

Test Code: 21101

FIAS – 2019 – GS 4H/8G/12E/14D

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# ForumIAS

ACADEMY

## GENERAL STUDIES

Name Of Candidate	<del>1910</del> Shikhar Choudhary			
Email Id.	[REDACTED]		Roll No.	1910045024
Mobile No.	[REDACTED]		Date:	5/09/2019

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION	
Q. No.	Max. Marks	Marks Obtained		
1			<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).</p> <p>2. There are NINETEEN questions printed in ENGLISH.</p> <p>3. All questions are compulsory.</p> <p>4. The number of marks carried by a question/part is indicated against it.</p> <p>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.</p> <p>6. Word limit in questions, if specified, should be adhered to.</p> <p>7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.</p>	
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<b>Total Marks:</b>				
<b>Remarks:</b>			<b>Start Time</b>   3:00 pm	<b>End Time</b>   6:10 pm
			<b>Mode Of Examination :</b>	Online <input checked="" type="checkbox"/> Offline <input type="checkbox"/>
			<b>ECN CODE:</b>	<b>Evaluation Date:</b>

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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

Q.1) India

F

ADDITIONAL COMMENTS

Q.1) Indian ethics teach moderation as a moral standard. Examine.

(10 Marks, 150 Words)

Ethics refers to principles that decide right or wrong conduct. And Indian ethics, which has been a culmination of various traditions from the past, from various religions like Hinduism, Buddhism, Jainism and Islam teaches us moderation as a moral standard.

- ① Buddhism teaches us the middle path. For example, a person should avoid extremes like he should not get too excited in good times, nor should he get disheartened during bad times.
- ② Jainism teaches us moderation in the form of non-violence. A person should be non-violent even towards non-living entities.



Q.2) What is the content

③ Islam teaches us moderation in the form of zakat (charity), wherein an individual should devote part of his wealth to the needy. out of compassion and sympathy

④ Hinduism teaches us moderation in the form of tolerance, Vasudhaiva Kutumbakam etc. It teaches us to act with compassion for the poor, help a needy as service to mankind is service to god.

As Gandhiji had said, culture is the source of ethics, hence cultural values teaches us moderation by avoiding negative extremes of anger, hatred and violence, thus leading to an ethical society.

Feedback ( For OFFICE use only )

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Q.2) What do you understand by the concept of 'altruistic-hedonism'? Discuss in the context of public ethics. (10 Marks, 150 Words)

Altruistic Hedonism means deriving pleasure by helping others. Hedonism means devoting oneself to the service of others, show empathy to the deprived sections, act in a socially desirable manner, and deriving pleasure from it.

For example, Gandhiji fighting for Harijans gave him pleasure.

Mother Teresa serving the sick and wounded gave her pleasure.

Hence, by acting in public welfare, an individual gains inner satisf-action and happiness, which in turn is the greatest pleasure.

Altruistic hedonism in public ethics

A public servant is a servant of the

people, an individual is a social animal, a politician is the leader of his people, hence, deriving pleasure through public service becomes altruistic hedonism in public ethics.

Individual: An individual helping a road accident victim and taking him to hospital

Civil servant: IAS Armstrong Rapone constructed a 100 km road to help the general public, and he did this without government support

Politicians: Politicians like Sardar Patel fought for a unified India.

Hence, altruistic hedonism in public ethics leads to social welfare, and establishes in true sense, a society rid of suffering violence and discrimination

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Q.3) Socratic concept of 'Ethical dying' is a principled leave-taking from life. Compare and contrast it with the Gandhian concept of Satyagraha and Non-violence.

(10 Marks, 150 Words)

Socratic principle of Ethical dying means by sacrificing oneself for an ethical cause like saving a person's life, fighting against injustice.

Eg, a soldier gives his life by fighting for the nation  
Subhash Bose gave up his life for India's independence  
(patritism)

Gandhiji's concept of Satyagraha and non violence is based on Ethical dying, in which a person has to sacrifice his life, his desires, his comfort for upholding the truth.

Eg, Gandhiji gave up his career, his comfortable life for the sake of India's independence.



Hence, both Gandhiji and Socrates considers self sacrifice as the greatest virtue.

However, Gandhiji goes a bit further when he says that even violence is preferred to cowardice.

For example, he supported violence during World War I as it was for the cause of justice.

Hence, the concept of ethical dying is based on the Hindu concept of  ~~duty~~ selfless duty (Nishkama Karma), as "service to man is service to God"

4) "Great leader  
 superpersonal intelligence  
 A Great  
 Owl  
 H

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Q.4) "Great leaders not only possess interpersonal intelligence but also intrapersonal intelligence." Comment. (10 Marks, 150 Words)

A great leader is someone who not only knows the way, but also shows the way. He is able to guide and motivate his team to achieve a goal. Since a great leader has to deal with various sections of the society, he requires both interpersonal intelligence and intrapersonal intelligence.

### Interpersonal intelligence

- ① Emotional Intelligence: He must be able to understand the emotions of his team mates, eg. Gandhiji understood aspirations of Indians which led him to fight for independence.
- ② Motivate his team through persuasion, eg. Sardar Patel motivated INA soldiers to fight Britishers.
- ③ Act as a role model, by following highest ideals of honesty, integrity.

Value  
serve  
publi

This will help him develop inspire team

- (4) Empathetic towards team members, which helps develop public trust

## Intrapersonal Intelligence

- (1) Attitude is the most important skill, as a positive attitude helps a person be optimistic.
- (2) Dedication and Devotion to duty. eg. TN Sheshan's devotion to duty made him strive for making elections fair.
- (3) Values like integrity, which makes a leader develop public trust
- (4) Values like impartiality and non-partisanship to treat every one equally

Hence, a leader must be ~~more~~ receptive towards his team members.

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Q.5) Value conflicts are common in the public sphere of life to everyone and a public servant is not an exception to this. What are the common value conflicts that a public servant faces? How can a public servant overcome those value conflicts?

(10 Marks, 150 Words)

Value conflicts refers to situations when a public servant faces an ethical dilemma, and it becomes difficult to decide the right course of action. By following a particular course, one or the other values has to be compromised.

