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GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	SARANSH MAHAJAN		
Medium Eng./Hindi	ENG	Registration Number	258711
Center	ONLINE	Date	15/09/2018

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	
14	20	

Total Marks Obtained:

Remarks:

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

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।

Recent cases of the NRC, Rohingya Muslims has reignited a debate on rights of aliens vis citizens.

Ethical Issues involved

* Kant - State has right to prioritize welfare of citizens over others.
* Crime of national security.
* Limited natural resources
* might lead to ethnic conflicts = g. influx of immigrants in tribal lands
* human rights & transnational justice (Thomas Pogge)
  ↓
  UN convention on rights of refugees
  New York Declaration
* Article 21 of the constitution provides protection to all humans - citizens or aliens
* India has had a tradition of welcoming people in need — Tibetan refugees, Chakmas, Srilankan Tamils etc. Supreme Court also has prioritized human rights over other concerns.

* refugees / immigrants enjoy certain natural rights (Locke) eg. right to food, livelihood etc.

* fear of contamination, prosecution, human being pushed into slavery etc.

Thus from a utilitarian, & a virtue ethics perspective, we have certain moral minimum responsibility towards aliens.
A careful balance can be struck, to ensure their safety, rehabilitation & long term settlement

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।

Recently, Minister of corporate Affairs Suresh Prabhu (May 2018) said that poor corporate governance & corruption in the sector annually cause a loss of 1.5-2% of the GDP.

Corruption →
- hurts investor confidence
- hurts brand image
- reduces capital access

] reduced revenues

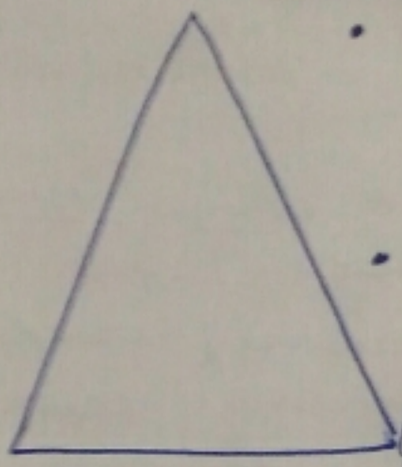
- affects talent management, employee motivation
- increased legal costs

] increased costs

reduced Profits ⇓ hurts national growth.

Recent cases like ICICI (Chanda Kocchar), Satyam, etc. highlight the extent of the problem.

What can the government do?



Leadership

- Udaykotak Committee
  optional committees to select higher mgmt separating office of CEO & chairman
- regular employee engagement.

Ethical Values

Policies

- clear penalties

Processes

- mandatory clear hiring, firing policies
-

Practice

- consistent adherence to ethical values.

Ethics Programme

Code

- mandatory codes of conduct
- annual signing of codes
- making it justiciable
- participatory approach in drafting codes

Implementation

- rewards for correct information
- employee audits
- upward feedback

Administration

- regular reviewing the code
- 3rd party audits
- grievance mgmt cell

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।

'Real freedom is freedom from fear'

— Aung San Suu Kyi

The above statement highlights that we often have a tendency to avoid loss, harm to self & in process often ignore the truth rather than having the moral courage to speak in favour of it. Gandhiji says that even if one is in the minority of one, truth is always truth.

Silence as a potent weapon

* Article 19 of the constitution also includes right to silence
* helps channelize energy.

Silence to cowardice

* loss aversion
* obedience to authority
* conformity bias (doing what others are doing).
* self interest / egoism.

But many thinkers like Nietzche, Hobbes argue that truth is a fundamental value that has to be adhered to at all costs.

We have seen examples of upright officers like Ashok Khemka, Sanjiv Bhatt who chose the higher moral ground & preferred to highlight the truth rather than ignore it.

The breakdown of moral fabric in the country in part can be attributed to such egoistic tendencies.

A return to the core ethical values of truth, honesty, courage is much needed.

Don't w anything marg (इस भा कुछ ना

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।

'I never ask the wounded how he feels, as I myself become the wounded'

- Walt Whitman

The ideals of tolerance, diversity & inclusion are the hallmarks of Indian democracy.

but history suggests that we have transcended the barriers of coexistence to cooperation & concern for others. eg:-

* Vishwamitra, a black boy accepted into caste Hindu society of ancient India
* Valmiki, a Shudra wrote Ramayana.
* Tribals being integrated into mainstream

Various Indian giants have emphasized on the need for empathy & welfare of others

* Guru Nanak - 'Vand Chakko' or helping others
* Satyagraha & ahimsa were potent forces because of their inclusive traditions
* Thiruvalluvar - altruism & respect for others

etc.

Even in contemporary times, we see this tradition continuing:-

* Leaders like Tarun Bharat Sangh working to foster unity among people.

