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GENERAL STUDIES (TEST CODE : 1841)

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Medium Hindi/Eng.	ENGLISH	Registration Number	13508
Center	ONLINE	Date	10/9/2022

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).</p> <p>उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।</p> <p>2. There are TWELVE questions printed in ENGLISH & HINDI</p> <p>इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory.</p> <p>सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it.</p> <p>प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>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.</p> <p>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।</p> <p>6. Word limit in questions, if specified, should be adhered to.</p> <p>प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.</p> <p>उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।</p>
1(a)	10		
1(b)	10		
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8	20		
9	20		
10	20		
11	20		
12	20		
Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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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

1. (a) Explain the meaning of self-efficacy, along with its key determinants. Also, discuss the significance of high self-efficacy for a civil servant.

(150 words) 10

Q1(a) Self-Efficacy is the fulfillment of goals that one has set for themselves.

It is essential to enhance one's own performance and helps to motivate one to work extra.

• Key determinants

1. Virtuous person:- Aristotles - person of Virtue, who is guided by moral and ethical values, would set high values of self efficacy.
2. Satisfaction - On being able to align the personal moral values along with professional goals, to achieve the targets set.
3. Emotional intelligence and moral compass of the person plays a significant role in defining the standards of self efficacy.

The role of self efficacy for a civil servant is important as:-

1. Motivational To achieve the goals set even in challenging situations.
Ex. Satyendra Nath Dubey - Exposed the Contract mafia of NHAI.
2. Contentment On having done fair justice to the public trust in their office.
Ex. S. Senwanshi - DM in MP - installed his office AC at district hospital
3. Integrity and Probity. As corruption is reduced, morally self efficacy is dependent on conscience, and by virtue no human wants to cheat.
4. Discretion - based on companionate, welfare and ethical grounds to do what the situation demands, not merely rule bound.

Self efficacy is the driving force that guides the actions of civil servants.

1. (b) Ethics is knowing the difference between what you have the right to do and what is right to do. Discuss. (150 words) 10

1(b) Ethics guides the beliefs, thoughts, and actions. It is "knowing what is right to do" while being aware of what you "have the right to do".

1) what right you have = is known from the various laws, rules and guidelines.

→ while laws form a basic framework and guide our actions, some are based on situational discretion.

2) → Here doing what is right makes an impact - which needs conscious ethical and moral decision making

Ex. Role of Governor → bring by the mere numbers.

↓
Choosing the right CM candidate in a hung house.

Similarly - The role of Emotional Intelligence virtues impact the actions when one decides what is right to do, despite having the right to do anything.

✍ Disbursing food grains to a needy person in absence of some documents like Aadhar.

⇒ Requires situational presence of mind.

✍ Opting for Counselling in case of juvenile misconduct rather than retributive justice ⇒ Reformative and long term vision.

Thus the right to do should be supplemented by doing the right thing in order to get positive individual outcomes and outcomes for society.

2. (a) Dealing with an ethical dilemma not only requires following rules and regulations, but also requires adherence to moral prudence and altruism. Explain in the context of civil services in India, with examples.

(150 words) 10

a) A civil servant is prone to face numerous ethical dilemmas in the course of his duty. The solution to ethical dilemmas may be a complex one requiring adherence to rules, regulations, and moral prudence with altruism.

Dealing with ethical dilemma with rules

- 1) Aid of rules of conduct - All India Services conduct rules and Central Civil Service Conduct rules.
- 2) Use of laws, regulations ~~Eg~~ prevention of Corruption act, when accepting gifts etc.
- 3) Constitutional morality and spirit of Constitution - upholding fundamental rights, duties and directive principles.
~~Eg~~. Importance to Art 21- Right to life during Covid lockdown over other rights.

Needs adherence to Moral prudence and altruism

1. Rules, laws provide only an external rough framework, but situational discretion - aided decision making is often required of a civil servant.

△ Eg. Rehabilitation and Resettlement of Displaced Tribals → According to LARR, but - Cultural and social rehabilitation → Altruism and prudence.

- Similarly in welfare society role of compassion, empathy is core value of civil services, to ensure effective service delivery and best outcomes to the poorest / last person.
(Gandhi's Talisman).

2. (b) The Code of Conduct for the civil services in India has merely remained a code; it has not helped promote ethical and moral values in governance. In this context, discuss the need for a National Commission on Integrity and Transparency in Governance. (150 words) 10

Q2(b) The Code of Conduct for civil services in India gives the basic framework for conduct of actions of civil servants.

It has remained a code as:-

1. No effective enforcement mechanism.
2. Does not cover the moral and ethical codes.
3. Mechanical conduct rules, whereas civil services deals with all round development, human resources which require a dynamic code.

Not helped promote ethical and moral values:-

1. Presence of numerous cases of Corruption among civil servants
2. Civil lines culture, red tapism and arrogance observed among bureaucrats.

These drawbacks has necessitated
a need for a National Commission
on Integrity and Transparency in
Governance.

1. To focus on ethical and moral
development.
2. Infuse transparency and accountability
3. Bring in ethical conduct code
4. Frame the basic moral
behaviour among civil servants.

These would ensure to
promote ethical and moral
values in governance.

3. (a) Digital ethics principles are necessary to prevent erosion of public values and deal with the ethical implications of digitizing governance systems. Discuss. (150 words) 10

3(a) The increased digitization of governance, and public service delivery has necessitated the use of digital ethical principles - for good and value added digital ethical governance.

Necessary to prevent erosion of public values.

1. Values of Anonymity and Neutrality:-
are difficult to follow due to use and penetration of social media into governance. (Eg Twitter seva, Rail Madad).
The Online Netizens are quick to appreciate and abuse the public servants.

Eg The twitter spat between MIA and public servant for take off of chartered plane post late hours.

2. Ethical digital principles:- which can be codified and included in model conduct codes - can help

in achieving a standardized means of communication between government and citizens.

3. Difference between public and personal handles:- As most public servants use their service titles in personal handles.

4. Ethical implication of digitizing governance system - has reduced the barrier between personal opinion and public roles.

⇒ Care should be taken when exercising one's freedom of speech and expression on digital space as it can lead to severe outcomes.

Digitization of governance is a strong tool to increase public service convenience, at the same time digital ethics should be imbibed in all public servants to ensure seamless and ethical governance delivery.

3. (b) Despite differences in terms of organizational values guiding the public and private sectors, there remain certain values that are equally important to both. Discuss. (150 words) 10

3(b) Organisational Values form the core of any private or public institution. They are the guiding principles which defines the goals, outcomes and work culture.

The few differences in Organizational values of public and private sectors are:-

1) Private Sector

- profit maximization - To ensure maximum profits and benefits to the owners, shareholders.
- capitalist orientation - To corner demand and market for ones own goods.
- competitive - To ensure an extra edge to ones private industry.
- calculated risks - To expand and earn more profits.

2) Public Sector -

- Welfare motive - To ensure the citizens of developing country are given basic services.

Eg Railways through subsidizing passenger fares.

- Social justice and economic justice - Reduce the inequalities based on caste and income levels.

