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(To be filled by candidate)

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Roll No. : 5809750.

Registration Number : 85. Date of Examination : 31st Aug '23.

Exam Centre : Old Rajinder Nagar ☐ Bhopal ☐ Online ☑

Test - 8 **Code : TC710**

RCA Batch 2023

GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 64 pages. Immediately on receipt of the booklet, please check that this QCA booklet does not have any misprint or torn or missing pages or items, etc. If so, get it replaced by a fresh QCA booklet.

Candidates must read the instructions on this page and the following pages carefully before attempting the paper.

Candidates should attempt the questions strictly in accordance with the instructions specified in the question paper and in the space prescribed under each question in the booklet. Any answer written outside the space allotted may not be given credit.

Question paper will be provided separately and can be taken by the candidates after conclusion of the exam.

.....

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

[To be filled by the STUDENT]

Student's Queries for the Evaluator (if any write them below)

[To be filled by the EXAMINER]

Evaluator's response

(For filling by Examiners only)

Evaluator Code :

Q.No	Pg No.	Maximum Marks		Marks	Total
1. (a)	1				
1. (b)	3				
2. (a)	5				
2. (b)	7				
3. (a)	9				
3. (b)	11				
4. (a)	13				
4. (b)	15				
4. (c)	17				
5. (a)	19				
5. (b)	21				
6. (a)	23				
6. (b)	25				
7.	27				
8.	32				
9.	37				
10.	42				
11.	47				
12.	52				
Grand Total					

Signature

MACRO COMMENTS

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1. Do not write your name or registration no. anywhere inside this Question-cum-Answer Booklet.
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2. Write your registration number and other particulars, in the space provided on the cover of QCA Booklet.
3. Write legibly and neatly. Do not write in bad/illegible handwritings.
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5. If you wish to cancel any work, draw your pen through it or write "Cancelled" across it, otherwise it may be evaluated.
6. Handover your QCA Booklet personally to the invigilator before leaving the examination hall.

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खण्ड–A / Section–A

1. (a) "राज्य लोगों से केवल उनकी समृद्धि सुनिश्चित करने के लिए 'कर' लेता है, जैसे सूर्य पृथ्वी से नमी लेता है और उसे हजार गुना मात्रा में वापस कर देता है।" कालिदास

"वापस लौटाने" की भारतीय अवधारणा और सिविल सेवकों के लिए मार्गदर्शक मूल्य के रूप में इसकी प्रासंगिकता की व्याख्या कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"The State took taxes from the people only to ensure their prosperity in return like the sun takes moisture from the earth only to give it back in thousandfold measure." *Kalidasa.*

Explain the Indian concept of "giving it back" and its relevance as a guiding value for civil servants. (Answer in 150 words) 10 Marks

The idea of "giving it back" is linked to Indian ethos of collective living and community orientation.

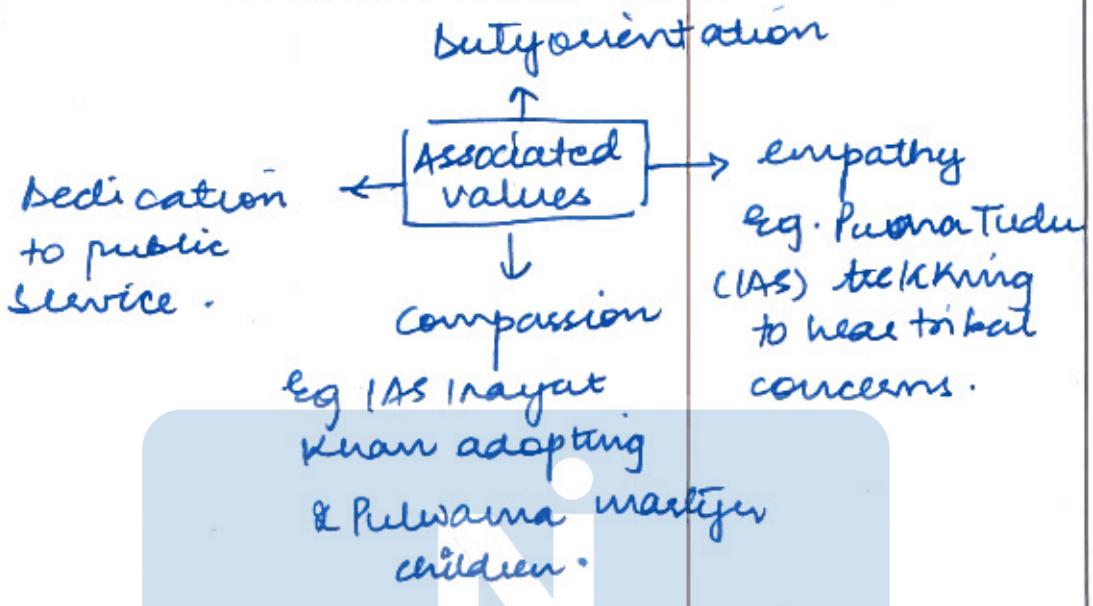
It fosters the idea that giving up certain rights for the good of the community are likely to benefit oneself in long term.

In modern day it is seen in "reasonable restrictions" for fundamental Rights. Eg - limits on right to movement (article 19) to protect tribal interests.

The civil servants are guided by the values of "giving it back" to

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further democratic attitude in governance.



This will ensure benefits like:

(i) increasing public trust in governance institutions.

(ii) creating ethical governance.

(iii) popular participation

Thus, NR Pillai (India's 1st cabinet secretary) said, civil servants should be guided by compassion and awakened social conscience.

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(b) लोक सेवा, एक नौकरशाही संरचना में निहित होती है जिसमें प्राधिकार की स्पष्ट सीमा, मूल्य मानकीकरण और जवाबदेही तंत्र होते हैं। ऐसी संरचना के भीतर काम करते हुए, आपके अनुसार वे कौन से प्रभाव हैं जो लोक सेवक के नैतिक निर्णय लेने को प्रभावित करते हैं?

(150 शब्दों में उत्तर दीजिए) 10 अंक

Public service takes place in a bureaucratic structure with clear lines of authority, value standardization, and accountability mechanisms. Working within such a structure, what do you think are the influences that impact the public servant's ethical decision-making?

(Answer in 150 words) 10 Marks

Public service refers to governmental mechanisms that guide conduct of official to ensure welfare of the public.

It takes place in -

(i) Bureaucratic structure like departments with clear division of roles and powers.

(ii) Clear lines of authority established through principle of hierarchy

(iii) Value Standardisation through code of conduct eg All India Service rules 2014.

(iv) Accountability mechanisms Eg RTI, Social audit

However, there are certain influences that impact public servants decision

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making →

(i) Self conscience → Eg IAS Smita Sabharwala criticised release of 11 convicts after Bilkis Bano case.

(ii) Political pressure → Eg through transfer industry, seen in Ashok Khemka's case. (Integrity).

(iii) Situational crisis → Eg. covid, emergency evacuation in conflict.

Way forward
- → use of constitutional ethos as a guide.
- → self awareness through emotional intelligence.

Therefore, both internal and external checks ensure a ethical model of conduct in civil servants.

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2. (a) 'नैतिकता' और 'सत्यनिष्ठा' शब्दों से आप क्या समझते हैं? क्या आपको लगता है कि वे एक दूसरे से संबंधित हैं? लोक प्रशासन के संदर्भ में नैतिकता और सत्यनिष्ठा के बीच संबंध को उदाहरण सहित स्पष्ट कीजिए ।

(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms' ethics' and 'integrity'? Do you think they are interrelated? Explain with examples the relationship between ethics and integrity in the context of public administration.

(Answer in 150 words) 10 Marks

Ethics is the normative science of analyzing human behaviour, action and character using moral philosophy to determine right and wrong.

Integrity is the consistency in thought, words and action in an individual.

Interrelations → is seen as integrity creates ethical behaviour.

Eg: crisis of conscience leads one to deny unethical action.

↓

Vinod Rai exposing 2G scam.

However, they are not always positively linked as there can be

Candidates must not write on this margin

consistency in thought, words and action of unethical thoughts.

Eg → one believes in selfish interests, openly advocates it and does it

⇓

Vikas Dubey, Amrit Pal
(gangster) (radical).

However, in public administration, a positive link is observed as due to accountability mechanisms, ~~in case~~ its civil servant training etc — a crisis of conscience arises in doing unethic work. Eg. Coal Secretary HC Gupta case.

Therefore, a code of ethics (2nd ARC) should be formulated to further ethical governance by civil servants.