Common value conflicts

① Professional duty v/s Personal relations

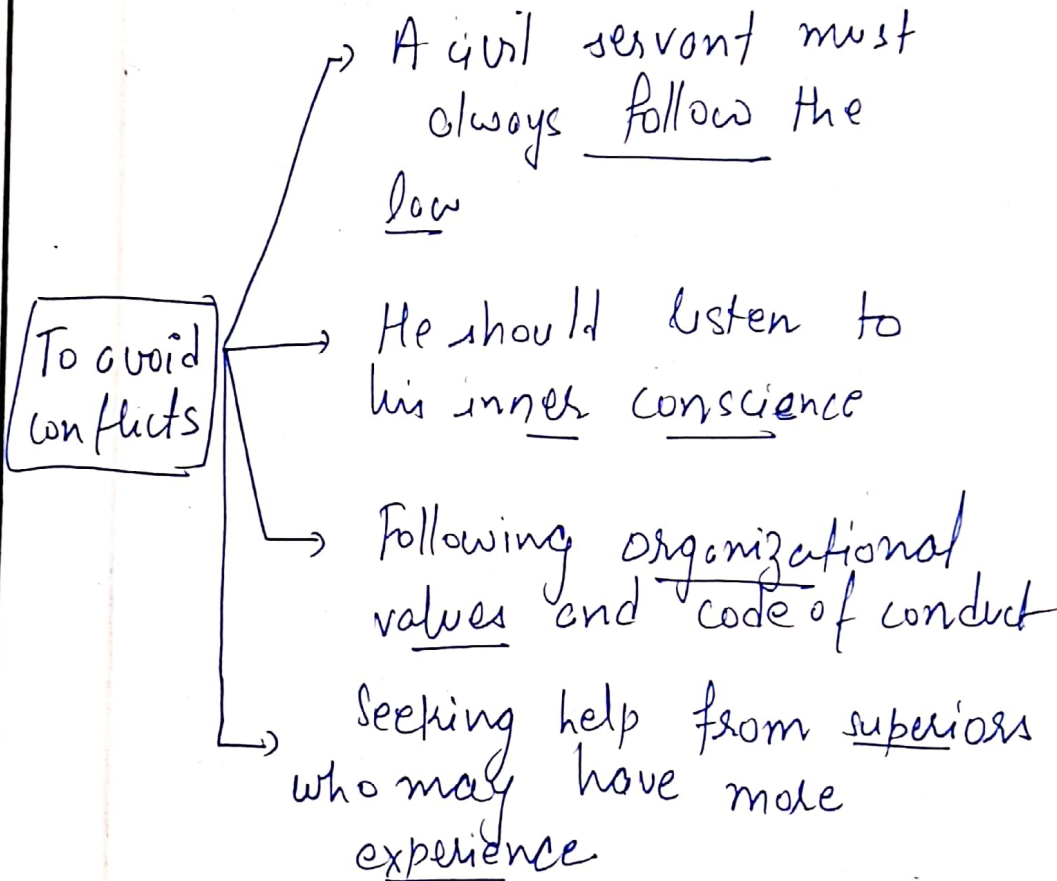
A civil servant heading an interview panel in which his relative is also coming to give the interview (conflict of interest between loyalty to duty v/s love for relative)

② Allegiance, obedience to superiors v/s values of compassion

A superior ordering an SP to fire on the mob to check violence.

### ③ Rule of law vs spirit of law

A ~~women~~ <sup>genuine</sup> destitute woman who comes to enroll in Indira Awas scheme, but lacks ~~gen~~ documents.



The call of duty for a civil servant may lead him to several conflicts in values, but he should always ensure that acts in a just manner & do public service.

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Q.6) Probity is the synthesis of integrity and fortitude. Examine. Does Integrity imply complete refusal to compromise? (10 Marks, 150 Words)

Integrity means having the highest moral principles of honesty. A person with integrity is a wholesome person, who acts in an ethical ~~with~~ manner, no matter whatever the situation be.

Fortitude refers to courage. A civil servant with fortitude will have the moral strength to resist negative temptations and pressures.

Hence, Probity can be said to be a synthesis of integrity and fortitude as a person with integrity only can have the fortitude to act ethically.

For example, civil servant Ashok Khemka showed integrity when he exposed various corruption scams, while he showed fortitude when despite being transferred several times, he never gave up his honesty.



.7) Social Ir  
or an indi  
vincing

Integrity means complete refusal to compromise as a person with integrity will always be morally upright, and not give in to adversities.

For example, a civil servant with integrity will never accept any bribe, even if he is facing financial issues at home.

However, sometimes a person with integrity should compromise to follow the spirit of law, but that should be within the limit of law.

For example, a civil servant can use his discretion to help a widow get a BPL card, even if she lacks documents, provided that she is genuinely needy.

Hence, a civil servant should always be act with integrity and fortitude.

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Q.7) Social Influence and Persuasion focus on ways in which behaviour of a group or an individual is influenced by outside factors. Explain how it can help in convincing people to work towards collective good? (10 Marks, 150 Words)

social influence and persuasion is a way through which an individual motivates a person to act in a particular manner. It means influencing an individual's thoughts, beliefs, and actions.

Tool to convince people

① Cultural influence can be used to develop values like respect and tolerance.

Eg - values of Ardhanarishwar can develop respect for women  
values like Vasudhaiva Kutumbakam can end Hindu-Muslim communal clash

② Social influence like Beti Bachao Beti Padhao has led to reduced female infanticide

③ Social influence by using community campaigns on importance of sanitation led to success of Swachh Bharat

④ Persuasion by leaders led to collective good like

→ Gandhiji persuaded diverse sections to fight for our independence

→ Nehru persuaded us towards socialism to end inequality

→ Personalities and TV actors persuade us to give up negative practices, eg Vidya Balan on Sanitation

Hence, a leader should use tools of persuasion and social influence to lead to socially desirable actions.

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a person can change his future by

merely changing his attitude. What is the importance of attitude in one's life? What

important role does attitude play in one's success? Elaborate.

(10 Marks, 150 Words)

Attitude is our predisposition towards an object or person. An attitude determines how one responds to a particular situation. It motivates us towards a cause. It is said, "A positive attitude becomes a stepping stone to success"

### Importance of attitude

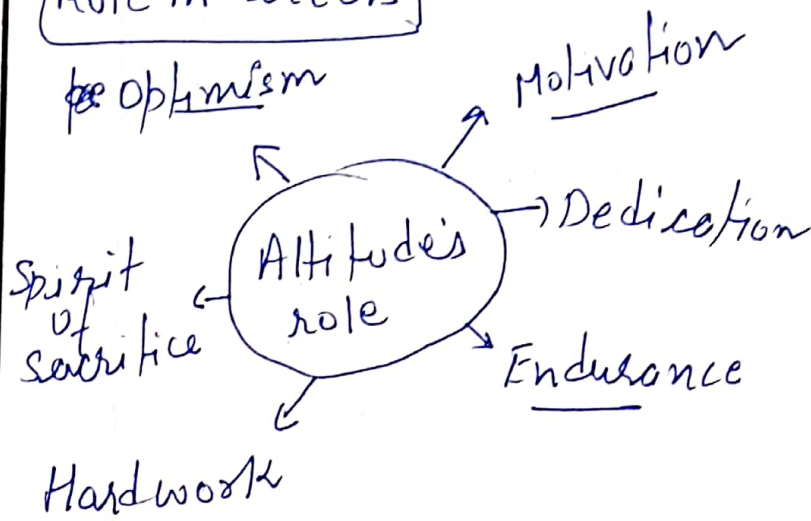
A positive attitude makes an individual strive hard for his/her goal. It develops an inner urge, a deep desire to act with dedication to achieve one's mission.

