



# VISION IAS

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REF 358

## GENERAL STUDIES (TEST CODE : 1073)

|                   |             |                           |
|-------------------|-------------|---------------------------|
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| Medium Eng./Hindi | English.    | Registration Number 22026 |
| Center            | Home        | Date 18/9/18              |

### 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:

### 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 **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह 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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## 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)

वैश्वीकरण और नागरिकों एवं विदेशियों के अधिकारों के व्यापक परिप्रेक्ष्य की दृष्टि से विचार करते हुए एक वैश्विक परिघटना के रूप में हालिया शरणार्थी संकट और आप्रवासन में समाविष्ट नैतिक मुद्दों पर चर्चा कीजिए।

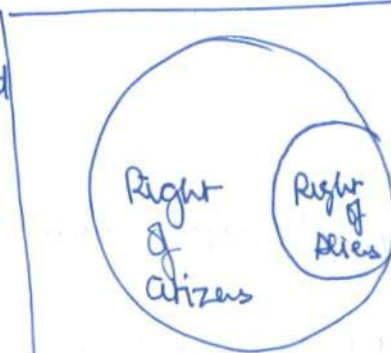
### ETHICAL ISSUES INVOLVED :-

- Right of people to live peacefully and secure piece of land for survival and shelter.
- Loss of lives of children who do not even understand what was happening.
- Right of people to elope from persecution.
- Right of locals to use resources.
- Sons of soil concept where resources belong to the inhabitants not aliens.

Globalisation → has helped this phenomenon to become large and affect all.

## Rights of Citizens Vs Rights of Aliens:-

1) Citizens have extended rights over rights of aliens.



2) Alien rights are basic rights which include survival services, whereas citizens have rights decide development of Region.

Influence of Rights

Immigration & Globalisation have to keep cordial balance between the alien rights and citizens rights. The contradiction can be avoided using better governance and humanitarian call.

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)

भ्रष्टाचार न केवल भारत में सरकार की कार्यप्रणाली अपितु कारोबार एवं कॉर्पोरेट गतिविधियों को भी विकृत करता है। व्याख्या करते हुए चर्चा कीजिए कि राज्य निजी क्षेत्र में नैतिकता की कमी से किस प्रकार प्रभावी रूप से निपट सकता है।

Corruption is act of using unfair means to collect pecuniary or kind benefits.

### CORRUPTION AND CORPORATE ACTIVITIES:-

- 1) Corruption destroys core of all institutions even primary or public.
- 2) Activities taken under private players → loss of private company but beneficial for individual.

### STATE TO DEAL WITH PRIVATE SECTOR Ethics :-

- 1) Enforcement of Corporate Social Responsibility to make them aware of their responsibility towards society.

2) Strong penal provisions for corruption

3) Rehabilitation of corrupt officers and private players and work for their ethical framework development like Ashrams, Vipassna etc.

4) Reward the positive Role models under government schemes.  
like Pink movie director was rewarded by President.

Government can bring out changes even though they have restricted role and capacity.

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)

नीचे नैतिक विचारकों/दार्शनिकों के दो उद्धरण दिए गए हैं। इनमें से प्रत्येक के लिए स्पष्ट कीजिए कि, वर्तमान संदर्भ में आपके लिए इनका क्या महत्व है।

"मौन तब कायरता बन जाता है जब परिस्थिति की मांग पूरा सच बता देने और उसी अनुसार कार्य करने की होती है" - महात्मा गांधी।

Mahatma Gandhi is talking about the consequences of remaining silent, which is also manifestation of cowardice.

Example 1. If teacher has not seen who was cheating but she heard some murmur. and asks, who was it?

Then whole class is hunch of cowards who refuse to speak truth in need of time.

→ Similar in today's context, mob lynching, polarisation etc is happening, if we do not stand with truth, we all are cowards.

2) Being silent is like being coward  
when you don't have courage to  
accept the truth and hence cause  
disharmony.

Example → If you believe that untouchability  
is wrong and you don't raise voice  
when your neighbour practices it you  
are coward.

For true harmony, come out in  
open and accept your timidity and  
speak for evils of society.

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

"हमें न केवल अन्य लोगों के प्रति सहिष्णु होना चाहिए, अपितु उन्हें सकारात्मक रूप से स्वीकार भी करना चाहिए" - स्वामी विवेकानंद।

Vivekanand talks about being tolerant towards the society and helping ourselves come alone it and embrace the outer world even though we don't agree with their idea.

"Even if I don't agree with you, I will fight for your right to speak till my last breath"

This is the idea of tolerance, when you can share chat, meals or even part of life with someone, whose ideas don't match yours.

Example:-

When you don't like your neighbour  
playing loud music at night, rather than  
hating them and fighting, embrace them  
try to find our middle path where  
both can find harmony—like slow music  
or limited days loud music.

