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GENERAL STUDIES (TEST CODE : 877)

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Medium Hindi/Eng.	ENGLISH	Registration Number	37996
Center	RN	Date	24/09/2017

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
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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. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. 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) The seeds of patriarchy and gender inequality are sown at home, which manifest as a weed at the societal level. Elucidate. Suggest an ethical framework to systematically address the issue of patriarchy in the Indian society. 10

'To educate a man in mind and not in morals is to educate a menace to society.'

The above quote by Theodore Roosevelt tells that values like patriarchy are learnt at home which lead to social problems.

Home is the first school of a person. A child raised in a patriarchal home can never appreciate feminism.

On the other hand, child born in caring, loving home appreciates equality, tolerance, empathy. Thus issues of patriarchy need to be fought

at a micro level to have a macro level impact.

Ethical framework to address patriarchy

- 1) Ethical education made compulsory in schools.
- 2) Ethical Trainings at workplace - DTC drivers recently given gender sensitivity trainings.
- 3) Code of Ethics to be adopted at all workplaces - They should cover gender sensitivity.
- 4) Creating gender equal work ^{cultural} ~~places~~ ~~places~~
- 5) Proper laws to assist the ethical framework.

Thus, patriarchy needs to be tackled from both legal and ethical angle.

1. (b) What are the factors which drive people to take law in their own hands rather than following the due process of law? Discuss ways to address the problem of mob justice. 10

Violence against JNU students, protests after Rahim Singh's conviction shows tendency of mobs to take law in their own hands.

Factors for this tendency -

- 1) Failure of Police and Judiciary to build confidence in the public
- 2) Lack of patience in the public
- 3) Lack of Emotional Intelligence to control their emotions.
- 4) Values of violence that are still preferred by a majority.
- 5) Lack of ethical education which can act as an internal check of accountability.

The problem of mob justice can be solved in following ways -

- 1) Holding the leaders of the mob accountable for violation of laws.
- 2) Reducing judiciary backlog to increase faith in the due process of law.
- 3) Imparting ethical trainings to improve emotional intelligence of the public.
- 4) Incultating the feelings of non-violence through the teachings of Mahatma Gandhi.
- 5) All public celebrities to criticise mob justice.

Mob Justice can lead to greater injustice and cannot be a part of any civil society.

2. (a) In a democracy, the purpose of the government should be to make it easy for people to do good and difficult to do wrong. Comment.

10

The role of a government is to improve the welfare of the public directly or indirectly.

However, the overall development of a nation also needs equal contribution of the people.

The government should therefore focus on facilitating greater positive contribution by the public and prevent negative contributions.

Positive Contributions to be made easy-

- 1) Laws should be facilitating - Eg- Samaritan laws need to be relaxed.
- 2) Reduced Red Tapism to promote businesses.
- 3) Promotion to transparent & accountable NGOs.

1) Greater awareness about positive role each person can play in nation building.

At the same time, negative activities by the public need to be made more difficult by increasing their cost.-

1) Stricter implementation of laws.

Eg- Traffic rules.

2) Checks & balances like social audits.

3) Labour laws to prevent exploitation of labour.

The performance of a democratic government in ensuring greater positive contributions by the public can lead to its success.

2. (b) Discuss John Stuart Mill's idea on freedom of thought and expression. Also, give reasons as to why, according to Mill, representative democracy is the best form of government despite its inherent weaknesses. 10

John Stuart Mill was a strong proponent of Freedom of thought & expression. He gave 4 reasons in its support -

- 1) Every idea has some 'truth' involved. If ideas can't be shared then that 'truth' is also ignored.
- 2) The 'truth' itself arises from the arguments of various ideas and views.
- 3) Any fact needs to be constantly challenged to ensure its applicability. This cannot be done without freedom of speech & expression.
- 4) A fact does not hold true forever. Facts are developed over time through different views.

Thus, according to John Stuart Mill, the freedom of thought & expression needs to be ensured.

