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GENERAL STUDIES (TEST CODE : 1990)

Name of Candidate	Aishwarya Venma		
Medium Hindi/Eng.	English	Registration Number	579067
Center	Online	Date	10 th Dec '21

INDEX TABLE		
Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6(a)	10	
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

INSTRUCTIONS

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

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Delhi- 110009

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) Open Government Data (OGD) can be seen as a step towards greater transparency and accountability in India. In this context, discuss the benefits of OGD and the challenges which lie therein. **(150 words) 10**

ओपन सरकारी डेटा (OGD) को भारत में अधिक से अधिक पारदर्शिता और जवाबदेही की दिशा में एक कदम के रूप में देखा जा सकता है। इस संदर्भ में, OGD के लाभों और उसमें निहित चुनौतियों की विवेचना कीजिए।

Open government data (OGD)

refers to the data of government open in the public domain which can help the society to access them.

Benefits of OGD:

(i) Information sharing: Better information will improve the Right to information to public.

(ii) Empowered citizenry: It will empower the citizen by the power of data.

(iii) Increase transparency, about
functioning of government.

(iv) Increases accountability: as how
irregularities in govt. can be
pointed out by anyone.

[eg] Big data organisation, Economists,
civil society.

Challenges:

(i) Data privacy - The infrastructure
required to protect the information.

(ii) Decision on what to disclose
and what to protect

(iii) It may be exploited by foreign
firm to affects decision.

[eg] Election Manipulation by
Cambridge analytica.

An optimum balance and infrastructural
bottlenecks should be resolved which
using OGD framework.

1. (b) An important requisite for ensuring probity in governance is absence of corruption. Analyse. (150 words) 10

शासन व्यवस्था में ईमानदारी (प्रोबिटी) सुनिश्चित करने के लिए एक आवश्यक तत्व भ्रष्टाचार का अभाव है। विश्लेषण कीजिए।

Probity in governance refers to the moral behaviour and character of govt. organisations so as to uphold the procedural uprightness regardless of individual manning these institutions.

This maintains the sanctity of the office and builds trust.

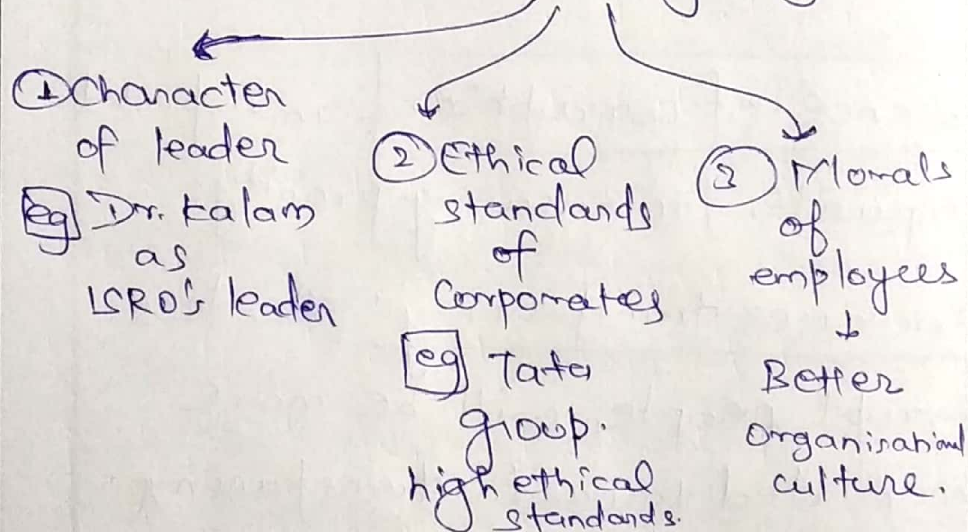
Absence of corruption is an important requisite for ensuring probity.

- ① Increases transparency: As less corrupt people will be more motivated towards transparency.
- ② Builds public trust: As they face less harassment for bribery.

③ Improves work culture : Creates bonding within organisation and motivate each other.

④ Increases efficiency : As there will be less wastage of resources and leakage.

However apart from absence of corruption there are other factors that also affects probity in governance



Probity in governance increases the efficiency and public trust by enhancing transparency in the system.

2. (a) Enumerate the decisive factors behind moral attitude. Also, discuss any incident from your life wherein you brought about a change in someone's attitude around an important social issue. **(150 words) 10**

नैतिक अभिवृत्ति के लिए उत्तरदायी निर्णायक कारकों को सूचीबद्ध कीजिए। साथ ही, अपने जीवन की ऐसी किसी भी घटना की विवेचना कीजिए जिसमें आप किसी महत्वपूर्ण सामाजिक मुद्दे पर किसी व्यक्ति की अभिवृत्ति में परिवर्तन लाने में सफल हुए थे।

Attitude is learned and enduring
predisposition to behave, either
favourably or disfavourably towards
an event, object or person.

Moral attitude is the attitude
that is shaped by the moral
values which depends on various
factors:

① Social influence: from family,
peer, friends, teachers etc.

② Personal experiences: If one witnesses
moral behaviour being rewarded
he will be more inclined towards
same.

② Persuasion from role models:
that can shape someone's thinking
[eg] Gandhiji got influenced after
watching Harishchandra movie.

Incident from my life:

There was a backyard in my society
where everyone used to dump garbage.
I along with my friends cleaned it
through ^{public} contributions and made a
badminton court out of it. We also
contributed to buy various dustbins
deployed at various places. Seeing
this effort people stopped throwing
garbage there and started using
dustbin as many of their children
started playing there.

Positive attitude not only brings change
in a person but also transformation in
society.

2. (b) Highlighting the importance of whistle-blowing in an organisation, discuss the systemic factors that determine whether a person would become a whistle-blower. (150 words) 10

किसी संगठन में व्हिसल-ब्लोइंग के महत्व पर प्रकाश डालते हुए, उन प्रणालीगत कारकों की विवेचना कीजिए जो यह निर्धारित करने हैं कि कोई व्यक्ति सूचना-प्रदाता (व्हिसल-ब्लोवर) बनेगा या नहीं।

Whistleblowing is the disclosure of irregularities and unethical acts of organisation, by the people within organisation.

[eg] Frances Haugen recently turn out as a whistleblower in facebook.

factors that determine whether a person become a whistleblower or not:

① Ethical standards of a person that can lead to crisis of conscience which motivates a person to become whistleblower.

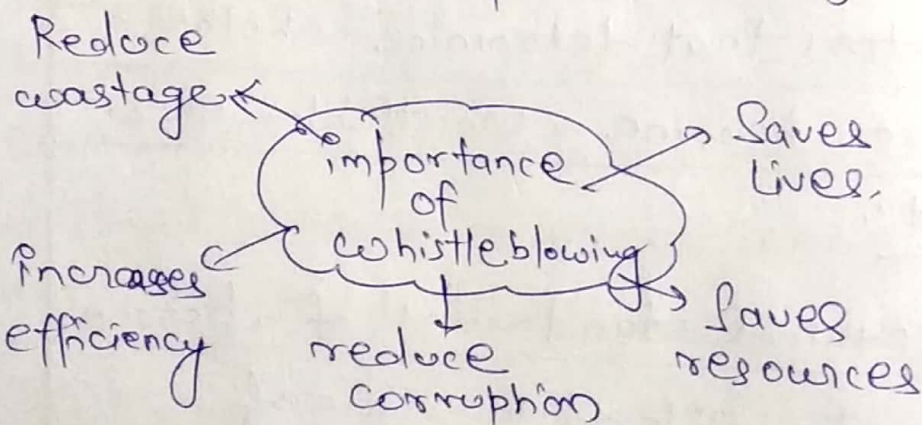
[eg] Dr. Anurag Gupta exposed Vyapam Scam in MP (2013).