Attitude influences one's perception about a person, and his actions towards him is guided by this perception.

Thus, attitude becomes the driving force behind our action, it develops our

personality and shapes our behaviours

Role in success



For example, MS Dhoni's positive attitude helped him win 2011 World Cup despite losing early wickets

Yuvraj Singh's positive attitude made him fight cancer

Laxmi Agarwal's positive attitude made her fight back despite suffering Acid attack at a young age

Hence, a positive attitude helps us achieve success by empowering us to fight adversities

Feedback (For OFFICE use only)

Structure		Content	
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In matters of conscience  
 substantiate with Exam

Consider  
 often  
 G

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Q.9) In matters of conscience, the Law of Majority has no place." Do you agree?

Substantiate with Example.

(10 Marks, 150 Words)

Conscience refers to our inner voice, often considered as the voice of God. It is the voice which guides us towards a cause, when no other ~~source~~ help is available.

For example, it is Gandhi's conscience which made him cancel the Non Cooperation Movement despite widespread opposition, as he considered it right and necessary to end violence.

(Law of majority v/s Conscience)

Law of majority is often based on social norms, traditions and cultures.

Hence, it can be in conflict with ethics, and our conscience may question it.

Eg, while majority favours criminalizing



homosexuality inner conscience tells that Section 377 is unethical as it is against equality principle

Similarly law of majority favoured practices like sati in the past. However, it is the conscience of Raja Ram Mohan Roy, which made him fight this injustice.

However, law of majority superseeds conscience in cases. For example, while conscience may tell a rape victim to abort the child, law of majority is against it as it involves killing.

Hence, while law of majority should be followed as it is generally based on ethics, we must use our conscience to challenge laws which leads to social injustice.

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Q.10) "We are what we repeatedly do. Excellence, then, is not an act, but a habit."

Elaborate this Aristotelian ethics with examples.

(10 Marks, 150 Words)

The above statement means that a person is known by his actions. There is a saying, "Practice makes a man perfect" hence by doing something repeatedly, a man gains excellence. Or, a habit of doing things repeatedly develops excellence.

By repeatedly doing things, we mould our character and tune our capacities. By fine tuning our capabilities we become habitual and develop excellence in that field.

For example, Yudhishthira from Mahabharat never spoke lies, even once in his life, it was not his conscious act but a habit.

A blacksmith would continuously sharpen his tools, so that the quality of

his work becomes excellent

A mathematics optional student has to do rigorous practice to score very high marks and excel

Mohatma Gandhi become the father of the nation as he would act on his words.

Arjun from Mahabharat become the greatest warrior due to his long hours of archery practice

Hence, by doing a thing regularly, we become habitual to it and our habit leads to excellence

Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		Total :	





Q.11) "Civil Service is not about absolute impartiality but is about partiality towards justice." Examine. (10 Marks, 150 Words)

Absolute impartiality means favouring no one, whatever be the situation. However, for a civil servant who has to ensure public welfare at all cost, he has to be partial towards justice. As Martin Luther King say, "The Arc of Moral Universe is long, but it bends towards justice", similarly, a civil servant's partiality should bend towards justice.

John Rawl in his theory of justice considers justice as the highest goal in administration. Similarly, Aristotle considers justice as the cardinal virtue. Therefore, a civil servant's partiality towards justice serves the highest public welfare.

For example, a Jharkhand girl

was denied ration as she lacked Aadhar. Although the civil servant acted with absolute impartiality (as law doesn't allow benefits without document), he did not do justice (by helping the poor girl), which led to her death.

Similarly, as SP who fixes <sup>peaceful</sup> at, move on direction of his senior acts impartially but his action leads to violence (denial of justice).

Hence, as a servant of the public, a civil servant must follow his wisdom and ensure that he does justice by following the spirit of law. However, he should at the same time ensure that he acts impartially within the limits of law.

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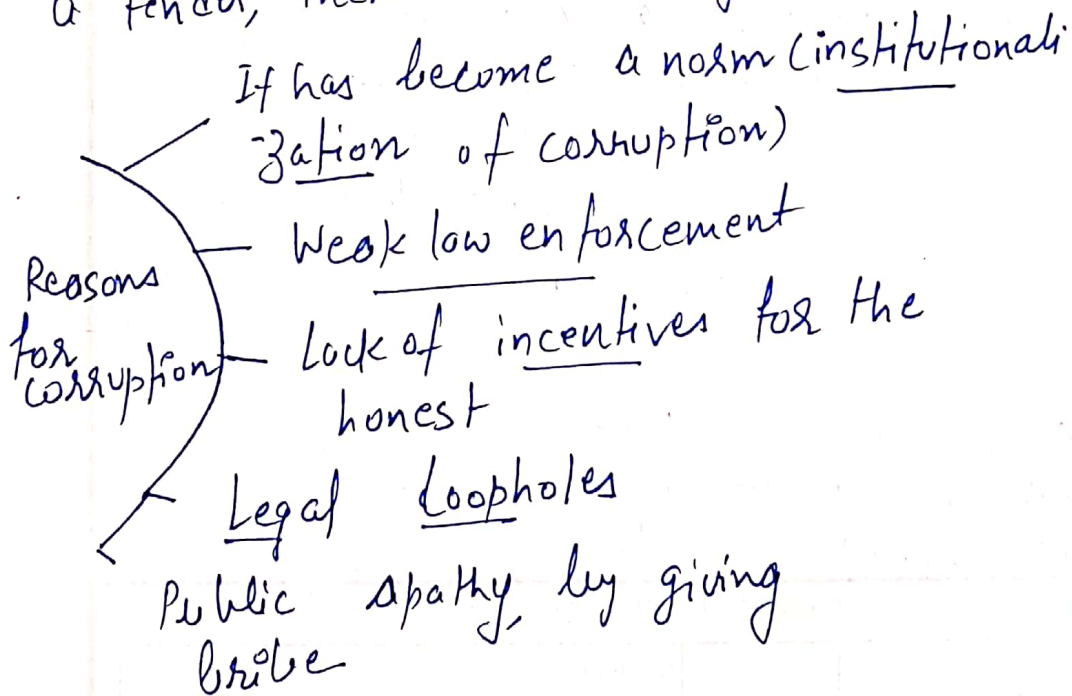
39566 21101 1910045024 (2019-09-05 20:05:33) public life. Also critically examine the

**Q.12)** Discuss the menace of corruption in public life. Also critically examine the measures taken for ensuring probity in governance. (10 Marks, 150 Words)

Corruption in public life means the act of taking bribe, acting in a partisan manner, showing favouritism etc. Corruption involves not just the civil servant but also the general public.