Eg Reservation, redistribution.

- Citizens at centre - To form policies based on participation and consensus based - by use of public representatives for citizen welfare.

However certain values are important

to both :

1. Accountability and Responsiveness - Ensures citizen customer gets the best possible services.
2. Service quality - should be equally good from public or private sector.
3. Timely delivery of services - Efficiency and customer care are important for both.
4. Reduced corruption and misgovernance in corporate or public.

The aspirational citizen customer is demanding his rights and expecting top class services from both public and private sectors.

4. (a) Bring out the difference between accountability and responsibility. Also, discuss the significance of accountability in ensuring ethical governance in the context of India. (150 words) 10

4(a) Accountability and Responsibility are both the corner stones of good ethical governance.

Accountability

- * Is the answerability to ones actions.
- * Need to report the outcomes for actions performed
- * Often judged based on the outcomes.
- * Ensures the use of good means and ends - Utilitarian and deontological approach.

Responsibility

- * It is the sense of duty to be performed
- * has an internal locus of control
- * One is responsible to himself for his outcomes.
- * Conscience as the parameter.
- * More towards the intent and moral means used to perform actions

The significance of accountability is paramount in ethical governance as:-

- 1) Checks and balances:- To avoid misuse of freedom / autonomy in decision making and avoid concentration of power.
- 2) Efficiency - can be measured and timely interventions can be used for improvements, in ones actions or policies.
Eg → learning outcomes measured by ASER → right intervention at age appropriate class.
- 3) Motivation to Work and perform - As one is aware of the positive externalities that one's actions create. can be used to reward and incentivise professionals aiding in ethical governance.

Eg Magsaysay award for public service.

Accountability is built on responsibility and both are sine qua non to ensure good ethical governance.

4. (b) Though laws and rules can be considered as the principal guide on morality for public administrators, they are not sufficient in themselves. Substantiate with examples. (150 words) 10

Q4 (b). Laws and rules are fundamental in the governance of any country. They need to be supplemented by appropriate decisions and discretions as most laws are situational and not rigid.

laws as principal guide on morality.

~~Ex~~ 1. Universal ethics - robbery, murder, rape - are considered wrong and those guilty are punished.
~~Ex~~. Capital punishment to Ajmal Kasab.

2. Traffic Violations - are penalized to protect one's life and safety of road users.

In certain situations - where there are rooms for discretion the application of laws and rules along with emotional intelligence is necessary.

→ Disbursement of PDS in extremely back ward areas, without Aadhar authentication.

→ Prevented the hunger deaths.

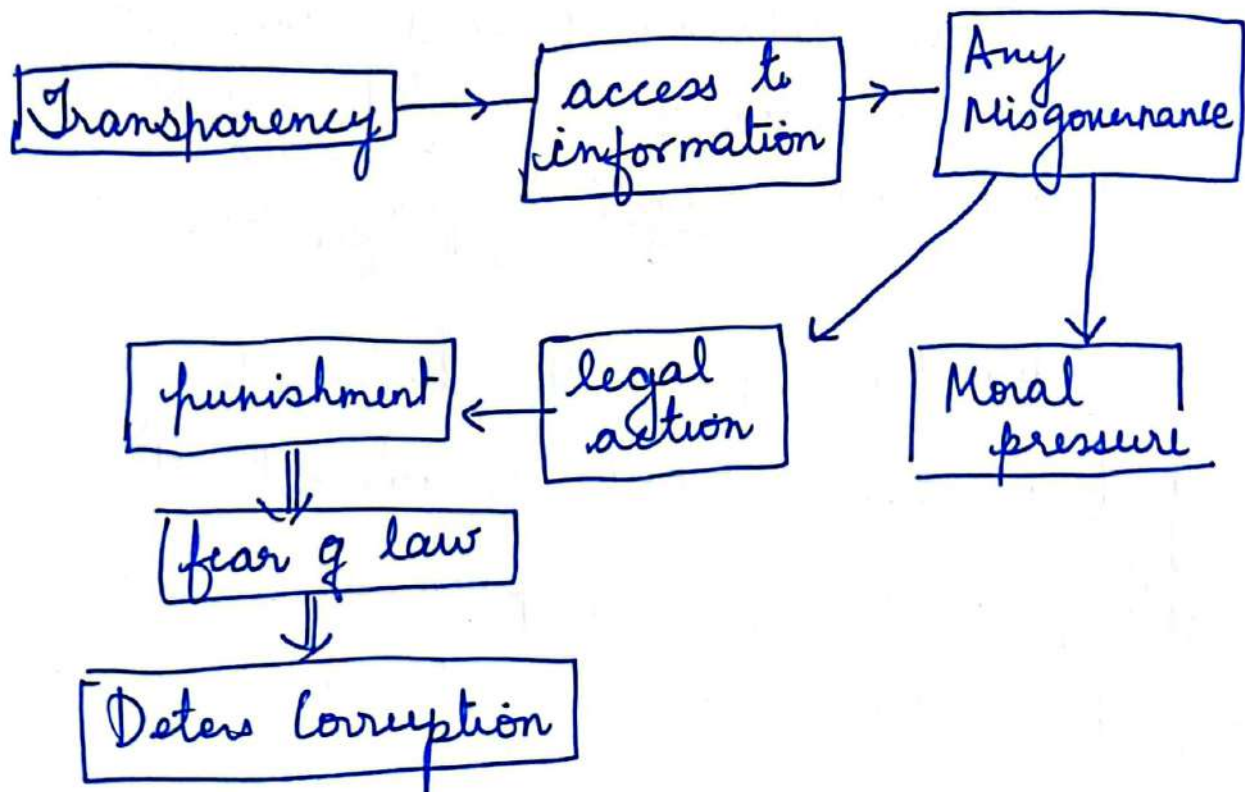
2. Though law maintains traffic rules and order - they are relaxed for green corridor movement of critical patients.

Thus law and rules are the basic guide to morality so they embody the basic universal ethical and moral values, however they are supplemented by the appropriate situational discretion depending on conscience, empathy and need to do justice.

5. (a) Transparency is vital to cultivate public trust in government and to prevent, detect and deter corruption effectively. Comment.

(150 words) 10

Q5(a) Transparency is one of the basic fundamental rights of the citizen. It is guaranteed as Right to Information (RTI) and is a part of Article 19, Article 21 of the constitution. Corruption is reduced due to the effectiveness of transparency as it holds the person accountable, any misuse, dereliction of duty is observed and can be punished.



- Transparency - by Suo Moto disclosure of information, enhances the credibility of the organisation builds public trust and reduces the public effort to gain access to information

↳ Jan Sachcha portal of Rajasthan Government.

- Transparency can deter corruption by - exposing the misdoings of the organization.

↳ Exposure of CNG scam - Suresh Kalmadi - convicted and punished
Coal gate scam, Vyapam scam etc.

Transparency is the hall mark of good governance which weeds out the ill practices of corruption and gains public trust in the government.

5. (b) 'Just-in-time' release of funds heralds a significant reform for the Indian government's payment architecture. Discuss. (150 words) 10

Q5(b) "Just in time" release of funds is a new experiment carried out in Indian payment and budgeting architecture.

