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01 SEP 2023
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(To be filled by candidate)

Name of Candidate : GAURAV SINGHAL

Roll No. : PTTP220285

Registration Number : ..... Date of Examination : 01/09/2023

Exam Centre : Old Rajinder Nagar ☑ Bhopal ☐ Online ☐

Test - 8

Code : TC078

MTS IGP Batch 2023

GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 59 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

IMPORTANT INSTRUCTIONS

CANDIDATES SHOULD READ THE UNDERMENTIONED INSTRUCTIONS CAREFULLY. VIOLATION OF ANY OF THE INSTRUCTIONS MAY LEAD TO PENALTY.

DONT'S

1. Do not write your name or registration no. anywhere inside this Question-cum-Answer Booklet.
2. Do not write anything other than the actual answers to the questions anywhere inside your QCA Booklet.
3. Do not tear off any leaves from your QCA Booklet, if you find any page missing do not fail to notify the supervisor/invigilator.
4. Do not leave behind your QCA Booklet on your table unattended, it should be handed over to the invigilator after conclusion of the exam.

DO'S

1. Read the Instructions on the cover page and strictly follow them.
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.
4. For rough notes or calculation, the last two blank pages of this booklet should be used. The rough notes should be crossed through afterwards.
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.

Candidates must not write on this margin

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

Indian Concept of 'giving it back' is central part of Indian philosophy which refers to giving back to the society in terms of its welfare and upliftment, in return to what we received from the society.

→ Swami Vivekananda said it is the moral responsibility of Educated ones to serve back to society because they used society's resources like Taxes in educating themselves.

→ we gain from the society so to emancipate ourselves therefore, as a part of society, we shall contribute to society.

Eg. Corporate social Responsibility by Corporates since they gain Economically from the Society.

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Relevance for civil servants

1. Acts as a moral compass to guide their decisions and actions Eg. prudent expenditure of money on behalf of public

2. A civil servant works under social contract, so, to uphold it and build trust

3. A civil servant is a product of the society so, it is the moral responsibility to serve the society.

4. To maintain Transparency and Accountability in her decision and actions

5. To Minimize the personal benefits and Maximize the social welfare

6. To promote the good governance.

Principle of 'giving it back' holds higher place in civil service values to promote good governance.

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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 is carried out by officials who work as delegates to the elected representatives for public service delivery.

Bureaucratic Structure

- Clear line of Authority → hierarchy
- Standardisation → Neutrality, Independence
- Accountability → Strict procedural Compliance, Rule obsession

Following things influences a public servant's ethical decision making

1. Level of personal integrity and Ethical Standards (Eg.) A low in integrity public servant will look for corruption in decision making

2. Work culture of the organisation

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(3.) Code of Conduct and Code of ethics → (Eg.) civil services Conduct Rules, 1964

(4.) oversight mechanism → to see the behaviour of a public servant. (Eg.) RTI, CVC etc.

(5.) Behaviour of society ⇒ Eg. A society with Character & Attitude (or) A society with Zero tolerance to Corruption towards public servants.

(6.) Values like dedication to service and devotion to duty (Eg.) TN Sheshan is embraced for reforming the election process in India

As per II ARC, Code of ethics along with a civil service board is needed to guide the ethical decision making of public 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 way to guide ~~to~~ the human conduct from perspective of righteousness or wrongfulness.

Integrity refers to following the ethical values across space and time even when no one is watching.

Eg. Mahatma Gandhi followed Non violence all the time even when people went against him during withdrawal of NCM.

Both are interrelated and they do complement each other.

Relationship between ethics and integrity

① Public Administration ethical values like ~~justice~~ transparency, fairness, Accountability needs integrity to follow them all the time.

Eg. Lal Bahadur Shastri resigned from railminister

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even he was not responsible for train accident Shows his integrity with Accountability.

(2.) Nolan committee for public ethics has kept integrity as one of essential virtue for public servants.

(3.) Ethics without integrity is useless as it will endorse the selective application of ethics.

Eg. A civil servant may show honesty in public expenditure while he is being watched by the vigilance otherwise he resorts to corruption.

(4.) Integrity without ethics is also useless as there is no ethical virtues to follow all the time.

Ethics and integrity both need to be inculcated by public servants in their conduct and decisions.

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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 is conduct as per the societal norms which are acceptable socially and fulfill the ethical needs of society.

