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GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	Praveen chand Gss		
Medium Eng./Hindi	ENGLISH	Registration Number	30566
Center	ONLINE	Date	19Sep, 2018.

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	
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Total Marks Obtained:

Remarks:

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
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2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI**
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3. **All questions are compulsory.**
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4. The number of marks carried by a question/part is indicated against it.
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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.
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6. Word limit in questions, if specified, should be adhered to.
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7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
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EVALUATION INDICATORS

1. 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.

(A)

All the Best

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Answer the following questions in not more than 150 words each:

1. **(a)** Discuss the ethical issues involved in the recent refugee crisis and immigration as a global phenomenon from a broad perspective of globalisation and rights of citizens and aliens. **(10)**

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

(A) Various conflicts and economic needs of people are creating conditions for refugee crisis and immigration.

Ethical issues involved are →

→ Duty and responsibility on countries to provide protection to refugees

→ UN charter, UN Declaration on Human Rights and principle of non-refoulment also provides rights to refugees.

→ While globalisation in economic goods is encouraged, countries are wary about globalization in free peoples movements.

→ Right of citizen to get basic livelihood may effect in case of developing countries

as they don't have much resources to support refugees and immigrants.

→ Issues of xenophobia against refugees.

→ Issues of genocides and violation of human rights eg: Rohingya, Yemen, Syria.

→ Further, issues of climatic refugees from small island developing countries (SIDS).

These issues need to be addressed with compassion, empathy.

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1. **(b)** Corruption distorts not only functioning of the Government in India but business and corporate activities as well. Explain and discuss how the state can effectively deal with deficit of ethics in the private sector. **(10)**

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

(A) corruption is a big chalenge in India. India is ranked (8) in recent corruption perception index.

corruption distorts functioning of:

① Government: → It is mandated to provide public services in fair and just manner. However, corruption violates government duty of public services and violates people rights.

② Business and corporate activities:

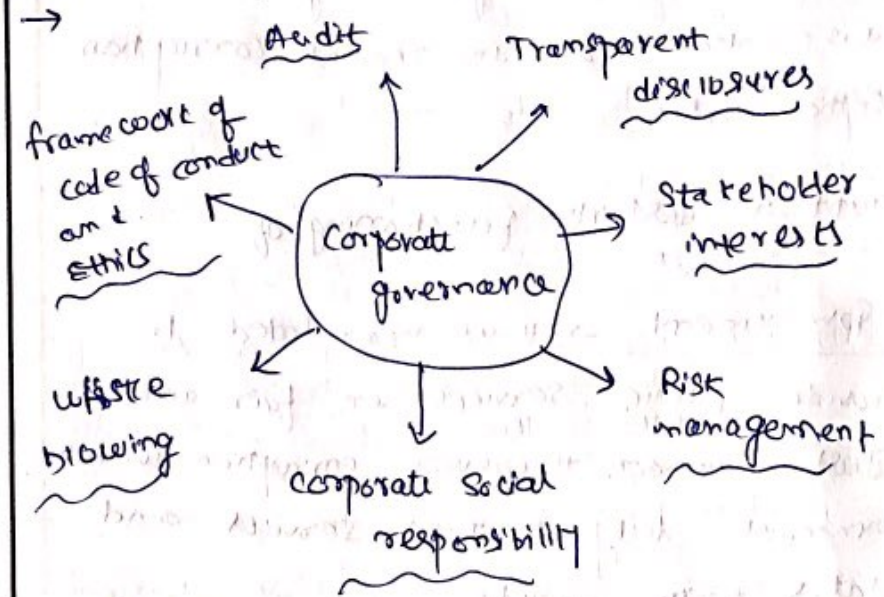
→ corruption here leads to ammasing of wealth in unfair manner. It creates economic inequalities and asymmetry of power. Eg: Kingfisher scam, Nirav modi issue

→ In long term, business will lose public trust. Eg: substand knee implants

core Johnson & Johnson,

measures to instil ethics in private sector

→



→ Strengthening regulations of government:

→ SEBI, RBI, competitive Commission of India – monitoring and Enforcement of sectoral regulations.

→ Stringent consumer protection.

only with concerted efforts of citizens, stakeholders, Government can reduce corruption in our walks of life.

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2. Given below are two quotations of moral thinkers/ philosophers. For each of these, bring out what it means to you in the present context.