* Constitutional ideals like 15(4), 16(4)(A) & 16(4)(B) to progressively include SC/STs into the mainstream

* Thai Cave Rescue was a tradition of how world responded to the greater need for humanity

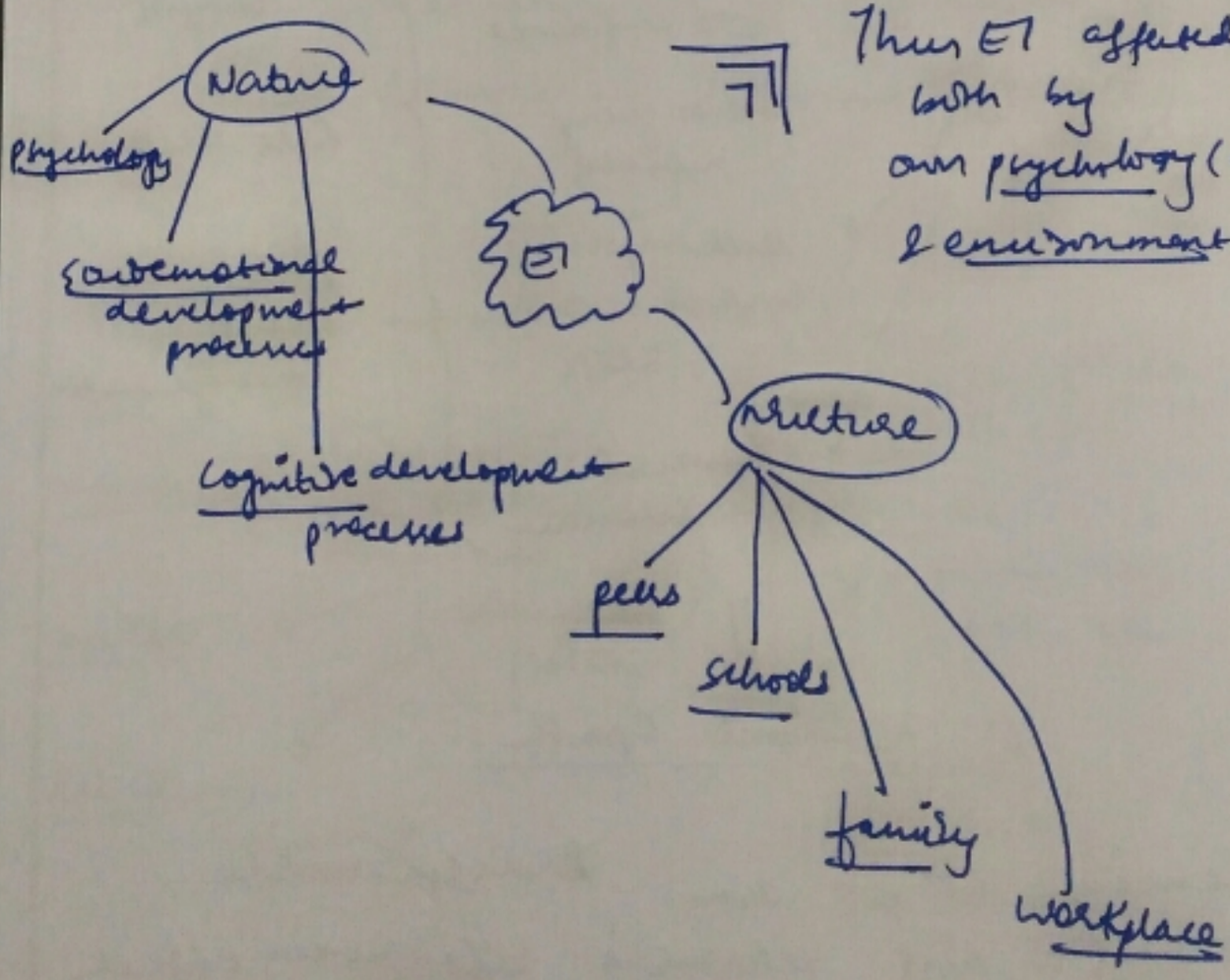
Hence, in the present era of phobia, racism, hatred, there is an urgent need to highlight such principles

Don't w anything marg (इस भा कुछ ना लि

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?

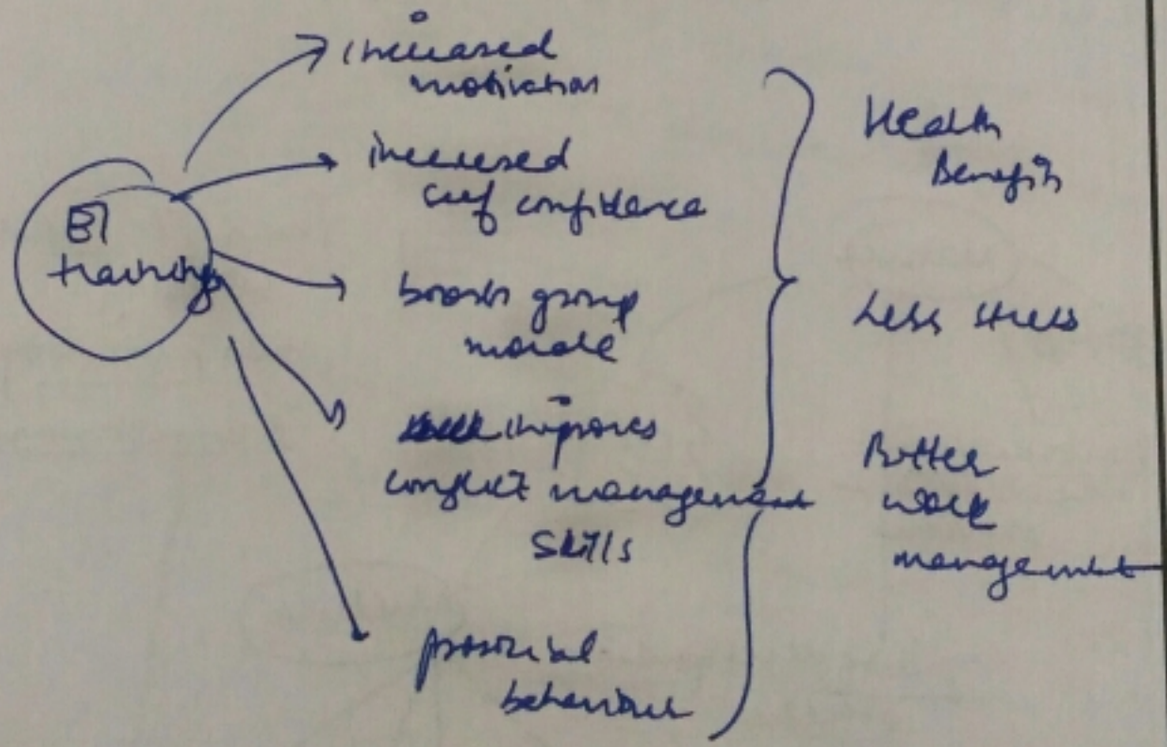
Emotional intelligence includes
- understanding emotions
- managing emotions
- harnessing emotions
- ~~[illegible]~~ empathy for others



