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NEXT IAS (Head Office) : 27-B, Pusa Road, Metro Pillar no. 118, Near Karol Bagh Metro, New Delhi-110060
Bhopal Centre: Plot No. 46, ZONE-2, M.P. Nagar, Bhopal-462011
Ph: 8081300200, 8827664612 | E-mail : mts@nextias.com | **Web:** www.nextias.com

(To be filled by candidate)

Name of Candidate : Sahil Meena

Roll No. : PTTP 220809

Registration Number : ..... **Date of Examination :** 17/08/23

Exam Centre : Old Rajinder Nagar ☑ Bhopal ☐ Online ☐

Test - 4 **Code : TC074**

MTS IGP Batch 2023

GENERAL INSTRUCTIONS

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.....

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

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(For filling by Examiners only)

Evaluator Code :

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

Signature

MACRO COMMENTS



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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.
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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

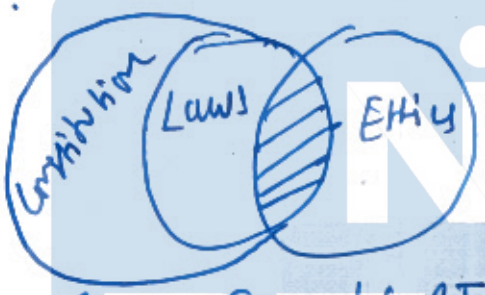
Public Service means taking decisions considering the longer interest of the society and not in self interest.

Laws and Constitution are the codification of ethical values and they aims to provide social justice to the citizens.

Hence, ethical principles should be given primary while carrying out official functions. Sometimes there are laws which are unethical like Sati was not illegal till 1829 but it was unethical.

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However, all ethical principles are ok to should not be blindly followed one should apply his/her critical reasoning on intellectual integrity. Therefore, there should be a middle path between two.



Eg: ~~Some~~ LGBTQ+ Community is considered unethical according to norms of Indian society. However, it is against constitutional value of Right to Equality and bodily autonomy.

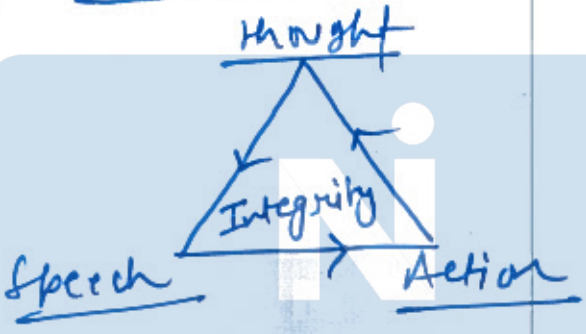
Hence, there should be a combination of these three in a sensible manner when taking any official decision keeping the larger public interest in the mind.

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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 means Consistency of thought, speech and action. and,



Civil disobedince means wilfull Violation disobedience of the law which is not considered ethical.

Now, integrity based civil disobedience means :-

→ Ability to Critical analyse the laws
→ Intentions should be clear & pure
→ Impact should be large and not for small things
→ Ready should be ready to bear the Consequences

Candidates must not write on this margin

→ should be used as a last resort

→ Gandhiji launched civil disobedience against bad law and was ready to go to jail.

An civil servant utmost duty is to serve the larger public interest hence personal integrity can be a justifiable cause for disobedience because:-

→ Rules are not infallible and prone to change

→ Inner conscience should be given utmost priority

→ It brings consistency in what we think & what we do give rise to self satisfaction

Hence, @ laws and rules should not be violated in general, and if they have to then it should be done keeping Moral principles in Mind.

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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 the inner feelings that arise from mood, circumstances and situations.

↳ Love, Anger, Envy, hatred etc

Emotions significantly impact

→ Personal lives of

↳ Help in create strong bonding & better interpersonal relationships by love, care

↳ stress management if we able to express our emotions

↳ shows our attitude, behaviour, values

→ Professional lives

↳ determines our emotional intelligence

↳ Influences ability to take decisions in adverse circumstances

↳ Also influence our productivity at work.

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Primary emotions that

↳ Negatively impact workplace productivity are:-

① Anger → decrease our tolerance & patience limit and ability to reason

Eg Police torture recently in Tamil Nadu

② Envy → Prevents teamwork & better Cooperation & promotes Unhealthy Competition

③ Hatred → degrades whole organisation

Eg CRPF soldier firing on fellow Colleagues

↳ Positively impact Workplace productivity are:-

① Love → Promotes better interpersonal relationships

② Care → feeling of oneness, Employees take extra mile

③ ~~Responsibility~~ Sympathy → lessen the sorrow of each other

Hence, we can say that Emotions play a very prominent role in personal as well as professional lives. Hence, better emotion management should be promoted.