It is a Significant change as:-

1. Interest money - According to the finance minister - thousands of interest payment has been saved by adopting Just in time practice.
2. Reduces Misallocation - As the funds are released as and when needed for the particular purpose.
3. Safe - As the funds are not transferred into numerous accounts, reduces the security costs involved in handling money.

4. Real time transfer - Ensures no delay in access to funds.

However some concerns about planning, overshoot of funds need to be correctly addressed. Just in Time which was used in inventory management earlier has now been extended into financial management and it has been a successful experiment till now.

6. What do each of the following quotations mean to you?

(a) "The happiness of your life depends upon the quality of your thoughts."- Marcus Aurelius
(150 words) 10

6a) Thoughts are often a reflection of one's inner conscience. The good and positive thoughts bring happiness in one's life. They also motivate a person to achieve more and inspire all around him. It is similar to "what you sow, so, you reap".

The thoughts which are good can bring confidence and self esteem in one. They can also ensure balanced life style. The thoughts when converted into action help to satisfy one's self.

Ex - Positive and good thoughts of
Non Violence - Ahimsa - Seen in
action of Mahatma Gandhi

The bad and negative
thoughts often lead to depression and
mental stress, seen in several
mental illness. The only remedy to
come out of such thoughts is to go
for positive psychotherapy.

Thus it can be said that
thoughts - which are a reflection
of our conscience determine the
happiness and the quality of
life.

6. (b) "The forces in a capitalist society, if left unchecked, tend to make the rich richer and the poor poorer." — Jawaharlal Nehru (150 words) 10

(b)

Jawaharlal Nehru aims to talk about the evils of an unregulated capitalist society - which is only oriented towards profit maximization.

↳ Capitalism - which occurred during Industrial Revolution in Europe.
→ created stark inequalities.

Capitalist society is dependent on free market economics, competition and low labour wages. To reduce the exploitation and distortion the state often regulates the industries.
to have a balanced and inclusive growth.

Being a socialist Nehru was more towards welfare socialism.

but at the same time did not hinder the progress of industries.

Norms like Corporate social responsibility, ethical governance,

Labour laws which exist now prevent the drawbacks of Capitalist society and ensure equitable growth and redistribution.

The use of progressive taxation is to ensure that inequalities and divides are gradually minimised.

Thus the capitalist society can be oriented and suitably converted to benefit people, and planet while focusing on profit.

Q6(c) Honesty is being truthful in all circumstances, and wisdom is the practical use of knowledge which results in rich experience.

Honesty is thus not for theoretical or verbal compliance, but to be observed in action, which is the first step towards wisdom.

Honesty → integrity → probity

Honesty in action is integrity -
where one is true to conscience even when one is not accountable.

A person with integrity achieves probity
as it motivates others to act with integrity and be ethical.

- Honesty in personal relations can start with simple tenets
↳ Being truthful when unable to reach home early - due to a party, rather than lying about traffic jam. ⇒ Loyalty
- Honesty in professional sphere brings in credibility
↳ Real reasons for poor performance of company in one quarter - help identify reasons to improve

Thus honesty is the first chapter in book of wisdom which helps one learn and grow ethically.

SECTION – B

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

निम्नलिखित प्रश्नों में, प्रस्तुत प्रकरणों का ध्यानपूर्वक अध्ययन कीजिए और उसके बाद आने वाले प्रश्नों के उत्तर दीजिए (लगभग 250 शब्दों में):

7. You are posted as a District Magistrate in a district, which is witnessing a high caseload of COVID-19 pandemic patients. The physical infrastructure and human resources in the district are stretched much beyond their capacity. At the peak of the pandemic, certain reports emerge that the District Medical Officer has been misusing his position to abuse female employees in his department and coercing them to have sexual relations with him. However, the concerned officer not only has an impeccable academic record but also a profound professional track record. You also need his presence and guidance to deal with the pandemic situation in the district. But, there is pressure from the media and civil society organisations to immediately report the matter to the State authorities for action against the concerned officer.

Given the situation, answer the following:

- (a) Identify the stakeholders and issues involved in the above case.
(b) What are the options available to you? Discuss their pros and cons.
(c) What will be your final course of action? Justify with reasons. **(20)**

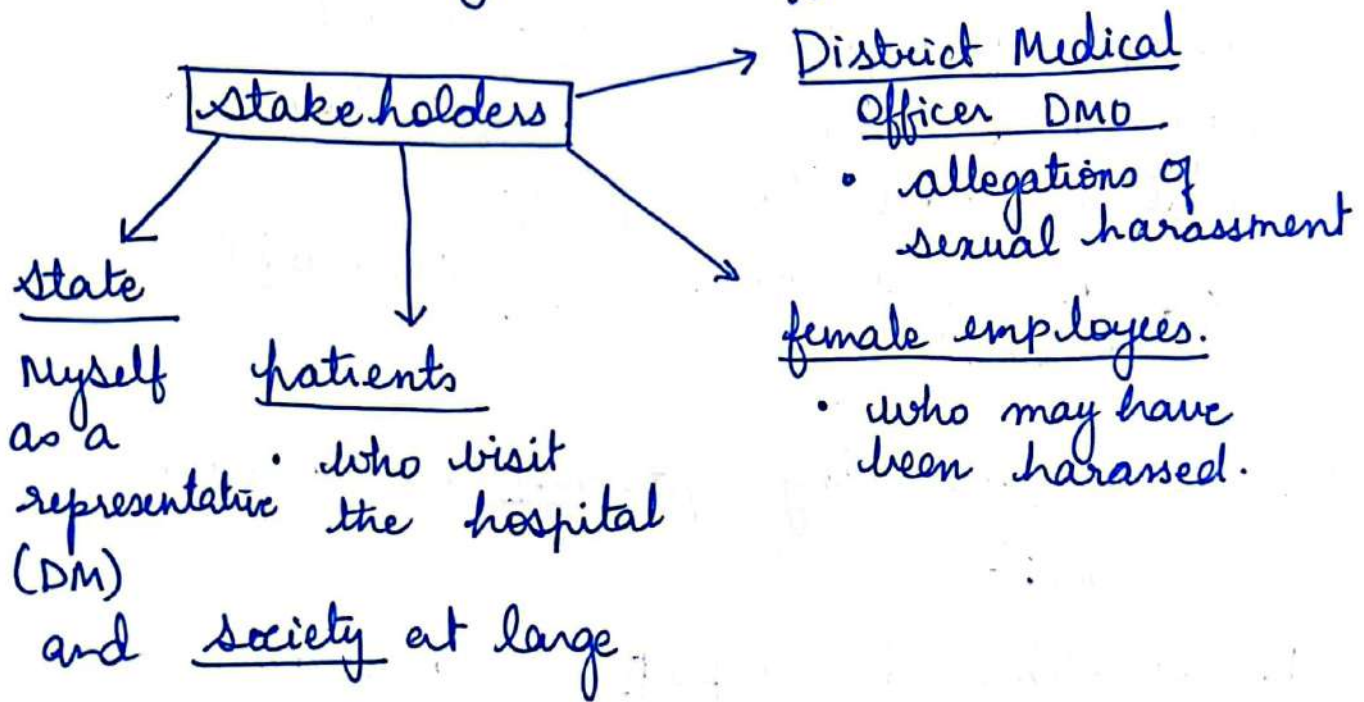
आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में तैनात हैं, जहां कोविड-19 महामारी के रोगियों की संख्या काफी अधिक है। जिले में भौतिक आधारभूत संरचना और मानव संसाधन का उनकी क्षमता से बहुत अधिक दोहन हो रहा है। महामारी के चरम पर, कुछ रिपोर्ट्स सामने आती हैं कि जिला चिकित्सा अधिकारी अपने पद का दुरुपयोग कर अपने विभाग में महिला कर्मचारियों के साथ दुर्व्यवहार कर रहा है एवं उन्हें उसके साथ यौन संबंध बनाने के लिए मजबूर कर रहा है। हालांकि, संबंधित अधिकारी का न केवल त्रुटिहीन अकादमिक रिकॉर्ड है, बल्कि उसका पेशेवर ट्रैक रिकॉर्ड भी बहुत अच्छा है। जिले में महामारी की स्थिति से निपटने के लिए आपको उनकी उपस्थिति और मार्गदर्शन की आवश्यकता है। लेकिन, मीडिया और नागरिक समाज संगठनों की ओर से संबंधित अधिकारी के खिलाफ कार्रवाई के लिए राज्य के अधिकारियों को तुरंत मामले की सूचना देने का दबाव है।

ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।
(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? उनके गुणों और दोषों की विवेचना कीजिए।
(c) आपकी अंतिम कार्रवाई क्या होगी? कारण सहित औचित्य सिद्ध कीजिए।

Case Studies

7. The above case presents a situation of sexual harassment at workplace especially when the nation is reeling under COVID pandemic. The case has the following stakeholders whose rights are affected.



The issues involved in the above case are :-

1. Reports of alleged sexual harassment by the DMO on female employees.

2. Overstretched resources, scarcity of good doctors for treatment of COVID.
3. Medical assistance / health of the public v/s the conduct of DMO and harassment faced by female employees.
4. Pressure from media and Civil Society Organizations (CSO) - which may add unnecessary complications and mislead the enquiry.
Eg Case of Media Trial as in Nushi Murder.

7(b) The following options are available to me:-

1. Consider the report of cases against the DMO seriously and conduct an enquiry (by interviewing the female employees) Report the matter to the police with required evidence for further probe and investigation.

- Suspend the DMO till further notice.

Pros - 1. Helps prevent the trauma undergone by the female employees.
2. Ensures justice is done. Further action can be taken when the reports emerge.

Cons - It would render the patients and hospitalized people on severe stress as the DMO was an expert professional.

- It may lead to deaths, further causing irreversible damage.

Option 2 - 1. Conduct a proper in house enquiry by the POSH cell set up in office / Medical Centre based on the report.

2. Sensitively probe into the allegations against the DMO. Ensure the safety of the female staff.

3. Consider recruiting Medical officers on an ad-hoc basis till the case load of pandemic eases.

4. Suspend the DMO - till further findings and investigations to avoid harming the evidence.
5. Since the matter is internal, be extremely sensitive in reporting the case to media, to avoid sensationalization of issues.

7(c) The final course of action would be Option 2 - as:-

It has the following pros:-

1. Ensures that justice is served if ~~POS~~ allegations of sexual harassment is found true.
2. Safety of female employees is of utmost importance in the hospital. To ensure their dignity, and freedom to work with equality, peace and in a safe work place.
3. Ad-hoc doctors would ensure that harm to patients is minimised.

It has the following Cons -

1. Delay in recruitment of Ad-hoc doctors may increase the case load and pressure.

This option would be appropriate as:-

1. Under no circumstance can sexual harassment to female employees be tolerated.
→ Illegal under provision of Sexual harassment at Work place act
2. The proficiency and academic track record of the doctor is spotless however his moral conduct was not - endangering the rights and dignity of women employees.
3. The needed case pressure can be handled by diverting patients to other nearby hospitals, and by appointing Ad-hoc officers. -

The case needs a sensitive and rational approach to ensure that justice is done along with choosing the best way out.

8. You are posted as the Superintendent of Police (SP) of a district, which has witnessed several lynching related crimes in the recent past. One day, a police station in the district got an SOS that in a particular village under their jurisdiction, two women have been accused of witchcraft and are now being paraded naked by the villagers. Given the past record of crimes in the village, it was likely that they would be killed by the villagers. When a police team from the station reached the spot and tried to save the two women from the mob, a scuffle broke out. In the ensuing scuffle, the police were brutally attacked and they had to retaliate by lathicharging in order to save themselves. The incident left three villagers dead. There is anger amongst the villagers, who are also a critical vote bank of the ruling party in the state. As the SP, you have been instructed to institute a quick enquiry and take the strictest action against the police team who lathicharged. You are aware that with elections around the corner, you need to diffuse the situation quickly.

Given the situation, answer the following :

- (a) Identify the stakeholders and the issues involved in the above case.
(b) What are the options available to you? Which of these will you choose and why?
(c) As an objective and scientific-tempered administrator, what steps will you suggest in the long-run to deal with mob lynching? **(20)**

आप उस जिले के एक पुलिस अधीक्षक (SP) के रूप में तैनात हैं, जहां हाल के दिनों में लिंगिंग से संबंधित कई अपराध हुए हैं। एक दिन, जिले के एक पुलिस स्टेशन को एक SOS मिला कि उनके क्षेत्राधिकार के एक विशेष गांव में दो महिलाओं पर जादू टोना करने का आरोप लगाया गया है और ग्रामीणों द्वारा उन्हें नग्न अवस्था में घुमाया जा रहा है। गांव में अपराधों के पिछले रिकॉर्ड को देखते हुए, यह संभावना थी कि उन्हें ग्रामीणों द्वारा मार दिया जाएगा। थाने से पुलिस की टीम जब मौके पर पहुंची और दोनों महिलाओं को भीड़ से बचाने का प्रयास किया तो हाथापाई हो गई। आगामी हाथापाई में, पुलिस पर बेरहमी से हमला किया गया और उन्हें स्वयं को बचाने के लिए लाठीचार्ज करके जवाबी कार्रवाई करनी पड़ी। इस घटना में तीन ग्रामीणों की मौत हो गई। ग्रामीणों में इस बात को लेकर गुस्सा है, जो राज्य में सत्ताधारी पार्टी का एक महत्वपूर्ण वोट बैंक भी हैं। एक SP के रूप में, आपको त्वरित जांच करने और लाठीचार्ज करने वाली पुलिस टीम के खिलाफ सख्त कार्रवाई करने का निर्देश दिया गया है। आप जानते हैं कि चुनाव नजदीक हैं, आपको स्थिति को जल्द से जल्द शांत करने की आवश्यकता है।

ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।
(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? आप इनमें से किसे चुनेंगे और क्यों?
(c) एक वस्तुनिष्ठ और वैज्ञानिक स्वभाव वाले प्रशासक के रूप में, मॉब लिंगिंग से निपटने के लिए दीर्घावधि में आप क्या कदम सुझाएंगे?

