Aishwarya Verma 1st June 2021

U.P.S.C.

प्रश्न संख्या (Question No.)

इस भाग में कुछ न लिखें (Don't write anything in this part)

Q1) Corruption refers to use of public resources for private gains through illicit means. Corruption brings inefficiency in the system and loss of govt. treasury.

Ethical issues of corruption are:

1. Against "rule of law" that affects the administration.
2. Against the notion of "duty above self."
3. It is against the patriotic spirit of the nation as it cause loss to nation resources.
4. Leads to deterioration of public trust and hence social capital.

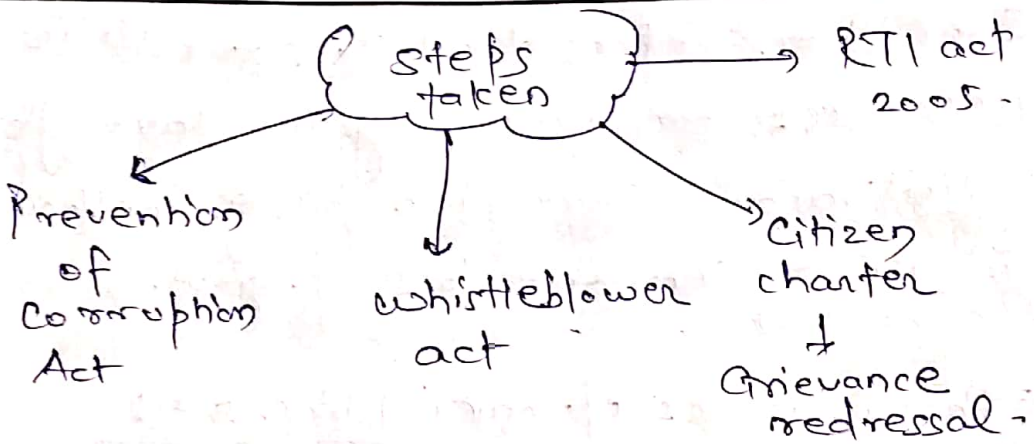
Eg. Commonwealth scam, 2G spectrum scan etc.

Various institutional means are taken by the govt. to check this menace:-

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Despite they are necessary and effective to some extent more needs to be done:

(1) Inculcation of ethical values in children right from young age.

(2) Social audit of projects. eg Meghalaya

(3) whistleblower protection needs to be strengthen.

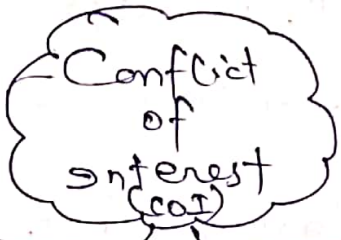
(4) work culture should show a policy of "no tolerance".

(5) Encouraging employees to strictly report corrupt act.

Reducing corruption is the key to effective and smooth administration.

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Q2) Conflict of interest refers to a situation where duty or interest in one activity affects the performance of duty in other domain.



Potential COI

→ A situation where the COI is presently not present but theire is probability of yielding the interest later on.

eg A judge sitting in a case where he has

→ It might not led to conflict in the future but might cause cognitive dissonance.

Actual COI

→ A situation where activity in one domain does affect the other domain

eg office of profit
+
It is strictly a ~~for~~ violation of seperation of power.

→ It definitely leads to the conflict affecting the administration.

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Conflict of interest affects the foundational value of civil services such as impartiality, neutrality etc therefore it affects the smooth conduct of administration.

SC in Jayabachan vs UOI stated the office of profit is a COI even if it is capable of yielding the profit thus justifying a situation of potential COI as harmful.

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Q3) RTI (Right to information) was launched through RTI act 2005 that provides information to citizens as a matter of right i.

It complements Article 19 (Right to free speech) by providing information so that citizens can make an informed choice.

RTI ensuring accountability :

→ It makes information dissemination compulsory except in some case. (Section 8) which ensure answerability for the respective action or behaviour.

