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GENERAL STUDIES (TEST CODE : 2359)

Name of Candidate	Mansi Singh		
Medium Hindi/Eng.	English	Registration Number	709839
Center	Online	Date	18.08.2024

INDEX TABLE			INSTRUCTIONS	
Q. No.	Maximum Marks	Marks Obtained	<p>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)।</p> <p>2. There are TWELVE questions printed in ENGLISH & HINDI. इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>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. 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।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>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।</p>	
1(a)	10			
1(b)	10			
2(a)	10			
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3(a)	10			
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4(a)	10			
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6(a)	10			
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7	20			
8	20			
9	20			
10	20			
11	20			
12	20			
Total Marks Obtained:			Is student recommended for One-to-One mentoring?	
Remarks:				
			Recommended	Strongly Recommended

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

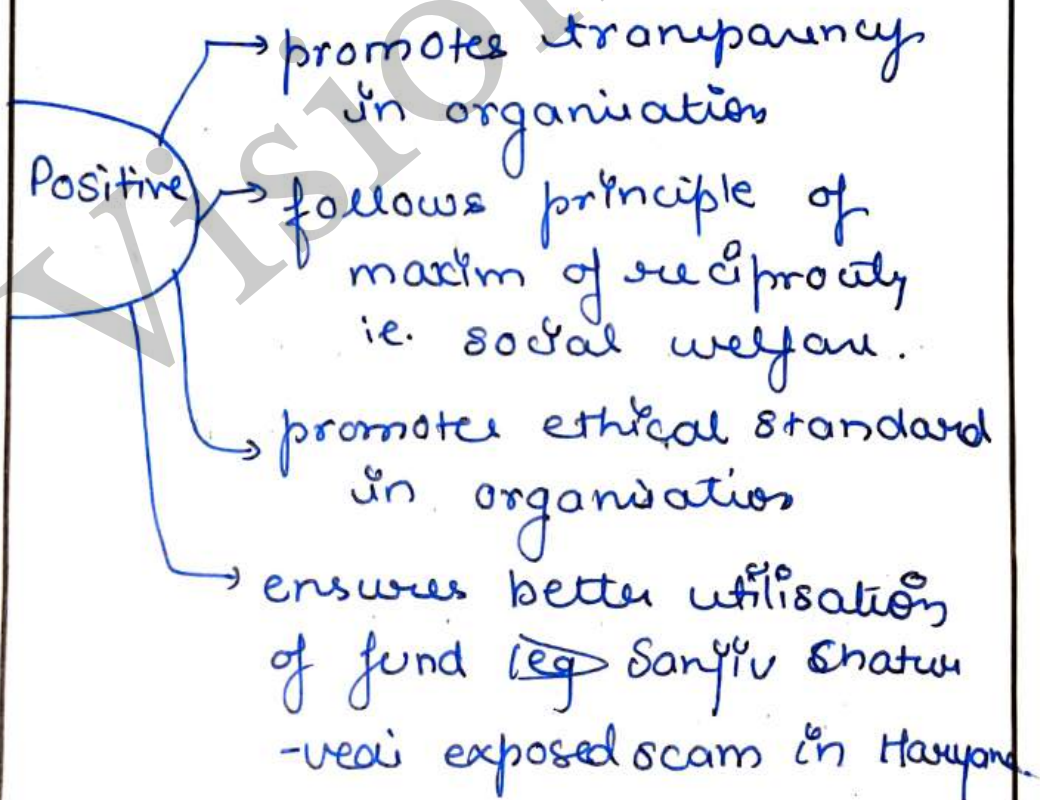
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All the Best

Q1(a)

Whistle-blowing is event of exposing mal-practices that are prevalent in an organisation by its own member. \rightarrow Snowden revelation.

Ethical Implications of Whistle blowing in a work environment



Negative

a) Against organisational ethics as

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Secrecy needs to be maintained

- b) Sometime, people whistle blow due to personal vendetta which is unethical.
- c) Create mistrust in organisation.

Development of ethical reporting without fear of retribution

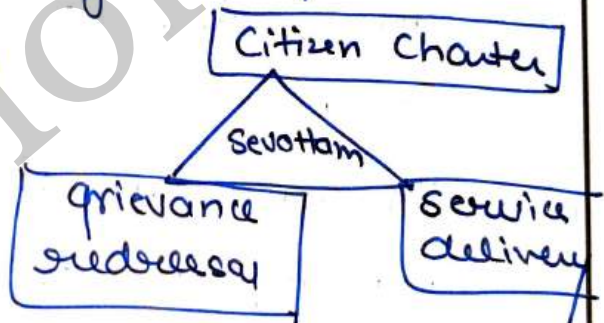
- A) Formation of internal vigilance committee with power of investigation.
- B) Strict adherence to principle of anonymity to prevent leak of blowers identity.
- c) Investigation should be fair without favours and support
- d) Incentives for whistle blowers.

