# NEXT IAS

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(To be filled by candidate)

Name of Candidate : Mahi Sharma

NEXT IAS Roll No.: A1M24GCRA040 Date of Examination : 23/08/2023

Exam Centre : Old Rajinder Nagar ☑ Bhopal ☐ Online ☐

Test Code : TC058

Time Taken : 3 hr 24 min

Program : FLT ☐ FLT+ ☐ SLT ☐ SLT+ ☑

# MAIN TEST SERIES 2023

## (TEST-12)

## GENERAL INSTRUCTIONS

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

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

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

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

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SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

[To be filled by the STUDENT]

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

[To be filled by the EXAMINER]

| Evaluator's response |
| --- |
| |

*(For filling by Examiners only)*

Evaluator Code :

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

Signature

MACRO COMMENTS

## 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.

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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.

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खण्ड–A / Section–A

1. (a) अधिकांश सिविल सेवक न तो शुद्ध कर्त्तव्यवादी हैं और न ही शुद्ध उपयोगितावादी, बल्कि वे एक प्रकार के नैतिक बहुलवाद के अनुसार कार्य करते हैं।" क्या आप इस विचार से सहमत हैं? उपयुक्त उदाहरणों के साथ अपने मत पर चर्चा कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Most civil servants are neither pure deontologists nor pure utilitarians, but they operate according to a kind of ethical pluralism." Do you agree? Discuss your position with suitable examples.

(Answer in 150 words) 10 Marks

Deontology and utilitarianism are two determinants which determine the morality of any action (by civil servants)

▷ Deontology = duty based

▷ ↳ following orders of superior

Utilitarianism:- maximum good for maximum people

▷: inclusive growth

Not pure deontology, not pure utilitarian → ethical pluralism

→ Sometimes, it is difficult to determine where action is based on duty or utility

→ There is no watertight compartmentalization

Candidates must not write on this margin

→ It depends on situation, context and stakeholders.
Eg Lockdown implementation in COVID
↳ mixture of duty and utility

→ Some unique situations emphasize on care approach also
Eg homeless people encroaching footpaths.

→ A balance is needed in the duty and utility of the action for a vibrant civil servant.

**However, certain actions are solely based on duty and utility**

**Duty**
→ following orders.
→ Recruitment process of new officers

**Utilitarianism**
→ Policy making.
→ focus on vulnerable section.
→ crisis situation Eg pandemic.

Thus it is difficult to restrict oneself to any one ethical determinant because civil servants face various situation in daily life which require specific and oriented actions.

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1. (b) लोक सेवा में करियर बनाने और लोक सेवा का निष्पादन करने की प्रेरणा लोक सेवा के प्रति आकर्षण, लोक मूल्यों के प्रति प्रतिबद्धता, आत्म–परित्याग और करुणा के कारण हो सकती है। उपर्युक्त चारों में से आपके लिए प्राथमिक लोक सेवा प्रेरक क्या है? अपने प्रेरक कारक को स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

The motivation to seek a career in public service and perform public service can be due to attraction to public service, commitment to public values, self-sacrifice and compassion. Among the four, what is the primary public service motivator for you? Explain your motivating factor.

(Answer in 150 words) 10 Marks

Seeking career in public service and performing public service means to cater to the interest and needs of the people through govt. authority or non-govt. organisations (NGOs)

Motivator for public service or career in public service :

① Attraction to public service : It gives a social prestige and increase social contants
- Prestige of IAS officers

② Commitment to public values :-
By commiting to the values of honesty, compassion, benevolence helping people in need.
- old age people, women etc

Candidates must not write on this margin

Self sacrifice: Sacrifice one's leisure time and contributing back to the society.

Compassion:- other focused and selflessly acting for other's interest.

**My motivating factor:-**

**Commitment to public values**

→ Acc. to Hobbes, without commiting to public values, life is short, nasty, poor and bored. (values → honesty, impartiality etc)

→ It instills other focused behaviour in us. and brings transparency

→ Leads to peace and harmony in the society. and reduces corruption

→ Values like upliftment of deprived ones, compassion towards vulnerable, following moral and legal laws, upholding ethical principles of the profession leads to good governance and inclusive growth.

There can be numerous motivator for seeking career in public services. but there should always be commitment to public values because it is the fundamental one.

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2. (a) कोविड जैसी लोक स्वास्थ्य आपात स्थितियों के प्रबंधन के लिए नीतियाँ विकसित करना, शासन के महत्त्वपूर्ण क्षेत्रों में से एक है। ऐसी स्वास्थ्य आपात स्थितियों से निपटने के दौरान सरकार ऐसे उपाय कर सकती है, जिसमें नागरिकों की ओर से स्वतंत्रता का अधित्याग शामिल हो। आपके अनुसार सरकार की लोक स्वास्थ्य नीति कौन–से नैतिक सिद्धांतों द्वारा निर्देशित होनी चाहिए?

(150 शब्दों में उत्तर दीजिए) 10 अंक

One of the critical areas of governance is developing policies for managing public health emergencies such as COVID. While tackling such health emergencies, the government may take measures that involve the abdication of liberty on the part of the citizens. According to you, what ethical principles should guide the government's public health policymaking?

(Answer in 150 words) 10 Marks

Health sector is the most focused area, especially after COVID-19. It has led to a debate on a new topic i.e., **health governance**

Why is it a critical area
- → affects all the citizen of the country
- → Have to sacrifice liberty temporarily
- → Reals will life of citizen

↓

Increasing cases of spread of disease ~~by~~ swine flue, covid etc

**Abdiction of citizen liberty**

→ Regulation of social contact ~~by~~ lockdown.

→ Regulating social behaviour.

→

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**What ethical principles should guide the public policy making :-**

Care :- It recognizes the unique and vulnerable situation during health emergencies.
- Eg old people and children were given priority

Utilitarianism :- Policies should focus on public good and balance out all the happiness over unhappiness.
- Eg Garib Kalyan Yojna during pandemic.

Every life matters (impartiality) :- No discrimination between :-
- urban or rural
- Rich or poor
- male or female

} Non-partisan ship behaviour

Transparency :- Giving authentic data to public about patients and mortality rates.

Accountability and responsibility :-
These are the primary principles that should guide health policy.
- Eg MoHFW spokesperson Preeti Kwarta → conducted press conference regularly during pandemic = responsibility.

Health is a very delicate issue all above principle should be followed,

Candidates must not write on this margin

2. (b) लोक सेवाओं हेतु प्रासंगिक भावनात्मक बुद्धिमत्ता के किन्हीं चार घटकों की पहचान कीजिए। प्रशासनिक निर्णयन में उनकी भूमिका स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Identify any four components of emotional intelligence relevant to public services. Explain their role in administrative decision-making. (Answer in 150 words) 10 Marks

Emotional intelligence is an ability or skill to monitor one's own and others emotions and discriminate among them to use them as a guide to the action.

emotion guides decisions → actions

Four components of EI relavant to public services:

① Identifying one's own emotions
↳ based on body language
↳ palm sweating during fear

Identify others emotions

then discriminate among honest and dishonest emotions

② Use the emotions :-
↳ To convey the meanings
↳ to regulate social interaction
↳ controlling mob like situation.

Candidates must not write on this margin

③ **Understand others emotions** : Ability to label the emotions and establishing the relation between words and emotions.

eg ⊙ strong emotional vocabulary

⊙ sometime deprived were not able to express themselves.

④ **Managing emotions** :-

↳ be open about your emotions

↳ moderating negative emotions

eg If any senior scolded you

**Role of emotions in administrative decision making** :-

→ It avoids indifference.

→ makes you other focused

→ Allows you to put yourself at others position and then take decisions.

→ Fills the vacuum when decisions based on logics were not satisfied.

eg poor man's land confiscated by builder and builder has the registry of land.

→ It helps us to cope up with the situation

Emotions are integral to decision making but one should know how to manage emotions otherwise emotions manage you.

—Nadal

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3. (a) मूल्य मानवीय व्यवहार की विस्तृत दुनिया के मूल में निहित होते हैं तथा व्यक्ति के प्रत्येक निर्णय और कार्य में व्यक्त होते हैं। उपर्युक्त कथन को ध्यान में रखते हुए उदाहरणों की सहायता से समझाइए कि मूल्य किसी व्यक्ति के व्यवहार को कैसे प्रभावित करते हैं? (150 शब्दों में उत्तर दीजिए) 10 अंक

Values lie at the core of the diverse world of human behaviour and are expressed in every human decision and action. In keeping with the above statement, explain with the help of illustrations how values impact an individual's behaviour. (Answer in 150 words) 10 Marks

Human behaviour and actions are driven by the principles and values (ethical) that we adhere. Repeated exercise of behaviours becomes our habit.