8) The above case presents a sensitive scenario, which the certain traditions and customs are in direct conflict with law and human rights. Recently in certain Villages of Jharkhand a similar situation occurred

The stake holders involved are:-

1. Women accused of Witchcraft - Their basic human dignity, liberty, and right are infringed. They may be killed - which is an act of brutal murder
2. Police man - who are in conflict with the villagers with duty to restore law and order. Including myself SP
3. Villagers who were killed :- and their families - This is indeed an unfortunate incident and their anger is understandable.
4. Minister/ politicians of ruling party in state - who may face the electoral repercussions.
5. society and state at large.

Issues involved in the case are:-

1. Loss of scientific temper and rationality
→ accusations of witchcraft.
2. Disrespect to women, their rights - liberty, freedom, dignity were affected.
Art 14, 15, 19, 21 - are violated.
3. Restoration of human rights v/s traditions and customs
4. Interests of the ruling party.
5. Difficulties in sensitive policing
6. Untoward incident of death of villagers and resulting anger.
7. Enquiry and resolution while upholding justice and law.

8(b) - The options available are:-

Option 1. Conduct a quick enquiry as ordered by the higher ups and do take action against the police team who lathi charged, as it led to death of unarmed villagers.

Pros.	Cons.
<ul style="list-style-type: none"> Ensures that the politician/minister is satisfied - Electoral win quick justice served. Anger of villagers reduced. 	<ul style="list-style-type: none"> It goes against the ethos - as nothing is done to resolve the core issue Morale of police is hurt despite being on right side of law Being the SP - conducting enquiry in fair manner is my duty.

Option 2 Conduct a rational enquiry, ensure that the police force - was not misused or the mob was unjustly attacked, and consider an enquiry into the human right violations of the women accused of witchcraft

Pros.	Cons:-
<ul style="list-style-type: none"> Ensures <u>justice</u> is done Fair enquiry Such accusations should not happen in future. The morale of police is upheld. 	<ul style="list-style-type: none"> The electoral outcomes of the party is affected Anger of villagers - may lead to counter result. It may lead to police high handedness.

Option 3.

- Conduct an enquiry into the events.
 - Offer compensation and relief to the families affected
 - See to that lathi charge was used as the last resort - from the video footage/CCTV and oral evidences available
- Warn the police team involved
- Report file a case against the villagers for violation of human rights, dignity, and with an aim to outrage the modesty of the women under appropriate IPC sections.

Pros.

- Ensures that justice is served to all the victims impacted
- The police excesses is dealt with in appropriate manner.
- Rational and fair option available.

Cons.

- The villagers may be angry as it goes against their tribal customs
- The election outcomes may worry the party.

Option 3 would be the best option as:-

- 1) It is in public interest to reduce such instances of witchcraft accusations and mob violence in future.
- 2) In accordance with the law and rule book.
- 3) Being a civil servant and it's my duty to uphold law and order, serve in public interest, above my personal interests.

8(c) Steps to be taken in long run:-

1. Identify the reasons for witchcraft accusations - due to strain in social relations.
2. Build a feeling of community - social networks.
3. An anti witchcraft law - ~~Eg~~ In states like Chattisgarh and Jharkhand an anti witchcraft law is in place. Even in Karnataka.
4. Involve activists like Chutki Devi - Padma Shri for anti witchcraft activities. to increase the sensitivity among people.

What is required is enhanced scientific temper and harmony in society.

9. You are an Airworthiness Officer posted with the Directorate General of Civil Aviation, tasked to conduct the safety audit of a major airline of the country. During the recent audit, you find that some of the airplanes belonging to the airline do not fully meet a few of the International Civil Aviation Organization (ICAO) safety standards. The issues are minor, mainly pertaining to some incomplete aircraft maintenance logs and safety rules related to training of the crew. The airline belongs to a very influential business conglomerate with close ties to all major national political parties and has a long history of ethical business practises. The point person appointed by the airline to communicate with you has assured that everything will be in order in a couple of months. Your senior in the department has also indicated that it is best not to mention such minor issues in the report, particularly given the image of the business group involved and the trust it enjoys. He also reiterates the assurance given by the airline to address these issues at the earliest in a time-bound manner. However, you are aware that airline safety norms are paramount and every other consideration is secondary to the safety of the crew and passengers. As a public servant appointed to uphold public trust, answer the following:
- (a) Bring out the dilemmas that you face, elaborating on the competing values in the given situation.
- (b) What are the options available to you? Discuss the merits and demerits of each. Which of these will you choose and why? **(20)**

आप नागरिक उड्डयन महानिदेशालय में तैनात एक वायुयान अधिकारी हैं, जिसे देश की एक प्रमुख एयरलाइन की सुरक्षा ऑडिट करने का काम सौंपा गया है। हाल के ऑडिट के दौरान, आप पाते हैं कि उस एयरलाइन से संबंधित कुछ हवाई जहाज अंतर्राष्ट्रीय नागरिक उड्डयन संगठन (ICAO) के कुछ सुरक्षा मानकों को पूरी तरह से पूर्ण नहीं करते हैं। ये मुद्दे बहुत मामूली हैं, जो मुख्य रूप से कुछ अधूरे विमान रखरखाव लॉग और चालक दल के प्रशिक्षण से संबंधित सुरक्षा नियमों से संबंधित हैं। एयरलाइन का सभी प्रमुख राष्ट्रीय राजनीतिक दलों से घनिष्ठ संबंध है और साथ ही यह एक बहुत ही प्रभावशाली व्यापारिक समूह से संबंधित है एवं इसका नैतिक व्यापार व्यवसाय का एक लंबा इतिहास है। आपके साथ बात-चीत करने के लिए एयरलाइन द्वारा नियुक्त व्यक्ति ने आश्वासन दिया है कि कुछ महीनों में सब व्यवस्थित हो जाएगा। विशेष रूप से इसमें शामिल व्यावसायिक समूह की छवि और इसे प्राप्त विश्वास को देखते हुए विभाग में आपके वरिष्ठ ने भी संकेत दिया है कि रिपोर्ट में ऐसे छोटे-छोटे मुद्दों का उल्लेख न करना ही बेहतर है। उन्होंने एयरलाइन द्वारा इन मुद्दों को जल्द से जल्द समयबद्ध तरीके से संबोधित करने के लिए दिए गए आश्वासन को भी दोहराया। हालांकि, आप जानते हैं कि एयरलाइन सुरक्षा मानदंड सर्वोपरि हैं और चालक दल एवं यात्रियों की सुरक्षा के लिए कोई भी अन्य विचार गौण हैं। जनता के विश्वास को बनाए रखने के लिए नियुक्त एक लोक सेवक के रूप में, निम्नलिखित के उत्तर दीजिए:

- (a) दी गई स्थिति में प्रतिस्पर्धी मूल्यों का सविस्तार वर्णन करते हुए, आपके सामने आने वाली दुविधाओं पर प्रकाश डालिए।
- (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? प्रत्येक के गुणों और दोषों की विवेचना कीजिए। आप इनमें से किसे चुनेंगे और क्यों?

