NEXT IAS

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MAIN TEST SERIES 2023
(SECTIONAL TEST-7)

GENERAL INSTRUCTIONS

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SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

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Evaluator Code :

Q.No	Pg No.	Maximum Marks	Marks	Total
1 . (a)	1			
1. (b)	3			
2. (a)	5			
2. (b)	7			
3. (a)	9			
3. (b)	11			
4. (a)	13			
4. (b)	15			
5. (a)	19			
5. (b)	21			
6. (a)	23			
6. (b)	25			
7.	27			
8.	32			
9.	38			
10.	43			
11.	48			
12.	53			
Grand Total				

Signature

MACRO COMMENTS

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SECTION - A

1. (a) "मनुष्य जीवन के एक विभाग (मामले) में सही काम नहीं कर सकता जबकि वह किसी अन्य विभाग (क्षेत्र) में गलत काम करने में लगा हुआ है।" महात्मा गांधी। क्या आपको लगता है कि किसी व्यक्ति की व्यक्तिगत नैतिकता पेशेवर जीवन को प्रभावित करती है या उन दोनों को विभाजित किया जा सकता है? प्रासंगिक उदाहरणों के साथ अपना मत स्पष्ट कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Ans) Man is a "wholeness of Conduct" encompassing both personal & professional life. Both spheres are mutually intersecting and Unethical acts of one impacts others.

① Personal Ethics impacting professional life:

(i) Image / Outlook of any person decides his credibility in professional sphere.

Ex: Lal Bahadur Shastri's personal conduct watched with his popular acceptance.

(ii) Any corrupt act tarnishes professional image.

Ex: Ex-President Donald Trump's alleged sexual misconduct dipped his popularity.

(iii) Personal sphere affects professional competence

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(Ex):- # well-being & emotional positiveness impacts performance at work.

(iv) Avoidance of Conflict of Interest - (Ex)- No favouritism/regionalism in hiring.

(2) Professional life impacts personal sphere :-

(i) Impacts life of family/dependent (Ex)- Social ostracization of family of officer caught in corruption.

(ii) Stress management at workplace leading to better relationship management i.e. work-life Balance.

(iii) Professional Appreciation strengthen personal ethics - (Ex) - Integrity Icon Award in Nepal encouraging integrity behaviours.

To be ethically competent, is similar to realizing that acts in personal life impacts professional conduct & vice versa

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1. (b) अच्छाई जो सही है उसे करने की आंतरिक अनिवार्यताओं का परिणाम है, न कि नैतिक नियमों से उसका स्वीकरण या अपेक्षित परिणामों के रूप में प्राप्त पुरस्कार। क्या आप सहमत हैं? चर्चा कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Goodness is the result of internal imperatives to do what is right, not sanctions from moral rules or rewards from expected consequences. Do you agree? Discuss.

(Answer in 150 words) 10 Marks

Ans(b) Conscience acts a moral compass and goodness result from happiness | satisfaction of conscience.

Goodness is the result of internal imperative

(1) Service (Seva) is to serve others without thinking of the self or expected outcomes of the act. Service result in goodness - for individual & social. (Ex) - Feeding hungry stray dogs.

(2) An externally imposed | dictated imperative to act for goodness is not sustainable. A sustained act of goodness comes from self.

(Ex) Mother Teresa lifelong devotion to

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help the sick & make last moments of the ailing happy.

(3) Good act result in contentment (Santosha), which acts as internal motive to do further good. (Ex) - Internal happiness from honest acts like returning lost wallet.

(4) Goodness (disposition to do right is rooted in human values (David Hume). Benevolence is the intrinsic humaneness in human.

(Ex) - Disposition to serve vulnerable section like Robinhood Army, Roti Bank etc.

Though external dictums, rewards or beneficial consequences may serve as short term motivation, but prolonged act of goodness is rooted in human conscience. (acting right)

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2. (a) "बेटी बचाओ और बेटी पढ़ाओ" जैसे सामाजिक परिवर्तन कार्यक्रम सलाह, परामर्श और अनुनयन का उपयोग करने में विश्वास करते हैं लेकिन कभी–कभी वांछित प्रतिक्रिया प्राप्त करने के लिए कुछ बल का प्रयोग करना भी आवश्यक होता है। क्या आपको लगता है कि सामाजिक रूपांतरण की ऐसी योजनाओं को क्रियान्वित करते समय सार्वजनिक प्रशासकों द्वारा अनुनयन के साथ थोड़े बल का प्रयोग करना एक अच्छा विचार है? प्रासंगिक उदाहरणों के साथ स्पष्ट कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

Answer in 150 words) 10 Marks

Ans a) Social transformation programs aims at attitudinal change or changing mindsets, which involve use of both persuasion (majorly) & coercion (minor).

Mixing little force for social good

(1) Sparing use of force can instill a necessary fear specially among sections who have vested interests in status quo.

(Ex)- Using state police force during land reforms for land ceiling violations.

(2) Judicious & rare use of force will further the message of persuasion, that the program has both state authority & sanction.