Hence, ethical conduct and moral behaviors are sine qua non for effective work environment.

(b) Grievance Redressal Mechanism is a process to address the issues of consumers and other stakeholders in the organisation.

Means to gauge quality of service delivery

① It is one of the pillars of sevottam Model



② It creates public trust in organisations. \rightarrow recently Karnataka launched framework for prudence in public funds: grievances will also be addressed.

③ Promotes accountability and

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transparency in organisations.

eg) CPGRAMS : for grievance redressal

④ Efficiency in organisation: As aware people will promote engagement and with their redressal of grievances → efficiency.

eg) Income Tax Charter has mechanism for grievance redressal.

⑤ Ensure better service delivery as it will reduce inclusion and exclusion errors.

eg) DBT for public service delivery

⑥ Reduces coercive corruption in organisation due to participatory governance.

In this way, grievance redressal mechanism will promote the "Sarwodaya" in society.

Q2 (a)

Sardar Vallabhbhai Patel has called Civil Service as "Steel Framework of India" and to prevent slueting of this, conduct rules were introduced.

Example: Civil Services Conduct Rules
All India Services Conduct Rules.

Effectiveness of these conduct Rules

① Promotes ethical conduct among civil servants \Rightarrow Ashok Khemka : bedrock of integrity.

② Leadership quality is promoted
 \Rightarrow Baswant Sinha, DC of Kerala, issue notice to himself for coming late.

③ Enculcates Compassion among them \Rightarrow Shikha Shukla, SDM in

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Question No.
प्रश्न संख्या

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MP gave her car to victim of road accident to bring them to hospital.

④ Brings innovation in services.

eg Manjunath, DC : started e-Mart for tribal products.

⑤ promotes neutrality. eg Role of Shudhan during electoral reforms.

Yet, long way to cover

① India's rank : [93] in Corruption Perception Index.

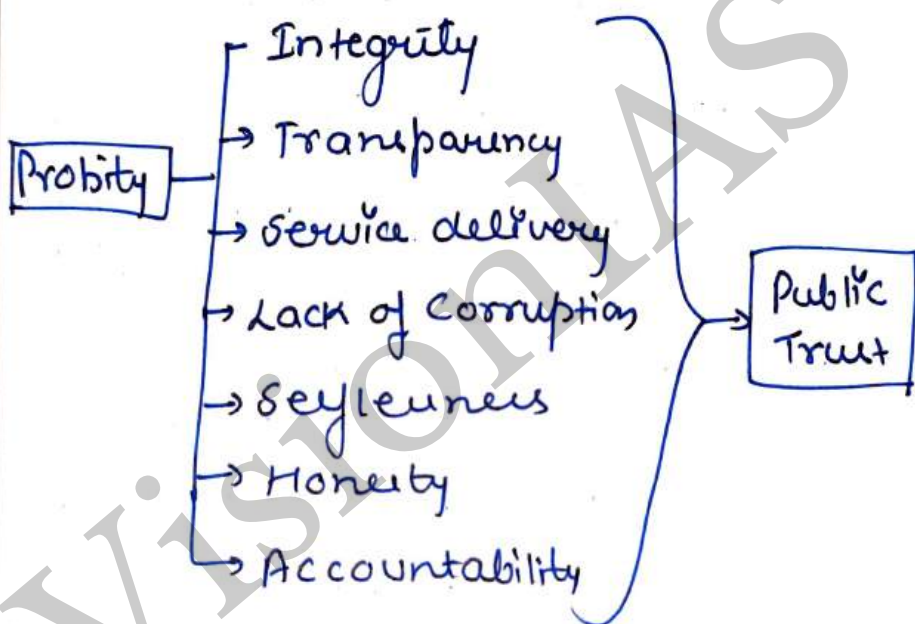
② Cases like recent Puja Khed-Kar → creates mistrust of public

③ Bureaucratic attitude among civil servants.

As Gandhiji said, "Manavseva is Madhavseva". This should be guiding conductor for civil servants.

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(b) Probity is unwavering support to ethical behaviour through integrity, accountability. This helps in creating Public Trust.



For instance, it is probity of Durga Shakti Nagpal that not only led to disruption of Sand mafia in UP but also created public trust in organisations.

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Similarly, probity of Lal Bahadur Shastri and his call of "Monday fast" was supported by all due to public trust.

Lack of probity erode trust

- ① led to believe that government is only for rich and powerful.
eg) Recent Porsche accident and lack of probity by doctors created mistrust.
- ② give rise to 'corruption' due to social tolerance
- ③ also led to 'criminalisation of politics' as people believe that no one is good for governance.
- ④ Erodes participatory governance
eg) less use of voting during elections.

