Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

NEXT IAS

NEXT IAS (Head Office) : 27-B, Pusa Road, Metro Pillar no. 118, Near Karol Bagh Metro, New Delhi-110060
Bhopal Centre: Plot No. 46, ZONE-2, M.P. Nagar, Bhopal-462011
Ph: 8081300200, 8827664612 | E-mail : mts@nextias.com | **Web:** www.nextias.com

(To be filled by candidate)

Name of Candidate : Jaswant

NEXT IAS Roll No.: MT23FLTRA027 **Date of Examination :** 27/08/2023

Exam Centre : Old Rajinder Nagar ☑ Bhopal ☐ Online ☐

Test Code : _____ **Program :** FLT ☐ FLT+ ☐

MAIN TEST SERIES 2023
(FULL LENGTH TEST-8)

GENERAL INSTRUCTIONS

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

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

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

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

.....

SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. : .....

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

(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

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

MACRO COMMENTS

Next IAS ID: MT23FLTRA027, TC108, 27-09-2023 08:56 PM

Candidates must write on this

खण्ड–A / Section–A

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

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

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

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

The above quote highlights the importance of social contract between State and its citizens



Indian concept of "giving back"

1) DPSP, in Indian constitution, creates a welfare state.
2) State to protect and promote in the interests of citizens
3) Provision during old age, bad health.
4) Gandhian idea of "Trusteeship"; holding and managing resources for public welfare

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

3) Ideals of "Sarvodaya" and "Antyodaya", in designing public policies.

Guiding value for civil Servants

1) All actions of a bureaucrat towards public welfare maximization.

2) Suppressing desire for personal benefit and give back to society

3) Working for interest of marginalized
(eg) IAS SR Sankaran for rehabilitation of bonded labor.

4) Going extra mile for improving public life
(eg) IAS Armstrong Pame constructed road through crowd funding.

As Gandhiji has said "One should lose in the service of others". This should guide civil Servant

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates write on this

(b) लोक सेवा, एक नौकरशाही संरचना में निहित होती है जिसमें प्राधिकार की स्पष्ट सीमा, मूल्य मानकीकरण और जवाबदेही तंत्र होते हैं। ऐसी संरचना के भीतर काम करते हुए, आपके अनुसार वे कौन से प्रभाव हैं जो लोक सेवक के नैतिक निर्णय लेने को प्रभावित करते हैं? (150 शब्दों में उत्तर दीजिए) 10 अंक

Public service takes place in a bureaucratic structure with clear lines of authority, value standardization, and accountability mechanisms. Working within such a structure, what do you think are the influences that impact the public servant's ethical decision-making?

(Answer in 150 words) 10 Marks

A Bureaucratic structure is a hierarchical one with clear procedures and standards towards uniformization of delivery of services.

Influences that impact ethical decision making

---

1) Focussing on outcomes that only inputs

(eg) Learning outcomes in schools than Buildings, and number of teachers.

2) Resolving ethical dilemmas between two competing values

(eg) Giving pension to a widow without adequate documents.

3) following the spirit of law, beyond just minimal guidelines

Next IAS ID: MT23ELTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

4) Work culture of the organisation, if it promotes ethical behaviour or not.

(eg) Rewarding employees for ethical decision making

5) Role of a leader (can be senior, a minister) influence the public servant decision making

(eg) A corrupt senior tends to protect unethical actions

Ways of Developing Ethical Decision making

1) Value based training

(eg) Mission Karmayogi

2) Engaging in selfless acts → develop positive emotions (compassion)

(eg) Volunteer for disaster relief.

Ethical decision making brings both personal satisfaction and enhances professional competency.

