

Test Code: 31036

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FIAS - 2020 - GS Paper 4

28 MAR 2021

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GENERAL STUDIES

Name Of Candidate

L. Ambica Jain

Email Id.

Roll No.

Mobile No.

Date:

Maximum Marks: 250

Time Allowed: Three Hours

INDEX TABLE

Q. No.	Max. Marks	Marks Obtained
1		
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3		
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Total Marks:

Remarks:

INSTRUCTION

1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.
2. There are TWELVE questions printed in ENGLISH, all questions are compulsory.
3. The number of marks carried by a question/part is indicated against it.
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.
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.

Any specific messages for ForumIAS Mentors/Evaluators with respect to your copy? Write it here.

Start Time | 2:00 PM

End Time | 5:00 PM

Mode Of Examination :

Online Offline

ECN CODE:

Evaluation Date:

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

ADDITIONAL COMMENTS



Section - A

Q.1) a) What is Attitude? How does Attitude influence our thoughts and behaviour? Explain giving examples (10 marks, 150 words)

Attitude is the general pre-disposition that an individual holds towards an object of a person. It can be negative or a positive attitude. It is the emotional Affective component.

Influence of Attitude

(i) Influence on thoughts:
attitude influences the way we think about situations, people, events.

eg: Positive attitude helps to think positively about the situation. Moderates approached British with a positive attitude and they believed their rule was blessing in disguise.

(ii) Influence on behaviour:-

It influence the way we respond or act. our actions are influenced by our personal attitudes.

eg Mother Theresa's positive attitude helped her tender and care for poor.

However influence of attitude is not always uniform.

Factors affecting

- (i) Strength of the attitude: strong and deeply rooted attitude has greater impact than weaker one.
- (ii) Accessibility of attitude :-
Easily accessible attitude has greater influence.
- (iii) Influence of other factors:
eg- Duties, - related to job. -> sometimes take over personal attitudes.

Thus attitudes play an important role in influencing our actions. They are not rigid and can change.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) Identify various ethical issues related to genetic manipulation of human DNA. What is India's stand on DNA manipulation technologies? What is your opinion on the ethicality of human DNA manipulation?
(10 marks, 150 words)

Genetic engineering and gene editing are the emerging fields in the biotechnology. It enables to change the characteristics of DNA and manipulate its features.

Advantages

- 1) It will help fix defective DNAs
- 2) address genetic diseases like Down's syndrome, Sickle cell anaemia.
- 3) It can help treat cancer and other life threatening diseases.

Ethical issues

- (i) Fear of selective babies - designer babies
- (ii) Defies natural process of growth.
- (iii) promotes racism and discrimination
- (iv) Would further widen difference between rich and poor as rich can access such technology.

These ethical issues make DNA editing a cause of concern

India's standing

1) Department of Bio-technology (DBT) under Ministry of Science & Technology has proposed draft bill on DNA technology.

2) India supports medical application of it to address genetic diseases.

3) It opposes its use for selective breeding and designer babies.

4) The bill if passed would lay down clear guidelines.

My Opinion

DNA manipulation technology is a dual-edged sword. It is important to harness its advantages to address genetic disorders. &

However, there is a need to lay down strict regulations in its misuse, that goes against laws of the nature. If topped rightly this technology can prove revolutionary.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.2) a) Why do you think despite rising education and awareness crime against women is rising and becoming more gruesome day by day? What steps can be taken to bring about an attitude change in public towards women? (10 marks, 150 words)

According to NCRB report, 2017, there has been a huge surge in crimes against women. It includes rise in rape, molestation, domestic violence etc.

Despite Education and awareness

→ This comes in contrast to growing literacy rates
→ awareness against these crimes has also increased due to laws, legislation, campaignings.

Reasons for failure of education

- (1) This contrasting picture reveals flaws in Education system.
- (2) It failed to provide value-based education.
- (3) It perpetuated gender discrimination and inequality.
- (4) Inadequate focus on gender issues.
- (5) Lack of moral education based on respect, tolerance, equality.

b) insufficient awareness and sensitisation.

Measures to be taken

(i) Education system:

- value based education
- gender - sensitisation through workshops
- Teach equality, liberty and other values promoting women empowerment

(ii) General public:

- attitude change:
 - through persuasion and campaigning
 - sensitise people on importance of respecting women.
 - schemes like 'Beti Bachavo, Beti Padhao', 'Selfie with daughter'
 - promote women education
 - provide safety and security infrastructure.
- For long-term sustainable solution, it is important to bring change in mindset and attitude of people, deeply rooted in patriarchy.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) "A country that demands moral perfection in its foreign policy will achieve neither perfection nor security" n Henry Kissinger. Do you agree with this view point? Discuss various contemporary ethical issues involved in international relations and utility of moral principles in international affairs. (10 marks, 150 words)

This quote by Henry Kissinger saying that country aspiring for moral principles based foreign policy cannot preserve its security, reflects realist idea of international relations.

