

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)

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

Refugee crisis seen all over the world like Rohingya Crisis, Syria refugee crisis etc. have many ethical issues involved in it: —

1. National interest v/s International Interest

↳ National Interest demands that citizens are the priority and International Interest demands that whole world is one family. All should be treated alike.

2. Principle of non-refoulement says refugees should not be sent back to the land of violence. But many countries are doing so.
3. Resources to be utilised for tax payers

or refugees too.

↳ Constrained resources do not allow unlimited resources to be distributed among all.

4. Human Rights violation

↳ Refugees are often discriminated, stereotyped.

5. Decreasing collective morality of society
due to rise in xenophobia.

According to Rousseau's theory, state has prior responsibility towards its citizens and thus, national interest must prevail.

But if we all come together, we can ensure that such crisis do not arise, there is no need to choose between citizens and refugees.

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 में निपट सकता है।

Corruption, as Transparency International defines is abuse of entrusted power. According to 2016 Global Business Ethics Survey, India has most corrupt private sector among 13 major economies. Thus, corruption distorts business and corporate activities as well in the following forms: —

- Crony capitalism
- Preference to profits over social responsibility.
- Unable to keep personal affairs aside.
eg. Involvement of ICICI CEO in Videocon case
- Declining role of Board of Directors
eg. in case of Tata Company, Infosys etc.

Steps to be taken by state to deal with it :-

- Code of ethics, integrity facts to ^{be} made mandatory for private sector.
- Regular audits to ensure no such incidents happen.
- Benefits to those who showcase high standards of ethics.
eg. Through Global Peace Awards for Corporate Excellence.
- Corporate Social Responsibility to be effectively realised by increasing communication with public.

Private sector needs to set high standards of ethics and values for it to function for the benefit of society.

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 बताने और उसी अनुसार कार्य करने की होती है" - महात्मा गांधी।

Mahatma Gandhi's statement means that being a silent spectator to the injustice around is a depiction of lack of self-believe, self-confidence. It is an act of cowardice which shows that you lack moral courage and courage of conviction to stand against what is not right and to take a different stand than others.

eg. Today's world is suffering from so many human rights violation in the form of mob violence, crimes against women etc.

Our silence towards it promotes the perpetrators to repeat their acts.

- Silence might be seen as good when there is your voice' can further aggravate the situation.

eg. During personal fights in a relationship.

But if done when your silence would result into decline in morals of society, then it is just act of cowardice. It cannot be justified on any grounds.

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।

Swami Vivekananda's quotation tell us about what the real tolerance is.

It is fair, permissive attitude towards those whose opinions, views, race, religion, caste etc. are different from us. It also included respecting them and embracing the diversity present.

eg. Gandhiji not only tolerated the different communities; views around him. He also tried to adopt them by adopting a 'dhoti lifestyle' of farmers, cleaning toilets etc.

Embracing them in such forms is the true tolerance.

Similarly, when people have different views than us, we not only acknowledge (tolerate) them but also ensure

that they are properly listened,
communicated and addressed.

Voltaire's statement, "I may not agree
with what you say, ~~but~~ but I will
defend ^{to} my death your right to say
it" is on the lines of embracing
others.

India is a diverse country. We have
so many religions, languages, cultures
etc. To showcase unity in diversity
it is necessary to embrace such
diversity and not only be tolerant
about 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)

भावनात्मक बुद्धिमत्ता अंशतः स्वभावगत तथा अंशतः 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 refers to the ability to express, access, generate, and control and understand one's own and others emotions.

Emotions are something that we are considered to be born with. We did not learn to laugh, cry, feel the pain etc. Thus, EI based on such emotions is part nature.

However, on the situations that "should" make us laugh, cry, feel the pain is what we learn mostly in the world. Everyone can cry (this is nature), but not everyone cries while watching an emotional movie (this is nurture). Thus, EI is part nurture too.

The nurture part of EI can be enhanced in the people. 2nd ARC recommends mandatory EI modules for civil servants.

Ways to enhance EI in civil servants :-

- Role-based plays will help to step into shoes of others and understand their emotions.
- EI training modules
- Increased communication to enhance capabilities to pick up verbal and non-verbal clues.
- Yoga, meditation that helps person get a hold on their own thoughts.

A study found that IQ matters <20% and EQ has much greater role to play in a professional and personal life. Thus, proper EQ must be nurtured among Civil Servants.