Emotionally intelligent behaviour make use of emotions and values like empathy to guide our behaviour and does not blindly follow the ethical norms.

Eg. Adhering to social norm of child marriage is ethical behaviour but opposing it based on emotion and empathy is emotional intelligent behaviour.

Emotional intelligent components that act as guide to ethical behaviour are as follows →

1. Self-Regulation of emotions ⇒ helps to prevent the outburst of emotions like Anger or hatred and maintain harmony in behaviour

Candidates must not write on this margin

(2.) Empathy ⇒ helps to understand other's pain and suffering and channelises our behaviour.

Eg. Empathy towards LGBTQ community helps to be friendly with them and neglect the social norm to ignore them.

(3.) Internal Motivation → helps to be more proactive and empathetical to guide our behaviour for moral ethical purpose.

(4.) Self. Awareness and Management of emotions →

Eg. channelising our negative emotions towards positive direction and bring out the socially accepted behaviour.

Emotional intelligence help us to guide ~~see~~ ethical behaviour and turn a crisis into an opportunity.

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3. (a) "अच्छा जीवन प्राप्त करने के लिए, कर्तव्य पर्याप्त नहीं है। 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

Duty and good will represents the mechanical way to lead a good life, however, they are not sufficient to be moral.

Limitations with duty and good will

- Merely actions which are void of feeling
- Shows the apathy of the doer
- May bring efficiency but not effectiveness
  Eg. Bureaucracy being rule bound bring efficiency but lacks effectiveness.

Therefor, it is needed to have following virtues to be moral and lead a good life –

(1) Sympathy → to understand and be aware about the suffering of others. However, Sympathy does not lead to moral good

Candidates must not write on this margin

Eg. feeling ~~ghast~~ bad about a widow ~~which~~ who is facing the misery

(2.) Empathy ⇒ is something when we put ourselves into shoe of others. It is higher level of sympathy. We connect with the person who is suffering.

Limitation → Lacks the action

(3.) Compassion ⇒ is the highest form of all virtues. It not only helps to understand the pain of others, but also inspire to take action to relieve the suffering

Eg. Baba Amte tirelessly worked for the leprosy patients with this compassion.

Therefore, Compassion needs to be followed for moral good and a good life.

It is the highest virtue as per Buddha.

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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 education institutes develops the scientific temper and innovative + civic conscious mindset among the youth who has a direct influence in progress of the nation.

yes, they can be instrumental in promoting integrity education in following ways →

(1) Exposing them towards the menace of Corruption through case studies in classrooms

(2) Curriculum and practical understanding of ill effects of corrupt politics and its detrimental impact on democracy

(3) Workshops and to aware them about the role of integrity and honesty in public culture.

Candidates must not write on this margin

(4.) Organising the Workshops on universities to show the cause-effect of corruption riddled politics

(5.) Teaching them about power of vote and their rights to exercise a vote for thriving and healthy democracy

(6.) Inculcation of role models in the curriculum and arranging seminars with them to understand about integrity.

Higher educational institutes may be instrumental to develop culture of integrity, however, it is the primary and secondary Education which has a permanent or long lasting impact on the minds of children.

Candidates must not write on this margin

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 given quote signifies the idea of learning from the life events which were not in our favour or faced as deceit.

It is prudent to never trust wholly those who have deceived us even once -

(1) - slippary slope → They may deceive us again in the future. So, better to be aware.

(2) Trust once broken is hard to regain again.

(3) The homiacy in the relationship as before can not be achieved again.

However, it is also important to understand the reason behind deceiving before taking a decision -

(1) whether it was his free will to deceive or

(2) The circumstances or situations where him compelled to deceive.

Eg - Breaking relationship in the family pressure or threats

Candidates must not write on this margin

Contemporary relevance

1. The relationship between China and India has not been normal since 1965 war when it broke the trust of India.

2. India keeps a principled distance with USA after 1971 war when USA tried to help pakistan.

3. people not trusting the politicians who did not fulfill his commitments made during elections.

4. helps to not trust wholly on technology which has tendency to fail in few circumstances. Eg. Biometric failure in PDS scheme.

~~Therefore,~~ Trust is hard to built and impossible to rebuilt it once it is broken.

Candidates must not write on this margin

(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

As per martin Luther king, The apathy of citizens in a democracy is much more dangerous than the tyranny of autocrat in monarchy.

