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(To be filled by candidate)

Name of Candidate : SHOIAB

Roll No. : PTTP 221500

Registration Number : MIAS23000018756 Date of Examination : 14th Aug. '23

Exam Centre : Old Rajinder Nagar ☑ Bhopal ☐ Online ☐

Test - 8

Code : TC078

MTS IGP Batch 2023

GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 59 pages. Immediately on receipt of the booklet, please check that this QCA booklet does not have any misprint or torn or missing pages or items, etc. If so, get it replaced by a fresh QCA booklet.

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.....

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

[To be filled by the STUDENT]

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

[To be filled by the EXAMINER]

Evaluator's response

(For filling by Examiners only)

Evaluator Code :

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

Signature

MACRO COMMENTS

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

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खण्ड–A / Section–A

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

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

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

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

India follows a welfare model of development which is enshrined in article 39 and preamble

How States Taxes & benefits people

→ Taxation gives economic power to state which helps in social welfare.

↳ Through welfare schemes – targets the most vulnerable e.g. PMKVY

↳ Ensures Inclusive growth

↳ e.g. Tax rebate on cycle rickshaw

↳ Ensure protection of most vulnerable ↳ e.g. PM Amma Yojana.

↳ Security of state from Neo-Colonialism

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The Concept of Giving it back

- The idea is the one is part of the society, he must contribute back.

→ The idea is also reflected in Hobbes's Social contract Theory, where State and Individual help each other grow.

→ The Indian value of "Daan" & "Nishkama Karma". Also seen.

Giving of back guiding civil servants

- Empathy for the Masses
- devotion to duty
- Dedication to Public service
- Accountability to Public at large.

⇒ One can only grow by giving of back. As Gandhi says "the more you take the less you have"

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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 — by and large nowadays follows weber's idea of "rationality in Bureaucracy".

Bureaucratic structure & its relevance

→ It ensures clear commands
  ↳ no discretion is applied & self interest is not applicable.

→ Value standardization [e.g. Conduct rules]
  ↳ No empathy bias
  ↳ proper delivery of service to public.

→ Accountability Mechanism [Social audits & RTI]
  ↳ service accountable to public at large
  ↳ dedication to public service.

Candidates must not write on this margin

But such Bureaucratic structure is criticized for → lack of empathy.
→ Red Tapism & Status quo.
→ Bureaucratic apathy to masses.
→ Means followed, results ignored.

so **Ethics** is important for civil servants in decision making

(1) It gives assurance to Ethical rules by society e.g. Code of Ethics

(2) It ensures dedication to duty.
e.g. Divya Devarajan learnt Gondi to help tribals.

(3) Decision in emergency
e.g. Son of Hotel helped students during Covid-19.

(4) Moral Conscience compass shows right direction [Van Gogh].

⇒ Ethical principles are guiding light when SOPs and laws can't help.

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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 – The set of standards set by society which helps to guide behaviour, choices and actions

- e.g. Honesty is considered ethical.

Integrity – The value of holding high ethical principles in all situations and in speech, thought and action

- e.g. – TN Govt – Integrative action against all parties.

Interrelation between the two

– Integrity is key ethical principle,

– without ethical standards one person can be integrative.

Candidates must not write on this margin

- and **Integrity** is considered as mother of all values.

Relationship of Two in Public Administration

→ Ethical principles helps a person remain integrative

↳ e.g. - Officer who is ethical will always act for benefit of Public

e.g. D.P. Chandhiary → ethical principles helped to achieve integrity even in tribal area.

→ **Integrity** Ensuring compliance to ethical behaviour

↳ e.g. Ashok Khemka - IS transfer but zero corruption.

↳ e.g. - Anil Shah through initiatives in Basic education.

⇒ Therefore Integrity is basis of all other ethical values.

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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 — ~~Beta~~ Behaviour of a person which is according to set of standards of society.

↳ e.g. - Integrity in Public Administration

Emotion Intelligence — The quality of being being to understand and ~~manage~~ manage emotion of oneself & of significant others.

↳ e.g. — ① understanding emotions to increasing productivity.

② Using message of Beti Padhao Beti Bachao

③ work culture improves

Candidates must not write on this margin

Emotional Intelligence as guide to Ethical Situations

→ Understanding the issue of stress.
  - e.g. – Grievance redressal mechanisms.

→ Showing empathy for victim
  - e.g. Arunima Sinha's road development.

→ Better productivity from oneself and ~~tool~~ coworkers.
  - e.g. Delhi police initiative for department emotional support.