**Types of value we adhere**

- ethical values
- moral values
  - eg loyalty
- universalistic values
  - eg not harming others
  - eg compassion, tolerance etc.

**How values impact individuals behaviour:-**

① **Honesty** :- Quest for truthfulness and duty to be non-deceptive

**Behaviour** → not indulging in :-

- ① lying
- ② half truth → (eg advertisements)
- ③ silence (when you know the truth)

Candidates must not write on this margin

④ Fidelity or Loyality :- fulfilling promises in time

Behaviour → reliability
↳ trustworthy.
↳ acting faithfully in relationships.

Note
↓
Today's young generation lacks loyalty.

⑤ Professional values like regulating professional relations and following professional codes

Behaviour → efficient and effective output
↳ hardworking.

⑥ Leisure :- If we value leisure and hedonism so our behaviour becomes lazy and we love to party all the time.

⑦ Time/punctuality → valuing time means respecting time.

Behaviour → punctual
→ reliable
→ self regulation
→ self discipline.

These values are inherent to our behaviour which are learnt from family, school and society. Thus good values are must for socially

3. (b) नैतिक संहिता, आचार संहिता और नियम–विनियम संहिता के बीच अंतर स्पष्ट कीजिए। क्या आपको लगता है कि संहिता और विनियमों की संख्या में वृद्धि लोक विश्वास और सत्यनिष्ठा में गिरावट का एक सर्वोत्तम प्रतिक्रिया है? क्यों / क्यों नहीं?
(150 शब्दों में उत्तर दीजिए) 10 अंक

Explain the difference between codes of ethics, codes of conduct and codes of rules and regulations. Do you think an increase in the number of codes and regulations is an efficient response to the decline of public trust and integrity issues? Why/why not? (Answer in 150 words) 10 Marks

Candidates must not write on this margin

Codes of ethics, codes of conduct and codes of rules and regulation serve the similar purpose of describing acceptable behaviour in the organisation and adhering to organisational principles.

However there are some differences:-

| codes of ethics | codes of conduct | codes of rules and regulation |
|---|---|---|
| ① More general and broader sense<br>eg Honesty | ① More specific to organisation | ① More specific |
| ② Prescribe what ought to do | ② Prescribe what ought not to do<br>eg Don't take bribe | ② Prescribe rules and regulations of organisation |
| ③ Generally not enforceable | ③ May be enforceable | ③ It is enforceable failure leads to departmental inquiry. |

Candidates must not write on this margin

**Increase in codes and regulation and decline of public trust and integrity issue :-**

→ Increasing cases of dishonesty and rent seeking.

→ Quality of public service delivery was degrading.
  ⇒ police coming very late.

→ Lack of empathy on officers side.

→ Lack of other focused behaviour

→ Indifference to the rural and illiterate citizens
  ⇒ discrimination on the basis of caste and gender.

**However other factors of increasing codes can be :-**

→ Increasing efficiency.

→ making public servants more vibrant

→ Instilling a sense of accountability and responsibility.

→ Promotion of high ethical standards in the organization.

Thus, these codes if accompanied by internal morals of the public servant can bridge the public distrust.

Candidates must not write on this margin

4. निम्नलिखित उद्धरणों के अर्थ स्पष्ट कीजिए।

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

(a) प्रसन्नता का मूल धर्म (धार्मिकता) है, धर्म का मूल अर्थ (अर्थव्यवस्था) है, अर्थ का मूल सुशासन है।"

(150 शब्दों में उत्तर दीजिए) 10 अंक

The root of happiness is Dharma (righteousness), the root of Dharma is Artha (economy), the root of Artha is right governance."

(Answer in 150 words) 10 Marks

The above quote focuses on happiness and established a connection between happiness and good / right governance.

Meaning :- Good governance leads to prosperity and inclusive growth, prosperity leads to righteousness in action and righteousness in action leads to self satisfaction and happiness.

eg economically well off person donating in orphanage

↓

righteousness → self satisfaction

→ Happiness does not depend on a single cause but a comily of causes — righteous action, economy and governance.

Candidates must not write on this margin

## Relavance in contemporary times

① Corporate social responsibility (CSR)

right governance and administration
↓
economic benefit to (economy)
corporates
↓
donation for social work (righteous action)
↓
happiness for both the donator and one receiving donations

② It means that dharma should guide artha i.e, not indulging in malpractices for economic benefit
↳ it leads to accumulation of guilt
↳ lack of happiness.

③ Practice contenment and good governance is the key to prosperity.
↳ SHG governance → Mahila Urtha Udyog (economic prosperity for rural women)

thus, happiness, economy, dharma and governanance are interconnected and interdependent.

Candidates must not write on this margin

4. (b) "सबसे महत्त्वपूर्ण मानवीय उद्यम है–अपने कृत्यों में नैतिकता के लिए प्रयासरत रहना। हमारा आंतरिक संतुलन और यहाँ तक कि हमारा अस्तित्व भी इसी पर निर्भर करता है। हमारे कृत्यों में नैतिकता ही जीवन को सौंदर्य और गरिमा प्रदान कर सकती है।"
(150 शब्दों में उत्तर दीजिए) 10 अंक

"The most important human endeavour is the striving for morality in our actions. Our inner balance and even our existence depend on it. Only morality in our actions can give beauty and dignity to life."
(Answer in 150 words) 10 Marks

The above quote focuses on morality in our actions and human endeavour to achieve it.

Meaning :- Humans behave or act depending on some values, if these values are moral values ⇒ non violence, it brings inner and mental stability and our peaceful existence is determined ~~by~~ by these moral values only. If actions are based on morals, they are not questionable and they enhance our social esteem also.

⇒ A land mafia may have money power but he does not have a dignified position in the hearts of the people.

Candidates must not write on this margin

**Relavance in contemporary times :-**

→ Today, with fast changing times, moral values vare degrading.
reflected in → corruption
↳ ethnic conflict (stripping off two women)
↳ domestic voilence
↳ mob voilence etc.

→ Therefore, moral values have to be learnt like compassion, honesty, fidelity, responsibility during socialization process.

→ One moral voilence is non voilence
Drug addiction } → harm to
Alcoholism } self.
↓
Moral value of a healthy life.

→ People who don't adhere to moral values, remain internally disturbed
eg Hitler committed suicide.

→ Rising communalism and fundamentalism.

Thus, moral values are must to make this world a happy place to live and prosper.

Candidates must not write on this margin

4. (c) "विनम्रता सभी सद्गुणों में से सबसे कठिन मूल्य है; 'स्वयं के बारे में अच्छा सोचने की इच्छा को मारना' से अधिक कठिन कुछ भी नहीं है।" (150 शब्दों में उत्तर दीजिए) 10 अंक

"Humility is the most difficult of all virtues to achieve; nothing dies harder than the desire to think well of oneself." (Answer in 150 words) 10 Marks

This quote says about a character strength i.e, humility and how can it be achieved.

Meaning :- Humility means absence of accumulation of arrogance and pseudo sense that only I am the best. It is difficult to achieve because there is only a thin line between to have pride and to become arrogant. Humility demands actions for others but iit is difficult to sacrifice our own interest.

Eg :- Student after getting top position in board exams become arrogant and do not help juniors.

Candidates must not write on this margin

## Relavance in contemporary times :-

① Pledge of humility ~~&~~ by Prime minister :-

He urges students to take the pledge of humility that every success should spur us to become more polite because humility enables us to celebrate our success with others.

② Once APJ. Abdul Kalam said, Indian students are not good at managing success.

// success control their minds.

③ Degrading moral values of helping to others, politeness etc

④ Increasing self-centered behaviours.

⑤ This self interest sometimes changes into selfishness.

Eg a couple goes to watch a theatre movie but don't help their housemaid to treat her ill child.

Thus humility is a fundamental value and can be attended only by means of "connecting to the roots."

Candidates must not write on this margin

5. (a) लोक प्रशासन के भीतर और लोक नीति तैयार करते समय नैतिक चिंताओं को प्राथमिकता देने से प्रशिक्षण और अन्य खर्चों के रूप में मौद्रिक लागत आती है। क्या आपको लगता है कि सरकार द्वारा नैतिक मानकों को सक्रिय रूप से अपनाने की वित्तीय लागत उचित है? विवेचना कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Prioritising ethical concerns within public administration and policy has monetary costs in terms of training and other expenses. Do you think the financial cost of actively pursuing ethical standards by the government is justified? Discuss. (Answer in 150 words) 10 Marks

Today, ethical concerns and principles have become a cornerstone of public administration because it requires values like humility, care and compassion.

