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GENERAL STUDIES (TEST CODE : 1841)

Name of Candidate	POURUSH SOOD	Registration Number	1175138
Medium Hindi/Eng.	ENGLISH	Date	1.09.2022
Center	ONLINE		

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	1. 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)। 2. There are TWELVE questions printed in ENGLISH & HINDI इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 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. 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। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 7. 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।
1(a)	10		
1(b)	10		
2(a)	10		
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6(b)	10		
6(c)	10		
7	20		
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

SECTION - A

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

आत्म-प्रभावकारिता और इसके प्रमुख निर्धारकों का अर्थ स्पष्ट कीजिए। साथ ही, एक सिविल सेवक के लिए उच्च आत्म-प्रभावकारिता के महत्व पर चर्चा कीजिए।

Self efficacy refers to the quality of being able to handle situations on our own efficiently: through a mix of self sufficiency and self-efficacy.

Determinants of Self Efficacy

- Volition (Motivation)
- Emotional Intelligence
- Introspection
- Positive Attitude
- Self-Initiative

Importance for civil servant

→ Incubates Innovation

↳ Eg. 'Walk with Commissioner'

Scheme by IAS Tukaram

Mandekar Mundhe

→ Propels affirmative action

↳ Eg. Road building by IAS

Armstrong Pannu

→ Enable handling stress, conflict

and pressure efficiently

Hence self-efficacy ^{fosters} ~~foster~~ innovation,

and also grows one as an individual
through introspection.

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

आपको क्या करने का अधिकार है और क्या करना सही है, इसके मध्य का अंतर जानना ही नीतिशास्त्र है। चर्चा कीजिए।

Ethics is a set of standards a society places on its constituents to guide behaviour and decision making.

→ As citizens or ~~poor~~ public servants in position of power, we have certain rights. However, our rights may often be in conflict with ethics.

Eg. Religions have the right to uphold their personal laws in India. However,

even though they have the right to exclude women from property inheritance (eg. in Islam), it is not the right thing to do. It is unethical and inequitable.

→ We need to ensure that we understand
the rights and wrongs of a situation



Assess all aspects of the situation



Assess the impact of the situation
on people around us



understand whether our decision
will be against our morals or not

↑ Ethics will guide us in this journey

and help us what differentiate 'our
right' from 'what is right'.

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

किसी नैतिक दुविधा से निपटने के लिए न केवल सहायक नियमों और विनियमों की आवश्यकता होती है, बल्कि नैतिक विवेक और परोपकारिता के पालन की भी आवश्यकता होती है। भारत में सिविल सेवाओं के संदर्भ में उदाहरण सहित स्पष्ट कीजिए।

Ethical dilemmas are situations when we are forced to choose between competing alternatives, which we need to judge from an ethical perspective.

Dealing with dilemmas (Ethical) : Rules/Regulations

→ We need to ask ourselves whether the alternative is lawful.

→ This can eliminate Personal set dilemmas Eg. Taking a bribe.

→ we also need to see whether the options adhere to the Code of Conduct Regulations.

Eg. Accepting gifts, transparency vs secrecy

Why resolving ethical dilemmas require more

↳ Right vs Right dilemmas

↳ Both options are lawful

↳ Adherent to rules / regulations

What will guide us in such situations?

① Moral Prudence

↳ Whether the choice aligns with my morals and values

↳ Whether I will be able to justify myself and others about my decision

② Altruism Whether our conscience allows it

↳ Whether a choice promotes common good

↳ Whether it is a positive social affirmation

Gandhiji has said that we must see what our actions do to the lowest rings of the

society: that is how we can judge our actions. This clearly evokes altruism and moral prudence.

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

भारत में सिविल सेवाओं के लिए आचरण संहिता केवल एक संहिता बनकर रह गई है; इसने शासन (गवर्नेंस) में नीतिपरक और नैतिक मूल्यों को बढ़ावा देने में मदद नहीं की है। इस संदर्भ में, शासन में सत्यनिष्ठा और पारदर्शिता पर एक राष्ट्रीय आयोग की आवश्यकता पर चर्चा कीजिए।

The code of conduct Rules, 1954, specify exhaustive regulations that bind civil servants in decision making, eg. accepting gifts, political opinions, etc.

Why CoC Rules have not helped promote ethical and moral values

① Not a Code of Ethics: Does not tell about the values that a civil servant should inculcate; ~~merely~~ it is merely a list of do's and don't's.

