

Test Code 31088

FIAS – 2020 – GS Paper 4

ForumIAS

ACADEMY

GENERAL STUDIES

Name Of Candidate	Karishma Nair		
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Mobile No.		Date:	13/12/20
Time Allowed: Three Hours		Maximum Marks: 250	

INDEX TABLE			INSTRUCTION
Q. No.	Max. Marks	Marks Obtained	<p>1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.</p> <p>2. There are TWELVE questions printed in ENGLISH, all questions are compulsory.</p> <p>3. The number of marks carried by a question/part is indicated against it.</p> <p>4. 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>5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.</p> <p><i>Any specific messages for ForumIAS Mentors/Evaluators with respect to your copy? Write it here.</i></p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p>
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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
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ADDITIONAL COMMENTS

Section - A

Q.1) a) Examine the relevance of following values in the context of Civil Service with suitable examples: (10 marks, 150 words)

1. Objectivity
2. Persuasion
3. Compassion
4. Anonymity

1. Objectivity means to make judgements and decisions purely based on facts with being affected by emotions, values, biases, etc.

Relevance

- To ensure impartiality and neutrality in civil services.
- To prevent arbitrariness in decision-making.

However, objectivity should not mean absence of compassion in civil services.

for eg. If ~~is~~ old lady does not fulfill criteria for a scheme, objectivity would demand, not giving her benefits, however civil servant should compassionately look for other alternatives.

2. Persuasion means the intervention to guide a person's behaviour, actions, and thoughts towards

a desired goal.

Relevance

- To bring social change & behavioural change.
- To balance between multiple stakeholders.
- To build consensus & acceptance for laws.

for eg. Civil servants persuaded people to use toilets through Swachh Bharat Abhiyan.

3. Compassion means to empathise with others position and to actively work for ameliorating their ~~poor~~ # unfortunate condition

Relevance

- Social Justice & empowerment
- Citizen Trust
- Citizen Centricity

for eg. Operation Sulaemani by Prashant Nair to overcome hunger in his district.

4. Anonymity means working behind curtains with work speaking for ~~themselves~~ without personal fame.

for eg. PM Modi spoke out against the fame hungry social media posts by civil servants.

Relevance

- To give fearless policy advice
- Better protection from political influences.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

b) "Public money ought to be touched with the most scrupulous consciousness of honor". In the light of this statement discuss the values that should guide a civil servant when dealing with public funds. (10 marks, 150 words)

Civil servants deal with public funds with a fiduciary relationship where funds are held in trust for the betterment / utilised of people.

The civil servant must hold public money with scrupulous consciousness & how - in because:

- ① To prevent the misuse of public funds & corruption.
- ② To prevent wastage of public money.
- ③ To ensure money is put to productive use.
- ④ Reduce social inequity through funds.
- ⑤ Maintain the trust of people.

Values that should guide civil servant when dealing with public funds

- ① Selflessness : wherein public interest should be kept above personal interest.
- ② Accountability : & civil servant should be answerable for the utilisation of funds.

- ③ Transparency : it will bring in openness about how the funds have been utilised.
- ④ Value for money : funds should not be squandered, rather should be used efficiently and effectively.
- ⑤ Participation : social audit and collective decision-making should be undertaken to ensure funds are used according to people's needs.
- ⑥ Probity & Integrity : not only for herself but also for other people involved to reduce conflict of interest.
for. eg. the Common Wealth Games Scam showcases how the public funds were utilised with utter disregard for ethics.
Thus public servants should follow the path of Vishveshanya in showing integrity while dealing with public resources.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Q.2) a) It is during the times of distress and uncertainties that public servants need to display emotional intelligence and become pillars of strength for the society. Analyze this statement with focus on healthcare professionals in dealing with the pandemic.

(10 marks, 150 words)

Public servants are considered to be the steel frame of the nation that provide strength to the nation society

In times of crisis, and uncertainty, emotional intelligence becomes important as it helps in awareness & management of our own emotions as well as those of others. This is needed because:

① To sustain the morale of the people dealing with crisis.

eg. Doctors have to work in PPE kits for 8 hours at a stretch without any break.

② Stress, anxiety and even violence looms large during times of distress

eg. Doctors are threatened and abused during loss of life of kin.

③ Emotional intelligence will help handle one's own stress, and be empathetic

to others eg. patients, co-workers, family etc.

④ It would also help in fair assessment of the situation and taking appropriate action.

eg. Decisive actions on Hotspots & containment zones need to be taken.

⑤ Healthcare professionals act as pillars by dispelling disinformation and sharing best practices to ensure that society remains healthy.

It is no wonder that the healthcare professionals have been hailed as warriors, however their legitimate concerns of pay and safeguards need to be addressed to sustain their emotional intelligence.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

b) Social media platforms are inherently wired to reinforce one's political and social attitude, irrespective of its ethicality. Critically Analyze. (10 marks, 150 words)

Social media platforms are considered to be modern day attitude shapers and re-enforcers.