Q9

The above case presents a scenario where a reputed airline company has some lapses in its maintenance and crew training, recently similar such issues were observed in the for reputed airlines of Indigo which had raised some concerns.

(a) The ethical dilemmas that a face being an air wathiness officer are :-

1. Safety of the passengers. ~~is~~ v/s the reputation of the airline
2. Going by the assurance given by the point person.
3. Adherence to seniors words - respecting the oral command of senior.
4. Professionalism and duty to act in public interest.

5. Outcomes of a negative report -
may affect the company - reputation
leading to fall in business.

Facing the above ethical
dilemmas I have the following

options before me:-

1. Report the matter to the senior and
take a written assurance from point
person about fixing the issues.
2. Conduct an inspection once the
safety standards are met, in a time
bound manner.

Pros - Reputation of the company
is intact and the
words of senior are followed.

• Since the company has a long
history of ethical adherence and
are trustworthy they can be given
the relaxation in good faith.

[Cons] - jeopardizes the safety of lakhs of passengers. Their life and may lead to death, economic losses if any untoward incident happens.

- Dereliction of duty on my part affecting my professionalism, probity and integrity

[Option 2] - Mention the lapses in the report prepared - giving a timeline for quick rectification. Since Safety is of paramount importance it should not be compromised with.

[Pros] - The sense of duty and correct decision considering any accident in future - Safety and life of passengers holds prominence over the reputation of any company.

- If the company was trust worthy - regular checks ~~and standards~~ should be conducted and standards should be maintained.

this rises doubts about the authenticity which can be conveyed to the senior.

- Taking the senior into confidence and explaining him the reasons for my action - even the senior would take to support the safety of passengers over favour to any air line

[Cons]. It may lead to loss of reputation and business for the air line

- The senior may not be happy with my behaviour.
- It may lead to some personal cost

The best option considering the public interest would be option 2 by mentioning the lapses in the report and asking for time bound rectification considering the trustworthiness and reputation of the company so far. Penalty for lapses may be reduced. But public trust, safety one of national importance and my duty as an airworthiness officer is to ensure safe air travel.

10. With the advent of 24x7 news and prevalence of an array of news sources across the board, the media is omnipresent in nature. In this competitive environment, many media professionals who are overcome by deadlines, bottom-line imperatives, and corporate interests are losing sight of the ethical implications of their work. Further, there have been several cases of irresponsible reporting where the reportage has interfered with court proceedings, compromised delicate security situations or led to the spread of fake or unverified news. In this context, answer the following questions:

- (a) Identify the ethical issues prevalent in the profession of media.
(b) How does unethical reporting and sensationalization of news impact the society?
(c) What can be done to strengthen the role of ethics in media? **(20)**

24x7 समाचारों की शुरुआत और संपूर्ण बोर्ड पर समाचार स्रोतों की एक श्रृंखला के प्रसार से, मीडिया प्रकृति में सर्वव्यापी है। इस प्रतिस्पर्धी माहौल में, कई मीडिया पेशेवर जो समय-सीमा, आधारभूत अनिवार्यताओं और कॉर्पोरेट हितों को पीछे छोड़ चुके हैं, वे अपने काम के नैतिक निहितार्थों की दृष्टि खो रहे हैं। इसके अलावा, गैर-जिम्मेदार रिपोर्टिंग के कई मामले भी सामने आए हैं जहां रिपोर्ट ने अदालती कार्यवाही में हस्तक्षेप किया है, संवेदनशील सुरक्षा स्थितियों से समझौता किया है या गलत अथवा असत्यापित समाचारों को फैलाया है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मीडिया के पेशे में विद्यमान नैतिक मुद्दों की पहचान कीजिए।
(b) अनैतिक रिपोर्टिंग और समाचारों को सनसनीखेज बनाने से समाज पर क्या प्रभाव पड़ता है?
(c) मीडिया में नैतिकता की भूमिका को सुदृढ़ करने के लिए क्या किया जा सकता है?

Q10.

Media is often considered as the fourth pillar of democracy, it is the conscience keeper of the society, along with helping in spread of information in an unbiased manner to the public.

a) The following ethical issues are prevalent in profession of media.

→ Ability to maintain neutrality in reporting of sensitive matters like communal riots and violence.

→ Issue of Paid news favouring certain political parties.

→ Sensitive reporting and ethical reporting while covering natural calamities and disasters or death of close ones.

→ Eg Nepal earthquake reporting

→ As a tip off to terrorists due to real time broadcast

→ Eg NDTV coverage during 26/11 blast aided the terrorists to escape.

- This affects the national security.
- Issue of yellow journalism where news is given with opinions - often affecting the thoughts of viewers.
- Cases of trial by media affects the outcome of judgements and cases.

7(b) Considering the above unethical issues prevalent in media profession, unethical reporting and sensationalization affect the society in the following manner.

1. Flares up communal violence

Eg fake news reporting led to Muzaffarpur riots and violence.

- Increases stirringness in the society, creates sectarian tendencies.

2. Use of media to marginalise minorities and spread Communal propaganda.

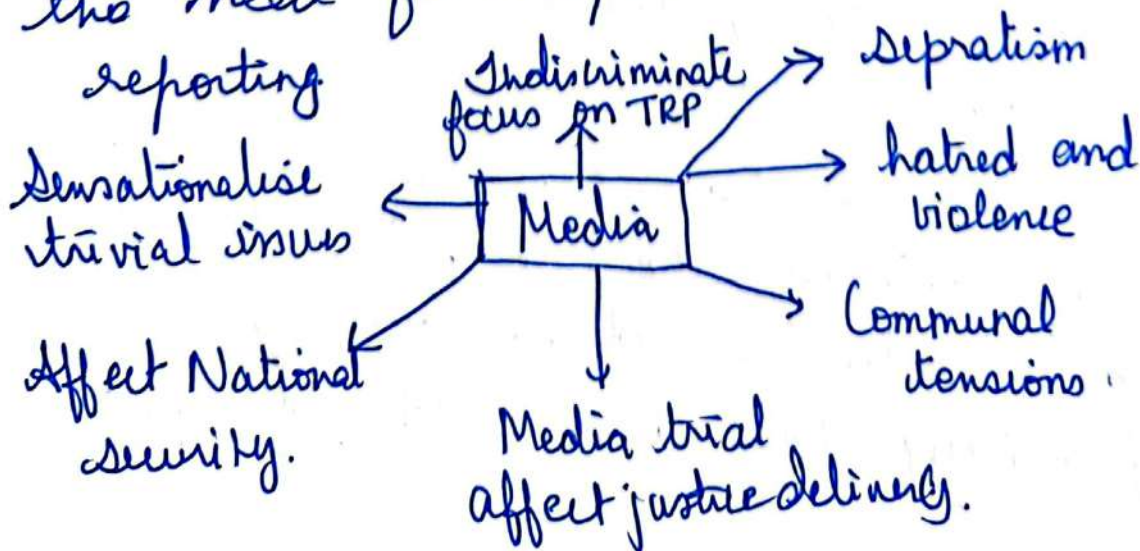
➤ UPSC Jihad programme by Sudarshan channel - affected the rights of Muslims - they were targetted

3. Spread of doctored tapes for TRPs

➤ Cut tapes of AIMIM leader Owasi was used to incite violence and lead to hatred in society.

