

GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	Neha		
Medium Eng./Hindi	English	Registration Number	135596
Center	-	Date	-

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

EVALUATION INDICATORS

1. Contextual Competence
 2. Content Competence
 3. Language Competence
 4. Introduction Competence
 5. Structure - Presentation Competence
 6. Conclusion Competence
-

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

Answer the following questions in not more than 150 words each:

1. (a) Discuss the ethical issues involved in the recent refugee crisis and immigration as a global phenomenon from a broad perspective of globalisation and rights of citizens and aliens. (10)

वैश्वीकरण और नागरिकों एवं विदेशियों के अधिकारों के व्यापक परिप्रेक्ष्य की दृष्टि से विचार करते हुए एक वैश्विक परिघटना के रूप में हालिया शरणार्थी संकट और आप्रवासन में समाविष्ट नैतिक मुद्दों पर चर्चा कीजिए।

Refugees are people who are forced to flee from their country due to grave threat to life and seek asylum in other countries.

The influx of ~~mi~~ refugees from Syria in Europe, Rohingya refugees in Bangladesh, India has brought the topic to a forefront.

The ethical issues involved are:

- (1) Providing asylum to such a huge number of refugees
- (2) Policies to share the economic burden thus caused.
- (3) Safety and security measures to be in place to avoid misuse by radical elements
- (4) Cultural integration and efforts at making them more

assimilated with the local community.

From a point of view of globalization → the whole world is one and borders are but a man-made creation.

Hence all nations must open doors to those in distress

however from the point of citizens:

- (1) Burden on economic, natural resources
- (2) Threat of terrorist elements
- (3) No efforts by migrants to respect local culture
- (4) Competition for jobs, resources.

Alien rights:

- (1) Basic human rights under UNDHR cannot be violated
- (2) Principle of non-refoulement to be followed.
- (3) Should have opportunity for healthcare, education, employment

1. (b) Corruption distorts not only functioning of the Government in India but business and corporate activities as well. Explain and discuss how the state can effectively deal with deficit of ethics in the private sector. (10)

भ्रष्टाचार न केवल भारत में सरकार की कार्यप्रणाली अपितु कारोबार एवं कॉर्पोरेट गतिविधियों को भी विकृत करता है। व्याख्या करते हुए चर्चा कीजिए कि राज्य निजी क्षेत्र में नैतिकता की कमी से किस प्रकार प्रभावी रूप से निपट सकता है।

Corruption in government is an often debated topic but the unethical practices in business world receives less attention.

The issues can be:

- (1) Fraudulent transactions to aid money laundering → shell companies
- (2) Quid pro quo arrangements → example: ICI and Videocon
- (3) Data manipulation to mislead all stakeholders Example: Satyam
- (4) Insider trading
- (5) Leaking company secrets to rivals
- (6) Lobbying, corruption with the government → Telecom scam
- (7) Environmental damage which is not reported. Example: Sterlite plant.

Private sector is out of purview of PCA act. However following measures can be used to ensure ethical operations:

- (1) Regular third party audits
- (2) Independent directors
- (3) Internal complaints committee and whistleblower policy should be made mandatory
- (4) Option for whistleblower to complain to government if the issue involves larger public interest

(5) JVs and PPPs are being covered under PCA Act. Also, CAG may audit some such entities if public interest is large.

- (6) Grievance redressal, code of ethics, code of conduct should be mandated for all listed entities
- (7) Action by SEBI, SFIO in case of financial misappropriation

2. Given below are two quotations of moral thinkers/ philosophers. For each of these, bring out what it means to you in the present context.

(a) "Silence becomes cowardice when occasion demands speaking out the whole truth and acting accordingly" - Mahatma Gandhi. (10)

नीचे नैतिक विचारकों/दार्शनिकों के दो उद्धरण दिए गए हैं। इनमें से प्रत्येक के लिए स्पष्ट कीजिए कि, वर्तमान संदर्भ में आपके लिए इनका क्या महत्व है।

"मौन तब कायरता बन जाता है जब परिस्थिति की मांग पूरा सच बता देने और उसी अनुसार कार्य करने की होती है" - महात्मा गांधी।

Silence is not passivity.
Silence is a strong weapon.
However, if one remains silent
even in face of oppression
or falsities, it becomes
cowardice.

This is because such a
situation demands speaking
out the whole truth and
taking necessary actions.

Silence can be of following
types :

(1) Silence of victims → is
wrong because it emboldens
the culprit and may make
others vulnerable to the same
crime. Example: Rape survivors

who keep quiet due to some reason, only embolden the criminal and may lead to more victims.

(2) Silence of Observers →

The ordinary German citizen was not unaware of what was going on in the concentration camps. Yet majority remained silent and only after WW2 ended the gravity of crimes was disclosed.

This was cowardice because it allowed helpless victims to suffer and die.

(3) Silence of the State →

Many countries refuse to accept allegations of human rights violations or other grave state sponsored acts. Example: Saudi Arabia, China.

This is the most dangerous silence.

2. (b) "We must not only tolerate others, but positively embrace them" - Swami Vivekananda. (10)

"हमें न केवल अन्य लोगों के प्रति सहिष्णु होना चाहिए, अपितु उन्हें सकारात्मक रूप से स्वीकार भी करना चाहिए" - स्वामी विवेकानंद।

Tolerance is the quality of allowing someone who shares an opinion different than yours, have the right to share that opinion.

Tolerating someone is a negative connotation as it is only a grudging acknowledgement of the differences shared between the two.

