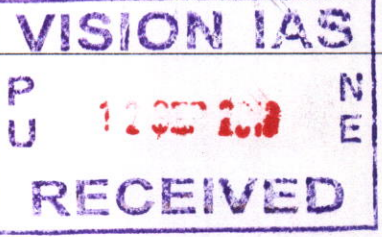


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GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	VAIBHAV GONDANE		
Medium Hindi/Eng.	ENGLISH	Registration Number	103781
Center	PUNE	Date	12/9/18

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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M-1/4, Plot No-A-12/13, 1st Floor, Ansal Building, Dr. Vidya Sagar Homeopathic Clinic, Mukherjee Nagar, Delhi-110009

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.

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)

→ Globalisation has not only integrated economies but also led to migrations, refugee crisis. Marshall McLuhan suggests that world has become global village.

→ Ethical issues in refugee crisis and immigration:

1. Human rights are available to all and there may not be any distinction between aliens and citizens.
2. States have moral responsibility to work for refugees as they have been persecuted in their country and need empathy, compassion.
3. On other hand, certain states

are using refugees as cheap labour that impact their dignity suggested by Immanuel Kant.

4. Another ethical issue is rise of terrorism due to refugees
ex → Rohingyas.

5. They also create strain on limited resources of states.

6. Immigrants are said to follow customs, traditions of host country. This is unethical as one cannot be separated from his/her culture.

In current times, the definition of state, citizenship itself is getting modified.

Nations thus have to come together and resolve crisis.

The recent UN Compact on Migration is right step.

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)

→ According to Transparency International, India is one of most corrupt nation and ranks 81/180 in its index.

Corruption impacts government as well as business, corporate activities seen by:

- It reduces efficiency and gives rise to nepotism, favouritism
- Corrupt officials can be easily lobbied and hence private sector's competitive spirit reduces.
- It leads to conflict of interest as corrupt official looks for personal gains in his/her official dealings.
- Economy and society is

impacted due to poor quality of public service delivery, red-tapism, etc.

Along with public sector, private sector ethics too have to be seen. There have been cases of corruption, boardroom disputes in corporates as well. Government can deal with it by:

- Bringing a code that private players may follow.
- Strengthening regulatory bodies, Competition Commission.
- Make various acts related to corruption applicable to private players.
- Ensure that they abide the citizen charters.

This can check private sector ethics.

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)

→ In current quote, we find the importance of protesting and agitating against any wrongdoing. In a democracy, people are expected to be silent and using power of ballot than bullet to make changes possible.

However, in certain cases it is prudent to speak up and break silence. This is seen in recent protest against corruption led by Anna Hazare. The failure of successive governments to deal with corruption finally led people to come on streets.

In past, the Jayprakash Narayan led movement in 1970s was another example when people broke silence against rising prices, unemployment, etc.

However, breaking silence also means using right means. Grandhiji always said that if end is finding truth than means have to be non-violent. Thus going for mob lynchings or breaking public property cannot be a way to break silence.

Hence democratic means like using press, civil society has to be followed. Constitutional ideals have to be respected.

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

→ Toleration is considered as an important value of society. Ancient and medieval India was tolerant to accept people of diverse religion, faith into itself.

In modern times, toleration means withstanding people having divergent views or lifestyle than us. It is important for society's healthy functioning. It also promotes brotherhood and sense of fraternity binding countrymen together. It is a way to understand others and show empathy to them. Gandhiji always held that my enemy is part of myself.

Today, we should also embrace people who do not look like us, eat like us.

Society is changing and rise of migration needs tolerance.

For instance, a South Indian has to tolerate migrant North Indian.

Non-compliance to this has led to rise in intolerance, incidents like mob violence, defamation suits, etc. This has to be checked by promoting tolerance at schools, family and at workplace.

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 (EI) is processing one's own and emotions of others. It is present in natural manner in people:

ex → Great leaders like Mahatma Gandhi, Sardar Patel, Jawaharlal Nehru.

- Some have necessary communication skills and ability to understand other people's body language making them emotionally intelligent.