4. Trial by Media - Sensationalization of Sushant Singh Rajput Murder Case and Arushi Murder Case - had an impact on justice.

5. Society tends to take the media news seriously and media is needed to follow the rules of ethical reporting. Recent Mupur Sharma incident has further highlighted the need for responsible media reporting.



10(c) The following methods can be used to improve ethical reporting :-

1. Ethics in journalism - As a separate course during training / study of journalism
2. Role of Broadcasting Complaints Council, NBSA - News Broadcasting Standards Authority to set certain moral and ethical codes of journalism
3. Mandatory time lapse while reporting certain issues pertaining to national security.
4. Self regulation and involve CSO, NGOs in self regulation committees.
5. Fact checking by government websites to prevent the spread of fake news.

media has the huge responsibility of maintaining the checks and balances in a democracy by providing fair and unbiased reporting

11. You are the Dean of Academics of a University. It has been brought to your notice that some students have raised a complaint against Mr X, a specially-abled Professor at the University, for not performing his academic duties diligently. The Head of the Department (HoD) tried to have a conversation with him regarding these complaints; however, Mr X feels that he is a victim of internal politics and is being discriminated against on account of him being specially-abled. He also conveyed to the HoD that he will file a complaint of discrimination against the University under The Rights of Persons with Disabilities Act, 2016. As the Dean of Academics, it is your responsibility to uphold the academic standards of the University and take any administrative decision in this regard.

In this case, answer the following questions:

- (a) State the stakeholders and the ethical issues in the given case.
(b) What are the options available to you?
(c) Evaluate each of these options and state the option which you would choose, citing reasons. **(20)**

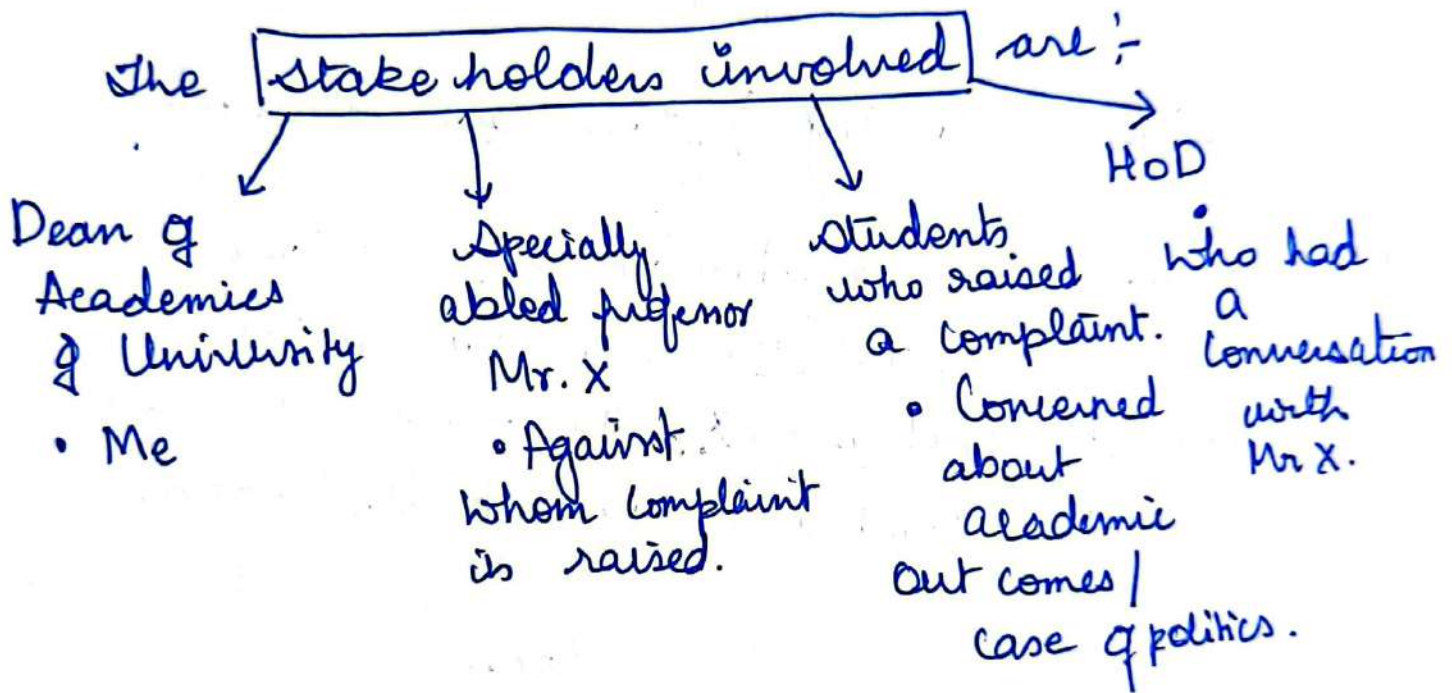
आप एक विश्वविद्यालय के अकादमिक डीन हैं। यह आपके संज्ञान में लाया गया है कि कुछ छात्रों ने विश्वविद्यालय के एक दिव्यांग प्रोफेसर मिस्टर X के विरुद्ध अपने शैक्षणिक कर्तव्यों का ईमानदारी से निर्वहन नहीं करने के लिए शिकायत की है। विभागाध्यक्ष (HoD) ने इन शिकायतों के संबंध में उनसे बात करने का प्रयास किया है; हालांकि, मिस्टर X को लगता है कि वह विश्वविद्यालय की आंतरिक राजनीति के शिकार हैं और उनके दिव्यांग होने के कारण उनके साथ भेदभाव किया जा रहा है। उन्होंने विभागाध्यक्ष को यह बताया भी है कि वह *दिव्यांगजन अधिकार अधिनियम, 2016* के तहत विश्वविद्यालय के भेदभाव के विरुद्ध शिकायत दर्ज कराएंगे। अकादमिक डीन के रूप में आपकी यह जिम्मेदारी है कि आप विश्वविद्यालय के शैक्षणिक मानकों को बनाए रखें और इस संदर्भ में आवश्यक प्रशासनिक कार्रवाई करें।

इस प्रकरण के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) प्रस्तुत प्रकरण में शामिल हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।
(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं?
(c) उनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए उस विकल्प को बताइए जिसे आप चुनेंगे।

Q11.

The cases of politics and their misuse in University is a regular affair. Such incidents were observed in Rohit Vemula Case recently. The above case also presents a similar situation



The ethical issues involved are:-

1. The truth and genuineness of the complaint.
2. The intention of the student and if learning is really affected or it is used as a tool to harass the specially abled teacher Mr. X.