→ Tolerant and Peaceful Society
  - e.g. controlling excessive action "Delhi Police: dil ki Police message.

⇒ Emotional Intelligence 2.0 focus on how emotions can help in ... ethics & productivity.

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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

Duty Ethics given by Kant focus on the fact the one should do his duty.

↳ e.g. → Arjuna must do his duty despite of whatever cost.

↳ Civil servant upholds law e.g. lathi charges for law and order

Sympathetic feelings are also key for moral Action. (David Hume believes that human feelings are key guide to ethical action.

↳ e.g. ⇒ empathy to weaker section

↳ D.B. Chandhary's action in Maral area.

↳ Babba's elderly home model.

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But sometimes, Anscombe argues mere duty nor good results can show moral path. Real moral conduct lies in fulfilment of self. Maslow has called this actualization of self.

But since actualization of self is difficult to achieve, Duty provides moral pathway for one's action.

And End goals of good i.e. consequentialism provides vision for moral action.

⟹ Anscombe's idea of balancing and fulfilment of human self can explored to find balance.

Candidates must not write on this margin

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

Developing a Scientific temper, innovative mindset, and civic-conscious citizens are major objectives of higher educational institutions. Can higher educational institutions be instrumental in promoting integrity education among youth to establish a public culture of integrity and a corruption-free political culture? If yes, how? (Answer in 150 words) 10 Marks

Higher education institutions shapes our intellectual abilities and provide guidance.

↳ (1) Scientific Temper
↳ helps in advancement of human race.
↳ e.g. development of various Chandrayaan.

(2) Innovative Mindset
↳ e.g. Chat GPT giving solutions.
↳ e.g. projects at school level.

(3) Civic Consciousness
↳ inculcating constitutional values.
↳ Brotherhood between different students

Candidates must not write on this margin

Education to Integrity & corruption free society

→ Inculcating moral & Ethical values
  └ e.g. - Delhi government happiness curriculum.

— Sense of Integrity in actions
  └ e.g. - Tripura's government's education policy's focus on duty of citizens.

→ Education Policy 2020
  └ focused on Ethical values, Indian value system, constitutional values.

⇒ R. Tagore ⇒ " values are like flowing rivers, we need to build dams of education to mould them "

⇓

we have to ensure such dams are promoting ethical values.

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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

Trust is build over period of time but one action can break all the trust.

This means of a person betrays if becomes difficult to trust again.

↳ e.g. (1) China - India War 1962 - Before war good talks but still attacked, so now always cautious of china.

(2) Pakistan's use of terrorism against Indian State. (as foreign policy tools).

↳ so no talks with terrorism on Taste - S. Jaishankar.

But Senses can be betray us this was also reflected in "Allegory of Cave" when you don't know reality, mistakes can happen.

↳ e.g. → Nambi Narayan Case → many facts

Candidates must not write on this margin

Our system view looks at people who betrays trust with [hope], showing empathy and support.

↳ e.g. Rajasthan's open jail model for rehabilitation inmates.

↳ Ajit Doval (NSA) → used militants to fight terrorism.

→ Gandhiji's "appeal of heart" and "Hate crime need criminal" philosophy also advocates for this.

⇒ Therefore [Trust] should become part of our culture. It helps establish [Tolerance] and [Peace] in society.

Candidates must not write on this margin

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

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

People's participation in Politics as a duty of a person according to Shanti Bhushan. He believed that even without following any ideology of political party one can participate.

Reasons for Participation

- Ensure democracy in its true sense.
  - e.g. Dr Ambedkar's idea of constitutional morality.
- Duty ethics of Kant's will apply as its under Article 326.
- It helps ensure political accountability and transparency
  - e.g. Through elections.
- It helps ensure notion of governance realizing Antodaya and Sarvodaya

Candidates must not write on this margin

But there is a lack of participation especially in younger generation due to

- Corruption in Politics [Verma committee]
- Ideology to Identity Politics
- Criminalization & Violence. [west Bengal Poll Violence]
- Dynasty Politics e.g. Clinton family in USA.

How lack of participation Justified

- with compromise their values
- with Human personal Integrity
- Accountability to participate is difficult.

⇒ B R. Ambedkar → Democracy is way to realise revolutionary change with Peace.

To realise true spirit of democracy it becomes necessary to ensure participation of all.

Candidates must not write on this margin

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

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

The philosophies of Egoism & Hedonism argues for self-interest and Rewards/Punishments are means for social conduct.