Also, EI is also to be nurtured and refined:

- It implies being open to diversity and removing prejudices against someone.
- Also, EI is nurtured by

giving time to ourselves and controlling our negative emotions like anger, greed.

- By developing empathy, compassion to weaker sections.

EI of civil servants can be enhanced by:

1. Encouraging them to interact with each other and doing more group level tasks.
2. Creating special modules on EI.
3. Mid-career training.
4. Giving incentives like awards, citations, etc.
5. Including it in Code of Conduct.

Thus EI can be natural as well as developed through interaction.

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 means high standards of honesty, integrity, morality to be followed in public administration. It is term that includes in its ambit all the ethical values that are required in performing official duties.

ex → IPS Narendra Kumar who gave his life fighting illegal mining in Bihar.

Current amendments to two acts may affect probity:

→ Prevention of Corruption Act (PCA)

- The initial permission is needed to investigate and prosecute against all officials.

◦ Bribe giver also to be punished hence public servant may force him not to disclose or face prosecution as well.

→ Whistleblower Protection Act:

- Here, ~~only~~ information obtained by RTI Act is not to be used.
- Changes made in giving protection to whistleblower including identity.

However, amendments also have been brought to ensure honest officials are protected. Laws are present however for probity the first line of defence is one's conscience.

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)

→ In current times, there is general perception of decline of public service values. The root problem starts at recruitment process. Hence these values have to be recognized at recruitment itself like:

- Accountable and transparent recruitment procedures
- Equality, efficiency in process.
- Honesty, impartiality in making recommendations.
- Objectivity i.e. making recruitment only on merit and not on basis of any prejudices.

Further, a code of ethics after recruitment can act as effective tool to sustain these

values. It will lead to:

- Proper guiding of behaviour towards serving people.
- Acting as first line of defence against corruption, favouritism.
- Avoiding conflict of interest.
- Developing necessary attitude to withstand difficult situations.

Thus citizen centric governance will come if these ideals are followed and code of ethics is needed for it. 2nd ARC has made a start by recommending it.

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

→ Cognitive dissonance is a way in which attitude and behaviour of a person is shaped. It is a method, approach to guide one's attitude and generate necessary attitude in people.

→ Influence on attitude/behaviour:

1. Cognitive dissonance helps to develop our degree of preference to a particular thing, activity, object.

ex → cognitive dissonance suggests that attitude of disrespecting elders is wrong.

2. It has a utilitarian and ego-defence function.

ex → having an ego of being

most intelligent, knowledgeable etc.

3. Cognitive dissonance influence
our social behaviour
ex → attitude towards
women, disabled, senior
citizens, etc.

4. It has knowledge function
to make us know about
fellow ^{human} beings in society.

We can take example of
Swachh Bharat Abhiyan.

Here cognitive dissonance
shapes attitude towards
using toilets and hence people
do not use it.

Also, in Beti Bachao Beti
Padhao, patriarchal mindset
of cognitive dissonance
impact girl child's attitude.

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)

→ Amartya Sen has given his 'capability approach' to give his theory of equality. Before him, it was suggested that equality of resources was sufficient.

But Sen argued that with resources, people should also have capability. He gave example of two children having bicycle. One knows how to ride it and other do not. Thus he argue that both have equal resources but not equal capability.

Capability approach thus focuses on capacity of being and being able to do a particular thing. Sen further suggested

that poverty is not just the absence of resources but presence of deprivation.

This approach has significance because it understands diversity of society.

For instance, poor girl and poor male child have different problems. Female child is more deprived than male though both are poor.

It can be used to make pro-poor development strategy by raising capacity of people ex → giving skills to youth rather than subsidies and freebies.

It also ensures that diversity of various groups is incorporated in growth process.

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 is guided by national interests. Every nation aims to protect its own interest at global forum.

Despite this they do commit to universal values ex → values of equality, non-discrimination, human rights, mutual respect, non-interference, etc. But they are breached more than followed:

→ China not following verdicts on South China Sea.

→ N. Korea developing nuclear weapons

→ Western nations interfering in Iraq, Libya, etc.

→ Nuclear proliferation.