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(b) 'नैतिक व्यवहार' और 'भावनात्मक बुद्धिमत्तापूर्ण व्यवहार' शब्दों से आप क्या समझते हैं? प्रासंगिक भावनात्मक बुद्धिमत्ता घटकों की पहचान कीजिए जो नैतिक व्यवहार के लिए एक विश्वसनीय मार्गदर्शक के रूप में कार्य करते हैं।
(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms ethical behavior' and 'emotionally intelligent behavior'? Identify the relevant emotional intelligence components that act as a reliable guide to ethical behavior.
(Answer in 150 words) 10 Marks

Ethical behaviour refers to such conduct which ensures that actions are considered 'right' in moral philosophy. for eg → IAS Sanwariya removing office ACs to put in malnutrition centres (exhibiting compassion).

Emotionally intelligent behaviour refers to a clear understanding of own emotions and that of others to achieve a certain goal.
Eg. IPS Vishwas Nagre sympathising with violent Maratha crowd for crowd control.

Emotional intelligence components as guide to ethical behaviour →

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(i) Self regulation (control emotions like greed) ⟶ avoid corruption, improve quality & service delivery.

(ii) Self awareness (confidence, strengths & weaknesses awareness) ⟶ face political pressure, non-participative approach
Eg: TN Seshan & ASCEC.

(iii) Motivation ⟶ dedication & public service, duty oriented.
Eg. IAS Divya Devarajan learned Gondi to hear tribal issues.

Therefore, EI can be a useful tool for furthering the goal of good governance and towards creating "Ramrajya".

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3. (a) "अच्छा जीवन प्राप्त करने के लिए, कर्तव्य पर्याप्त नहीं हैय किसी को दूसरों के प्रति सहानुभूतिपूर्ण भावनाओं को विकसित करने की आवश्यकता होती है, और नैतिक होने के लिए न तो अकेले कर्तव्य और न ही इच्छाशक्ति पर्याप्त है। क्या आप उपरोक्त कथन से सहमत हैं? अपनी स्थिति का औचित्य सिद्ध कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"To achieve a good life, duty is not sufficient; one needs to develop one's sympathetic feelings for others, and neither duty alone nor good will alone are sufficient to be moral." Do you agree with the above statement? Justify your position. (Answer in 150 words) 10 Marks

Aristotle asserts in his idea of 'Eudomoneia' that a good life can be achieved out of happiness from virtuous conduct.

However, a good life needs duty in conduct to find meaning in life and contribute to society.

Eg → Gandhi believed that service of god through service of mankind.

Good life also needs sympathetic feelings as it allows one to establish good social relationships, and feel values of love and trust.

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Both are required for moral conduct as →

i) Duty without sympathy can become mechanical and impersonal, leading to Red tapism and apathy.
Eg. denial of PDS in Jharkhand due to absence of Aadhar.

ii) Sympathy without duty will be useless as only emotions will not help and associated corrective action is also required.
Eg. Some Sood helping covid migrants.

Therefore, only a mix of two will ensure a good life.

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(b) वैज्ञानिक दृष्टिकोण, नवोन्मेशी मानसिकता और प्रबुद्ध नागरिकों का विकास करना उच्च शिक्षण संस्थानों का प्रमुख उद्देश्य है। क्या उच्च शिक्षण संस्थान सत्यनिष्ठा की लोक संस्कृति और भ्रष्टाचार मुक्त राजनीतिक संस्कृति स्थापित करने के लिए युवाओं के मध्य सत्यनिष्ठा की शिक्षा को बढ़ावा देने में सहायक सिद्ध हो सकते हैं? यदि हाँ, तो कैसे?

(150 शब्दों में उत्तर दीजिए) 10 अंक

Developing a Scientific temper, innovative mindset, and civic-conscious citizens are major objectives of higher educational institutions. Can higher educational institutions be instrumental in promoting integrity education among youth to establish a public culture of integrity and a corruption-free political culture? If yes, how?

(Answer in 150 words) 10 Marks

Higher educational institutions build on the foundational knowledge and allow development of professional skills for positive and significant contribution to economy and society.

Major objectives

(a) Scientific temper: through rationality, evidence based, empirical study
Eg - research projects, lab experiments.

(b) Innovative mindset: Studying of different viewpoints and thoughts ~~of~~ for developing richness and originality.

(c) Civic consciousicitizens: Through knowledge of society, voting based electoral participation, debates and discussions.
Eg. Student union elections

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Higher education ⟷ Integrity culture →

(i) Value Based Education : for socialis-ation of values of honesty, probity, transparency. Eg NEP 2020.

(ii) Culture of debates and discussion.

(iii) Encourage political participation

However, current higher education institution present challenges —

(i) role of money in student elections

(ii) association with political parties

(iii) 'degree handing shops' due to commercialisation.

Therefore need of the hour is deve-lopment of education without values as "educating mind without educating heart is no education at all". — Gandhi.

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4. निम्नलिखित उद्धरणों का अर्थ स्पष्ट कीजिए और उनकी समसामयिक प्रासंगिकता पर चर्चा कीजिए।
Explain the meaning of the following quotations and discuss their contemporary relevance.

(a) इंद्रियाँ समय-समय पर धोखा देती हैं, और जिन लोगों ने हमें एक बार भी धोखा दिया है, उन पर कभी भी पूरा भरोसा न करना बुद्धिमानी है। (150 शब्दों में उत्तर दीजिए) 10 अंक

The senses deceive from time to time, and it is prudent never to trust wholly those who have deceived us even once. (Answer in 150 words) 10 Marks

The above quote highlights the importance to move beyond our observational power and develop critical thinking.

This is essential to counter →
(i) manipulation eg by propaganda.
(ii) rely on knowledge to make judgements.
(iii) use critical analysis to arrive at correctness of information.
~~Eg~~.

However we should also ensure observational learning is given value as it is the most obvious way to gain knowledge and

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it links us to reality.

Eg → assessing government performance by checking economic indicators.

Current Relevance

→ Counter Fake News.
Eg. Covid Infodemic like Patanjali claiming cure.

→ Prevent propaganda manipulation
Eg. through social media and whatsapp forwards.

→ Further scientific temper and reduce conflicts
Eg Deepfakes in Manipur violence.

Therefore, one should use both observation and rationality to make reliable judgements.

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(b) "सार्वजनिक मामलों के प्रति उदासीनता के लिए अच्छे लोगों को जो कीमत चुकानी पड़ती है, वह है बुरे लोगों द्वारा शासित होना।" (150 शब्दों में उत्तर दीजिए) 10 अंक

"The price good men pay for indifference to public affairs is to be ruled by evil men." (Answer in 150 words) 10 Marks

The quote highlights the issue of political neutrality of "good men" as it often leads to usurpation of power by people with unethical intentions.

This is due to reasons →

(i) Low accountability sought for wrongful actions.

(ii) Low voter turnout or exercise of political rights to vote "good men" in power. Eg in Brazil → Rise of Bolsanaro.

(iii) not Speaking out against unethical acts creating a counter narrative.

This is seen in the current context →

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(i) Rise of right wing conservative governments like Trump in USA, Italy, Brazil etc → curbing marginalised people's rights.
eg tribes of Amazon.

(ii) Poor policy making and ineffective laws being made.
Eg. Roe vs Wade judgement in USA countering abortion rights of women.

(iii) Malgovernance of institutions and corporate bodies.
Eg. Adani ~~asso~~ accused of ~~Stock~~ inflating price of shares.

Therefore, political and moral attitude development is essential for political participation and democratic functioning.

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(c) "मनुष्यों ने स्वभाव को थोड़ा भ्रष्ट किया होगा, क्योंकि वे जन्मजात भेड़िये नहीं थे, और वे भेड़िये बन गये हैं।"
(150 शब्दों में उत्तर दीजिए) 10 अंक

"Men must have corrupted nature a little, for they were not born wolves, and they have become wolves."
(Answer in 150 words) 10 Marks

The quotes explains the rise of unsustainability in human practices and its impact on Earth.

It is reflected in global warming as WMO declared "climate emergency" and 6th IPCC report highlighted we are on path to a '3°C Temperature rise'. This Reflects corrupted nature.

Hence humans are socialised to develop these unsustainable instincts reflect through—

1. unfettered capitalism → greed in consumption
2. Exploitation of Resources (Eg. Forest Burning in Indonesia for Palmoil)
3. Pollution of air, water and land.

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Current Relevance
- → global warming.
- → artic amplification (temperature rise is 2x rest of Earth)
- → ocean acidification
- → 'Death Pools' of marine life in ocean
- → Air pollution (#1 cause of death in India : WHO).

Thus, need of the hour is to further 'environmental ethics' through value education and strong institutional action for common good.