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(Ex): Fines for public littering along with awareness campaigns in Swachh Bharat Abhiyan.

(3) Force can lead to quick resolution of impediments to objectives of program. (Ex): Arresting doctors who conduct sex determination tests along with awareness of "Beti Bachao".

Negative impacts of using force in Persuasion Campaigns

(1) Force does not bring attitudinal changes in long term. (Ex): Patriarchal values of female foeticide/discrimination persists.

(2) Might go against persuasion objectives due to militant/rigid response of public. (Ex): Protests against state coercion like arrests.

Use of force must be fair, proportionate & just with major focus on bringing internal transformation of mindsets

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2. (b) अंततः प्रत्येक देश की विदेश नीति उस देश की शक्ति पर निर्भर करती है। शक्ति सैन्य या वित्तीय हो सकती है और .. नैतिक भी हो सकती है। क्या आपको लगता है कि आज के विश्व में सैन्य या वित्तीय शक्ति के बिना नैतिक शक्ति का सम्मान किया जाएगा? अपना मत स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

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

Ans 2(b)

Ethical strength must be backed by military or financial strength as without hard power, soft power is merely a utopia.

Necessity of financial or military strength to back ethical strength

(1) Attention to your ethical message depends on your financial or military position in global order. (Ex): Bhutan advocating for shift to renewable against India's LiFE message

(2) Change can only be brought by strength of might, money or masses. (Ex): Plight of small island states is often neglected at global forums.

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(3) Capacity to act if any country goes against ethical message. Ex:- USA intervened in Afghanistan to protect democracy & human rights.

(4) Respect for mutual ideas/ideals demands 'balance of terror'. Ex:- Peace Message by P5 Nuclear states.

(5) Military or financial power help in gaining allies increasing popular acceptance of ethical ideals propounded by country. Ex:- USA using Chequebook diplomacy to garner support for ethical agenda.

Ethical ~~strength~~ Strength without military/financial strength is like "cloak without superpowers"

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

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

Ans 3 (a) Good life entails personal well-being and social wellbeing which can be achieved by adhering to duties coupled with "care for others"

Good life through duties & care for others

(1) Duties acts as ethical guide which denote ethical obligations to act in good way.

(Ex) - Treating humans as ends & not as means. (Kant's categorical imperative)

(2) However according to Carol Gilligans, care for others feelings should also affect our actions as without being other-focussed (empathic & sympathetic) one cannot lead good life.

(Ex) - Disposition to help others in times of distress.

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Morality is wider than duty bounded actions & goodwill of others

(1) Morality is internal to self. A moral act is a 'voluntary act' rooted in conscience rather than rules & care. (Ex)- Not indulging in corruption through self-restraint.

(2) Virtues make up moral character of person.

(Ex)- 'Integrity' is acting ethically when no one is watching/ no other social actor involved.

(3) Morality may be at variance with duty & care actions. (Ex)- Speaking truth at all costs can result in undesirable consequences.

Morality is guide to content ethical life and has a much broader horizon encompassing 'self' as well as 'social'.

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Ans 3(b) Higher Educational Institutions (HEIs) shape the career mentality & service outlook of young individuals, thus playing instrumental role in inculcating public service values.

Role of HEIs in integrity education

(1) Holistic curriculum which promotes integrity through rewards - Ex:- Better grades for innovative solutions & punishment for plagiarism.

(2) Instilling moral courage & moral accountability among youth. Ex:- Owning up for failure in exams, rather than looking for reasons.

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③ Peer Culture of integrity will foster higher internalisation of integrity as virtue.

Ex: 'Integrity Classroom' Concept of Nepal.

④ Integrity will be seen as part of education (mandatory) & not a voluntary option.

Strategies to cultivate integrity education in HEIs

① Value driven education both in classrooms & in extra curriculars (NEP 2020 Vision)

② Rewards for conformity & punishments for integrity compromising behaviour. Ex- 'Integrity Awards' along with academic awards.

③ Conducting field trips & contact sessions with most vulnerable sections.

Integrity should be planted in schools, strengthened in universities & displayed in profession for culture of integrity.

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

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

4. (a) "सहिष्णुता विशुद्ध रूप से चित्त का कार्य है। यही सद्गुण का सार है। सहिष्णु होना एक ताकत है।"

(150 शब्दों में उत्तर दीजिए) 10 अंक

"To tolerate is purely an act of the mind. That is the essence of virtue. To tolerate is a strength."

(Answer in 150 words) 10 Marks

Ans 4(a) "Tolerance is the supreme virtue. Intolerance is the first sign of inadequate education".

Tolerance as a virtue

(1) At individual level, it refers to respect i.e. respect for autonomy & choice of others which amount to 'humaneness' (Human Values).

(2) At social level it refers to coexistence. By adapting to differences & making inclusive environment for all.

(3) At a state level it refers to neutrality & impartial Conduct towards all.

Tolerance is act of mind as it starts with 'acceptance' of differences, to accept difference one require "moral courage" to treat others as equal.