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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

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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 **personal life** deals with values such as Openness, responsibility, Love, Care, etc. and

Ethics in **professional life** deals with values such as Honesty, Integrity, Secrecy, Accountability etc.

Ethics in personal and professional life cannot be completely compartmentalized as:

1. Human Nature will be same in both the places
2. Values influence beliefs which translates to Attitudes and values are given by both
3. Way of life becomes integrated
4. Compartmentalisation neither feasible nor desirable as humans have emotions.

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Influence of Personal on Public life

Positive :- ① Less stress to better productivity ,i.e, stress management

② Love, care translate into empathy at workplace to better quality of service delivery.

Negative :- ① Conflict of interest situation sometime may arise giving rise to favouritism, nepotism, corruption etc.

② Issues of personal can hamper productivity.

Influence of Public on Personal life

Positive :- ① Sense of Inspiration gender equality into organisation translates to better treatment of females

② Application of values & translation of same in children Eg Competition

Negative :- ① Time management becomes hard to gives rise to conflicts between members

② Can put lives of Members at risk Eg IPS dealing with criminals

Hence, fusion is essential and desirable however, limit depends upon how emotionally intelligent one is.

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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

Deontological ethics tells us to focus on principles regardless of ends. It emphasizes on "purity of means".

Goodness is the result of internal imperatives because :-

↳ Person is internally driven to behave in an ethical manner

↳ Consistency should be there in beliefs & Actions.

↳ Person's ability to observe and feel pain of others differ

↳ Goodness should become part of one's personality otherwise it will not ~~bot~~ be permanent

↳ Ends change according to situation but means are universal.

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However, Goodness sometimes also result from Consequences

↳ "Greatest happiness of greatest number" → Utilitarian principle

↳ being unethical result into good Consequences, sometimes Someone stealing medicine to save life

↳ To promote good over evil

Eg In Mahabharata, Use of Aswatthama elephant to kill Dronacharya

From Virtues

↳ virtues guides oneself to follow the right path and Walking extramile Eg empathy for weaker section

↳ Goodness is according to space & time which comes to us through Virtues

↳ Provides strength to one's action.

Hence, Combination of all three should be there to promote goodness, however, there should be a tilt towards purity of means.

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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 चित 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

Tolerance is the ability to accept and accomodate practices, beliefs and opinions which are indifferent to an individual.

Toleration is purely an act of Mind of:-

↳ Person should make oneself open to different views

↳ should not have biasness

↳ Person should have high Emotional Quotient

↳ should be strong enough to overcome passions & desires

Toleration is the essence of Virtue as

↳ Make oneself able to think Rationally and logically.

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↳ Imbibe the feeling of forgiveness

↳ Prevents Conflicts of interest.

↳ Helps in resolution of disputes in an non violent manner.

Toleration is a strength as :-

↳ It involve sacrifices which everyone Cannot do.

↳ Toleration brings patience which can lead to better decisions and provides strength