There is need to enunciate probity by following guidelines of Nolan committee

Q3(a)

Through this quote, Rabindra Nath Tagore has highlighted the importance of humility (ie. ground to earth nature) in one's life.

It is humility that breeds compassion as people see others not as downtrodden but as oneself. The humility of Mother Teresa was reason for her love for all.

Humility disrupts arrogance and gives calmness in even difficult situations as people remain receptive. Our cricket Captain, Mr. Dhoni was

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hallmark of humility.

As Socrates said, wisdom is knowing that you know nothing. When this wisdom comes, person become open for new ideas and focus on learning new things as shown by APJ Abdul Kalam Azad (Missile Man).

Even in bureaucracy, humility leads to conversion from Weberian bureaucracy to Compassionate bureaucracy as shown by Amit Gupta in his Walia Jalao Campaign (against manual scavenging).

Thus, humility is the first page in book of human greatness.

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(b)

Tolerance was highlighted by Salai Lama as a steward quality in achieving peace and prosperity. To learn tolerance, enemy is best teacher as once we can tolerate and even cherish ideas of enemies, we become more tolerant.

Tolerance is sine-qua-non for maintaining harmony in society. From Ashoka to Akbar, tolerance has always been integral to Indian society even when they have entertained enemies, they practice tolerance.

As Voltaire said, "I may

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not agree with what you say,
I will defend till death for
your right to say so". This shows
that even counter arguments
should be tolerated.

Similarly, India's tolerance
level can be gauged in scale
of Pakistan's behaviour. Even
while suffering from state sponsored
terrorism, India never attacked
Pakistan in offensive manner.

Thus, it is rightly said that
health of any society should be
measured by Tolerance parameter.

(C)

Best way to find peace is to find peace in inner conscience but due to inner conflicts, our judgements could be affected as shown in this quote of John Rawls.

According to him, if the judgements are always consistent it shows that person is either facing lack of conscience or very practical.

For instance, we all know honesty is best policy, but if a murderer ask location of victim and you tell them

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as your judgements are consistent, it shows that your conscience is unreflective or dogmatic.

Similarly, in International ethics same judgements can't be apply in all situations. For instance, India's stance in Russia-Ukraine war is different from Israel-Hamas war as Hamas carried out terrorism activity and followed barbaric activity.

This shows that ethics is relative and thus our judgements should also be relative as per needs and circumstances.

Q. (a)
As per Daniel Golemann, Emotional Intelligence is process of understanding not only one's emotion but also others to process them and manage it.

Ways to nurture and augment emotional intelligence

① By focus on self-motivation, as it helps in understanding one's emotion effectively.

eg: self motivation in Sachin Tendulkar helps him to remain calm.

② By self-regulation: This can be learned through practice
eg: Emotional intelligence training by DARPA in 2021.

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- ③ Understanding other's emotion through learning about behavioral science like Kinesics, gestures, posture, facial expression.
- ④ Development of Empathy by practising humility and loosing arrogance.
- ⑤ Focusing on social skills as it can be nurtured gradually.

However,

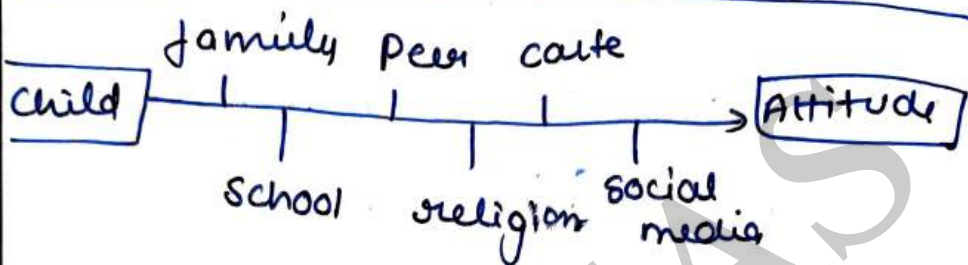
Emotional Intelligence is also based on attitude of person and family, peers, school, role models, religious values are also equally important as they shape the attitude.

Yet, through motivation and dedication, nothing is impossible including learning emotional intelligence

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(b)

Attitude is pre-learned, enduring disposition towards a social object.



Determinants of Attitude

① Family: part of formative stage of socialisation, thus prominent role in attitude formation.

eg. Robert Putman in "Bowling alone" mentioned in divorced family, child is more susceptible for drugs.

② Schools: inculcate team work, healthy competition, rational thinking, scientific temperament.

③ Religion: shapes attitude of children

Islam: equal respect to fetus → discard abortion

Parsi: focus on individuals → abortion is OK.

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④ Peer group: As one spend so much time with them, role become important.

⑤ Social Media: Now become more pivotal in attitude formation.

