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GENERAL STUDIES (TEST CODE : 1073)

Name of Candidate	SHUBHANK MISHRA		
Medium Eng./Hindi	ENGLISH	Registration Number	40764
Center	VISION	Date	10/09/10

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other 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।

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

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.

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 से विचार करते हुए एक वैश्विक परिघटना के रूप में हालिया शरणार्थी संकट और आप्रवासन में समाविष्ट नैतिक मुद्दों पर चर्चा कीजिए।

Recent refugee crisis in west
of yemen crisis and south Sudan
entering into Hungry and Rohingya
persecution in Myanmar leading
to migration in Bangladesh.

Ethical Issues

Balancing globalization with local
and regional development.

Unethical globalization - benefiting
only a section of population and
leading to regional dev. only creating
islands of prosperity in oceans

of poverty.

— Whereas skilled population and white collar employees are welcomed, poor people has no place to go.

— Treat world as a whole i.e. "Vasudeiva Kutumbakam" ^{family}, So everybody should act equally to resolve crisis,

putting burden of immigrants on same nation is unethical.

eg. building Mexico wall in USA.

Returning migrants from hungry.

— Countries have to maintain the rights of citizen balanced with human rights of aliens.

Proper refugee policy should be made to address issue at global level.

1. (b) Corruption distorts not only functioning of the Government in India but business and corporate activities as well. Explain and discuss how the state can effectively deal with deficit of ethics in the private sector. (10)

भ्रष्टाचार न केवल भारत में सरकार की कार्यप्रणाली अपितु कारोबार एवं कॉर्पोरेट गतिविधियों को भी विकृत करता है। व्याख्या करते हुए चर्चा कीजिए कि राज्य निजी क्षेत्र में नैतिकता की कमी से किस प्रकार प्रभावी रूप से निपट सकता है।

Harshad Mehta Scam in 1993

distorted not only government function
but also "stigmatised capitalism" and
reduced trust on stock markets.

Solusive corruption makes corruption
as oil and grease, for doing even
legitimate activities often corruption
is required.

eg. requirement of electricity
permission by corporates delays

due to corruption inside government.

Business and corporates also indulge
in political funding and thus controlling

the govt functioning leading to
Corruption, rent seeking and
nepotism:

Crony capitalism, criminal-
politics nexus are results of
such corruption in private sector.

Steps → good education-value system

- first government should maintain
corruption free govt inside.
- Remove govt. - private sector
human interaction → e-governance
- Remove red tapism and promote
ease of doing business.
- Promote Corporate governance
- Implement Companies Act, 2013
- Promote environmental ethics.
- Promote healthy competition

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।

"मौनःतब कायरता बन जाता है जब परिस्थिति की मांग पूरा सच बता देने और उसी अनुसार कार्य करने की होती है" - महात्मा गांधी।

Not speaking anything is
also an act. P.V. Narsimha Rao
in Babri Masjid demolition case did
not take any decision, such silence
caused the communal upheaval.

Speaking whole truth is
very important when occasion
demand. Obfuscating the truth, telling
half truth is nothing but equals
an act of lying.

Silent Bystander culture

is not appreciable.

In case of corruption in front of eyes if somebody keeps mum and not oppose, it's an act of cowardice.

Rather one should become eye witness, tell complete truth and even complain proactively and thus Acting accordingly.
(Acting acc. to trust)
Whistleblowing when observing an act of corruption and unethical behaviour, is as unimportant as not performing corrupt Act. Silence in such case amounts to cowardice.

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 Vivekanand said that Service to mankind is service to god. We should embrace everybody and not indulge in conflict.

Tolerance is about accepting and accomodating actions and ideas of somebody even when our original understanding differs.

"Anekantvada" and "Syadvada"

philosophy of jainism promotes tolerance because the reality can be perceived in diff.

way and all can be true at same time.

We should tolerate ideas of all religions and follow spirit of 'Sarvadharmā Sambhāv'.

Akbar not only tolerated all religions but embraced them through discussion in Ibadat Khana he promoted mix of all religions 'Sulh'-i-Kul'.

