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Exam Centre : Old Rajinder Nagar ☐ Bhopal ☐ Online ☑

Test - 4

Code : TC074

MTS IGP Batch 2023

GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 64 pages. Immediately on receipt of the booklet, please check that this QCA booklet does not have any misprint or torn or missing pages or items, etc. If so, get it replaced by a fresh QCA booklet.

Candidates must read the instructions on this page and the following pages carefully before attempting the paper.

Candidates should attempt the questions strictly in accordance with the instructions specified in the question paper and in the space prescribed under each question in the booklet. Any answer written outside the space allotted may not be given credit.

Question paper will be provided separately and can be taken by the candidates after conclusion of the exam.

.....

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

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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

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MACRO COMMENTS

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U.P.S.C.

1 (a)

Ans. Public services are aimed at ensuring a good and dignified life to all citizens.

Public service require loyalty to:

(1) Laws → to ensure rule based order
↳ since are given by executive, thus based on discussion
↳ to prevent anarchy

(2) Ethical Principles → to ensure inclusive governance
↳ compassion to weaker sections
↳ honest and transparent public service

(3) Constitution
↳ since it contains ideals on which our nation is build and involves the vision of our founding fathers

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* Primacy should be given to Constitutional Morality as it involves various aspects:

(1) Equality of status & opportunity
(2) Treating everyone without discrimination
(3) Promoting peace & harmony
(4) Serving with spirit of fraternity and brotherhood
(5) Schemes made with keeping socialist aims in mind
(6) Public service protecting minorities
(7) Public service to ensure welfare State (Article 38)
(8) It gives duty to citizens under article 51A which ensures everyone enjoy rights.

thus DR. BR Ambedkar held that public officials must adhere to Constitutional values for giving citizens a life of dignity.

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1(b)

Ans. 'Integrity is doing the right thing even when no one is watching'. It is strict adherence to moral principles under all circumstances.

For Civil Servants, Integrity based civil disobedience is justifiable because:

(1) One of foundational values as per Nolan Committee

(2) Prevents the institutionalisation of corruption in system
eg IAS Ashok Khemka rejecting Robert Vadra land deal.

(3) The ultimate responsibility lies to constitution and people.

(4) 'Injustice anywhere is threat to justice everywhere' (Martin L. King)

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(5) Thoreau also justifies that unjust laws need to be protested

(6) It will ensure no crisis of conscience

Eg Satyendra Dubey exposed corruption in NHAI's golden quadrilateral programme.

Gandhi also laid basis of his civil disobedience in the unjust laws & pratices by Britishers.

Similarly such pratical instance may occur for civil servant like:

(1) Giving clearance to project clearly violating EIA norms on superior pressure

(2) Fake cases of hate speech being asked to registred By police seniors.

In all such cases

thus one should follow inner voice of conscience and civil disobedience will allow the unjust laws or rules to be exposed and ultimately reformed

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2(a)

Ans. Man is by nature a social animal. He is guided by his emotions and has soul which seperates us from non living thing or machines and impact over decision making.

Primary emotions impacting workplace productivity

I. Negative Impacts

(1) Greed leading to institutionalisation of corruption eg Chanda Kochar scam

(2) Anger leading to poor decision making & negative environment

eg Lashing out at junior → fearful environment to work

(3) Lust leading to sexual harassment at workplace

↳ Impact eg. Women facing emotional & psychological effect → impact productivity

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④ Ignorance leading to culture of impunity
eg. Avoiding careless attitude of juniors later leading to delayed projects

II. Positive impacts

① Sympathy toward all colleagues.
↳ lead to inclusive environment
eg. greater productivity & bonding as all understand each other

② Confidence leads to productive work culture
eg leader if courageous will take tough decisions.

③ Calmness, one of chief emotion which ensure non heuristic solution and decision while considering all option.

Thus Daniel Goleman held that, "Emotional Intelligence is more important for success in 21st century that IQ".

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2(b)

Ans. Technical efficiency highlights aptitudinal proficiency of a person as he is good with operational aspects. Social efficiency shows the fulfilment of social obligations and needs of society.

eg for DM → Timely implementation of schemes is technical efficiency

↳ while ensuring inclusivity is social efficiency.