Thus EI affected with by our psychology (nature & environment (nu

How can EI of civil servants be enhanced?

* interpersonal trainings
* EQ testing
* training in inter & intrapersonal intelligence. – forming mutual groups, where civil servants can interact & improve their emotions
* continuous feedback from family, friends, mentors, teachers etc.



⇓

National Growth.

Hence, EI is an indispensable part of a civil servant's life. Every effort must be made to strengthen & build it.

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 is not merely lack of corruption, but it also includes accountability, transparency, integrity, trustworthiness to the public office

Probity
- legal dimensions → eg. PCA, RTI etc
- ethical dimensions → honesty, trust etc.
- fiscal dimensions → accountability etc.
- democratic dimension → participatory approach

Mechanisms to strengthen probity
- legal
- institutional
- societal
- democratic measures
- Vertical
  * courts, 3rd party audits etc.
- Horizontal
  eg. police, CBI, CVC, etc.
- Downward
  eg. civil society, social audits

Recent amendments to PCA

* need for prior sanction
* need to establish quid pro quo

* faster trials
* stricter penalties for false complaints

Whistleblower ~~Act Amendments~~

* Keeping certain provisions out due to concerns in national security
*

Positives	Negatives
* faster trials * streamlined processes * protecting honest officers	* hurts govt commitment to safety against corruption * discourages constructive criticism * fear of making complaints * no provision for anonymous complaints

Thus, there is a need to revisit some of the provisions & make suitable changes in spirit of suggestions made by 2nd ARC

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 code of ethics lists down standards of professional conduct and moral guidelines for the employees.

Civil servants currently are governed under the Conduct Rules 1964. However, recent cases of government shooting down criticism against by an IAS officer, Shah Faesal has reignited the debate on having a code of ethics in place.

How a code of ethics helps?

Code of ethics
- → increases motivation to comply
- → reduces cognitive dissonance
- → faster decision making

OUTCOME
- + reduces stress
- + reduces anxiety/fear of prosecution
- + serves as a moral force

↓

PROSOCIAL Behaviour

↓

CITIZEN CENTRICITY

but,

* only a moral force, not justiciable so little motivation to comply.
  eg. Nestle has a detailed code of ethics, yet Maggi fiasco happened in 2016

* does not cover all dimensions, mainly to workers

to overcome these

Code of ethics
- → clearly defined
- → enforceable
- → dynamic, open to change
- → annual sign off
- → leading by examples eg. Latan Tata, Aditi Godrej
- → Rewards for compliance

By using above measures we can overcome citizen ed gap

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) मे आप क्या समझते हैं? उदाहरण प्रस्तुत करते हुए, चर्चा कीजिए कि यह किसी व्यक्ति के व्यवहार एवं अभिवृत्ति को किस प्रकार प्रभावित करती है।

Cognitive dissonance happens when a person holds conflicting attitudes on a particular issue :- Examples

* lawyer defending a client accused of murder. His professional ethics call for absolute confidentiality, personal ethics say it is immoral

* a person working for an alcohol company though he himself doesn't approve of drinking.

* a celebrity endorsing fairness creams. He is under a contractual obligation but against portrayal of fairness as a ladder to success.

* movies like Gangajal, Satyagraha which showed honest officers struggling to cope with pressures from within

* a person working for an oil company wanting to acquire lands from people. Though he knows, it would lead to destruction of their livelihoods

Cognitive dissonance Impacts
- → stress
- → anxiety
- → alienation
- → depression
- → anti-social behaviour like drugs/smoking.

- Health effects
- work performance decreases
- motivation decreases
- self esteem decreases.

How to deal with cognitive dissonance?

* following code of conduct
* emotional intelligence
* declaring conflict of interest beforehand
*

Thus, there is a need to manage cognitive dissonance rather than being consumed by it.

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।

Capability approach refers to ~~[illegible]~~ development from a ~~people~~ pro people perspective

Objectives

* building competencies of people rather than passing out doles.
* sustainable development planning
* citizen led growth.

