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**GENERAL STUDIES (TEST CODE : 1073)**

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Medium Hindi/Eng.	ENGLISH	Registration Number	111460
Center	KB	Date	11/09/18

**INDEX TABLE**

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

Total Marks Obtained:

Remarks:

Signature of Examiner

**INSTRUCTIONS**

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are **FOURTEEN** questions printed in **ENGLISH**.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
6. Word limit in questions, if specified, should be adhered to.
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.

All the Best

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)

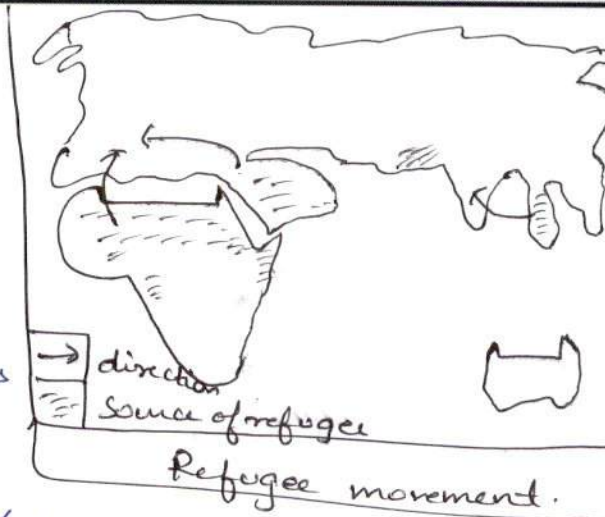
Today, the world is facing a large wave of refugees due to crisis in Middle East & Rohingyas persecution in Myanmar.

### Ethical Issues

- (1) violation of human rights - right to life & dignity.
- (2) Gender justice - women are invariably more affected due to the crisis
- (3) Food security - Refugees are living in conditions of starvation & famine.
- (4) Compassion to vulnerable sections is lacking in the positioning of various countries.
- (5) Child rights of health & education are neglected & right to safe childhood is violated.

## • Role of globalisation

(1) Globalisation has brought greater awareness about rights of citizens & aliens.



(2) At the same time, it has led to neo-imperialism & ~~proxy wars~~ to control mineral resources.

(3) The Vienna Convention on Refugee 1951 & Vienna Protocol 1967, identify principle of non-refoulement but there is not enforcement mechanism so the countries are denying entry to refugee.

## UN declaration of Human Rights

made no distinction between citizen & alien & calls for providing right to dignified life to all human beings.

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)

Corruption refers to deliberate use of power or position for personal aggrandisement involving monetary benefit or enhancement of power/position.

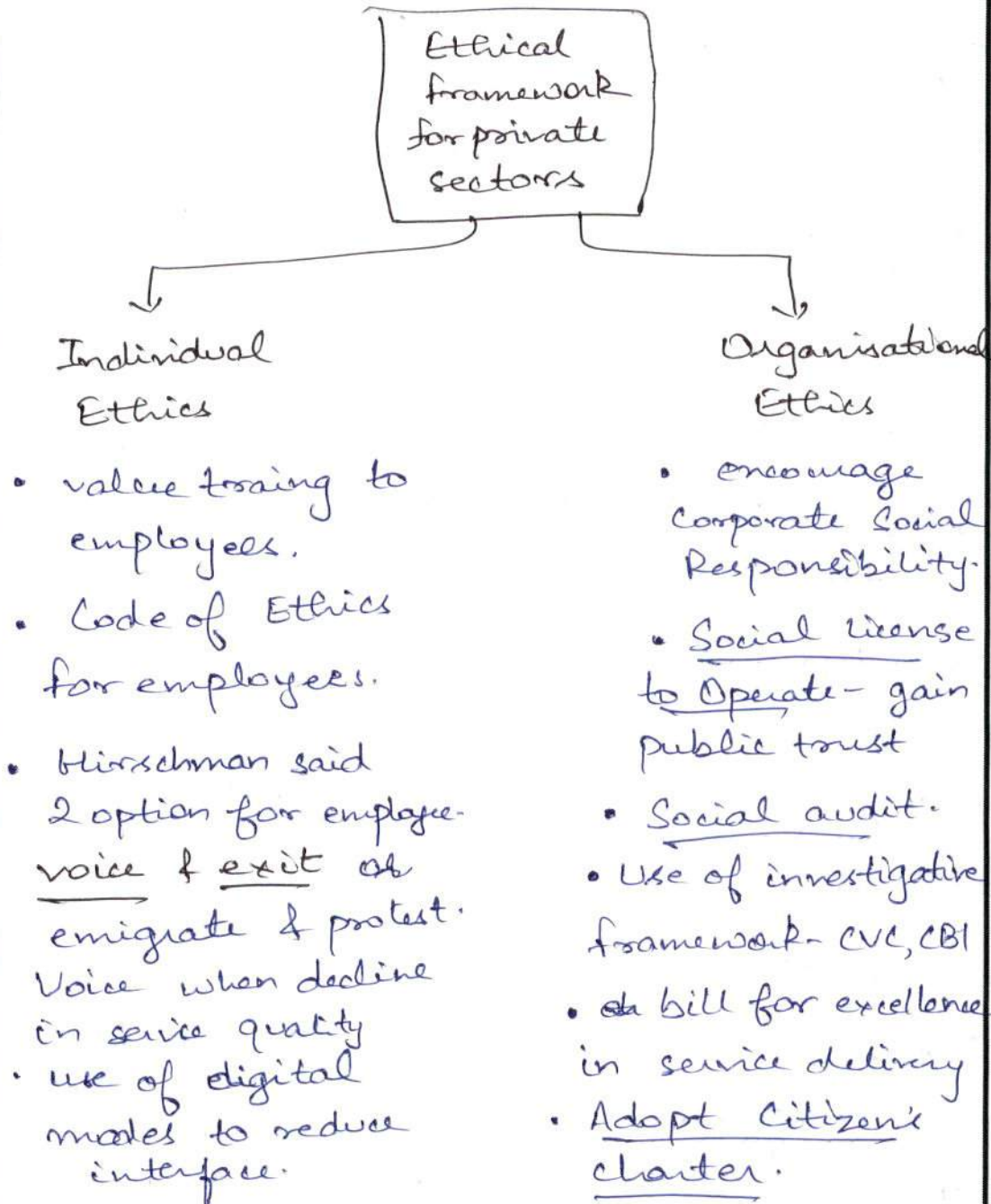
- Today corruption has invaded all walks of life from functioning of government to corporate & business activities.

