



# UP-PCS

**UPPSC Combined State/  
Upper Subordinate Service Exam**

## VOLUME-I

ETHICS | INTEGRITY | APTITUDE





EDITION - DEC 2019

Copyright © 2019 by **SIERRA INNOVATIONS PVT. LTD.**

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher. Breach of this condition is liable for legal action.

The moral right of the editor has been asserted.

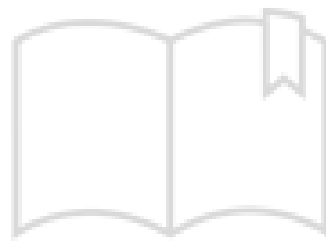
Printed by SIERRA INNOVATIONS PVT. LTD. In India

For any complains, suggestions or feedback feel free to contact us on [hello@toppersnotes.com](mailto:hello@toppersnotes.com)

Head office -  
Toppersnotes  
SIERRA INNOVATIONS PVT. LTD.  
52, Radha Mukut Vihar, Golyawas,  
New Sanganer Road, Mansarovar, Jaipur,  
Rajasthan-302020

MRP - 799/-

Website- [www.toppersnotes.com](http://www.toppersnotes.com)  
Email :- [hello@toppersnotes.com](mailto:hello@toppersnotes.com)



*Toppersnotes*  
Unleash the topper in you

<b>CONTENTS</b>	<b>PAGE NO.</b>
<b>Ethics, Integrity &amp; Aptitude</b>	<b>1-6</b>
<b>Ethical Governance</b>	<b>7-15</b>
<b>Integrity</b>	<b>16-22</b>
<b>Impartiality</b>	<b>22-27</b>
<b>Objectivity</b>	<b>27-29</b>
<b>Dedication</b>	<b>29-30</b>
<b>Empathy Tolerance Compassion</b>	<b>30-34</b>
<b>Probity &amp; Governance</b>	<b>35-36</b>
<b>Importance of Info. Sharing</b>	<b>37</b>
<b>Communication</b>	<b>38-39</b>
<b>Right to Information (RTI)</b>	<b>40-42</b>
<b>State Funding of Election in India</b>	<b>43-49</b>
<b>Citizen Charter</b>	<b>50-55</b>
<b>Utilization of Public Fund</b>	<b>56-61</b>
<b>Work Culture</b>	<b>61-66</b>



<b>CONTENTS</b>	<b>PAGE NO.</b>
<b>Ethical Dilemma</b>	<b>67-69</b>
<b>Code of Conduct</b>	<b>69-72</b>
<b>Law, Rules &amp; Regulations</b>	<b>73-77</b>
<b>Conscience</b>	<b>78-79</b>
<b>Corporate Governance &amp; Social Responsibility (CSR)</b>	<b>80-83</b>
<b>Accountability in Ethical Governance</b>	<b>84-87</b>
<b>Salient Aspects of Ethics in Public Administration</b>	<b>88-90</b>
<b>International Ethics</b>	<b>91-95</b>
<b>Ethics in General</b>	<b>96-100</b>
<b>Determinant of Ethics</b>	<b>101-107</b>
<b>Ethics in Public &amp; Private Relationship</b>	<b>108-110</b>
<b>Human Values</b>	<b>111-113</b>
<b>Emotional Intelligence</b>	<b>114-120</b>
<b>Attitude</b>	<b>121-131</b>
<b>Law, Rules &amp; Regulation(Detailed)</b>	<b>132-221</b>

## ETHICS, INTEGRITY AND APTITUDE

Ethics and Values

↑

Fundamental beliefs of individual

Values - Liking and disliking of an individual

Every value is belief.

more dynamic, more sustaining

Ethics - concerned about individual as human values

Individual as individual - Not considered  
in ethics

Values can be of many types -

Ethics is part of values.

- Moral values
- Social values
- Political values
- Religious values

Values are considered to be the fundamental belief of an individual. Values can be either ethical, non-ethical or un-ethical.

## ETHICS, INTEGRITY AND APTITUDE

Ethics - concerned about individual as human values

Individual as individual - not considered in ethics.

Every value is belief → more dynamic,  
more sustaining

Ethics is part of values.