Ethical efficiency on other hand is doing the jobs while having strong moral basis and abiding by ethical conduct

It is more important as:

(1) Ensure integrity in work process

(2) Compassion towards weaker sections

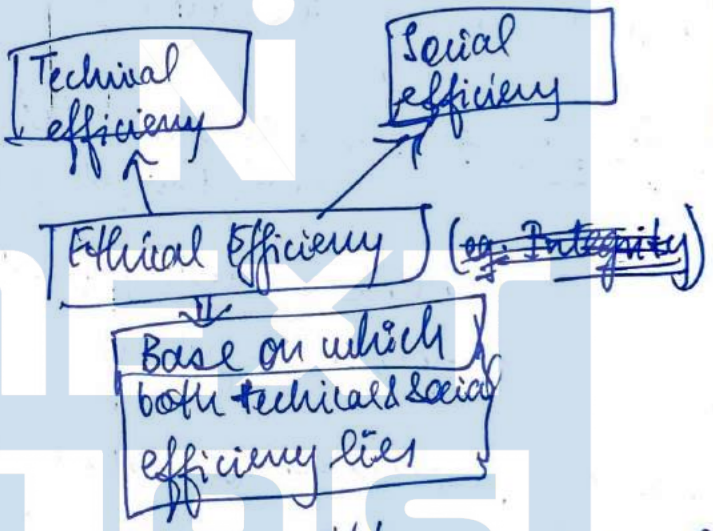
↳ lead to social efficiency

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③ Efficiency in work ethics
↳ lead to technical efficiency

④ Honest and transparent conduct which legitimises and imperse trust over technical & social efficiency.

⑤



eg Officer with integrity
- will be punctual → technical efficiency
- will be compassionate → social efficiency

eg IAS Dinu Dasajana
- → provided services to tribals
- → inclusive & ethical administration.

Thus following Nolan Committee Values, ARC guidelines is need of the hour

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U.P.S.C.

3(a)

Ans. Personal ethics refers to the ethical conduct concerned with individuals life while professional ethics are the one impacting work life.

Personal ethics impacting professional life

(1) Case of personal intrest Vs Professional intrest

eg Staying late to do job Vs giving time to children

(2) following integrity (personal ethics) or compromise it of situation demand

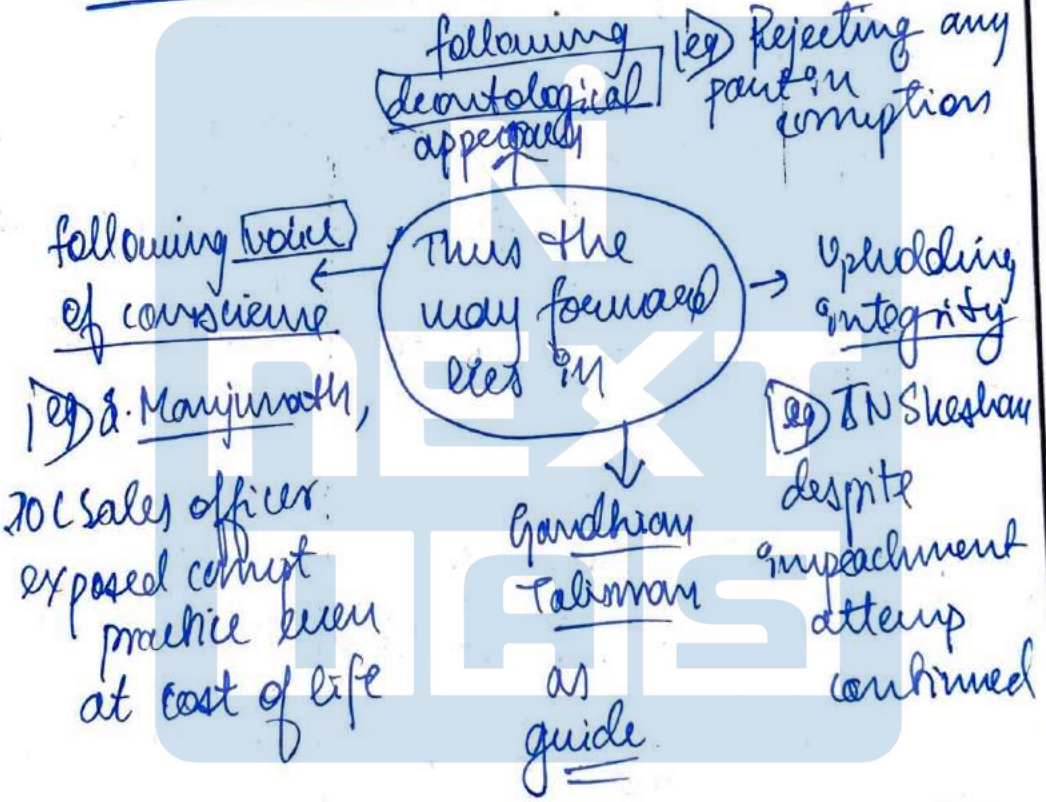
eg If Asked by boss to hide wrongdoings & promotion given as reward

