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7 to 15 pm - 10:19 pm

GENERAL STUDIES (TEST CODE : 1841)

Name of Candidate	POORVA AGRAWAL	Registration Number	1043458
Medium Hindi/Eng.	ENGLISH	Date	3/9/22
Center	ONLINE		

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(a)	10	
6(b)	10	
6(c)	10	
7	20	
8	20	
9	20	
10	20	
11	20	
12	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are **TWELVE** questions printed in **ENGLISH & HINDI** इसमें बारह 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 than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
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।

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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

SECTION - A

1. (a) Explain the meaning of self-efficacy, along with its key determinants.
Also, discuss the significance of high self-efficacy for a civil servant.
(150 words) 10

आत्म-प्रभावकारिता और इसके प्रमुख निर्धारकों का अर्थ स्पष्ट कीजिए। साथ ही, एक सिविल सेवक के लिए उच्च आत्म-प्रभावकारिता के महत्व पर चर्चा कीजिए।

Self efficacy refers to the quality of handling a situation single handedly, without external support.

Key determinants of self efficacy

① Individual factors - Courage of conviction, objectivity and dedication can make oneself self-efficient.

eg: Dashrath Manjhi built the road through mountains self handedly.

② Societal factors - Equality and just administration can make

Individuals from weaker sections
self-efficacy compliant.

eg: Standup India scheme for
women, SC, ST.

③ National factors - A well
developed manufacturing sector
supported by welfare nets can
raise self-efficacy and under
us Atmanirbhar Bharat.

Significance for civil servant

- self efficacy can help a civil
servant deal with stressful
situations when external aid is
cut off. (during disasters)

- It will also be useful to ward
off political pressure and carry
the duty for public interest.

1. (b) Ethics is knowing the difference between what you have the right to do and what is right to do. Discuss. (150 words) 10

आपको क्या करने का अधिकार है और क्या करना सही है, इसके मध्य का अंतर जानना ही नीतिशास्त्र है। चर्चा कीजिए।

Ethics is a set of guidelines that draw a line between good and bad.

The rights that one has are defined by laws and rules, along with conventions. But what is correct thing to do is decided by morals and ethics.

Eg: A policeman may be ordered to fire upon unarmed protestors. ~~The right~~ As per official order, he has the right to do so. But guided by ethics of public welfare and right to protest of citizens, he might not follow the order.

Sometimes one's rights can be at conflict with the interest of others. In such cases, if the person follows morals and ethics, she will exercise her right in a dignified way.

eg: The right to freedom of speech and expression, must respect the dignity of others and maintain their privacy.

for a civil servant, ethics can guide when there is conflict between official orders and public welfare.

thus, ethics is sine-qua-non for proper exercise of one's rights in society.

2. (a) Dealing with an ethical dilemma not only requires following rules and regulations, but also requires adherence to moral prudence and altruism. Explain in the context of civil services in India, with examples.

(150 words) 10

किसी नैतिक दुविधा से निपटने के लिए न केवल सहायक नियमों और विनियमों की आवश्यकता होती है, बल्कि नैतिक विवेक और परोपकारिता के पालन की भी आवश्यकता होती है। भारत में सिविल सेवाओं के संदर्भ में उदाहरण सहित स्पष्ट कीजिए।

Ethical dilemma refers to the situation when one has to choose between conflicting options, none of which is absolutely right or wrong.

For civil servants, rules like All India Civil Service Rules 2014 and Central Civil Service Rules can guide behaviour to some dilemmas.

eg: They prohibit acceptance of high value gifts — thus they place \neq ~~to~~ honesty in public service over personal gains.

But blindly following rules can lead to compromise of the spirit of the law. In such cases, moral prudence, altruism and values of empathy and compassion are useful.

eg: A civil servant must not deny ration to a destitute whose ration card is not linked to Aadhar.

Mahatma Gandhi has aptly said, the small voice of conscience can go places where laws can't.

2. (b) The Code of Conduct for the civil services in India has merely remained a code; it has not helped promote ethical and moral values in governance. In this context, discuss the need for a National Commission on Integrity and Transparency in Governance. (150 words) 10

भारत में सिविल सेवाओं के लिए आचरण संहिता केवल एक संहिता बनकर रह गई है; इसने शासन (गवर्नेंस) में नीतिपरक और नैतिक मूल्यों को बढ़ावा देने में मदद नहीं की है। इस संदर्भ में, शासन में सत्यनिष्ठा और पारदर्शिता पर एक राष्ट्रीय आयोग की आवश्यकता पर चर्चा कीजिए।

As per recent study by Lehmitl, there are increasing cases of corruption, elitism and partisanship among civil servants in India.

This shows that CCS Rules 1964 and AS Rules 2014 have been ineffective in ensuring moral values in governance.

A National Commission on Integrity and Transparency can be useful in this context. But its efficacy will depend on :-

- Its composition and manner of recruitment

- Level of independence - in terms of staff and funds.
- Extent of political interference in its decisions.

Thus, the efficacy of the Commission will be determined by the quality of decisions it takes. If not independent, it will merely add to the already vast institutional setup (CVC, PCA, Lokpal, etc).

Most important step will be to bring behavioural change in governance - nudge economics can be used for it.

PM recently said on Civil Service Day that civil servants must be socially, emotionally and ethically competent.

3. (a) Digital ethics principles are necessary to prevent erosion of public values and deal with the ethical implications of digitizing governance systems. Discuss. (150 words) 10

सार्वजनिक मूल्यों के क्षरण को रोकने और शासन प्रणालियों के डिजिटलीकरण के नैतिक निहितार्थों से निपटने के लिए डिजिटल एथिक्स सिद्धांत आवश्यक हैं। चर्चा कीजिए।

Digital ethics refers to the guidelines and values that guide the cyberspace. With Digital India and e-governance digital ethics have become important.

Digital governance can lead to erosion of public values if not accompanied with institutional changes, capacity building and digital literacy.

eg: Linking ration cards to Aadhar may lead to denial of ration and starvation due to technical failures
[Charkhand starvation case]

e-governance also has ethical issues of data privacy, data leaks and state surveillance.

This can lower public trust and erode public service delivery.

eg: Recent case of Pegasus malware being used for surveillance.

In such a situation, digital ethics are important to ensure that citizen's rights are not denied and public welfare is maintained.