(a) "Silence becomes cowardice when occasion demands speaking out the whole truth and acting accordingly" - Mahatma Gandhi. (10)

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

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

(a) According to Mahatma Gandhi, a virtuous man can't see injustice. Because his conscience won't appect it.

Whereas, speaking and acting fearlessly will help protect dignity of others and usher Justice.

For example, Gandhiji acted against injustice of Jallian wallah Bagh through Non-cooperation movement.

On the other hand, silence of west towards Hitler (appeasement) led to holocaust and world war II.

Hence silence is never an answer against unjust laws, actions or inequalities.

Contemporary relevance

→ Silence on refugee crisis, climate change can only worsen these issues.

→ Rising lynch mobs, demands voice of bothered citizen to educate people.

Action of police and law enforcement agencies in lynching will only instill confidence about rule of law.

→ Voice of citizen and their action through vote can reduce criminals influence on politics.

→ Voice of whistle blowers, can bring light on wrong doers in public services and prove atmosphence.

Hence, it is key to all, to all in harmony with our thought and become an agent of change.

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

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

(A) Toleration is listening and evaluating opposite views and beliefs. It takes open mind and spirit of enquiry.

Vivekenanda was ardent supporter of our civilization virtue of tolerance!

→ As, tolerance is crucial for intellectual and human growth.

→ It ushers peace and stability in diverse environment.

→ Tolerance respects dignity and engenders fraternity

Contemporary relevance of given saying

Tolerating others and embracing their ideas is crucial in our globalized world.

→ Due to flux of people, migration (internally

and externally is a norm).

It takes tolerance to peacefully assimilate others into new society. India did so in its history. Sakas, Hunas, Kushans and Turks being examples for this.

→ Rising extremism: Hatred in social media, religious extremism of ISIS, etc can be handled through tolerance.

With tolerance, vulnerable sections can be provided with love, compassion and warmth.

This leads to youth abjugating violence and their mainstreaming.

Hence, school, parents and socio-cultural practices should promote tolerance for overall human welfare.

(A)

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

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

(A) Emotional Intelligence [EI] is one's ability to understand one's own and other emotions.

It is part nature

→ E.I Abilities like empathy, motivation and self-regulation are also personality traits.

→ A person develops these by himself through socialization, educational awareness

→ His/Her assimilation of values like love, tolerance, Justice, Kindness, etc will bring rational and humanistic outlook.

It's part nurtured

→ It takes practice and activity based

learning to improve social skills like team work, Etc, which are crucial to EI

→ Teacher, family and society will instil feeling of obligation, positivity and responsibility.

Due to these person internalizes optimism, Empathy and self-regulation.

EI in civil servants

→ By role playing training at various departments and workshops.

→ Through lectures by role models and leaders.

→ code of ethics that highlight values like team work, Empathy and ethos of service.

These ways EI can be nurtured in civil servants for ethical governance.

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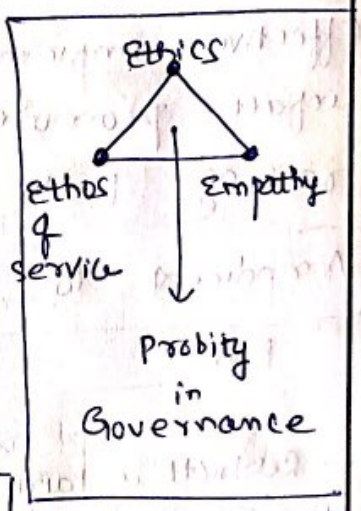
3. **(b) What do you understand by Probity in Governance? Examine whether the recent amendments to Prevention of Corruption Act and the proposed ones in Whistleblower Protection Act undermine it. (10)**

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

(*) Probity in governance requires maintenance of highest standards of ethics and integrity.

Upholding values like objectivity, openness, honesty, Accountability and Transparency plays crucial role in improving probity in governance.



(a) Amendment to prevention of corruption Act

pros	cons
– punishes bribe giver (thus reducing social leniency against corruption)	– Delays in prior permission to investigation might reduce public trust.
– Protects honest vigil prior permissions	– punishing bribe giver may go against our social context of
– clearly identifies two cases of corruption	

- misappropriation of public property - Embezzling of illegal wealth	asymmetry of power. - Clearly defining cases of corruption reduces discretion & arbitrariness

overall, above provisions are in sync with UN convention against corruption. Effective implementation of these will infact promote ~~public~~ probity by raising public trust in governance.

