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GENERAL STUDIES (TEST CODE : 1990)

Name of Candidate	Anupriya Chaudhary		
Medium Hindi/Eng.	English	Registration Number	
Center	Online	Date	10 Aug 2022

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।

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
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।

Section 4 of RTA talks about proactive disclosure of government data. The 'open government data' (OGD) is a regime in this direction.

Open-Government Data:-

- Holding government data openly - making available to public (portal, app).
- Subjecting data to public, expert scrutiny.

benefits:

- Transparency:
open data: all non-sensitive data accessible to public.
transport, demographic, survey data
- Reduces need for applying RTI to seek access
- Accountability:
→ subjecting departments and officials' functioning to public scrutiny

→ holding government answerable
without external accountability
enforcement

4) To improve officials' integrity, honesty
and efficiency

5) To reduce power asymmetry between
administrative corridors and urgency

eg - Rajasthan's JAN SOCHNA PORTAL -
makes departmental information public.

Challenges:

1) Fear of sensitive, national security data
getting leaked.

2) Indged data reporting - to hide
inefficiency, corruption

3) Poor public capacity to scrutinise -

4) poor actionable accountability on
data errors.

5) Delay in uploading data

However, ultimate success of OGD can be
ensured if officials controlling it are of
high integrity, high inner moral compass.

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 upholding highest standards of integrity and work ethics by officials manning the administration.

Absence of corruption as REQUISITE:

- 1) Corruption works against probity -

(eg) - siphoning public funds for personal use goes against the value of INTEGRITY.

- 2) Corruption degrades the work culture -

(eg) - leaking away good quality grants from PDS → other sets are badly alluring precedent for fellow officials

- 3) Corruption is anti-thetical to transparency - an integral aspect of probity:

(eg) - hiding poor performance by submitting wrong survey data.

- 4) Eliminating corruption as a bad trait sets base for incorporating good

traits that probity required -

(Eg) Corruption = Monopoly + Secrecy - Accountability

↳ Probity demands highest levels of accountability → only possible once system becomes incorruptible

However, probity requires several other pre-requisites:-

- 1) Law abiding, ethics-adhering officials
- 2) Punctual, efficient and effective officials.
- 3) Presence of Comprehensive Code of Conduct and Code of Ethics.

Thus, probity can cause an administration to raise to highest work ethics to enable Sabka Sath, Sabka Vikas,
Sabke Vishwas.

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।

Moral attitude refers to an attitude person towards the morale held by him, the family and community at large. It determines how strong his moral compass is, across times and situations.

Decisive factors for moral attitude:

1) Family ethics:

-) Honesty at all costs
 -) Dignity to each being
 -) Justice with one & all
- Absence of strong adherence to these tends to weaken the attitude

2) Social Learnings:

-) Peers - ~~also~~ respect, compassion
-) School - Team spirit, cleanliness
-) Workplace - Punctuality, gender dignity

3) Choice of Role Models:

- Empathising with right role models (eg Gandhi, Vivekananda) builds strong moral attitude
- Following wrong role models (eg Zawwahir followed Osama Bin Laden (Al-Qaeda chief) & errant moral attitude

Incident from my life:

My cousins in the village were about to be married off at 14 and 16 respectively, 3 years ago. I talked to my father and then we convinced all elders to look not just at the girls' sobbing faces but their bright future (they had secured 86% and 94-67% in 8th grade). Albeit, with continued efforts, we could get them to defer the marriage, also enrolled them in B.Ed and nursing courses after that.

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

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

Whistleblowing refers to speaking up against and exposing wrongful practices of an organisation where one is employed.

Importance:-

1) For whistleblower:

- Upholds his values of integrity, justice and honesty.
- Prevents cognitive dissonance and subsequent guilt.

2) For organisation:

- Opportunity for course correction
- Scrutiny into the wrongful persons and processes

3) For public:

- Prevents larger public harms
- Upholds trust in humanity

Systematic factors to determine:

- 1.) Strength of one's morals:
- 2.) Capability to resist lures
- 3.) Courage and fearlessness of approach.
- 4.) Courage of conviction

eg- Sticking to the side of truth and public justice despite fear of retrenchment

- 5.) Family support: whether they promote or suppress his initiatives.

