

NEXT IAS

ASSIGNED
21 JUL 2023

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(To be filled by candidate)

Name of Candidate : Jigyasa Agrawal

NEXT IAS Roll No.: MT23FLTRA004 Date of Examination : 20-07-2023

Exam Centre : Old Rajinder Nagar ☐

Bhopal ☐

Online ☒

Code : TC004

Program :

FLT ☐

FLT+ ☐

MAIN TEST SERIES 2023 (FULL LENGTH TEST-4)

GENERAL INSTRUCTIONS

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

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

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

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

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. :



(For filling by Examiners only)

Evaluator Code : 043

Q.No	Pg No.	Maximum Marks	Marks	Total
1. (a)	1.		3	
1. (b)	3		3.5	
2. (a)	5		3.25	
2. (b)	7		2.75	
3. (a)	9		2.25	
3. (b)	11		2.5	
4. (a)	13	10	4	
4. (b)	15		4.	
4. (c)	17		3	
5. (a)	19		4.25	
5. (b)	21		3.5	
6. (a)	23		3.75	
6. (b)	25		4	
7.	27		8.25	
8.	32		8.75	
9.	37	20	8.25	
10.	42		7.25	
11.	47		7.75	
12.	52		7.5	
Grand Total			91.5	


Signature

सम्बन्धी विर
प्रत्येक अनुदेश
दोनों में छपे हैं

मने दिए गए हैं।
जिसका उल्लेख
मुख-पृष्ठ पर
पर कोई अंक
द्वों में तथा
कोई पृष्ठ अध

NERA

N PAPER

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Answer (QC
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MACRO COMMENTS

Dear students

① Theory section

- you have decent content in most of your Answer
- you have decent structure & presentation
- Try to add Flowchart, ethical theory, philosophy & example
- Good approach in some quote based question! Improve in other by linking with contemporary relevance

② Case study section

- you have written Ample point in case study
- your approach to Case study is decent
- try to improve on structure part
- address all demand / sub-parts adequately
- use Flowchart, theory, philosophy, example in case study

— All the best —

IMPORTANT INSTRUCTIONS

CANDIDATES SHOULD READ THE UNDERMENTIONED INSTRUCTIONS CAREFULLY. VIOLATION OF ANY OF THE INSTRUCTIONS MAY LEAD TO PENALTY.

DONT'S

1. Do not write your name or registration no. anywhere inside this Question-cum-Answer Booklet.
2. Do not write anything other than the actual answers to the questions anywhere inside your QCA Booklet.
3. Do not tear off any leaves from your QCA Booklet, if you find any page missing do not fail to notify the supervisor/invigilator.
4. Do not leave behind your QCA Booklet on your table unattended, it should be handed over to the invigilator after conclusion of the exam.

DO'S

1. Read the Instructions on the cover page and strictly follow them.
2. Write your registration number and other particulars, in the space provided on the cover of QCA Booklet.
3. Write legibly and neatly. Do not write in bad/illegible handwritings.
4. For rough notes or calculation, the last two blank pages of this booklet should be used. The rough notes should be crossed through afterwards.
5. If you wish to cancel any work, draw your pen through it or write "Cancelled" across it, otherwise it may be evaluated.
6. Handover your QCA Booklet personally to the invigilator before leaving the examination hall.

Part - A / Section - A

1. (a) लोक सेवा के लिए न केवल कानूनी बल्कि नैतिक रूप से वैधानिक कार्यवाई की भी आवश्यकता होती है। लोक सेवा के लिए लोक सेवा की संविधान, कानूनी और नैतिक सिद्धांतों के प्रति निष्ठा की आवश्यकता होती है। आपके विचार से इन तीनों में से किसे अधिकारिक कार्यों को करने समय प्रभावता प्राप्त होनी चाहिए? क्यों? यदि बतलाने। (150 शब्दों में उत्तर दीजिए) 10 अंक

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

Public service is about 'publicness' of the actions, i.e. done with public welfare, comprehended at the core.

At times, circumstances may

arise where dilemma between constitution, law and ethical principles may occur

Equality vs Compensatory Justice (Article-14)

(c) Unconstitutional law such as section 37 of I.P.C.

In such case following order of primacy is desirable:

valid

you can structure

1. Loyalty

(1) Const. Law

(2) Loyalty Law

(3) Ethical

1. Constitutional values:

(a) Supreme law of the land.

(b) Oath bound to protect constitutional values at all cost.

(c) Constitutional values are all encompassing

(1) Ethical values like equality, justice, liberty

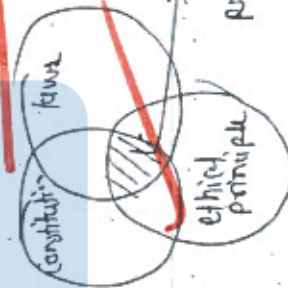
liberty

(2) Law are based on constitution itself

Moreover, civil servants

must apply wisdom to find a golden

mean between all 3 of these



Then you need to give primary to ethical value

as it is north star in achieving constitutional justice through legislation

Good presentation

3

(b) 'सर्वनिष्ठा पर आधारित सविनय अवज्ञा' से आप क्या समझते हैं? क्या आपको लगता है कि व्यक्तिगत सविनियम को चुनौती देना सिविल सेवाओं में जिम्मेदार अफसर का व्यावहारिक कारण हो सकता है? कारणों कीजिए।
(150 शब्दों में उत्तर दीजिए) 10 अंक

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

Integrity is the value of wholeness, a strict adherence to once moral and ethical code.

A civil disobedience based on integrity would imply non compliance with a law, a superior directive based on one's sense of value.

ex) Garhwal rifle refused to fire on peaceful unarmed protesters during freedom struggle.

Justifiable cause for civil disobedience in civil services

Favour of the argument

① Integrity is avoiding any known-does split - Urgami Dayaram disobedience

morally motivated breaking of law

deserve

↓
justifiable cause

The welfare of society
eg sacred groves protection

② There is no higher court than the court of conscience (personal integrity)
- Gandhiji

ex) Civil servants ~~resisting~~ to avoid conflict of interest against superior directive.

Against the argument

① Personal integrity may be based on false value

ex) Nazi soldiers shooting common citizens after war was over.

② Personal integrity may be in conflict with constitutionally, organizational ethics
This reasonable one

must be taken before bypassing law, directives. Only once when one is sure that their conscience is correct, they must do civil disobedience based on integrity.

- Revolution of ethical dilemma

→ Add utilitarian approach

→ EZ + personal & professional Integrity

(a) हालिया शोध से पता चला है कि संवेग (भावनाएँ) व्यक्तिगत और व्यावसायिक जीवन को महत्वपूर्ण रूप से प्रभावित करते हैं। ये केवल से प्रभावित नहीं हैं जो कार्यस्थल की उपस्थिति पर नकारात्मक और सकारात्मक प्रभाव डालते हैं? प्रारंभिक उदाहरणों के साथ स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

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

Emotions

Emotions dictate 80% probability

of our success or failure

- Daniel Goleman

Negative emotions impacting workplace productivity

① Rigidity: Resulting in not listening to views of others

→ Poor team work

② Bureaucratic

centralized work culture.