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

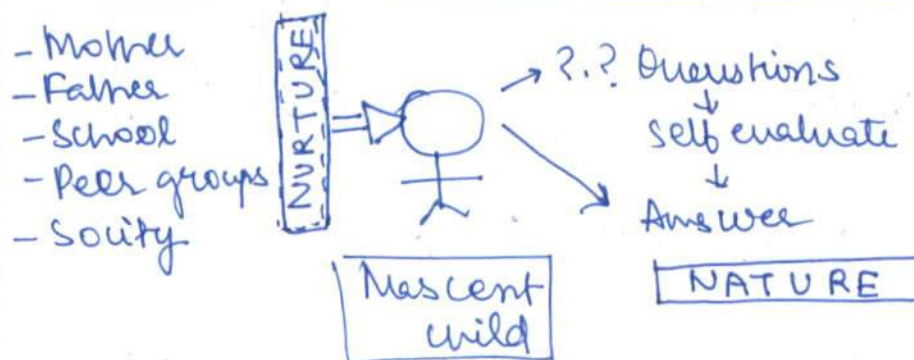
भावनात्मक बुद्धिमत्ता अंशतः स्वभावगत तथा अंशतः परवरिश के माध्यम से विकसित की जाती है। इस कथन की व्याख्या करते हुए, चर्चा कीजिए कि सिविल सेवकों की भावनात्मक बुद्धिमत्ता को कैसे बढ़ाया जा सकता है?

Emotional Intelligence is property which makes us respond to people by analysing their fermour and requirement and answering exactly in zone of acceptance.

PART NATURE & PART NURTURE:-

1) Nature

It is determined by the local environment which developed due to personal filter.



Nature and Nurture acting together

- 2) Nurture is determined by the inputs provided by society, schools, teachers etc.

### EMOTIONAL INTELLIGENCE OF CIVIL SERVANTS

- 1) Stronger emphasis on Humanism which asks me to consider all humans are equal.  
(Keep them away from elite culture)
- 2) Sensitisation of civil servants towards needs of all. before they are dealing with them.  
eg: Bharat Darshan is way to understand the life and problems of others.
- 3) Periodic revision of sensitisation.
- 4) Role models of successful examples.

Civil servants require emotional intelligence as basic part of job is to interact with people.

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)

शासन व्यवस्था में ईमानदारी (प्रोबिटी) से आप क्या समझते हैं? परीक्षण कीजिए कि क्या हाल ही में भ्रष्टाचार निवारण अधिनियम में किए गए संशोधन एवं विहसल ब्लोअर संरक्षण अधिनियम में प्रस्तावित संशोधन इसे कमजोर करते हैं?

Probity in Governance is the proactive management of integrity in governance.

Example! Doing work on time with proper care and good intention is probity in governance.

eg: IAS officer hearing the plea of aggrieved at night hours after duty.

Amendment of PCA and Whistleblower do not undermine the Probity in Governance, in fact support it.



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

भर्ती प्रक्रिया के दौरान सिविल सेवा के मूल्यों को प्राथमिकता दिया जाना और नियुक्ति के उपरांत नीतिपरक आचार संहिता के माध्यम से उन्हें सुनिश्चित करना, सिविल सेवाओं को नागरिक केंद्रित शासन का एक प्रभावी साधन बनाने हेतु एक आवश्यक शर्त है। टिप्पणी कीजिए।

Civil service students go through tough process of scrutiny during the appointment phase.

- 1) They are tested on emotional quotient front using ethics paper & interview.
- 2) They are checked on stress management through long journey of selection process along with exams pressure.
- 3) Truth and Integrity is maintained during the training process and so on.

Code of Ethics :-

This further adds on to the ethical framework of Civil Servants :-

1) Uniformity in approach of all civil servants

2) Maintained standards throughout

3) Periodic revision of values with time.

4)

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

संज्ञानात्मक विसंवादिता या विसंगति (cognitive dissonance) से आप क्या समझते हैं?  
उदाहरण प्रस्तुत करते हुए, चर्चा कीजिए कि यह किसी व्यक्ति के व्यवहार एवं अभिवृत्ति को  
किस प्रकार प्रभावित करती है।

Cognitive dissonance is the dilemma  
of internal mind when we do differently  
from what we believe.

"Happiness is when what you say is in  
harmony with what you think and what  
you do"  
— Mahatma Gandhi.

Example: When you want to complain  
against your own guardian for fraud  
case. You want to complain, but somehow  
you don't do it → this causes cognitive  
dissonance.

INFLUENCE IN BEHAVIOUR AND ATTITUDE:-

1) It affects the behavior, bad mood

and inefficiency will affect the  
doer.

2) Non focussed approach and feeling of  
Self-guilt will be there.

3) Person will not enjoy life and  
lose peace and Harmony in long run.

Hence Cognitive Dissonance is very  
bad for a healthy system.

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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)

अमर्त्य सेन के 'क्षमता दृष्टिकोण' से आप क्या समझते हैं? सामाजिक वास्तविकताओं को समझने और निर्धन-उन्मुख विकास रणनीति बनाने में इसके महत्व का विश्लेषण कीजिए।

Amartya Sen's capability approach → talks about reduction in poverty by developing the capacity of individuals.

SIGNIFICANCE IN SOCIAL REALITY:-

- 1) It helps to focus on root problems and hence make people empowered themselves.
- 2) It reduces the moral hazard where people become dependant on government.
- 3) It makes regional growth poles which help in growth of all other regions.
- 4) Long lasting solutions as 'it makes them not to fall back to poverty again'.