(b) Amendment to whistle blower

Pros	cons
- Restricts certain cases of protected information which of national security.	- only information aquired through legal means is covered for giving protection to whistle blowers - Anonymous complaints are not covered.

Without anonymity protection, whistle blowers could be victimized. To instill probity this need further refinement

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4. (a) Ensuring that civil service values are recognised during the recruitment process and ensured through a code of ethics after appointment is a necessary condition of making the civil services an effective instrument of citizen centric governance. Comment. 10

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

(A) Citizen centric governance requires following
- Ethos of service.
- Ethics: integrity and honesty
- Efficiency: in utilizing public goods and delivering service.
- Empathy: towards marginalized sections of society

Towards strengthening these, recruitment process and code of ethics plays important role.

① Recruitment process
- identifying candidates of civil servic aptitude and attitude of servie towards society.
- Through ethics, integrity and aptitude tests

- Assessing the candidates overall personality by personality tests

(2) **Code of Ethics**

- comprises of certain principles and values that need to be followed for good governance.

  Eg: Integrity, Accountability, objectivity, Impartiality, non-partisan ship, etc.

- Nurturing these values in civil servants can act as preventive steps to mitigate corruption and abuse of public authority. Eg: Disproportionate income, excessive force application in conflicts.

Thereby, civil servants will be people-centric for improving socio-economic development of our country.

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

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

(A) Cognitive dissonance

is a psychological processes, where in persuing thoughts or actions against one's own creates mental strain or guilt feeling or discomfort.

Example A youth is inclined towards arts, but his/her parents forces their opinions. This creates cognitive dissonance in that youth.

It's influence on behaviour and ~~action~~ attitude

Behaviour

→ Modifies the behaviour as per new attitudes (or) finds information to support ~~to~~ his/her own attitude.

Eg: • After Swachh Bharat campaign many started toilet usage more.

• During social reforms in India, some orthodox quoted religious literature to support Sati against its abolition.

Attitude

Cognitive dissonance might lead to favourable or unfavourable attitude towards new attitude.

Eg: ✓ If a person's own attitude is strong, new attitude might not lead to attitude change.

Eg: Difficulty in de-addiction of smokers or drug addicts

With nudge-policies (Swachh Bharat) gaining ground, applying cognitive dissonance to achieve social outcomes

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5. (a) What do you understand by Amartya Sen's 'capability approach'? Analyse its significance in understanding social realities and in making a pro poor development strategy. (10)

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

(A) According to Amartya Sen, every individual has inherent right to develop her own capabilities. Developing these is a matter of human right.

Capabilities →
- Education
- Quality health care
- Nutrition.

Significance in understanding social realities

① Our country lags in poverty elimination, Education provision and quality health care.

② Without these, people can't achieve their goals. Leading to violation of dignity and human rights.

Hence, the need for making pro-development strategy :

→ Investment in welfare along-side of promoting growth.

→ Rights based approach towards education, health and nutrition

↑ RTE ↑ Ayushman Bharat ↑ Poshan Abhiyan.

→ Creating awareness and attitudinal changes in people to enable them to access and demand rights.

Following right based approach, will also lay foundations of a Just, Egalitarian and fair society.

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5. **(b)** While in principle most nations claim commitment to universal values, in practice these values are honoured more in breach than in the observance. In context of this statement, comment on the relevance of values in foreign policy. **(10)**

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

(A) Nations committed to universal values of humanity, dignity, peace on various fora and charters.

Eg: - UN charter.
- UN Declaration on Human Rights.

However, there are violations:

> Interventions for vested interests

Eg: Libya, Iraq and Afghanistan.

> Non committed attitude of developed countries at WTO and climate deals

Eg: U.S. walkout from paris deal.

> support to proxy wars Eg: Pakistan.

> violation of human rights of refugees

Eg. Syrian crisis, Rohingya crisis

Hence need of the hour is reiteration of these values:

→ values of tolerance, peace are universal. They benefit domestically and nationally too.

→ commitment to Justice can Eradicate geneocide, war crimes and torture (violation of human dignity)

→ Commitment to humankind, may allow global actions against global Problems
Eg: Terrorism, climate change.

→ Similarly, Right to protection of ethnicities can ameliorate their concerns.

Hence, we must all follow this principle:
Injustice anywhere is a threat to Justice every where.