According to him, representative democracy is the best form of government because -

- 1) It ensures the rule of law.
- 2) It allows the fulfillment of rule utilitarianism i.e. benefits of majority need to be pursued but under rules.
- 3) Democracy ensures that only reasonable checks on freedom of thought & expression are created based on Harm Principle.
- 4) Democracy allows the pursuit of intellectual pleasures which should be the higher order needs of the people.

3. (a) It is argued by some that nuclear weapons have acted more as a deterrent than leading to war and mass destruction. In this context, discuss whether it is ethically right to possess nuclear weapons to create nuclear deterrence. 10

Nuclear weapons have proved to be a double edged sword as -

- 1) They have led to inequities in power between countries with and without nuclear weapons.
- 2) They have avoided wars between nuclear powered nations.

The ethics behind the possession of nuclear weapons is debatable -

- 1) They have created a fear of war with catastrophic consequences.
- 2) They have led to greater inequities between countries.
- 3) Sharing of nuclear technologies with friendly nations. Eg- China

and Pakistan.

4.) The Individual interests have been lost against national interests.

5.) The development of the needy is given a lower priority due to huge cost of nuclear weapons.

However, they are considered as 'weapons of peace' as they have avoided wars on a large scale.

In the long term, we need to work towards a nuclear-weapon free world to avoid wars and misuse by terrorists. Ethics requires a world without the need for nuclear weapons.

3. (b) Differentiate between administration and leadership. Highlighting the traits which characterize an effective leader, discuss the importance of leadership in ensuring effective public service delivery in a bureaucratic setup. 10

While administration refers to use of official authority to meet organisational goals, leadership involves the use of personal power to meet personal & group goals.

Administration is rule centric while leadership is influence centric. While administration involves a formal relation, leadership involves a voluntary relation with followers.

Traits of effective leader

- 1) Ability to influence followers
- 2) Has a ~~positive~~ positive vision for the future.
- 3) Has great emotional intelligence
- 4) Takes into account individual

interests of followers.

- S) Establishes trust with followers.
- G) Follows the ethical principles & holds means as an end in itself.

These traits were shown by administrators like Dr. A.P.J. Abdul Kalam, E. Sreedharan while working in bureaucratic setups.

Importance in public service delivery

- 1) Show Empathy to the needy.
- 2) ~~A~~ Ends cannot justify the means in public ethics.
- 3) Leading from the front - E. Sreedharan was never late to office & therefore, metro's quality of service is world famous.
- 4) Creating a corruption free culture.
Eg - Delhi Metro.

4. (a) Apart from functional knowledge and expertise, the efficacy of a civil servant also depends upon his emotional intelligence. How does emotional intelligence contribute to efficacy? How can civil servants enhance their emotional intelligence? 10

Emotional Intelligence refers to the ability of a person to identify, perceive, understand and manage the emotions of his self and that of others.

Daniel Goleman has said that only 20% of a person's success depends on his IQ, rest 80% depends on his EQ.

Similarly, for a Civil Servant needs to have both attitude and aptitude to be effective.

Eg- A. officer may have the knowledge to deal with communal issues but may ^{not} have the emotional intelligence to show empathy.

Thus Emotional intelligence needs to be developed to improve efficacy.

Enhancing Emotional Intelligence

- 1) Behavioural trainings
- 2) Developing empathy towards others.
- 3) Being a good listener.
- 4) Meditation - to gain control over own emotions.
- 5) Having positive attitude ~~ab~~ about others.

Developing EI is a difficult task but needs to be achieved to ensure success in fulfilling duties.

4. (b) Enumerate the mechanisms that promote accountability of public officials in discharging their functions and responsibilities in India. Also discuss why ensuring accountability for performance is not a simple task in government service. 10

Accountability is the process of holding public officials answerable for the fulfillment of their responsibilities and legitimate exercise of their authority.

Mechanisms in India-

- 1) Parliamentary discussions, Question Hour, Committees.
- 2) Courts for upholding the applicable laws.
- 3) Power to public like Right to Information
- 4) Social Audits of schemes like MGNREGA.
- 5) Free media which can hold public officials accountable.

