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Roll No. : .....

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

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Test - 2

Code : TC152

ETHICS ENHANCER TEST 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.

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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		

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MACRO COMMENTS

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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.
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खण्ड-A / Section-A

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

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

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

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

India as a nation sustains on the taxes collected from people & prospers by spending it in the right direction

eg redistribution of taxes & revenue.

The task is assigned to civil servant to properly implement the task

eg Revenue Service officers & Administrative officers in planning.

Indian concept of giving it back.

This is nothing but "service" & seva. The "public servants" are obliged by the constitution to serve the country in the best possible way.

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The concept of giving it back makes policy making inclusive & collective. Further it bolsters the idea of commitment from officers. It acts as a moral guide ~~to choose which~~ in efficient utilisation of public resources.

The understanding that their salary is being paid out of public money will keep them loyal and help uphold integrity by staying away from corruption. Examples like Dr Varghese Kurien who showed these values & displayed the quality of "giving it back" is an ideal example.

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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 officials are guided by departmental regulations & moral values in decision making.

Influences that impact ethical decision making

① Conscience: It is the personal value system with which we take decisions. Van Gough said, "conscience is a moral compass" which should guide your decision.

(eg) Being empathetic. Dr Radhakrishnan IAS (Tamil Nadu) took care of education expense of Tsunami victim orphans.

② Departmental Guidelines. :- A public

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servant is guided by the procedures of the code of conduct & code of ethics while decision making (eg) "Not to accept gifts" code civil service conduct rules.

(3) Constitutional values : which serves as the guiding light to a public servant to place the public interest at forefront.

(4) Other aspects :

a) Peer pressure : An officer although honest may eventually be corrupt if there is peer pressure.

b.) Deterrence : Accountability mechanism like RTI acts as an effective tool to uphold values in decision making.

Hence these factors in its totality guides the decisions.

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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 means the sets of rights & wrongs (eg Helping an accident victim is an ethically right act.

Integrity is adhering to strong value system even in adverse circumstances & when no one is looking.

(eg Not jumping traffic light when police officer not present.

Interrelation between Ethics & integrity

(1) Only a person of strong integrity can uphold ethics. If he lacks integrity, there will be lack of consistency between actions & words.

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(2) Only when a person is ethically moral, he will show integrity. It also involves standing up for right cause.

Eg Gandhi's ethics was Ahimsa. He stayed true to it under all circumstances upholding integrity.

Ethics & Integrity in public administration

(1) Walk the talk. :- An ethical politician brings a manifesto of employment. With integrity he fulfills his promise.

(2) Likelihood of wrongdoer Being Accountable :-

Lal Bahadur Shastri was a man of strong integrity. He quit as Railway minister taking moral responsibility during accident.

Hence there is a visible correlation.

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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 to apply one's personal ethics of rights & wrongs in his behavioural component

eg

Ethics	Behaviour
Honesty	Integrity.
Empathy	Compassion

Emotionally intelligent behaviour means the ability to understand one's emotion & also other's emotion & use it to guide one's actions.

eg Gandhi's EI. behaviour led to his mass appeal.

Emotional Intelligent components.

As per Daniel Goleman, there

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5 are 5 major components.

Self awareness

Self regulation — Social Skills

Empathy — Motivation.

How it acts as a reliable guide to ethical behaviour?

① Empathy :- enables one to be sensitive to another's cause & act accordingly

② Motivation :- Major role is leadership
(eg) Nehru motivated people in the freedom struggle.

③ Self awareness :- effectively communicate with one self & understand scenario.

④ Self regulation :- Prevents any untimely burst of emotions (eg) Politicians during offensive press meets

Hence they act as a reliable guide.

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

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

The while Kant lays emphasize one the need to be objective & uphold duty to be moral, Hume argues that morality is centred around empathy, sympathy

Why duty alone is insufficient

① Whilst being overly objective it may lead to widening gap between public & officials (eg) Public apprehensive to go to police.

② Extreme objectivity may not be effective in grievance redressal.

(eg) Unique needs of Transgenders cannot be considered to be at equal terms with others.

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(3) Sympathetic feeling helps in ethical decision making (eg) Sympathy can act as the moral guide.