② Lack of capacity development: Training in domain knowledge is provided but not in ethics and public relations.

③ Political Interference and Corruption : Has become a case of "Show me the person, and I will tell you the law".

Eg.

The recent misuse of a stadium for dog walking by two IPS officers shows that ethics and morals have not been enforced.

National Commission on Integrity and Transparency in Governance can help:

- Create a Code of Ethics : Enforceable
- Prevent Punitive transfers (eg. Ashok Khemka)
- Better enforcement of CoC Rules, 1954
- Capacity building of civil servants in ethical governance.

Values and ethics must come from within; a set of Rules can merely be bypassed through effective word-play.

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

सार्वजनिक मूल्यों के क्षरण को रोकने और शासन प्रणालियों के डिजिटलीकरण के नैतिक निहितार्थों से निपटने के लिए डिजिटल एथिक्स सिद्धांत आवश्यक हैं। चर्चा कीजिए।

Digital Ethics refers to the set of standards that guide actions and decisions made in the ICT and digital space.

Why they can prevent erosion of public values

- ① Targeting hate speech: Generate a more tolerant, compassionate digital environment.
- ② Protecting privacy: A fundamental right under Art. 21.
- ③ Preventing cybercrimes: Eg. online child abuse, monetary scams, etc.

Ethical implications of digitizing government systems

- Digital Divide: Only 50% Indians have smartphone access.
- Digital Inequity: Only 70% of Indian women have used internet compared to 85% men.
- Accountability: Bngfixes and updates
- Privacy Protection

Principles of digital Ethics that can help in the above

- ① Accessibility: No one left behind
- ② Digital literacy: 100% aimed
- ③ Protection of data and privacy: Paramount
- ④ Compassion and tolerance in digital governance

The government must adopt an ethical framework for eGovernance, within the ambit of a Data Protection law.

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

सार्वजनिक और निजी क्षेत्रों को निर्देशित करने वाले संगठनात्मक मूल्यों के संदर्भ में मतभेदों के बावजूद, कुछ मूल्य ऐसे हैं, जो दोनों के लिए समान रूप से महत्वपूर्ण हैं। चर्चा कीजिए।

Public and Private sectors fundamentally differ in their end-goal : welfare vs profit, but have many shared values as well.

Differences

Public Sector values	Private Sector values
• Trustees of the public • Aim of public welfare and social advancement • Usually <u>survive even in continuous loss</u> (eg. BSNL) • Better job security • Administration dominated by bureaucracy	• Trustees of the shareholders • Aim of profit maximisation • Profit-driven existence • Lower job security • Specialized decision making

Similarities

Public sector and Private sector

→ Shared ethical framework, valuing:

- Honesty
- Responsibility
- Accountability of employees to own up to mistakes
- Whistleblowing
- Safety of women

→ End goal of having a sustainable existence, minimizing losses and boosting company image.

→ Social welfare through CSR

→ Reducing competition (domestic/abroad)

Hence, organizational values of both the public sector and private sector converge as well as diverge

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

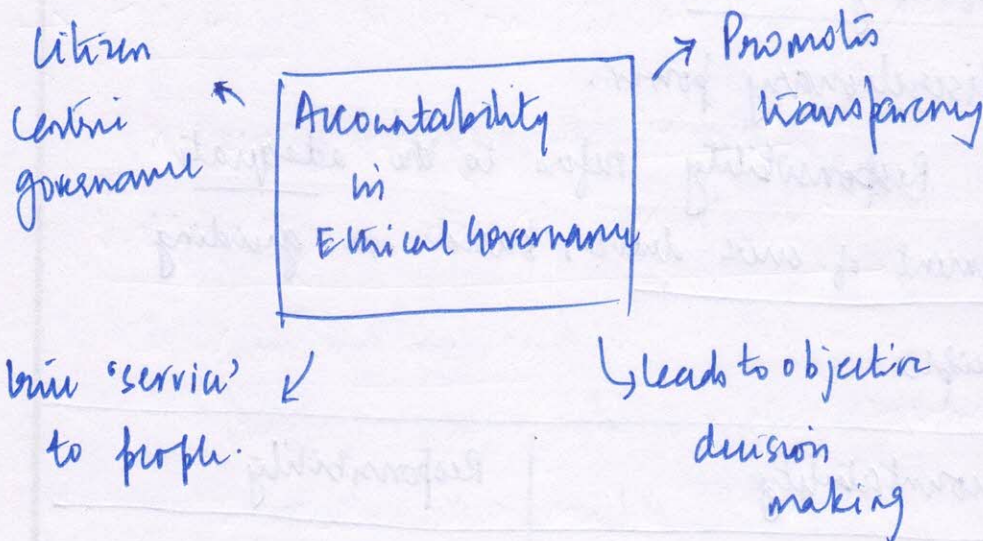
जवाबदेही और उत्तरदायित्व के बीच अंतर स्पष्ट कीजिए। साथ ही, भारत के संदर्भ में नैतिक शासन (एथिकल गवर्नेंस) को सुनिश्चित करने में जवाबदेही के महत्व की विवेचना कीजिए।