② Intolerance: To those whose opinions differ from our own.

③ Anger: Clouds judgment, leads to bad decisions.

ex) Army man shooting his own colleagues.

Positive emotions

① Contentment: Results in positive attitude towards work.

ex) E. Sreedharan's contentment with his role and responsibility helped him create positive environment at Delhi Metro.

② Tolerance and acceptance:

IJRO's positive productivity is result of emotions of tolerance practiced by the employees there.

③ Happiness due to autonomy at work provided at Google.

to do But negative emotion can be channelized to enhance work place productivity by emotional intelligence.

Emotion can get in the way, or can get us on the way.

write
- trust
- joy
- gratitude

valid

3.10

Reaction which that work being done in response to an event

- Fear
- sadness
- Disgust

(b) तकनीकी दक्षता संसाधनों के उपयोग को सुनिश्चित करती है और सामाजिक दक्षता सामाजिक आवश्यकताओं की पूर्ति को सुनिश्चित करती है। नैतिक दक्षता क्या सुनिश्चित करती है? क्या आपको लगता है कि तकनीकी और सामाजिक दक्षता की तुलना में नैतिक दक्षता अधिक महत्वपूर्ण है? क्यों/क्यों नहीं? (150 शब्दों में उत्तर दें।) 10 अंक

Technical efficiency ensures resource utilization and social efficiency ensures fulfillment of social needs. What does ethical efficiency ensure? Do you think ethical efficiency is more important than technical and social efficiency? Why/Why not? (Answer in 150 words) 10 Marks

Efficiency implies optimum utilization of resources, values, skills at once disposal.

Ethical efficiency implies optimum application and adherence to personal, professional values.

Gandhi's integrity is example of his ethical efficiency.

Significance

Positive results: Rafael Nadal's work ethics are reason for his success with despite of injuries

Trust: When one is ethically efficient, he is trusted by his colleagues.

Nelson Mandela was trusted by his ministers and people.

These ethical efficiency ensure once commitment, dedication, duty boundness and ultimately untaintly that he will do right thing

① Rather than being more important, it is a supplementing force to technical and social efficiency.

② It enhances the results achieved by the other two.

Ex Virat Kohli's success enhanced by his teamwork (social efficiency) cricketing skills (technical) work ethics (ethical efficiency).

Ethical efficiency
+ just & fair distribute

Good

try to write as per demand

2.75

Good

you also need to write about technical & social efficiency then compare

3. (a) "मनुष्य जीवन के एक विभाग (part) में पूरी काम नहीं कर सकता जबकि वह किसी अन्य विभाग (part) में गंभीर काम करने में लग चुका है।" यह आपको लगता है कि किसी व्यक्ति की व्यक्तिगत नीतिवला सेवन जीवन को प्रभावित करती है या उन दोनों को विभाजित किया जा सकता है? प्रारंभिक उदाहरणों के साथ अपना मत स्पष्ट कीजिए।
(150 शब्दों में उत्तर दीजिए) 10 अंक

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

Ethics in public/professional life and personal life is based on different set of values.

(ex) Transparency vs Accountability vs Care.

Thus it is claimed that the two can be compartmentalized. Different set of values in both domains.

Not desirable to mix the two domains.

(ex) Personal life is zero sum game. Professional life is transactional.

But it has been observed that complete separation is neither possible nor desirable:

(1) The agency is same, hence separation seems like character fragmentation.

(ex) A person dishonest in personal life can't be expected to be honest in professional life.

(2) Against integrity, i.e. wholeness of a person.

(ex) Domestic violence at home, preaching peace outside home.

Hence, what is needed is a balance, where person needs to develop Emotional intelligence and have integrity at the bedrock of their character.

Candidates must not write on this margin

Try to write examples to create link of quote

write Contemporary Relevance

Valid

ans

Start with Gandhi
→ brand as per person
a person can not be ethically partially
one can't take
i.e. both taking but immoral in domains
abuse

(b) अथर्व वेदों में सही है उसे करने की आंतरिक अनिवार्यताओं का परिणाम है, न कि नैतिक नियमों से उत्पन्न सीकरण या अपेक्षित परिणामों के रूप में प्राप्त पुरस्कार। क्या आप सहमत हैं? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

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

←

It is often said that one should do good for the sake of good itself.

① This provides an internal imperative to act in the right manner

② This 'internal imperative' is also based on one's conscience, as one feels emotional and cognitive turmoil if deviating from right act.

ex) Arjuna faced crisis of conscience and wanted not to fight because he felt it was not good.

←

cicero principle of summum bonum
↓
every soul inherently thrives for ultimate goodness
↓
happiness

↓

bandhuji - from dargah

③ But paradoxically doing good is justified by one's duty, i.e. a set of moral rules, which dictate good action irrespective of consequences

ex) Categorical imperative of Kant
ex) Nishkam Karma of Gita.

④ Also, the expected results are a parameter to judge the goodness of an action and do the right thing.

ex) Government schemes based on expected results.

Thus rather than being mutually exclusive all these

Criteria: internal imperative

we needed to take the right decision.



result/ moral rules

you need better understanding in this @note

valid 2.3

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

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

(a) "सहिष्णुता विद्युद रूप से शक्ति का कार्य है। यही सद्गुण को सार है। सहिष्णु होना एक ताकत है।"

(150 शब्दों में उत्तर दीजिए) 10 अंक

Tolerance is purest act of the mind That is the essence of virtue To tolerate is a strength.
(Answer in 150 words) 10 Marks

Tolerance is the value of having an open mind and acceptance of those whose view points differ from our own.

ex) Religion tolerance in India.

An act of mind

① To tolerate, one needs to develop emotional intelligence as well as knowledge of the other side.

ex) Anekta vad philosophy of Jainism says an elephant can be described in multiple ways and each of them is correct.

Explaination

Evidence of virtue

① One can only be virtuous when one is open minded of different thoughts around her.

② That way one can learn different values.

ex) PM's Nehru's tolerance was the reason he garnered value of secularism, rationality, spiritualism etc.

Tolerance is strength

① It makes one strong in moral, emotional as well as social and national sense.

To resolve problems of communitism, we need to develop tolerance in mind of people

It can be generated through value education
Our democracy based on tolerance is our biggest strength.

decent

write more on relevance + wood linkage

u

an active choice & virtue

wood context + wood linkage

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

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

The quote puts emphasis on

self service of the society!

collectivism before individualism,

letting go of our ego to first

find salvation in service of the society

whose part we are.

It also emphasizes that, once

our duty (Dharma) towards our

society is fulfilled, we may proceed

to our salvation

Philosophical

justification

→ ① Dharma concept of Bhagavad Gita

{ Ahiimsa → Ahimsa system → Balahimsa }

→ ② Bodhisattva concept

→ Helping others getting free from sufferings

→ Service of man is service of god.