For example, if a civil servant takes a bribe, then both the bribe giver and bribe taker is corrupt.

If a civil servant favours his relative in a tender, then he is doing corruption.





However, the menace is reducing as we have honest civil servants like Ashok Khemka and Sonjeev Chaturvedi

- Measures
- Prevention of Corruption Act punishes both the bribe giver and taker
  - RTI has acted as a deterrent on corrupt
  - Code of Conduct for organizations
  - Whistleblower Protection Act

However, measures have not been that successful as → poor conviction rate  
→ limited capacity of law agencies like CBI  
→ declining values of honesty etc

Hence, as ARC recommends, Code of Ethics should be implemented for Civil servants to develop probity.

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Q.13) What is the present perception of public administration in the view of the general public? How can we reconcile "public" and "administration"?

(10 Marks, 150 Words)

Public administration involves administering and implementing policies for the welfare of the public. For example, the office of DFO is to administer Tribal welfare while the office of a DM involves administration of the district.

### Present perception

- ① VIP welfare: The bureaucracy is considered as VIPs by the public. Hence, there is a fear amongst the public to approach them.
- ② Corrupt: Most public offices are considered corrupt, even if it is not true, as people have to pay bribe even for minor tasks like driving license.
- ③ Slow & lax attitude: For example, for

processing a simple Aadhar file, it takes days.

- ④ Unsympathetic: As public are often harassed by local police officers.

## Reconciling public & administration

- ① Honest dialogue: Senior officials should hold dialogues with the public to build trust. Eg, SP of Pusna, Bihar would hold public darbars to hear grievances
- ② Zero tolerance for corruption in public offices
- ③ Efficient grievance redressal cell
- ④ Performance based pay for officials so that they act towards public goals

In present system, reconciling public & administration will lead to better service delivery

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2.14) Gov. influence. / Ra+



## Section - B

**Q.14)** Government of India decided to come up with a plan to de-radicalise youths, influenced by extremist groups to join their terror outfits. Under this plan, a separate department was established under Home ministry. You are assigned a senior position in a newly created department. The department, thus created, was responsible for monitoring, counselling and rehabilitation of youths who were apprehended on their way to join terror outfit. Afterwards they were returned to their family members and were given an opportunity to start afresh.

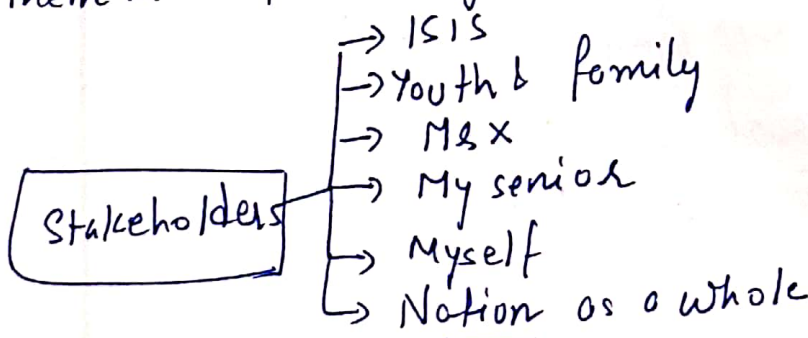
One such incident comes to your notice where Mr. X who is a doctor by profession and was returned to his family members. He was intercepted and apprehended by security agency in Turkey while on his way to join ISIS in Iraq. However, after his rehabilitation, Mr. X found it difficult to adjust. No one was ready to hire him. He and his family witnessed nearly a social boycott.

You are the officer designated to monitor the progress of Mr. X. You received a credible intelligence report that owing to lack of social support and promising future prospects, once again he is in touch with terror outfit. You reported the whole matter to your immediate senior who shrugged it off and replied that Mr. X deserves this treatment owing to his misplaced allegiance and mistake. He ordered you to stay quiet and let Mr. X go about his business and, makes a promise that if he makes moves to join terrorist organisation, he will be arrested and put in jail.

- a) Would you adhere to your senior's order? Give reason(s) for your choice.  
b) What are the ethical dilemmas before you? How will you resolve these?

(20 Marks, 250 Words)

The above case study presents how terrorist organizations are able to brainwash youths, and government failure to rehabilitate them into the society



a) I feel that my senior who advises me to stay quiet shows 'abdication of responsibility' on his part as he fails to ensure proper rehabilitation of Max.

Further, by acting silent, he shows unsympathetic attitude towards Max who has been unknowingly trapped in the terror outfit.

Also, the senior fails to fulfill his fiduciary duty by not ensuring that the government programme of rehabilitation is successful.

Further, by ordering to arrest the doctor, he shows an attitude of retaliation rather than rehabilitation. This can not be a way to bring about behavioural change in youth, rather, it will make them more reactive.

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Also, by ordering me to not  
out or support Mex in rehabilitation,  
he is obstructing me in performing my  
public duty.

Hence, I would use my wisdom  
and not follow my senior's order, as  
it would be running away from  
responsibility.

#### b) Ethical dimmas

- ↳ Failure of government policy of rehabilitation
- ↳ Society's apathy, who fail to give a second chance to reform to Mex
- ↳ Senior loyalty to senior v/s individual wisdom
- ↳ Threat from deradicalization, which damages our social capital, the youth

#### Resolving

↳ First, I would take into confidence



my senior, and explain to him the need for supporting Mr X or else, it will be a self-perpetuating tendency & more youth will join ISIS

→ Monitor government's rehabilitation policy, establish nodal cells to ensure that reformed youth get a chance at reintegration into society

→ I will talk to society members, civil society the need to give Mr X a second chance, give him employment

→ Honest dialogue with Mr X explaining him the futility of joining ISIS and how they are targeting youth for their own selfish goals of creating terror

→ Using electronic surveillance to check such sources which are used to radicalize youth, like social media

By doing so, I can ensure that not only is Mr X reformed, but future such cases are reduced

Feedback ( For OFFICE use only )

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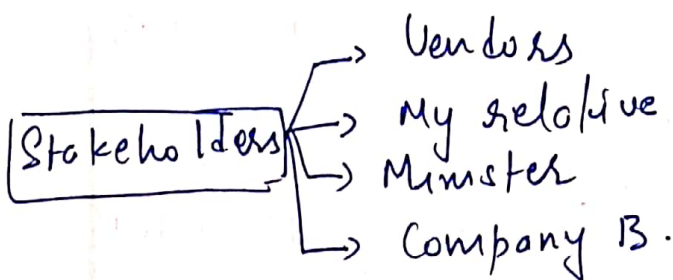
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**Q.15)** Government has issued a tender for a mega road project. As a senior official in the Ministry, you are responsible for issuing the notice, examining the prospective tender offers and selecting the final vendor for providing the services. You are an upright officer. One of your relatives owns an infrastructure company and his company have applied for the above mentioned contract. After preliminary examination, you have reached the conclusion that your relative's offer best suits the government requirement. Initially, you had taken enough care that you are not at all instrumental in helping your relative.