How it can help?

* bottom of ladder approach
* reducing social inequalities etc.
* .

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।

Various scholars have suggested that certain principles are indispensable in foreign policy context :-

* universalism v/s cultural relativism
  honouring rights of people as per the areas they live in rather than force-imposing them from outside.

* moral minimum (Kant).
  humans are entitled to certain rights irrespective of where they are.
  eg. respect, dignity & autonomy.

* transnational justice (Pogge)
  human rights as envisioned under UN convention of human rights

* natural rights (Locke).
  rights entitled by virtue of being human.

However, nations seldom agree to these.

principles. Examples :-

* Kurdish conflict & displacement of Kurds in Syria, Turkey, Iran, Iraq etc.
* Rohingya muslims & their persecution in Rakhine state.
* Syrian refugee crisis
* Justification of violence as innocent civilians in Syria, Venezuela etc
* Lack of concern for rights of indigenous people e.g. displacement of Dongria Kondhs in India, Tuareg/Cars in Africa

UN Human Right Commission has suggested that a systemic breach of the above rights by nations is often leading to rise in fundamentalism. A concerted approach by all nations is therefore needed

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।

Teleological ethics argue for an ethical approach that is outcome focussed. What is good is what that results in maximum good. (utilitarianism).
However this can also be categorised as

act utilitarianism → outcome focussed

rule utilitarianism → outcomes matter but so do means

Examples

Result focus

* Land acquisition for Lanchi airport — large tracts of tribal land acquired at low compensation. Though it now has generated livelihood & new opportunities but questions remain

* devolution of money to urban local bodies → but the money is conditional, to be spent for

schemes as dictated by authorities above
⇒ lack of autonomy, participatory approach
* forced sterilization to reduce fertility rates.

[Means focused]

* Tewar Report – strict adherence to LARR Act 2013, consent based land acquisition. Delays okay but people must be satisfied.

* Jan Swasthya Kanyakram Chattisgarh to enable participatory health planning

* Mission Parivar Vikas to enable choice in reproductive planning.

* Officers like Armstrong Pame, B Chandrakala who have a people focus in planning.

Thus, government must ensure development that is people focused & sustainable

(इस भाग में कुछ ना लिखें)

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margin (इस भाग में कुछ ना लिखें)

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।

India happens to have very poor record in voluntary organ donations. (WHO 2015)

with a 17% population load and dual burden of disease risk, there is an urgent need to encourage people to contribute to the cause.

Ethical principles behind organ donation

* John Rawls difference principle → benefit to the worse off more important

* Utilitarianism → helping the one in need in life with greatest good approach

* August Comte → helping others even at cost of risk to self

* Feminist ethics → principle of care, responsibility, love.

* Virtue ethics → Aristotle ⇒ welfare of others paramount.

[Need for Regulation]

* institutionalizing organ donation & transplant
* prevent illegal markets & access
* faster access to organs for the needy
* fosters inter & intra state cooperation of donors, recipients, hospitals

[Changes needed]

* award/recognition to donors
* ~~[illegible]~~ cancel compliance
* stricter penalties to wrongdoers.
* more awareness

With above methods, we can have a robust, effective organ donation system.

violence, conflicts
* breach of law

Leaks
- Positive outcomes
  - informed, motivated citizen
  - constructive criticism
  - improved accountability
- negative outcomes
  - economic (eg. flight of capital)
  - social (eg. ethnic conflicts)
  - political (instability, gov may have to resign)
  - International (hurts image of nation.)

Impact = ~~Negative~~ Positive - Negative outcomes

A balance has to be therefore struck to avoid unintended consequences of such leaks. Citizen growth is linked to national growth & govt should rather than shooting down such measures can help institutionalize them

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 है। सरकारी कार्यालयों और व्हिसल ब्लोअरों द्वारा किए जाने वाले रहस्योदघाटनों से संबद्ध जानकारी के संदर्भ में इन दोनों तर्कों के गुणों का परीक्षण कीजिए।

Leaks are the disclosure of sensitive, often classified public information to the general citizens.

Examples - Wikileaks on Guatanamo bay, Cambridge Analytica etc.

Arguments in favour

* fosters democracy, morality
* utilitarian & hence ethical
* Art 21, 19 places an obligation on state to supply information to citizens.
* improves trust, transparency, fairness, objectivity in public decision making.

Arguments against

* hurts image of the nation
* may lead to economic losses
* unintended consequences like.

margin
(इस भाग में कुछ ना लिखें)

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)**

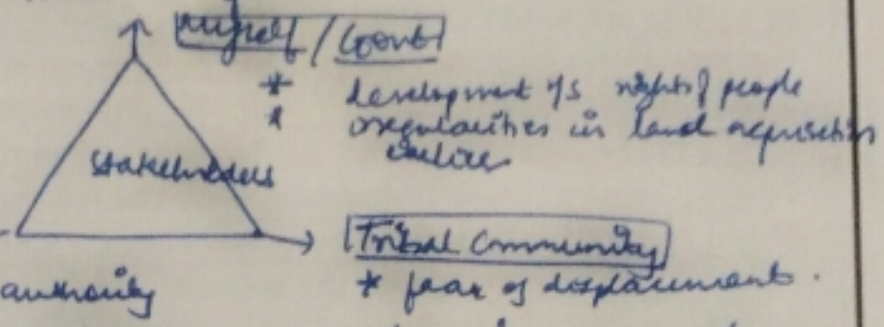
आप नवनियुक्त एक युवा IAS हैं। आपके प्रशिक्षण के समापन पर आपको एक जिले के एक ऐसे सब-डिवीज़न में पदस्थापित किया गया है जो औद्योगिक विकास की दृष्टि से पिछड़ा हुआ है। इस क्षेत्र में खनिज के विशाल भंडार हैं और पर्याप्त संख्या में जनजातीय जनसंख्या निवास करती है। सरकार ने एक बड़े थर्मल पॉवर प्लांट की स्थापना 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।