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5. (a) पेशेवर रूप में, सिविल सेवक कैरियर केंद्रित और स्वार्थ-निष्ठ भी होते हैं। साथ ही, उनका सेवा लोकाचार उन पर निस्वार्थ भाव से सार्वजनिक हित की सेवा करने का दायित्व भी थोपता है। क्या एक सिविल सेवक के लिए करियर और सेवा दायित्व में सामंजस्य बिठाना संभव है? अपनी स्थिति स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

As professionals, civil servants are career focused and are also self-interested. At the same time, their service ethos imposes an obligation to serve the public interest selflessly. Is it possible for a civil servant to reconcile career and service obligation? Explain your position.

(Answer in 150 words) 10 Marks

Civil servants are recruited arduously with multilayered process to choose the best for 'public service' purposes.

This set of professions are ambitious and career centred and self focussed as seen in race for promotions and best postings.

However, the nature of public service expects 'selflessness' on their part. Eg- unexpected transfers, working in remote areas and long hours of work (Eg Police).

The two need to be <u>concided</u> in order

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to create commonality in one's personal and professional goals and prevent any conflict of interest.

It can be done by →

(1) rewarding selflessness through PM, civil awards, good preferred postings.

(2) 360° performance evaluation system (2nd ARC)
↑
allows input of public and peers for promotions.

(3) penalisation of unethical and selfish behaviour
Eg- PCA 1988 against corruption

Thus, a holistic response is required for developing a streamlined and balanced process in governance.

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(b) "जिस तरह करुणा के बिना सक्षमता निष्ठुर और अमानवीय हो सकती हैय उसी तरह, सक्षमता के बिना करुणा मदद माँगने वाले व्यक्तियों के लिए अर्थहीन हो सकती है।" उपयुक्त दृष्टांत की सहायता से सार्वजनिक सेवाओं के संदर्भ में उपरोक्त की व्याख्या कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"While competence without compassion can be brutal and inhumane; similarly, compassion without competence can be meaningless for persons seeking help." Explain the above with the help of a suitable illustration in the context of public services. (Answer in 150 words) 10 Marks

Both competence and compassion play a key role in public service.

Competence refers to aptitude to fulfil a certain job in an effective manner.

Compassion refers to empathising with another and taking action to prevent harm to them.

→ Competence without compassion can lead to use of aptitude for unethical means.
Eg → use of knowledge for scams like Shraddha Scam, Sandalwood nexus in UP.

→ Compassion without competence will be useless as one will

Candidates must not write on this margin

not able to act to prevent or reduce harm despite feeling for them.

Eg → Lack of knowledge of schemes preventing one to use them for poor.

way forward

→ Niti Aayog: Domain Specialisation of civil servants.

→ value training regularly in intervals.

Therefore both compassion and competence will ensure a system of good governance.

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6. (a) क्या दुनिया के एक हिस्से में व्यक्तियों का कष्ट उन विदेशियों पर सहायता की नैतिक माँग उत्पन्न करती है जो उनसे दूर रहते हैं? क्या सहायता की ये नैतिक माँगें न्यायसंगत हैं? क्या अभाव के समय अंतर्राष्ट्रीय समुदाय की मदद करने में विफल रहने के लिए सरकारों को नैतिक रूप से जिम्मेदार ठहराया जा सकता है? चर्चा कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Does the suffering of individuals in one part of the world generate moral demands of assistance on those foreigners who live far away from them? Are these moral demands of assistance justified? Can governments be held morally responsible for failing to help the international community in times of deprivation? Discuss.

(Answer in 150 words) 10 Marks

Indian ancient thought believes in the idea of 'vasudev kutumbakum' the 'world is one village'. This question raises debate in light of responsibilities of people of other nations towards humans.

Suffering in one part creates moral demands of assistance on others as humans are part of one global community and nations are just human-made boundaries. (Tagore).

However, pragmatists like Kautilya would argue that moral obligation only lies on their ruler and not only nations. They can help out of

Candidates must not write on this margin

their goodwill -
Eg UAE offering funds during Kerala floods.

Governments can be held morally responsible if →

(i) they are responsible for the situation Eg. USA's retreat from Afganistan and rise of taliban.

(ii) they have ~~enough resources~~ institutional responsibility to aid. Eg UN failing to control conflicts like Russia - Ukraine war.

However, as the people have social contract only with their sovereign (Hobbes), their moral responsibility is limited.

Therefore, an idea of conditional moral responsibility can be evoked.

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(b) सिविल सेवा नैतिकता का संबंध प्रबंधन से है। यह जितना विभागीय मामला है उतना ही व्यक्तिगत मामला भी है। जो नेता नैतिक आचरण को सुविधाजनक बनाने वाली प्रणालियाँ बनाने में विफल रहते हैं, वे भी उतने ही दोषी हैं जितने वे जो नैतिक कदाचार में लिप्त हैं। क्या आपको लगता है कि विभागीय संस्कृति नैतिक कदाचार को बढ़ावा देती है या कमजोर इच्छाशक्ति वाला व्यक्ति दोषी है? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Civil Services ethics has everything to do with management. It is as much a Departmental as a personal issue. Leaders who fail to create systems that facilitate ethical conduct are equally to blame as much as those who indulge in ethical misconduct. Do you think the Departmental culture leads to ethical misconduct or is the individual with weak willpower culpable? Discuss.
(Answer in 150 words) 10 Marks

→

Civil service ethics is determined by both internal values of the civil servants as well as the institutional mechanism to check their exercise of power.

Departmental culture can lead to ethical misconduct —

(i) Sanskritisation of corruption (K. Basu). it acceptable as normal.

(ii) low degree of ~~auto~~ accountability of public servants conduct. eg. RTI disclosure not practiced.

(iii) Culture of conflicts and unhealthy competition → eg. Byju's sales staff using wrongful means to show output.

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Weak individual will power is responsible —

(a) ~~to~~ unethical values are ingrained. Eg - Selfishness leading to corruption → ~~loan for Sahara~~ Chanda Kochar (ICICI).

(b) inability to resist pressure.

~~Soft~~,

Wayforward

→ Code of Conduct and ethics (2nd ARC).

→ citizen charters to streamline departmental culture with public needs.

Therefore, a two pronged approach is required.

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खण्ड–B / Section–B

7. आप कम साक्षरता दर और खराब स्वास्थ्य संकेतक वाले जिले में जिला विकास अधिकारी के रूप में तैनात हैं। जैसे ही आपने कार्यभार संभाला, आपके स्वास्थ्य सचिव ने स्पष्ट निर्देश दिए कि आपकी प्राथमिकता स्वास्थ्य सेवाओं की आपूर्ति में वृद्धि करके स्वास्थ्य संकेतकों में सुधार करना है।

कार्यभार संभालने के बाद, आपने स्वास्थ्य सेवाओं में सुधार के तरीकों का अध्ययन करने और उनकी पहचान करने के लिए जिले का दौरा किया। अपनी क्षेत्रीय यात्रा के दौरान, आपको पता चला कि मुद्दा सेवाओं की पहुँच का नहीं है यह कुछ और ही है। आपने पाया कि समस्या मिथकों, भ्रांतियों और कुप्रथाओं का है जो स्वास्थ्य देखभाल सेवाओं को अपनाने में बाधा बन रही हैं। उदाहरण के लिए, लोगों का मानना है कि टीके नपुंसकता का कारण बनते हैं, टीकाकरण जन्म नियंत्रण के लिए किया जाता है, प्रसवपूर्व देखभाल का उपयोग माँ और बच्चे के स्वास्थ्य के लिए प्रतिकूल है, इत्यादि।

आपने महसूस किया कि ये मान्यताएँ व्यवहार संबंधी बाधाएँ हैं जो स्वास्थ्य और पोषण सेवाओं के रास्ते में बाधक हैं। और इन व्यवहार संबंधी बाधाओं के कारण अग्रिम पंक्ति के कार्यकर्ताओं का पहुँचना मुश्किल हो गया है।

आपने स्वास्थ्य सचिव के साथ अपने अवलोकन पर चर्चा की, और उन्होंने आपको पड़ोसी जिले के डीडीओ से सीख लेने की सलाह दी, जो कुछ अच्छा काम कर रहे हैं। जब आप पड़ोसी डीडीओ से मिले, तो आपको पता चला कि वह लोगों को मनाने के लिए आस्थावान नेता के प्रभाव और पहुँच का उपयोग कर रहा है। आप व्यवहार संबंधी बाधाओं को दूर करने में मदद के लिए आस्थावान नेताओं को शामिल करने के बारे में आशंकित हैं। एक सिविल सेवक के रूप में, आपको लगा कि स्वास्थ्य सेवा योजनाओं में आस्थावान नेताओं को शामिल करना एक गलती होगी। जब आपने सचिव के साथ अपनी आशंकाएँ साझा कीं, तो उन्होंने दृढ़तापूर्वक आपको प्रयास करने और कुछ नया करने का निर्देश दिया।

(a) उपरोक्त मामले में कौन–कौन से मुद्दे शामिल हैं?

