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GENERAL STUDIES (TEST CODE : 1073)

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Medium Hindi/Eng.	ENG	Registration Number	26074
Center	HSC	Date	6/9/18

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are **FOURTEEN** questions printed in **ENGLISH**.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

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

The United Nation Convention on Human Rights clearly states that it is the fundamental right of a human being to have a citizenship.

The ethical issues involved in refugee crisis and immigration :

- ① persons being denied their right to citizenship
 * as they have to flee their homeland
 eg: Rohingya crisis in Myanmar
- ② right to life ~~are~~ of refugees & immigrants getting denied
 * leaving peaceful & settled life and moving as wanderers & stateless person
- ③ Insider-outsider debate
 where the native/local inhabitants are denied of the resources (su. jobs) due.

to large number of immigrants (outsiders).

eg: European refugee crisis.

④ Issue of violence and conflict in the host nation

* thus making host nations reluctant in accepting the refugees

⑤ Gross violation of human rights of refugees both in their home country and as well as the host nation.

eg: families migrating from Syria

The Image of dead Alan Kurdi shook the conscience of the world. Recently, concluded Global compact on migration is a step in positive direction.

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

Corruption does not discriminate between public and private. It gradually corrodes the ethical framework of the institution.

corruption distorts the functioning of the government:

- through misallocation of resources
- through rampant rent-seeking
- bringing red tapism and inefficiency.

Similarly, it impacts business & corporates:

- diminishing profit of the firm
- diminishing brand reputation
- spoiling work culture and bringing inefficiency & bankruptcy.

eg: Satyam scandal

State dealing with deficit of ethics in private sector:

- ① By initiating official code of conduct & code of ethics for private sector. Non-adherence will lead to penalty and public shaming.
eg: UK displays gender pay gap in public.
- ② Initiating accountability and responsibility through outcome based CSR.
- ③ Through corporate board restructuring as per the recommendations of Korak Mahindra Panel. eg: strict criteria for removal of independent directors.
- ④ Corporate & Private arbitration to expedite issues.
- ⑤ Bringing various policies such as E-waste rules, plastic use policy to check their environmental exploitation.

It is important for private sector to be ethical for the economy to attain sustainable development.

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

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

silence is a virtue. But not when the situation demands one to speak up. Mahatma Gandhi had also said that:

If one gives to the fear, then even the truth will have to be suppressed. Here

Silence is equated with fear. If one remains silent and accepts the fear, then the truth and morality will have to be compromised.

Presently,

* in situations of rampant corruption in an organisation, it is the moral duty of an individual to blow the whistle and confront the corrupts.

eg: PNB fraud case

* In case of police misusing the power,
it is the duty of the society, media, CSOs
to speak up about the fading constitutional
values.

eg: fake encounters, arrest of activists.

* In case of sexual harassment at work
places, it is the duty of the people to
speak up about the menace and take
action against the accused.

eg: Tarun Tejpal case in Tehelka;
MeToo movement in Social Media.

It is about speaking up and initiating
action and not giving way to
conformity by remaining silent.

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

Swami Vivekananda preached about humanity and religious tolerance.

The idea of tolerance emerges from the reasoning that it is not only about adjusting to the views of others which are in contrast to yours, but positively accepting them without any inner conflict.

* The idea of eating beef by a Muslim can be resented by a Hindu, but a Hindu must not only tolerate the idea but see it from the prism of Right to food and choice of an individual.

* A person from higher caste must not only be open towards engagement with a person belonging to lower caste in his/her office, ~~but also~~ because of professional

compulsion, but also interact positively with him from within without any bias and hatred.

* The views of a political party must not only be accepted by the other political party but should also be widely debated by the other political party.

It is not about tolerating something out of compulsion but accepting the thing from within.

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

Emotional Intelligence refers to the ability to understand and recognise one's emotions and to use them for the benefit of self and others.

EI is a part nature in the sense that the ability to regulate emotions come naturally and could be genetic.

But it is also a part nurture, in the sense that, EI can be developed in an individual who does not have any control over his/her emotions.

eg: Mahatma Gandhi developed his Emotional Intelligence through his various experiments with truth.

How EI can be enhanced in civil servants?