6-) Institutions like Lokpal,
CAG, CVC etc.

However, ensuring accountability
in public service is difficult because

- 1) No profit motive of the duties
performed.
- 2) No standardised activities to
compare performance.
- 3) Dealing with unstructured issues
- 4) Involvement of lot of discre-
tionary power by the officials
- 5) Lack of transparency.
- 6) Laws like Official Secrets Act,
1923 lead to confidentiality.

Holding public officials account-
able is necessary for success
of democracy.

5. Given below are two quotations of moral thinkers/philosophers. For each of these, bring out what it means to you in the present context. 10
- (a) "The greatness of a nation and its moral progress can be judged by the way its animals are treated."

The given quote was provided by Mahatma Gandhi.

Through this quote, Gandhiji emphasised that the progress of a nation should not be seen in terms of lifestyle of the upper class but by the life of the weakest and the powerless of the society.

The animals are ^{at} the bottom of the social hierarchy and their treatment signifies the moral progress made by a nation.

The present situation of India shows that we have greatly failed

in fulfilling the Mahatma's dream.
This can be seen from the
following instances -

- 1) Exploitation in pet shops eg-
cutting of beaks.
- 2) Branding of cattle for sale.
- 3) Regular deaths of dogs through
accidents.

Therefore, there is a need to
improve the way to ~~focus~~ we
treat the animals in the society
through proper laws & their strict
implementation.

Only then can we call
ourselves a civil society.

5. (b) "Prejudices are what fools use for reason."

10

The given quote is concerned with prejudices and stereotypes and how they are used to provide basis for irrational decisions.

There are various recent examples that prove the given quote -

- 1) The withdrawal of USA from Paris Agreement based on prejudice about India & China benefitting by receiving money under it.
- 2) Clashes against minorities in India based on prejudice of them being beef-eaters.

Thus there is a need to correct our irrational and incorrect prejudices to avoid wrong

decisions .

Prejudices can lead to
perceptual distortions that can
be corrected through -

- 1) Open communication
- 2) Information based decision
- 3) Developing empathy .

6. Ensuring that government decisions are not influenced by public officials' private interests is a growing concern. Discuss in the context of India. Also enumerate the core principles reflected by OECD guidelines for managing conflict of interest in the public sector. 10

Conflict of Interest is a situation when the private interests of a person are in conflict with his official interests.

Conflicts of interests are inherently not bad. It is their disclosures and management that need to be regulated.

However, in India public officials succumb to conflict of interests -

- 1) No proper disclosures are made about their private interests.
- 2) Huge discretionary power is exercised by them leading to misuse.
- 3) The Lokpal Act and other regulations

are being amended to provide more times to disclose their interests.

Such disclosures difficult because of misuse by public for personal vendettas.

Core principles by OECD

- 1) Proper Disclosure of private interests
- 2) Not-by-me Principle - In case conflict of interest arise, the issue should be passed to someone else.
- 3) Avoiding misuse. Stronger Performance Appraisal systems.
- 4) Proper trainings to officials to deal with conflict of interests.

7. Discuss, with examples, the significance of principles of public life as recommended by Nolan committee. Why are these principles considered as an essential set of expectations from public servants? 10

The Nolan Committee of Britain laid down seven principles of public life -

- 1) Honesty - especially in financial matters. Eg- Public interests should be disclosed.
- 2) Objectivity - Decisions based on facts. Avoid subjective decisions.
- 3) Leadership - charismatic leadership. Eg- Nelson Mandela.
- 4) Accountability for performance - to avoid wastage of resources.
- 5) Selflessness - to keep public interests over personal interests.
- 6) Openness - to improve transparency. Eg- Right to Information Act.
- 7) Integrity - Consistency in behaviour.

application of rules etc.

These principles are significant for the achievement of ensuring successful performance of duties in public life.

