

Test Code: 21093

FIAS – 2019 – GS4E/24B/16C

ForumIAS
MGP0007848**ForumIAS**
ACADEMY**GENERAL STUDIES**

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Mobile No.	Date:	05/07/2019	

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION
Q. No.	Max. Marks	Marks Obtained	<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).</p> <p>2. There are TWELVE 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>
1			
2			
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11			
Total Marks:			
Remarks:			Start Time 10.00
			End Time 1.00
			Mode Of Examination : Online <input type="checkbox"/> Offline <input checked="" type="checkbox"/>
			ECN CODE: Evaluation Date:

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

ADDITIONAL COMMENTS



Q.1) a) What do you understand by foundational values of Civil Services? Why are they said to be foundational in nature? Which two values of Civil Services in your opinion are of paramount importance? Explain with examples.

(10 Marks/150 Words)

Foundational values of Civil Services are some fundamental and core values that give distinct characteristics to Civil Services.

Why are they foundational in nature?

- ① They promote the values which are important for the service of citizens, such as impartiality and Neutrality.
- ② They are inscribed in various official documents such as Civil Services Conduct rules 1967 and All India Services rule 2014.
- ③ They help in proper functioning of administration.

Two Important Values

Integrity

↘ Impartiality.

Integrity → "Undivided" character, which means when person stand on the values he preaches.

Importance → Increase trust of citizens
↳ Brings efficiency and encourage good governance.

Example → IAS Ashok Khenka for his uncorruptive attitude and integrity, led to various transfers but he always sticks up to his values.

Impartiality → Non discrimination towards → citizens.
↳ political parties.

Importance → Increase the confidence of people
↳ Efficiency in administration.

Example → CAG Vinod Rai, though appointed in UPA times but he brought to surface various corruption cases such as 2G scam and coal block allocation

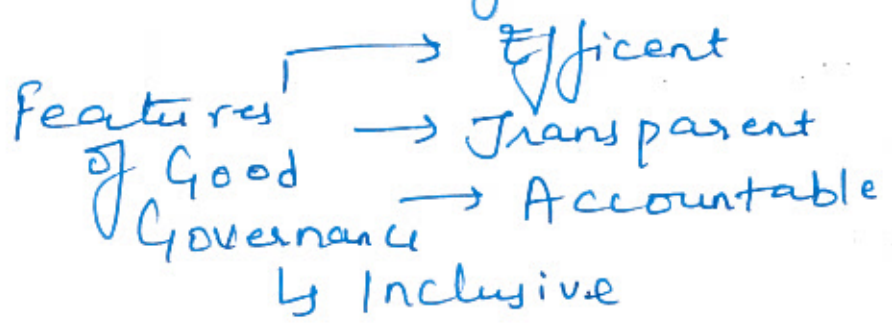
Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



b) What do you understand by "good" in good governance? Is good governance always ethical governance? Analyse. (10 Marks, 150 Words)

Good Governance can be defined as governance which is based on moral principle and values such as social justice, equity and impartiality.



Is good governance always ethical governance?

No, why?

(i) Good Governance is based on certain principles which themselves based on social norms and values. Whereas, Ethics are universal standards and hence ethical governance is much more wider concept.



To make the difference clear, let's take an example

↳ Government needs to keep certain information secret for proper working of the state machinery.

↳ Hence keeping the information secret may not be ethical as ethical government promotes transparency in administration.

Conclusion

Good Governance and ethical governance, may not be the same but both are required to keep the trust of citizen on administration.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	

Q.2) a) Analyze the doctrine of "Niti" and "Nyaya" as given by Amartya Sen, in the Indian context. (10 Marks/150 Words)

"Niti" and "Nyaya" doctrine of Amartya Sen is in context of his theory of social justice.

"Niti" means policy and institution based justice. This is a mechanical and procedural based justice which requires any body to uphold justice.

"Nyaya" is realisation based justice. It has substantive aspect of justice. Increasing the capacity and ability of people to achieve freedom, which is true development.

Doctrine of "Niti" and "Nyaya" in Indian context.