- ① By providing them with optimal work-life balance.
- ② Through practices such as Yoga & Meditation at work places.
- ③ Through conducting training and workshops making them realise the importance of their emotions.
- ④ By initiating projects in teams and encouraging team discussions.
- ⑤ By providing enabling environment and work culture to civil servants to open up about their challenges and understand the situation of their peers.

Daniel Aselmann's study has proved that 80% of the success can come from being high in EI.

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

Probity in Governance refers to unhindered quality of excellence and standards in governance characterised by stability, honesty, openness, transparency and accountability.

* Recent amendments to PoCA

- makes bribe giving an offence
- pre-emptive checks: permission to initiate enquiry and investigation against civil servants

* Recent amendments proposed to WA

- only RTI data can be used

Such amendments have been made keeping in view!

- ① unhampered & unfettered service delivery by a civil servant
- ② enactment of duty without fear of harassment & persecution
- ③ save officer from undue negative publicity and loss of reputation.

however. It does undermine the probity as:

- ① it makes it difficult for an outsider to initiate a process of check in corruption cases
- ② makes the functioning more opaque
- ③ Amendments are bureaucratic centric & not citizen centric.

An optimal balance is needed through robust ARC, independent CBI and strong judiciary rather than asymmetric support to distribution of powers affecting probity.

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

The recruitment process tries to identify the aptitude of an individual for civil services:

- ability to solve problems quickly
- time management
- stress management

Code of Ethics on the other hand inculcates the values of:

- compassion & empathy
- sense of duty & responsibility.

It is necessary for a citizen centric governance because:

~~* Citizens are entrustee~~

* civil servants are entrusted with public resources

* they are instruments of justice
for the society

* they are the voices of the unheard

* their decisions impact various
lives

* their cost of corruption & failure
is very high.

A civil servants is like a steel framework
that carries the burden of the
nation.

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

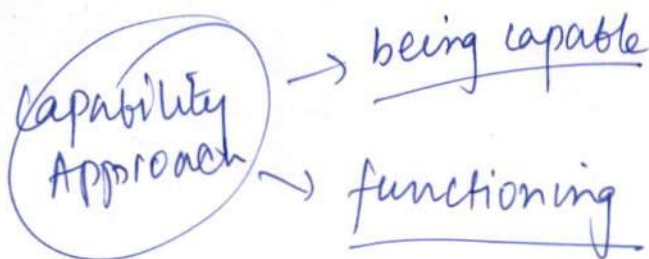
Cognitive dissonance refers to having mixed feeling & belief about something or some event or a place.

eg: A smoker may have cognitive dissonance towards Smoking in a public place.

A person may have cognitive dissonance towards a transgender if earlier he/she has not faced them.

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

Amartya Sen's Capability Approach
is a method of analysing the capability
of an individual in harnessing the
opportunities in and around him/her.



eg: A girl is given a bicycle for mobility.

However, she is physically disabled, thus unable to ride the cycle.

Thus, even the opportunity is provided to her, she was not in the capability to use it.

It holds 'immense significance as!

① gives an insight that providing resources alone is not enough.

eg.: Reservation policy to vulnerable section is alone not enough.

Capability must be made.

② Capability must be developed through interventions in health & education.

③ Direct intervention is required that measures the capability.

eg.: Food being provided through PDS.

But measuring capability through physical test, work capacity.

It is only when the poor are made capable, the opportunities will be used in positive manner.

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

Universal values are the value of human rights, transparency, compassion towards the weaker section, honesty.

Foreign policies are made to attain objectives of :

- ⇒ national interest & security
- national development.

Thus, many a times such values are compromised.

eg: USA withdrawing from Paris Climate deal is negating the environmental value.

However, values are important in foreign policies:

* Value of compassion & human rights

→ can bring out the solution to refugee crisis and migration

* Value of peace

→ solution to nuclear disarmament

* Value of non-interference

→ solution to proxy wars in middle-east

Values provide the long term solution to the challenges of foreign policy

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

(10)

Various approaches to ethical analysis:

- * mean oriented: deontological school of Kant, Gandhi
- * end oriented: Teleological school of utilitarianism.

focus on means & Indian bureaucracy

- * Tribal policies and its implementation looks at the mean of achieving the goal of sustainable development.
- * Similarly Forest Rights Act and its implementation values the mean at the cost of economic end.
- * Reservation policies and its enactment also focusses on the mean.