↳ An Individual cannot be provoked easily

↳ Promotes better planning & strategy

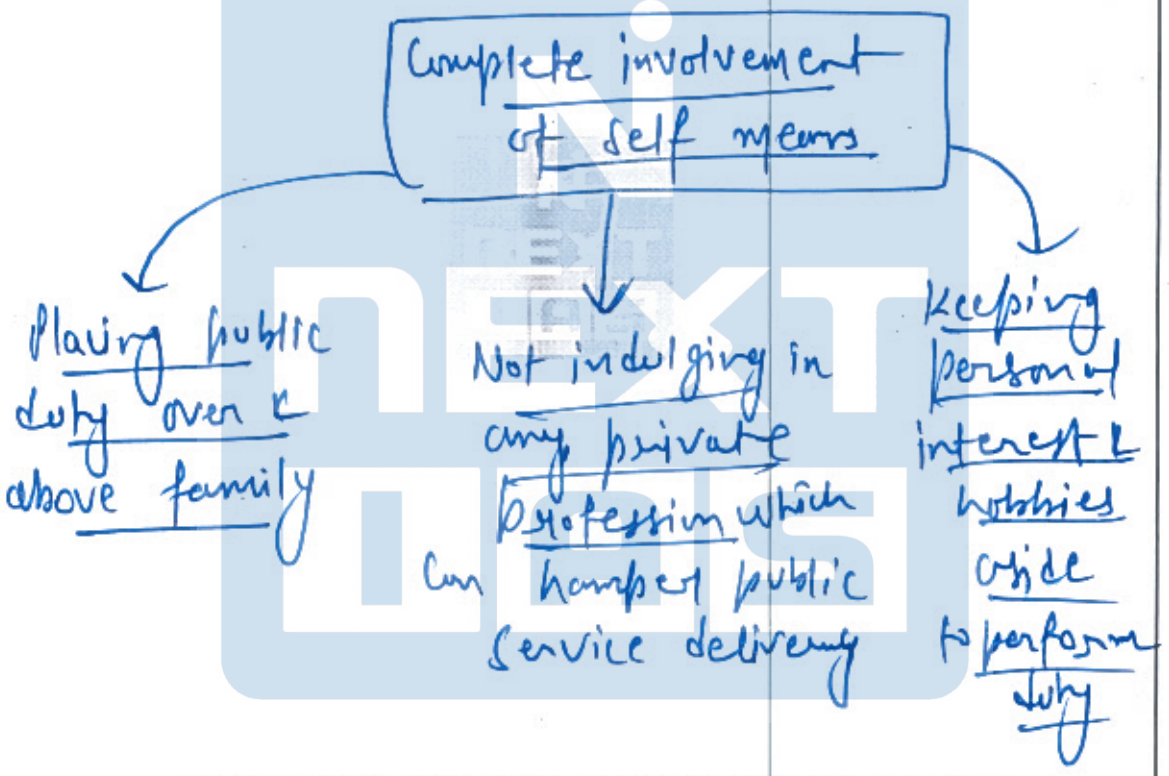
Hence, toleration is one of the most essential values and is more relevant in today's society due to rising Communalism, Caste atrocities, Gender violence, authoritarianism etc. Therefore, efforts should be made to accomodate tolerance in early age of a person

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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

Dedication to public Service means "Complete involvement of the self" in the delivery of public service.



Serving society is our first duty because

(1) Man is a social animal and man has to give back to society

(2) society contributes in the overall well being be it emotional, physical of an individual.

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③ Society Contributes for development of the Nation in the form of taxes

④ An Individual is linked to society through different interpersonal relations

⑤ Public servants also take an Oath for serving the society

⑥ DPSPs and Fundamental Duties (51A) also talks about serving society

However, it is also important to fulfill one's basic necessities because Indian philosophy always believed in balanced life

↳ which means material life is also important to some extent.

↳ Increase productivity of an individual if his/her material needs are satisfied.

↳ Golden rule which states that extreme of anything is bad, should be in right proportion

Hence, we can say that serving society is our foremost duty along with serving oneself.

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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

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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

Moral values are the standard of good and evil that guide person's action. It can come from government, religion, society or one's own self.

Moral Values	Non-Moral Values
→ Promotes public interest	→ Promotes self interest
→ Gives ability to understand the pain of others	→ Person become emotionless & not able to see other's pain
→ Consistency in thought, speech & action	→ Actions and words are in opposite manner
→ Promotes self satisfaction	→ Promotes guilt & frustration in long term
Eg Empathy, Honesty, Integrity	Eg Greed, Hatred, Violent

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The 5 basic moral values that can serve as foundational values are :-

1. Honesty :- being truthfull
2. Integrity :- Consistency of thought, speech & action
3. Leadership :- Provide a vision to the whole Organisation
4. Objectivity :- Taking decision based on fact rather than personal bias
5. Impartiality :- Treating everyone alike without any discrimination

Reasons for considering these values as foundational are

- Promotes equality
- Equity and efficiency
- utmost importance to dedication to public service
- optimum utilisation of resources
- Taking extra mile for weak sections

Hence, a civil servant must adhere to these values throughout his/her career. Government is also taking steps to inculcate these values such as Mission Karmyogi

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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

Democracy has to be participatory in its essence. Without involvement of citizens it is just a formality.

Civic engagement mechanisms can facilitate an ethics-driven administration as :-

(1) It promotes bottom-up planning taking ground realities into policy making

(2) Place citizens on an equal footing and as one of stakeholders

(3) Optimum utilisation of resources

(4) Better resolution of disputes

(5) Prevents conflict of interests

(6) Effective implementation of the policies

(7) Increase accessibility to the targeted beneficiaries

Candidates must not write on this margin

Mechanisms that citizens can use for ensuring ethics in governance are:-

① **Citizen charter**

It is a voluntary written document that outlines the commitment of organisation for service delivery along with grievance redressal mechanism

② **Social Audit**

Comprehensive analysis of the policy by matching official records with the ground realities.