**Why to prioritise ethical concerns:-**

→ Better service delivery
→ Non discrimination
→ dedication to the public service.
→ Degrading organizational values
⇒ lack of empathy in public administrators.

**Monetary costs involved:-**

→ Training modules.
→ Vacuum created by the trainee official to be filled by other.
→ Designing syllabus
→ Time consuming.

Candidates must not write on this margin

**Financial cost of pursuing ethical standards is justified.**

→ People are the taxpayers to the govt and they are the real beneficiaries.

→ To dilute or remove arrogance in public servants.
  ▷ caste discrimination by public servants in rural areas.

→ To enhance quality of service delivery.

→ To teach public servants that they are HOLDER of public office and not the OWNER

→ Increasing cases of rent seeking.
  ▷ Once, secretary of censor board was caught with ₹ 40 cr cash

→ It improves their personal life. also.
  ▷ some officers indulge in alcoholism, domestic voilence etc.

→ Instills empathy, compassion and honesty in public servants.

Thus ethical values should be learned at training stage accompained with performance appraisal at regular intervals.

Candidates must not write on this margin

5. (b) प्रशासनिक, विधिक और पेशेवर जवाबदेही के बीच अंतर स्पष्ट कीजिए। अनेक संस्थागत जवाबदेही तंत्र होने के बावजूद सरकार व्यवस्थित भ्रष्टाचार पर अंकुश लगाने में विफल रही है। आपके अनुसार जवाबदेही तंत्र के ख़राब निष्पादन के क्या कारण हैं?

(150 शब्दों में उत्तर दीजिए) 10 अंक

Distinguish between administrative, legal and professional accountability. Despite multiple institutional accountability mechanisms, the government has failed to make a dent in systemic corruption. What do you think are the reasons for the poor performance of accountability mechanisms?

(Answer in 150 words) 10 Marks

Accountability refers to the timely answerability with responsibility.

If one holds a position, he become accountable

"with great power comes great responsibility."

**administrative accountability**: Result of holding a administrative position

eg: police officer are accountable for ~~distu~~ law and order problem.

**legal accountability**: It is based on laws and legislations.

**professional accountability**: It emerges out of the profession one follows.

eg: if patient dies → accountability of doctor

safety issue → accountability of engineer.

Candidates must not write on this margin

Different accountability mechanisms
- → Right to Information.
- → Social vacidit.
- → departmental inquires.
- → citizen charter.

**Reasons for poor performance of accountability mechanism :-**

→ lack of enforement of accountability mechanisms.
- eg citizen charter is not enforceable

→ Administrative loopholes.

→ lack of social awareness
- eg no regular social vaudits.

→ Neutralization of unaccoutable behaviour.
- eg we become habitual of a public servant not vaddressing our concerns.

→ hack of punishment or demolion for unaccountable behaviour.

→ lack of transparency

→ Rigidity in organization.

Accountability and transparency are two pivots on which quality of public service depends and its ethical [illegible] public servant to be accountable

Candidates must not write on this margin

6. (a) अर्थशास्त्री पारदर्शिता को खुले बाज़ारों के लिए एक शर्त के रूप में देखते हैं, जबकि राजनीतिक वैज्ञानिक इसे प्रशासन में लोक भागीदारी बढ़ाने हेतु एक शर्त के रूप में देखते हैं। लोक प्रशासनिक नैतिकता में पारदर्शिता का क्या अभिप्राय है? क्या यह केवल सूचना का प्रवाह है या उससे भी अधिक? स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Economists view transparency as a condition for open markets, and political scientists view it as a condition for public participation. What does transparency imply in public administration ethics? Is it only a flow of information or more than that? Explain.

(Answer in 150 words) 10 Marks

There are various views on ~~trans~~ transparency like economist view it as open institutions and political scientists view it as public participation but the core objective of the transparency is democratic access to the institutions.

Transparency in public administration ethics

→ Beneficiary should be able to seek the relavant information
↳ completion stage of this documents

→ Transparency and accountability go hand in hand.

Candidates must not write on this margin

→ Everyone can access the public information
eg: information on covid deaths.

→ opening up of institutions and their working performance.

→ Information about services available.

**More than information:-**

→ It encourages public participation.

→ People are not mere observers.

→ It establishes accountability of the public officials.

→ It relates to public/social awareness
eg: social audits require information.

→ Sense of equality → as anyone could seek information

→ It strengthens information democracy.

→ strengths right to free speech.

Thus, transparency in public administration is much more than information which helps in establishing the accountability and a sense of public participation

Candidates must not write on this margin

6. (b) अनुनयन अनेक सकारात्मक और समाजानुकूल कार्य निष्पादित करता है। हालाँकि लोग प्रायः अनुनयन को छलयोजना से जोड़ते हैं और इसे अनैतिक मानते हैं। एक अनुनयकर्ता को किन नैतिक मूल्यों का सम्मान करना चाहिए ताकि अनुनयन की नैतिकता सुनिश्चित हो सके? स्पष्ट कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Persuasion performs a number of positive, prosocial functions. However, people often equate persuasion with manipulation and consider it unethical. What are the ethical values a persuader must respect to ensure the ethicality of the act of persuasion? Explain.

(Answer in 150 words) 10 Marks

Deliberate

Persuasion is an act of changing the mindset of people, especially for short term and sometimes for long term through communication

Eg Shabana Azmi handshaking with AIDs people

Persuading people to remove social stigma against AIDs people.

Positive functions performed by persuasion :-

① Social awarness on menstrual hygiene (Akshaya kumar)

② Importance to sanitation during covid

③ Female empowerment etc.

Candidates must not write on this margin

**Why is it considered manupulative or unethical**

→ Some critical facts are often omitted
eg advertisement don't show health concern of consuming soft drinks.

→ It deceives people emotionally.
eg Kuch mitha Ho Jaye (Cadbury) changed Indian pattern of home made sweets
↳ commercialization of happiness.

**Ethical principles to be adopted:-**

① Honesty and truthfulness
↳ not omitting critical principles.
↳ duty to be non deceptive.

② Should focus on larger public goal rather than parochial self interest.

③ utilitarianism.

④ Tolerating diversity.
eg when persuading tribals.

Thus ethical persuasion can be an important tool to change people's mindset in a positive direction and promote scientific temper.

Candidates must not write on this margin

## खण्ड–B / Section–B

7. आप एक ऐसी कंपनी के उपाध्यक्ष (परिचालन) हैं जो सरकारी अंतरिक्ष एजेंसियों के लिए स्पेस प्रोब और उपग्रह उपकरण बनाकर आपूर्ति करती है। कंपनी चार दशकों से अधिक समय से व्यवसाय में है और इसने उच्च गुणवत्ता वाले उत्पादों के उत्पादन और वितरण में काफी विशेषज्ञता हासिल की है। कंपनी का कारोबार अच्छा चल रहा है।

परिचालन उपाध्यक्ष के रूप में परियोजनाओं और प्रदेय को समय पर पूरा करना आपकी ज़िम्मेदारी है। एक विशिष्ट कच्चे माल की अनुपलब्धता के कारण एक महत्त्वपूर्ण प्रदेय समय से पीछे चल रहा है। विचाराधीन सामग्री पर्यावरण के लिए खतरनाक रसायन है जिसे पर्यावरण मंत्रालय ने प्रतिबंधित कर दिया है। लेकिन अंतरिक्ष उद्योग के लिए रासायनिक यौगिक के महत्त्व को देखते हुए पर्यावरण मंत्रालय आगामी तीन सप्ताह में इसके नियंत्रित उपयोग की अनुमति देने की योजना बना रहा है। आपके और कंपनी प्रबंधन के पास तीन सप्ताह तक प्रतीक्षा करने का समय नहीं है।

इसके अलावा प्रदेय को समय पर पूरा करने के लिए अंतरिक्ष विभाग की ओर से अत्यधिक दबाव है, क्योंकि परियोजना राजनीतिक दृष्टि से बहुत महत्त्वपूर्ण है। आंतरिक चर्चाओं के बाद आपने अंतरिक्ष विभाग के अधिकारियों से मुलाकात कर स्थिति को समझाया और समय सीमा बढ़ाने का अनुरोध किया। जब बैठक हुई तो विभाग के अधिकारियों के रवैये से आप हैरान रह गये। उन्होंने किसी भी देरी को स्वीकार करने से इनकार कर दिया और पर्यावरण मंत्रालय के निषेध को दरकिनार करते हुए रसायन की खरीद और उपयोग का सुझाव दिया। उन्होंने इसे उचित ठहराते हुए कहा कि मंत्रालय कुछ हफ्तों में नियंत्रित उपयोग की अनुमति देगा ही, तो इंतज़ार क्यों किया जाए? इसके अलावा उन्होंने बताया कि पर्यावरण मंत्रालय अंतरिक्ष प्राथमिकताओं और उनकी जटिलताओं को नहीं समझता है। उनका यह भी कहना था कि राष्ट्रीय हित के नाम पर सब कुछ जायज़ है।

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

(b) आपके पास कौन से विकल्प उपलब्ध हैं?

