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GENERAL STUDIES (TEST CODE : 1841)

Name of Candidate	Shubham	Registration Number	218920
Medium Hindi/Eng.	English	Date	23/8/22
Center	ORN		

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

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

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Delhi- 110009

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

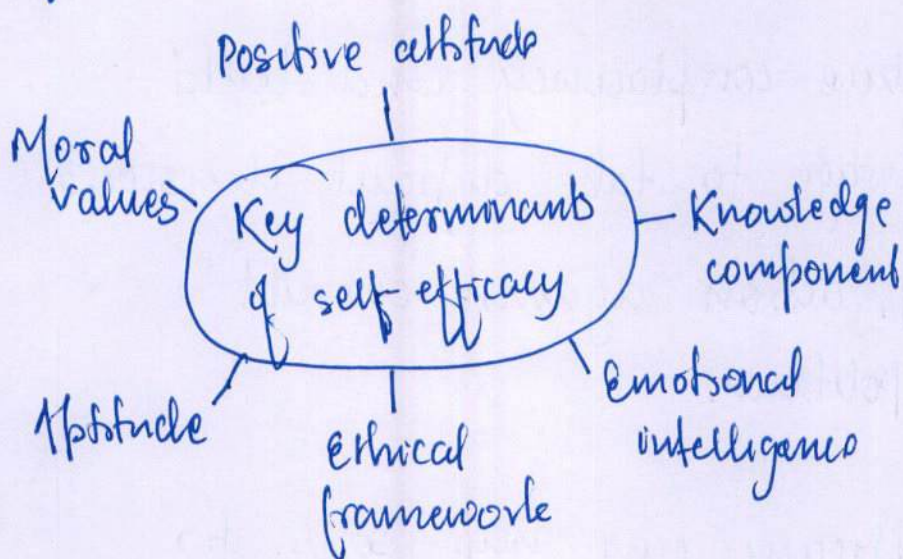
SECTION - A

1. (a) Explain the meaning of self-efficacy, along with its key determinants. Also, discuss the significance of high self-efficacy for a civil servant.

(150 words) 10

आत्म-प्रभावकारिता और इसके प्रमुख निर्धारकों का अर्थ स्पष्ट कीजिए। साथ ही, एक सिविल सेवक के लिए उच्च आत्म-प्रभावकारिता के महत्व पर चर्चा कीजिए।

Self-efficacy refers to the ability to solve problems efficiently through use of emotional intelligence.



Significance of high self-efficacy for a civil servant

i) Improve efficiency in administration

- eg, policy making

ii) Practice empathy and compassion

- e.g., Compassionate Kozhikode by Prashanth Nair

iii) Total Quality Management

- doing things correctly in the first place

iv) Reduce complacency and build courage to take difficult decisions

- eg, action against corrupt politician

Self-efficacy can help solve for crisis of conscience and continuously improve towards an efficient human being.

1. (b) Ethics is knowing the difference between what you have the right to do and what is right to do. Discuss. (150 words) 10

आपको क्या करने का अधिकार है और क्या करना सही है, इसके मध्य का अंतर जानना ही नीतिशास्त्र है। चर्चा कीजिए।

Ethics is the moral framework that differentiates between what is right and wrong.

Difference between what you have a right to do and what is right to do

- Ethics prevents decision that will hamper someone else's rights
e.g., respecting other person right to privacy.
- Separates wrong actions from moral actions
e.g., humans have right to use resource wastefully but it is not a right course of action.

• This difference maintains a sense of justice in the society.

↳ eg, practising compassion despite no obligation to do so

• Knowing the difference balances rights and duties.

↳ eg, right to life is ensured if no one indulge in violence.

Thus, ethics provide the framework where we can judge the moral worth of our intended actions and prevent any untoward consequences.

2. (a) Dealing with an ethical dilemma not only requires following rules and regulations, but also requires adherence to moral prudence and altruism. Explain in the context of civil services in India, with examples.

(150 words) 10

किसी नैतिक दुविधा से निपटने के लिए न केवल सहायक नियमों और विनियमों की आवश्यकता होती है, बल्कि नैतिक विवेक और परोपकारिता के पालन की भी आवश्यकता होती है। भारत में सिविल सेवाओं के संदर्भ में उदाहरण सहित स्पष्ट कीजिए।

Ethical dilemma refers to the situation where there is conflict between two or more values like objectivity v/s compassion.

Rules and regulations to solve ethical dilemma

- i) It provides objectivity by following guidelines
 · eg, accepting gifts by bureaucrats for performing duty.
- ii) Manages discretion while solving ethical dilemma
 · eg, prevents bribes to award projects

to one of equal bidders.

Moral prudence and altruism as tools
to solve ethical dilemma

- i) Enables compassionate view of ethical dilemma.
 - eg, ration to old women not having dachhar card.
- ii) Balancing conflicting moral values.
 - eg, friendship vs integrity during conflict of interest
- iii) Maintain trust of public in civil service when dilemma is solved in favour of citizens.
 - eg, tribal displacement can be stopped because of projects.

Thus, combination of rules, altruism and moral prudence should be used to solve ethical dilemma.

2. (b) The Code of Conduct for the civil services in India has merely remained a code; it has not helped promote ethical and moral values in governance. In this context, discuss the need for a National Commission on Integrity and Transparency in Governance. (150 words) 10

भारत में सिविल सेवाओं के लिए आचरण संहिता केवल एक संहिता बनकर रह गई है; इसने शासन (गवर्नेंस) में नीतिपरक और नैतिक मूल्यों को बढ़ावा देने में मदद नहीं की है। इस संदर्भ में, शासन में सत्यनिष्ठा और पारदर्शिता पर एक राष्ट्रीय आयोग की आवश्यकता पर चर्चा कीजिए।

Code of conduct is a directional document that provides for rules and regulations of an organisation.

Inefficiency of code of conduct

- Not legally enforceable.
- Doesn't cover all the discretions and conflicting situation
- Teleology says human intellect themselves can solve ethical dilemma.
- Corruption and declining quality of public service delivery.
- Frequent conflict of interest and bureaucratic culture.