It is considered to be inherently wired to reinforce political & social attitudes which are the learned predispositions that people have to behave favourably or unfavourably to political & social objects.

Reinforces attitudes, irrespective of ethicality

- Social media algorithms work in such a way to create 'Echo Chambers' where one is shown such content that one is already biased towards.
- It thus, does not showcase the alternative arguments automatically, rather they have to be actively searched for, which no-one has the time or intention to.

◦ Social media platforms claim to be mere platforms with no control over the ethicality of the content produced

On the other hand, social media is also a platform wherein people form new social & political attitudes as:

- It exposes us to different societal & political issues.
eg. MeToo movement, farmers' protest.
- It provides a platform for debate and discussion amongst even different ideologies
- It can be used to bring social change and even political upheaval.
eg. India Against Corruption Movement.

Thus, social media is just a tool; and its impact depends on its usage.

Feedback (For OFFICE use only)

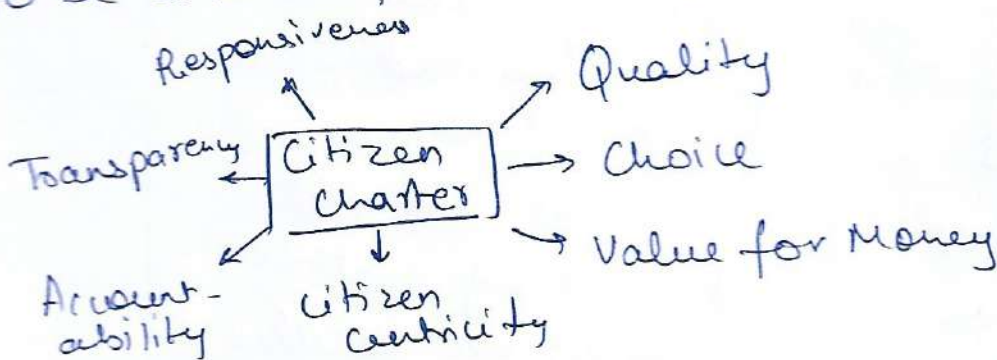
Structure		Content	
Question Interpretation		Total :	

Q3) a) Without attitudinal reorientation of civil servants, Citizen Charter may remain another cosmetic change in series of administrative reforms. Examine.

(10 marks, 150 words)

Citizen Charter is a document that contains details about services provided, time frame and grievance redressal mechanisms within an organisations.

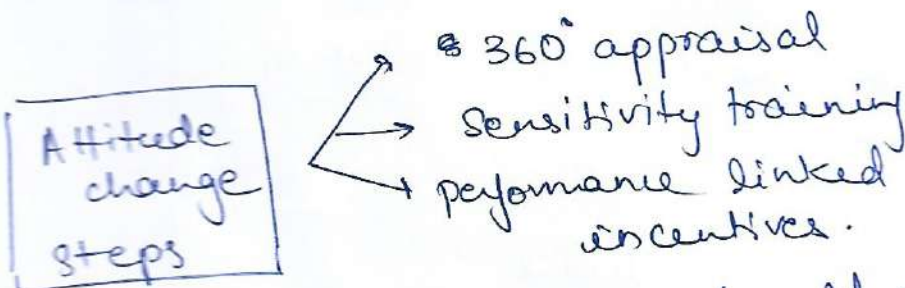
It began with John Major claiming to see organisation & services from eyes of those who use it. It was thus considered to be a transformative reform to bring in



However, it needs to be accompanied by attitudinal reorientation of civil servants to:

- ① Ensure that citizen charter is followed in spirit and not merely in letter.
- ② At present, it is not enforceable, so it depends on the uptake by civil servants.

- ③ The attitude change would involve:
- Considering citizen as supreme.
 - Reduction in tardiness, delay and red-tapism.
 - Grievance redressal should truly be of value to the citizen.
 - Citizens should be made aware of such a document which requires a citizen-centric attitude.



Thus, citizen charter should not be seen as an end in itself rather as one of the means to achieve excellence in public services.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

b) Jaina's philosophy of Anekantavada can help preserve the spirit of tolerance and peaceful co-existence in India. Comment. (10 marks, 150 words)

The Jaina philosophy of Anekantavada suggests non-absolutism as well as relativism of truth.

It suggests that there can be multiple ways of explaining something, with each of the explanations being true in its own right.

The spirit of tolerance would suggest that one appreciates & acknowledges the existence of views, thoughts and beliefs different from our own.

In a multi-cultural country like India we have had a history of peaceful co-existence and tolerance because we do understand the existence of alternate opinions and even consider them to be true. This is the embodiment of the spirit

of Anekantavada as well.

