two views which other persons can look at differently. Hence labelling someone is not warranted till his complete attitude is known.

(A)

(5)

(a)

Corruption is disease in public and private administrative sphere. India's rank in corruption perception index is 78/180 (2018). If compared Scandinavian countries; Indian society have more acceptance towards corruption. It needs to be corrected! →

Demand side correction

- Inculcate ethical behavior of accountability, transparency and honesty in public servant.
- Check preventive and punitive aspects of anti-corruption pro measures properly.
- Proper implementation of anti-corruption laws.
- Regular transfer of employees/officers.
- Strengthen departmental vigilance, CVC and CBI.
- Address low salary grievance of employees.

Supply side correction

- Improve slow criminal justice system.
- Society has to show zero tolerance.

towards corruption.

(18)

→ People justify corruption as they themselves are corrupt. Society has to boycott them.

→ People have to resist and maintain themselves in giving bribe to expedite work.

(for ex.) Prevention of Corruption Act, 1988 criminalises more to bribe giver unless he reports crime within 7 days.

Collusive corruption has become order of day. In office, every subordinates and superiors indulge in corruption and distribute illegal proceeds among them. People through intermediaries give bribes and they have no problem till their work is getting expedited.

This has to stop. Kauliyga was firm about controlling corruption and gave various measures.

(for ex.) Transfer employee till he knows loopholes in system.

As.

5(b)

Work culture is sum total of beliefs, attitudes, thoughts and views of employee towards employer, organisation and each other.

Various traits...

In bureaucracy, work culture having below traits are considered healthy work culture:-

→ Accountability

→ Support to colleagues and subordinates.

→ Non-interference by politicians.

→ respecting values of empathy, sympathy and compassion

→ No corruption

→ Independence in performance of duty.

Ex. of healthy work culture

Shri. Ravish Kumar won Ramon Magsaysay (2019) award for his journalism.

It is due to work culture of NDTV where he could do his duty independently and neutrally. He was not

personalised to conform to particular views.

(20)

Career work culture plays important role in growth and good governance (in public services). Below are ways to strengthen it

Ways

→ Good governance, proper law & order; public interest and efficient delivery of services are motive in public administration.

→ Their work culture to be independent.

- 1) have proper code of ethics and unambiguous code of conduct
- 2) Code of ethics for ministers.
- 3) No political impartiality and political neutrality.
- 4) Proper use of discretion.
- 5) Ministers need not have to interfere in bureaucracy.

Ans.
(6)

Citizen Charter is promise and commitment towards delivery of services. It ensures :-

- quality
- speedy delivery
- choice
- No wastage of resources.
- uniform standard

It can be stimulus for Government to raise public service delivery.

- with targets and timeline in hand; delivery of service will be faster.
- accountability and transparency shall make delivery impartial and in public interest.
- Standards, quality and commitment would be maintained by officers/officials in fear of counter claims by citizens.

As a means

- End is public interest. Hence Citizen Charter is means to achieve that end.

② With no guidelines and future directions; functioning of bureaucracy may become arbitrary. With Citizen charter they will be bound.

③ Completing these small-small targets; improve overall efficiency.

④ Participation of citizens as they can register grievance if commitment not fulfilled.

7

Attitude is psychological tendency that is expressed by evaluation of particular entity. It can be in favour or against. Simply put, attitude is how we look at world and behave towards people, event or things.

Attitude $\begin{cases} \text{Can be positive} \\ \text{Can be negative} \end{cases}$
 ↑ oscillate between two extremes also ↓

for ex.

Some people have positive attitudes towards education. Some prefer excellence and some may prefer equity.

Behavior is visible form of attitude. It comes in our actions, thoughts and speech. It is not always true that behavior and attitudes are in conformity.

for ex.

Smoker knows that cigarette is harmful, hence he has negative attitude towards it.