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6. While some ethical approaches consider an action to be ethical based on results, other focus on means. Taking the example of Indian bureaucracy compare and examine how these approaches have played out for the benefit of citizens. **(10)**

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

(A) Consequential ethics gives preference to 'maximum good for maximum number'. (Bentham)

Alternatively, Deotologists prefers focus on Rights, duties and ends. (Kant)

These ethics in India public services

	'means' ethics	'End' ethics
1.	Means of honesty, integrity in public service delivery Eg:- • Peoples Road in Manipur	- Right based approach under RTE, MGNREGA, RTI. These treats citizens as an ends and

7. What are the ethical principles that should form the basis of the system permitting organ donation and allocation? Also discuss the importance of regulation for the success of any organ transplant program. (10)

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

(A) Ethical Principles are pivotal in organ donations, where human being are involved and their rights are concerned.

Ethical principles

Permitting organ donation:

→ Protecting right to life of needy.

→ values of Empathy and Compassion.

→ Sense of sacrifice for greater good of humanity.

Allocation

→ No discrimination on any basis.

→ Transparency in allocating.

→ Respecting donors wish (to donate to their loved ones)

Importance of regulations

→ Preventing misuse:

> curbing unfair contracts without consent or for any monetary purpose

→ A transparent regime:

That oversees and monitors donations and allocations of the organs in a fair and just manner.

→ There were some allegations on organ transplation skewed towards rich in Tamil Nadu. National organ Transplation Act must be sufficiently amended to prevent any form of misuse of people's rights.

8. Where as some argue that leaks constitute an affront to democracy, others are of the opinion that leaks are a part of democracy. Examine the merits of both the arguments in the context of information attributed to leaks from government offices and whistleblowers. (10)

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

(A) Government holds public and sensitive information in trust of people. Leaks have following implications

① Violates fiduciary relation.

② Security implications, can undermine peoples privacy and liberties

Eg: Aadhar information leak can have security implication.

③ Peoples loses public trust. This can undermine e-Governance, digital economy and ICT campaigns

However, leaks can also produce following positive implications

[1] Disclose illegal acts.

Eg: Surveillance in Edward Snowden,

Wikileaks about Iraq war.

2 Fear of whistle-blowing can prevent misuse of public office and authority

eg: Vaypam scam.

3 Public have right to government information as part of RTI and Art. 19, 21 of our constitution.

Hence, need to properly provide avenues of information access (RTI) as well as safeguard safety, security and citizen's privacy.

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

9. You are a young recruit to the IAS. Upon the completion of your training you have been posted in a subdividion of a district where industrial development has been lagging. The area has large reserves of minerals and a significant tribal population. The government has identified the area for a large thermal power plant and also adequate expansion of mining. This announcement has seen a rise in land prices in the area as well as unrest among the local population about possible land acquisition. As part of routine examination of records you observe large land purchases in recent years that are linked with the family of the local politician, who is also a member of the state cabinet. You also recognise that much of this land is around the site of the proposed industrial area. Further, one of your staff members also informs you that the family has been buying in the name of drivers, cleaners as well as domestic helps. You feel that having been aware of the policy decision the politician has played a role in these purchases. Incidently your relations with the politician have been cordial and he is a popular figure in the area.

(a) As the official responsible for acquisition of land and payment of compensation for the land acquired, what are the ethical issues that you face in the given situation?

(b) What will be your response to a suggestion that in view of these benami land transfers a freeze on land sale in the area should be enforced?

(c) What is the course of action that you would take? Justify with reasons. **(20)**

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

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

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

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

(A) Binami land transactions are of significant concern in our country.

Stakeholders in this case

- ↳ Tribals
- ↳ local administration.
- ↳ Ministry.
- ↳ State government.
- ↳ Enforcement department (CVC, Enforcement directorate.

a Ethical Issues that might face:

① Concern for violation of fair land dealing.

② Issue of violation of oath of secrecy by authorities in power.

③ Weakness in Enforcement department to prevent binami transactions.

(4) My action could invite criticism of political patronage (inaction) or publicity (stringent action).

(b) Freezing of land transactions

Pros	Cons
→ Prevents unfair land deals and binami transactions.	→ Might lead to legal hurdles (property right to sale)
→ Scope to provide evidence against binami properties.	→ Evidence would be destroyed by knowing about government action
→ Tribals complaints could be addressed.	→ Politicisation of the issue as a vandata politics.
→ Facts finding committee could be appointed to verify about previous land deal.	→ Cabinet might or might not support this view

Howing, freezing land deals temporarily is necessary inorder to prevent farther misdoings.