It will help preserve the spirit of tolerance & co-existence as:

- ① No one culture would try to enforce hegemony or supremacy.
- ② Alternate opinions & views would be respected as enriching our culture.
- ③ It would prevent the constant conflict for survival by different people.

For eg. in religion, Anekantavada would suggest that multiple religions could reach the same truth. It would thus reduce communal tensions.

India should thus inculcate this powerful concept of Anekantavada amongst its people.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Q.4) a) Can social changes be induced through force of law? Assess appropriateness of using law for bringing social changes. (10 marks, 150 words)

Social change entails to modify the social practices, beliefs and morality towards a more progressive outlook.

India has had a history of bringing social changes through force of law eg. Abolishment of Sati.

Its efficacy in bringing about change stems from:

- ① It has an element of fear & coercion which is considered to be effective.
- ② It is considered to bring change in a much faster way waiting for society to change on its own.

However, true social change cannot be induced only through force of law as:

- ① Society may still undertake such practices even with laws in place. eg. Dowry is still widely prevalent.

② People do not change until they are truly shown the merit of the change. Laws may only bring superficial change.
 eg. PCPNDT Act, has not tackled sex discrimination as con-meta preference still exists.

Appropriateness of law to bring social change

Appropriate

- Difficult to society for change by itself.
- Protects the most marginal in society
- Becomes enforceable

Inappropriate

- May cause social backlash eg. Sabrimala protests
- Law does not work as well as social pressure
- Seems top-down.

Thus, law should interfere in social change only when grave injustice occurs, for all other changes, it should come from within society.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

b) While civil servants require discretionary powers for better decision making and innovative problem solving, it may be misused and derail ethical governance. Comment. (10 marks, 150 words)

2nd ARC suggest that discretion is one of the root causes of corruption. Discretion means taking a decision based on own judgement where there is silence of law/procedures.

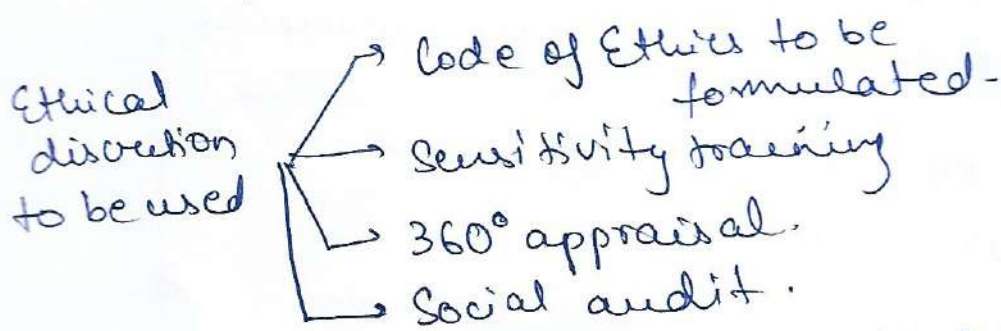
Discretionary powers are required for civil servants as:

- ① It allows for dynamism in decision-making.
- ② To handle new situations in which law is silent.
- ③ To experiment with solutions for problems, and to prevent a one-size fits all approach.
- ④ It makes room for civil servants to take actions for social change.
eg. Kiran Bedi used discretion to bring Tihar Jail reforms

Discretion, on the other hand has immense scope for misuse as:

- ① Absence of precedents to check the ethicality of discretion.
- ② High prevalence of asymmetry of information and power in society.
- ③ Can be used as a tool for nepotism, favouritism, and nexus creation

for eg. Neera Yadav misused her discretionary powers as former chief Secretary of U.P.]



Thus, while discretion is vital for developmental administration, its ethical usage must be promoted.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Q.5) a) It is a crime against humanity to make a profit during any human tragedy. On the contrary, there should be empathy and concern about human suffering. Analyse in the context of ethical issues involved in the pre purchase agreements of Covid-19 vaccine between different nations and pharmaceutical companies.

(10 marks, 150 words)

The ~~too~~ Covid-19 pandemic has brought to fore the concerns of Ethics in International Relations through the phenomenon of vaccine nationalism.

The pre-purchase agreements are signed between ^{pharma} companies & nations where the latter secures a bulk of vaccines ^{to be} produced due to its superior purchasing capacity.

Ethical issues involved

- ① Vaccine is provided not based on emergency & urgency of nations rather based on the paying capacity.
- ② Pharmaceutical companies realising the high demand are inclined to charge very high prices.

- ③ The underdeveloped & developing countries that have greater socio-economic impact of the pandemic will be neglected.
- ④ Nations are not showing empathy towards fellow nations in the spirit of humanity.

In this light, India stands as a lighthouse of ethics for the world with its declaration for providing vaccines to the needy nations.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

b) Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development. Discuss.

(10 marks, 150 words)

Probity in governance entails a system that upholds honesty, integrity and incorruptability in its governance.