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 (प्रोविटी) से आप क्या समझते हैं? परीक्षण कीजिए कि क्या हाल ही में भ्रष्टाचार निवारण अधिनियम में किए गए संशोधन एवं व्हिस्लर ब्लोअर संरक्षण अधिनियम में प्रस्तावित संशोधन इसे कमजोर करते हैं?

Probity in Governance means Complete and Committed adherence to principles of integrity. It is the character of uncorrupted virtues.

- Amendments to Prevention of Corruption Act :-

Act :-

UNDERMINE PROBITY

↳ Requirement of prior sanction, reducing burden of proof on accused, partially addressing bribe gives undermine adherence to principles of honesty.

PROMOTES PROBITY

↳ Safeguards to honest officers, speedy trial of accused, Bribe gives also responsible etc. ensures probity in governance.

• Amendments to Whistleblowers Act

UNDERMINE PROBITY

- ↳ Widen the scope of documents that cannot be revealed.
- ↳ Restricting only to those under RTI

PROMOTES PROBITY

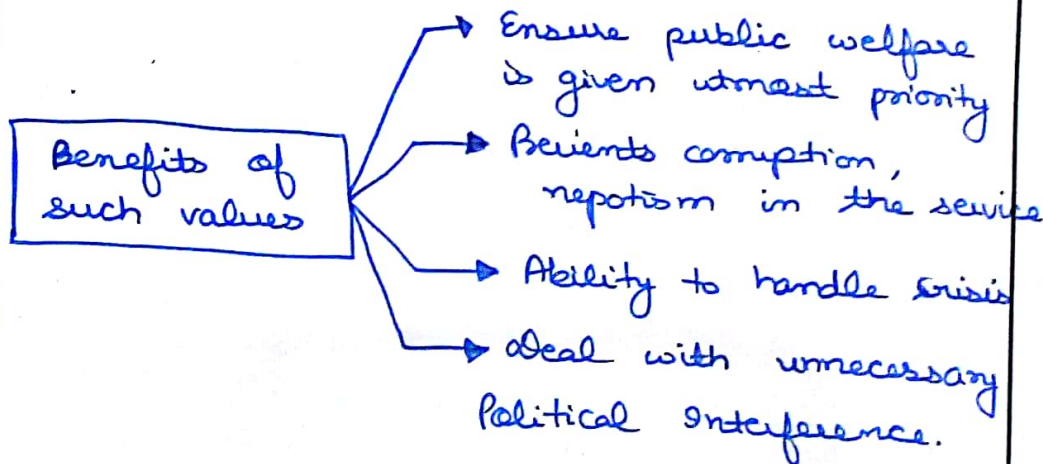
- ↳ Protect honest officers
- ↳ Promote genuine whistleblowers.

Though, both the acts have been amended to increase the probity, there are certain loopholes that need to be plugged.

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 में उन्हें सुनिश्चित करना, सिविल सेवाओं को नागरिक केंद्रित शासन का एक प्रभावी साधन बनाने हेतु एक आवश्यक शर्त है। टिप्पणी कीजिए।

Values are the set of standards, morals, preferences held by an individual. Civil services demands a certain set of values like Integrity, Transparency, Justice, Selflessness, leadership, Honesty, Accountability, Objectivity etc,



Need to ensure Civil Services values during recruitment :-

- One doesn't become highly moral in single day. Values need to be present initially.

- Present of values at recruitment will ensure that public welfare will be ensured by them.

Need to have Civil Service values after appointment :-

- To ensure that continuity is maintained in the values.
- Pleasures, benefits available to civil servants do not result into Personal welfare at the cost of Public interest.
- Discretion isn't misused.

Therefore, Ethics exams during recruitment, Code of Ethics during service ensures that values are maintained throughout the process. Civil servants like Roadeep Kasini, Aluaga Shakti Nagpal have showed high standards of such values present in them.

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

मंजानात्मक विमंवादिता या विमंगति (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 is a situation when a person experiences conflict in his values, morals held. It causes internal distress, huge emotional turmoil.

eg: Your boss is corrupt but you have to keep working under him to ensure financial security.

Influence on behaviour:

- General tendency of person is to minimize internal inconsistency and cognitive dissonance.
 - They try to avoid such situations.
 - They avoid confronting such situations
 - They try to reason it by another argument.

eg. If you steal once, you will tell to yourself that it was one time thing and was needed. It is not actually you.

So, there is carefree behaviour towards it

Influence on attitude

- Gradually this behaviour, turns into light attitude towards such activities and when we adapt to itself, even we don't get to know.

eg. One lie leads to a chain of lies and we get used to it.