RTI → Tool for empowerment

→ It provides information to make an informed choice.

→ It can lead to developmental works as well.

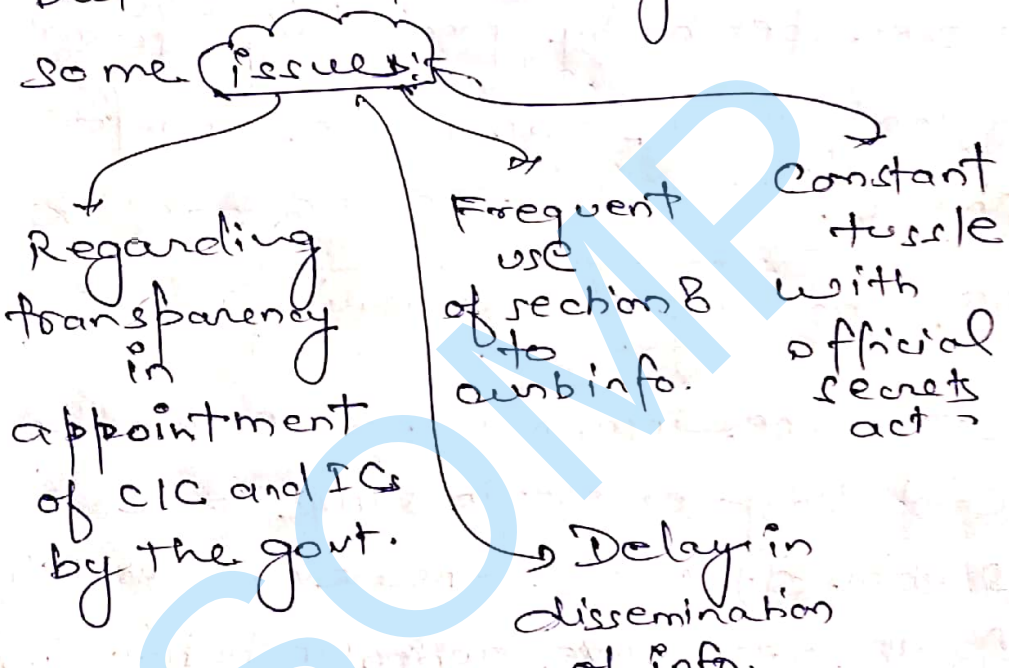
Eg. Sudhanshu of Rewa district filed an RTI regarding tubewell which was sanctioned 2 years ago, a proper

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inquiry led to digging of tubewell in 48 hours.

→RTI has been a tool for empowerment and has led to various success stories but even after 15 years there are some issues:

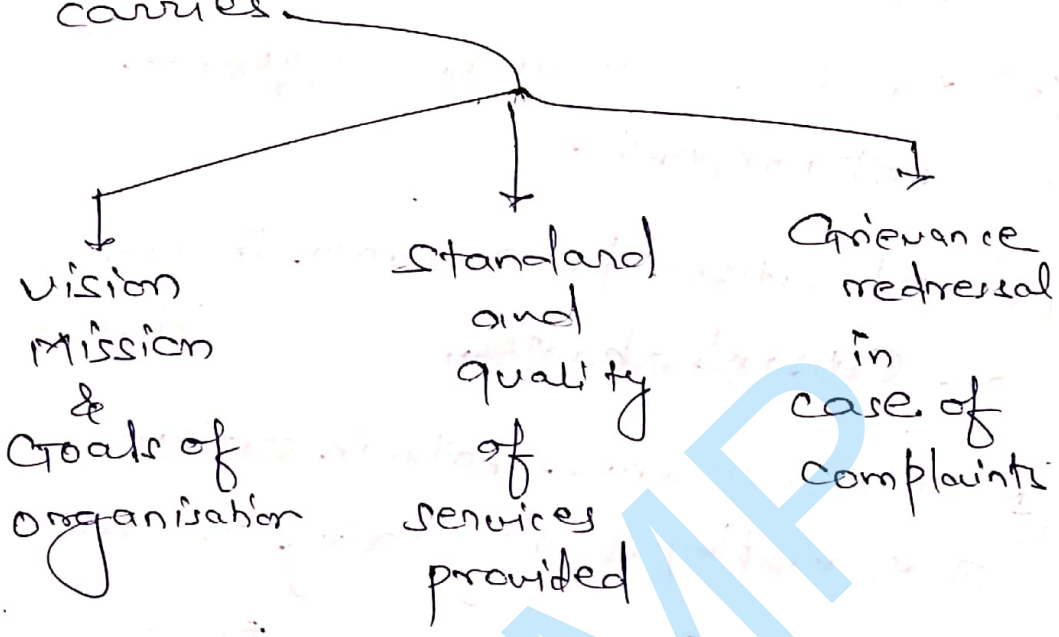


Despite this RTI has brought a paradigm shift in the concept of transparency and accountability in administration.

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(Q4) Citizen's charter is a document released by the institution that carries.



Importance:

→ It ensures transparency in functioning
→ It leads to citizen empowerment.
→ It brings efficiency in the system.
→ It reduces corruption to some extent.

Citizen's charter has not been able to perform according to its potential due to following reasons:

(1) Apart from banks, no other institute has a satisfactory fulfillment of citizen charter.

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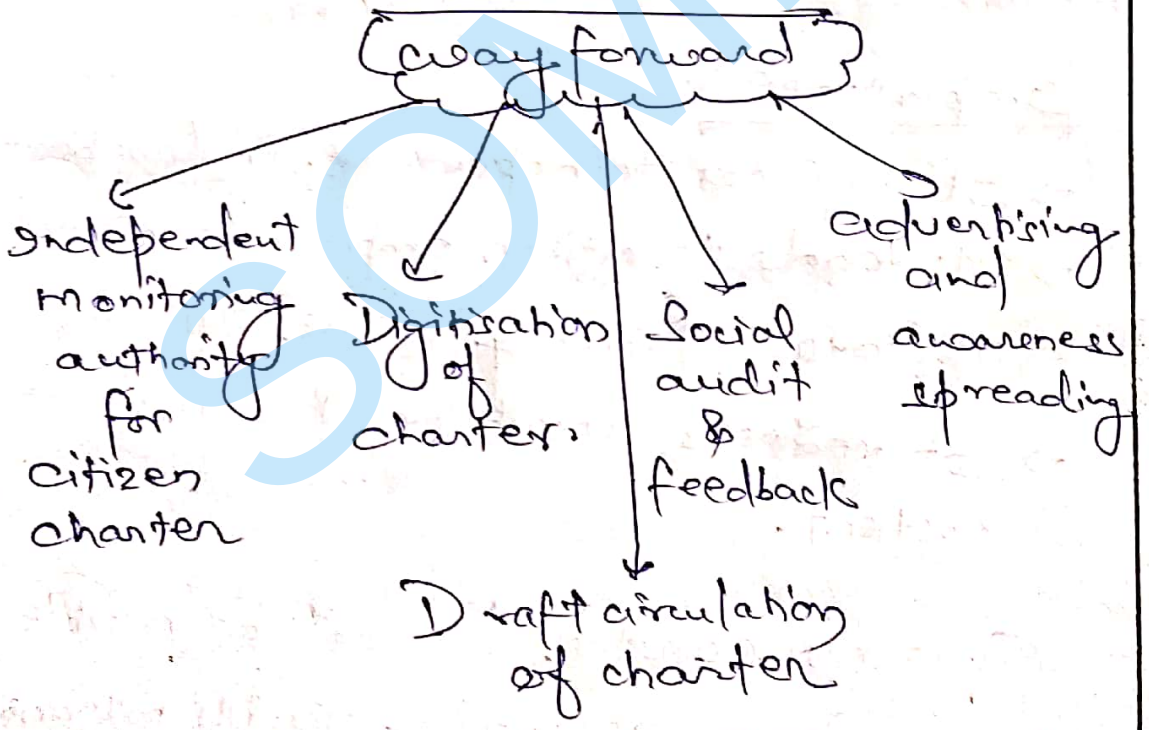
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(2) Inefficient and outdated charters that are no longer valid.