- 6.) Right advice from peers-

eg- Some friends might suggest taking personal benefit from the situation

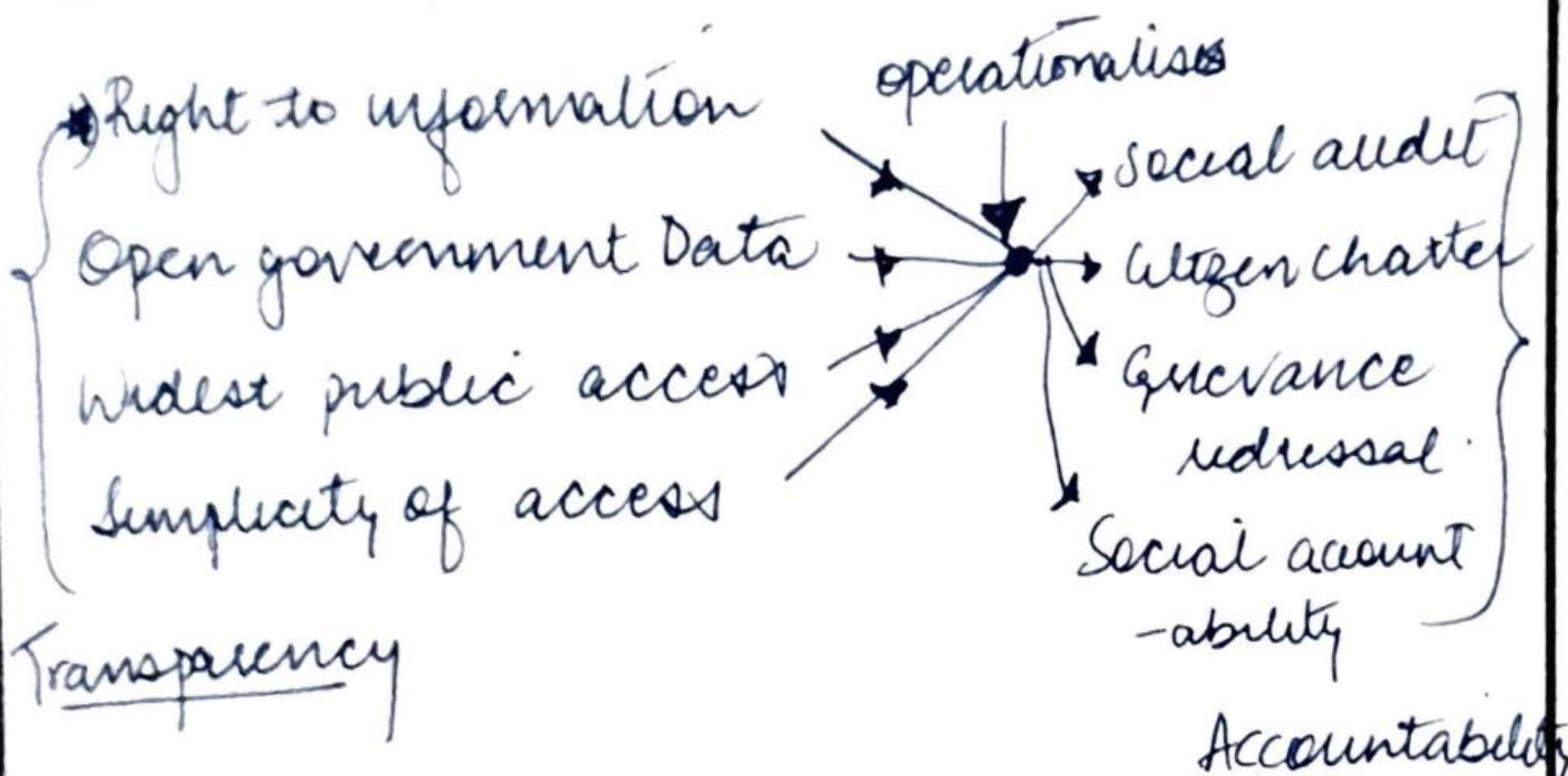
Thus, whistleblowing requires immense courage and such individuals must receive strong protection from establishment.

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।

Transparency in governance is the hall mark to establish good governance and ethical governance, as per World Bank

How Transparency promises Accountability:



Disclosure requirements	Administrative Privileges
1) opening data to public access 2) Helping public draw conclusions from it	1) Need to protect office sanctity 2) Preserve sensitive information held in fiduciary capacity

3.) Decreasing the
 need to resort RTI

4.) Cost-effective,
 time-bound access
 to information.

3.) Protecting national
 security

4.) Upholding official
 secrecy.

5.) Maintaining efficiency
 of administration

How to maintain Balance?

1.) Proper data classification and
 disaggregation.

2.) Capacity building of officials to
 pan out data meant for public use.

3.) Proactive disclosure of such data
 than need for RTIs.

Thus, this way transparency and
 accountability both can be ensured
 for ~~an~~ building SOCIAL CAPITAL.

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 ~~set of~~ statement of intent to uphold public delivery standards and timelines and grievance redressal in the event of failure to do so.