(c) प्रत्येक विकल्प के गुण–दोष का विवेचन कीजिए और आपके द्वारा चयनित विकल्प को पुष्ट कीजिए।

(d) राष्ट्रहित से आप क्या समझते हैं? क्या आपको लगता है कि किसी राष्ट्र के लिए सामाजिक न्याय और सामाजिक विकास की प्राथमिकताओं से ऊपर सुरक्षा और अर्थव्यवस्था को प्राथमिकता देना नैतिक रूप से उचित है?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are the VP (Operations) of a company that manufactures and supplies space probes and satellite equipment to Government space agencies. The company has been in the business for over four decades and has built considerable expertise in producing and delivering high-quality products. The business was good.

As VP of Operations, it was your responsibility to ensure the completion of projects and deliverables on time. A critical deliverable was running behind schedule due to the non-availability of a specific raw material. The material in question was an environmentally hazardous chemical that the Environmental Ministry banned. But considering the importance of the chemical compound for the space industry, the Environment Ministry was planning to allow controlled use in about three weeks. You and the company management didn't have three week waiting time.

Further, there was severe pressure from the Department of Space to complete the deliverable on time as a lot was riding politically on the project. After internal discussions, you met the Space Department officials to explain the predicament and request a deadline extension. When the meeting happened, you were shocked by the attitude of the Department officials. They refused to accept any delay and suggested circumventing the environmental ministry's prohibition and procuring and using the chemical. They justified it by saying the ministry would allow controlled use in a few weeks. So, why wait? Besides, they noted that the environment ministry doesn't understand space priorities and their intricacies. They pointed out that everything is justified in the name of national interest. (250 words, 20 marks)

1. What are the issues involved in the above case?
2. What are the options available to you?
3. Discuss the merits and demerits of each option and select your chosen course of action.
4. What do you understand by National Interest? Do you think it is ethically justified for a nation to prioritise security and economics over and above social justice and social development priorities?

(Answer in 250 words) 20 Marks

Candidates must not write on this margin

(SPACE AND ENVIRONMENT)

The above case study involves the question of lack of collaboration between various ministries and debate between environment and space development.




① **Ethical issues involved :-**

(i) lack of collaboration and cooperation
(ii) National interests
(iii) Company's commitment and delays
(iv) Environment conservation.

---

② **Options available to me :-**

① To seek a joint meeting to Min. of environment and Dept. of space. (efficiency)

② wait for the Environment ministry's approval. (duty based)

Candidates must not write on this margin

(iii) Will continue the manufacturing (consequences based)

③ Merits and demerits

① Seeking via joint meeting.

Merit :- ① confusion done away
② Decision with involvement of all stakeholders.
③ No further inquiry on me

Demerit :- Relay in delivery.
④ Delay in space mission
⑤ political pressure.

② Wait for ministry's approval

Merit :-
① Rule based option
② No harm to environment
③ No further enquiry on me
④ environment conservation

Demerit :- Relay in delivery.
⑤ My company can loose the deal

Candidates must not write on this margin

(3) Economic and reputational lose to the company.

(iii) Continue manufacturing

Merits :-

(1) No economic and reputational losses to the company.
(2) On time delivery.
(3) Future projects to company.

Demerit

(1) Environment degradation.
(2) Can harm the life of the workers
(3) An inquiry against me can be constituted.
(4) Not following the procedure

My course of action

→ I will try to organise a joint meeting between Environment ministry and dept of space.

Reasons → environment conservation
↳ No procedural lapses
↳ No inquiry on me.

Candidates must not write on this margin

④ National interest means actions benefitting to the cause of the nation and fostering national unity, security, sovereignty and integration.

Prioritizing security and economy

→ Economic growth of the country.
→ Prosperity among the citizens.
→ National interest and sovereignty.

But concern are:—

→ lack of inclusive development.
→ Inequality among masses
→ Rich becoming rich and poor becoming poorer.

Thus security & economy and social justice and social developmental priorities should be balanced out by involving all the stakeholders.

Candidates must not write on this margin

8. आप देश के सबसे बड़े निजी बैंकों में से एक में निवेश बैंकर के रूप में काम कर रहे हैं। आप स्वतंत्र रूप से 15 जूनियर बैंकरों की एक टीम को लीड कर रहे हैं और सीधे निवेश बैंकिंग प्रभाग के प्रमुख को रिपोर्ट करते हैं। आपने नौकरी में रहते हुए कुल परिसंपत्ति और आय में उच्च निवल मूल्य वाले व्यक्तियों के साथ भी नेटवर्क बनाया। नेटवर्किंग का उद्देश्य उन्हें इस बात के लिए राजी करना था कि उनकी आय और परिसंपत्ति का प्रबंधन आपके बैंक द्वारा किया जाए। इन वर्षों में आप बैंक के लिए बहुत सारे ग्राहक ले आये और आपने कुछ बड़े ग्राहकों की परिसंपत्तियों और खातों का प्रबंधन किया।

आपने एक बहुत बड़े व्यावसायिक ग्राहक के खाते का प्रबंधन किया, जिसे अपनी कंपनी के विदेशी खातों से अक्सर धन प्राप्त होता है। पिछले छह महीनों में, आपने देखा कि उसके खाते में काफी संख्या में विदेशी मुद्रा लेनदेन हुए हैं। और यह पैसा आगे चलकर देश के भीतर छोटे–छोटे स्थानों पर ले जाया गया। जब आपने धन की आवाजाही पर नज़र रखी, तो आपने देखा कि धन उन क्षेत्रों में स्थानांतरित किया गया था, जहाँ ग्राहक का कोई व्यावसायिक लेनदेन नहीं था। सरकारी नियमों के अनुसार बैंक को विदेशी मुद्रा निधि के बड़े प्रवाह और ग्राहक विवरण पर रिपोर्ट करने की आवश्यकता होती है। आपने यह विवरण अपने प्रमुख को भेज दिया, जिन्होंने इसे संबंधित अधिकारियों को भेज दिया।

जब लेन–देन लगातार जारी रहा तो आपको संदेह हुआ। जाँच करने पर आपको पता चला कि ग्राहक का राष्ट्र–विरोधी गतिविधियों को वित्त पोषित करने हेतु प्रतिबंधित संगठनों के साथ लेनदेन था। आपने वही जानकारी अपने प्रमुख के साथ साझा की और उनसे अधिकारियों को रिपोर्ट करने का अनुरोध किया। उन्होंने कहा कि वह इस पर गौर करेंगे, परंतु उन्होंने ऐसा नहीं किया। कुछ हफ्तों के बाद आपने मामला फिर से उठाया और इस बार उन्होंने आपसे रूखेपन से कहा कि नियम यह निर्धारित करते हैं कि खाते की जानकारी प्रदान की जानी चाहिए जो बैंक ने कर दिया है। इसकी जाँच करना और कार्रवाई करना अधिकारियों पर निर्भर है। इसमें बैंक की कोई गलती नहीं है, क्योंकि वह कानून का पालन कर रहा है। इसके अलावा, प्रमुख ने आपको बताया कि ग्राहक से बैंक को अच्छा व्यवसाय मिल रहा है। आप चिंतित थे कि आगे क्या करना है, क्योंकि आप जानते थे कि यह ग्राहक बैंक के व्यवसाय अच्छा है, लेकिन वह वास्तव में अच्छा नहीं है।

(a) इस मामले से जुड़े नैतिक मुद्दे कौन–कौन से हैं?

(b) आपके पास कौन–से विकल्प उपलब्ध हैं?

(c) सभी विकल्पों का विश्लेषण कीजिए और अपने द्वारा चुने हुए विकल्प को स्पष्ट कीजिए।

(d) क्या आपको लगता है कि उपरोक्त मामले में ग्राहक की गोपनीयता और विश्वास के उल्लंघन को उचित ठहराया जा सकता है?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You work as an investment banker with one of the country's biggest private banks. You independently handled a team of 15 junior bankers and reported directly to the Head Investment Banking Division. You also networked with individuals with a high net worth in assets and income as part of your job. The purpose of networking was to persuade them to have their income and assets managed by your bank. Over the years, you had brought in a lot of clients for the bank, and you managed assets and accounts for a few big clients.