Eg MGNREGA

③ **Laws**

- Right to Information, 2005
- Lokpal and Lokayukt Act, 2013
- Prevention of Corruption Act, 1988
- Whistleblowers protection Resolution

whether it is Agenda 21 or Sarkaria Commission or Punchhi Commission, all have recognised the value of citizen participation for better administration.

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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

Persuasion means changing the attitude and behaviour of the target group in the intended direction.

Dr. Robert Cialdini gave six principles of Persuasion :-

↳ Reciprocity :- doing in reciprocation

↳ Authority :- Charismatic leaders

↳ Scarcity :- willing to do which is less

↳ Commitment :- following one's words

↳ Liking :- following whom we like

↳ Social proof :- power of crowd

And various techniques can be employed for persuasion like :-

① By appealing to Reason

↳ logical argument

↳ scientific evidence

Candidates must not write on this margin

(2) By appealing to emotion
- ↳ Advertisements
- ↳ Real life examples

(3) By Aid to Persuasion
- ↳ Sales technique ↳ Body language

(4) By Coercive techniques
- ↳ Punishment
- ↳ Mind Control
- ↳ Brainwash

Hence, sometimes it become necessary to use Coercive power.

Like, (1) in case of COVID-19 Lockdown
- ↳ police were forced to use coercive techniques to impose lockdown

(2) fine for public smoking

(3) Swachh Bharat Mission
- ↳ fund will not be given to gram panchayat if anyone found indulging in open defecation

(4) Sometimes, to disperse crowd

Hence, there should be a balance between persuasion & coercion.

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

Aim of the foreign policy is to protect National Interest which can be represented in the form of sovereignty or territorial Integrity.

In today's World, Military or Economic strength is supreme because :-

(1) Power becomes means as well as end.

(2) Trust deficit between nations giving rise to security dilemma

(3) Ineffective functioning of United Nation to prevent wars. Eg Russia-Ukraine

(4) No permanent friend or permanent enemies only power is permanent

(5) Alliance are formed not on ideological basis rather Vested Interests

Candidates must not write on this margin

⑥ Absence of world government giving rise to Anarchical system

⑦ Disregard to Rule of Law

Eg: South China Sea arbitration rejected by China

However, it does not mean that Moral power totally go out of relevance:-

① Countries like India are respected because of its civilisational values like Vasudhaiva Kutumbakam

② Wars are very rare in todays world because of world public opinion

③ Countries believes in the dialogue to resolve disputes

④ following the principle of Common but Differentiated Responsibility – Respective Capabilities (CBDR-RC) Eg: Paris Agreement

⑤ Humanitarian Assistance provided by countries to each other during disasters Eg: Operation Dost for Turkey & Syria

Hence, ethical Strength is still relevant.

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 नजर 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.

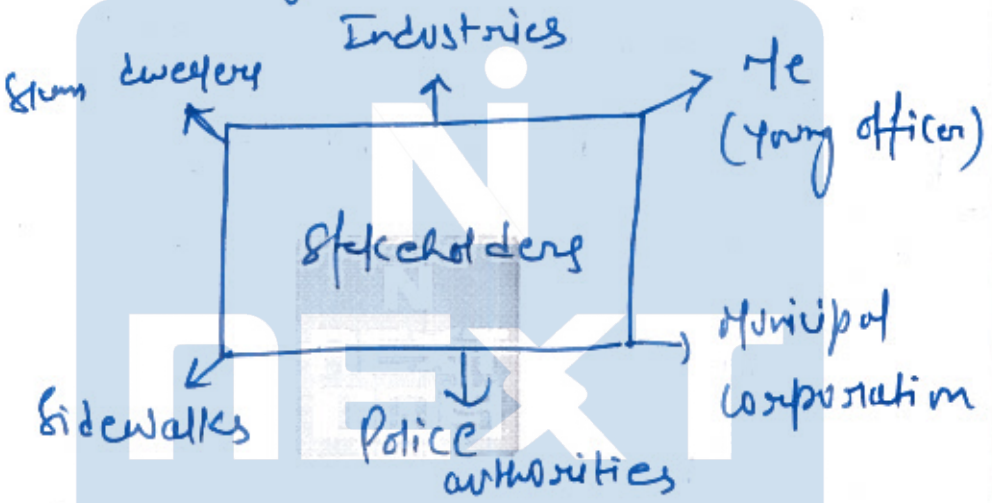
(c) What are the options available in the above situation?

