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GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	GIRDHAR		
Medium Hindi/Eng.	English	Registration Number	30262
Center	M. NAGAR	Date	08-09-2018

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:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are **FOURTEEN** questions printed in **ENGLISH**.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
5. 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.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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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.

All the Best

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)

Refugees flee their own countries due to prosecution or other compelling reasons like disasters etc. whereas immigrants move in search of better opportunities in host countries. These create various types of challenges in destination regions. e.g. security challenge, demographic imbalance, pressure over resources etc.

Ethical Issues

- restricting refugees on border
- Inhumane treatment of Refugees
- e.g. insanitary & unhygienic living conditions
- denial of basic services to Refugees.
- discrimination & violence against refugees.

with Globalisation connectivity
& has improved & this resulted

in greater mobility.

→ Rights of citizens must be secured because only citizens gives legitimacy to Government of the day. They have full control over domestic resources & opportunities.

→ However ^{rights} of aliens also not to be encroached. As we live in connect & Globalised world i.e. Global village, we must not discriminate b/w aliens & citizens. ^{rights} Both must be secured.

Govt. must work towards securing rights of all including citizens & aliens & work towards welfare of all with universalistic outlook.

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)

Corruption means using authority vested for personal gains. It is one of the biggest problem of Indian bureaucracy.

Corruption affects the working of Govt. & it hampers ability of Govt.

It results in decreased efficiency, effectivity, misappropriation of national resources.

It also affect ~~use~~ business & corporate as well. Red-tapism, bureaucratic hurdles & corruption are major inhibiting factors in working of business.

e.g Japan cited corruption & Red-tapism two major blocks in Investment in India.

- Now Industries & Business tends to move in those states where corruption is minimal.

~~e.g. trade~~

- State can by enacting strong anti-corruption laws & Acts can ~~can~~ reduced corruption in
- enacting code of conduct & citizen charters for pub. private orgn.
- extending legal measures to private sector.
e.g. POCA, 1988 to include prt. sector.
- through good corporate governance.
- through social audits.
- By promoting & facilitating organisation with correct & upright working.

State plays important role in regulating corruption in both public & prt. sector.

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)

~~Right~~

While describing policy of Satyagraha Gandhiji said one must not tolerate wrongdoing of others.

Silence & non-violence becomes cowardice when we take side of injustice & wrongdoing.

~~He said one can resort to violence if it prom~~

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

Tolerating others means giving due respect to views, ideas & opinions of others whose has different & diverse nationality, religions, race, Caste, & gender etc. It is adopting ~~them~~ acceptable attitude towards others.

However it will not suffice we need to constantly adopt & embrace better ideas from others. If someone has superior, more rational & logical idea & view than we must adopt this for our own welfare & progress. Only accepting will not serve any purpose, we need to practice such practices.

• for this vivekananda always preached & advocated that we must adopt best practices

from around the world for
progress of society.

e.g adoption of western knowledge
of physical sciences.

• He ~~always~~ was supporter of integration
of best practices & ideas from
others, to improve oneself.

• ~~the~~ So only admiration or giving
recognition will not suffice,
we need to continuously embrace
& adopt best practices from other
for evolution of ourself & faster
progress of society.

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

- Emotional intelligence (EI) means ability of regulating one's ~~emo~~ & others emotions in managing relationship between them.
- EI is innate to human beings as everyone is born with ability to understand & experience feeling & emotions. However level of development of EI also depend upon our ~~abit~~ socialisation & personal capacities.
- EI development will depend upon person's communication, social interaction, his personal experiences, belief system & cognitive abilities etc.

Thus we can say EI diff capacity differs from Individual to Individual. as it is partly nature & partly nurtured.

EI play very important role for civil servants as they have to deal complex administrative challenges consisting Socio-culturally & economically diverse population.

Ways to develop EI

- (i) By providing adequate training at pre- & post-recruitment, mid-career training etc.
- (ii) By promoting communication & interaction between individuals.
- (iii) By demonstration & organising Seminars.
- (iv) By developing enabling work culture & organisational structures.

② Civil servant with EI are the real Assets of country as they are able to provide efficient & effective governance to country.

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)

Probity in Governance following due process of law, ethics, Integrity & honesty in governance process i.e. managing resources of nation for larger public welfare.

It is, always acting with sound principle ~~that~~ ^{that} are collectively determined by nation.