This needs digital ethics code, Personal Data Protection Bill (Shrikrishna Committee) and digital literacy programmes.

we must remember, digital governance is about governance, not about digitisation.

3. (b) Despite differences in terms of organizational values guiding the public and private sectors, there remain certain values that are equally important to both. Discuss. (150 words) 10

सार्वजनिक और निजी क्षेत्रों को निर्देशित करने वाले संगठनात्मक मूल्यों के संदर्भ में मतभेदों के बावजूद, कुछ मूल्य ऐसे हैं, जो दोनों के लिए समान रूप से महत्वपूर्ण हैं। चर्चा कीजिए।

It is generally believed that the private sector works for profit, while the public sector works for welfare.

This difference in motives, leads to difference in organisational values.

While the public sector is guided by values of empathy, compassion and service delivery, the private sector is guided by values of cost-benefit analysis, production optimisation and competitive pricing.

eg: sending a parcel via public post office costs much lesser but takes more time than DTDC.

But there are certain values that are important to both:-

① Integrity: High NPA's in PSBs and cases like Styarn scandal in private sector show that integrity is important for both.

② Empathy: If a public sector ignores citizen's needs, it can lead to fall of government. If private sector ignores customers, it can lead to fall in goodwill. Thus, both must be empathetic to public needs.

③ Multi-stakeholder approach - This ensures smooth running of organisations in private and public sector both.

Thus, while superficial names may differ, core values remain the same across both sectors.

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कुछ ना लिखें)

4. (a) Bring out the difference between accountability and responsibility. Also, discuss the significance of accountability in ensuring ethical governance in the context of India. (150 words) 10

जवाबदेही और उत्तरदायित्व के बीच अंतर स्पष्ट कीजिए। साथ ही, भारत के संदर्भ में नैतिक शासन (एथिकल गवर्नेंस) को सुनिश्चित करने में जवाबदेही के महत्व की विवेचना कीजिए।

Accountability means the obligation to be answerable for results of tasks assigned to oneself.

Responsibility means being answerable to oneself for the results.

while accountability is externally induced, responsibility is an internal value.

Accountability = Responsibility + Answerability

eg: District Disaster Management Authority is responsible to handle disasters in a district, but collector is resp accountable to the seniors for efficient handling.

Significance in governance

① Accountability ensures that public services are delivered without red tapism and bias.

eg: social audits in Mid-day Meals.

② It maintains transparency and public trust -

eg: RTI applications enables disclosure of information to citizens.

③ It enables citizens to play a role in democracy -

eg: Pressure groups hold government accountable for their promises -

like Wahga Bill initiated due to

Anna Hazare's movement -

Thus accountability is the prerequisite to the flower of good governance.

4. (b) Though laws and rules can be considered as the principal guide on morality for public administrators, they are not sufficient in themselves. Substantiate with examples. (150 words) 10

हालांकि कानूनों और नियमों को लोक प्रशासकों के लिए नैतिक आदर्शों हेतु प्रमुख मार्गदर्शक माना जा सकता है, किंतु ये अपने आप में पर्याप्त नहीं हैं। उदाहरण सहित सिद्ध कीजिए।

Laws and rules refer to the set of standards enacted by the public authority to regulate public's behaviour.

Laws and rules for administrators include :-

- All India Service Rules 2014
- Civil Service Rules 1964
- Prevention of Corruption Act-
- Fugitive Economic Offenders Act-

These laws provide the steel frame to guide moral actions. But they are not enough.

Actual adherence to morality is decided by the values of the civil servants, along with institutional standards and work culture.

of: Due to rules of reservation,
an ST might become collector
of a district, but if behavioural
change is not brought, he would
not be respected by his juniors.

The case of high corruption
(85th rank in corruption perception
Index) shows ineffectiveness
of laws too.

To solve this, following can be
done:-

- ① ARC-II recommended Ethical
Commissioner.
- ② Code of Ethics for civil servants
- ③ Bring a right to service act
like Malaysia.

Laws will not be needed if
people are abiding - Aristotle.

5. (a) Transparency is vital to cultivate public trust in government and to prevent, detect and deter corruption effectively. Comment.

(150 words) 10

पारदर्शिता, सरकार में जनता के विश्वास को विकसित करने और भ्रष्टाचार को प्रभावी ढंग से रोकने, इसका पता लगाने एवं निवारण करने के लिए महत्वपूर्ण है। टिप्पणी कीजिए।

Transparency refers to openness
of decision making process and
the right to information.

[Importance of transparency]

① Public Trust : Openness of administrative
- tone process lead to clarity
of purpose and maintains public
trust.

eg: In a survey on MGORCHA,
70% respondents felt public
assets created under it were of
high quality.

② Prevent corruption : The fear of
one's ~~deci~~ actions being
visible to public will prevent
corrupt- behaviour.

eg: use of camera in prisons will prevent custodial torture -

③ Deter corruption - RTI applications

help to uncover scandals and hold public officials accountable.

④ Deter corruption - The low level of corruption in Scandinavian countries shows the importance of transparency in deterring corruption.

Mamohan Singh has called RTI (the manifestation of transparency) as the missing link to Bill of Rights in India.

5. (b) 'Just-in-time' release of funds heralds a significant reform for the Indian government's payment architecture. Discuss. (150 words) 10

'सही समय पर' फंड जारी करना भारत सरकार की भुगतान संरचना के लिए एक महत्वपूर्ण सुधार की शुरुआत है। चर्चा कीजिए।

Just-in-time payment refers to the direct benefit transfer of funds ~~when they become~~ as and when the liability of government to pay it arises.

This has brought good-reform in governance.

eg: Timely release of MGNREGA funds makes the rural poor less vulnerable to food price inflation and poverty.

Similarly, timely release of payments to MSMEs ensures their capital investment is not hampered and economic growth is maintained.

The DBT payments of PM-KISAN funds to farmers can ensure the resilience of agricultural sector and food security of the nation.

Thus, we see that DBT payments are the key to efficient service delivery. They maintain public trust in governance and help to avoid crisis situations (eg: insurance payments under PMJJBY during COVID).

This has brought a transformation in government's payment structure.

6. What do each of the following quotations mean to you?

निम्नलिखित में से प्रत्येक उद्धरण का आपके विचार से क्या अभिप्राय है?