Need for National Commission on Integrity and Transparency in Governance

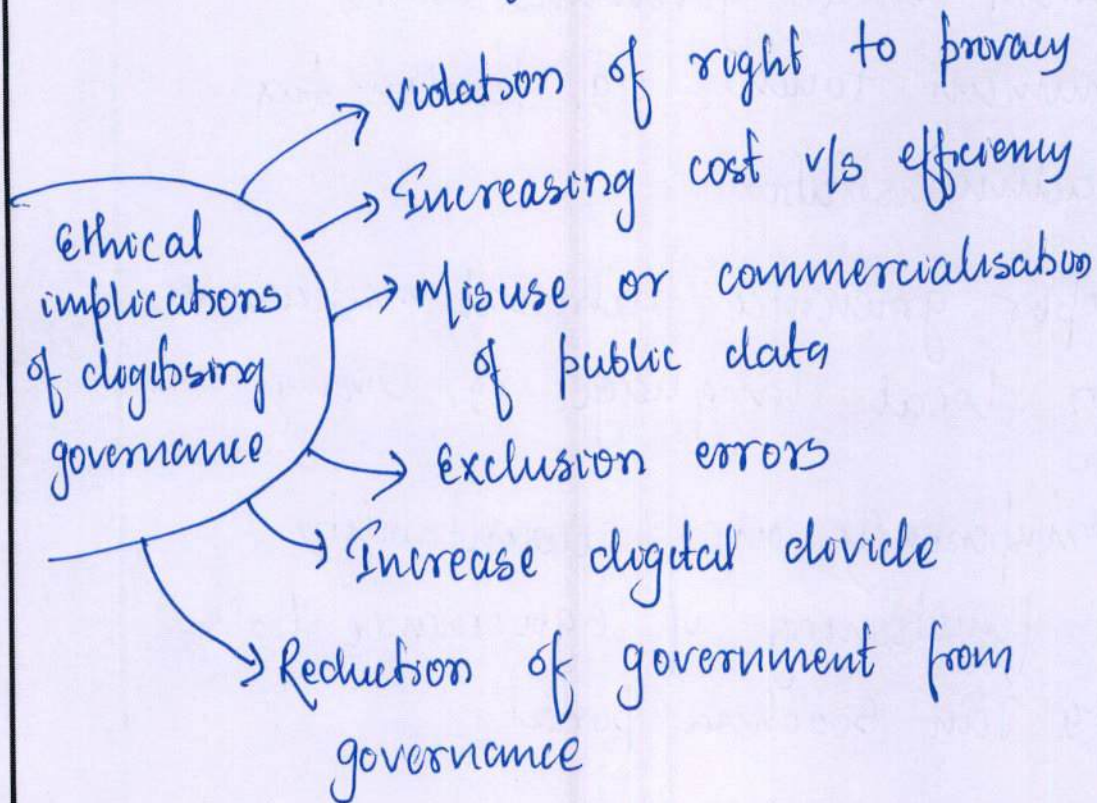
- i) Re-impose trust of public on civil service.
- ii) Improve quality of public service delivery and ensure public welfare.
- iii) To reduce corruption and for accountability for any misconduct.
- iv) For evolving best practices in the functioning of civil servants.
- v) To create ethical governance structure.

Apart from National Commission, a Code of Ethics should complement code of conduct as suggested by 2nd ARC.

3. (a) Digital ethics principles are necessary to prevent erosion of public values and deal with the ethical implications of digitizing governance systems. Discuss. (150 words) 10

सार्वजनिक मूल्यों के क्षरण को रोकने और शासन प्रणालियों के डिजिटलीकरण के नैतिक निहितार्थों से निपटने के लिए डिजिटल एथिक्स सिद्धांत आवश्यक हैं। चर्चा कीजिए।

There has been increase in digital governance initiatives like PDR, online grievance redressal, use of Aadhar etc.



Necessary digital ethics principle

- i) Comprehensive involvement of all stakeholders in the process.

- ii) Data protection law to prevent misuse of data and violation of privacy.
- iii) Simplifying digital governance through increasing digital infrastructure and literacy.
- iv) Citizen-centric governance with human touch. e.g. faceless tax administration
- v) Proper grievance redressal mechanisms in local language. e.g. Umang
- vi) Transparency and accountability in functioning of e-governance tools. e.g. Tan Soochna portal

Digital governance can improve ease of governance and solve many challenges but needs ethical backing.

3. (b) Despite differences in terms of organizational values guiding the public and private sectors, there remain certain values that are equally important to both. Discuss. (150 words) 10

सार्वजनिक और निजी क्षेत्रों को निर्देशित करने वाले संगठनात्मक मूल्यों के संदर्भ में मतभेदों के बावजूद, कुछ मूल्य ऐसे हैं, जो दोनों के लिए समान रूप से महत्वपूर्ण हैं। चर्चा कीजिए।

Public sector involves government backed companies whereas private sector are independent of government.

Difference in organisational values

Public sector

- Main focus is on public welfare
- Accountability to govt and citizens
- Apart from efficiency, deal with social justice, government initiatives etc.
- Responsibility towards employees is higher.

Private sector

- Main focus is on profits.
- Accountability to shareholders.
- Focus on efficiency of production process.
- Relatively less responsibility towards welfare of employees.

Common values

- i) Maintain trust of customers and public in case of private and public sector respectively
- ii) Stay away from unethical practices like bribery, insider trading etc.
- iii) Transparency and accountability in functioning.
- iv) Follow all the rules and regulations in letter and spirit.
- v) Build human and social capital.

The growth of India towards \$5T economy needs support of both public and private sector with common goals.

4. (a) Bring out the difference between accountability and responsibility. Also, discuss the significance of accountability in ensuring ethical governance in the context of India. (150 words) 10

जवाबदेही और उत्तरदायित्व के बीच अंतर स्पष्ट कीजिए। साथ ही, भारत के संदर्भ में नैतिक शासन (एथिकल गवर्नेंस) को सुनिश्चित करने में जवाबदेही के महत्व की विवेचना कीजिए।

Accountability and responsibility are tools to maintain ethics in administration and probity.

Differences between accountability and responsibility

- Accountability is external to some authority while responsibility is an internal characteristic.
- There can be legal sanction to ensure accountability but not in the case of responsibility.
- Answerability in accountability is ensured by rules, laws and authorities while responsibility is ensured by intuition and conscience.