Accountability refers to the liability of an individual to provide a reliable and satisfactory account of their actions and use of discretionary power.

Responsibility refers to the adequate fulfilment of one's duties, based on guiding principles.

Accountability	Responsibility
→ Comes after fulfilling responsibility	The duties one must perform
→ Being accountable happens only if you are responsible	You may be responsible yet lack accountability.

For example: A lot of times in civil services people do the work assigned to them diligently, but do not believe that they are accountable → hence their work is non transparent.



Lal Bahadur Shastri resigned as railway minister when there was a major railway accident. He upheld the ideals of accountability in 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

हालांकि कानूनों और नियमों को लोक प्रशासकों के लिए नैतिक आदर्शों हेतु प्रमुख मार्गदर्शक माना जा सकता है, किंतु ये अपने आप में पर्याप्त नहीं हैं। उदाहरण सहित सिद्ध कीजिए।

Laws are binding obligations on individuals that encourage uniformity in behaviour. Rules are detailed clauses to follow while performing certain actions.

Laws and Rules : Principal guide for Public Service

- Enforce honesty, transparency (eg. RTI), accountability
- Punish corruption and nepotism (eg. through Lokpal)
- Enforce conduct (Code of Conduct Rules, 1954)

Why they are not sufficient in themselves

- Not exhaustive : Discretion needs to be

be used in various situations by public officials. Rules / laws cannot enforce discretionary decision making

↳ what drives decision making?

↳ Ethics

↳ Morals and Values

→ Integrity : to follow the law even when no one is looking. eg. stopping at traffic signal even at 3am at night

↳ Since no one sees you violating the law, you cannot be punished. However, integrity allows you to follow the law even in this case.

↳ cannot be enforced by law.

The human free will is not like a computer. it cannot be programmed to follow rules exactly.

Ethics, morals and integrity comes to play when laws cannot be enforced.

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

(150 words) 10

पारदर्शिता, सरकार में जनता के विश्वास को विकसित करने और भ्रष्टाचार को प्रभावी ढंग से रोकने, इसका पता लगाने एवं निवारण करने के लिए महत्वपूर्ण है। टिप्पणी कीजिए।

Transparency refers to the openness in one's behaviour and decision making. It means to provide freedom of information to the stakeholders of a situation.

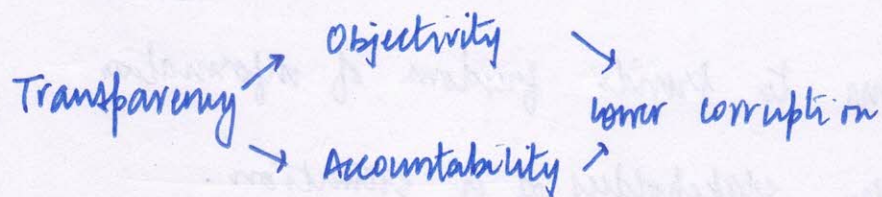
Transparency - Vital to Public Trust

- Enforces Accountability: Since transparency allows public to question the decisions made.
- Citizen-centric governance: Empowers the citizen: citizen becomes part of deliberation process → trust maintained.
- Citizen's audits: Through exercising their freedom of information → builds trust in fair decision making.

Transparency → tool against corruption

① Enforces objectivity: Since transparency

forces public servants to provide a
justifiable account of their actions.



② Vigilance: Allows citizen-initiated vigilance
into unethical / corrupt decisions.

Eg through RTI, 2005

③ Reduce back-door corruption: Since actions
will have to be justified by both parties.