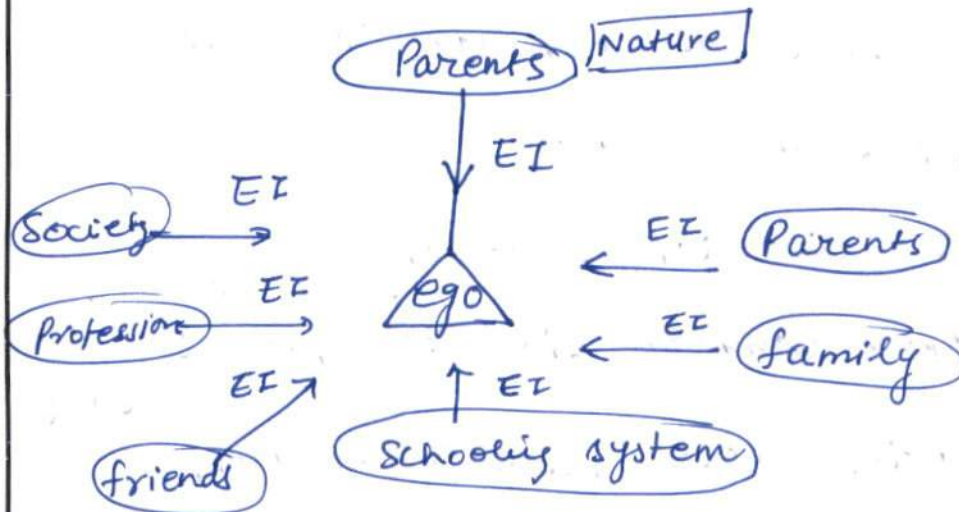
We should tolerate values, cultures (adopting culture relativism), ideas, cuisines, habits of others.

Tolerance is the ultimate value for peaceful mutual co-existence.

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 परिवेश 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 is inherited through parents and learned through surrounding of family, school, work, society etc.



⇒ ego = actor

If parents have emotional intelligence, chances of ward getting EI is high because transferred through biological process.

otherwise, understanding emotions of self and others and regulating them (EI) can be learnt

eg. Teachers dealing with students with love sometimes and with punishment some other time teaches us that we can intelligently use both methods for regulating emotions of others.

EI in civil servants regular.

- Proper comprehensive EI training module
- Movies like Taare Zameen Par, Hitchki
- Promoting yoga and meditation tech
- More grass root visits and meeting people.
- Inculcating habit of listening before reacting.
- Various group tasks

3. (b) What do you understand by Probity in Governance? Examine whether the recent amendments to Prevention of Corruption Act and the proposed ones in Whistleblower Protection Act undermine it. (10)

शासन व्यवस्था में ईमानदारी (प्रोबिटी) से आप क्या समझते हैं? परीक्षण कीजिए कि क्या हाल ही में भ्रष्टाचार निवारण अधिनियम में किए गए संशोधन एवं व्हिसल ब्लोअर संरक्षण अधिनियम में प्रस्तावित संशोधन इसे कमजोर करते हैं?

Probity in governance means

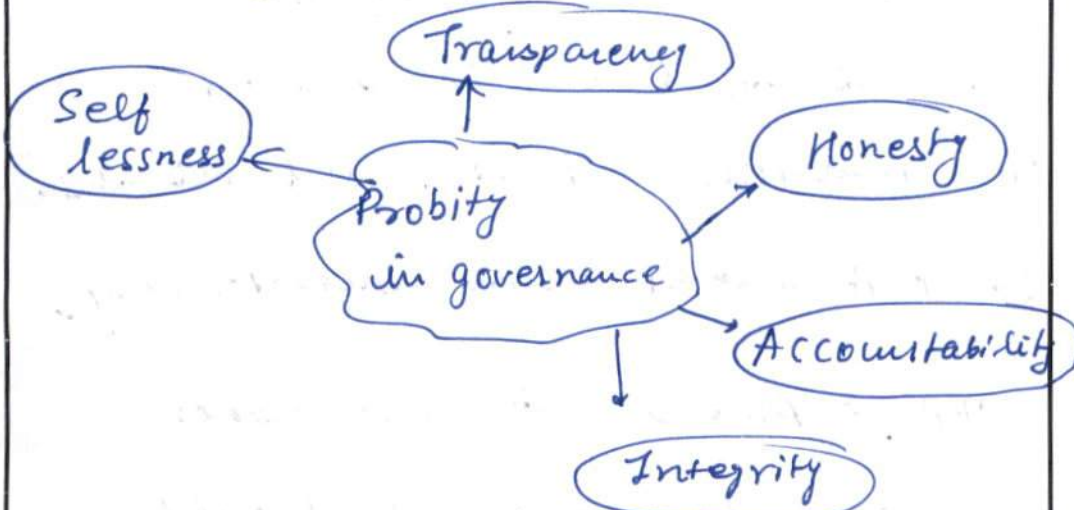
acting with integrity i.e.

coherence in mind (thoughts),

soul (belief) and body (action)

in all time across all situations

involving governance tasks.