For long the idea of justice is based on "Niti" doctrine i.e. policies and institution based justice like judiciary, tribunals and public distribution system.

This notion of justice in India though has its fair share of success but didn't eradicate social inequality and absolute poverty.

"Nyaya" concept of justice focuses on capability approach. In recent years we can see this concept through Skill India Mission, MDDA scheme and promotion of self help groups in India.

There is a symbiotic relation between "Niti" and "Nyaya" based justice, both work toward empowerment of least advantaged ones.

Hence there is a need of proper synergy and inclusiveness of both aspect of justice.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	

b) How can we use "Social Influence" and "persuasion to contribute to the success of "Beti Bachao Beti Padhao Abhiyan"? (10 Marks, 150 Words)

Social Influence is a way to change the attitude of people in general through creating positive or negative perspective to ward a particular object.

Persuasion is targeted influence to an individual or group for desired reaction.

Use in "Beti Bachao Beti Padhao Abhiyan"

- ① Both are technique used to bring desirable change toward an object.
- ② Patriarchal mindset and attitude can also be changed through these technique.
- ③ Celebrities and leaders can play important role
↳ for example :- sharing of picture with their daughter on social media.

④ Through media like advertisement campaign and movies.
↳ For example Dangal movie.

⑤ Societal values are changed in a gradual manner, not in a radical manner, hence influence can be done through quality education and learning process.

Government used social influence and persuasion to make "Swachh Bharat Abhiyan" a success, same technique can be used to make "Beti Bachho Beti Padhao" campaign a success too.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.3) a) "Man needs his difficulties because they are necessary to enjoy success."
Comment. (10 Marks/150 Words)

Difficulties are the situations where real character of the person is show cased. It is during difficulties, ^{when} people are really tested.

Difficulties → failures
 ↓
 Situations
 ↓
 Emotional breakdowns.
 ↓
 Due to

Difficulties lead to success

How?

- ① They brings the weaknesses and loopholes on the surface.
- ② They bring resilience.
- ③ They makes you live in the real conditions, since during preparation we may lose the contact with reality.

④ Difficulties provide the insights and is part of the learning curve itself.

As said by Thomas Edison when he finally invented light bulb
 "I didn't fail thousand times, I learned thousand ways not to make it".

Hence it is our perspective that makes difficulties not a hindrance but an opportunity that can take us closer to success.

There is no single person who hasn't faced difficulty during his life time and those who learned lessons through them have become legend such as Mahatma Gandhi.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



b) What do you understand by the term "positive attitude". What are the identifying traits of persons with positive attitude? How can we inculcate such attitudes?

(10 Marks/150 Words)

Positive attitude can be defined as positive and desirable reaction or response toward a particular object.

For example: A person's reaction toward a crisis can be said positive if he/she remains calm and try to solve it rather than run from it.

Identifying traits

↳ Optimistic :- He/she sees an opportunity in every crisis or difficulties.

↳ Joy and Compassionate

↳ Rational and Objective

↳ Responsible

↳ Impartial

↳ Flexible and Adaptable

How to inculcate such attitude?

To bring attitudinal change we can use two agencies i.e. External and Internal.

External Agency → formation of Rules and policies

→ Regulating bodies

↳ Punishment and Reward mechanisms

Internal Agency → Change in value system through proper knowledge

→ Social Influence and conditioning.

↳ Appealing to the emotions of a person through real life examples.

Conclusion

Attitude once developed is hard to change, hence positive attitude should be encouraged since the childhood of a person.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.4) a) Discuss the contribution of Immanuel Kant to the field of ethics. What are the limitations to his approach? (10 Marks/150 Words)

Immanuel Kant is called as one of the most important philosopher of all of the history. His emphasis on rationality and human dignity as the basis of ethical principles can be seen in various constitutions, even in Indian constitution.

His contribution

↳ Deontological ethics

↳ focus on means rather than the end in itself.

↳ Believing in certain values which he called "Categorical imperative" which can't be compromised, such as human dignity.

↳ Man should be treated as an end itself, not a mean to someone's end.

↳ Rationality as the basis of ethics which are free from any biases.