Next IAS ID: MT23FLTRA027, 27-08-2023 08:56 PM

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

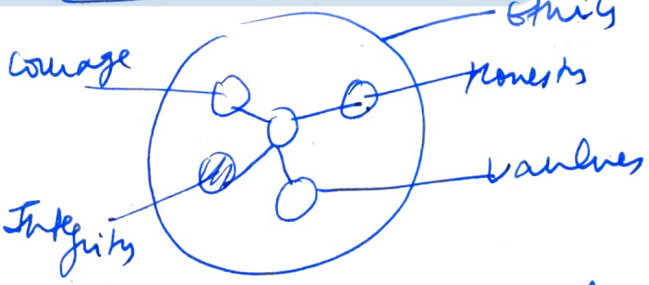
(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms' ethics' and 'integrity'? Do you think they are interrelated? Explain with examples the relationship between ethics and integrity in the context of public administration. (Answer in 150 words) 10 Marks

Ethics refer to the values and principles that guide human behaviour in a positive manner.

Integrity is a value that refers to adherence to highest moral conduct at all times and consistency in what one think, say and action

Relationship between ethics and Integrity



Integrity is one of the values in a ethical behaviour.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

1) A person with integrity will be more ethical, both reinforce each other.

2) Integrity creates an imperative against using unfair means for right ends, and promotes ethical behaviours

(eg) Allocating tender to a minister's relative for faster promotion

3) Integrity ensures everyone is treated equally without any discrimination.

4) Ethics ensure public welfare is maximized through individual actions of integrity

Both ethics and integrity crucial for effective public service delivery. Integrity is a guard for practice of other ethical values

Next IAS ID: MT23FLTRA027, TC998, 22/12/2023 08:56 PM

(b) 'नैतिक व्यवहार' और 'भावनात्मक बुद्धिमत्तापूर्ण व्यवहार' शब्दों से आप क्या समझते हैं? प्रासंगिक भावनात्मक बुद्धिमत्ता घटकों की पहचान कीजिए जो नैतिक व्यवहार के लिए एक विश्वसनीय मार्गदर्शक के रूप में कार्य करते हैं।
(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms ethical behavior' and 'emotionally intelligent behavior'? Identify the relevant emotional intelligence components that act as a reliable guide to ethical behavior.
(Answer in 150 words) 10 Marks

Ethical behaviour is one that is practiced in alignment with values like integrity, nobility, courage, honesty etc.

Emotionally intelligent behaviour is one where the person identifies and successfully regulates one's own and other people's emotion in a constructive manner

(eg) Role of Gandhiji in Noakhali to stop communal riots.

Components of Emotional Intelligence (EI)

1) Self-control on the negative emotions to prevent harm and damage

(eg) Not engaging in road rage.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

2) Self-Awareness about one's behaviour, identify triggers and regulate emotions.

3) Social skills to articulate one's feelings and listen to others concerns

(Eg) MS Dhoni on cricket field

4) Motivation to continue putting efforts to achieve one's goal.

(Eg) JK Rowling depite rejections from publishers continued writing

5) Empathy, able to put oneself in other people shoes for positive action

(Eg) mother Teresa's work for leprosy patients

Ways to Develop EI

1) Engage in selfless Acts (Eg Gau Seva)

2) Self-Reflection and Introspection

3) Practice yoga and meditation for mindfulness.

Next IAS ID: MT23FLTRA021, TC008, 27-08-2023 08:56 PM

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

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

In the above quote, the means to achieve a good life are highlighted.

Duty, goodwill are important attributes, necessary but not sufficient for a good life.

Limitations of Duty, Goodwill

1) professional duty followed without empathy

(eg) Eichmann and others in Nazi Germany.

2) Goodwill without action is also fruitless

3) Duty along with good will, but without sympathy for others is not moral.

(eg) Building a dam without thinking about displacement of tribals.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

Need for sympathetic feeling

1) Necessary to develop compassion and alleviate suffering

(eg) Compassion towards small island states in climate negotiations.

2) Creates common ground to build cooperation

3) Leads to development of fraternity

(eg) Overcome barriers of caste, religion towards common citizenship.

Developing sympathy and morality

1) Ethical upbringing (eg Role of Jijabai in life of Shivaji)

2) Value based education

(eg) Japanese education system promotes compassion and due dilligence.