Recent PCA Amendment act provides for permission of senior officers

before starting the investigation and also includes the bribe gives under fold of law, it is also necessary to prove intention of corruption → these provisions weaken probity because investigation will be delayed and proving intentions is a difficult task.

The act of misjudgement and mistake should be balanced with malafide intention and misconduct so PCA should make adequate changes.

WPA → Amendment act makes the information revealed should not be covered under Official Secrets Act → This will deter whistleblowing

4. (a) Ensuring that civil service values are recognised during the recruitment process and ensured through a code of ethics after appointment is a necessary condition of making the civil services an effective instrument of citizen centric governance. Comment. 10

भर्ती प्रक्रिया के दौरान सिविल सेवा के मूल्यों को प्राथमिकता दिया जाना और नियुक्ति के उपरांत नीतिपरक आचार संहिता के माध्यम से उन्हें सुनिश्चित करना, सिविल सेवाओं को नागरिक केंद्रित शासन का एक प्रभावी साधन बनाने हेतु एक आवश्यक शर्त है। टिप्पणी कीजिए।

Ethics paper and rigorous
interview process are a good step
in judging the ethical framework
to an extent.

However, recent case of
already selected IPS cheating in
CSE(Mais), 2017 proves that judgement
of character is difficult at recruitment

So further regular training
and elaborate code of ethics
can cause a civil servant

to become more service oriented
Code of ethics will help
in following due course of
action and resolving dilemmas
while dealing with public.

Since civil services is
public facing job, strong
code of ethics will give
adequate uniformity along
with already checked physical
framework during recruitment
and training will help in
resolving one-off deviant cases
doing proper justice to citizen

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

संज्ञानात्मक विसंवादिता या विसंगति (cognitive dissonance) से आप क्या समझते हैं? उदाहरण प्रस्तुत करते हुए, चर्चा कीजिए कि यह किसी व्यक्ति के व्यवहार एवं अभिवृत्ति को किस प्रकार प्रभावित करती है।

Whenever a decision has to be made between two competitive good choices or two competitive bad choices → cognitive dissonance occurs. Also when we are forced to take some decision or action which does not comply with our own accumulated values, we face cognitive dissonance.

(eg.) After criminal encounter one might face cognitive

dissonance because personally
one is against killing but duty
bounds him/her to do so.

Influence on One's Behavior

- Self doubts
eg. buckling under senior's pressure
to allow some undesirable
activity.
- Sleepless nights and irritable behavior
eg. on an encounter one's
conscience might be shaken.
- Attitude influence - one might
become more trained to take
some hard decisions or may evade
the decision making roles.
- Depression, frustrations also are
outcomes.

5. (a) What do you understand by Amartya Sen's 'capability approach'? Analyse its significance in understanding social realities and in making a pro poor development strategy. (10)

अमर्त्य सेन के 'क्षमता दृष्टिकोण' से आप क्या समझते हैं? सामाजिक वास्तविकताओं को समझने और निर्धन-उन्मुख विकास रणनीति बनाने में इसके महत्व का विश्लेषण कीजिए।

Amartya Sen and Jean
Dreze proposed capability
approach according to which
people should be provided
all the avenues to realise
their capabilities.

only when such opportunity
to realise capability is provided,
one is free of poverty.