Eg - Successes of leaders like Mahatma Gandhi, Martin Luther King are based on above principles.

They are essential expectations because -

- 1) Public officials have huge powers.
- 2) To avoid conflict of interest.
- 3) To hold them answerable for their performance.
- 4) To give power to the weakest sections.
- 5) To reduce needs of external checks & balances on public officials.

8. A peculiar inhuman situation exists for the people fleeing from war zones - they cannot go back to their homeland for fear of being persecuted and no country is ready to bear their burden due to various reasons. Citing contemporary examples, discuss the ethical issues involved in such situations. 10

The movement of refugees across countries is one of the biggest problems of the 21st century.

Lakhs of refugees have moved from Syria to other countries and near home, lakhs of Rohingyas have moved from Myanmar to India & Bangladesh.

Ethical issues involved are -

1) Role of International Communities to ensure basic needs of these people.

2) National Interest vs. International duties - Refugees lead to sharing of scarce resources and therefore

are seen as a threat to national interest.

3) National Security - Refugees are seen as a threat to national security.

4) Individual Interests - of the refugees are grossly violated by different countries.

5) Duty of security to refugees - whether of the home country or of all countries.

6) International Conventions / bodies - Their failure to ensure the security of refugees.

7) Responsibility of deaths of refugees due to risks involved.

8) Political legitimacy of leaders of all countries involved.

Thus, refugee crisis is not only a political issue but an ethical issue as well.

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

9. As the administrator in-charge of your area, you are witness to the widespread food wastage in lavish parties as well as in restaurants and eateries, on one hand and people starving due to inability to ensure one square-meal a day, on the other. Realizing that it is not the scarcity of resources, but the habit of people that is causing paucity in availability of food, you decide that certain measures are needed to be taken in order to deal with the issue of starvation at the grassroot level. 20
- Given the situation, answer the following questions:
- Identify the ethical issues involved in this case.
 - What measures would you take to deal with wastage of food in your area?
 - What explains this co-existence of affluence and hunger in developing countries like India?

The given case shows the inequities existing in India where on one hand huge wastage of food takes place in parties while there are millions starving at the same time.

The various stakeholders involved are-

- 1) The Poor & the hungry - who starve on a daily basis even on seeing such food wastage.
- 2) The rich people - who lack concern for the interests of the poor.

3) The government - which is failing in its constitutional and moral duties to uplift the downtrodden.

a) Various ethical issues involved are -

1) Moral vs. Legal Duty -

While the rich people do not have a legal duty to avoid wastage of food, they are failing in their moral duties of working towards an equitable society.

2) Individual Interest vs. Social Interest

While it is in individual interest to throw lavish parties, it goes against social interest.

3) Morality of Consumerism / Material Society -

The morality involved in the throwing of such lavish parties need to

be questioned.

4.) Owner of Resources - Individual or Society?

Is it the individual who owns his resources or he holds them in trust of the society as given by Gandhiji in his Trusteeship Theory.

(b) The issue of starvation can be solved through a multi-pronged response as under -

- 1.) Institutionalising work of NGOs who do this work of collecting extra food to distribute to poor.
- 2.) Involving the community to pass rules to make it compulsory on caterers to deposit the extra food

for distribution.

- 3.) Making public appeals through local media sensitising the people about the need to change our habits.
- 4.) Requesting the State Government to pass a law to put a limit on expenditure on social events as proposed in Kerala.
- 5.) Taking help of the religious heads of the area to request people to donate extra foods from homes and parties.

As a long term solution, there is a need to improve the skill and capacity of the poor to get decent jobs to lead a healthy life.

(C) This co-existence of affluence & hunger can be explained as under -

- 1) Increasing consumerism - with focus on show-off, individualism.
- 2) Greater power distance between the rich and the needy.
- 3) Wrong perception about the needy - that they are ~~need~~ lazy and avoid work.
- 4) Lack of ethical education in the schools.
- 5) Failure of Civil Society, NGOs to work effectively & transparently.