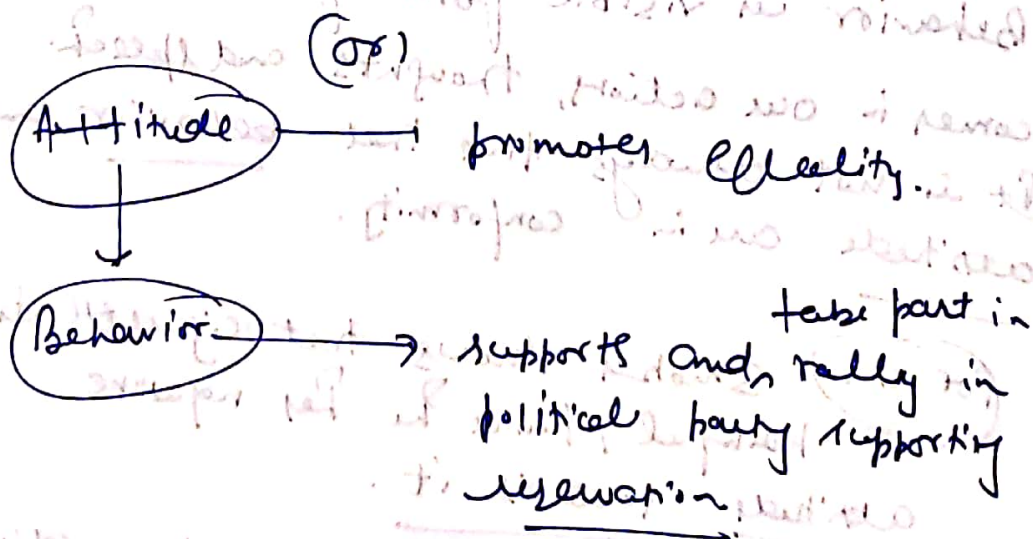
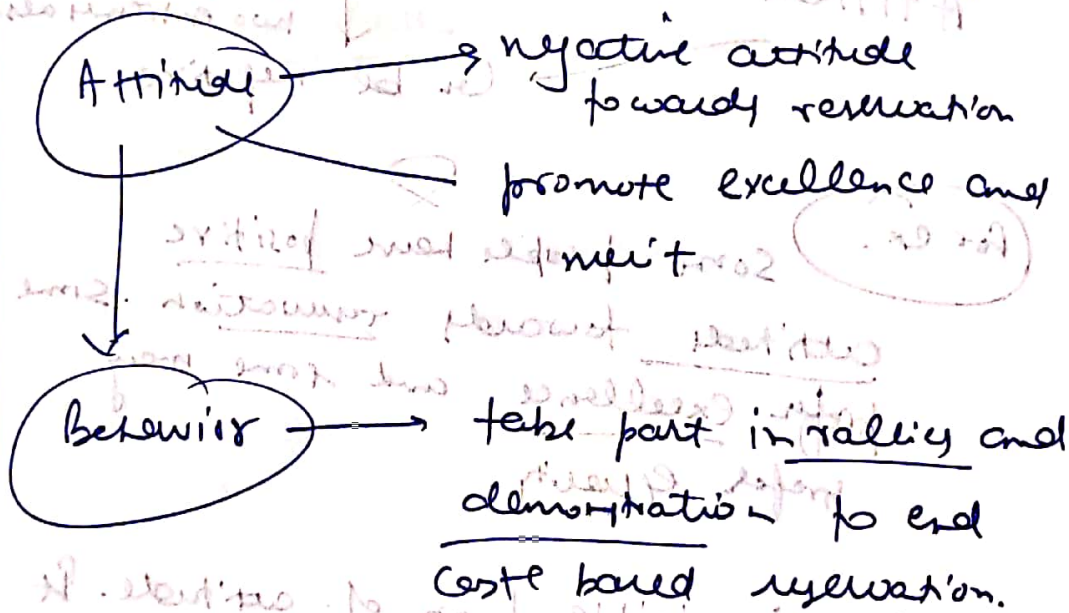
But he smokes due to addiction. Thus his behavior is opposite to his

attitude.

(24)