3) Learning from lives of great leaders like Mandela, Gandhi, etc

Next IAS ID: MT23FLTRA027_TC008, 27-09-2023 08:56 PM

Candidate write on th

(b) वैज्ञानिक दृष्टिकोण, नवोन्मेशी मानसिकता और प्रबुद्ध नागरिकों का विकास करना उच्च शिक्षण संस्थानों का प्रमुख उद्देश्य है। क्या उच्च शिक्षण संस्थान सत्यनिष्ठा की लोक संस्कृति और भ्रष्टाचार मुक्त राजनीतिक संस्कृति स्थापित करने के लिए युवाओं के मध्य सत्यनिष्ठा की शिक्षा को बढ़ावा देने में सहायक सिद्ध हो सकते हैं? यदि हाँ, तो कैसे?
(150 शब्दों में उत्तर दीजिए) 10 अंक

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

The New Education policy (NEP, 2020) has redefined the role of Educational Institutions, into creating a conscious citizen with innovative mindset.

Role of Higher education Institutes in developing integrity education

1) Value based curriculum

(Eg) While teaching about nuclear power, mention about negative consequences of nuclear bombs.

2) Character building through sports

(Eg) Learn values of e-spirit de corps, sportsmanship

3) Using right pedagogical tools

(Eg) Case-study methods to develop critical thinking

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

4. Quality teachers should expose students to constructive ideas and movements around the world.

(eg) climate change issues, #Fridays for future

5) highlight the rich historical traditions in science and draw inspiration

(eg) works of Aryabhatta, Varahmira

6) Learning from the lives of great people like Stephen Hawking, Albert Einstein, Gandhiji

7) Promote community participation, and ideas of "giving back"; philanthropy importance

Way Forward

1) Protect and promote autonomy of institutes (eg Recent controversy at Ashoka University)

2) Promote exchange with colleges around the world

"Science without humanity"; "Nai Talleem" are Gandhian ideas that need to be taught.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

4. निम्नलिखित उद्धरणों का अर्थ स्पष्ट कीजिए और उनकी समसामयिक प्रासंगिकता पर चर्चा कीजिए।
Explain the meaning of the following quotations and discuss their contemporary relevance.

(a) इंद्रियाँ समय-समय पर धोखा देती हैं, और जिन लोगों ने हमें एक बार भी धोखा दिया है, उन पर कभी भी पूरा भरोसा न करना बुद्धिमानी है। (150 शब्दों में उत्तर दीजिए) 10 अंक

The senses deceive from time to time, and it is prudent never to trust wholly those who have deceived us even once. (Answer in 150 words) 10 Marks

The above quote underlines the limitations of knowledge derived from senses.

It also cautions us to not fully trust people who have deceived us even once, and one should be vigilant.

Why we should not trust people who has deceived us?

1) Prevents us from future betrayals.

2) Guide us in spending our time and energies in an efficient manner

3) Even if they appear nice outwardly, they may still be evil in the inside

4) Caution against fair weather friends

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

Contemporary Relevance

1) International Relations

↳ Developing relation with countries on their past actions

(e.g.) Pakistan's commitment to stop terrorism, not to be believed

2) Designing criminal Justice system that favours the victim

But, such life long distrust is not healthy and against Indian ethos. We should forgive people for their mistakes

Need for forgiveness

1) check against negative emotions (hate, anger)

2) Retribution to Rehabilitation

Believe in the "moral goodness" in the heart of everyone (Gandhiji)

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

Indifference provides the best breeding grounds for all negative practices like corruption, poor political systems etc.

Price of Indifference in public Affairs

Contemporary

1) Law breakers become law makers

(eg) Criminalization of politics (43% of MPs have cases against them)

2) Creates a disengaged citizenry.

3) Low public participation, low public scrutiny, culture of discretion and abuse promoted..

4) Poor quality of government services as with participation no positive feedback loop is there.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

5) When good people don't stand for elections, reduces the competition for bad / corrupt candidates.