Significance of accountability in ethical governance

- i) Improves quality of public service delivery. eg, PDS functioning through online records
- ii) Maintains trust of public and reduce corruption. eg, NMC Pune has 98% approval rating
- iii) Ensures answerability for action or inaction to authorities. eg, CAG audit of NOIDA
- iv) Act as deterrence against immoral behaviour of bureaucrats. eg, social accountability in public projects.

Formal and informal accountability measures need to be expanded and strengthened for ethical governance.

4. (b) Though laws and rules can be considered as the principal guide on morality for public administrators, they are not sufficient in themselves. Substantiate with examples. (150 words) 10

हालांकि कानूनों और नियमों को लोक प्रशासकों के लिए नैतिक आदर्शों हेतु प्रमुख मार्गदर्शक माना जा सकता है, किंतु ये अपने आप में पर्याप्त नहीं हैं। उदाहरण सहित सिद्ध कीजिए।

Laws and rules provide reasoned framework to guide actions and are issued by some authority.

Laws and rules - principle guide to morality

- i) laws are manifestation of societal ethics. e.g, SC/ST Act prevents discrimination
- ii) laws and rules guide administration during ethical dilemma. e.g, during conflict of interest
- iii) They sanction immoral behaviour and decision making. e.g, Prevention of Corruption Act

Not sufficient

- Laws and rules can't provide guidance in every situation. eg, use of discretion during President rule
- Sometimes laws can be immoral too. eg, marital rape exception.
- Teleology says laws and rules can only act as means and not ends. eg, law prevents corruption not create a just society.
- Implementation and interpretation of laws and rules can vary. eg, pending cases in courts.

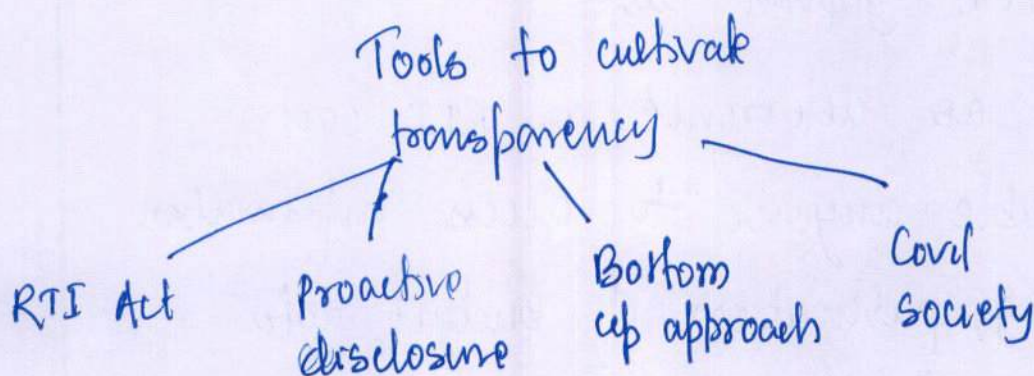
In a civilised world, laws float in a sea of ethics.

5. (a) Transparency is vital to cultivate public trust in government and to prevent, detect and deter corruption effectively. Comment.

(150 words) 10

पारदर्शिता, सरकार में जनता के विश्वास को विकसित करने और भ्रष्टाचार को प्रभावी ढंग से रोकने, इसका पता लगाने एवं निवारण करने के लिए महत्वपूर्ण है। टिप्पणी कीजिए।

Transparency is the availability of information in public domain that enables decision making.



Transparency and public trust in government

- i) It creates trust through ethical outcomes. e.g., prevention of misuse of fund
- ii) Ensures social contract through

enhanced participation of public.

↳ eg, community scorecards in Karnataka;
social audit

Prevent and detect corruption

- Public data through transparency initiatives allows detection of corruption
↳ eg. Vyapam case
- Act as deterrence as RTI can enable anyone to access information.
↳ eg, publication of budget data at local level
- Transparency as a tool to punish corrupt individuals. eg, SSC case in Bengal

Transparency along with accountability can prevent corruption and build public trust in governance.

5. (b) 'Just-in-time' release of funds heralds a significant reform for the Indian government's payment architecture. Discuss. (150 words) 10

'सही समय पर' फंड जारी करना भारत सरकार की भुगतान संरचना के लिए एक महत्वपूर्ण सुधार की शुरुआत है। चर्चा कीजिए।

'Just-in-time' release of funds refer to disbursement of funds based on requirements and necessity mostly through technology like PM-KISAN.

Significant reform

- i) Reduce wasteful expenditure of public funds.
- ii) Improves accountability of public funds management
as funds are released after all compliances
- iii) It also allows tracking of funds from source to destination.

iv) Allows scheduling of expenditure at correct time.

Use.g, releasing subsidy before growing season

v) Prudence in public funds management through this approach as funds are released according to demands and needs.

Public funds are the result of hard work of taxpayers and need efficient utilisation for welfare.

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

निम्नलिखित में से प्रत्येक उद्धरण का आपके विचार से क्या अभिप्राय है?

(a) "The happiness of your life depends upon the quality of your thoughts." - Marcus Aurelius (150 words) 10

"आपके जीवन की खुशी आपके विचारों की गुणवत्ता पर निर्भर करती है।" - मार्कस ऑरेलियस

The quotes signify the role of our thoughts on the quality of our life as thoughts and behaviour are linked.

Quality of thoughts and happiness

1) Thoughts lead to behaviour which decides the happiness based on consequences

↳ e.g., ethical thought prevents crisis of conscience

2) High quality thoughts improves quality of life.

↳ e.g., Gandhi's thoughts about

non-violence and Sarvodaya made him a great inspiring leader.

iii) Quality thoughts prevent one from engaging in unethical and illegal behaviours that might impact happiness.

↳ e.g., respecting women prevents any sexual abuse

iv) Thoughts decide our goals and perception of life.

↳ e.g., PM idea about Swachh Bharat through quality thought process.

As Swami Vivekananda said, "We are what our thoughts have made us".

6. (b) "The forces in a capitalist society, if left unchecked, tend to make the rich richer and the poor poorer." — Jawaharlal Nehru (150 words) 10
 "एक पूंजीवादी समाज की शक्तियों को अगर अनियंत्रित छोड़ दिया जाए तो वे अमीर को और अमीर तथा गरीब को और गरीब बना देंगी।" - जवाहरलाल नेहरू

Capitalism has been accused by many to increase inequality as market forces are not capable enough on their own.