Tolerance in a society may lead to co-existence, but a simmering tension always remains underneath which may become a fire, once triggered.

On the otherhand, by positively embracing the difference leads to not just

acknowledging the differences,
but to accepting such a
difference wholeheartedly.

It will reduce the trust
deficit and tensions between
the diverse groups.

Thus, not mere tolerance
but a positive embracing
is the key to true harmony
and co-existence.

Example: A tolerant
society will only allow
every religion to celebrate
their festivals. But when
the society is positively
embracing each other, everyone
also celebrates all festivals,
no matter of which religion

3. (a) Emotional Intelligence is part nature and part nurture. Explaining the statement, discuss how emotional Intelligence of civil servants can be enhanced. (10)

भावनात्मक बुद्धिमत्ता अंशतः स्वभावगत तथा अंशतः परवरिश के माध्यम से विकसित की जाती है। इस कथन की व्याख्या करते हुए, चर्चा कीजिए कि सिविल सेवकों की भावनात्मक बुद्धिमत्ता को कैसे बढ़ाया जा सकता है?

Emotional intelligence is the ability to identify and manage the emotions of self, and also of others.

Emotional intelligence is partly genetic, just like regular intelligence.

however, it also depends on upbringing like:

- (1) Childhood activities
- (2) Family relationships
- (3) Role models
- (4) Friendships and ~~its~~ relation with the community as a whole.

Thus, it is both part nature and part nurture.

Emotional intelligence in civil servants can be enhanced by:

- (1) Right selection process → GS IV paper, personality test can help identify EI
- (2) Training through case studies, real life examples, talks by role models.
- (3) Practical demonstrations through role plays
- (4) Training at certain milestone of the career → exempli. every 3 years → to act as a refreshment of the learnt material
- (5) Role models at work → seniors and other office colleagues.
- (6) By more on-ground training to work in real world situations

3. (b) What do you understand by Probity in Governance? Examine whether the recent amendments to Prevention of Corruption Act and the proposed ones in Whistleblower Protection Act undermine it. (10)

शासन व्यवस्था में ईमानदारी (प्रोबिटी) से आप क्या समझते हैं? परीक्षण कीजिए कि क्या हाल ही में भ्रष्टाचार निवारण अधिनियम में किए गए संशोधन एवं व्हिसलर ब्लोअर संरक्षण अधिनियम में प्रस्तावित संशोधन इसे कमजोर करते हैं?

Probity in Governance means being incorruptable. It means upholding values of honesty, integrity, transparency, accountability, leadership.

The quality of probity is most important for a civil servant.

Recent changes in Prevention of Corruption Act are:

- (1) Defines specific cases of corruption → decisions taken in good faith, which turned out to be wrong will not be considered as act of corruption
- (2) Illegal enrichment needs to be proved.
- (3) Enquiry can be initiated only after permission from

higher administration
(4) Those offering bribe will also be held guilty, if they fail to complain within 7 days

These changes uphold probity as it requires it to be established beyond doubt that corruption has taken place. However, it may lead to some culprits escape.

Amendment to Whistleblowers Protection Act :

(1) Requires certain information to be obtained through RTI → thus killing the purpose of whistleblowing

(2) Makes a whistleblower liable to be prosecuted under Official Secrets Act

This amendment can reduce probity as it makes whistleblowing much more difficult.

4. (a) Ensuring that civil service values are recognised during the recruitment process and ensured through a code of ethics after appointment is a necessary condition of making the civil services an effective instrument of citizen centric governance. Comment. 10

भर्ती प्रक्रिया के दौरान सिविल सेवा के मूल्यों को प्राथमिकता दिया जाना और नियुक्ति के उपरांत नीतिपरक आचार संहिता के माध्यम से उन्हें सुनिश्चित करना, सिविल सेवाओं को नागरिक केंद्रित शासन का एक प्रभावी साधन बनाने हेतु एक आवश्यक शर्त है। टिप्पणी कीजिए।

Civil servants are responsible for handling huge resources and power, and hence ethics are most important for such employees.

The values are recognised during the recruitment process by GS IV paper and personality Test.

After appointment, the civil servant is expected to follow Civil Services Code of Conduct.

While there is no formal code of ethics, reports like Nolan Committee, 2nd ARC have listed sets of values

that are essential for civil services.

These include: honesty, transparency, integrity, openness, accountability, empathy, tolerance, unbiasedness, objectivity, leadership skills.

The continued refinement of these values is necessary for citizen centric governance as:

- (1) Only then can a civil servant perform his duty without any fear or favour
- (2) Can be objective in handling any grievance
- (3) Can show empathy towards the less fortunate
- (4) Be neutral and fair and not influenced by political or other biasness
- (5) Can be committed to selfless service

4. (b) What do you understand by cognitive dissonance? Giving examples, discuss how it influences one's behavior and attitude. (10)

संज्ञानात्मक विसंवादिता या विसंगति (cognitive dissonance) से आप क्या समझते हैं? उदाहरण प्रस्तुत करते हुए, चर्चा कीजिए कि यह किसी व्यक्ति के व्यवहार एवं अभिवृत्ति को किस प्रकार प्रभावित करती है।

Cognitive dissonance is the phenomenon where there is a divergence between one's beliefs and the actions that one is expected to perform.

Example: if a cricket commentator hates a particular team, but is expected to praise the performance of the team, he will suffer from cognitive dissonance.

It has the ability to influence one's behaviour and attitude as follows:

(1) If there is cognitive dissonance, the person undergoes stress and mental anxiety. Example: an air-hostess

has to smile but she is angry. Hence she will undergo lot of mental stress to keep performing her duty.