② Protection: The mechanism for protection against harassment after whistleblowing

[eg] Satyendra Dubey was killed pointing out irregularities in Golden Quadrilateral project.

③ Anonymity: encourages person to be more open.

It is important that whistleblowers should come out to point out irregularities.

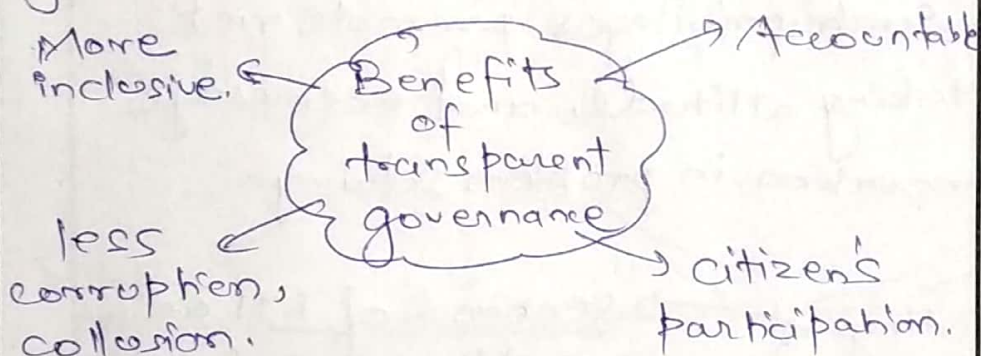


India has enacted whistleblower protection act 2014 to encourage whistleblowing.

3. (a) Transparent governance promises an accountable state but a balance has to be achieved between disclosure requirements and administrative privileges for efficient governance. Discuss. (150 words) 10

पारदर्शी शासन एक जवाबदेह राज्य का भरोसा दिलाता है, लेकिन कुशल शासन व्यवस्था के लिए प्रकटीकरण आवश्यकताओं और प्रशासनिक विशेषाधिकारों के बीच संतुलन बनाए रखने की आवश्यकता है। चर्चा कीजिए।

Transparent government is the one which discloses the information to public and makes them aware about the functioning of the government.



However there is need for balance between disclosure and administrative privileges.

⑤ Need for administrative privileges

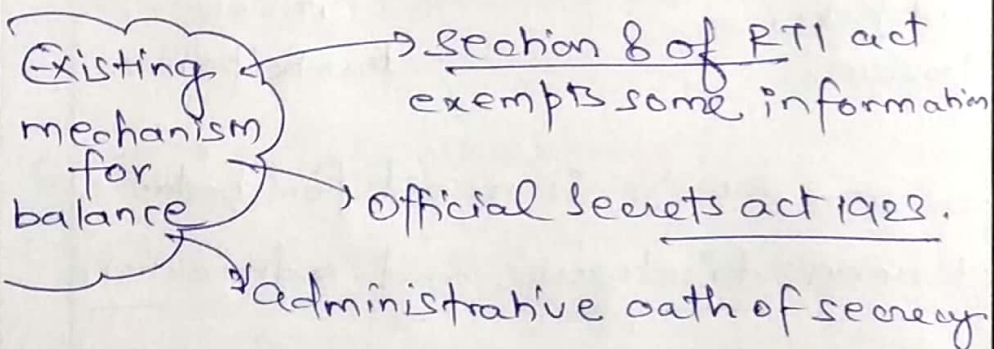
(i) To take swift decisions which

Can increase efficiency.

② Sensitive information can be a threat to sovereignty and internal stability of the government.

③ Compliance burden of government for RTI decreases. In critical areas and efficiency can be increased.

④ Such privileges promote risk taking attitude and encourage innovation in problem solving.

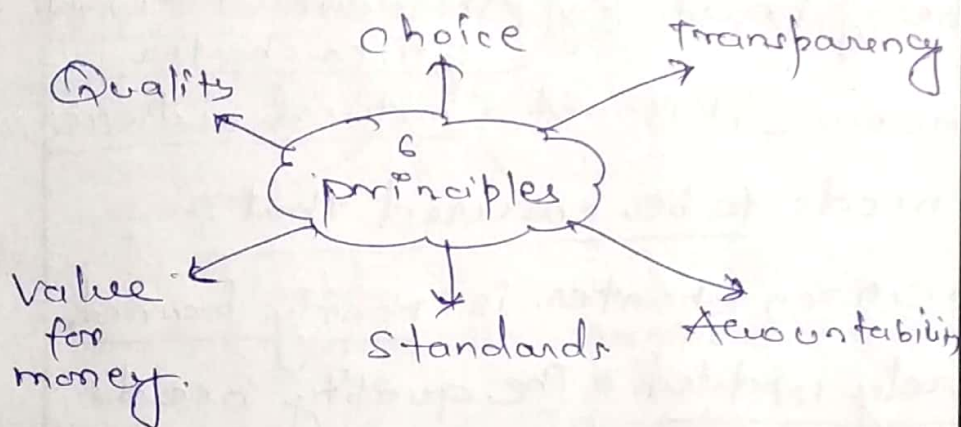


By achieving the balance between the privileges and disclosure we can utilise the benefits of transparency in an optimum manner.

3. (b) Citizen empowerment is a natural outcome of a Citizen's Charter. Critically evaluate in the Indian context. (150 words) 10

नागरिक सशक्तीकरण सिटीजन चार्टर का एक स्वाभाविक परिणाम है। भारतीय संदर्भ में समालोचनात्मक मूल्यांकन कीजिए।

Citizen charter is a public document that outlines VMG (vision, mission, goals), standards and quality of services and grievance redressal mechanism in case of failure to do so.



Citizen charter empowers Citizens:

- ① It provides them with information and right to choice.
- ② Ensures transparency in functioning of the organisation.

③ It clearly outlines the requirements from citizens so as to reduce their compliance burden.

④ It builds trust in the customer-organisation relationships.

⑤ Grievance redressal mechanism ensures that their voices are being heard eg Ahmedabad Municipal citizen charter

However it is not a natural outcome. It needs to be ensured that:-

① Citizen charter is poorly framed, rarely updated. The quality needs to be maintained.

② Citizen partnership in framing the charter

③ Citizen's awareness needs to be encouraged.