Probity in Governance is considered to be an essential & vital requirement for:

① Efficient & Effective system of governance

- It will keep a check on corruption and the misuse of public fund.
- It will have ~~or~~ value for ~~for~~ money and thus look for the most efficient form of governance.
- Probity would mean a commitment to achieve goals thus being more effective.
- Its qualities like - transparency, accountability, responsiveness

would enhance efficiency & effectiveness

(2) Socio-economic development

- Probity would reduce diversion of funds meant for socio-economic development.
- Participatory approach would be adopted to achieve socio-economic development.
- Transparency & accountability in governance will lead to overall empowerment of citizens.

Thus, 2nd ARC calls for Probity in Governance through Code of Ethics and Civil Services Law →

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.6) Given below are quotations of moral thinkers/ philosophers/psychologists. For each of these, bring out what it means to you in the present context.

a) "In any moment of decision, the best thing you can do is the right thing. The worst thing you can do is nothing." - Theodore Roosevelt. (10 marks, 150 words)

The quote suggests the importance of taking action and being decisive.

While it is the optimal outcome of taking the right decision, often such a right decision is not available to people as they may not have the time, resources, expertise to take the right decision.

However, in not finding the right decision, people often fall back to indecision and inaction when a moment comes to decide. However this is considered as the worst thing to do as -

- It simply deflects the decision to a different time.
- It may cause the situation to get worse.
- It lacks the ethics of responsibility taking.

In present context it is relevant

in the time of migrant crisis where the courts refused to take a decision and let the crisis & exodus continue for months.

Similarly, the ~~New Zealand~~ Brazil administration chose to not take any decisions to control the pandemic, while countries like New Zealand took decisive stance to help control the situation.

Even in mob lynching case and rioting case this is relevant as police was seen as waiting for orders and not taking decision.

Thus, we need to ensure that decisions are timely to prevent situations from snowballing.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) 'When Men are Pure, Laws are useless; When men are corrupt, laws are broken' - former British PM Benjamin Disraeli (10 marks, 150 words)

The given quote suggests the ineffectiveness of laws in guiding ethical conduct.

~~Aristo~~ Aristotle when men are pure laws are considered useless as men would conscientiously not engage in crimes and undertake good conduct as a moral duty. As Aristotle as said, when people are abiding, laws are unnecessary.

On the other hand, when people are corrupt inherently, laws do not act as a deterrent, rather they are broken to do the wrong deed anyway.

In present context this quote finds relevance as:

① & In 8 countries such as Scandinavian countries there aren't any fines

for breaking traffic rules as there is ingrained civic sense. On the other hand, there is poor regard for traffic rules in countries like India.

② In India there needs to be a law against ~~for~~ Untouchability and in some places against social boycott, but still such social evils prevail.

③ 2nd ARC suggests a Code of Ethics to imbibe values in civil servants that would act against corruption ~~is~~ beyond the Prevention of Corruption Act.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Section - B

Q.7) Stanley Milgram, an American psychologist conducted a scientific experiment to demonstrate how someone in a position of authority can influence people to behave unethically and against their wishes, proved that subjects often performed actions that were unethical when ordered to by a person in authority. It happened in case of German dictator Adolf Hitler also who ordered the killing of millions of people during World War II and could produce obedience.

Civil servants are generally both victims and perpetrators of this power of authority. Discuss how. What would be your course of action when stuck in a similar situation? (20 marks, 250 words)

The famous prison Experiment shed light on the role of authority in guiding conduct and ethics of the people.

The above case of the experiment and Hitler's Germany showcases why unethical acts may be performed:

- ① The acts are not seen as unethical, rather as performing duty.
- ② There is a conflict between personal ethics & obedience, and obedience triumphed in these cases.
- ③ There is an element of fear and coercion involved on the moral actors.
- ④ Unethical actions are rewarded rather than punished, thus perpetuating unethical practices.

In the case of civil servants there are two sides to this equation of authority & unethical practices.

Civil Servants as victims of power of authority

- Civil servants have to work according to the orders of political leaders who might ask them to do unethical actions.
- In the hierarchy of civil services, superior orders could also be unethical but would have to be complied with.
for eg. in Theotukudi case, the police was ordered to fire at innocent protesters.
- In case civil servant does not oblige to ~~this~~ they face strict action like transfers, punishment, threats and even death.
eg. Satyendra Dubey was killed trying to prevent ~~et~~ unethical act.

Civil servant as perpetrators of this power & authority:

1. They may ask their subordinates to commit a wrong action, or be complicit in unethical practices with inaction.
2. Civil servants also wield power on the people and may coerce them.
eg. the Kathua DM was seen threatening the victim's family.
3. This occurs due to the amount of asymmetry of power in society with monopoly and discretion with civil servants in the absence of accountability.
4. Civil servants role in Panchayati Raj Institutions is also one of power, and it can be used to prevent PRIs from flourishing.