The Minister in charge of the Ministry wants you to allot the contract to the company of his choice-Company B. The said company has no previous experience in the field of Infrastructure. For contract to be allotted to company B, even the pre-established criteria may have to be changed. Therefore, you suspect the promoters of the company have made generous donations to ruling political party. The Minister is promising you career advancement in lieu of complying with him.

- Critically examine various conflicts of interest and explain what your responsibilities as a public servant are.
- Faced with this situation, what will you do? (20 Marks, 250 Words)

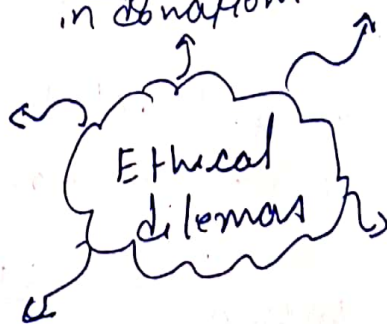
The above case study is an example of how powerful persons use their muscle power to benefit their contacts.



Quality of Government work.

Crony capitalism in donations.

Corruption



Alliegance to superiors (Ministers)

Conflict of interest



Various  
Conflict  
of  
interest

→ Professional duty v/s Personal duty (relation with relatives)  
The above situation is conflict of interest, because even if, I may be completely impartial, public can question me, as there is a saying "Justice is not only to be done but seen to be done"

→ Integrity in tendering v/s Personal career advance by acting in partisonship manner  
By obeying the Minister, I would benefit in terms of promotion, and by dishonouring, I will act with honesty & fairness & ensure that objectivity approach is there

→ Rule of law  
By awarding contract to company B, I would have to change the tendering criteria  
Quality of government work as Company B has no expertise v/s Compromise on my part



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b)

Steps I would take



Step 1: I would explain my position to the minister. I would try to make him understand that by giving contract to a company which has no experience, it will lead to poor quality work, and casualties like falling of infrastructure in ~~the~~ future can happen. This will lead to loss of lives and government and his image will be damaged.

Also, by changing the tender criteria, he can be accused of favouritism which will erode public trust.

Hence, I would suggest him to go with the most eligible bidder.



Step 2: To clear my conflict of interest due to relation with my relative, I

will request for a new committee to award the tender. I would also declare my conflict of interest to the committee so that I am not accused of partiality

↓

Step 3: Further, as a senior, I will ensure that the department remains corruption free and I would strictly order all employees not to accept any bribe, in case company B may offer to get the contract.

Whatever be the situation, I will follow due process is followed and objectivity and merit is honoured. And in doing so, I have to use above narrow goals like career advancement through corruption.

Feedback ( For OFFICE use only )

Structure		Content	
Question Interpretation		Total :	

16) A social audit was conducted in the village. The audit revealed that the government had spent a large amount of money on the construction of a shelter home for the elderly near district headquarters. The officials involved in the project were found to be corrupt and had misappropriated the funds.

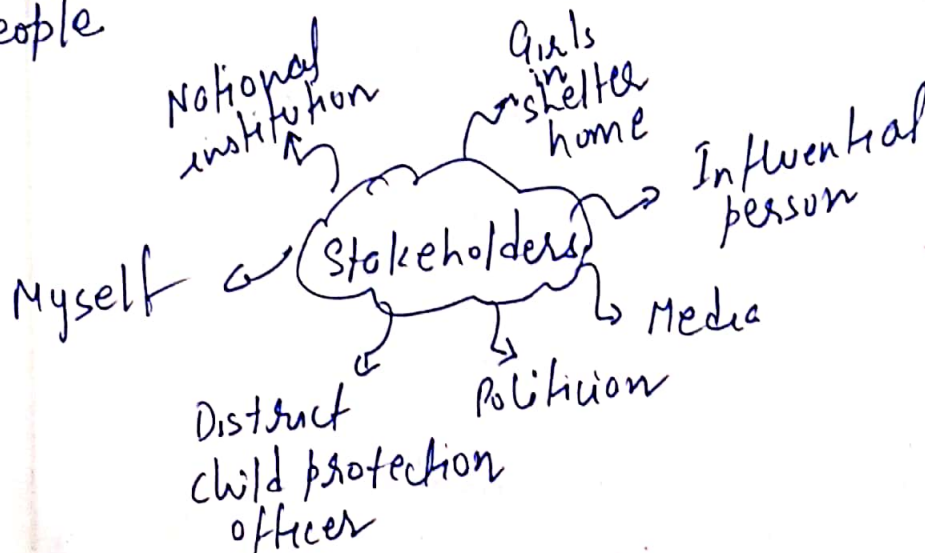


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**Q.16)** A social audit was conducted by a reputed national institution for all state funded shelter home for girls in your district. The audit has pointed towards possible sexual abuse of girls living in a particular shelter house located in posh locality near district headquarters. The shelter home is run an influential person who has political connections with big politicians and has a good influence on government officials including district child protection officer. It is in the news that district child protection officer is involved in the case as an accomplice with shelter home owner. Also news is coming of involvement of politicians and government officials in the case. An FIR has also been registered by the auditing institution with the nearest police station.

