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GENERAL STUDIES (TEST CODE : 1406)

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Medium Hindi/Eng.	ENGLISH	Registration Number	554275
Center	ONLINE	Date	4/7/2020

INDEX TABLE

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

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
   उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न–पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI**
   इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
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 that 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।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. 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।

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

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SECTION – A

1. (a) Norms of social morality should not be applied to acts of civil servants while they are carrying out their professional roles and responsibilities to further the common good. Critically analyse. **(150 words) 10**

जब सिविल सेवक सर्वहित को आगे बढ़ाने के लिए अपनी पेशेवर भूमिकाओं और उत्तरदायित्वों का निर्वहन कर रहे हों तो उन पर सामाजिक नैतिकता के मानदंडों को लागू नहीं किया जाना चाहिए। समालोचनात्मक विश्लेषण कीजिए।

Norms of social morality are the moral principles of a society which are result of its history, traditions, beliefs and customs.

Need of such social norms for civil servants :-

- bring out effective behaviour change as every society has its own biases, stereotypes, prejudices.
- enhances citizen participation -
- increase trust in administration
- Understanding root causes of issue - thus long lasting solutions.
- These are in 'psyche of people' - thus difficult to neglect.

However excessive application can cause problems :-

- Objectivity and Rationality can be sacrificed
  eg. Child labour was once a social norm.
- Prevent from inclusive administration
  eg. Caste system.
- More powerful in society will take the benefit

* Norms of social Morality —when objective rational→ Ethical

eg. Philanthropism.

otherwise they are unethical to follow

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1. **(b)** Determination of ethics in state policies and actions is not easy because every policy and action has both positive and negative aspects viewed from different stakeholders' perspectives. Discuss with suitable examples.

(150 words) 10

राज्य की नीतियों और कार्यवाहियों में नीतिशास्त्र का निर्धारण सरल नहीं है क्योंकि विभिन्न हितधारकों के दृष्टिकोण से देखे जाने पर प्रत्येक नीति और कार्यवाही के सकारात्मक एवं नकारात्मक दोनों पहलू होते हैं। उपयुक्त उदाहरणों के साथ चर्चा कीजिए।

'There is a need of moral relativism than ethical absolutism'. - This is true as a decision / policy affects different stakeholders and can be positive for some while negative for others.

This can be seen from point of view of determinants of ethics :

- Object of decision making can be positive (truth) while negative (stealing) but its effect is different on different stakeholders
  eg. Stealing made a serious crime - but what about a person stealing to save a life.
- Circumstances can sometimes be challenging for a person
  eg. Good Samaritan - a person should help an accident victim if he himself is carrying someone with heart attack

- ~~Ex~~ Consequences

→ Means >> Ends : But it will sacrifice the required goal of development
eg striking a balance between conservation and development

→ Ends >> Means : Can corrupt a society.

Therefore its solution ~~lies~~ is that these determinants are considered in policy making with providing some situational examples as well.

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2. (a) What do you understand by global ethics in today's world? Highlight the role that global ethics can play in achieving universally accepted goals.

(150 words) 10

वर्तमान विश्व में वैश्विक नीतिशास्त्र से आप क्या समझते हैं? सार्वभौम स्वीकृत लक्ष्यों की प्राप्ति में वैश्विक नीतिशास्त्र द्वारा निभाई जा सकने वाली भूमिका पर प्रकाश डालिए।

Global ethics refers to ethical principles that should be followed irrespective of your nation state.

eg. Peace and Harmony

This concept arises from Ethics of Global commons - These are resources spread across Earth without anyone's monopoly eg. forests, oceans, atmosphere ⇒ This gives rise to global issues like

→ Climate change → Global warming

→ Environmental degradation → Terrorism

⇓

These issues requires Global efforts thus an ethical infrastructure, here Global ethics

Role played by Global ethics in achieving universally accepted goals:

→ Better collaboration – sharing best practices and expertise

→ Compassion towards weaker nations
↳ financial support
↳ technical support

→ Respect each other's traditions, values – thus allowing a country to follow its own pace.

→ Reducing act of terror.

→ Providing a conducive atmosphere.

Global ethics should be guided by values of Equality, Peace and harmony, Cooperation, Respect.

2. **(b)** Highlight the important teachings of Swami Vivekananda, relevant to the youth of today. **(150 words) 10**

स्वामी विवेकानंद की उन महत्वपूर्ण शिक्षाओं पर प्रकाश डालिए, जो आज के युवाओं के लिए प्रासंगिक हैं।

Swami Vivekananda was an Indian monk revered all around the world after his speech at a Religious Conference in Chicago

Swami Vivekanda's teachings and their relevance:

→ Being fearless - Youth can learn to face challenges like increased competition, failures in life.