However, a person with strong morals, values will ~~not~~ ^{such} dissonance in his favour by standing strongly against it.

eg. Once you lie, you admit it and face consequences.

This will prevent any rise of such situations in future and you will stay clear of your conscience.

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 विकाम रणनीति बनाने में इसके महत्व का विश्लेषण कीजिए।

Amartya Sen's Capability approach says that state has primary responsibility to increase the capabilities of its people. It can be done by providing adequate health, education, skills.

This approach is based on 'Kerala-model' where people's capabilities addressed by the state resulted into growth and development of the state.

Significance in understanding social realities :-

1. This approach help us analyse the factors lacking in different societies.
2. It helps to provide justice to all in a targetted approach, rather than 'One size fits all'.
3. It doesn't believe in trickle-down theory,

instead addresses grievances of each and every person by understanding their situation.

Significance in making pro-poor development strategy :

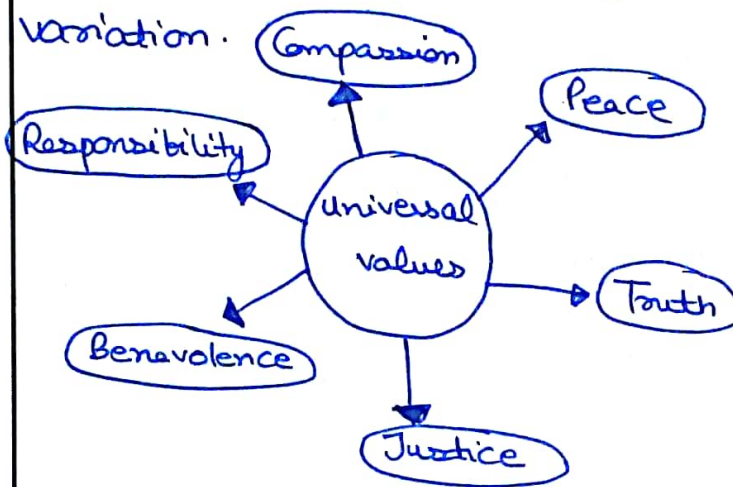
1. This approach puts the onus on the state to ensure capabilities of its citizens.
2. It ensures that state is held accountable for its actions.
3. It ensures fairness and equity in the strategy, hence making it pro-poor.
eg. Policies like MGNREGA,
Right to Education,
~~New~~ National Health Protection Scheme

Capability Approach is on the lines of 'Sarvaedya' (Benefit of all). It must be adopted by the State.

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 मैद्धान्तिक 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 मंदर्भ में, विदेश नीति में मूल्यों की प्रासंगिकता पर टिप्पणी कीजिए।

Universal values are those values which are applicable to all the societies and do not have temporal or spatial variation.



Though in theory these universal values are recognised by all, but hardly practised :-

eg. Xenophobia, Breach of non-refoulement

↳ Shows lack of Compassion

eg. US withdrawal from Paris Climate deal

↳ Shows lack of responsibility for its actions.

eg. Poony wars in Syria, Yemen

↳ Shows lack of peace

eg. Unilateral sanctions on Iran

↳ lack of Justice.

Relevance of values in foreign policy :-

- It helps in maintaining status-quo of world order.
- It helps in sustainable growth.
- Prevents human Rights violation.
- Restores people's faith in their Govt.
- Upholds the principle of 'Vasudev Kirtumbkam' [World is one family]
- Ensures equitable growth of all.
- Reduces Inequalities.
- Maintain Global Commons like Antarctica
- Showcase nation's ethics.

India has been a country of high moral principles when it comes to its foreign policy. Other countries should learn.

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 माधनों 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।

There has always been a debate on deontological approach (Considering means over ends) and teleological approach (Considering ends over means).

In Indian bureaucracy, both these approaches hold great relevance.

eg. During dam construction

Deontological approach will focus on the displacement caused, land under acquisition, benefits to people, loss to biodiversity, people's grievances etc.

Teleological approach will consider the generation of electricity, employment, profits once the dam is constructed.

In Indian bureaucracy, since the sole purpose is public welfare, deontological approach plays out more benefits

- It ensure sustainability of projects.
- Ensures minimal protests.
- Welfare of all.
- long-term benefits
- Justice-approach

Teleological approach might result into

- faster decision making
- faster growth
- Utilitarian approach

but in the long-run, it would cause more losses, than benefits.