Good understanding of Quote

Good example write mother Teresa - Nelson Mandela

Contemporary Relevance

① Civil servants need to show

utmost dedication to public service,

putting others before self

Ex) Police Constable Jeema Dhatka

tracked 72 missing children by doing

overtime.

② NGOs like Preeti form, Bnyood

Foundation, Baba Amte's Anandvan

are examples of finding salvation

in doing duty of service

③ At National level, each individual

performed their duty during Covid

crisis to get an out of these circum-

stances.

Here all justify that:

The best way to find oneself is

to serve yourself in service of

others - Gandhiji

you have understood quote very well
↓
good content & presentation

valid

4

- (c) "राष्ट्र के काल इतिहास की पुस्तकों के खाली पन्ने हैं" (150 शब्दों में उत्तर दीजिए) 10 अंक
"Periods of peace are the empty pages in the history books" (Answer in 150 words) 10 Marks

It is often said that

'history is written by the winner', which along with the given quote explains that our hist narration of history puts emphasis on battles, wisdom, evolutions as turning points.

On the other hand the time period of relative peace don't find space in our narratives.

Favour of the argument with Reference

- ① Major turning points of history have been wars like World wars, Battles of medieval india (e.g. Battle of Tarsain, Battle of Panipath).

- ② This results in a version of history which emphasizes diversity.

Candidates must not write in the margin

of violence, communal disharmony, diversity.

Against the argument

- ① Our history books are also documented with peaceful struggles to establish the right values.

- ② Indian freedom struggle led by Gandhiji was non-violent.

- ③ People like Nelson Mandela, Martin Luther King, Jawahar Lal Nehru, Ahmed, Dharmy Akbar, Sethi are explained to incorporate values of peace, justice, compassion, tolerance.

What we need today is an open mind to history, to learn the right lessons and borrow the right values to help us in our future.

write
Importance
of promoting
peace -
cultivating
culture of
peace
- Investing
in
sustainable
development

Valid

3

5. निम्नलिखित सेवा के संदर्भ में नैतिक और गैर-नैतिक मूल्यों के बीच अंतर बताइए। 5 मूल नैतिक मूल्यों की पहचान कीजिए जो किसी भी विभाग की सभी सेवाओं के लिए आवश्यक मूल्यों के रूप में काम कर सकते हैं। कारण बताइए कि क्यों उन मूल्यों को आवश्यक माना जा सकता है। (100 शब्दों में उत्तर दीजिए) 10 अंक

In the context of civil service distinguish between moral and nonmoral values. Identify 5 basic moral values that can serve as foundational values for all services irrespective of the department. Give reasons why those values can be considered foundational. (Answer in 150 words) 10 Marks

Values are abstract qualities / principles

that hold importance for and organization

Moral value	Nonmoral value
① Help in doing the <u>right things / decisions</u>. ② Based on <u>constitution</u>, <u>code of ethics</u>, <u>cultural</u> <u>value system</u>. ③ Values like <u>integrity</u>, <u>honesty</u>, <u>courage</u>, <u>etc</u> ④ TN seham had <u>integrity</u>, <u>thus was</u> <u>against corruption</u> in <u>election</u>	① Help in <u>implementing</u> <u>these decisions</u> in the <u>right manner / doing</u> <u>thing right</u> ② Based on <u>principles</u> of <u>good governance</u> ③ Values like <u>transparency</u>, <u>accountability</u>, <u>leadership</u> ④ With his <u>aptitude and</u> <u>leadership</u>, he <u>transformed</u> the <u>election</u> <u>Commission</u>.

valid

Impartiality

integrity

Accountability

Good point

5 basic moral - foundational values with reasons

① Integrity: Wholesomeness in character is required to be consistent and incorruptible (ex) TN seham

② Compassion: To serve and understand the vulnerable section. (ex) S Santhanam IAS worked for untouchables.

③ Courage: To do the right thing even in adverse circumstances (ex) Arungham former thought of courageous innovation of crowd funding.

④ Justice & equity: To ensure that equality, liberty doesn't lead to monopoly of few (ex) IAS Lakshmi helping destitute woman to get documents for share.

⑤ Dedication & commitment to public service, without being selfish

(ex) Udayaram made his assets public, and worked against Weld mining

Good point with example

write conclusion

4-25

(b) निम्नलिखित लेख में नागरिकों की भागीदारी शासन में नीतिगत, के लिए महत्वपूर्ण है। क्या आप इसे शासनी सहायता के रूप में मानते हैं? क्या आप इसे कि प्रभावी नागरिक सहभागिता शासनी सहायता प्रदान कर पाएगी है? आपका अनुसार के साथ ही निम्नलिखित है कि नागरिक शासन में नीतिगत सहभागिता के रूप में कि प्रभावी है? (150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Yes effective civic engagement can facilitate ethical administration, as it leads to 'citizens acting as true masters of civil servants':

Reasons

1. Promotes Accountability, Civil servants become answerable to citizens - social audit
2. Citizens has led to improvement in services
3. Feedbacks leading to democratic administration
4. Jan sanchal, Panchayat led development.

valid

Woodpecker

3. Promotes 'honesty and integrity'
- ex) RTI has made it difficult to hide behind red tapes.
4. Promotes compassionate judicial administration - reaction
- ex) Social media governance, Twitter scapone by foreign minister.

Mechanisms for citizen engagement

1. Right to information Act
2. Social audits
3. Participation in Panchayats / Gram Sabhas
4. CM helpline, live chat in Madhya Pradesh
5. e-governance portal like mygov
6. Utthan Charter: Uthyan stakeholders Consultation
7. Public hearing in law @ EIA Act has mandatory public hearing clause.

Add - prevent abuse of power eg. PIL

write point in brief details - social media

write conclusion 3.5

6. (a) "बेटी बचाओ और बेटी पढ़ाओ" जैसे सामाजिक परिवर्तन कार्यक्रम सलाह, प्रशिक्षण और अनुपम का उपयोग करने में विचार करते हैं लेकिन कभी-कभी उचित प्रतिक्रिया प्राप्त करने के लिए कुछ बल का प्रयोग करना भी आवश्यक होता है। क्या आपको लगता है कि सामाजिक रूपांतरण की ऐसी योजनाओं को सिद्धांतगत रूप से सार्वजनिक प्रशासकों द्वारा अनुमति के साथ छोड़े बल का प्रयोग करना एक अच्छा विचार है? भारतीय संदर्भों के साथ स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Social transformation programs such as "beti bachao and beti padhao" believes in using advice, counseling, and persuasion but sometimes a little force is also necessary for getting the desired response. Do you think it is a good idea to use little force with persuasion by public administrators while implementing social schemes of transformation? Explain with relevant examples. (Answer in 150 words) 10 Marks

attitude alteration

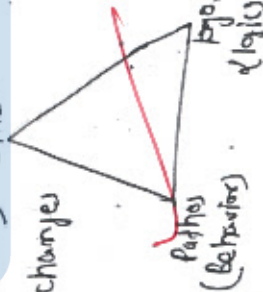
Social transformation requires

changing social attitudes, norms etc to bring out the desirable behaviours from citizens.