→ Respecting all religions - Makes youth tolerant and respectful to diversity thus better sharing of Ideas

→ selflessness - Ethical conduct at young age shapes an individual. Altruism when practiced makes world a better place.

→ Being Compassionate - Helping and caring individuals leads to reduced conflicts and a harmonious society

→ Scientific temper and rationality - leads to innovations, finding solutions to problems and society free of superstitions.

Swami's teaching not only make a person a better individual but can ensure his effective integration in society.

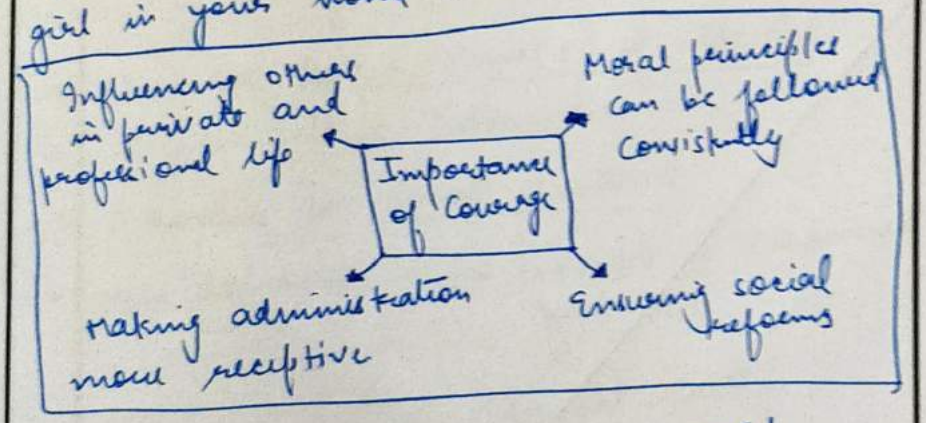
3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में इनका आपके लिए क्या अर्थ है:

(a) Courage is the most important of all the virtues because without courage, you can't practice any other virtue consistently. **(150 words) 10**

साहस सभी सद्गुणों में सर्वाधिक महत्वपूर्ण है क्योंकि बिना साहस के आप कोई दूसरा सद्गुण भी अनवरत धारण नहीं कर सकते।

Courage refers to being fearless, dedicated and uncompromising even when there are outside pressures. eg. Fighting for equal education for both a boy and girl in your home.



In today's world challenges have increased like:-

→ Competition
→ Commodification, Consumerism, Materialism
→ corruption
→ Societal pressure for gaining power and money

These changes make it hard for an individual to do what he truely believes in eg. witnessing corruption without doing anything.

Values like integrity, Rationality, Compassion requires courage to deal with pressures.

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3. **(b)** One has not only a legal but also a moral responsibility to obey just laws. Conversely, one has a moral responsibility to disobey unjust laws. **(150 words) 10**

न्यायसंगत विधियों का पालन करना व्यक्ति का न केवल विधिक अपितु नैतिक उत्तरदायित्व भी है। विलोमतः, न्यायविरुद्ध विधियों की अवज्ञा करना भी व्यक्ति का नैतिक उत्तयरदायित्व है।

Laws generally have a moral basis while forming as :-

→ Greatest good for greatest number
→ Made by representatives of people.

When these laws are just it's necessary to follow them as :-

→ It's for larger benefit of society.
→ Shows selfless behaviour
→ Adherence to social contract
→ More adherence → becomes a behavioural trait
⇓
ethical society.

Thus ~~as~~ following a just law makes a society peaceful.

However sometimes laws can be unjust because

→ It becomes outdated eg LGBTQ rights

→ It's morally unjustified eg Apartheid in South Africa

→ It serves only the powerful

In these situations it is right to protest against these laws as in a democracy that's the right option. Unobeying laws can be the only option when they are morally unjustified.

4. (a) Can a war ever be justified on moral grounds? Support your answer with suitable arguments. (150 words) 10

क्या नैतिक आधारों पर कभी भी युद्ध को न्यायोचित ठहराया जा सकता है? उपयुक्त तर्कों के साथ अपने उत्तर का समर्थन कीजिए।

War is a negative object as it leads to destruction and Peace is a positive object.

Why war is unethical :-

→ Not application of human wisdom
→ Consequences only seen in short run
→ Leads to destruction
→ Shows selfishness

However sometimes circumstances and desired aims can make war ethical :-

→ Protecting territorial integrity and security eg 1971 - India - Pakistan war
→ Fighting terrorism eg. Kargil war
→ upholding human values like human dignity, equality
→ Fighting totalitarian, authoritarian regimes
→ Protecting human rights eg war against drug mafias

However war should be considered as last resort and all other options can be used by keeping in mind that humans have wisdom, potential, ability and intelligence to manage such situations.

