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(To be filled by candidate)

Name of Candidate : MD ASIM MUJTEBA

Roll No. : MT23RCAPA081

Registration Number : ..... **Date of Examination :** .....

Exam Centre : Old Rajinder Nagar ☐ Bhopal ☐ Online ☐

Test - 4 **Code : TC706**

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



IMPORTANT INSTRUCTIONS

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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.

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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.

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खण्ड–A / Section–A

1. (a) लोक सेवा के लिए न केवल कानूनी बल्कि नैतिक रूप से सैद्धांतिक कार्रवाई की भी आवश्यकता होती है। लोक सेवा के लिए लोक सेवक की संविधान, कानूनों और नैतिक सिद्धांतों के प्रति निष्ठा की आवश्यकता होती है। आपके विचार से इन तीनों में से किसे आधिकारिक कार्यों को करते समय प्रधानता प्राप्त होनी चाहिए? क्यों? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

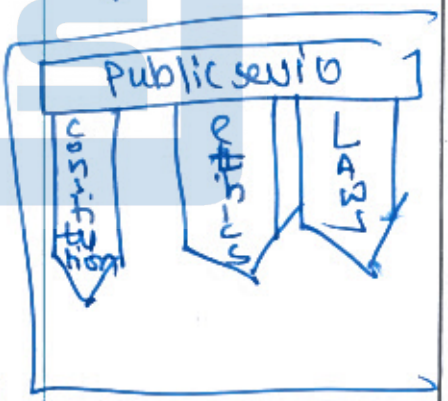
Public service requires not merely legal but also morally principled action. Public service requires the public servant to place loyalty to the constitution, laws and ethical principles. Among the three, which do you think must acquire primacy while carrying out official functions? Why? Discuss. (Answer in 150 words) 10 Marks

The innate quality of a good public seevant is to bring Haumony among ethics, laws and constitution - sardar patel

Public sevio & balancing legal & moeally principled action

Ex:- E sreedharan following rule & regulation alongwith aptitude & discipling in completion of metro project

loyalty to the three values



① constitution

follow spirit of sevio enshrined under Article 311 & 312 along with constitutionalism (Dr. BR Ambedkar)

② Laws

follow laws deligently → always come

Candidates must not write on this margin

to office on time without complacency

③ ethical principle

Follows Accountability, Transparency and objectivity in decision making along with Emotional Intelligence

Ex:- IPS Sunil Chilani managing the CAA protest crowd

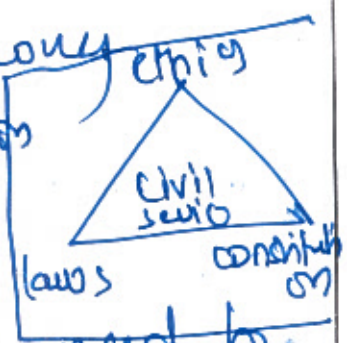
Primary among three

① In my opinion, all three are product of each other and primary of one cannot be given to other

However in case of conflict such as ethics calls for protection of minority and constitution & laws calling for discrimination, their priority should be given to ethics

Ex:- Srilankan constitution & laws against Tamil Minority

② In case of India there is harmony among ethics, laws & constitution



Thus the steel frame of India need to be a close follower of ethics, constitution and laws for ensuring good governance

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1. (b) "सत्यनिष्ठा पर आधारित सविनय अवज्ञा" से आप क्या समझते हैं? क्या आपको लगता है कि व्यक्तिगत सत्यनिष्ठा को चुनौती देना सिविल सेवाओं में जिम्मेदार अवज्ञा का न्यायसंगत कारण हो सकता है? व्याख्या कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by "integrity-based civil disobedience"? Do you think a challenge to personal integrity can be a justifiable cause for responsible disobedience in civil services? Explain. (Answer in 150 words) 10 Marks

Integrity is noncompromising, uprightedness and being honest to own values without having any vested intest in non ethical consideration

Ex:- TNseshan in Election Comission reforms

Integrity based civil disobedience involves opposing discriminatory laws which are against norms, values and ethics of self and society

Ex:- Gandhiji opposed British & its laws though Integrity & values of Nonviolence & satyagraha

Challenge to personal Integrity

(A) Yes it can be justifiable cause for responsible civil disobedience.

(1) To ensure merit

If a corporate Bureaucratic office is appointing/giving projects to

Candidates must not write on this margin

candidates on Nepotism I being an employee can report the cause to higher officers.

② Tribal rights
If tribals rights are violated at the cost of mining activity, they can protest

② unjust orders
If superior orders are such that it against integrity & uprightedness, one can give discard
Ex:- Firing against peaceful protest

③ To ensure Human dignity
If a higher police police officer is taking bribe at toll naka, it is mandatory to report to Superintendent of police under Corruption Act
Yet, it is not justifiable if the cause is good (consequential ethics)

① If large scale displacement for dam is there, it may be not justified as it will provide water security to large section of nation

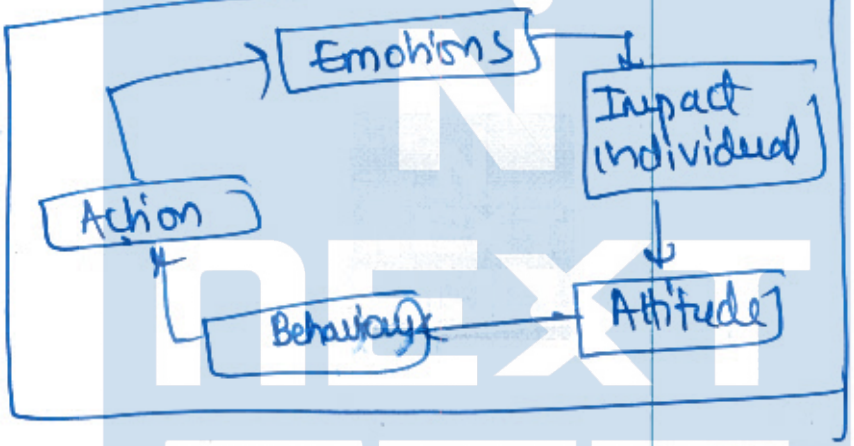
Thus integrity based civil disobedience can help civilservants as moral compass to navigate in choppy waters of civil service challenges

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2. (a) हालिया शोध से पता चला है कि संवेग (भावनाएँ) व्यक्तिगत और व्यावसायिक जीवन को महत्त्वपूर्ण रूप से प्रभावित करते हैं। वे कौन से प्राथमिक संवेग हैं जो कार्यस्थल की उत्पादकता पर नकारात्मक और सकारात्मक प्रभाव डालते हैं? प्रासंगिक उदाहरणों के साथ स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Recent research has shown that emotions significantly impact personal and professional lives. What are the primary emotions that negatively and positively impact workplace productivity? Explain with relevant examples. (Answer in 150 words) 10 Marks

Emotions are feelings generated by mind on reaching to any social, physical, ethical or moral object (Daniel Goleman)



Emotions Impact workplace productivity

① Negative ~~Positive~~ emotions

① Militarism emotions focusing on self growth than organizational growth

② Complacency Emphasising on "will dolate" will reduce workplace productivity

Candidates must not write on this margin

③ Hate/Vice

Not being in harmony with colleagues will deteriorate work culture and reduce productivity

Ex:- Discrimination against SC/ST/women

Positive emotion

① Emotional Intelligence

~~Emp~~ able to manage own & emotions along with emotions of others

Ex:- IAS balancing superior & subordinate

② ~~to~~ Trust

Trustfulness will ensure better harmony among employees

Ex:- Google

③ ~~Faith~~ Spirit of service

such emotion pushes for going beyond call of duty

Ex:- 24X7 working mode

Thus a well balanced more positive emotion and reducing negative emotions will help in "stress Managing"

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2. (b) तकनीकी दक्षता संसाधनों के उपयोग को सुनिश्चित करती है और सामाजिक दक्षता सामाजिक आवश्यकताओं की पूर्ति को सुनिश्चित करती है, नैतिक दक्षता क्या सुनिश्चित करती है? क्या आपको लगता है कि तकनीकी और सामाजिक दक्षता की तुलना में नैतिक दक्षता अधिक महत्त्वपूर्ण है? क्यों/क्यों नहीं?

(150 शब्दों में उत्तर दीजिए) 10 अंक

Technical efficiency ensures resource utilization and social efficiency ensures fulfillment of social needs, what does ethical efficiency ensure? Do you think ethical efficiency is more important than technical and social efficiency? Why/Why not?