↳ State sponsor of terrorism
↳ committing atrocities ex →
those by Israel on Arabs.

Despite this fact, values are essential in foreign policy. In present times, no country can deal with climate change, terrorism, etc. on its own. They need to coordinate and respect international treaties, conventions, etc. ex → nations cannot use nuclear weapons that can destroy entire humanity.

Thus values continue to be important as world gets more inter-connected by globalisation.

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)

→ Ethics involve many approaches and famous ones are:

↳ Utilitarian approach of Bentham that focus on results. It suggests maximum happiness to maximum number of people.

↳ Kantian approach that focus on means and human dignity.

Both of them can be yardstick of ethics. ex → maximum happiness for maximum people ensure equality of welfare. Also, recognizing correct means is crucial ex → one cannot become rich by criminal

activities.

→ Indian bureaucracy:

In India, ends based approach has benefitted citizens ex → various welfare schemes like MGNREGA, National Food Security Act has led to citizen welfare.

However, correct means are also important ex → India went for democratic ways of welfare than socialist model of strong state and absolute obedience. Lack of this led to Naxalism and inequality in some parts of country.

Gandhiji asked for purity of means and ends. In current times, right means to get maximum welfare are needed.

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)

→ Organic donation is a noble exercise and needs immense courage. It shows generosity of donor to his fellow human beings.

→ Ethical principles:

1. Empathy and compassion to those ~~giving~~ receiving organs.
2. Honesty towards those who are giving it and ensuring needy donor gets organ.
3. Equality i.e. not prioritising rich over poor patient.
4. Objectivity i.e. taking decisions only on facts and needs and not by any conflict of interest.
5. Dedication to go to last mile

in making organ donation exercise successful.

→ Importance of regulation for organ transplant programme:

1. It ensures needy patients get organs ex → recently in Tamil Nadu cases of prioritising rich over poor patients were found.
2. Checks misuse of organs ex → trafficking to other countries.
3. Sets uniform standards to be applicable to all.
4. Create atmosphere that encourage many to come and donate organs.

Thus proper regulations and ethical principles will make this exercise a success.

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)

→ Leak of information has become a global concern with rise of digital technologies. Leaks can be seen both as a way of deepening of democracy or an assault on democratic principles.

→ Merit of leak as part of democracy:

- It affirms freedom of speech and expression under Article 19(1)(a) of Constitution.
- In democracy, actual power lies with people and hence people should know everything about government.
- In past, leaks have exposed many high profile corruption

cases ex → Adarsh housing scam.

- Leaks provide opportunity for whistleblower and honest officials to use it as a last resort.

→ Merits of leak as affront to ~~to~~ of democracy:

- In democracy, certain rules and regulations have to be followed.
- Leaks with malafide intention can defame a person that is against democratic ideals.

- In democracy, no need to leak as mechanisms like RTI are available.

- It may impact nation's security ex → leakage of sensitive defence information.

Hence leaks should be last and not 1st option. RTI, Citizen Charters, etc. have to be used first

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)

→ Facts about case :

I am young IAS posted in subdivision where industrial development is lagging. Government is planning to build thermal plant that has led to rise in prices as well as protests over land acquisition. A local politician and member of state cabinet is found to be involved

in benami deals.

→ Stakeholders:

1. I, as IAS officer having responsibility to ensure proper land acquisition and development.
2. The local people who fear land acquisition.
3. Local politician who has misused his authority.
4. Government that aims to bring development to backward region.
5. Society as in the case subversion of law is happening and its repercussions will be faced by all.

(a) → Ethical issues as officer:

In this case, I have to ensure proper acquisition and payment of compensation. This brings following ethical dilemmas

1. I share cordial ties with local politician and any action

against him can disrupt this relationship.

2. But I cannot compromise professional ethics and my duties to favour the politician.

3. Further, any punitive action against him has potential law and order disruption problem as he has strong influence in region.

4. I have to show empathy to displaced population and see that their land is not acquired by force and power.

(b) → Seeing benami transactions, land sale could be stopped.