(a) "The happiness of your life depends upon the quality of your thoughts." - Marcus Aurelius (150 words) 10

"आपके जीवन की खुशी आपके विचारों की गुणवत्ता पर निर्भर करती है।" - मार्कस अरिलियस

The above statement highlights that external factors like wealth, power, prestige do not decide happiness.

Happiness is decided by ones thoughts and inner well being.

The case of Susant Singh Rajput's suicide shows that material well-being may not be sufficient for happiness. But it is peace and mental strength that determine happiness.

Human ~~being~~ beings have focused on GDP as metric of success.

But focus on Happiness Index is not given.

Human brain can make hell of
heaven and heaven of hell.

A poor farmer who earns his
living by hard work, eats
home made food and breathes
the fresh air of his village
may be happy, but a rich
CEO might be suffering from
mental disorders.

Happiness is a state of mind.
Indian philosophers like Mahatma
have laid emphasis on austerity
and inward orientation for true
happiness.

Thus, happiness lies within
ourselves, not in the outside
world.

6. (b) "The forces in a capitalist society, if left unchecked, tend to make the rich richer and the poor poorer." — Jawaharlal Nehru. (150 words) 10
 "एक पूंजीवादी समाज की शक्तियों को अगर अनियंत्रित छोड़ दिया जाए तो वे अमीर को और अमीर तथा गरीब को और गरीब बना देंगी।" - जवाहरलाल नेहरू

Jawaharlal Nehru was a socialist leader who focused on welfare of all, rather than a few. He established the Planning Commission for a socialist-planned economy.

Capitalism refers to the profit-oriented business environment. While it ensures efficiency, it leads to higher inequality.

After 1990 LPG reforms, India focused on capitalism. This raised growth rate to above 8%, but Gini Coefficient also raised.

Oxfam Report shows that 1% of Indians hold 93% wealth.

Thus, there is need for a reformed capitalism. Some measures taken include:-

- ① Companies Act 2013 - It mandates a BOD for transparent decision making.
- ② Uday Kotak Committee has institutionalised independent directors in BOD
- ③ MoCA has mandated disclosure of sexual harassment cases in annual reports.
- ④ CSR of 2% of net profits has been made compulsory.

Above all, there is need for ethical code in Companies law (AFC-IP) and compassionate capitalism as reflected by Narayan Murthy

6. (c) "Honesty is the first chapter in the book of wisdom". - Thomas Jefferson
(150 words) 10

"ज्ञान की पुस्तक का पहला अध्याय ईमानदारी है।" - थॉमस जेफरसन

Thomas Jefferson's statement shows the importance of honesty in wisdom is true realisation of knowledge.

Honesty refers to the quality of being truthful at all times.

It ensures that one is true to his own values and wards off external enticements that distract oneself.

Honesty frees the mind of vices and lets true knowledge seep in.

The example of Mahatma Gandhi, who did not take help of his teacher during a test to ask the spelling of kettle shows the

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importance of honesty in wisdom

Similarly, Dr Sarabhai honestly accepted the failure of MOM and quit from his post.

Later India became the first country to reach Mass at lowest cost.

PepsiCo recently informed Coca Cola of its access to the latter's trade secrets rather than misusing them. This led to a healthy competitive market, where both could flourish.

Thus, honesty is the hope that helps one draw wisdom from the pool of Information.

SECTION - B

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

निम्नलिखित प्रश्नों में, प्रस्तुत प्रकरणों का ध्यानपूर्वक अध्ययन कीजिए और उसके बाद आने वाले प्रश्नों के उत्तर दीजिए (लगभग 250 शब्दों में):

7. You are posted as a District Magistrate in a district, which is witnessing a high caseload of COVID-19 pandemic patients. The physical infrastructure and human resources in the district are stretched much beyond their capacity. At the peak of the pandemic, certain reports emerge that the District Medical Officer has been misusing his position to abuse female employees in his department and coercing them to have sexual relations with him. However, the concerned officer not only has an impeccable academic record but also a profound professional track record. You also need his presence and guidance to deal with the pandemic situation in the district. But, there is pressure from the media and civil society organisations to immediately report the matter to the State authorities for action against the concerned officer.

Given the situation, answer the following:

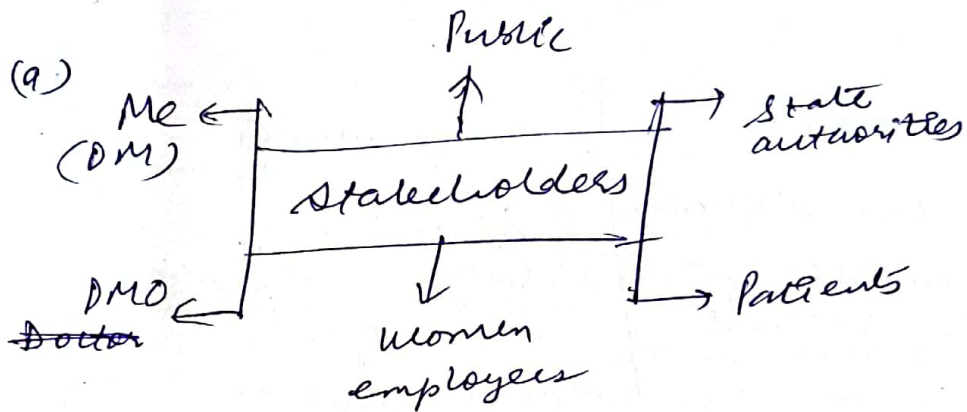
- (a) Identify the stakeholders and issues involved in the above case.
(b) What are the options available to you? Discuss their pros and cons.
(c) What will be your final course of action? Justify with reasons. (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में तैनात हैं, जहां कोविड-19 महामारी के रोगियों की संख्या काफी अधिक है। जिले में भौतिक आधारभूत संरचना और मानव संसाधन का उनकी क्षमता से बहुत अधिक दोहन हो रहा है। महामारी के चरम पर, कुछ रिपोर्ट्स सामने आती हैं कि जिला चिकित्सा अधिकारी अपने पद का दुरुपयोग कर अपने विभाग में महिला कर्मचारियों के साथ दुर्व्यवहार कर रहा है एवं उन्हें उसके साथ यौन संबंध बनाने के लिए मजबूर कर रहा है। हालांकि, संबंधित अधिकारी का न केवल त्रुटिहीन अकादमिक रिकॉर्ड है, बल्कि उसका पेशेवर ट्रैक रिकॉर्ड भी बहुत अच्छा है। जिले में महामारी की स्थिति से निपटने के लिए आपको उनकी उपस्थिति और मार्गदर्शन की आवश्यकता है। लेकिन, मीडिया और नागरिक समाज संगठनों की ओर से संबंधित अधिकारी के खिलाफ कार्रवाई के लिए राज्य के अधिकारियों को तुरंत मामले की सूचना देने का दबाव है।

ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।
(b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? उनके गुणों और दोषों की विवेचना कीजिए।
(c) आपकी अंतिम कार्रवाई क्या होगी? कारण सहित औचित्य सिद्ध कीजिए।

Article 51 A makes it a duty of all citizens to uphold the dignity of women. At the same time, quid pro quo conduct calls for objective and fact-based behaviour. The two need to be balanced in the above case.



Issues involved in the case are as follows :-

- ① Protecting the women employees v/s seeking guidance of DMD.
- ② Rights of women v/s larger public health concern

③ Addressing to public and media pressure v/s following procedures:

(b) Options available to me are :-

Option 1

Ignore the cases due to DMO's importance in managing COVID crisis

Merits	Demerits
<ul style="list-style-type: none"> Follows utilitarian principle of larger good. 	<ul style="list-style-type: none"> Against my duty as a public servant Will lead to continued exploitation of women workers

Option 2

Report to the state to Dismiss the DMO

Merits	Demerits
<ul style="list-style-type: none"> Addresses to media and public demand 	<ul style="list-style-type: none"> Does not lead to objective evaluation of the case.

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Don't write anything this margin में कुछ ना लिखें

Option 3 : Inquire the case by an inhouse committee

Merits	Demerits
<ul style="list-style-type: none"> Will lead to finding to true facts and validity of the reports. 	<ul style="list-style-type: none"> May take time. Public may turn violent and demand immediate action.

(c) I will follow Option 3 because as a civil servant I have to maintain objectivity and not be driven by public emotions.

Case A :

If the Enquiry points to guilt of DMO :-

- Report the details of the investigation to the state and demand removal of the DMO.

- ② Inform the media of the action taken to prevent misinformation and politicisation of the issue.
- ③ Ensure the victims get due redressal and compensation.
- ④ Register FR against the DMO for sexual offence.
- ⑤ In long term, I will find the reason for lack of following of Vishaka guidelines in the health department and ensure remedial measures are taken.

If the report shows the doctor to be innocent, this will be informed to the media and the women who raised false cases will be asked to explain it.

Thus, above will ensure a fact based action and fairness to all stakeholders.

8. You are posted as the Superintendent of Police (SP) of a district, which has witnessed several lynching related crimes in the recent past. One day, a police station in the district got an SOS that in a particular village under their jurisdiction, two women have been accused of witchcraft and are now being paraded naked by the villagers. Given the past record of crimes in the village, it was likely that they would be killed by the villagers. When a police team from the station reached the spot and tried to save the two women from the mob, a scuffle broke out. In the ensuing scuffle, the police were brutally attacked and they had to retaliate by lathicharging in order to save themselves. The incident left three villagers dead. There is anger amongst the villagers, who are also a critical vote bank of the ruling party in the state. As the SP, you have been instructed to institute a quick enquiry and take the strictest action against the police team who lathicharged. You are aware that with elections around the corner, you need to diffuse the situation quickly.

Given the situation, answer the following :

- (a) Identify the stakeholders and the issues involved in the above case.
 (b) What are the options available to you? Which of these will you choose and why?
 (c) As an objective and scientific-tempered administrator, what steps will you suggest in the long-run to deal with mob lynching? (20)

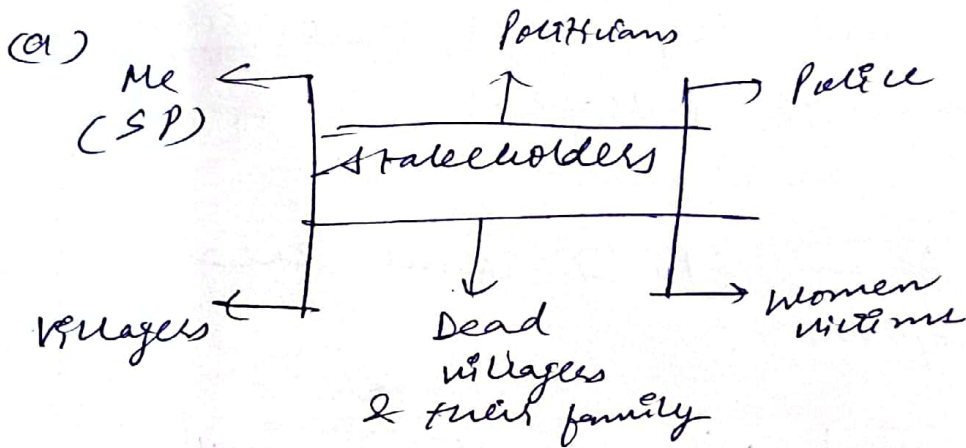
आप उस जिले के एक पुलिस अधीक्षक (SP) के रूप में तैनात हैं, जहां हाल के दिनों में लिंचिंग से संबंधित कई अपराध हुए हैं। एक दिन, जिले के एक पुलिस स्टेशन को एक SOS मिला कि उनके क्षेत्राधिकार के एक विशेष गांव में दो महिलाओं पर जादू टोना करने का आरोप लगाया गया है और ग्रामीणों द्वारा उन्हें नग्न अवस्था में घुमाया जा रहा है। गांव में अपराधों के पिछले रिकॉर्ड को देखते हुए, यह संभावना थी कि उन्हें ग्रामीणों द्वारा मार दिया जाएगा। थाने से पुलिस की टीम जब मौके पर पहुंची और दोनों महिलाओं को भीड़ से बचाने का प्रयास किया तो हाथापाई हो गई। आगामी हाथापाई में, पुलिस पर बेरहमी से हमला किया गया और उन्हें स्वयं को बचाने के लिए लाठीचार्ज करके जवाबी कार्रवाई करनी पड़ी। इस घटना में तीन ग्रामीणों की मौत हो गई। ग्रामीणों में इस बात को लेकर गुस्सा है, जो राज्य में सत्ताधारी पार्टी का एक महत्वपूर्ण वोट बैंक भी है। एक SP के रूप में, आपको त्वरित जांच करने और लाठीचार्ज करने वाली पुलिस टीम के खिलाफ सख्त कार्रवाई करने का निर्देश दिया गया है। आप जानते हैं कि चुनाव नजदीक हैं, आपको स्थिति को जल्द से जल्द शांत करने की आवश्यकता है।