4. **(b)** Do you think that ethical principles are universal in nature? Justify your answer with relevant examples. **(150 words) 10**

क्या आप मानते हैं कि नैतिक सिद्धांत प्रकृति में सार्वभौमिक होते हैं? प्रासंगिक उदाहरणों के साथ अपने उत्तर का औचित्य सिद्ध कीजिए।

Ethical principles are principles used to guide an ethical behaviour and evaluate a behaviour on ethical grounds.

Some principles are universal in nature

- Integrity
- Humanity
- Compassion
- Truth
- objectivity

However ethics is not just about principles to be followed rather about guiding a person towards an ethical life and that depends on :-

- → Object used eg truth is positive and stealing is negative
- → Circumstances of an individual - whether there is emergency or not
- → Intentions of an individual
- → Consequences - while some favour ~~use~~ of ends on means other focus on ends.

eg HIGNZ DILEMMA → life saving drug needed immediately
↓
Stealing only an option
← Steal ← Ethical action

Here if focus was only on principle i.e being truthful then a life would have been lost. Thus ethics is more about the entire process rather than just some principle.

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5. (a) For civil servants, both professional competence and commitment to ethics are equally important. Analyze. (150 words) 10

सिविल सेवकों के लिए पेशेवर सक्षमता और नीतिशास्त्र के प्रति प्रतिबद्धता, दोनों समान रूप से महत्वपूर्ण हैं। विश्लेषण कीजिए।

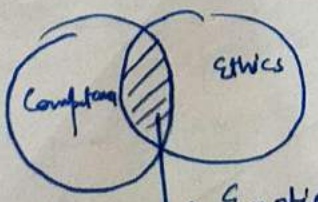
Professional competence refers to aptitude side where a civil servant has necessary skills, abilities to perform his duties

→ Physical competence: Healthy life, fitness, vitality, Endurance

→ Mental competence - comprehension skills, analytical skills

Commitment to ethics requires following civil service ethical values like

→ Integrity → Objectivity → Empathy
→ Compassion → Impartiality / Non-Partisanship
→ Dedication to public service.



→ Emotionally intelligent, courages and intellectual civil servant.

Both are needed as :-

- No professional competence will lead to
  - → Status-Quoism → No innovative solutions
  - → Poor decision making
  - → Ineffective work culture.

- No commitment to ethics will lead to
  - → Misuse of power
  - → Collusive and Coercive Corruption
  - → Social disharmony
  - → Reduced trust in system.

Presence of both will ensure a futuristic, innovative, selfless civil services and administration.

5. **(b)** Despite changing family structure, it still plays an important role in nurturing core societal values. Discuss. **(150 words) 10**

परिवार की बदलती संरचना के बावजूद, यह अभी भी मूलभूत सामाजिक मूल्यों का पोषण करने में महत्वपूर्ण भूमिका निभाता है। चर्चा कीजिए।

Due to rising globalisation, digital revolution, communication and industrial enhancements family structures have changed especially in India.

Joint family	→	Nuclear family
→ Interdependence		→ Independence
→ Living with extended family		→ living with just parents
⇓		⇓
Tolerant, compassionate, obedient culture		Risk taking, self-dependent, innovative culture.

Still family being the first and most important part of socialisation plays a vital role:

→ Democratic parenting can make children more tolerant, responsible, compassionate

→ Prejudices and stereotypes are largely a result of practices at home.

→ selflessness is learnt and engrained in psyche by looking at parents

→ Mother's close bond provides courage to a child.

→ Father's behaviour teaches gender-~~appropri~~ appropriate behaviours.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

6. Impartiality as a core value of civil services should not become a hurdle in showing compassion towards weaker sections of the society. Examine.
(150 words) 10

सिविल सेवाओं के एक मूलभूत मूल्य के रूप में निष्पक्षता को समाज के दुर्बल वर्गों के प्रति करुणा की अभिव्यक्ति में बाधा नहीं बनना चाहिए। परीक्षण कीजिए।

Impartiality refers to being just, fair and equal while dealing with
↳ Citizens ↳ Political Executive ↳ Colleagues.

It's a core civil services value just like compassion which refers to understanding feelings and emotions of others, experiencing them in oneself and taking actions to relieve others of their suffering.

In society some sections are more vulnerable than others eg old people, children, women. If Impartiality is followed here it will lead to problems for these sections and make the administration non-responsive

eg. Dealing with an old lady covered under PDS but has lost all her documents in recent floods.

If their needs are identified it will make administration more inclusive and lead to welfare state

7. Tolerance is not enough, it is the idea of acceptance that accommodates diversities and makes a society inclusive. Elaborate. **(150 words) 10**

सहिष्णुता पर्याप्त नहीं है बल्कि यह स्वीकार्यता का विचार है जो विविधताओं को समायोजित करता है और समाज को समावेशी बनाता है। सविस्तार वर्णन कीजिए।

Don't write anything this margin (इस भाग में कुछ ना लिखें)

8. Companies adhering to the norms of corporate governance emerge as winners in the long run. Evaluate with the help of suitable examples.