Tribal regions in Jharkhand, Orissa & Chattisgarh have recently seen the rise of indigenous populations against possible land acquisitions. The recent Pathalgadhi movement is a testimony to this fact.



The above case highlights a classic example of conflict between development v/s rights of people and also an abuse of authority.

I would be guided by my emotional intelligence while displaying moral courage in honouring rights of people.

(a) ETHICAL ISSUES FACED BY ME

* land is integral to the socio-cultural development of tribal community. Fears of displacement, livelihood loss, etc. have to be addressed

* possible disturbance to local ecology, environment etc. that also might be linked to sensitivities of people

* possible irregularities in sale of land earlier by the local politician that highlights an abuse of authority

* as the politician happens to be popular,

any attempt to correct wrongdoings might be against self interest. thus obedience to authority v/s welfare of others

* ensuring a participatory, sustainable model of development

(b) Arguments in favour of freeze of land sale

* helps stop further wrongdoing
* highlights urgency of the problem
* instills confidence in the people

Arguments against freeze of

* knee jerk reaction without having full, objective & holistic appreciation of events surrounding the sale.
* creates an unwelcome fear psychosis in the people who might now become even more reluctant in land transfers.
* gives an advantage to the wrongdoer / politician to cover track & prevent prosecution / further action.
* delays the development process.
* unlikely to address the real cause behind the issue
* stigmatizes the area & the people which might be harmful for future generations

My response would be to avoid an immediate freeze on land sale till facts of the matter are established clearly.

(e) Course of Action

A civil servant is expected to be a model exemplar and display utmost sincerity, honesty, integrity, empathy & concern for people at all times. Having taken such a solemn oath, many course of action would be :-

[Immediate measures]

(i) Appoint an independent committee to investigate into issues of encroachments in sale of land.

* such a committee to have representation from local leaders/MLs, police, judiciary, media & the govt.
* ensure the committee follows a time bound action plan for investigation.

(ii) Those found guilty to be dealt as per laws

(iii) To overcome lacunae in land transfer :-

→ ensure all the laws are followed to the case e.g. LARR, FRA etc.

→ adequate relief & rehabilitation measures

→ provision for livelihood for affected families

→ ensuring a participatory approach in

Don't w anythin marg (इस म कुछ ना

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)

(B)

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।

As per the Health Minister Sh. JP Nadda. suicide among young population in the country has witnessed a rise in the past decade (Parliament Question Feb 2018, NFHS 4 vs NFHS 3).

Suicide hurts individual agency, life & is unethical as per all major ethical traditions — deontological, teleological, natural law, virtue ethics etc.

(a) Reasons for rise in suicides

Social : * hurting autonomy of children
Eg. early marriages, forcing to drop out of school, career choices etc.
* humiliation, shame, guilt etc.
Eg. sexual harassment, bullying etc.

development activity

* INFORM – regular updates, reports
* COLLABORATE – PRIs, thought leaders.
* INVOLVE – crowdsourcing of ideas, e-petitions etc.
* EMPOWER – social audits, citizen referendums on key issues, timely grievance redressal etc

⇓

increased confidence, self esteem, constructive citizenship

⇓

area growth

⇓

national growth.

→ involving celebrities, local leaders etc to drive home the message of growth & development & how it is linked to their better futures (persuasive appeals, etc to change attitudes)

Long Term measures

→ Geo tagging of all land areas (eg. under NRLMP) to prevent benami land transfers.

→ land pooling measures to ease land access

→ awareness generation measures to prevent fraudent sales by gullible people

→ better surveillance mechanisms

All through the case, my focus will be towards utmost righteousness as evidenced by the Chakra in our national flag. A citizen-led growth can be a major factor in the transformation of the area

* lack of awareness on counselling & other measures.
* others - violence at home, stressful conditions etc.

Cultural
* cut-throat competition
* peer pressure to indulge in anti social behaviour - drugs, alcoholism etc. Often children unable to cope with this
* unsuccessful relationships
* lack of focus on mental health issues

Technological
* online challenges like blue whale, Momo challenge etc.
* role of media - early sexualization of children = rising cases of teenage rapes, unwanted pregnancies etc.