(Answer in 150 words) 10 Marks

Efficiency involves being able to complete a task in minimum time with maximum productivity, with fulfilling the organizational goals.

efficiency

- Technical efficiency → management of vaccines by a Doctor IAS @ COVID19
- social efficiency → Human resource management
- ethical efficiency → emotional & ethical balancing

Ethical efficiency

(i) Maximization of benifit to citizen.

ethical efficiency prevents indulging in resource diversion Ex:- PDS ration sale to outside market

(2) promote accountability

Hence reduce corruption

Candidates must not write on this margin

② Best utilization of Aptitude
will complete a task with Deligiency and skillfulness
Ex = ~~IAS~~ Iqbal singh chahal managing covid situation as

④ Probity in governance
ensure ~~civil~~ managing of unfair pressure
Ex :- Giving contract to ministers kin

Yes, ethical efficiency is more important

① make technical efficiency ethical
↳ Not leads to cuts of conscience

② Bring responsiveness
↳ in managing of servey

③ Ensure Transparency
In communicating with social ~~eth~~ factors
Ex :- Senior & Juniors

④ Uphold Integrity
Prevent Ethical dilemma

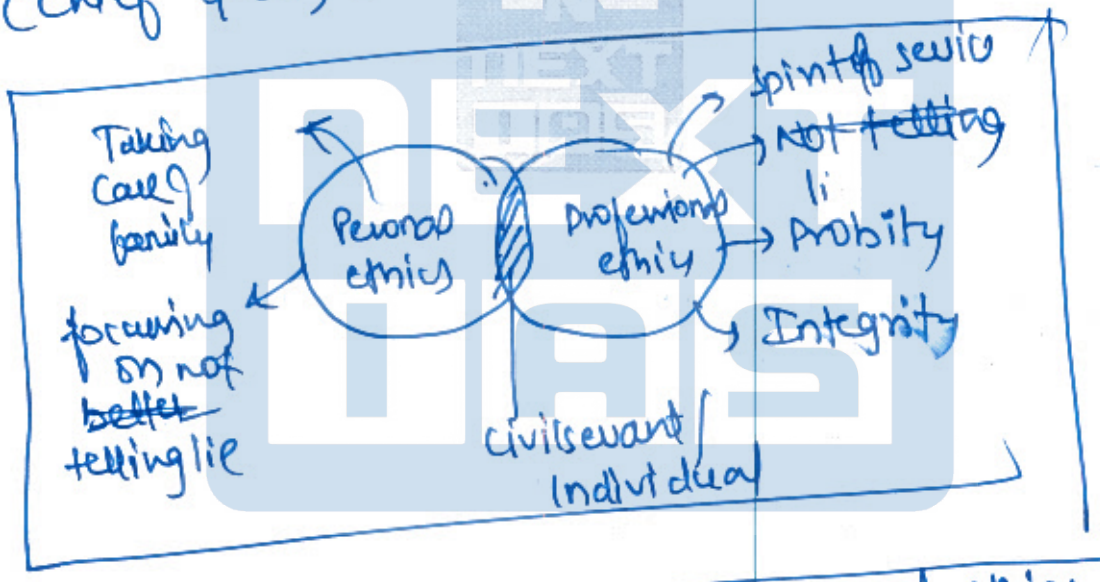
If you want to be happy practice ethics,
If you want to be peaceful practice ethics
Dalai lama

Candidates must not write on this margin

3. (a) "मनुष्य जीवन के एक विभाग (मामले) में सही काम नहीं कर सकता जबकि वह किसी अन्य विभाग (क्षेत्र) में गलत काम करने में लगा हुआ है।" महात्मा गांधी। क्या आपको लगता है कि किसी व्यक्ति की व्यक्तिगत नैतिकता पेशेवर जीवन को प्रभावित करती है या उन दोनों को विभाजित किया जा सकता है? प्रासंगिक उदाहरणों के साथ अपना मत स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"Man cannot do right in one department of life whilst he is occupied in doing wrong in any other department." Gandhi.
Do you think an individual's personal ethics impacts professional life or they both can be compartmentalized? Explain your position with relevant examples.
(Answer in 150 words) 10 Marks

Ethics in peronal and privatb life should be guided by righteousnes and corougnes of an action to promote Sommum Bonum (Chief Good) (Aristotle).



Peronal Ethic impacting profesional ethic

① Truthfulnes
A peron cannot be truthful at office when he says lie at home with family

② Integrity
Individual not loyal to family/ himself

Candidates must not write on this margin

may not be loyal to organization
Ex- IAS offical got booked with 10 crore (Jharkhand)

① Impartiality
By discriminating against Domestic worker at home, how can ~~offi~~ person be neutral with other like SC/ST/OBC
Ex:- Judge beating domestic aid

However in some situation they can compartmentalise

① Religion
If religion value prescribe not engaging in an action, but in public welfare, it can be done Ex:- Brahmin giving egg to childen in mid day meal

Yet they can not be compartmentalised as without good mean (personal ethics), ends (professional ethics) cannot be just

Candidates must not write on this margin

3. (b) अच्छाई जो सही है उसे करने की आंतरिक अनिवार्यताओं का परिणाम है, न कि नैतिक नियमों से उसका स्वीकरण या अपेक्षित परिणामों के रूप में प्राप्त पुरस्कार। क्या आप सहमत हैं? चर्चा कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Goodness is the result of internal imperatives to do what is right, not sanctions from moral rules or rewards from expected consequences. Do you agree? Discuss. (Answer in 150 words) 10 Marks

Conscience is a moral company, an inner voice which guide a human action towards doing a particular action such as Goodness

Human action is based on internal imperative of conscience irrespective of moral rules of rewards for expected consequency

(1) Humanitarianism

values of serving to humanity will guide human action irrespective of laws

Ex:- Prashant Nair forming on Hunger free Kozhikode

(2) Dignity as conscience

promoting dignity of everyone as Immanuel Kanth categorial imperative is Goodness

Ex:- Bezwada wilson working to end Manual scavenging

Candidates must not write on this margin

③ Take responsibility

Sudarsan Dhawan conscience of Goodness took him to take responsibility for ~~his action~~ failure of rocket mission despite threat of criticism

④ I help street children with food and pencil as I feel that right to food and education is everyone ~~is~~ entitlement

Yet sometimes, it is important for laws ~~to~~ to promote Goodness

① As it will bring legitimacy & moral push to Action of all

Goodness based on laws brings legitimacy

Ex:- CSR (corporate social responsibility)

Go forward

① promoting ethical based education to generate conscience

② Clear laws to prevent conflict of Interest

③ Role modelling for Goodness

~~Pen~~ Like water which cleanses the bowl with dirt, Conscience with Goodness & action clear Human soul within

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निम्नलिखित उद्धरणों का अर्थ स्पष्ट कीजिए तथा उनकी समसामयिक प्रासंगिकता पर चर्चा कीजिए।

Explain the meaning of the following quotations and discuss their contemporary relevance.

4. (a) "सहिष्णुता विशुद्ध रूप से चित्त का कार्य है। यही सद्गुण का सार है। सहिष्णु होना एक ताकत है।"

(150 शब्दों में उत्तर दीजिए) 10 अंक

"To tolerate is purely an act of the mind. That is the essence of virtue. To tolerate is a strength."

(Answer in 150 words) 10 Marks

Toleration is being able to understand, control and open to other viewpoints irrespective of our own view point.

Toleration is purely act of mind

(1) Superstitious mind

A mind with superstitious belief will not tolerate rationality

Ex:- Black Cat crossing

(2) ~~Consent~~ Acceptability

mind exposed to diverse values will accept it

Ex:- A child studied in school (1) a child in slum area

(3) Moral Autonomy (Kolebeg)

If mind is at highest state of

Candidates must not write on this margin

development, it will be most tolerant

Ex :- Buddha

Tolerance is essence / virtue

① Bring Temperance → To control own emotions in case of conflicting ideas

Ex:- On Twitter

② Fortitude → Courage to say and accept different perspective

Ex:- Criticising policy if unjust

Tolerance is strength

① Make strong courage / conviction To protect all viewpoint irrespective of consequences (As said by JS Mill)

Ans A mind with education in its highest form is Toleration

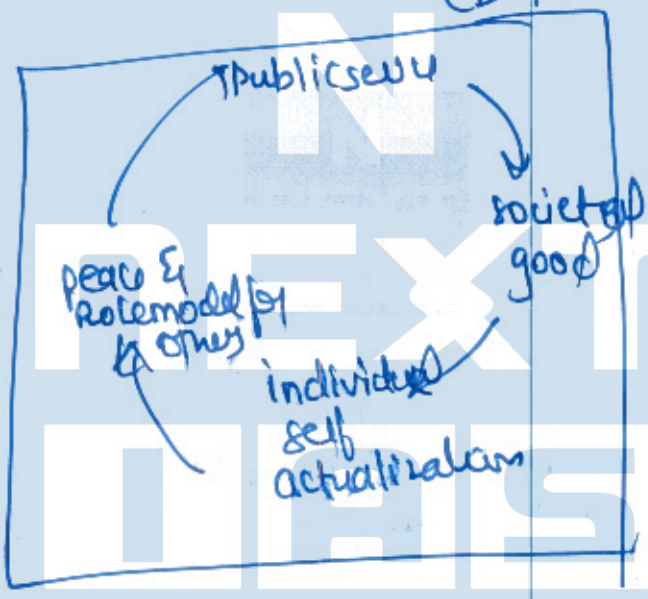
— Helen Kelly

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4. (b) "समाज की सेवा करना हमारा प्रथम कर्तव्य है, और हमारे द्वारा ऐसा करने के बाद, हम अपनी आत्माओं के उद्धार में पूर्णतः भाग ले सकते हैं।" (150 शब्दों में उत्तर दीजिए) 10 अंक

"It is our first duty to serve society, and after we have done that, we may attend wholly to the salvation of our souls." (Answer in 150 words) 10 Marks

Public sevice is the notion of keeping intest of community, society and people at priority over individual ~~sou~~ self interest (Bikshu Parekh)



(1) Sevice to society

(1) sevice to Jeeva is sevice to siva (Vivekanand)

To ~~opti~~ Ex:- Distributing cold blankets to destitute in cold wintey

(2) Communitarian ethic

As we live in community, we have

Candidates must not write on this margin

responsibility to society its upliftment
Ex:- Hindustan unilever working for promoting girl child education