Understanding social realities

Eg: If a rural farmer is rich
but electricity is absent and

his kids are not able to
study in night and he is
not able to run any business
during night time, acc to Sew's
defn., he is poor because he
is capable of achieving much
more but does not have opportunity

Pro-poor development strategy

- Provide total opportunities to all,
- Health, education, skill are
imp. to increase capability.
- Capabilities and potential should
be harnessed → women empowerment
- Bottom-up development approach
and not growth (Trickle down app)

5. (b) While in principle most nations claim commitment to universal values, in practice these values are honoured more in breach than in the observance. In context of this statement, comment on the relevance of values in foreign policy. (10)

यद्यपि सैद्धांतिक रूप में अधिकतर राष्ट्र सार्वभौमिक मूल्यों के प्रति वचनबद्धता का दावा करते हैं, लेकिन व्यवहार में इन मूल्यों का उल्लंघन अधिक और अनुपालन कम किया जाता है। इस कथन के संदर्भ में, विदेश नीति में मूल्यों की प्रासंगिकता पर टिप्पणी कीजिए।

Most nations claim of
Commitment to universal values
of peace, human rights,
disarmament, respecting sovereignty
of others, promoting socio-economic
welfare of all, environmental
sustainability but they do
not follow them in spirit.

[eg.] UN declares peace but

→ UNSC members indulge in arms
race and militarisation

→ Pakistan promoting terrorism.

Paris Climate Deal - for fight against

Climate change but USA withdraws
from deal.

Relevance of these values
in foreign policy

- If all countries include
common values, every nation
will live in harmony,
- India follows many universal
values in foreign policy -
Truth and Justice for All → NAM
Peaceful co-existence, peace - Panchsheel
Respecting sovereignty - Anjral doctrine.
foreign relations are driven
by economic & strategic interests
but values should always be adhered.

6. While some ethical approaches consider an action to be ethical based on results, other focus on means. Taking the example of Indian bureaucracy compare and examine how these approaches have played out for the benefit of citizens. (10)

जहाँ कुछ नैतिक दृष्टिकोण किसी कार्यवाही को उसके परिणामों के आधार पर नैतिक मानते हैं, वहीं दूसरे विचारक साधनों पर ध्यान केन्द्रित करते हैं। भारतीय नौकरशाही का उदाहरण प्रस्तुत करते हुए तुलनात्मक परीक्षण कीजिए कि इन दृष्टिकोणों ने नागरिकों को लाभान्वित करने में किस प्रकार अपनी भूमिका का निर्वाह किया है।

Teleological approach follows

both means and ends to be

ethical while deontological only

focuses on results. Gandhi
supported ends as well as means.

Example of Indian Bureaucracy

→ If schemes are implemented
on ground but proper
participative approach and
local concerns are not taken
care ⇒ end is good but
means are not.

→ This approach has not benefitted and led to many andolans like Narmada Bachao Andolan, Steel gloves protest in Bangalore.

→ Only when growth approach is followed then development gets left behind → leads to non-inclusive development.

→ When a law is implemented with justified means → it becomes successful → ends also good.
eg. RTI Act

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।

Ethical Principles —

— informed consent should be taken.

— Proper awareness about repercussions and inform family members also.

— Cultural and religious beliefs come in conflict of organ donation → to remove perceptions and dogmas.

Allocation

- Technology should be used.
- Reduce human discretion.
- No rural-urban divide.
- No rich-poor divide.
- Money, muscle power and political intervention should not guide allocation.

Importance of Regulation

- fair chance to all.
- quick delivery of organ traffic regulation - creating green corridor
- Justice to all stakeholders.

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

Leaks are not affront
to democracy as sometimes
information is to be
revealed to do proper
justice in some situation.

→ Whistleblower should
not be stopped using
Reason of official secrets
Act and official evidence

Act.

- Whistleblowing strengthens democracy.
- reduces corruption
- bring probly.

Although critical info
of national security and
strategic importance
should be saved along
with personal data because
Right to Privacy is FR.

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 सब-डिवीज़न में पदस्थापित किया गया है जो औद्योगिक विकास की दृष्टि से पिछड़ा हुआ है। इस क्षेत्र में खनिज के विशाल भंडार हैं और पर्याप्त संख्या में जनजातीय जनसंख्या निवास करती है। सरकार ने एक बड़े थर्मल 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 अशांति व्याप्त होने की स्थिति पायी गयी है। रिकॉर्ड्स (अभिलेखों) की नियमित जाँच के दौरान आपको ज्ञात होता है कि हाल के वर्षों में स्थानीय राजनेता के परिवार से संबद्ध लोगों द्वारा बड़ी मात्रा में भूमि की खरीद की गई है, और वह राजनेता राज्य मंत्रिपरिषद का सदस्य भी है। आपको यह भी ज्ञात होता है कि इनमें से अधिकतर भूमि प्रस्तावित औद्योगिक क्षेत्र के आस-पास हैं। इसके अतिरिक्त, आपका एक कर्मचारी आपको यह सूचना देता है कि उक्त परिवार द्वारा अपने वाहन चालकों, सफाई कर्मचारियों और साथ ही घरेलू सहायकों के नाम पर भी जमीनें खरीदी गयी हैं। आपको अनुभव होता है कि नीतिगत निर्णय से अवगत होने के कारण राजनेता की इन खरीदों में भूमिका रही है। संयोग से राजनेता के साथ आपके संबंध सौहार्दपूर्ण रहे हैं और वह क्षेत्र में लोकप्रिय भी है।