This is why, personalities like Immanuel Kant, Mahatma Gandhi

asked to follow deontological approach and also, ^{rather} consider people as ends.

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।

Transplantation scandal of 2009 in Tamil Nadu highlights the need of certain ethical standards in the process of organ donation and allocation.

ETHICAL PRINCIPLES :-

- Informed consent of the person who is donating.
- Bodily autonomy : person cannot be forced to donate or accept -
- Justice, fairness in allocation
- Objectivity while allocating to determine who needs it the most.
- Transparency in donation and allocation.
- Benevolence rather than commercial interests in the process.

- Medical ethics to be followed by those involved in the process.

Importance of regulation :-

- To ensure proper accountability and responsibility in the system.
- To ensure trust in public fiduciary.
- To act as deterrence to any narrow selfish interests.
- Prevent corruption, nepotism in the sector.
- To ensure justice to the one who donated.
- Promote organ donation when people actually see its results.

Given the high needs of organs today, it is necessary to ensure proper regulations. It will help induce public's trust in the process and enhance the donated organs and thus save lives.

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

Leaks refers to loss of public money, resources, information from the system.

Democracy witnesses such leaks in many public processes.

eg. Use of Whistleblow by Satyendra Dubey to highlight corruption.

eg. Leak of food resources as high as 37% in Public distribution system.

Leaks as an affront to democracy :-

- Concentration of resources with few people, promotes inequality.
- It prevents equal access of all.
- Leak of information reduces public's trust maintained in the system.
- It promotes culture of distrust, insecurity.

- Threat to security of the nation too.
- Subjective interpretation of what can be leaked and what shouldn't be.

Leakers as part of democracy

- Make things right when whole chain of command seems corrupted.
- Reliable information to the public.
- Makes people aware on what goes inside the system.
- Act as restraint to follow illegal activities like corruption.
- Another tool of accountability.

There needs to be a fine balance between leakers from govt. offices and whistleblowers as well as nation's security, maintaining public's trust in the institutions.

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)

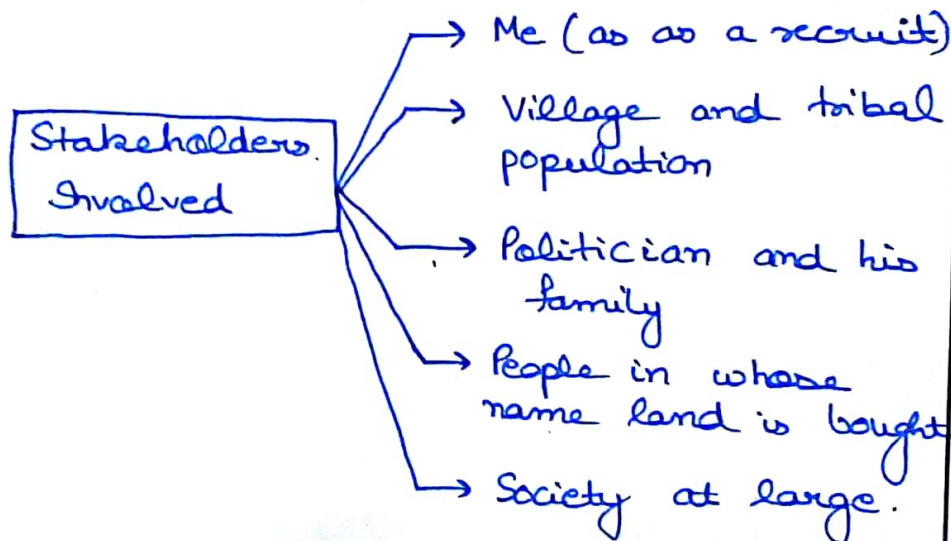
आप नवनियुक्त एक युवा IAS हैं। आपके प्रशिक्षण के समापन पर आपको एक जिले के एक ऐसे मध-डिबीजन में पदस्थापित किया गया है जो औद्योगिक विकास की दृष्टि से पिछड़ा हुआ है। इस क्षेत्र में खनिज के विशाल भंडार हैं और पर्याप्त संख्या में जनजातीय जनसंख्या निवास करती है। सरकार ने एक बड़े थर्मल पावर प्लांट की स्थापना 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 अशान्ति व्याप्त होने की स्थिति पायी गयी है। रिपोर्ट्स (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 विक्री 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।

Issue of Benami transactions have been a big menace in India. It is due to this that Government enacted Benami Transactions Act, 2016.



(a) Ethical issues in the given situation are :-

→ Breach of trust of the public due to involved benami transactions.