③ Promote equality
Uplift the ~~slum~~ slum population from the notion of poverty (Dharavi slum)

Then we can get salvation of our soul

① Service to society bring harmony
Then one can go for peacefulness of own house

② Sense of satisfaction
If neighbour is sleeping hungry, it leads to crisis of conscience of soul

③ Promote ethical earnestness
As it will help citizen to become responsible when service to society, human soul will become ethical &

The true worth of an individual is dispassionate assessment to society & self Thirukkural

Candidates must not write on this margin

4. (c) "शांति के काल इतिहास की पुस्तकों के खाली पन्ने हैं" (150 शब्दों में उत्तर दीजिए) 10 अंक

"Periods of peace are the empty pages in the history books" (Answer in 150 words) 10 Marks

War is not for anyone, Good of
- Joseph Stiglitz

Peace is the period of history where the pages of books do not have any war happened in it

Empty pages

(1) Absence of Humanitarian crisis

Ex:- Between 1920 and ~~1939~~ 1939, there was no humanitarian crisis due to war

(2) Promote Growth

If Growth happens, history is shaped for equitable benift for all. In such situation protest, violence doesnot happen

Candidates must not write on this margin

③. Promote Global Governance

After end of cold war, peace lead to absence of war and rise of United Nations

④ Ethics of International Relations

If peace prevails, then nations will respect sovereignty

Yet absence of peace lead to filled history books

① Ukrain crisis

History book filled with violence
Ex:- Bucha massacre

② India ~~pakistan~~ a neighbour war

Without peace, history of India with China & pakistan is filled with violence

Steps → ① promote samvad, vishvas among nations

② Prevent war by promoting Gandhian values of Non-violence

Peace is the only solution, without peace humanity will be doomed

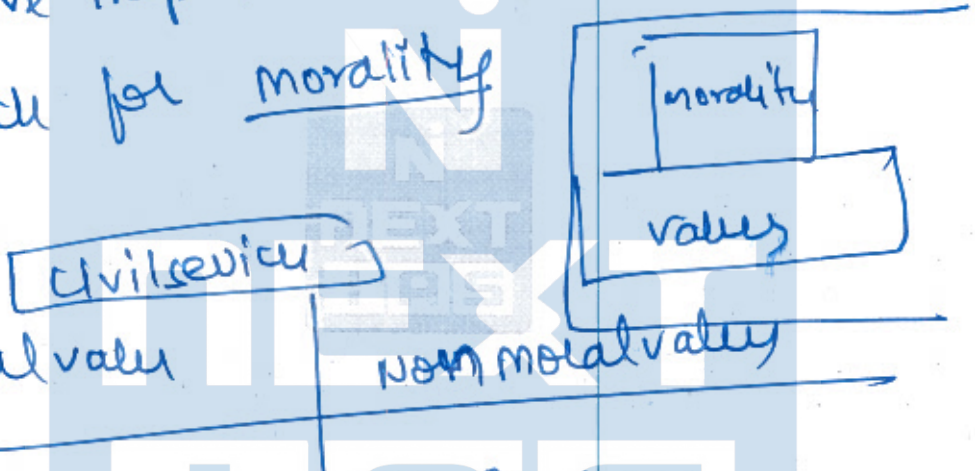
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5. (a) सिविल सेवा के संदर्भ में नैतिक और गैर–नैतिक मूल्यों के बीच अंतर बताइए। 5 मूल नैतिक मूल्यों की पहचान कीजिए जो किसी भी विभाग की सभी सेवाओं के लिए आधारभूत मूल्यों के रूप में काम कर सकते हैं। कारण बताइए कि क्यों उन मूल्यों को आधारभूत माना जा सकता है। (150 शब्दों में उत्तर दीजिए) 10 अंक

In the context of civil service, distinguish between moral and nonmoral values. Identify 5 basic moral values that can serve as foundational values for all services irrespective of the department. Give reasons why those values can be considered foundational.

(Answer in 150 words) 10 Marks

Values are abstract emotions/feelings / morals to which a human being attach or give importance to. It forms the bedrock for morality



(1) Promote constitutional –ism	(1) Disobey constitutionalism
(2) Bureaucracy with a human Touch Ex:- Indian Bureaucracy	(2) Robotic Bureaucracy Ex:- Taliban Bureaucracy
(3) Promote ethics as core value Ex:- Honesty/Integrity	(3) Bypassing / ethics for personal gain & against society

Candidates must not write on this margin

Foundational value

① **Competence**
Ability to complete a task in specified time → Doctor, Engineer, Taylor

② **Neutrality & Non partisanship**
To be neutral to any ideology/relion/belief → Army, Bureaucracy → being neutral helps better public service delivery

③ **Compassionate**
Uplift masses through spirit of service → Promoting e-governance for benefit of all citizens

④ **Objectivity**
decision ~~Belief~~ making on facts & not beliefs
↳ Revenue department before raid being objectively certain of corruption

⑤ **Integrity**
Non compromising on own value → Army, Navy, IAS/IPS

These foundational values helps in ensuring "spirit of service & Growth of all"

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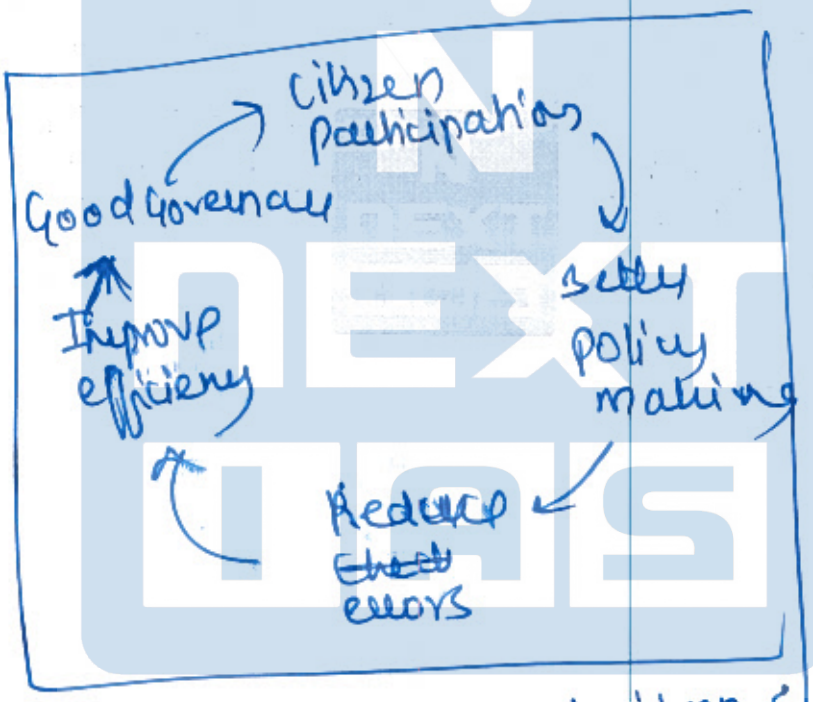
5. (b) निर्णय लेने में नागरिकों की भागीदारी शासन में नैतिकता के लिए महत्त्वपूर्ण है। क्या आप इस बात से सहमत हैं कि प्रभावी नागरिक सहभागिता तंत्र नैतिकता–संचालित प्रशासन को सुगमता प्रदान कर सकते हैं? आपके अनुसार वे कौन सी क्रियाविधियाँ हैं जिनका उपयोग नागरिक शासन में नैतिकता सुनिश्चित करने के लिए कर सकते हैं?

(150 शब्दों में उत्तर दीजिए) 10 अंक

Citizens' involvement in decision-making is critical to ethics in governance. Do you agree that effective civic engagement mechanisms can facilitate an ethics-driven administration? What do you think are the mechanisms that citizens can use for ensuring ethics in governance?

(Answer in 150 words) 10 Marks

Citizen participation is the essence of Good Governance PM Modi.



Citizen Involvement in governance & administration ethic driven

(1) Improve Transparency
Ex:- Social Audits will bring down corruption

(2) Accountability
Citizen may question delayed projects

Candidates must not write on this margin

(3) Responsible citizen
A citizen participation in Governance will develope his Moral Autonomy (Lawrence Kolebeg)

(4) promote efficiency
maximization of Governance for all.
Ex:- Gramsabha deciding on revenues.

Mechanism
(1) RTI Act → to question working of Government
(2) Social Audit → Ex. Meghalaya
(3) Citizen charter → where citizen get to know their Rights & sevices
(4) Panchayat & Urban governance
Zilla panchayat where publicreading all done
(5) Twitter → Tweet to PM Modi
(6) Janta Darbar - IAS officer conducting in Bihar

Citizen participation will ensure Governance is responsible, Answerable for
Social Contract → John Locke

Candidates must not write on this margin

6. (a) "बेटी बचाओ और बेटी पढ़ाओ" जैसे सामाजिक परिवर्तन कार्यक्रम सलाह, परामर्श और अनुनयन का उपयोग करने में विश्वास करते हैं लेकिन कभी–कभी वांछित प्रतिक्रिया प्राप्त करने के लिए कुछ बल का प्रयोग करना भी आवश्यक होता है। क्या आपको लगता है कि सामाजिक रूपांतरण की ऐसी योजनाओं को क्रियान्वित करते समय सार्वजनिक प्रशासकों द्वारा अनुनयन के साथ थोड़े बल का प्रयोग करना एक अच्छा विचार है? प्रासंगिक उदाहरणों के साथ स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Social transformation programs such as "beti bachao and beti padhao" believes in using advice, counseling, and persuasion but sometimes a little force is also necessary for getting the desired response. Do you think it is a good idea to mix little force with persuasion by public administrators while implementing social schemes of transformation? Explain with relevant examples.