Limitation of his approach

Kant is often criticised for trying to achieve "moral absolutism".

The principle and standards of ethics are often relative not absolute.

Different situation demands flexible approach. He focuses on the means as the end in itself, however in some cases result and consequence also become important.

Let take an example: An intelligence officer of one country get caught in other country, by Kant philosophy, he should speak truth, however as per his duty he should not.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



b) "Corruption is a cancer: a cancer that eats away at a citizen's faith in democracy, diminishes the instinct for innovation and creativity". Analyse the social, moral and economic imperatives for eradicating corruption. (10 Marks/150 Words)

Corruption word comes from greek word "Corruptis" which means "to destroy". Hence corruption can be said as destruction of values in an individual or organisation.

Social Imperative → Corruption reduces the trust between different section of population.

↳ Lack of trust and truth can lead to dissatisfaction and social unrest.

↳ Corruption also destroy the adherence on certain social values such as compassion, solidarity and mutual love.

↳ Hence corruption hollows the society from within and encourage a culture of lie and self interest.

Moral Imperative → Destruction of values like integrity, public service, transparency and honesty.
 ↳ Corruption in system set bad example for the upcoming generation

Economic imperative → High burden on tax payers, when their money is spend on fulfilling the pockets of corrupt officers.
 ↳ less efficiency may increase inflation

Conclusion

Tolerance toward corruption has led to cultural acceptance of corruption, hence institutional solution should be aided by Moral Overhauling.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.5) Envy is a negative emotion that eats a man from within. An envious person is filled with bitterness and revenge.

a) How does envy differ from jealousy? Also discuss how it impacts one's behaviour and handling interpersonal relations. (10 Marks/150 Words)

Envy and jealousy are loosely connected and are often used interchangeably, however there are some specific differences between them.

ENVY

① Envy occurs when we lack something and desire to acquire things others have.

② It involves two objects or people

③ It is due to absence of something.

④ Example: I can be envious of someone because he has

JEALOUSY

① Jealousy is perpetuated through the fear of losing what we have to other person.

② It involves three objects or people

③ It is due to fear of loss.

④ Example: A person can be jealous of a friend because

iphone, I don't

he is being preferred by teacher more.

Impact on behaviour and Interpersonal relation

On Behaviour

- ↳ Deviant behaviour
- ↳ Suspicious
- ↳ Non-cooperative
- ↳ Aggressive
- ↳ Less sympathetic

On Interpersonal relation

- ↳ Increase gap between people
- ↳ Constant fighting and arguments.
- ↳ Lack of trust.
- ↳ Break down of relation

Conclusion

Envy is a negative emotion, once developed hard to change but through technique like socialisation and meditation it can be reduced.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



b) How can negative feelings such as envy be managed and controlled?

(10 Marks/150 Words)

Negative feelings are perpetuated due to bad experiences and family socialisation process.

It can be managed via different techniques such as

① Focus on Emotional Intelligence

↳ It helps people to assess their emotions and to react in more desirable social way.

↳ It helps understanding the cause and origin of that negative emotion/feeling

↳ Make a person more compassionate and empathy, which reduces feeling of envy and jealousy.

② Through Meditation practise

↳ Mindfulness help people to live in the present moment, which reduces the fear of losing something hence decrease level of negative emotion.

- ③ Through social influence and persuasion
- ↳ Sometimes negative feelings arises due to lack of knowledge about a particular object.
 - ↳ Through persuasion and social influence we can help removing the stereotype and dogmatic belief, which may lead to less occurrence of negative feelings.

- ④ Increasing the sports culture in society
- ↳ Sports is a great teacher.
 - ↳ People learn through being a part of team, competition and difficult situation.
 - ↳ It changes perspective and hence help manage and control emotions.

Negative emotions/feelings often bring pain to oneself, hence it should be properly managed.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.6) a) List any two women personalities who have inspired you. What qualities do you admire in them? How have you tried to imbibe those qualities in yourself?
(10 Marks/150 Words)

↳ Kiran Bedi

↳ The present Lt. Governor of Puducherry and ex-IPS officer.