- Realist view
- 1) It reject morality in international relations
 - 2) It places national interest above all.
 - 3) It further competition among countries.

- My take on it
- 1) Such view promote parochialism
 - 2) It does not promote peace and stability
 - 3) Instead it causes wars and conflicts.

Ethical issues in international relations

→ Unequal powers and competition:

There are super powers, great powers like USA, which have influence on small powers.

- Lack of Democracy:
all nations don't have equal say in international relations
- Insecurity and competition:
absence of peace and cooperation. There is mistrust
- undermines environmental concerns:
in power race, environment often takes back seat.
- Lack of rules, regulation:
anarchy and absence of strong institutions
- UN's role is undermined.

Utility of moral principles

- 1) Moral principles will ensure order, peace and stability.
- 2) It will prevent outbreak of wars
- 3) It will respect country's sovereignty and equality.
- 4) Will ensure democracy at international space.

Thus morals, values and ethics in international relations are important and they cannot be sacrificed for narrow power interests.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

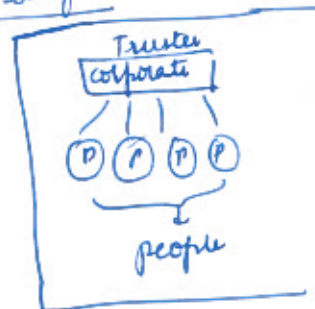


Q.3) a) In the context of rising corporate frauds evaluate the relevance of Mahatma Gandhi's concept of trusteeship. (10 marks, 150 words)

Corporate frauds such as Satyam scam, Nirav Modi scam reveals the flawed and unethical nature of corporate sector in India.

Trusteeship of Gandhi

Gandhiji's idea of trusteeship defines corporates and businessmen as not the owners of property, but trustees. They are trustees of welfare who hold property on behalf of people.



Relevance of Trusteeship

- 1) Trusteeship would help rethink idea of corporates.
- 2) It will ensure that corporates do not become profit seeking entities.
- 3) It will encourage corporates from not becoming exploitative of workers and general public.

4) Corporates by following trusteeship would look after welfare of workers.

5) It will help maintain public faith and trust in the corporates.

6) It will reduce conflict within corporates.

7) Promotes ties ~~with~~ between corporates and Trade unions.

→ It will avert corporate frauds and scams.

Corporate Social Responsibility (CSR) ensures that corporates work for public welfare. Recently Azim Premji said that CSR should be voluntary and not imposed through law, to make it more successful and effective.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



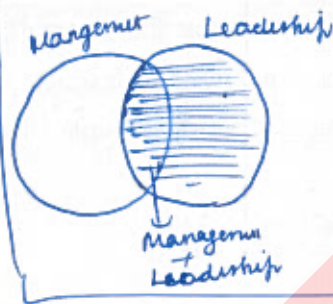
b) "Management is doing things right, leadership is doing the right things." In light of this statement, explain the difference in role of leaders and managers. Why is leadership quality important in a civil servant? Discuss with example. (10 marks, 150 words)

Management as the nomenclature defines is the effective management of a given task. It is effective performance to attain desired outputs.

Leadership is the quality or ability to lead and perform a task by following right means.

<u>Management</u>	<u>Leadership</u>
<ol style="list-style-type: none">1) Management of task and delivery of objectives.2) <u>Value-neutral</u>, does not take into account values.3) Focuses merely on <u>ends</u>.4) Narrowly focused, i.e., limits to organisational interests	<ol style="list-style-type: none">1) Management along with team spirit.2) <u>Value-sensitive</u>, ensures that tasks done abides values.3) Focuses on <u>means and ends</u>.4) <u>Wider focus</u> - looks after interests and concerns of various stakeholders.

Importance of Leadership in civil services



- 1) Will ensure ethical performance of duty.
- 2) Will take into account public welfare while discharging duties.
- 3) Helps in using discretion to address unprecedented incidents.
- 4) provides dynamism and helps makes civil servant responsive.
- 5) It promotes accountability and responsibility.
- 6) Will promote effective public service delivery.

Thus, a civil servant with leadership qualities can prove efficient. For example N. Prasanth of Kerala used his leadership qualities to ensure food security and address concerns of needy.

Mission Karmayogi also focuses on developing leadership quality of civil servants.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.4) a) Examine the relevance of the following in the context of civil services:

(10 Marks, 150 Words)

1. Bureaucratic anonymity
2. Emotional intelligence
3. Courage of conviction
4. Selflessness

Bureaucratic Anonymity

→ It refers to being anonymous, behind the scene and contribute to the process of governance.