(c) Course of action

1. Prepare report after thourogh investigation.
   - ↳ Collect evidence from aggravated persons.
   - ↳ Take view of the minister about legality of the land deals or his involvement
   - ↳ Submit a report to chief secretary confidentially.

2. Based on the peoples complaints Enforce benami properties act and confiscate the illegal properties without fear or favour.

3 In long term raise peoples awareness about their property rights like Forest Rights Act.

By following an impartial, non-partisan and honest action, I would help public gain trust in government and also protect rule of law

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

10. According to the WHO suicide is the second leading cause of death in the age group of 15-29 years globally. In India also, instances of young people committing suicide have been reported widely in recent times. It is all the more disturbing that such a phenomenon is increasingly visible in urban and prosperous areas.

(a) What are the reasons that render people vulnerable to taking such drastic steps as suicide?

(b) Also, discuss the role that you as an individual, the society and the government can play in addressing this issue. (20)

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

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

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

(A) Humanity must be valued in itself and not to be treated as an end. Suicide violates the basic humanity principle of dignity. Hence suicide is considered as immoral by Immanuel Kant.

However, libertarians argue for right to die, as a mater of right to our bodily autonomy.

Hence issue of suicide is a moral as well as public health concern.

(a) Reasons for suicides

- Loss of hope and optimism about life. Eg: Depression is a leading cause of suicide (WHO)
- Increasing pressure to succeed against material values
  Eg: Rat race of youth in competitive examinations
- As a matter of religious philosophy
  Eg: Santara in Jain philosophy.
- Due to discrimination and loss of dignity
  Eg: Women destitutes and sufferers of domestic violence and dowry.
- Lack of Emotional stability and virtues to stand with courage, optimism and perserverance.

(b)

Role as an individual

→ Maintaining positive social ties with colleagues, friends and neighbours.

→ Display empathy, compassion and tolerance towards our relations in life.

→ Respond immediately to signals of distress, isolation and alert family members, local NGOs like HELP.

→ maintain positive attitude in my own life. practicising yoga, meditation.

Role of society

> Neighbours and family members must respect individuals and their choices.

* Non pushing others opinions.
* Removing prejudices and stereotypes
* Moving away from money centricness

> NGOs, SHG could play role as counsellors.

> Religious leaders and cultural activities could help in bring changes.

> Role of social reformers in cultivating optimism, changing definition of success and mitigating discrimination against women and disadvantaged

Role of government

- Recently Mental Health Care Act provides for quality health care and decriminalized suicide.

This treats suicide from social and psychological perspective.

- setting up de-addiction and counseling centres at rural and urban areas.

- Improving people-people ties by community interaction Encouragement

Eg: Ek Bharat shresta Bharat.

- Providing quality education, health and skill. So that people achieve their potential.
- stringent action again social discrimination of women, disadvanted. & discrimination leads to suicide.

* only through stakeholder approach, as a fellow beings, we can provide social support to vulnerable. through this rights of people and their valued life could be preserved.

11. You are posted as a District Magistrate of a primarily rural district. Excess agricultural production has led to a continuous fall in market prices of crops in the last three years. With elections approaching soon, the opposition has decided to make this a political issue and has mobilised farmers to protest against falling prices. The protests turned violent at some point and police had to fire in self-defence, killing two people. Violence has increased since then and you yourself were attacked when you tried to pacify the protestors. The protestors have also blocked the main roads as well as railways to prevent movement of goods and people.

Given the situation, answer the following questions:

(a) Identify the key concerns that need to be addressed on a priority basis.

(b) What steps will you take to address them? **(20)**

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

दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

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

(A) often democratic protests can turn out into violence. Allowing space for protests without infringement of rule of law is important.

Stakeholders in this case
- → District magristrate.
- → farmers
- → political parties
- → passengers effected
- → police and administration

(a) **Key concerns**

- There was a breakdown of rule of law that need restoration.
- Movement of vehicles effected, which need to be restored.
- Immediate action against violators by imposing Sec.144.
- Dialogue with farmers leaders to bring normalcy
- All effected people must immediately with provided with healthcare support.