(2) It may get reflected in one's attitude and actions, even if one tries to act as per expectations.

Example: if a man from a highly patriarchal society has to report to a female boss, he may try to be professional, but unknowingly, unconsciously, his cognitive dissonance may affect his actions.

The way forward is to resolve cognitive dissonance by:

- (1) Changing attitude
- (2) Changing the expected action
- (3) Changing importance of the attitude.

5. (a) What do you understand by Amartya Sen's 'capability approach'? Analyse its significance in understanding social realities and in making a pro poor development strategy. (10)

अमर्त्य सेन के 'क्षमता दृष्टिकोण' से आप क्या समझते हैं? सामाजिक वास्तविकताओं को समझने और निर्धन-उन्मुख विकास रणनीति बनाने में इसके महत्व का विश्लेषण कीजिए।

While GDP has been the most widely used parameter of development, Amartya Sen's capability approach presents a new way of looking at development.

It is an approach which says that a person should be able to have the opportunity to do and become what he or she desires to become.

Example: If a boy wants to become a chef, he should have enough opportunity to learn the skills and then demonstrate his capability to become a chef.

The significance of the approach in understanding

social realities and making pro poor development strategies:

(1) It identifies the lack of adequate opportunity and seeks to eliminate it.

Example: Dalits were not allowed in schools, hence it was necessary to make a law to prohibit this, and hence can help them enhance their capability.

(2) It shows the most vulnerable sections → the ones who have least opportunities

(3) It shows the areas where government needs to focus
example: if no schools in tribal hamlets, need to construct

(4) It serves as an indicator of equitability and social justice → can help reduce inequalities.

5. (b) While in principle most nations claim commitment to universal values, in practice these values are honoured more in breach than in the observance. In context of this statement, comment on the relevance of values in foreign policy. (10)

यद्यपि सैद्धांतिक रूप में अधिकतर राष्ट्र सार्वभौमिक मूल्यों के प्रति वचनबद्धता का दावा करते हैं, लेकिन व्यवहार में इन मूल्यों का उल्लंघन अधिक और अनुपालन कम किया जाता है। इस कथन के संदर्भ में, विदेश नीति में मूल्यों की प्रासंगिकता पर टिप्पणी कीजिए।

Universal values in Foreign policy include :

- (1) Mutual respect
- (2) Mutual non-aggression
- (3) Respect for sovereignty and territorial integrity
- (4) No interference in internal matters of others.
- (5) Peaceful resolution of conflict

All nations claim to stay committed to these values.

However, they are more often breached than observed.

Example : USA claims non-interference but has often orchestrated regime changes in South American countries.

Russia is being investigated for interference in US elections

Nepal believes that India was behind the blockade that disrupted life in Nepal in 2016.

However, these values are relevant in foreign policy.

(1) Help avoid the escalation of conflict into a war.

(2) Reduces threat of a war

Example: Cuban Missile Crisis

(3) It increases the soft-power of a nation - example: India and policy of NAM.

(4) It ensures overall global development → welfare of all.

6. While some ethical approaches consider an action to be ethical based on results, other focus on means. Taking the example of Indian bureaucracy compare and examine how these approaches have played out for the benefit of citizens. (10)

जहाँ कुछ नैतिक दृष्टिकोण किसी कार्यवाही को उसके परिणामों के आधार पर नैतिक मानते हैं, वहीं दूसरे विचारक साधनों पर ध्यान केन्द्रित करते हैं। भारतीय नौकरशाही का उदाहरण प्रस्तुत करते हुए तुलनात्मक परीक्षण कीजिए कि इन दृष्टिकोणों ने नागरिकों को लाभान्वित करने में किस प्रकार अपनी भूमिका का निर्वाह किया है।

The Consequential Ethics consider the result as the important factor and not the means used to achieve that result.

On the other hand, Deontological ethics place equal importance on the means.

Indian bureaucracy follows deontological ethics majorly.

This has resulted in:

- (1) Due process and procedures are given utmost importance
- (2) Red tapism rose due to excess importance given to the procedures.
- (3) The means became an end in themselves.

(4) Many time resulted in delays and inactions.

(5) Led many deserving poor to suffer. Example: Ration is not released if biometric authentication fails. The due process is followed, but the poor are deprived of food.

However, some examples of Consequential ethics have also been seen:

(1) Compensation released to flood victims even without enough proofs or documentary evidences.

(2) Ration given even if Aadhar and BPL cards not connected.

(3) Building a road through crowdsourcing of funds.

Both have led to good, but the former is preferred due to right processes and no ambiguity.

7. What are the ethical principles that should form the basis of the system permitting organ donation and allocation? Also discuss the importance of regulation for the success of any organ transplant program. (10)

अंगदान और आवंटन की अनुमति प्रदान करने का आधार निर्मित करने हेतु उपयोग किए जाने योग्य नैतिक सिद्धांत क्या होने चाहिए? किसी भी अंग प्रत्यारोपण कार्यक्रम की सफलता के लिए विनियमन के महत्व की चर्चा कीजिए।

Organ donation is needed in cases of organ damage or failure. Kidney, liver, eyes are some organs that can be donated.

The principles to be followed for the system of permitting organ donation and allocation:

(1) The recipients should be arranged in a priority order in a fair manner → taking note of age, medical condition and other such factors

(2) The donation should be made by a live individual only on being completely aware of the consequences. He or she should not be under any

compulsion or mental pressure or tempted by money or other benefits.