Persuasion - way to modify attitude

How

a) Through nudge behaviour

↳ persuasion for Swachh Bharat Abhiyan

b) By using authority to create

awareness ↳ Doctors guidelines of wearing mask during COVID-19.

⑥ Through social liking ↳ Amitabh

Bachchan's advertisement for Polio vaccination

⑦ Using social media ↳ social media influencers.

Hence, persuasion can lead to change in attitude towards a desired direction.

Participatory governance is essential for effective service delivery as mentioned under Sevotam Model.

Crucial Role of Citizen engagement

- ① Brings accountability and Transparency \rightarrow Mazdoor Kisan Shakti Sangathan led to RTI.
- ② Unearth corruptive practices \rightarrow Recently MPLAD fund scam in Bengal came to notice.
- ③ Brings efficiency in service delivery \rightarrow Social auditing of MGNREGA.
- ④ Brings inclusion and exclusion exercise \rightarrow SECG, 2011 has point for engagement of public.

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⑤ Ensure effective governance.

eg. ₹ star rating - Rainbow Project of Haryana panchayats.

Challenge hindering involvement

① Lack of awareness among citizens

eg. people are unaware of citizen charter

② Lack of government's activeness.

eg. As per NARPC, only [47] ministries/ departments → citizen charter.

③ Absence of availability of funds to promote citizen engagement.

④ Lack of know-how for social auditing

⑤ Corruption: distrust in governance.

Effective citizen participation will ensure "Gurajya", "Ramrajya" and "Swarajya".

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b

"Sunlight is the best disinfectant". In governance, RTI came as sunlight and brought 'dawn of transparency and accountability'

principles
to
guide
information
sharing

① Privacy

→ sharing of information should ensure privacy of informers.

eg. address and other details of 'Saket Gokhale' was made public

② Security

→ to ensure protection of life and property.

eg → sharing information of NIAI officer who exposed corruption led to his death.

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Principles

③ National Security

any data prohibited under
Official Security Act must
not be shared.

④ with authority only

eg. Nishant Aggarwal, DRDO
scientist shared sensitive
information to Pakistan.

⑤ following Constitutional

Ethos - law of necessity
and proportionality should
be followed.

⑥ Safety and Security of Data

collected; As per HUNGER,
data of Indian Aadar and
passport is available in dark
web in \$80,000.

These principles would ensure
that information is shared
genuinely and following ethical
behaviour.

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Q6(a)

Aurobindo Ghosh is stalwart,
in Indian philosophy. Once an
extremist nationalist, he shifted
towards spirituality after Swadeshi
Movement.

his teachings and relevance

A) Compassion and love for all
he taught this to maintain
peace and harmony.

Relevance - At time when world is
passing through Russia-Ukraine,
Israel-Hamas war, this holds
relevance.

B) Focus on yoga to maintain
physical, mental and spiritual
health.

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Relevance - Depression and obesity
are rising among people. In
seven Indian is suffering from
mental health. June 21 is thus
celebrated as Yoga Day.

③ Equality among all irrespective
of caste, gender and race

Relevance → Gender - Even now, women
are facing sexual violence,
glass ceiling, lack of
Caste equal pay for equal
work,
one SC groom was not allowed
to enter temple in Shyagoti, Karnataka.

④ Tolerance: necessary for harmony

Relevance needed to prevent
radicalisation of youths,
and communal tension.

Auroville in Puducherry

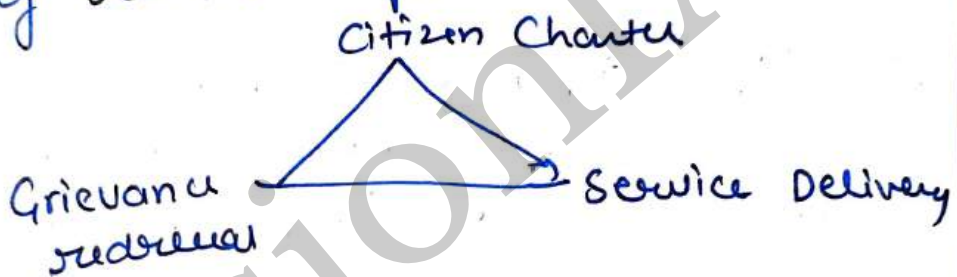
is hallmark of legacy of
Sir Aurobindo in our country

(b)

Citizen Charter was first introduced in 1990 in UK. It

is set of guidelines mentioning about quality of services for customer.

It is one of the pillars of sevottam ~~pe~~ model.



Role in empowering and informing citizens

① It promotes transparency and accountability.

↳ Taxpayer citizen charter.