→ It will ensure neutrality

→ It will help maintain apolitical nature of civil servants.

→ It prevents corruption and nexus between politicians and bureaucrats.

2nd ARC has focused on the importance of Bureaucratic anonymity.

a) Emotional Intelligence

It is the ability to manage one's emotions and utilize emotion in a positive way.

Relevance for Civil servants:

- (i) Handle tough situations
- (ii) Balance personal and professional interests
- (iii) provides leadership and ensure team spirit
- (iv) Develop organisational culture and promote effective coordination.

Courage of Conviction

It is the ability to take a stand despite adversity and also putting to test one's conviction by listening to others perspectives.

Relevance:

- Preserves values in administration
- Avoids rigidities
- Helps address conflict of interests.
- prevents corruptions

eg: Burge shakti Nagpal stood against sand mafia

4) Selflessness

It is non-appropriation of the office and working without selfish or personal motives.

- Ensures objectivity and accountability
- It helps serve larger public good
- Prevent conflict between personal interests and organisational goals
- Efficiency and Effectiveness of public service delivery.

Thus these values are important in effective functioning of civil servants.

Feedback (For OFFICE use only)

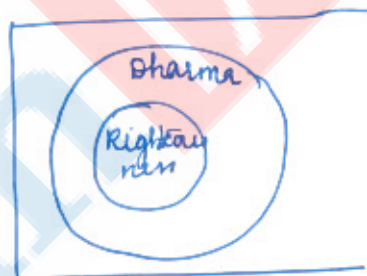
Structure		Content	
Question Interpretation		Total :	



b) Dharma is a unique concept in Indian philosophy which encompasses all the ideas of western philosophical schools. Discuss. Also, explain what dharma means to you?
(10 marks, 150 words)

Dharma, has been the core theme of Indian philosophy- It has no right translation in English and often is equated with righteousness. However it is broader than righteousness.

Encompassing nature of Dharma



- 1) Dharma is an umbrella philosophy
- 2) It is vast, diverse and inclusive.
- 3) It includes within it large set of western values

Values: → Equality
→ freedom,
→ liberty
→ fairness
→ justice

} found in western philosophical school.

- 4) It defines roles and functions of individuals at different levels.

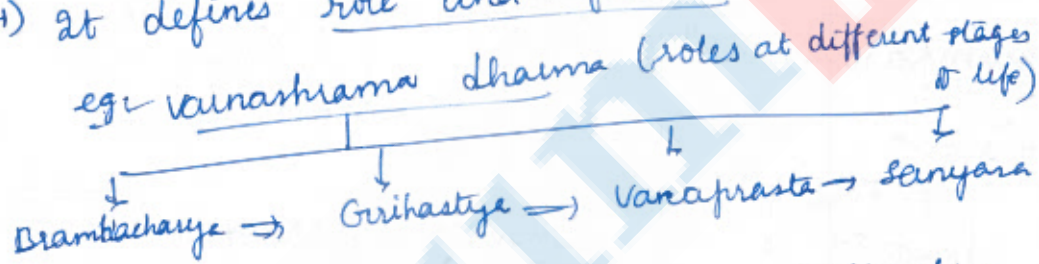
My take

1) Dharma to me includes set of principles, guidelines and values that help guide an individual.

2) It helps threading right path and gives right direction.

3) It is 'doing right thing in a right manner'.

4) It defines role and functions



The Dharma of Indian philosophy is a broader and encompassing term with a defined set of roles, values.

It is the foundational Indian philosophy.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.5) 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) "Truth can be stated in a thousand different ways, yet each one can be true." - Vivekanand (10 marks, 150 words)

This quote by Vivekananda that truth can be a multiple form, talks of multiplicity of truth. This implies that there is not single truth.

This idea is well reflected in Jain philosophy of 'Anekantavada', meaning there is no single truth but plurality of truth.

To believe that there exists one single truth is a narrow understanding. It is like looking through only ^{one} single perspective.

Truth differs from where one stands and through which lens one looks at it.

It is like 'what you see depends on where

you stand'.

Thus by imposing one single truth we undermine other forms of it.

What does it imply

- 1) There is a need for tolerance and respect towards other perspectives.
- 2) It is important to acknowledge and respect plurality.
- 3) There is no superior or inferior truth.