→ development of the region v/s Adhering to people's demands.

→ My Career Growth v/s Social Responsibility

- Moral courage to stand against the Politician v/s succumb to Pressure
- Personal Profits v/s welfare of all.
- Justice v/s Obedience to Politician

(b) Suggestion : freeze on land sale in the area.

Response :

1. Freeze would impact the genuine land owners of the area.
2. People will have suspicions on the Politician as well as the whole administration.
↳ This will impact the Project.
3. It might hinder the development of the project as area around it will stay underdeveloped.
4. Absolute freeze will prevent punishing the actual culprits

involved.

(c) My course of action :-

1. Since I have cordial relations with politician, I will try to persuade him to come clean. I will also use a fear appeal that legislation will anyways catch him one day and it would be detrimental to his career.

2. I will try to be in contact with those in whose name land is bought. They will be put under operative conditioning to tell the truth.

3. If above steps ^{do not} work, I will show moral courage and initiate an enquiry. Evidences will then be put to Government and to

public (if needed).

4. If the above steps work, I will identify another piece of land that will reduce the protests and ensure maximum profits to people.

5. Village leaders and tribal leaders will be first brought in confidence on the basis these projects can give to economy in terms of employment etc. They can then persuade others.

These steps will ensure that benefits reach everywhere and there is probity in utilisation of public funds.

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.

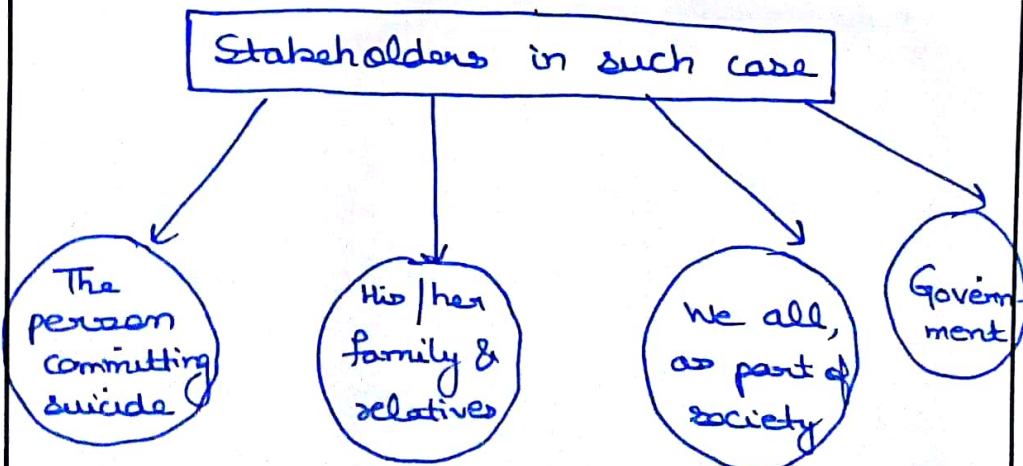
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WHO के अनुसार विश्व स्तर पर 15-29 वर्ष के आयुवर्ग में मृत्यु का दूसरा प्रमुख कारण आत्महत्या है। भारत में भी, हाल के दिनों में युवाओं द्वारा आत्महत्या किए जाने की घटनाओं की व्यापक रिपोर्ट आती रही हैं। शहरी और समृद्ध क्षेत्रों में इस प्रकार की घटनाओं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

(a) लोगों को आत्महत्या जैसे कठोर कदम उठाने के प्रति सुझाव 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।

India state level disease burden report has highlighted that India has maximum youth in age-group 15-29 years committing suicide.



(a) Reasons behind such drastic steps vary from person to person :—

1. Online games like Blue Whale Challenge, Momo Challenge that persuade people, specially children to commit suicide.
2. Frustrations, depression due to peer pressure, competition. etc.
3. Lack of value-based education promotes acts of cowardice.
4. Apathy of society and thus develops alienation towards it.
5. Lack of medical help.
eg. India has only 1 Psychiatrist
for 1 lakh population.
6. Neglect by parents, family.
eg. Elders are generally left alone
by their children.

7. Crimes such as rape etc. that push the girls and boys towards such extreme steps.
8. Narrow definition of 'normal' in the society.
eg. Many a times, people belonging to LGBT Community can commit suicide to "save dignity" of family.
9. Religious reasons : eg. Sathasa.

(b) My role as an individual

1. My first role would be to be an 'empathetic listener' to the people around me.

↳ Many a times; when someone listens to your problems, such thoughts are diverted.