The apathetical attitude shows the indifference to public affairs which —

(1) gives sanction to unethical behaviours like corruption in the governance

Eg. people not casting their vote leads to criminalisation of politics

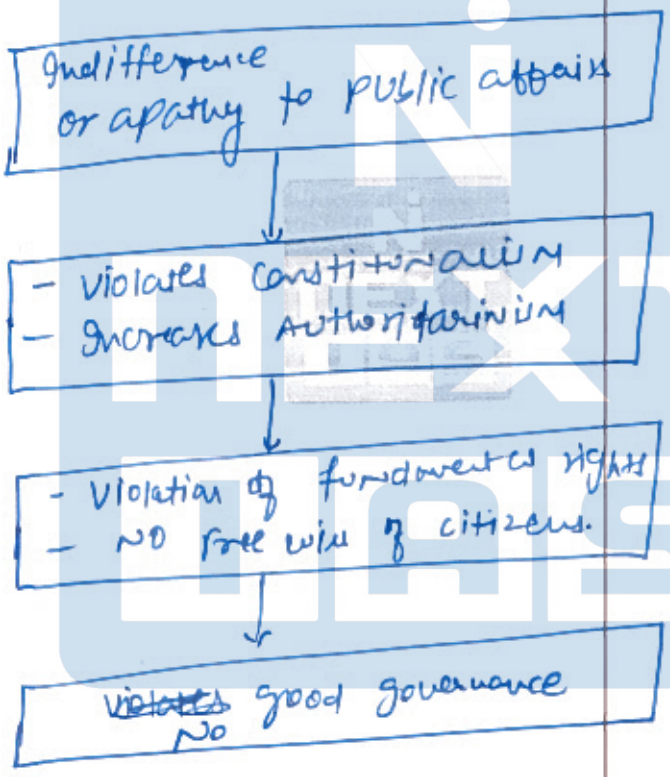
(2) Violates the social contract principle — as it leaves governance to mercy of government and citizens has no difference.

(3) Increases wasteful expenditure and Misutilisation of public funds

Candidates must not write on this margin

Reason for showing indifference

- Lack of information and interest in the public affairs
- Lack of medium to put his views on public affairs
- Reactive nature of the Government



Apathy is more dangerous than violence, it needs to be addressed through collaborative and co-ordinated approach of Government and citizens and civil society.

Candidates must not write on this margin

(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

Men is a social animal and has tried to follow the societal norms and valles since time immemorial.

Initial nature of men is supposed to be the self-content, satisfied and a harmonious nature.

However, now the nature has been changed to greed, materialism, unsatisfaction and violent behaviour.

Eg. (1) irrational Exploitation of natural resources based on greed and not need

(2) Increased violence in the world for self-rule and overthrowing the existing governments

(3) Destruction of Environment, wild-life
Eg. Amazon forest fires.