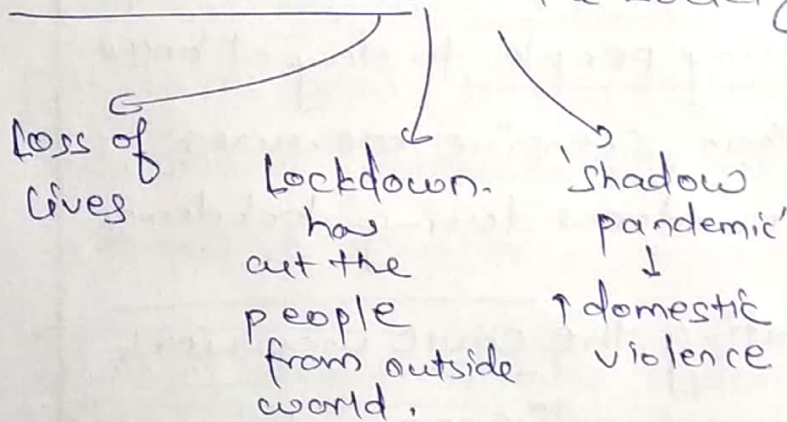
Citizen charter is a tool for ushering good governance by enhancing transparency.

4. (a) Emotional Intelligence is an essential ingredient for successful implementation of pandemic induced emergency response. Comment in the light of COVID-19 pandemic. (150 words) 10

भावनात्मक बुद्धिमत्ता महामारी जनित आपातकालीन अनुक्रिया के सफल कार्यान्वयन हेतु एक अनिवार्य घटक है। कोविड-19 महामारी के आलोक में टिप्पणी कीजिए।

Emotional Intelligence is the ability to manage our own's emotion and that of others and use this as a guide for action.

COVID pandemic has led to various emotional issues in the society.

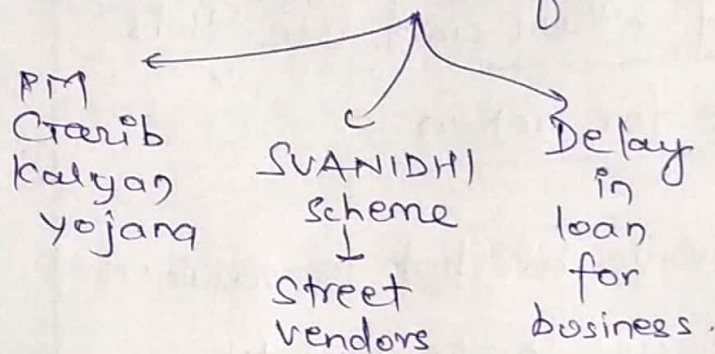


In such a scenario Emotional intelligence is essential for successful pandemic response:-

- ① More empathy towards citizens

eg Case of Chhattisgarh DC harassing
and slapping a person going out for
medicine → shows lack of ET

② Inclusive decision: To keep in
mind all sections of society



③ Persuading people to stay at home
rather than coercive measures

eg PM address during lockdown

④ Motivating the COVID warriors
doctors, nurses, policeman etc.

⑤ Boosting the morale of people
eg Manodarpan - suicide helpline

ET in governance can make the
process more humane and ethical.

4. (b) Discretionary power by itself is not pure evil but gives much room for misuse. Discuss in the context of administration in India. (150 words) 10

विवेकाधीन शक्ति अपने आप में कोई बुराई नहीं है, लेकिन यह दुरुपयोग की अत्यधिक संभावना उत्पन्न करती है। भारत में प्रशासन के संदर्भ में चर्चा कीजिए।

Discretionary power is the power held by authorities for which they are not answerable for the reason to take a particular decision.

It is not pure evil by itself as:

- ① Sometimes law is silent on a particular area. It needs an individual judgement to get the best out of situation.
- ② Swift decision - by reducing the strict adherence of rules.
- ③ To implement the law in spirit to make it more inclusive.
- ④ It gives power to take risk and innovate as per situation.

However issue lies when this power is misused:

- ① It gives scope for corruption, nepotism etc.
- ② It reduces the accountability and leads to poor governance
- ③ Grievance redressal is not effective or available in such case
- ④ It prevents the positive change lack of bureaucratic will to give up the discretion.
eg hinderances in implementation of e-governance.
- ⑤ Improper decisions can decrease the efficiency of decisions without answerability.

Aristotle's concept of "Golden mean"
- Limited discretion can be applied in governance to get the best out of it.

5. (a) Explain the ethical issues involved in spending government funds for advertisement campaigns and publicity. (150 words) 10

विज्ञापन अभियानों और प्रचार के लिए सरकारी धन खर्च करने में शामिल नैतिक मुद्दों को स्पष्ट कीजिए।

Public funds are those funds which are collected by the government to provide goods and services to the public.

However there are many instances where such funds are spent for govt. advertisements, campaigns & publicity.

[eg] Recent allegation of violation of model code of conduct by ruling party during Bengal elections.

Ethical issues involved:

① Diversion of funds: The funds used for campaign and advertising could be utilised for public spending.

like poverty alleviation, health and education budget (already less).

② Demotivates tax payers: that the tax money is used for such purposes. → leads to tax evasion.

eg] only 1.6% actually pays income tax.

③ Misuse of power: This impact the spirit of free and fair elections - i.e. unfair to other political parties.

④ It also leads to corruption, collusion, bribery.

⑤ It creates a vicious cycle with every political parties doing so when it comes to power.

• Effective utilisation of such funds can help in inclusive growth and uphold the spirit of "Sabka Sath Sabka Vikas".

5. (b) Explaining the concept of political neutrality, discuss its significance in administration. Also, highlight how the Central Civil Services (Conduct) Rules seek to ensure political neutrality in the civil services. (150 words) 10

राजनीतिक तटस्थता की अवधारणा की व्याख्या करते हुए, प्रशासन में इसके महत्व की विवेचना कीजिए। साथ ही, इस बात पर भी प्रकाश डालिए कि कैसे केंद्रीय सिविल सेवा (आचरण) नियमावली सिविल सेवाओं में राजनीतिक तटस्थता सुनिश्चित करने का प्रयास करती है।

Political neutrality refers to the virtue of being neutral towards political party and do the job without political influence.

Significance in administration:

① efficient use of resources: for public welfare and not political misuse.

② It maintains continuity in government as political parties are temporary.

③ It also focuses on long term benefits rather than short term gains.

- ④ Builds trust in Bureaucracy.
- ⑤ Reduces corruption and nepotism
and also provokes political party
to be ethical in conduct.

Civil Services (Conduct) Rules:

- ensuring neutrality.

- (i) It prohibits Civil Servants to
take gifts beyond their salary.
Thus reduces incentives to collude.
- (ii) A cooling off period after service
so that political gains or posts
are not awarded to them.
- (iii) It guides the conduct as per
public service values → objectivity
Honesty. ← Integrity → Neutrality

Political Neutrality strengthens the
fiduciary relationship between public
and bureaucracy.

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

निम्नलिखित में से प्रत्येक उद्धरण के आपके लिए क्या मायने हैं?

(a) We are what our thoughts have made us; so take care about what you think. Words are secondary. Thoughts live; they travel far." - Swami Vivekananda (150 words) 10

"हम वो हैं, जो हमें हमारी सोच ने बनाया है; इसलिए इस बात का ध्यान रखिए कि आप क्या सोचते हैं। शब्द गौण हैं, विचार रहते हैं; वे दूर तक यात्रा करते हैं।" - स्वामी विवेकानंद

Swami vivekanand highlights the importance of thoughts in making the character of a person.

Importance of thoughts:

① Thoughts brings conviction in our actions.

eg Thoughts to alleviate poor's suffering → actively work for it professional as well as personal level.

eg B.R. Ambedkar thoughts towards Caste annihilation motivated him throughout the life to work for same.

as well.

eg) Ramkrishna → Vivekananda
Thoughts

↓ Chicago speech

propagated to world.