3. Merit in the Complaint of Mr. X -
was it reactionary, or taking advantage
of his disability to threaten the
board.

4. Necessary action - should not do.
unjustice to the students or Mr X.

(b) The following Options are available:-

Option 1 - Go by the complaint received by
the students and take action
against professor X. Mr X may proceed
with his complaint against the board.

Pros.	Cons.
<ul style="list-style-type: none">• Ensure focus on the academic performance and quality of education• Uphold the efficiency and dedication to duty along with timely action and quick decision making	<ul style="list-style-type: none">• The complaint may be a case of politics.• Knee jerk reaction without considering the side of Mr X• Being humanitarian and sympathetic knowing that Mr X is specially abled.

Option 2 Considering the remarks and complaints of Mr. X. - as given to the HOD. Avoiding any knee jerk instant action, but changing Mr X to a different classroom other than the one from which complaint was received.

Pros.	Cons.
<ul style="list-style-type: none"> • A even playing field • The student's complaint was heard - Mr X shifted to a different class • It insures that rights of X was not infringed gave him opportunity to be heard 	<ul style="list-style-type: none"> • It may affect the learning out comes in the other class if the complaint by student is true • Only a short term window during solution without long term results.

Option 3 - Collect data and evidence based on student complaint - by CCTV recording of Mr X classes or the general grades of the class. Check the merit in complaint.

- The same can be discussed with Mr X asking the reasons for his lapse if any.

- Considering empathetical grounds- offering Mr X an easier subject of his choice, proper infrastructure for teaching. ~~and~~
- Make such it is not just a case of internal college politics and conduct an internal enquiry, so that such incidents do not repeat.

Pros.	Cons
<ul style="list-style-type: none"> • Ensures academic excellence and best outcomes • Concerns of Mr X are met • Solves the issue in long run. as the enquiry into internal politics is made. 	<ul style="list-style-type: none"> • Time and effort consuming option but with long lasting results.

The last option is the best one to be followed as it ensures best possible academic results while taking the concerns of a specially abled professor in an balanced manner.

12. You have recently been posted as the District Magistrate of a poor district in India where there is a high prevalence of manual scavenging. It has been brought to your notice that manual scavenging has claimed many lives in your district. Upon further enquiry, you found that most of the manual scavengers belong to a particular caste, and majority of them can find employment only by way of scavenging. Even some government departments in your district are employing these people for physical cleaning of sewers/septic tanks without basic safety gear and measures. Despite the rehabilitation programmes for manual scavengers, the administration has been found inefficient in identifying such people in the first place and the efforts to reskill them for employment elsewhere have not yielded desired results.

Based on the given information, answer the following:

- (a) Identify the issues associated with manual scavenging.
- (b) List the options available to you in the given case. Evaluate the merits and demerits of each.
- (c) Discuss some feasible steps that you can take to address this serious problem.

(20)

आपको हाल ही में भारत के एक गरीब जिले के जिला मजिस्ट्रेट के रूप में नियुक्त किया गया है जहां हाथ से मैला ढोने (मैनुअल स्कैवेंजिंग) का प्रचलन बहुत अधिक है। आपके संज्ञान में लाया गया है कि आपके जिले में मैला ढोने की प्रथा ने कई लोगों की जान ले ली है। आगे जांच करने पर, आपने पाया कि हाथ से मैला उठाने वाले अधिकांश लोग एक विशेष जाति के ही हैं और उनमें से अधिकांश केवल मैला ढोकर ही रोजगार प्राप्त कर सकते हैं। आपके जिले के कुछ सरकारी विभाग भी बिना बुनियादी सुरक्षा उपकरणों और उपायों के सीवरों/सेप्टिक टैंकों की भौतिक सफाई के लिए इन लोगों को नियुक्त कर रहे हैं। हाथ से मैला उठाने वालों के लिए पुनर्वास कार्यक्रमों के बावजूद, सर्वप्रथम प्रशासन ऐसे लोगों की पहचान करने में अक्षम रहा है और अन्यत्र रोजगार के लिए उन्हें फिर से कौशल प्रदान करने के प्रयासों के वांछित परिणाम भी नहीं मिले हैं।

ऊपर दी गयी जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हाथ से मैला ढोने (मैनुअल स्कैवेंजिंग) से जुड़े मुद्दों की पहचान कीजिए।
- (b) प्रस्तुत प्रकरण में आपके समक्ष उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक के गुणों और दोषों का मूल्यांकन कीजिए।
- (c) इस गंभीर समस्या के समाधान के लिए आप जो संभव कदम उठा सकते हैं, उन पर चर्चा कीजिए।

Q12

Recently the news highlighted the death of manual scavengers in an open manhole in the city of Delhi. Such incidents are a blot on humanity and human rights. The above case presents ^{a picture of} this menace of manual scavenging.

a) Issues associated with manual scavenging are:-

1. Against human rights and dignity infringement of fundamental rights.
2. Caste linked occupation - enforces the notion of untouchability and rigid caste perpetuated stratification. Affects the mobility of manual scavengers.
3. Unsuccessful rehabilitation - Due to poor skill training and lack of inclusion in the society.
4. Poverty and livelihood - makes them continue in this menial occupation.

5. State perpetuated scavenging - as observed in the case, due to paucity of other options available.
6. This in turn leads to perpetuation of intergenerational poverty, affects health and development, lack of opportunities, access to resources and turns their life into a cycle of misery.

12(b) The list of Options available in the case are:-

Option 1 Targetted identification of beneficiaries for rehabilitation - and identifying their skill set - before going for employment. Alongside looking at providing protective gears for those still working as manual scavengers.

Pro: Ensures that rehabilitation is successful.

- health of the manual scavengers is not compromised; until they can be rehabilitated

Cons:- * Continued prevalence of manual scavenging

- * loopholes might exist - which may lead to any accidents.
- * perpetuation of poverty.
- * Only a short term solution

Option 2 - * Use of automated cleaning machines

- * identification of skill sets and interest of those involved in manual scavenging - adopt a participatory approach to rehabilitation
- * ensure dignity and safety of occupation.

Pros - Successful rehabilitation in a gainful employment.

- * automated cleaning machines would ensure safety of manual scavengers.
- * Accordance with the act - Manual scavenging prevention and prohibition act. - both in letter and spirit

Kons - A time consuming approach
- would require societal support
as well for inclusion of
manual scavengers into main-stream
employment.

12(c) feasible steps

short term * Ensure protective gears
and safety equipment

- * Use of automated cleaners for septic tanks
- * Re skilling of manual scavengers - to take up other employment which is suitable

long term - social changes - fluidity of
occupations and upward social
mobility.

- * Eradicate dry latrines - and plan the housing, sewer, in an appropriate way suitable for machine cleaning
- * promote innovations like - Bandicoot - clog cleaning robot - to ensure hygienic sanitation, while removing the need for human intervention

- * proactive approach from the government to rescue and rehabilitate the manual scavengers into the society.
- * Avoid ghettoisation and promote inclusive rehabilitation.
- * Education, health, employment, and universal income / unemployment allowance and social security benefits can be provided.

The need is to respect the human dignity and ensure the overall development of every human according to his capabilities, which is the true sustainable growth.