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)

Recruitment process must be designed in such a way that it recruits ~~individual~~ individual with certain bureaucratic values i.e. neutrality, impartiality, integrity, honesty, etc. Focus of recruitment process must be identify these values at different stage of process & selecting best suitable candidates.

After Selection they must be trained in such a way that ~~defined~~ it re-ensures development of these values in these candidates.

developing code of ethics i.e. acting according to what is ethically & morally correct. Ensuring transparency & Accountability in

working.

- ~~For~~ Code of ethics must be a elaborative instruction for acting in right faith & right manner.

e.g. Conduct was optimum public welfare without fear or favour.

- maintaining anonymity & neutrality.
- dedication & commitment toward public services.
- ~~pro~~ Integrity & objectivity.

By ensuring these values in civil services we can make bureaucrats truly committed individuals for good governance & larger public welfare.

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

Cognitive dissonance occurs when there is difference between one's belief system & actual conduct (due to different values of organisation or society). It might occur due to difference in individual & societal values & conduct.

• One might be animal lover but has to give order of culling of animals as they are declared vermin & causing problems for ecosystem.

• When officer believes that something is wrong but has to act as order of law.

e.g. Toll rate are unreasonably high but one has to pay it.

Influence over attitude & behaviour

- (i) It might result in changing one's attitude towards others ~~other~~
- (ii) distortion in attitude.
- (iii) might lead to inconsistency in behaviour.
- (iv) might lead to aggressive or abnormal behaviour.
- (v) might cause stress & impact on mental health.
- (vi) might lead to dis-interest in public life & state of

Inaction.

~~(vii)~~ Cognitive Dissonance can be resolved through re-aligning one's belief system with collectively determined national values & belief system.

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)

Amartya Sen propounded Capability approach. Accⁿ to this state must work towards developing the capabilities of individual. It is aimed towards eliminating deficiencies. It ~~also~~ develops "free will" & creation of option from which individual can choose his course of action. It is providing capacity to citizens.

Significance.

- capability building of poor
- eliminating inequalities.
- eliminating disabilities faced by poor & marginalised section

of society.

→ understanding the requirement of resources for making country developed.

pro-poor develop.

→ more Inclusive & responsive development as it incorporate the needs & aspirations of poor

→ It removes barriers or disabilities for poor thus making significant opportunities for progress & development.

→ It makes intervention based on ground realities & requirement of target group.

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)

Every nation talks about upholding of universal values of respect, Justice, Humanity etc. However when they act in reality these values are often breached.

e.g. USA advocating right to self-determination & restoring democracies across world but for oil resources it invaded Iraq & created chaos in Middle East.

- ~~It is like say all good & but~~
- Saying something & doing something has become the norm today. They advocate & preach about great humanistic values & but grossly violates these values
- foreign policy of country decides the aims & ideal & aspiration of

of country. It reflects its national interest & values.

• But they often encroach upon these values.

e.g. china followed panchsheel doctrine but ~~in~~ attack india in 1962 violating principle of peaceful coexistence & non-aggression.

So it becomes clear that nation do not walk the talk.

• American diplomat Kissinger said ~~not~~ no one is permanent friend or foe, it is only national interest that is permanent".

Values plays important role in foreign policy. These ^{values} must be followed in principle for creation of peaceful & progressive planet where everyone ~~living~~ co-exist peacefully.

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.

- Consequentialists advocates that if ⁽¹⁰⁾ Ends are noble & for greater good than means adopted can be overlooked whereas ~~deontological~~ deontologicalistic says that "Ends can never justify means".
- Utilitarian approach says one should adopt method which creates greater good for greater numbers.
- Indian Bureaucracy has goal of optimum public welfare serving selflessly & keeping national interest at top.
- Due to these ^{confronting} approaches bureaucracy sometimes find itself in conflicting situations where taking action will cause benefits to one while harm to others.

- Bureaucrates can ~~take~~ arrest anti-social elements & terrorists & can torture them as it will result in greater good. (Justified by Utilitarian approach)
- Can resolve Conflict between development vs ~~dev~~ displacement.
- ~~write~~ take decision which promotes greater good.
- However authority of state is controlled by virtue that it must act morally & ethically.
- Encounters are not justified as Ends Cannot justify means.

In conflicting views & dilemmas like situation Bureaucrates can adopt Gandhiji falisman which results in welfare of poorest of poor.

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)

Organ donation by individuals after death is considered as one of the most noble act as it is done with altruism & promoting happiness for others. However there must be some ethical principle for fair & transparent process of donation.