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Implications & Contemporary Relevance

(1) Harmonious & Conflict free society.

(Ex): Mutual coexistence of various religions.

(2) Reduce psychological stress of individual by eliminating hostility & negative emotions.

(Ex): Abstaining from hate speech or hate media.

(3) Community's strength & resilience increase.

(Ex): Oxygen langars during Pandemic distress.

(4) Trust deficit decreases leading to ease of administration. (Ex): Intolerance in Manipur leading to administrative breakdown.

Tolerance is broader than mere endurance. Contentment in society & individual can be achieved by practicing tolerance.

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

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

Ans 4(b)

" The best way to discover yourself is to lose yourself in the service of others" (Gandhi). Service (Seva) refers to having other focussed behaviour/consideration, to eliminate any self interests/benefits & to have a 'sense of devotion' to others.

Implications & Relevance of Service (Seva)

① To serve others is also to serve self, as it also results in individual satisfaction and genesis of positive emotions.

② Without a prosperous & happy society, individuals can never attain salvation.

Ex:- War torn societies lead to material

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deprivation in individual life.

(3) Kant also emphasizes that serving others is necessary to treat them as ends. Self Dignity cannot be secured before ensuring dignity for others - Ex: Aid during earthquake to Turkey as humanitarian help.

(4) Service produce contentment, which is maxim to attain salvation. Ex: Kailash Satyarthi engaging in removing child labour.

(5) Service results in excellence of character, a necessity for a well-lived life. Ex- Dana (donate) / Vand Chakko' in Sikhism.

Service is path to salvation as it improves material & moral conditions of any society.

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4. (c) "शांति के काल इतिहास की पुस्तकों के खाली पन्ने हैं" (150 शब्दों में उत्तर दीजिए) 10 अंक

"Periods of peace are the empty pages in the history books" (Answer in 150 words) 10 Marks

Ans 4(c) Misplaced notion that ~~war is~~ history of mankind is history of war as war are aberrations which require high documentation as compared to peace which is norm of human life.

Peace - Importance, Relevance & Dimensions

① Wars are act of collective violence which destroys the peace order of society. A largely stable social order gets disrupted through wars.

Ex: Russia-Ukraine war displacing millions.

② "Culture of peace" requires identification & reconciliation of differences. It requires transforming vertical hierarchy which is

Candidates must not write on this margin

inherently violent to democratic order which involves consensus building.

Ex:- UNESCO Culture of Peace Program, 1995.

(3) War is only to be used as a last resort and finished as soon as political objectives are met. These principles of 'Just war' reflect the relative rarity of war in human history. Ex:- India stopped as soon as Pakistan's Army surrendered in 1971.

(4) Periods of peace reflect stability, non-violence, unity, prosperity, Coexistence & Codevelopment, righteous leadership, tolerance, empathy etc. reflecting ethical social order.

Though peace represent empty pages of history, yet the book is more blank than inked.

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5. (a) 'नैतिकता' और 'सत्यनिष्ठा' शब्दों से आप क्या समझते हैं? क्या आपको लगता है कि वे एक दूसरे से संबंधित हैं? लोक प्रशासन के संदर्भ में नैतिकता और सत्यनिष्ठा के बीच संबंध को उदाहरण सहित स्पष्ट कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms 'ethics' and 'integrity'? Do you think they are interrelated? Explain with examples the relationship between ethics and integrity in the context of public administration.

(Answer in 150 words) 10 Marks

Ans 5(a) 'Ethics' refers to the standards of right and wrong conduct. It deals with the question of how we should lead our lives.

Integrity represents holistic view of ourselves, it refers to wholeness:

(a) Wholeness of virtues.

(b) Wholeness in part of being something larger. (service, nation etc.)

Ethics serve as backbone of integrity as it highlights principles which promote integrity and prohibits integrity compromising behaviour. For example – ethics help in prioritizing action choices in case of dilemmas.

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Relationship between ethics & integrity in public service context

(1) Virtues which must be upheld to protect integrity of individual & service.

(Ex)- Honesty & Truthfulness deter corrupt behaviour.

(2) Resolve conflict of interest. (Ex)- Principle of doing No Harm & primacy to public interest.

(3) Ethics contribute to moral accountability.

(Ex)- Lal Bahadur Shastri resigned as minister following railways accident.

(4) Ethics guide personal conduct maintaing professional credibility. (Ex)- Impartiality in public actions like recruitments.

Ethics is the source of integrity & practicing integrity strengthens ethical fabric.

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5. (b) 'नैतिक व्यवहार' और 'भावनात्मक बुद्धिमत्तापूर्ण व्यवहार' शब्दों से आप क्या समझते हैं? प्रासंगिक भावनात्मक बुद्धिमत्ता घटकों की पहचान कीजिए जो नैतिक व्यवहार के लिए एक विश्वसनीय मार्गदर्शक के रूप में कार्य करते हैं।

(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms 'ethical behaviour' and 'emotionally intelligent behaviour'? Identify the relevant emotional intelligence components that act as a reliable guide to ethical behaviour.