(150 words) 10

कॉर्पोरेट शासन के मानदंडों का पालन करने वाली कंपनियां दीर्घकाल में सफल कंपनियों के रूप में उभरती हैं। उपयुक्त उदाहरणों की सहायता से मूल्यांकन कीजिए।

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anything
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SECTION – B

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

9. You are posted as a DCP in the national capital of the country. In a locality which falls under your jurisdiction, protests have been going on for the last one month against a decision taken by the government. While these protests have been non-violent in nature and are being led by women, the protesters have blocked a major road which connects a number of satellite cities. This has led to traffic jams and congestion causing inconvenience to people who use this road for commuting to work causing hardships and a loss to the economy. A number of people filed complaints in this regard and also approached the courts. The High Court has directed the police to keep larger public interest in mind and take appropriate action.

In light of the information given above, answer the following questions:

(a) While highlighting the significance of right to protest in a democratic setup, discuss the limitations on this right, even if the protests are non-violent, as in this case.

(b) What are the options available to you?

(c) Evaluate each of these options and choose the option you would adopt, giving reasons. **(20)**

आप देश की राष्ट्रीय राजधानी में एक DCP के तौर पर पदस्थापित हैं। आपके अधिकार क्षेत्र में आने वाले एक इलाके में सरकार द्वारा लिए गए एक निर्णय के विरुद्ध विगत एक महीने से विरोध-प्रदर्शन चल रहा है। हालाँकि, इन विरोध-प्रदर्शनों की प्रकृति अहिंसक है और इनका नेतृत्व महिलाओं द्वारा किया जा रहा है, किन्तु प्रदर्शनकारियों ने कई अनुषंगी नगरों को जोड़ने वाली एक प्रमुख सड़क को अवरुद्ध कर दिया है। इससे ट्रैफिक जाम और भीड़भाड़ की समस्या उत्पन्न हो गई है। इस कारण काम पर आने-जाने के लिए इस सड़क का उपयोग करने वालों को असुविधा हो रही है जिससे कठिनाइयाँ उत्पन्न हो रही हैं और अर्थव्यवस्था को हानि हो रही है। अनेक लोगों ने इस संबंध में शिकायत दर्ज कराई है और न्यायालयों का दरवाजा भी खटखटाया है। उच्च न्यायालय ने पुलिस को व्यापक जनहित को ध्यान में रखने और उचित कार्रवाई करने का निर्देश दिया है।

उपर्युक्त दी गयी जानकारी के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) लोकतांत्रिक व्यवस्था में विरोध-प्रदर्शन के अधिकार के महत्व पर प्रकाश डालते हुए, इस अधिकार पर सीमाओं की विवेचना कीजिए, भले ही विरोध प्रदर्शन अहिंसक हों, जैसा कि इस प्रकरण में है।

(b) आपके पास उपलब्ध विकल्प क्या हैं?

(c) इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए, आपके द्वारा अपनाए जाने वाले विकल्प का चुनाव कीजिए।

Article 19 provides people with Right to protest but this right is not absolute.

(a) Significance of Right to protest :-

- Citizen Participation in Governance
  - ↳ People can voice their concerns
  - ↳ Make visible any shortcomings of laws or decisions
  - ↳ Prevent excesses by state
- Enhanced governance
  - ↳ Makes governance more citizen-centric
  - ↳ Inclusion of every group in society
  - ↳ Building social capital

Right to protest is necessary to make a democracy participative and prevent state from becoming authoritative

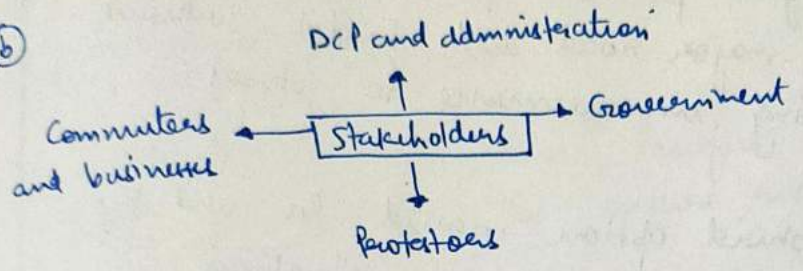
Limitations on this right :-

- Should not cause threat to territorial integrity, sovereignty and unity

- Maintain Public order, morality and decency

-

(b)



Options available

- Let the protestors protest the way they are doing right now

↳ Merit : Right to protest upheld

↳ Demerit : - Bad precedent for future protestors
- Leadership qualities not shown
- Status Quoist administration
- Hardships and economic losses

- Use police force to clear the road blocked by protestors by using force

↳ Merit : - Interest of those affected is kept

↳ Demerit : - Violent methods will decrease

trust in administration
- shows poor administration skills

- Try to persuade protestors to unblock the major road and protest without causing inconvenience to others.