However, as given in question, there is not a lack of resources but a lack of concern which needs to be developed.

10. The excluded and marginalized section of society are worst hit by globalization. Take the case of Particularly Vulnerable Tribal Groups (PVTGs) like Sentinelese of Andaman & Nicobar islands; their population has reduced drastically and they are facing various other problems as well. In this context answer the following questions: 20

- (a) What are the challenges faced by PVTGs due to globalisation?
(b) If you are posted as a Development Officer in such an area, what will be your priorities to reduce their vulnerabilities and ensure welfare?

The given case deals with the effect of globalization on the marginalized section like the PVTGs.

The ethical issues involved are -

- 1) Growth vs. Development - Is it economic growth or overall development which needs to be focussed on.
- 2) Role Clarity - Should an individual be only concerned with himself or with the whole society as part of society.
- 3) National interest vs. Global interests while taking decisions like opening up of economy.

The various stakeholders involved

in the case are the -

- 1) Marginalized sections - worst hit by globalization.
- 2) Government - Prioritizing needs of different sections.
- 3) Society - its role towards the excluded sections.

a) The PVTGs are the tribal groups who are especially backwards among the tribal groups. They face the following challenges due to Globalization -

- 1) Loss of livelihood - because of exploitation of natural resources for economic interests.
- 2) Uprooting of homes on acquisition of their property or use of forests

by the government .

3) Increasing Consumerism - Globalisation

has led to increased consumerism in the society which has gone against PVTG interests .

4) Focus on economic progress by the government putting PVTGs lower in the priority list .

5) Increased Privatisation - Globalisation

has led to greater privatisation which has reduced employment, education opportunities for PVTGs .

6) Global Competition has led to security implications and tribes in Andaman are vulnerable to strings of beads strategy of China .

(b) The priorities to reduce their vulnerabilities will be -

1) Getting their due reservations -

Some PVTGs are not getting reservation benefits. Application will be sent to concerned authorities for same.

2) Proper land records to provide them security of lands.

3) Attention to their admission in schools. Request Private schools to give them priority while filling 25% seats in RTE Act.

4) Ensuring construction of a hospital around their locality.

5) Writing articles in the local newspaper informing people about the

challenges they face.

6) Proper implementation of applicable laws like Forest Rights Act, local governance laws, etc.

As a long term solution, their security and capacity building needs to be focussed on to make them a part of the mainstream.

11. Undercover journalism exposes injustices, negligence, corruption and wrongdoing and yet going undercover to expose wrongdoing remains controversial. But, undercover journalists contend that they are fulfilling a fundamental duty of finding truth through their journalism. They argue that public enlightenment is the forerunner of justice and the foundation of democracy and the duty of the journalist is to further those ends by seeking truth and providing a fair and comprehensive account of events and issues. So, there are some supporters of this kind of journalism, which sometimes infringe the privacy of individuals. However, some journalists also urge avoiding surreptitious methods of gathering information except when traditional open methods will not yield information vital to the public. In this context, answer the following questions: 20

(a) What are the ethical issues involved in the practice of undercover journalism?

(b) Do you support the practice of undercover investigation by journalists? Give reasons in support of your answer.

The ~~so~~ question revolves around the role and the ethical implications of investigative journalism.

The various stakeholders involved are -

- 1) The journalists - who have duty to expose truths and make officials accountable.
- 2) The victims of such journalism - who have a right to privacy.
- 3) The Public - who have a right to know the truth about their

representatives.

a) Undercover Journalism is controversial because of the ethical issues involved in the case :-

1) Ends vs. Means - Whether the ends justify the means or the means are an end in themselves.

2) Private vs. Public interests -

Is the privacy of an individual over public interests.

3) Duty vs. Consequence

Duty of an undercover journalist can lead to consequences which were unintended. Eg - Expose by a worker may lead to his murder by his colleagues.

4) Government guidelines vs. Professional Duty

whether a journalist can violate government rules to pursue his duties

5) Role Conflict -

A journalist may have a conflict of interest while investigating a particular entity.