Unchecked capitalism and inequality

i) Increases divide and power gap among rich and poor.

e.g., during Pandemic, number of billionaires in India grew from 102 to 142 while income of 80% households declined (xfam).

ii) Unavailability of basic services to poor.

e.g., privatisation of water in Chile

iii) Unchecked capitalism allows misallocation of resources and capital.

↳ eg, industrialists displacing tribals for extracting minerals.

iv) Market forces doesn't provide equal opportunity to all.

↳ eg, private education mostly serve to middle and rich class

v) Hampers inclusive growth by misappropriation of benefits.

↳ eg, private sector benefitting during pandemic.

Thus, government intervention is needed in a capitalistic society for welfare and justice.

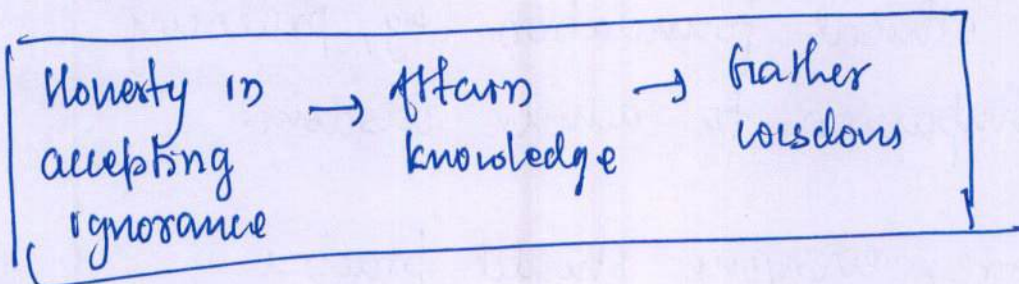
6. (c) "Honesty is the first chapter in the book of wisdom". – Thomas Jefferson
(150 words) 10

"ज्ञान की पुस्तक का पहला अध्याय ईमानदारी है।" - थॉमस जेफरसन

The quote relates honesty with wisdom with former being a component of latter.

Honesty and wisdom

- Honesty allows one to accept the flaws and weakness.
- According to Socrates, first step towards wisdom is knowing that we know nothing.



- Wisdom has many interpretations and honesty allows one to

choose correct interpretation.

e.g., honest choice about goal of life-
towards materialism or spiritualism.

- Honesty leads to integrity which
provides courage to gather strengths
to achieve wisdom.

e.g., solving cognitive dissonance
through honest acceptance of
mistakes.

- Direct relationship between honesty
and wisdom through development
of ethical foundation. e.g., practicing
compassion to achieve wisdom.

Therefore, everyone should practice
honesty alongwith moral inspection
of moral worth of honest acts

SECTION – B

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

निम्नलिखित प्रश्नों में, प्रस्तुत प्रकरणों का ध्यानपूर्वक अध्ययन कीजिए और उसके बाद आने वाले प्रश्नों के उत्तर दीजिए (लगभग 250 शब्दों में):

7. You are posted as a District Magistrate in a district, which is witnessing a high caseload of COVID-19 pandemic patients. The physical infrastructure and human resources in the district are stretched much beyond their capacity. At the peak of the pandemic, certain reports emerge that the District Medical Officer has been misusing his position to abuse female employees in his department and coercing them to have sexual relations with him. However, the concerned officer not only has an impeccable academic record but also a profound professional track record. You also need his presence and guidance to deal with the pandemic situation in the district. But, there is pressure from the media and civil society organisations to immediately report the matter to the State authorities for action against the concerned officer.

Given the situation, answer the following:

- (a) Identify the stakeholders and issues involved in the above case.
(b) What are the options available to you? Discuss their pros and cons.
(c) What will be your final course of action? Justify with reasons. **(20)**

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में तैनात हैं, जहां कोविड-19 महामारी के रोगियों की संख्या काफी अधिक है। जिले में भौतिक आधारभूत संरचना और मानव संसाधन का उनकी क्षमता से बहुत अधिक दोहन हो रहा है। महामारी के चरम पर, कुछ रिपोर्ट्स सामने आती हैं कि जिला चिकित्सा अधिकारी अपने पद का दुरुपयोग कर अपने विभाग में महिला कर्मचारियों के साथ दुर्व्यवहार कर रहा है एवं उन्हें उसके साथ यौन संबंध बनाने के लिए मजबूर कर रहा है। हालांकि, संबंधित अधिकारी का न केवल त्रुटिहीन अकादमिक रिकॉर्ड है, बल्कि उसका पेशेवर ट्रैक रिकॉर्ड भी बहुत अच्छा है। जिले में महामारी की स्थिति से निपटने के लिए आपको उनकी उपस्थिति और मार्गदर्शन की आवश्यकता है। लेकिन, मीडिया और नागरिक समाज संगठनों की ओर से संबंधित अधिकारी के खिलाफ कार्रवाई के लिए राज्य के अधिकारियों को तुरंत मामले की सूचना देने का दबाव है।

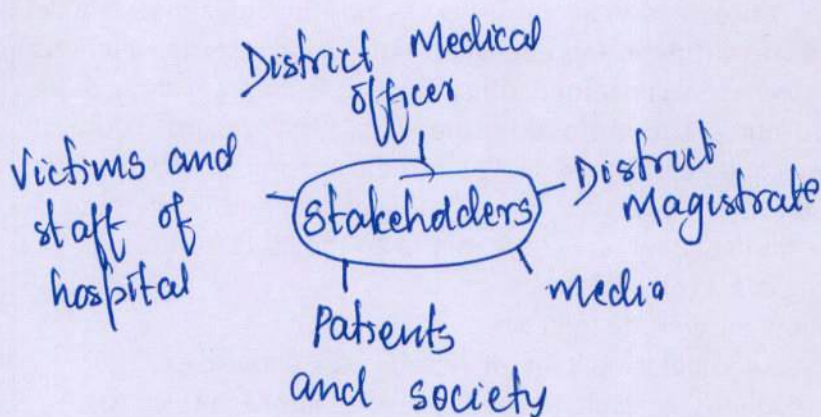
ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।
(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? उनके गुणों और दोषों की विवेचना कीजिए।
(c) आपकी अंतिम कार्रवाई क्या होगी? कारण सहित औचित्य सिद्ध कीजिए।

The case involves ethical dilemma where

the PM has to take action on sexual abuse allegations against a doctor who is needed in the time of pandemic.

a)



Issues involved in the case

- Managing covid situation effectively with limited resources.
- Dealing with allegations of sexual abuse.
- Past performance of doctor v/s present allegations of sexual abuse
- Pressure on DM from media and

civil society.

b) Available options

i) Take action against the accused doctor based on findings of a detailed investigation.