(c) Third option would be used by me to deal with the situation

Course of action

- Try to bring the protestors and those administrators involved to reduce the differences
  ↳ will ensure that citizen voices are heard and grievances are resolved

- If this fails, using persuasion and social influence to ask protestors to unblock the road
  ↳ Identify social capital - respected society leaders, NGO's, elders, Constitutional experts if any from the society - so that they can persuade people and convince them blocking

a road is unlawful

→ using personal appeal by persuading them that their right to protest will be protected but that can be done only by their support.

- If this doesn't work then other lawful means can be used to ensure road is unblocked

Values upheld
→ Leadership
→ Compassion towards the stakeholders
→ Impartiality - by taking lawful decisions without personal bias.

Issues like this when resolved leads to greater social harmony. Efforts should be made in future to prevent such blockages at the earliest stages.

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10. You are a sportsman who has been recently included in the national team squad for an upcoming international tournament. Many others are fighting for the same position and you would like to cement your place in the team as soon as possible. While you are practicing at a training session for the tournament with your fellow team mates, one amongst them offers you a prohibited substance. He claims that it will help you in improving your performance in the tournament. He also informs you that a lot of other team mates also use performance enhancing drugs or PEDs to improve their performance in tournaments.

In this context, answer the following questions:

(a) What are the options available to you in the above case? Which amongst these will you choose and why?

(b) Discuss the ethical issues involved in doping by sportspersons. **(20)**

आप एक खिलाड़ी हैं जिसे हाल ही में एक आगामी अंतर्राष्ट्रीय प्रतिस्पर्धा के लिए राष्ट्रीय टीम की टुकड़ी में सम्मिलित किया गया है। कई अन्य लोग भी इसी स्थान के लिए संघर्ष कर रहे हैं और आप यथाशीघ्र टीम में अपने स्थान को पक्का करना चाहते हैं। जब आप अपनी टीम के साथियों के साथ प्रतिस्पर्धा के लिए एक प्रशिक्षण सत्र में अभ्यास कर रहे थे, उनमें से एक ने आपको एक प्रतिबंधित पदार्थ की पेशकश की। उसका दावा था कि इससे आपको टूर्नामेंट में अपना प्रदर्शन सुधारने में सहायता मिलेगी। उसने आपको यह भी बताया कि टीम के कई अन्य साथी भी प्रतिस्पर्धा में अपना प्रदर्शन बेहतर बनाने के लिए प्रदर्शन वर्धक औषधियों या PEDs का उपयोग करते हैं।

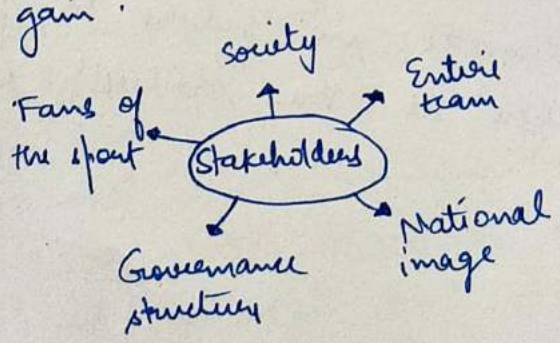
इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उपर्युक्त स्थिति में आपके पास उपलब्ध विकल्प क्या हैं? इनमें से आप किसका चुनाव करेंगे और क्यों?

(b) खिलाड़ियों द्वारा डोपिंग से संबद्ध नैतिक मुद्दों की विवेचना कीजिए।

In this case study there is choice between maintaining procedural ~~and~~ integrity of the entire sport versus personal gain.

(a)



Options available

① Follow team mates advice and consume the prohibited substance.
↳ Doing this will sacrifice Integrity of entire process
↳ Harmful health effects later
↳ Doing unlawful not just unethical thing

② Reject the advice of teammate and focus on training
↳ Shows Integrity
↳ Lack of Courage and as seeing something unlawful and still not reporting.

③ Bring the issue infront of media about prevalence of doping
↳ A strong message sent to others involved
↳ But no behavioural change and institutional level change - as only knee-jerk changes will be there.

Course of actions

- Outrightly reject the offer of consuming prohibited substance
- Convince and persuade other team-mates to stop using these substances
  - ↳ Make objective appeals by giving example from past where those involved met a bad fate
  - ↳ Emotional appeals - like respect of family if exposed, harmful side effects etc.
- If they don't agree bring this to the notice of seniors not involved like senior players, coaches, administrators and seek their advice
- If somehow you find that entire machinery is either involved or not courageous enough to stop it bring it infront of the media
- Keep doing efforts to bring forward its harmful effect.