Overcoming Indifference in public affairs

1) Role of autonomous and vigilant media

2) Creation of forums of effective public participation
(eg) citizen charter, Social Audit

3) Culture of secrecy —RTI→ Culture of transparency

As Albert Einstein had said,
"the only thing necessary for triumph of evil is for good men to do nothing"

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

The above quote challenges the notion that men are born as self-interest maximization (like a wolve) individuals,

Years of unethical and self-serving activities like wars, conflicts have corrupted the nature of men.

Not Born wolves; But Become wolves

1) Child learn the evil practices from their environment

(eg) Accepting violence as a form of dispute resolution in some cultures

2) Corruption, bribery as a way to get what one wants

3) Choosing ends over means

(eg) Environment degradation ignored for economic growth.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

4) Knowledge without character leads to bad outcomes

(eg) Osama Bin Laden was an engineer.

The other part of this "Nurture Vs Nature" debate is by birth as a species our two goals of survival and procreation has made us brutal and corrupt.

Need for change in attitude

1) Not seeing everything as a "zero sum game"

2) Developing positive values of compassion, empathy

3) Prioritising right means for right ends for long term peace and happiness.

As it has been said, "if you wanna go fast go alone, and if you wanna go far, go together."

Next IAS ID: MT23FLTRA027, TC008, 27/03/2023 08:56 PM

5. (a) पेशेवर रूप में, सिविल सेवक कैरियर केंद्रित और स्वार्थ–निष्ठ भी होते हैं। साथ ही, उनका सेवा लोकाचार उन पर निस्वार्थ भाव से सार्वजनिक हित की सेवा करने का दायित्व भी थोपता है। क्या एक सिविल सेवक के लिए करियर और सेवा दायित्व में सामंजस्य बिठाना संभव है? अपनी स्थिति स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

As professionals, civil servants are career focused and are also self-interested. At the same time, their service ethos imposes an obligation to serve the public interest selflessly. Is it possible for a civil servant to reconcile career and service obligation? Explain your position.
(Answer in 150 words) 10 Marks

Conflict of interest is a part and parcel of the job of civil servant who deals with complex issues and multiple stakeholder.

Yes, according to me it is possible to reconcil career and servic obligation because:

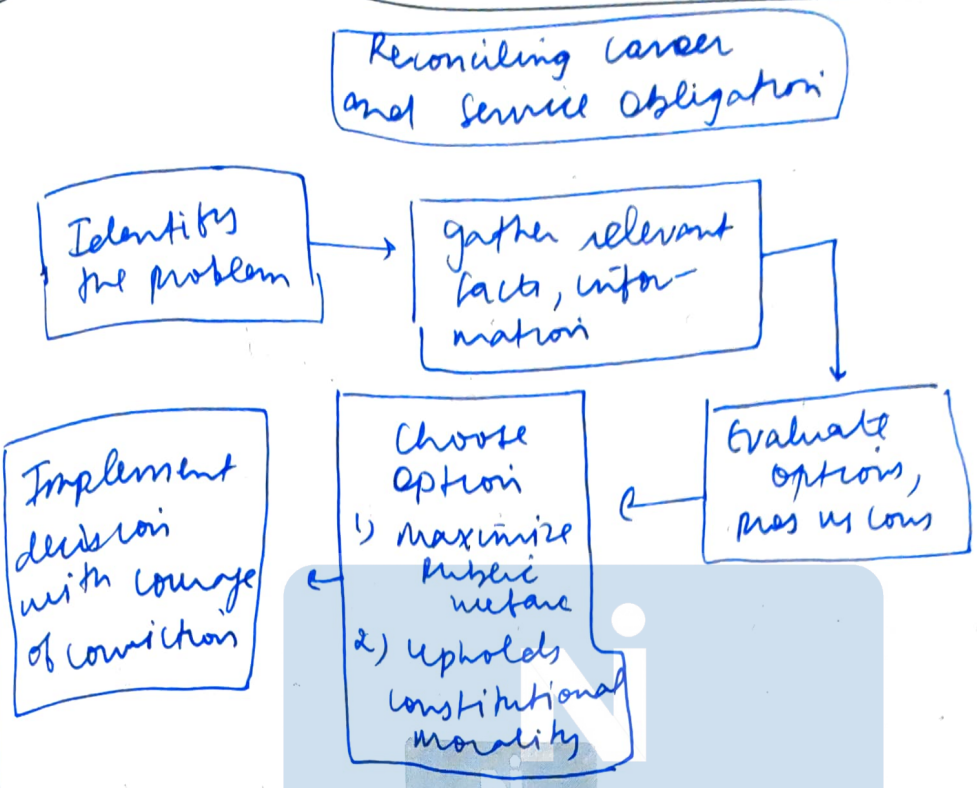
1) The two are not mutually exclusive, but complements each other