2. Openly declare on social-media pages that I am available all the time

to listen to "you" whenever you need help and you would never be judged.

3. Persuade my friends to do the same. As it said, "Boulder cannot move a centimeter, if pushed by one, but if pushed by many it goes places". If we all individually try, we can contribute a lot.

Role of society

1. To stop judging others on the basis of their choices of career etc.
2. Respect every individual around us.
3. Try to be empathetic and compassionate for everyone around us. We don't know what others are ~~going~~ going through.
4. Form social groups that would increase

Communication between people.

Role of Government

1. Government has enacted Mental Health Care Act, 2017 that decriminalises suicide. It is a step in right direction.
2. Increase the capacity of mental health care specialists.
3. Awareness on it to remove taboo.
4. Use of attractive personalities like Deepika Padukone, Shabheen Bhat to persuade people to come out and seek help.

Such steps are necessary given the prevalence of suicides in society. Every life has a full right to live.

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 मूलतः 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, जिनमें दो लोगों की मृत्यु हो गई। तब से हिंसा और अधिक बढ़ गई है और जब आपने प्रदर्शनकारियों को शांत कराने का प्रयास किया तो आप पर भी आक्रमण किया गया। प्रदर्शनकारियों ने वस्तुओं और लोगों की आवाजाही को बाधित करने के लिए मुख्य सड़कों और साथ ही रेल मार्गों को भी अवरूद्ध कर दिया है।

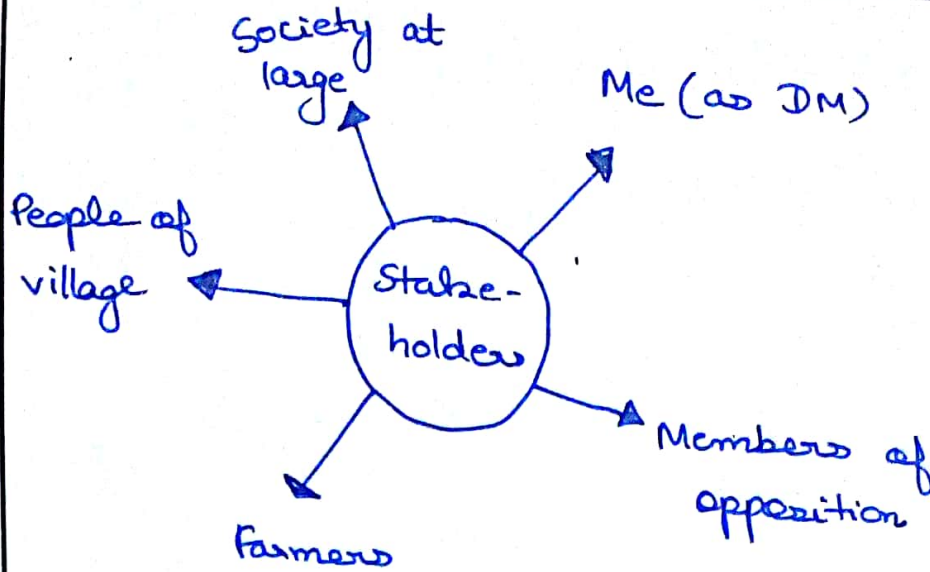
दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

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

Unethical use of people's sentiments during elections has become a common phenomenon. Form of protest used by people is also taking shape of illegal ways.

NEXT



(a) **KEY CONCERNS** :—

High priority :

1. Remove blockage of critical infrastructure like roads, railways.
2. Ensure safety of people, police and me.
3. Stop violence and prevent loss of any further lives.
4. Handling the family of those killed by police.

Medium priority :

1. Ensure that people are not used as tools to fulfill selfish narrow objectives.
2. Ensure that farmers get fair profits for their crops.

(b) Steps to address them :

STEP 1 : Hold talks with leaders of the group protesting.

↳ Persuade, fear appeal to remove blockade of public places like roads, railways.

↳ Convince them to use peaceful mode of protest, which can ensure better remuneration to them.

↳ Give them empathetic hearing and assure them to address all their grievances.

STEP 2: If public places are not cleared and violence continues, take help of Centre to control the mob.

STEP 3: Once the situation is controlled, assure adequate benefits to the kin of those killed.

STEP 4: Ensure that if crops are covered under MSP, its benefits are full taken and no profit loss occurs to farmers.

STEP 5: If not under MSP, request the State Government to intervene and assure a minimum amount by holding talks with farmers.