Thus, by seeing truth in its various forms, helps in ensuring the idea of truth and helps in understanding different perspectives.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) "Integrity without knowledge is weak and useless, but knowledge without integrity is dangerous and dreadful." (10 marks, 150 words)

Integrity

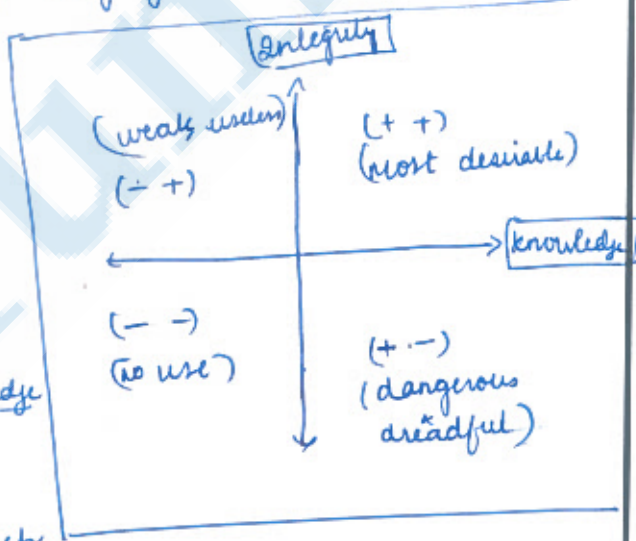
- It is defined as a quality where one's thoughts, beliefs, actions are in consonance. It is honesty in thoughts and deeds.

Knowledge

- Knowledge is value-neutral. It is having expertise, awareness of nutty-gutties of an issue. It is a skill.

1) Integrity without knowledge

- (i) It ensures honesty
- (ii) However lack of knowledge implies less utility
- (iii) It does not add much value to institution, organisation.
- (iv) It has very less utility and use.



2) Knowledge without integrity

- (i) It is a scenario of having intelligence but

- lack of wisdom and integrity.
- (ii) It is most dangerous.
 - (iii) It may result in misuse of knowledge.
 - (iv) It can create harm than good.

eg:- Bin Laden - had knowledge, but lacked integrity and as a result he committed 9/11 attacks.

(v) It goes against organizational interests.

(vi) In the absence of values, crimes can be perpetrated.

eg Hacking, phishing

Thus, the most desirable quality is the combination of integrity and knowledge which can result in greater good of public.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.6) a) What is Righteousness. Why is morality and conscience important for a civil servant? (10 marks, 150 words)

Righteousness is abiding by right faith, following right means and acts while discharging one's functions.

It implies honesty, integrity and probity.

Importance of Morality

- 1) Morality is following moral principles and values.
- 2) It helps in discharging duties as civil servant.
- 3) Civil servant with morality would be more sensitive and responsive.
- 4) It helps in being forthcoming.
- 5) It aids in making right decisions using right parameters.
- 6) It helps in gauging one's actions on the basis of ethicality, righteousness.

Conscience

Conscience is the inner moral compass that guides human beliefs, actions.

Importance of conscience:

- 1) It helps avoid conflict of interest
- 2) Helps in taking right decisions.
- 3) It shapes one's attitude, behaviour towards an object.
- 4) Civil servant with conscience would be incorruptible, honest.
- 5) He/she cannot be influenced by external immoral factors.
- 6) It helps balance during dilemmas.

Thus morality, conscience and righteousness are interrelated and they are important values for a civil servant.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



b) What do you understand by probity in governance? In what ways does probity ensure public's trust in administration? (10 marks, 150 words)

Probity is integrity and honesty displayed by a public servant in the process of governance. It is adherence to values in thoughts words and actions.

Importance

- 1) It helps in maintaining objectivity.
- 2) Helps in transparency and accountability.
- 3) Helps assure good governance.
- 4) Increases public trust in governance.
- 5) Effective management of resources.
- 6) Quality delivery of public service.

Ways to ensure probity

Probity can be ensured in administration through different means:

1) At individual level:

- (a) Provision of training to civil servants
- (b) Imparting ethical education

(c) Incentivising honesty and probity

(d) Discouraging corruption

2) Institutional level:

(a) Means and mechanisms to ensure probity

(b) Provision of quality work culture -

(c) Rewards and punishment mechanism

(recommended by 2nd ARC)

(d) Rules and regulations within organisation -

3) Public participation:-

(a) Citizen charter

(b) RTI and other information channels.

(c) Audit on regular basis.

These measures would help ensure probity in governance and make public administration trustworthy.

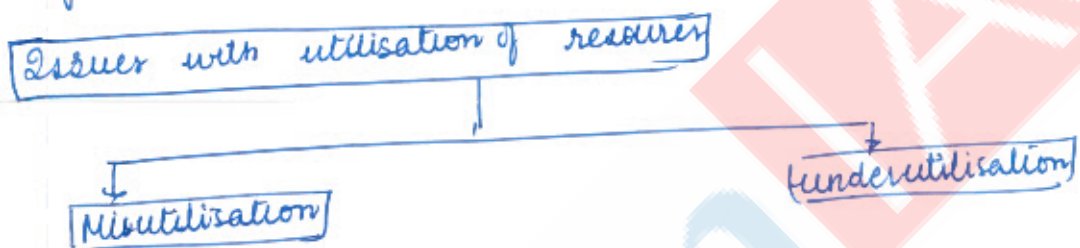
Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



c) Examine various issues related to utilization of public resources. Also discuss the role of ethics in resolving these issues. (10 marks, 150 words)

Public resources are means or inputs used to serve public. They are used by civil servants to deliver desired objectives.