(3) In case of cadaver donation, the explicit permission of the relatives is to be taken.

(4) Recipients should not be given a higher priority due to political influence, power or money.

The importance of Regulations:

(1) Reduces the black market

(2) Makes the donors less wary of donating organs.

(3) The patients will get access to organs in a fair manner.

(4) Will encourage donation

(5) Cadaver donation will also increase.

NOTTO is the regulating body for organ donation in India and strives to increase organ donation rates in India.

8. Where as some argue that leaks constitute an affront to democracy, others are of the opinion that leaks are a part of democracy. Examine the merits of both the arguments in the context of information attributed to leaks from government offices and whistleblowers. (10)

जहाँ कुछ लोग यह तर्क देते हैं कि रहस्योद्घाटन से लोकतंत्र का निरादार होता है, वहीं अन्य लोगों का मत है कि रहस्योद्घाटन लोकतंत्र का एक भाग है। सरकारी कार्यालयों और व्हिसल ब्लोअरों द्वारा किए जाने वाले रहस्योद्घाटनों से संबद्ध जानकारी के संदर्भ में इन दोनों तर्कों के गुणों का परीक्षण कीजिए।

Leaks are frequently reported. Example: paper leak, Aadhar data leak.

Sometimes, it may be due to a genuine mistake or an oversight → such accidental leaks do happen in a democracy or any other system. Increasing the safeguards and better training is the only way to prevent or minimize them.

However, sometimes, data is intentionally leaked.

This may be good as:

- (1) Exposes wrongdoings in the system, corruption
- (2) Brings public attention and makes them demand accountability

However leaks may be bad:

- (1) Public data may be compromised
- (2) Sensitive secrets may become public, compromise security
- (3) May be a politically motivated action to benefit the opposition
- (4) There exist other ways to expose the wrongs in the system. Example: CVC, CBI.

Whistleblowing leaks:

- (1) Generally do not leak data in the public sphere.
- (2) Should follow the official process → approach relevant administrative bodies.
- (3) Approach media only if the administration may not resolve the wrong. Example: DIG Roopa
- (4) Should not be done for personal gain or fame but to serve the larger public interest.

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. You are a young recruit to the IAS. Upon the completion of your training you have been posted in a subdivision of a district where industrial development has been lagging. The area has large reserves of minerals and a significant tribal population. The government has identified the area for a large thermal power plant and also adequate expansion of mining. This announcement has seen a rise in land prices in the area as well as unrest among the local population about possible land acquisition. As part of routine examination of records you observe large land purchases in recent years that are linked with the family of the local politician, who is also a member of the state cabinet. You also recognise that much of this land is around the site of the proposed industrial area. Further, one of your staff members also informs you that the family has been buying in the name of drivers, cleaners as well as domestic helps. You feel that having been aware of the policy decision the politician has played a role in these purchases. Incidentally your relations with the politician have been cordial and he is a popular figure in the area.

(a) As the official responsible for acquisition of land and payment of compensation for the land acquired, what are the ethical issues that you face in the given situation?

(b) What will be your response to a suggestion that in view of these benami land transfers a freeze on land sale in the area should be enforced?

(c) What is the course of action that you would take? Justify with reasons.

(20)

आप नवनियुक्त एक युवा IAS हैं। आपके प्रशिक्षण के समापन पर आपको एक जिले के एक ऐसे सब-डिवीजन में पदस्थापित किया गया है जो औद्योगिक विकास की दृष्टि से पिछड़ा हुआ है। इस क्षेत्र में खनिज के विशाल भंडार हैं और पर्याप्त संख्या में जनजातीय जनसंख्या निवास करती है। सरकार ने एक बड़े धर्मल पावर प्लांट की स्थापना और साथ ही खनन का पर्याप्त विस्तार करने के लिए इस क्षेत्र को चिह्नित किया है। इस घोषणा के परिणामस्वरूप क्षेत्र में भूमि की कीमतों में उछाल और साथ ही स्थानीय जनसंख्या के बीच संभावित भूमि अधिग्रहण के कारण अशांति व्याप्त होने की स्थिति पायी गयी है। रिकॉर्ड्स (अभिलेखों) की नियमित जाँच के दौरान आपको ज्ञात होता है कि हाल के वर्षों में स्थानीय राजनेता के परिवार से संबद्ध लोगों द्वारा बड़ी मात्रा में भूमि की खरीद की गई है, और वह राजनेता राज्य मंत्रिपरिषद का सदस्य भी है। आपको यह भी ज्ञात होता है कि इनमें से अधिकतर भूमि प्रस्तावित औद्योगिक क्षेत्र के आस-पास हैं। इसके अतिरिक्त, आपका एक कर्मचारी आपको यह सूचना देता है कि उक्त परिवार द्वारा अपने वाहन चालकों, सफाई कर्मचारियों और साथ ही घरेलू महायकों के नाम पर

(b) इन बेनामी भूमि अंतरणों को ध्यान में रखते हुए क्षेत्र में भूमि की बिक्री पर रोक लगाए जाने के सुझाव पर आपकी प्रतिक्रिया क्या होगी?

(c) आप क्या कार्यवाही करना चाहेंगे? तर्क प्रस्तुत करते हुए इसका औचित्य सिद्ध कीजिए।

The case talks about possible misuse of public office for private gain.

⇒ [a] As an official responsible for acquisition of land and payment of compensation for the land acquired, the ethical issues faced here are:

a) Large land purchases by a minister member of a state cabinet → possible conflict of interest as well as profiteering case.