But [Plato] argues that there should be proportionality in the actions.

↳ [Innate Nature of Goodness of Man]

- ~~Thomas~~ [Aquinas] believed that it is human nature (God's will) to act just. He called this [Natural Law]
  ↳ e.g. helping others giving assistance

- David Hume - we have good feelings which helps to act just
  ↳ e.g. - Natural tendency of compassion for Vunnerable.

Candidates must not write on this margin

But now have become useless

→ Materialism as terminal value

↳ we have become ignorant that material can be instrument but end in itself.

→ Using man as means [Kant].

↳ How humans as using them as means.

↳ e.g. → Child labour.

↳ Human Trafficking.

→ War Wins - has neglected the idea Universal Brotherhood or Vasudhaiva Kutumbkam.

↳ e.g. Russia-Ukraine war.

⇒ Golden Rule which says "Don't do to them, which you don't want to be done to", which Aquinas believed to present in all religions, must be our guiding light.

Candidates must not write on this margin

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

Bentham argues that it is our goal to self-fulfilling. Hobbes also focus on "Psychological - Hedonism" showing self interest is human nature.

Self Interest of Civil Servants
- → Career progression
- → Good opportunities to work at high positions.
- → Benefits for family, own benefit [Aquires human nature].

But Public servant can't use his position to fulfill these self-interests.
- → Because it will violate "conflict of Interest"
- → lack of dedication to public service.

Candidates must not write on this margin

→ lack of empathy for the masses
→ corruption and Nation building.
↳ e.g. Tinsu Joshi - Impacted Nation building [Supreme Court].

Constitution, Laws & Service obligations

→ Follow duty of service
↳ e.g. Conduct Rules given by services.

→ Follow constitutional morality
↳ e.g. BR Ambedkar's idea of constitutional morality to social morality.

→ Follow Integrity & Ethical principles
↳ e.g. Probity in governance.

→ Follow Gandhian philosophies of Antodaya and Sarvodaya

⇒ Conflict of Interests between Public and Private role is normal but one should use ethical principles to solve it

Candidates must not write on this margin

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

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

Compassion → The ability to understand the suffering of others and taking a positive step to solve it.

- e.g. – Helping a friend in need.
- 2nd ARC 4th Report – Important for civil servant.

Competence → to use resources effectively, efficiently to fulfil duties

- Conduct Rules (1964) – Rule 3(2)(iv).

Competence without compassion

→ Results in lack of empathy

- e.g. → Status quo
- (PM) – Basic status [to senior status].

→ Dedication of servant compromised

- e.g. No initiative like one of Kerala's coastal state during flood.

Candidates must not write on this margin

→ Gandhi's idea of Antodaya
↳ says help the poorest and most vulnerable.

⇒ Such actions will result in inhuman nature of Bureaucrats.

Compassion without competency

– This will result in empathy but without support of action.

i.e. Empathy + action = Compassion
↓ lapping
can't be achieved.

→ No innovation stops life
↳ e.g. – Armstrong Pumi's Road development
↳ Kota's DM should remain.
↳ Bhuvana model.

⇒ Therefore we made the actions redundant and effectiveness, efficiency and competency decline.

Real action should contain Aristotle's moral virtues & Intellectual Virtues.

Candidates must not write on this margin

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

The idea of "Universal moralism" and "Vasudhaiva Kutumbakam" implies that we live in a interconnected world, and it becomes our duty to help other countries in need.

→ R. Tagore's idea of Universal Ethics also propagates this idea.

→ Swami Vivekananda also believed, "service to man, service to god" and he added that man means of all humans

↳ Therefore it becomes our moral duty to help

But such demands are also contested

Candidates must not write on this margin

(1) Lifeboat Ethics - one country has limited resource for oneself.

(2) International Ethics v/s Domestic Ethics
↳ moral duty but restricted by National Interest & safety of citizens
↳ Public welfare
↓
Taxpayer citizens

(3) Aid can have vested Interests
↳ e.g. Proxy wars in Africa.

(4) Aid can't be hostile countries
↳ e.g. Sri-Lanka & Pakistan economic crises. India helped Sri-Lanka.

⇒ Therefore such "universal ethical" principles can't be used to hold a country accountable for its moral duty to help.

↳ Though some basic principles like Human life, no war, ~~xxxx~~rights of people can be established.

(PM) - "we are not on anyone's side but side of Peace"

Candidates must not write on this margin

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

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

Civil Service Ethics → These are principles that civil servant have to follow while fulfilling their duty.