Pros

- justice to victims of sexual abuse
- media pressure will wane off
- act as deterrence

Cons

- will negatively impact fight against covid

ii) Warn the doctor and keeping in mind his past performance and necessity, let him continue.

Pros

- handle covid situation
- doctor might change his attitude

Cons

- dereliction of duty
- lack of compassion and justice
- bad press

ii) Ignore the situation as allegations with vested interests

Pros

- no disturbance to covid fight

Cons

- dereliction of duty
- shows lack of integrity and courage
- media pressure will continue
- sexual abuse may continue

c) Final course of action

I will choose the first option and suspend the DMO if allegations turn out to be true.

Reasons —

- Justice should be done to act as deterrence against any form of sexual abuse

- Past or academic performance can't justify sexual abuse against colleagues.
- Kantian duty ethics to take actions against unethical act.
- shows compassion and objectivity both.

Further to manage covid situation -

- reinforcement from neighbouring districts can be sought temporarily.
- state authorities can be requested for support
- media and civil society can be integrated into covid response through social capital.

Ethical and practical dilemma can be solved by giving preference to sense of justice prevailing on the society.

8. You are posted as the Superintendent of Police (SP) of a district, which has witnessed several lynching related crimes in the recent past. One day, a police station in the district got an SOS that in a particular village under their jurisdiction, two women have been accused of witchcraft and are now being paraded naked by the villagers. Given the past record of crimes in the village, it was likely that they would be killed by the villagers. When a police team from the station reached the spot and tried to save the two women from the mob, a scuffle broke out. In the ensuing scuffle, the police were brutally attacked and they had to retaliate by lathicharging in order to save themselves. The incident left three villagers dead. There is anger amongst the villagers, who are also a critical vote bank of the ruling party in the state. As the SP, you have been instructed to institute a quick enquiry and take the strictest action against the police team who lathicharged. You are aware that with elections around the corner, you need to diffuse the situation quickly.

Given the situation, answer the following :

(a) Identify the stakeholders and the issues involved in the above case.

(b) What are the options available to you? Which of these will you choose and why?

(c) As an objective and scientific-tempered administrator, what steps will you suggest in the long-run to deal with mob lynching? (20)

आप उस जिले के एक पुलिस अधीक्षक (SP) के रूप में तैनात हैं, जहां हाल के दिनों में लिंगिचिंग से संबंधित कई अपराध हुए हैं। एक दिन, जिले के एक पुलिस स्टेशन को एक SOS मिला कि उनके क्षेत्राधिकार के एक विशेष गांव में दो महिलाओं पर जादू टोना करने का आरोप लगाया गया है और ग्रामीणों द्वारा उन्हें नग्न अवस्था में घुमाया जा रहा है। गांव में अपराधों के पिछले रिकॉर्ड को देखते हुए, यह संभावना थी कि उन्हें ग्रामीणों द्वारा मार दिया जाएगा। थाने से पुलिस की टीम जब मौके पर पहुंची और दोनों महिलाओं को भीड़ से बचाने का प्रयास किया तो हाथापाई हो गई। आगामी हाथापाई में, पुलिस पर बेरहमी से हमला किया गया और उन्हें स्वयं को बचाने के लिए लाठीचार्ज करके जवाबी कार्रवाई करनी पड़ी। इस घटना में तीन ग्रामीणों की मौत हो गई। ग्रामीणों में इस बात को लेकर गुस्सा है, जो राज्य में सत्ताधारी पार्टी का एक महत्वपूर्ण वोट बैंक भी हैं। एक SP के रूप में, आपको त्वरित जांच करने और लाठीचार्ज करने वाली पुलिस टीम के खिलाफ सख्त कार्रवाई करने का निर्देश दिया गया है। आप जानते हैं कि चुनाव नजदीक हैं, आपको स्थिति को जल्द से जल्द शांत करने की आवश्यकता है।

ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।

(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? आप इनमें से किसे चुनेंगे और क्यों?

(c) एक वस्तुनिष्ठ और वैज्ञानिक स्वभाव वाले प्रशासक के रूप में, मॉब लिंगिचिंग से निपटने के लिए दीर्घावधि में आप क्या कदम सुझाएंगे?

Mob lynching is the most heinous hate crime that impact community living. This case pertains to use of force by police against mob and subsequent consequences.

a) Stakeholders and issues

- SP of the district
 - ↳ need to present the report about police action
 - ↳ maintain peace and order
 - ↳ justice to victims of lynching and witchcraft accusations
- Policemen
 - ↳ proportionate response to mob
- Mob
 - ↳ need to be dealt with strictly
- Witchcraft accused
 - ↳ need protection and justice
- Villagers
 - ↳ justice for those who died

• Government

↳ maintain vote bank and also law and order

b) Options available

i) Blame the mob in the report and advise strict penal action

ii) Based on fair enquiry, recommend actions against both unruly mob and policemen who used disproportionate force

iii) Give up to villagers and let them decide course of action.

My decision

I will select the second option. Based on fair and detailed enquiry, I will recommend penal actions against mob and police men.

Reasons

- Fair inquiry for objective decision making.
- This will maintain rule of law and peace in village.
- Justice will be served to victims of ~~the~~ witchcraft accused and dead villagers.
- Government pressure will reduce as both parties will face actions

c) Steps to deal with mob lynching in the long run

- i) Lay accountability on the village headman for any acts of mob lynching.
- ii) Solve the reasons behind mob lynching like cattle smuggling, blasphemy etc.
↳ by taking pre-emptive action
- iii) Increase police presence in the village

- and also establish community policing.
- Form special team to monitor social media so that fake news don't spread.
 - Community building through initiatives like inclusive sports, cross-cultural festivals etc.
 - Create deterrence by taking swift actions against mob.
 - Education initiatives through plays, local folk art, music etc to reduce hatred.