(Answer in 150 words) 10 Marks

India cannot grow its potential with half population under chain

Swami Vivekananda

Beti Bachao Betipadho was aimed to bring women at par with men and ensure Gender equality for social Transformation

Mix of social Transformation

① Advice

Amitab bacchan in TV advising people for BBBP

② Counselling

ASHA workers counselling parents about benifit of girl child

Candidates must not write on this margin

Persuasion

Vidya balan movie calling for Girl protection

Yet some times pro is also necessary

why → ① May child marriages
→ ② Clinical abortions (illegal)

To counter this

① Use of law
Ex- If a person is discriminating against a SC/ST then punishment is must under Atrocities Act

② Child marriage
punishing parent with some time in jail will bring deterrance for others

③ Swacch bharat
Taxing localaity for open dumping will bring Attitudinal change

They a mix of persuasion & force (Carrot & Stick) is needed as Aristotle said - Law is not required when people are just coz law is force if people are unjust

Candidates must not write on this margin

6. (b) अंततः प्रत्येक देश की विदेश नीति उस देश की शक्ति पर निर्भर करती है। शक्ति सैन्य या वित्तीय हो सकती है और...नैतिक भी हो सकती है। क्या आपको लगता है कि आज के विश्व में सैन्य या वित्तीय शक्ति के बिना नैतिक शक्ति का सम्मान किया जाएगा? अपना मत स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Ultimately foreign policy of every country hinges upon the strength which the nation possesses. Strength may be military or financial and may be also "moral". Do you think ethical strength without military or financial muscle will be respected in today's world? Explain your position.

'Answer in 150 words) 10 Marks

A nation in International ethics is justified based on values it holds rather than the military and economic power it maintains

Ex:- USA liberalism (vs) Chinese encroachment

Foreign policy of nation

↓

military + financial + moral = Comprehensive Foreign Policy

↓ ↓ ↓ ↓

Nuclear + IAF + Navy

3rd largest economy in world (PPP)

soft power
1) Vasudhaiva Kutumbakam
2) Neutral & Balanced NAM

India's policy

Candidates must not write on this margin

Ethical strengths in present world

① Era of deliberation →
In such times when Global Governance take discussions, ethical strengths is appreciated
Ex:- African small nation's case against Myanmar Attacks in ICJ

② Principled Neutrality
In era of Global superpower rivalry (USA, China, Russia) India's principled Neutrality is Appreciated
→ G7 → India as moral pole
→ Antonio Guterres → India can take lead in Ukrain solution

Yet military & economic power is also important (ethical realism)
Ex:- If USA was not a military power, & economic powers, NATO/Europe would not listen to it

Thus in present time balancing of the three is needed to ensure protecting humanity & values & National Interest

Candidates must not write on this margin

खण्ड–B / Section–B

7. आप एक औद्योगिक शहर के नगर निगम में कार्यरत एक युवा अधिकारी हैं। यह शहर बॉल बियरिंग और ऑटो पार्ट्स के निर्माण के लिए जाना जाता है। अधिकांश विनिर्माण इकाइयाँ छोटे पैमाने की इकाइयाँ है। जिनमे उत्पादन की स्वचालित इकाइयाँ कम हैं। अधिकांश इकाइयाँ शारीरिक श्रम पर निर्भर हैं, जो निकट के गाँवों के कारण प्रचुर मात्रा में उपलब्ध है।

जैसे–जैसे विनिर्माण इकाइयों की संख्या में वृद्धि हुई, श्रम की माँग बढती गई, जिससे शहर में मजदूरों की संख्या लगातार बढती गई। शहर में इस बड़ी संख्या में लोगो के आगमन के कारण फुटपाथों पर गन्दी बस्तियों (झुग्गियों) और अतिक्रमणों में अल्प अवधि में तेजी से वृद्धि हुई। बीच–बीच में निगम ने गंदी बस्तियों को हटाने के लिए अभियान चलाया, लेकिन कुछ समय बाद गंदी बस्तियाँ फिर से स्थापित हो जाती थी। यह अवैध गंदी बस्तियाँ शहरी दुःस्वप्न बन गई थीं।

आपको पुलिस अधिकारियों की मदद से अतिक्रमण और गंदी बस्तियों को हटाने की जिम्मेदारी दी गई। जैसे ही आपने अभियान शुरू किया, आपको एहसास हुआ कि फुटपाथ पर रहने वाले लोग मलिन बस्तियों (slum) में रहने वालों की तुलना में अधिक दयनीय स्थिति में हैं। कई फुटपाथवासी हाल ही में अपने गाँवों में अपनी संपत्ति बेचकर शहर आए हैं। अब यदि आप उन्हें बाहर निकालेंगे तो उनके पास जाने के लिए कोई जगह नहीं होगी। आपका हृदय उनके लिए दुखी है, और आपको लगा कि आपकी विभागीय कार्रवाई अमानवीय है, लेकिन आपकी आधिकारिक ज़िम्मेदारियाँ कड़ी निष्पक्ष कार्रवाई की माँग करती हैं। आप अपने आधिकारिक कर्तव्यों से समझौता किए बिना फुटपाथ पर रहने वालों की मदद करने का तरीका खोजने के लिए आतुर हैं।

(a) उपरोक्त स्थिति में आपको कौन–से मूल्य संबंधी टकराव/संघर्ष नज़र आते हैं?

(b) क्या कोई प्रशासक समानुभूति के मूल्य के लिए निष्पक्षता के मूल्य से समझौता कर सकता है? चर्चा कीजिए।

(c) उपरोक्त स्थिति में कौन–से विकल्प उपलब्ध हैं?

(d) शहरी क्षेत्रों में अवैध मलिन बस्तियों और अतिक्रमण से निपटने के लिए व्यवहार्य समाधान सुझाएँ।

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are a young officer working with the Municipal Corporation of an industrial city. The city was known for manufacturing ball bearings and auto parts. Most manufacturing units were small-scale units with very little production process automation. The units relied on manual labor, which was in abundance due to the villages close by.

As the number of manufacturing units grew, the demand for labor increased, bringing in a steady inflow of laborers into the city. This influx of people into the town led to a mushrooming of slums and encroachments on the sidewalks. Once in a while, the Corporation conducted drives to clear out the slums, but after a time, the slums came back. The illegal slums had become an urban nightmare.

You were given the responsibility of clearing out the encroachments and slums with the help of Police authorities. As you started the drive, you realized that the people living by the sidewalks were vulnerable compared to the slum dwellers. Many sidewalk dwellers had recently come to the city after selling their properties in their villages. Now if you drive them out, they have no place to go. Your heart went out to them, and you felt that your departmental action was inhumane, but your official responsibilities demanded stern impartial action. You are desperate to find a way to help the sidewalk dwellers without compromising your official duties.

(a) What value conflicts do you notice in the above situation?

(b) Can an administrator compromise the value of impartiality for empathy? Discuss.

(c) What are the options available in the above situation?

(d) Suggest viable solutions for tackling illegal slums and encroachments in urban areas.

(Answer in 250 words) 20 marks

Candidates must not write on this margin

The above case study is related to the challenges of urbanization and uneven growth pattern, which has turned out to be an urban nightmare in the form of slums.

(1) value conflicts

(1) observe law (or) be sympathetic to the plight of workers

(2) Remove illegal encroachment (or) allow more vulnerable to illegally settle

(3) Order of senior / department (or) request of the people

(4) Personal morality (or) Spirit of service

(5) Deontology (or) Teleology

Candidates must not write on this margin

(b) Administrator compromise value of impartiality for empathy

1) It involves situation when law is broken & effecting society through crimes / law and order / Growth → Then impartiality cannot be compromised

2) Yet in above situation, the notion of livelihood & vulnerable, their right to home and being homeless of large section of people is a consequence

3) They focusing on virtue ethics of Justice, ~~I will give a ...~~ we need to be more empathetic while ensuring impartiality

(c) options available

(i) Demolish house & clear illegal encroachment

Candidates must not write on this margin

Positive	Negative
① fulfill duty	① Against empathy
	② may lead to guilt of conscience
	③ May further increase crime → homeless people may indulge in crime easily

② Leave unattended / Do not take action

positive	Negative
① Balance of self interest & interest of people	① Further increase in many ecnomy
	② lead to burden of Government money
	③ Hub of crime Ex:- Delhi slum

③ Calibrated moderate

1) Focusing on clearing illegal eviction as it is against law

2) But giving time of 1 month ~~after~~ recommend to the ~~discussing with~~ senior / Government

Candidates must not write on this margin

③ Ensure ~~on~~ knee jerk reaction does not take place → livelihood, safety, home

④ Solutions

① Reform Growth model — Balanced regional growth → creation of peripheral area

② Implementing schemes like PM Awas Yojana for availibility of homes to all

③ Revive slums → Dharavi slum developed project

④ Strict action after Due process of law
If still illegal encroachment takes place then eviction

⑤ Promote employment at village/home
i.e to prevent illegal ~~mig~~ encroachment

Thus a Gandhian model of village republic can help on Sarvodaya, Antyodaya solve problem & make nation ~~great~~ grow