The 2nd ARC has rightly classified
Right to Information, which enforces
transparency, as the 'masterkey to good
governance'

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

'सही समय पर' फंड जारी करना भारत सरकार की भुगतान संरचना के लिए एक महत्वपूर्ण सुधार की शुरुआत है। चर्चा कीजिए।

'Just in time' release of funds refers to the release of scheme funding at the right time, i.e. just when its needed, on a case-case basis.

How Just in Time Fund Release helps

① Reduces prospect of corruption

→ No opportunity to bribe, pay money at intermediate stages
→ less prospect of collective corruption

② Improves audit and transparency

→ Easier to tally fund-release with usage
→ Proper oversight before release of

every installment of fund, Govt approval is required.

③ Improves budgeting and fiscal prudence

↳ Due to staggered release of funds

↳ Government does not have to make payment upfront

↳ source of increased revenue through interest rates

④ Improves service delivery involving Non lapsable Funds

↳ Released just before use, hence money just does not stay idle in the Fund eg. Nirbhaya Fund

Thus, 'Just in Time' release of funds promotes transparency, improves public delivery and fiscal prudence.

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

निम्नलिखित में से प्रत्येक उद्धरण का आपके विचार से क्या अभिप्राय है?

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

"आपके जीवन की खुशी आपके विचारों की गुणवत्ता पर निर्भर करती है।" - मार्कस ऑरेलियस

Through this quote Marcus Aurelius explains that happiness comes from within and must emerge from our thoughts.

Happiness - Key Requirements

① Positive Attitude: optimism gives one strength to achieve happiness. One cannot resign to the situation.

② Dedication and sincerity: We will fail many times, but as Swami Vivekananda said, 'Those who persevere, will succeed'. Perseverance will give us true happiness.

③ Our thoughts make us : It's rightly said,

"A man is but a product of his thoughts". Our Emotional Intelligence,

attitude and morals define our course of life. Having a positive approach is essential for a good quality of life.

Eg. Those people who incultate feelings of jealousy are never happy because they can always find a person to envy.

We must introspect and examine our quality of thoughts : it may give us a new outlook towards 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
 "एक पूंजीवादी समाज की शक्तियों को अगर अनियंत्रित छोड़ दिया जाए तो वे अमीर को और अमीर तथा गरीब को और गरीब बना देंगी।" - जवाहरलाल नेहरू

In this quote, Nehru propounds the ills of unabated capitalism: the rise in inequality.

Why capitalism favours inequality

- ① Profit - motive : The sole motive of capitalism is maximizing profit Eg.

East India Company

↳ overlooked social reform and exploited India of its resources

- ② Poor labour rights : Division into ~~aristocratic~~ aristocratic (rich) class and labour (poor) class

↳ labour are underpaid, overutilized
 ↳ aristocratic class acquires riches at the expense of the poor

② No social reform : Purely capitalist society is driven solely by market forces :

- No Corporate Social Responsibility
- No survival to those who cannot afford
- Hence no economic and social development of backward areas

Eg. After LP6 Reforms (1991), India has turned more capitalistic. The inequality has only widened (top 1% own 33% of wealth)

Instead of capitalism, hence, Jawaharlal Nehru advocated for a socialist state structure, where the government would control key industries, aiming for socio-economic development rather than profit maximization.

6. (c) "Honesty is the first chapter in the book of wisdom". – Thomas Jefferson
(150 words) 10

"ज्ञान की पुस्तक का पहला अध्याय ईमानदारी है।" - थॉमस जेफरसन

This quote expounds the virtue of honesty and says that honesty incubates wisdom.

How without honesty, wisdom is meaningless

L> Honesty brings → objectivity
→ allows us to justify ourselves
→ leaves no room for corruption
→ simple and efficient decision making

Also, without honesty, a transparent, non corrupt and accountable environment cannot exist → antithetical to wisdom.

Eg. it is said that science is wisdom
why? It is because it is based on
true facts, true observation. Honesty
is the foundation of science, which
expounds its wisdom.

Hence, being honest is a precondition
to being wise.

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 दुर्यवहार 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।

The above situation of COVID-19 caseload was seen various times in 2020 and 2021.

a) Stakeholders

- ① I, the District Magistrate
- ② Female employees
- ③ Media, civil society organisations
- ④ District medical officer
- ⑤ Patients
- ⑥ General public

Ethical issues involved

- ① Right vs Right dilemma : Should I
prioritise the emergency needs of the
situation (help in combating pandemic)
or do the right thing by supporting
the law to authorities?
- ② Protecting dignity of women : Should I
temporarily turn blind eye to the grave
crime of sexual abuse of women?