(b) The issue of undercover investigation is a complex one and its legality and morality needs to be seen on a case by case basis.

Undercover investigation should be supported in following cases -

1) when it is pursued for greater public interest.

2) when it is not a means to fulfill

Corporate rivalry.

- 3) When it does not involve any violation of law by the journalists.
 - 4) Privacy of an individual can be violated only if a greater public interest is served as provided by law.
 - 5) Such investigation should be directed against public officials and not against private individuals.
 - 6) There should be concrete information beforehand.
- ⇒ If the above principles are not followed, such journalism can be in violation of right to

privacy as upheld by the Supreme Court and cannot be supported.

Therefore there need to be certain checks & balances on the use of investigative journalism.

←

12. You are the chief executive of ABC Ltd., an automotive component manufacturing company. Until recently, all of your production plants were located in City X. However, the cost of production has risen, causing profits to decline. A number of factors have led to an increase in the production costs. First, the union representing the workers in your plant waged a successful strike resulting in increased salary and benefits. A second factor has been imposition of stringent environmental regulations. Shareholders are concerned about the declining fortunes of the company. Many of the competitors have moved their operations to less-developed cities, where the operating costs are less than in City X. ABC Ltd. is a major employer in the city where it is located, and you know that a plant closure will cause economic dislocation in the city. 20

Given the situation, answer the following questions:

- (a) What are the ethical issues involved in this case?
(b) How can the interests of different stakeholders be reconciled in this case?

The given case involves the loss (decrease in profits) of a manufacturing company and its option to leave the city of manufacturing to reduce costs.

a) The various ethical issues involved in the case are -

i) Interests of owners vs. interests of workers -

whether the company should only work in interest of its owners

or the workers as well.

2) Profit motive vs. Social motive

The influence that the social implications of decisions should play on an organisation's management.

3) Role Conflict -

for the management as executives of the company and as members of the society.

4) Priority of Goals of Society -

whether economic growth be given preference over environmental interests.

5) Abrogation of Responsibilities -

whether the movement of plant to another location will be abrogation of responsibilities towards employees.

6.) Short term vs. Long term interests

Whether long term societal gains be ignored for short term economic gains.

(b.) The various stakeholders and their conflicting interests are given as under -

1) The company - A company is a business unit with a profit motive. It needs to focus on cost reduction.

2) The employees - whose organisation into unions and pressures have increased wages but may lead to eventual job loss.

3) Society - The whole society may be at a loss if the plant is located

at a different location leading to huge job losses.

These interests can be reconciled as under -

1) Profit linked variable salaries -

To motivate workers for better performance and lesser cost to company in case of lower performance.

2) Greater efficiency in operations through adoption of technologies to reduce costs.

3) Moving the plant to nearby location and allowing present employees benefits and compensation to work at new location.

4) Golden Handshake scheme wherein

certain employees are given option to leave organisation on payment of a certain sum.

5) Training the workers to get other jobs to reduce cost of company.

Grandhiji believed that labour and capital are complimentary to each other and should work with mutual benefits.

13. You are posted as a District Education Officer (DEO) in a Maoist affected district. You have been specifically given the responsibility to work on the literacy mission. After reading the education reports and doing field visits, you find that the number of out of school children has increased drastically and the motivation among students and teachers is also low. While certain basic infrastructure is already in place, the major hurdle in attracting students to these schools include the attitude of inhabitants towards education and the security risks involved in sending children to schools.

Given the situation, answer the following questions:

- (a) Analyse the reasons behind such an attitude. 20
(b) As a DEO, what are the steps that you would take in order to increase the school attendance and change the prevalent attitude of inhabitants towards education?

The given case revolves around the low attendances in schools in maoist affected areas due to various reasons.