(b) आस्थावान नेताओं को प्रभावशाली और प्रेरक के रूप में उपयोग करने के क्या फायदे और नुकसान हैं?

(c) यदि आस्थावान नेता नहीं हैं, तो व्यवहार संबंधी बाधाओं को तोड़ने के लिए आपके पास अन्य विकल्प क्या हैं?

(d) क्या आपको लगता है कि एक सिविल सेवक के लिए सरकारी योजनाओं को बढ़ावा देने में आस्थावान नेताओं को शामिल करना नैतिक रूप से सही है? (250 शब्दों में उत्तर दीजिए) 20 अंक

You are posted as a District Development officer in a district with a low literacy rate and poor health indicators. As you took charge, your Health Secretary had given express instructions that your priority is to improve health indicators by enhancing the delivery of healthcare services.

After taking over, you traveled around the district to study and identify ways of improving healthcare services. During your field trip, you discovered that the issue was not the accessibility of services; it was something else. You found the problem was the myths, misconceptions, and malpractices that hindered the uptake of health care services. For instance, people believed that vaccines caused impotence, immunization was equivalent to birth control, using antenatal care was counterproductive to the health of the mother and baby, and so on.

You realize that these beliefs were the behavioral barriers that stood in the way of health and nutrition services. And these behavioral barriers made it difficult for front-line workers to reach out.

You discussed your observations with the Health Secretary, and he advised you to seek inputs from the neighboring district DDO who was doing some good work. When you met with the neighboring DDO, you learned he was experimenting with using the Faith leader's influence and reach to persuade people. You were unsure about roping in faith leaders to help you overcome the behavioral barriers. As a civil servant, you felt it would be a mistake to involve faith leaders in health service schemes. When you shared your apprehensions with the Secretary, he firmly instructed you to try and innovate.

(a) What are the issues involved in the above case?

(b) What are the advantages and disadvantages of using Faith leaders as influencers and persuaders?

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(c) If not faith leaders, what are your other options for breaking the behavioral barriers?

(d) Do you think it is ethically right for a civil servant to involve faith leaders in promoting government schemes? (Answer in 250 words) 20 Marks

This case study highlights the problem of poor health indicators in district due to behavioural ~~beha~~ barriers based in religion and traditions.

(a) Issues faced :

(i) Involving faith leaders against one's conscience.

(ii) Secular administration using religious methods.

(iii) Duty of public welfare can contrast with methods used.

(iv) Autonomy of DDO limited in light of strict instructions by the health secretary.

(v) Can compromise 'principled distance' stance of administration (partial value seen).

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(b) Use of Faith leaders.

Advantages

- Reach out to common masses using 'affective' appeal. Eg. Prabhat Pharis to ↓ CSR.
- Change medical attitude of public and improve health indicators.
- Social change affecting long term values
- Persuasion rather than force to bring change.

Disadvantages

- use of tradition rather than reason in arguments
- gain hold as 'cult leaders' over the public.
- Government can be seen as their supporters (affects impartiality)
- Rising influence can be used to spread subversive messages as well.

Candidates must not write on this margin

(c) other options →

(i) collaborating with local governments so to further reach and messages of medical nature.

(ii) advertisement in the village with increased frequency regarding services offered.

(iii) Collaboration with other influencial leaders in the area.

(iv) use of ASHA and anganwadi workers (locals) to spread the scientific messages.

(v) Youth engagement as they are more prone to change.

(d) It is ethical right for a civil servant as —

(i) fulfil duty (deotology) of public welfare.

(ii) furthermore positive

Candidates must not write on this margin

ends justify the means (consequentialism).

However, civil servant should explore other secular options as well like use of government apparatus, engagement with civil society and yet the faith leader's needs before associating with them.

Thus, a balanced approach should be taken (golden mean) based on the situation.

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8. आप एक एजेंसी 'विशेष प्रयोजन साधन' के प्रमुख हैं, जो आवश्यक सेवाओं की अंतिम–मील वितरण की निगरानी करने और आपके अधिकार क्षेत्र के भीतर नागरिकों की बाधाओं और शिकायतों को सुलझाने के लिए जिम्मेदार है। आवश्यक सेवाओं में मातृ एवं शिशु स्वास्थ्य देखभाल, बीपीएल परिवारों को पोषण संबंधी सहायता, पेयजल उपलब्धता आदि शामिल है।

आपकी एजेंसी ने नियमित आधिकारिक संचालन और शिकायतों को संभालने के लिए 15 कर्मचारियों को नियुक्त किया है। चूँकि एजेंसी शिकायतों का निपटान करती है, इसलिए प्रतिदिन भारी मात्रा में सार्वजनिक व्यवहार होता है। कभी–कभी एजेंसी के अधिकारियों को नियमित कार्यालय का काम पूरा करने के लिए कार्यालय समय से परे काम करना पड़ता है, क्योंकि सार्वजनिक व्यवहार में कार्यालय के अधिकांश घंटे लग जाते हैं। कर्मचारी अतिरिक्त काम करने से नाखुश थे क्योंकि उन्हें कोई ओवरटाइम भुगतान नहीं किया जाता है। उनमें से कुछ ने अनौपचारिक रूप से आपके साथ इस मुद्दे को उठाया, लेकिन आप असहाय है क्योंकि एजेंसी के नियम किसी भी यात्रा या ओवरटाइम भत्ते की अनुमति नहीं देते हैं। आपने इस मामले को मुख्यालय के समक्ष उठाने का प्रयास किया लेकिन कोई फायदा नहीं हुआ।

काम का तनाव धीरे–धीरे कर्मचारियों के बीच दिखने लगा, वे शिकायतकर्ताओं से चिड़चिड़े हो गए और कभी–कभी उन पर चिल्लाने लगते हैं। अशिष्टता के अलावा, कर्मचारियों की भाषा दुर्व्यवहारपूर्ण, अपमानजनक और कभी–कभी जातिवादी होती जा रही है। आपने पाया कि उनमें से विशेष रूप से 4 ऐसे हैं जो शिकायतों से निपटने के दौरान बहुत अपमानजनक और भेदभावपूर्ण व्यवहार कर रहे हैं। मुखिया के रूप में आपने उन्हें चेतावनी दी, परंतु उनके कार्यकारी दृष्टिकोण में कोई उल्लेखनीय परिवर्तन नहीं आया। आपकी समस्या को और बढ़ाने के लिए, कुछ ग्रामीणों ने, अपने सरपंच के माध्यम से, आपके मुख्यालय में अशिष्ट, अपमानजनक और भेदभावपूर्ण व्यवहार का मुद्दा उठाया। मुख्यालय ने तुरंत आपको कार्रवाई करने और एक सम्मानजनक और गरिमापूर्ण कार्यस्थल बनाने का निर्देश दिया।

(a) उपरोक्त मामले में कौन–कौन से मुद्दे शामिल हैं?

(b) आपके लिए कार्रवाई के कौन से विकल्प उपलब्ध हैं?

(c) प्रत्येक विकल्प की जाँच कीजिए और अपनी चुनी हुई कार्यवाही की पुष्टि कीजिए।

(d) मर्यादा से आप क्या समझते हैं? मानवीय और सामाजिक मर्यादा के बीच अंतर बताइए? सरकारी विभागों में देखे जाने वाले सामान्य मर्यादा उल्लंघनों की पहचान कीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

You are the Head of an Agency, a special purpose vehicle, responsible for overseeing the last-mile delivery of essential services and sorting out bottlenecks and grievances of the citizens within your jurisdiction. The essential services included Maternal and infant health care, nutritional support to BPL families, drinking water availability, etc.

Your agency employed a staff of 15 to carry out regular official operations and handle grievances. Since the agency dealt with complaints, there was an enormous amount of public dealing daily. Sometimes the agency officials had to work beyond office hours to finish the regular office work as public dealings took away most of the office hours. The employees were unhappy doing the extra bit as they were not paid any overtime. A few of them informally raised the issue with you, but you were helpless as the agency rules didn't allow any travel or overtime allowances. You tried taking up the matter with HQ but to no avail.

The work stress gradually started showing up among the staff, they became irritable with the complainants, and at times they shouted at them. Besides rudeness, the staff's language became abusive, derogatory, and sometimes casteist. You could notice that there were 4 of them in particular who were getting very abusive and discriminatory while handling grievances. As the Head, you warned them, but there was no marked change in their work attitude. To compound your problem, some of the villagers, through their Sarpanch, raised the issue of rude, disrespectful, and discriminatory behavior with your HQ. The HQ immediately instructed you to take action and create a respectful and dignified workspace.

