

Section A

Ques 1

Part (a) :- Open government data (OGD) can be seen as a step towards greater transparency & accountability in india. In this context discuss the benefits of OGD & Challenges, which lie therein.

Ans

Data is the 'oil' of the digital age we are entering into.

It can be used for benefits of governance in various ways to improve transparency & accountability.

Benefits of Open government data :-

↳ OGD can be used as a tool for

Evidenced based policy making

↳ using ^{on my gov.in platform.} technologies like machine

learning & Artificial intelligence

research about status of governance

can be done. this will help in increasing Accountability

↳ It can be used by civil societies & citizens to question

the schemes of government.

↳ with OGD, the transparency in governance will lead to

increase in trust in citizens regarding government & administration.

↳ It also helps in saving time & increasing efficiency.

Challenges of OGD →

↳ As integration between different sets of data is poor, it does not give real picture of process.

↳ many activist use the data to harass officials. for example → RTI activism.

↳ Data of citizens may breach privacy & secrecy, if proper framework not designed

↳ unavailability of data in local language

↳ Digital literacy is poor.

↳ poor digital infrastructure etc

Although challenges exist, but in this digital age 'data' is boon for governance to increase transparency & accountability.

Part (b) "While Corruption is never good, not all forms of corruption are equally bad for economy, nor do they cause the same kind of harm" Critically analyze the statement in context of India.

Ans

Corruption is one of the evils of democracy in India.

→ It means illegal exchange of benefits between two or more parties for vested interests.

→ In India It is often said that corruption smoothens the administrative process which is very complex & old.

→ It is not good for economy & fair practices principles.

→ People say that corruption is not always bad for economy when it leads to development of business & income of everyone.

→ The utilitarian approach advocates the benefits of greatest

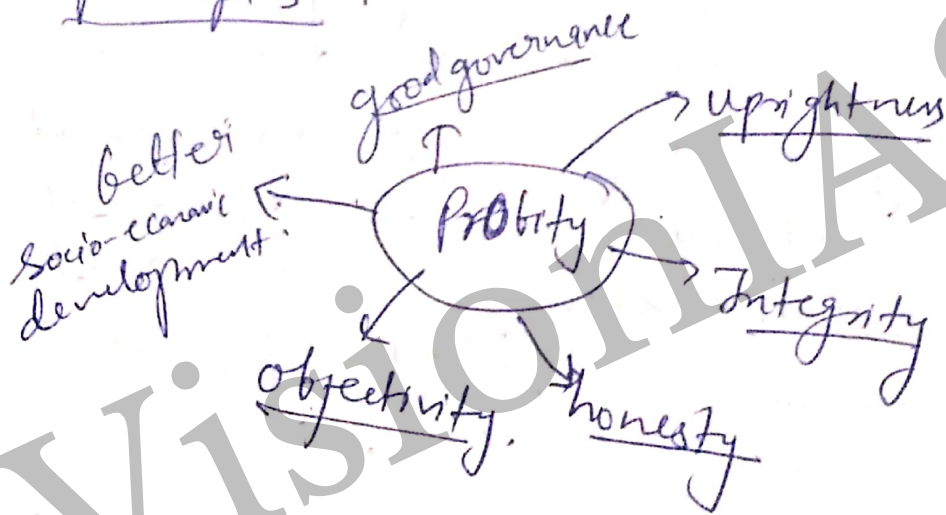
number.

- but As gandhi ji said that means should be equally good as end.
- It is not good for democracy to let corruption drive the process.
- Instead various reforms should be brought in laws & rules to smoothen the process.

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Ques 2) Part(a) probity in governance is an essential & vital requirement for an efficient & effective system of governance & for socio-economic development. Discuss. Also state ways to enhance probity in governance.

Ans → Probity in governance means the "quality of having strong moral principles".



→ Probity in governance enhances the confidence of public in the administration.

→ It leads to better public participation, which further leads to better delivery of services to poorer & disadvantaged sections of society.