(i) Misutilisation:-

- (a) It implies misuse of resources
 - (b) diversion of resources for personal gains.
 - (c) Misappropriation of funds
 - (d) Usurpation of resources
- eg- Resources misused under MPLADs scheme.

(ii) Under-utilisation:-

It is not using resources to their fullest potential.

- (a) It results in unmet goals
- (b) It reflect inefficiency.
- (c) poor management of resources
- (d) absence of initiative in public administration

eg: Nibhaya funds remains underutilised.

Role of ethics in resolving this issue

- (1) Ethics can help in efficient utilisation of resources
- (2) It can discourage corruption and promote qualitative use.
- (3) It would ensure transparency and hence would make utilisation to the fullest.
- (4) It can motivate public servants to use resources proactively for greater public good.
- (5) It can help in selfless, objective service.

Thus ethical public administration has dual effect of reducing corruption and improving efficiency.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



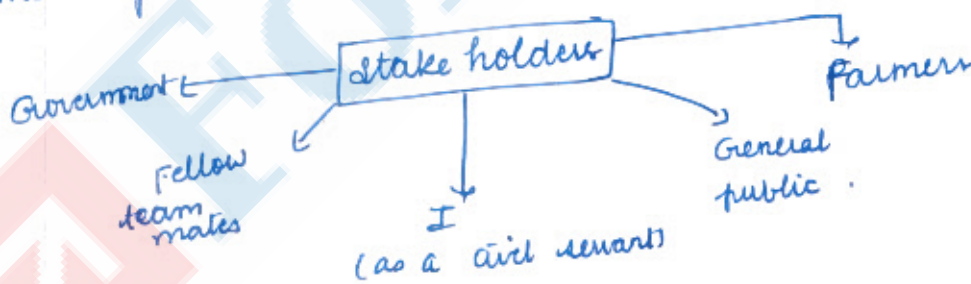
Section - B

Q.7) You are civil servant who is allocated the task of maintenance of law and order in an area affected by farm bills protests. The local farmers in the area are seeding with anger against the introduction and passage of the three farm bills by the government and have staged mass protests which led to a law and order situation in the area. When your team reaches the affected area, the people there heckle and even assault some of your team members, resulting in severe injury to one of them. Fearing threat to their lives, other team members appeal you to call off the operations.

- How will you respond in such a situation?
- Which qualities in a civil servant will help in effective management of such a crisis? (20 marks, 250 words)

Case

This is a case of miscommunication between government and farmers resulting in stirred protest. It have caused anger and angst among farmers. This situation has turned into a law and order problem due to the mass protest.



My Response

a) In the above case, as a civil servant with a duty to maintain ~~and~~ law and order, The following would be my response.

- (i) Maintaining law and order is foremost criteria; so calling off operations would be unwise as it would further exacerbate the issue.
- (ii) Reach out to them, ensure their safety. Ensure that hurt teammate is attended quickly
- (iii) Reach to the protest site, try to talk to farmers.
- (iv) Will reach out to the farmer leader, explain him the situation. Will persuade him/her to use his influence to control the protest.
- (v) Will talk to government to ensure that their concerns are address.
- (vi) Establish channel of communication between Government and farmers so that fearful resolution of issue is arrived at.
- (vii) Assure farmers that their concerns would be heard and addressed.
- (viii) Punish those heckle and assult officials and ensure that such elements donot make things worse.
- (ix) Take measures to avoid inconinency to public and ensure that farmer concerns are addressed.

Qualities of civil servant to deal this situation

- 1) Leadership:
→ to motivate and encourage team members to follow duty despite attacks.
- 2) Communication and persuasions:
→ ability to listen and address concerns of various stakeholders.
- 3) Emotional intelligence - to balance the situation and handle it effectively.
- 4) Decision and Responsiveness:
→ ability to take quick decisions to bring under control the whole situation.
- 5) Management of crisis:
→ To balance interests of ^{all} stakeholders.
- 4) Objectivity - a.
Being unbiased and approaching the issue from neutral perspective.