2) Better service delivery, not only enhance public welfare but improves promotion chances in long run.

3) Hard working, compassionate and person with integrity bureaucrat would be in high demand and better equipped to solve service challenges.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin



Even if in short term, a civil servant can face some setbacks (like transfers, postings) but in long run leads to peaceful life with satisfaction.

The Gandhian test of "Talisman" should guide to achieve goals of "Sabka saath Sabka vikas".

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

Competence refers to the skill and ability to do things effectively

Compassion is ability to understand the situation of other people and take action to mitigate their sufferings

(eg) Baba Amte work for marginalized section

Competence without Compassion

1) following strict procedural safeguards, leads to injustice

(eg) denying poor old widow pension

2) Deploying technology to maximize performance without human touch

(eg) Authentication error in Aadhaar leading to no access to food.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

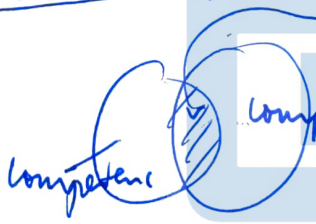
Compassion without competence

1) Good ideas, thoughts and beliefs but no ability does not lead to any outcome

2) Require skills, competence to innovate and remove suffering

(eg) APJ Kalam made light weight calipers for polio-stricken people

Way forward

1) 

2) Allows right application of knowledge for public welfare.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

(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

Department culture refers to the dominant norms and practices, that are reflected in the working and outcomes of department

Importance of Department culture

1) Setting up right incentives
2) Punishing Bad behaviour
3) Appraisal framework to be fair and moral
4) Rewarding ethical and good behaviour.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

Role of Individual will power

1) If person is morally corrupt, will find ways to engage in corruption.

2) Force and only penalty can't keep person moral and ethical.

3) Short term outcome.

Way forward

1) Sensitize officials

2) Value based training

3) Robust appraisal system.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

खण्ड–B / Section–B

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

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

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

(Answer in 250 words) 20 Marks

The above case study highlights the behavioural barriers in implementing healthcare schemes and policies

a) **Issues Involved in the case**

1) Myths and superstitions about Vaccinations affecting intake.

2) Involving religious leaders in public policy delivery

3) Rights of children (good health) violated because of beliefs of parents.

4) Bias, misinformation prevalent among public

5) Lack of scientific temper and attitude.

6) Loss of trust between health department and public.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

b) Using faith leaders

(Advantages)

1) Might help health workers to win over locals (as locals trust them)

2) Increase cooperation from public for effective healthcare delivery.

3) Reduce the difficulties of health care workers.

4) Able to resolve their doubts through similar moral frameworks

(Dis advantages)

1) Creates future dependency.

2) One form of bias / superstition replaced by another belief.

3) Scientific temper, respect for logic, reason not developed

4) Enhances power, status of faith leaders; can be misused in future.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

c) Other options for breaking barriers

1) Choosing other role models (like Sarpanch, Local MLA) and request them to do vaccination public to fight misinformation

2) Use of institutions like colleges, schools and local industry to organize awareness workshops, sensitisation.