(a) What are the issues involved in the above case?

(b) What are the action options available to you?

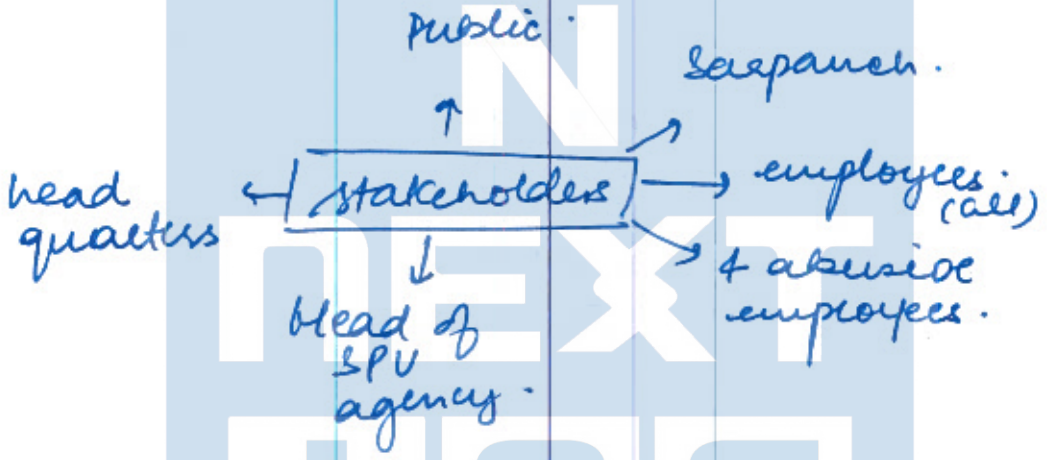
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(c) Examine each of the options and identify your chosen course of action

(d) What do you understand by dignity? Distinguish between human and social dignity? Identify the common dignity violations that one notices in government departments.

(Answer in 250 words) 20 Marks

This case study highlights the multiplicity and complexity of public administration in light of high public demands and limited resources.



(a) Issues of the case —

(i) limited resources affecting public service delivery.

(ii) limited compensation of employees for work. (work without pay).

(iii) High work burden

(iv) Immoral language and conduct → casteist, rude remarks.

(v) Pressure from head quarter (accountability).

Candidates must not write on this margin

(b) Options available and (c) Examination

I. Ignore the issue and continue business as usual.

merits	demerits
→ no administrative action required.	→ continued grievances from public. → negation of duty → pressure from head quarter. → crisis of conscience.

II. Fill the abusive staff to set an example for others.

merits	demerits
→ ensure smooth working without complaints from public about behaviour	→ Poor leadership display. → Ignorance of employee grievances. → work load of other employees ↑

III. Strict action against abusive employees — eg suspension.

merit	demerit
→ set an example for others	→ affect work → Increase work

Candidates must not write on this margin

→ meet the public demands.
→ action for unethical behaviour despite warning.
→ HQ will be satisfied (deontology)

load of other employees.

Therefore, the III option is the most suitable as —

(i) it will not harm pace of work in long run.
(ii) penalise the workers for wrongful conduct (Pauling's principle).
(iii) Public welfare (ethics of governance).

Furthermore, I will take steps like →

i) Ration budget to increase salaries of the staff due to work load.
ii) Increase leave days — to allow them to vent out.
iii) Institutionalise digital

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grievance redressal mechanism to ↓ workload.

(d) Dignity refers to preservation of the value of the human being.

Human dignity is for the individual while social dignity preserves their social identity.

eg - absence of abuse of their ascriptive identities like caste.

Common violations of dignity in government departments

↳ maltreatment of those lower in hierarchy eg peons.

↳ casteist or communal or gendered language.

↳ discrimination on basis of identity

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9. मुंबई में मुख्यालय वाली एक प्रमुख फार्मास्युटिकल कंपनी का परिचालन दुनिया भर में है। यह जेनेरिक दवाओं का एक बड़ा उत्पादक और निर्यातक है। इसकी उत्पादन सुविधाएँ देश भर में फैली हुई हैं। महामारी के बाद, कंपनी ने अपनी जेनेरिक दवाओं की माँग में तेजी से वृद्धि देखी और माँग को पूरा करने के लिए, कंपनी ने छोटे निर्माताओं को उत्पादन का अनुबंध दिया। सौदा यह है कि अनुबंधित आपूर्तिकर्ता पूर्व निर्धारित कार्यक्रम के भीतर एक निर्दिष्ट मात्रा में दवाओं की आपूर्ति करेगा, और डिलीवरी पर भुगतान जारी किया जाएगा। कंपनी ने आपूर्तिकर्ता की सुविधाओं, नीतियों या सुरक्षा मानकों की परवाह नहीं की। यह देनदारियों के बिना आपूर्ति श्रृंखला को चालू रखने का एक सरल व्यापारिक सौदा है।

कुछ आपूर्तिकर्ताओं ने इसे शीघ्र पैसा कमाने के अवसर के रूप में देखा। उन्होंने अपनी उत्पादन सुविधा की सीमाएँ बढ़ानी शुरू कर दीं और सुरक्षा और श्रम कानूनों की कोई परवाह नहीं की। दुर्भाग्य से, एक आपूर्तिकर्ता की भंडारण सुविधा में आग लग गई और इस त्रासदी में 22 श्रमिकों की मृत्यु हो गई। उत्पादन सुविधा बंद कर दी गई, और मृत श्रमिकों के परिवारों ने आपूर्तिकर्ता और दवा कंपनी पर क्षतिपूर्ति के लिए मुकदमा दायर किया। आपूर्तिकर्ता नुकसान का भुगतान करने के लिए सहमत हो गया, लेकिन कंपनी ने किसी भी देनदारी से इनकार कर दिया क्योंकि वे सीधे तौर पर शामिल नहीं थी। इस बीच, परिवार का प्रतिनिधित्व करने वाले वकीलों ने दावा किया कि कंपनी इस त्रासदी के लिए नैतिक रूप से जिम्मेदार है क्योंकि उन्होंने सुरक्षा के लिए उत्पादन सुविधा का निरीक्षण नहीं किया और हर चीज के प्रति उदासीन थे। परिवारों का मानना है कि कंपनी पूरी तरह से परिणामवादी है, जो अपनी आपूर्ति लाइनों को चालू रखने के बारे में चिंतित है, चाहे लागत कुछ भी हो।

(a) उपरोक्त मामले में कौन से नैतिक मुद्दे शामिल हैं? (50 शब्दों में) 5 अंक

(b) नुकसान का भुगतान करने पर कंपनी की स्थिति का नैतिक रूप से विश्लेषण कीजिए और बताइए कि क्यों–क्यों नहीं कंपनी को नुकसान के लिए उत्तरदायी होना चाहिए। (120 शब्द) 10 अंक

(c) नैतिक उत्तरदायित्व शब्द से आप क्या समझते हैं? आप कब सोचते हैं कि कोई व्यक्ति या इकाई किए गए कार्यों के लिए नैतिक रूप से जिम्मेदार होता है? (80 शब्दों में) 5 अंक

A major pharmaceutical company headquartered in Mumbai had worldwide operations. It was a big producer and exporter of generic drugs. It has production facilities spread around the country. After the pandemic, the company saw an exponential growth in demand for its generic drugs, and to meet the demand, the company contracted out production to small manufacturers. The deal was that the contracted supplier would supply a specified quantity of drugs within the prearranged schedule, and on delivery, the payments were released. The company didn't bother about the supplier's facilities, policies, or safety standards. It was a simple business deal of keeping the supply chain running without liabilities.

Some suppliers saw this as an opportunity to make some quick money. They started stretching the limits of their production facility and didn't mind compromising with safety and labor laws. Unfortunately, a supplier's storage facility caught fire, and 22 workers died in the tragedy. The production facility was closed, and the dead workers' families sued the supplier and pharmaceutical company for damages. The supplier agreed to pay the damages, but the company denied any liabilities as they were not directly involved. Meanwhile, the lawyers representing the family claimed that the company was morally responsible for the tragedy because they didn't inspect the production facility for safety and were indifferent to everything. The families considered the company to be outright consequentialists worried about keeping their supply lines running, whatever the cost.

(a) What are the ethical issues involved in the above case? (50 words) 5 marks

(b) Ethically analyze the company's position on paying damages and justify why/ why not the company should be liable for damages. (120 words) 10 marks.

(c) What do you understand by the term moral responsibility? When do you think a person or an entity becomes morally responsible for actions committed or omitted? (80 words) 5 marks

Candidates must not write on this margin

This case study reflects the poor condition of the Indian pharmaceutical sector. Recently, the questions on quality of Indian generic drugs were also raised as it led to deaths of children in Gambia and central Asia.