Ex. the use of lobbying to get contracts & the recent case of supplying faulty hip implants by Johnson & Johnson

### Causes of Corruption

- (1) Asymmetry in power structure leads to abuse of power.
- (2) Increased monopoly reduces competition
- (3) Red Tapesim - chances of corruption
- (4) Complex rules & procedure.

Role of State in inculcating ethics in private sectors This is done at 2 levels.

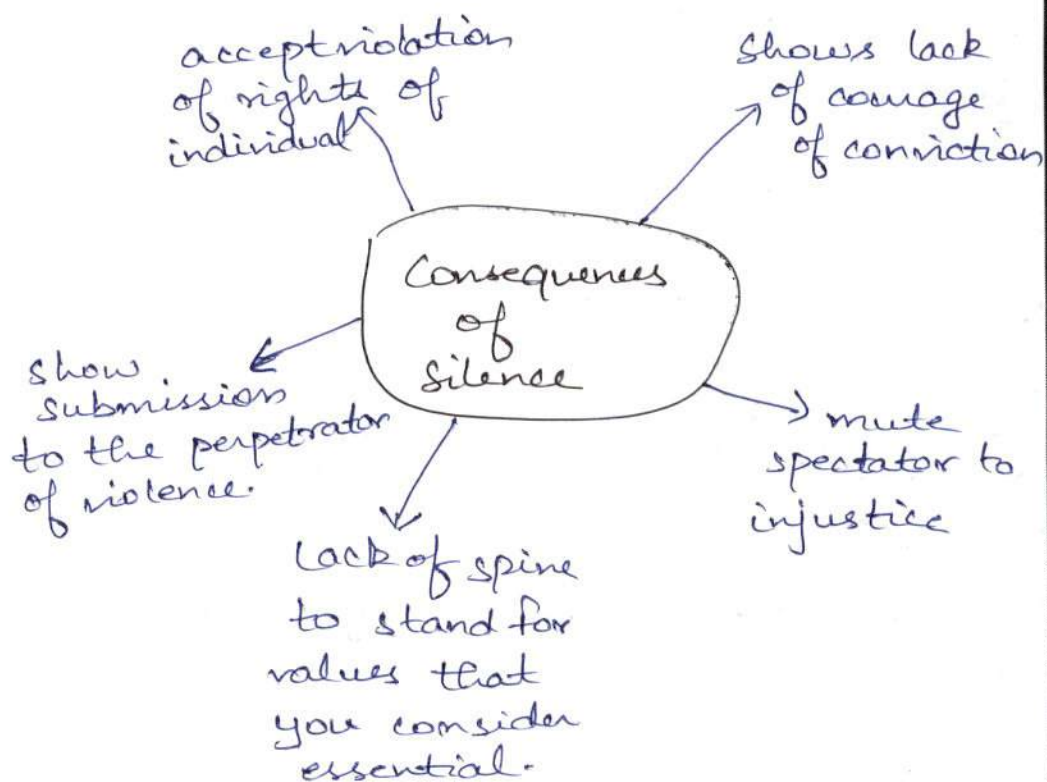


All these will help in inculcating ethical values in private sector

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)

Mahatma Gandhi while listing out characteristics of true satyagrahis called this statement, and said that a satyagrahi must always tell the truth whatever may be the consequences.



During his trial after Non-cooperation movement, Gandhiji said. that noncooperation to evil is as good as cooperation with good.

Benefits of speaking truth.

- (1) Staying true to your conscience.
- (2) Non acceptance of injustice.