Candidates must not write on this margin

8. एक राज्य सरकार ग्रामीण भूमिहीन मजदूरों के परिवारों के बीच सुरक्षित मातृत्व को बढ़ावा देने के लिए एक कल्याणकारी योजना चला रही है। इस योजना में लाभार्थियों को धनराशि का हस्तांतरण किया जाना शामिल है ताकि वे मातृ देखभाल ज़िम्मेदारियों के कारण आय हानि को कम कर सकें। अपने कार्यान्वयन के बाद से, इस योजना ने मातृ स्वास्थ्य और आर्थिक संकेतकों के स्तर पर काफी अच्छा प्रदर्शन किया है।

आप इस योजना के कार्यान्वयन और संचालन के लिए ज़िम्मेदार विभाग के निदेशक हैं। हाल ही में आपको परिवारों द्वारा फर्जी प्रामाणिकता दिखाकर कल्याणकारी योजना में धोखाधड़ी करने की खबरें मिल रही हैं। परिवारों ने प्रामाणिकता की जाँच के लिए ज़िम्मेदार स्थानीय अधिकारियों की मदद से धोखाधड़ी को अंजाम दिया है।

आप इस बात से चिंतित हैं क्योंकि धोखाधड़ी योजना की दक्षता को गंभीर रूप से प्रभावित कर रही है। आपने समस्या पर विचार–विमर्श करने और समाधान निकालने के लिए विभागीय बैठक बुलाई। बैठक में आधार कार्ड, मतदाता पहचान पत्र, विवाह प्रमाण पत्र, जन्म प्रमाण पत्र, बैंक विवरण और अन्य व्यक्तिगत संपत्तियों जैसे कई उपलब्ध सरकारी डेटा समुच्चयों (सेट) को विलय करने का निर्णय लिया गया। सभी डेटा सेटों का विलय करने पर, विभाग लाभार्थी की आर्थिक स्थिति का संक्षिप्त विवरण (प्रोफ़ाइल) विकसित करने में सक्षम होगा। और इससे विभाग को दस्तावेजों की जाँच करने और धोखाधड़ी का पता लगाने में मदद मिलेगी। यह एक व्यापक रणनीति है, लेकिन इसमें किसी व्यक्ति की डेटा गोपनीयता का उल्लंघन होने का जोखिम है। एक विभाग प्रमुख के रूप में, आप धोखाधड़ी का पता लगाना और उसे रोकना चाहते हैं, लेकिन साथ ही, आप हितधारकों की डेटा गोपनीयता के उल्लंघन के बारे में आशंकित हैं।

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

(b) क्या आपको लगता है कि कल्याणकारी योजना से संबंधित धोखाधड़ी को रोकने के लिए डेटा गोपनीयता का उल्लंघन उचित है? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?

(c) आपके अनुसार, देश में होने वाली ऐसी कल्याणकारी योजना से संबंधित धोखाधड़ी के क्या कारण हो सकते हैं?

(d) क्या ऐसी धोखाधड़ी को रोकने का कोई तरीका या साधन हैं? अपना सुझाव दीजिये।

(250 शब्दों में उत्तर दीजिए) 20 अंक

A certain State government was running a welfare scheme for promoting safe motherhood among rural landless laborers' families. The scheme involves the transfer of funds to the beneficiaries to enable them to mitigate income loss due to maternal care responsibilities. Since its implementation, the scheme has done reasonably well on maternal health and economic indicators.

You are the Director of the Department responsible for implementing and operating the scheme. Recently you have been receiving reports of welfare fraud being committed by families by producing fake bona fide. The families committed the fraud with the help of local officials responsible for scrutinizing the bonafide.

You were concerned because the fraud was seriously undermining the scheme's efficiency. You called for a departmental meeting to discuss and find a solution to the problem. In the meeting, it was decided to merge several available government data sets such as Aadhar cards, voter ID cards, marriage certificates, birth certificates, bank details, and other personal assets. By merging all the data sets, the department would be able to develop the beneficiary's economic profile. And this will help the department scrutinize the documents and detect fraud. This was a comprehensive strategy, but it risked violating an individual's data privacy. As a Department head, you wanted to detect and prevent fraud, but at the same time, you were apprehensive about violating the Data privacy of the stakeholders.

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

(b) Do you think violating data privacy is justified to prevent welfare fraud? Why/ Why not?

(c) What, according to you, can be the reasons for such welfare frauds happening in the country?

(d) Are there any ways and means to prevent such fraud? Give your suggestions.

(Answer in 250 words) 20 marks

Candidates must not write on this margin

Right to privacy has been declared as a Fundamental right by supreme court in Puttaswamy case (Art 21)

The above case study is related to efficient public service delivery by managing ~~data~~ along with ensuring a balance b/w individual Right to privacy

(a) Ethical issues

(i) erosion of ethics as people are engaging in fraud means to get benefit of schemes

(ii) Against Rights of desirable beneficiary

(iii) Burden on resource of government and welfare programme

(iv) To balance Individual data privacy or to ~~balance~~ bring efficiency in scheme

Candidates must not write on this margin

(b) In my opinion violating data privacy is not justified as

(1) It will lead to surveillance state

(2) It is against public/civil servis value → Social contract

(3) may be misused → due to cyber fraud

(4) may lead to profiling & beneficiaries for election benifit by parties or government

(5) against fanda-mental right

(c) Reason for welfare frauds

1) Poor ethics of society

They are being Hobbesian man becoming passionate about ownself & not thinking about society/benificias

2) Government challenge

- Poor resource available to check
- Poor implement of laws to create deterrents

Candidates must not write on this margin

③ Bureaucratic Apathy
lower officials getting indulged in corruption → against spirit of servic

④ Poor infrastructure
For ~~Ex~~ Grievance redressal mechanism

⑤ RTI / citizen charter
Citizen unaware about its best usage

⑥ ways to prevent

① Bring vigilance
Punish officials involved in corruption as Kautalya said one bad fish will make the whole pond ~~empty~~ dirty

② Social audit
use of people / Gramsabha in scheme implementation to ensure better scheme management take place

Candidates must not write on this margin

① Laws/rules/regulation
↳ i) make people aware about RTI/ citizen charter Ex:- 1) Jan soochna portal of Rajasthan
2) Telangana → file RTI in Whatsapp

④ Digitization
↳ 1) Adhar enabled payment system
↳ 2) Jandhan yojana to reduce collusion & corruption

⑤ make people ethical
↳ By promoting values & fundamental duties and ~~Fund~~ constitutionalism
↳ Generate conscience

These although ends & reduction & corruption is good, but may have been less ethical (privacy compromise). Hence innovative solution like Kerala model were Ashawokkey visit honey can bring better scheme Efficiency

Candidates must not write on this margin

9. आप खान विभाग में कार्यरत हैं, और आपके कार्यों में से एक कार्य अपने विभाग प्रमुख को निजी ठेकेदारों के साथ खनन पट्टों पर बातचीत करने में मदद करना है।

हाल ही में, राज्य सरकार ने एक नए खनन क्षेत्र का सीमांकन किया और खनन ब्लॉक के लिए बोलियाँ आमंत्रित करने की योजना बनाई। आपको नीलामी प्रक्रिया की निगरानी करने और अनुबंध वार्ता में तेजी लाने का निर्देश दिया गया। योजना के अनुसार, निविदाएँ जारी की गईं, बोलियाँ प्राप्त हुई और मानदंडों के अनुसार निविदाएँ आवंटित की गईं। यह सब अत्यंत तीव्र गति से हुआ। आपको आश्चर्य हुआ, इतनी जल्दी क्यों? लेकिन यह आपके सोचने और सवाल करने की जगह नहीं थी; आप चुपचाप अपना काम करते रहे।

आपको कार्य का परिचालन आरंभ होते ही ठेकेदार को पर्यावरण संबंधी चिंताओं पर ध्यान आकर्षित करने का निर्देश देना था। और ऐसा करने के लिए, आपने विभाग द्वारा नियुक्त एक व्यावसायिक परामर्श प्रतिष्ठान द्वारा प्रस्तुत पर्यावरणीय प्रभाव मूल्यांकन रिपोर्ट को पढ़ा। आपको यह देखकर आश्चर्य हुआ कि रिपोर्ट घटिया और मनगढ़ंत थी। आपको संदेह हुआ और आपने इस मुद्दे को अपने प्रमुख के समक्ष उठाया, जिन्होंने विनम्रतापूर्वक आपको वही करने का निर्देश दिया जो आपको बताया गया था, और उन्होंने आपको याद दिलाया कि विभाग के पास राजस्व सम्बन्धी लक्ष्य हैं और वह मंत्रालय के दबाव में है।

इसके बाद, आपने अपनी मर्जी से कुछ खोजबीन की और पता चला कि रिपोर्ट फर्जी है और जो खनन गतिविधि शुरू होने वाली है, वह बड़े पैमाने पर पर्यावरणीय आपदा का कारण बनेगी जिसे राज्य झेल नहीं सकता है।

(a) उपरोक्त मामले में आपको कौन-से मुद्दों और मूल्यों का उल्लंघन दिखाई देता हैं?

(b) आपके पास कौन-से विकल्प उपलब्ध हैं?

(c) प्रत्येक विकल्प के लाभ और हानि पर चर्चा कीजिए और आपके द्वारा चुनी जाने वाली कार्यवाही की पहचान कीजिए।

(d) क्या आपको लगता है कि कभी-कभी विकास की कीमत पर पर्यावरण संबंधी विचारों को अधिक महत्त्व दिया जाता है?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are posted in the Department of Mines, and one of your roles is to help your Department Head negotiate mining leases with private contractors.