It is fundamental duty, mentioned in Article 51, to develop brotherhood and maintain harmony. A well performed duty will create a corresponding right.

9. You are an Airworthiness Officer posted with the Directorate General of Civil Aviation, tasked to conduct the safety audit of a major airline of the country. During the recent audit, you find that some of the airplanes belonging to the airline do not fully meet a few of the International Civil Aviation Organization (ICAO) safety standards. The issues are minor, mainly pertaining to some incomplete aircraft maintenance logs and safety rules related to training of the crew. The airline belongs to a very influential business conglomerate with close ties to all major national political parties and has a long history of ethical business practises. The point person appointed by the airline to communicate with you has assured that everything will be in order in a couple of months. Your senior in the department has also indicated that it is best not to mention such minor issues in the report, particularly given the image of the business group involved and the trust it enjoys. He also reiterates the assurance given by the airline to address these issues at the earliest in a time-bound manner. However, you are aware that airline safety norms are paramount and every other consideration is secondary to the safety of the crew and passengers. As a public servant appointed to uphold public trust, answer the following:
- (a) Bring out the dilemmas that you face, elaborating on the competing values in the given situation.
- (b) What are the options available to you? Discuss the merits and demerits of each. Which of these will you choose and why? (20)

आप नागरिक उड्डयन महानिदेशालय में तैनात एक वायुयान अधिकारी हैं, जिसे देश की एक प्रमुख एयरलाइन की सुरक्षा ऑडिट करने का काम सौंपा गया है। हाल के ऑडिट के दौरान, आप पाते हैं कि उस एयरलाइन से संबंधित कुछ हवाई जहाज अंतर्राष्ट्रीय नागरिक उड्डयन संगठन (ICAO) के कुछ सुरक्षा मानकों को पूरी तरह से पूर्ण नहीं करते हैं। ये मुद्दे बहुत मामूली हैं, जो मुख्य रूप से कुछ अधूरे विमान रखरखाव लॉग और चालक दल के प्रशिक्षण से संबंधित सुरक्षा नियमों से संबंधित हैं। एयरलाइन का सभी प्रमुख राष्ट्रीय राजनीतिक दलों से घनिष्ठ संबंध है और साथ ही यह एक बहुत ही प्रभावशाली व्यापारिक समूह से संबंधित है एवं इसका नैतिक व्यापार व्यवसाय का एक लंबा इतिहास है। आपके साथ बात-चीत करने के लिए एयरलाइन द्वारा नियुक्त व्यक्ति ने आश्वासन दिया है कि कुछ महीनों में सब व्यवस्थित हो जाएगा। विशेष रूप से इसमें शामिल व्यावसायिक समूह की छवि और इसे प्राप्त विश्वास को देखते हुए विभाग में आपके वरिष्ठ ने भी संकेत दिया है कि रिपोर्ट में ऐसे छोटे-छोटे मुद्दों का उल्लेख न करना ही बेहतर है। उन्होंने एयरलाइन द्वारा इन मुद्दों को जल्द से जल्द समयबद्ध तरीके से संबोधित करने के लिए दिए गए आश्वासन को भी दोहराया। हालांकि, आप जानते हैं कि एयरलाइन सुरक्षा मानदंड सर्वोपरि हैं और चालक दल एवं यात्रियों की सुरक्षा के लिए कोई भी अन्य विचार गौण हैं। जनता के विश्वास को बनाए रखने के लिए नियुक्त एक लोक सेवक के रूप में, निम्नलिखित के उत्तर दीजिए:

- (a) दी गई स्थिति में प्रतिस्पर्धी मूल्यों का सविस्तार वर्णन करते हुए, आपके सामने आने वाली दुविधाओं पर प्रकाश डालिए।
- (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? प्रत्येक के गुणों और दोषों की विवेचना कीजिए। आप इनमें से किसे चुनेंगे और क्यों?

Recently lots of aircraft faced malfunctions that put lives of many at risk. This is a similar case where minor flaws on aircraft can create issues in future.

a) Ethical dilemmas

- Professional responsibility v/s following unjustified directive of seniors
- Crony capitalism
↳ main company has ties with all political parties
- Competing accountability
↳ towards customers or airlines operators
- Ignoring minor issues v/s taking procedural action
↳ might harm the reputation of the company

- Maintaining trust reposed by citizens on regulators is ease of doing business.

b) Options and their evaluation

- Take the assurances and ignore minor issues.

• merits

- ↳ no impact on airline operation
- ↳ maintain good relations with seniors
- ↳ no impact on reputation of the company

• Demerits

- ↳ might lead to some airline mishap in future
- ↳ lack of professional integrity

- Mention minor issue in the safety report and make it public

• merits

- ↳ airline will be forced to make safety changes

- ↳ increase trust on regulator and airline
- ↳ performance of duty and shows integrity and courage.

- Demerits

- ↳ against ease of doing business
- ↳ might disturb airline operation and their well-earned reputation
- ↳ against senior's directive

iii) Give time to airline to fix the issue and re-inspect

- Merits

- ↳ no impact on reputation and functioning of airline
- ↳ safety changes will be done
- ↳ good relations with senior
- ↳ shows flexibility in dealing with situation

- Demerits

- ↳ might not make safety improvements

My decision

Following modelle path of Buddha, I will choose the third option. I will give them fixed time to perform safety improvements and then re-inspection will be done.

Reasons -

- this will balance professional duty and concerns of all stakeholders
- minor improvements can happen quickly.
- maintains trust in airline safety
- shows both objectivity and integrity.

Whatever be the seriousness of the issue, following professional duty and guidelines should be paramount with some flexibility.