Ex) Juwahir Bhawar Mission to eliminate open defecation

Persuasion involves the three dimensions of
 → Ethics (morals)
 to bring out positive changes

Ex) A-B-C component used in JBM to achieve cleanliness in Indore Municipality.



valid
give diverse examples

→
→
→ female
→ female
→ error

Candidates must not write in this margin

But sometimes little force is justified: by some:

① To promote right behaviour and punish for undesirable one.

Ex) Use of fines, negative publicity, even batons in some municipalities against open defecation.

→ Argued that it creates deterrence. But this has limited impact as seen in:

① Population control measures during 1970s.

② Slum removal measures in mega cities have been unsuccessful.

Thus major way should be to persuade people fully through incentives, knowledge and emotion.

Use of force must be if any, must be proportional, legal and measure of last resort.

wood
content

valid

wood

3.75

Candidates must not write on this margin

(b) अंतरा राष्ट्रीय दंड की विवेक नीति उस देश की शक्ति पर निर्भर करती है। शक्ति सैन्य या वित्तीय हो सकती है और सैन्यिक भी हो सकती है। क्या आपको लगता है कि आज के विश्व में सैन्य या वित्तीय शक्ति के बिना सैन्यिक शक्ति का समान किया जाएगा? अपना मत स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Ultimately foreign policy of every country hinges upon the strength which the nation possesses. Strength may be military or financial and may be also moral. Do you think ethical strength without military or financial muscle will be respected in today's world? Explain your position. (Answer in 150 words) 10 Marks

It is said that skills and

strength without value makes a man a cleverer, stronger devil.

This holds true for nations too and devils are not respected anywhere.

Only military & financial strength isn't sufficient because:

① It creates mistrust, leading to non-cooperation

ex) African countries wary of Chinese debt trap.

solid strength
you can give of military strength
important military strength

I Ukraine disarmed war → now attack by Russia

② It creates power asymmetry and thus geopolitical asymmetry between sovereigns who are supposed to be equal.

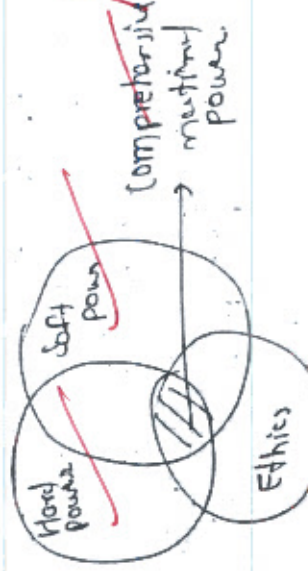
But along with hard powers when combined with morals and soft power leads to respect and desired results.

ex) ① Non aligned policy had backing of many developing nations.

② Our Buddhist principles have led to cooperation with Eastern countries.

ex) Civil nuclear deal with Japan. Thus what a nation

needs is



Good approach towards ethical strength

Good presentation

Candidates must not write on this margin

खण्ड-B / Section-B

7. आप एक औद्योगिक शहर के नगर निगम में कार्यरत एक युवा अधिकारी हैं। यह शहर गैर नियंत्रित और अनियंत्रित रूप से निर्माण के लिए जाना जाता है। अधिकांश निर्माण इकाइयाँ छोटे पैमाने की इकाइयाँ हैं। निम्ने उपरान्त की स्वाभावित इकाइयों का है। अधिकांश इकाइयों का निर्माण भवन पर निर्भर है, जो निम्ने के गौरी के कारण प्रभुत्व में उपलब्ध है।

जैसे-जैसे निर्माण इकाइयों की संख्या में वृद्धि हुई, शहर की सीमा बढ़ती गई, जिससे शहर में बाढ़ों की संख्या लगातार बढ़ती गई। शहर में इस बड़ी संख्या में लोगों के आगमन के कारण कुटुम्बों पर गंदी बस्तियाँ (slums) और अतिक्रमण में अत्यंत अवधि में गंदी से वृद्धि हुई। शीम-शिव में निगम ने गंदी बस्तियों को हटाने के लिए अभियान चलाया, लेकिन कुछ समय बाद गंदी बस्तियाँ फिर से स्थापित हो जाती थी। यह अवधि गंदी बस्तियों शहरी पुनर्वास बन गई थी।

आपको पुलिस अधिकारियों की मदद से अभियान और गंदी बस्तियों को हटाने की जिम्मेदारी दी गई। जैसे ही आपने अभियान शुरू किया, आपको पता चला कि कुटुम्ब पर रहने वाले लोग प्रतिनि बस्तियों (slums) में रहने वाले की तुलना में अधिक दलीय स्थिति में हैं। कई कुटुम्बवासी हाल ही में अपने गाँव में अपनी संसदी बस्ती शहर आए हैं। अब यदि आप उन्हें शहर निकालें तो उनके पास जाने के लिए कोई रास्ता नहीं होगा। अपना इरादा उनके लिए दुखी है और आपको लगता है आपकी विभागीय कार्यवाई असमर्थ है, लेकिन आपकी अधिकारिक जिम्मेदारियों की निम्न कार्यवाई की सीमा होती है। आप अपने अधिकारिक कार्यवाई से समझौता किए बिना कुटुम्ब पर रहने वाली की मदद करने का तरीका खोजने के लिए आतुर हैं।

- उपलब्ध स्थिति में आपको कौन-से मूल संबंधी टकराव / संघर्ष महसूस आते हैं?
- क्या कोई प्रस्तावक समुदायों के मूल के लिए निष्पक्षता के मूल से समझौता कर सकता है? क्यों/क्योंकि?
- उपलब्ध स्थिति में कौन-से विकल्प उपलब्ध हैं?
- शहरी क्षेत्रों में अवैध प्रतिनि बस्तियों और अतिक्रमण से निपटने के लिए कारगर समाधान सुझाएँ।

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

- What value conflicts do you notice in the above situation?
- Can an administrator compromise the value of impartiality for empathy? Discuss.
- What are the options available in the above situation?
- Suggest viable solutions for tackling illegal slums and encroachments in urban areas. (Answer in 250 words) 20 marks

The given are points to problem of illegal slum development due to imbalance regional growth leading to migration. The effort needs to find a way to achieve comprehensive justice

Value conflicts

- ① Constitutional Right + life (Right to housing under Article 21) vs Responsibility
- ② Crisis of conscience (demolition against personal morality) vs Empathy towards slum dwellers and sidewalk people
- ③ Rule of law vs Compassion
- ④ Impartiality vs Compassion
- ⑤ Economic growth vs Sustainable city (supply of labor) vs Corruption

valid

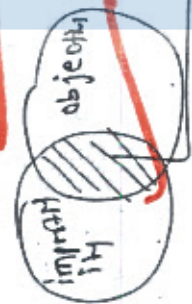
wood print

(b) Impartiality and objectivity are needed to take decisions free from bias, based on merit and according to rules and procedure (probability).