→ This leads to better ~~sets~~ welfare schemes, implementation. It leads to socio-economic development.

Ways to enhance probity →

- ↳ Proper ~~training~~ training to civil servants at regular intervals
 - ↳ Assessment of the performance of citizens at various levels.
 - ↳ feedback from citizens should be used to assess the quality of service delivery.
 - ↳ Ground level checks of socio-economic indicators.
 - ↳ Involvement of civil society & various stakeholders in governance
- Probity in governance is must for upholding the foundational values of civil services.

Part (b)

Highlight the importance of whistle blowing in an organization, discuss the systemic factors that determine whether a person would become a whistle blower.

Ans

Whistle blowing is an act of exposing the [Wrong] activities going on in an organization.

Importance of whistle blowing:

- ↳ To safeguard the interest of various stakeholders of Company who are unaware about various activities that goes inside of organization.
- ↳ It leads to better corporate governance & avoid Scandals like Satyam Scandle.
- ↳ It safeguards the public at large who are using the services of organisation, by trusting on it

↳ It upholds democracy in a public institution.

Systemic factors

↳ Presence of strong laws to protect the whistle blower.

↳ Inside the organization, there should be mechanism to protect employee.

↳ Identity of whistle blower should be kept secret.

↳ Whistle blowing require Courage & person with high Integrity. The organization should cultivate these qualities in employee through Seminars, lectures etc.

Then ensure that person would become whistle blower without fear & it will set good precedent for other employees & organization.

Ques 3

What do each of the following quotations mean to you?

Part (a) - "Strive not to be a success, but rather to be of value" - Albert Einstein.

→

Success & failure in modern times are more defined by materialistic achievements.

The value system is degrading & it creates various problems like intolerance, apathy, degrading environment, cultural deterioration etc.

That is why it is important to have values which promotes welfare of whole society. The definition of success should be based on what values one stands for along with material success.

for eg:- Caring for environment along with development helps in promoting well being & overall health.

That is why Einstein said that values are equally important in our search for success.

Values like love, Compassion, empathy, brotherhood, tolerance helps in making an individual lead a peaceful & fulfilled life.

It leads to overall upliftment of society.

The value education should be promoted in schools & our children should be made aware about the real definition of success, which is to live a virtuous life;

Part (b) "facts are many, but the truth is one" - Rabindranath Tagore.

→ Ans

There are various dimensions to an entity. facts are associated with these entities which give them differences.

for example - Various religions exists, & they teach various values. They teach various facts about life, nature, society. But one thing is common among them all. they all strive for one truth that is 'God'.

→ facts derive from various observation we make in daily life. Various facts leads to various opinions about a single entity.

→ It may lead to conflict between two groups based on the

set of facts that each group believe into. But 'No matter how different their facts are, the truth ~~and~~ about that entity will remain same.'

→ In our daily lives we try to learn many facts ~~band~~ through various mediums like social media, television, newspaper etc. These facts helps us in making better choices in life. They all help us to elevate above in our life.

→ We all seek happiness &

Contentment. The entire humanity search for happiness & fulfillment proves the point that truth is one, although paths may be different to achieve that truth.

Ques-4

Part(a) Analyze the significance of appointing ethics officers in the light of strengthening Corporate governance in india.

Ans

Ethics officers in any organization help in maintaining the ethical standards of that institution.

Significance of ethics officers

↳ It helps in avoiding ~~to~~ bad governance practices, which in past have led to various scandals like 'Satyam Scandal', issues ~~that~~ ^{like} Ratan tata vs Cyrus mistry strife etc.

↳ ethics officers cultivate various values required in Corporate governance, like Leadership, teamwork, safety of women employe, Coordination etc.

↳ It helps company in fulfilling its Corporate Social Responsibility in right manner.

↳ ethics officers help in maintaining high standards of governance, by ensuring that ethical code of conduct is being followed.