Candidates must not write on this margin

Reason for becoming the wolves

1. Change in the nature from need to greed for more and more accumulation

2. Change in understanding that their existence depends on earth to earth's existence is in their hands.

Consequences

1. Materialism and consumerism over spiritualism

2. Violence and conflicts over cohesion and peace

3. Pollution and climate change over peaceful coexistence of all entities

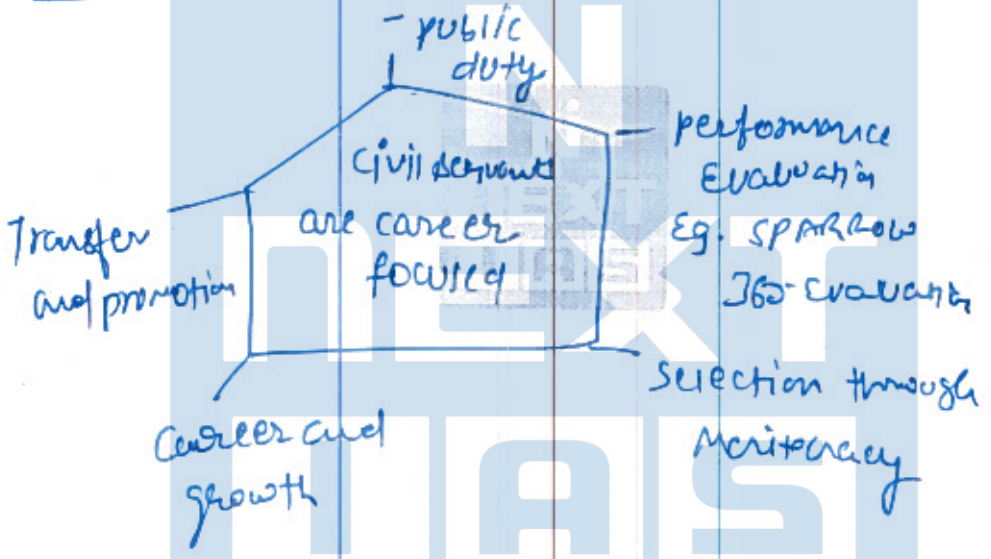
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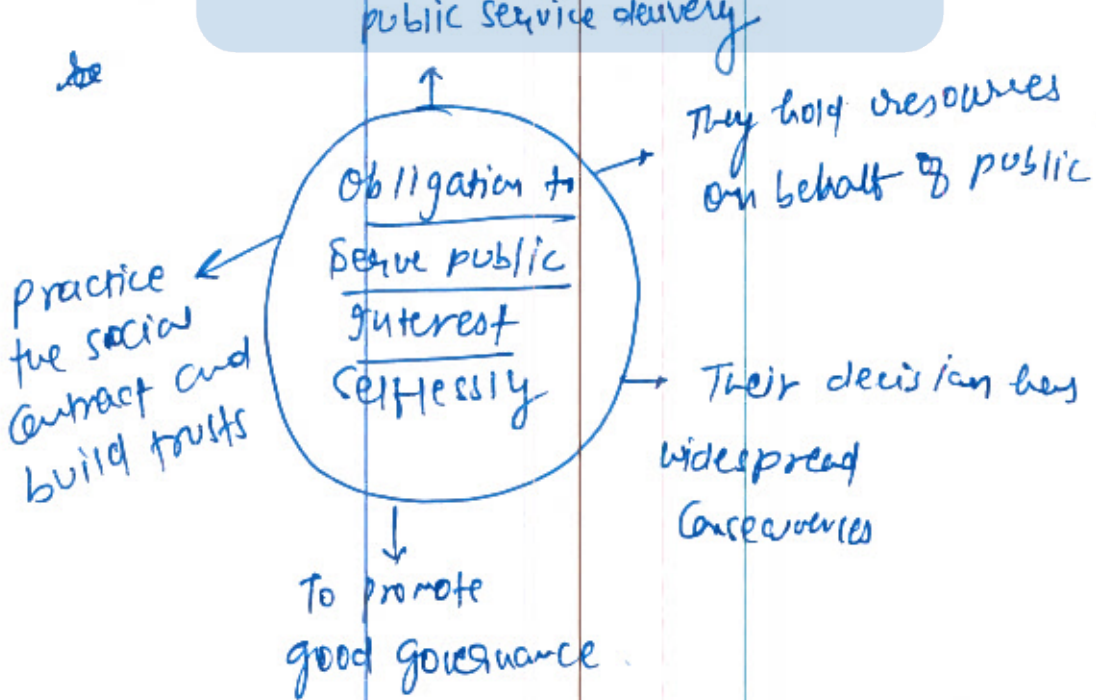
5. (a) पेशेवर रूप में, सिविल सेवक कैरियर केंद्रित और स्वार्थ–निष्ठ भी होते हैं। साथ ही, उनका सेवा लोकाचार उन पर निस्वार्थ भाव से सार्वजनिक हित की सेवा करने का दायित्व भी थोपता है। क्या एक सिविल सेवक के लिए करियर और सेवा दायित्व में सामंजस्य बिठाना संभव है? अपनी स्थिति स्पष्ट कीजिए। (150 शब्दों में उत्तर 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 social scientist in action where they perform both personal and professional duties.





Candidates must not write on this margin

Reconciling career and service obligation

(1) By devotion to duty ⇒ will help to have better career growth and fulfilling his professional duty

Eg. E. Sreedharan metro man reached highest in ladder because of his devotion to duty.

(2) Practicing Impartiality :- Makes them immune to political influences and helps in career growth and delivering public service effectively.

Eg. Ashok Khemka IAS known for his impartiality

(3) Practicing probity and integrity ⇒ Increases avenues of career growth + public services

Eg. TN Sheshan known for overhauling election procedure through integrity.