Recently, the state government demarcated a new mining zone and planned to invite bids for the mining blocs. You were instructed to oversee the bidding process and speed up the contract negotiations. As planned, the tenders were released, bids came in, and tenders were allocated as per the norms. All this happened at a breakneck speed. You wondered, why the hurry? But it was not your place to think and question; you quietly went about your work.

As the contractors were about to start operations, you had to instruct them on environmental concerns to watch out for. And to do that, you read the environmental impact assessment report submitted by a consulting firm hired by the department. To your surprise, the report was shoddy and looked cooked up. You got suspicious and raised the issue with your Head, who politely instructed you to do what you were told, and he reminded you that the Department had revenue targets and was under pressure from the Ministry.

After the meeting, you, on your own accord, did some digging and found out that the report was fraudulent and the mining activity that was about to start would lead to a massive environmental disaster which the State could not afford.

(a) What are the issues and value violations you notice in the above case?

(b) What are the options available to you?

(c) Discuss the advantage and disadvantages of each option and identify your chosen course of action.

(d) Do you think that environmental considerations are sometimes overrated at the cost of development?

(Answer in 250 words) 20 marks

Candidates must not write on this margin

The highest court is the court of conscience which decide right or wrong action
—M Gandhi"

The above case study is related to development (vs) environmentalism with challenge of fulfilling duty against personal morality

(9) Issues & value violation

(1) Issues

1) Procedural lapse - EIA not done properly

2) Department being non objective and focusing on targets

3) Environmental disaster waiting at the door

(2) value violation

(1) environmental ethics

To think we are master of

Candidates must not write on this margin

the nature and not a symbiosis being

(2) Commerce without morality as Gandhiji said

(3) Corruption
↳ By company in EIA report

(b) & (c)

Options & its advantages & Disadvantages

(1) Follow praxis & instructions of seniors

Positive

(1) safe job
(2) Good term with seniors
(3) Revenue to department

negative

(1) loss of environment
(2) short term Revenue but long term loss on rectification
(3) Against social contract protection of people
(4) Against my morality of being truthfulness

Candidates must not write on this margin

① B Do not follow instructions of Head
① Bring issue in front of higher officials
② Refrain from acting further on project

Positive	Negative
① Protection of self	① May get transferred or eliminated ex:- sanjeev Chaturvedi
② Done my individual duty	② Still project will continue
	③ May lead to environmental disaster soon
	④ Against my conscience & crisis of conscience

② Calibrated approach → ~~Madhyamaga~~

① Inform seniors about the issue
② Give a dissent mark on clearance
③ ~~Ask~~ Rejection ~~Reject~~ of the project by writing letter to seniors
④ If no one listens → then inform to secretary and ministry

Candidates must not write on this margin

(5) Lastly option for transfer

Positive	Negative
(1) Deterrance for company to bring better repo	(1) May get eliminated or Transfered Yet it is a risk a civil servant must be ready for
(2) Heads of department will get conscious and become objective	
(3) Senior/ministry involved will make project more transparent	
(4) Sense of satisfaction	

(d) Environment consideration overrated

(1) Sometimes overrated → Pocso protest funded by Greenwatch NGO

(2) Yet Genuine cases → (1) Narmada Bachao Andolan
(2) Chardham Yatra project
(3) Western Ghats project by Kasturirangan committee.

↓
shows we need to be balancing Growth & environment

Pratirati Rakshita rakshati
" Protect nature for protection of us

Candidates must not write on this margin

10. राष्ट्रीय हित को बढ़ावा देना और अंतर्राष्ट्रीय क्षेत्र में प्रभाव और शक्ति प्राप्त करना प्रत्येक देश की विदेश नीति के दो मूल मंत्र हैं।

पिछले दशक से, ABC देश ने आक्रानक तरीके से शक्ति हासिल की और विदेशों में अपने व्यावसायिक हितों का विस्तार किया। ABC देश जिन व्यवसायों को विकसित करने में रुचि रखता था उनमें से एक रक्षा उपकरण और उपग्रह प्रौद्योगिकी था। यह अपने अंतरिक्ष और रक्षा उत्पादों के लिए बाज़ार तलाश रहा था।

देश ने अपनी रक्षा उपकरण निर्माण कंपनियों को नए बाज़ार खोजने और अन्य देशों के साथ विनिर्माण सहयोग तलाशने के लिए प्रोत्साहित किया। प्रमुख रक्षा उपकरण निर्माताओं में से एक, GAMA ने हाल ही में सैन्य सरकार (मिलिट्री जुंटा) द्वारा शासित देश XYZ के साथ संवेदनशील प्रौद्योगिकी हस्तांतरण और उपकरणों से संबंधित कई अरब डॉलर का एक बड़ा सौदा किया। जो कि एक अच्छा व्यवसाय था।

जैसे ही व्यावसायिक विवरण सार्वजनिक हुआ, GAMA की बहुत आलोचना हुई क्योंकि XYZ अपने खराब मानवाधिकार रिकॉर्ड के कारण अंतर्राष्ट्रीय स्तर पर एक परित्यक्त देश था। इसके अलावा, सैन्य सरकार अल्पसंख्यक नृजातीय समुदाय के मूक नरसंहार में शामिल था। इस बात पर काफ़ी हंगामा हुआ क्योंकि इस सौदे में संवेदनशील प्रौद्योगिकी का हस्तांतरण शामिल था जिसका गलत हाथों में दुरुपयोग हो सकता था। संक्षेप में कहे तो, यह अच्छा व्यवसाय था लेकिन संदिग्ध ग्राहकों के साथ। इस बीच, ABC की सरकार GAMA व्यापार समझौते के बारे में चुप रही, और अन्य सरकारों ने चुप्पी को एक ऐसे राष्ट्र के साथ संबंध बनाने का एक सूक्ष्म तरीका बताया जो एक अंतर्राष्ट्रीय रूप से अछूत था।

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

(b) क्या आपको लगता है कि GAMA जैसे कॉर्पोरेट व्यवसायों को व्यावसायिक हितों को आगे बढ़ाते समय अंतर्राष्ट्रीय नैतिकता पर विचार करना चाहिए? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?

(c) क्या आपको लगता है कि एक कॉर्पोरेट की सामाजिक जिम्मेदारी उसके निकट समुदाय से कही बढ़कर अंतर्राष्ट्रीय समुदाय तक फैली हुई है? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?

(d) क्या आपको लगता है कि संवेदनशील प्रौद्योगिकियों का विपणन करने वाली रक्षा क्षेत्र की कंपनियों को उनकी संबंधित सरकारों द्वारा विनियमित किया जाना चाहिए, या विनियमन उनकी उद्यमशीलता और नवाचार ऊर्जा को कम कर सकता है? चर्चा कीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

Promoting National interest and gaining influence and power in the International arena are the two basic mantras of every country's external policy. Since the last decade, country ABC has aggressively pursued power and expanded its business interests overseas. One of the businesses ABC was interested in developing was Defence equipment and Satellite technology. It was seeking markets for its space and defense products.

The country encouraged its defense equipment manufacturing companies to find new markets and explore manufacturing collaborations with other countries. GAMA, one of the major defense equipment manufacturers, had recently struck a massive multi-billion dollar deal involving sensitive technology transfer and equipment with a country XYZ ruled by Military Junta. It was good business.

As the business details became public, much criticism came GAMA's way because XYZ was an international pariah because of its poor human rights record. Further, the Junta indulged in a silent genocide of a minority ethnic community. There was a lot of uproar because the deal involved transferring sensitive technology that could be misused in the wrong hands. In short, it was good business but with questionable clients. Meanwhile, the government of ABC kept silent about the GAMA business deal, and other governments interpreted the silence as a subtle way of building relations with a nation that was an international pariah.

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

Candidates must not write on this margin

(b) Do you think corporate businesses such as GAMA must consider international ethics while pursuing business interests? Why/why not?

(c) Do you think a corporate's social responsibility extends beyond one's immediate community to the international community? Why/Why not?

(d) Do you think the Defence sector companies marketing sensitive technologies must be regulated by their respective governments, or regulation may curtail their entrepreneurial and innovation energy? Discuss. (Answer in 250 words) 20 marks

The above case study signifies the challenge of corporate Governance and how Democratic nations are undermined by Pariah nations

(1) Ethical issues involved

(2) Poor corporate Governance where trade is done without a establishment not having international legal

(3) Violation of Human rights & Dignity of people → may face violence

(4) May lead to undermining Democratic principles

(5) consequentialism compromised by utilitarianism

Candidates must not write on this margin

(b) Yes, GAMA must consider international ethics

(1) Trade without morality is not good (Gandhiji)

(2) May lead to misuse of technology by the military junta

(3) Push other establishment to trade with Pariah state → further lead to threat to security

(4) May be country productive
Massive Humanitarian exhodus to neighbouring countries like India

(c) Yes, Corporate social responsibility extend beyond immediate to international community

(1) Globalization → world has become Global village

(2) Responsibility to ON charter

Candidates must not write on this margin

promoting peace & security → by Corporate must be part of it

(3) Humanitarian value much higher than profit value

(4) lead to bringing democratic transition for world peace in Pariah state

(1) Regulation
Any thing unregulated may become satanic / Devil Gandhiji

(1) Regulation → be balanced
Ex:- Not to transfer technologies to pariah state

(2) For Human Good
↳ Not to make weapons of mass destruction

(3) Promote innovation
Funding / Intellectual property help

Candidates must not write on this margin

to companies involved in Human centric/protection equipments
ex:- Life/Bullet vest