Values can be of many types -

- Moral values
- Religious values
- Social values
- Political values.

Values are considered to be fundamental beliefs of an individual.

Values can be either ethical, unethical or non-ethical.

Values by themselves neither positive nor negative. It is the interpretation of value which makes it positive or negative.

The emergence of values is gradual process. The values are affected by social environment.

Individuals are affected by value system of society, but at the same time individuals also affect value system of society.

Belief → Internal

Ethics implies a set of standards, values or principles which are imposed by society on itself and which guides the behaviour, action & choice of members of society / govt. / organisation.

Ethics - Externally Imposed

Values - Internal

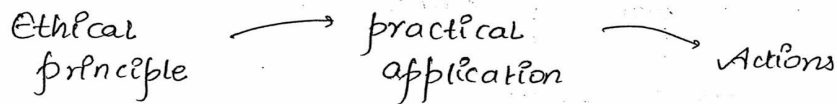
Moral - External

Moral - Internal

Values - Internal

Ethics - External

### Importance of Values -



Value by themselves do not serve any purpose. It is application of ethical principles to values which get translated into particular behaviour.

Values are meant to define the person's profile or personality as to who he is.

Morality - Value attributed to system.

### Books :-

ARC reports - 1<sup>st</sup> - Right to Information

4<sup>th</sup> - Ethics in governance

12<sup>th</sup> - Cities and centre governance  
Citizen

Ethics and Accountability in govt. business - R K Arora

Ethics, Integrity and Aptitude - P D. Sharma.

(Foundational values for public service)

general book - Lillie or Frankena or Preston.

Politics and Ethics of Indian constitution -  
Rajeev Bhargava.

Ability implies the capacity and capability of an individual to perform a physical or intellectual task, whereas aptitude refers to capacity and capability to learn the ability to perform physical or intellectual task.

Ability → present

Aptitude → future

2 imp. days - the day you are born.  
why you are born.

Attitude -

3 basic components of attitude -  
feeling → thought → behaviour

Attitude emerges from values but at the same time attitude can also affect values.

For change in attitude → persuasion is required  
(message should be indirect)

Emotional Intelligence -

Ability to control the emotions.

Relationship - DNA of governance

For centric governance → EI is required.

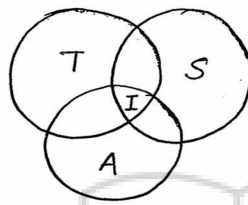
5 aspects of Emotional Intelligence.

Empathy - one of the components of EI.

Person with EI is responsive not reactive.

Integrity :- Value of all values.

It implies that a civil servant must behave as if he is civil servant. Any deviation from expected norms or behaviour is regarded as lack of Integrity and therefore integrity have qualitative tings.



T - Thought  
 S - Speech  
 A - Action

Integrity is not relative it is absolute,

Non-negotiable and non-selective

Impartiality 
 / Political  
 \ Public

Impartiality -

Equal treatment in equal circumstances.

Non-partisan - associated with political impartiality.

It is indicative of neutrality

↓  
 political impartiality combined with  
 non-partisanship.

Relationship b/w political system and administrative system.

Impartiality  $\rightarrow$

Objectivity - 100% objectivity is not possible.

Since, individual have his own value system.

Means adopted to arrive at decision - more objective

## Dedication to public service -

- beyond commitment, commitment with passion
- beyond formal rules.
- more concerned about morality.
- motivating factor - work itself

Social Service is for include social welfare.

meant for  
all sections of society  
ongoing process.

only for selective section  
of society.

Time bound

Empathy - experience - responsive

Epathy - Indifference

Sympathy - kindness - reactive

## Compassion - Action

Probity - It implies the empirical evidence of adoption of ethical behaviour in particular situation.

Governance = govt + networking  
 L E J  
 ↓  
 civil society organizations

Ethical governance - good governance itself  
↑  
Moral aspect of governance  
implies as ethical governance

Approach for case studies -

- \* → Real problem identification
  - Alternatives (options) course of actions
- \* → Evaluation
  - Choice of any one alternative (decision)

First preference - legality then morality.

Every ethical decision must be based on legality.