Citizen Charter - ^{role in} as an outcome of Citizen Empowerment

- 1) Information and Transparency -
- 2) reduces Imbalance of Power between state and common man.
- 3) Gives beneficiary know how on :-
 - ⊕ 'What to expect'
 - ⊕ 'By when to expect?'
 - ⊕ 'What quality to expect?'
 - ⊕ 'Where to knock for grievance redressal?'
- 4) Two-way communication - made possible :-
 - ⊕ Joint goal setting
 - ⊕ Joint evaluation

However, there are several constraints:
(2nd ARC findings)
~~the~~

- 1) No public role in formulation of charter
- 2) Non-availability in local language ⇒
pseudo, hollow empowerment
- 3) Non-compliance on promises spelt out -
- 4) Non-appointment of Grievance
Redressal Officers (GROs).
- 5) Regular updation not done -
either charter outdated or a-bis
either expectations

Thus, road ahead lies in:

- 1) Wide consultation to update charter
- 2) Adhering to DART guidelines and
spurt behind charter

Also, citizen empowerment is contingent
on their awareness, education and digital
literacy levels.

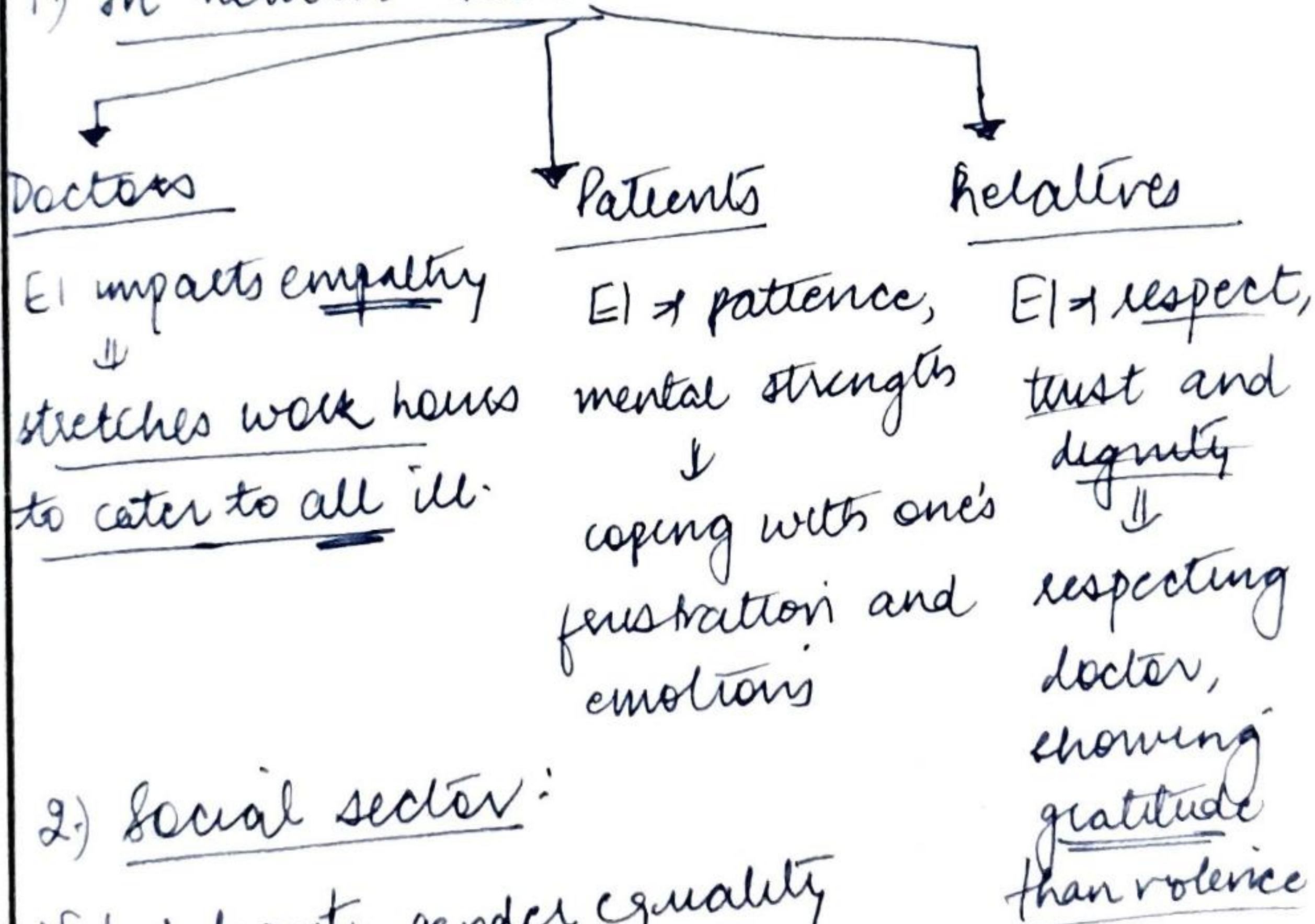
4. (a) Emotional Intelligence is an essential ingredient for successful implementation of pandemic induced emergency response. Comment in the light of COVID-19 pandemic. (150 words) 10

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

Emotional Intelligence^(EI) refers to having knowledge of one's and other's emotions, comprehending them and managing them for better outcomes.