You managed a client with a very sizeable business account, and he frequently received remittances from offshore accounts of his company. In the last six months, you could notice a considerable number of forex transactions had happened in his account. And the money was further moved around to smaller locations within the country. When you tracked the money movement, you noticed that funds were transferred to areas where the client had no business dealings. Government regulations required the bank to report a large inflow of forex funds and client details. You forwarded the details to your Head, who forwarded it to the relevant authorities.

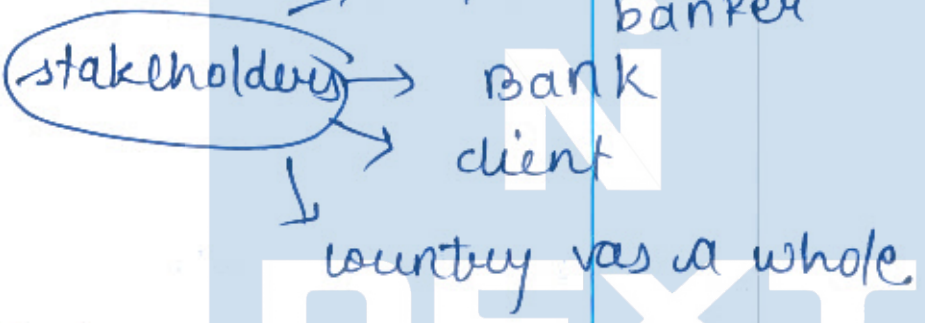
When the transactions continued unabated, you got suspicious. On scrutiny, you discovered that the client had dealings with organisations banned by the government for funding anti-national activities. You shared the same information with your Head and requested him to report to the authorities. He said he would look into it. But he didn't. After a few weeks, you raised the matter again, and this time, he curtly told you that the regulations stipulate that account information had to be furnished, which the bank did. It was up to the authorities to scrutinise and take action. The bank was not at fault as it was complying with the law. Further, the Head told you the client was good business for the bank. You were concerned about what to do next as you knew the client was good business, but he was up to no good.

Candidates must not write on this margin

1. What are the issues involved in the case?
2. What are the options available to you?
3. Select your course of action after analysing all the options
4. Do you think breaching client confidentiality and trust can be justified in the above case?

(Answer in 250 words) 20 Marks

The above case study is concerned with national security and economic benefit of a bank




① **Issues involved**

→ National security.
→ ~~to~~ Business of the bank
→ Lack of regulations.
→ My duty as a citizen of country.

② **Options available to me** :-

(1) leave it upto the govt. authorities (consequence based)
(2) will again try to raise the issue (character based)
(3) will close the matter

Candidates must not write on this margin

(2) Analysis

① leave it to govt. authorities.

Merits: ① Will not halt bank business
② My work is done as I provided clients information.

Demerit:-
① Delay in scrutiny
② Can lead to security concern.

② Will raise the issue again

Merit:-
① National interest is protected.
② No accumulation of guilt.

Demerit:-
① Bank's business will get affected.
② I may be removed from the bank.

③ Will not pursue matter any more.

Merit:-
① My job is secured.
② Bank's business is not affected.

Candidates must not write on this margin

Demerit :-

① National security is compromised

② Accumulation of guilt.

My course of action :-

I will raise the issue again as National interest is of utmost importance and my silence could risk millions of life. and ~~this~~ silence is not in tandem with my ethical principles.

④ Breaching client confidentiality is justified :-

① National security is non-negotiable.

② Duty of bank to report such incidences as bank can't endager life of its customers (ethical concern)

Candidates must not write on this margin

⑤ Privacy is not over and above social harmony and survival of mankind.

⑥ It will set a good example for other such investors.

However concerns are :-

① Privacy should not be breach for malicious intentions.

② Confidentiality breach should be logically justified.

Thus, privacy is important but it should be balanced with safety and security of the people

Candidates must not write on this margin

9. रश्मी एक गैर–सरकारी संगठन के साथ काम करती है जो पूरे राज्य में गैर–आवासीय कौशल विकास केंद्र संचालित करता है। संगठन मुख्य रूप से नशाखोरी से निकाल कर बचाए गए लोगों को प्रशिक्षित करने का कार्य करता है जो समाज के कमजोर वर्गों से आते हैं। इसका उद्देश्य रोजगार के अवसर ढूँढकर उनका कौशल बढ़ाना, उनका पुनर्वास करना और अंततः उन्हें समुदाय में फिर से शामिल करना है।

रश्मी की ज़िम्मेदारियों में पीड़ितों को परामर्श देना और उन्हें नए जीवन के लिए मानसिक और भावनात्मक रूप से तैयार करना शामिल है। इस काम में नशे की लत वाले लोगों के साथ व्यक्तिगत बातचीत करना शामिल है। कभी–कभी उसे इस स्तर की व्यक्तिगत जानकारी प्राप्त हो जाती है जो दूसरों के पास नहीं होती है।

पिछले महीने अधिकारियों द्वारा एक 23 वर्षीय विधवा को केंद्र पर लाया गया। रश्मी ने उससे बातचीत की तो पता चला कि उस विधवा को नशीली दवाओं का लत उसके पति द्वारा लगाया गया था, जो नशे का आदी था और आपराधिक इतिहास वाला था। कुछ पैसों के विवाद के कारण ड्रग डीलरों ने उसकी हत्या कर दी थी।

विधवा ने रश्मी के सामने स्वीकार किया कि अपने पति की मृत्यु के बाद उसने अपना और अपने 4 साल के बच्चे का भरण–पोषण करने के लिए ड्रग्स बेचना शुरू कर दिया था। यह एक ऐसी बात थी जिसके बारे में पुलिस को जानकारी नहीं थी। इसके अलावा उसने खुलासा किया कि उसे और उसके बच्चे की जान को उन ड्रग डीलरों से खतरा है, जिनका उसके पति पर पैसा बकाया है।

पिछले महीने में रश्मी को एहसास हुआ कि विधवा सीखने में लगनशील थी और एक नई शुरुआत करने के लिए प्रतिबद्ध थी। एक दिन रश्मी ने देखा कि वह लगभग एक सप्ताह से अनुपस्थित है। इधर–उधर पूछने के बाद रश्मी को पता चला कि उसे ड्रग्स बेचने के आरोप में गिरफ्तार कर लिया गया है। रश्मी उससे मिलने गई, विधवा रश्मी को देखकर भावुक हो गई और घटनाक्रम के बारे में बताया। विधवा ने कहा कि उसे उन डीलरों द्वारा ड्रग्स बेचने के लिए मजबूर किया गया, जिनका उसके पति पर पैसा बकाया था और जब उसने पुलिस अधिकारियों को यह बताने की कोशिश की, तो उन्होंने उस पर विश्वास करने से इनकार कर दिया तथा उसे एक आरोपी के रूप में माना। उसे मदद की जरूरत है। उसकी दुर्दशा से आहत होकर रश्मी कुछ वरिष्ठ एनजीओ कार्यकर्ताओं के साथ विधवा के मामले की पैरवी करने के लिए वरिष्ठ प्रभारी अधिकारी से मिलने गई। रश्मी ने उन्हें समझाने की कोशिश की कि विधवा स्वयं एक पीड़िता है, आरोपी नहीं।

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

(b) यदि आप प्रभारी अधिकारी होते तो आप मामले को कैसे आगे बढ़ाते?

(c) प्रासंगिक विकल्पों का पता लगाएँ और सलाह दें कि रश्मी को क्या कदम उठाना चाहिए।

(d) आप विधवा को कैसे देखेंगे– उसके पति के अपराध की शिकार या आरोपी के रूप में? औचित्य सिद्ध कीजिए।

(250 शब्दों में उत्तर दीजिए) 20 अंक

Rashmi worked with an NGO that operated non-residential State wide skill development centres. The organisation's work primarily involved upskilling rescued drug addicts who belong to vulnerable sections of society. The objective was to upskill and rehabilitate them by finding employment opportunities and finally reintegrating them within the community.

Rashmi's responsibilities included counselling the victims and preparing them mentally and emotionally for a new life. The job involved a lot of one-on-one interaction with the addicts, and sometimes she was privy to personal information that others didn't have.

Last month the authorities brought a 23-year-old widow to the centre. As Rashmi interacted with her, she discovered that the widow was introduced to drugs by her husband, who was an addict and had a history of crime. He apparently was killed by drug dealers because of some monetary dispute.