Proper balance b/w all stakeholders.

Conscience - fundamental to human being  
(inner mind)

Good governance - dynamic concept

Civil society implies all intermediate organized body

b/w family on one side and state / govt. on another side

Civil society - range

(need & supply) → State / govt. is part of civil society.

Civil society - omnipresent, omnipotent.

Market is component of civil society  
(demand / supply)



State and (CS) - supplementary and complementary  
↓  
provide supp. support to govt.

Civil Society - Autonomous, subjected to be controlled  
by govt.

Role of C.S. depends on policy made by govt.

Without rule of law, it is difficult to promote  
and grow C.S.

7th five year plan - formal recognition to NGOs.

Democracy provides base for good governance but there is  
some contradictory which make it difficult to provide GG.  
<sup>political</sup> compulsion since, public interest is itself highly diversified.

For good governance - Moral obligation  
Rational policies

In monarchy, it is easy to achieve the objectives of good  
governance, but monarch must be good.

Responsibility or responsiveness, - moral obligation associated  
with function

Accountability - legal implication

Nearly, all features of good governance are moral  
rather than legal. Idea (more qualitative)

Self accountability - moral

If there is self accountability, then there is need of  
external accountability.

Culture has got bearing on working of govt.

Features of GG 
 $\swarrow$  political  
 $\swarrow$  administrative  
 $\swarrow$  civil society

Reason  $\Rightarrow$  why World Bank provided concept of GG

- For optimal utilization of resources / public fr. provided by WB.

This require both, institutional and individual aspect.

Features of GG, according to WB -

- $\rightarrow$  Consensus oriented
- $\rightarrow$  Participation
- $\rightarrow$  Rule of Law
- $\rightarrow$  Accountability
- $\rightarrow$  Effectiveness and efficiency 
 $\rightarrow$  mechanical in nature  
 $\rightarrow$  ratio of benefit and cost  $\Rightarrow \frac{\text{output}}{\text{input}}$
- $\rightarrow$  Equity and Inclusiveness.
- $\rightarrow$  Responsiveness
- $\rightarrow$  Transparency

Outcome Budget (2005-06) - presented ministry-wise

Effectiveness - output  $\rightarrow$  outcome, qualitative aspect  
 morality  
 to serve public interest.

Subsidy, PDS justified on the basis of effectiveness.

Subjectivity - morality  
Objectivity - Ethics.

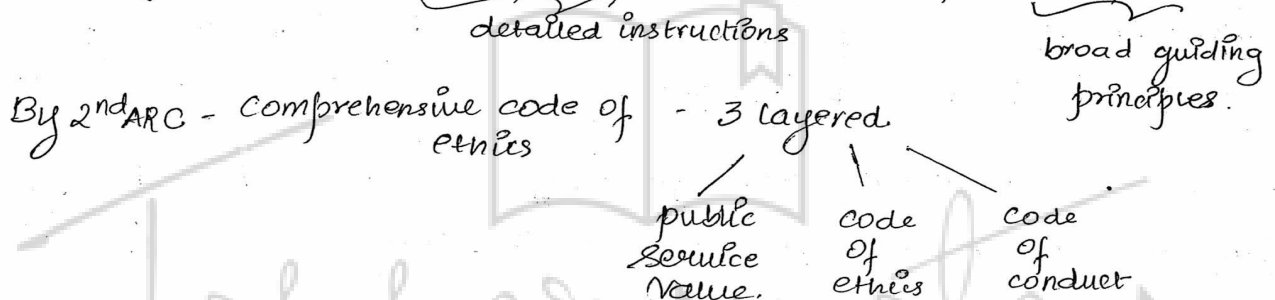
The features of GG apply in context of both developing as well as developed countries, in terms of -

- There should be political accountability which incorporates public acceptance of political system and therefore with this there must be periodic elections to provide legitimacy to exercise power by pol. system.
- There must be freedom of association and participation of all groups in process of governance.
- There must be an established framework on principle of Rule of Law and independent system of judiciary.  
It is considered to be essential for protection of human rights, secure social justice and prevent any kind of exploitation and abuse of administrative power.
- There must be administrative accountability to ensure a system to monitor and control performance of govt. officials regarding quality of services and proper exercise of discretionary power.
- There must be freedom of expression and info. regarding formulation, implementation and evaluation of policies adopted by govt.
- There must be a sound admin. system based upon effectiveness & efficiency.
- There must be greater degree of co-operation b/w govt. & CS organizations.