These are some of the qualities that would help a civil servant to manage a crisis situation like this effectively.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.8) You are a police officer recently posted as an ACP, in the city of Bangalore. A global pandemic has spread across the world. The pandemic has been traced to China. In the aftermath of this information, there has been an unprecedented surge in acts of racial discrimination against people with East Asian and Mongoloid facial features. The brunt of this is being borne by several Indian citizens hailing from North East India with cases ranging from social media campaigns, cyber bullying to physical heckling and abuse.

In your city, there has been a recent attack on a group of people hailing from Assam in a local vegetable market. This has resulted in massive protests and roadblock by people from the North East.

There is fear among the people with rumours of violence. As a result, many North East students have already started to rush back to their homes amid the double whammy of racially motivated crimes and pandemic spread. The situation has the potential to fuel a mass exodus of people, amidst the pandemic. Under such a situation, answer the following.

- What do you understand by the term 'prejudice' and 'stereotype'? What are the reasons behind them?
 - Analyze the situation at hand. As a police officer, what strategy will you adopt to prevent the situation from escalating?
 - What long term measures are needed to fight problem of racial discrimination.
- (20 marks, 250 words)

Prejudice

Prejudice is hatred and biases formed against an individual of a community. Such opinion is formed without direct interactions. It generates ill-feeling and biases.

Stereotypes

Stereotype is a pre-conceived notion or image regarding a group or a community.

These are assumptions most often generalised and based on weak grounds.

Reasons

1) Social conditioning:

social factors, family, friends influence opinions.

eg. Stereotypes regarding women as weak, inefficient.

2) Popular culture:

→ Movies, television - further create them.

3) Fake/Misinformation:

Social media message which are unverified often create such images.

4) Experiences:

small experiences, tends people to generalise.

B) Situation in this case

In this case, there is racial discrimination against North-East Indian due to unproven border claims and xenophobic narratives fuelled by fake news. This racial discrimination amidst pandemic has affected North-East Indians in Bangalore.

My strategy

As a police officer (ACP) of Bangalore, I would do the following:-

- 1) Firstly, reach out to the North East Indian in city, talk to them and assure their safety.
- 2) 'Would discourage their enodus as it is unsafe to leave during pandemic'.
- 3) Make sure that those who are guilty for heckling, attack are traced and punished.
- 4) Engage with cyber cell, get catch of those who cyber bully.
- 5) Information Check to arrest spread of false information among people.
- 6) Campaigning for public awareness on the pandemic and need for unity.
- 7) Coordinate with NGOs and other organisation in generating larger public awareness.

Long term Measures

- 1) In long-term there is a need to change attitude of people.
- 2) Persuasion, social change to change people's heart.
- 3) Promote communal and social harmony.
- 4) Increase awareness through greater interaction.
- 5) 'Know your country' programmes to generate awareness and promote unity.
- 6) Special measures for greater integration of North East in India.
- 7) Dispell fake news and take strong actions on those who spread hatred and misinformation.

The key to address social discrimination is tolerance and communal harmony and greater social interaction to dispel the prejudices and stereotypes.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.9) Ramesh has been posted as the DM of one of the poorest and most drought prone district of India. A newspaper prints a story of a poor man who was forced to sell his daughter for five thousand rupees. Ramesh starts an investigation in the story and finds that the story is correct. He directs the police to lodge a formal FIR. Ramesh summons that family and enquires why they sold their daughter. The poor father tells him that due to repeated crop failures they were on the verge of starvation and he sold off his daughter to ensure the survival of the other children. Had they not sold her off, the entire family including that girl would have died of starvation. The father tells Ramesh that with the little cash, which he got by selling his daughter, he can restart agriculture on the small piece of land that he owns to ensure bright future for his other children. Now if Ramesh takes a strong action against the father, then the entire cycle will be repeated i.e., the land will remain fallow, money will be used for fighting the court case and the family may be forced to sell another child. Ramesh also has a daughter and he is unable to understand what he should do in this situation.

- What are various ethical issues involved in the case from the perspective of various stakeholders?
- Evaluate different options available with Ramesh. If you were in Ramesh's position, what would you have done? (20 marks, 250 words)

Case description

This is a case where poverty and destitution forced a family to sell the daughter. The needs for sustenance, livelihood, hunger has resulted in trading of human life.

stake holders

- Ramesh - Dist Magistrate
- poor man
- daughter of the poor man who has been sold
- family of poor man
- police

a) Ethical issues

(i) Ramesh:

- duty versus humanity
- law versus justice

(ii) Pool man:

- life vs livelihood.
- hunger, starvation vs righteousness.

(iii) Family of pool man:

- question of survival, hunger vs parting from family member.

(iv) Daughter of poolman:

- right to survive and freedom (violation of human rights)

b) Options available to Ramesh

As the District Magistrate following are the options available.

(i) Arrest the pool man for selling his daughter

Advantages:

- (a) will help furnish the evidence of human trafficking
- (b) In consonance with the law.
- (c) protects the right of the girl and justice to her.