② It provides role clarity

↳ BIMSTEC charter: provides role of all member ~~etc~~

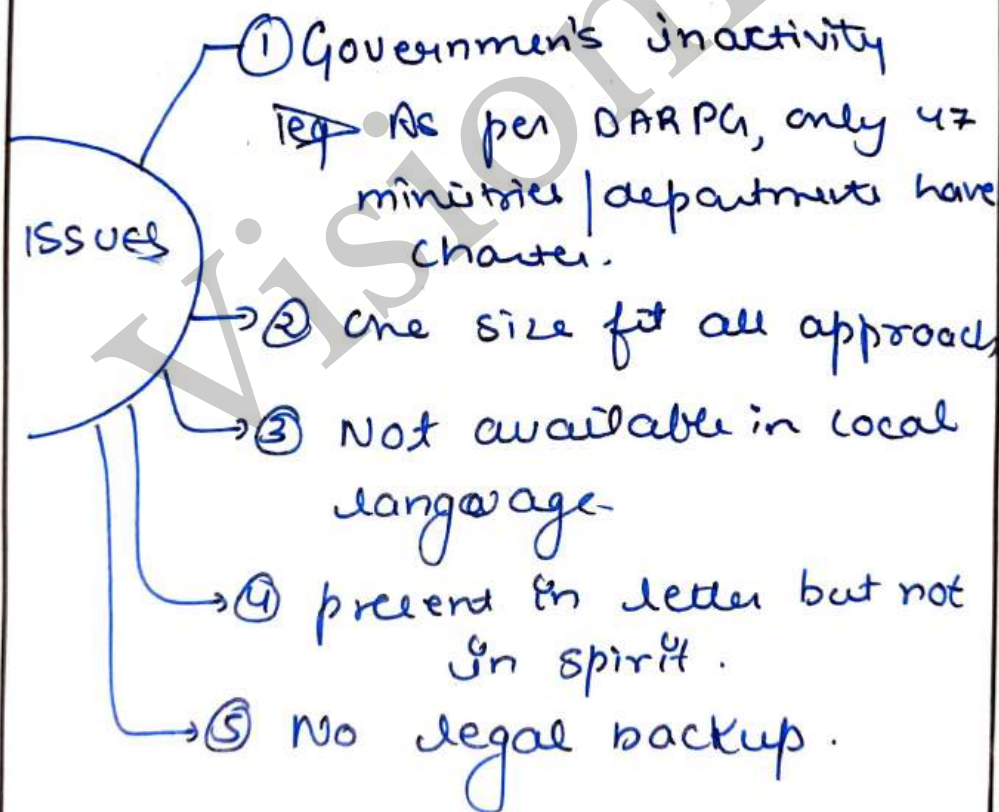
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③ Provides for grievance redressal
thus helps in participatory governance.

④ Important in bringing efficiency
in organisation

eg PUNE Citizen Charter: all files
are put in public / week

⑤ Important for effective service
delivery.



However, Citizen charter is
necessary to achieve Yogkshema
principle (welfare of all)

Q7

As per Martin Luther King Jr,
"Intelligence plus character is true
goal of education." But nowadays,
aspirations for highest marks and
admission in reputed institutions
led to sprout of coaching system.

Ans-a

Issues associated with prevalence
of coaching institutes :-

- a) Less focus on school education
system → erodes value based
education system [NEP Guideline]
- b) Laccasidal approach by school
teachers → believe that children
are reading in coachings.
- c) Fear of missing out (FOMO)

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in children persuade them to take coaching.

D) Double economic burden on parents
- high school fees + coaching fees.

E) Rat-race competition: among children to get good marks.

F) Rampant increase in coaching working only on profit oriented model.

G) Mental Burden on children: extra load due to double place of education

H) No focus on physical health leads to rise in bad physical health.

Ans-b: alternative for students

① focus on school-led education and ask doubts to school teachers.



- ② For any complex topics, students can use youtube videos for specific topics (under parental guidance)
- ③ Awareness among parents that coaching are just only for help not as a substitute.
- ④ Awareness campaign with help of social media influencers to remove the FOMO.
- ⑤ Use Bandwagoning effect i.e. tell them about students who cleared it without coaching.
- ⑥ Government led efforts like DIKSHA platform, e-Vidya can be utilised for education of children.

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Ans c)

Yes, it is reflection of poor state of education :-

- (a) Teacher Absentism in schools impacts the education system.
- (b) Outdated Curriculum: not as per competitive exams thus led children to focus on coachings.
- (c) Lack of periodical reviews: As focus is only on board exams.
- (d) Practical Knowledge: Not upto the mark, thus focus only on rote based learning.

However, coaching institutes also works on "attracting advertisements

"use of toppers to create FOMO", and create environment that it becomes unavoidable for parents.

The need of hour is to focus on value based education as proposed by Gandhiji in "Nai Talim"

⑥

This case study highlights the marks-based education system which sometimes even promote unethical practices like cheating in examination.