In order to apply GG in practice multi dimensional approaches are required in terms of -

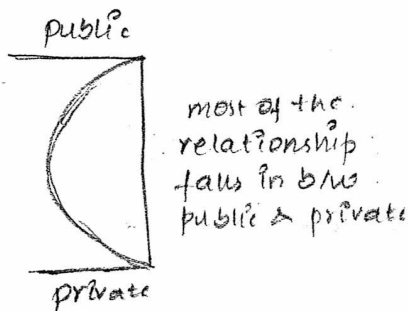
- Establishment of principle of Rule of law.
- Protection and safeguard of human rights.
- Need for political reform.

Ethics in good governance have mutual inter-relation and therefore importance should be given to formulate wider & comprehensive code of conduct in terms of code of ethics.



→ \* Central civil services conduct rule 1964.

Limitations under code of conduct.



Corruption - CVC

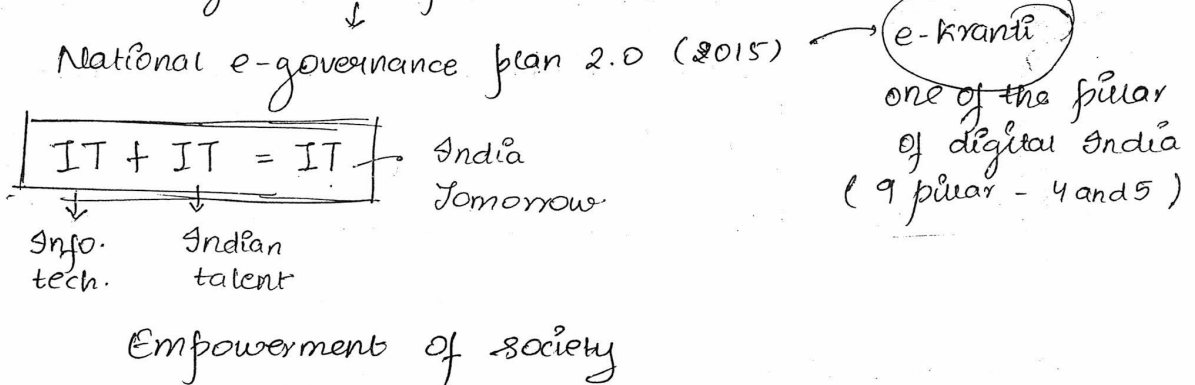
Prevention of corruption Act, 1988

(Amendment bill 2013)

under parlia. consideration.

- Public accountability and control are considered to be essence of GG. With respect to this -
  - RTI
  - Citizen charter
  - Social Audit
  - Local bodies and others.
- GG requires participatory approach to development which emphasizes involvement of NGO, SHG and others in process of develop
- In order to strengthen a governance, the importance of probity in working of govt. is considered to be essential and w/o this there must be absence of corruption.
- Process of governance requires its transformation with application of ICT (e-governance).

refer \* National e-governance plan 2006 (NeGP)



E-governance operate at 4 stages -

- Information
- Interaction
- Transaction
- Transformation

stage of transformation - services on demand  
more <sup>em at</sup> systematic (24 \* 7)

refer \* Nolan committee - 7 principles of public life

7 deadly sins, according to Mahatma Gandhi.

- Wealth without work      → Science without humanity
- Business without morality
- Religion without sacrifice
- Politics without principles
- Knowledge without character
- Pleasure without conscience

7 principles of public life, according to Nolan committee -

- Selflessness - It implies that public officers should take decision solely in terms of public interest.
- Integrity - Public officers should not be placed under any external obligations which might influence performance of his official duty.
- Objectivity - P.O. should decide solely on basis of merit no other external consideration.
- Accountability - P.O. must be accountable for their actions and decisions to public & must submit themselves to any scrutiny which is appropriate to their office.