(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

Article 21 provides right to Life and personal liberty. So, Urban slums which is an big problem in India, states that we as a society and state failed to fulfill these rights



(a) Value conflicts that can be deduced from the above situation are :-

(1) Professional duties Vs Human Rights

(2) Livelihood Vs Rules

(3) Professional ethics Vs Personal ethics

(4) Inequalities in the society

(5) Lack of empathy

Candidates must not write on this margin

(b) Empathy is the ability to share and understand the feeling of others by imagining what it would be like to be in that person situation.

whereas

Impartiality means treating everyone equal without any bias, prejudice or discrimination

Rules are very important for an administrator and they should not be violated. However, ethics is more important than rules because rules are made to provide justice to the people.

Hence, if there is a conflict between the two, administrator should go with the ethics but after proper analysis of all the options and it should serve the larger public interest.

Candidates must not write on this margin

(b) A person breaches the traffic light because he has to reach the hospital should not be punished.

(c) As an administrator the options available to me are :-

(1) following the Orders and clear illegal encroachment

Merits → It will free the city from slums and improve traffic and living conditions of nearby people

→ In this way, I will be able to uphold my professional duties

Demerits → Sidewalks will become homeless and their condition will become worse

→ I will feel cognitive dissonance after this drive.

(2) ~~I could~~ Let them stay till proper arrangements are not done for their rehabilitation

Candidates must not write on this margin

Merits :- • Atleast they will able to live in whatever way they are living
• Will give me a feeling of satisfaction

Demerits :- • Encroachments will prosper and it not good for the city and society
• I have to bear the consequences for ~~violation~~ not following my duty.

(d) following steps can be taken ;

→ Provide employment in the local areas itself by the way of small scale industries
→ Encroachment should be removed but rehabilitation work should be strengthened
→ Provide Urban employment so that their livelihood improves (IGNUELGS, Rajasthan)
→ Self - employment opportunities should be provided

Hence, it is our duty to provide life of dignity to all. Hence, steps should be taken to free nation from these slums.

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 है? 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?

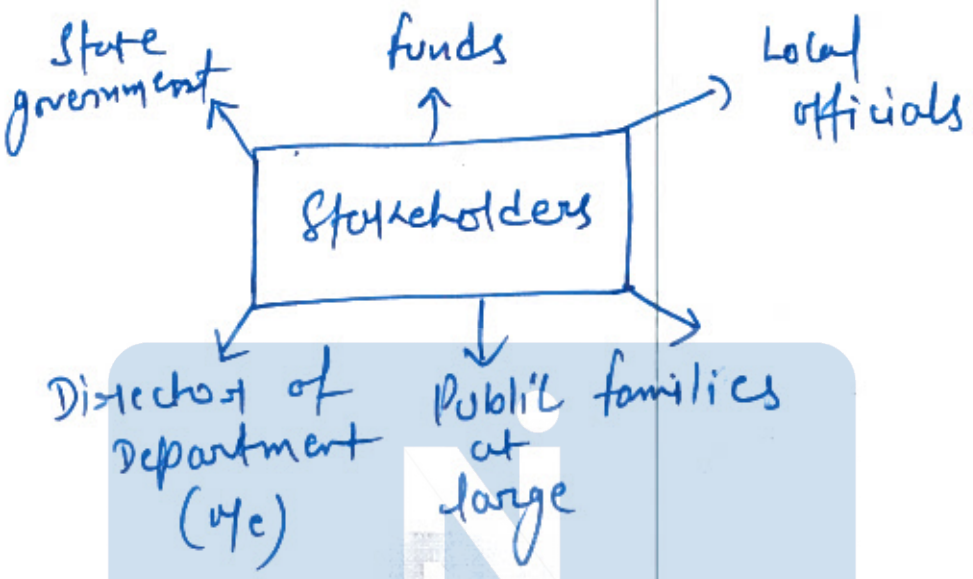
(c) What, according to you, can be the reasons for such welfare frauds happening in the country?

(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 is an fundamental right under Article 21 of the Constitution.



(a) The issues involved in the above case are:

→ Loss to public exchequer due to fraud

→ Impacting maternal health due to ineffective implementation of policy

→ Privacy of individuals can be breached

→ Corruption done by local officials

→ Lack of digitisation of records and documents

Candidates must not write on this margin

(b) Social & Welfare state and Privacy are both part of basic structure of the Constitution, Hence, there should not be Violation of any of them. Therefore, we have to find a middle solution.

Privacy should not be breached. However, for effective implementation of policies, data should be there with the government. Therefore, data should be collected but due diligence should be given to the thing that data should be used only for official purposes and not for any other motives.