[eg] positive thought → positive attitude

positive attitude

↓

Confidence builds trust efficiency

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6. (b) "Strive not to be a success, but rather to be of value." - Albert Einstein
(150 words) 10

"सफल व्यक्ति बनने का प्रयास मत कीजिए, बल्कि सिद्धांतों वाला व्यक्ति बनने का प्रयास कीजिए।" - अल्बर्ट आइंस्टीन

The quote by Albert Einstein
highlights the importance of
value over success in a person's
life.

Success without values leads to:

(i) Unethical means to gain
success,
[eg] cheating in exam.

(ii) Apathy towards the poor
section,
- focus on accumulation of
wealth rather than philanthropy.
→ This will increase inequality
in the society.

[eg] 10% people holds 47% wealth in
India (Oxfam report).

(iii) it can lead to neglect of aspects like environment protection, animal welfare.

A man of value on the other hand contributes to society.

(i) philanthropy, sharing wealth

[eg] Ratan Tata
Azim Premji.

(ii) Uplifts society, believe in benefit for all.

[eg] Kailash Satyarthi → Protection of children.

(iii) Add the aspect of environment, animal welfare

[eg] Sunderlal Bahuguna -
Chipko movement.

It is our values that decide that the success we achieve is beneficial for society or not.

6. (c) "Virtue lies in our power, and similarly so does vice; because where it is in our power to act, it is also in our power not to act." — Aristotle"

(150 words) 10

"सद्गुण हमारी शक्ति में निहित है और इसी प्रकार अवगुण भी; क्योंकि जहाँ कार्य करना हमारे अधिकार में है, वहीं कार्य न करना भी हमारे अधिकार में है।" - अरस्तू

Aristotle highlights the use of power through this quote.

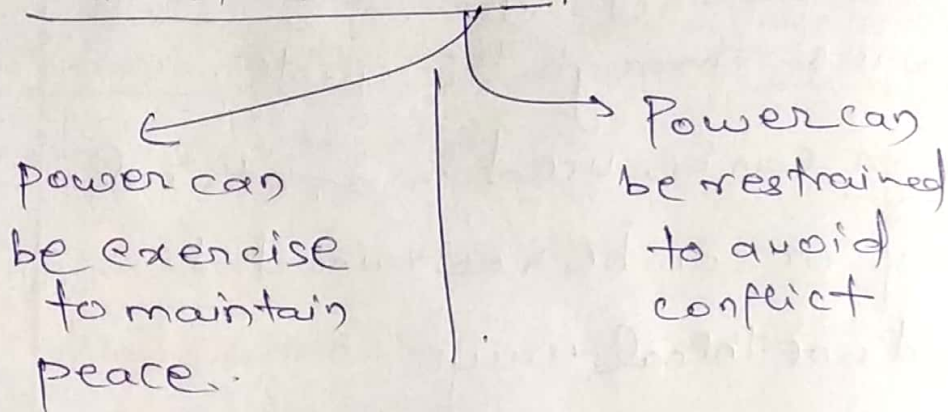
Power can be used in an ethical way or can be restrained to avoid unethical ways.

forexample: use of discretion
~~for~~ by Civil Servant

(i) By using power in a positive way he can benefit others, increase efficiency and implement law in spirit.

(ii) By using restraints on power, he can avoid unethical practices such as corruption, bribery etc.

Similarly, for nations with huge
power such as nuclear weapons,
conventional arms.



As per Abraham Lincoln -

"If you want to test the character
of a person, give him power"

The use of power in right
direction requires strong ethical
principles in decision making which
shows values of person & society.

SECTION – B

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

7. Party X has a clear majority in the Lok Sabha. However, because of it falling short of majority in the Rajya Sabha, a large number of its bills are getting stalled in the Upper House. Elections of a key state are around the corner and the party desperately needs to win, for it to secure a majority in the Rajya Sabha. As part of its campaign strategy, the social media head of the party suggests an insidious strategy to make electoral gains. A part of the strategy involves sending out questionnaires online and promoting them using ads. The response filled by people to these online questionnaires will help reveal their key personality traits to the social media team of the party. These behavioral science insights would be important in helping candidates tailor their campaign messages according to the recipient's personality traits. However, because the content of the questionnaire is incendiary and polarizing, the social media team decides to use fake accounts to administer data collection on social media platforms to avoid getting penalised. In addition, the strategy also involves sending out provocative content through online ads and fake news reports. This goes against the spirit of free and fair elections and violates the Election Commission guidelines on multiple levels.

As one of the key members of the social media team of the party, you have been entrusted with carrying out this campaign successfully.

- (a) What are the key ethical issues involved in this case.
(b) What is the course of action you would take? Give reasons for your response in a situation like this? (20)

लोक सभा में एक राजनीतिक दल X का स्पष्ट बहुमत है। हालांकि, राज्य सभा में बहुमत की कमी के कारण उच्च सदन में बड़ी संख्या में इस दल के विधेयक अवरुद्ध होते जा रहे हैं। एक प्रमुख राज्य में चुनाव होने वाले हैं और राज्य सभा में बहुमत जुटाने के लिए इस दल के लिए जीतना अत्यंत आवश्यक है। अपनी अभियान की रणनीति के हिस्से के रूप में, दल के सोशल मीडिया प्रमुख चुनावी लाभ प्राप्त करने के लिए कपटी रणनीति का सुझाव देते हैं। इस रणनीति का एक भाग ऑनलाइन प्रभावली भेजना और विज्ञापनों का उपयोग करके उन्हें बढ़ावा देना है। इन ऑनलाइन प्रभावलियों के लिए लोगों द्वारा दिए गए जवाब, राजनीतिक दल की सोशल मीडिया टीम के समक्ष लोगों के व्यक्तित्व के प्रमुख लक्षणों को प्रकट कर देंगे। व्यवहारात्मक विज्ञान की ये अंतर्दृष्टियाँ (मूक्षम दृष्टि), संदेश प्राप्तकर्ता के व्यक्तित्व के लक्षणों के अनुसार उम्मीदवारों को अपने चुनाव अभियान का संदेश/रूपरेखा तैयार करने हेतु सहायता करने में महत्वपूर्ण होंगी। चूंकि, प्रभावली की विषय-वस्तु उत्तेजक और ध्रुवीकरण करने वाली है, इसलिए सोशल मीडिया टीम दंडित होने से बचने के लिए सोशल मीडिया प्लेटफॉर्म पर डेटा संग्रह प्रशासन के लिए नकली खातों का उपयोग करने का निर्णय लेती है। इसके अतिरिक्त, इस रणनीति में ऑनलाइन विज्ञापनों और फर्जी समाचार रिपोर्टों के माध्यम से उत्तेजक सामग्री भेजना भी शामिल है। यह स्वतंत्र और निष्पक्ष चुनाव की भावना के विरुद्ध है और कई स्तरों पर निर्वाचन आयोग के दिशा-निर्देशों का उल्लंघन करता है।