The widow confessed to Rashmi that after the death of her husband, she had started selling drugs to support herself and her 4-year-old. This was a detail the police were unaware of. Further, she revealed that she and her child's life were in danger from the drug dealers her husband owed money to.

In the last month, Rashmi noticed she was diligent in learning and committed to making a fresh start. One day Rashmi saw that she had been absent for almost a week. After asking around, Rashmi discovered that she had been arrested for peddling drugs. Rashmi went to meet her, and the widow became emotional seeing Rashmi and narrated the sequence of events. The widow said she was forced to sell drugs by the dealers to whom her husband owed money, and when she tried telling this to the police authorities, they

Candidates must not write on this margin

refused to believe her and treated her as an accused. She needed help. Rashmi, moved by her plight, went with some of the Senior NGO workers to meet the Senior Officer in Charge to plead the widow's case. Rashmi tried to persuade them that the widow was a victim, not the accused.

1. What are the issues and ethical dilemmas involved in the above case?
2. How would you proceed with the case if you were the officer in charge?
3. Explore relevant options and advise what course of action Rashmi should take.
4. How would you see the widow as a victim of her husband's crime or an accused? Justify.

(Answer in 250 words) 20 Marks

The case study deals with drug peddling and starting of a new life.

**stakeholder**
- police
- widow and her child.
- Rashmi
- NGO
- society as whole

(1)

**Issues involved**

→ Rehabilitation of widow.
→ Drug addiction.
→ Vulnerability of widow.
→ Protection from drug peddlers
→ organized crimes.
→ unique situation.

**Ethical dilemma**

(1) Helping widow (vs) following police guidelines
(2) Rehabilitation (vs) Punishment to the widow.

Candidates must not write on this margin

② If I were the officer incharge considering the unique situation of the widow (vulnerable), I would have listened to her and provide protection to her child. I would have arrested other drug dealer according to information provided by widow. Then widow should have been shifted to 'Sudhar Griha' rather than jail. and after completing sentence she should have been handed over to NGO for rehabilitation. In sudhar Griha also, she can get vocational training.

③ Relavant Options to Rashmi

① Leave the case as police and other drug dealers were involved.

Candidates must not write on this margin

② Can consult with the officer in charge and persuade him that Rashmi is a victim, not an accused.

③ Can make arrangements for skill development for other such accused ladies and provide them vocational training under police custody

∴ Rashmi should take this course of action.

Merit

→ Contribution to society.
→ Successful Rehabilitation.
→ Proportional punishment to accused.
→ Police formalities also completed.

Candidates must not write on this margin

(9) **Widow as a victim or accused**

→ The lady was wise enough to consume drugs or not when her introduced her with drugs

→ She could have reported drug addiction of her husband to any NGO earlier also.

→ It is a irresponsibility on widow's side.

* Widow is a victim but a self made victim

Drug addiction is a grave problem in our country which needs to be handled with care approach with proportional punishments

Candidates must not write on this margin

10. आप दस वर्षों से एक राज्य विश्वविद्यालय में सहायक पुस्तकालयाध्यक्ष के पद पर कार्यरत हैं। पिछले दस वर्षों में आपने सभी शैक्षणिक और अनुसंधान क्षेत्रों में विश्वविद्यालय का विकास देखा है। जैसे–जैसे विश्वविद्यालय का विस्तार हुआ, इसने नए विभाग और अनुसंधान प्रयोगशालाएँ शुरू कीं, नए पाठ्यक्रम शुरू किए और नए कर्मचारियों को नियुक्त किया। नए शैक्षणिक पाठ्यक्रमों के आने के साथ, पुस्तकालय में पुस्तकों, पत्रिकाओं और ऑनलाइन शोध सुविधाओं के मामले में भी वृद्धि हुई है। पुस्तकालय को एक नई टीम की आवश्यकता है, और इसके लिए संविदा कर्मचारियों को लेकर आया गया। ऐसी ही एक अनुबंधित पुस्तकालय काउंटर कर्मचारी पल्लवी है, जो चार साल से पुस्तकालय में है। वह एक मेहनती कर्मचारी है, रिकॉर्ड रखने में सावधानी बरतने वाली और सार्वजनिक व्यवहार में विनम्र है, लेकिन किसी तरह पुस्तकालयाध्यक्ष श्री ठाकुर को उससे व्यक्तिगत नापसंदगी हो गई थी। वह सार्वजनिक रूप से छात्रों की उपस्थिति में भी पल्लवी का अपमान करने का कोई अवसर नहीं चूकता है। पल्लवी ने कभी भी इस उत्पीड़न के बारे में शिकायत नहीं की, क्योंकि एक विधवा एवं एकल माँ होने के कारण उसे नौकरी की ज़रूरत थी, और वह श्री ठाकुर को उसे नौकरी से निकालने का कोई कारण नहीं देना चाहती थी। एक दिन मामला कुछ हद तक बिगड़ गया जब श्री ठाकुर ने पूरे स्टाफ के सामने पल्लवी को अपशब्द कहे। आप इसे बर्दाश्त नहीं कर सके। आप हस्तक्षेप करना चाहते थे, लेकिन आपने ऐसा नहीं किया। अगले दिन जब आप अपनी अपराधबोध से ग्रसित और परेशान अंतरात्मा के साथ पुस्तकालय पहुँचे तो आपने पल्लवी से बात की और उसकी मदद करने का फैसला किया।

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

(b) पल्लवी के पास कौन–कौन से विकल्प हैं? उन्हें श्री ठाकुर के साथ मुद्दों का समाधान कैसे करना चाहिए?

(c) आपके अनुसार श्री ठाकुर के साथ समस्या क्या है, यह भावनात्मक बुद्धिमत्ता की कमी है या कुछ और?

(d) आपके अनुसार आप पल्लवी की मदद कैसे कर पाएँगे? (250 शब्दों में उत्तर दीजिए) 20 अंक

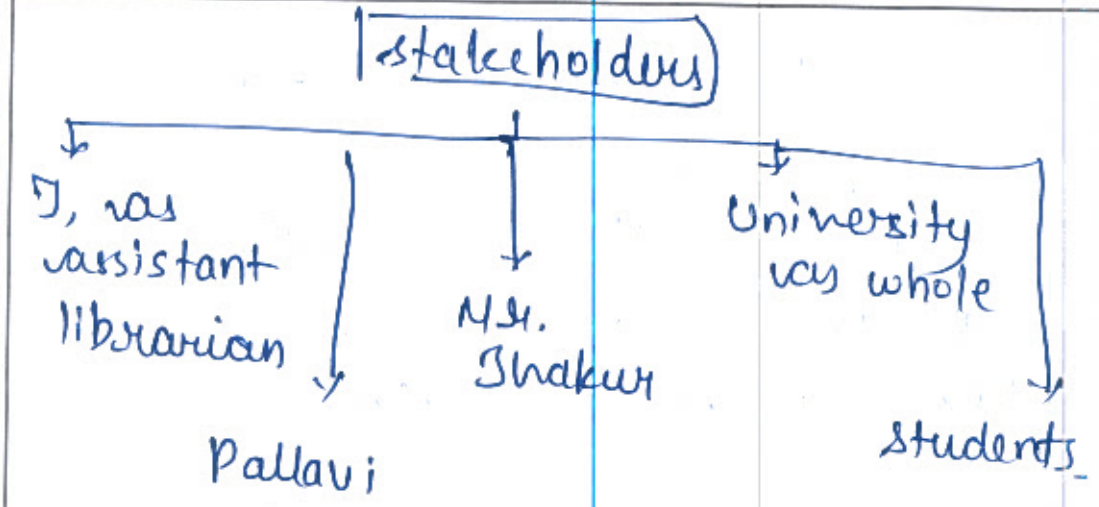
You are working as an Assistant Librarian in a State University for ten years. In the last ten years, you had witnessed the growth of the university in all academic and research areas. As the university expanded, it commissioned new departments and research labs, launched new courses and hired new staff. With new academic courses coming in, the library also grew in terms of books, periodicals and online research facilities. The library needed a new team, and it brought in contractual staff. One such contractual library counter staff was Pallavi, who was with the library for four years. She was a diligent staff, meticulous in record-keeping and courteous in public dealings. But somehow the Librarian Mr Thakur had taken a personal dislike to her. He never lost an occasion to insult Pallavi even in the presence of students publicly. Pallavi never complained about this harassment as being a widowed single mother she needed the job, and she didn't want to give any reason to Mr Thakur to dismiss her. One day things went a little out of line with Mr Thakur verbally abusing Pallavi in front of the entire staff. You couldn't bear it, and you wanted to intervene, but you didn't. But the next day when reached the library with your guilty and troubled conscience, you talk to Pallavi and decide to help her.