Present relevance

Today, the society is full of many evils like violence against the marginalised, gender inequity, racial violence, increasing crimes,

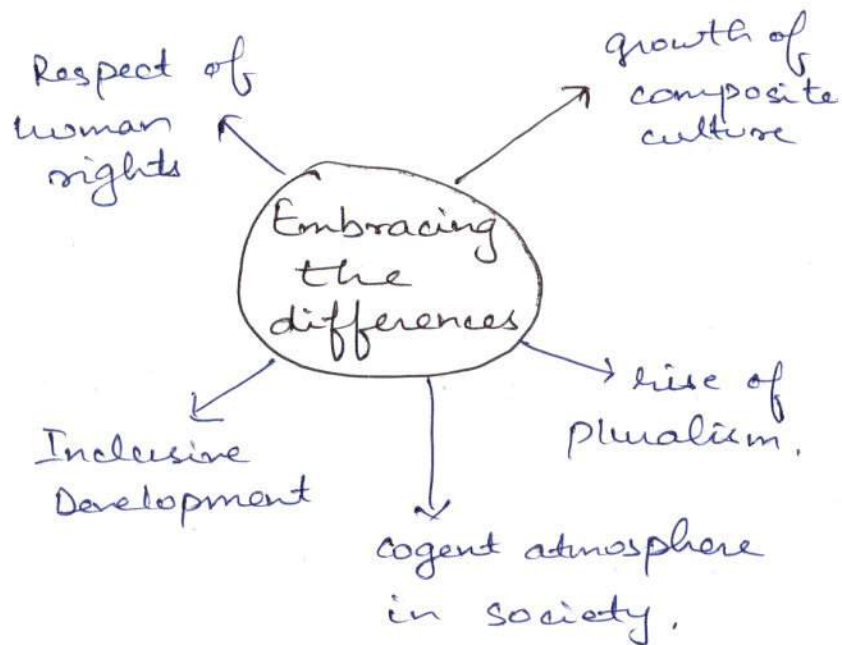
All these require, coming together of society to show their resolve to tackle these challenges, the rising intolerance can be curbed by practising truth by the society.

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

- Swami Vivekananda while highlighting the ethos of Indian civilization said that, we not only need to tolerate others but also embrace them.
- It is the ability of a tolerant mind to entertain a thought without accepting it. Tolerance is harmony to differences.

### Need

- (1) Rising divides in society - gender divide, caste / communal divide, thus, there is need to be harmonious.
- (2) Divisive politics increase the fissures in society & calls for adopting tolerance.
- (3) Economic Development the growth of nation is hampered due to increased sensitivity in society.

Impact

We have inherited a constitution that underlines the value of tolerance since we have fallen to a promissary note signed by our forefathers. it is our duty to uphold it.

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

Emotional Intelligence refers to one's ability to identify & understand emotion of self & others & to use them for better conflict resolution.

- EI is part nature & part nurture due to -

Nature - EI comes natural

- (1) Some people have emotional bent of mind, have empathetic values.
- (2) Better self motivation.
- (3) Better self regulation.
- (4) Better self awareness.

Nurture - EI can also be nurtured

- (1) Understanding body language & reading emotions when not explicitly mention.

(2) Role of family & society.

(3) Improve interpersonal skills to better EI

• Ways to enhance EI of civil servants

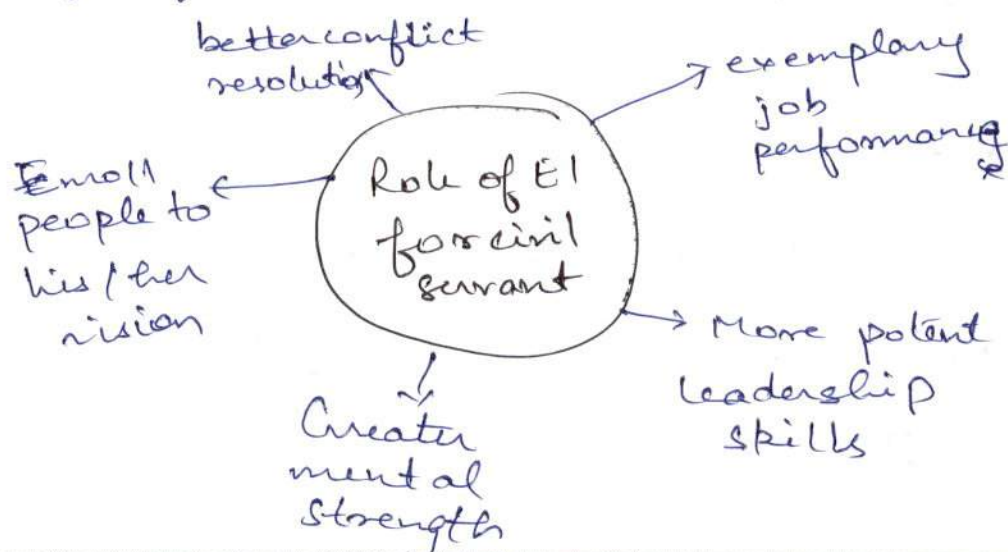
(1) Role play scenarios & field training to improve situational awareness

(2) Value based training

(3) Exchange programmes with state departments.

(4) Mental well being - by providing counselling support.

(5) Pairing during training with candidates of different states / culture.



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)

Probity in governance refers to adherence to ethical standards like honesty, integrity & uprightness. It is determined by intangibles & application of public service values like objectivity, impartiality, neutrality etc.

### Amendments in PCA

- (1) Distinguish between coercive & collusive corruption.
- (2) Need of pre investigation approval against <sup>all</sup> public servants.
- (3) Sanction from prosecution of former officials.
- (4) 2 forms of misconduct
  - misappropriation of property
  - intentionally enriching oneself illegally

While these amendments will help

civil servants to work without fear or favour, they also make it challenging to start proceeding against a corrupt public officials.