☺

B) To protect the girl, moderate punishment to farmer and extend support to the family:-

Advantages:

- (i) Will help uphold the law
- (ii) Save the family from poverty
- (iii) Ensure the safety of the girl and restoration of her rights
- (iv) Safety of the future of other children

Disadvantages:

- (i) It is a complicated process.
- (ii) requires to go beyond law and use discretion.

My course of action

If I were Ramerth, I would opt for 3rd option, will ensure that guilty is punished at the same time address the root cause for such measure. I would see that the family gets support under PDS system, children enrolled under mid-day meals scheme and their land can avail agriculture credit. I would also ensure that those who are indulged in such trafficking (buyers) are also traced and punished.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Disadvantages:-

- (i) will repeat the cycle of loans
- (ii) Will further affect the financial position of the family
- (iii) Will lead to compromise with future of other children
- (iv) Fallow agricultural land and loss of income.
- (v) litigation would further deteriorate the conditions

2) To let the farmer free

Advantages:-

- (i) will help in survival and betterment of the family
- (ii) Save the future of other children
- (iii) Increase the family income base
- (iv) Help family to cultivate land and secure lies.

Disadvantages:

- (i) will violate the rights of the girl sold.
- (ii) Goes against the law.
- (iii) Impunity in this case would encourage such acts in future



Q.10) You have been appointed as the marketing manager of a big pharmaceutical company. The company is going to launch a new slimming drug. Your team has designed an advertisement for the drug showing unrealistic body transformation in a very short amount of time. You know that the shown body transformation from fat to fit is not possible by this drug. You are not happy with the advertisement but the CEO of the company likes it. When you discuss this issue with the CEO, he tells you such advertisement is necessary for selling of this drug. You are still unsatisfied.

- Identify different ethical issues involved in the case.
- What are the different options that are available with you? Evaluate each of these options. Also suggest most suitable course of action. (20 marks, 250 words)

Case Description

This is a case where corporate companies to attain profits, rely on the wrongful advertisements and deceive customers and misuse their trust.

In this case the pharmaceutical company through its unrealistic advertisement is aiming to increase the sale of the slimming drug.

Ethical ^{issues} values involved

In the above case following ethical

issues are involved.

(a) Misinformation and false promises:-

by the company to the customers

(b) Breach of consumer trust:-

It violates the rights of consumer for right information.

(c) profit vs public faith

(d) job duty vs voice of conscience

These are some of the ethical issues involved in this case.

Options available

~~As a man~~

Stake holders

- I as marketing manager
- My team - that designed the advertisement
- CEO of the company
- customers

Options available

The following are the options available.

1) Go ahead with the advertisement, agree with the CEO:-

advantage	disadvantages
i) will secure the company profit, ii) Will increase sale of the produce. iii) Will not draw the ire of the CEO.	i) Will breach the consumer trust ii) Will leave me dissatisfied as it goes against my conscience iii) It is an unethical practice

2) Confront the CEO and get reject the advertisement

Advantages	Disadvantages
(i) In consonance with my <u>conscience</u> (ii) will help stop misinformation (iii) will help protect consumer right	(i) Threat to job security (ii) Fears that CEO may not accept ^{accept} by the proposal (iii) May cause friction and conflict in the organization.

3) Persuade CEO and explain the damage to the image caused by faulty advertisements

Advantages	Disadvantages
i) Will avoid <u>conflict of interest</u> with in. ii) possibility that the attitude of CEO changes iii) Will help protect consumer rights iv) Adherence to <u>right marketing strategy</u>	(i) May affect sale of product and profits of the company. (ii) Fear that CEO may not accept.

Of these 3rd option is most viable. By quoting the examples of false advertisement on maggi and how it impact consumer trust and damages image of company in long run, I would persuade CEO to reconsider his decision. I would also design an alternative, realistic advertisement that can gain consumer confidence and boost the sale of the product.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.11) After clearing the prestigious civil services examination, you have been posted as the SDM in one of the districts in northern India. Government has announced plotting and auctioning of land for development of real estate projects and you have been made responsible for the same. Land lies in the outskirts of the district. A new highway project is also under consideration for construction which will pass near the area suggested for development of real estate project. But the information regarding the highway project is confidential and not available in the public domain. When land is auctioned a large number of plots are bought by the relatives of a minister from the area. You suspect that the minister has leaked the information regarding road construction to his relatives. You discuss the matter with your senior. He tells you that it is a common case and you should not interfere in this case. He advises you that if you interfere in this matter the minister can ruin your career and can also cause your personal harm.