ऊपर दी गयी स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) उपर्युक्त प्रकरण में शामिल हितधारकों और मुद्दों की पहचान कीजिए।
 (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? आप इनमें से किसे चुनेंगे और क्यों?
 (c) एक वस्तुनिष्ठ और वैज्ञानिक स्वभाव वाले प्रशासक के रूप में, मौब लिंचिंग से निपटने के लिए दीर्घावधि में आप क्या कदम सुझाएंगे?

Write
this

There have been rising cases of mob lynching in the country -
 The Supreme Court has ordered a law be enacted for it, but it has not been done yet.
 The above case needs to be dealt with in this background.



Issues involved in the case:-

- ① Handling the public outrage and avoiding violence,
- ② Protecting the women victims from attack of villagers

- (3) The police has a duty to protect the women. But they are hindered by the public outrage
- (4) Local politicians are trying to mould the case against the police force for political gains.
- (5) There is lack of empathy and deep rooted paternalism in the village.

(b) As an SP, I have these options :-

Option 1

Strict action against policemen

Merits	Demerits
<ul style="list-style-type: none"> In line with politician's demand Follows <u>utilitarian principle</u>. 	<ul style="list-style-type: none"> It is against my <u>duty</u> to do <u>complete investigation</u>

Option 2 : Punish the villagers involved in violence

Merits	Demerits
<ul style="list-style-type: none"> sets a good precedent for the future. Maintains the dignity of the police force. 	<ul style="list-style-type: none"> Public trust and support to the administration will fall. Public may become more hostile and disobey laws.

Option 3 : Investigate the case

Merits	Demerits
<ul style="list-style-type: none"> Will lead to fact based decision making - <u>objectivity & non partisanship</u> 	<ul style="list-style-type: none"> It can <u>threaten my career</u>.

~~so~~ I will choose option 3. As an SP, it is my duty to ward off political and public pressure and have coverage of conviction to follow my duty.

as steps in long run :-

① Security - Increased Intelligence, modern tools like AI & drone surveillance to identify such hot spots and diffuse them.

② People - Greater DFC activities to build harmony and peace.

③ Police - Following Nalimath Committee reforms for community policing and trust building.

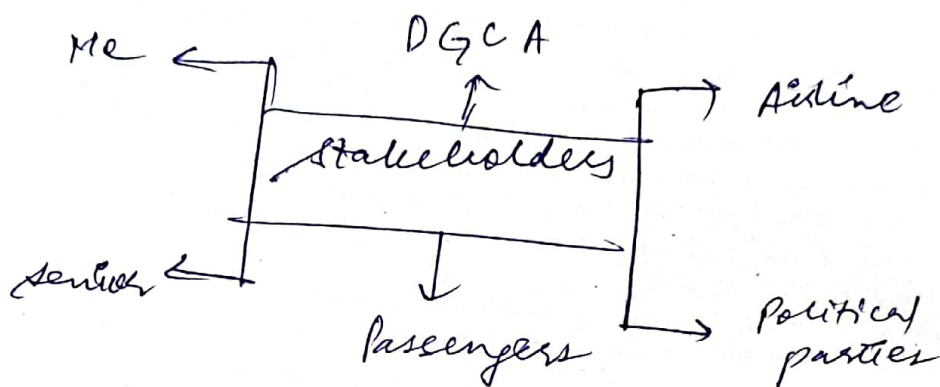
Thus, by above I will ensure I follow my duty and ensure that police force remains 'of the people for the people'.

9. You are an Airworthiness Officer posted with the Directorate General of Civil Aviation, tasked to conduct the safety audit of a major airline of the country. During the recent audit, you find that some of the airplanes belonging to the airline do not fully meet a few of the International Civil Aviation Organization (ICAO) safety standards. The issues are minor, mainly pertaining to some incomplete aircraft maintenance logs and safety rules related to training of the crew. The airline belongs to a very influential business conglomerate with close ties to all major national political parties and has a long history of ethical business practises. The point person appointed by the airline to communicate with you has assured that everything will be in order in a couple of months. Your senior in the department has also indicated that it is best not to mention such minor issues in the report, particularly given the image of the business group involved and the trust it enjoys. He also reiterates the assurance given by the airline to address these issues at the earliest in a time-bound manner. However, you are aware that airline safety norms are paramount and every other consideration is secondary to the safety of the crew and passengers. As a public servant appointed to uphold public trust, answer the following:
- (a) Bring out the dilemmas that you face, elaborating on the competing values in the given situation.
- (b) What are the options available to you? Discuss the merits and demerits of each. Which of these will you choose and why? (20)