↳ It create positive image of organization among the public, which further helps in increasing the business activities.

Ethics officers are needed to help economy grow in sustainable manner, & in resolving various disputes & conflict of interest in corporate governance.

Part (b) Transparent governance promises an accountable state but a balance has to be achieved between disclosure requirements & administrative privileges for efficient governance. Discuss.

Ans

Transparency means openness in the governance. It helps in efficient governance.

for eg's Jan sachana portal of Rajasthan govt. is helping in increasing trust of people in government.

→ However, certain information which are sensitive for eg's data related to army base, technologies used in border management, etc should not be disclosed in public as it may lead to National security issues.

→ RTI act empowers citizens to ask for governance data.

→ but section 8 of RTI also empowers the official to withhold the data if it is in National Security interest or not suitable to from point of administrative Privileges for efficient governance,

→ So it is important that a clear distinction between 'what is sensitive' & 'what can be disclosed' should be put in public sphere to build public trust.

Ques 5

Part (a) Citizen empowerment is a natural outcome of a Citizen Charter. Critically evaluate in the Indian context.

Ans.

Citizen charter is a documents which contains various points related to service delivery of organization.

→ Citizen charter consists of following's

a) vision & mission statement of org. : It tells about short term & long term goals of org. It empowers the citizens.

(b) various services delivered by organization, time taken for delivery, Cost of services, quality of services etc.

It helps in informed citizenry & better choice making.

(c) Grievance redressal mechanisms

It helps citizens to complain & get their issues resolved in time bound manner.

d) Expectations from citizens →

This section talks about ~~the~~ documents, eligibility criteria etc. that intended beneficiary should possess.

In All, the citizen charter, by disclosing all information, helps in citizen empowerment.

(10)
Part (b) Discretionary power by itself is not pure evil but gives much room for the misuse. Discuss in the context of administration in India.

Ans → In India, Civil servants possess lots of discretionary power. They use it for service delivery.

Pros of Discretionary power →

- ↳ helps in responding to local situation based on locally available resources.
- ↳ as many terms in 'law' are vague & not clearly defined, discretionary power helps in time saving & Conflict resolution
- ↳ Civil servants are faced with ethical dilemmas on daily basis, the discretionary power helps in solving these dilemmas.
- ↳ It helps in better service delivery.

Cons. of this power

- ↳ It leads to Corruption, as the area of jurisdiction is huge under a civil servant.
- ↳ It leads to harassing of poor people. People with money get involved in Collusive Corruption.
- ↳ It leads to status quoist & apathetic attitude of civil servant.
- ↳ using discretion the politician-industrialists-bureaucracy nexus is created which leads to Crony Capitalism.

Although Constitution has given discretionary power & there are possible misuses, but in a diverse ~~and~~ country like india ~~in~~ it is important to have this power to deliver services.

Ques 6

Part (a) Emotional Intelligence is an important trait to imbibe in a highly competitive & achievement oriented environment. Elucidate.

Emotional Intelligence refers to quality of having ability to understand & manage emotions at proper level.

→ This helps in understanding one's own emotion, others emotion &

in responding to others emotions.

→ It is great tool to resolve ethical dilemmas & conflict of interests.

→ It helps in promoting healthy competition among the peers.

→ It provides leadership skills, teambuilding skills.

→ In the present achievement oriented environment where there are pressure from various

elements like politicians, media, civil society, family, citizens etc.

It is important to have the trait of emotional intelligence in a civil servant.

→ EQ is more important, in many cases, than IQ. As in many organizations ~~but~~ people with high IQ work under people with high EQ.

→ ~~Emo~~ It is required to create win-win situation in an event of crisis.

So The trait of Emotional intelligence is indispensable in the present competitive & achievement oriented environment.