(3) effective grievance redressal is not present.

(4) No citizen participation in formulation of Citizen's charter.

(5) Unawareness both in citizens and employes regarding charter.



with above steps Citizen charter can be a game changer as far as transparency and accountability is concerned.

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Q5) Governance is the manner in which resources and services are allocated to public for welfare. This makes quality of service an essential parameter in governance.

→ quality of service is essential for:

(1) efficient governance :- less time taking.

(2) public welfare-

eg quality of hospitals during Pandemic of COVID-19 has given rise to another pandemic in the form of black fungus.

(3) inclusive growth - otherwise it would further increase the inclusivity

eg 70% of wealth is already held by 1% people (Oxfam report).

(4) To ensure public trust and social Capital.

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steps that a civil servant should take to ensure quality of civil service:-

(1) formulation of citizen charter.
eg Hyderbad and Ahmedabad district collector office has formulated their own charter.

(2) Social audit of the projects.
eg Meghalaya made it compulsory

(3) use of technology for efficiency
eg Sonipat district have made geotagging of projects under MPLADS compulsory

(4) strong information dissemination system through RTI.

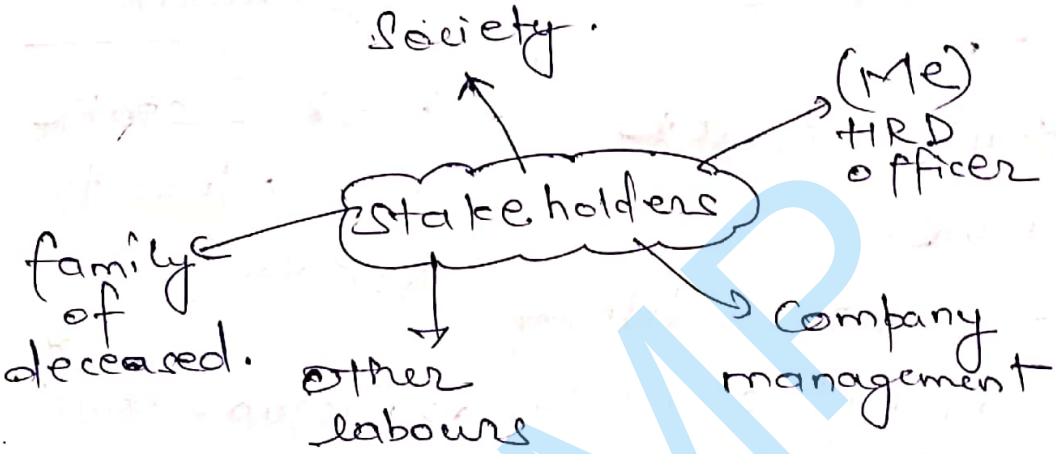
(5) effective grievance redressal system.

With above steps quality of service can be improved and can lead to smooth administration.

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Q6) The case signifies a situation of labour welfare and safety standards of an organisation as well as negligence of duty on the part of the worker.



⇒ following are the recommendations that can be provided:-

(1) Give away the compensation as the worker strike could further led to more loss to the company.

Merits	Demerits.
→ further loss is avoided	→ sets a wrong example
→ ~~deceased~~ worker's family get compensation for their care.	→ might lead to more such demands in the future.

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(2) Do not follow the demand as it is against the rulebook (code of conduct) of employees.