1. What are the issues involved in the above case?
2. What are the options Pallavi has? How should she navigate the issues with Mr Thakur?
3. What do you think is the problem with Mr Thakur, is it a lack of emotional intelligence or something else?
4. How do you think you will be able to help Pallavi? (Answer in 250 words) 20 Marks

The above case study deals with lack of compassion, gender sensatization and emotional intelligence at work places

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Candidates must not write on this margin




(1) **Ethical issues involved:-**

- → Lack of compassion
- → Lack of emotional intelligence
- → Human dignity.
- → Job requirement.
- → Unhealthy organisational environment.
- → Lack of ethical principles.

(2) **Options with Pallavi:-**

① **Remain silent**

→ as she is in need of job

② Talk to Mr. Thakur personally that it is demeaning her

Candidates must not write on this margin

dignity and resolve the issue personally..

(3) Complain to the university.
→ It can shift Pallavi on any other dept also.

**How should Pallavi navigate this issue.**

> Might be Mr. Thakur doesn't like Pallavi's style. She should talk Mr. Thakur first personally about what were his concerns and she should try to improve herself.

If the insult continues, she should discuss it with senior authority as accepting violence (verbal) is also an aspect of promoting violence.

Candidates must not write on this margin

③ Problem with Mr. Thakur

① lack of Emotional intelligence

→ He is not able to manage is own negative emotions.

Eg Hate and anger

→ Not able to understand other staffs emotions.

Eg Pallavi.

Other ~~issues~~ problems

→ lack of gender sensatization

→ social stigma against widows.

→ Lack of compassion and empathy

→ Full of indifference and ~~virtue~~ arrogance

→ Not respecting human dignity.

Candidates must not write on this margin

④ How will I be able to help Pallavi.

→ Sharing her concerns with me will relieve her of distress.

→ I will try to moderate her negative emotions.

→ Try to motivate her to talk to Mr. Thakur personally or bring it in light of other senior authorities.

→ I would provide moral support to her and would motivate her for standing for her own dignity as it is not acceptable to tolerate even a single piece of violence.

Thus, human dignity is worth Everything to the one and to preserve it, is our duty.

Candidates must not write on this margin

11. एक प्रभावशाली राजनेता तथा तीसरी बार के सांसद अपने राज्य में बुनियादी ढाँचे के विकास कार्यों विशेष रूप से सड़कों और सिंचाई–नहरों के लिए जाने जाते हैं। उनके विकासात्मक कार्यों और उनकी साख को ध्यान में रखते हुए पार्टी ने उन्हें पार्टी का प्रदेश अध्यक्ष नियुक्त किया। चूँकि उनकी पार्टी राज्य में सत्तारूढ़ पार्टी भी है, इसलिए सांसद ने मुख्यमंत्री के साथ मिलकर काम करना शुरू कर दिया। पार्टी अध्यक्ष बनने के छह महीने बाद, सांसद को पता चला कि विकास निधि की एक बड़ी राशि पार्टी की प्रचार गतिविधियों में लगा दी गई। इसके अलावा कुछ बड़ी विकास परियोजनाएँ मुख्यमंत्री और उनके कुछ करीबी मंत्रियों के रिश्तेदारों को आवंटित की गईं। राज्य सरकार ने जिस प्रकार विकास निधि का प्रबंधन किया, उससे सांसद न तो प्रभावित थे और न ही खुश थे, क्योंकि पार्टी ने विकास और स्वच्छ प्रशासन का वादा करके पिछला चुनाव जीता था। राज्य के मंत्रालयों में बहुत अधिक वित्तीय भ्रष्टाचार था। कुछ मंत्रियों ने निजी उद्देश्यों के लिए राज्य मशीनरी का इस्तेमाल किया। वह जानते थे कि यदि पार्टी वैसे ही काम करती रही जैसे अभी कर रही है, तो अगले चुनावों में यह एक चुनावी आपदा साबित होगी। सांसद एक अंतरात्मा वाले राजनेता थे। उनकी दुविधा थी कि एक पार्टी अध्यक्ष के रूप में यह सुनिश्चित करना था कि उनकी पार्टी अगले चुनाव में जीत हासिल करें। ऐसा करने के लिए उन्हें राज्य प्रशासन को साफ–सुथरा करना था, जिसका मतलब था पार्टी के वरिष्ठ सदस्यों द्वारा समर्थित एक बेहद शक्तिशाली व्यक्ति (मुख्यमंत्री) के साथ टकराव। और महत्त्वपूर्ण बात यह है कि सांसद अपने राजनीतिक करियर को जोखिम में डालने को तैयार नहीं थे, जिसे उन्होंने वर्षों की कड़ी मेहनत के बाद बनाया था।

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

(b) उपरोक्त मामले में सांसद के पास कौन–कौन से विकल्प उपलब्ध हैं?

(c) सभी विकल्पों का मूल्यांकन कीजिए और सांसद को कार्रवाई का तरीका सुझाइए।

(d) राजनीतिक और नौकरशाही भ्रष्टाचार के बीच अंतर स्पष्ट कीजिए। क्या नौकरशाही राजनीतिक भ्रष्टाचार पर रोक लगाने में भूमिका निभा सकती है?

(250 शब्दों में उत्तर दीजिए) 20 अंक

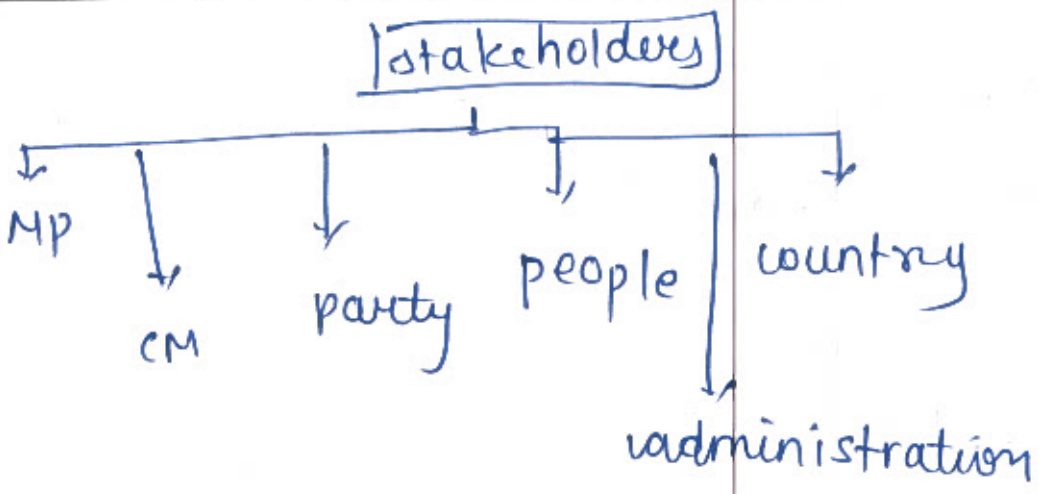
An influential politician, a third-time MP, was known in his State for his infrastructure development works, especially roads and irrigation canals. Acknowledging his developmental work and goodwill, the Party appointed him the State Party President. Since his Party is also the ruling Party in the State, the MP has started working closely with the Chief Minister. After six months of becoming the Party President, the MP learned that a sizable amount of development funds were diverted to party promotional activities. Further, a few mega-development projects were allocated to the relatives of the CM and a few of his close ministers. The MP was neither impressed nor happy with how the State government managed the development funds because the Party had won the last elections promising development and clean administration. There was a lot of financial corruption in the State ministries; some of the ministers used the State machinery for personal purposes. He knew if the Party continued to function the way it is now, it would be an electoral disaster in the next elections. The MP was a politician with a conscience. His dilemma was that, as a Party President, he had to ensure his Party won the next elections. To do that, he had to clean up the State administration, which meant locking horns with the CM, an extremely powerful figure well-supported by the Party's senior members. And importantly, the MP was unwilling to risk his political career, which he had built after years of hard work.

1. What do you think are the issues involved in the above case?
2. What options are available to the MP in the above case?
3. Evaluate the options and suggest a course of action to the MP.
4. Distinguish between political and bureaucratic corruption. Can bureaucracy play a role in checking political corruption?

(Answer in 250 words) 20 Marks

The above case study deals with political conscience and political and ethical responsibilities.

Candidates must not write on this margin




(1) Ethical issues :-

1. Political conscience
2. Political career
3. Corruption
4. Nepotism
5. Abuse of public office
6. Public distrust.

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(2)

Options available to MP

(1) Allowing the activities as they were continuing (career based)

(2) Try to locate the projects awarded to inefficient people (character approach)

Candidates must not write on this margin

③ Try to clean up the administration (duty based)

④ Evaluation:

① Allow as everything was continuing.