Part (b) Emotional Intelligence is an essential ingredient for successful implementation of pandemic induced emergency response. Comment in the light of Covid-19 pandemic

Ans Emotional Intelligence is the quality to understand emotions & respond accordingly:

In pandemic caused by Covid-19

The need for this quality has increased. It helps in ^{the} following ways:

- ↳ understanding the mental trauma that patients go through.
- ↳ understanding the emotions of family members of the patients
- ↳ withstanding the pressure from politician, government etc.

↳ motivating front workers like doctors, nurses, ambulance drivers etc. in performing their duties

↳ responding to media, who is reporting every incidence

↳ to curb the spread of fake news in public domain

↳ to resolve the problem of vaccine hesitancy that is more prevalent in rural areas

↳ The Covid-19 pandemic has changed the way administration & governance is carried out. It is important to have emotional intelligence to respond effectively.

Part (c) Enumerate the decisive factors behind moral attitude. Also, discuss any incident from your life wherein you brought about a change in someone's attitude around an important social issue.

Ans.

Attitude is learned, predisposition, which is enduring, to feel, to think, to act in a particular way towards the social objects.

Decisive factors behind moral attitude

- 1) media: It shapes our attitude by supplying us information about government, society etc.
- 2) school/college: It shapes our attitude towards our friends, colleagues, institutions etc.
- 3) family → joint family gives us attitude of cooperation, respecting for elders etc.
Nuclear family imparts on us the attitude of individuality, Independence etc.

4) Religion: through mythological stories, it teaches us about how a society should be governed, various norms related to marriage, divorce etc.

(5) organization: employees of org. learn various values through code of ethics of that particular org.

once, I happen to encounter a situation where girl child was not liked by a couple & they gave more preference to their son. I asked them what is the problem? they said one day she will go away and lot of dowry is required these days.

I told them about various schemes of government related to girl child like Sukanya Samriddhi Yojana, Beti Bacho, Beti Padhao, scholarship for girl education & also gave them examples of women performing best in their careers. It led to change in their attitude about their girl child.

Section (B)

Question (7)

Ques 7

This is a clear issue of child v mental health issue & its negligent in society.

(a)

Stakeholders :-

↳ ME, as a psychological counselor with responsibility of mental health of children.

↳ school authorities; who are decision making bodies, they decide future of child.

↳ children, who are facing mental health issues.

↳ public & health of country at large.

↳ parents of children, who do not know what is going on with their child.

↳ school as an institution.

(b) Dilemmas in this Care

↳ mental health of child is an emerging issue in today's world. It cause lot of stress & anxiety, & can affect the future of child.

↳ Negligent attitude of board of trustees & decision making authorities, it shows that their only motive is to make profit & they treat child as an means to end.

↳ lack of evidence & support material, given the nature of problem that is mental health it is often difficult to produce evidence which is satisfactory.

↳ for my own financial circumstances are poor. & it is ~~is~~ made worse by apathetic attitude of school authorities.

↳ future of country, which is depends on children are facing mental issue at such early age; which is cause of concern for all of us as a member of society.

(C)

STEPS TO ADDRESS ISSUE OF

STIGMATISATION →

- ↳ first of all parent-teacher meeting, should be conducted on one to one basis per child, the parents should be made aware about the actual condition of child.
- ↳ Then children should be encouraged to get involved in play based activities & they should be provided Counselling whenever required.
- ↳ Extensive research should be done to collect evidence about mental health.
- ↳ Crowd-funding should be explored for financing. Involvement of NGO, Civil societies.
- ↳ school authorities should be given training about mental health related problems.

Children are future of country & mental health should not come in their way.

Question - 8

This is a clear case of poor public utility services & the associated issues like social discrimination against manual scavengers.

(9)

ISSUES →

↳ poor implementation of laws related to manual scavenging & loopholes around it.

↳ The public utility services like sewage management, treatment etc

↳ Health related issues like cholera, diarrhoea which may arise due to filthy water problem.

↳ efficiency of workers of office is poor & that needs to be addressed.

↳ Issue of manual scavenging which has ~~lead~~ led to many deaths & diseases in the past

↳ Social discrimination that manual scavengers have to face on daily basis. It creates undemocratic society.