* Focus on end

* construction of various nuclear plants such as Indankulam focuses on the utility of the society at large. Provision of energy security to all.

* land acquisition post compensation which is reasonable is again the concept of end-orientation for development.

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

Ethical principles forming the basis of organ donation:

* principle of consent

* principle of transparency

* principle of awareness and complete information

* principle of freedom while making choice

* principle of equality amongst all

Importance of regulation:

* Regulates the ethical issues of consent & freedom

- * Checks the misuse and underground activities
- * maintains the notion of equality amongst rich and poor.
- * Grievance redressal and addresses the conflicts arising
- * prevents exploitation of poor & vulnerable.

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

Information and knowledge are the fuel for any democracy.

Leaks as threat to democracy

- * it undermines the authority
- * it undermines the procedure
- * it reflects breach of trust in the public office
- * it may have unintended consequences in the stability of the society.
- * it makes the officers & administrators status quoist.

Leaks as part of democracy

- ① It keeps the public aware & informed
- ② It bridges the information gap
- ③ It gives power to CSOs & NGOs
- ④ provides effective check & balance
in the governing body
- ⑤ long run stability of democracy is
assured.

Leaks at times have led to major
democratic reforms - such as fall out of
Ronald Reagan, Baffors scandal etc.

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

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

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

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

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

(20)

Benami transactions and purchases have become the most cause of corruption and storage for illegal wealth. For the nation of 1.2 billion to grow inclusively, such menace must be addressed.

(a) The ethical issues that are faced:

① Personal relationship and professional
responsibility are in conflict

* Personal relationship with the minister
while
Professional responsibility of maintaining
justice.

② Personal wellbeing against social
wellbeing

* Supporting the minister or remaining
silent about it may be in my interest
for promotions and transfers, but at
the cost of public interest.

③ Minister putting his self-interest
over the public interest

* as minister failed to raise the
information about his conflict of interest.

④ Maintaining law & order and justice to
the local population against chances
of unrest by minister & his followers.

⑥ Suggestion: A freeze on the land sale in the area

* It is important that unequitable distribution of wealth does not take place. A freeze on the land sale would prevent the speculative purchasers from selling the land; meanwhile also bringing down the prices of the land.

* Sale freeze will also deter the wrongdoers from entering into further transactions.

* In case of rehabilitation and land compensation, lower prices for land will also save the financial burden falling on government.

* It will be in interest of the local tribal population, who have land for residential purposes rather than outsiders for speculative purposes.

Hence, the order on the freeze of land sale will be accepted.

③ This is not an ethical dilemma. as such as there is clear distinction between right and wrong. The difficulty arises in directly confronting the powerful minister. However, it is the courage of conviction and the sense of justice that must drive me. The course of action would be:

① Initiate freezing of land sale in the area in the view of illicit purchases and benami transactions.

② Invite third party (CSOs, NGOs, media) to social audit and review the concerns of the tribals and land acquisition so that government can sort out the problems.

③ Conduct an inquiry into the recent land purchases under the legal framework of Benami Transactions Prohibition Act, 2017.

④ The popularity of minister must not come in between the delivery of justice. Actions will be taken as per the law of the land.

As APJ Kalam had said, 'if you salute your duty, you don't have to fear anybody else. If you pervert your duty, you will have to fear everybody else.'

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

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

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

In recent Mental Healthcare Act in India, suicide was decriminalised. It was the realisation that suicide is many a times not by choice but out of compulsion.

(a) The reasons that render people vulnerable are:

① Inter-comparison and value judgement: among the youth and young population, especially in urban areas, comparing the success and failure with others rather than self-improvement.

② Social prestige: The respect one holds in a society and among relatives matters immensely in India. Fear of losing the respect, drives many people to suicide.

PERSONAL

- ③ Social media: has become platform for comparing life and successes. Such virtual world depresses and frustrates youth.
- ④ Examination failures: in the cut-throat competition world makes one feel worthless.
- ⑤ live-in relationships: the changing aspect of relationships and short-term affairs are driving the youth. Failure in relationships are ~~of the~~ often the cause.
- ⑥ financial burden: though not common in youth, is another reason where they are under debt and driven to do wrong activities.