10. With the advent of 24x7 news and prevalence of an array of news sources across the board, the media is omnipresent in nature. In this competitive environment, many media professionals who are overcome by deadlines, bottom-line imperatives, and corporate interests are losing sight of the ethical implications of their work. Further, there have been several cases of irresponsible reporting where the reportage has interfered with court proceedings, compromised delicate security situations or led to the spread of fake or unverified news. In this context, answer the following questions:
- (a) Identify the ethical issues prevalent in the profession of media.
- (b) How does unethical reporting and sensationalization of news impact the society?
- (c) What can be done to strengthen the role of ethics in media? (20)

24x7 समाचारों की शुरुआत और संपूर्ण बोर्ड पर समाचार स्रोतों की एक श्रृंखला के प्रसार से, मीडिया प्रकृति में सर्वव्यापी है। इस प्रतिस्पर्धी माहौल में, कई मीडिया पेशेवर जो समय-सीमा, आधारभूत अनिवार्यताओं और कॉर्पोरेट हितों को पीछे छोड़ चुके हैं, वे अपने काम के नैतिक निहितार्थों की दृष्टि खो रहे हैं। इसके अलावा, गैर-जिम्मेदार रिपोर्टिंग के कई मामले भी सामने आए हैं जहां रिपोर्ट ने अदालती कार्यवाही में हस्तक्षेप किया है, संवेदनशील सुरक्षा स्थितियों से समझौता किया है या गलत अथवा असत्यापित समाचारों को फैलाया है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मीडिया के पेशे में विद्यमान नैतिक मुद्दों की पहचान कीजिए।
- (b) अनैतिक रिपोर्टिंग और समाचारों को सनसनीखेज बनाने से समाज पर क्या प्रभाव पड़ता है?
- (c) मीडिया में नैतिकता की भूमिका को सुदृढ़ करने के लिए क्या किया जा सकता है?

Media is the fourth pillar of democracy but is losing trust among the public because of unethical practices and polarisation.

a) ethical issues in media

- i) Biased media with vested interests
- eg, a news channel always supporting the government
- ii) Paid news and commercialisation
- eg, paid opinion polls
- iii) Fake or misleading news reporting
- eg, chip on ₹2000 note
- iv) Communalisation of news
- eg, UPSC Jihad
- v) Violating privacy of individuals
- eg, whatsapp chats in Sushant-Rhea case
- vi) Interfering in national security
- eg, media helping terrorists during 2008 Bombay attack
- vii) Insensitive news reporting and violent debates

- e.g. Nupur sharma controversy

vii) Sensationalisation of news

- e.g, commentary on Russia-Ukraine war

b) Impact of unethical reporting and sensationalisation on media

- Wrong information leading to distorted perception on issues.

↳ e.g, on government economic policies like demonetisation

- Polarisation of society and violence
↳ e.g, violence following prophet controversy

- Fake news leading to erosion of trust on media

↳ society starts ignoring media

- Less ~~to~~ meaningful political participation

of society members.

eg, perception of corruption leading to decline in voting.

- Violates fundamental rights
 - ↳ right to know, right to privacy etc.
- Impact justice system
 - ↳ through media trials

c) Suggestions to strengthen media

i) A legally backed code of ethics for media.

ii) Training in media schools can be upgraded to include separate subject on media ethics.

iii) Increase transparency about the functioning through compulsory disclosure of about functioning, staff etc.

iv) Improve accountability by giving

more power to regulator independent authorities like Press Council of India, Election Commission etc.

v) Social sanction against unethical news reporters through public pressure on advertisers, editors etc.

vi) Regular ethical training
as ethics can only be learned through practice - Aristotle

Trust on media is important for democratic functioning of the country. Both media themselves and public have to ensure ethical media.

11. You are the Dean of Academics of a University. It has been brought to your notice that some students have raised a complaint against Mr X, a specially-abled Professor at the University, for not performing his academic duties diligently. The Head of the Department (HoD) tried to have a conversation with him regarding these complaints; however, Mr X feels that he is a victim of internal politics and is being discriminated against on account of him being specially-abled. He also conveyed to the HoD that he will file a complaint of discrimination against the University under The Rights of Persons with Disabilities Act, 2016. As the Dean of Academics, it is your responsibility to uphold the academic standards of the University and take any administrative decision in this regard.

In this case, answer the following questions:

- (a) State the stakeholders and the ethical issues in the given case.
 - (b) What are the options available to you?
 - (c) Evaluate each of these options and state the option which you would choose, citing reasons.
- (20)

आप एक विश्वविद्यालय के अकादमिक डीन हैं। यह आपके संज्ञान में लाया गया है कि कुछ छात्रों ने विश्वविद्यालय के एक दिव्यांग प्रोफेसर मिस्टर X के विरुद्ध अपने शैक्षणिक कर्तव्यों का ईमानदारी से निर्वहन नहीं करने के लिए शिकायत की है। विभागाध्यक्ष (HoD) ने इन शिकायतों के संबंध में उनसे बात करने का प्रयास किया है; हालांकि, मिस्टर X को लगता है कि वह विश्वविद्यालय की आंतरिक राजनीति के शिकार हैं और उनके दिव्यांग होने के कारण उनके साथ भेदभाव किया जा रहा है। उन्होंने विभागाध्यक्ष को यह बताया भी है कि वह दिव्यांगजन अधिकार अधिनियम, 2016 के तहत विश्वविद्यालय के भेदभाव के विरुद्ध शिकायत दर्ज कराएंगे। अकादमिक डीन के रूप में आपकी यह जिम्मेदारी है कि आप विश्वविद्यालय के शैक्षणिक मानकों को बनाए रखें और इस संदर्भ में आवश्यक प्रशासनिक कार्रवाई करें।

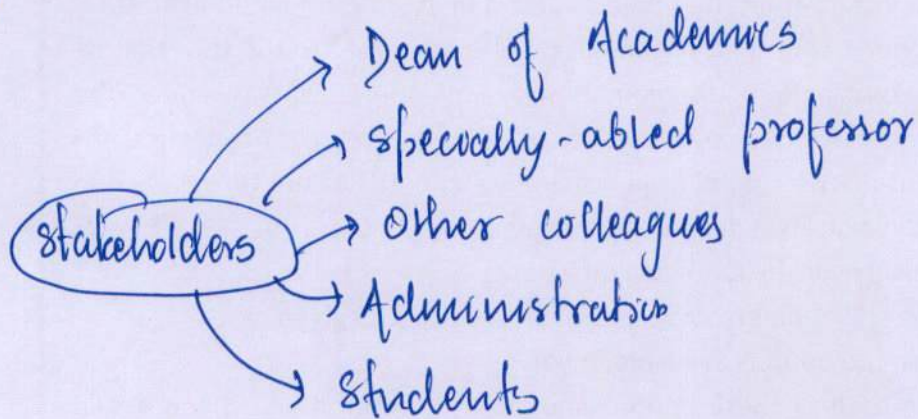
इस प्रकरण के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) प्रस्तुत प्रकरण में शामिल हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।
- (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं?
- (c) उनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए उस विकल्प को बताइए जिसे आप चुनेंगे।

The case involves a specially abled professor who is alleged to be

not performing his academic duties well.

a)



Ethical issues

- Different or same parameters for judging performance of specially-abled professor.
- Competing accountabilities
↳ towards professor or students
- Social justice towards marginalised
↳ need of special treatment to specially-abled performance.