### Whistleblower Protection Act

- (1) Align it with RTI & no protection for information that is denied under RTI
- (2) Lack of whistleblower protection at all stages of case.

This will endanger the wellbeing of whistleblower.

There is difference between RTI & WPA. WPA aims to bring that information into public domain that is causing loss to public interest.

Thus there is a need to maintain ~~safeges~~ balance between safeguard for public officials & conviction of wrongdoers.

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)

Civil service values are integral to the functioning of civil services.

They are ensured through recruitment process & guided by a code of ethics after appointment to make civil service a citizen centric service.

Civil Service Values 2nd ARE recognized following services integral to CS.

- (1) Integrity, Probity & Adherence to highest standard of conduct.
- (2) Neutrality / Impartiality.
- (3) Adherence to constitution & law of the land.
- (4) Concerns for citizens' concerns & public good.

During recruitment phase they are ensured by CS paper IV - Ethics,

Integrity & Aptitude & Essay  
examination in mains.

Role in citizen centric governance

- (1) Ensure accountability & transp-  
arency in governance.
- (2) People's participation ..
- (3) Optimum utilisation of resources
- (4) Check on corruption & open  
government functioning to public  
scrutiny.
- (5) Adoption of citizen friendly  
administration.

The maxim that, 'In essence, the  
governed should be the governors'

is ensured by civil service  
values.

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

Cognitive dissonance refers to conflict between 2 contrasting choices when taking one side will lead to violation of an ethical position.

Ex when Kohli got out in 4th test in England (2018), umpire declared him not out. ~~be~~ Continue playing will boost India's chances to win the match but it <sup>will</sup> also lead to unfair sportsmanship on his part.

Cognitive Dissonance impact on behaviour & attitude

- (1) Cause mental stress
- (2) Affects rational decision making.
- (3) Impact on swift decision making.

(4) Sometimes compromise values that are dear to personality.

(5) Future actions are also affected by cognitive dissonance as it will give reasoning to take action in particular direction.

Candhiji's talisman, "when in conflicting position remember whether decision will empower or marginalise the poorest" will help in solving cognitive dissonance.

Sarodaya through Antyodaya & Philosophy of Nishkama Karma guide a person to come out of cognitive dissonance.

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)

There are various approaches to human development - among them capability approach - recently gained currency.

Capability approach To ensure human development, there is need to build capacity of people by providing quality healthcare, education etc

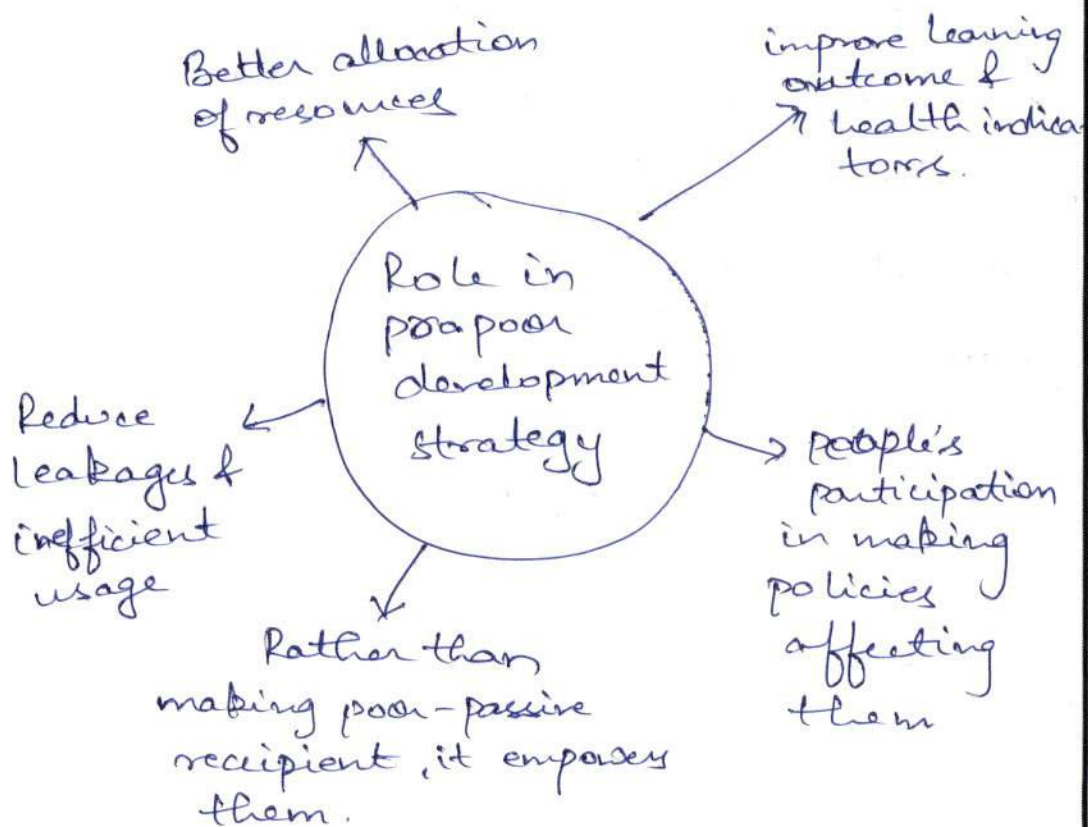
4 components

- Sustainability
- Equity
- Empowerment
- Participation.