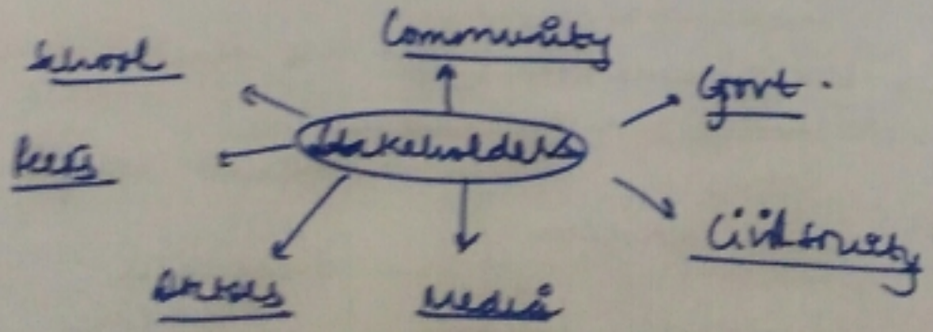


Fig: ~~different stakeholders~~ in the process

Individual level
- not spreading fake rumours / viral videos / challenges without due diligence
- reporting any possible signs of such behaviours by a friend / peer to teachers, family, police etc.
- joining support groups, clubs, online chat groups, telecounselling etc where depressed individuals can seek peer support

Societal level
- moving away from unfair forms on good grades, performance etc.
- giving respect to children's views
- ~~adolg~~ emotional intelligence training

How can EI help

EI →
- better coping mechanisms
- less response to stressful events
- more optimism
- self esteem
- pro-social behaviours

}
- less stress
- less deviant behaviour
- health benefits
- increased confidence

etc.

the new [illegible] Policy.

A comprehensive, [illegible], compassionate approach is needed to ensure that the future of this million do not take [illegible] elastic steps.

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

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 अवरुद्ध कर दिया है।

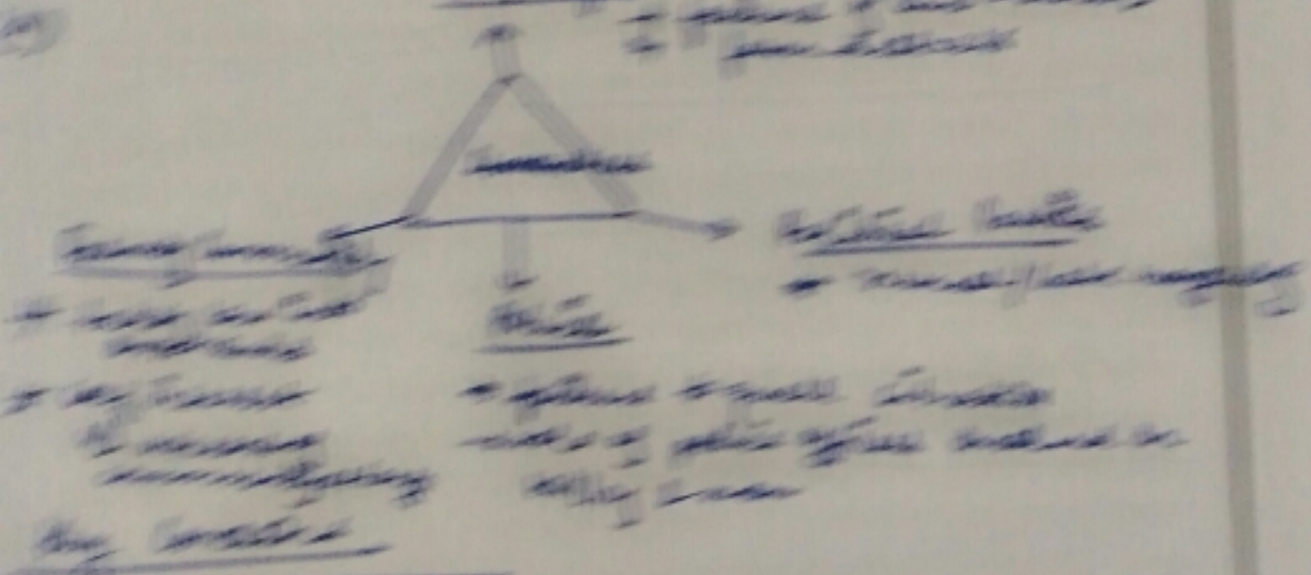
दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(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 recent OECD-ICRIER survey (2016) has suggested that farm surplus in India is negative (-6%) between 2006-17 despite government measures. A leading cause is depressed prices in national/global markets that has led to a number of farmer protests e.g. UP, Mandsaur etc.

Though the concerns are genuine, the issue at hand suggests a politicization of agenda & ensuing breakdown of law & order



→ lifting of blockades on railways, roads
→ timely medical attention to injured
→ pacifying the violent protestors

(b) The situation is a precarious one & will require a display of moral competence & will power.

My course of action

Short term

* Imposing section 144 in affected areas to control law & order
* deploying additional force, Rapid Action Force, Anti Riot Force
* Establishing quick connect between various law enforcement agencies — RAF, RPF, local police etc.
* persuasive appeals to agitating farmers to lift blockade.
* ensuring adequate supplies of food, water etc to the community at large
* encouraging media to play role of a

facilitator considering situation & driven negative coverage sensitivity of the.

* forming a committee under local sarpanch, govt officials & others to suggest a peaceful way out

Long Term

* Conducting a detailed baseline study to understand reasons for farm distress

* based on the findings, ensuring adequate support to

FARM PRODUCTIVITY – value chain funding.

FARMER PROFITABILITY – encouraging crop diversification
* value addition
* organic farming etc.

FARMER BUSINESS MODELS
* contract farming
* Involving companies like ITC, Tatas to deal directly with farmers.