EI as essential ingredient for response:-

1) In health sector:-



2) Social sector:-

- EI → dignity, gender equality
 - Share women's burden in domestic care
 - Refrain from domestic violence

(SHADOW PANDEMIC)

3) Administrative sector:EI → empathy, compassion
↓

-) humane dealing with migrants
-) speedy relief to ones losing jobs
-) Accelerated implementation of grain relief, train services
-) Refrain from misusing force, threat

However, along with EI, several other traits are also needed:-

- 1) Work efficiency, spirit of service
- 2) Courage of conviction (eg) - While working on a critically ill patient
- 3) Integrity, honesty and responsiveness
 -) to prevent corruption, indifference and self preservation

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।

In developing countries requiring immense social development and transformation, discretion cannot be eliminated

DISCRETION :-

Power to administrator to determine course of action in a situation where laws are absence, inadequate or silent.

(Eg) - Providing flood relief to a poor lacking documents.

Risk of misuse :

1) Self-furtherance and self-fulfilment :-

(Eg) - Discretionary power to identify ~~scheme~~ PDS beneficiaries

↓
enrollment of ghost beneficiary names
↓
siphoning off gains for self.

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↓
siphoning off gains for self.

2.) Nepotism, favouritism:

Ex Discretion to allot tender for road construction → giving contract to family relative, than the best bidder

3.) Politico-administrative nexus —

Ex Discretion of conducting investigation causes officials to •) slow its pace
•) hide evidence

Thus, need of the hour:-

i.) Eliminating discretion where not necessary -

-) leveraging information technology
-) automation of routine services

ii.) Multi-layer checks on discretion:-

-) Public grievance redressal
-) Social audits

However, ultimate safeguard is ~~not~~ recruiting administrators of highest integrity as 'COURT OF CONSCIENCE' can ensure wise use of discretion

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।

A nation's government is faced with limited resources and numerous developmental needs, thus necessitating judicious financial administration.

Ethical issues in spending public funds for advertisement campaigns etc

- 1) Public welfare needs = ultimate sufferers.
(eg) Adequate compensation to flood displaced
- 2) Reflection of priority distortion,
turning a blind eye to desperate sectors and sections.
(eg) Improving liveability of disabled, senior citizens
- 3) Several campaigns are timed as per election cycle, show head of government photos - reflection of SELF-PRESERVATION.

- 4.) populism over development,
appeasement over welfare
- 5.) sets a woefully bad precedent for
future governments.
- 6.) Aggravates social inequality and injustice
- 7.) service delivery more important
than service popularisation

Solutions for the issues:

- 1.) Setting standards for advertisements:-
 - a.) Limit to 1-allocated from scheme for same
 - b.) Rules on preventing party popularisation
 - c.) Rules on timelines to advertise
- 2.) Public literacy and mobilisation to
build pressure on state to curb such
activities (eg) Role of civil society
organisations

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 apolitical functioning of a civil servant in terms of giving advice, implementing schemes and complying to orders.

eg) Despite change of government, serving the new regime with same vigor and administrative passion.

Significance -

- 1) For politician: fair
 - a) Assurance of ~~fair~~ and frank advice
 - b) Ensures their orders are followed in due spirit
- 2) For administrator:
 - a) maintains spirit of service; devotion to duty
 - b) Maintains substantial continuity in administration

3) for fellow civil servants:

a) Assurance of justice, fair play

(eg) - No fear of punitive transfers, politically motivated promotions

b) Just personnel policies and

c) Motivation, morale and commitment

4) for citizens:

a) Ensures maximum focus is on developmental acceleration

How Central Civil Service Rules ensure same?

1) No political statements in public

2) No display of party symbols, or glorification of any party

3) No insubordination to legal orders.

4) No taking part in political associations, rallies etc.

However, instances of nexus, despite these rules show need for value-based training and at frequent intervals (eg sensitivity training)

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

Thoughts, as per Vivekananda, form the core of human's being and becoming.

Human's words and actions are shaped by his thoughts; thus right thinking is the path to a righteously-led life. (Eg) - In the past, Hitler thought of Jews as the cause of all troubles, leading ~~to~~ to acts like concentration camps.

It is thus rightly said that 'THOUGHTS BECOME THINGS'

Also, thoughts once shaped tend to become concrete in one-mind and tend to live on (Eg) Racial superiority - practised by English till the end -

Also, thoughts are the tool of propagating oneself and one's ideas. They intend to shape several other lives also

eg. 'Recism' as a corrupt thought was practiced as far as North America, till as late as the last century

Thus, Vivekananda suggests taking care of what one thinks - HOW? :-

- i) Picking up right role models, right ideals and right practices
- ii) Having courage to speak against a demeaning thought and practice

➡ This way, we can build harmony not just in our thoughts, words and deeds, but also harmony in the world around us.

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 मिद्धांतों वाला व्यक्ति बनने का प्रयास कीजिए।" - अल्बर्ट आइंस्टीन

Albert Einstein has placed highest premiums on ~~solid~~ intangible values than tangible success.