### Pro-Poor development strategy:-

- 1) Focus on capacity building of poor by different methods, hence making core strong.
- 2) Focus on livelihood for higher financial choices and living standard.
- 3) Social Security to provide security in health and age old services.

It Amartya Sen's capability approach which is used by India for pro poor policies.

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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)

यद्यपि सैद्धांतिक रूप में अधिकतर राष्ट्र सार्वभौमिक मूल्यों के प्रति वचनबद्धता का दावा करते हैं, लेकिन व्यवहार में इन मूल्यों का उल्लंघन अधिक और अनुपालन कम किया जाता है। इस कथन के संदर्भ में, विदेश नीति में मूल्यों की प्रासंगिकता पर टिप्पणी कीजिए।

Principles claimed by most of Nations  
as universal values – but breach is  
present.

- 1) Use of Common waters for peaceful purpose  
but there are unknown submarines at  
all seas and one spark of war will  
destroy whole planet.
- 2) Using Antarctica for peaceful purpose  
only, but various tests and economic  
exploitation of natural resources is  
rampant.  
eg: whaling practice by Japan.
- 3) Use of Nuclear weapons for peaceful purpose  
but later on using it as deterrence and  
threat work. eg: Recent clash between  
North Korea and USA.

### Relevance & Values of Foreign Policy:

- 1) Values are very much required for foreign diplomacy. as they determine the predictability of continuation of policy.
  - 2) More than one country is affected at a time. All nations are keeping eye on country.
  - 3) Global commons need values for management and social trust.
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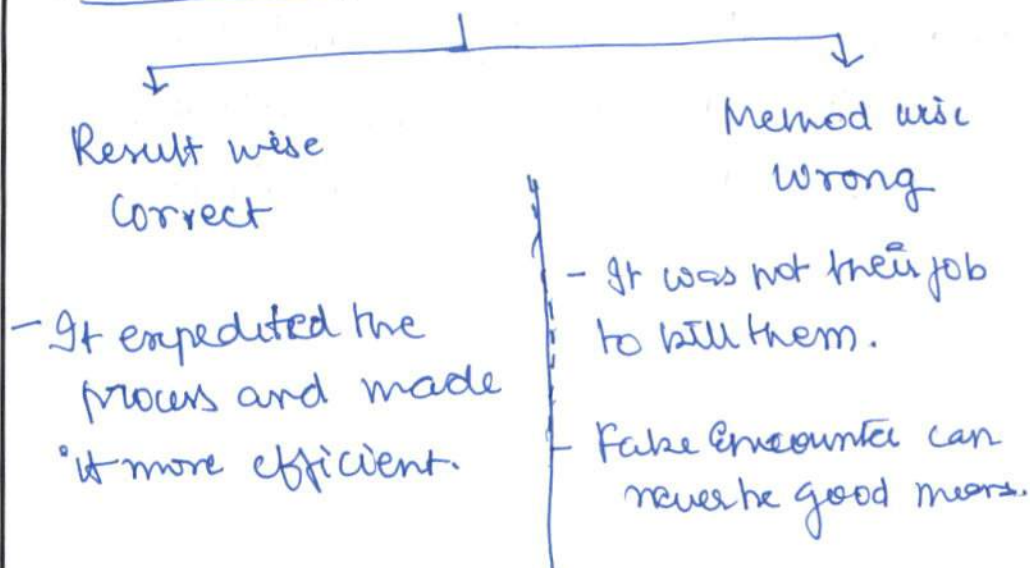
6. While some ethical approaches consider an action to be ethical based on results, other focus on means. Taking the example of Indian bureaucracy compare and examine how these approaches have played out for the benefit of citizens. (10)

जहाँ कुछ नैतिक दृष्टिकोण किसी कार्यवाही को उसके परिणामों के आधार पर नैतिक मानते हैं, वहीं दूसरे विचारक साधनों पर ध्यान केन्द्रित करते हैं। भारतीय नौकरशाही का उदाहरण प्रस्तुत करते हुए तुलनात्मक परीक्षण कीजिए कि इन दृष्टिकोणों ने नागरिकों को लाभान्वित करने में किस प्रकार अपनी भूमिका का निर्वाह किया है।

### Ethical Based on Results :-

- Indian Bureacracy, where results were considered more than methods.

eg: IPS officers killing criminals in fake encounter. Criminals were convicted under capital punishment due to the heinous crime.



2) Ethics based on means → says to always use correct means, this might result in delayed justice or even in some cases denied justice, but use means.

Example: women getting ~~rape victim~~ <sup>rapers</sup> punished from courts after the natural death of rapers, when the judgement had no effect on him.

There are examples of means, methods and results, men have good results and bad results. But it's the character that makes the act right.

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)

अंगदान और आवंटन की अनुमति प्रदान करने का आधार निर्मित करने हेतु उपयोग किए जाने योग्य नैतिक सिद्धांत क्या होने चाहिए? किसी भी अंग प्रत्यारोपण कार्यक्रम की सफलता के लिए विनियमन के महत्व की चर्चा कीजिए।

### Ethical Principles:-

- 1) Total allocation on the basis of priority of survival days rather than deep pockets.
- 2) Organ donation should be voluntary and never forced.
- 3) No extra cost other than cost to run the operation and salary etc.
- 4) Equality of opportunity for all.