When stuck in a similar situation my course of action would be:

As the receiving end of authority

- I would ensure that I'm well aware of my job and the standard operating procedures & would refuse to accept unethical orders.
- I would also ask for such unethical orders to be given in writing, and I would also record my dissent with reasons.
- I would also explain my position and try to persuade the superior & politician to avoid such unethical practices.

As the source of authority

- I would ensure that all my orders follow Rule of Law and are ethical.
- I would openly engage with subordinates & people if they have concerns with my action.
- I would keep a record of all actions/orders and be transparent about it.

Thus, while the problem is systemic Emotional Intelligence and integrity can help in such situations.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

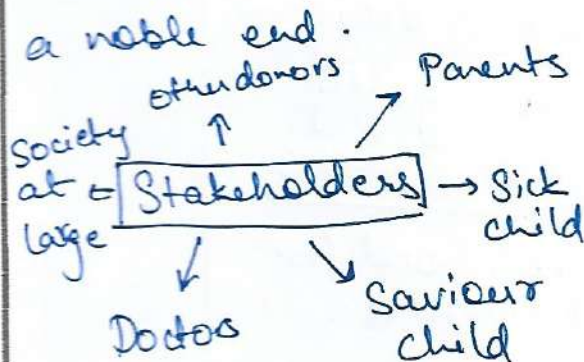
Q.8) Sahdev and Aparna had a son named Abhijeet who was diagnosed with thalassaemia minor when he was just a few months old. Abhijeet thus, needed blood transfusion every three weeks, resulting in chronic weakness and a compromised immune system resulting in frequent illnesses.

The permanent cure for Abhijeet's ailment was bone transplant, but due to no match in the family, it was not possible. The couple then found out about the concept of 'saviour sibling' and decided to go ahead with it. A saviour sibling is a child conceived through selective In vitro fertilization (IVF) as a potential source of donor organs or cells for an existing brother or sister with a life-threatening medical condition.

After many attempts, the couple finally gave birth to a healthy baby girl Kavya, who matched the criteria to be a donor for Abhijeet. However, Kavya had to grow and weigh 10 kg before she could donate stem cells for transplantation to save her critically ill brother. While the procedure of donating stem cells is not dangerous, it would be extremely painful.

- List the ethical arguments for and against the 'saviour child therapy'. Do you believe that it is ethical for a parent to give consent for donation of stem cells on behalf of infants?
- If the procedure also included risk to the life of the new born baby, would it still be a prudent therapy? Justify your answer. (20 marks, 250 words)

The above dilemma is one of using humans as a means to an end, although a noble end.



- values
- Means v/s Ends
 - Issue of consent.
 - Saving human life.
 - Medical ethics.

(a) The saviour child therapy is a grey area in ethics as it consists of ~~both~~ a clear dilemma.

Arguments for saviour child

- It is not considered to be life threatening for saviour child, thus no risk for the child.
- It helps save life of the other ailing child.
- The ^{savior} child is also important to the parents and will be given equal care and protection by the parents.
- Child would also want sibling to survive in future.
- The issue of consent does not arise as the child cannot make a decision on her own, and parents are legally empowered to give consent for minors.
- Utilitarian principle → Greatest Good for all involved.

Arguments against

- The saviour child has to undergo painful procedures.

- The child's value is attached only as a saviour rather than being welcomed as the choice of parents.
- Issue of consent as the child's cells are used.
- Kantian ethics would reject it as it uses a human as a means to an end, rather than as an end in itself.
- By the time the child is in senses to give ^{nt}consent, it becomes more of an obligation.

Ethical for parents to give consent

- Infants are not in a position to give such consent & parents are their biggest well-wishers.
- Parents should not take decisions that would be harmful for the child.
- Stem cells are not exclusive cells or organs the donation of which would harm the donor.
- Waiting for child to grow to take consent would be too late for

the life of the other child -

(b) If the procedure was life threatening for the newborn baby, the dynamics would change and it would tilt towards being unethical as:

① A child is raised only to be sacrificed for another.

② Medical practitioners should look for other alternatives and donors who do not have that many years to live.

③ The newborn's basic human rights are violated.

④ A prudent therapy would not have such a heavy risk not only for the child, but for the family as a whole, who would also face trauma of losing one child.