(Answer in 150 words) 10 Marks

Ans 5(b) Ethical behaviour refer to adherance of standards of right & wrong. It means practicing virtousness, following duty & conforming to Rules.

Emotionally intelligent behaviour refers to the capability of understanding own & others emotions, using them as guide to one's decisions & actions. It is about being intelligent to own & other's emotive state.

(Ex)- Understanding distress of natural disasted victims.

Emotional Intelligence Components acting as reliable guide to ethical behaviour

(1) Emotional Self Awareness to decide actions'

Candidates must not write on this margin

(Ex) - Angry actions results in Ruthness, harm & undesirable actions.

(2) Understanding others's emotions to develop better situational awareness & relationship management. (Ex) - Helping friends during financial distress even if they don't ask.

(3) Use emotions as tools to further ethical agenda. (Ex): 'Pulse Polio Rawat' appealing to emotions of mothers' persuasion campaign.

(4) Doing acts which results in maximum happiness. (Ex) - Charity to needy sections.

(5) Emotional inputs to any decision through Compassionate administrations.

Emotional-Intelligence is a potent skill to guide ethical conduct as maximizing positive emotions correlates to ethical conduct.

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Ans (a) "Poverty anywhere is a threat to prosperity everywhere". Suffering of one part generate moral demands of assistance because:

(1) Responsibility towards ensuring human dignity for all. Every individual has basic human duty towards vulnerable sections.

(2) Without a stable society everywhere, the negative spillovers to immediate society will increase. (Ex):- Refugee crisis.

(3) Having Compassion & benevolence is the supreme virtue. It generates morally justified demand of foreign humani-

Candidates must not write on this margin

Iarian aid.

Governments being morally responsible to aid for deprivation elsewhere

① Reparative justice - Wealth of today is based on misfortunes of yesterday.

Ex - Colonial past of underdeveloped nations.

② Redistributive justice - Redistribution of resources & benefits to all communities -

③ "Vasudhev Kutumbkam" - responsibility towards whole world.

Humanitarian aid should not be seen charity, but as moral responsibility of all capable nations -

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

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

Ans 6(b) Departmental culture shapes attitude & mindset of individual employees & prompts them to act ethically.

Departmental Culture's role in ethical conduct

① Enforcement of ethical principles through strict adherance of Codes is necessary to create an environment of compliance.

② Action of co-workers & especially superiors affect action of individuals.

Ex - Corrupt leadership produce corrupt staff in offices.

Candidates must not write on this margin

(3) Rewarding ethically appropriate behaviour to encourage it, along with punishment for misconduct.

Ex:- 'Integrity Star' of the month in offices.

(4) Departmental culture determines quality of service delivery - Poor quality acts as negative feedback to ethical conduct of staff.

(5) Departmental & Service values must be upheld in office space.

Ex:- Primacy to 'public interest'.

Departmental culture & workspace environment effectiveness, efficiency and ethical profile of all employees.

Candidates must not write on this margin

SECTION - B

7. राष्ट्रीय हित को बढ़ावा देना और अंतर्राष्ट्रीय क्षेत्र में प्रभाव और शक्ति प्राप्त करना प्रत्येक देश की विदेश नीति के दो मूल मंत्र हैं। पिछले दशक से, ABC देश ने आक्रामक तरीके से शक्ति हासिल की और विदेशों में अपने व्यावसायिक हितों का विस्तार किया। ABC देश जिन व्यवसायों को विकसित करने में रुचि रखता था उनमें से एक रक्षा उपकरण और उपग्रह प्रौद्योगिकी था। यह अपने अंतरिक्ष और रक्षा उत्पादों के लिए बाज़ार तलाश रहा था।

देश ने अपनी रक्षा उपकरण निर्माण कंपनियों को नए बाज़ार खोजने और अन्य देशों के साथ विनिर्माण सहयोग तलाशने के लिए प्रोत्साहित किया। प्रमुख रक्षा उपकरण निर्माताओं में से एक, GAMA ने हाल ही में सैन्य सरकार (मिलिट्री जुंटा) द्वारा शासित देश XYZ के साथ संवेदनशील प्रौद्योगिकी हस्तांतरण और उपकरणों से संबंधित कई अरब डॉलर का एक बड़ा सौदा किया। जो कि एक अच्छा व्यवसाय था।

जैसे ही व्यावसायिक विवरण सार्वजनिक हुआ, GAMA की बहुत आलोचना हुई क्योंकि XYZ अपने खराब मानवाधिकार रिकॉर्ड के कारण अंतर्राष्ट्रीय स्तर पर एक परित्यक्त देश था। इसके अलावा, सैन्य सरकार अल्पसंख्यक नृजातीय समुदाय के मूक नरसंहार में शामिल था। इस बात पर काफी हंगामा हुआ क्योंकि इस सौदे में संवेदनशील प्रौद्योगिकी का हस्तांतरण शामिल था जिसका गलत हाथों में दुरुपयोग हो सकता था। संक्षेप में कहे तो, यह अच्छा व्यवसाय था लेकिन संदिग्ध ग्राहकों के साथ। इस बीच, ABC की सरकार GAMA व्यापार समझौते के बारे में चुप रही, और अन्य सरकारों ने चुप्पी को एक ऐसे राष्ट्र के साथ संबंध बनाने का एक सूक्ष्म तरीका बताया जो एक अंतर्राष्ट्रीय रूप से अछूत था।