Significance in understanding social realities

(i) Bridge the gap between rich & poor, man & women, rural & urban.

- (2) Identify needs of marginalized sections
- (3) Unlike income approach, it gives poor an agency (choice) & empower them to take decisions.
- (4) Identify areas that need government interventions like - food security, education, healthcare.



Capability Approach is like instead of giving a poor man a fish, teach them to catch fish & you will feed them lifelong

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)

Foreign policy of a nation is based on its culture & political values.

Values in foreign policy

- (1) Non interference in internal affairs
- (2) Respect territorial integrity & sovereignty
- (3) Environmental Protection
- (4) Non-aggression
- (5) Rules based order & liberal trade policy.
- (6) Economic prosperity.

Though most nations claims to honour these values but, they are mostly violated.

Ex US invasion of Iraq in 2003 undermining Iraq's territorial integrity, there was no CN sanction.

Similarly, exploitation of resources in high seas (Whale killing by Japan) & silence of world community on Tutsi genocide in 1994 shows that these values are honoured more in breach than observance.

### Relevance

- (1) Protection of Human Rights  
(Yemen - citizens are killed in bomb attacks by Saudi Arabia)
- (2) Environmental Conservation & protection of marine ecology -
- (3) Smooth global trade & labour movement (rise of protectionism in developed world)
- (4) Democratic & Representative International Relations.

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)

Consequentialism Philosophy determines an action to be ethical if results are positive while deontological principles determines an action to be ethical on the basis of means whether duties are fulfilled or not.

Consequentialism Bureaucracy is involved in facilitating the lives of citizens. Sometimes they take decisions that are not ethical but produce good result for citizens.

Ex. DM in UP ensured that a widow was allocated a house under PM Awas Yojana though she doesn't have

required documents. This action ensured the welfare of women, though it violated the rules

Deontological Ethics means to always justify the end.

Ex- After a popular burglar case, police arrested accused, but he did not accept the crime. There were demands of subjecting him to torture but the SP did not oblige, later it was found that he was not involved in burglary.

Role in Benefit of citizens

Consequentialism

- Helps in seeking urgent remedy.
- Allows bypassing the procedure for some urgency.
- Greater protection to vulnerable & weaker sections.

Deontological Ethics

- Rules based system
- Helps in Grievance Redressal by proper mechanism
- Empower citizens to seek remedy for laxity of officialdom.

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)

A large number of people are in need of organ transplant, but there is acute shortage of organs available. There is also rise of black market carrying trade in organ donation.

Ethical Principle for donation

- (1) Organ harvested only from brain dead people.
- (2) Ensure that live donor is not under any coercion.
- (3) Opt-out system like Spain where every person is a donor ~~and~~ unless opt out.
- (4) Avoid exploitation of poor/homeless people.

for Allocation (a) digital repository of patients.

- (b) allocate on first come - first serve basis.
- (c) Medical Board to take special cases that require urgent donation.
- (d) Separate list for citizens & aliens.

### Importance of Regulation

- (1) Avoid exploitation of poor people
- (2) Organ donation is a social good regulation prevent it from being a commodity.
- (3) Regulations ensure availability of organs to the one in need, avoids use of money power.
- (4) Management of demand supply mismatch.
- (5) Ensure protection to health professionals.
- (6) Save number of lives.

Thus, organ donation needs to be promoted & regulated.

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)

Democracy is based on flow of information in public domain so that public interests can be safeguarded.

1) Leaks affront to democracy

Merits • jeopardize sensitive information

- threat to nation's security.
- undermine work culture.

Demerits • Wrongful withholding of information

- In democracy people are privy to every informations.

2) Leaks are a part of democracy

Merits • Help in transparent functioning of government.

- Hold government accountable.

- Encourage public participation in decision making
- Undermines any wrongdoing & encourage ethical practices.

Demerits any sensitive information that undermine national security or public safety may also leak.

The legislation of RTI ~~provides~~ empower public to acquire relevant information as well government to deny information of certain exempted categories.

Whistleblowers need to report to a competent Authority as provided under Whistle Blower Protection act, that will determine whether information needs to be in public domain or not.

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 subdivision 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. Incidentally 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)

The following case presents an example of conflict between personal monetary gains versus public integrity of minister.

At the same time, it also robs the tribals and local population of their rightful share.

- (a) Various ethical issues involved.
- (1) loss to public exchequer Since the land sold now is of lower value than that at later date, it causes loss to state exchequer.
  - (2) Violation of secrecy oath by minister  
Minister being privy to inside information is expected to not communicate it except in public interest.
  - (3) Violation of law Buying properties in name of others violates Benami Property (Prohibition of Transaction), Act.
  - (4) Concern to citizen's concern & public good  
Tribals are denied their right of increased share in their property.
  - (5) Deontological Ethics Minister is failing short in fulfilling his duty to serve the public.
  - (6) Utilitarian philosophy is violated as opposed to large number of locals

only minister is taking the profit.

(7) Personal relationship versus Probity

As a civil servant, I am expected to maintain highest standard of probity in my conduct.

(8) Compassion for weaker section of society.

(b) My response would be-

(i) immediate freeze on any further land transfers.

(ii) setup a committee to establish facts to find any wrongdoing in recent cases of land transfers.

(iii) check if the sales are a case of Benami Property Transactions.

(iv) if it is found that benami property are bought in the area, cancel all such transaction, confiscate the property (as per law) and file case against the owner of property.