(a) भूमि अधिग्रहण एवं अधिग्रहित भूमि हेतु क्षतिपूर्ति के भुगतान के लिए जिम्मेदार अधिकारी के रूप में, दी गई परिस्थिति में आप कौन-से नैतिक मुद्दों का सामना करेंगे?

(b) इन बेनामी भूमि अंतरणों को ध्यान में रखते हुए क्षेत्र में भूमि की बिक्री पर रोक लगाए जाने के सुझाव पर आपकी प्रतिक्रिया क्या होगी?

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

Answers - A

As SDM of sub-division my responsibility is to ensure proper inclusive development of region without any corruption and land grabbing.

Ethical Issues

- Balance industrial development without affection regional human development and interest.
- Reporting of possible case of corruption by local politician.
- Jeopardising career, prospects and relations

young officers, taking any action
against interest of politician,
who is also member of state cabinet.

Answer - B

freeze on land sale area
will cause delays in development
prospects of the region. Rather
sale of the land should be
continued and market forces of
demand, supply and prices should
be let on.

Rather properly implementing
Benami Transaction Act for acquisition
of property and clearly identifying

such cases, a report should be made and sent to senior officer up in hierarchy i.e. DM of district, Background check of the purchaser should be done and freeze the transaction of property for some period

I will try to establish the connection of property acquisition pattern and particular personalities involved in this act

Answer (C)

Course of action →

Industrial development plan revised to avoid displacement of tribals.



If some tribals are displaced, make sure long term rehabilitation planning with adequate compensation and jobs assurance in industry so that fruits of development accrue to everybody



Utilize corporate social responsibility for further development of region.



Environmental Impact and Social Impact assessment for addressing local concerns.



Tackle politicians case → Convincing for
forfeit of such property → preparing
sending report to senior → disclosing
the case to audit officers → Benami
Transaction act → going to media as last
resort.

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)

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

(a) लोगों को आत्महत्या जैसे कठोर कदम उठाने के प्रति सुभेद्य बनाने वाले कारण क्या हैं?

(b) साथ ही, चर्चा कीजिए कि व्यक्तिगत रूप से आप, समाज और सरकार इस समस्या का समाधान करने में किस प्रकार भूमिका निभा सकते हैं।

Answer (A)

Reasons for increasing vulnerability

→ Reducing Parent and Children Communication

due to job pressure, urbanization,

both parents involved in job outside home,

→ Social Media and alternate entertainment option - engagement has decreased,

homely activities have subsided.

→ Breaking of joint family system is

no proper support of grand parents and
uncle and aunts.

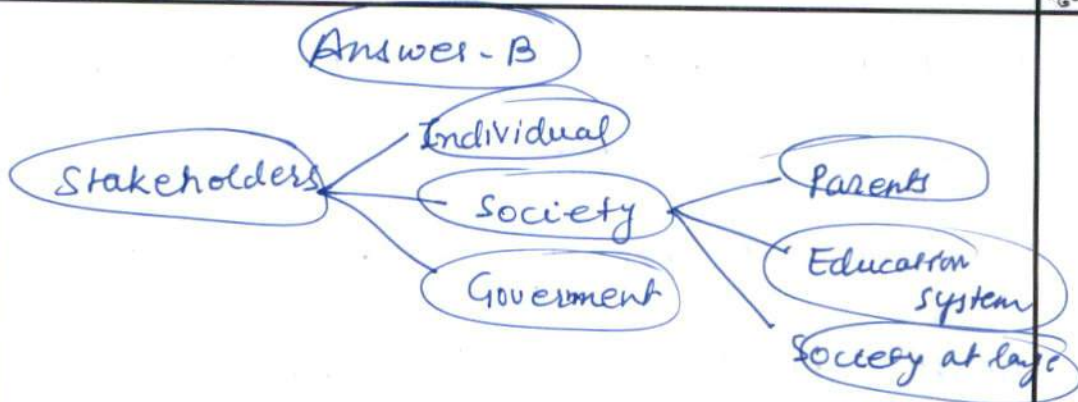
- Performance Pressure on children and
youth for higher studies, employment
opportunities. eg. ① In Kota, multiple
suicide cases under peer pressure.
② IIT-Kanpur cases of suicides.