(c) Empathy on the other hand requires actions which do not harm interest of weaker section (helpless people here).

(3) None can be compromised for other.

→ What is needed is golden mean



Various EI, aptitude etc.

you need to write condition
of rule law
one which approach
Feeling of belonging

(c) Options available

① Illegal slum and encroachment → + Rule of law

demolition → - lack of empathy

② No action → + Empathy

→ - Illegal / Evasion of duty.

③ Middle path

1. Create temporary rehabilitation facility

based on survey of homeless people

2. Can take help of industry for temporary residence.

3. Demolition of slums & illegal encroachment only after rehabilitation.

4. Use scheme: PM Awas Yojana

Component: Slum redevelopment to provide for permanent accommodation

→ write 2-3 point in pro & con

→ write as protest against such an inhuman decision.
Help sidewalk dwellers shift to other location

Good

5 Long term

Viable solution

Short term

① Survey of all illegal slums & their residents.

② Reg- Pienemed approach

→ Regularisation: of those which can be done without violating any municipal & environmental rules with service.

Rehabilitation

of those which are illegal using scheme like PM Awas Yojana

Long term

① Create opportunities of balanced regional development to prevent distress and unsustainable migration.
(Ex) PURA vision of APJ Kalam.

UPA-11 asks us to make our cities sustainable, This can be achieved by inclusive rural-urban development.

suburban - Town - Regional - transport system

valid

wood

Q. no.

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

आप इस योजना के कार्यान्वयन और संयोजन के लिए जिम्मेदार विभाग के निदेशक हैं। हाल ही में आपको परिवारों द्वारा पजी प्रमाणिकता दिखाकर कल्याणकारी योजना में योजनाओं करने की खबर मिल रही है। परिवारों ने प्रमाणिकता की जाँच के लिए जिम्मेदार स्थानीय अधिकारियों की मदद से योजनाओं को अंजाम दिया है।

आप इस बात से निश्चित हैं क्योंकि योजनाओं को बढ़ावा को सही रूप से प्रभावित कर रही है। आपने समझा है कि योजना-निर्णय करने और समाधान निकालने के लिए विभागीय बैठक बुलाई। बैठक में आकर कई माताएं परामर्श पर विचार-विमर्श करने और समाधान निकालने के लिए विभागीय बैठक बुलाई। बैठक में आकर कई माताएं परामर्श पर विचार-विमर्श करने और समाधान निकालने के लिए विभागीय बैठक बुलाई।

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- (a) उत्प्रेषण करने में कौन-कौन से गुरु शामिल हैं?
- (b) क्या आपकी समझ है कि कल्याणकारी योजना से संबंधित योजनाओं को संकेत के लिए देना योजनाओं का उत्प्रेषण कर रहा है? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?
- (c) आपके अनुसार, देश में होने वाली ऐसी कल्याणकारी योजना से संबंधित योजनाओं के क्या कारण हो सकते हैं?
- (d) क्या ऐसी योजनाओं को संकेत का कोई तरीका या संकेत है? अगर सुझाव देंगे।

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

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

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

- (a) What are the issues involved in the above case?
- (b) Do you think violating data privacy is justified to prevent welfare fraud? Why/ Why not?
- (c) What, according to you, can be the reasons for such welfare frauds happening in the country?
- (d) Are there any ways and means to prevent such fraud? Give your suggestions.

(Answer in 250 words) 20 marks

The case involves the dilemma public officials face while trying to provide targeted scheme and balancing it with Right to Privacy (Proportionality Judgment).

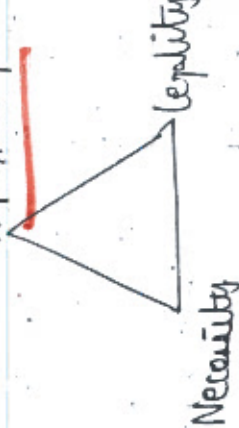
Issues involved

- ① Efficiency vs. Right to Privacy of individuals.
- ② Collusive corruption b/w the beneficiaries along with officials.
- ③ Misuse of public money: Against fidelity and propriety.
- ④ Safe Motherhood: Responsibility of state under Article 33 & 41.
- ⑤ Overall erosion of values and sanitization of corruption.

(b) Violation of Privacy to prevent fraud.

Favour	Against
① Enhances Efficiency ② Better targeting ③ Improved service delivery (Santam model). ④ Welfare state → DPSP constitutional duty ⑤ Utilitarian: End justify means (Jeremy Bentham)	① Violation of fundamental right (Article 21) - Right to privacy as per Puttaswamy Judgment. ② Against constitutional morality (liberty) ③ Kant's categorical imperative → Human should never be used as means to achieve end.

Judgment: Violation of privacy is unjustified unless safeguards are followed as per Puttaswamy Judgment



→ NO FR are absolute subject to reasonable restrictions

Good

Corrupt
collusive
corruption

(c) Reasons for fraud

- Ethical reasons → Erosion of values in public life
 → Juxtaposition of corruption - Kaurshik Bane.
- Social reasons → Lack of economic resources leading to corruption
 → Exclusion of beneficiaries from relevant schemes.
- Economic reasons → An empty bag of rice can't stand straight - Grandhills.
 → low salaries
- Governance → Poor transparency & accountability mechanisms.

lack of empathy & sympathy

wood coverage

(d) Prevention of frauds

- Technological measures: Such as JAM trinity, biometrics, data analytics, e governance - OTP/biometric
- Accountability measure: Social audits, internal checks, powerful & independent institution like CVC, Lokpal etc.
- Transparency: Putting public info in public domain & ex RTAI draft rules → popularizing RTI
- Ethical measures: ① Value training of public officials.
 ② Value education
 ③ Legal measures: Chanakya's philosophy of strict punishments

As it's difficult for us to not taste honey on tongue, difficult to prevent corruption. Hence need ethical infrastructure.

you have written wood approach to study case study

8.75

valid

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

हाल ही में, राज्य सरकार ने एक नए खनन क्षेत्र का सीमांकन किया और खनन ब्लॉक के लिए बोलियाँ आमंत्रित करने की योजना बनाई। आपको नीताग्री प्रक्रिया की निगरानी करने और अनुबंध प्राप्त करने में मदद करने का निर्देश दिया गया। योजना के अनुसार, निविदाएं जारी की गईं, बोलियाँ प्राप्त हुईं और बायोपौत के अनुसार निविदाएं आवंटित की गईं। यह सब अत्यंत तीव्र गति से हुआ। आपको आश्चर्य हुआ, इसकी जल्दी क्यों? लेकिन यह आपके सोचने और रकम करने की जगह नहीं थी, आप चुपचाप अपना काम करते रहे।