However, sympathy alone can also not ensure morality

(1) Empathy bias :- Paul Bloom argues that over emphasize on empathy violates objectivity (eg) Empathising with one's caste, gender

(2). It may create conflict of interest :- When objectivity & upholding duty is violated.

(3) This may also result in favouritism & corruption

Hence a unique balance is the way ahead

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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

While often higher education institutions confine themselves around imparting technical knowledge the National Education Policy has also emphasized integrity education.

Higher Education Institutions in promoting integrity

(1) The students are still in a learning process and are guided by senior professors. Integrity in doing researches, not stealing anothers work & working in a team giving due credit to each others work are necessary part of their education. This will impart

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integrity that keeps them honest in politics as well.

Difficulty :- Integrity is a value that is cultured at a very young age primarily by family & teachers. Often in higher education, their value system is difficult to altered if corrupted.

But it can be changed.

(1) Professors being the role models :- (eg) Socrates inspired Plato & Aristotle to stay honest & with integrity.

(2) Promoting values like credit sharing.

(3) Preventing copying another's work will instill values of honesty.

These adds to making a person honest even at political level

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

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

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

Caution is a necessary virtue in decision making & inviting people. If when deceived once, the need for caution increases.

As a human being it is justified that we make mistakes. However it is imperative to learn from your mistakes so that you do not repeat it. This is what is called as wisdom.

Exercising caution will ensure that we are prepared for all kinds of contigencies. & can quickly

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react to whatever situations.

Eg Despite cease fire agreement, India has strong force along India-Pak border

But however, it is also prudent to give second chances. The famous story of Angulimalas reformation after meeting Buddha. Seems testimony to it.

Even our criminal justice system centres around reformative justice.

But it is always prudent to be cautious of exercise pragmatism.

(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

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

The inactivity & silence of people is often ends up being a boon for evil men who ends up ruling them.

Eg Hitler ascend was not criticised by public who in effect ruled them.

Even in elections, we see many educated people refrain from voting. This is a kind of indifference that is borne out of ignorance.

Gandhiji said "to see the wrong and not act on it is cowardice." Often this inactivity is a form of ~~non~~ violence as one's silence is making one complait to the crime.

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To raise voice against evil is a moral duty of one and all. During Nirbhaya murder case, huge public protest resulted in the conviction of the culprit.

Such moral values are often guided by empathy & courage. It results in a collective good & welfare of the nation all together.

To not be ignorant to public affairs one should regularly watch news, actively involve in public discussions & effectively participate in political process.

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

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

It can be said that no body is born evil yet our society, situation & circumstances often makes one perform evil act. ~~To this end, Gandhiji said~~

Eg:

Often violence against women is socially conditioned & an outcome of patriarchy. ~~The~~

Gandhi has said that a "man is the product of his thought" When he grows in a corrupt & violent environment it is possible for one to be corrupt & greedy.

His thoughts are influenced by his ponts of social units like

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family and education.

In order to inculcate moral values it is imperative that he undergoes value based education inculcating integrity and honesty.

A person should also be involved in self introspection to be morally superior- Aristotle Socrates has once said, an unexamined life is not worth living".

Further it is imperative that we give the men who have become wolves" a second chance to reform. "

Gandhi pointed out that one should hate the crime/evil but not the evil doer."

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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 always have to balance their personal ambitions with public interest & direct the former to converge with later.

It has been done by many famous officers (eg) ~~Dr Har~~ TN Sheshan.

Yes it is possible to reconcile career & service obligations.

(1) Being impartial will ensure that one's efficient in policy decisions. This builds trust & credibility & promotion to key positions.

(eg) Dr APJ Abdul Kalam's integrity made him president.

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(2) Dedication & commitment for career advancement will result in better service delivery.

(3) Technical skill & knowledge & will to improve will result in improved aptitude along with attitude Eg Dr Varghese Kurien in charge of white revolution.

However, at times, the means to career advancement is corrupted resulting in poor service delivery

Eg Corrupting higher ups for promotion hurts public interest.

Hence our means should be ethical. & efforts should be whole hearted. for correct aptitude, aptitude with the attitude takes you to altitude"

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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।" उपर्युक्त 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

It is important that aptitude of the public servant is supplimented by the right attitude & compassion. In the absence of one, it becomes meaningless.