There may be 2 possibilities:

(1) The land was purchased first and then the thermal power plant proposed → indicates a conflict of interest of the politician

(2) Project was proposed first and before it was concretized the purchases were made → misuse of office, misuse of confidential, policy decision for personal profiteering.

As an IAS recruit, the dilemmas are:

- (1) Public duty, service versus confronting a matter concerning a politician
- (2) May lead to transfer or other backlash.
- (3) Share a cordial relation with the politician → hence also personal ~~set~~ equation versus duty to public.
- (4) A staff member informs that the family has also been buying land on name

of staff members.

The issue is:

(1) Benami land acquisition

→ legal crime.

Investigation to be made to verify if the claims are true

(2) Personal relation with the politician may get affected if investigation started

(3) May lead to transfer or other backlash.

(c) Unrest among the local population over the possible land acquisition

→ May lead to law and order issue, social unrest.

⇒ **b** The suggestion that in view of these benami land transfers, a freeze on land

sale be enforced.

→ The suggestion may impact genuine buyers or entrepreneurs too. Hence, a freeze is not possible. But the sale should be strictly monitored.

⇒ [C] Course of action :

(1) Investigate the land purchases by the politician and family. If conflict of interest or misuse of office seen, the relevant proceedings to be used.

(2) Investigate claim of benami land acquisition. Benami Transactions Act can be used to trace the source of funds of all buyers.

(3) The locals should be assured of adequate support and compensation under

LAAR 2013 and given priority in employment in the upcoming industry.

10. According to the WHO suicide is the second leading cause of death in the age group of 15-29 years globally. In India also, instances of young people committing suicide have been reported widely in recent times. It is all the more disturbing that such a phenomenon is increasingly visible in urban and prosperous areas.

(a) What are the reasons that render people vulnerable to taking such drastic steps as suicide?

(b) Also, discuss the role that you as an individual, the society and the government can play in addressing this issue. (20)

WHO के अनुसार विश्व स्तर पर 15-29 वर्ष के आयुवर्ग में मृत्यु का दूसरा प्रमुख कारण आत्महत्या है। भारत में भी, हाल के दिनों में युवाओं द्वारा आत्महत्या किए जाने की घटनाओं की व्यापक रिपोर्ट आती रही हैं। शहरी और समृद्ध क्षेत्रों में इस प्रकार की घटनाओं में निरंतर वृद्धि का दिखायी देना और अधिक विचलित करने वाला विषय है।

(a) लोगों को आत्महत्या जैसे कठोर कदम उठाने के प्रति सुभेद्य बनाने वाले कारण क्या हैं?

(b) साथ ही, चर्चा कीजिए कि व्यक्तिगत रूप से आप, समाज और सरकार इस समस्या का समाधान करने में किस प्रकार भूमिका निभा सकते हैं।

Suicide is the act of taking an action or omg inaction, that one is aware of that it will lead to death

WHO lists suicide as the second leading cause of death in the 15-29 years age group.

The phenomenon is also seen in India, especially in urban prosperous areas.

(a) Reasons that render people vulnerable to taking such.

drastic steps as suicide are:

- (1) Economic condition
- (2) Lack of social support like unemployment pension.
- (3) Unemployment; failure to get a desired job
- (4) Personal relationships; failure in love.
- (5) Stress due to job or family relations
- (6) Increased isolation → leads to less moral support.
- (7) Disintegration of societal ties → makes one very vulnerable during hard times → no support, economic or emotional in difficult times
- (8) Belief that death will be a solution to all issues → theory of liberation from all sufferings.

(9) Belief that others, especially family members will be better-off after their death
→ Example: Farmers suicide cases in hope that the government compensation will atleast help their family live well.

(10) Failure of law enforcement agencies → victims of crime like rape often commit suicide due to the failure of law and police to bring them justice.

Social abuse is also another factor.

(11) Inadequate focus on mental healthcare → leads to cases of depression going undetected and hence untreated.

⇒ [b] Role that can be played:

(a) As an individual:-

- (1) Look around me to see if anyone I know may be facing any serious issue
- (2) Provide support in as much ways as possible, economic or emotional to such people.
- (3) Refer to healthcare practitioners for proper help.
- (4) Inform the family and other close ones, so that everyone keeps a watch for any possible drastic action.

(b) As a society :

- (1) Rejuvenate the social ties
- (2) Reaching out to our family, neighbours and other close ones.
- (3) Act responsibly and with sensitivity with regards to those who may be facing

only difficulty.

(4) Ensure that adequate social support is available to the youth as they are in an emotionally turbulent age.

(c) As a government.

(1) Counselling sessions, Yoga sessions and value education to build mental and emotional health among the youth.

(2) Compulsory counsellors in schools and colleges.

(3) Reduce burden of exams, make the exam process more student friendly.

(4) Adequate education and employment opportunities → more seats in reputed colleges, job creation.

(5) Social welfare schemes for the most vulnerable → farmers, unemployed youth, widows, old age. (6) Strengthen law and order.

11. You are posted as a District Magistrate of a primarily rural district. Excess agricultural production has led to a continuous fall in market prices of crops in the last three years. With elections approaching soon, the opposition has decided to make this a political issue and has mobilised farmers to protest against falling prices. The protests turned violent at some point and police had to fire in self-defence, killing two people. Violence has increased since then and you yourself were attacked when you tried to pacify the protestors. The protestors have also blocked the main roads as well as railways to prevent movement of goods and people.

Given the situation, answer the following questions:

(a) Identify the key concerns that need to be addressed on a priority basis.