आपको कार्य का परिचालन करना होता है ठेकेदार को पर्यावरण संबंधी शिवाजी पर ध्यान आकर्षित करने का निर्देश देना था। और ऐसा करने के लिए, आपने विभाग द्वारा नियुक्त एक व्यावसायिक परामर्श प्रतिष्ठान द्वारा प्रस्तुत पर्यावरणीय प्रभाव मूल्यांकन रिपोर्ट को पढ़ा। आपको यह देखकर आश्चर्य हुआ कि रिपोर्ट एटिज और मनगढ़ंग थी। आपको संदेह हुआ और आपने इस मुरे को अपने प्रमुख के समक्ष उठाया, जिन्होंने विमर्शपूर्णक आपकी लो करने का निर्देश दिया जो आपको बताया गया था, और उन्होंने आपको बंद दिया कि विभाग के पास उपाय संबंधी सच है और वह मंत्रालय के दबाव में है।

इसके बाद, आपने अपनी मर्जी से कुछ खोजगार की और पता चला कि रिपोर्ट कहीं है और जो यन्त्र गतिविधि शुरू होने वाली है, वह बड़े पैमाने पर पर्यावरणीय अपराध का कारण बनने की जितने राज्य डेल नहीं सकता है।

(a) उपरोक्त मामले में आपको कौन-से मुद्दे और मुद्दों का तत्परता दिखाई देता है?

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

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

(d) क्या आपको लगता है कि कभी-कभी विकास की रीति पर पर्यावरण संबंधी शिवाजी को अधिक महत्व दिया जाता है? (250 शब्दों में उत्तर दें।)

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

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

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

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

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

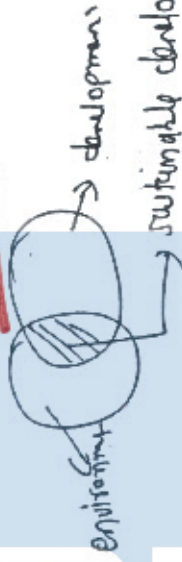
(b) What are the options available to you?

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

(d) Do you think that environmental considerations are sometimes overrated at the cost of development? (Answer in 250 words) 20 marks

The issue involves classic case of apparent mutually exclusive choice between environment & development.

The officer needs to find.



Issue and value violations

① Environmental preservation vs Development.

② Unsustainable mining vs Need for Sustainable development.

③ Corruption vs Efficiency.

④ Superior directive vs Organizational duty.

⑤ Responsibility to vs Accountability to public and clear contract environment.

⑥ Violation of law: EIA rules, 2006.

valid

wood preservation

violation of

right to

clean environment

decent

value

Article 50 (environmental) Value violation → Probability (procedural integrity) → Guilt of conscience → Accountability → Due diligence.	
(b) (i) Options available	(c) Avoid the leave → Carry on with mining Disadvantage
① Continuous mining	① Environment degradation.
② Official duty complete	② Violation of law of EIA rules, laws
③ Expediated action	③ Guilt of conscience
④ Moral Equium (self preservation)	④ Embezzlement & fraud
② Prohibit & stop the Advantage	Disadvantage
① Environment preservation	① Delay in mining → poor governance → need to plan
③ Clean conscience	② Professional honor.

valid

you need to write 3 option

Good

My vision: Since there is no Planet B, there can be no Planet B.

3 (i) Temporary stop clearance

(b) Contact Auk agency to conduct EIA with due diligence (can use a third party audit)

(c) If not → raise internal complaints → approach NGT, CVC, CAG, courts.

(d) become whistleblower as last resort

→ One can't evade responsibility and overlook environmental degradation for economic concerns. Need to achieve balance (sustainable mining).

may

(d) If Jeany environmental concerns hinder development:

① Narasimha bache Andolan

② Tehri dam protest

valid

Good options

Good

③ Hardeo Aranya protest.

→ leads to delays, given route and deters investors.

But, that's not the case

because:

① There is enough on earth for our need but not for greed.

② Environmental Justice: Need to be belief for local and species.

③ Mother Earth: equitable right of all living species.

④ Development without environment is no development - Amritha Sen.

Ways to find balance

- ① Diligent EIA & social impact assessment
- ② Mitigation & rehabilitation plans
- ③ Companies afforestation.
- ④ Rule of law: Environment Protection Act.

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

विश्व है एक देश। ABC देश ने आक्रामक तरीके से शक्ति हासिल की और विश्व को अपने व्यावसायिक हितों का विस्तार किया। ABC देश जिन व्यवसायों को विकसित करने में रुचि रखता था उनमें से एक रक्षा उपकरण और उपग्रह प्रौद्योगिकी था। यह अपने अंतरिक्ष और रक्षा उत्पादों के लिए बाजार तलाश रहा था।

देश ने अपने रक्षा उपकरण निर्माण कंपनियों को नए बाजार खोजने और अन्य देशों के साथ द्वितीयक सहयोग तलाशने के लिए प्रोत्साहित किया। प्रमुख रक्षा उपकरण निर्यातकों में से एक, GAMA ने हाल ही में रैपिड सरकार (मिलिट्री के लिए प्रोत्साहित) देश XYZ के साथ संयुक्त रूप से प्रौद्योगिकी हस्तांतरण और उपकरणों से संबंधित कई अन्य डॉलर जुटाए।

का एक बड़ा सौदा किया। जो कि एक अच्छा व्यवसाय था। जैसे ही व्यावसायिक विपणन सार्वजनिक हुआ, GAMA की बहुत आलोचना हुई क्योंकि XYZ अपने खराब मानविकार रिकार्ड के कारण अंतर्राष्ट्रीय स्तर पर एक परिचित देश था। इसके अलावा, रैपिड सरकार अत्यंत खराब नैतिकता के साथ नरसंहार में शामिल था। इस बात पर काफी हंगामा हुआ क्योंकि इस सौदे में संयुक्त रूप से प्रौद्योगिकी का हस्तांतरण शामिल था जिसका गलत हथौड़े में दुरुपयोग हो सकता था। संक्षेप में कहे तो, यह अच्छा व्यवसाय था लेकिन सही तरीके से नहीं। इस बीच, ABC की सरकार GAMA व्यापार समझौते के बारे में घुप रही और अन्य सरकारों ने घुपों को एक ऐसे राष्ट्र के साथ संबंध बनाने का एक सूझ बूझ तरीका बताया जो एक अंतर्राष्ट्रीय रूप से अप्रसूत था।

उपरोक्त मामले में कौन-कौन से नैतिक मुद्दे शामिल हैं?

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

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

(c) क्या आपको लगता है कि संयुक्त रूप से प्रौद्योगिकी का विपणन करने वाली रक्षा क्षेत्र की कंपनियों को उनकी संबंधित सरकारों द्वारा विनियमित किया जाना चाहिए, या विनियमन उनकी उत्तमनीति और न्यायवादी ऊर्जा को कम कर सकता है? चर्चा कीजिए।

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

- (b) Do you think corporate businesses such as GAMA must consider international ethics while pursuing business interests? Why/why not?
- (c) Do you think a corporate's social responsibility extends beyond one's immediate community to the international community? Why/Why not?
- (d) Do you think the Defence sector companies marketing sensitive technologies must be regulated by their respective governments, or regulation may curtail their entrepreneurial and innovation energy? Discuss.