But it has following tensions:

1. The industrial development and creation of thermal power plant may get impacted.

2. Local population may protest due to rising state incapacity and can lead to violence.

3. Genuine bidders who have put their money to purchase land may be at loss.

Thus here blanket land sale freeze may not work.

c) → Course of action I will take:

Here, I may completely turn blind eye to what is happening. But that is being dishonest and showing utter disregard to code of conduct.

Also, an extreme action of land sale freeze may only be counterproductive.

Thus I will take following action:

1. Investigate the people who have purchased the land and find all benami properties.
2. Ask for sale of these properties again using transparent process and

proper monitoring.

3. Inform local politician and make it clear to him that what he is doing is wrong.
4. Give necessary compensation under relevant acts and rules.

This action will check any violence. It also will ensure proper compensation. The local politician will not flare issue.

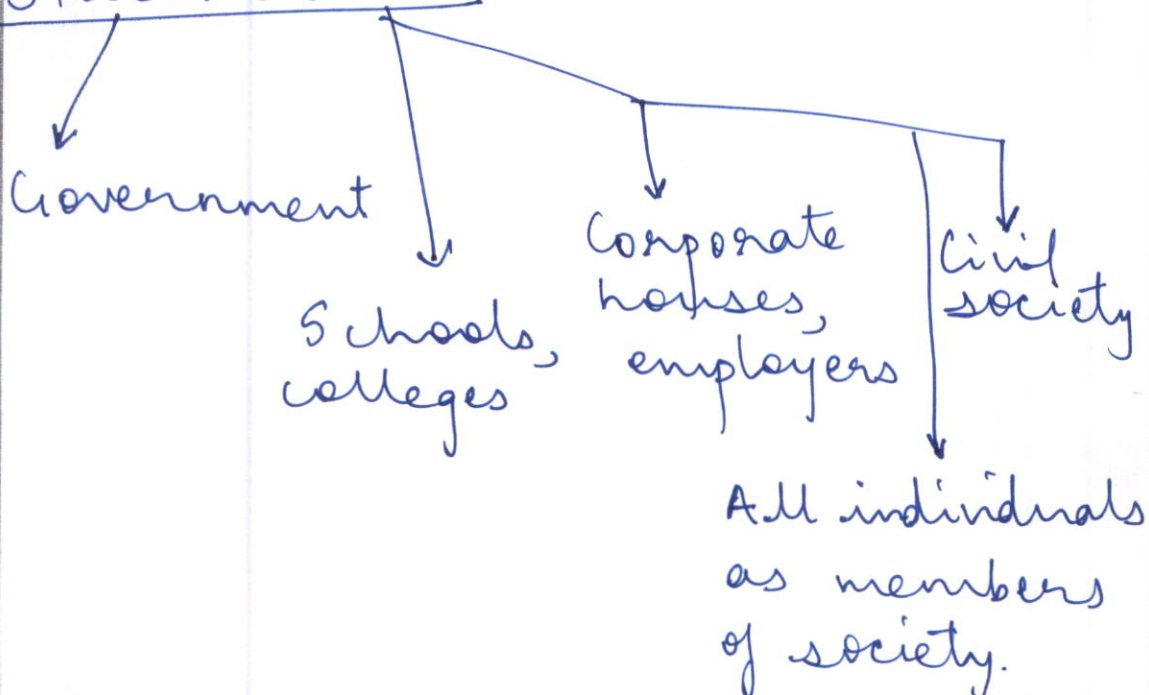
10. According to the WHO suicide is the second leading cause of death in the age group of 15-29 years globally. In India also, instances of young people committing suicide have been reported widely in recent times. It is all the more disturbing that such a phenomenon is increasingly visible in urban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

→ Suicides have emerged as a leading cause of death particularly among adolescents and working professionals. Not only poor, even the rich and prosperous sections of society are performing suicides.

Stakeholders



(a) Reasons for taking such steps:

1. Stress due to examination and professional life.

2. Constant need to upgrade oneself to stay relevant in today's highly competitive world.

3. Women → they face special psychological strain to manage their household as well as professional life.

• Also some women are exploited at workplace and face harassment at home leading to suicides.

4. Farmers → their rising debt, challenges in raising farm productivity and trap of moneylenders force them towards suicides.