(3) To go to any extent for professional goals or not

eg Insider information trading or not (Ramalinga Raju Case)

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* However, they both can be compartmentalised as in each case where dilemma exist, going with one value will inevitably compromise the second value.



Need of the hour lies in raising awareness, following code of ethics in personal and professional life

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3(b)

Ans. The real goodness can be defined as inherent & moral quality of person and shows his virtuous character.

Goodness is not reward from expected consequence because -

(1) Karmayoga Philosophy of Vivekananda & 'Nishkama' Karma of Gita suggest that we should do good not to expect some reward but on virtue of being human.

eg Mother Teresa or Baba Amte

(2) Expecting rewards & makes action unethical as ends are justifying means.

Whereas as Kant suggested, the means should themselve be inherently moral and is categorical 'imperature'.

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(3) Only when we do work without expecting reward, based on internal virtue, it will lead to 'Eudomony' i.e. happiness as per Aristotle

(4) Further moral sanctions also should not be basis as:

(a) They

4.1 They themselves may be unethical

eg Sati as moral practices till 18th century

4.2. Society's moral may conflict with inner conscience

eg Untouchability practise.

Thus as Gandhi said, 'Happiness is when what we think we do and what we want are in harmony', the goodness is 'internal imperative' for a human being.

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U.P.S.C.

4(a)

Ans. 'Tolerance' is the inherent virtue of human being which means to appreciate the difference and accepting value pluralism. It is called as 'substantive heart of liberalism' by Isaiah Berlin.

To Tolerate is purely act of mind because

① Requires knowledge and to understand difference
eg West more tolerate of freedom of speech & expression

② It is based on "inner dialectics (Plato's method) where we understand that diverse views are to be respected.

③ It is considered a virtue as it

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promotes

- Peace & Harmony in nation
  - Eg Nordic countries
- Promotes diversity
- Ensure global prosperity
  - Eg Period after II World War due to UNSC toleration

Toleration is a strength because as Gandhi said, 'Satyagraha' is not a weapon of weak. Toleration requires

1. Rejecting personal bias
2. Standing up to community
3. It makes person accomodating
4. Weak person bows down to prevailing norms.

Thus in rising trend of religious fundamentalism, hate speech, etc. globally tolerance need to be promoted.

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4(b)

Ans. The given quote says emphasis on man's duty towards his society.

The 'Dravida-Nayanar' philosophy of Vivekananda also held that 'service of mankind, we serve god'. Tagore's Humanism also teach us to serve society as priority.

It is important because:

① Man is communitarian and social animal, thus part of society

② We gain a lot from society, thus our duty to give back

③ Gandhi's Sarvodaya philosophy, that when the weakest link (citizen) is empowered, the whole

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society will be empowered

It is said that once we serve society, we may attend salvation of souls because satisfaction of soul lies in 'true happiness', which is achieved when we fulfill our social obligations.

eg Work of Kailash Satyarthi for Child Labour → in this duty toward society, he has achieved salvation of his soul.

Similarly Buddha after teaching world of causes and solution of sorrow attained Nirvana.

Thus in today's world for civil servants and citizens it refers to avoiding materialistic pleasures, short term gains, corruption for honest and meaningful life.

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4(c)

Ans. History is the story of evolution of mankinds. It shows the progress we have reached.

Period of Peace thus being 'status-quoist' in nature lead to be being empty in history books.

The period of violence brings innovation, 'disruptive technologies' leading to history being rewritten.

Trains shooting during Industrial Revolution in West, series of war happened and to gain better arms, iron & steel industry & new technologies emerged.

Similarly the most revolutionary nuclear technology of

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20th century evolved during II World War as Oppenheimer created it to stop war.

However it is one sided narrative and period of peace are also stage of growth and innovation as peace leads to stability, development of science, etc.

This can be seen in US, European countries which prospered post II World War and have filled history pages with huge number of innovations in all spheres of life.