Values upheld
- → Courage to stand up against powerful people
- → Emotional Intelligence by not making competition an excuse
- → Integrity and objectivity
- → Dedication and respect towards the sports and country

(b) Ethical issues involved in doping :-

- Integrity of the process is sacrificed
  - ↳ Unequal competition
  - ↳ It's both unlawful and unethical
- Success as an end instead of human life
  - ↳ Doping has harmful side effects on human health
- Bad culture introduced
  - ↳ where cheating is used instead of excellence
  - ↳ youngsters will get sucked in the system.

- Bad means as well as bad end
  - ↳ Unlawful mean and harmful side effects
- Not an application of wisdom.

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11. Recently, the four accused in the rape and murder of a veterinary doctor were shot down by the police while they were in police custody. The police claimed that the four accused were taken to the site of the rape in the early hours of the morning. They managed to snatch two pistols from the policemen, fired and injured two cops, and were shot in retaliation. Soon thereafter, a majority of the public welcomed the news of the police shooting the alleged rapists.

Why is it that people applaud these actions of the police? Do you share such sentiments? Justify with relevant arguments.

(20)

हाल ही में, एक पशु चिकित्सक से दुष्कर्म और हत्या के मामले के चार अभियुक्तों को पुलिस ने, पुलिस हिरासत के दौरान मुठभेड़ में मार गिराया। पुलिस का दावा है कि चारों अभियुक्तों को जिस दिन तड़के दुष्कर्म वाले घटना स्थल पर ले जाया गया था, उन्होंने पुलिसकर्मियों से दो पिस्तौलें छीनकर पुलिस पर गोलियां चलाईं और दो पुलिस वालों को घायल कर दिया जिसकी जवाबी कार्रवाई में उन्हें गोली मार दी गई। इसके तुरंत पश्चात् बहुसंख्यक जनता ने पुलिस द्वारा कथित बलात्कारियों को गोली मारने के समाचार का स्वागत किया।

ऐसा क्यों है कि लोग पुलिस की इन कार्रवाइयों की सराहना करते हैं? क्या आप भी ऐसी ही भावनाएं रखते हैं? प्रासंगिक तर्कों के साथ औचित्य सिद्ध कीजिए।

This case presents how some failures of criminal justice system and society creates a situation where ~~[illegible]~~ out of court punishments are celebrated by people.

The question whether it was an institutional murder or an encounter which is legitimate should be enquired ~~properly~~. The question here is about public applause to such incidents.

The reasons people applaud these actions are :-

- Problems with criminal justice system has reduced people's trust in the system
  - ↳ Poor investigation leading to criminals not charged
  - ↳ Delays in courts due to loopholes in law and excessive pendencies and vacancies
  - ↳ Nexus between criminals - police - politicians where criminals find their way out.
- Media hailing and celebrating such incidents
  - ↳ shapes public perception around such incidents
  - ↳ People conform with the view that is celebrated.

- Lack of compassion and empathy or biased Empathy - as people don't believe in reformation

- Belief in societal justice emanating from a long history where justice was done in panchayats and institutions like Khap Panchayats

These type of sentiments are not good for a progressive and ethical society. First there is a need to understand what is the aim of criminal justice system :-

→ Retribution: Proportionate retribution by sentencing

→ Reformation : Reforming the criminal to be a better person and leave his criminal tendencies

→ Rehabilitation : Integrating the criminal in mainstream society after serving the term.

Also, if a person is properly rehabilitated he could be a change agent in social progress eg. Phoolan Devi, a bandit in Chambal, once rehabilitated went on to become a Member of Parliament (MP).

There is a need to change societal sentiments by

→ Making criminal justice system fast, efficient, free of loopholes

→ Moral and ethical development of society which itself will reduce crime.

It's in this regard that Gandhiji's words still remain valid -

'Hate the sin and not the sinner'.

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12. Public policy is being increasingly informed by insights from the behavioural sciences. One such behavioural approach is the Nudge theory. It is mainly concerned with the design of choices, which influences the decisions we make. Nudge theory proposes that the designing of choices should be based on how people actually think and decide, rather than how leaders and authorities traditionally believe people think and decide.

In this context, answer the following questions:

(a) Giving examples, illustrate the difference between enforced change and 'Nudge' techniques?

(b) Identify the ethical concerns associated with the nudge technique. Also, suggest ways for using nudging theory ethically. **(20)**

सार्वजनिक नीति उत्तरोत्तर व्यवहार संबंधी विज्ञानों की अंतर्दृष्टियों से अनुपूरित हो रही है। ऐसा ही व्यवहार संबंधी एक दृष्टिकोण नज थ्योरी है। यह मुख्य रूप से चयन की उस अभिकल्पना से संबंधित है, जो हमारे द्वारा लिए जाने वाले निर्णयों को प्रभावित करती है। नज थ्योरी प्रस्तावित करती है कि चयन की अभिकल्पना इस बात पर आधारित होनी चाहिए कि वास्तव में लोग कैसे सोचते और निर्णय लेते हैं, न कि इस आधार पर कि पारंपरिक रूप से नेताओं और प्राधिकारियों का यह मानना कि लोग कैसे सोचते और निर्णय लेते हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उदाहरण देते हुए, प्रवर्तित परिवर्तन और 'नज' तकनीकों के मध्य अंतर स्पष्ट कीजिए?