- (C) My course of action would be-
- (1) Ensure that the sale of land is fair & the owner gets compensation according to Land Acquisition, Rehabilitation & Resettlement Act (2013).
  - (2) Since it is a thermal power plant & mining project, ensure that proper Environment Impact Assessment is done & alternatives are also tested before setting up project here.
  - (3) The permission of Cran Sabha is sought before acquiring land.
  - (4) Set up District Mineral Foundation to reduce the impact of mining on the local population.
- (5) By the following steps, I would have ensured that tribals do not lose their fair share & the

environmental damage is also minimized.

Since, I ~~was~~ <sup>will be</sup> following my duty  
& the locals will get benefit, the  
minister will also withdraw fearing  
the action of people.

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)

According to WHO, between 2011-15 about 40000 people in the age group 15-29 years committed suicide in India, Kerala has the highest proportion (1 out of 10).

(a) Reasons for suicide

(1) Social factors

- Individualisation
- Increasing isolation
- Lack of psychological support.
- Cut throat competition.
- Rise in depression & other issues affecting mental wellbeing,
- Loose social structure & family values.

(2) Economic factors

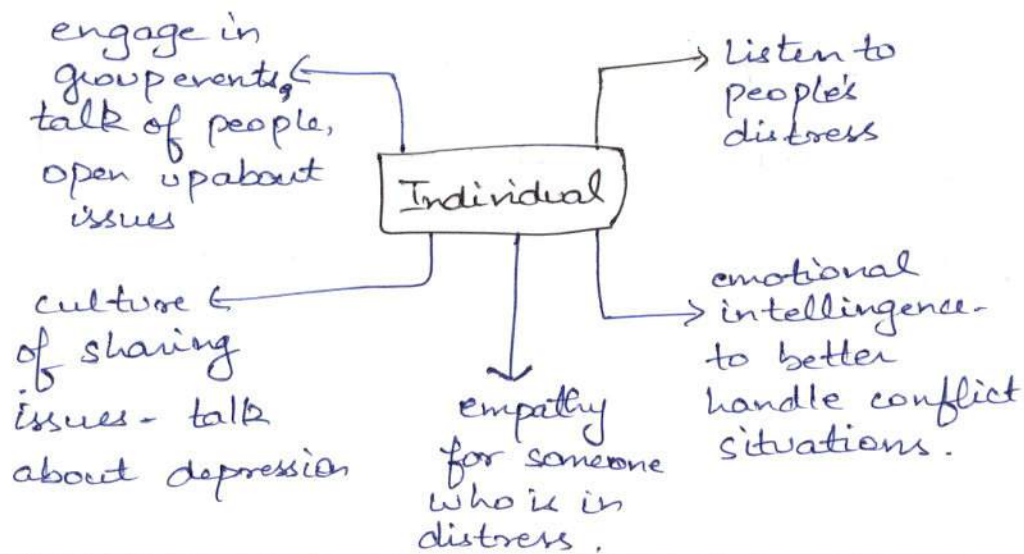
- Rise in poverty & inequality in society.

- Rise in unemployment, causing financial burden.
- lack of favourable employment opportunities & rising cost of living in cities.

(3) Cultural factors Globalisation has lead of loss of traditional values, increasing phenomenon of nuclear families, corporate culture, relationship issue.

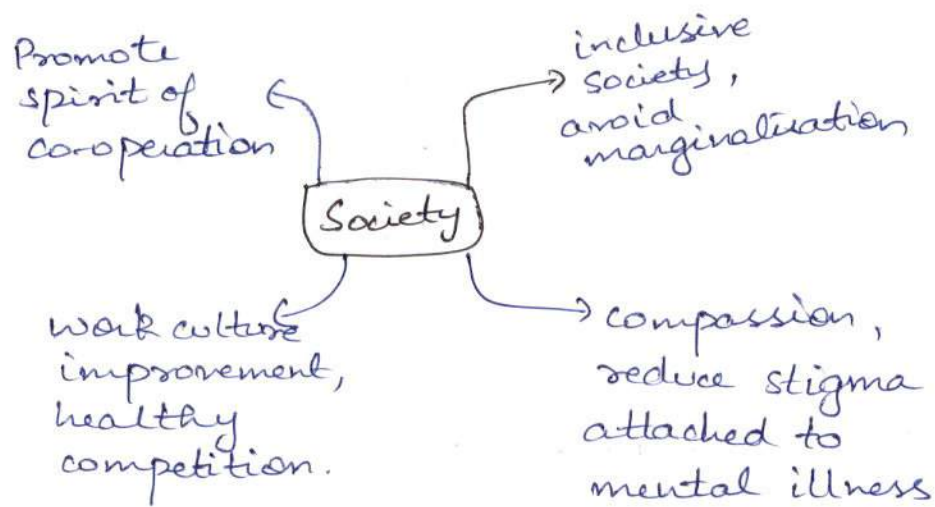
All these factors have made people vulnerable to attempt suicide.

(b) Role of Individual.



At individual level, I can help in removing distress & spend some time with the person, talk to them about their issue & providing greater mental strength.

Society is very important in tackling cases of suicide.



Government Recently by amending Mental Health Care Act, government decriminalised suicide, but it has a more greater role to play.