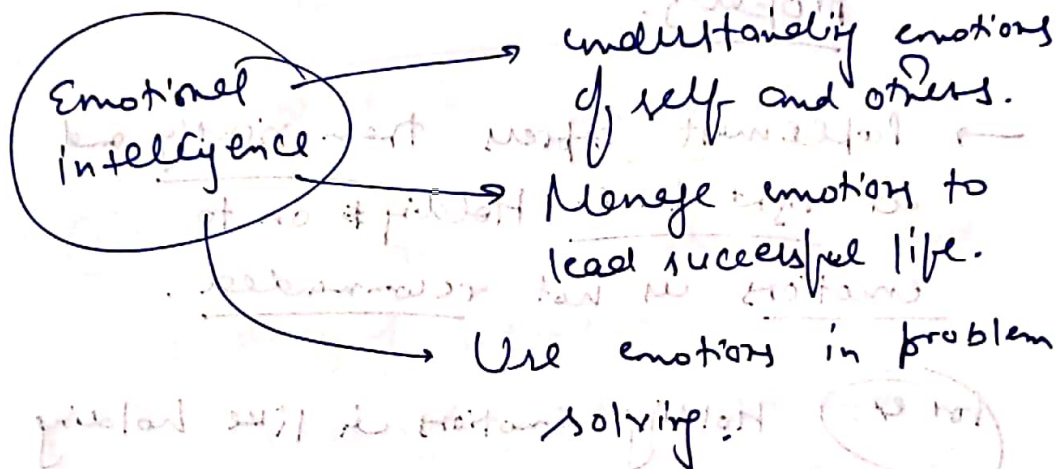
He will face trauma till he adjusts them. Either he has to quit smoking or he has to believe smoking is not as harmful as it is projected. This is cognitive dissonance.

However in most of times behaviour and attitude are on same page.



(Q8)

Emotional intelligence is part of an umbrella term intelligence. Intelligence is understanding complex problems and working to solve them. Emotional intelligence uses and manages to emotions to arrive at better decisions. Emotions also important role in real life situations.



It is important in competitive environment.

- Emotionally intelligent person has good relations in social, personal and professional circles.
- He works confidentially and maintain good terms with all. It helps him in negotiating projects.
- It develops empathy, sympathy and compassion in public services which are important principles.

→ People manage their emotions like hatred and love so that they not only help them but not resist them towards attaining goals.

→ People are more happy and productive in comparison to people who does not manage emotions properly.

→ People must express them rightly and at right place. Holding on to emotions is not recommended.

For ex. Holding emotions is like holding a glass of water. Holding it for a minute would not hurt you. But holding it for whole day, will make your arm sore. Same applies to emotions.

Q9

27

with increasing communication technology; there have been benefits of more jobs, technology oriented service delivery but there have been challenges. It has been a double edged sword.

Threats by cyber world

- ① Increasing radicalism, terrorism and tendency of separatism.
- ② Crimes related to child and their vulnerabilities towards some of addicted nature. Ex. Blue whale challenge.
- ③ Financial crimes like ATM theft, illegal online transaction.

Some people are more vulnerable, because :-

- ① They lack social connect with real world. They spend most of their time on digital apparatus.
- ② Lack of awareness and jobs is catalyst

- (3) Religious polarisation targets youth of particular community. Threats and money offered to include them in group.
- (4) Children lacks cognitive and rational thinking. Thus they fall prey to cyber threats like addicted games easily. Parents have to be cautious.

Ransom ware attack and induced viruses in system to demand money is latest developments in cyber bullying. There is need to have robust cyber infrastructure.

(b)

Attitude defines how we behave and determines our actions, thoughts and views towards something.

Cyber space plays role

- (1) People of middle and low self esteem fall prey to cyber space easily. They don't have rational and independent attitude. These people fall easily to cyber threats. It is very vulnerable targeted audience.

No cyberspace does not play
role

- ① People of high self-esteem have independent attitude which is difficult to move.
- ② Person's emotional connect with family, friends and society prevents him to connect indiscriminately with virtual world.

(c)

Reasonable restrictions to make cyber
space safe :-

- ① Personal data, choices and sensitive personal information should not be used without individual's consent.
- ② Pop-ups to be minimised and intrusive data analytics not to forced on citizens to influence their attitude and behavior.
- ③ Vulnerable sections should not be over exploited. Applications need to not target children, elderlies and women for unethical means. (For ex.) Child pornography and targeting elderly for ATM theft who are generally vulnerable.

Citizens, parents and elders should also be cautious :-

- (1) Develop high self-esteem
- (2) Independent and rational attitude.
- (3) Build social relations.
- (4) Use cyber space for benefits as it is janus faced (benefits come with side effects)

Dependence of
on digital world

Excessive use of digital world

- (1) Excessive use of digital world leads to dependence on digital world and loss of social relations.
- (2) Excessive use of digital world leads to loss of self-esteem and self-reliance.
- (3) Excessive use of digital world leads to loss of social relations and loss of self-esteem.

Q10

(a)

poor sanitation has been a problem for any civilisation. Gandhiji was staunch supporter of hygienic sanitation. Hence, our Swachh Bharat Mission is inspired on his principles.