Merits	Demerits
→ create a deterrance against such acts in future.	→ workers strike might lead to loss to company
→ code of conduct upheld.	→ victim's family might suffer due to loss of wage.

(3) Carry out an unbiased investigation and rather than holding out an explicit compensation company can offer a job to other person based on qualification and can pay for education as a good will. However no demand for compensation would be entertained.

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Merits

→ workers can agree to this situation

→ victims family gets support

→ Company's image gets enhanced.

→ code of conduct upheld.

Demerits

→ workers might still disagree in which case company should not bend infront of unethical demands as image of company is also at stake.

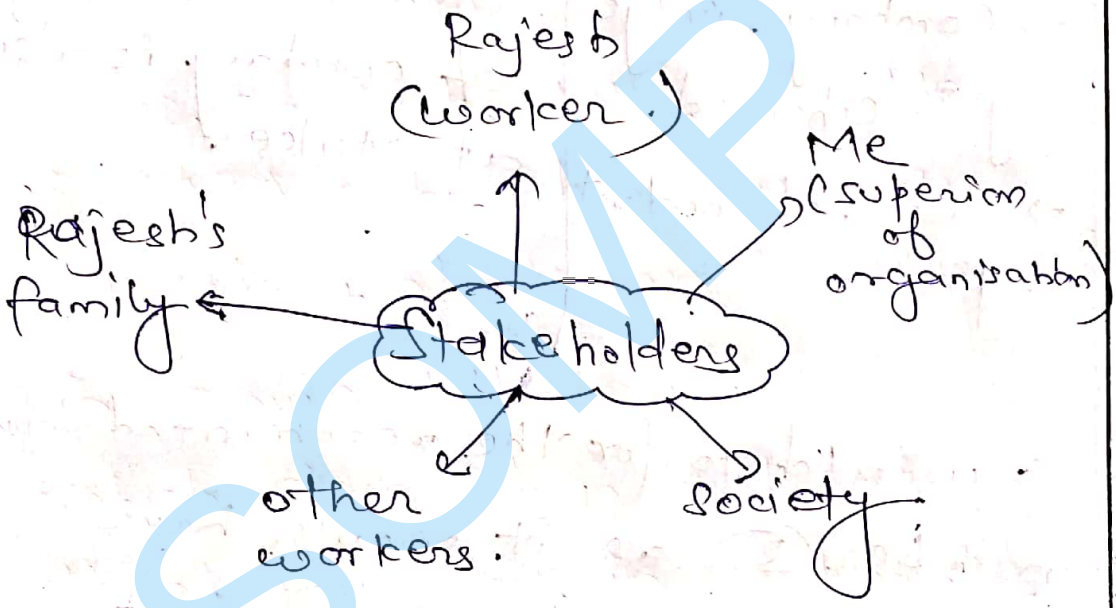
I would go for the recommendation number (3) as it would have balanced the code of conduct along with the needs of the worker.

By doing so I would have upheld the code of conduct but on the other hand would also have shown empathy to the victim's family.

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(Q7) following case study presents a case of reducing productivity in workers leading to loss of company and an ethical dilemma of whether to fire a worker in this case



⇒ Ethical issues involved in the case are:-

1) workers health vs. wage earning
2) workers welfare as a responsibility of company.
3) His declined productivity causing loss to company, which runs for

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profit motive

4) His efforts could further deteriorate his health.

(b) As a superior following will be the course of action to be taken:-

(i) Talk to Rajesh regarding his health and see whether company could help in medical finances. This would create a positive image of company and shows empathy towards them.

(ii) If the condition deteriorates then company can offer a job replacement to any other member if he desires.

(iii) Company could reduce the working hours to accomodate his health.

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(iv) In no case company will fire Rajesh as it sets a wrong precedent and could dent public image.

By doing so i could have tried to balance worker's welfare with company's need.

we can look at the example of TATA which has agreed to pay salary of deceased employees in covid till 60 years of age which shows high levels of ethical governance in corporate world.

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