### IMPORTANCE OF REGULATION:-

- 1) Regulation is very important to reduce flourishing of organ market.

- 2) Human trafficking for organs will start if not regulated.
- 3) Stricted strict rules for abbandon showing donors pride.
- 4) No exploitative donation of organs to reduce socioeconomic forced donations.

Organ donation is service to mankind  
there should be no trade of money

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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)

जहाँ कुछ लोग यह तर्क देते हैं कि रहस्योद्घाटन से लोकतंत्र का निरादार होता है, वहीं अन्य लोगों का मत है कि रहस्योद्घाटन लोकतंत्र का एक भाग है। सरकारी कार्यालयों और व्हिसल ब्लोअरों द्वारा किए जाने वाले रहस्योद्घाटनों से संबद्ध जानकारी के संदर्भ में इन दोनों तर्कों के गुणों का परीक्षण कीजिए।

leaks are the information released from the government office.

Merits :-

- They help in whistleblowing and bringing out scams in public.
- They reduce corruption.

Demerits :-

- They leak information → cause public disharmony.
- Cause public order situation.



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)

आप नवनियुक्त एक युवा IAS हैं। आपके प्रशिक्षण के समापन पर आपको एक जिले के एक ऐसे सब-डिवीज़न में पदस्थापित किया गया है जो औद्योगिक विकास की दृष्टि से पिछड़ा हुआ है। इस क्षेत्र में खनिज के विशाल भंडार हैं और पर्याप्त संख्या में जनजातीय जनसंख्या निवास करती है। सरकार ने एक बड़े थर्मल पावर प्लांट की स्थापना और साथ ही खनन का पर्याप्त विस्तार करने के लिए इस क्षेत्र को चिह्नित किया है। इस घोषणा के परिणामस्वरूप क्षेत्र में भूमि की कीमतों में उछाल और साथ ही स्थानीय जनसंख्या के बीच संभावित भूमि अधिग्रहण के कारण अशांति व्याप्त होने की स्थिति पायी गयी है। रिकॉर्ड्स (अभिलेखों) की नियमित जाँच के दौरान आपको ज्ञात होता है कि हाल के वर्षों में स्थानीय राजनेता के परिवार से संबद्ध लोगों द्वारा बड़ी मात्रा में भूमि की खरीद की गई है, और वह राजनेता राज्य मंत्रिपरिषद का सदस्य भी है। आपको यह भी ज्ञात होता है कि इनमें से अधिकतर भूमि प्रस्तावित औद्योगिक क्षेत्र के आस-पास हैं। इसके अतिरिक्त, आपका एक कर्मचारी आपको यह सूचना देता है कि उक्त परिवार द्वारा अपने वाहन चालकों, सफाई कर्मचारियों और साथ ही घरेलू सहायकों के नाम पर भी जमीनें खरीदी गयी हैं। आपको अनुभव होता है कि नीतिगत निर्णय से अवगत होने के कारण राजनेता की इन खरीदों में भूमिका रही है। संयोग से राजनेता के साथ आपके संबंध सौहार्दपूर्ण रहे हैं और वह क्षेत्र में लोकप्रिय भी है।

(a) भूमि अधिग्रहण एवं अधिग्रहित भूमि हेतु क्षतिपूर्ति के भुगतान के लिए जिम्मेदार अधिकारी के रूप में, दी गई परिस्थिति में आप कौन-से नैतिक मुद्दों का सामना करेंगे?

(b) इन बेनामी भूमि अंतरणों को ध्यान में रखते हुए क्षेत्र में भूमि की बिक्री पर रोक लगाए जाने के सुझाव पर आपकी प्रतिक्रिया क्या होगी?

(c) आप क्या कार्यवाही करना चाहेंगे? तर्क प्रस्तुत करते हुए इसका औचित्य सिद्ध कीजिए।

As a officer posted here, I am bound by the duty to serve my country in best of my capacity and following constitutional principles.

[Ans A]

Ethical Issues faced :-

- 1) Right of local tribal population which is first entitled to collect the forest resources and moreover need of their equitable share.
- 2) Unethical means used for acquiring pecuniary gains by politicians.
- 3) Illegal properties and holdings by law maker, who himself breaks law.

[Answer B]

RESPONSE TO FREEZE OF LAND SALE:-

- 1) I will favour sealing the land sale.  
to avoid the illegal accumulation  
of wealth by ministers.
- 2) Land rights of locals as well as benami  
lands both are different and require  
differential treatment, But ban will help  
both of them.

[Answer C]

My Course of Action :-

- Step 1: Collect all benami land transaction  
records and prepare report of  
same.
- Step 2: Collect report on fuds and  
apprehensions of locals about losing  
their land.