(b) नज तकनीक से संबद्ध नैतिक चिंताओं की पहचान कीजिए। साथ ही, नैतिक रूप से नज थ्योरी का उपयोग करने की विधियां सुझाइए।

Behavioural sciences has become important as many problems like sanitation, environmental degradations, nutrition etc. are solvable by just changing the behaviour of people.

(a) • 'Nudge' techniques include an appeal to a person's inner self while enforced change is authoritative

eg. Asking a bridge to not marry in a household not having toilet as it's disrespectful v/s fining a household without a toilet

- Nudging will leave a longer impact than enforced change as it changes behaviour

eg. In last example if fine is used there might be a situation where a house has toilet but they don't use it.

- Nudging in participatory in nature while enforcing is not

eg. In nutrition nudging can be used to encourage people to use locally available nutritious food.

- Nudging won't have legal sanctions but enforced change will

eg. Appealing for tobacco ~~ban~~ reduction v/s ~~prohi~~ alcohol ban in Gujarat.

(b) Ethical concerns involved are:

- Can be used for selfish aims
  - ↳ Political propaganda
  - ↳ Consumerism, Commodification
- Citizens not still aware behind core reasons to follow a particular behaviour

eg:

- More appeal to affective part instead of cognition → This can lead to disbalanced behaviour change
- Can be termed as Manipulation.

ways to making it more ethical:

- Making appeals on rational grounds and not just on emotional ground
- Laying out clear reasons and expectations behind a particular change
- Prevent its use for brainwashing and propaganda.

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13. You are posted as a District Magistrate in a remote district in India. The district is prone to frequent natural disasters which often lead to breakdown of the administrative machinery. The educational and health institutes in the district suffer the most as the supply of goods is disrupted during any such disaster. You have been given the task to enroll the people in your district for a government program which requires gathering information from people using door to door campaigns. However, people in the district are not forthcoming and are refusing to comply with the directions. Upon interaction with the local leaders, you realize that their trust on local administration has also eroded.

(a) What are the administrative challenges that you face in such a situation to restore the credibility of the administration?

(b) Given the resources and command of the government, what short-term and long-term measures can be taken to earn back the trust of the people and their willing cooperation?

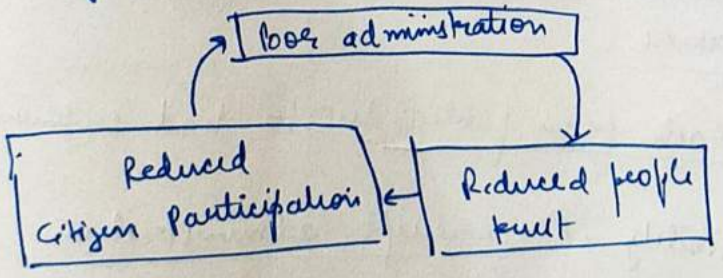
(20)

आप भारत के एक दूरदराज जिले में एक जिलाधिकारी के तौर पर पदस्थापित हैं। यह जिला निरंतर आने वाली प्राकृतिक आपदाओं के प्रति प्रवण है जिससे प्रायः प्रशासनिक व्यवस्था भंग हो जाती है। इससे जिले के शिक्षण व स्वास्थ्य संस्थानों को सर्वाधिक परेशानी उठानी पड़ती है क्योंकि ऐसी किसी भी आपदा के दौरान वस्तुओं की आपूर्ति बाधित हो जाती है। आपको एक सरकारी कार्यक्रम के लिए अपने जिले में लोगों को नामांकित करने का कार्य सौंपा गया है जिसके लिए घर-घर जाकर अभियान का उपयोग करके लोगों से जानकारी जुटाने की आवश्यकता है। हालांकि, जिले के लोग आगे नहीं आ रहे हैं और निर्देशों का पालन करने से मना कर रहे हैं। स्थानीय नेताओं के साथ बातचीत करने पर आपको पता चलता है कि स्थानीय प्रशासन पर भी उनका विश्वास क्षीण हो गया है।

(a) ऐसी स्थिति में प्रशासन की विश्वसनीयता को पुनर्स्थापित करने में आपके सामने आने वाली प्रशासनिक चुनौतियां क्या हैं?