Ethical principles

→ principle of Equality → there should be no divide between rich & poor in allocation otherwise whole purpose of donation will be lost.

→ fairness & transparency in donation & allocation.

→ based on principle of "free will" by dying individual. One must not be coerced for donation.

- Doctors should act neutrally & impartial for achieving optimum benefit of donation.
- prioritisation based on need rather than paying capacity of patient.

importance of Regulation.

- To prevent moral hazard by ~~do~~ medical professional (allowing patient to die for organs)
- Equality & transparency in donation & allocation can be ensured by proper regulation.
- allocation based on need & merit of case for fair allocation.
e.g. patients from U.K. getting priority over others (locals) in Tamil Nadu.
purpose of organ donation & altruism must not be overshadowed by profit making motives.

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)

leaking Information to public or media ~~is~~ promotes freedom of speech & larger public welfare as it holds accountable those are in authority or it promotes indiscipline & creates danger for society which result in depleted public trust.

Affront to democracy.

- leaks might destabilise govt. of the day ~~thus~~
- might encourage adventurism by employees which creates threats for nations sovereignty & integrity.
- some information must not be exposed, in larger national interest. e.g security details, defence deals etc.

leaks are part of democracy

- It promotes larger public welfare as it expose deficiencies & incidents of Corruption in society democracy.
- It promotes transparency & accountability in Govt. which are essential for healthy democracy.
- promotes freedom of speech & Right of citizens to know about functioning of Govt.

Thus leaks promotes transparency & accountability in system but might create significant threats for organisation.

It must not become rule but remain a exception which is used as last resort when all other options are exhausted & becomes inevitable for securing national 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)

Misuse of position & Information, resulting in ~~oath~~ violation of oath of secrecy & upholding constitution & law of land. Neglect of duty & larger welfare of public for personal illegal gains represents degraded morality & ethics.

⑨ exploitation of poor by snatching their only source of livelihood by politicians for personal gains.

- (ii) Issues of faithfully serving democratically elected Govt. (i.e. cabinet minister)
- (iii) Development is at loggerhead with tribal's right to livelihood & reside (Article 21) ~~for~~
- (iv) violation of provisions of forest rights Act
- (v) Corruption by politician
- (vi) Misuse of position & information by cabinet minister
- (vii) ~~misusing~~ Violation of law by registering property on other's name (Benami ~~too~~ property)
- (viii) larger welfare of tribal population
- (ix) Displacement of tribal population
- (x) might face consequence for complaining against cabinet minister.

(B) I will strictly enforce law of land as a bureaucrat it is utmost priority to serve law (both in letter & spirit). These properties are acquired in other names & that also through misuse of Information by ministers. So registering case under Benami Act & freezing transaction would be appropriate action (However only after thorough investigation & proving charge against ministers).

(C) I will ~~not~~ ~~book~~ register a complaint against minister under Benami Act. However I will ask him to accept his wrongdoing & ~~pled~~ voluntarily return all property. Will prepare my report & will give it to chief minister for further action. Will notify media about incident to give correct

information about case to aware public
& to impose responsibility on Minister.

Justification.

- law of land will be served.
- Livelihood security to tribals (after returning land to them)
- By informing chief minister, minister can be held responsible for his Action (Might be removed from Cabinet for misusing information)
- larger welfare of region will be ensured.
- Right of tribal under FRA will be secured.
- My duty of acting in larger interest will be fulfilled.

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)

Increasing suicidal tendency due to increased stress & anxiety which comes with urban lifestyle, lack of recognition & retrenal of mental health problem in India.

(a) Key Issues & Reasons.

(i) ~~the~~ deteriorating mental health.

(ii) economic development is not resulting in social well-being

(iii) increasing stress due to urban life style.

(iv) Inadequate public health care to tackle such incident

(v) negative ~~att~~ attitude of society towards mental health & related problems.

- (vi) increased competition within society & individuals.
- (vii) Increased income leading to extra stress on persons' life.
- (viii) Culture of consumption & materialism.
- (ix) increasing isolation & declining social interaction & bonding in urban areas.
- (x) decreasing capabilities of emotional intelligence & emotional regulation.
- (xi) role of social media & ^{online} games in encouraging suicides in India.
- (xii) Decreasing role of religion in one's life → leads to frustration & pent-up feelings.

(B) Role as individual.