Also assure a adequate storage for bumper crop.

STEP 6: If possible, look for private sector who can use these crops ~~at~~ produced in excess and assure a proper amount to farmers.

I will also ensure that such ^{situation} steps do not arise in the future:

- Since it was happening from last three years, grievances of farmers could have been addressed earlier.
- Ensure that people utilize full potential of agricultural schemes.

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:

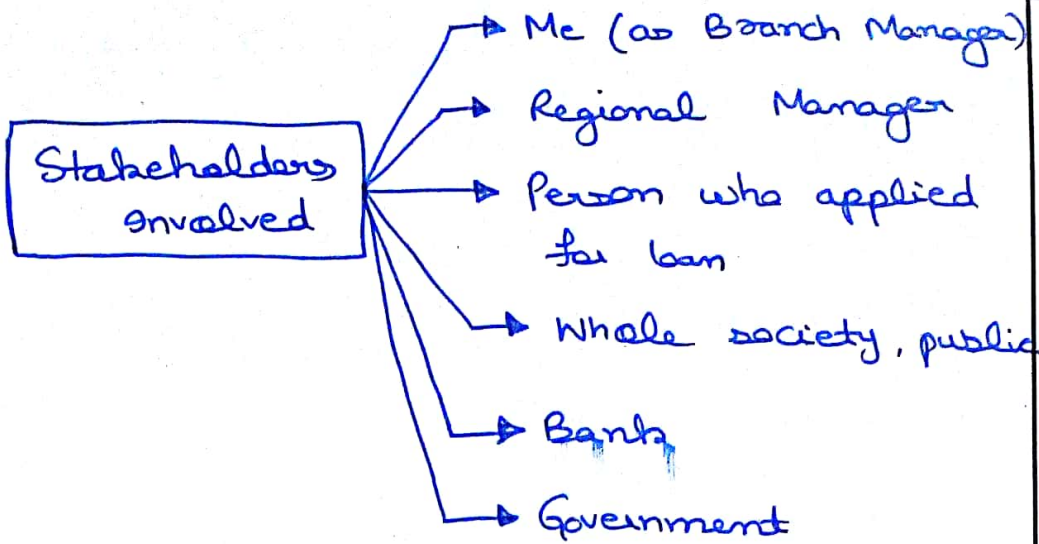
- (a) Bring out the ethical issues in the case above.
- (b) What are the consequences of agreeing to the demands of the senior in the given case. Assess which of them are meritorious and which are not.
- (c) Suggest institutional reforms that can result in non-punishment of honest feedback. (20)

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

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

- (a) उपर्युक्त मामले में समाविष्ट नैतिक मुद्दों को प्रस्तुत कीजिए।
- (b) दिए गए मामले में वरिष्ठ अधिकारी की मांगों के प्रति महमन होने के परिणाम क्या होंगे। आकलन की कीजिए कि उनमें से कौन-से अनुकरणीय हैं और कौन-से नहीं।
- (c) ऐसे संस्थागत मुद्दों का मुद्दाव दीजिए, जिनमें ईमानदारी से दी गई प्रतिपुष्टि (फीडबैक) के लिए कोई मजा न भुगतनी पड़े।

NPAs in India today stand at 6.2%, mostly in Public sector banks.



(a)

Ethical issues

- Career growth v/s Social Responsibility
- Objectivity v/s Obedience to seniors.
- Moral Courage v/s Succumb to Pressure.
- Impartiality v/s in the process.
- Professional interest v/s Public Interest.
- Short-term benefits by heeding to request v/s long-term benefits by weeding out suspected cases.

(b)Meritorious consequences of agreeing to demands of seniors :-

1. Obedience and full compliance to seniors.
2. My career growth.
3. Benefits to bank in the short-term as loan is huge. ~~and~~
4. Earn the benefits from finance ministry.

Non-meritorious consequences :

1. Question on my integrity.
2. It will constantly prick my conscience. I will no longer be able to serve as productive employee.
3. Promotes unethical behaviour in work culture.

4. Promotes Corruption, nepotism.
5. Possible huge loss to banks in the near future as detailed analysis arose some suspicions.
6. Promotes culture of non-compliance with law of the land.
7. Burden on public exchequer as ultimately taxpayers will have to compensate for the loss.
8. Breach of public trust held in public institutions.