(b) **Steps to address these concerns**

→ Contact higher authorities for adequate force to effectively enforce Sec.144 and bring commonen in situation.

→ provide alternate vehicular support to people effected by protest by ~~priority~~ priority to
- → women and child
- → Elderly
- → Differently

→ Take CCTV footage and other evidence to immediate file charges against violaters.

→ As a DM, I will
- Assure farmers of necessary support and bringing their issues to immediate attention.
- Will try to explain, issue of supply - demand and how government is trying to improve farmers income through various schemes.
- I will also warn them that any untoward incident might lead to penalties or Jail terms.

→ Simultaneously, I will alert health department to provide all healthcare support to injured.

→ I will also prepare a report about the situation and failure of intelligence and law order. So that such situations could be prevented in future.

→ In long-term:

> As a DM, I will take necessary step by effective implementation of MSP, improving agriculture productivity. So that doubling of farmers income can happen.

While dealing with this whole scenario, I will show courage and emotional intelligence. I will support my team

with leadership and guidance. There by upholding rule of law in democracy and also inclusive growth

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

12. You have recently been promoted as a Branch Manager in a Public Sector Bank. The bank is battling high NPAs and mounting losses. You have been assigned a very high target of loans by the higher management for the current quarter. Your career prospects also depend on your performance in critical times. Few days back you rejected a loan application for a huge sum based on detailed analysis. Today you got a call from the Regional Manager to approve the loan quickly. On your reluctance to approve, he hints that the loan is sought by a person well connected in the finance ministry and that a refusal will have consequences for everyone in the approval chain. You are now in a tough spot.

Based on the given information, answer the following questions:

(a) Bring out the ethical issues in the case above.

(b) What are the consequences of agreeing to the demands of the senior in the given case. Assess which of them are meritorious and which are not.

(c) Suggest institutional reforms that can result in non-punishment of honest feedback. **(20)**

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

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

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

(b) दिए गए मामले में वरिष्ठ अधिकारी की मांगों के प्रति सहमत होने के परिणाम क्या होंगे। आकलन की कीजिए कि उनमें से कौन-से अनुकरणीय हैं और कौन-से नहीं।

(c) ऐसे संस्थागत सुधारों का सुझाव दीजिए जिससे ईमानदारी से दी गई प्रतिपुष्टि (फीडबैक) के लिए कोई सजा न भुगतनी पड़े।

(A) our country is currently grappling with NPAs. Crony capitalism and lack of due diligence is one of the reason for the same.

Stakeholders here

- Bank manager
- Regional manager
- Finance ministry
- Public
- Enforcement department

(a) **Ethical issues in this case are**

> Pressure against honest manager to approve loan.

> Risky action like in this case puts
- Bank reputation
- Public money as depositors (Rights) on peril.

> Case shows undue political inference in commercial affairs

> Taking action against rules and my own conscience would cause psychological harm.

term incentives.

(b) **Consequences of aggreing to demands**

→ Goes against detailed analysis. That might lead to loss to bank.

→ I might be benefited due to regional managers patronage.

→ If loan turns out to be genuine and profitable, then bank would be benefitted

→ However, if I don't raise the alarm now to higher officers, then I might also be indicated as part of the crony capitalism.

→ Further, accepting the loan is against my report, conscience and due deligence principle.

(c) Institutional reforms could be

① For protecting honest feedback

- Feedback must include detailed analysis and rationale.
- It must be accessible to higher authorities to monitor loan disbursals.
- Evaluation of performance must not only include loan targets but also honest efforts like feedback, monitoring and recovery.
- If possible, performance could be evaluated by an independent team within the bank
- Strict action against wrong doers to create deterrance and improve work culture.
- Code of Ethics and code of conduct

must become part of the training curriculum and inservice training.

② Government should provide operational autonomy to bank. It must not interfere unduly.

③ Alertness of CVC and CBI will also help in preventing wrong doings.

④ Proper auditing and financial reporting

⑤ implementing P.J. Nayak reforms on banking autonomy.

Honest officers must be nurtured to improve ethos, ethics, efficiency and efficacy in public service.

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

13. You, the chairperson of a State Public Service Commission (SPSC), come to know that there were instances of rampant cheating in a competitive exam conducted recently by the SPSC. Your daughter, who also appeared in this exam and is confident of clearing it corroborates the same. However, she denies engaging in any such activity herself. Whatever decision the Commission takes is bound to affect the career of a large number of candidates who appeared in the exam, including your own daughter.