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

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

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

(d) क्या आपको लगता है कि संवेदनशील प्रौद्योगिकियों का विपणन करने वाली रक्षा क्षेत्र की कंपनियों को उनकी संबंधित सरकारों द्वारा विनियमित किया जाना चाहिए, या विनियमन उनकी उद्यमशीलता और नवाचार ऊर्जा को कम कर सकता है? चर्चा कीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

(b) Do you think corporate businesses such as GAMA must consider international ethics while pursuing business interests? Why/why not?

Candidates must not write on this margin

(c) Do you think a corporate's social responsibility extends beyond one's immediate community to the international community? Why/Why not?

(d) Do you think the Defence sector companies marketing sensitive technologies must be regulated by their respective governments, or regulation may curtail their entrepreneurial and innovation energy? Discuss. (Answer in 250 words) 20 marks

Arms Dilemma

Ans(a) Ethical issues in this case are rooted in transfer of sensitive technology to parah state :-

(1) Human Dignity / Autonomy as the potential use of technology for persecution of minorities.

(2) National Interest (Economic Gain) against National Responsibity of democratic liberal state.

(3) Corporate's responsibility towards community i.e. righteous ways of business.

(4) Peace and Non Violence are threatened by international exports of arms.

(5) Moral Responsibility of Government (exporting) to the end use of arms.

Candidates must not write on this margin

(b) Ethics must guide business of corporates like GAMA because:

(i) Unethical business practices reduces trust of community in business operations which might lead to hindrance in future. (Eg: Protests, Closures)

(ii) Business are directed towards community. Any actions which threatens social well-being like minority fight persecution will decrease sustainability of business.

(iii) Corporate Actions affect national image. Unethical arms sale might degrade image of ABC as being complicit in minority persecution.

(iv) Corporates have moral responsibility to international ethics & can be made ~~to~~ accountable to misdeeds. (Eg): Penalty on Google for invading privacy of users.

Candidates must not write on this margin

(c) Corporate Social Responsibility (CSR) extends to overall humanity & not merely restricted to immediate community's

(i) Their actions affect people globally, additionally their profits are derived from international community, leading to CSR towards international community.

(ii) Governments ensure that corporate's actions must not result in human rights violations, as it may be detrimental to national interest. (Ex): Illegal immigration of minorities.

(iii) CSR involve ethical component along with financial obligations. The latter may be bounded by borders, but former is owed to "all affected".

Candidates must not write on this margin

(d) Defense Sector Companies are involved in production of dual use technology i.e. to maintain peace or to inflict violence. Government's supervision is important because:

(a) Potential for misuse by other states or non-state actors.

(b) Affects strategic interests of a country.

(c) Country will be accountable for selling arms & not corporates.

(d) Possibility of internal conflicts & internal disturbance due to arms export.

(e) Sensitive technology must be channelled to fulfill ethical pursuits aligned with foreign policy.

Government's regulation must be to promote right business & not hinder innovation.

Candidates must not write on this margin

8. सिंह गढ़ मुख्य रूप से एक ग्रामीण ज़िला है जहाँ एक उपभोक्ता वस्तु विनिर्माण संयंत्र को छोड़कर न्यूनतम एवं अपेक्षाकृत महत्त्वहीन औद्योगिक क्रियाकलाप है, जो रोजगार का प्राथमिक स्रोत है। यहाँ स्वास्थ्य, साक्षरता आदि जैसे विकास संकेतक राष्ट्रीय औसत से काफी नीचे थे।

यहाँ विकासात्मक मुद्दों के साथ–साथ, एक और गंभीर चिंता बाल विवाह में हो रही धीमी वृद्धि थी। कानूनी प्रतिबंधों के बावजूद, बाल विवाह बेरोकटोक बढ़ता जा रहा था।

सामाजिक कार्य में स्नातकोत्तर रश्मि, जो कम उम्र में विवाह से बच गईं, ने बाल विवाह पीड़ितों को बचाने और पुनर्वास के लिए एक गैर सरकारी संगठन शुरू किया। पिछले पाँच वर्षों में उसने कई युवा लड़कियों को बाल विवाह का शिकार होने से बचाया। उसकी कार्यशैली सरल थी। उसने गाँवों में मुखबिरों का एक नेटवर्क विकसित किया था जो उसे सूचनाएँ देता था और सत्यापन करने के बाद, स्थानीय कानून प्रवर्तन कर्मियों की मदद से रश्मि बाल विवाह को होने से रोक देती थीं।