- Step 3: Arrange meeting with Chief Minister and make him aware about the ground realities, both apprehensions of locals and misconduct of politician.
- Step 4: Produce evidence and file FIR against Politician for benami property.
- Stage 5: Convince the locals that plant cannot be setup without their permission and more importantly make them aware of advantages and disadvantages like electricity and air pollution.
- Stage 6: All voluntary land sales must be done accordingly and ask community to influence the left ones if they want project.

Meanwhile, in long run follow the legal process and make sure such activities of misuse of office do not get unnoticed from public eye.

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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)

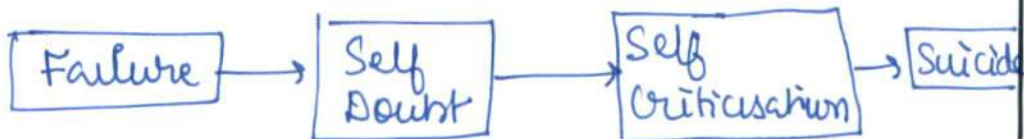
WHO के अनुसार विश्व स्तर पर 15-29 वर्ष के आयुवर्ग में मृत्यु का दूसरा प्रमुख कारण आत्महत्या है। भारत में भी, हाल के दिनों में युवाओं द्वारा आत्महत्या किए जाने की घटनाओं की व्यापक रिपोर्ट आती रही हैं। शहरी और समृद्ध क्षेत्रों में इस प्रकार की घटनाओं में निरंतर वृद्धि का दिखायी देना और अधिक विचलित करने वाला विषय है।

(a) लोगों को आत्महत्या जैसे कठोर कदम उठाने के प्रति सुभेद्य बनाने वाले कारण क्या हैं?

(b) साथ ही, चर्चा कीजिए कि व्यक्तिगत रूप से आप, समाज और सरकार इस समस्या का समाधान करने में किस प्रकार भूमिका निभा सकते हैं।

Ans (A)

Suicides are manifestations of extreme steps taken in order to end ones life.



Reason for Vulnerable youth:-

1) Instant Gratification is one of the outcome of urbanised world, where people do not want to wait.

- 2) Increased pressure of outperforming from the group. Parental pressure to work harder to better future.
- 3) Social media and challenging games like Blue whale challenge which makes them secluded and unwanted and enjoy challenge to prove self-worth.
- 4) Love and tolerance is also highlighted as most common reason for youth suicide. They are unable to manage rejections.

Ans(B),

Suicide is menace, inflicting disability in our society. Sometimes its contagious too. We have seen mass suicides like Borari family of Delhi.

Role as an individual

- 1) Positive feeling and spread happiness around in all spheres of influence.
- 2) Stress management by personal counselling and include near ones if any signs of distress are visible.
- 3) Propagation of hobbies and other redevelopment activities.

Role as Society :-

- 1) Reduce pressure by stop comparison between any two individuals, because all are different.
- 2) Better values and empathy to be glamorised rather than living status or wealth.
- 3) Value "efforts" more than "victory". Success and failure should be treated equally.

- 4) Make better role models of society rather than praising toppers, one must praise hard workers even though not a topper.

### Role as Government :-

- 1) Free toll free numbers with 24x7 physical, psychological assistance.
- 2) Education system reforms from marks to efforts or ideas or discoveries. Do away with rote learning concept.
- 3) Better employment opportunities, socio economic transformation.

Suicides require equal support from all spheres to remove this menace.



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)

आप मूलतः ग्रामीण परिवेश वाले एक जिले के जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अधिशेष कृषि उत्पादन के परिणामस्वरूप पिछले तीन वर्षों में फसलों के बाजार मूल्य में निरंतर गिरावट आई है। शीघ्र ही चुनाव आने के कारण, विपक्ष ने इसे एक राजनीतिक मुद्दा बनाने का निर्णय लिया है और गिरते मूल्यों के विरुद्ध विरोध प्रदर्शन करने के लिए किसानों को एकजुट किया है। कुछ स्थानों पर विरोध-प्रदर्शन ने हिंसक रूप धारण कर लिया और पुलिस को आत्मरक्षा में गोली चलानी पड़ी, जिसमें दो लोगों की मृत्यु हो गई। तब से हिंसा और अधिक बढ़ गई है और जब आपने प्रदर्शनकारियों को शांत कराने का प्रयास किया तो आप पर भी आक्रमण किया गया। प्रदर्शनकारियों ने वस्तुओं और लोगों की आवाजाही को बाधित करने के लिए मुख्य सड़कों और साथ ही रेल मार्गों को भी अवरुद्ध कर दिया है।

दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उन प्रमुख चिंताओं की पहचान कीजिए जिनका समाधान प्राथमिकता के आधार पर किए जाने की आवश्यकता है।

(b) उनका समाधान करने के लिए आप कौन-से कदम उठाएंगे?

As a District Magistrate, it's my duty to provide safe passway to common public but at same time address concerns of farmers who have been radicalised by politics to assert violently.

[ Ans A ]

KEY CONCERNS FOR ADDRESSING:-

- 1) Request farmers and their groups to leave the blocked roads and railways.
- 2) Include local leaders and try pacifying farmers and discuss about their concern.
- 3) Take care of families of farmers who were shot in incident. Make them basic services available.
- 4) Ask Police personnels to use their emotional intelligence and avoid such clashes in future.