One's endeavour must be to strive for becoming a 'person of value' i.e. :-

i) Of value to self-

- 1) Upholding highest values, principles - such that one holds self in highest esteem in one's own eyes.
- 2) Respecting others to command respect for self.

ii) Of value to others:-

- a) Success doesn't guarantee a better life for ones around us.
- b) Life's purpose must be to share, spread and maximise happiness
- c) Coming to the aid of poor, needy, suffering when they need you.

How success must not be the end goal:-

- i.) Success as a 'be all, end all' doesn't hold any life long utility and value.
- ii.) External success may not bring internal peace if at the cost of values.
(Eg. - success by cheating in exam.)
- iii.) Success is only a means to work as a individual capable of delivering, capable of improving lives.

Thus, success can be a beautiful by-product if one continues to strive to be of value, to oneself, family and society at large.

Don't write anything in this margin
(इस मार्ग में कुछ न लिखें)

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 अबगुण भी, क्योंकि जहाँ कार्य करना हमारे अधिकार में है, वही कार्य न करना भी हमारे अधिकार में है।" - अरस्तू

Aristotle seems to convey the importance of one's power of action or inaction which in turn reveals the virtues or vices held by him/her.

Power - Action / Inaction demonstrates virtues:-

1) Power to act or not to act lies with a person and is decided by his virtues

2) (Eg) - Witnessing molestation of a peer girl,

↓
Silently turning away and walking by.
(Power of inaction)

↓
Speaking up, stopping and taking action.
(Power of action)

↓
Virtues held:-

- 1) Indifference
- 2) Apathy
- 3) Self-preservation

↓
Virtues held:-

- 1) Gender dignity
- 2) Empathy
- 3) Compassion

2.) Also, the course of action one takes is decided by strength of one's virtues

(eg) Intra-departmental corruption

saying no to
one's own
indulgence

going 1 step ahead to
1) report corruption,
2) initiate course
correction

Thus, focus must be on:

- 1) Value-inculcation
- 2) Appreciating and rewarding the virtuous acts to promote spread of virtues in 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 प्रश्नावली भेजना और विज्ञापनों का उपयोग करके उन्हें बढ़ावा देना है। इन ऑनलाइन प्रश्नावलियों 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 (मूक 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, प्रश्नावली 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 प्रशमन 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?

Ans- The above issue pertains to use of false means to secure a noble end of holding public power. It is similar to the Cambridge Analytica scandal where targeted campaigning was done by data breach.

Stakeholders in the above case

- Party X, and members.
- Social media head of Party
- Election Commission
- Me, as member of social media team
- Fellow/Rival political parties
- Targetted citizens
- Society at large.
- Social media companies.

a) The ethical issues involved are:

- 1) Unethical means to gain power
- 2) Dampening and violating spirit of democracy.
- 3) Falsifying the level playing field, and fair play.
- 4) Cheating with citizens (against integrity and honesty) - use of fake accounts.
- 5) Acting against public welfare by polarising citizens
- 6) Violating ECI guidelines, escaping scrutiny by false play.
- 7) Misuse of technology
- 8) Flagbearers of governance going against transparency, accountability and rule of law.
- 9) Sets a bad precedent, spoils chances of fair participants
- 10) Against constitutional ideals - escaping complete legislative scrutiny (Rajya Sabha)

b) Course of action I would take :-

Multi-level approach will be followed by me:-

1) Internal reporting: to top party members who might be unaware.

2) If they suggest keeping mum, ~~resigning from the post with~~ talking to, influencing and persuading social media head and other team members of :-

•) ill effects of such a measure

•) How it goes against political, personal and professional ethics

•) coming up with ethical strategy to popularise good work done by party

3) If no one budge, and I'm asked to comply, resigning from the post with immediate effect.

- 4) Then, reporting the incidence to media and EC.
- 5) Mobilising public opinion to build pressure on government.
- 6) Seeking strong social media guidelines and self-regulation
- 7) Seeking faster implementation of Personal Data Protection Bill.

Reasons for same:

- 1) Free and free elections are base of democracy.
- 2) Being a law-abiding citizen, cannot take part in dubious play-
- 3) Answerable to self, society and all citizens for my actions
- 4) Being a mute spectator, too will make me complicit, and not stop the wrong being committed

- 5) Political parties exist to serve the citizens and not to polarise them
- 6) Fair outcomes can only come from fair means
- 7) Democracy is not just a spectator's sport, but also a participatory govt.

Thus, being a responsible citizen comes first, and work, if done must be done rightfully and ethically.