↳ Conduct Rule + Code of ethics

Civil Services as Management

Service to Public | Management of staff | quality delivery | Accountability | Time bound actions.

→ Management Ethics helps achieve effective, efficient and appropriate service delivery. [Rule 3(2)(iv) of Conduct Rules].

Department Issue of Ethical Management

(1) Code of Conduct → duty to ensure

Candidates must not write on this margin

integrity and dedication of all under you.

(2) Corruption in department
↳ legitimized by others.

(3) work ethics shapes individual
↳ e.g. Jabalpur DM fines staff for late duty.

(4) Social context - if not proper individual will do unfair acts.
↳ e.g. → corruption without Technology.

Ethical issue due to leadership

(1) Setting an example
↳ e.g. Mahesh Kumar fines himself 5₹.

(2) Duty to regulate behaviour of whole department.

(3)

⇒ **leadership** and **work ethics** both are incompensable tool for ethical management.

Candidates must not write on this margin

खण्ड–B / Section–B

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

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

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

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

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

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

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

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

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

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

Candidates must not write on this margin

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

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

The above case reflects the issue of misconceptions of health issue and vaccine hesitancy. This was found during the Pandemic in various parts of the world.

(a) Issues involved in the above case

→ Rationality v/s Faith → faith may persuade but rationality of argument compromised.

→ Short term Innovation v/s Long term goals Innovation may lead to further such involvements.

→ Empathy for people v/s Kant Categorical Imperative

↳ ensure welfare but can't be used universally in all situations

→ Proper standard of Procedures v/s Innovation steps to guide action.

Candidates must not write on this margin

(b) Faith leaders can be used to influence the action of villagers.

Advantages

→ Innovative way to solve issue

→ Using Emotional Intelligence to drive action

→ Effective delivery of medical care.

→ Use of beliefs to bring change.

[e.g. Mahesh Sharma used Hatma Rasm to bring change]

→ will help in Human resource development

→ growth of Local and social collaboration

Disadvantages

→ Compromise protocols of clinic delivery.

→ Using faith unconsciously, so logic can be compromised.

→ False consciousness developed in villagers which will be harmful in long run.

→ NGOs, CBOs & other PRI leadership could have used to persuade.

→ will be harmful for future procedure

Candidates must not write on this margin

(c) Faith leaders are specific to particular community and it will be difficult to enroll them.

Other option can be used

- Use of mass awareness campaigns
  - e.g. Nanhi Bajo in Rajasthan.
- Using emotional Component [Ratio's of Aristotle]
  - e.g. Beti Bachao Beti Padhao
    - Swachh Bharat, Swachh Bharat

→ Using local leaders, CDS, MCPS
  - who work with ground level.

→ Using ASHAs, Anganwadi
  - e.g. Family health programme.

→ Use of Technology → Digital awareness campaigns.

→ Incentivising → e.g. Bangalore Police Movie tickets.

Candidates must not write on this margin

(d) Ethical Component

→ Using faith leaders

↳ Empathy for masses
↳ improving healthcare.

↳ Using Emotional quotient

↳ Religion part of our country
[holds dominant, so it can bring changes.
↳ e.g. Trilogy for women (can / cant).

→ Against Ethical principles

wrongly promoting faith and proving irrationality

violating standard procedures

means of violating for results
[Gandhiji's opposed]

⇒ Such cases we should use all Rajasthan, even use of Religious leaders can be good but reasoning has to emotional only.

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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

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

Candidates must not write on this margin

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

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

(Answer in 250 words) 20 Marks

The issue is concerned with unethical workplace environment due to excessive workload.

(or) Ethical Issues.

→ Conflict for working staff w/s Delivery of Service.

→ Integrity w/s Personal health and of employee.

→ Kant's Categorical Imperative w/s Treating as special case.
↳ Loose sustainability of action.

→ Violation of SOPs w/s Dedication to duty.

→ Agent of these ethical conflicts

Other Issues

- Abusive language
- Stress on workers
- Poor quality of Service
- Rude & Abuse faced by society.

Candidates must not write on this margin

(b) **Action options available**

(1) Take actions against workers [Duty based approach] → as I'm incharge I have to do my duty before anon.

(2) Keep the work as it is [utility for short term] – ensure work temporary. It will complete task.