Thus, as long as the risks are minimal and no other alternative is present, the practice is ethical until science develops further.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

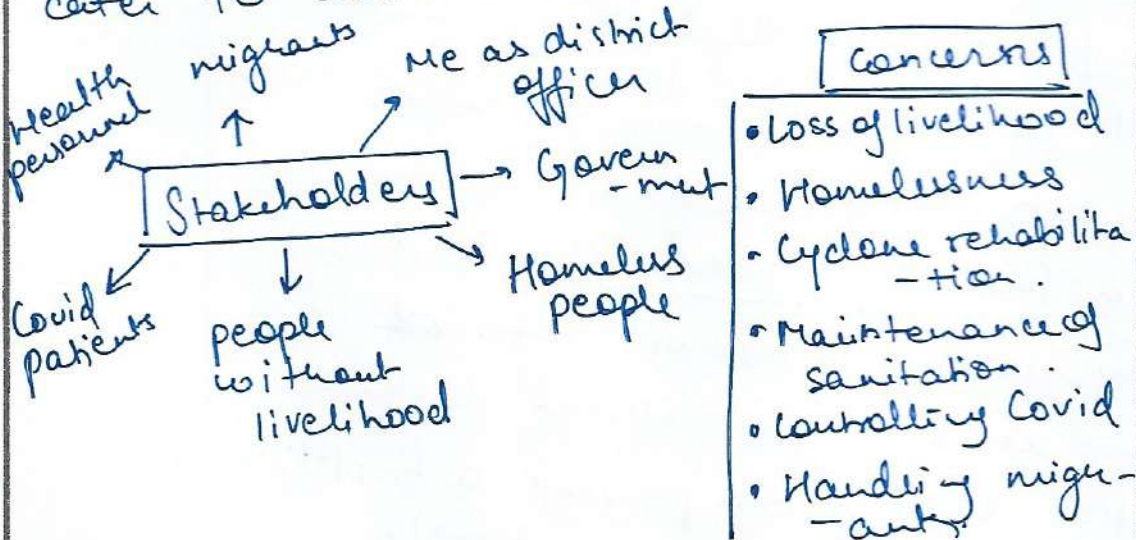
Q.9) You are a responsible and dedicated district level officer. Knowing your dedication towards the work, the government entrusted you with the responsibility of solving the livelihood problems of common people of a district named Birbhoom.

Birbhoom is a district in West Bengal hardest hit by cyclone Amphan. It destroyed thousands of homes, rendered many people homeless and without any means of livelihood. Some families lost their only bread earner. The cyclone washed away embankments, mud homes and fisheries, which thousands of families relied upon for their livelihood and sanitation infrastructure collapsed. Large areas of agricultural land are still water-logged. At the same time COVID-19 is deepening the crisis as many more are losing their livelihood because of the lockdown measures and some people are facing health issues.

An uphill task of rescuing people by maintaining safe distance between them is also a problem. Moreover, in last few weeks, thousands of migrants have also come back from cities across India to west Bengal. Most of them are placed in quarantine facilities, some are facing livelihood issues.

- a) In such a scenario, how would you manage the societal, livelihood and health issues of the affected vulnerable communities at the same time?
 - b) Examine the qualities that help a public servant in tacking such crisis situations in a better manner.
- (20 marks, 250 words)

The given case is one of multi-dimensional crisis management which would require a holistic course of action to cater to all the stakeholders involved



- (a) As the district officer my approach would be:
- ① To ensure that firstly all the people are shifted to dedicated shelters who have been rendered homeless. This can be done by making makeshift provisions for accommodation.
 - ② The area chosen should be intact with sanitation and enough space to maintain social distance.
 - ③ To people who have lost livelihoods and to people in shelters all basic amenities will be provided - food, clothing, medicines. The dedicated funds for disaster help from NGOs and corporates will be used for this task.
 - ④ Migrants in quarantine are to be given the same provisions and adequate awareness is to be generated about social distancing in the district, to prevent a health crisis.

⑤ Once these immediate measures have been taken, I would coordinate with the state administration for Disaster Rehabilitation and recovery measures.

This includes:

1. Rebuilding homes that are destroyed.
2. Providing financial assistance to the people.
3. ^{Psychological} Mental counselling to be provided to people affected by losses.
4. Agricultural losses to be compensated with PM Fasal Bhima Yojana.
5. The health infrastructure should be constantly monitored to check for any lacunae in arrangements.

Once the societal & health issues ^{are} tackled, long term measures would include:

1. Registering workers who have lost their livelihood.
2. Skill mapping of these people.
3. Looking for alternative avenues for livelihood.

4. Informing them about schemes like MGNREGA, unemployment wages, Mudra loans, and NRMH, Kaurhal Vikas Yojana

→ Overall I would engage with the citizens and gauge their problems periodically to provide holistic governance.

(b) Qualities that help public servants in crisis

- ① Emotional Intelligence to handle the stressful situation, and think with a clear mind.
- ② Leadership to motivate people who have been struck by the disaster.
- ③ Courage of conviction as in crisis the situations are unpredictable.
- ④ Decisiveness to make quick decisions without wasting time.
- ⑤ Team work to ensure that effective collaborations with NGOs, etc. are undertaken.
- ⑥ Compassion & citizen-centricity

The crisis situation is a true test of character for the civil servant.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.10) Law enforcement officers possess enormous amounts of power, which can be used against citizens to deprive them of their freedom, search them and their dwellings, seize their property, and use force against them. These powers are legally permitted under specific circumstances, and law enforcement officers are trained to know when these powers can be legally applied. As law enforcement officers rank among the most powerful occupations in society, what compounds their ability to use their power is that they are often in contact with relatively powerless and disenfranchised citizens who may be unable to resist an officer's illegitimate use of that power.