Politicians must be premised on the idea of 'NISHKAMA KARMA' and uphold 'Constitutional DHARMA' at all stages

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 बीमारियां भी पैदा हो सकती हैं।

इस स्थिति का समाधान करने के लिए, सफाई कर्मियों से उनकी सुरक्षा का उचित ध्यान रखे बिना मैनुअल स्कैवेंजिंग (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 स्कैवेंजिंग 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।

Ans- The present case denotes the existence of several coexisting issues of backwardness, social discrimination and sewage problems along with legal deficiencies.

a) The issues involved in the case are:

- 1) Dehumanisation of a particular community
- 2) Social discrimination - Marginalising the marginalised
- 3) Ignorance of safety norms - against dignity of workers.
- 4) Legal loopholes and deficiency - prone to misuse, muted consequence.
- 5) Poor public works - sewage issues.
- 6) Fear of worker's health deterioration
~~— safety~~
- 7) Regional backwardness, poverty and isolation

(b) My course of action would involve several parallel strategies:

A) Immediate action:

- 1) Seeking compulsory provision of safety gears, oxygen cylinders etc to

manual scavengers employed.

(B.) Liasoning with Public Works Department
for a permanent fix to the problem -
diverting sewage line etc as PWD deems fit

(C) If possible, asking for ~~ter~~ hiring
technological equipment Eg Bandi Coot
robot to prevent manual ~~&~~ cleaning.

(D) Coordinating with District Collector
to formulate strategy for social reform -

(1) Rural haats, engaging community
resource persons to dispel caste
superiority

(2) Gainful employment, helpline for
manual scavengers.

(Eg) organising into SHG.

(E.) Submitting proposal for law updation,
plugging loopholes :-

(i) Replacement by technology

Don't miss anything in margin (अपने मार्ग को पूरा करें)

(ii.) mandatory provision of education, employment.

(F) ~~Inter-administrative~~ Working for accelerated development of the area:-

- 1) Inter-administrative coordination - for aggressive schemes' implementation
- 2) Liaisoning with state governments for improving rail road connectivity
- 3) Engaging NCOs, organising SHGs, FPOs for fast-track development
- 4) Incentivising private sector through tax holidays etc for CSR investment, setting up factories in the area.
- 5) Leveraging crowd-~~source~~ funding to improve connectivity

Thus, the holistic resolution of all the issues would transform the area into Gandhi's RAMRAJYA -

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 जब जन्म की रजिस्ट्री की जाँच करते हैं, तो आप पाते हैं कि पंजीकृत नवजात शिशुओं में ज्यादातर बालक हैं। आगे जांच 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 मन:स्थिति को देखते हुए इस मुद्दे की अनदेखी की है। इस प्रकार, द्रुत आर्थिक विकास के बावजूद, बालकों के प्रति वरीयता जारी है।

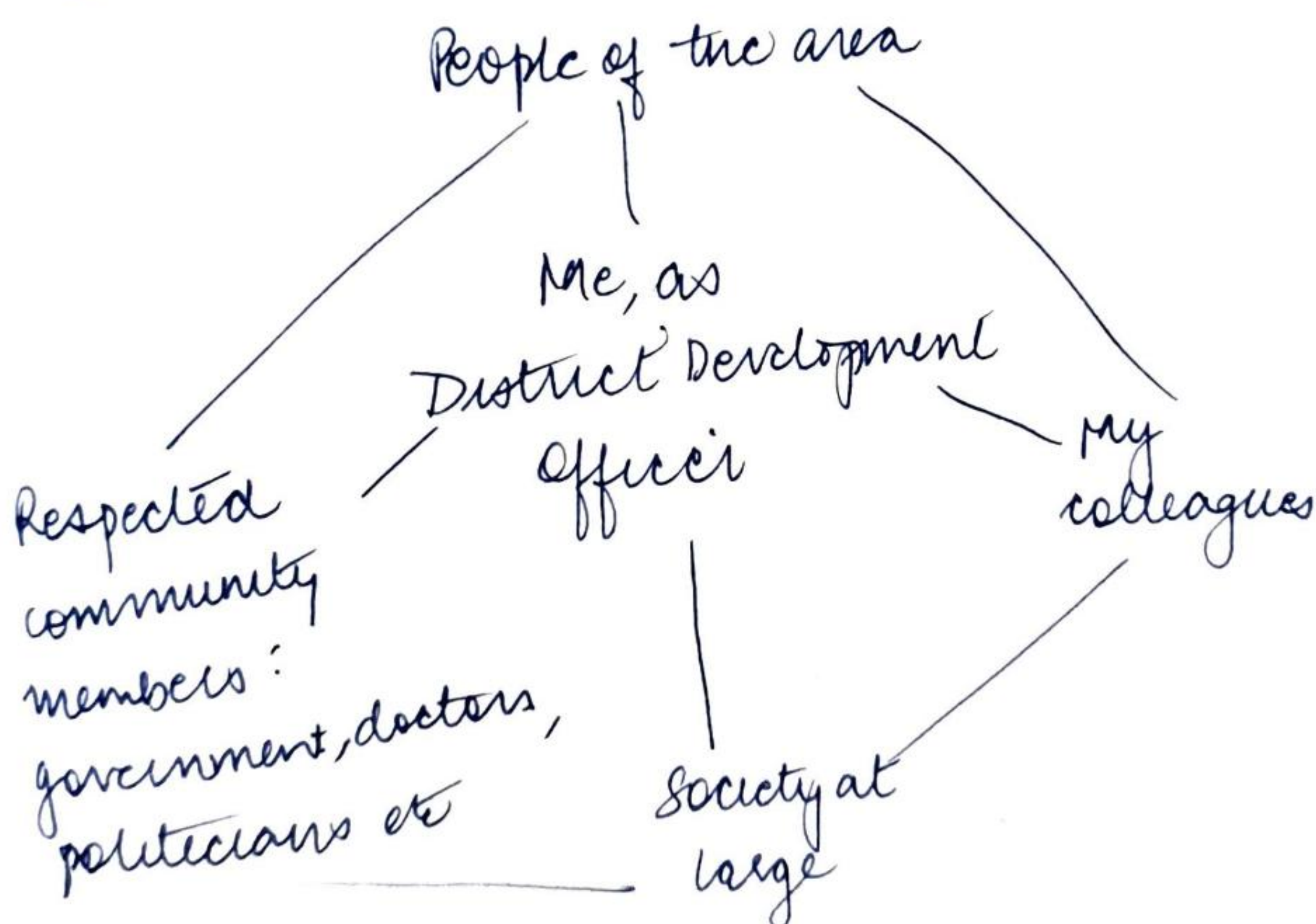
उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