- High academic performance v/s inclusivity
has Mr X might not perform his
duties efficiently

b & c) options available

- Ignore the complaints and assure
Mr X about no discrimination

- Evaluation - He won't file complaint
and shows accommodative nature.
But academic standards might be
impacted with student unrest-

- Establish a committee to investigate
allegations and then take action

- Evaluation - Objective facts will emerge
to take decision and will satisfy
all stakeholders. Although, Mr X
might pursue complaint if decision
was not in his favour.

iii) Take action against students and give special treatment to Mr X based on his condition.

• Evaluation - Inclusivity will be insured with no complaints against the institution. Although academic standards might be lowered with students being affected.

My decision

I will choose the second option wherein a fair enquiry will decide course of action because -

• This will balance utilitarianism by ensuring welfare of students and Kantian deontological ethics by performing the duty.

- It will not impact academic standards of the college.
- Balancing accountability towards students and Mr X.
↳ as concerns of both will be accommodated.

Further, sensitisation of students and training of Mr X for efficient pedagogy will also be ensured.

Social justice and objectivity should go hand-in-hand upto a threshold. Beyond the threshold, objectivity should be chosen for maximum utility and wider justice.

12. You have recently been posted as the District Magistrate of a poor district in India where there is a high prevalence of manual scavenging. It has been brought to your notice that manual scavenging has claimed many lives in your district. Upon further enquiry, you found that most of the manual scavengers belong to a particular caste, and majority of them can find employment only by way of scavenging. Even some government departments in your district are employing these people for physical cleaning of sewers/septic tanks without basic safety gear and measures. Despite the rehabilitation programmes for manual scavengers, the administration has been found inefficient in identifying such people in the first place and the efforts to reskill them for employment elsewhere have not yielded desired results.

Based on the given information, answer the following:

- (a) Identify the issues associated with manual scavenging.
- (b) List the options available to you in the given case. Evaluate the merits and demerits of each.
- (c) Discuss some feasible steps that you can take to address this serious problem.

(20)

आपको हाल ही में भारत के एक गरीब जिले के जिला मजिस्ट्रेट के रूप में नियुक्त किया गया है जहां हाथ से मैला ढोने (मैन्युअल स्कैवेजिंग) का प्रचलन बहुत अधिक है। आपके संज्ञान में लाया गया है कि आपके जिले में मैला ढोने की प्रथा ने कई लोगों की जान ले ली है। आगे जांच करने पर, आपने पाया कि हाथ से मैला उठाने वाले अधिकांश लोग एक विशेष जाति के ही हैं और उनमें से अधिकांश केवल मैला ढोकर ही रोजगार प्राप्त कर सकते हैं। आपके जिले के कुछ सरकारी विभाग भी बिना बुनियादी सुरक्षा उपकरणों और उपायों के सीवरों/सेप्टिक टैंकों की भौतिक सफाई के लिए इन लोगों को नियुक्त कर रहे हैं। हाथ से मैला उठाने वालों के लिए पुनर्वास कार्यक्रमों के बावजूद, सर्वप्रथम प्रशासन ऐसे लोगों की पहचान करने में अक्षम रहा है और अन्यत्र रोजगार के लिए उन्हें फिर से कौशल प्रदान करने के प्रयासों के वांछित परिणाम भी नहीं मिले हैं।

ऊपर दी गयी जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हाथ से मैला ढोने (मैन्युअल स्कैवेजिंग) से जुड़े मुद्दों की पहचान कीजिए।
- (b) प्रस्तुत प्रकरण में आपके समक्ष उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक के गुणों और दोषों का मूल्यांकन कीजिए।
- (c) इस गंभीर समस्या के समाधान के लिए आप जो संभव कदम उठा सकते हैं, उन पर चर्चा कीजिए।

Manual scavenging is the act of cleaning human faecal and other wastes by hand. It results from the mixture of social, economical and governance failures.

a) Issues associated with manual scavenging

- Against right to live with dignity (Article 21).
- Might lead to death of workers during operation.
- Perpetuate caste bias and roles as often lower caste indulge in manual scavenging.
- Economic vulnerability of manual scavengers forcing them to continue.
- Discrimination against manual scavenger affect their rehabilitation.

• Administration failure as laws are not being followed in spirit.

↳ 2013 Act provides for rehabilitation and criminalises manual scavenging.

b) Available options

i) Ignore the situation and let manual scavenging continue

• Not any significant merits

• Demerits

↳ illegal practice will continue

↳ shows lack of courage to act

ii) Take action against negligent officers and contractors

• Merits

↳ following the law

↳ might act as deterrence

• Demerits

↳ might not stop the practice

↳ their economic vulnerability will

be increased with no work.

ii) Survey of the manual scavengers and use govt schemes for their rehabilitation.

• Merits

↳ will stop the practice

↳ fulfill the duty and public welfare.

• Demerits

↳ might not work as it has not in the past

c) Steps to address the problems

i) Only willing workers will be allowed with proper safeguards like masks, machines etc.

ii) Indigenous technology can be developed for small Indian sewer holes and system.

iii) fixing accountability on contractors and administrators in case any worker dies.

- iv) Awareness campaign about government rehabilitation schemes.
- v) Database of manual scavengers will be created for monitoring.
- vi) Counselling of workers to enroll them in upskilling programmes.
- vii) Self-sanitation campaign to clean their own sewer system.
- viii) Society committee can be formed.

Manual scavenging is a blot on Indian society that needs to be removed through integrated action of government, public and civil society.