आप नागरिक उड्डयन महानिदेशालय में तैनात एक वायुयान अधिकारी हैं, जिसे देश की एक प्रमुख एयरलाइन की सुरक्षा ऑडिट करने का काम सौंपा गया है। हाल के ऑडिट के दौरान, आप पाते हैं कि उस एयरलाइन से संबंधित कुछ हवाई जहाज अंतर्राष्ट्रीय नागरिक उड्डयन संगठन (ICAO) के कुछ सुरक्षा मानकों को पूरी तरह से पूर्ण नहीं करते हैं। ये मुद्दे बहुत मामूली हैं, जो मुख्य रूप से कुछ अधूरे विमान रखरखाव लॉग और चालक दल के प्रशिक्षण से संबंधित सुरक्षा नियमों से संबंधित हैं। एयरलाइन का सभी प्रमुख राष्ट्रीय राजनीतिक दलों से घनिष्ठ संबंध है और साथ ही यह एक बहुत ही प्रभावशाली व्यापारिक समूह से संबंधित है एवं इसका नैतिक व्यापार व्यवसाय का एक लंबा इतिहास है। आपके साथ बात-चीत करने के लिए एयरलाइन द्वारा नियुक्त व्यक्ति ने आश्वासन दिया है कि कुछ महीनों में सब व्यवस्थित हो जाएगा। विशेष रूप से इसमें शामिल व्यावसायिक समूह की छवि और इसे प्राप्त विश्वास को देखते हुए विभाग में आपके वरिष्ठ ने भी संकेत दिया है कि रिपोर्ट में ऐसे छोटे-छोटे मुद्दों का उल्लेख न करना ही बेहतर है। उन्होंने एयरलाइन द्वारा इन मुद्दों को जल्द से जल्द समयबद्ध तरीके से संबोधित करने के लिए दिए गए आश्वासन को भी दोहराया। हालांकि, आप जानते हैं कि एयरलाइन सुरक्षा मानदंड सर्वोपरि हैं और चालक दल एवं यात्रियों की सुरक्षा के लिए कोई भी अन्य विचार गौण हैं। जनता के विश्वास को बनाए रखने के लिए नियुक्त एक लोक सेवक के रूप में, निम्नलिखित के उत्तर दीजिए:

- (a) दी गई स्थिति में प्रतिस्पर्धी मूल्यों का सविस्तार वर्णन करते हुए, आपके सामने आने वाली दुविधाओं पर प्रकाश डालिए।
- (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं? प्रत्येक के गुणों और दोषों की विवेचना कीजिए। आप इनमें से किसे चुनेंगे और क्यों?

∴ The above case shows a conflict between adhering to the senior's instructions and following my own conscience.



(a) Dilemmas :-

- ① Ignoring the minor issues vs following my duty to make a true report -
- ② Adhere to senior's instructions vs follow my conscience
- ③ Passenger safety vs ease of doing business.

Competing values :-

- ① Objectivity vs Practicality
- ② Public interest vs capitalists interest
- ③ Maintaining flexible work culture vs Maintaining high safety standards.

(b) Options available :-

Option 1 Ignore the moral issues

Merits	Demerits
<ul style="list-style-type: none"> o The airline has given assurance that it will meet the standards in few months. o Maintains ease of business 	<ul style="list-style-type: none"> o In future if there is lapse and enquiry, it will be questioned. o If leaked to media, it will lower public trust.

Option 2

Take strict action against
airline

Merits

- o follows deontological approach.

Demerits

- o It will hampre work environment.
- o I might have to face political pressure.

Option 2

Give the airline few
months to address to
the standards

Merits

- o It will ensure that airline is now legally bound to comply to standards.

Demerits

- o I might still face political pressure to withdraw my recommendations.

I will choose Option 3. As an officer, it is my duty to ensure passenger safety, give honest report and maintain cost of business.

① I will mention in my report of the issues. But will also mention that they are minor.

② I will recommend that airline begins 2-3 months to comply with the standards.

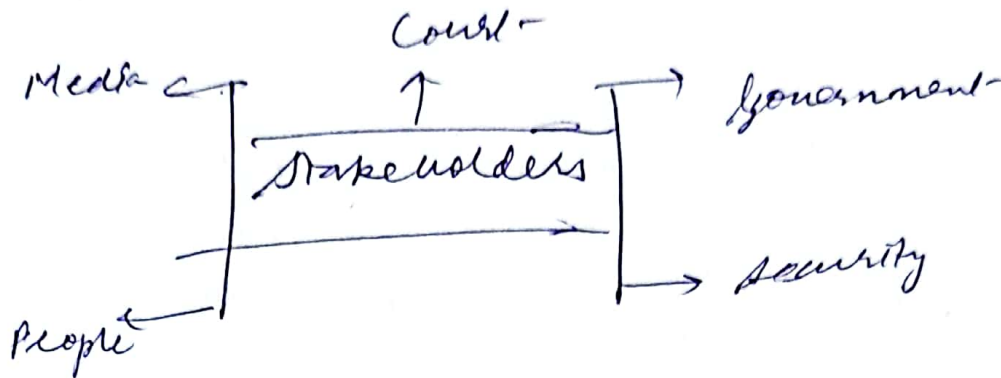
This will ensure that the verbal assurance by the airline is given a formal form and passenger safety is not compromised.

10. With the advent of 24x7 news and prevalence of an array of news sources across the board, the media is omnipresent in nature. In this competitive environment, many media professionals who are overcome by deadlines, bottom-line imperatives, and corporate interests are losing sight of the ethical implications of their work. Further, there have been several cases of irresponsible reporting where the reportage has interfered with court proceedings, compromised delicate security situations or led to the spread of fake or unverified news. In this context, answer the following questions:
- (a) Identify the ethical issues prevalent in the profession of media.
- (b) How does unethical reporting and sensationalization of news impact the society?
- (c) What can be done to strengthen the role of ethics in media? (20)

24x7 समाचारों की शुरुआत और संपूर्ण बोर्ड पर समाचार स्रोतों की एक श्रृंखला के प्रसार से, मीडिया प्रकृति में सर्वव्यापी है। इस प्रतिस्पर्धी माहौल में, कई मीडिया पेशेवर जो समय-सीमा, आधारभूत अनिवार्यताओं और कॉर्पोरेट हितों को पीछे छोड़ चुके हैं, वे अपने काम के नैतिक निहितार्थों की दृष्टि खो रहे हैं। इसके अलावा, गैर-जिम्मेदार रिपोर्टिंग के कई मामले भी सामने आए हैं जहां रिपोर्ट ने अदालती कार्यवाही में हस्तक्षेप किया है, संवेदनशील सुरक्षा स्थितियों से समझौता किया है या गलत अथवा असत्यापित समाचारों को फैलाया है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) मीडिया के पेशे में विद्यमान नैतिक मुद्दों की पहचान कीजिए।
- (b) अनैतिक रिपोर्टिंग और समाचारों को सनसनीखेज बनाने से समाज पर क्या प्रभाव पड़ता है?
- (c) मीडिया में नैतिकता की भूमिका को सुदृढ़ करने के लिए क्या किया जा सकता है?

Media is called the fourth
pillar of democracy due to
the important role that
it plays in shaping public
opinion and sentiments



(a) Ethical issues involved in the profession of media :-

① Rising competition and corporate-profit driven nature is compelling fast-reporting.