- (b) आपका अगला कदम क्या होगा और क्यों?

The continued prevalence of female foeticide in society reflects mental regression amidst the educational and economic progression, reflecting a society wide flaw.

Stakeholders in The above case



Ans(a) Yes, I have ethical duty in this scenario, and a very crucial one, considering I am a public servant deemed as MODEL EMPLOYEE of state.

My ethical duties in the above case are:-

- i) ~~#~~ Holistic enquiry into the penetration, causes and prevalence of the toxic patriarchal practice
- ii) Holding the erring officials to account
- iii) Working towards correcting the moral compass of:-
 - (a) Ignorant colleagues
 - (b) Ignorant community officials
 - (c) Errant societal members.
- iv) ~~or~~ striving for overhaul of legal, deterrent and punitive measures to uproot the practice in totality

Reasons for same:-

- ~~#~~ female foeticide I am a
- i) Professional calling:- abiding by the resolve of serving all to the

fullest capacity

2.) Personal morals -

- a) Stopping a mishappening, than being complicit in it.
- b) Gender equality is a basic human right.
- c) Moral responsibility to curb the malpractice
- d) Abiding by the constitutional oath as a responsible citizen

(b) My next step would be as follows:-

- 1) Instituting comprehensive survey to identify the breadth & depth of the problem.
- 2) Inquiry into the lapses on the part of administration and social workers, identifying hotspots of female foeticide.

- 3.) Recommending punitive action against defaulters
- 4.) Recommending overhaul of laws, and reformed information and education (IE) campaigns (IEC) to induce attitudinal change
- 5.) Forming community of volunteers to report any future occurrence.
- 6.) Roping in
 - 1) social media
 - 2) community role models
 - 3) Religious leaders.
 for awareness generation via rallies, demonstrations.

Thus, root and branch uproot of patriarchy is must for enabling 'Sabka Sath, Sabka Vikas and Sabka Vishwas' that is my duty as DDO.

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 सुर्खियों 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।

Gambling and betting containing illegal depict legal and ethical lapses and corrode societal ethical norms.

a) My opinion on the matter:-

According to me, gambling and betting can be legalised with comprehensive regulatory framework and certain checks in place like:-

- (i) Regulatory certainty and norms for transparent reporting and periodic monitoring
- (ii) In-built caps on amount invested
- (iii) Income-based, wealth based checks to prevent hiring of poor.

Reasons for my stand:-

- i) Illegal gambling, betting thrives -
- ii) No legal recourse in this case with parties.
- iii) Use of funds for money laundering, terror financing, arms, drugs smuggling etc
- iv) Duping of innocent citizens with gambling frauds
- v) Legalising can place checks on these
- vi) Prevent overboard gambling that pushes families into dire poverty
- vii) Help push up government revenues.

(vii) Put checks on instances of cricketers & celebrity involvement in match fixing etc - with proper regulatory framework.

(b.) Keeping betting and gambling illegal has the following rationale:-

- i) Will deem it as government promoting such acts
- ii) Diversion of youth energies towards these activities
- iii) Perceived against social ethics - focussing on 'skill' than relying on chance or 'luck'
- iv) Regulatory bodies already cracking down on illegal havens.
- (v) Possibility of corruption if legalised to prevent full-scale compliance.
- (vi) Can promote terror organised crime nexus.

Thus, gambling and betting present varied societal ~~risks~~ ~~with~~ interests with inherent risks. As a result, focus must be on awareness generation on harms and risks involved to enable informed decision making.