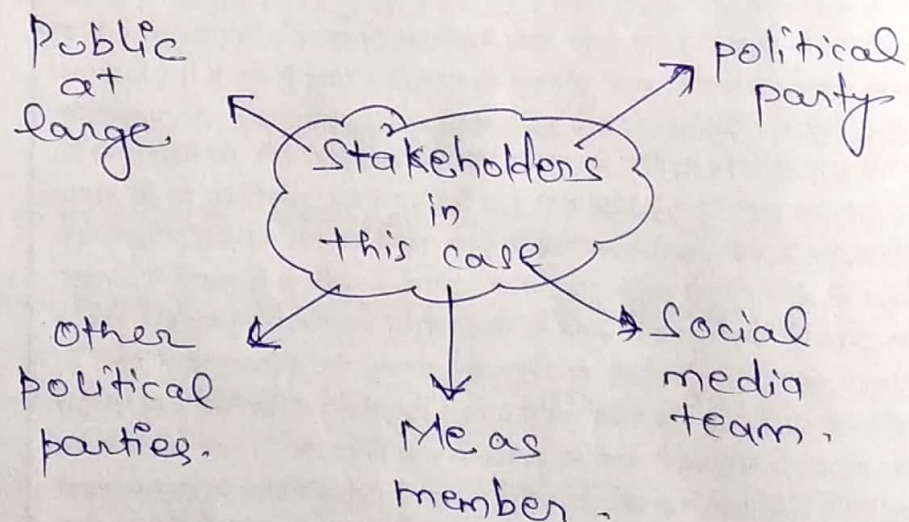
दल की सोशल मीडिया टीम का एक प्रमुख सदस्य होने के नाते, आपको सफलतापूर्वक यह अभियान चलाने का उत्तरदायित्व सौंपा गया है।

(a) इस प्रकरण में सम्मिलित प्रमुख नैतिक मुद्दे क्या हैं?

(b) आपके द्वारा की जाने वाली कार्रवाई क्या होगी? इस तरह की स्थिति में अपनी अनुक्रिया के कारण बताएं?

The following case pertains to use of the power of social media to influence the elections for electoral gains.

This was also seen in case of Cambridge analytica firm meddling in US presidential election through facebook data.



(a) key ethical issues involved
in this case :-

(i) Misuse of social media for
electoral gain.

(ii) increasing radicalism in the
society.

(iii) interfering with process of
free and fair elections.

(iv) cheating and manipulation of
public

(v) violating the right to privacy
of public (using personal info. to
manipulate).

(vi) violation of guidelines by Election
commission of India.

⑥ Options available to me:

(i) Carry out the campaign to help the political party.

Merits	Demerits
(i) No tussle with the political party. (ii) Job will be secured. (iii) Personal gains.	(i) Goes against professional ethics (ii) impacts election process. (iii) incite radicalism

(ii) Persuade the political party members to use right ways to Campaign.

Merits	Demerits
(i) They may agree with political image intact. (ii) fair election process (iii) Safety of job.	(i) They may disagree and may loose job. ↓ (ii) impacts election & stability.

(iii) Resort to whistle blowing to point out irregularities.

<u>Merits</u>	<u>Demerits</u>
① the Election process will be fair. ② Stability in Society maintain	① May lose job as well as face harassment.

My course of action:

- My course of action will be (i) persuading the political party and on the basis of response followed by (iii) whistle blowing.

Reason: Interfering with the election process in an unethical manner not only goes against

the constitutional principles but
also against my morals which can
cause crisis of conscience in me.

— further as a citizen it is my
fundamental duty to maintain
peace in the society—

— I will try to persuade the political
party to campaign in a right manner
as it will also keep the image of
the political party good which
will be beneficial in the long
run. I will use whistleblowing
as a matter of last resort.

By doing so I will ~~be~~ have
upheld the spirit of democracy
and keep my moral standards
high.

8. You are an IPS officer on your first posting in a very poor and isolated rural area of one of the most backward states of the country. In your office complex, of which you are the incharge, there is a frequent sewage related problem, causing inconvenience to the employees in your office complex and severely affecting the efficiency of the workplace. It might also lead to health disorders and diseases such as cholera, diarrhoea etc. To resolve it, the cleaning workers are made to do manual scavenging work without due regards to their safety. Most of these workers are from marginalised castes and are discriminated against socially. You are aware of the laws banning manual scavenging and the loopholes around it. In this context, answer the following questions:

(a) What are the issues which you need to address in this situation?

(b) Present your course of action to deal with the given situation. (20)

आप एक IPS अधिकारी हैं। देश के सबसे पिछड़े राज्यों में से एक राज्य के एक बहुत ही निर्धन और अलग-थलग ग्रामीण क्षेत्र में आपकी पहली तैनाती होती है। आपके कार्यालय परिसर में, जिसके आप प्रभारी हैं, अक्सर सीवेज से संबंधित समस्या उत्पन्न होती है, जिससे आपके कार्यालय परिसर के कर्मचारियों को असुविधा होती है और कार्यस्थल की दक्षता भी बुरी तरह से प्रभावित होती है। इससे स्वास्थ्य विकार और हैजा, दस्त आदि जैसी बीमारियाँ भी पैदा हो सकती हैं।

इस स्थिति का समाधान करने के लिए, सफाई कर्मियों से उनकी सुरक्षा का उचित ध्यान रखे बिना मैनुअल स्कैवेजिंग (हाथ से मैला ढोने) का कार्य कराया जाता है। इनमें से अधिकतर श्रमिक हाशिए पर रहने वाली जातियों के हैं और उनके साथ सामाजिक रूप से भेदभाव किया जाता है। आप मैनुअल स्कैवेजिंग को प्रतिबंधित करने वाले कानूनों और उनमें निहित कमियों से अवगत हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) वे कौन से मुद्दे हैं जिन्हें आपको इस स्थिति में समाधान करने की आवश्यकता है?

(b) दी गई स्थिति से निपटने के लिए अपनी कार्रवाई का विवरण प्रस्तुत कीजिए।

Manual Scavenging is illegal in India as per Manual Scavenging Act 1993.

The following case highlights that the menace of manual scavenging still continues in various parts of the country.

Stakeholders:-

- (i) Me as IPS officer
- (ii) office staff.
- (iii) Public at large.
- (iv) Manual scavengers belonging to lower caste.

(a) Issues involved in the case are:-

- (i) Sewage problem: Affecting the work environment.
- (ii) Difficulty faced by public to avail services.
- (iii) Issue of manual scavenging - discrimination faced by them.
- (iv) Lack of safety and protective ~~gears~~ which impacts their Right

to dignified life.

(b) Course of action:-

(i) Immediate action:-

→ first i will try to ameliorate the sewage problem through standardised procedure.

→ I will call the licensed contractor to clean the sewage as soon as possible without taking manual scavenging as an option.

→ Either sewage should be cleaned through technological methods like Bandicoot robots or protective gears and standard operating procedure by persons should be followed.

→ Under no circumstances I will allow manual scavenging to clean the hole.

(ii) Checking on the menace of manual scavenging.

→ I will inquire about the state of manual scavenging and declare that strict action will be taken against violators.

→ Rehabilitate the existing manual scavengers as per the norms established by the act to provide them with better dignified lives.

→ I will take the help of civil society organisations to help the victims involve in the

constructive work.

→ spreading awareness in the society through campaigns to dismantle the social stigma associated,

→ Regular monitoring of the status of rehabilitation so that they do not get pushed into ~~the~~ such profession again.