[Ans B]

Steps taken to Address Issue:-Issue 1: Blocked Roads and Railways↳ Ask farmers peacefully to leave roads and railways and discuss concerns.↳ Try convincing them by asking local political to speak to masses and talk about the solutions.↳ Make them aware about technological solution of setting up food processing industries to reduce wastage and add extra money.Issue 2: Local leaders :-↳ Request them to not polarise on such issue as it costed life of some.↳ Arrange meeting of leaders and aggrieved family to make them aware of ill effects.

### Issue 3 : Aggrieved Family | :

- ↳ Provide them compensation for the life of farmers.
- ↳ Provide humanitarian support by helping them return back to normal life.
- ↳ include the leader to provide funds to family to become empowered again.

### Issue 4: Police Personnels |

- ↳ Induce them to training to use other means like rubber bullets, water canyons etc rather than direct bullets.
- ↳ Training for better preparedness if such situations occur in future.
- ↳ sensitisation about plight of farmers.

If short term measures help in the dealing with the hot situation, further long term solution will be met by setting up food processing industry, rope in local leaders to announce food park in next manifesto rather than using last year's issue.

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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:

- (a) Bring out the ethical issues in the case above.
- (b) 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.
- (c) Suggest institutional reforms that can result in non-punishment of honest feedback. (20)

आपको हाल ही में सार्वजनिक क्षेत्र के एक बैंक में शाखा प्रबंधक के रूप में पदोन्नत किया गया है। यह बैंक उच्च NPAs और बढ़ते नुकसान से जूझ रहा है। उच्च प्रबंधन ने वर्तमान तिमाही में ऋण वितरित करने का एक अत्यधिक उच्च लक्ष्य आपको सौंपा है। आपके करियर की संभावनाएं भी महत्वपूर्ण समय में आपके प्रदर्शन पर निर्भर करती हैं। कुछ दिनों पूर्व विस्तृत विश्लेषण के आधार पर आपने एक विशाल राशि के लिए एक ऋण आवेदन को अस्वीकार कर दिया था। आज आपको क्षेत्रीय प्रबंधक की ओर से उस ऋण आवेदन को शीघ्रतापूर्वक अनुमोदित करने के लिए फोन आया। इसे स्वीकृत करने हेतु आपके द्वारा अनिच्छा व्यक्त किए जाने पर, वह आपको संकेत करते हैं कि इस ऋण की मांग ऐसे व्यक्ति द्वारा की जा रही है जिसके वित्त मंत्रालय से घनिष्ठ संबंध हैं और इनकार करने पर अनुमोदन श्रृंखला में विद्यमान प्रत्येक व्यक्ति के लिए प्रतिकूल परिणाम होंगे। अब आप एक कठिन परिस्थिति में फंस गए हैं।

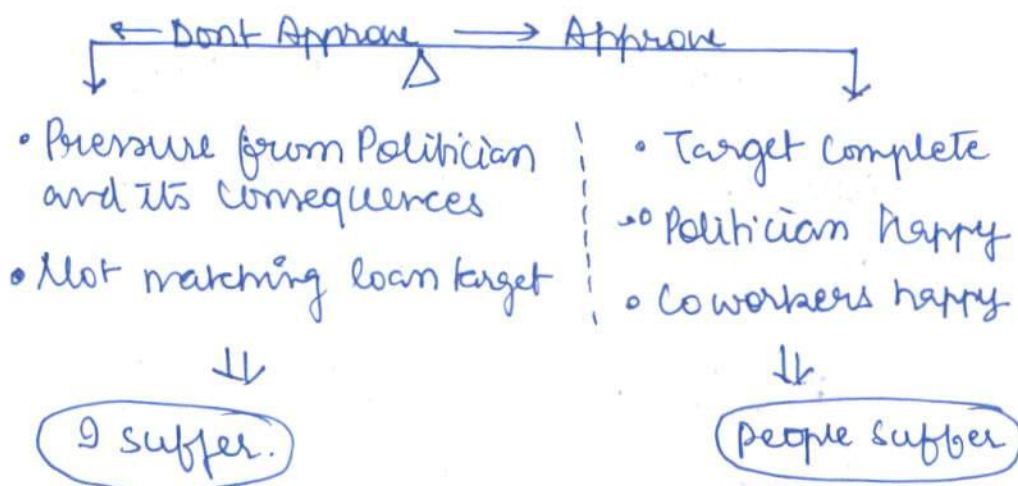
दी गई जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।
- (b) दिए गए मामले में वरिष्ठ अधिकारी की मांगों के प्रति सहमत होने के परिणाम क्या होंगे। आकलन की कीजिए कि उनमें से कौन-से अनुकरणीय हैं और कौन-से नहीं।
- (c) ऐसे संस्थागत सुधारों का सुझाव दीजिए जिससे ईमानदारी से दी गई प्रतिपुष्टि (फीडबैक) के लिए कोई सजा न भुगतनी पड़े।

As Branch Manager of Public Sector Bank  
It's my duty to safeguard public money  
and judiciously use it for investment  
and loans.