③ Should academics freeze conduct? Should the officer be relieved of his crime due to his professional expertise and requirement?

⑥ Options available

① Report the crimes to State Authorities

Pros	Cons
a) Maintains my integrity, protects dignity of women b) Encourages a 'no-nonsense' work environment where such abuse is never tolerated. ∴ Sets good precedent	a) May hamper the already difficult COVID relief effort. b) I will be forced to work with a hostile DMO (since he's now aware of my complaint) until the state takes action

② wait for COVID situation to improve before the complaint

Pros	Cons
a) COVID relief efforts not hampered b) State not burdened further for time being.	a) Promotes toxic work environment b) sets bad precedent c) against integrity

③ Due to doctor's expertise, do nothing

Pros	Cons
a) An intelligent doctor remains in the system	a) A sexual predator remains in the system b) Totally immoral c) Against PoH Act

② Course of Action

- ① I will immediately report the incident to the state authorities. This is because emergency cannot be used as a guise to encourage law-breaking.
- ② The ~~with~~ state will set up an internal committee to investigate. Until proven guilty, the doctor can still work. If not, I will ask for an alternate DMO from the authorities, and explain the gravity of the situation.
- ③ I will ensure that the privacy of victims is maintained and even the doctor's privacy is deemed, until proven guilty.

It is our Fundamental duty (Article 51A) to protect the dignity of women. Such incident if left unnoticed can set a bad precedent and promote toxic work culture.

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 :

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

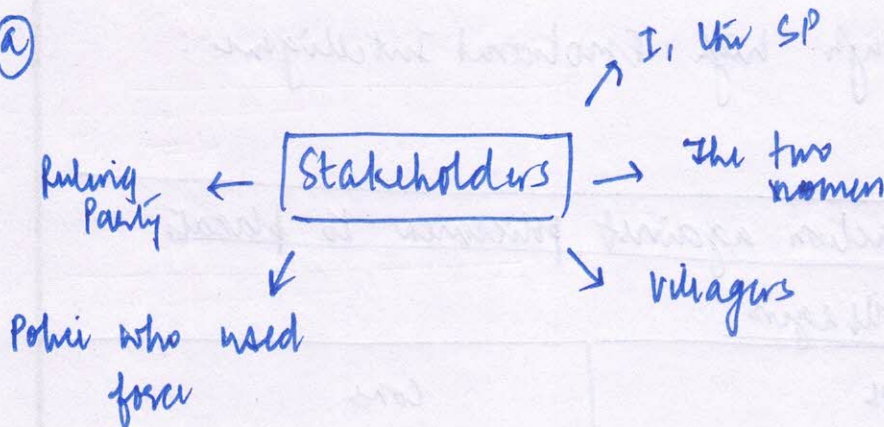
आप उस जिले के एक पुलिस अधीक्षक (SP) के रूप में तैनात हैं, जहां हाल के दिनों में लिंगिचिंग से संबंधित कई अपराध हुए हैं। एक दिन, जिले के एक पुलिस स्टेशन को एक SOS मिला कि उनके क्षेत्राधिकार के एक विशेष गांव में दो महिलाओं पर जादू टोना करने का आरोप लगाया गया है और ग्रामीणों द्वारा उन्हें नग्न अवस्था में 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 है। 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:

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

Rural India is time and again marked with incidents where vulnerable groups are targeted under the garbs of superstition.

(a)



Ethical Issues

(i) Disrespect and assault of the two women :

Article 51-A : Protecting dignity of women. Also against Empathy and Humanity. Breaks various laws under IPC.

(ii) Killing of villagers during lathicharge :

Was there excessive use of force?

Was there a threat to the lives of the policemen?

Value: Impartiality, to justice

(iii) concerns of the ruling party : Pressure leads to nepotism, partisanship, corruption

(iv) course of action : diffusing the situation through high Emotional Intelligence.

(b) options

1. strict action against policemen to placate the villagers

Pros	Cons
a) Benefits ruling party b) Reduces unrest	a) Injustice to policemen and the women b) Shows partisanship, corruption c) Sets bad precedent

2. No action against policemen but strong response against villagers

Pros	Cons
a) Protects the police force	b) Injustice to the villagers

b) shows the power
of the police to the
public as a
deterrent

b) shows partisanship,
corruption

3. True unbiased inquiry into the incident
without getting affected by external influence

a. Justice to police
force as well
as villagers
b. Upholding integrity,
impartiality.

a. might affect ruling
party's prospects
b. might cause problems
in my career

I will choose the 3rd option because it
stays true to principle of social justice.
Even though it may impact my career
prospects and relations with government, as
an SP it is essential for me to set a
good precedent.