(4) By promoting work life balance

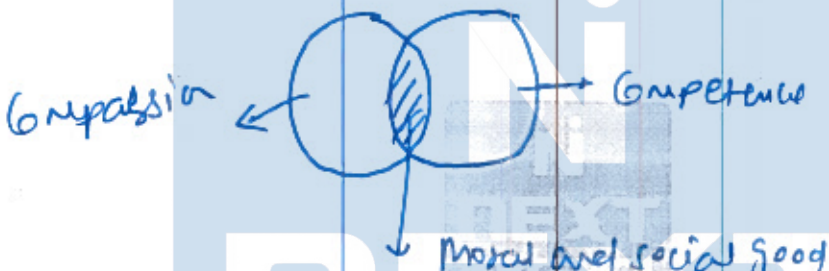
It may be hard to reconcile but certainly gives the best result for personal and professional commitments.

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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

Compassion and Competence both are needed to lead a moral good as one without other may be ineffective.



Competence without Compassion

(1) leads to Apathetical Attitude →

Eg. An IAS officer skipping a migrant during covid despite having Competence to help them

(2) leads to social disaster →

Eg. Both Abdul Kalam and Abdul Khan (Nuclear Scientist of Pakistan) had knowledge of nuclear bomb, however, former used it for peaceful purpose, later used it for proliferation of violence out of Non Compassion to humanity.

Candidates must not write on this margin

(2) Compassion without competence

(a.) leads to mere superficial help/efforts →

Eg. Compassion towards migrants but with no resources at disposal

(b.) does not bring any fruitful results →

Eg. Showing compassion towards Environment and wildlife but having no expertise or financial resources to check the environmental degradation.

(c.) No Reforms in laws irrespective of having Compassion towards Marginalised section like LGBTQ or Elderly person.

Competency and Compassion

both Complement each other and their fusion leads to good governance.

Candidates must not write on this margin

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

In the era of globalisation, where everyone is dependent on each other, promotes the moral demand to help by remote community.

Justification of moral demands

(1) Today, interconnectedness ⇒ any action or Event anywhere in the world has impact on rest of the world. Eg. Russia-Ukraine war led to migrant crisis, food shortage in Europe etc.

(2) Values of Humanity ⇒ binds the whole population of world as a single family where one have moral obligation to help other

(3) Universal rights or human rights like Right to live with dignity needs global assistance to protect them.

Candidates must not write on this margin

Governments be held responsible, if →

1. They themselves are responsible of the misery Eg. Misery in Africa due to British colonialisation
2. They are not affected and have resources to provide assistance Eg. India provided HADR assistance to Madagascar to fight hunger.
3. Moral obligation to serve the humanity especially in the globalised world.

They can not be held responsible, if

1. They themselves are suffering from the deprivation Eg. India facing vaccine shortage during Covid
2. Will lead to compromise the national interests Eg. Food shortages in a country if it decides to provides food assistance to a deprived nation.

We shall follow the principles of humanism and Vasudhev Kutumbkam in international relations and Events.

Candidates must not write on this margin

(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 has a bearing on both personal and professional ethics.

Both departmental culture as well as the individual weak will power is responsible for ethical misconduct.

Role of Departmental culture

(1) Lack of oversight mechanism - to check the ethical misconduct like corruption.

(2) Poor and degraded work culture - Eg. Collusive bribery in a department

(3) Issue of moral myopia in the department's higher Authority - to see the long term consequences of ethical misconduct

(4) Not Adhering to citizen Charter, Code of Conduct and Code of ethics.

Candidates must not write on this margin

Role of the individual

(1) Lack of ethical values and integrity + leads to succumb to unethical practices

(2) Finding the loopholes in the system and exploiting them for personal gains

(3) putting personal interests over societal welfare and professional Commitment.

Eg. Bribery case of 200 Crore rupees by the IAS officer in Rajasthan

Therefore, both individual and department culture are responsible for unethical practices and hence, both need to be reformed through proactive intervention of society as well as technology by Government.

Candidates must not write on this margin

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,य 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?

Candidates must not write on this margin

(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

The given case study involves the issue of delivering the healthcare services due to local beliefs and misinformation and dilemma to address them.

(1) **Issues involved in the case**

(a) Poor health and Education indicator of the district

(b) Issue of vaccine hesitancy and antenatal care due to misinformation

(c) Issue of inefficient delivery of health services due to myths and malpractices

(d) Issue of behavioural barriers to health and nutrition

(e) The dilemma to involve faith leaders in solving the health care delivery issue

Candidates must not write on this margin

(f.) Issue of moral myopia in society to not see the long term consequences of malpractices

(g.) faith v/s Rationality

(6.) Advantages of using Faith leaders →

(1.) People will listen to faith leader and may be persuaded to use vaccine and other care

(2.) This practice has been successful in nearby district so better chances to be success here

(3.) Opposition or Resistance from the society will be minimal as they respect their faith leaders

(4) They have wider influence over the public, and have appealing character.