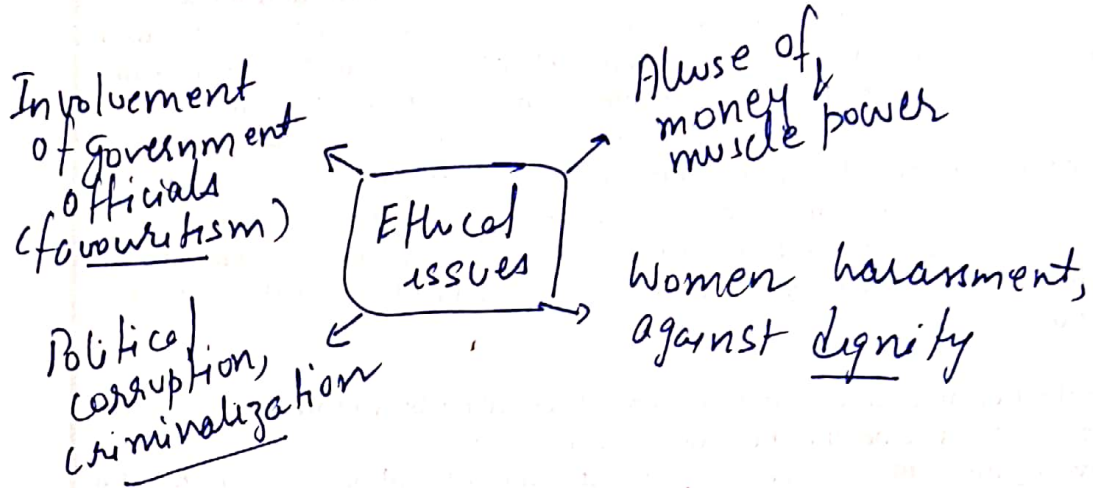
- As the district magistrate, what actions will be taken by you in the case? Also provide the objective behind the actions taken by you.
  - The investigating officer of the case have cited the political pressure on him due to the ongoing investigation of the case. Also as the District magistrate, you are also getting frequent calls from influential persons pertaining to investigation for removing their names from investigation.  
What measures will be taken by you to ensure free and fair investigation without any influence?
  - Discuss the safeguards that should be put in place to make sure that such cases do not occur in the future.
- (20 Marks, 250 Words)

The above case presents a situation of girl harassment at the hand of powerful people





This is...



a) As a district magistrate, I would take following actions:

→ Independent enquiry on the involvement of ministers, and officials in the shelter home case. Since the media has accused of such involvement, an enquiry is required to confirm the situation and will help me take decisions based on facts (objective)

→ Punishment for the guilty

- The child protection officer, if involved will be punished with suspension etc
- If politicians are involved, an immediate FIR will be registered, and they will be punished as per ~~the~~ POSCO Act.

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This will ensure that the guilty are brought to justice, and will spread the message that no one is above the law

↳ Shutting down of shelter homes and immediate rehabilitation of the affected girls, to protect them from further harassment.

↳ Information in the public domain, like media (closed on enquiry) so that civil society can hold the ~~government~~ <sup>guilty</sup> ~~government~~ accountable. This will also lead to public trust in administration

b) Measures I would take

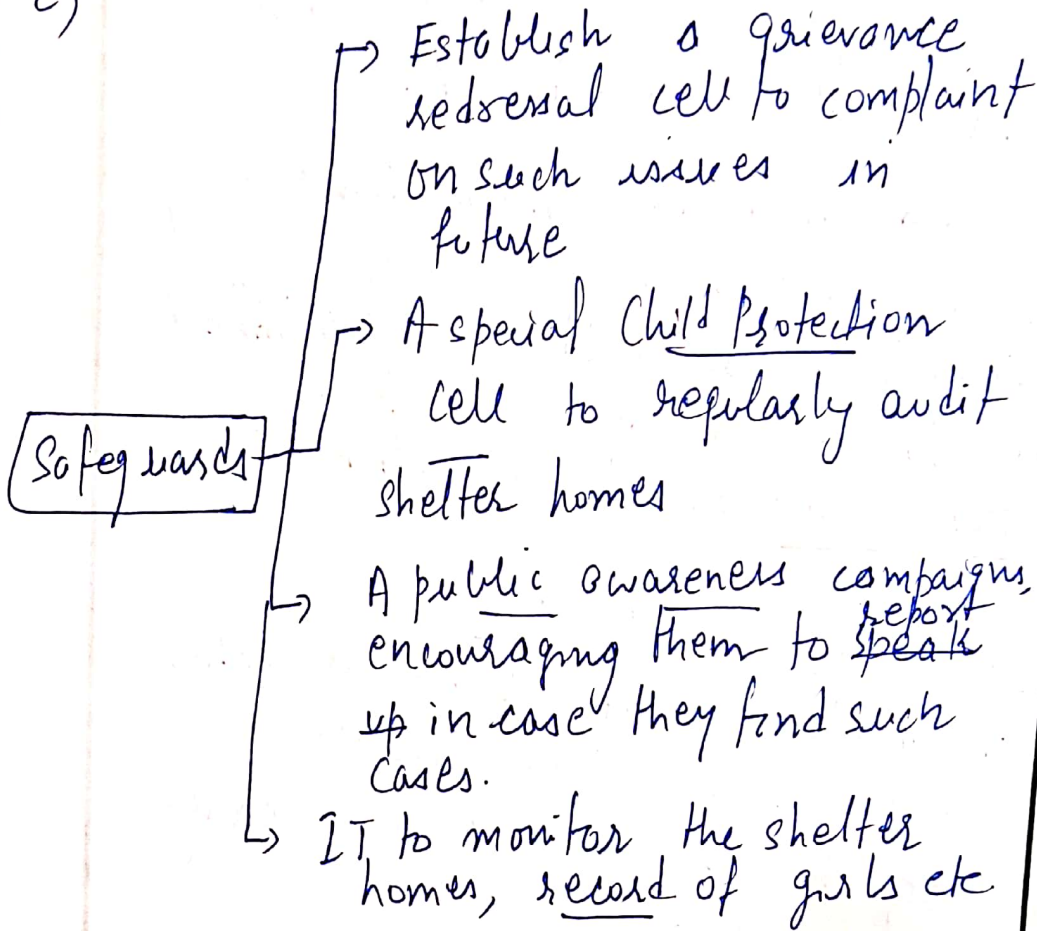
↳ I would increase police protection for the investigating officials so that they can without fear carry out investigation

↳ I would also obtain court orders to temporarily detain those who are accused

↳ Take into confidence my senior officials

↳ Taking help from civil society and media who act <sup>with</sup> ~~as~~ vigilance and ~~has a~~ ~~detest~~ over such elements.

c)



By doing so, I can ensure that girls are not harassed and justice is ensured

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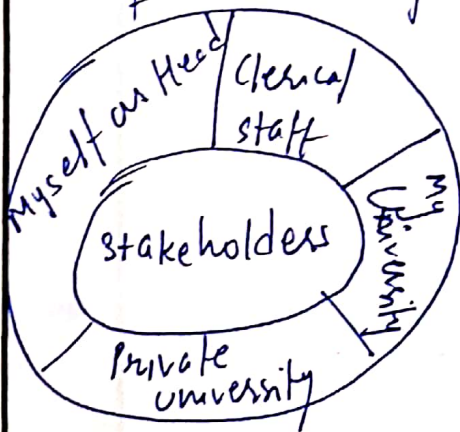
**Q.17)** You are the Head of Department in a University. Recently, a clerical staff in your department was terminated from the job as he was found under the influence of alcohol during office hours. In the previous month there were a lot of complaints regarding his poor quality of work, tardiness and some incoherent behaviour. Later you came to know that this change in behaviour was concurrent with the death of his wife after a prolonged illness. It has also made him debt ridden. This may be further compounded by the fact that he has a daughter to marry off soon and a handicapped son to take care of.