② False reporting has led to cases of mob lynchings, communal hatred.

(eg: During COVID, Muslims were blamed for the spread.)

③ Ignorance towards the right to dignity of individuals and intrusion of privacy.

eg: the cases of sting operations

④ Issues of radicalisation of the youth by social media and rising loan wolf attacks.

⑤ Public sentiments moulded by the media can form pressure on courts to give false ~~see~~ decisions.

eg: lower courts have increasingly started awarding death penalty due to public pressure.

(b) Impact of unethical reporting on the society's -

① It leads to disharmony and dis-trust in the public

② It can lead to targetting of minorities.

- ③ The corporate presence in media can lead to nexus with politicians and false reporting.
- ④ Case of Cambridge Analytica shows that media can lead to faulty elections and harm democracy.
- (x) Following steps can be taken! -
- ① Induct ethical studies in Journalism courses.
 - ② Grievance officer at each media outlet to deal with grievance cases.
 - ③ Self regulatory body for enforcing code of ethics at media houses.

- ④ Public should be sensitised to avoid being brainwashed by false news
- ⑤ Media personnel must be centrally registered and issues ID-cards. Only reports by authentic personnel must be allowed to be published.
- ⑥ Stricter enforcement of media laws like Press Rules and Cable TV Act.
- ⑦ Digital media agencies should also be made to follow these rules.

The present guidelines issued by the government under IT Rules 2021 are a step in the right direction.

11. You are the Dean of Academics of a University. It has been brought to your notice that some students have raised a complaint against Mr X, a specially-abled Professor at the University, for not performing his academic duties diligently. The Head of the Department (HoD) tried to have a conversation with him regarding these complaints; however, Mr X feels that he is a victim of internal politics and is being discriminated against on account of him being specially-abled. He also conveyed to the HoD that he will file a complaint of discrimination against the University under The Rights of Persons with Disabilities Act, 2016. As the Dean of Academics, it is your responsibility to uphold the academic standards of the University and take any administrative decision in this regard.

In this case, answer the following questions:

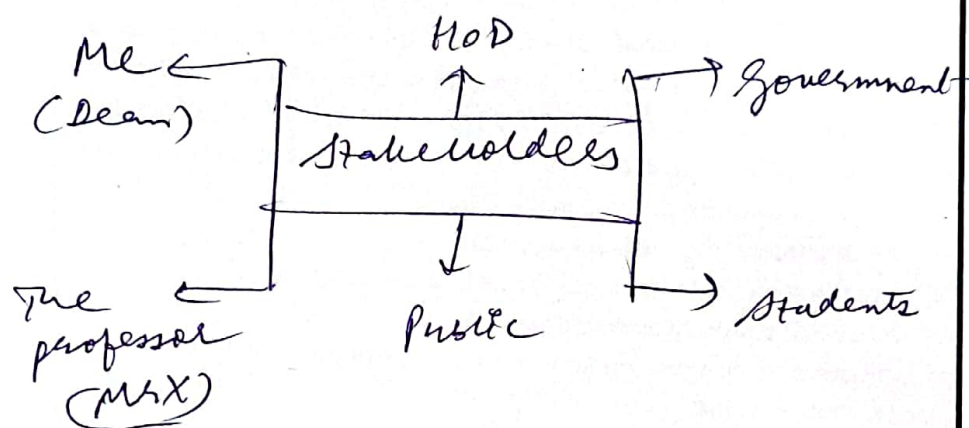
- (a) State the stakeholders and the ethical issues in the given case.
 (b) What are the options available to you?
 (c) Evaluate each of these options and state the option which you would choose, citing reasons. (20)

आप एक विश्वविद्यालय के अकादमिक डीन हैं। यह आपके संज्ञान में लाया गया है कि कुछ छात्रों ने विश्वविद्यालय के एक दिव्यांग प्रोफेसर मिस्टर X के विरुद्ध अपने शैक्षणिक कर्तव्यों का ईमानदारी से निर्वहन नहीं करने के लिए शिकायत की है। विभागाध्यक्ष (HoD) ने इन शिकायतों के संबंध में उनसे बात करने का प्रयास किया है; हालांकि, मिस्टर X को लगता है कि वह विश्वविद्यालय की आंतरिक राजनीति के शिकार हैं और उनके दिव्यांग होने के कारण उनके साथ भेदभाव किया जा रहा है। उन्होंने विभागाध्यक्ष को यह बताया भी है कि वह दिव्यांगजन अधिकार अधिनियम, 2016 के तहत विश्वविद्यालय के भेदभाव के विरुद्ध शिकायत दर्ज कराएंगे। अकादमिक डीन के रूप में आपकी यह जिम्मेदारी है कि आप विश्वविद्यालय के शैक्षणिक मानकों को बनाए रखें और इस संदर्भ में आवश्यक प्रशासनिक कार्रवाई करें। इस प्रकरण के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) प्रस्तुत प्रकरण में शामिल हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।
 (b) आपके समक्ष कौन-से विकल्प उपलब्ध हैं?
 (c) उनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए उस विकल्प को बताइए जिसे आप चुनेंगे।

2% of India's population is
suffers from physical disability.
Right of PWD Act 2016 aims to protect
them.

(a) Stakeholders Involved :-



(a) Ethical issues involved in the case :-

- ① Right of PWD v/s maintaining educational standards;
- ② Adhering to students demand v/s holding objective enquiry.
- ③ Maintaining university's Image by avoiding complaint under PWD Act v/s holding Mr X accountable.

(b) Options available to me are:-

Option 1

Ignore the complaints

Merits	Demerits
<ul style="list-style-type: none"> ◦ Avoid complaint against the university 	<ul style="list-style-type: none"> ◦ Students may turn violent and loss of trust. ◦ Hampers academic excellence

Option 2

Dismiss Mr X

Merits	Demerits
<ul style="list-style-type: none"> ◦ Address to students demands. 	<ul style="list-style-type: none"> ◦ Does not lead to true analysis of the case. ◦ Mr X might lose his dignity and fall into problems.