The case involves sensitive issue of transferring dual-use technology to a country whose responsibility is as a power is questionable.

Need is to find balance between realism & idealism.

Ethical values

- 1 National interest vs Value based International relations.
- 2 Human right violations : condemnable.
- 3 genocide of minority : crime against humanity.
- 4 Military rule : Against right to democracy.
- 5 Free hand : Government has no business in business.

valid

you can add stakeholder

deviant

5 Non interference in internal matters (Rothschild's principles).

6 Commerce without morality

7 Science without humanity.

My vision : Global politics detached with principles can bring no good.

(b) Businesses considering international ethics

- | For | Against |
|-----------------------------------|---|
| 1 Corporate social responsibility | 1 Private entities → free to pursue profits |
| | 2 Adam Smith's theory of free hand. |
| | 3 Competition requires less regulations |

2 Commerce without morality is a sin

3 Private entities, when involved in international deals act as 'Rashtradaat'.

you can add long-term sustainability & brand loyalty

Good

Thus it is imperative for them to pursue profit within law / value of internationalism.

(c) Yes, CSR extends beyond one's immediate community:

① Globalization: Events / Actions on one part impact the whole globe

(ex) Space debris, Great Pacific garbage

② Internationalism: We are all global citizens and have responsibility towards common good.

③ Global community: we should reassess our heritage, thus provide comparative to corporate international responsibility.

④ Injustice anywhere is a threat to peace,
prosperity everywhere.

valid
eg. 11/11/2020
pandemic
virus
human
Flu
Distress
around
globe

Need: Primary focus: immediate community
but no such action which disrupt global peace

(d) Regulation of sensitive technologies

For	Against
① Can be <u>misused</u> ② <u>Violation of</u> rights like right to life, privacy (NSA scam WAS) ③ <u>Global responsibility</u> needs to <u>promote good</u> for <u>all</u>	① <u>Excessive regulations</u> can curb <u>innovation</u>. ② <u>Against free market</u> theory of Adam Smith ③ <u>Entrepreneurship</u> - <u>liberty</u>

wood
paints

Judgment : Need light but tight regulation. Balance between liberty & justice.

→ Parent Mineral: built in safety of indones.

⇒ Data control to user: ~~data protection~~ ~~key~~

→ Clause of cancellation: If misuse of technology (ex) Civil Nuclear deals.

→ write conclusion.

2.7

11.

श्री शर्मा 400 करोड़ के टर्नओवर वाली एक फार्मास्यूटिकल कंपनी के ऑन इंडिया सेला हेड (बिज़ी प्रोड) थे। कंपनी के मुख्य बाजार छोटे कस्बे और टिश्यर 2 शहर थे। इसके अलावा, कंपनी ने राज्य सरकार के अस्पतालों और स्वास्थ्य केंद्रों के साथ बड़ी मात्रा में कारोबार किया।

श्री शर्मा ने फील्ड सेल एजेंटों को ग्राहकों के साथ सीधे करने और कीमतों पर बातायत करने की बहुत अधिक स्वातंत्र्य दे रखी थी। इस स्थिति ने कंपनी के लिए अच्छा काम किया।

हाल ही में श्री शर्मा को खबर मिली कि कंपनी के तीन कर्मचारी सरकारी अस्पतालों और स्वास्थ्य केंद्रों को अन्य निजी अस्पतालों और स्वास्थ्य केंद्रों को बेचे जाने वाले छुट्टावों की तुलना में अधिक कीमत पर उत्पाद बेच रहे हैं। ये कर्मचारी पांच साल से अधिक समय से कंपनी में हैं और इनका प्रदर्शन अच्छा रहा है। कुछ बिज़ी कर्मचारियों ने अनौपचारिक रूप से इन तीन को उनसे बड़े-छोटे सैलों के कारण अत्यधिक अधिक कमीशन मिलने का गुना उठाया। और इससे बिज़ी कर्मिणी में वैरिनी की भावना बढ़ रही थी। तीन के चारों की सतही समीक्षा से पता चला कि, कई मामलों में, सरकारी अस्पताल अन्य निजी संस्थानों की तुलना में अधिक मुनाफा कर रहे थे।

छविद नियमों के तहत, सरकार से अच्छा की जाती है कि यह उचित मूल्य का मुनाफा करे जो कि अन्य सहाय-सहय ग्राहक मुनाफा करते हैं। पुरुषाच करने पर श्री शर्मा ने पाया कि इस कार्य में वे तीन अकेले नहीं थे, इस घोटाले में सरकारी छविद नियम के अधिकारी उनकी मदद कर रहे थे। श्री शर्मा को एहसास हुआ कि उनके बिज़ी कर्मचारी और कुछ ब्रंट सरकारी कर्मचारी काफी समय से राज्य के राजने को घुसा लगा रहे थे।

श्री शर्मा ने मुनि इसकी सूचना अपने सैलियों को दी और दोनों ने चर्चा की कि बिज़ी कर्मचारियों के साथ जैसे व्यवहार किया जाए और क्या सरकार को घोटाले और उनके कर्मचारियों की सोलियता के बारे में सूचित किया जाए। इस मुने के बारे में सरकार को सूचित करने का मतलब यह था कि इस बात की पूरी संभावना थी कि उन्हें सैलिटिड किया जा सकता है, जिससे बहुत सारे व्यवसाय का नुकसान हो सकता है। श्री शर्मा और सैलियन इस बात को लेकर दुविधा में थे कि मामले को कैसे आगे बढ़ाया जाए।

(a) इस मामले में कौन-से नैतिक और व्यावहारिक मुने शामिल हैं?

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

(c) क्या आपको लगता है कि बिज़ी कर्मचारी को स्वातंत्र्य देने की संगठनात्मक संस्कृति के कारण समस्या उत्पन्न हुई या व्यक्ति की ब्रंट प्रवृत्ति के कारण समस्या उत्पन्न हुई? चर्चा कीजिए।

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

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

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

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

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

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

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

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

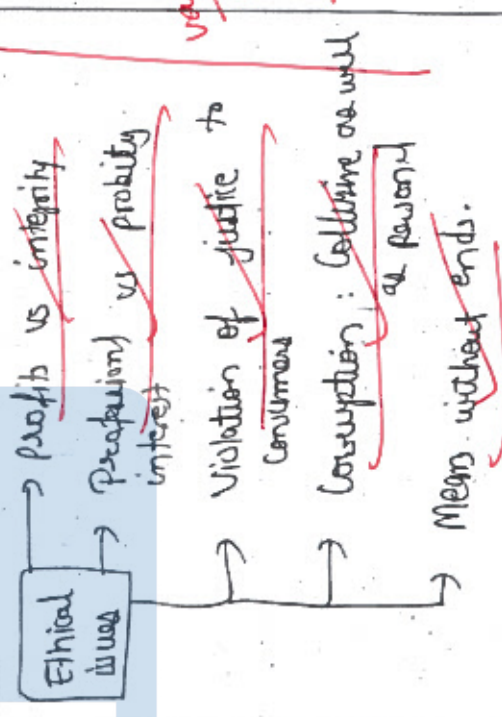
(b) What are the options available to Mr. Sharma and the CEO?