(3) Adjust work culture → to improve efficiency & effectiveness of service delivery. [utilitarian Approach]

(4) Ask for bonus to employees, shift the working of public dealings, give emotional training and visible breaks. [Humanistic model]

(5) Raise concern with HQ and go on a strike – it will solve long term problem but compromise public welfare for short term

Candidates must not write on this margin

(ii) (1) will fix the issue temporarily and result in delivery of effective service

(2) we keep HQ happy, but workers will be unhappy & stressed with poor service delivery.

(3) Adjusting will help to improve the situation but by and large problem persists.

(4) Difficult to implement Immediate recall.

(5) Strife may not subside & have ill effect between workers & HQ.

Course of Action — I will try to take short term measures, to form HQ about unsustainability without cost, I will give guidelines for public dealing. Lead by example and promote dedication to public service.

Candidates must not write on this margin

(d) **Dignity** → The value which upholds the importance or respect of fellow human beings.

↳ e.g. Dignity of your social location.

Human Dignity	Social Dignity
→ Respect of person as human being.	→ Respect of person due to social location
— common for everyone.	→ different for different individuals.
→ Inhuman to violate	→ social crime to violate
↳ e.g. ~~Murder~~ Slave trade.	↳ e.g. Untouchability.

Common Violations in Govt. Departments

- Lack of empathy for a human being
- lack of following laws
- Unequal treatment of Rich & poor
- Caste Discrimination

⇒ many reforms essential for success.

↳ e.g. Manager Meeting, Rotem Tata.

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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This case reflects the case of unethical practices in work environment. Such incidents were highlighted in [M.C. Mehta case] which means "absolute liability"

(a) [Ethical Issues Involved]

→ Profit vs Company for workers.

→ Duty Ethics [Kant] vs Compensation for Vulnerable section.

→ Lack of appropriate safety for workers

→ moral dilemma to refuse help to family.

→ Categorical Imperative [Kant] vs Ethics of care [Gilligan].

→ Safety of workers vs Profit of company.

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(b) Ethical Analysis of Company's Position

→ No direct Involvement in the given case
- so justifying action on the basis of Trust.

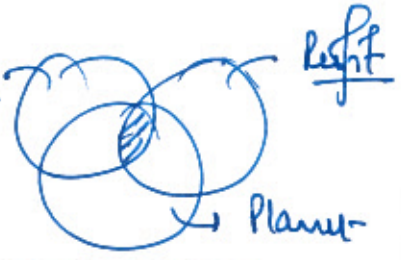
→ Profit Oriented nature
- basic principle of company is profit. So expansion was needed.

→ By Sender's apathy shown by company as if was not involved.

→ Of following 'Rule of law'
- company liable to pay under 'Absolute liability'

→ Moral Nihilism in Corporates
- believing only profit exists not welfare & ethics.

But this is countered by 3P model



3P Model

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⇒ Therefore it **responsibility** for the company to accept the accountability of the given action.

The company **should pay** but also ensure not only monetary means but other fundamental means.

(c) **Moral Responsibility** - The self assumed value of **person** to do an action but **driven by moral principles**

↳ e.g. → moral responsibility of a Civil Servant to be just.

When a person become morally responsible of company

- when they are involved in any way i.e. active or passive involvement.

Candidates must not write on this margin

→ when issue is related to their service delivery.

→ when issue is related to <u>selling</u> of the <u>manufactured</u> goods e.g. use of fruit in cereal manufacturing.

→ follow principle of "<u>Social Capitalism</u>" followed by Ratan Tata.

→ Ensure that duty of company is not just profit but public's welfare too.

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

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

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

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

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

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

(b) आपके पास कौन से विकल्प उपलब्ध हैं?

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

Candidates must not write on this margin

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

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

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

(b) What are the options available to you?

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

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

(Answer in 250 words) 20 Marks

Conflict of Conscience : Friend or Duty

This case highlights the **corruption nexus** between **politicians** and **businessmen** highlighted by **Veera Committee**.

(a) **Issues & Dilemmas**

→ **Dilemmas**

→ Friend in needs v/s Corruption intolerance

→ Special Case for Good friend v/s Kant's Categorical Imperative

→ Integrity & Probity in Governance v/s Selfish Interests of friends

→ Personal Benefit & Serving Political Masters v/s Upholding accountability & constitutional morality

Candidates must not write on this margin

Issues → corruption in Bureaucracy
→ Moral dilemma of civil servants
→ cases of conscience

(b) Options available

(1) Duty based action of following rule of law and conduct standard operation

(2) Diffuse the stand operation to let go if friend in need. [Sympathy for friend].