* establishing a district level agri crisis management committee to be the single forum for all agriculture.

related grievances

* timely payments under PM FBY, MSP etc.

*

A healthy mix of the above approaches can help in averting such events in the future

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। अब आपको क्षेत्रीय प्रबंधक की ओर से उस ऋण आवेदन को तीव्रतापूर्वक 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 परिचित संबंध हैं और इनकार करने पर अनुमोदन शृंखला में शिकायत 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 उजागर कीजिए।

(b) दिए गए मामले में वरिष्ठ अधिकारी की मांगों के प्रति सहमत होने के परिणाम क्या होंगे। आकलन 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 सुनाई गई।

Lack of due diligence, over enthusiasm to corrupt has been cited as the leading causes of the NPA crisis by a recent report of the Parliamentary Standing Committee on Finance (2018)

The above case highlights a conflict between obedience to authority, concern for self interest & the overall interest of all stakeholders

Mupely
- lack awareness
- self interest
- obedience to authority

Stakeholders

Bank
- False consensus effect (nobody knows)
- Conformity bias (ok as everyone doing it)

Govt
* lack of surveillance mechanisms
* lax regulatory agencies.

Customer
* information asymmetry
* losses due to no fault of self

(a) Based on above figure ethical issues involved :-

Mupely
* displaying obedience to authority to avoid self harm
* fear of possible expulsion.
* performance v/s professional & personal ethics

Bank Manager
* false consensus effect - okay to do this as won't be caught
* self interest v/s welfare of others
* ~~Reasoning~~ Conformity bias - everyone

else doing it, so okay to do it.

* lack of adherence to code of ethics/ conduct of the organization

Govt

* role of public officials in pressing for loans from banks
* lack of automatic triggers to catch culprits

Customers

* suffer from lack of information
* lacking trust by bank officials.

(a) Future Generations

* breeds a culture of impunity & ignorance

(b) Consequences of Acceding to Senior's Demand

Positive

- avoids harm to self, atleast in the short term
- maintains status quo

But as the recent cases like Vijay Mallya, Vijay Mallya suggest doing

nothing also tantamounts to wrongdoing.

Negative impacts

* against utilitarian principles
* might have self in the long term of wrongdoing uncovered in future
  ⇒ unethical from teleological principles
* repeating wrongdoing a categorical imperative as per Kant
* hurts organization. Image, breaking oath of office
* hurts professional integrity (as I first disapproved the loan).

Thus though agreeing with the senior may seem like an attractive proposition, it may come to haunt a later stage with much higher consequences

Plus from all established ethical grounds — deontological, virtue ethics, utilitarianism etc, agreeing to the senior will be unethical.

(c) Need for Institutional Reforms

→ provisions like the False claims Act in US that provide for rewards for honest complaints

→ strengthening whistleblower Act, allowing for anonymous complaints

→ allowing e-petitions,

→ focusing in honesty, integrity in performance review

→ organizing townhalls, tele townhalls etc. to gather feedback & encourage people to highlight such wrongdoings.

→ 24×7 hotline to report misdemeanours of seniors. Corporate houses like KMG, Tata, Mahindra have such provision
Complaint anonymity is maintained.

Thus all stakeholders govt, banks & customers at large must contribute towards strengthening of institutional & regulatory norms to prevent recurrence of such crimes

13. You, the chairperson of the State Public Service Commission (SPSC), came to know that there were instances of mass cheating in a competitive exam conducted recently by the SPSC. Your daughter, who was appeared in this exam and is confident of clearing it, approached you. 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 (एसपीएससी) के अध्यक्ष हैं। आपको ज्ञात होता है कि एसपीएससी द्वारा हाल ही में आयोजित एक प्रतियोगिता परीक्षा में बड़े पैमाने पर धोखाधड़ी की घटनाएं 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 को दी गिरिए गए, इसमें परीक्षा में भाग लेने वाले बहुसंख्यक उम्मीदवारों का भविष्य प्रभावित होना तय है, जिसमें 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 पुनः उत्पन्न न हो।

The Supreme Court recently put a stay on declaration of results of SSC exams 2017 due to allegations of widespread cheating.

The case highlights a lack of integrity, concern for others & also a failure of examination laws & procedures.

As the chairperson of the SPSC, my approach would be guided by truthfulness, integrity, fairness & impartiality.

Don't write anything in margin (top, bottom and left)

(a)

Stakeholders

- **Mysley**
  - * self interest (daughter) v/s public interest
  - * preserving the legacy of the institution
- **Students**
  - * Cheating is non-generalizable. If one cheats, it ultimately has an impact on everybody
  - * Stress / emotional burden / anger / frustration
- **Govt**
  - * ensuring sanctity of recruitment processes
  - * failure of law enforcement
  - * ~~[illegible]~~
- **Future Generations**
  - * need for transparent, objective recruitment processes
- **Daughter**
  - * moral courage v/s self interest

(b) **Options**

(i) Do nothing

merits (+) = * maintain status quo
* serve self-interest

demerits (−) = * against professional ethics
* non-utilitarian

(ii). Cancel the Exam

(+) = * preserves sanctity of exam

(−) = * breeds more impunity among

nuisances as they are likely to go not fall atleast in the near future.

* fails to address the real cause behind such issues
* knee-jerk reaction, hurts genuine test takers
* undue stress, anxiety
* hurts image of organization

(iii) Appoint a committee to examine the case.