(6) My Course of Action →

(9) First of all the District authorities who look after sewage management would be called & directed to resolve the issue as quickly as possible.

(6) The manual scavenging would be replaced with machine based scavenging.

- ↳ The people doing manual scavenging should be relocated to some other job opportunities & skill development programmes.
- ↳ There would be a Campaign against social discrimination faced by these people. Social media can be used for that.
- ↳ Also some famous personality should be requested to appeal to people for not discrimination.
- ↳ As the implementation of laws related to banning of manual scavenging is poor, I would hold meeting with District magistrate about it. Also I would write a letter to Concerned ministry regarding loopholes related with laws & also ~~will~~ will

give suggestion for amendment is
existing Law.

↳ As efficiency of employees in
office got reduced. I would
held meeting with them & give
some motivational lecture & would
^{assure} ~~tell~~ them that problem of sewage
would be solved soon.

Article 15 of Constitution prohibits any
form of discrimination against
anyone. It should guide us in our
daily life.

Question (9)

This is a clear case of preference of 'male' over 'female' in the Patriarchal Society. This case also reflects the issues like female foeticide. Also the responsible members of society like doctors, politicians who have responsibility of taking society forward & developing it are not doing their job properly.

This case tells that economic development does not ensure that social indicators of society will improve. It may go either way depending on the mentality of people living in the society.

(9)

I do have ethical duties in this scenario. My moral Conscience tells that it is not right thing to give more preference to male child over female.

My ethical duties →

↳ I should, as far as possible, try to stop the practice of female foeticide, this is because the country can not develop if other half of it is being downgraded & ignored in the process of development.

↳ As politicians & doctors are involved in this illegal practice I will complain to authorities about it. I will launch social media campaign against this heinous practice.

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↳ my ethical duty is also to increase probity in administration

↳ my duty is also to bring my colleagues, who are ignorant, is on board in the fight against this practice.

↳ As I have cleared civil services & vowed to take my country forward, my duty is to make sure it happens.

(b)

STEPS Taken by me →

- (1) The civil societies like N G O s should be brought who are working in this area. They would help in spreading awareness about the issue & build public opinion.
- (2) I would write letters to concerned authorities who are implementing laws related to female foeticide.

(3) I would write letters to Concerned ministers to bring changes in existing laws & loopholes associated with it.

4) I would launch social media Campaign to raise awareness about the issue.

5) Various schemes of government, which promotes welfare of girl child, like 'Sukanya Samriddhi Yojana', Beti Bacho, beti padhao, ICDS etc would be communicated to ~~the~~ members of society.

Our Constitution aims to for equality between every citizen of country. So it's time that we follow it in letter & spirit.

Question (10)

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This is serious case of tempering electorate of country with illegal practices. This is clearly the violation of model code of conduct of ECI.

(a) Key ethical issue involved :->

↳ Use of social media in wrong way for vested interests. Here social media is being used to influence people without their knowledge.

↳ Secrecy & privacy of Individual is violated. By knowing the personality type of a person, he can be easily influenced & harassed. This can create lot of mental health issue in life of that person.

c) Use of unethical & illegal means by political party to gain in election. It jeopardise the democratic setup of country. The citizens lose their right to free & fair election;

d) Use of Behavioral Science to negatively affect people. Brandtziqi also said that science without morale is a 'sin'.

e) It creates polarization in society & it may lead to riots & increase in intolerance of people.

f) This also involves issue of fake News & Yellow journalism. This goes against the idea of free press, which is fourth pillar of democracy.

(b) Course of Action →

As there are so many ethical violations
 (I would ~~not do~~ the following →

↳ I would first discuss this issue with my colleagues & seniors about the negative effects it can create in long term. In order to achieve short term goal this practice is very undemocratic & unhealthy for country.

↳ I would write letters to party head about the problem & will try to convince them to follow ethical practice.