3) Positive reinforce campaigns on local radio, television with interesting modes using legitimate and popular celebrity

(eg) Polio - "2 Boond" campaign by Amitabh Bachhan

d) Yes, I think it is ethically right to involve faith leaders. because:

1) They too are part of society, and have stakes in public welfare.

Next IAS ID: MT23FLTRA027 TS 06T 27 09 2023 08:56 PM

3) Enjoys trust of public as large numbers.

3) Remain in touch with locals, better understand their concerns.

4) They should be involved under certain conditions

- Promotion of blend faith, specific religion not done
- All design material and information be vetted by public health authorities
- Need to convince them, that use of scientific evidence, personal experience be tools for changing behaviours

An all-stakeholder approach, with multi-dimensional intervation approach be taken to use ethos ⇔ logos ⇔ pathos persuasion for behaviour change

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

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

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

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

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

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

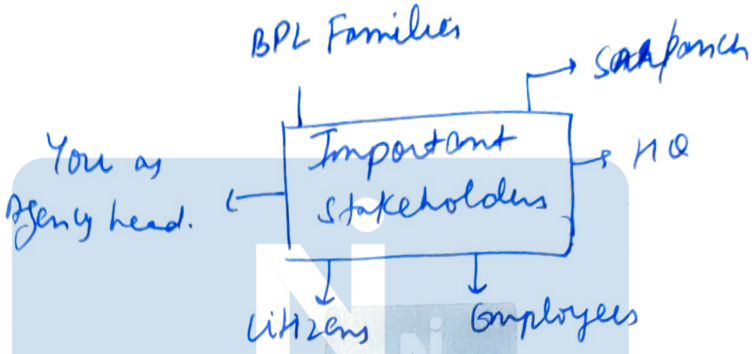
Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

(Answer in 250 words) 20 Marks

The above case highlights how poor work culture affects the delivery of public services



Issues Involved in the case

1) Poor work culture (with long hours, no adequate compensation)

2) Rude and undignified behaviour of employees.

3) Violation of right to dignity
(Casteist remarks violates Art 15 of Indian Constitution)

4) Apathy of HQ (No increase in employee benefits)

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

5) Delivery of services affected.

b) B C)

Actions available to me

1) Remove the 4 employees, those creating most problems.

Merits	De-merits
1) Act as a deterrence 2) Satisfy the Sarpanch 3) Might change behaviour of employees.	1) Violates proportional response principle 2) Fairness as justice violated 3) Addres the ~~root~~ symptoms and not root cause. 4) Plan to hire new people (↑ costs)

2) Give another warning to employees and sensitise them about legal and constitutional provisions

Merits	De-Merits
1) Persuasion lead to lasting change. 2) Opportunity to ~~act~~ discuss their concerns, explain you position	1) Behaviour may Not change 2) Sarpanch and citizens Not happy as no Immediate action

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Chosen Course of Action

I will choose the 2nd option, use persuasion (soft) as a tool for behaviour change that firing them (hard) approach.

Along with this, I will

1) Try to persuade HQ to set up overtime bonus

2) Engage local NGOs for sensitization training

3) If possible, and HQ allows, hire more people to reduce work load of employees.

4) A strict warning to all employees, that rude, casteist comments not be tolerated. And further violation lead to loss of their job.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

d) Dignity refers to respecting the inalienable human rights of every individual.

Every person, from their birth, deserves respect, care and certain human rights (like liberty, equality, access to justice).

Human Dignity	Social Dignity
→ Interpersonal, deals with one-to-one behaviour	→ How society views a particular section of society
(eg) In marital relationship, the wife does not respect husband	(eg) In Nazi Germany, no social dignity for Jews.