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:

- Identify the stakeholders in this situation.
- State the ethical issues that arise in this case.
- 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 बज्रन 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 मेलिब्रिटी 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। परीक्षण 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:

- इस स्थिति में हितधारकों की पहचान कीजिए।
- इस प्रकरण में उत्पन्न होने वाले नैतिक मुद्दों का उल्लेख कीजिए।
- इस परिदृश्य में अपने विकल्पों की विवेचना कीजिए और अपने अगले कदम का उल्लेख कीजिए।

Ans - The above case reflects deceitful marketing and use of unfair means for profit gains, showing poor professional ethics.

a) Stakeholders in the situation are:-

- Me as consultant of company.
- my manager
- other company officials
- Consumers of product.
- Government
- Celebrity, endorsing the product.
- Rival companies
- concerned regulator
- Society at large.

(b) Ethical issues that arise in this case are:-

1) vis-a-vis manager/company:-

- a) Profits over ethics
- b) Using professional lure to promote unethical actions
- c) opacity - hiding complete facts about product
- d) manipulation of facts - unethical company equations
- e) Commerce over without morality - Gandhian sin.

2) vis-a-vis me:-

- a) Career prospects v/s moral responsibility
- b) Professional loyalty v/s humane responsibility
- c) mute spectator v/c whistleblower

3) vis-a-vis regulators:-

a) lack of adequate checks on products.

4) vis-a-vis celebrity:

a) Commerce without morality - endorsing without proper checks / personal consumption.

b) Poor role model for followers

5) vis-a-vis small companies:-

a) Their relative prospects are hurt.

Ans (c) Options with me:-

Option 1: Preserve career prospects and stay mum.

Option 2: Leave and join another company to prevent own involvement

Option 3: Pursue the case as multi-layered strategy to ensure overhaul and justice

Analysis of options is as seen below:-
→

Option 1:

MERITS	DEMERITS
1) Promising future career prospects 2) Self preservation	1) Guilt and regret 2) Reflection of duty 3) Cognitive dissonance 4) Hurts consumers.

Option 2:

MERITS	DEMERITS
1) Personal consequences evaded. 2) Compromise of ethics prevented	1) Easier but selfish way out 2) Does not resolve breach of trust with consumers 3) Fear of continuing false advertising

Option 3

MERITS	DEMERITS
1) Upholds moral responsibility. 2) Prevents cognitive dissonance.	1) Consequences on career prospects. 2) Lie of manager & other seniors.

3) protects consumer rights.

I will choose option 3 because i.e.

Multi-level approach :-

(A) Contacting manager-

- (i) Talking, persuading on the deceitful nature of product
- (ii) Emotional appeal- showing harmful impact on consumers' pockets, trust.
- (iii) Fear appeal- consequences of products' lapses getting exposed.

~~(B)~~ → If he does not budge,

(B) Persuading company seniors (executive head) on similar grounds

→ If this also doesn't work;

(C) Complaints to Consumer Commission of India (CCI) with relevant proofs & resigning to protect customers' rights.

Thus, customer-centricity must be the foremost principle of commerce.

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 जाना 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।

Ans. The above case pertains to commerce done at the cost of ethics and subsequent ramifications on the employees & society.

a) Ethical issues of case:-

1) Breach of code of ethics:-

→ lying to save wrongdoings.

→ Company deploying deceitful tactics

- 2.) Doubtful Integrity of whole process -
lapses on company's part.
- 3.) Non-compliance to safety rules.
- 4.) Accountability - evasion.
- 5.) Deflection of moral responsibility
by company & staff -
Hiding than owning up.
- 6.) Degrading social ethics - lying by
bystander witness.
- 7.) Profits over 'value of life'
- 8.) Professional loyalty v/s personal ethics
- for me
- 9.) Protecting the employee v/s
protecting public interest
- 10.) Justice for the families of the
deceased
- 11.) Threat to employee's job and
survival of family

Ans-(b) I would suggest the employee the following:-

- i.) Bring out the truth fearlessly in the upcoming hearing.
- ii.) Be resolute in upholding justice for the innocent deceased.
- iii.) Place public interest above oneself.
- iv.) Be assured of finding an alternative employment with the right efforts if the company doesn't rectify its path.
- v.) Give him assurance to extend every possible aid.

The reasons for the same are:-

- 1.) To err is ~~to~~ human, to rectify is ~~to~~ divine.
- 2.) It is his opportunity to redeem himself from the apparent injustice that could have been done.

- 3.) ^{fear of} personal consequences should not make one complicit in an act of injustice
- 4.) Lying would leave him with perpetual remorse and guilt
- 5.) Duty to non-cooperate with evil is as important as duty to cooperate with good - as per Gandhiji
- 6.) Power asymmetry between the company & the ordinary citizens shouldn't perpetuate injustice

Thus, in this case the employee needs to bring out the truth so that Preamble's ideal of social justice can be upheld.

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