Eg Aadhar data is collected for PDS under NFSA, 2013. Also, now Aadhar is linked with Voter Card. Hence, data is necessary for effective implementation but steps should be taken to prevent the breach.

Candidates must not write on this margin

(C) Reason for ~~past~~ before frauds happening in the Country are :-

(1) Decline of ethical values such as integrity, probity and rise of unethical values such as greed, envy, hatred etc.

(2) Sanskritization of corruption, i.e, acceptance of corruption by the society

(3) Lack of digitisation due to poor technological infrastructure

(4) Nexus between politicians and bureaucrats giving rise to collusive nature of corruption

(5) Poor tools of accountability and transparency

(6) Weak institutional mechanisms

(7) Poor ~~power~~ citizen participation in the policy making & implementation.

(8) Grievance Redressal Mechanism is absent.

Candidates must not write on this margin

(d) Ways and Means to prevent such frauds are :-

→ Strengthening of Transparency and Accountability Mechanisms

Eg RTI, Social Audit etc.

→ Public participation and awareness should be promoted

→ Effective implementation of laws & regulation Eg Prevention of Corruption Act, 1988

→ Value based training to officials

→ Departments should provide a charter for their services like Citizen charter

→ Promotion of ethical literacy in the society

→ Citizen Empowerment

Hence, these steps should be taken so that policies are reached to intended beneficiaries that leads to inclusive growth

Candidates must not write on this margin

→ Department Head acting as a 'mute spectator' even after knowing that process is wrong.

(b) The options available to me are :-

→ ① follow the orders of the Department Head and remain silent

→ ② ~~Approaching the internal mechanism of the department~~ Bring the report in the public through paper, social or electronic media.

(c) B Option 1

~~Merits~~ Advantages :- ① State will reach the revenue targets which will be used for social & economic development

② Mining will provide employment to the locals

③ Personally, I have ~~followed~~ to not go against the order of seniors

Candidates must not write on this margin

Disadvantages :- ① Lifes and property of thousand of people will be at risk

② Will go against my personal values which leads to cognitive dissonance

③ Biodiversity loss

→ **Option 2**

Advantages :- ① It will sensitize the public and maybe the project will be stopped as this can become a nation wide news

② Will give me a feeling of self satisfaction, ~~or ideas~~

Disadvantages :- ① Loss of revenue to the public exchequer

② Disciplinary actions will be instituted against me for violating Code of Conduct

③ Reputation of government will decrease

However, I will choose the second option because of a civil servant my foremost duty is to work in

Candidates must not write on this margin

the larger interest of the public even if i have to violate the rules.

Also, ~~Mean~~ Ends should not justify the means rather means should be pure

Hence, proper EIA is necessary for mining project and i will do try my best to make it happen.

(d) In my opinion, it is Wrong to think as that environment and development are antithetical to each other.

we should move towards sustainable development which ensures that development is done in the right manner and after taking the ~~long~~ view of the larger interest of the society.

Therefore, due process should be followed so that development activities could happen and we could reach to the goal of $5 trillion economy.

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 आक्रामक 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 स-ुदाय 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

Sovereignty and Territorial Integrity are of utmost importance to a Nation and Nations took various steps to defend them in the name of National Interest



(a) The ethical issues involved in the above case are:

→ Promotion of National interest without respecting the Human rights of Minorities

→ Collapse of democracy as XYZ Country is ruled by Junta

→ failure of global community and

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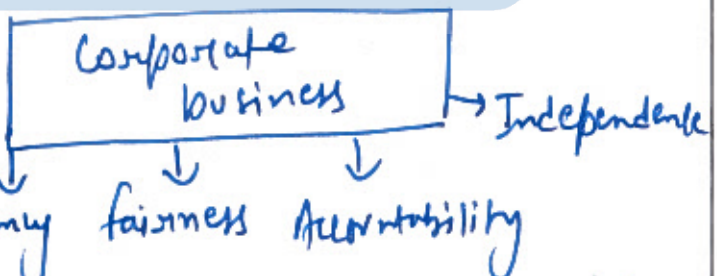
institutions to act in tandem

→ Imposing Majoritarianism in the name of ethnicity

→ Promotion of uniformity without respecting diversity

(b) ~~GAMA~~ Every Corporate Institution should ~~be~~ run business with keeping ethical values at the front because GAMA has been indirectly playing a role in the ethnic cleaning of minorities if they go ahead with the deal.