Thus even though periods of peace are empty pages, history continue to be written within these empty pages.

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U.P.S.C.

5(a)

Ans. Civil Servants were defined as 'Steel Frame' of India by Sardar Patel as in their functioning lies success of our nation.

Moral values of Civil services	Non Moral values of Civil Services
① which leads to success of schemes	① which hampers government functioning
② Based on promoting public interest	② Based on personal interest
③ Given under Nolath committee guidelines	③ Based on greed, lust, etc.
④ Done by following own voice of conscience	④ Priority to ends justifying means

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5 universal moral values for Civil Servants

1. **Integrity** i.e. doing right thing even when no one watching
   - ↳ promote trust & legitimacy
2. **Leadership qualities**
   - ↳ vision & good decision making
   - (eg) Metroman Sreedharan
3. **Courage**
   - ↳ ensures resilience, fortitude & Ability to bounce back
   - (eg) IPS Sanjukta Parashar in Kodaikanal area
4. **Compassion**
   - ↳ ensures inclusive governance
   - (eg) SR Sankaran gave whole life for vulnerable section
5. **Impartiality**
   - ↳ objectivity & good work environment

These values form basis of good character.

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5(b)

Ans. Ethical governance ensure manner of use of county's social & economic resources for developmental aspect in an moral manner.

Civic engagement mechanism promotes Ethics driven mechanism

(1) It ensures transparency is there in administration

(2) Accountability upheld as answerability towards citizens.

(3) Regular feedback mechanism promotes timely improvement in working

(4) Consensus based approach allows demands of citizens are heard

(5) Ensures trust and legitimacy of administration.

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Mechanism available for citizens:

① **Citizen Charter** highlighting the rights, grievance redressal, duty of department (eg Railways charter)

② **Social Audit** Mechanism to ensure inclusive approach.
(eg Spread NGO in Odisha conducted 2 social audit in span of 6 months → schemes enrollment, awareness increased due to this exercise

③ Further complaint portals (eg. (PGRAMS), public info portal (eg Jan Soochna) are ways people can understand governance working

An active citizenry is bedrock of democracy & thus should be promoted.

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6(a)

Ans. 'Carrot and Stick' policy is time tested formula for implementing any social schemes.

The behavioral campaign do affect Affective (emotional) component of a person and raises consciousness towards an activity.

However 'ABC' model of Attitude defines that it needs to be backed with cognitive component. Thus ensuring strict laws and regulations promotes deterrance effect and reduces violation of laws.

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Case Study: When Traffic rules related campaign were introduced, it led to decline in violation, however they further increased after a point of time.

But strict rules and punishment under new laws led to decline in 'challans' issued by Traffic police as per 'MORTH' ministry.

Thus to bring social transformation, attitude change is must and need to be backed by both emotional appeal, counselling, advice and little force.

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6(b)

Ans. International Arena as per Hans J. Morgenthau is an inter state of Anarchy as there is no national government. and foreign policy is aimed at primary of national interest.

Military of Financial strength prevailing ethical strength

(1) Due to failure of International organisation
eg) Russia - Ukraine War

(2) Continuous neo-colonialism
eg) WTO no action against West

(3) Major powers themself violating human rights
eg) No action on China despite Uighur Muslims exploitation

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④ Economic or military power defining ethicality of action.

Eg Arab countries dealing with China despite it violating minority rights and no condemnation by OIC.

However importance of ethics can't be ignored

① Feminists differ from above power view and advocate human security

Eg 1325 UNSC resolution passed

② Nuclear Taboo exist defines ethical strength as reason impact policy

Eg US refusal to use it in Vietnam war

③ Countries try to establish legitimacy and ethicality of their policies

Thus need of the hour lies in promoting ethics in international relations.

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7. As per NITI Aayog, urban population is going to be 40% by 2030 while land area is under 20%, thus leading to problems of urban encroachments. The recent Delhi slums rehabilitation issue highlights how it is leading to issue of Right to livelihood for slum dwellers.

(a) Values at conflict in given situation

E. For young officer:

(1) Objectivity (removing slums) Vs Subjectivity by applying own emotions and dealing situation as per demand

(2) Following superior directive Vs compassion towards weaker section (finding alternative)

(3) Deontological approach (means to be just Vs Consequentialism (Ends

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slums to free urban space)

II. For slum dwellers & sidewalks dwellers

① human dignity (right to livelihood) Vs deterrance / fear of law

(b) Impartiality means not being partial or not being affiliated to any stakeholder while empathy is feeling pain of others by putting one on their shoes.