By taking the following course of action, I would have upheld the rule of law, solved the problem of office as well as ~~try~~ tried to ameliorate the condition of victims of manual scavenging.

9. You have recently been posted as a District Development Officer in a traditionally rural area that has seen rapid economic development in the past few years. You notice that there is a huge disparity between the number of male and female children in the area. When you go to the hospital and check the birth registry, you realise that registered new-born babies are mostly males. On further investigation, you notice a similar pattern in the village primary school, which has more male students than females.

When you raise the issue with your colleagues, they ignore it and carry on with their work. You suspect that the practice of female foeticide may be entrenched in the area as you had read about the issue in the context of this state while studying for the Civil Services Examination. It seems to you that respected members of the community like doctors, politicians and government officials have chosen to ignore the issue, given the prevalence of patriarchy and mind-set of voters in the area. Thus, despite rapid economic development, preference for male child continues to persist.

Based on the information above, answer the following:

(a) Do you have any ethical duty in this scenario? Justify your views.

(b) What would be your next steps and why? (20)

हाल ही में आपको एक पारंपरिक ग्रामीण क्षेत्र में एक जिला विकास अधिकारी के रूप में तैनात किया गया है। इस क्षेत्र में पिछले कुछ वर्षों के दौरान तेजी से आर्थिक विकास हुआ है। आप पाते हैं कि उक्त क्षेत्र में बालक और बालिकाओं की संख्या में अत्यधिक असमानता विद्यमान है। आप अस्पताल जाकर जन्म की रजिस्ट्री की जाँच करते हैं, तो आप पाते हैं कि पंजीकृत नवजात शिशुओं में ज्यादातर बालक हैं। आगे जाँच करने पर, आपको गांव के एक प्राथमिक स्कूल में भी ऐसा ही पैटर्न नज़र आता है जिसमें बालिकाओं की तुलना में बालक अधिक हैं।

जब आप अपने सहयोगियों के समक्ष यह मुद्दा उठाते हैं, तो वे इसकी अनदेखी कर अपना काम जारी रखते हैं। आपको संदेह है कि इस क्षेत्र में कन्या भ्रूण हत्या की प्रथा व्याप्त हो सकती है जैसा कि आपने सिविल सेवा की परीक्षा हेतु अध्ययन करते समय इस राज्य के संदर्भ में इस मुद्दे के बारे में पढ़ा था। आपको लगता है कि चिकित्सकों, राजनेताओं और सरकारी अधिकारियों जैसे समुदाय के सम्मानित सदस्यों ने पितृसत्तात्मकता की व्यापकता और इस क्षेत्र के मतदाताओं की मनःस्थिति को देखते हुए इस मुद्दे की अनदेखी की है। इस प्रकार, द्रुत आर्थिक विकास के बावजूद, बालकों के प्रति वरीयता जारी है।

उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या इस परिदृश्य में आपका कोई नैतिक कर्तव्य है? अपने विचारों का औचित्य सिद्ध कीजिए।

(b) आपका अगला कदम क्या होगा और क्यों?

→ Economic survey 2017 highlighted there are 21 million missing girls and 63 mn unwanted women showing a trend of son meta preference in the society.

The case also highlights a similar scenario where there is a skewed sex ratio ~~due~~ probably due to female foeticide.

Stakeholders

- Me as District devt. officer
- Administration as a whole
- existing girls and boys
- families in the village
- Doctors, politicians & govt. officials
- Society at large

(a) Yes, I do have an ethical duty in this scenario due to following issues:

(i) Violation of law:-

- female foeticide
- PCPNDT (Pre conception and Prenatal diagnostic techniques) act 1993.

(ii) An acceptance of gender discrimination in the society which goes against the notion of equality.

(iii) Such a scenario also puts pressure on the existing girls and discriminate against them leads to menace like "Bride price" in Haryana.

(iv) Goes against Right to life,
and also affects the reproductive
health of women in village.

(b) ^{to be} Steps taken by me:

(i) Setup an enquiry committee to
unearth the extent of issue
related to female foeticide,
PCND T act, in the village. This
will help us to identify the
perpetrators behind this.

(ii) Declaration of the norms that
people involved in the menace
will not be spared

- Doctors who involves in abortion,
sex selection will face action.

- Parents of female foeticide will
not be spared.

(iii) Ensure a mechanism to report
such cases like Secret box,
Online portal.

(iv) Need for education and gender
sensitisation in the society through
campaigns like Beti Bachao,
Beti padhao scheme.

(v) Motivate the teachers, elders
of village to be more sensitised
towards such issue by interacting
with role models like P.V. Singh,
Sakshi Malik etc.

• ~~(vi)~~ Issues like gender inequalities
requires a double push - strong
law enforcement with ethical
persuasion for ameliorating this in
long term. ~~See~~.

10. According to some reports, gambling and betting together, while illegal, have evolved into a multi-billion dollar industry in India with one estimate pegging the market at \$60 billion. Added to this is the wide reach of cricket as a sport and the periodic cases of betting in it making to news. It has been suggested by some that making gambling and betting legal would resolve many issues and also contribute to the exchequer.

On the other hand, there remains a strong opinion against doing so.

(a) What is your opinion on the matter?

(b) Also, identify the merits of the arguments in opposition to the stand you have taken.

(20)

कुछ रिपोर्टों के अनुसार, अवैध होते हुए भी जुआ और सट्टेबाजी सम्मिलित रूप से भारत में कई अरब डॉलर के उद्योग के रूप में विकसित हो गया है। एक अनुमान के अनुसार, इसका बाजार 60 अरब डॉलर तक का हो गया है। इसके साथ ही, एक खेल के रूप में क्रिकेट की व्यापक पहुंच है और इसमें सट्टेबाजी के प्रकरण यदा-कदा मुखियों में रहते हैं। कुछ लोगों ने यह सुझाव दिया है कि जुए और सट्टेबाजी को विधिक मान्यता देने से कई मुद्दों का समाधान हो जाएगा और सरकारी खजाने में भी वृद्धि होगी।

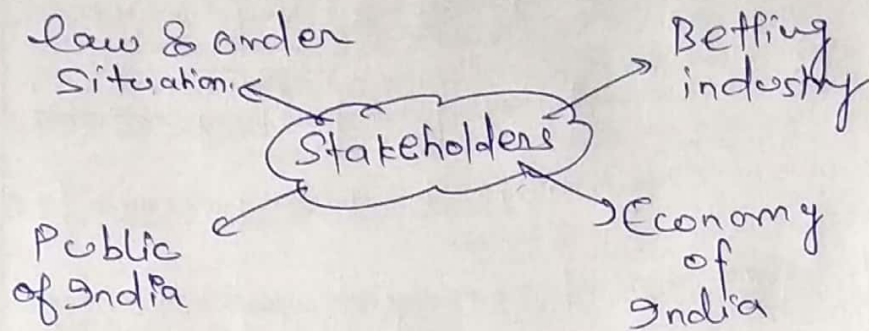
वहीं दूसरी ओर, ऐसा करने के विरुद्ध एक प्रबल राय भी बनी हुई है।

(a) इस विषय पर आपकी क्या राय है?

(b) साथ ही, आपने जो रुख अपनाया है उसके विरुद्ध तर्कों की खूबियों की भी पहचान कीजिए।

The case for betting, gambling etc to be made legal in India has been a matter of debate for sometime now.