(b) संसाधनों और सरकार के आदेश को देखते हुए लोगों का भरोसा और तत्परता से उनका सहयोग वापस प्राप्त करने के लिए क्या अल्पकालिक और दीर्घकालिक उपाय किए जा सकते हैं?

This case study presents a case of a vicious cycle :-



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(a) Administrative challenges faced in restoring the credibility of the system.

- Lack of financial resources - as still there is continuous breakdown of administrative machinery
- Frequent natural disasters - which undo the hard earned development and create destruction
- Poor administrative work culture - as problems aren't solved
- Lack of citizen participation
- Public trust once lost take a long time to be gained back.
- Possible gap and mistrust between permanent executive and political executive lawmakers.
- Backlash from public due to bad sentiments
- Possibility of corrupt administration.

(b)

Stakeholders involved
- Citizens
- local leaders
- Administrators
- Personnel on ground
- ~~Citiz~~ Civil society

Short term measures to build trust :-

- Persuade local leaders and citizens
  - Form a group of influential people and make personal appeal
  - Use social media, newspapers, personal visits
- Involve other administrators like SP, CMO, teachers etc. to convey the problems and carve out solution
- Citizen participation in activities like social audits to ensure transparency.
- Building shelters and enhancing supply during disaster.

Long term measures

- Building Disaster resilience
  - ↳ Understand risk - vulnerability mapping, EWS
  - ↳ Investing in Disaster risk resilience in structural and non structural measures
  - ↳ capacity enhancement of local people.
- Setting up mechanisms to reduce corruption
  - ↳ Using ICT for delivery of services
- Enhancing capacity of hospitals and educational institutes
- Enhancing RTI and citizen charter to enhance transparency and accountability
- Focus on inclusive, sustainable and overall development

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14. In contemporary times, disruptions have become an endemic feature of the functioning of Indian Parliament. Though it is not a new phenomenon, disruptions, which were an exception earlier, seem to have become the new normal. The years gone by have seen MPs raise slogans, snatch papers from ministers and indulge in theatrics. Crucial time of the Parliament, which ought to have been spent in debating appropriateness of legislation or other important issues, is getting unnecessarily wasted.

In this context, answer the following:

(a) Identify the ethical issues involved from the point of view of different stakeholders?

(b) What are the reasons behind such a scenario?

(c) Is merely having a code of conduct or ethics sufficient to resolve this situation? **(20)**

समकालीन समय में, व्यवधान भारतीय संसद के कामकाज की स्थानिक विशेषता बन गए हैं। यद्यपि यह कोई नवीन परिघटना नहीं है, तथापि व्यवधान, जो कि पहले अपवादस्वरुप ही हुआ करते थे, ऐसा लगता है कि वे अब नवीन परिपाटी बन गए हैं। वे दिन लद गए जब सांसदों को नारे लगाते, मंत्रियों से कागजात छीनते और नाटक में लिप्त देखा जाता था। संसद का महत्वपूर्ण समय, जिसे विधायन की उपयुक्तता या अन्य महत्वपूर्ण मुद्दों पर बहस करने में व्यय किया जाना चाहिए था, अनावश्यक रूप से व्यर्थ हो रहा है।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) विभिन्न हितधारकों के दृष्टिकोण से सम्मिलित नैतिक मुद्दों की पहचान कीजिए?

(b) इस प्रकार के परिदृश्य के लिए उत्तरदायी कारण क्या हैं?

(c) क्या इस स्थिति का समाधान करने के लिए केवल आचरण या नीतिपरक आचार संहिता का होना पर्याप्त है?

Role of Parliament is to make just, fair, clearly throughout laws for effective administration and service delivery. However increased disruptions has affected these roles.

(a)

Stakeholders
- Ruling party
- Opposition
- Citizens
- Society
- Administration

Ethical Issues involved

- It makes ruling party non accountable to the other elected members
- Gives opposition a chance to raise matters as per political benefits and not public interest
- Poor law making - creates a social problem
- Reduced public trust in politics
- Wastage of crucial public resources
- makes administration more prone to corruption due to loopholes in law-making
- Reduces morale of citizens

(b) Reasons behind such scenarios are :-

- Political benefits for
  - → Ruling party - gets away from accountability, public scrutiny
  - → Opposition - Further political aims
- Unempowered and uninformed citizens - as they don't question their elected representatives to change
- Tolerant attitude of society - towards such behaviour.
- Loss of trust in politics - As people believe this scenario can't be changed.
- Social fault lines like - Casteism, Regionalism, Communalism.

(c) Code of Conduct or ethics is necessary but not sufficient.

Its benefits :-

- Gives an objective criteria to hold lawmakers accountable.
- Inform and make aware about what are expected behaviours
- Situational examples to better guide behaviour.

However for real change its important that citizens are more informed and accountability needs to be enhanced. Change should be from

→ Within parties
→ Societal pressure
→ Media and civil society involvement

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