What measures can be taken to prevent illegitimate use of power by law enforcement officers? Would it help in achievement of our aim to make Indian police more sensitive and approachable? (20 marks, 250 words)

Law enforcement agencies should be a 'sewice' rather than a 'force' according to 2nd ARC.

In the society there is a clear asymmetry of power, and high amount of discretion to these officers without clear cut accountability measures leading to unethical practices like:

- ① Corruption
- ② Custodial violence - rape and abuse
- ③ Custodial death.
- ④ Harassment and extortion
- ⑤ Nexus between police, mafia, criminals, politician at expense of citizens.

Powerless citizens also do not report or resist these actions as:

- ① They look at officers with fear.
- ② Unaware about grievance redressal mechanisms.
- ③ Do not have wherewithal for ~~the~~ court cases.
- ④ Threat to life, as abuse of power is institutionalised

Measures to be taken to prevent illegitimate use of power by law enforcement officers have been dealt with by 2nd ARC & various committees as:

- ① Constitution of Police Complaints Authority for citizens to register complaints against police.
- ② Sensitivity training of police should be undertaken:
 - At all levels including constabulary (87% of force)
 - Throughout career & not just at induction.
- ③ Adopt the philosophy of community policing with greater interaction between police and citizens.

Illegitimate use of power when curbed can help in achievement of police becoming more sensitive and approachable as:

① Citizens will look at police with trust rather than fear.

② Police's interaction with deprived sections, SC/ST, women will improve through sensitisation, thus will be more approachable

③ Police of today sho will become

Citizen-centric
↓

effective, efficient,
responsive

} → more
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④ Abuse of power causes a lot of ill will towards police thus they become more reactive rather than pro-active, which should change

Thus, police should become SMART which includes being Sensitive, Accountable and Responsive to people.

Feedback (For OFFICE use only)

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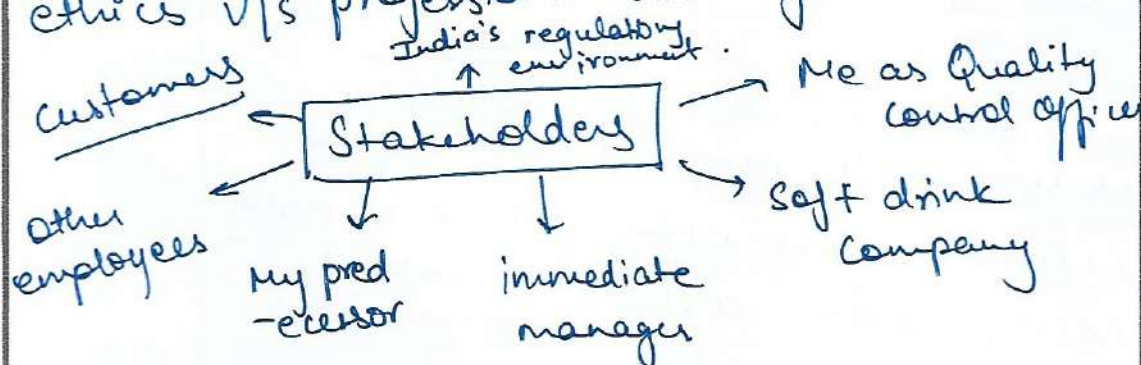


Q.11) You have recently started working for an international soft drink company as its quality control officer. The company sells its signature soft drink under the same brand name all over the world. The soft drink is very popular in India and generates substantial revenue for the company. While the drink is in compliance with the Indian regulatory criteria, you recently discovered during your inspection that the drink is less healthy compared to those sold in developed markets. This is due to a cheaper water filtration system used for Indian markets.

On bringing the issue in notice to your immediate manager, he simply ignored the matter saying that the company is following all the laws. On further enquiry, you found out that the other employees in the company are silent on the issue due to fear of losing their job. You also found out that your predecessor raised the same concern and was fired from his job.

Evaluating all the options available with you, what would you do in this situation and why? (20 marks, 250 words)

The given case involves business ethics, quality of service, and dilemma of ethics v/s professional security.



Concerns

1. Job security v/s standing up for what is right.
2. Ethics in private organisations.
3. Breaching the trust of customers on international company.
4. lax regulatory atmosphere in the country.

Options available with me are:

- ① Maintain silence as no law is being broken.

Pros

- Job security
- Reduces conflict with manager & co-workers

Cons

- Indecent drinking less healthy variant.
- Against personal ethics.