(b) What steps will you take to address them? (20)

आप मूलतः ग्रामीण परिवेश वाले एक जिले के जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अधिशेष कृषि उत्पादन के परिणामस्वरूप पिछले तीन वर्षों में फसलों के बाजार मूल्य में निरंतर गिरावट आई है। शीघ्र ही चुनाव आने के कारण, विपक्ष ने इसे एक राजनीतिक मुद्दा बनाने का निर्णय लिया है और गिरते मूल्यों के विरुद्ध विरोध प्रदर्शन करने के लिए किसानों को एकजुट किया है। कुछ स्थानों पर विरोध-प्रदर्शन ने हिंसक रूप धारण कर लिया और पुलिस को आत्मरक्षा में गोली चलानी पड़ी, जिसमें दो लोगों की मृत्यु हो गई। तब से हिंसा और अधिक बढ़ गई है और जब आपने प्रदर्शनकारियों को शांत कराने का प्रयास किया तो आप पर भी आक्रमण किया गया। प्रदर्शनकारियों ने वस्तुओं और लोगों की आवाजाही को बाधित करने के लिए मुख्य सड़कों और साथ ही रेल मार्गों को भी अवरुद्ध कर दिया है।

दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उन प्रमुख चिंताओं की पहचान कीजिए जिनका समाधान प्राथमिकता के आधार पर किए जाने की आवश्यकता है।

(b) उनका समाधान करने के लिए आप कौन-से कदम उठाएंगे?

The case talks about how a law and order situation can spiral towards a serious crisis in short time.

(a) The key concerns that need to be addressed on a priority basis are:

(1) Possibility of violence further increasing → the public anger due to firing may lead to greater mobilization

Also a possibility of further politicization of the issue.

(2) Rage may spread to neighbouring areas as well

(3) Loss to public and private property.

(4) Harm to civilians or government employees.

(5) Failure to control the crowd may lead to a repeat of the unfortunate incident

(6) Shortage of essential commodities

(7) Inability to commute → all transport routes may

be blocked → emergency situations like healthcare may also suffer.

(8) Possibility of anti-social elements entering the ranks of the protestors and leading to further law and order crisis.

⇒ 6 steps to address the situation:

Short term:

(1) Immediately send the police who ordered firing and who conducted the firing on leave.

Instate an inquiry committee to conduct a detailed, unbiased inquiry in the incident of firing.

This will help calm the angry farmers.

(2) Imposition of Section 144 in the concerned area

(3) Control on internet services to prevent rumour from spreading.

(4) Imposition of Essential Services (Maintenance) Act

to ensure their supplies are not disrupted.

(5) Hold immediate talks with the leaders of the farmer. These should not be any politicians, but only farmer leaders.

Make them understand the seriousness of the possible crisis and appeal for peace and calm for welfare of all.

(6) Restrict any politician from visiting the area → will avoid further politicization

(7) Deploy additional CAPF forces.

(8) Equip with non-lethal crowd control tools like water cannons, smoke gas.

(9) Ensure fair inquiry and punishment to guilty if found so.

(10) Promise to withdraw existing charges if peace is immediately restored by them.

Long term:

(1) Adequate thought to be given to MSP, crop diversification and non-farm income for farmers.

(2) Reform in APMC Act, Model Land Lease and Tenancy Reforms (3) Permission and deployment of security

12. You have recently been promoted as a Branch Manager in a Public Sector Bank. The bank is battling high NPAs and mounting losses. You have been assigned a very high target of loans by the higher management for the current quarter. Your career prospects also depend on your performance in critical times. Few days back you rejected a loan application for a huge sum based on detailed analysis. Today you got a call from the Regional Manager to approve the loan quickly. On your reluctance to approve, he hints that the loan is sought by a person well connected in the finance ministry and that a refusal will have consequences for everyone in the approval chain. You are now in a tough spot.

Based on the given information, answer the following questions:

(a) Bring out the ethical issues in the case above.

(b) What are the consequences of agreeing to the demands of the senior in the given case. Assess which of them are meritorious and which are not.

(c) Suggest institutional reforms that can result in non-punishment of honest feedback. (20)

आपको हाल ही में सार्वजनिक क्षेत्र के एक बैंक में शाखा प्रबंधक के रूप में पदोन्नत किया गया है। यह बैंक उच्च NPAs और बढ़ते नुकसान से जूझ रहा है। उच्च प्रबंधन ने वर्तमान तिमाही में ऋण वितरित करने का एक अत्यधिक उच्च लक्ष्य आपको सौंपा है। आपके करियर की संभावनाएं भी महत्वपूर्ण समय में आपके प्रदर्शन पर निर्भर करती हैं। कुछ दिनों पूर्व विस्तृत विश्लेषण के आधार पर आपने एक विशाल राशि के लिए एक ऋण आवेदन को अस्वीकार कर दिया था। आज आपको क्षेत्रीय प्रबंधक की ओर से उस ऋण आवेदन को शीघ्रतापूर्वक अनुमोदित करने के लिए फोन आया। इसे स्वीकृत करने हेतु आपके द्वारा अनिच्छा व्यक्त किए जाने पर, वह आपको संकेत करते हैं कि इस ऋण की मांग ऐसे व्यक्ति द्वारा की जा रही है जिसके वित्त मंत्रालय से घनिष्ठ संबंध हैं और इनकार करने पर अनुमोदन श्रृंखला में विद्यमान प्रत्येक व्यक्ति के लिए प्रतिकूल परिणाम होंगे। अब आप एक कठिन परिस्थिति में फंस गए हैं।

दी गई जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।

(b) दिए गए मामले में बरिष्ठ अधिकारी की मांगों के प्रति सहमत होने के परिणाम क्या होंगे। आकलन की कीजिए कि उनमें से कौन-से अनुकरणीय हैं और कौन-से नहीं।

(c) ऐसे संस्थागत मुद्दों का मुझाब दीजिए जिससे ईमानदारी से दी गई प्रतिपुष्टि (फीडबैक) के लिए कोई सजा न भुगतनी पड़े।

The case is just one example of what has led to the over 14% NPAs in public sector banks.