- (i) giving company & friendship to those living in stress.
- (ii) increasing awareness about mental health in friend's circle.
- (iii) increasing social connectivity & interaction to release ^{bad} feelings of individual.
- (iv) setting NGOs for interacting with people vulnerable to such tendencies.
- (v) promotion to healthy competition.
- (vi) proper guidance to my children.

Role of society.

- (i) more interaction among individual.
- (ii) removing stigma attached to mental health.
- (iii) as parents proper guidance to young children.
- (iv) ~~more~~ in regular counselling to

younger.

Role of Govt.

- promoting Mental health awareness.
- spending on public health care for promoting well-being.
- proper counselling & meditation facilities.
- ~~proper~~ recreational facilities.
- proper regulation for reducing cut throat competition.
- banning games & social media platforms which inciting youth for suicides.

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)

Increasing farmer protest due to over-production & market failure. Politicisation of Issue for winning elections resulting in violence & killing of innocents. Right things must be done in right way.

① key concerns.

- (i) maintenance of law & order in region & safety & security to innocent public.
- (ii) restoration of road & rail services
- (iii) persuading farmers for not resorting to violence. Protest peacefully for their legitimate demands.

(iv) restraining politicians to mobilise innocent farmers for short term political gains.

(v) welfare of farmers & their families ~~by~~ by ensuring correct & legitimate prices for their produces.

(B) Steps to be taken.

Immediate.

- ~~for~~ ensuring law & order. will persuade farmer for not taking law in their hands. Will talk with them & assure them for resolution of their problem.
- will restore essential services by removing farmers through appeals, use of emotional intelligence, by telling them problems faced by other innocent passengers & citizens due to their blockade.

- argue politician to appeal public & farmers to remain peaceful & protest through constitutional methods.
- will meet farmers leaders & other influence leaders & figure (like religious leaders, elected representative) to appeal farmers to remain peaceful.
- will ensure that police do not fire until it becomes inevitable to save life of innocents.
- Assurance to farmers for resolution of their problem by forwarding their demands to Govt.
- public procurement of produce long term.
- (i) ~~are~~ reforms in Agricultural marketing i.e. APMC Act.
- (ii) Strengthening public procurement & storage system.
- (iii) Use of price stabilisation fund for maintaining stability.

- (iv) promotion Agro-processing Industries for value-addition & related facilities.
- (v) promotion to ~~farmer~~ ^{or} FPO for increasing Capacity of farmers
- (vi) social security net coverage to farmers through PMFBY.
- (vii) creation of Buffer Funds to tackle such urgencies.

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:

- Bring out the ethical issues in the case above.
- 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.
- Suggest institutional reforms that can result in non-punishment of honest feedback. — (20)

Rising NPA's in PSB's due to political interference & incorrect assessment of loan demands.

① Ethical Issues

- political Interference in working of Banks leads to moral corruption & inefficiency in resource allocation.
- Facing Conflict of Interest ^{b/w} personal values, & ~~per~~ career progress and incorrect loan approval.
- Superior-Subordinate relation is being misused by seniors.

(iv) inefficient allocation of resource & rising NPA leading to consequence on National Growth.

(v) Compromised Conduct by seniors & violation of Code of Conduct by them

(vi) ethical dilemma.
↓
personal progress Vs larger welfare
(loan approval) (loan rejection)

(B) Consequences.

(Mention).

- (i) ~~per~~ professional progress.
- (ii) ~~sen~~ Superior-Subordinate relations maintained
- (iii) loan approval might result in Growth & dev. & Asset creation.
- (iv) good political connection by approving loan.
- (v) faithfully serving ^{order} democratically elected govt. (i.e. finance ministry)

Negative :

- (i) loss of national resources by ~~or~~ wrong Assessment & approval of loan.
- (ii) rising NPA & losses hampering Capacity of bank to lend further thus restricting profits.
- (iii) violation of professional ethics & Code of conduct.
- (iv) Collusive corruption, affecting national progress.
- (v) loss of public money for private purpose.
- (vi) deteriorated work culture & Institutional Mechanism.

(c)

- (i) Amending code of conduct in organisation for role clarity & Clarity in Action
- (ii) maintaining Conflict of Interest register to record such cases.

- (iii) proper grievances redressal mechanism
- (iv) Installation of online or offline system through which employees can register such cases without revealing identity.

e.g. drop-boxes, online portal.

- (v) 360° performance appraisal system to minimise seniors roles in career progression.