Disadvantages

(1.) Faith leaders themselves may endorses the misconceptions and myths and aware public not to listen the DDO

(2.) Faith leaders may have influence on other initiatives of government.

Candidates must not write on this margin

(c) option for breaking the behaviour barriers

(i.) Awareness in the district through advertisements and media campaigns regarding the utility of vaccine and breaking myths regarding vaccine

(ii.) Making a team of ASHA workers and Midwives to go home to home in villages and provide right information through use of pamphlets and videos

(iii.) Help of healthcare professionals to disseminate the right information and demystifying the malpractices

(iv.) Rewards and punishment mechanism for those who embrace the vaccination and other services and those who creates barrier.

(v.) Making a team of role models to demonstrate the effectiveness of services by taking the doses of vaccine and Antenatal care services.

(vi.) Women sensitization

Candidates must not write on this margin

(d) Involving faith leaders ~~to~~ has bigger advantage of having high persuasion capabilities and outreach. which will increase the healthcare services penetration and at the same time will reduce pressure (Economic and human resource) on the government.

However, enough caution to be provided such that they remain restrict to the given motive and does not ~~become~~ influence the other policies of government. They should be used only in case of absolute necessity and follow principle of minimalism.

Therefor, it will be ethical to use faith leaders for greater social welfare purpose.

Candidates must not write on this margin

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?

Candidates must not write on this margin

(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

The case study shows the strain in employee-customer relationship due to work pressure and less incentives.

(a) Issues involved in the case

(i.) Poor and degraded work culture

(ii.) Issue of ~~so~~ grievances of Employee and its effect on public service delivery

(iii.) Inability of Head of agency to redress the grievances of employees

(iv.) Abusive behaviour of employees towards ~~Cust~~ Complainants

(v.) Issue of Compliance of HQ's order v/s reducing the pressure ~~from~~ Employee

(vi.) Issue of moral myopia

(vii.) Issue of violation of human and social dignity of employees and society

Candidates must not write on this margin

(b) Options available to me is

(i.) Comply the instructions of HQ and tence disciplinary actions against abusive employees

(ii.) Ignore the instructions and do not take any action against abusive employees

(iii.) Informal action against Employees and make them understand about their behaviour and inform HQ that such behaviour wouldn't be repeated in future

(c) Examination of options

(i.) Comply the instructions of HQ

Merit	Demerit
(i.) Will comply to my professional obligation	1. Employee may get Antagonistic and may leave the job
(ii.) Restore to dignified work place	2. Not completely ethical to take action against the overlocated staff
(iii.) No further uproar from Complainants	3. Crisis of Conscience

Candidates must not write on this margin

(ii.) **Ignore the HQ instructions**

merits	benefits
1. will be good for overloaded Employees	1. Abusive behaviour will increase in future 2. disciplinary proceeding against me to ignore the HQ instructions. 3. Crisis of Conscience

(iii.) **Informal Action and intimation to HQ**

Merits	benefits
(i) will mend the behaviour of Abusive employees	- Abusive employee may overlook it and continue the abuse.
(ii) HQ will not take any action against me	- HQ may not convince with my method
(iii) Grievance redressal of Complainants will be done properly	- uproar from the Complainants.

My course of action ⇒ will be third option that is first Informal Action, if this repeats i will take strict action against them. Meanwhile, I will again apprise to HQ the reason for this behaviour and will ask for reforms.

Candidates must not write on this margin

(4) Dignity → is the form of self respect which is central to one's life. without dignity there is no difference between an human and animal.

Human and social dignity →

Human dignity is a personal matter which represents the self respect and value of basic human rights.

Social dignity refers to the cumulative respect of all members in a society and a threat to social dignity is a threat to human dignity. Eg: Abusive remarks on caste is the matter of social dignity.

Current dignity violations

(1) Castist remarks against the subordinates or the consumers

(2) Sexual harassment of women at workplaces

(3) Scavenging by the lower caste people

(4) Abuse of poor / homeless / senior citizens by the employees.