Competence without compassion:

In the absence of compassion, the policy making does not become inclusive

eg Often the tribals evicted during dam construction are unattended (Kaka committee)

It erodes the public trust in the systems & make the service apathetic to public's cause.

eg If during grievance redressal, police behaves without compassion to a abuse victim.

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Compassion without competence

Compassion without competence will not yield in any tangible result (eg) during terror attacks, Pakistan sends condolence without taking concrete actions.

Even Vivekananda has said that "preaching religion to hungry is nothing but an insult"

Hence compassion should be accompanied by competence.

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Indians values like "Vasudaiva kudumbakaam" adopted during G20 signifies that world is one big family. This creates a moral obligations for a person to lend help to another at far off place.

The society is highly globalised & functions on interdependence. Evil Evilation argues "Human beings are interdependent, sooner we realise, the better."

Often we see that boundaries blur inease of issues that violate

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human rights (eg Terrorism, Covid. The calls for collective actions & help.

Govt's moral responsibility

~~It~~ The govt cannot be held completely responsible because, they have the prime & sole responsibility of catering to their citizens as primary obligation.

However, if it is in a position to help, it becomes a mandatory when to provide it (eg India's vaccine maitree to address humanitarian crisis.

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

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

It is often an argument whether it is the individual who performs an crime or it is it the department which facilitates such a crime.

Individual as the ~~sole~~ culprit

An individual should be morally accountable to his actions. Ethical misconducts violates the voice of conscience for an ethical person even in the absence of any law.

eg. Tax ~~evasion~~ is avoidance is within legal loopholes but ethical person does not do it.

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Buddha to this extent said "Be your own light." It is impractical to expect the department to guide us & prevent ethical misconduct.

Departmental culture as whole is poor Accountability mechanisms coupled with weak transparency & opaqueness create a conducive environment to misconducts. This is often supplemented by lack of professional integrity & the peer pressure.

It can thus be argued that one cannot all people to be equally moral. Misconducts in workplace shows the deficiency within the department to implement norms.

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खण्ड–B / Section–B

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

कार्यभार संभालने के बाद, आपने स्वास्थ्य सेवाओं में सुधार के तरीकों का अध्ययन करने और उनकी पहचान करने के लिए जिले का दौरा किया। अपनी क्षेत्रीय यात्रा के दौरान, आपको पता चला कि मुद्दा सेवाओं की पहुँच का नहीं हैय 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 प्रभावषाली और प्रेरक के रूप में उपयोग करने के क्या फायदे और नुकसान हैं?

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

HEALTH CARE DILEMMA

The case depicts a dilemma between ends & means. Whether or not to use faith leaders to propagate the cause to meet the ends.

(a) Issues involved

Ethical Issues.

(1) Use of religion in a secular state :- may turn counter productive on long run.

(2) Prevalence of superstitions :- violating the duty of "scientic temperament"

(3) Dilemma of how far persuation will be effective in improving indicators.

Other Issues

(4) Upholding the directives given by

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superior officers, respecting hierarchy vs personal integrity

(b) Advantage of using faith leader as a strong element of "moral persuasion" as they possess credibility & public faith. Even during Covid vaccinations State had used the help of people of faith & religion.

It seems like a practise tested & successful by new by DDD. Hence it is a plausible option.

It also upholds obedience to superior

Disadvantage

violates the tenets of secularism. It may lead to high leverage for leaders among public further augmenting

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some other form of superstition.

Further lack of any form of deterrence may slow the implementation.

Q. Options other than faith leader.

↳ Use of deterrence : by creating a small fine, name shame campaigns like in Swacch Bharat ✱✱.

↳ Use of persuation : slogans like "Hum Do Hamare Do" has found suuess. other influencers like movie stars (eg Bachan) can be introduced.

↳ Spread of education. :- by spreading its positives among public

↳ Build trust :- by taking the first shot by authorities.

(d) often to create quick & effective result moral & faith religious people also used as way to persuade.

This is justified for a noble cause. In this case it being health & education which are fundamental rights. It is the duty of State to use effective methods to bring credible outcomes by forcing behavioural changes.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

Effective Service Delivery

The case depicts the challenges I face in keeping the morale of team high while ensuring an effective delivery of service to the public.

(a) Issues in the above case.

A) Administrative Issues.