- Online gaming - "Blue Whale" game
led to suicide of many young
children. facebook is also causing
deprivation and frustration.

- Mental disorders have less acceptability
causing youth to give up on life.

- fragile marriages and broken love
relationships

- Problem of acceptability of others
Specialty in youth.



Individual Role

- Connecting psychologists and doctors with people needing assistance through
 - creating online platform (startup)
 - creating telephonic connect (Business venture)
- Increase awareness about importance of Pranayam and meditation
- Mentorship program in schools and colleges where 1 Senior
 - ↳ Juniors
 - ↳ Professors
 - ↳ Parents
 so that problem can be addressed wholistically. → Emotional Intelligence

Society Role

- Parents can talk more to children and youth, innovative methods like -
 - Sunday as holiday and outing
 - Disallow gadgets on dinner table.
 - Be a friend, not just a parent.

→ Education System

- Teachers engage with students.
- Observing behaviour, if erratic meet personally, inform parents.
- psycho-analysis and therapy for lonely kids

→ Society at large

- Acceptability of physical and mental disorders
- Reduce comparison of youth culture - judge on merit of unique person

Government

- Better Education, skill dev. system
- increase psychologists education avenues.
- Use role models like Deepika Padukone sharing story of her depression.
- Banning games like "Blue Whale".

→ Social media regulations.

Taking these steps the
children-youth suicide can
be curbed.

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

दी गई परिस्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

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

Answer (A)
As District Magistrate, first
concern is to maintain law
and order and see that
peaceful protests take place as
it is fundamental right of
farmers.

Key Concerns

- Managing huge violent mob
- Restoring law and order.
- Political parties should not inflame the protests.
- Death of 2 farmers is a huge loss, should not have happened.
- Unblocking of transportation medium important because this can hamper supply chain mechanism causing problem in economy.
- Use fire should not be used tear gas, rather water guns and para chilly bullets should be used.
- Address issue of falling market prices through all stakeholders

Approach. Use innovative technological methods to manage excess so that farmers get remunerative prices.

Answer - B

① → Managing Violent Mob - Since I myself injured, so get help of other officers likes SDMs and BDOs as well.

- Use emotional intelligence tool
 - divert attention of mob.
 - involve leader of protestors to pacify the mob.



② Restoring Law and Order

- Take help of neighbouring district police and central forces if nothing else works out. → Apply Section 144 if needed.
- Identify any mischief makers and deal with strong hand.

③ Stop Political Parties from unflaming

- Immediate communication with local leaders and local politicians to ask people to stand down
- Ask them to assure them that concerns can be addressed through democratic discussion process.



④ Death of farmers -

- Immediately remove bodies from spot and inform relatives.
- Ask police personnels not to fire in any case.
- use alternative methods like tear gases, water guns etc.
- fire below the knees as last resort



⑥ Issue of falling Market Prices

- Invite investments in the region through intervention of state govt in food processing sector
- Analyse the cropping patterns through help of technology and suggest crops via robust system on basis of demand.
- Implement e-nam and rural haats.

⑤ Unblocking transport system-

- Through all stakeholder approach try to convince mob about addressing concern through intervention of state govt.
- Use emotional intelligence to convince mob leader to remove people.

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 उस 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 जिसके वित्त मंत्रालय से घनिष्ठ संबंध हैं और इनकार करने पर अनुमोदन श्रृंखला 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 सहमत होने के परिणाम क्या होंगे। आकलन की कीजिए कि उनमें से कौन-से अनुकरणीय हैं और कौन-से नहीं।

(c) ऐसे संस्थागत सुधारों का सुझाव दीजिए जिससे ईमानदारी से दी गई प्रतिपुष्टि (फीडबैक) के लिए कोई सजा न भुगतनी पड़े।

Answer A

Ethical Issues

→ Whether to approve the loan or not.