In the given situation, despite government intense efforts in policy making, funds & disbursement and regular follow up; open defecation free environment is far from reach.

Reasons behind low usage & adoption rate

- (1) Our policy relied on toilet structure building. Provision of sewerage lines and solid waste management is lacking to take sanitation to logical end.
- (2) People's behavior is old mindset based. As exemplified in movie 'Toilet'; people does not build toilet due to unscientific notion of purity / impurity.
- (3) Social persecution and social influence could influence behavior to much

(31)

extent. However, Universal Sanitation and universal ODF is lacking.

32

- (4) SBM and ODF are long targets. It requires perseverance, dedication and fortitude on part of civil society.

Thus, social behavior to be inculcated by civil society. NGOs must participate with government rather only criticizing it. It has huge economic and health benefits.

(b)

Principles to be kept in mind to develop strategy so as to solve problem in given situation.

Principles

- ① People need to be educated about ~~harmful~~ harmful effects of open defecation. It pollutes ground water. This ensure mass awareness programmes. Involve civil society.
- ② Regular reporting of progress, achievement and failure
- ③ Provision of health services due to bacterial contamination by open defecation.

- ④ Use of technology such as geo-tagging of toilets.
- ⑤ Involvement of elders and meetings with doctor community about harmful effects of open defecation on health.

Action Plan

- ① widespread awareness through banner.
- ② Name and Shame people defecating in open, locally. Task can be given to volunteers.
- ③ Proper supply of water to be continued.
- ④ holistic sanitation development. include toilet building, water supply, sewer lines and solid waste management.
- ⑤ Take inspiration from Cities and States that have achieved universal sanitation.
- ⑥ Social persuasion by celebrities. zero acceptance in society towards open defecation to be created by compliance, identification (with celebrity) and internalization of moral laws within communities.

Ms.

11

(a)

34

Ethical issue in care

Child labour (prohibition and regulation) amendment act, 2016 prohibits

→ employment of child below 14 years in any sector.

→ Employment of child labour below 18 years in hazardous substances.

Child can work in family business till their education not affected and only as support.

→ This provision was provided in assumption that family will take care of child considering principle of paternalism.

In given situation

→ principle of paternalism are ridiculed by unethical means for profit enhancing.

→ On one hand; industries misusing law by projecting child labour as family enterprise.

→ On the other hand, parents fail to protect their children, if in care

They are not kidnapped and working in enterprise with consent of parents.

(b)

Approaching and resolution of problem

- Organise an inspection to place.
- Take statements of child in child friendly environment.
- Prime factor such large no. of children are not present in family enterprise.
- Collect evidences from surroundings and witnesses in society about work culture.
- Inspect books of accounts about profits, revenues and cost of production.
- Register a case and prosecute the industries and faulty parents for violating act.

Further

→ The children should be rehabilitated. National Child Labour project provides provision for this.

→ if children below 14 years → enroll
then in RTE Act, 2009.

→ above 14 years they can be
provided vocational training.

→ Children of families would be extended
over after their admission in schools is
ensured.

(100%)

Q12

37

(a)

The given situation is classic example of non-neutrality towards politics by bureaucracy.

There is political alignment of civil servant, Chief development officer in this case. This is violation of code of conduct, 1964 for Central civil services (or) AIS; on his part.

Coming forward; Civil servant has to ensure political impartiality and maintain neutrality in elections. Our job is to maintain law and order and serve political executives without any biasness.

Taking part in election rally, organising it or directing for elections is violation of code of conduct.

Demand of Chief development officer to make sure five buses of participants reach in rally, to BDOs is unethical and unbecomingly of civil servant.

Since orders are oral, I as BDO will consult with CDO and make him aware about consequences. He may be in pressure

from political party, however, doing this is full of grave consequences. After discussion, I will convince him about my opinion and decide that I can't follow such order.

(b)

Options available to me

① Do as directed orally.

Merits → Boss will be happy.
 → Pol. party concerned will be happy.
 → No conflict with superiors or political heads.

Demerits → against value of civil services.

② Complaint to higher authorities

Merits → CO will mend its ways and remain alert in future about giving unethical orders.

Demerits → breaking hierarchy
 → breaking trust.
 → no strong evidence.
 → after all we are responsible to our decisions. why to escalate when we can deny the order

③ Deny order

Merits → values will be preserved
 → action based on high ethical principles of maintaining pol. neutrality.
 → we work in public interest not for one party.
 → Boss will not give unethical orders when they know your moral stand.