(1) Officers being forced to work extra time without providing over time pay.

(2) Poor allocation of resources to SPV resulting in declining quality of service delivery.

B) Ethical Issues.

(3) Poor Emotional Intelligence from the team members in lashing out to public

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including sarcastic remarks.

④ Disobedience among members violating the departmental structure of delivery of service.

⑤ Declining quality of service.

(b) Actions available.

① Suspending the unruly officers by taking the complaints seriously.

② Ignore the complaint for the time being to avoid any disruption in the already stressed environment.

③ Consider ~~shifting the~~ providing one day off to employees per week atleast as the quality of service is of high importance. Also demand show cause notice from unruly employees.

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① Option 1: Suspending employee.

Advantage: It shows stern ness in action & upholding departmental hierarchy. It making accountability to complaint & Sarpanch

Disadvantage: It will further stress the already stressed work load. The employees dysatisfaction further increase

Option 2: let go for now.

Advantage: The 15 member staff remains as it is.

Disadvantage: This does not address complaint. Further it may lead to similar unruly behaviours & jeopardise the service delivery.

Option 3: leave & Show cause

Disadvantage: 1 day less service availability for public. Further, how the employees respond to show cause is

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not sure.

Advantage: Effective action against employee & meanwhile the stress of office is reduced by providing an off day.

My option is the 3rd one ∴ as it will ensure the 15 member team remains & warns the members of such actions in future. The quality of service is upheld.

(d) Dignity is the value accorded to a person. It is even enshrined in Article 21 of constitution.

Human dignity is dignity of basic food, water etc. Social dignity means respect one is accorded in society.

Dignity violations:
- Not timely disposing cases.
- Rude & ignorant behaviour especially towards elderly.
- Making people wait in que under sun without providing water.

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

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

(a) उपरोक्त मामले में कौन से नैतिक मुद्दे षामिल 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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Business Ethics & depth of responsibility

The case depicts the complex scenario of whether there exists a moral responsibility while adhering to profit maximisation. However Gandhiji said "Business without morality is one of sins."

(a) Ethical issues involved

(1) Poor accountability mechanism over the supplier resulting in safety violations

(2) Lack of empathy by the pharma company towards victim's family.

(3) Profit motive vs. corporate morality :- Need to maximize profit at any cost

(4) Death of workers creating loss of life & trauma to family.

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(b). The company might argue that they are not liable to paying damages as they had outsourced the work. Hence is no more under legal or moral responsibility for the loss of life.

The fall completely is over the production facility who have agreed to pay the fine.

However, it can be argued that, as part of the corporate social responsibility to public, their duty extends to the place they do business, purchase from, manufacture & sell items.

It can also be argued that, it is owing to the ~~pressure & greed that the~~ indirect incentive & poor accountability mechanisms that the

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production. facility violated norms.

The business houses like Nike promote products that are "child labour free" because, business entites cannot exist independant of social reality. Eric Erickson has said, "man is inter-dependent, the sooner he realises, the better."

Hence it can be argued that there exist a moral liability to pay damage.

① Moral responsibility can be understood as the act of doing something to be accountable to ones "inner voice". Gandhiji has categorised this as "voice of conscience"

A person be comes morally

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responsible for the actions committed, if ~~he has~~ his action / inaction has caused harm or difficulty to another person.

A person of strong value system like honesty will, integrity will feel responsible to an action even when others do not know it & becomes accountable to oneself.

Gandhi said, "there is a court above the court of justice. It is the court of conscience." This makes one morally accountable / responsible.

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आप और अजय एक साथ कॉलेज में थे, सिविल सेवा परीक्षा के लिए उत्तीर्ण हुए, प्रशिक्षित हुए और एक ही राज्य में काम किया। कुछ 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 ... 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

HIGH LEVEL CORRUPTION SCANDAL

The situation depicts a conflict of interest when a close friend activity is forcing to you to take action against him.

(a) Ethical Issues & Dilemmas.

Ethical Issues:

① Corruption & favouritism. :- by Ajay by his use of his public position.

② Conflict of interest :- At a personal space while one party u an account

③

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Ethical Dilemmas:

① Whether or not to report ~~ethical dil~~ (conflict of interest) to higher authority.