(4) Making them part of integrated whole
↳ Realising that would peace involves involvement of People, Government & Corporates

Yet over regulation may country innovation → so balancing is needed

They The GAMA company must revised its position with Pariah State & go for ethical consideration in business

Candidates must not write on this margin

11. श्री शर्मा 400 करोड के टर्नओवर वाली एक फार्मास्युटिकल कंपनी के ऑल इंडिया सेल्स हेड (बिक्री प्रमुख) थे। कंपनी के मुख्य बाज़ार छोटे कस्बे और टियर 2 शहर थे। इसके अलावा, कंपनी ने राज्य सरकार के अस्पतालों और स्वास्थ्य केंद्रों के साथ बड़ी मात्रा में कारोबार किया।

श्री शर्मा ने फील्ड सेल्स एजेंटों को ग्राहकों के साथ सौदे करने और कीमतों पर बातचीत करने की बहुत अधिक स्वतंत्रता दे रखी थी। इस रणनीति ने कंपनी के लिए अच्छा काम किया।

हाल ही में श्री शर्मा को खबर मिली कि कंपनी के तीन कर्मचारी सरकारी अस्पतालों और स्वास्थ्य केंद्रों को अन्य निजी अस्पतालों और स्वास्थ्य केंद्रों को बेचे जाने वाले उत्पादों की तुलना में अधिक की मत पर उत्पाद बेच रहे हैं। ये कर्मचारी पाँच साल से अधिक समय से कंपनी में हैं और इनका प्रदर्शन अच्छा रहा है। कुछ बिक्री कर्मचारियों ने अनौपचारिक रूप से इन तीनों को उनके बढ़े-चढ़े सौदों के कारण अपेक्षाकृत अधिक कमीशन मिलने का मुद्दा उठाया। और इससे बिक्री कार्मिकों में बेचैनी की भावना बढ़ रही थी। तीनों के खातों की सतही समीक्षा से पता चला कि, कई मामलों में, सरकारी अस्पताल अन्य निजी संस्थानों की तुलना में अधिक भुगतान कर रहे थे।

खरीद नियमों के तहत, सरकार से अपेक्षा की जाती है कि वह उचित मूल्य का भुगतान करे, जो कि अन्य लागत-सचेत ग्राहक भुगतान करते हैं। पूछताछ करने पर श्री शर्मा ने पाया कि इस कार्य में वे तीनों अकेले नहीं थे; इस घोटाले में सरकारी खरीद विभाग के अधिकारी उनकी मदद कर रहे थे। श्री शर्मा को एहसास हुआ कि उनके बिक्री कर्मचारी और कुछ भ्रष्ट सरकारी कर्मचारी काफी समय से राज्य के खज़ाने को चूना लगा रहे थे।

श्री शर्मा ने तुरंत इसकी सूचना अपने सीईओ को दी और दोनों ने चर्चा की कि बिक्री कर्मचारियों के साथ कैसे व्यवहार किया जाए और क्या सरकार को घोटाले और उनके कर्मचारियों की संलिप्तता के बारे में सूचित किया जाए। इस मुद्दे के बारे में सरकार को सूचित करने का मतलब यह था कि इस बात की पूरी संभावना थी कि उन्हें ब्लैकलिस्ट किया जा सकता है, जिससे बहुत सारे व्यवसाय का नुकसान हो सकता है। श्री शर्मा और सीईओ इस बात को लेकर दुविधा में थे कि मामले को कैसे आगे बढ़ाया जाए।

(a) इस मामले में कौन-से नैतिक और व्यावसायिक मुद्दे शामिल हैं?

(b) श्री शर्मा और सीईओ के पास कौन-कौन से विकल्प उपलब्ध हैं?

(c) क्या आपको लगता है कि बिक्री कार्यबल को स्वतंत्रता देने की संगठनात्मक संस्कृति के कारण समस्या उत्पन्न हुई या व्यक्ति की भ्रष्ट प्रवृत्ति के कारण समस्या उत्पन्न हुई? चर्चा कीजिए।

(d) जैसा कि इस मामले में बताया गया है, ऐसे अनैतिक व्यवहार को रोकने के लिए कंपनी कौन-से नैतिक तंत्र और उपाय निर्माण और कार्यान्वित कर सकती है? (250 शब्दों में उत्तर दीजिए) 20 अंक

Mr. Sharma was the All India Sales Head of a pharmaceutical company with a turnover of 400 crores. The company's main markets were small towns and tier 2 cities. Further, the company did a sizeable amount of business with state government hospitals and health centers.

Mr. Sharma had given a lot of freedom to field sales agents to strike deals and negotiate prices with clients. This strategy worked well for the company.

Recently Mr. Sharma received word that three company employees were selling products to government hospitals and health centers at a higher price than they were selling to other private hospitals and health centers. The employees were with the company for over five years and were good performers. A few sales staff informally raised the issue of the three getting relatively higher commissions because of their inflated deals. And this was creating a sense of unease among the sales staff. A cursory review of the account of the three showed that, in many instances, the government hospitals were paying more than other private institutions.

Under procurement rules, the government is supposed to pay a fair price, one that other cost-conscious customers pay. On inquiry, Mr. Sharma found that the three were not alone; government purchase

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department officials were helping them scam the Department. Mr. Sharma realized that his sales staff and some corrupt government staff had been defrauding the state exchequer for quite some time.

Mr. Sharma immediately reported it to his CEO, and the two discussed how to deal with the sales staff and whether to inform the government about the scam and the involvement of their staff. The issue was informing the government means that there was every possibility that they might be blacklisted, thereby losing a lot of business. Mr. Sharma and CEO were caught in a dilemma regarding how to proceed with the case.

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

(b) What are the options available to Mr. Sharma and the CEO?

(c) Do you think the organizational culture of giving freedom to the sales force led to the issue or was the individual's corrupt nature that led to the problem? Discuss.

(d) What ethics mechanisms and steps can the company create and implement to prevent unethical behavior, as mentioned in the case? (Answer in 250 words) 20 marks

The above case study involves ethical dilemma of being loyal to company and protect its growth or be a man of integrity to whistle blow corruption

(a) Ethical & Business issues

(i) Ethical issues

(1) Being non honest to own professions by employee

(2) corruption of Government employee

(3) ~~Something~~ Mr Sharma shall not able to take decision regarding employee

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(2) Business issue

(1) Against corporate Governance

↳ (1) Bad term for business → Satyamangalam committee said it is bad for nation

(2) Against social morality and constitutional values of fundamental duty → being work for development of nation (51A)

(1) options available →

(1) Adhere to the company loyalty and keep quiet as it is bringing profits

(2) Call employer and ask them to stop such behaviour → but the corrupt government official may still continue such action with other employer

(3) Whistleblower → (1) open such nexus of corruption along with ensuring

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those employes (Govennet & ours employey) indulged in coeuption gets punished

(In my opinion, 3rd option is best option)

(c) In my opinion, orgnizational feedom is less to do with coeuption, rather individual choice

(1) Poor emotional intelligence → not mange the situation by employe

(2) Poor virtue ethics of Temperance & fortitude
↳ took coeuption depite knowing it may be detrimental in long run

(3) Government employey
Absence of profesional ethics & approbity
↳ compromise public health over self interest

Thus, if company could limit the free culture, then it will be bad for

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own employee as well

(d) Mechanism

(1) Strict accounting process → To improve transparency

(2) Role modelling → best salesman who are ethical

(3) Digitization → to prevent illegal nexus

(4) Fine & legal action against those who indulge in corruption

(5) Promote those who are ethical
↳ moral push → for responsible behaviour

with bad men, no nation can grow.
Corruption is a menance & kind menace which will make nation hollow from within
—President Obama

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12. सिंह गढ़ मुख्य रूप से एक ग्रामीण जिला है जहाँ एक उपभोक्ता वस्तु विनिर्माण संयंत्र को छोड़कर न्यूनतम एवं अपेक्षाकृत महत्त्वहीन औद्योगिक क्रियाकलाप है, जो रोजगार का प्राथमिक स्रोत है। यहाँ स्वास्थ्य, साक्षरता आदि जैसे विकास संकेतक राष्ट्रीय औसत से काफी नीचे थे।

यहाँ विकासात्मक मुद्दों के साथ–साथ, एक और गंभीर चिंता बाल विवाह में हो रही धीमी वृद्धि थी। कानूनी प्रतिबंधों के बावजूद, बाल विवाह बेरोकटोक बढ़ता जा रहा था।

सामाजिक कार्य में स्नातकोत्तर रश्मि, जो कम उम्र में विवाह से बच गई, ने बाल विवाह पीड़ितों को बचाने और पुनर्वास के लिए एक गैर सरकारी संगठन शुरू किया। पिछले पाँच वर्षों में उसने कई युवा लड़कियों को बाल विवाह का शिकार होने से बचाया। उसकी कार्यशैली सरल थी। उसने गाँवों में मुखबिरों का एक नेटवर्क विकसित किया था जो उसे सूचनाएँ देता था और सत्यापन करने के बाद, स्थानीय कानून प्रवर्तन कर्मियों की मदद से रश्मि बाल विवाह को होने से रोक देती थी।