Common Dignity Violations

1) Being shouted at by officials
2) Not given a chair to sit, comfortable space, water to drink.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

कुछ आपूर्तिकर्ताओं ने इसे शीघ्र पैसा कमाने के अवसर के रूप में देखा। उन्होंने अपनी उत्पादन सुविधा की सीमाएँ बढ़ानी शुरू कर दीं और सुरक्षा और श्रम कानूनों की कोई परवाह नहीं की। दुर्भाग्य से, एक आपूर्तिकर्ता की भंडारण सुविधा में आग लग गई और इस त्रासदी में 22 श्रमिकों की मृत्यु हो गई। उत्पादन सुविधा बंद कर दी गई, और मृत श्रमिकों के परिवारों ने आपूर्तिकर्ता और दवा कंपनी पर क्षतिपूर्ति के लिए मुकदमा दायर किया। आपूर्तिकर्ता नुकसान क 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

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

The case study is about how not doing due diligence in operations for short term gain can lead to big loss.

Ethical Issues in case

1) Poor standards of Corporate Governance (Not vetting suppliers)
2) Labor rights getting violated.
3) Loss of lives and delivery of compensation and Justice
4) Government regulatory mechanism to enforce safety guidelines missing
5) Violates deontological moral theory of using humans (labor) as just means for profit.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

5) **Company's position**

1) Even though legally and contractually the company and supplier are two different entities.

2) But company's actions of omission (not doing due-diligence) encourage suppliers to adopt unethical means and exploit labour.

3) Therefore, a moral responsibility lies with the company.

Company should pay the compensation because:

1) It is a morally upright thing to do

2) Enhances the company's reputation as a responsible corporate player.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

3) Solves any legal troubles and ensure the order is delivered on time.

4) Moral Responsibility is something that one makes a commitment to oneself to uphold. It is not enforced by some external agency, but enforced through one's conscience.

(Eg) Lal Bahadur Shastri as railway minister resigned after a train accident.

A person becomes morally responsible if:

1) There is a link established between his action and final outcome.

2) Personal benefit is attached to the wrongdoing.; then becomes an important stakeholder.

Next IAS ID: MT23FLTRA027, TC008, 28-08-2023 08:56 PM
NEXT IAS

- If there is huge power asymmetry between the two, and if resources permit the big corporate should compensate the citizen.

"Business without ethics" is a Gandhian Sin. Need to promote stakeholder capitalism, taking care of all.

Next IAS ID: INT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

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

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

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

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

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

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

(b) आपके पास कौन से विकल्प उपलब्ध हैं?

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

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

(b) What are the options available to you?

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

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

(Answer in 250 words) 20 Marks

The above case study presents the issue of political partisanship sometimes displayed by civil servants for personal gain.

Ethical Issues in Case

1) Disproportionate assets of civil servants

2) Unholy nexus of politicians - Bureaucrats

3) Moral fading of Bureaucrats

4) Violation of code of duty and ethics of civil servant.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

Ethical Dilemmas

1) Personal Interest (Relationship with friend) vs Professional Duty (Preventing corruption)

2) Loss of reputation of friend vs Putting the corrupt behind bars

3) Protecting friend and family vs Enhance public interest by stopping unholy nexus.

b) Options available to me.

1) Inform Ajay about raid and alert him

Pros	Cons
↳ Helping the friend	↳ Violation of professional duty
↳ Saves Reputation	↳ could be legally charged for aligning with corrupt
↳ Protect Ajay's family interests	

NEXT IAS
Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

2) Continue with the raid, without informing Ajay

Pros	Cons
↳ Able to find incriminating evidence ↳ Expose Nexus	↳ Loss of Ajay's reputation ↳ Interest of Ajay's family threatened ↳ Might lead to loss of friend.

3) Refuse to conduct the raid, ask senior to send some other person.

Pros	Cons
↳ Might save his friendship ↳ Expose Corruption and Nexus	↳ Shows lack of integrity ↳ No capacity to resolve dilemmas ↳ Lack of probity

Chosen Course of Action

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

1) I will go with option 2, and continue to follow the senior order.

2) Not inform Ajay about the raid, and prioritise public interest over private friendship.

~~b) ~~

d) Moral Motivation in the case

1) Duty is the prime guiding light for a civil servant.

2) Duty performed as "Nishkama Karma", personal motivation and interests are supressed for promoting public welfare.