(a) Ethical issues in the case →

(i) Profit oriented approach only (selfishness, greed).

(ii) Focus on output rather than outcome: only production was emphasised.

(iii) Right to life of workers violated.

(iv) financially irresponsible behaviour

(v) lack of quality checks by the company showing low accountability.

Candidates must not write on this margin

(b) Company's position on damages payment —

→ company asserts that it was not their corporate responsibility as this supplier is a different enterprise.

→ The company did not ask supplier to increase production and it was the latter's financial decision.

However, the company should be asked to pay the damages as:

i) Their focus was on 'ends' and 'means' were ignored. Gandhiji says one cannot plant babool and expect a rose.

ii) As the company outsourced the work, they should assess the conditions of work through extended responsibility.

Candidates must not write on this margin

(iii) Allowing one wrongdoing to go unnoticed will allow space for other wrongdoings by company (doctrine of slippery slopes).

(c) Moral responsibility refers to obligation cast upon an entity placed due to ethical reasons.

Eg- moral responsibility of USA to aid in reconstruction of Afghanistan, pay loss and damage to SIDS.

Moral responsibility is incurred when —

(1) one's conduct is responsible for consequence.

eg. western industrial emissions furthering climate change.

(2) one furthers selfish motive

Candidates must not write on this margin

at cost of others.

eg – Union Carbide case → Bhopal gas tragedy.

(3) One is directly accountable.

eg the government through social contract theory (Hobbes).

Thus, moral responsibility helps create a more just world.

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10. आप और अजय एक साथ कॉलेज में थे, सिविल सेवा परीक्षा के लिए उत्तीर्ण हुए, प्रशिक्षित हुए और एक ही राज्य में काम किया। इन वर्षों में, आप और अजय अच्छे दोस्त और सहकर्मी बन गये। यहाँ तक कि पारिवारिक रूप से भी आप दोनों काफी करीब आ गए और छुट्टियाँ और त्योहारों को एक साथ मनाने लगे।

व्यावसायिक तौर पर पिछले 15 सालों में दोनों आगे बढ़े, लेकिन आपके और अजय के रास्ते अलग–अलग थे। आपने राजनीतिक आकाओं से दूरी बनाए रखा, तटस्थ रहना पसंद किया और किसी भी समूह, लॉबी या विचारधारा से जुड़े रहने से परहेज किया। लेकिन अजय अपने झुकाव को लेकर विवेकशील नहीं थे और वह अच्छे नेटवर्क और पहुँच वालों से जुड़े हुए थे। अपनी नेटवर्किंग के कारण, अजय की पोस्टिंग को हमेशा 'प्लम पोस्टिंग' माना जाता था। अजय को 'शहरी अवसंरचना परियोजनाओं' के सीएमडी के रूप में तैनात किया गया, जो एक भारी लागत वाली हाई–प्रोफाइल परियोजना है। साथ ही आप तीन वर्षों से राज्य योजना आयोग में कार्यरत हैं और अपनी पदोन्नति एवं नवीन पदस्थापना की प्रतीक्षा कर रहे हैं।

जब नई पोस्टिंग की घोषणा हुई तो आप सतर्कता विभाग में अपना स्थानांतरण देखकर आश्चर्यचकित रह गये। कार्यभार संभालने के एक महीने के भीतर ही आपके विभागीय सचिव ने आपको एक मंत्री और उनके परिवार से जुड़े भूमि सौदों की विवेकपूर्ण जाँच करने का आदेश दिया। आपको सख्ती से कहा गया कि इसे गुप्त रखें और जाँच के बारे में सचिव के अलावा किसी और के साथ कोई भी जानकारी साझा न करें।

जैसे ही आपने पूछताछ शुरू की, आपको एहसास हुआ कि अजय, मंत्री और उनके सौदों के साथ घनिष्ठ रूप से जुड़ा हुआ है। जैसे–जैसे सबूत इकट्ठा होने लगे, आप मंत्री और दोस्तों के पक्ष में अजय के संदिग्ध फैसलों को देखकर चकित रह गए। इसके अलावा, आपको अजय के पास उसकी घोषित आय के स्रोतों से कहीं अधिक संपत्ति होने के सबूत भी मिले। जब आपने सचिव के साथ विवरण साझा किया, तो उन्होंने तुरंत आपको अजय के कार्यालय और घर की तलाशी लेने का आदेश दिया क्योंकि उनका मानना है कि अजय ही वह माध्यम है जिसके माध्यम से वे मंत्री को संदिग्ध भूमि सौदों के लिए पकड़ सकते हैं।

आप असमंजस में हैं क्योंकि आप जानते हैं कि तलाशी अभियान से अजय की प्रतिष्ठा धूमिल होगी और परिवार के लिए यह दुखद

(a) उपरोक्त मामले में कौन से नैतिक मुद्दे और दुविधाएँ शामिल हैं?

(b) आपके पास कौन से विकल्प उपलब्ध हैं?

(c) विकल्पों का विश्लेषण करने के बाद अपनी चुनी हुई कार्रवाई का चयन करें।

(d) उपरोक्त मामले में आपकी नैतिक प्रेरणा क्या होनी चाहिए? क्या यह कर्तव्य, दायित्व या परिणाम होना चाहिए?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You and Ajay were in college together, qualified for the civil services examination, trained, and worked in the same State. Over the years, you and Ajay became good friends and colleagues. Even the families became close to the extent of taking vacations and celebrating festivals together.

Professionally, in the last 15 years, both grew, but the paths you and Ajay took differed. You kept your distance from political masters, preferred to be neutral, and refrained from being identified with any group, lobby, or ideology. But Ajay was not discreet about his leanings, and he was well-networked and connected. Because of his networking, Ajay always had postings considered "plum postings." Ajay was posted as CMD of Urban Infrastructure Projects, a high-profile Project with a huge outlay. At the same time, you were working in State Planning Commission for three years and were awaiting your promotion and new posting.

When new postings were announced, you were surprised to see your transfer to Vigilance Department. Within a month of taking charge, you were ordered by your Departmental Secretary to conduct an inquiry discreetly into land dealings involving a Minister and his family. You were strictly told to keep it discreet and not to share any information about the investigation with anybody besides the Secretary.

Candidates must not write on this margin

As you started the inquiry, you realized Ajay was closely involved with the Minister and his deals. As evidence started piling up, you were shocked to notice Ajay's questionable decisions favoring the Minister and friends. Further, you found evidence of Ajay having assets disproportionately much higher than his declared sources of income. When you shared the details with the Secretary, he immediately ordered you to search Ajay's office and home as he believed Ajay was the medium through which they could catch the Minister for shady land deals.

You were in a bind as you knew a search operation would tarnish Ajay's reputation and be traumatic for the family.

(a) What are the ethical issues and dilemmas involved in the above case?

(b) What are the options available to you?

(c) Select your chosen course of action after analyzing the options.

(d) What must be your moral motivation in the above case? Should it be duty, care, or consequences?

(Answer in 250 words) 20 Marks

This case study links the personal and the professional considerations that arise in job of a civil servant.

[a] Ethical issues –

(i) corruption (land deals)

(ii) partiality in civil service (by Ajay)

(iii) absence of financial accountability (disproportionate assets)

Dilemmas faced –

(i) friendship vs duty

(ii) means vs ends

Candidates must not write on this margin

(iii) Secrecy of operation vs trust of a friend.

(iv) impartiality in service vs care for friend and family.

[b] options available & [c] analysis →

I) inform ajay of the planned raid allowing him to be mentally prepared.

merit	demerit
→ save the friendship	→ Harm the operation → disobey seniors orders (hierarchy principle violated) → allow corruption to continue to hiding information

II) Raid his house as per seniors orders.

merit	demerit
→ help catch the culprits	→ traumatise family. → affect friendship → Ruin Ajay's career.

Candidates must not write on this margin

III) Boss convince the secretary to use RTI and CVC to enquire into Ajay's assets → link to ministers

merit	demerit
→ prevent harm to family.	→ delayed procedure.
→ Ajay is not blindsided.	

Option III will be chosen as →

① Prevent corruption (probity furthered)

② are correct 'means' used to reach the 'ends'.

③ family is not involved as this is a professional/official process.

④ Fulfil 'duty' as a public servant (Kant).

Candidates must not write on this margin

[d] Moral motivation — should be:

i) duty towards the office of public service in line with 'Nishkama Karma'.

ii) care of the family to ensure they are not unduly harmed (rights approach).

iii) consequences: as such corrupt behaviours harms the public wealth and results in poor socialisation of children.

Thus, a multipronged approach is to be used.