- No leak ⇓ Status Quo
- Ltd leak ⇓ retest at affected places.
- widespread leak ⇓ re-exam

(+) - * minimizes harms to students
* maintains sanctity of the exam
* increases student confidence.

(-) * short term solution

My approach would be (iii) [in the short term]. the committee will have representation from judiciary, government, students, media to

establish the correct course of events. In addition, I would proceed with course of action as under (c) to prevent recurrence of such events:-

(c) Measures in the long Term

Legal → * proper implementation of all laws, procedures
* establishing dedicated judicial benches for fast trial of such cases so that careers are not ruined

Institutional → (+) better surveillance mechanisms
(+) preventive & punitive measures

e.g. * Management Information systems,
* GPS to track paper locations

* establishing clear authority in case any wrongdoing found

(+) training of examiners, staff etc

Social → (+) allowing anonymous complaints
(+) quick grievance redressal use of ICT, Apps etc.

A combination of above measures can help in restoring the lost faith of students.

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 नुकसान 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।

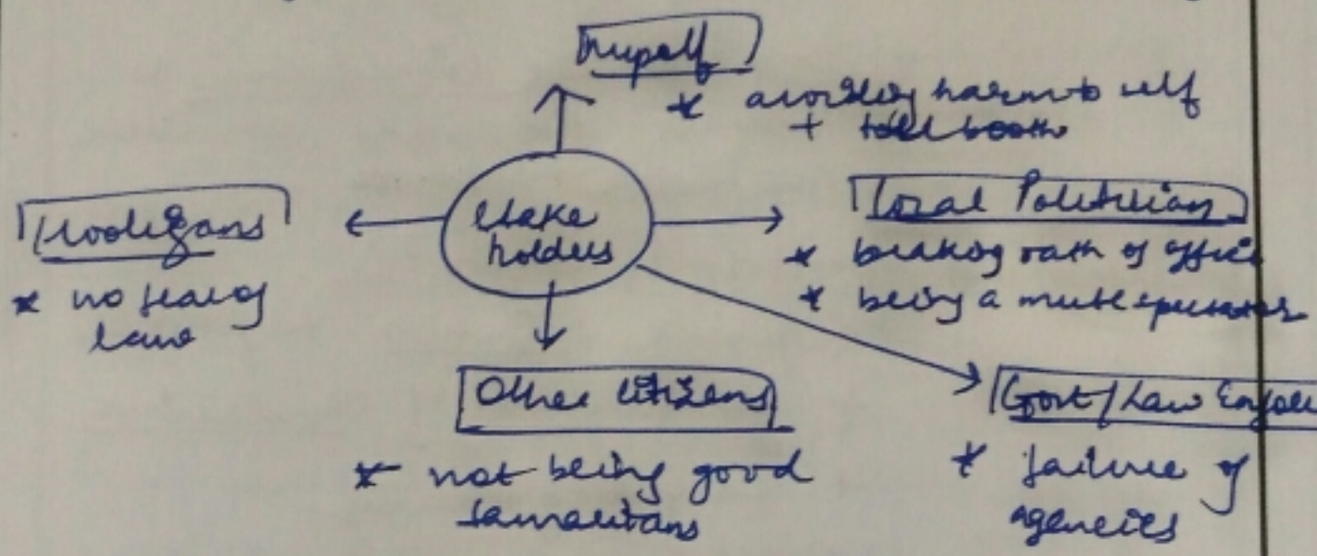
(a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।

(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।

Vandalism & damage to public property in the name of protests has become the name of the day.
The Supreme Court is also concerned about this & has recently appointed an amicus curiae to help the Hon'ble Court frame guidelines to check this trend.

My approach would be guided by respect for law, integrity & righteousness.
— the right use of emotional intelligence can help prevent damage to self & public property.



4) Ethical Issues

Self → * self interest v/s professional ethics (allowing toll)
* preventing damage to property

Politician → * encouraging breakdown of law
* lack of integrity, uprightness

Govt Agencies → * lack of fear of police
* poor law enforcement.

Other citizens → * lack of citizenship & concern for society

↓

Use of persuasion, emotional appeals can help.

↓

Once pacified, alert the higher authorities on the breakdown of law & order

↓

Meanwhile at individual level, encourage the protestors to be good citizens & use better avenues to redress grievances. Offer support on the cause to establish trust

As per Gandhiji, all his rights come from his duties well done. Hence rights & duties go hand in hand.

Hobbes argues that a citizen in a social contract with state is liable to help the state in its endeavours. Moreover, vandalism, damage to public property has social/ economic consequences that ultimately harm the nation & self.

My approach thus would be to establish empathy & support for the cause but at the same time use my emotional intelligence so that better sense can prevail in the misguided

(b) Reasons for such behaviour

Legal → * Lack of comprehensive legislation Prevention of Damage to Public Property bill pending since 2015

* Long timeframe to get an accused convicted

Societal → * display of power
* quick solution to problems
* glorification of vandalism
* easy to get away
* lack of concern for public property

Individual level → [Attitude] → [Intention] → [Behaviour] (Vandalism)

Societal level → [Subjective norms] → [Intention]

[Perceived behavioural control] → [Intention]
(easy to get away)

(c) My course of action

(i) Learn with the protesters, try to pacify them as I am just an employee.