Ans. a.

Ethical Issues Involved

- a) Against deontological ethics as means are not ethical.
- b) Against cardinal principles of Plato as Justice is not catered to other students who are also studying hard.
- c) Gandhi's seven sin : Knowledge without character
- d) Ethical Egoism : as only focus on

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One student is there.

e) lack of value based education system.

f) Missing talent as Asha would now always dependent on cheating.

g) Setting wrong precedent in as pious place as school.

Ans (b). Behaviour of Principal from ethical standpoint

① Teleological approach: focus on end without caring for means.

② Short gain for long pain: as principle lacks vision as making Asha educationally disabled.

③ Not a per virtue based ethics: as this is not appropriate from moral point of view.

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④ Against Utilitarian principle as it is causing harm for greater numbers.

⑤ Against principle of justice as one-person is getting undue advantage irrespective of her situation.

Ans ③. Options available to Priya

① Maintain Status Quo

Merits	Demerits
maintenance of good marks of Aasha	against value based education system
No bad relation with Principal.	Short term benefit to Aasha, she will suffer in long term

② Counter approach of Principal and talk to her

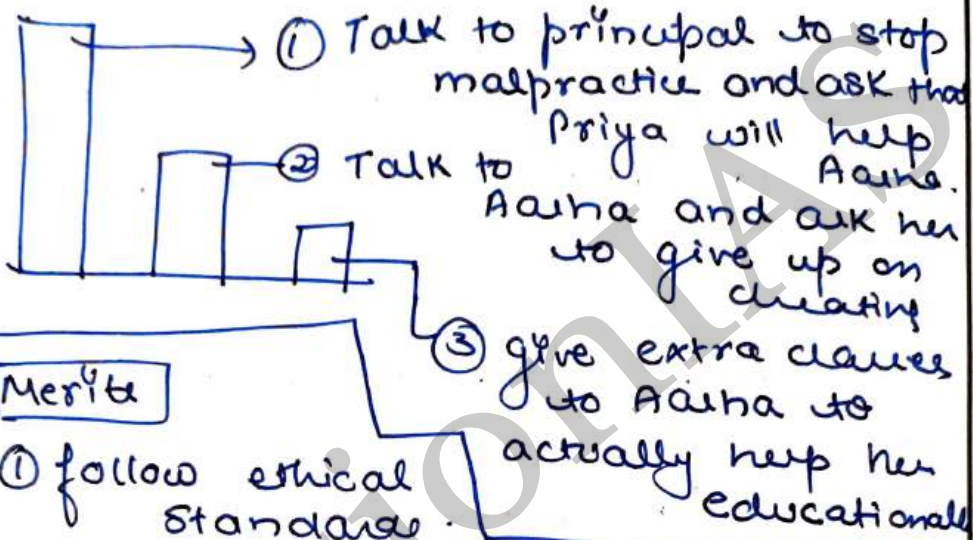
Merits → will maintain morale of others,
→ as per deontological way

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Demerits

- may hamper relations with Principal.
- Aasha may get fail.

3rd option : step based approach



Merits

- ① follow ethical standards.
- ② win-win for all
- ③ long term gain

Demerits

- ↳ Time-taking
- ↳ short-term pain

Justification

- cheating is cheating in all way and it is bad for growth of Aasha. Priya should help her by giving extra importance instead of letting her cheating. This will also keep up morale of others. As it is said that education should be value-based and improve character.

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a

As per PM Modi, "Civil servants are like fourth lion of state emblem, may not visible but force to bring change". However, sometime this fourth lion faces charges of favouritism, lack of transparency as highlighted in case study.

a) Stakeholders and their interests

A) I, Chairperson

- ↳ my integrity is in question.
- ↳ job and selection of my son in question.
- ↳ public trust in governance should be maintained.

B) My son → question on his credibility of clearing exam.

- ↳ public hatred due to others malpractice.

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③ Candidate who cheated

- ↳ They want this matter to get close.
- ↳ Their job to be continued.

④ Candidate who missed selection due to malpractice.

- a) Trust in selection process
- b) breakdown of one's own morale and loose faith in hardwork

⑤ Society at large

- a) Misconception that government services are not for poor and middle class.
- b) lack of trust in selection process.

Ans: Options available

⑥ I) Statu quo and do nothing

demerits

- against my ethical stand
- and

merits

- matter will close in few days itself.

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Loss of public trust in SPSC
→ harm the hard-working candidates

→ no effect on my carrier or my sons

II Cancel the examination and start new cycle with rigorous scrutiny.