Candidates must not write on this margin

11. आप एक युवा पुलिस अधिकारी हैं जो अपने कुछ बैचमेट्स के साथ फील्ड ट्रेनिंग ले रहे हैं। आप और विकास एक पुलिस स्टेशन में दो सप्ताह बिता रहे हैं और फील्ड–स्तरीय पुलिसिंग की बारीकियों को सीख रहे हैं। हर दिन कुछ नया सीखने को मिलता है।

एक दोपहर स्टेशन को थोक बाजार बीट में काम करने वाले एक बीट कांस्टेबल से एक संकटपूर्ण कॉल प्राप्त हुई। व्यापारियों के दो समूहों के बीच झगड़ा शुरू हो गया और जो जल्द ही हिंसक हो गया। उन्होंने अपने सहकर्मी के साथ हस्तक्षेप करने की कोशिश की, लेकिन वे चीजों को नियंत्रण में रखने में असफल रहे। कुछ व्यापारी सिपाहियों के खिलाफ हो गये और उन्हें लोहे की छड़ों से पीटना शुरू कर दिया। कॉल तब आई जब एक कांस्टेबल के सिर पर गंभीर चोटें आईं और उसे आपातकालीन देखभाल की आवश्यकता थी।

मदद के लिए एक टीम मौके पर पहुँची और स्थिति को संभाला। जब तक टीम पहुँची, बदमाश मौके से भाग चुके थे। घायल कांस्टेबल को बेहद नाजुक हालत में अस्पताल ले जाया गया। अपने सहकर्मी को गंभीर रूप से घायल और जीवन के लिए संघर्ष करते देख, थाना क्रोधित हो गया और अपराधियों को पकड़ने के लिए दृढ़ संकल्पित हो गया।

देर शाम तक थाने की टीम ने कुछ बदमाशों को हिरासत में ले लिया, लेकिन कुछ अभी भी लापता थे। पकड़े गए बदमाशों को रात भर हिरासत में रखा गया और अगले दिन अदालत में पेश किया जाना था। उस रात आपने और विकास ने देखा कि कुछ वरिष्ठ पुलिसकर्मी अधिक जानकारी के लिए और पुलिसकर्मियों से दूर रहने का सबक सिखाने के लिए बदमाशों की जमकर पिटाई कर रहे थे। यह सब कुछ घंटों तक जारी रहा, और जब तक यह रुका, बदमाशों में से एक बुरी तरह से कांप रहा था जो कि उसे हृदय रोग के पूर्व इतिहास के कारण मामूली स्ट्रोक आया था। उसे अस्पताल ले जाया गयाय सौभाग्य से, वह बच गया। रात का घटनाक्रम मुख्यालय तक पहुँचा तो जाँच बैठाई गई।

पूछताछ के दौरान थाने में मौजूद सभी लोगों को पूछताछ के लिए बुलाया गया। उपस्थित सभी लोगों ने पिटाई को कुछ थप्पड़ों के अलावा और कुछ नहीं कहकर कम महत्त्व दिया। आपसे और विकास से भी अनौपचारिक रूप से इस घटना को कमतर करने का अनुरोध किया गया था। विकास आराम से इसे कमतर आँक रहा था, लेकिन आप असहज थे और आपको लगा कि सच्चाई से हटकर कुछ भी बोलना आपकी ईमानदारी के खिलाफ है। आप सोच रहे हैं कि क्या पुलिस सुरक्षा के लिए है, हिरासत सुरक्षा के लिए है, और जो हुआ वह दुर्व्यवहार है, सेवा मूल्यों के विरुद्ध है। आप तनाव में हैं और विकल्पों पर विचार कर रहे हैं।

(a) उपरोक्त मामले में कौन से नैतिक मुद्दे शामिल हैं?

(b) आपके अनुसार उपरोक्त मामले में सिद्धांत–उन्मुख और नियम–पालन करने वाले पुलिस कर्मियों को क्या करना चाहिए और क्यों? तर्क दीजिए।

(c) आपके अनुसार सिविल सेवा में किसे प्राथमिकता दी जानी चाहिए, विभाग के प्रति निष्ठा, या अपने निर्णयों और सेवा मूल्यों में निष्पक्ष और गैर–पक्षपातपूर्ण होना? (250 शब्दों में उत्तर दीजिए) 20 अंक

You are a young police officer undergoing field training along with some of your batchmates. You and Vikas are spending two weeks in a police station learning the nitty gritty and nuances of field-level policing. Every day there was something new to learn.

One afternoon the Station received a distress call from a beat constable working the wholesale market beat. A quarrel had broken out between two groups of traders and which soon turned violent. He tried intervening with his colleague, but they failed to keep things in control. Some traders turned against the constables and started beating them with iron rods. The call came in when one of the constables had taken severe blows to the head, and he needed emergency attention.

A team rushed to the spot to help and take charge of the situation. By the time the team reached, the miscreants had fled the scene. The injured constable was rushed to the hospital in a very precarious

Candidates must not write on this margin

condition. Seeing their colleague severely hurt and struggling for life, the station was enraged and determined to apprehend the culprits.

By late evening the station team had rounded up a few miscreants, but some were still missing. The rounded-up miscreants were kept in custody for the night and were to be presented in court the following day. That night you and Vikas noticed that a few senior policemen were seriously beating up the miscreants for more information and to teach them a lesson to keep off from policemen. The "treatment" continued for a few hours, and by the time it stopped, one of the miscreants was severely shaken that he had a minor stroke because of a prior history of a heart condition. He was rushed to the hospital; fortunately, he survived. When the events of the night reached HQ, an inquiry was instituted.

During the inquiry, everyone in the Station was called in for questioning. All of them present played down the beatings as few slaps and nothing more. You and Vikas were also informally requested to play down the incident. Vikas was comfortably underplaying it, but you were uncomfortable and felt it was against your integrity to speak something far from the truth. You were wondering if police are for safety, custody is for protection, and what happened was abuse which was against the service values. You were tensed and weighed the options.

(a) What are the ethical issues involved in the above case?

(b) What do you think principle-oriented and rule-abiding police personnel must do in the above case? Why? Justify

(c) What do you think must assume priority in civil service, loyalty to the department, or being impartial and non-partisan in your decisions and service values?

(Answer in 250 words) 20 Marks

This case study highlights the problems associated with policing, particular custodial torture.

India has seen cases like Bennix and Jayaraj due to such treatment of the public.

[a] Ethical issues in the case →

(i) violence as a way of conflict (among traders)

(ii) attack on public authorities (affecting delivery of duty).

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(iii) Absence of impartial behaviour by the police.

(iv) fundamental rights violations of the miscreants.

(v) Right to life threatened by the police.

(vi) Pressure to be dishonest in ~~enq~~ inquiry.

[b] Course of action →

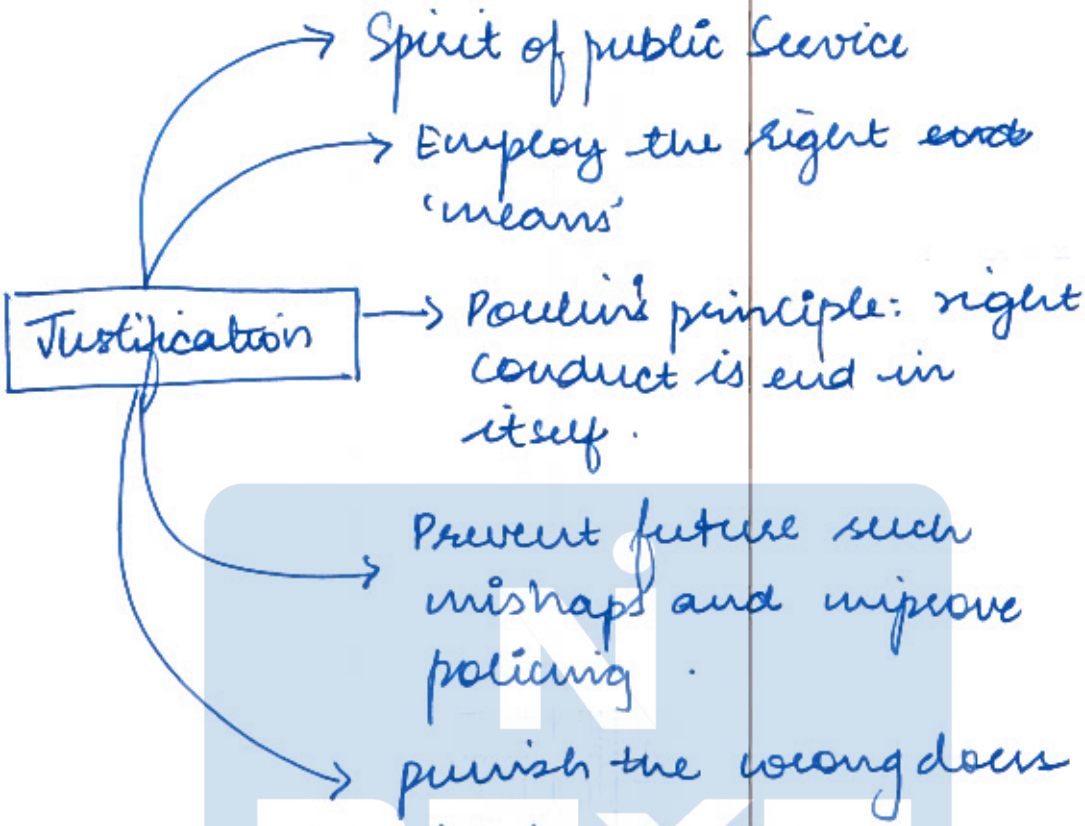
1. Give an honest account of the events. ~~exists~~

2. Refuse to buckle under pressure.

3. Inform the enquiry committee of the pressure being exerted upon officers to be dishonest.

Even though this might lead to social Ostracisation in department, it is necessary because—

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[c] Priority should be given to values of impartiality and non-partisanship as —

(i) ensure truthful conduct.