C

Steps for the long Runcall for statutory law
against mob
lynching

Legal steps

Ensure speedy delivery
of justice in such
casesadditional focus
in sensitive areasEnsure witness
protectionSocial steps→ Spreading awareness about
dignity of women, and
refutability of superstition→ involve NGOs in rehabilitation
of victims→ encouraged non-violent
forms of protest and prayerPolice Reforms

→ Body cams, recorders

→ Sensitization

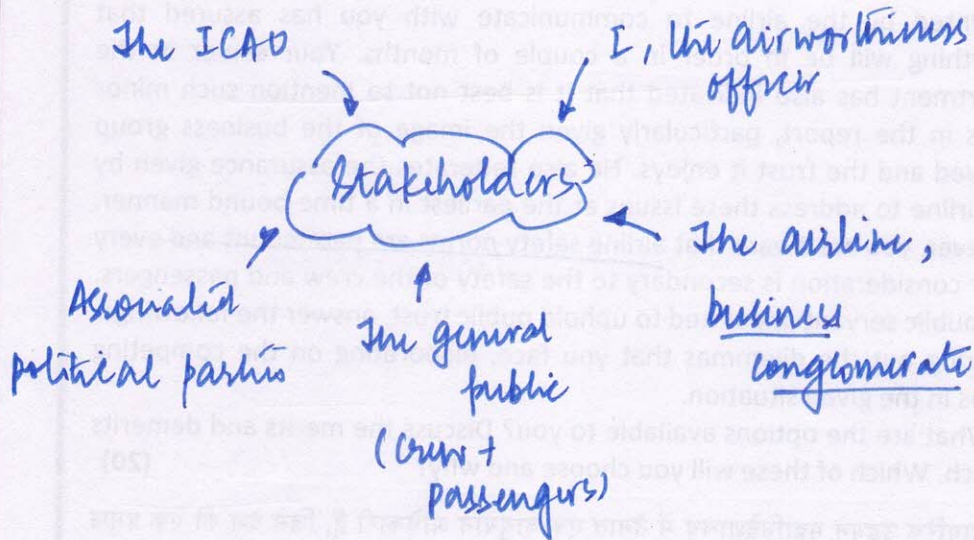
Police Brutality and mob violence are
two sides of the same coin - both reflect
failure to protect basic human rights.

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?

In the wake of recent safety related incidents with multiple national carriers, this case becomes important.



a) Dilemmas	Competing values
1. Ignoring the incident since it is minor 2. Keeping intact the image of the business group	Attention to detail, vigilance attitude, honesty. Partisanship, lack of transparency

3. lives of patients crew/passengers in danger	Integrity, compassion, empathy
4. Maintaining trust in public	Self accountability probity

⑥ Options Available

1. Stay silent since the issue is minor

Merits: a) Will not impact company's
image

b) No loss to business, associated
political party.

c) No repercussions on my
career

Demerits

a) Against ethos of civil
servant

b) Can cause major accident,
I will be to be blamed

c) Erosion of public trust - putting
lives in danger.

2. Report incident to concerned authority

a) Merits

a) Upholds trust of public, including
accountability and transparency

b) Prevents future mishaps since
airline will be forced to
take action

Demerits

a) May cause dent to public image
of business

b) Sourred relations between me,
like business and political party.

What would I do?

Without hesitation: Option 2

→ In line with my conscience
→ Can prevent future mishaps

- It is the best course of action, since ignoring it, could cause oversight related performance issues on my part
- Upholds transparency.

Honesty and transparency ~~are~~ openness are two important values of Public life as per Nolan Committee of UK. By choosing option 2, I am ^{only} fulfilling my duties as a civil servant.

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?

Media, with increasing digitization, has become omnipresent in our lives. Profit maximisation in media houses has made ^{news} ~~it~~ a game of eratic and unethical reporting.