(a) Identify the different stakeholders and their interests in the case above.

(b) Enumerate the options you have to handle the current situation. What will be your choice and why?

(c) Suggest measures that you would take to make sure that a similar situation does not arise in future. (20)

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

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

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

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

(A) Gandhiji said 'education without character' is a moral sin, cheating in exams shows deficiency of character

Stakeholders	Interests
(1) Students	✓ Honest want to clear the exam but also want to avoid illegal competitors.

②	Parents	- worry about students future and money spent in coaching or education.
③	SPSC	• Need to provide merit based recruitment procedure. • cheating tarnishes its image
④	law enforcement {Police, courts and administration}	• Find criminals and cheaters to enforce rule of law and justice to other students

ⓑ Options to handle this situation

I. Re Examination [will invite strong opposition from parents and students.]

II. Need to conduct investigation to find the facts.

III. Puts on the faith with public as a principle of transparency and accountability.

My choice and rationale

① Inaction is not an option, as it would be unfair and unjust to hardworking students

② Through investigation could find the real issues, miscreants and any loop holes in the system.
With these, future exams could be more foolproof.

③ Report of the investigation and facts need to be disclosed to public. So that citizens are aware.
Though, it might cause political pressure or short term reputation loss, but it is necessary to retain probity of the organization.

(4) In this process, I shouldn't be influenced my personal interests (daughter's exam).

(c) Measures to prevent future occurance

→ Randomization of question preparation, printing and distribution process.

→ CCTV based surveillance at the examination centres

→ Distribution of question paper through encrypted communication systems.

→ Strict rules to debar erring candidates and punish wrong doers.

→ Awareness campaigns across the state against cheating and its subsequent consequencies.

Institutions are more important than persons. My honest and objective action would only raise stature of institution in long run.

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

14. You are waiting in your car for your turn at a toll tax booth. You suddenly witness some men heckling and manhandling the toll booth operator and vandalising the property at the toll booth. They are accompanying a local politician who was passing through. Disgruntled with the fact that they were asked to pay the toll, they began to argue that the toll is too high and the public is being exploited by charging an unreasonable toll fee. At the same time they are also warning others against paying the toll fee. However, the other people around you are keeping with themselves, without anyone coming forward to intervene. While you also felt that the toll was quite high, you believe that this is not the right thing to do.

(a) Bring out the ethical issues in the case above.

(b) What accounts for such an overt display of hooliganism in our country.

(c) What is the course of action that you would take? Justify with appropriate reasons. **(20)**

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

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

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

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

A

A country run on balance of priorities. Grievances of the citizens are to be heard through proper channels. Simultaneously citizen also should act more responsibly to feather democracy.

This case shows, grievances of citizens

expressed in wrong manner.

Ethical issues

① Pool booth staff don't decide prices. Arguing with them is improper.

② While creating public goods costs, but unaffordability to some could cause exclusion.

③ Following of civic virtues and respectably raising voice at proper platform is required. current case points to otherwise.

④ Abjuring violence and damage to public property is a fundamental duty. However, People violated it here.

⑤ manhandling any person, shows lack of respect to other's dignity, ~~and~~ compassion and tolerance.

⑥ violence is inherently against our civilizational values of non-violence.

(b) Reasons for such hooliganism

→ Selective implementation of rule of law due to political influence. This promotes such action.

→ Mistrust in law or judiciary to get speedy justice

→ Deindividualization of persons in a mob.

→ Failure of society, parents and schools to inculcate values like tolerance, patience, discipline and empathy

→ To gain attention in media

→ Some cases, where in, criminals and political leaders nexus creates such scenario.

(e) Course of action

> Though, I believe in unfair prices in this case, yet I will argue with others to not to argue with both operators. As it of no substantial use to raise the issue at the booth.

> I will suggest them to do protest or galvanize public opinion in democratic manner. eg: social media, Dharna, chowks etc.

> I will try to convince them to accept their mistake and apologize to operators.

> I will try to provide medication to both operator and if needed call ambulance.

and manhandling.

We live in civilized society. So no place is there is anarchy or hooligonism.

Any grievance should be expressed through RTIs, CPGRAMS or giving political representation.

Breaking of law and violation of dignity of others is completely illogical and unethical.

Hence, my actions would be in such a way to inspire fellow citizens towards ethical behaviour.