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

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

The case involves ~~between~~ the profit of and interest of company on one hand, against violation of probity & fraudulent practices on another.

My vision: Poor business ethics lead to commercial annihilation



valid

valid
value
imm...

Business issues

→ Differential pricing: crime against competition commission of India's guidelines

→ Violation of consumer rights & consumer protection law

→ Poor employee motivation & weak culture & Bad corporate governance

(b) Options available

① Carry on with 'Business as usual' which will lead to short-term gains → Profit, personal gain to some employees

Long term loss → ~~that is~~ Poor work culture

→ Violation of law

→ Will surely be debarred.

② Report the fraud to government

→ Punish involved employees after due investigation.

write minimum
③ option
& evaluate
each option
better
→ write better
option

Short term pain

vs

Long term gain

(c) Organization's culture of giving freedom had a small role to play in the sense that employees got freedom to act as per their judgment.

But the main culprit was corrupt character of individuals.

① Only few employees misused freedom

② Autonomy at workplace enhance efficiency (ex) Google's work culture.

③ Freedom gives power, but how a person wields power depends on his character.

④ Company should have put checks and balances as absolute power/liberty corrupts absolutely.

Good
↓
add ethical
theory to
your
Answer.

Steps needed

- ① Procedural mechanism:
- ② Regular internal audit
- ③ Regular feedback from customers/employees
- ④ 360° performance evaluation
- ⑤ Ethical mechanism
- ⑥ Robust ethical infrastructure: like rules for penalty if unethical acts found.
- ⑦ Regular ethical training
- ⑧ T-sensitivity training to improve work culture.
- ⑨ Leadership steps:
- ⑩ Lead by example such as in this case by reporting diligently.
- Character of individually
- determine character of organization.
- Two need due diligence. → Affordable medicine

wood
steel
suggested
I can
you add
of
code built
comb of
code-ws
extra

7.75

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

यहाँ विद्यमान एक दुर्ग के साथ-साथ, एक और गंभीर धिया बाल विवाह में हो रही थी। यहाँ की स्थिति को बदलने और पुनर्वास के बाद, बाल विवाह रोकटोक बढ़ाया जा रहा था।

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

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

उसने कंपनी परिसर में अपनी कार्यशालाएँ और अभियान शुरू किया। यद्यपि प्रारंभिक प्रतिक्रिया ठंडी और कभी-कभी पूरी तरह से उदासीन थी। लेकिन थोड़ी देर में, कुछ नहीं होने के बाद, एक दिन कंपनी बुनियाद के सदस्यों ने उसे कंपनी में प्रवेश करने से रोक दिया और उसके साथ विसा करने की धमकी भी दी। रश्मि ने प्रबंधन से बात की, जिन्होंने उसका सम्मान किया और उसकी युवा सुनिश्चित की। प्रबंधन ने रश्मि और उसके एनजीओ का सम्मान करते हुए एक सर्वोत्तर (परिचय) जारी किया।

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

(4) उपरोक्त मामले में कौन-कौन से मुद्दे शामिल हैं?

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

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

(7) श्रमिक संघ की इसी आक्रामक प्रतिक्रिया के क्या कारण हो सकते हैं? आपके अनुसार रश्मि को कर्मचारी संघ को कैसे संतुलित चाहिए?

(250 शब्दों में उत्तर दीजिए) 20 अंक
Singh Garh is a primarily rural district with minimal, relatively insignificant industrial activity, except for one consumer goods manufacturing plant, which was the primary source of employment. Development indicators such as health, literacy, etc., were much below the national average.

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

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

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

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

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

- (a) What are the issues involved in the above case?
 (b) What do you think Rashmi should do? Would it be a good idea for Rashmi to involve local administration? Suggest an implementable course of action.
 (c) Do you think companies should also accept responsibility for the social problems of the region where they operate? Why/why not?
 (d) What could be the reasons for such an aggressive reaction from the workers union? How do you think Rashmi should handle the workers union?
 (Answer in 250 words) 20 marks

→ write Introduction

- UNESCO - 1/3 child marriage report in India

Issues

- ① Company's interests vs Corporate social responsibility
- ② Worker satisfaction vs Moral obligation of management
- ③ Child Marriage: a grave violation of child rights.

④ Customary vs Modern value of equality, justice

⑤ Violation of fundamental Right Article 21

⑥ Gender inequality

⑦ Rashmi should involve local administration: Course of action

① Persuade the company management to let her talk to the worker

② Arrange meeting with Union leaders

③ Involve local leaders, politicians, influential persons, District Magistrate to help convince workers.

④ Persuade them the act is illegal and is punishable under law (behaviour company)

⑤ If no result found, approach the police,

write specific issue like issue of lack of openness & liberal attitude towards social change.

write 2-3 option evaluate the

them write course of action

- FR
 - awareness
 - social media
 - program satellite

involve media, courts etc.

→ She shouldn't let child marriage continue at any cost

② (c) Company's primary responsibility is to generate profits, employment and economic growth.
But they should equally partner in social problems.

① Gandhiji's trusteeship principle

→ They hold capital in social trust and thus work for development of all.

① Commerce must involve social responsibility.

③ Leadership involves character application not just in commerce

but social development

② Tata's Jago Re!! movement.

W) Reason for aggressive reaction

① Violation of social morality & customs.

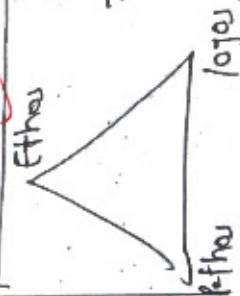
② Gender inequality: Patriarchal attitude of workers

③ Instigation by local leaders leading to aggression of → Bad politics.

④ Unawareness of fundamental values.

Rohini should use

Ethics to bring change in their attitude and behavior.



Good example

decent point to write for to in point elaborate brief way

Space for Rough Work

- ① An effective IEC campaign is needed on her part.
- ③ She should involve local leaders, projects, religious figures, administration.
- ④ Use campaign like 'Jeldie with Daughter'.
- ⑤ Tell them of pros and cons of their actions → Cognitive restructuring
- ⑥ Emotional component of attitude should be addressed using religious appeals ('Godless Daughter'), their responsibility to ensure their girl child's happiness ('Godmother's Ahimsa duty').
- ⑦ Behavioral component be addressed by using fear of punishment under law.
- Child marriage not only violates rights, but has intergenerational impact. These efforts are needed to change social mindset.

Ample point written

↓
Try to write adequate point in each sub heading

2.3 valid