रश्मि ने सराहनीय काम किया, लेकिन इस दौरान उसने कुछ दुश्मन भी बना लिए। स्थानीय नेता विशेषकर महिलाओं और युवा लड़कियों के बीच उसकी लोकप्रियता से नाराज थे। अपनी गतिविधियों का विस्तार करने के लिए, रश्मि ने जिले की एकमात्र औद्योगिक इकाई के प्रबंधन से संपर्क किया। उसने सफलतापूर्वक कंपनी को अपनी गतिविधियों और एनजीओ में योगदान देने के लिए राजी कर लिया। कंपनी ने उसे बाल विवाह के मुद्दे के बारे में जागरूकता बढ़ाने के लिए श्रमिकों के लिए कार्यशालाएँ आयोजित करने हेतु अपनी सुविधाओं तक पहुँच भी दी।

उसने कंपनी परिसर में अपनी कार्यशालाएँ और अभियान शुरू किया। यद्यपि प्रारंभिक प्रतिक्रिया ठंडी और कभी–कभी पूरी तरह से उदासीन थी। लेकिन वह डटी रही। कुछ महीनों के बाद, एक दिन कंपनी यूनियन के सदस्यों ने उसे कंपनी में प्रवेश करने से रोक दिया और उसके साथ हिंसा करने की धमकी भी दी। रश्मि ने प्रबंधन से बात की, जिन्होंने उसका समर्थन किया और उसकी सुरक्षा सुनिश्चित की। प्रबंधन ने रश्मि और उसके एनजीओ का समर्थन करते हुए एक सर्कुलर (परिपत्र) जारी किया।

प्रबंधन को आश्चर्य हुआ, सर्कुलर के एक सप्ताह बाद, यूनियन ने अचानक हड़ताल का आह्वान किया और एनजीओ की गतिविधियाँ जारी रहने पर काम बंद रखने की धमकी दी। कार्यकर्ताओं का मानना था कि रश्मि का अभियान महिलाओं के दिमाग को भ्रष्ट कर रहा है और उनकी परंपराओं का अनादर कर रहा है। आक्रामक प्रतिक्रिया को देखते हुए कंपनी प्रबंधन ने एनजीओ की गतिविधियों को रोककर श्रमिकों को शांत करने की कोशिश की। रश्मि ने समुदाय के प्रति अपनी सामाजिक जिम्मेदारी पर प्रकाश डालकर प्रबंधन को समझाने की कोशिश की। लेकिन प्रबंधन ने दो टूक जवाब दिया कि हर सामाजिक समस्या उनकी नैतिक जिम्मेदारी नहीं है। रश्मि प्रबंधन के फैसले से निराश थी और सोच रही थी कि कंपनी को अपने अभियानों में कैसे शामिल किया जाए।

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

(b) आपको क्या लगता है रश्मि को क्या करना चाहिए? क्या रश्मि के लिए स्थानीय प्रशासन को शामिल करना अच्छा विचार होगा? कार्यान्वयन योग्य कार्यवाही का सुझाव दीजिए।

(c) क्या आपको लगता है कि कंपनियों को उस क्षेत्र की सामाजिक समस्याओं के लिए भी जिम्मेदारी स्वीकार करनी चाहिए जहाँ वे अपना कार्य करती हैं? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?

(d) श्रमिक संघ की इतनी आक्रामक प्रतिक्रिया के क्या कारण हो सकते हैं? आपके अनुसार रश्मि को कर्मचारी संघ को कैसे संभालना चाहिए? (250 शब्दों में उत्तर दीजिए) 20 अंक

Singh Garh is a primarily rural district with minimal, relatively insignificant industrial activity, except for one consumer goods manufacturing plant, which was the primary source of employment. Development indicators such as health, literacy, etc., were much below the national average.

Along with developmental issues, another grave concern was the slow rise in child marriages. Despite the legal sanctions, child marriage continued to rise unabated.

Candidates must not write on this margin

Rashmi, a social work postgraduate who escaped an early marriage, started an NGO for rescuing and rehabilitating child marriage victims. In the last five years, she saved a lot of young girls from becoming victims of child marriage. Her modus Operandi was simple. She had developed a network of informants in villages who relayed information to her, and after verifying, Rashmi with help from local law enforcement personnel, prevented the marriage from happening.

Rashmi did commendable work, but she made some enemies in the process. The local leaders resented her popularity with women and young girls in particular. To expand her activities, Rashmi contacted the management of the only industrial unit in the district. She successfully persuaded the company to contribute to her activities and the NGO. The company even gave her access to their facilities to conduct workshops for workers to raise awareness about the issue of child marriage.

As she started her workshops and campaign on the company premises, the initial response was lukewarm and, at times, complete indifference. But she persevered. After a couple of months, one day, the company union members stopped her from entering the company and even threatened her with violence. Rashmi spoke with the management, who supported her and ensured her safety. The management issued a circular supporting Rashmi and her NGO.

To management's surprise, after a week of the circular, the Union called for a flash strike and threatened to continue the work stoppage if the NGO activities continued. The workers believed that Rashmi's campaign was corrupting the women's minds and disrespecting their traditions. The company's management seeing the aggressive reaction sought to assuage the workers by stopping the NGO activities. Rashmi tried to persuade the management by highlighting their social responsibility to the community. But the management was curt in replying that every social problem is not their moral responsibility. Rashmi was disappointed with the management's decision and wondered how best to involve the company in her campaigns.

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

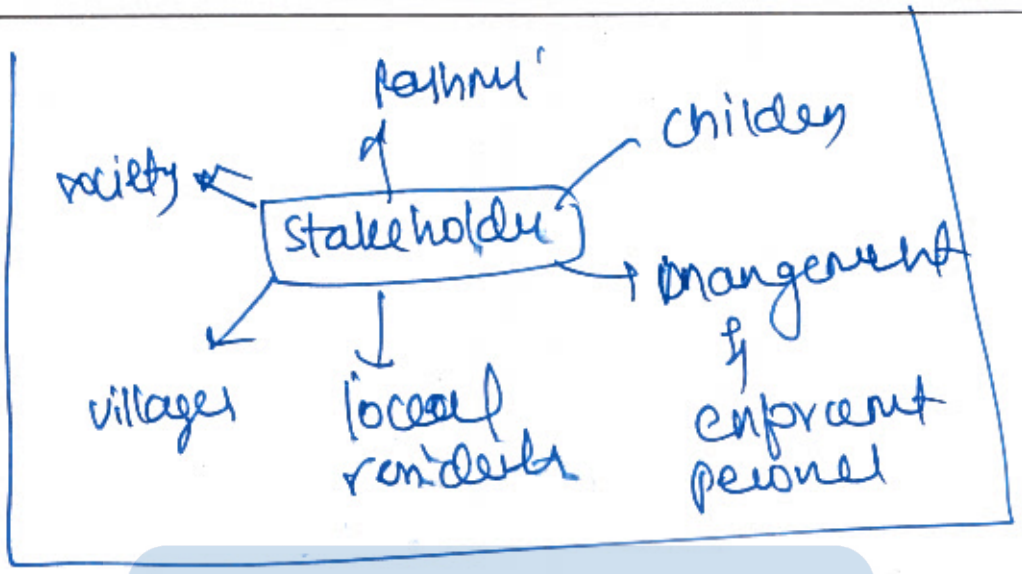
(b) What do you think Rashmi should do? Would it be a good idea for Rashmi to involve local administration? Suggest an implementable course of action.

(c) Do you think companies should also accept responsibility for the social problems of the region where they operate? Why/why not?

(d) What could be the reasons for such an aggressive reaction from the workers union? How do you think Rashmi should handle the workers union? (Answer in 250 words) 20 marks

NHFS5 says 1 in 5 children Girl child are under childmarrg. The above case Study shows the depth on child marriage and challenges faced in curbing the social issue

Candidates must not write on this margin



(4) ethical issues

(1) child marriage as a threat to dignity & women

(2) Against Justice → & free & healthy development children (Rawls)

(3) Against universal ethics & child being indulge in irrational act

(4) Against constitutional morality
- ↳ Prevention & child marriage Act-
- ↳ Art 23 → sexual & Bonded labour

Candidates must not write on this margin

(b) In my opinion, Rashmi must

(1) Take local administration help for her safety and security

(2) Then promote social persuasions by meeting with villagers & Trade Union members

(3) Take women members into confidence to pursue them for supporting her cause

(4) Also talk with management to get them involve under corporate social responsibility

(5) Work with other NGO in district to further strengthen the cause.

(c) Yes, companies must also accept & support the cause

(1) As they play role in economy so they also have responsibility for

Candidates must not write on this margin

social transformation

Ex:- Facebook & Kerala government distributing Tablets for Girls education

② A Gender balance couples beneficial for company

③ Helps in bringing Social Justice

④ Prevent and eradicate social evils like child marriage

⑤ Reasons for aggressive action

① Dogmas & prejudice

local populace still believe that women should be married off at the earliest.

② ~~Ego~~ lack of Holistic understanding

1 educated girl can change the generation

Candidates must not write on this margin

(3) poor social awareness
Absence of critical thinking

(4) Poor moral development
To understand the categorial imperative & Human dignity

(5) Culture and customs outdated
(Emphasising on social morality over constitutional morality

Way forward
(1) Awareness by Nukkad Natak
(2) education to girl child by Beti Bachao Beti padhao
(3) Direct administration to implement Child marriage Act more diligently

~~A society with~~ Half Children are the future of Nation & Child marriage is bane on the future. Address from demographic dividend

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Space for Rough Work

NEXT IAS

Candidates must not write on this margin

Space for Rough Work

NEXT IAS