Candidates must not write on this margin

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

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The given case study represents the greed based production of generic medicines to sustain supply chain which resulted into casualties at workplace.

(a.) Ethical issues involved

(i.) poor corporate governance

(ii.) Economic benefits over the safety standards

(iii.) Compromise with safety and labour laws for monetary gains

(iv.) Issue of sharing of liabilities between the supplier and pharma company

(v.) Moral Responsibility of company to give compensation

(vi.) plight of the families of the ~~dead~~ workers who died in the accident.

(b) Here, production was happening on behalf of company and as per the contractual agreements, the companies need to ensure the safety standards, labour laws and

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Industrial policies before signing the contract. Here, company has clearly violated the contract and law of the land.

Secondly, the benefits arising out of the production will be shared by both suppliers and company therefore, they have the same moral responsibility to compensate the family of deceased.

and finally, with principles of humanity, and social responsibility it is the obligation of company to pay for damages.

However, company gave full autonomy to suppliers and believed in their capacity to produce therefore, it is the prime responsibility of suppliers to pay for compensation.

But company has equal share in it, and shall not be seen as an isolated entity in the entire production chain.

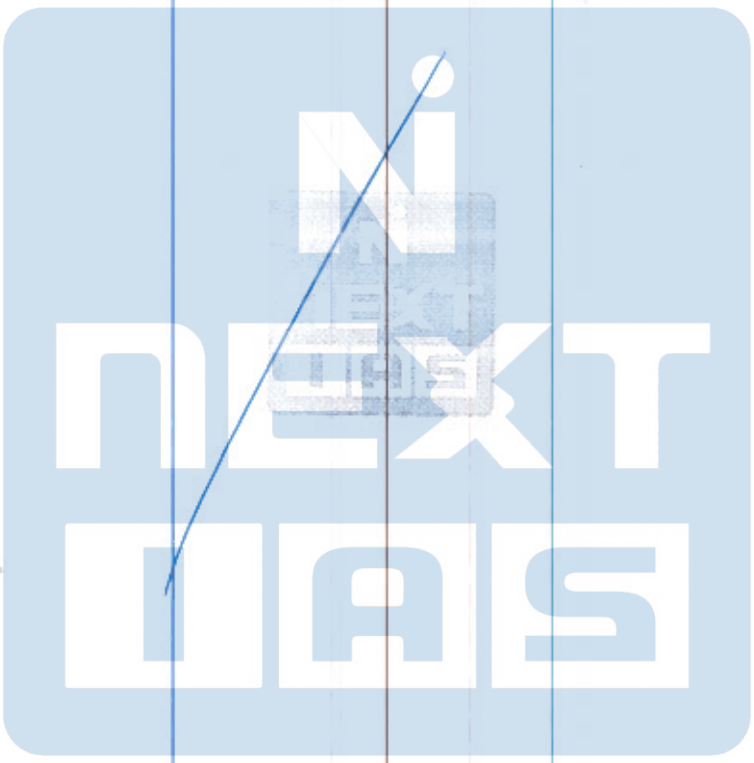
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(C) Moral Responsibility → refers to the sense of ~~accountability~~ answerability towards any actions or decisions and take corrective actions.

Example, Corporate social responsibility is a moral responsibility of corporates.

A ~~action~~ person or entity becomes morally responsible when the actions committed or omitted results in the loss to the society instead of welfare. For example, deforestation and displacement of a tribe for industrial setup puts a moral responsibility on industry Management to do afforestation and develop basic amenities for the displaced tribes like housing since ~~they are~~ industry is going to earn the revenue from their resources.

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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.

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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

Case study shows the corruption happening in a government department and ethical dilemmas to take action against the collusion.

(a) ethical issues and dilemmas involved

(i.) Issue of corruption and unholy nexus between the Bureaucrat and the politician

(ii.) Issue of being partial and Non transparent in public projects

(iii.) Issue of breaking the Trust of a friend

(iv.) Issue of breaking the law of the land

(v.) Means v/s ends to earn money and prestige

(vi.) Issue of moral myopia to see long term consequences

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Ethical dilemmas →

(i.) personal life v/s professional commitment

(ii.) Devotion to family and friendship v/s devotion to duty.

(iii.) Maintaining reputation of department v/s reputation of Ajay.

(iv.) personal life v/s Senior's directives

(b.) **Options available to me**

(1) Take strict action and do search operation in Ajay's office as per order of secretary

(2) Ask secretary to go soft on Ajay as he is my best friend

(3) Inform the Ajay regarding the enquiry and beware him so that he can take corrective actions.