⇒ [A] The ethical issues involved in this case are:

(1) Meeting the target versus maintaining asset quality.

→ this is a dilemma between personal performance and goal achievement versus the correct assessment of risk in any lending.

(2) Relationship with the regional manager versus doing the right thing.

→ order from senior is demanding that the loan be passed. But this will ultimately harm public welfare as such a loan may become NPA.

(3) Career progression versus the truthfulness to the chosen profession → violation

of a Banking Code.

(4) Misuse of Office by the person in the finance ministry

(5) consequences will be borne by everyone in the approval chain → so it is not a battle that only concerns me.

⇒ [B] Consequences of agreeing to the demands of the senior:

Meritorious:

(1) Part of my loan target will be met → this will show good performance by me → good for career.

(2) The approval chain will all be happy → will avoid any friction with the colleagues and seniors

(3) The person in finance ministry will not take any possibly adverse action against anyone in the process.

Not Meritorious :

- (1) Detailed analysis had led me to reject the loan. This means the loan is highly risky → over leveraged lending.
- (2) It may lead to default and may become NPA.
- (3) Will add to the NPA of the bank → deteriorate asset quality.
- (4) Bank may come under PCA
- (5) Crowding out effect → genuine borrowers will fail to get loan.
- (6) Loss to public exchequer → as the bank recapitalization will come out of tax collection.

→ [C] Institutional Reforms:

- (1) Separate risk assessment section in banks, with specialists, to assess high amount loans.
- (2) Create Bank Board Bureau to depoliticize the appointments in public sector banks.
- (3) Separate asset holding company to which all shares of government in PSBs should be transferred
→ will prevent direct interference and conflict
- (4) Strengthen whistleblower protection Act.
- (5) De-linking bonus and promotions to target achievement
→ focus on quality of loans, not on quantity of loans.
- (6) Lateral entry from private banks to bring in expertise, work culture

13. You, the chairperson of a State Public Service Commission (SPSC), come to know that there were instances of rampant cheating in a competitive exam conducted recently by the SPSC. Your daughter, who also appeared in this exam and is confident of clearing it corroborates the same. However, she denies engaging in any such activity herself. Whatever decision the Commission takes is bound to affect the career of a large number of candidates who appeared in the exam, including your own daughter.

(a) Identify the different stakeholders and their interests in the case above.

(b) Enumerate the options you have to handle the current situation. What will be your choice and why?

(c) Suggest measures that you would take to make sure that a similar situation does not arise in future. (20)

आप, एक राज्य लोक सेवा आयोग (SPSC) के अध्यक्ष हैं। आपको ज्ञात होता है कि SPSC द्वारा हाल ही में आयोजित एक प्रतियोगिता परीक्षा में बड़े पैमाने पर धोखाधड़ी की घटनाएँ हुई थीं। आपकी बेटी ने भी इस परीक्षा में भाग लिया था और वह इसमें उत्तीर्ण होने के प्रति आश्वस्त है, वह भी इन घटनाओं की पुष्टि करती है। हालांकि, वह स्वयं ऐसी किसी प्रकार की गतिविधि में संलग्न होने से इनकार करती है। आयोग जो भी निर्णय लेगा, उससे परीक्षा में भाग लेने वाले बहुसंख्यक उम्मीदवारों का भविष्य प्रभावित होना तय है, जिनमें आपकी बेटी भी सम्मिलित है।

(a) उपर्युक्त मामले में विभिन्न हितधारकों एवं उनके हितों की पहचान कीजिए।

(b) वर्तमान परिस्थिति से निपटने के लिए आप अपने पास उपलब्ध विकल्पों को सूचीबद्ध कीजिए। आप किस विकल्प का चयन करेंगे और क्यों?

(c) ऐसे उपायों का सुझाव दीजिए जो यह सुनिश्चित करने के लिए आप अपनाएंगे जिससे कि भविष्य में इस प्रकार की स्थिति पुनः उत्पन्न न हो।

The case is a reflection of the unethical tendencies creeping into the examination process.

It not only undermines the authority of the conducting body, but also leads to unfair selections and rejections.

⇒ [a] Different stakeholders and their interests :

- (1) Aspirants → they are interested in clearing the exam and gaining a good job and career.
Sincere aspirants expect a fair selection process.
- (2) Cheating aspirants → want to get the job by all means. End is important, not the means.
- (3) Families of aspirants → desire a good result.
- (4) SPSC → wants to conduct a free and fair selection process and select the best possible candidates.
- (5) Citizens → SPSC officers will ultimately serve them. Citizens are interested in a fair selection so that

they can be assured of fair service delivery

(6) My daughter and many such sincere aspirants → who will also have to bear the brunt of any decision SPSC takes.

⇒ [B] Options to handle the current situation :

(1) Continue with the current process. The non-deserving candidates can be identified during the interview process (if any)

Merit

→ will not lead to additional exam burden.
→ my daughter will also reach the next stage

Demerit

→ many non-deserving aspirants will also reach the next stage
→ will be unfair to other aspirants

Also, the public image of SPSC and its integrity will take a beating.