Lodha committee also suggested making betting legal in India and regulate it effectively.



(a) My opinion on the matter is that Betting, gambling etc should not be made legal in India as of now.

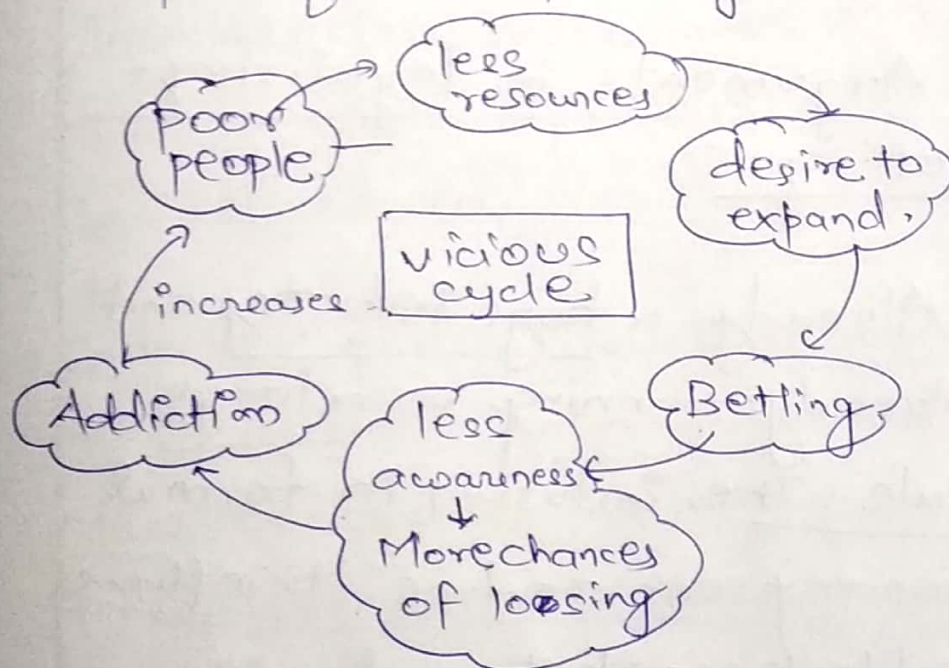
Reasons

- (i) As compared to nations that have legalised betting there are various structural differences as compared to India,
- (ii) The level of awareness in the Indian society is still very low when it comes to managing the

financial resources -

(iii) Poverty is still rampant with 21.9% of people living below poverty line.

(iv) with limited awareness as well as limited resources it can become a ground for their exploitation which can further increase the depth of their poverty.



- (v) Also it can lead to addiction specially at younger age which can impact rational decision.
- (vi) people savings and investments which are comparatively safe will reduce due to diversion in betting.
- (vii) Rich will get further rich. Poor will lose already limited resources.

(b) Arguments in legalising betting:-

- (i) Already a huge industry and already running on a large scale. The inclusion in formal economy can reduce its influence in black market and will

contribute to economy -

[eg] Such activities are taxed in higher brackets.

(ii) Diversion of funds in illegal areas will reduce.

- Drug peddling
- organised crime
- Money laundering

(iii) Regulation on this industry will increase the surveillance and thus unethical practices within can be reduced.

with the present levels of develop-
ment, india is not ready as of
now to legalise the betting as
it can do more harm than good.

11. You work as a marketing consultant for a multinational company that specializes in various products including nutrient supplements, diet pills etc. The company pays its employees extremely well and provides satisfactory fringe benefits. Your manager has hinted that he will recommend you for overseas company transfer, which will improve your job profile. This has motivated you to work harder and perform better. The company has to advertise and sell a new weight loss pill 'X'. As per in-company research, it has minimal or no side effects and has no adverse impacts on health, which is its unique selling point (USP). You are given the responsibility of heading the marketing team for advertising pill 'X'. Due to a well-crafted marketing strategy including endorsement by a renowned celebrity, the product has generated considerable public attention. However, while working on an advertisement campaign for the pill, you find out that the in-company research findings of pill 'X' are fabricated. While it indeed has no side-effects, there are no proven benefits of taking the pill as well. It merely acts as a placebo. When you bring up the issue with your manager, he promptly tells you to keep the facts to yourself. He also indirectly brings up the fact that your performance review date is approaching and hints that you will get transferred overseas if you prove your loyalty to the company.

Based on the given information, address the following:

(a) Identify the stakeholders in this situation.

(b) State the ethical issues that arise in this case.

(c) Discuss your options in this scenario and mention your next step. (20)

आप पोषक तत्व पूरक आहार, डाइट पिल्स (आहार की गोलियों) आदि सहित विभिन्न उत्पादों में विशेषज्ञता प्राप्त एक बहुराष्ट्रीय कंपनी के लिए विपणन सलाहकार के रूप में काम करते हैं। कंपनी अपने कर्मचारियों को बहुत अच्छा वेतन देती है और संतोषजनक अतिरिक्त लाभ भी प्रदान करती है। आपके प्रबंधक ने संकेत दिया है कि वह आपकी विदेश में स्थित कंपनी में स्थानांतरण के लिए अनुशंसा करेगा, जिससे आपकी जॉब प्रोफाइल में सुधार होगा। इसने आपको और अधिक मेहनत तथा बेहतर प्रदर्शन करने के लिए प्रेरित किया है।

कंपनी को बजन घटाने वाली एक नई गोली 'X' का विज्ञापन और बिक्री करना है। अंतः-कंपनी अनुसंधान के अनुसार, इसका कम से कम या कोई दुष्प्रभाव नहीं है और इसका स्वास्थ्य पर कोई प्रतिकूल प्रभाव नहीं पड़ता है, जो इसकी बिक्री की खास खूबी है। आपको गोली 'X' का विज्ञापन करने के लिए विपणन टीम का नेतृत्व करने की जिम्मेदारी दी जाती है। एक प्रसिद्ध सेलिब्रिटी द्वारा विज्ञापन सहित अच्छी तरह से तैयार की गई विपणन रणनीति के कारण, इस उत्पाद ने जनता का काफी ध्यान आकर्षित किया। हालांकि, इस गोली के लिए एक विज्ञापन अभियान पर काम करते हुए, आपको पता चलता है कि गोली 'X' का अंतः-कंपनी अनुसंधान निष्कर्ष मनगढ़ंत या जाली है। हालांकि, इसका वास्तव में कोई दुष्प्रभाव नहीं है, लेकिन इस गोली का कोई प्रमाणित लाभ भी नहीं है। यह केवल प्रायोगिक औषध के रूप में कार्य करती है। जब आप यह मुद्दा अपने प्रबंधक के सामने लाते हैं, तो तुरंत आपको तथ्यों को अपने तक सीमित रखने के लिए कहा जाता है। परोक्ष रूप से यह इंगित किया जाता है कि आपके प्रदर्शन की समीक्षा की तारीख निकट आ रही है और संकेत दिया जाता है कि यदि आप कंपनी के प्रति अपनी निष्ठा सिद्ध करेंगे तो आपको विदेश स्थानांतरित कर दिया जाएगा।

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

(a) इस स्थिति में हितधारकों की पहचान कीजिए।

(b) इस प्रकरण में उत्पन्न होने वाले नैतिक मुद्दों का उल्लेख कीजिए।

(c) इस परिदृश्य में अपने विकल्पों की विवेचना कीजिए और अपने अगले कदम का उल्लेख कीजिए।

The case pertains to hiding the information from the consumers affecting their Right to choice protected under Article 19 of the constitution.