Every business should based on four pillars:-



Hence, when they go ahead with the deal they are not acting in a fair manner which goes against the ~~law of~~ values of International ethics.

Candidates must not write on this margin

(c) Corporate's social responsibility is a form of paying back to the society as society have played a role in the growth of the business.

CSR extends definitely beyond one's immediate community because we all are the part of one family, which can be deduced from the civilisational value of India, i.e, Vasudhaiva kutumbkam.

Hence, helping each other regardless of national boundaries and promoting ~~key~~ social justice is key to every corporate business.

Saint Tukaram also held that whole world is my family.

Theme of G-20 also stated it that 'one Earth, one family, one future'

Candidates must not write on this margin

Hence, prosperity and progress of Nations are linked with each other.

(d) Sensitive technologies should definitely be regulated by respective governments as they have the ability to impact larger world.

Reasons for regulating:

(1) They can be used in a fair & transparent manner

(2) ~~Key~~ cannot be used to promote vested interests

(3) Prevent them from going into the hands of Non-State Actors like terrorist organisations

However, government should not micromanage them rather they should do capacity building in terms of research & development, funds so that entrepreneurship can flourish.

Candidates must not write on this margin

11. श्री शर्मा 400 करोड़ 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 कीमत 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.

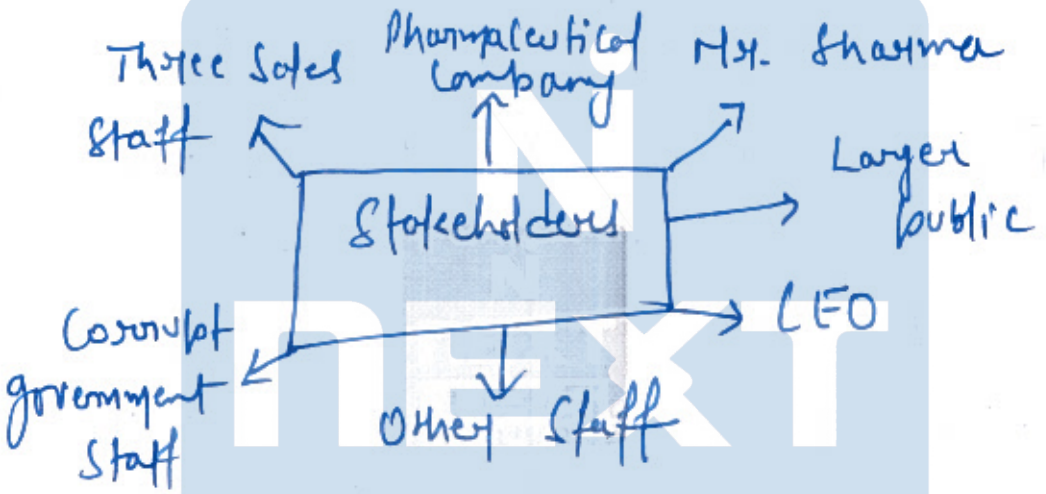
Mr. Sharma immediately reported it to his CEO, and the two discussed how to deal with the sales staff and whether to inform the government about the scam and the involvement of their staff. The issue was informing the government means that there was every possibility that they might be blacklisted, thereby 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



(a) Ethical and business issues involved in the case are:-

→ Profiteering

→ Collusive nature of corruption

→ loss of revenue to exchequer

→ Poor work culture of Company

→ Profit Vs rules

→ Affecting the health of larger public

Candidates must not write on this margin

as many citizens were not able to purchase Medicines due to higher prices.

(b) The options available to Mr. Sharma and CEO are :-

① Informing the government about the whole scam

Merits → • Revenue loss will be prevented and hospitals will get medicines at a reasonable rate

• Nexus will be busted and corrupt official and staff will be behind bars

• Mr. Sharma and CEO will feel self satisfaction as they have done their duty

Demerits :→ • Company will be blacklisted and maybe banned. Loss of livelihood to thousand of employees including Mr. Sharma & CEO

• Medicines will not be accessible as this company has huge share in tier 2 and small cities do

Candidates must not write on this margin

health of larger public will be at risk.

(2) Approaching the internal vigilance mechanism of the health department and dismissal of three staffs

Merits :- (1) Company will not be blacklisted and will able to provide Medicines in a fair manner at equal prices

(2) Livelihood of employees will be secure

(3) Corrupt official will be behind bars.

Demerits :- (1) Lack of Action against the government corrupt officials

(2) Other staff may indulge in this process after sometime.