Both are foundational values of civil servant as per II ARC and on given situation are on conflict.

However as gandhi's talisman suggest if they are removed without any alternative it violates State's social contract and right to livelihood is a fundamental right under Article 21 (Olga Tellis case).

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Thus in given situation empathy should prevail over impartiality as in 21st century ethical governance means citizen centric governance and its aim should be altruistic

(c) Options available in given situation.

(1) Remove the encroachments of slum dwellers & those residing at sidewalks purely objective, following as per rules

(2) As part of Municipal Corporation present other rehabilitation alternative and then focus on removing encroachments.

2.1. Then removing encroachment when dwellers move out to new place.

2.2. Shift to temporary tents and remove encroachment before moving dwellers to new place

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(d) Solutions to tackle illegal slums and encroachments in urban areas

(1) Developing tier-2, tier-3 cities to reduce rapid influx of migrants.

(2) Reducing housing prices so that able to reside in living areas (low rent)

(3) Using schemes like PMAY-U to setup housing colonies at lower price

(4) Using surplus land available to be used for rehabilitation

(5) Promoting pull factors at source place of migration

↳ developing infrastructure, manufacturing, agri productivity to reduce migration.

Thus State should follow 'Yogakshema' (principle) and tackle issues ensuring welfare of all.

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8. The recent CAG report has highlighted how 7.5 Lakh beneficiaries were registered under single phone number to avail benefits under PMAY. Thus implementing welfare schemes comes with its own set of challenges as highlighted in given case study.

(a) Issues involved in above case

(1) Ethical issues:

1.1. Violation of Social Contract by citizens as committing fraud

1.2. Use of illegal means to gain money shows hedonistic tendencies

1.3. Privacy (fundamental right under Article 21) at stake if Aadhar used

1.4 Exclusion issue and inclusion issue shows lack of capacity and failure of welfare State.

1.5. Corruption done by officials

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(2) Financial: Loss of public funds due to inclusion errors.

(3) Lack of development of human capital

(b) Supreme Court on Puttaswamy Judgement held Right to privacy (Article 21 under) as fundamental right thus inalienable (John Locke).

However supreme court on Aadhar Verdict also held that privacy can not be the basis to deny welfare schemes using adhaar. The proper data protection norms exist, then privacy cannot overpower usage for welfare schemes.

To detect welfare fraud, it becomes necessary to link Aadhar Data & other personal details to prevent

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forgery and ensure no inclusion errors.

Thus as government recently passed data protection bill, welfare fraud can be prevented using private information

(c) **Reasons for welfare fraud**

1. Ethical reasons.
   - 1.1. Socialisation of Corruption (seen as common practise)
   - 1.2. Decline of morality
   - 1.3. Ends justify means approach
   - 1.4. Lack of fear of authority

2. Technical → poor data infrastructure to weed out fake beneficiaries

3. Administrative
   - ↳ Corruption high among officials
   - ↳ Lack of training & capacity

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(d) **Ways & means to prevent welfare fraud**

(1) Upgrading infrastructure of cyber department & using latest technologies to detect fraud via AI, Machine learning

(2) Training officials to understand emerging trends of welfare frauds

(3) Social Audits to be encouraged to check frauds at initial stage

(eg) Kerala Social Audit Society → exposed MNREGA frauds in Panchayats

(4) Awareness among citizens of laws, punishment for such dealings to create deterrance.

Thus good governance including e-governance is the need of the hours for effectively achieving goal of welfare State for India.

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9. The recent collapse of Mines in Odisha highlights how developmental process often come in conflict with environmental and human security.

(a) Issues and value violations in given case

I. Ethical issues

(1) Anthropocentrism over ecological conscience as Environmental impact neglected

(2) Corruption and neglect of duty by bidding officials

(3) Objectivity or following superior directive Vs Subjectivity at stake for officer

(4) Personal interest (~~profit~~ avoiding frauds) Vs Public Interest (environmental disaster)

(5) Crisis of conscience for Officer.

II. Environmental issue due to haeming

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of nature

iii. Threat to human security as well as long run as seen recently in Joshimath land subsidence due to illegal mining.