SPSC may fail to attract good candidates in future if an impression gets created that selection process is fraudulent.

(2) Re-take the Exam

Merit

- will allow a fair and level playing field to all
- no cheating candidate will reach the next stage
- will re-instate the fairness and transparency of the SPSC

Demerit

- may lead to scheduling conflicts, travel issues. Many sincere aspirants may have to miss the exam
- cost of re-conducting logistics.
- Dissatisfaction among the aspirant community

I will choose the second option. This is because any sincere aspirant will still be able to clear the exam, and the fraudulent ones will be removed.

I will take adequate precautions to avoid any clashes with other exams and also give enough time to book travel tickets.

⇒ [C] Measures for future:

- (1) Ask candidates to report 2 hours early → adequate checking can be done.
- (2) No bags, notes inside the exam hall, check compass boxes.
- (3) Adequate number of invigilators and surprise visits.
- (4) CCTVs at sensitive places and centres, more invigilators.
- (5) Police to be deployed at sensitive centres (6) increase online exam process.

14. You are waiting in your car for your turn at a toll tax booth. You suddenly witness some men heckling and manhandling the toll booth operator and vandalising the property at the toll booth. They are accompanying a local politician who was passing through. Disgruntled with the fact that they were asked to pay the toll, they began to argue that the toll is too high and the public is being exploited by charging an unreasonable toll fee. At the same time they are also warning others against paying the toll fee. However, the other people around you are keeping with themselves, without anyone coming forward to intervene. While you also felt that the toll was quite high, you believe that this is not the right thing to do.

(a) Bring out the ethical issues in the case above.

(b) What accounts for such an overt display of hooliganism in our country.

(c) What is the course of action that you would take? Justify with appropriate reasons. (20)

आप अपनी कार में टोल टैक्स बूथ पर अपनी बारी की प्रतीक्षा कर रहे हैं। अचानक आप कुछ लोगों को टोल टैक्स बूथ के संचालक से उलझते और हाथापाई करते तथा टोल टैक्स बूथ पर संपत्ति को तहस-नहस करते हुए देखते हैं। वे, वहाँ से गुजर रहे एक स्थानीय राजनेता के साथ हैं। टोल टैक्स का भुगतान करने को कहे जाने से असंतुष्ट होकर उन्होंने यह तर्क देना आरम्भ कर दिया कि टोल टैक्स बहुत अधिक प्रभारित किया जा रहा है और ऐसा अनुचित टोल टैक्स प्रभारित कर जनता का शोषण किया जा रहा है। साथ ही वे अन्य लोगों को भी टोल टैक्स का भुगतान न करने की चेतावनी दे रहे हैं। लेकिन, आपके आसपास के अन्य लोग तटस्थ होकर देख रहे हैं और कोई भी हस्तक्षेप करने के लिए आगे नहीं आ रहा है। यद्यपि आप अनुभव करते हैं कि टोल टैक्स काफी अधिक है, फिर भी आपका मानना है कि इस प्रकार से प्रतिक्रिया करना उचित नहीं है।

(a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।

(b) हमारे देश में गुंडागर्दी के ऐसे सार्वजनिक प्रदर्शन का कारण क्या है?

(c) आप क्या कार्यवाही करना चाहेंगे? यथोचित तर्क प्रस्तुत करते हुए इसका औचित्य सिद्ध कीजिए।

The case is a demonstration of how power or closeness to power gives a veneer of invincibility to many people, and makes them resort to various incorrect activities without fear.

⇒ [A] Ethical issues involved in the case are:

- (1) Heckling and manhandling of a toll booth operator → preventing a public servant from carrying out his duty, obstruction of work of a public servant.
- (2) Vandalising property at the toll booth → damage to public property
- (3) Refusal to pay the toll tax → illegal use of road
- (4) Warning others to not pay the toll fee → intimidation of public
- (5) Other people not intervening and also preventing you from intervening → lack of civic sense, duty, fear, lack of leadership skill, lack of courage.
- (6) I also feel the toll is high

→ personal benefit dilemma
g can also save the money
by not paying the toll.

(7) The men are connected to
a local politician → may create
problem for me → personal
safety versus civic duty
dilemma.

(8) Not intervening will also
show lack of empathy with
the toll employees who need
assistance.

(9) Personal cost saving versus
payment of tax which adds
to the funds available for
public welfare.

⇒ [B] The overt display of
hooliganism in our country
is due to:

(1) Poor law and order and
judicial processes → The
rich and powerful can

break laws and get away with it easily

(2) Low accountability of the political class and increasing criminalization of politics

ADR report showed 33% MPs have serious cases against them in the 16th Lok Sabha → Shows that crime pays.

(3) No respect for dignity of labour → labour → labour is seen as unworthy and easy to threaten, manhandle.

(4) No respect for law → due to poor punishment possibility for breaking law.

(5) Support of politicians to such activities.

⇒ [C] Course of action I will take:

(1) I will try to calm down the vandalizers from some distance.

- (2) I will point to the sign board and show them that the toll is as per the rules.
- (3) Will video-record any acts of vandalizing secretly, can be used as proof.
- (4) Will ask someone to call the nearest police station while I am talking to the vandals.
- (5) Ask other travellers to stay inside their vehicles till the police arrive or the matter cools.
- (6) I will also request any senior employee of the toll booth to intervene.
- (7) Make the men realize that this may lead to bad publicity for the politician too.

Thus a display of courage and emotional intelligence can handle the situation.