↳ Quality → leadership skill, spirit of service, courage of conviction and simple lifestyle.

↳ Impact

→ Kerri Strug → 1996, US gymnast.

↳ In order to win the first gold medal in her sport she had to do a perfect landing in her last attempt.

↳ She tore up her leg ligament during first landing and with the injured leg she did a perfect landing and won first ever gold medal in olympics in her career.

↳ Quality: Courage, Optimism and "Never give up" attitude.

↳ Impact

↳ During my recovery from an accident at age 19, I have to give entrance examination, Kerri Strug story motivated me at that time.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



b) How is Attitude formed? Discuss how we can change the attitude of society towards women. (10 Marks/150 Words)

Attitude is defined as a learned pre disposition toward a particular object which can be desirable or undesirable.

How is it formed?

↳ Through the process of socialisation which can be in form of

↳ Classical Conditioning

↳ When a child listen something from adults he start accepting their notion of reality and his ~~attitude~~ attitude formed on the basis of adult's attitude.

↳ Reward and punishment

↳ Rewarding for socially acceptable attitudes and punishing for not acceptable attitude.

↳ Social Observation

↳ Observation of the processes and activities going on in society such as discrimination on the basis of caste, race and gender.

How to change attitude toward women?

It is said that law determine the direction society should move, however it's the culture which actually decide where society will move. Hence change in cultural values is very important.

- ① Social Influence and persuasion by intelligensia, celebrities and leaders.
- ② Improving the education quality in schools.
- ③ Through media and awareness campaigns.

Way forward

In order to change the attitude of society toward women, work has to be done since childhood.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	

c) It is often believed that business and ethics do not go together and are incompatible. Give your opinion on this. How can we make business more ethical?

(10 Marks/150 Words)

"Business and ethics do not go together and are incompatible" is a parochial view of understanding the motive of a Corporate sector.

In general it is believed that, business sector works on the principle of "maximum profit", this is due to the capitalist ideology.

However, ethics and business can go together. As said by Mahatma Gandhi "Wealth without work and commerce without morality" are sins. Business is done within society. Society is the first customer of business, without ethics there is no trust, without trust there is no trade and without trade there is no profit.

How to make business more ethical?

Recommendation of "Sir Adrian Cadbury" Committee of United Kingdom can be implemented

- ↳ Chairman and CEO shouldn't be the same person
- ↳ 1/3 independent directors
- ↳ Board of Directors should be empowered to take decisions

Other recommendation of Committee like

- ↳ Kumar Manglam Birla Committee
- ↳ ARC-II

can be employed to make business more ethical.

Conclusion

↳ A company can't survive more than one generation without proper ethical standards. Hence corporation of ethics in business is utmost important.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.7) As a senior member of the advisory committee to the government, you have access to important policy decisions and upcoming big announcements such as high-speed rail network projects before they are notified in the public domain. The government is about to announce a mega rail project for which the drawings are already in place. A significant part of this project will pass through a protected zone that has been hitherto untouched by developmental activities. This protected zone is an important part of the city ecology. If damaged, it can aggravate the recurring flood disaster scenario in the region. This zone is also known for its highly endangered bird species which happens to be your state bird too. When you brought this matter to the notice of the chairman of the committee, he advised you that in his opinion it is not a very serious lapse and may be ignored. He advised for further expediting the project for completion in time. However, you are convinced that this was a serious matter which might affect public safety and should not be left unaddressed. Your chairman and political leadership in the state is adamant about providing a clearance without any hurdles.

- Critically examine various issues in development vs environment debate.
 - Analyse various conflicts of interest in this case and how are you going to address them?
- (20 Marks/250 Words)

→ This person faces dilemma between fulfilling the order of the senior or try to protect the environment, which may have greater collective value.

→ Stakeholders involve in here

- Me, as senior member of advisory committee
- Chairman of the committee
- Citizens
- Ecology of the area

→ Values involved → Economic development vs Sustainable development.

a) Issues in Environment and Economic development.

b) The paradoxical view that economic development is only possible by extracting resources mindlessly is notion of past economic development Model.