② How to prevent [personal & ~~public sphere~~ professional sphere] intermixing

③ Need to uphold [duty] towards department vs duty to uphold friendship.

(b) & (c) Options available & analyze-

① Take strict action ÷ duty by upholding duty:

Analysis: Kant has said "duty for duty sake". By upholding it I will do justice to the department & nation building however, it will result in losing a good friend & bringing trouble to his family.

② Leake the news to Ajay & protect friendship

Analysis: This is an unviable option

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because it violates the professional & personal integrity of the self. (Van Gough) has said that our action should be guided by "conscience" where as this violates it although upholds friendship. It may also result in departmental action against me.

(3) · Report conflict of interest to higher authority & take leave from s/r.

Analysis: This shows weakness as you are unable to act upon the duty entrusted in you.

However you become honest to both your friend & department

My Course of Action: I will do my duty as entrusted in me by the dept.

My inactivity makes me an accomplice in "corruption". To see the crime & not act on it is injustice" said

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Gandhi. I will further hope that Ajay will realise his mistake in future & see things from my perspective.

(d). Duty should be the moral motivation in the above case. Here I am entrusted with a specific duty. Kant said morality is in upholding the duty for duty sake.

My inactivity makes me an accomplice in the act affecting my "voice of conscience".

Case of consequence cannot be a moral guide in justifying corruption. Hence duty drives my morality.

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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 हस्ताक्षेप 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

CUSTODIAL TORTURE

~~Here~~ The case study depicts the custodial torture of the department of ethical dilemma of whether or not to support it.

(a) Ethical issues

(1) Departmental violence :- Using violence violates the values that department

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is standing for.

(2) Personal integrity :- being asked to be violated for upholding department's name.

(3) Vikas's dishonesty :- in clown playing the human right violations.

(4) Use of violence by the traders. :- to settle the dispute shows (intolerance).

(5).

(b). A principle oriented & rule-abiding police personnel must remain honest to the law over loyalty to fellow officials. He is guided by the

(a) Satya & Nishta to his work & dedication to uphold its value.

(b) Bound by the code of conduct

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& ethical norms of the department.

(c) Conscience : to remain honest & be considerate to people by making use of his / empathy.

Going against these determinants will create crisis of conscience & inefficient result in his poor morale at ~~working~~ workplace.

Further his indifference will make him part of crime & accomplice to act.

(e) Loyalty to dept vs impartial decision.

Loyalty to department is an important value as it will build a collective working experience & boost productivity & improve the work place environment

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environment.

However, it should at no cost violate impartiality. It is one of the foundational civil service value & "guiding light" to ones professional conduct.

He is ultimately in duty to serve the public & impartiality takes precedence to execute that task..

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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

IMMIGRANT ISSUE

The situation depicts our duty towards nation, immigrant population & to balance them for an optimal outcome.

(a) Issues involved:

(A) ~~Dipl~~ Ethical issues

① Racism: is a form of human right violation that can be substantiated

② Indifference of Ambassador: - by considering ~~non~~ immigrants as non citizen.

③ National interest vs public welfare: a major challenge for the diplomat

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(A) Populist politics :- by councellor by siding with locals.

"Politics without Principle" is a sin said Gandhi.

(B) Diplomatic issue

while upholding the economic interests, the welfare of immigrant should be cared for as well.

(b) Ambassador's position.

Ambassador is rightful in his intention to place national interest over local politics. This is a utilitarian position ensuring "maximum happiness for most people"

However, his indifference of considering immigrants as 'Indians no more cannot be justified. As we

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we have seen ~~the~~ immigrants play significant role in building nations through soft diplomacy - (eg) US Nuclear Deal 2005.

Further the issue is a human rights issue. A more pragmatic approach is the need of time like taking the issue up after executing agreement

(c) : The appropriate perspective to guide is human rights.

(a) (1) Duty towards ~~citizen~~ is of primary importance. After though the duty like UN mission & humanitarian efforts (eg) Peace keeping mission, visible

(2) Ease : Considering ease ensures Global good will for nations. (eg) Vaccine maitree. It ensures.

diplomatic technique

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(3) Consequentialism :- will result the morality based on ultimate good. In policy like buying cheap oil, 1971 war India has displayed it.

In its essence, the consequentialist view point will yield better result for the nation in the era of pragmatic policy making.

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