→ Whether to buckle under senior management pressure and dereliction of duty of proper background check and due diligence is performing of task.

→ NPA is a bigger economic crisis so doing due diligence is very imp.

Answer B

Consequences If agree.

→ Loan will be passed and repaid in due time without becoming NPA.

- good for progress of economy
- Banks balance sheet will improve.

→ Loans passed but becomes NPA

- Bank balance sheet stressed.

- Audit report will point out lack of due diligence on my part
- Since this is an oral order, this can cause a case of corruption on myself.
- Overall bad for macroeconomy if such cases increase

Answer - C

Institutional Reform

- Increase the culture of written orders and written feedback comment, dissent notes.
- 360° appraisal process of any employee so that he does not

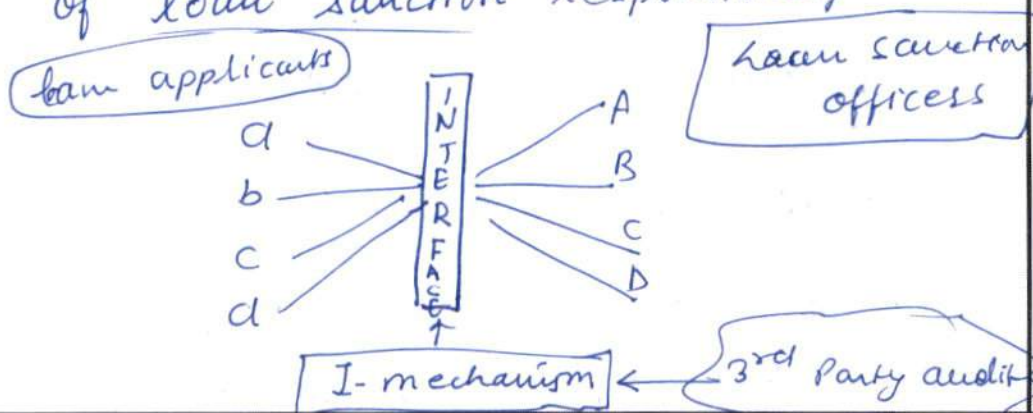
shy away from giving honest feedback.

→ 3rd party independent audit
for double check

→ Improvement in work culture
through rewarding honesty and
punishing dishonesty.

→ Provide more autonomy to PSB
so that independent decisions
and no political pressure.

→ Online mechanism of distribution
of loan sanction responsibility.



→ Higher management will not know who is handling case of 'd because I-mechanism maintains anonymity, system will maintain the final feedback and no one can change.

→ Year end review, if more loans of particular officers paid back, he/she should be incentivised.

→ I-mechanism will ensure non-punishment of honest feedback.

→ Since senior management has no control over cases, political intervention will become 0.

Technology provides us simple and effective mech, we should reduce

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 ज्ञात होता 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 आश्वस्त है, वह भी इन घटनाओं की पुष्टि करती है। हालांकि, वह स्वयं ऐसी किसी प्रकार की गतिविधि में संलग्न होने से इनकार करती है। आयोग 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।

Answers - (A)

Stakeholders

SPSC

- conduct of fair examination.
- equal opportunity of clearing exam to all.
- Saving the image of constitutional body
- Also minimise expenditure.

Me (Champion and father) -

- Meet above interests of
SPSC as institution (as chairman)
- Ensure bright and secure
future of daughter (as father)
- Follow justice approach for All.
(as a citizen)

My Daughter

- clearing the examination
with flying colors.
- Stand with justice for all

Other Exam aspirants

- clearing the exam through
fair process of selection

Answer - B

Multiple Options

Option 1 :- Do not cancel the exam.

demerit - It will be denial
of justice to aspirants.

Option 2 Cancel the exam for this
and enquiry on cheating year.

demerit :- → Will cause frustration
among unemployed youth

→ increase job vacancy hampering
govt. functioning.

- Prospects of daughter also weakened

- important 1 year of human resources
waste.

Option 3 Immediate committee on
finding out reasons for cheating and
reschedule the exam after 15 days.