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

उसने कंपनी परिसर में अपनी कार्यशालाएँ और अभियान शुरू किया। यद्यपि प्रारंभिक प्रतिक्रिया ठंडी और कभी–कभी पूरी तरह से उदासीन थी। लेकिन वह डटी रही। कुछ महीनों के बाद, एक दिन कंपनी यूनियन के सदस्यों ने उसे कंपनी में प्रवेश करने से रोक दिया और उसके साथ हिंसा करने की धमकी भी दी। रश्मि ने प्रबंधन से बात की, जिन्होंने उसका समर्थन किया और उसकी सुरक्षा सुनिश्चित की। प्रबंधन ने रश्मि और उसके एनजीओ का समर्थन करते हुए एक सर्कुलर (परिपत्र) जारी किया।

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

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

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

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

(d) श्रमिक संघ की इतनी आक्रामक प्रतिक्रिया के क्या कारण हो सकते हैं? आपके अनुसार रश्मि को कर्मचारी संघ को कैसे संभालना चाहिए? (250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

Candidates must not write on this margin

in villages who relayed information to her, and after verifying, Rashmi with help from local law enforcement personnel, prevented the marriage from happening.

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

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

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

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

(b) What do you think Rashmi should do? Would it be a good idea for Rashmi to involve local administration? Suggest an implementable course of action.

(c) Do you think companies should also accept responsibility for the social problems of the region where they operate? Why/why not?

(d) What could be the reasons for such an aggressive reaction from the workers union? How do you think Rashmi should handle the workers union? (Answer in 250 words) 20 marks

Worker's Logjam

Ans)(a) The ethical issues in this case are rooted in Conflict of traditional mindset against Rashmi's perseverance ~~of~~ against child marriage.

(1) Human Autonomy is violated as child marriage restricts the free choice of partners & stunts developmental prospects of women.

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(2) Tradition against modernity as despite legal sanctions child marriage rates are high.

(3) Vested interest of ~~corporate~~ Company's management as workers strike is subject to NGO's reformist agenda leading to poor display of Corporate social responsibility.

(4) Resistance to well-intentioned agenda ~~from~~ emanating from multiple sections like political section, workers etc.

(5) Patriarchal attitude for continuous subjugation of females.

(6) Lukewarm response reflecting deep rooted mindsets of inequality & violence

Candidates must not write on this margin

Ans(b) Rashmi should take the help of local administration and involve them in fight against child marriage. A possible course of action would be:

(1) Rashmi along with administration can contact Company's management. They need to be reminded of their duty towards community.

(2) Additionally some rational leaders from workers union can be involved to diffuse the strike of workers.

(3) Rashmi can conduct sessions for factory workers by highlighting the ill effects of child marriage.

(4) In a long term, a developmental plan needs to be drawn. Poor health, education

Candidates must not write on this margin

etc. are breeding grounds of traditionalistic obscurantism.

(c) Company's management should accept their social responsibility because:

(a) A backward society ridden with social evils also threaten sustainability, efficiency & profitability of business.

(b) Poor developmental indicators must be countered through CSR along with help in attitudinal shift (by supporting Rashmika initiative).

(c) Company's directives will carry weight as they affect livelihood of region. They can introduce 'No Child Marriage Norm' for all workers, kickstarting social change.

(d) Thriving & prosperous societies are backbone of healthy businesses.

Candidates must not write on this margin

(d) Reasons for aggressive reaction from union:

(i) Traditional mindset which resists social change.

(ii) Patriarchal violence as they perceive women as naturally unequal.

(iii) Vested interests of political class who might have incited strike.

(iv) Poor socio-economic indicators leading to anti-reformative stance.

Rashmi should engage workers union by appealing to them & apprising them about ill-effects of child marriage. She can create awareness that how backwardness of the region is directly correlated to high child marriage rates. A cooperative & consultative effort on part of Rashmi can dilute confrontationist stance of union.

Candidates must not write on this margin

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

कार्यभार संभालने के बाद, आपने स्वास्थ्य सेवाओं में सुधार के तरीकों का अध्ययन करने और उनकी पहचान करने के लिए जिले का दौरा किया। अपनी क्षेत्रीय यात्रा के दौरान, आपको पता चला कि मुद्दा सेवाओं की पहुँच का नहीं है; यह कुछ और ही है। आपने पाया कि समस्या मिथकों, भ्रांतियों और कुप्रथाओं का है जो स्वास्थ्य देखभाल सेवाओं को अपनाने में बाधा बन रही हैं। उदाहरण के लिए, लोगों का मानना है कि टीके नपुंसकता का कारण बनते हैं, टीकाकरण जन्म नियंत्रण के लिए किया जाता है, प्रसवपूर्व देखभाल का उपयोग माँ और बच्चे के स्वास्थ्य के लिए प्रतिकूल है, इत्यादि।