The various stakeholders involved are -

- 1) Government - and its duty to ensure education to the children under the constitution.
- 2) Children - who have right to education under the law.
- 3) Parents - who need to ensure the safety of their children.

a) Various reasons behind the attitude of people towards education are -

- 1) Security - The people security of their children more important than their education.
- 2) Failure of Government to provide security in the past.
- 3) Lack of Job Opportunities after education, thereby reducing motivation to achieve education.
- 4) Poverty - The poor hold short term economic benefits more important than education.
- 5) Lack of exposure of people in maoist areas to realise the importance of education.

Thus there are many reasons which need to be tackled to improve the attitude of parents towards education.

(b) As a DEO, following steps need to be taken -

- 1) Advising parents about the scope of education and its benefits.
- 2) Using funds for adoption of technology - Biometric devices for ensuring attendance of teachers.
- 3) Giving powers to public to conduct social audit of schools - parents can complain about falling standards.
- 4) Coordinating with police to provide

security to children .

5.) Requesting state government to provide cellular network to make home-based learning available to students - SWAYAM Portal .

6.) Requesting religious leaders, celebrities to create awareness about importance of education .

As a long-term solution there is a need to find an end to the nasal problem to enable the people to be a member of the mainstream society .

14. Mr. Pradeep is a senior civil servant in the central government and is involved in the budgeting department. In the course of performing his duties, he comes to know about diversion of funds earmarked for SC/ST sub-plan for other purposes. While he is not directly responsible for this aspect of the budget, he raised his concerns to the department concerned. He also learns that the minister responsible as well as senior most civil servants are aware of the practice and have given tacit approval for it. Soon thereafter, Pradeep was summoned to talk on the issue and was told that since the matter is not within his jurisdiction, he should 'keep his nose out of it'. After much soul searching, Pradeep decided to obey his supervisors by leaving the matter alone. Based on the information given, answer the following questions: 20

- (a) Elaborate on the internal dissonance that Pradeep faces in the given situation.
(b) On what basis can the decision of Pradeep be justified?
(c) Had you been in Pradeep's place, what would have been the course of action chosen by you? Recognise the merits and demerits, if any

The given case involves the ethical dilemmas being faced by a civil servant on knowing the diversion of funds and the minister's and his seniors involvement in it.

The various stakeholders involved in the case are -

- 1) Mr. Pradeep - who has to fulfill his duties as a civil servant.
- 2) Government - who needs to work for the welfare of the public in a

transparent and accountable manner.

3) The Public - who can hold the government accountable for its duties.

(a) Pradeep faces a number of ethical dilemmas in the given situation. An ethical dilemma is a situation which involves a trade-off between two or more conflicting ethical principles.

Ethical Dilemmas faced by Pradeep :-

1.) Duty vs. Conscience

Though the diversion of funds is not a part of his legal duty but not reporting the same affects his conscience.

b.) Role Conflict - As a civil servant he is expected to follow his seniors but also needs to serve public interest.

c.) Code of Conduct - The Civil Services (Conduct) Rules 1964 cover confidentiality as well as financial propriety. Both of them cannot be followed simultaneously in the given situation.

d.) Ethics vs. Consequence

Though complaining about the fund diversion can satisfy his morality, he may lose his job or may face other consequences, personally.

(B) The decision of Pradeep to obey his supervisors by leaving the matter alone can be justified as under -

- 1) He has benefited by maintaining good relations with superiors.
- 2) He can concentrate only on his own scope of responsibilities.
- 3) He has fulfilled his duty of confidentiality and loyalty to the duty.

However his decision has come at a loss of his morality and ~~conscience~~ peace of mind.

(C) The course of action I would have chosen would be -

- 1) Collecting proper evidence about the diversion of funds and the persons

involved -

- 2) Internally complaining about the same to the senior most people - the Cabinet Secretariat, the Prime Minister's office - they may not be aware of the diversion by the minister and the department.

Merits

- 1) I fulfill my duty of confidentiality as news is not revealed to public.
2) I ensure security of my job.

Demerits

- 1) No action may be taken. In such case, further complain can be made with National Commissions of SC/ST who may create public pressure to act.
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