↳ After the Brundland commission Report in 1980s and Earth Summit in 1992, sustainable development has taken the centre stage in development model.

↳ Issues with unsustainable economic development

↳ Compromise with the resource availability for future generation.

↳ Pollution and contamination of existing resources.

↳ Mass extinction of species due to climate change and global warming.

↳ Social implications like social unrest, migration, destruction and loss of life due to climate related disasters.

Why sustainable development is being
often ignored?

- ↳ Requires higher capital, developing countries already capital scarce.
- ↳ Require more time but politically motivated people in order to get votes want to show some tangible benefits.
- ↳ Requires involvement of all stakeholders hence vulnerable to policy paralysis.

b) Conflict of Interest in the case

1) For me → whether to let authority pursue the developmental project or try to stop the project by releasing the information in public domain.

↳ Merit → It may stop the destruction of environment and preserve ecology.

↳ Demerit → Breach of trust and against professional ethics.

2) For Authority → Go for the construction of the project or stop the project.

My response

I should resign from the advisory committee, since the project is going to be implemented any how as it has consent of Chairman and Minister, on the other hand it is going to destroy the city's ecology which is going to affect public safety.

Feedback (For OFFICE use only)

Structure		Content	
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Q.8) Dr. C is an honest and upright professional working in a Government hospital. He notices that his staff is habitually late. They do not seem to be very motivated or committed to their work. When he sought a meeting with them to ascertain the reasons for their attitude, they said that their salaries are barely sufficient to meet their needs. Hence they are forced to work as part time employees in private clinics. Some of them are thinking of resigning from their jobs and plan to work as full time private employees instead.

a) In your opinion what are the reasons behind low motivation in government services?

b) What measures can Dr. C take in the given circumstances to boost the motivation and morale of his staff? (20 Marks/250 Words)

Here the issue is around commitment to public service and low motivation and incentive for one's dedication to service motive.

Stakeholders → Me
Involves → Hospital
→ Patients and their family
↳ Employees

a) Reason behind low motivation in government service

↳ No incentive for hardwork leading to low level of commitment to the job.

↳ People are being punished for being honest and sticking to their values.

↳ Pressure from both side i.e from Organisation and from the public

↳ Corruption in the system itself demotivate them from taking any initiative.

b) Pr. C can take several steps for motivation to the staff.

① Instituting some rewards and perks for hard working employees.

↳ Merit → Reward system can be seen as incentive for workers to put extra effort in their work.

② Increase the salary of the staff, since the main complaint is that they are not getting enough salary to fulfill their basic needs.

Merit → This may reduce their dependence on private clinics for extra income.

③ Building a public service oriented work space, where workers should be realised that their work is very important for society. As most of the patients in government offices are those who could not afford private health care.

Feedback(For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.9) You are the senior HR manager in a leading IT company which is making a name for itself in the domestic and international markets. You have recently hired candidate Z belonging to a transgender community. This was published in major national and local newspapers for an inclusive hiring policy. It was after a lot of exhaustive search based on your requirement that you found this particular candidate Z. Z is highly qualified and is highly suitable for the post recruited. Z was indeed happy to join the company. However, you have been receiving information that Z has been facing issues of unwelcoming behaviour from their colleagues. From rude comments to instances of social exclusion, Z is facing a tough time in the company. Given that both men and women and senior staff is being either indifferent or co-opting the incidents in favour of majority, you had no choice but to warn the people involved about their behavior. This discrimination has affected Z's professional efficiency as well as confidence. Office space has become an arena for mockery of this able candidate. You are feeling sorry for Z. Z is forced to submit a resignation letter to you.

1. You have the following options before you.

- Accept the resignation letter and relieve the candidate of their trauma.
- Reject the resignation letter and ask the candidate to adjust.

Discuss the merits and demerits of these options. Can you suggest any other option with proper justification?

2. Suggest measures to be taken to reform the workplace culture to make it more inclusive.

(20 Marks/250 Words)

Here dilemma is to let the majority view win by making Z to relieve the duty or to stand by the morality and try to persuade Z to take back resignation letter.