(C) Giving freedom to the employees is very necessary to promote innovation and new ways of service delivery. Hence, freedom is not an issue. The issue which led to this scam

Candidates must not write on this margin

is the Unethical nature of Corrupt government officials and staff in the form of greedy nature, lack of Compassion for other public, not following Code of Conduct & Code of Conscience and giving priority to self interest over public interest

(d) Steps that can be taken are :-

→ Strengthening of Internal Audit Mechanism

→ Promotion of Ethical Literacy

→ Value based training

→ Proper Rewards to staff so that they do not indulge in such activities

→ Declaration of prices in an open & fair manner to public. so that none can asks higher prices

→ Promotion of Good Work Culture
Eg ISRO, TATA Steel

Hence, these steps should be taken to enhance ethical Corporate business.

Candidates must not write on this margin

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 गईं, 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.

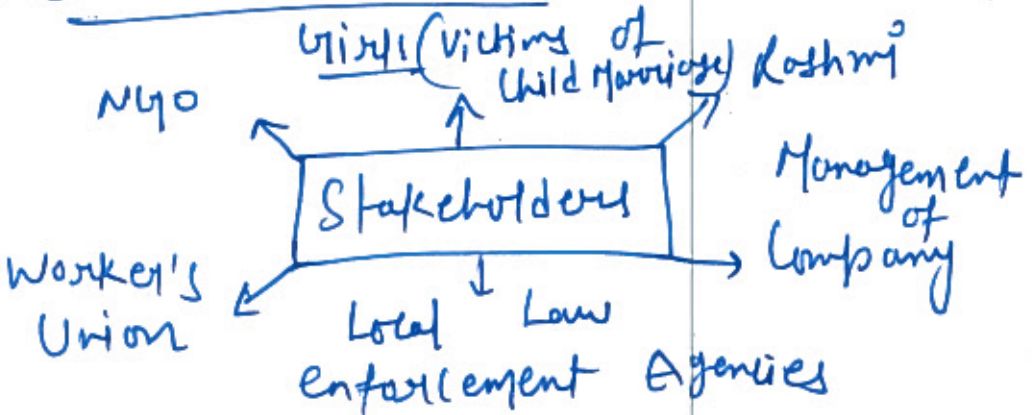
(a) What are the issues involved in the above case?

(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

Child Marriage is one of the greatest evil in the social dimension that is prevalent in India. Around 1/3 of all total child marriages around the world are in India.



Candidates must not write on this margin

(a) The issues involved in the above case are:

→ Tradition and customs Vs the rights of young girls

→ Business Vs social responsibility

→ Social Work Vs Obstacles by the society

→ Poor implementation of laws by law enforcement agencies

→ Gender inequality

→ Patriarchal Nature of society

(b) The option available to Kashmi is that she should approach the local religious leaders, local panchayati Raj representatives and bring them on table with the local and district administration.

Candidates must not write on this margin

There should be sensitization of the leaders about the consequences of this evil of this will hamper eg education & health outcomes, poor economic empowerment, poor maternal/x infant health, further promote gender inequality.

Hopefully, leaders will understand the graveness of issue and will help in spreading the message and people will also listen to them as they are seen as source of authority in religious or personal matters.

(c) Companies should definitely accept responsibility for the social problems in the area of their operation OR at large.

Candidates must not write on this margin

Reasons :- ① Corporate ethics upholds ethical values of compassion, empathy for vulnerable sections.

② It is the local people who work in these companies. Hence, companies should pay back to the society

③ Companies are a source of livelihood for local members. Hence, companies also have a upper hand and they can persuade them to not indulge in fouls evils

④ It will further contribute to the repute of the company

④ Reasons for such an agressive reactions of from the workers' union are :-

→ They consider it as an encroachment upon their customs & traditions.

→ Patriarchal nature of the society

Candidates must not write on this margin

which does not treat Women alike to Men.

→ Poor ethical values and low awareness of rights of Women

→ Education and economic empowerment not seen forte of women

Rashmi should not immediately take extreme steps as this will lead to bigger dosh. She should take gradual steps

→ (1) Involving local & religious leaders

→ (2) Empowering women to speak up for themselves

→ (3) Sensitization of society through examples of role models (Eg Kiran Bedi, Draupadi Murmu)

→ (4) Incentives & Rewards to not indulge in child marriage

→ (5) Proper facilites for education & health

Government has brought Prohibition of Child Marriage Act. However, holistic development in terms of health, education, skills should be done.

Candidates must not write on this margin

Space for Rough Work

NEXT IAS

Candidates must not write on this margin

Space for Rough Work

NEXT IAS