- (1) Increase spending on mental healthcare  
(currently 0.6% of health budget).
- (2) Health professionals / psychiatrists  
to provide counselling to people.
- (3) Reduce social inequality.
- (4) Give welfare benefits to migrants  
in cities (enroll under PDS, use of  
Construction Worker Welfare fund)
- (5) Create jobs to utilize demographic  
dividend.

Thus, taking steps at individual,  
societal & governmental level will  
help in tackling suicide.

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)

The case presents the challenge of tackling violent mob (in distress) mobilized by political party.

(a) Key concerns.

(1) Opening of traffic blockade of roads, railways will cause huge distress as well as loss to economy, so first concern is to clear movement of goods & people.

(2) Maintain law & order curb violence, pacify farmer to show the use of violence & negotiate peacefully.

- (3) Compensation to the deceased
- (4) Engage with political parties to pacify farmers.
- (5) fall in prices - ensure that farmers get remunerative prices, & benefit of Minimum Support Price
- (6) Address police to keep restrain as well as boost their morale.
- (b) Steps to address the solution.

### Short term solution

- (1) Maintain law & Order. Impose Sect. 141 & 144 of CrP. & avoid any large gathering.
- (2) Engage with prominent leaders of political parties & farmers & ask them to shun violence.
- (3) Arrest the violent mob.
- (4) Traffic routes will be kept cleared
- (5) Farmers can utilize Price Stabilization fund to reduce their losses.

Long term measures

(1) Code of Ethics for political parties to restrain violence & avoid mobilizing people on sensitive issues. Responsible behaviour by political parties will help in avoiding such cases.

(2) Farmer distress

→ National Agricultural Land Use Policy - to determine cropping pattern, so as to avoid shortage or glut of a particular commodity.

→ Allow Contract Farming to engage in contracts with private entities to safeguard against post harvest vulnerability.

→ Enter into capital market by using option trading etc.

using negotiable warehouse receipt

(3) Issue of death by police - use of some less coercive means to disperse mob like PAVA shells or water cannon.

Thus, tackling the issue in entirety will avoid happening such cases in future.

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)

The given case presents ethical dilemma of personal gains (career prospects) versus organisational ethics.

(a) Ethical Issues .

- (1) Rising NPAs doling out loans where there is risk of default will further exacerbate the problem
- (2) Integrity not performing duty according to the best interest of society .
- (3) Organisational ethics of maintaining high standards & exemplary

job performance.

(4) Corruption Since the person is using his position to get his loan sanctioned.

(5) Social Ethics loss of taxpayer money will erode the trust in public institutions.

(b) Agreeing to the demand of senior in the given case & sanction loan will have following consequences.

### Merits

- (1) Better relationships with seniors, smooth career progression.
- (2) Fulfill my target of loans.
- (3) Avoid any hassles in my working.

Demerits

- (1) Loss of conscience & professional integrity.
- (2) Loss to bank's reputation & as well as mounting NPAs.
- (3) Dereliction of Duty - to perform in the best interests of organisation.
- (4) Means v/s ends - though I will reach my target but do the means justify.
- (5) Participate in corruption - Silent spectator is as much responsible for injustice as perpetrator.

(C) Institutional Reforms.

- (1) Digitization of assessment of loan application & their rejection or approval.
- (2) Constitute a body like Bank Board Bureau for appointment/

transfer / postings of branch managers

(3) Greater Role for Independent Directors in reviewing ~~sale~~ loan above a certain amount.

(4) Orders in ~~written~~ writing to implement seniors order.

(5) 360° performance appraisal of seniors will help in curbing punishment <sup>of</sup> honest feedback

These steps will usher transparency & accountability in functioning of banks.