- ② Maintains a clear record of findings and approach, ^{immediate} manager & colleagues with evidence for support.

Pros

- Will help put collective pressure on Company.
- Will reduce conflict with co-workers, rather will find support.

Cons

- Might not agree.
- Risk of losing job of others & me.

- ③ Approach the authority above immediate manager to raise concerns.

Pros

- They will be at better position to take action
- Personal ethics upheld

Cons

- Still risk of denial and loss of job.

④ Whistleblow to the Indian regulators about my findings:

Pros

- Health of Indians safeguarded.
- Clear conscience.
- Action can be taken against poor practices of company

Cons

- Risk losing job.
- May go against professional ethics

Course of Action

1. I would first use the official channels of appraisal available to me as the quality control officer.
This could be through strong reports against the practise followed.
2. I would also talk to the silent officers and explain how it is in the best interest of the company & all employees that quality produce is available to people.
3. We would all then collectively talk to our head and the management-

and demand for good quality water filtration.

4. If this doesn't work, I would then draft a letter to the Indian regulator about the practise and would also explain the details of my inspection.

5. I would also extol the regulator to also undertake such quality check measure and to raise the standards to global levels so that Indians have decent quality produce just like other countries.

6. I would not fear my job loss, as a company that would not reform, is clearly an unethical workplace to be working at.

Thus, on weighing all the options I would uphold ~~to~~ my personal ethics and professional values of maintaining quality produce.

Feedback (For OFFICE use only)

Structure		Content	
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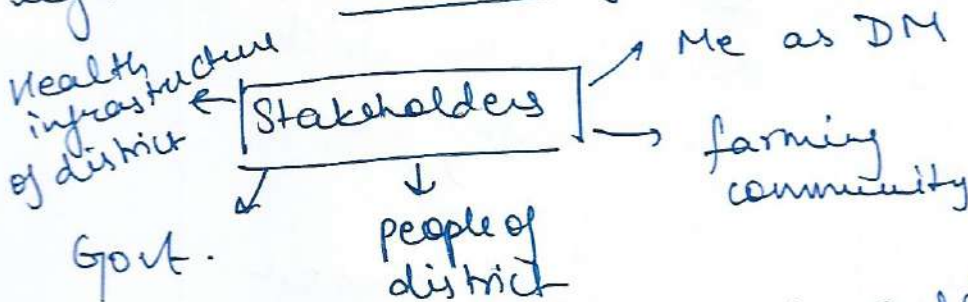
Q.12) You are the District Administrator of an area which is predominantly agriculture based and is experiencing high COVID-19 infection cases and related deaths. The government has recently introduced some legislations which would affect the farming sector.

These new bills however, have generated a lot of discontent among the farming community in your district. Farmers have gathered in huge numbers to protest the new bills in the busy part of the city, violating the COVID guidelines like wearing masks or maintaining social distancing norms. Because of such a situation, the law and order as well as the health situation in your district has become vulnerable.

Given this situation, state your opinions on the following:

- How will you balance their right of the protestors and safety of the public?
- What will be your course of action in the given situation?
- Should the Right to Protest be suspended temporarily to arrest the Covid-19 infection wave? (20 marks, 250 words)

The given case showcases the importance of balancing the right to protest which is the bulwark of democracy with the legitimate health & safety concerns.



- (a) In the given situation, ~~my~~ I would balance the right of protestors & safety of public by:
- Ensuring that Covid-19 guidelines of masks & social distancing norms

are enforced at protesting site.

- ② I would make proper arrangements for location of protest as well as the number of people allowed to strike the right balance.
- ③ Traffic diversions will be undertaken for safeguarding public.
- ④ Even Constitution under art. 19(2) provides for reasonable restriction for public order, and I would uphold this constitutional morality.

(b) Course of action

- I would pass orders for the strict enforcement of mask wearing & social distancing by increasing fines.
- I would visit the place of protest and engage with the leaders of the community to explain the legitimate health concerns while acknowledging their right to protest.

- I would request and persuade them to move to a suitable location as the busy part of city would be needed to reach hospitals & other Covid emergencies. I would call for them to work with conscience as their protest is also harming lives due to the inconvenience.
- At the designated site of protest I would make all necessary arrangements for the protestors including provisions for health & sanitation.
- Protestors would be asked to maintain distance after which they could protest. I would also monitor the ongoing protest and keep my forces ready to curtail any adverse law and order situation.
- I would also appeal to the media and other citizens about the importance of the Covid-19 guidelines and its strict enforcement.

(c) Instead of complete suspension of right to protest alternatives can be thought of:

- ① Restrictions on the number of people allowed at a protest, with registrations and shifts
- ② Online modes of protest can be followed.

While it is prudent to restrict the scale and kind of protest allowed in the wake of Covid-19 the entire Right to Protest should not be suspended.

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