5. Urbanisation →

• There is rising individualism and consumption led mentality.

◦ In cities, people are under more strain and lack of physical exercise aggravate the challenge.

6. Technology →

- It has taught people new ways of suicides ~~through~~ through games and shows.
- For instance, recent video games forced many in trap of suicides.

(b) → All stakeholders should collectively address this issue:

→ Individual level:

1. Mentoring those who are psychologically disturbed.
2. Being a role model of living a healthy life.
3. Being open to diversity and show empathy, compassion to those in need.

4. Joining civil society and pressure groups as well as work with government on issue.

→ Societal level:

1. Society should accept failures of people in their endeavours.
2. They should provide helping hand to such people, keep eye on mental disorders and coordinate with government.

→ Governmental level:

1. Create more awareness among students, professionals.
2. Building more mentoring centres to those in distress.
3. Introducing in school curriculum practices and lessons of great personalities that dealt with stress.

Thus a combined action at all levels can check this menace.

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)

→ Facts of case:

→ As District Magistrate (DM), I am posted in area where excess agriculture production has reduced prices.

→ Opposition mobilised farmers that led to violence, police firing and killing of two people.

→ This flared violence and I was also attacked.

→ Roads, railways have been blocked by protesters.

→ Stakeholders:

1. I, as DM who has to maintain

law and order in area.

2. The farmers who are protesting due to fall in prices.

3. Opposition that are flaring issue with complete disregard to ethics in politics.

4. The other members of society that have seen disruption due to blockage of road, rail.

5. The two people and their ^{grieving} family who got killed in this violence.

6. Government as its repercussions can be found in all other parts.

→ Ethical dilemmas:

The farmers are genuinely protesting due to their grievance of rising prices. But other groups have taken undue advantage of it.

Any coercive action can potentially create more violence.

ca) → Key concerns that need to be addressed on priority:

1. Checking violence and activities of anti-social groups.
2. Removing the blockage of roads and railways that has disrupted normal life.
3. Alleviating farmers' plight by assuring them about fall in prices.
4. Coordinating with political parties to ensure their cooperation in process.

cb) → Steps to address them:

In this case, following public service values are crucial:

- Empathy and compassion to two people killed and farmers.
- Tolerance and fortitude.
- Dedication and spirit of service.

Keeping these in mind, I will take following steps:

1. I will call leaders of farmers' groups and assure them that their grievances will be addressed.
2. I will also ask them to stop violence.
3. A crackdown on those that are fuelling violence will be done.
4. If needed, I will also use preventive detention laws.
5. I will call meeting of leaders of political parties and request to cooperate.
6. Media will be sensitised and NGOs will be used to ventilate grievances.
7. Additionally forces will be kept on standby.
8. Compensation to families of those who have lost life.

This can resolve issue peacefully.

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:

- Bring out the ethical issues in the case above.
- 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.
- Suggest institutional reforms that can result in non-punishment of honest feedback.

(20)

→ The case :

I am Branch Manager in Public Sector Bank facing high NPAs. My career prospect depends on bank's performance. A high target of loan is assigned to me and recently I rejected a loan application. But another manager calls and suggests person asking for loan is close to finance ministry.

→ Stakeholders :

1. I, as branch manager that

- Was to see continuous progress of my bank battling NPAs.
2. The Regional Manager who is also concerned with bank's progress.
 3. The bank itself that is passing through tough times.
 4. Government that wants their public banks to function well.
 5. Society as whole as problems in banking sector impact everyone in society.

(a) → Ethical issues :

1. I have to consider personal ethics → progress of myself in bank that ultimately benefits my family.
2. However, even professional ethics are must → giving loan only to those who can pay back.
3. Non-giving of loans can impact

my colleagues and all those involved in approval process.