Ans AETHICAL ISSUES IN ABOVE CASE:-

- 1) Political Pressure from Minister to pass loans even though Bank suffers from loans. Ethically his plea was already rejected.
- 2) Completion of targets as future career depends on this loan targets.
- 3) My act will affect all in the chain, even if they are not involved actively in it.



Ans B

CONSEQUENCES OF AGREEING TO SENIOR:-

By agreeing to senior and granting loan, it will have following consequences:-

1) Political Pressure removed and Politics is happy.

↳ Not meritorious as there is lack of duty and irregular use of power.

2) Meeting Loan target → Not meritorious as this loan will end up as NPA and further burden bank.

3) Save co-workers from Brunt → Not Meritorious as they are not doing their duty by allowing it to pass.

There is not even a single merit in listening to advice, it could provide temporary respite but not truly.

Ans 5

INSTITUTIONAL REFORMS:-

- 1) Maintain database of rejected loans and same person cannot apply for loan for next six months if once rejected.
- 2) Need written record and reason why loan was approved and by whom.
- 3) Reduce human discretion in public sector banks to reduce pressure of politicians.
- 4) Institutional reform of committee to approve Bigger loans and bring matter to public eye.

Politicians can only be controlled by public hence bring their activities open in public. Power of vote is crucial player.



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)

आप, एक राज्य लोक सेवा आयोग (SPSC) के अध्यक्ष हैं। आपको ज्ञात होता है कि SPSC द्वारा हाल ही में आयोजित एक प्रतियोगिता परीक्षा में बड़े पैमाने पर धोखाधड़ी की घटनाएँ हुई थीं। आपकी बेटी ने भी इस परीक्षा में भाग लिया था और वह इसमें उत्तीर्ण होने के प्रति आश्वस्त है, वह भी इन घटनाओं की पुष्टि करती है। हालांकि, वह स्वयं ऐसी किसी प्रकार की गतिविधि में संलग्न होने से इनकार करती है। आयोग जो भी निर्णय लेगा, उससे परीक्षा में भाग लेने वाले बहुसंख्यक उम्मीदवारों का भविष्य प्रभावित होना तय है, जिनमें आपकी बेटी भी सम्मिलित है।

(a) उपर्युक्त मामले में विभिन्न हितधारकों एवं उनके हितों की पहचान कीजिए।

(b) वर्तमान परिस्थिति से निपटने के लिए आप अपने पास उपलब्ध विकल्पों को सूचीबद्ध कीजिए। आप किस विकल्प का चयन करेंगे और क्यों?

(c) ऐसे उपायों का सुझाव दीजिए जो यह सुनिश्चित करने के लिए आप अपनाएंगे जिससे कि भविष्य में इस प्रकार की स्थिति पुनः उत्पन्न न हो।

As chairperson of SPSC it's my duty to  
provide free and fair approach opportunity  
to all. This requires cheating-free conduction.

And as father, it my duty to  
teach my daughter to work hard and always  
stand by truth, whatever happens.

And luckily both are not contradicting  
in this scenario.

Ans A

Key stakeholders and their interests:-

| <u>Stakeholders</u>  | <u>Interests</u>                                                                       |
|----------------------|----------------------------------------------------------------------------------------|
| → Chairman SPSC (me) | Duty of fair exams                                                                     |
| → Daughter           | Exams went well and will have to give exams again.                                     |
| → Other children     | All will give exams again                                                              |
| → Public at large    | Officers will be serving them <u>tomorrow</u> . They need to be <u>corruption free</u> |

Ans B

Options Available:-

- 1) Cancel Exam and reconduct in next year cycle

2) leave the situation as it is but make sure, such things are not repeated in future.

3) Criminal enquiry against the culprits and ban them from future attempts.

My choice of Action :-

It will be mix of above options.

Step 1: Cancel the Examination and declare re-exam next year.

Step 2: Make arrangements to reduce such incidents in future.

Step 3: Start Enquiry as to where it happened and what prompted it.