(c.) **Course of action**

Since it is a matter of disproportionate asset and collusive nexus to foster the Corrupt practices in the administration.

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At the same time, I have professional commitment and devotion to duty which is above my personal benefits.

Therefore, After Analyzing the options, I will take following course of action.

(i.) Build a team for search operation in Ajay's Office and keeping this confidential

(ii) Conduct a search in Ajay's office and explaining him the reason for search and showing the search order

(iii.) I later will talk to family that it was not the personal matter but the professional commitment which I am devoted to adhere to.

(d.) Moral Motivation →

The biggest moral motivation will be the commitment to duty as it will not allow to discriminate between a friend and unknown while carrying out such searches.

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Secondly, the spirit of social welfare and ethos of Transparency and accountability will help to take the decision.

Therefore, it should be the duty among duty, care and consequences to build up this motivation.

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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

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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

(a) Ethical Issues involved in the case →

(i) Human dignity and Human rights violations of the miscreants as prisoners.

(ii) violation of the law of the land or the procedure established by law

(iii) means v/s Ends to teach a lessons to miscreants

(iv) Issue of moral myopia to see long term consequence of such ~~events~~ incidents.

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(iii) Issue of participating in an enquiry which is supposed to be transparent and truthful.

(iii) Issue of law and order situation in the city

(b) A principle-oriented and rule-abiding police personnel must do following course of action -

(i.) Follow the rule of law and procedure established by law to treat the miscreants in the prison

(ii.) Arrest of all miscreants by increasing police force and intelligence and not by torturing the miscreants

(iii.) present them all accused in the court and present as strong case of assaulting the policemen and disturbing the law and order

(iv.) Help in such enquiries with utmost truthfulness to build the trust of public in the police.

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Justification →

No one is above the rule of law and no one has authority to take law in their hands. Further, misuse of power to take a revenge is akin to breaking law of the land. Moreover, human dignity has to be respected to build the public Trust.

(c) Undoubtedly, being impartial and non-partisan must hold the priority in civil services while making the decisions and in service values.

Loyalty to the department ~~body~~ ~~being~~ the is also important as it increases our credibility, support system, resources and social capites. However, one should use conscience to profess loyalty to department.

If department is following the wrong practices ~~that~~ they it is our moral responsibility to take action / be vocal against it since it has long lasting impact on everyone.

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Therefore, Even in the case where my department's interests may get jeopardised, I will practice the impartiality and non partisan to ensure that the law of the land is followed and No abuse of discretion as happened in the department like here done by police personnell.

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 given case represents the issue of racial discrimination being faced by immigrants in a country.

(a) Issues involved

(1) Issue of promoting and preserving culture on the foreign land

(2) Issue of latent racism and intolerance against the Indian Community

(3) Issue of keeping economic interests over the diasporas interests

(4) Issue before me → lack of cooperation by the Ambassador and lack of Expertise of me to deal with the case

(5) Issue of international relations and prestige.

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(5) Involvement of local political leaders and community to oppose the construction.

(6) Since, it is an International issue and needs Co-operation of both governments and people to live harmoniously on foreign land.

Since, Not helping the Indian diaspora will build distrust among them and will have negative consequences for India.

However, there is one immediate Concern of signing the economic agreement where two leaders from both countries will meet.

Therefore, jeopardising the immediate opportunity of signing economic Agreement will not be a good option, hence I will agree with Ambassador's position to prioritise economics over diaspora.

Since, Both leaders can be apprised by Ambassador regarding the situation and an amicable solution may be explored.

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This will ensure that, all religious building is setup and no racial discrimination happens against the Indian. At the same time economic relations between the countries will strengthen which will also help the diaspora.

(c) Care, Consequentialism and duty all have their significance in guiding the Indian foreign policy.

However, As per me, it is the Consequentialism which holds the utmost importance because -

(1) A nation has to prioritize its national interests like India

(2) we have control over our foreign policy if we analyze the consequences properly in advance

(3) Bad Consequences may strain the relationship

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between the countries therefore they need to be properly examined.

(iv.) Good consequences brings prosperity not only to India but to the diaspora residing in foreign country.

Apart from it, the principles of peace, prosperity and openness along with spirit of Vasudhev Kutumbkam is the most appropriate perspective to guide India's foreign policy.

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