Merits:-

① MPs political career is secured.
② No large losses to the party.

Demerits

① Abuse of public property
② Accumulation of guilt.

② Try to locate the cases of nepotism

Merit:

① Find out the fake contracts
② Will deter other nepotism practices

Demerit:-

① Issues with CM
② Exposition of party's corruption activities.
③ Public distrust

Candidates must not write on this margin

③ Try to clean up administration

Merit

① No accumulation of guild.
② Respecting public property
③ Public trust.

Demerit : My political career in danger
② Corruption expose can lead to party's defeat in next election.

MP's course of action :-

He shall choose third option and try to clean up the administration. because our conscience is our biggest watchdog. and. composing with our conscience leads to accumulation of guilt.

Candidates must not write on this margin

① Political corruption is a corruption done by political leaders, it can be outside formal govt. system also.

Eg unaccounted donations to political party.

Bureaucratic corruption is done by bureaucrates and relates to ~~procedutal~~ procedural lapses, omissions and commissions.

Eg March ruah corruption!

However, today there is a nexus between political and bureaucratic corruption.

Role of bureaucracy to check political corruption:

→ whistle blowing.
→ Role of lokayukt and lokpal
→ Security of business deals and contracts.
→ By following procedures.

Thus bureaucracy can play a meaningful role in checking political corruption.

Candidates must not write on this margin

12. आप एक प्रमुख सरकारी ठेकेदारी कंपनी एस एंड पी कंस्ट्रक्शन के लिए काम करने वाले वरिष्ठ इंजीनियर हैं। आप एक परमाणु रिएक्टर संयंत्र के निर्माण स्थल पर काम कर रहे हैं। कार्य स्थल पर अन्य ज़िम्मेदारियों के साथ-साथ आप सुरक्षा प्रभारी भी हैं। एक दिन जब आपने अपना साप्ताहिक सुरक्षा ऑडिट किया, तो आपने देखा कि वेल्डर ने प्रक्रियाओं का पालन नहीं किया था और कुछ अनुभागों में गलत सामग्री का उपयोग किया था। स्थिति खतरनाक थी क्योंकि रिएक्टर कोर तक शीतलक ले जाने वाले पानी के पाइपों पर कुछ दोषपूर्ण वेल्ड दिखाई देने लगे थे। यदि सुरक्षा बैकअप एक साथ विफल हो जाए तो पाइपों के टूटने से आपदा आ सकती है।

आपने वेल्डिंग पर्यवेक्षकों की बैठक बुलाकर उन्हें खराब वेल्डिंग को सुधारने के निर्देश दिए, लेकिन दो सप्ताह के बाद भी खराब वेल्ड ठीक नहीं हुए और जब पूछा गया तो पर्यवेक्षकों ने कहा कि उन्हें वरिष्ठों से निर्देश मिला है कि जिस तरह से काम किया जा रहा है, वैसा ही किया जाए। सुरक्षा के साथ समझौते पर आप हैरान रह गए। आप वरिष्ठ प्रबंधन के साथ इस पर चर्चा करने के लिए मुख्यालय गए। सुधारात्मक कार्रवाई करने के बजाय वरिष्ठ प्रबंधन ने आपको एक अलग कार्य स्थल पर स्थानांतरित कर दिया और आपको परमाणु कार्य स्थल की सुरक्षा प्रथाओं पर चर्चा न करने की चेतावनी दी। आपको नौकरी की आवश्यकता थी, इसलिए आप चुपचाप अपने नए कार्यस्थल पर लौट आए।

पाँच वर्षों के बाद परमाणु रिएक्टर पाइप फटने के कारण ख़बरों में था, जिसमें दस इंजीनियरों की मौत हो गई थी और इसके परिणाम के कारण पड़ोसी गाँवों को खाली करना पड़ा था। आपको अपना डर सच होता हुआ नज़र आया। परमाणु संयंत्र बंद कर दिया गया और जाँच शुरू कर दी गई। निर्माण के दौरान सुरक्षा की ज़िम्मेदारी संभालने के कारण आपको पूछताछ के लिए भी बुलाया गया था। आप दुविधा में थे कि सुरक्षा समझौता का सच बताएँ या इसे छुपाकर नौकरी पर बने रहें। इसके अलावा आपकी अंतरात्मा आपको परेशान कर रही थी कि आप तुरंत स्थानांतरण लेने के बजाय पाँच साल पहले ही कुछ कर सकते थे।

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

(b) उपरोक्त दुविधा की स्थिति में आपके पास क्या विकल्प मौजूद हैं?

(c) विकल्पों का मूल्यांकन करने के बाद पहचान कीजिए कि आप कौन-सा विकल्प चुनेंगे?

(d) क्या आपको लगता है कि पाँच साल पहले आवाज़ उठाना एक अच्छा विकल्प हो सकता था?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are a senior engineer working for S & P Constructions, a prominent government contractor. You are working at a construction site building a nuclear reactor facility. Along with other responsibilities at the site, you were also the safety in charge. One day as you did your weekly safety audit, you noticed that the welders had not followed procedures and used the wrong materials in some sections. The situation was hazardous since some defective welds appeared on the water pipes carrying coolant to the reactor core. The rupture of the pipes could cause disaster if safety backups failed simultaneously.

You called a meeting of the welding supervisors to instruct them to rectify the faulty weldings. But even after two weeks, the welds were not fixed, and when asked, the supervisors said they had instructions from the superiors to go ahead with the way it is. You were shocked at this compromise of safety. You travelled to the HQ to discuss this with the senior management. Instead of taking corrective action, the senior management transferred you to a different site and warned you about discussing the safety practices of the nuclear site. You needed the job, so you returned to your new workplace quietly.

After five years, the nuclear reactor was in the news for pipe bursts, killing ten engineers and due to the fallout, the neighbouring villages had to be evacuated. You could see your fears coming true. The nuclear facility was shut down, and an inquiry was instituted. You were also summoned for questioning as you handled safety during the construction. You were in a dilemma; tell the truth of safety compromise or hide it and keep the job. Further, your conscience was troubling you that you could have done something five years back instead of quickly taking the transfer.

1. What are the issues involved in the above case?
2. What options do you have in the above dilemma?
3. After evaluating the options, identify which option you would choose.
4. Do you think whistle-blowing could have been a good option five years back?

(Answer in 250 words) 20 Marks

Candidates must not write on this margin

The case study deals with procedural lapses and compromising with safety of people.

① **Ethical issues involved**

① compromise with safety.
② compromise with conscience
③ Resettlement of people
④ lack of responsibility towards
⑤ society.
⑥ Economic benefits over social responsibility.

② **Options**

Dilemma - Job (vs) conscience

① Hide the truth and take the job. (Consequence)
② Persuade the plant owners to accept their mistake and provide compensation (character approach)

Candidates must not write on this margin

③ Tell the truth about irregularities.

---

① Evaluation

(1) Hide the truth

①Merit

① My job is secured.

② No losses to the nuclear plant company

Demerit :-

→ Compromise with conscience

→ Further safety compromise.

(2) Persuade the plant owners

Merit :-

① My job not at risk.

② Surrender reduces the punishment.

Demerit :-

① Unhealthy relations with seniors.

② Senior authorities could still hide the truths.

③ Relay in compensation

Candidates must not write on this margin

(9) Tell the truth about Irregularities

Merit:-

→ No accumulation of guilt.
→ Lapses are exposed.
→ Justice to victims.

Demerit → compensation could be claimed.
→ loss of my job
→ Distrust among public.
→ Protest against senior authorities

Option I would choose

I would firstly try to persuade seniors authorities to accept their mistake. If they deny then I would blow the whistle. It will take my job away but I can get my job anywhere again but the 10 lost engineers won't be brought back.
It would relieve me off the guilt that was accumulated 5 years back.

Candidates must not write on this margin

**Whistle blowing 5 years ago**

→ It could have saved the lives of those 10 engineers.

→ No lack of trust among public

→ No compromise with my ~~safety~~. conscience.

→ Would set a good precedence for procedural lapses

**Concern** :- Job loss.

However, a job is not above someone's life and safety so whistleblowing was a good option 5 years back

Thus, nuclear power is important for country's development but equally important are its citizens.

Candidates must not write on this margin

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NEXT IAS

Candidates must not write on this margin

*Space for Rough Work*

NEXT IAS

Candidates must not write on this margin

*Space for Rough Work*