आपने महसूस किया कि ये मान्यताएँ व्यवहार संबंधी बाधाएँ हैं जो स्वास्थ्य और पोषण सेवाओं के रास्ते में बाधक हैं। और इन व्यवहार संबंधी बाधाओं के कारण अग्रिम पंक्ति के कार्यकर्ताओं का पहुँचना मुश्किल हो गया है।

आपने स्वास्थ्य सचिव के साथ अपने अवलोकन पर चर्चा की, और उन्होंने आपको पड़ोसी जिले के डीडीओ से सीख लेने की सलाह दी, जो कुछ अच्छा काम कर रहे हैं। जब आप पड़ोसी डीडीओ से मिले, तो आपको पता चला कि वह लोगों को मनाने के लिए आस्थावान नेता के प्रभाव और पहुँच का उपयोग कर रहा है। आप व्यवहार संबंधी बाधाओं को दूर करने में मदद के लिए आस्थावान नेताओं को शामिल करने के बारे में आशंकित हैं। एक सिविल सेवक के रूप में, आपको लगा कि स्वास्थ्य सेवा योजनाओं में आस्थावान नेताओं को शामिल करना एक गलती होगी। जब आपने सचिव के साथ अपनी आशंकाएँ साझा कीं, तो उन्होंने दृढ़तापूर्वक आपको प्रयास करने और कुछ नया करने का निर्देश दिया।

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

(b) आस्थावान नेताओं को प्रभावशाली और प्रेरक के रूप में उपयोग करने के क्या फायदे और नुकसान हैं?

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

Candidates must not write on this margin

MYSTIC BARRIERS

Ans/(a) Ethical issues involved in this case are rooted in behavioural barriers to access health services's

(1) Poor human development indicators as they increase susceptibility to misinformation and myth.

(2) Convincing people that health services are for people welfare.

(3) Resistance due to misconceptions leading to material deprivation.

(4) Faith against Rationality. Faith might further complicate situation by introducing divine dictums in situation which demand Rational awareness.

Candidates must not write on this margin

(b) Faith leaders rely on 'divine commands' to convince people for any action. It involves blind adherance to their directives.

Advantages : (i) People would hear to their appeal as compared to officer's.

(ii) Quick fix solution as faith influencers may drive public towards hospital.

Disadvantages : (1) It might create more myths where people will see healthcare as divine order rather than human necessity.

(2) Long term solution entail changing mindsets. Busting myths, rumors & leading through information awareness campaign can create rational demand & voluntary access of healthcare.

Candidates must not write on this margin

Ans)(c) We can design a Persuasion and Influence Campaign to inflict a mindset change of masses. This would entail:

(a) Information Drives against myths - Doctors can design posters, conduct public meetings etc. to debunk myths.

(b) Political leaders like local MLAs, Panchayat members can be roped in to spread awareness.

(c) Personal Credibility (Ethos) i.e. government officials & leaders can themself lead the way

Ex: Taking Vaccine shots in public gathering.

(d) Using schools, offices etc. as sites of Information & persuasion activities.

Candidates must not write on this margin

Ans(b)) Ethics are guided by rationality of right & wrong, while faith leaders invoke divine Commands to command adherance.

Civil servant must ethically restraint from involving faith leaders for government schemes.

(i) People must be made aware about merits of scheme & benefits it entails.

(ii) Using faith as tool will promote obscure myths Complication situation in future

(iii) Logic & Persuasion can lead to attitudinal change, for example - recent push for Swachh Bharat Suraksit Bharat. Faith entails temporary illusion which might die out with time.

Government policies must be secular in design as well as implementation. Voluntary adherance through Changing Mindsets is essence of governance.

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

Candidates must not write on this margin

(a) WORKPLACE HEADACHE

Ethical issues involved in this case affect office employees, me as head of agency, public receiving services and headquarter officials. These issues are:

(i) Unpaid work and long working hours creating conflict among public service values & personal interest.

(ii) Violation of dignity of general public who rightfully demand basic services.

(iii) Verbal harm as a means of violence.

(iv) Organization work culture becoming negative due to staff behaviour along with unfair compensation.

(v) My duties towards staff against duty towards public at large.

Candidates must not write on this margin

Ans (b) Options available are:

(i) Suspend these 4 officers as directed by the HQ & release strict guidelines against unruly behaviour at workplace.

(ii) Take a stand for office employees & demand extra compensation for extra work, otherwise threatening to stop the office work.

(iii) Take up cause of employees at HQ by reiterating demand for overtime compensation. Additionally, taking counselling sections for all staff to not harm dignity by verbal abuse or casteist remarks.

(iv) ~~Suspending these~~ Issuing direction of suspension of 4 officers along with mandating limiting of work to office hours only.

Candidates must not write on this margin

(c) (a) Choosing duty bound option will result in terror/fear atmosphere at workplace which might impact quality of service delivery by employees.

(b) Taking confrontationist stand will ensure ~~fair~~ fair pay for staff. But this extreme step will come at great cost of public inconvenience

(c) Limiting the working hours will hamper efficiency of service. Grievances might go unaddressed leading to public discontent.