(3) Asking friend to take political pressure instead on secretary and rescuing yourself from case

Candidates must not write on this margin

(1) Option 1 → will ensure duty & uphold rule of law.
→ will ensure zero corruption
→ conscience will not be compromised.
→ Wife → friendship lost
→ minister might after transfer & posting.

Option 2 → will keep friends & law loyalty towards me.
→ Wife → compromise law of the land
→ perpetuate corruption.

Option-3 → running away from responsibility
→ corruption.

⇒ Course of action → conduct search operations.
→ Take appropriate action
→ Inform chief secretary for all corruption charges.
→ Ensure to suggest reforms to change MLAs [Long term Reforms].

Candidates must not write on this margin

(d) The moral motivation with Hind as B.R. Ambedkar said :-

(1) Constitutional Morality - i.e. upholding rule of law.
↳ Zero tolerance to unconstitutional modes of corruption.

(2) Social Morality - welfare of society as well as my friend will not come from materialistic gains but doing the right thing.

Duty, Care or Consequence
↳ It should be duty [constitutional morality], Consequence [social welfare] & Care [showing right way to friend].

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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

Candidates must not write on this margin

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

Issue of custodial Violence

- The case highlights the custodial violence prevalent in criminal justice system.

(a) Ethical Issues

(i) The decadence of empathy for the culprits.

(ii) Misuse of power by the police officers.

Candidates must not write on this margin

(iii) Breaking rule of law
↳ i.e. inquiry without magisterial remand.

(iv) Justice by action instead of justice by law.

~~(a)~~ (b) In the above case both ethical principles of justice and law was broken.

Rule abiding & Justiciable police

→ would register FIR / complaint immediately.

→ will not take any action before the pursuit of Judiciary.
[Rule of law].

→ will ensure proper care for the people in custody [Ethics of care].

Candidates must not write on this margin

→ Inquiry about any violent action which come out accident.

→ Proper guidelines for 'SMART' policing must be established.

→ Leadership role by the officer incharge.

→ Treating criminals as humans
  └ Innocent until guilty.

→ Apart from this particular issue
  └ proper systems so such action don't happen
    └ 24/7 patrolling
    └ Modern Policing instruments
      └ e.g. like Police-Mitras of Delhi Police.
    └ upon context & technology
      └ e.g. NFRS used for recognition of person involved.

Candidates must not write on this margin

(c) Priority to Dept. v/s Impartiality & Non-Partisan

→ Impartiality and Non-Partisanship are fundamental values for a civil servant. Therefore they can't be violated.

→ Without free police will commit democracy into mobocracy [Kant].

→ Govt should be ethical Pendarvis & technology to ensure that-

But saying that Priority to Dept.

- Cohesion among Police offices
- Better coordination
- Ensure temporary relief from such factors.

⇒ But actual police duty should be based on "Seva, Maya, Rakshya"

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

The above case shows the issues faced by diaspora across the globe

The stakeholders are

- Diaspora Population
- Local Population
- Your country
- Foreign country.

(a) Ethical Issues

→ Discrimination on the basis of Race & Ethnicity

→ Moral apathy towards plight of different community.

→ Cultural Chauvinism by the local community.

Candidates must not write on this margin

→ Some ethical dilemmas as issues

- Duty as officer vs Empathy towards citizens
- National interest vs Justice [cardinal virtue]
- culture of country vs Economic partnership

(b) **Ambassador's position**

→ Is driven by the national interest of the country.

→ As economical deals are beneficial for citizens of the country and they are justified over the diaspora.

→ Ambassador views are mostly based on International ethics

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But at the same time [Ideas]

of the diaspora can be tapped

- Reasons
  - Universal Moralism
    - any human being equal.
  - Kant's Idea of duty
    - duty to protect diaspora & Injustice,
  - Martin Luther K. Jr
    - "Injustice anywhere is threat to justice anywhere"
  - Ethics of Care - should be employed.

⇒ The action should be based on "Emotional Intelligence" to bring unity among the mass like any Civic Nationalism

Candidates must not write on this margin

(c) Law, Consequentialism & Duty

→ For guiding Foreign Policy priority should be given to Duty i.e. serving the National Interest.

→ But saying that Consequences of actions should be looked at they determine future of country and the world.

↳ e.g. 1991 reforms due thinking of consequences

→ Law Ethics → driven from morality of Universal Brotherhood or Vasudhaiv Kutumbkam

↳ Though we are driven by National Interest but Ethical Standards should guide our duties.

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Space for Rough Work



Candidates must not write on this margin

Space for Rough Work



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NEXT IAS