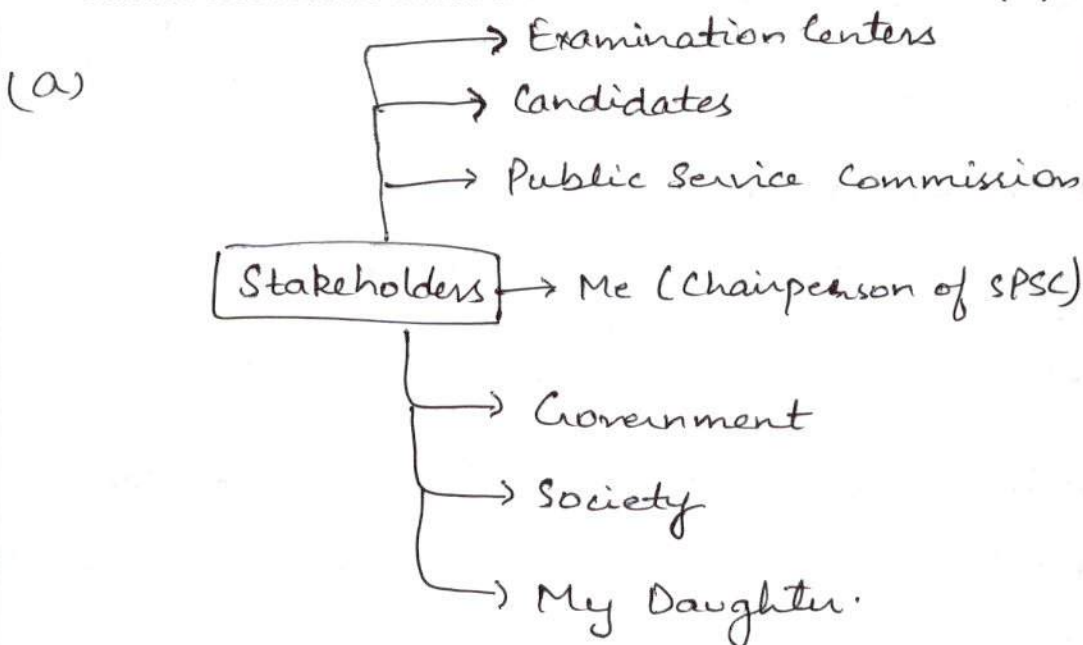


13. You, the chairperson of a State Public Service Commission (SPSC), come to know that there were instances of rampant cheating in a competitive exam conducted recently by the SPSC. Your daughter, who also appeared in this exam and is confident of clearing it corroborates the same. However, she denies 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)



• Candidates they are robbed off their right of fair competition.

• SPSC their image is at stake. Use of unfair means / cheating will bring disrepute to SPSC.

Me - Being head of SPSC, it is my responsibility to conduct fair

- exam & maintain the ethos of the organisation.
- Government will suffer from delay in appointments & this will have impact on its functioning.
  - Exam Centers have failed in their duty to conduct fair exams & violated the contract.
  - My daughter - along with <sup>other</sup> candidates, she also had to go through the same.
  - Society will lose its trust in public institutions. Their welfare will also be jeopardized due to non appointment of candidates.

### (b) Various options

(1) Cancel the exam & rehold it

Merit fair opportunity to every candidate

- Curb noises of charges of corruption.

Demerit loss of candidates valuable time

- Burden of on state machinery,
- (2) Avoid instances of cheating & carry on with the selection

Merits. Candidates career will not suffer

- My relationship with daughter will also not come under strain.
- No financial constraint.

Demerits. Incompetent candidates selected

- Future performance of departments will be jeopardized.
- Disrepute to SPSC & erosion of public trust.

(3) Reconduct exam at some centers from where there are charges of cheating.

• Similar merits & demerits.

Choice. My choice will be to reconduct the exam as it will avoid any charges of corruption by SPSC. Competent candidates

will get selected. The functioning of government will also benefit by appointment from fair exam. It will give a boost to honest candidates & demoralise cheaters.

(C) Measure to avoid future incidents.

• To ensure fair exams following steps can be taken

(1) Online exam to avoid any leak of question paper.

(2) CCTV monitoring in exam halls.

(3) Responsibility of exam centers for any mishappening (Criminal charges for cheating).

(4) Lifetime ban on convicted candidate from appearing in exam.

(5) We can also disable internet services in states during the duration

of exam.

Ex Recently, Rajasthan government  
cuts internet ~~supp~~ use for 3 day  
during police exam.

(6) Value education at schools to  
not indulge in cheatings.

All these measures will ensure  
fair competitions.

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)

In the above case, there is use of violence against toll operator, & ignorant <sup>behaviour</sup> by the people.

(a) Ethical Issues

(1) Law & Order issue using violence is not justified in any case.

(2) Lack of Empathy among people towards the toll operators.

(3) Silence Against injustice people are not taking any step to stop the politician & his supporter from manhandling.

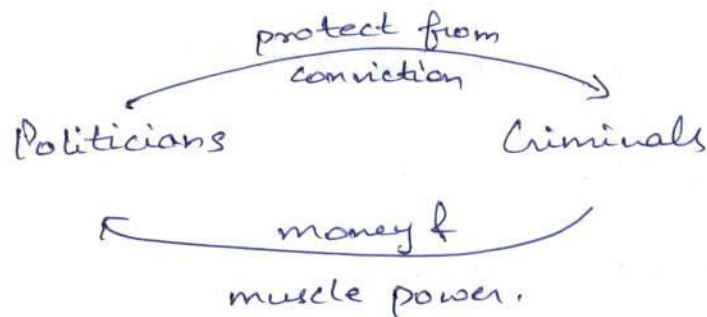
(4) Steep toll fee - commuters are subjected to steep charges at toll.

(5) Dismantling property.

(b) Rise of Hoodiganism

(1) Criminalization of politics -

34% MPs have criminal charges against them. Law breaker becomes lawmaker.



(2) Poor conviction rate & slow and inefficient Criminal Justice System.

(3) Rise in VIP culture - politicians consider them above law & do not hesitate in indulging in violence.

(4) Nepotism - the family members of politicians, civil servants

Show complete disregard for law.

(5) Rise of caste & communal politics - led to various pressure groups that sometimes indulge in violence.

(6) Lack of courage of conviction in society as evident in this case.

(C) My course of action

(1) Try to intervene & protect the toll operator.

(2) Tell the politician that people are watching him & in age of social media, it will bring a huge dent to his image.

(3) Ask him that toll operator has no role in setting rate, if he feel disgruntled he may register his complaint in the

complaints book available there.

- (4) Provide first aid to the operator from my car.
- (5) Ask him if he wants to file complaints and help him in reaching police station & serve as witness to the incident

• By persuasion, the politician will restrain his supporters as there is threat to his public image. Providing first aid to the booth operator will give satisfaction to my conscience & my actions will also serve as an example to all other watching the incident. As it is said that, when whole world is silent

even one voice becomes a noise

Thus, they will also be encouraged  
to take such actions in future.