- Will ensure that proper enquiry takes place.
- Root cause of problem and slippage addressed.
- Cheaters should be punished.
- Rescheduling will not hamper future and vacancies of jobs.
- If daughter clears exam without cheating, she can do it again so no issues on that front.
- Ensure such instances do not repeat in future.

Answer C

- Analyse the committee's report and himself become part of going deep

into problem.

- find out the weakest link in the whole exam conduct chain and address this.
- Record committee findings for future reference of future SPSC chairman.
- Proper training along with moral training for teachers, invigilators to stop cheating instances.
- Promote value of whistleblowing in daughter and standing for truth when it matters most.
- Suggest State govt. to introduce chapter on moral education to build moral framework of kids.

14. You are waiting in your car for your turn at a toll tax booth. You suddenly witness some men heckling and manhandling the toll booth operator and vandalising the property at the toll booth. They are accompanying a local politician who was passing through. Disgruntled with the fact that they were asked to pay the toll, they began to argue that the toll is too high and the public is being exploited by charging an unreasonable toll fee. At the same time they are also warning others against paying the toll fee. However, the other people around you are keeping with themselves, without anyone coming forward to intervene. While you also felt that the toll was quite high, you believe that this is not the right thing to do.

(a) Bring out the ethical issues in the case above.

(b) What accounts for such an overt display of hooliganism in our country.

(c) What is the course of action that you would take? Justify with appropriate reasons. (20)

आप अपनी कार में टोल टैक्स बूथ पर अपनी बारी की प्रतीक्षा कर रहे हैं। अचानक आप कुछ लोगों को टोल टैक्स बूथ के संचालक से उलझते और हाथापाई करते तथा टोल टैक्स बूथ पर संपत्ति को तहस-नहस करते हुए देखते हैं। वे, वहाँ से गुजर रहे एक स्थानीय राजनेता के साथ हैं। टोल टैक्स का भुगतान करने को कहे जाने से असंतुष्ट होकर उन्होंने यह तर्क देना आरम्भ कर दिया कि टोल टैक्स बहुत अधिक प्रभारित किया जा रहा है और ऐसा अनुचित टोल टैक्स प्रभारित कर जनता का शोषण किया जा रहा है। साथ ही वे अन्य लोगों को भी टोल टैक्स का भुगतान न करने की चेतावनी दे रहे हैं। लेकिन, आपके आसपास के अन्य लोग तटस्थ होकर देख रहे हैं और कोई भी हस्तक्षेप करने के लिए आगे नहीं आ रहा है। यद्यपि आप अनुभव करते हैं कि टोल टैक्स काफी अधिक है, फिर भी आपका मानना है कि इस प्रकार से प्रतिक्रिया करना उचित नहीं है।

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

(b) हमारे देश में गुंडागर्दी के ऐसे सार्वजनिक प्रदर्शन का कारण क्या है?

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

Answer (A)

Ethical issues -

Political representative is promoting violence and using muscle power which is against principles.

- Other people are standing as bystanders silently → wrong because this legitimise wrong act.
- Any knee-jerk reaction can cause harm to me but since vandalising property is not good and against fundamental duty of 5(A) so I should follow my duty to do something.
- Charging very high toll tax is unethical

[Answer-B]

overt display of hooliganism gets support from local goons and politicians case of Manav

Navmirman Sena (MNS) vandalising
toll booth, RSS representatives
breaking car in Mumbai are
some of the cases.

Reasons -

- Poor law and order vigilance.
- Poor enforcement of law.
- Weak social capital among people.
- No respect and concern for public property.
- Criminal-politicians nexus, also criminalisation of politics
- Not respecting constitutional ideals like peace, protection of public property etc.

- Silent - bystander attitude of large population.
- Corruption and police-criminal nexus, even police fearing local criminals in many cases.
- ~~eg~~ Answer (C)
- I will first of all make a 100 call to police station and describe the situation.
- Record the number plates of the vehicles of politicians and other making nuisance.
- Record and capture whole incidence on phone for evidence.
- Convince other people to not be

silent by stander and oppose
the hooligans in unison.

— Register the complain
peacefully to local politician
by going in a group.

— Also complain of such behavior
to bigger political leader of
same party.

— Pay the toll tax and wait
for police to assist.

— Contact toll owners and ask
to rationalise the toll price.

By taking proactive actions only
we can fulfill our fundamental
duties to nation.