3) Saving a friend is a good end, but adopting immoral means should not be ~~adb~~ done.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

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

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

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

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

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

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

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

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

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

Candidates must not write on this margin

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

Public torture in custody is grave issue of public interest. The custodial killings/ beatings are a blot on any civilised society.

Ethical Issues in the case

1) Violation of rights of apprehended people of safety.

2) Use of immoral means (torture) to extract information.

3) Lack of public trust in institutions of police.

4) Violating police service rules

5) Ethical risks of suppressing ~~dissent~~ dissents lead to slippery slope.

6) Violates international commitment to universal human rights.

b) Role of rule-abiding police force

1) Collect evidence, do thorough investigation, to build a strong case against miscreants.

2) At no instance, law should be taken in one's own hands.

3) To pronounce someone guilty is the job of Judiciary, and not police.

4) Do not let negative emotions like anger control and dictate behaviour.

Next IAS ID: MT28TLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

5) Be fair, transparent with strict adherence to procedural safeguards

6) All the above, is necessary to strengthen trust between citizens and police force.

c)

According to me, being impartial and non-partisan in decision and service values need to be upheld at all times.

Loyalty to department even though necessary to build cohesion, synergy and trust; but can lead to abuse, culture of discretion and impunity.

(eg) Nashirinpura killings, fake encounters

To prevent such abuse, service values should guide the behaviour of police

Next IAS ID: MT23FLTRA027, TC008, 27-09-2023 08:56 PM

As PM Modi has said 21st century India requires a SMART police force that should be sensitive, mobile, alert, responsive and transparent.



Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

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

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

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

इस बीच, राजदूत ने आपको इस मुद्दे को समझने और एक रिपोर्ट तैयार करने के लिए भारतीय समुदाय के नेताओं से मिलने के लिए नियुक्त किया। आपने समुदाय के नेताओं से मुलाकात की और पाया कि भारतीय समुदाय के प्रति स्थानीय नापसंदगी का कारण केवल अव्यक्त नस्लवाद और असहिष्णुता की अभिव्यक्ति थी। आपने राजदूत के समक्ष अपना अवलोकन प्रस्तुत किया और उनसे कुछ करने का अनुरोध किया क्योंकि भारतीय सही थे और नस्लवादी व्यवहार के शिकार हो रहे थे। बदले में, राजदूत ने उत्तर दिया कि वह स्थानीय राजनीति में नहीं पड़ना चाहते। भारतीय उस देश के नागरिक हैंय 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

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

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

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

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

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

(Answer in 250 words) 20 Marks

India has a big diaspore (32 million) across the world. They send remittances upto $100 billion and act as natural ambassadors for India.

Issues in the above case

1) Racist behaviour of locals.

2) Violation of human rights of diaspora.

3) Prioritising National interest (economic deal) and not speaking of discrimination to protect and promote local culture

4) Right-wing, xenophobic politics in action

5) Anti-migrant, Anti-Cosmopolitan attitudes of locals.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

Candidates must not write on this margin

b)

Yes, Ambassador is right, because

1) Aim of diplomacy is to strengthen and promote national interest (economic deal)

2) Can't interfere in local politics of a foreign State.

3) Need to respect local laws and wait for the courts to decide

4) Imprudent to waste diplomatic capital on a sub judice manner.

However, even though direct confrontation is not advised. Ambassador could use back channels to convey the concern of the Indian diaspora.

In the meantime, any monetary, or legal support be granted to the group.

Next IAS ID: MT23FLTRA027, TC008, 27-08-2023 08:56 PM

4) All the three care, consequentialism and duty are important in different contexts.

Care

↳ Raising voice against human rights abuse (NAM movement against colonialism)

↳ Against climate change impact on developing nation.

Consequentialism

↳ Not taking actions that harm national good

↳ Enter into alliance to fulfill diplomatic goals
(eg) SCO, QUAD membership.

Duty

↳ foreign policy goal to maximize national interest.

↳ stand for the welfare and interests of Indian citizens
(eg) OP Ganga to save Indian students.