4. But in long run bank may face consequences of such misadventure.

5. I will be personally blamed for giving approval.

(b) → Consequences of agreeing senior's demands:

→ Meritorious consequences:

1. Bank will benefit if loan is given and interest rates are payed by person.

2. NPAs of banks may come down.

3. Entire economy benefits due to more investments.

4. Government is relieved of taking care of losses of public banks.

5. I and my colleagues in approval chain will be praised.

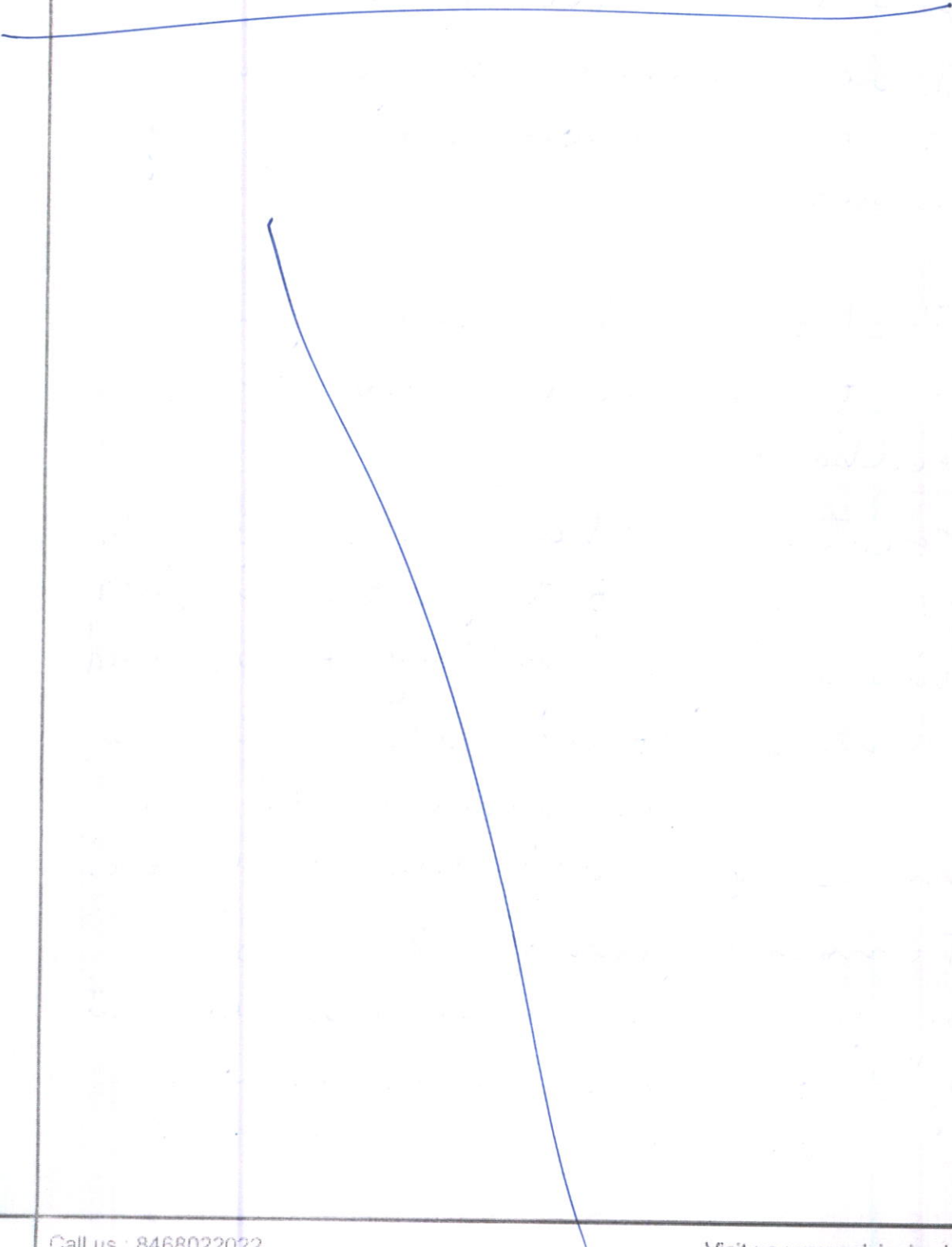
→ Non-meritorious consequences:

1. Bank suffers if loan defaults.
2. Government faces challenge of resolving NPAs.
3. Economic slowdown.
4. I do not show professional ethics by simply abiding my senior.