(d) Going with counselling sessions will help in staff realizing that public interest is primary which might entail personal sacrifices. Taking up cause of extra compensation reflect compassion towards staff. This will be my chosen course of action.

Candidates must not write on this margin

(d) Dignity refers to sanctity of human life/ social groups. Dignity is about respecting autonomy & ensuring respect for one and all. Dignity is rooted in humaneness & worth of life.

Human Dignity	Social Dignity
- Relates to autonomy & respect for individual.	- Relates to respect & sanctity of social groups like caste, religion etc.
- Violations involve child labour, human trafficking etc.	- Violation entails caste-based bias, violence (communalism) etc.

Common Dignity violation in government departments: (1) Not paying heed to grievances of people.

(2) Treating office staff inhumanely.

(3) Discriminatory attitude towards vulnerable sections. (Ex): Untouchability at workplace.

Candidates must not write on this margin

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

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

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

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

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

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

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

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

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

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

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Ans (i)(a) Ethical issues involved are rooted in unfortunate loss of human lives :

(a) Corporate Misgovernance as they did not outline manufacturing standards & troubles in contact.

(b) Greed & Profit maximisation compromising human lives.

(c) Negligence and gross violation of labour & safety laws.

(d) Interest of majority by supplying generic drugs against the cost born by affected minority of dead & their families.

(e) Distressing situation of victims families.

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(b) Companies position on paying damages:

(1) Favour: (i) They were not liable to conditions of work as they were not directly involved.

(ii) Engaged in maximizing public welfare as generic drugs will save many lives.

(2) Against: (i) Their operations resulted in deaths. Any positive or negative action irrespective is an act of violence.

(ii) Moral responsibility to ensure safety of workers employed.

(iii) Unique situation of victims' family need compassionate stance on part of family.

⇒ Company should pay the compensation as they are morally responsible for the mishappening. Absence of legal sanctity—

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cation do not absolve the company of the damages to gross negligence & corporate misgovernance.

(C) Moral Responsibility :- Refers to accountability to one's own conscience & moral principle. Upholding ethically correct action even in the absence of legal codes/ enforcement mechanisms.

Situations where actors are morally responsible for their actions

(1) When their involvement in the chain of actions result in material benefits like monetary benefits.

(2) Adhering to basic duties of humanity

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i.e. treating all life as precious & not using humans as means.

(iii) Absence of legal enforcement, further pushes the demand for moral accountability.

(iv) If any act of commission or omission results in violence / harm.

Moral responsibilities originates from excellence of virtue and by upholding integrity in all aspects.

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

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

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

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

Meanwhile, the Ambassador deputed you to meet the Indian community leaders to understand the issue and prepare a report. You met with the community leaders and found that the reason for local antipathy towards the Indian community was just an expression of latent racism and intolerance. You presented your observations to the Ambassador and requested him to do something as the Indians were on the

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

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

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

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

Ans (a) The issues rooted in this case relate to Indian immigrants, local populace & city administration, Indian Foreign Embassy & foreign policy interests, dilemma faced by me (Foreign Service Officer) & society at large.

The issues involved are:

(1) Rights of ethnic communities / immigrant minorities vis-a-vis rights of majority

(2) Tolerance: at individual level it means respect for others (human autonomy) society's level means Coexistence (acceptance of differences & mutual adjustments) & at state level (neutrality)

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(3) Divergence between legally approved action which is against popular (majoritarian) will

(4) Foreign Policy Guidance's Diaspora's protection/empowerment against national (economic) interest

(5) Personal dilemma to get involved in local politics as against the directives of officer (Code of Conduct).

(6) Rightfulness/Case/Justice against Duty/orders/impersonal conduct.

(7) Racism & hostility which goes against basic tenets of humanity.

(b) In my personal opinion, rights of diaspora & action against hostile racism should

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get priority over economic interests because

(i) Tolerance is the supreme virtue, along with autonomy of individual/communities. Not taking actions against hostile social behaviour, tod amounts to complicity in inhuman act.

(ii) "Economics without ethics" is mere material pursuit. Additionally, without a stable & content diaspora, longstanding economic relations are merely a dream.

(iii) As foreign service officer, our duty is to uphold national interest. National interest encompass protection to diaspora & voicing their rightful demands.

(iv) Positive spillover effects of project like education, social cohesion etc.

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(c) Indian Foreign Policy should be a judicious mix of Care & Consequentialism.

Although duty, is basic guide to any public servant yet dynamic nature of foreign policy demands detachment from rule book for quick action.

(a) Consequentialism should be the main guiding light in ordinary circumstances where maximum benefits are obtained in national interests - (Ex) - Foreign Trade Policy, Multilateral Agreements etc.

(b) Care comes in at unique situations & should guide us in emergency situations like refugee evacuation (Ex - Q. Ganga), war-like situation (Ex - 1971 Bangladesh liberation) etc.

A judicious foreign policy served both internal & external ambitions of any nation.

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Space for Rough Work

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Space for Rough Work