- (vi) time-bound feedback system

- (vii) ~~Amending~~ Amending laws for protection of honest officer (for decisions taken in good faith & larger public welfare)

e.g. Amendment in Prevention of Corruption Act to shield honest officials.

- (viii) re enacting Moral Code of conduct
- (ix) maintaining proper records.

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)

Cutthroat competition leading unfair means & cheating in exam. Merit based system is being replaced by cheaters. It will impact efficiency & ability of bureaucracy in country which will have long term ramifications.

(a) Key Stakeholders

(i) Myself → Upholding merit based recruitment is my duty. My daughter is also involved thus it represents conflict of interest for me.

(ii) Daughter & other cheaters → Cleared exam by adopting unfair means.

(iii) other meritorious students → excluded from selection & paying price for their honesty & integrity.

(iv) SPSC → responsibility to conduct fair exam but unable to fulfill their duty. engaged in criminal activities.

(v) Society ^{option} → paying the price of cheating as ~~they~~ they will be looted by cheaters in future (by upholding key positions in Administration).

(b) option available

(i) Ignore cheating episode as daughter is also involved & continue process. However will not adopt this as it compromises Integrity of my & have impact on merit based system.

(ii) exposing cheating scams in media
Convicted will be caught & justice will prevail.

(iii) Thorough Investigation of scam & reporting it to govt. & Investigating Agency. While making my daughter

to admit her mistake (for plea bargaining). Addressing media that such incidents will not happen again (to maintain public confidence in institute).

Justification:

- Merit based system will be served
- Justice will be served as Accused are caught & punished adequately.
- By announcing in media, my conflict of interest will be resolved.
- Fair & transparent exam process.
- Fulfillment of Constitutional obligation of conducting meritocracy.
- Strong punishment will create deterrence for cheaters.

(C) Measures

- (i) Adoption of technology for greater transparency in system.

(ii) Institutional measures → to increase security of papers, ~~only~~ employees with Integrity & honesty will be given important responsibility.

→ Code of conduct & strict guidelines for examination.

(iii) Stronger punishment & swift action for creating credible deterrence.

(iv) Installation of CCTV & other Measures to increase surveillance & security of papers.

(v) preparing Blueprint of exam process for transparency in System.

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)

. Mob thrashing operators with considering themselves as "harbinger of Justice" while violating law of land. Instant Justice & Self-conceived notion of Justice is prevailing over following due course of Law.

(a) Ethical Issues.

- (i) violation of law of land by not paying tax & manhandling of others.
- (ii) ^{wrong} perception about Justice by supporters of politicians
- (iii) Theory of Instant Justice violating rights of others.
- (iv) Cognitive dissonance within me as I feel high toll is wrong but

also do not consider way of handling by them as correct.

(v) mob violence.

(vi) insiting others to take law in hand

(vii) law makers becoming law breakers
as politician disregarding law of land

(viii) problem in price fixation for
Concessionaire in PPP.

(ix) loopholes in laws.

(x) No practical consideration while
deciding toll estimations & wrong
Assessment of revenue.

(xi) "We become dead the moment
we remain silent even when wrong
is happening in front of us". Silence
of others is worrying in this

Case
(xii) Neglect of Responsibility & oath by politicians
to protect constitution & law of land.

(B) Reasons for hooliganism.

(i) weak implementation of law

& low conviction rates in country promotes ~~hooligan~~ hooliganism & mob violence.

(ii) Wrong sense of Justice by Mob.

(iii) preference to Instant Justice & over due process of law.

(iv) Judicial delays

(v) Bureaucratic inefficiency & inaction lead to mob violence.

(vi) socio-cultural diversity of country.

(vii) Sense of impunity encourages

(viii) political patronage to miscreants

(ix) weak policing & inefficient investigation system.

(x) rising unemployment & politics of appeasement.

(C) My course of Action.

I will argue attackers to stop & resolve issue by talk. I will remind politician about his responsibility, also remind others to follow their 'dharma' to stop violence at spot. will call police to maintain law & order at spot. I will argue politician to take this issue at policy making level i.e. parliament or legislatures. As a long term measure will file RTI about expenditure & revenue of toll collectors. Will hold press for resolving this price anomaly. Ultimately it is parliament which can amend law to change toll according expenditure & to stop illegal profit making.

Justification:

(i) As responsible citizen & will uphold my personal ethics.

- (ii) respect for law of land.
- (iii) peaceful resolution & plugging of loopholes in law
- (iv) responsibility of politician will be imposed
- (v) layer welfare of public will be served.