(b+c)

Options available	Merits of Option	Demerits of Option
① To as told and neglect findings of fraud	• In good books of senior • Avoid backlash • personal interest over public interest	• compromise honesty • crisis of conscience • environmental disaster may occur
② Show head potential threat of project on environment & request his interference	• Head may rectify bidding process • Middle path followed	• Head may avoid finding as may be involved with bidders • Punishment as gone before my domain

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(c) Report to head and if he neglect publish report or complain to higher authorities	• Will ensure bidding as per EIA • Protection of environment • Uphold Integrity	• May be transfered, temperary suspension

"There is no plan B, as there is no planet B" (Bdar Ki Maa). We need to protect our environment for future generations.

Following 'Ahimsa' philosophy of Gandhi which advocate on non-violence towards nature, Option 2 will be followed.

If no higher officials take any action then publishing findings to media will ensure my duty is fulfilled and integrity upholded. It will prevent crisis of conscience.

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(d) NITI Aayog in its assesment of 5 decisions of NGT Tribunals highlighted how it led to loss of 8k Crore rupees and jobs for 16k people highlighting negative impact of environmental consideration on development.

However development can't be at cost of environment because:

1. Key scarce resources availability
2. Malthusian argument of destruction if didn't control extraction
3. Harmful impact visible in form of mining collapse, land subsidence, etc.
4. Gandian argument, 'I more earth will be required to develop at level of west'.

Thus ESG norms recently included by SEBI are good ways to ensure sustainable development

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10. 'The prime motivation of foreign policy is preservation of national interest' as per Machiavelli. Based on this realistic assumption a countries conduct often raises questions on its ethical conduct.

(a) Ethical issues in above case

① Profit given priority over citizen's welfare.

② Human Rights negligence by GAMA as deal done with Junta

③ Power (economic, military) prioritised over human security by Junta

④ Lack of Ethical corporate culture in GAMA

⑤ Crony capitalism between GAMA and ABC country government

⑥ National interest of neighboring countries at stake as Junta

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acquired sensitive defense technologies

(b) Corporate business can't ignore international ethics. Gandhi's theory of trusteeship shows how profit is earned by using society's resources, thus corporates have a moral responsibility to follow ethics.

This utilitarian conduct by corporates by prioritizing pleasure (profit) over everything else set bad precedent for other companies.

It may benifit in short term but in long term companies's own image will diminish and will get lower profits.

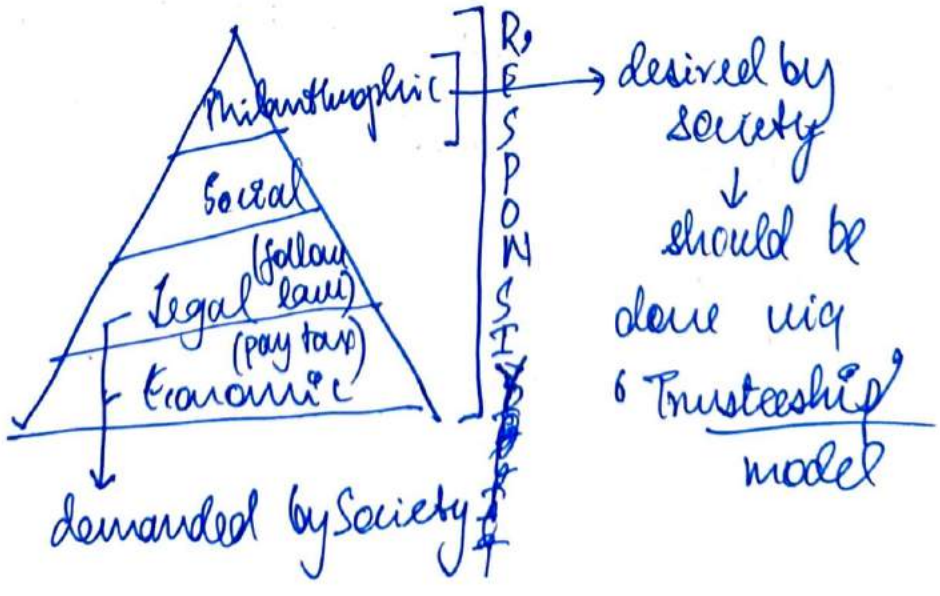
Further Corporate governance means ensuring profit of all stakeholders, thus considering human rights (citizen) is important.

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(c) Corporates work on 'profit' model and not on philanthropic model of NGOs or civil society.

Thus their CSR extends to mainly community where they operate and not everywhere. It should be the golden rule followed by corporates- since if they start donating funds for all problems of international community, it will harm interest of shareholders.