He desperately needs a job. He has applied for a position at a private University and has already given your name as a reference. He pleads you to give him a good recommendation and not mention his drinking, which he assures you are now under control. He also asks you to mention that he voluntarily left the University to address a family medical crisis and that the University was pleased with his work. You like this person and believe that he is a good worker when he is not drinking. But you doubt whether he has really overcome his drinking problem.

Valid arguments can be advanced, both, for rejecting his plea with the consequence that his condition may become even worse and for accepting his plea with a noble intention, but keeping the third party in the dark.

- What could those arguments be?
- Could there be any better way to get out of this dilemma? If so, outline the main elements of this third way, pointing out its merits. (20 Marks, 250 Words)

The above case presents how circumstances forced a worker to take to bad habits of drinking etc.



### Ethical issues

- Issue of Alcoholism low work quality etc (absence of work ethics)
- Emotional trauma like death of wife
- Requirement of job (Right to life)
- Truthfulness on my part or lying to help the worker

km (Rishu)

## 0) Arguments

→ Rejecting the plea As the worker has been inefficient, he should not be referred to job as he will damage the work culture there.

Also, if he acts inefficiently in the private university, it will also bring disgrace to my reputation and college.

Also, by rejecting the plea, I will uphold values of honesty and merit over personal bias.

→ Accepting plea with noble intention By accepting his plea, I can ensure that he gets a job and is able to support his family.

Also, I would act with empathy to my coworkers.

Further, getting him a job would lead to livelihood opportunities for



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him (Right to Life) and Right to Life is supreme over other ethical considerations

Further, it can be that he has really reformed, and by referring him, I can ensure that sustains his good practice, and never take to alcoholism in future (a chance at redemption)

b) However, both ~~two~~ arguments above have flaws. In argument 1, by rejecting plea, I would be unsympathetic.

In argument 2, by keeping the other party in dark amounts to fraud.

Hence, there is a third option:

- Honest dialogue with the worker. Here I would explain to him ~~that~~ of my crisis of conscience and that



I could not speak false to favour him. Rather, I would ask him to assure me that he has ~~is~~ truly reformed. This can be ensured by asking the workers to work in ~~the~~ my university as before and I would monitor him for good behaviour.

This would also solve his problem of job <sup>crisis</sup> as he would be receiving his salary.

And once I am confirmed that he has really reformed, I would readily refer him to the university.

However, at the same time, I would also appraise the other university of his earlier record, but assure them that he has indeed changed for good.

Thus, I would act with objectivity & help the worker reform for his own good.

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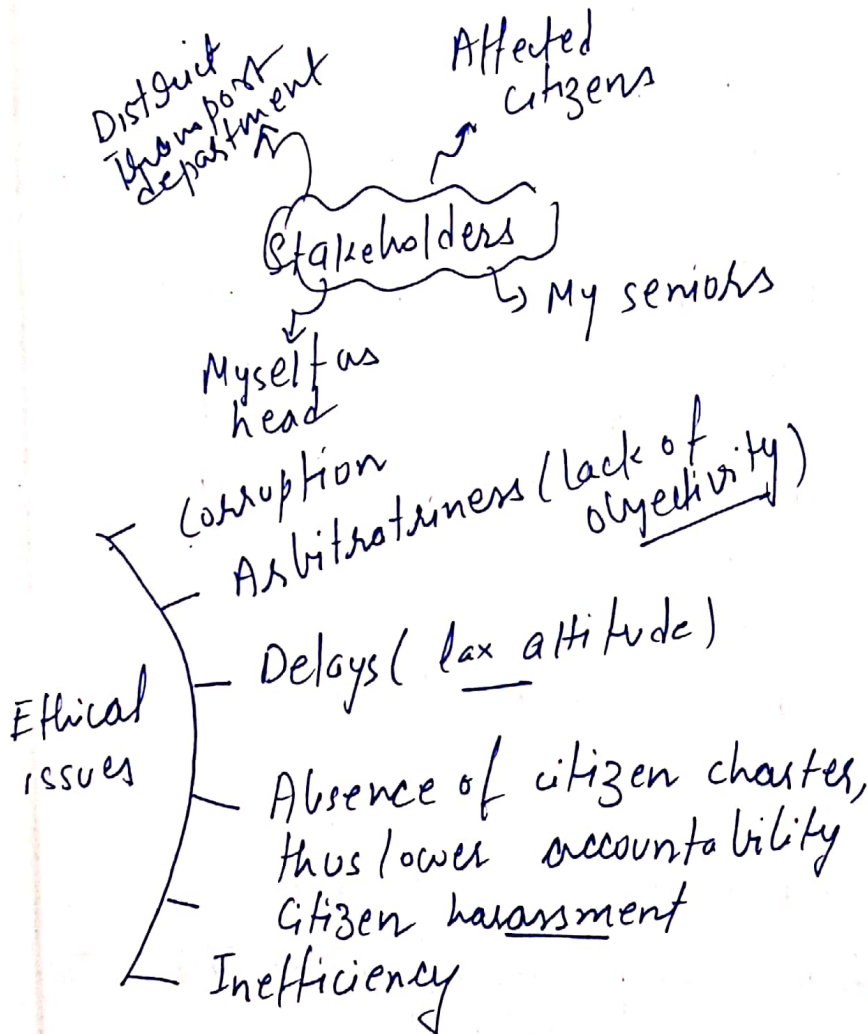
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**Q.18)** You are the Chief of District Transport department, who issues registrations for motor vehicles. The office is plagued with corruption, delays and arbitrariness. Some of the citizens complained that the absence of citizen charter in the office is the reason for all the other issues. You have decided to draw a citizen charter for the office. Your seniors and subordinates are also ready to support you in this regard with capacities, facilities etc.