↳ If I do not succeed in persuading party members, I would write letters to Election Commission of India about the whole practice.

↳ I would also launch social media campaign teaching people about various provisions of Model Code of Conduct.

Reasons for such response:

↳ Although by doing so, I may lose my job, but I would be at mental peace that ~~that~~ I have done what is ~~the~~ right for the country & the spirit of democracy.

↳ I would do this as a responsible citizen of country, who is also a voter. I have responsibility to elect leaders who do not involve in such practices & only care for growth of country.

~~For~~ Elections are festivals of democracy. Free & fair Election is our birth right & we should exercise it to fullest.

Question (1)

This is a clear case of rights of minority community person, implementation of rule of law. Here majority & minority dispute is being also used by politicians for their vested gains.

(9)

Various Stakeholders :-

- (1) The Court which has passed order, their duty is to uphold the law & it has passed order to demolish the religious building.
- 2) The person belonging to minority community. The building is made on his personal property which is against law. He wants his property back.
- 3) The district administration, they have the responsibility of

Implementing the Courts order in time bound manner (3 days left). district administration has to do this without arousing the sentiments of majority community & by maintaining law & order.

4) The majority people, they are demonstrating against the order as it is religious issue & related to their sentiments & religious rights.

5) Politicians: they are taking advantage of situation to polarize the people for their ulterior motives.

(b)

OPTIONS & Courses of Action

Option (9): Demolish the building ~~the~~ & ignore the voices of majority people.

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merits → It will uphold the rule of law as Court has ordered it
→ the land will be freed for the right owner

demerits → This may lead to worsening of law & order situation, riots & attack on public property.

Option (b) → Demolish the building & taking strict action against those who are not supporting

merits → Again it upholds order given by Court. &

demerits → It will still create anger in public & it may have serious issues like non compliance of law by people.

Option (c) → Demolish the building, but discuss it with all the sections of society, Deploy police personnel at demolition site, After consultation if some elements not complying then ~~sent~~ strict action can be taken

against them.

merits :- This will uphold rule of law

- person of minority community will get this land
- the majority community's anger will reduce & they will also give the cooperation.
- Peaceful situation will prevail.
- The option for constructing the religious building at some other community land can be explored.
- this will ensure all parties are satisfied.
- I will follow option (C) for the above reasons.

Question - 12

This is the case of difficulties faced by slum area people & this also shows violation of human rights. In this case people have illegally occupied the railway property, but as they are poor this issue needs careful dealing.

(a) Various Issues involved →

(i) The Railways → they want to expand the Construction activities. They want slums to be demolished as it lies on their property.

(ii) The slum area people → they are poor & have occupied the property of railways. They want rehabilitation as the city is under the grip of cold wave of december.

(iii) Local police! they have been requested to carry out slum demolitions, but are facing resistance.

from the people & creating violence.

(iv) The passengers of railways & they are facing immense hardships due to traffic routs & inconvenience.

(v) The district administration : who is supervising the police personnel entrusted with job of removing slums.

(vi) This is also care of poverty & lack of basic amenities to citizens of country. This is very undemocratic practice.

Course of Action →

↳ first of all the rehabilitation arrangements should be made quickly. This would involve both physical & psychological rehabilitation of people.

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↳ The discussion between people of Shern, Railways & district administration should be held extensively.

↳ The shern people should be provided with all basic facilities like, food, house, drinking water etc during the rehabilitation process.

↳ Adult member of poor families should be given skill development training & job opportunities for livelihood.

↳ Mental counselling of children & old people should be done.

↳ The railways should be requested to delay the expansion for some time, if possible, and also to slow down the process for the time ~~until~~ until rehabilitation completes.

↳ The local police should be directed to treat poor people with humanity & help in rehabilitating.

↳ The railway passengers should be requested to follow alternate mode of public transportation like public bus, metro, for some time till rehabilitation completes.

The people living in slums also have human rights & it should not be ignored in process of development.

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