Demerits → conflicts with superiors and political party.

These situations will come. Submitting to one means more pressure and demands.
 It is better to follow principles as we are responsible for our duty not superiors.

(c)
 ≡

As said earlier in question:-

we as a civil servant have ultimate responsibility for our actions. Wrong decisions follow us for entire life.

There are oral orders. I will prefer to stick, not to send these bures. However I will discuss with superior and make him aware about negatives and disciplinary

action that can follow up. He knows all situations but in given circumstances he may be fairly back to others; so that work is done without his demerit.

(40)

It is better to follow code of conduct as one wrong decision will haunt for entire life. Genuine mistakes with bonafide intentions are forgiven but not those, where could relevant knowingly support one party.

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Q13

(a)

Q1

Problems of drought and floods are witnessed simultaneously in India. 2018 witnessed 9% deficient rainfall but Row of knee floods show different story.

In the given situation :-

There is Conflict between demands of :-
few (farmers)
all (society needs water)

Why situation occur

Government policy generally prefers MSP for high water crops like rice, wheat, and sugarcane.

Farmers resort to free crops despite low availability of water

Rice and wheat grown in water deficient Punjab and Haryana.

Sugarcane grown in Maharashtra.

When situation becomes critical

Government brought rule to diverge farmers from water guzzling crops is good step.

But disadvantage

- Short time given to change cropping pattern.
- Lack of planning.

(12)

Is there real divergence?

In short term it looks there is real divergence as farmers are losing livelihood

However it is in their long term interest to change cropping pattern so that water is available to all and they don't face such adverse situations in drought.

Irrigation takes 80% of total water in India. Drinking is priority. Proper utilization of water resources through micro irrigation can be adopted in district.

Since, as a bureaucrat, I have to ensure proper implementation of state government decisions:-

Immediate steps.

- Intensify them properly and no leakage in process.
- Make micro irrigation equipment available to them on subsidy of 50% (40% Centre + 10% states).

(b)

- Helping them to acquire zero budget natural farming and organic farming.
- Contact with civil society to organise Centres in such areas so that farmers can quickly alter to water friendly crops.
- Aware farmers about Krish' Vigyan Kendra and soil health Card so that they can grow crops suitable to sell.
- Making aware about long term benefits of cropping suitable to sell and don't run towards year guzzling crops.

In the meanwhile, provision in MGNREGA to be provided to jobless and destitute farmers.

Q14

(a)

44

India generates record amount of municipal waste, e-waste and plastic waste. Urbanisation (32%) and consumerism behavior have further exaggerated the problem.

The plastic, municipal and waste management rules under EPA, 1986 are proving fruitless. Though there is mild success, Government and municipal organisations are trying to solve problem but there is lack of people participation due to various reasons:→

Reasons

- people unaware of dirt, filth and garbage in their surroundings and their harmful effects.
- segregation of waste at source does not occur at people's part. Disposal of glass, plastic openly affects bio-diversity.
- people consider this duty as government's duty.

→ They don't connect themselves towards obligation towards clean environment, situation and midset is old.

(Forex.) Gandhiji before independence held a meeting in Calcutta.

After meeting he called all workers to clean place. All paying backs to juniors. Then Gandhiji himself started cleaning which inculcated feeling in people's breast there. Then only they start cleaning.

→ Hence, no recognition of duty towards environment.

→ Mass consumerism. People consume more than required.

→ No reuse, recycle, replace and refuse at people's part.

This attitude affects first environment, then society, then neighbour and finally affect some people who would not help in minimise waste.

(b)

Stakeholders.

① Government → Proper formulation of policy and implementation
 → Bureaucracy has to take innovative steps like incineration of waste in inhabitable sites. Waste to Energy plants to be strengthened. Economics of scale to be introduced.

- No import of waste. let not India be dumping ground.
- Extensive producer responsibility in good aspect to allow and make duty bound producer to collect waste.

② Civil society → Awareness generation
 → Social persuasion.
 → Celebrity persuasion
 → Social influence.

③ Industries → Treat effluents.
 → Follow laws
 → Contribute through Corporate social responsibility

④ Individuals → Bottom up approach.
→ adopt reduce, reuse,
replace and recycle
approach.
→ help collectors in source
regeneration of waste at
source.