- Draw out a citizen charter for your organization and list out its merits.
  - What are the difficulties you think could occur in implementing the charter?
- (20 Marks, 250 Words)

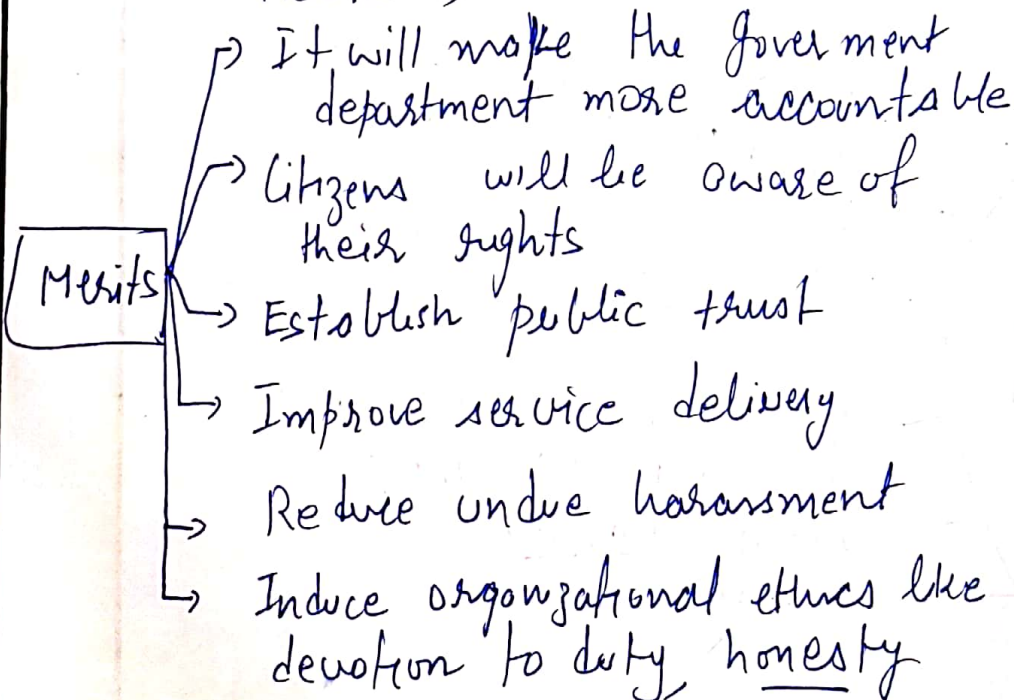
The above case is the one of inefficiency in government departments..



b) Difficult  
↳ Low

## a) Citizen charter

- ↳ Devotion to duty
- ↳ Zero tolerance for corruption
- ↳ Issuing registration at minimal time (Some day if possible)
- ↳ Hearing public grievances
- ↳ Acting on basis of facts to check arbitrariness.
- ↳ Informing public of the registration to reduce information asymmetry
- ↳ A channel for complaint (Grievance Redressal)





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b) Difficulties that may occur

- ↳ Lack of compliance to Citizen's charter, as there will be no institutional mechanism to monitor
- ↳ Citizen charter is not mandatory and legally enforceable
- ↳ Employees may fake ethical behaviour
- ↳ Citizen's may be unaware of their rights
- ↳ Institutionalization of corruption, hence it has become a norm and cannot be controlled merely through deceptions, it requires behavioural change
- ↳ Organizational incapacity like low funds etc to implement the charter
- ↳ It may merely remain on piece of paper

Hence, apart from Citizen Charter, enforcing it through monitoring cells, public awareness and use of IT in governance (like online registration) is required to improve efficiency.

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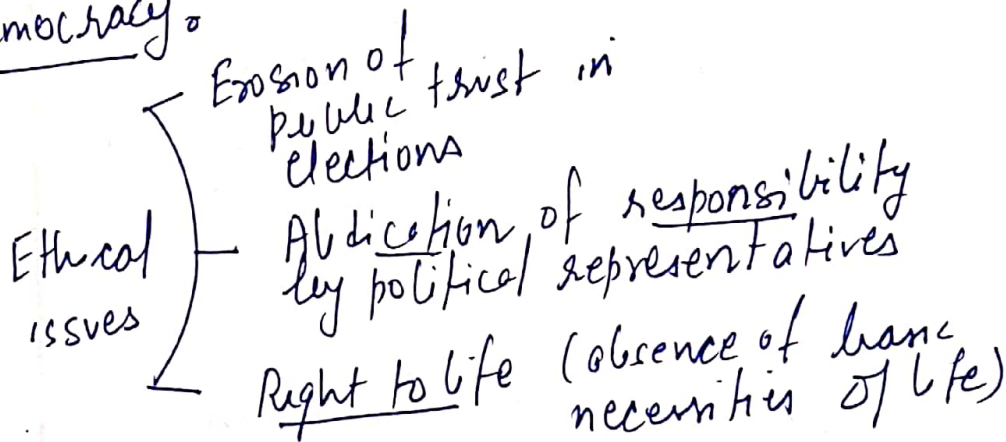
a. I  
b

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2.19) You have been appointed by the Election Commission as a booth level officer to oversee the conduct of elections in a remote and under-developed area. For the preparations of elections, you have been instructed to ensure maximum voter turnout. For this, you conduct a series of meetings with the people in villages encouraging them to vote in large numbers. However, they confront you with the fact that despite so many previous elections, the promises made by representatives remain unfulfilled. And even the basic necessities of livelihood are not available. As such, they are not forthcoming even to listen to you, let alone giving assurances to participate in voting. Based on this information, answer the following questions:

- Identify the stakeholders in the situation along with their interests.
  - How will you convince the people and ensure maximum voter turnout?
- (20 Marks, 250 Words)

The above situations presents the need to strengthen electoral participation, as elections are the backbone of democracy.



a) Stakeholders

↳ Election Commission

ECI has the mandate of establishing fair and transparent elections. Election Commissioners like TN Sheshan have worked hard for this mandate.



## ↳ Political Not Representatives

Their interest is to gain public confidence so as to win elections. While most politicians like Nehru used elections to come power to fulfill voter aspiration of development, recently, there has been erosion of responsibility by some representatives.

After winning elections, they fail to cater to the aspirations of people. For them, voters are mere tools to achieve power.

## ↳ Villagers

The interest is to benefit from development in the form of jobs etc. Hence, they vote for their representative so that he can place their demands in Parliament and fulfill their aspirations.

For example, Varanasi voted PM Modi

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twice to power due to trust in him and that he will fulfill his promises.

→ Myself

As a booth level officer, it is my duty to ensure that voter turnout remains maximum for a meaningful election

b) → I would ask local leaders like Sarpanch to talk to the people on the importance of elections and that it is for their own growth

Convince the people

→ Public meetings with the locals by going to the villages and homes of ~~set~~ individuals, explaining to them the benefits of elections. Eg. giving them examples of how Amethi progressed under Congress.

**Convince**

- Establishing a cadre of community workers to hold trust building dialogues with the villagers
- Explaining to people how by participating in elections only can they ensure that political representatives are held accountable
- I would also make them aware of NOTA, and how they can express their displeasure using this
- Arranging for transport, support for elderly etc to increase participation

Our Constitution highlights the importance of elections in strengthening the democracy and it becomes my duty to conduct election with maximum participation

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Structure		Content	
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