- Identify different ethical issues involved in the case.
- What are different options available with you and what will you do in such circumstance? Justify your course of action. (20 marks, 250 words)

Case briefing

This is the case of misuse of authority and position by the politicians vested with the power, to attain personal gains. It breaches the principle of confidentiality and transparency.

Stakeholders

- I - as ~~is~~ the SDM responsible for project
- My seniors
- Minister
- Other bidders

Ethical issues involved

- 1) Misuse of power:-
Minister in his position of power has misused it.
- 2) Information asymmetry:
It creates information asymmetry and unequal terms.
- 3) Creates unfair auctioning:
→ due to the asymmetry the procedure becomes unfair.
- 4) Duty vs obedience:
It is a dilemma of being obedient to senior or going against it to fulfil my obligations.

Options available

In the above case, as an SOM following are the options available.

- 1) Hed to the advise of seniors, go ahead with the current status - quo:-

Advantages:

- Will ensure safety of my career and prevent any personal harm.
- Will not be contrary to the advise of my seniors

Disadvantages

- it would be unethical
- it goes against my conscience and my principles
- it would let ministers continue with unfair means.

2) Go against seniors, report about the ministers to media:-

Advantages:-

- will prevent / expose mal practices of the ministers
- Will be according to my principles
- Minister may be held responsible.

Disadvantage:-

- Threat to my career and personal safety looms
- Will create sensationalism and will affect department reputation.
- Will not go down well with the seniors.

3) Persuade seniors as well as minister,
explain how, if exposed this will affect his

long-term political career:

Advantages:

- Will avoid direct confrontation
- Will be in consonance with my stand
- May result in change in the standing of ministers and seniors.
- Will ensure fairplay for other bidders.

Disadvantages:

- Fear that ministers may not abide by my request
- My requests may be discarded by seniors.

Of these three options, keeping in mind my duty and conscience as well as safety and job security, third option appears viable. It would have resorted to it and tried to persuade ministers to change his stance and provide for fair play. By explaining its impact on his own political career and prospects I would try to transform his attitude.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.12) You are an SP in a district. In your district a road accident took place recently, where a car has crushed and killed three people who were sleeping on the footpath. The driver of the car is absconding since the time of the accident. Upon investigations, the investigators were told by some witnesses that the car was driven by the son of a local minister. On further investigation, it was found that the son of minister was returning from a party and he may have been drunk. The next day, driver of the minister comes forward, takes the responsibility of the accident and surrenders before the police. The witnesses changed their statements and are now claiming that they could not identify the driver. The whole situation is making you sceptical about the confession and you suspect that witnesses have been tempted or threatened to change their statement. As the investigation is progressing, political pressure to shut down the investigation is also increasing.

a) Identify different ethical issues involved in the case.

b) What would be your course of action? Justify.

(20 marks, 250 words)

Description of case

This is a case where three innocent people were killed due to irresponsible driving. Using political power, influence and coercion, the facts of case are being manipulated to protect the actual accused along with

this political leaders from above too resist to reach the actual facts of the case.

It is a case of money and muscle power taking over truth and facts.

Stakeholders

- 1) I (as a SP)
- 2) son of a local minister
- 3) Driver of the minister
- 4) Witnesses
- 5) Political leaders.

Ethical issues involved in the case

I as a SP of the district, while investigating the above mentioned case have to face the following ethical issues:-

- 1) Manipulation of facts of case:-
- distortion of facts to protect criminal.
- 2) Personal values vs orders from officials:-
→ Conflict of interest and conflict between conscience and duty.
- 3) Conviction of an innocent:-
Driver who is innocent would get punished for the crime.

4) Coercion and pressure on witnesses:

→ Goes against the law

5) Influence of politicians and interference in

my duty.

violates the neutrality of my job.

B) My Course of action

In the above case, to succumb to the political pressure would undermine my personal values and conscience. ~~It~~ ^{is} ~~me~~ Going against their order may threaten my job security.

do, I would try to talk to the heads (senior) on what needs to be done. It would ensure that a fair enquiry of the

crime is ~~to~~ facilitated.

I would make sure that an innocent is not punished. It would also

reach out to the witnesses and

ensure that they would be provided with

adequate protection. I would persuade them to speck truth.

I would talk to the driver, ask him to be honest and not to give false statement.

Through persuasion, I would ensure that actual facts of case are revealed.

I shall not tolerate any form of political impunity for the crime. Its law is equal and unbiased, justice cannot be undermined under the influence of power and force.

Not doing my duty would be a compromise on my values, conscience. Hence,

I would conduct a thorough investigation to ensure that justice is served.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Mentor Feedback Questions

1

2

3

4

5

Test Goal

1

2

3

Outcomes

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Marking Scheme

Mark	Good	Average	Below average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0
✓✓	Key / Relevant Point		
✗	Vague / Irrelevant		

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