Case: Blue Whale Challenge on social media drove many youngsters to commit suicide

- ⑦ Alienation in modern world: due to cut-throat competition and fast pace world. Joy, happiness and other positive emotions and values are driven out; leading to depression and frustration.

⑥ The role as an individual:

① try to understand the emotions of others and help them in their problems in whatever way I can.

② help others in seeking professional help in case someone is going through some mental trauma.

③ Raise awareness about the issue through online campaigns and personal interactions with others.

④ can ~~ref~~ request influential person to take up the cause and generate awareness.
eg: Deepika Padukone talking about depression to youngsters and how she fought it.

⑤ can talk to the parents of my friends; making them realise and understand the on-ground situation.

eg: convincing parents of my friend about his failure in examination as a part of life.

Role as the society:

- ① changing perception about mental health and depression : and equating it with other health problems
- ② changing the views about success and failure : people with very high IQ have often failed while people with high EQ (Emotional Intelligence) have succeeded.
eg: Marks alone don't matter.
- ③ Enabling environment in society must be created where people can openly discuss their problems without the fear of being judged or harassed.
- ④ Ethics in the society : must be transformed with time where it is ethical for an individual to suffer from depression and seek help.

Role as the government:

- legal acts
- policies such as Accessible India
- Mental health care act
- Regulating Media
- Raising awareness through parliamentary debates.
- social and shaming

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

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

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

Agricultural distress and farmer suicides are reality of our economy. It is our moral and legal responsibility to provide aid and support, both as a citizen or as the government officer.

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

① Death of 2 persons and the need to pacify the mob.

② Blocking of the main roads - must be opened for movement of people.

- ③ Blocking of the railways - must be opened
- ④ Maintenance of law & order and security
of the people of the district
- ⑤ Addressing the falling prices for the
farm products.
- ⑥ Steps that will be taken:
 - ⓧ Addressing the killing of 2 person
 - ① setting an inquiry - where the shootings
were justified
 - ② support to the family members of the
killed and injured; request the
government for compensation/support for
their family members
 - ⓧ Pacifying the mob
 - ① Asking the local elected representative
to commit to the issue of addressing
falling price.

- ② Asking the elders and farmers with huge support to maintain peace so that solutions can be worked out.
- ③ Meanwhile, increasing the police deployment in the area so that the fear of law is maintained.
- ④ zero tolerance towards violence. People identified with violence to be arrested.
- ⑤ ordering 'shooting as the action of last resort' when there is direct and credible threat to life of a police person. Else, increasing the police personnel will do the job in tackling the protestors.
- ④ ~~Once~~
* Opening the roads & railways
- ① law and order of the state can not be left in the hands of the few to get

vandalised.

- ② use police deployment to clear the blockade and jam.
- ③ use of local leaders and farmers with local clout to pacify the protestors

* Addressing falling prices

- ① organising the transport system for regular movement of products to APMC.
- ② Setting up centres for e-NAM access so that farmers can get better prices.
- ③ Requesting the government for setting up haram-APMC as envisaged in the budget.
- ④ Requesting the state agencies, FCI for procurement.

It is important that farmers voices are heard. It is only then the nation can sleep well with filled stomach.

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

Based on the given information, answer the following questions:

- Bring out the ethical issues in the case above.
- What are the consequences of agreeing to the demands of the senior in the given case. Assess which of them are meritorious and which are not.
- Suggest institutional reforms that can result in non-punishment of honest feedback. (20)

It is on the wheels of finances and revenue, that the economy of a nation moves.

(a) The ethical issues in the case above:

① Personal wellbeing against public responsibility

⇒ sanctioning loans would lead to personal wellbeing but also a cheat on the social welfare.

② Career prospect against professional responsibility

⇒ career prospect of meeting the target but

responsibility of maintaining the professional standards.

③ Superiors forcing the juniors to have a wrong conduct is an ethical issue of the case.

④

⑥ the consequences of agreeing to the demands would be:

① Winning the favour of Regional Manager and the person who has been sanctioned the loan.

② High chances of loan turning into NPA.

③ Meeting my high target of loans and prospect of future promotions.

④ Everyone in the approval chain remains in their respective positions without any harassment.

Option 1, 3 & 4 are in my personal interest but not in public & professional interest.