(a) stakeholders

- Me as marketing consultant
- Manager
- Company as a whole
- Consumers of the pill
- Market at large.
- government & Society.

(b) Ethical issues involved in the case are:

(i) cheating of consumers by company by manipulating the information.

(ii) Personal gain versus professional ethics for me.

(iii) Unethical market practices by company impacting free market and competition.

(iv) Affecting the consumer's Right to choice.

(v) Company's responsibility towards Society. (Poor business ethics).

(e) Options in this scenario.

(i) Continue my job and conceal the information.

Merits	Demerits
(i) personal job growth.	(i) Crisis of conscience as my morals are violated.
(ii) No tussle with administration.	(ii) Consumers gets cheated.

(ii) Persuade the manager to avoid this as it can lead to long term loss for company as it will lose credibility.

Merits	Demerits.
(i) May get convinced.	(i) I may lose my job or poor performance appraisal.
(ii) professional ethics upheld	(ii) Tussle with company.
	(iii) still may go forward.

(iii) Report to the higher authorities
in the company and make my
case

Merits	Demerits
(i) May get convinced (ii) Professional ethics upheld,	(i) Threat to job or performance evaluation (ii) They may already know and ignore.

(iv) Whistleblowing as a matter
of last resort - to Competition Commission

Merits	Demerits -
(i) unethical practices exposed. (ii) Professional ethics upheld.	(i) I may lose my job. (ii) May face harassment - (iii) Might get involved in legal hurdles.

My course of action,

- I will first persuade my manager as it is the closest option to remedy.

- If he does not get persuaded, I will report to the higher authorities and make my case



gain in the short term, but will lose out on future market due to lack of credibility

- I will use whistleblowing as a last resort to ensure the free market principles are not violated.

By doing so, I would have upheld my duty over personal gains for a larger interest.

12. There was an incident at a company wherein a fire broke out and led to a number of casualties. During the preliminary inquiry, one of the employees and bystander witnesses, specified that the company had taken all the safety measures and the management was not at fault. During litigation, the same employee was identified as a witness and his deposition was to be taken.

The issue is now in the court. You are a Senior Manager of the company and accompanying the said employee to the court for the deposition. On the way the employee tells you that he had lied during the inquiry; and that the truth was worse for the company than he had stated previously.

- (a) Identify the various ethical issues you would face in this situation.
(b) What would you suggest the employee to do? Give reasons for your suggestions. (20)

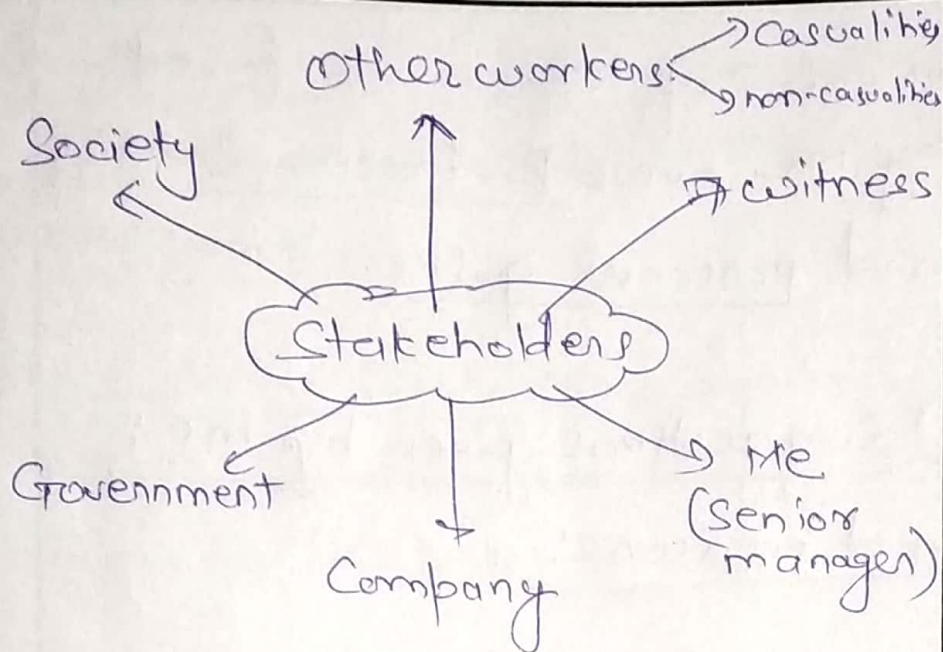
एक कंपनी में एक हादसा हो जाता है जिसमें आग लग जाती है और कई लोग हताहत हो जाते हैं। प्रारंभिक जाँच के दौरान, एक कर्मचारी और घटना के प्रत्यक्ष गवाहों ने विशेष रूप से इस बात पर बल दिया कि कंपनी ने सभी सुरक्षा उपाय किए थे एवं प्रबंधन की कोई गलती नहीं थी। मुकदमेबाजी के दौरान, उसी कर्मचारी की गवाह के रूप में पहचान की गई थी और उसका बयान लिया जाता था।

अब यह मुद्दा न्यायालय में है। आप कंपनी के वरिष्ठ प्रबंधक हैं और बयान के लिए न्यायालय में उक्त कर्मचारी के साथ जाते हैं। रास्ते में वह कर्मचारी आपको बताता है कि उसने जाँच के दौरान झूठ बोला था; और यह भी कि जो भी उसने पहले बताया था, वास्तव में कंपनी के लिए सच उससे भी भयावह है।

- (a) इस स्थिति में आप सामने आने वाले विभिन्न नैतिक मुद्दों की पहचान कीजिए।
(b) आप कर्मचारी से क्या करने के लिए कहेंगे? अपने सुझावों के लिए कारण दीजिए।

Covid pandemic has increased
the industrial disasters in the
country due to breakdown and
violation of standard operating
procedure.

The case also highlights
such a situation.



(a) Ethical issues involved:-

(i) Negligence of company leading to a disaster and loss of life.

(ii) Provoking Perjury (false witness) by the witness.

(iii) Justice to casualties in the fire and regarding compensation.

(iv) crisis of conscience faced
by me over professional ethics
and personal gains.

(b) Suggestions given by me:-
and reasons:-

(i) I will suggest the witness
not to lie on stand as it
will be committing perjury
which itself is a violation of
law.

(ii) if he lies on stand, then the
justice to the victims will
not be done and they may
get a less compensation of
what they deserve.

(iii) The actual perpetrators will still be unpunished for their negligence,

(iv) Such incidences may again happen in future and it may take his life too.

(v) further, i will guide him through witness protection protocols as well as notions of whistleblowing by which he can be protected.

(vi) I will also remind him of his morals and persuade him to not to act against his conscience.

(vii) If he still lies on stand,
I will resort to whistleblowing
that can lead to detailed
investigation, pointing the
loopholes.

I would have acted as per my
conscience and morals for
the larger public interest
and justice to victims over my
personal gains.