Thus Carroll's pyramid of Corporate Ethics should be followed.



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(d) Among all sectors defence is core among critical sector. It is deserved by corporates to be allowed freedom on trading these technologies on their own.

However in today's cob-web world, with rise of non state actors, technologies like drone (killing of Iran military leader by US. at airport), nuclear issue; the government's regulatory role can't be neglected.

Applying Greatest Happiness of greatest number philosophy of Bentham, to ensure global peace, regulation on sensitive technologies on defense becomes a necessity.

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11. (a) **Ethical Issues in the case**

(1) Pleasure over ethics or Commerce without morality by three salesman (Gandhian Sin)

(2) Violating trust of stakeholder (citizen) as given at higher price

(3) ~~Or~~ Crony capitalism between government officials & sellers

(4) Fraud with government by pharma company thus violating Social Contract by breaking trust

Business issue in the case

(1) Image of the company at stake

(2) Good performers are violating ethical norms thus loss to company if removed

(3) Fear of blacklisting and loss of revenues.

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(b) Options available for Mr Sharma & CEO

① Remove the three corrupt salesman and continue the process

② Avoid removing and giving them warning to not indulge in price manipulation in future.

③ Punishing the three officials, reporting to government about corrupt practices and ways they will ensure no such incident occurs in future

↳ best option & most ethical, will protect company's image & trust reinvented among workers. will be able to apply in future even if removed now in government tenders.

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(c) 'Direction' by company was not the issue as freedom allows:

① Out of box thinking
② Innovations
③ Going beyond rule - book.

Thus it allows maximum potential output of sales person.

Here as Abraham Lincoln said, 'The true character of a person emerge when given power'. Thus in this case individual's corrupt nature was issue. Since they followed:

① Ends justify means approach
② Pleasure without conscience
③ Personal interest over public interest

which led to corruption and issue for oneself and organisation.

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(d) Ethical Mechanism & Steps required

1. Strict action of corrupt actions to ensure Deterrance effect
2. Providing code of conduct and code of ethics for all
3. Regular ethical training of salesman
4. Praising honest salesman to ensure character is given priority over profit.
5. Seperate vigilance department within organisation for ethical overview of each staff.

Thus following Narayan Murthy's 'Stakeholder Capitalism' is required for a organisation to be successful in long run.

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U.P.S.C.

12. Civil Society organisations are working day and night to ensure social upliftment but often are faced with backlash from society as seen above case study

(a) Issues in above case:

2. Ethical

(1) Violation of human dignity (child marriage)

(2) Fundamental rights violated under article [21]: Right to life with dignity

(3) Violation of law as child marriage continued

(4) Patriarchy deeply rooted and promoted by union members

(5) Loss of childhood/innocence as child married early

(6) Lack of ethics by management of company as gave in to demands of union members

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U.P.S.C.

II. Issue of violation of law
III. Economic & social issues as strike threatened by union members & loss of demographic dividend in form of early marriage

(b) Course of Action for Rashmi:

(1) Try to persuade company to not give in to demand of union.
(2) As they allowed her earlier on voluntary basis, she can't force them to re-allow her
(3) Find alternative place to conduct workshop while trying to persuade management at same time
(4) Try to persuade union members so they may back down.

Involving local

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administration to take action of an company is not good step. Rather she can ask administration to provide her alternate space for raising awareness and conducting workshops.

(c) ~~Ethical governance~~ As Gandhi held commerce without Morality is a sin, companies should take some steps either in form of CSR funds or own NGOs.

It is required ethically and improve image & they trust in company. In long run it increase investment on the company.

Case Study: the success of TATAs is because of mainly this aspect. NITI Aayog's Aspirational district programme best initiatives

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showed how TATA trusteeship by ensuring various NGOs empowered social indicator
↳ People thus have trust on Brand and hence profitable

(d) Reasons for aggressive reaction of Workers Union

↓ Deep rooted patriarchal mindset

↓ Fearful of their women questioning exploitative structure

↓ Bias or prejudice against social workers attempting to change traditions.

Rashmi should handle workers union by
↳ Emotional appeal (Affective component) (+)
↳ Logical arguments (Cognitive component)
↓ bad for social indicator of girl child
↓
Behavioural change in workers
(ABC Attitude model)

Thus By strengthening law, raising awareness as need of the hour to curb child Marriage.