(c) Institutional reforms to promote non-punishment of honest feedback:-

1. Classical conditioning to ensure benefits and punishments for their behaviour.

2. Integrity Pacts, Code of Ethics, Code of Conduct, must for public institution as suggested by 2nd ARC.
This will act as huge restraint.
3. Option to address their concerns in writing. This will prevent seniors to ask undue favours.
4. Set leaders to lead by an example.
Celebrate them to put cognitive impact on juniors.
5. 360° appraisal of employees.

Corruption needs to be uprooted.

Institutional reforms in that cases are necessary to protect honest employees.

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

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

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

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

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

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

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

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

Cheating in the exams of CBSE, SPSC have increased in the present due to use of internet etc.

(a) Stakeholders and their interests :-

1. Me (as a father)

↳ Ensure that my daughter has good career and ensure that

is not put into disadvantage situation

2. Me (as Chairperson of SPSC)

↳ Ensure that fair examination is held and recruitment is purely merit-based.

3. Candidates who cheated

↳ They want to get into the process without following the path of hardwork but cheating.

4. Other honest candidates (including my daughter)

↳ Weed out dishonest candidates.

↳ Proper rewarding of their hardwork.

↳ No loss due to cancellation of exams etc.

5. Society at large and Government

↳ Proper candidates who can work for public welfare and are

selected through a fair process
are appointed.

(b) Options I have :-

Option 1 : Ignore the information and
continue with the process.

↳ This will be highly unethical
and also unfair to honest candi-
dates as well as public who
will have to deal with non-merito-
rious administrators.

Option-2 : Cancel the exam, conduct it
again.

↳ Year loss of all the candidates
including my daughter.

Option-3 : Use of Big data analytic and
evidence based reporting to know
about the depth of the issue.

If found that cheating actually happened at large scale, I would have to cancel the exam. It cannot be predicted from papers who cheated and how much.

If found, no cheating, bring candidates in confidence and tell them about the same.

I will go for Option-3:

In case exam is re-taken, I will definitely ensure that no cheating case happens now. Also that, it is re-taken immediately to prevent year loss. I can even use the previous cheated test papers and current test papers to find out who cheated. Fear appeal will be made to people in the start to come out clean and they will be punished.

(c) Measures to prevent such cases:

- Coordination with local cyber cell to check for leaks of any such papers online.
- Any breach in the code of conduct to be immediately reported.
- Heavy punishments to those involved to act as deterrence.
- Students encouraged to come out clean as early as possible, so that it can be address earlier.
- Value-based education

Those who are recruited are going to be the future of the country. We definitely don't want the future to involve cheating, distrust etc.

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 करने तथा टोल टैक्स बूथ पर संपत्ति को तहम-नहम 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 आमपाम 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 मार्जजनिक प्रदर्शन का कारण क्या है?

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

As much as every citizen needs to stand against unfair laws, there is a certain way to do so.

Stakeholders in this case.

- Me

- Other people who are asked to not pay

- Politician and people accompanying him/her.
- Booth operators
- Law of the land.

(a) Ethical Issues :-

- Rule of law v/s Breaking the laws.
- Personal beliefs v/s Collective morality framed in the laws.
- Courage of conviction v/s being a mute spectator.
- Personal profit v/s Social Responsibility to abide by laws.
- Justice to the booth operators.
- Loss of public money due to vandalism of property.
- Path of violence to put forward the grievances.

(b) Accounts for such hooliganism :-

- Prestige issues : Being a politician or being associated with them is considered a huge prestige.
- Lack of responsibility as common man : Paying taxes, fines, abiding by rules is considered to be done by common people but not such 'prestigious' people.
- Promotion by public by being mere spectators to such hooliganism.
- Lenient laws to punish those involved in such activities. Thus, no major restraint to such activities.
- Lack of values to promote social peace and respect each and every human.

(c) My course of action :

As it is said, 'if you are not part of the solution, you are part of the problem'. So, muteness to such incident won't be an option.

I will stand against such hooliganism and persuade other onlookers to do the same. I will immediately call the police to handle the situation and punish the culprits. I will then ensure that everyone pays the amount determined by law.

However, later on I will write to district/local authorities to assess a fair toll tax for the road.

Profits should not take over social responsibility. As a citizen, I will request them to ensure everyone abides by law and no hooliganism occurs in future.

Reasons :

- It will be in accordance with the behaviour of 'good citizen'.
- Set a right example to those who stand as mute spectators to such injustices.
- Proper grievances need to be put before authorities so that they can address them.
- We all are equally responsible to maintain a status quo of society. This step will be on the lines of such responsibility.