In long run, with high NPAs and bank and economy going bust, every individual including me will suffer.

As Mother Teresa had said, a single drop does not make the ocean, but without the drop, the ocean would be missing something. Thus, none of the consequences will be meritorious.

① Institutional reforms would require?

① Code of conduct for the Institution where honest feedback is made a part.

② Grievance redressal for officers where an officer can raise the issue of punitive measures on account of honest

feedback

- ③ Assessment cell which can look into the assessment of contentious cases requiring interpretation of laws.
- ④ Appellate mechanism where the details of the cases with honest feedbacks are presented. Decision will be made here.
- ⑤ Strong Whistleblowers Protection Act

Our nation is proud of officers such as Satyendranath Dubey and Manjunath, who despite the threat to their personal prospect, kept alive the spirit of public welfare.

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

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

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

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

Rampant cheating in youth today is rampant corruption in the government tomorrow.

(a) The different stakeholders and interests are:

① The Chairperson

- * free & fair examination
- * welfare of her daughter and other students

② Chairperson's daughter

- * clearing the exam successfully
- * not getting her name involved in cheating

③ Candidates

* in clearing the exam successfully

④ SPSC

* in upholding the trust and confidence amongst the public at large

⑤ Public

* having an institution that conducts free & fair examination.

⑥ The various options available are:

① Cancel the examination on account of rampant cheating and order a fresh examination

② Ignore the cheating and let the process continue.

③ Identify the region where the cheating has taken place and conduct re-examination in only that region.

I would prefer option 3 because:

- ① It accounts for the rights of the candidates who had appeared in the examination honestly
- ② Also caters to the responsibility of a father towards his daughter as her daughter is not engaged in malpractices
- ③ caters to the social utility as propounded by Jeremy Bentham as it has maximum utility return for the society.
- ④ limited reexamination will also be accepted by large chunk of population easily
- ⑤ Essence of justice is maintained as the wrongdoers will be punished.
- ⑥ However, increase of no identification of the region of complaints, a reexamination will be ordered. It is better to

face a delay, then facing a corrupt future.

④ Situations to tackle the issue in future:

① Examination process monitoring

- using CCTV cameras
- using mobile jammers
- surprise checkings & deployment of police forces

② Examination conduct monitoring

- question papers to be handled only by limited number of trusted officers
- zero tolerance policy towards ill conduct.

③ strict action against those involved in cheating

- banning from the future examination

→ jail term for the officers
to send a strong message

④ Raise awareness among the students
and parents

→ about the long-run consequences
of cheating.

Prick of conscience and social attitudinal
change towards examination is very
important. Prime Minister's book on
examination is a step in positive
direction.

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

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

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

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

Ethical pricing is an economic responsibility. Doing right things is a moral responsibility.

① The ethical issues in the case above are:

① Taking law into own hands to deliver justice
⇒ by the local politician

② Others keeping silent in light of the crime happening in front of them
⇒ shows betrayal of social morality

(3) Exploitative pricing by the private companies in situations of monopoly.

(b) Overt display of hooliganism in the country are:

(1) social acceptance of dominance of hetas and babus in the society. It provides them a free hand.

(2) Rampant illiteracy, poverty, unawareness of rights amongst the citizens — thus no check by the society.

(3) lack of value education and civic sense amongst the public, especially in people who ~~at~~ hold financial and social dominance.

(4) failure of law & order machinery:
in checking the people with high

clout & dominance in the society.
eg. sahabuddin case in Siran.

⑤ social blindness : where people have become blind to such menace and accepted it as a part of social norm.

⑥ The course of action.

① I would call the police and register a complaint

② I would also call an ambulance to take the injured to the hospital.

③ Meanwhile, I will try to control the situation by verbally pacifying the politician and his men

↳ I'll remind him of the consequences in terms of his public image and election.

④ I will also ask other drivers to come forward & intervene.

Our lives become to end the day,
we become silent about things that
matter - Martin Luther King Jr.

Kant has also said that one must be
rational in duty and in being altruistic,
as it could be you on the other side,
some other day.

The golden rule of morality says that
"do unto others, as you would have
them do unto you".

Thus, ignoring the rights and justice
of the individual ~~is~~ in front of me
is not an option.