(c) → Institutional reforms for non-punishment of honest feedback:

1. Creating mechanism by which person can put forth his/her views before getting prosecuted.
2. Creating appropriate channels like regular meetings to see honest feedback can be given.
3. Removing fear of CBI, LVC, etc. by first in-house management of dispute and investigation.

This can thus ensure
honest feedback and healthy
functioning of organization.



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)

→ Facts about case :

1. I am chairperson of State Public Service Commission (SPSC).

I come to know rampant cheating involving an exam where my own daughter is a candidate.

2. Any decision of SPSC is going to impact career of many aspirants.

(a) → Stakeholders :

1. I, as SPSC chairman who has duty under Constitution to conduct free, fair examinations.

2. The aspirants who have put

all their efforts in clearing exam.

3. The Government that needs officials but also seeing that they are meritorious.

4. Society as complete because these future officials are going to implement various government policies.

Ethical dilemma :

- As SPSC, I need to take decision seeing my constitutional duty.
- I am also a father and her personal ethics come to ensure my daughter's bright future.
- I have to adhere by Article 16 of Constitution that provide for equality in matters of public employment.

(b) → Options available :

① Let recruitment happen and take no action against wrongdoings:

The Government will be able to fill necessary vacancies. My daughter may also clear exam. However, even if one wrong candidate make into list, entire administration will suffer. It also violates Article 14, 16 of Constitution and ideals of Preamble. I am abducting my duties.

② Take stern action against mass cheating:

This ensures fair recruitment. I fulfill my role as SPSC Chairman. But process is time-consuming. Also many candidates will have to reappear facing similar trauma again. SPSC will be criticized.

In this case, my choice will be:

1. Finding exam centres where mass cheating happened.
2. See gravity of cheating and impact on examination.
3. If possible, take re-exam only ~~where~~ in those papers where cheating happened.
4. Punish those involved in cheating including suspension from future exams.

This acts as deterrent. Candidates may have to take exam again but it is better for their future. Delay in process can be reduced by faster conduct of exams.

→ Measures to prevent such incidents:

1. Seeing that exam papers

- are properly sealed and designate officials for them.
2. Using technology to monitor their flow.
 3. Ask candidates to be honest and severely punish dishonest.
 4. Create special teams for inspecting exam.

This can avert mass cheating incidents.

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)

→ The case:

On a toll booth, certain men have started hooliganism as local politician was asked to pay ~~tax~~ toll. They argue that toll is too high and are warning others not to pay it. No one is coming out of car and I am also waiting in my car.

→ Stakeholders:

1. I, as citizen and user of road has to see that no violence happens.

2. The local politician and his men who are flaring issue and resorting to hoodliganism.
3. The other people in car and in general society as whole that gets impacted by violence.
4. The toll operator who wants to get return on his investment of making road.
5. Government that should regulate toll prices.

(a) → Ethical issues :

1. Here local politician and his people are not showing political ethics. They are simply doing violence for personal pride of power.
2. In this process, the general public is suffering.
3. Further, any stop of flow of traffic will impact movement

of goods and people that is against principles of non-violence, showing brotherhood to fellow beings.

(b) → Reason for this hoodliganism:

1. The presence of huge influence of local politician in their region.
2. Lack of employment to youth who use this as means to show their frustration.
3. Failure of administration and governance to regulate this violent behaviour.
4. Lack of moral education among people.
5. Rise in social media that promote mobilisation instantly.
6. Indifference of general citizenry to this violence.

(c) → Course of action :

I can sit in my car and may also escape paying toll.

But that means I am indirectly supporting this act. Hence I will do following :

1. Come out of car and have dialogue with local youths.
2. Convince them that this is not correct way and it is affecting other commuters.
3. Ask them to resolve matter and go away peacefully.
4. Convince local politician to pay toll and then pitch for matter ~~later~~ later.

Reasons →

1. Checks vandalism.
2. Other passengers of road do not suffer.
3. Toll operator can operate and may reduce price of toll in future.

Thus it appears as most
appropriate in situation
concerned.