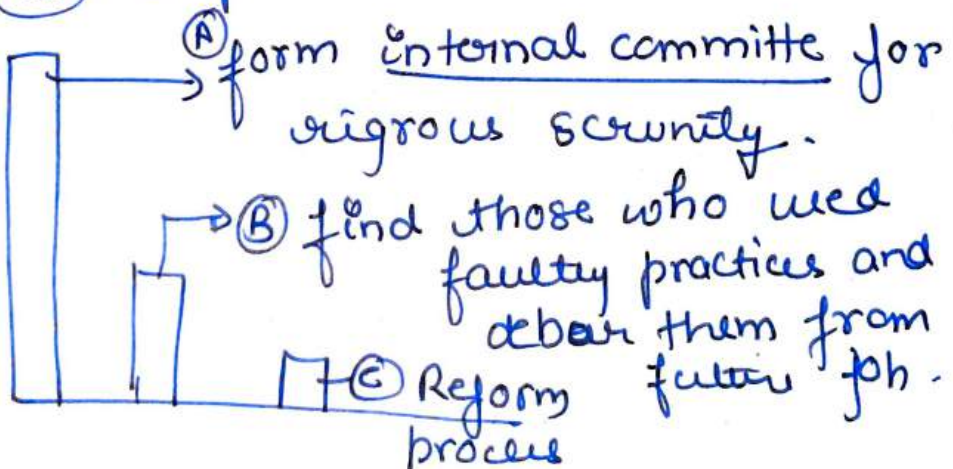
Demerits

Merits

- ① loss of resources in conducting earlier exam.
- ② faulty candidates will not be caught
- ③ my son will also loose chance

- ① public trust can be maintained
- ② hard working person will get equal chance.

III Step wise solutions



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Reform will include

- ↳ ① formation of committee to suggest reforms.
- ↳ ② talk with government to form strict laws for fake certificate and bringing transparent recruitment process.

Justification of selecting option-3

- a) It is win-win situation for society and candidates.
- b) It will also led to removal of those who are engaged in corrupt practice.
- c) Public trust would be maintained
- d) Reform would attract deserving candidates in bureaucracy.

As Roosevelt said, "In time of crisis, best thing is to do right thing but worst thing is to do nothing"

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10

Naveen Johar Case has led to decriminalisation of homosexual relations. This led to legal change but social changes are yet to be there as depicted in above case.

Ans: Options available to me

A) Deny the medical surgery.

Demerits	Merits
<ul style="list-style-type: none"> → affect mental health of boy may led to suicide. → may led him to go for a quack 	<ul style="list-style-type: none"> - not do illegal thing as he is a minor - follow my doctor's professional ethics

B) Carry out surgery

Merits	Demerits
<ul style="list-style-type: none"> ① life of a boy can be saved (my oath will be preserved) 	<ul style="list-style-type: none"> ① illegal without consent of parent ② He is minor thus not aware of consequences.

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(c) Persuade him to let me talk to his parents and ask him to wait only for two years then I will do the procedure even if no one is with him.

(b) I will approach this in systematic manner.

Step 1: persuade him that this is not legal and I may lose my licence. I will persuade him to talk to his parents and even assure him that if his parents didn't accept it, I will carry out procedure myself after two years.

Step 2: talk to his parents and make them aware of what their son is going through.

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and they may lose a son
as he is suicidal in nature
at this time.

Step 3 - Professional help to both
parents and boy to
understand the reasons
of his behaviour and also
the consequences.

Step 4 - I will ensure that boy
get his education and
if needed I will search for
a child care institute for
his stay.

Ans (c): As per society, gender
is a binary concept and
thus acceptance of gender
spectrum is not there. Thus

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Question No.
प्रश्न संख्या

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के लिए

fundamental changes required are:

a) Awareness: that gender is not confined in two boxes.

b) Use of Social Media: to increase the acceptance. Social media influencers can play a pivotal role.

c) Education: schools can play an important role in gender inclusive education.

eg. recently gender-neutral school dresses are introduced in few places.

d) Reservation in education and jobs

eg. recently a transgender SI was inducted in Bihar.

e) Economic opportunities: to create self-reliance and respectable life.

Gender is a social concept and acceptance of all genders should be there in society.

(11) Gunnar Myrdal in "Asian Drama" mentioned that, "Corruption in South Asia has wings as it flows rapidly". This mismanagement of fund is highlighted in above case studies.

Ans a)

Ethical issues involved

- A) Against virtue based ethics as fund is shifted without proper channel.
- B) against constitutional ethos which requires budget to be discussed in public.
- C) chance of misappropriation of fund
- D) Bureaucrats - Politicians unholy nexus

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- E) Accountability and Transparency as mentioned by ARC-II is not followed.
- F) Decision is not concerns-oriented
- G) Lack of informed citizenry.
- H) Misuse of funds: against conduct rule of services.
- I) Not following principle of objectivity and neutrality in decision making.

Ans (b) options available to Arif

A) Be silent and do nothing.