Option 3

Hold an Inhouse Enquiry

Merits	Demerits
<ul style="list-style-type: none"> ◦ Leads to <u>objectivity</u> and <u>impartiality</u> 	<ul style="list-style-type: none"> ◦ It may take time ◦ The professors in the enquiry committee may not be free of bias

(A) I will follow option -3.

Along with it, I will take following steps:-

- ① I will ensure that the inquiry committee has a diversified set of panel, with no biased members.
- ② I will inform the students of the action taken and calm them down.

- (2) Mr X will be given a fair chance of explanation.
- (4) If the committee shows lack of competence of Mr X, he will be given warning to improve his teaching and meet the standards of the university.
- (5) If the committee shows falsity of case & discrimination against Mr X, I will investigate the teachers and students involved in such discrimination - ~~they will~~
- ~~The said~~
- (6) They will be reported under RoP of PWD Act to the police.

Thus, above steps will ensure that Mr X as well as students are given a fair chance of presenting their case.

12. You have recently been posted as the District Magistrate of a poor district in India where there is a high prevalence of manual scavenging. It has been brought to your notice that manual scavenging has claimed many lives in your district. Upon further enquiry, you found that most of the manual scavengers belong to a particular caste, and majority of them can find employment only by way of scavenging. Even some government departments in your district are employing these people for physical cleaning of sewers/septic tanks without basic safety gear and measures. Despite the rehabilitation programmes for manual scavengers, the administration has been found inefficient in identifying such people in the first place and the efforts to reskill them for employment elsewhere have not yielded desired results.

Based on the given information, answer the following:

- Identify the issues associated with manual scavenging.
- List the options available to you in the given case. Evaluate the merits and demerits of each.
- Discuss some feasible steps that you can take to address this serious problem.

(20)

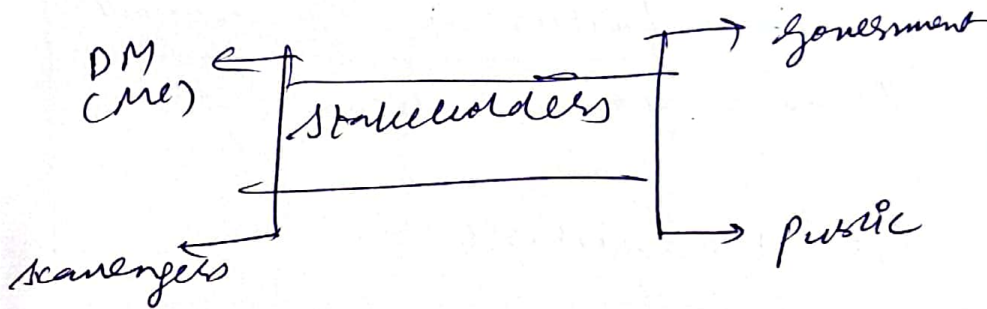
आपको हाल ही में भारत के एक गरीब जिले के जिला मजिस्ट्रेट के रूप में नियुक्त किया गया है जहां हाथ से मैला ढोने (मैनुअल स्कैवेंजिंग) का प्रचलन बहुत अधिक है। आपके संज्ञान में लाया गया है कि आपके जिले में मैला ढोने की प्रथा ने कई लोगों की जान ले ली है। आगे जांच करने पर, आपने पाया कि हाथ से मैला उठाने वाले अधिकांश लोग एक विशेष जाति के ही हैं और उनमें से अधिकांश केवल मैला ढोकर ही रोजगार प्राप्त कर सकते हैं। आपके जिले के कुछ सरकारी विभाग भी बिना बुनियादी सुरक्षा उपकरणों और उपायों के सीवरो/सेप्टिक टैंकों की भौतिक सफाई के लिए इन लोगों को नियुक्त कर रहे हैं। हाथ से मैला उठाने वालों के लिए पुनर्वास कार्यक्रमों के बावजूद, सर्वप्रथम प्रशासन ऐसे लोगों की पहचान करने में अक्षम रहा है और अन्यत्र रोजगार के लिए उन्हें फिर से कौशल प्रदान करने के प्रयासों के वांछित परिणाम भी नहीं मिले हैं।

ऊपर दी गयी जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- हाथ से मैला ढोने (मैनुअल स्कैवेंजिंग) से जुड़े मुद्दों की पहचान कीजिए।
- प्रस्तुत प्रकरण में आपके समक्ष उपलब्ध विकल्पों को सूचीबद्ध कीजिए। प्रत्येक के गुणों और दोषों का मूल्यांकन कीजिए।
- इस गंभीर समस्या के समाधान के लिए आप जो संभव कदम उठा सकते हैं, उन पर चर्चा कीजिए।

Prevention of Manual Scavenging

Act bans the practice of manual scavenging. But it is still prevalent as a blot on 75 years of Indian independence.



(a) Issues in manual scavenging:-

① It is against human dignity and right to life under Article 21.

② It is dangerous to health and may lead to death.

- ③ It shows deep caste discrimination as most of the scavengers are Dalits.
- ④ It reflects the apathy of the people who employ such workers.
- ⑤ It is a failure of government to rehabilitate them.

(b) Options available :-

Option 1

Ban the practice by
increased security

Merits	Demerits
<ul style="list-style-type: none"> Quick to implement. In line with the law. 	<ul style="list-style-type: none"> Does not solve the core issues Scavengers with loose jobs & fall to poverty

Option 2

Let the practice continue
as it is only source
of income for scavengers

Merits	Demerits
<ul style="list-style-type: none"> ○ The scavengers continue to earn. 	<ul style="list-style-type: none"> ○ Against human dignity, ○ Against my duty as a DM, ○ Against my conscience

Option 3 ○ Rehabilitate the scavengers

○ Stop their employment at government department

Merits	Demerits
<ul style="list-style-type: none"> ○ Provides both <u>dignity</u> & <u>livelihood</u> to scavengers. 	<ul style="list-style-type: none"> ○ It will <u>take time</u>.

(c) I will choose option 3,

I will also take these steps:-

- ① Reskilling of the scavengers.
by Skill India mission.
- ② Prepare their database and
link them to security schemes
like PDS and MGNREGA.
- ③ Request the state for proper
funds to rehabilitate
the scavengers.
- ④ Involve NGOs, SHCTs and
children to spread awareness
against the practice.

The practice of manual scavenging
should end ASAP to ensure
a fair, just and equitable
India, where "every voice
matters".