(ii) Reason based decision making.

(iii) counters unethical work culture.

(iv) prevents any crisis of conscience

Candidates must not write on this margin

(v) ensure larger public welfare.

Therefore, as Vivekanandra said, not constitution or law but human self is the strongest chain

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NEXT IAS

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12. आप विदेश सेवा के एक अधिकारी हैं जो विदेश में किसी दूतावास में कार्यरत हैं। आपका एक कर्तव्य स्थानीय भारतीय समुदाय, जो देश के सबसे बड़े अप्रवासी समूहों में से एक है, के साथ संपर्क स्थापित करना है।

धनी भारतीय अप्रवासियों का एक समूह अपनी भाषा और संस्कृति को बढ़ावा देने के लिए एक पूजा स्थल और एक स्कूल बनाना चाहता है। स्कूल का उद्देश्य आप्रवासियों के बीच भारतीय संस्कृति को बढ़ावा देने और संरक्षित करने के लिए एक केंद्र के रूप में कार्य करना है। भारतीय समुदाय के नेताओं ने भूमि अधिग्रहण के लिए सभी कानूनी प्रक्रियाओं को पूरा किया, भवन योजनाओं को नगर परिषद से मंजूरी दिलाई और सभी स्वीकृतियों के साथ, निर्माण कार्य शुरू हुआ।

निर्माण के कुछ महीनों बाद, स्थानीय लोगों ने शोर के बारे में शिकायत करना शुरू कर दिया और धीरे–धीरे एक धार्मिक संरचना के निर्माण के खिलाफ एक अभियान शुरू हो गया। स्थानीय नगर पार्षदों ने इसमें भाग लिया और यह मुद्दा उठाया कि कैसे भारतीय प्रवासियों के पास अपना सांस्कृतिक स्थान होने से अन्य आप्रवासी समुदायों की ओर से भी इसी तरह की माँग की जाएगी। और इससे विभिन्न जातीय समूहों के बीच असहिष्णुता बढ़ सकती है। स्थानीय राजनेताओं ने निर्माण को रोकने और जो कुछ भी बनाया गया था उसे ध्वस्त करने के लिए एक सार्वजनिक मुकदमा दायर किया। भारतीय समुदाय ने उनके मुकदमे का जवाब दिया और मदद के लिए दूतावास से संपर्क किया। वे चाहते थे कि राजदूत इस मुद्दे को सरकार के सामने उठाएँ।

इस बीच, राजदूत ने आपको इस मुद्दे को समझने और एक रिपोर्ट तैयार करने के लिए भारतीय समुदाय के नेताओं से मिलने के लिए नियुक्त किया। आपने समुदाय के नेताओं से मुलाकात की और पाया कि भारतीय समुदाय के प्रति स्थानीय नापसंदगी का कारण केवल अव्यक्त नस्लवाद और असहिष्णुता की अभिव्यक्ति थी। आपने राजदूत के समक्ष अपना अवलोकन प्रस्तुत किया और उनसे कुछ करने का अनुरोध किया क्योंकि भारतीय सही थे और नस्लवादी व्यवहार के शिकार हो रहे थे। बदले में, राजदूत ने उत्तर दिया कि वह स्थानीय राजनीति में नहीं पड़ना चाहते। भारतीय उस देश के नागरिक हैंय जातीयता के अलावा उनका भारत से कोई लेना–देना नहीं हैं। इसके अलावा, आने वाले हफ्तों में दोनों देशों के बीच एक महत्वपूर्ण आर्थिक समझौते पर हस्ताक्षर होने वाले हैं, और वह कुछ स्थानीय राजनीति को लेकर दोनों देशों के बीच बढ़ते संबंधों को खतरे में नहीं डालना चाहते हैं। आप यह देखकर आश्चर्यचकित रह गए कि अर्थनीति को प्रवासी भारतीयों पर प्राथमिकता मिल रही है।

(a) उपरोक्त मामले में कौन–कौन से मुद्दे शामिल हैं ?

(b) क्या आप प्रवासी भारतीयों की मदद के बजाय अर्थनीति को प्राथमिकता देने के राजदूत के रुख से सहमत हैं? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं ?

(c) दायित्व, परिणामवाद और कर्तव्य के बीच, आपके अनुसार भारतीय विदेश नीति का मार्गदर्शन करने के लिए उपयुक्त परिप्रेक्ष्य क्या है? तर्क दीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

You are a Foreign Service official working in an embassy overseas. One of your duties was to liaise with the local Indian community, one of the country's largest immigrant groups.

A group of wealthy Indian immigrants wanted to build a place of worship and a school to promote their language and culture. The school was intended to act as a center for promoting and preserving Indian culture among the immigrants. The Indian community leaders went through all the legal procedures to acquire the land, got the building plans approved by the city council, and with all the approvals in place, the construction work began.

A few months into the construction, the locals started complaining about noise, and slowly a campaign began against the construction of a religious structure. The local city councilors joined in and raised the issue of how Indian immigrants having their own cultural space will lead to a similar demand from other immigrant communities. And this may escalate intolerance among different ethnic groups. The local politicians filed a public lawsuit to halt the construction and demolish whatever was built. Indian community responded with their lawsuit and approached the embassy for help. They wanted the Ambassador to take up the issue with the government.

Meanwhile, the Ambassador deputed you to meet the Indian community leaders to understand the issue and prepare a report. You met with the community leaders and found that the reason for local antipathy towards the Indian community was just an expression of latent racism and intolerance. You presented

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your observations to the Ambassador and requested him to do something as the Indians were on the right and were being victims of racist behavior. The Ambassador, in turn, replied that he would not like to get involved in local politics. The Indians were citizens of that country; they had nothing to do with India besides ethnicity. Further, a crucial Economic agreement was about to be signed between the two countries in the coming weeks, and he did not want to jeopardize the growing relations between the two countries over some local politics. You were shocked to see economics getting priority over the diaspora.

(a) What are the issues involved in the above case?

(b) Do you agree with the Ambassador's position of prioritizing economics over helping the diaspora? Why/why not?

(c) Among Care, Consequentialism, and Duty, what do you think is the appropriate perspective to guide Indian Foreign policy? Justify. (Answer in 250 words) 20 Marks

The case study highlights the issues of Indian diaspora and the latent racism faced by them in foreign nations.

[a] Issues —

(i) Discrimination and racism.

(ii) Right to cultural assertion

(iii) Duty towards diaspora.

(iv) Intolerance and apathy. [towards Indians]

(v) Profit over public concerns.

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[b] The ambassador's position is so because—

i) focus on larger issues

ii) Indian diaspora are not Indian citizens.

iii) national concerns are of utmost importance.

However, his position is unfair as →

a) deviation of duty as a foreign service official is represent ative of India and has to establish linkages with our diaspora. (Deotology).

b) affect soft power of India as cultural centre will further Indian values.

c) Diaspora are our 'cultural ambassadors' and good

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treatment ensures they advocate for our cause.

Eg. Role of US diaspora in 123 agreement.

Therefore a balance between economics and diaspora is needed in this regard.

Course of Action →
- suggest ambassador to write to authorities on the issue.
- the issue can be taken up by higher authorities through backdoor talks.
- encourage local community to take legal resource against discrimination

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(c) The appropriate perspective for foreign policy will be balance of care → for diaspora and Indian community abroad.

Duty → towards diaspora and indian citizens as foreign service officials.

Consequentialism → weighs different options to make informed decision.

Thus a 'madhya marg' balance is required.

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