Merits	Demerits
<p>→ maintain good relations with seniors.</p> <p>→ my job will run smoothly.</p>	<p>→ Cognitive dissonance vs against conscience of Arif.</p> <p>→ against conduct rule</p> <p>→ loss of public trust in long run</p>

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② Be a whistle blower

Demerite	merits
① against professional ethics.	① uphold his honesty and integrity.
② Negative work environment.	② maintenance of public trust
③ may create public pressure on me by politicians.	③ break nexus of politicians and bureaucrats.

③ Rise matter in Internal Vigilance Committee and talk to senior officers in organisation to unearth matter in front of time. Use whistle blowing as last option.

Arif should choose option ③ because

a) his professional ethics will be maintained.

b) his inner conscience will be satisfied and no cognitive dissonance will be there.

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② Work environment will be positive.

③ As it is said, "The darkest area in hell is reserved for those who remain neutral during moral crisis"

Ans ③ measures to address the issue of politicization of bureaucracy

- Measures
- ① Internal Redressal committee for reporting unholy nexus.
 - ② Awareness about RTI to bring efficiency and accountability.
 - ③ Citizen-engagement to break the nexus.
 - ④ Robust role of Journalist as fourth pillar of democracy
 - ⑤ Training of bureaucrats
eg. Mission Karmayogi

Once this nexus is broken and "Nishkam Karma" is followed, ethical governance can be ensured.

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Recently, rise of Artificial Intelligence has contributed towards development of society but preexisting prejudices and stereotype could hampers the process as shown in given case study.

Ethical Issues Involved

- A) Discriminatory technologies may increase existing social gaps.
- B) Against gandhian principle of Sarvodaya :
- C) Non-inclusive thus against democratic ethos,
- d) Crony Capitalism, as companies are profit-driven and don't think about its ill effects.

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- e) Commerce without morality as shown by Parag's senior.
- f) against principle of equity which is basic human right.
- g) Rise in inequality: due to role of technologies.
- h) New technologies are double edged sword

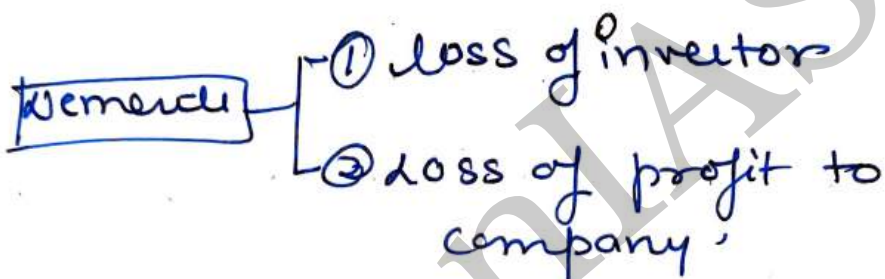
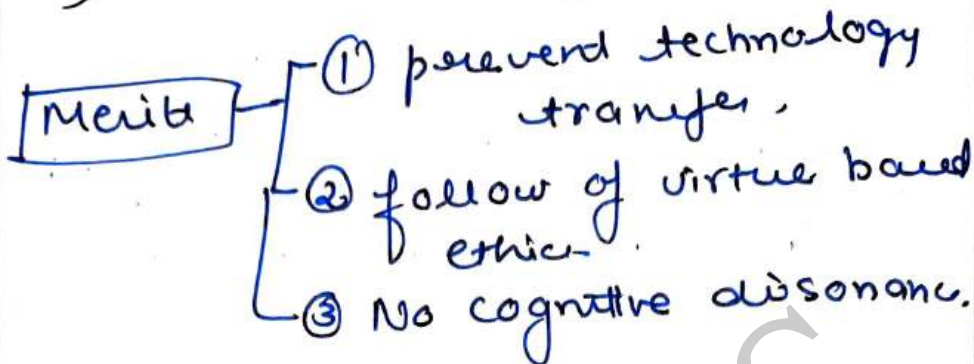
Ans: (b) options available to Parag.

- I) Give technology to inventor without disclosing discriminatory nature.

Merits	Demerits
1) Profit to company.	① discrimination in society
2) attract inventor to company.	② against deontology principle as means are not satisfactory
3) Rise in Parag's stature in company.	

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II) halt technology transfer



III) → bring change in technology to remove demographic biases and then give software to investor

Demerits	Merits
① Short term profit loss	- long term benefit
② time taking.	- win-win for all → no cognitive dissonance

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Ans. (c) - His course of action
should be -

- (I) tell investors about the demographic biases and if they are willing to take software, then ask them for time by persuading them.
- (II) Remove biases by changing data set and make it inclusive.
- (III) only bias-free software should be sell.

As it is said, we must do
what we ought to do and
this is ethical way for Parag.

3 hrs.