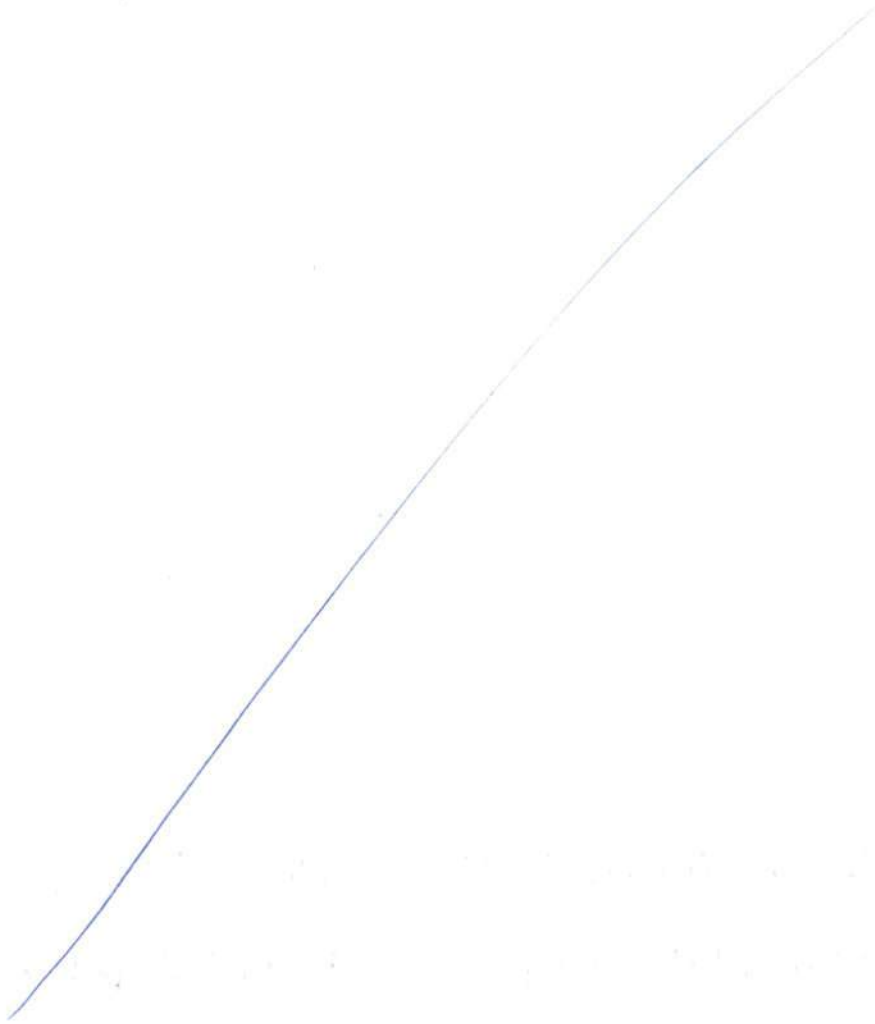
Step 4: Training of teachers and official machinery to not allow such incidents in future.

(Ans 2)

No Occurrence in future:-

- 1) Cancel candidature if found cheating and life long ban.
- 2) Criminal investigation against teacher and all students who did cheating.
- 3) 24x7 open helpline where students can report such incidents and they will be saved, through reexamination.
- 4) strict monitoring of examinations using huge public monitoring.

Students of today will become officers of ~~today~~ tomorrow, we will only get corrupt officers from corrupt students.



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)

आप अपनी कार में टोल टैक्स बूथ पर अपनी बारी की प्रतीक्षा कर रहे हैं। अचानक आप कुछ लोगों को टोल टैक्स बूथ के संचालक से उलझते और हाथापाई करते तथा टोल टैक्स बूथ पर संपत्ति को तहस-नहस करते हुए देखते हैं। वे, वहाँ से गुजर रहे एक स्थानीय राजनेता के साथ हैं। टोल टैक्स का भुगतान करने को कहे जाने से असंतुष्ट होकर उन्होंने यह तर्क देना आरम्भ कर दिया कि टोल टैक्स बहुत अधिक प्रभारित किया जा रहा है और ऐसा अनुचित टोल टैक्स प्रभारित कर जनता का शोषण किया जा रहा है। साथ ही वे अन्य लोगों को भी टोल टैक्स का भुगतान न करने की चेतावनी दे रहे हैं। लेकिन, आपके आसपास के अन्य लोग तटस्थ होकर देख रहे हैं और कोई भी हस्तक्षेप करने के लिए आगे नहीं आ रहा है। यद्यपि आप अनुभव करते हैं कि टोल टैक्स काफी अधिक है, फिर भी आपका मानना है कि इस प्रकार से प्रतिक्रिया करना उचित नहीं है।

(a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।

(b) हमारे देश में गुंडागर्दी के ऐसे सार्वजनिक प्रदर्शन का कारण क्या है?

(c) आप क्या कार्यवाही करना चाहेंगे? यथोचित तर्क प्रस्तुत करते हुए इसका औचित्य सिद्ध कीजिए।

As a citizen of his country, it's my fundamental duty to safeguard public property and also fundamental right to raise voice against exploitation.

Ans A

Ethical Issues Involved :-

- 1) Toll Booth operator is just doing his duty, manhandling him is in no way right.
- 2) Local leaders agitated only when they were asked to pay, otherwise they would have left.
- 3) Other citizens quite and do not provide support or even raise voice against.
- 4) Blocking Traffic and causing discomfort to others.

Ans B

Overt display of hooliganism :-

- 1) Power of unity even though the act is pure or maligned.

- 2) Support of local leader and hence legal system could be benefit in their favour.
- 3) Silence of others who choose not to reply back to hooligans.
- 4) Justice system is delayed which leads to failure of justice delivery and more often its mockery. - "Tareekh Pe Tareekh"

Ans c

My course of Action :-

- 1) Record all happenings on mobile and keep it safely in drive, before my phone is lost.
- 2) Call police and ask them to manage crowd.

- 3) Convince other passerby, to come together and keep our concern and ask group to listen to us.
- 4) Help Toll Booth operator using first Aid kit and ask them to forgive him as he is also just like us, exploited by high price.
- 5) Try talking to main leader to not allow loss of lives on ground.
- 6) Meanwhile Police will arrive and assist them.

As a citizen of India, if I can save any one life, it will mean a lot.

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