(a) Ethics in Media - Issues

- ① Media trials -
- interfere with court proceedings
 - guilty before proven innocent
 - destroy image and self respect

Eg. Media trial of Rhea Chakraborty in Sushant Singh case, media trial of Aryan Khan

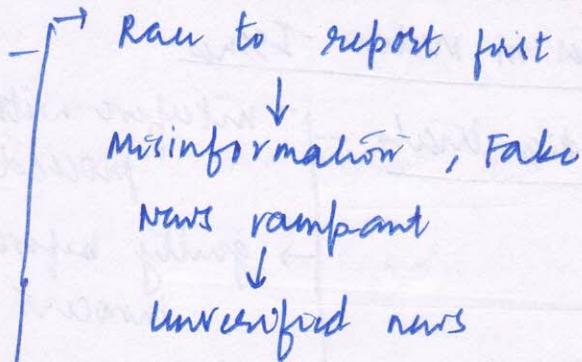
- ② Privacy Invasion -
- disclosure of names and addresses of victims and accused
 - leads to personal attacks, threat to life.

Eg. Revealing of identity of victim in Priyanka Reddy case

- ③ Funding -
- Opaque funding sources
 - Politicization of media
 - Biased reporting

Eg. Advertising 'Corona' on news channels.

④ Rat Race



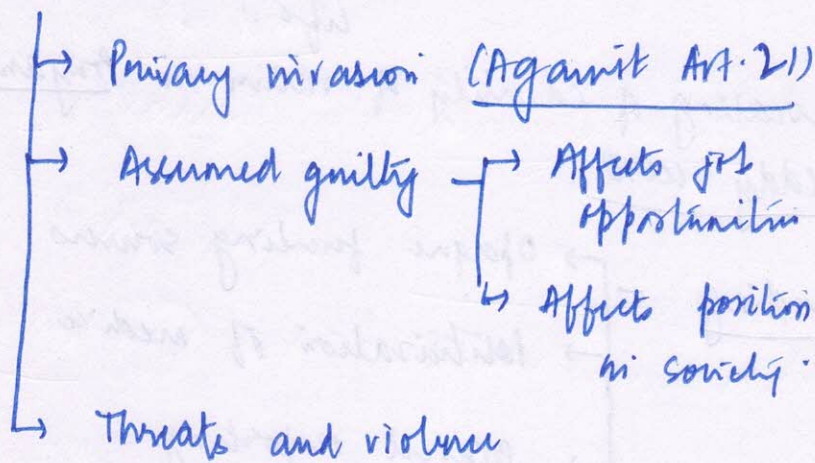
⑤ Sensationalisation and dramatisation
by anchors

↳ little compassion shown especially
in disaster-struck areas

⑥

Impact on society

① Impact on personal life of victims of
media sensationalisation



② Disharmony among citizens

- Communal debates
Eg. Nupur Sharma incident
- Victimization of wrong doers

③ Influencing Public Opinion

- Political opinions through biased reporting
- Erosion of democracy

④ Pseudoscience / misinformation spread

- miracle cures (eg. Coronil) spread through media → health problems
- Misinformation eg. GPS chip in ₹2000

notes

⑤ Compromising intelligence

- eg. as was done in 26/11
- attacks → loss of life and property

② Strengthening ethics in media

- Legally enforceable Code of Ethics
- Heavy fines for misinformation reporting
- Transparency in funding source available on public domain
- Limitation on funding by big conglomerates
- Justice for victims of media trials
- Development of technology to identify Fake News
- Regulation of communal debates in media.

Media is the 'Fourth Pillar of Democracy', and an independent media is must to keep our democracy intact.

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:

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

(20)

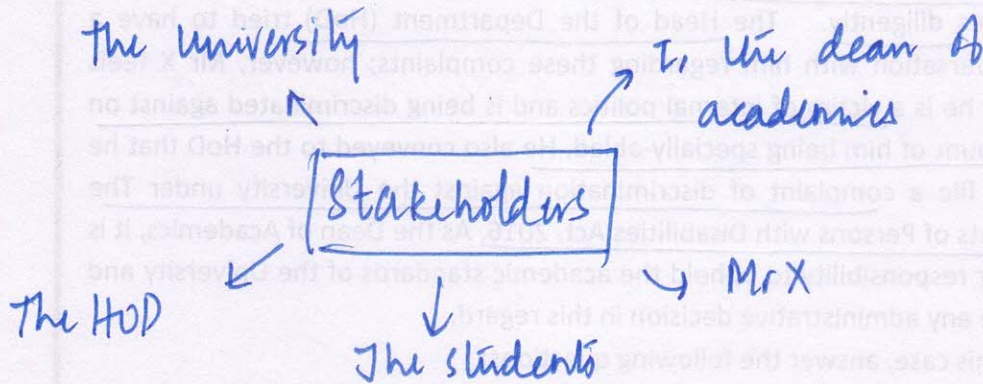
आप एक विश्वविद्यालय के अकादमिक डीन हैं। यह आपके संज्ञान में लाया गया है कि कुछ छात्रों ने विश्वविद्यालय के एक दिव्यांग प्रोफेसर मिस्टर X के विरुद्ध अपने शैक्षणिक कर्तव्यों का ईमानदारी से निर्वहन नहीं करने के लिए शिकायत की है। विभागाध्यक्ष (HoD) ने इन शिकायतों के संबंध में उनसे बात करने का प्रयास किया 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:

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

Persons with Disabilities are one of the most vulnerable sections of the society, simply because a lot of components of the

society remain inaccessible to him.



Ethical Issues

- ① Protecting Rights of Persons with Disabilities : empathy, equity
- ② Addressing student's grievances : transparency, accountability
- ③ Protecting university's image : Responsibility
- ④ Justice : Delivering justice to HOD
if he is not guilty

⑥ Options Available to Me

- ① Protect Mr. X and go forward with complaint against HoD
- ② Protect HoD and students and take action against Mr. X
- ③ Do nothing and let the complaint take its due course
- ④ Try to resolve the issue through internal committee.

- ### ⑦
- ① would be injustice towards HoD and students if Mr. X is lying.
 - ② would be injustice to Mr. X if his grievance were genuine
 - ③ would uphold the law but could negatively impact university image

④ Would be my course of action ✓



Initiate internal committee with
independent members



Statements from → Students
→ HoD
→ Mr. X



Explaining public about the
committee to protect university's

image ↓

Trying for mutual arbitration and
amicable resolution



If Mr. X is still not happy, he
can go ahead with his complaint. ~~but~~

In this option, I will hence uphold
and redress the grievance of all 3 parties.

Mr X, HoD and the students.

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 स्कैवेजिंग) 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 स्कैवेजिंग) 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।

- ① Manual scavenging is a historical issue in India responsible for constant discrimination and injustices to vulnerable sections, including various health hazards.

Issues with Manual Scavenging

- ① Health Issues : Fungal infections, typhoid, bacterial infections, etc.
- ② Hazardous Job : Presence of methane and carbon monoxide in sewers resulting in many deaths.
- ③ social discrimination : Considered a 'dirty job' performed by 'untouchables' who face constant caste discrimination.
- ④ Vulnerable Sections : Usually the poorest of the poor due to historical economic and social injustices.

⑤ Poor Enforcement: of the Prohibition of Manual scavenging and their Rehabilitation Act of 2013.

⑥ Options Available

1. Taking action against government employees for employing them as sewer-cleaners, and looking for ways for their redevelopment.

Pros	Cons
a) Upholding the law (<u>Prohibition of Manual Scavenging Act, 2013</u>) b) Affirmative Action c) <u>Empathy</u> , <u>sincerity</u> shown	a) Troubled relations with government officials b) time and effort needed to reskill the people

2. Maintaining status quo : Accepting it
as part of life ~~in~~ ⁱⁿ poor district

Merits	Demerits
a) Good relations with government officials	a) Shunning of responsibility
b) No interference among villages	b) Not upholding law and ethics

③

Identification of manual scavengers

- Through voluntary disclosure
- Through household surveys
- Through consultation in Gram Sabha

Preventing caste discrimination

- Through awareness about
 - Article 14 (equality)
 - Article 17 (untouchability abolished)
 - Prevention of Atrocities Act
 - Prohibition of Manual Scavenging Act

↳ Reporting rule violations to concerned authorities.

Reskilling → Through Rehabilitation mechanisms of Manual Scavenging Prohibition Act 2013

→ Vocational training, and adult education through schemes like 'Seekho aur Kamao'

→ Reinstatement as Safai Karmcharis

↳ Reskilling etc

Welfare → Ensuring coverage under NFSA 2013, Ayushman Bharat, etc.

Technology → Budget demarcation for electronic cleaners

Action → Against errant officials employing manual scavengers.

Manual scavenging is a clear example of caste discrimination and injustice in ~~that~~ India and must be eradicated