Stakeholders: \rightarrow Company
 \rightarrow Me
 \rightarrow Z
 \rightarrow Other employees

a)

- 1) Accept the resignation letter
 - \hookrightarrow Merit \rightarrow It will relieve candidate from trauma.
 - \hookrightarrow Others may not find work space intimidating.
 - \hookrightarrow Demerit \rightarrow Promotion and encouragement of discriminatory views of employee.
 - \hookrightarrow It may hurt the reputation of company itself, as appointment was itself widely published before.
- 2) Reject the letter and ask to adjust
 - \hookrightarrow Merit \rightarrow Talent of Z can be utilized.
 - \hookrightarrow Demerit \rightarrow Adjust in discriminatory environment may

∴ impact the productivity of α .

Other Option

Give warning to the employees engaging in comment passing and rude behaviour.

Also, can conduct a session with other employees and making them understand how their behaviour may cost the company, and society at large.

b) Measure to make work place culture more inclusive

① Regular recreational activities such as sports, so that people can know each other better.

② Regular exchange of views through group discussion and debates may help bring new ideas and values

in front of members and employees.

- ③ Properly defining the role of each employee and stakeholders will reduce the work pressure which may reduce jealousy and envy toward others.
- ④ Encouraging work ethics and good corporate governance may help foster service motive, cordial environment and humility in the organisation.
- ⑤ Also, use of reward and punishment can be used to encourage inclusive norms and discourage values which promote hostility among employees.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.10) You are a senior professor of a department in a Central University. Over the years you have worked with and supervised candidates from a variety of backgrounds. In fact, candidates are eager to work under you because of your inclusive and compassionate way of handling things. Mr. X is a blind candidate and is pursuing his Ph.D. under your supervision for the last 3 years. You have seen him working consistently very hard and sincerely. He belongs to an economically deprived background and has already exhausted all his resources in this pursuit. You want Mr.X to complete his Ph.D. on time and help him find a good job. He has recently submitted his final thesis after 3 years of course work. You are known to be strict as far as the rules of the University and quality of research work is concerned. While reviewing the thesis you notice that a significant part of the final thesis has been plagiarized, well above the permissible limit. This is against the policies and rules of the University. If the external evaluators recognise the duplication in thesis with any other existing body of work, then it can also affect your reputation.

1. Indicate the values at conflict in this case.

2. Consider these options.

a) Considering that rules and regulation in the submission of thesis do not give any relaxation in the quality of the work to a disabled candidate, you become compassionate and overlook the breach.

b) Pursue the matter strictly and reject the thesis as any level of plagiarism cannot be tolerated.

Evaluate each of these options and suggest how you would respond to this situation giving reasons (20 Marks/250 Words)

(i) Values at conflict

→ Compassion toward the disadvantaged ones vs sticking up to the rules, regulation and law.

→ Empathy vs Duty

Stakeholders → Me
 → Max
 ↳ The University

(29)

a) Overlook the breach

↳ Merit :- Max will get his degree

↳ Demerit :- It is against the policy of University
 ↳ Reputation of not just the professor but also of University will be in Danger.

b) Reject the thesis

↳ Merit :- Sticking upto the ~~law~~ rules and policies
 ↳ will not put professor or University's credibility in danger.

↳ Demerit :- Mr X will not be able to get his degree, he is already suffering due to his condition, rejection may also impact his mental stability.

My response

↳ I will talk to Mr. X and will tell him about the problem with his thesis. I can give extra time to him for rectifying his mistakes.

↳ Merit :- Due to his physical and economic condition Mr. X should deserve an opportunity to rectify his mistakes.

My above said decision will provide him such opportunity, also I wouldn't have to go against

The rules and policies.

Feedback(For OFFICE use only)

Structure		Content	
Question Interpretation		Total	



Q.11) You are the PR head of a major airline in the country. Your team recently published appreciation towards a prominent personality by posting a photograph of your cabin crew with him. He has a very wide following on social media. This person was booked for an alleged assault of a female IPS officer, which happened a week ago. Upon publishing the post, there was widespread criticism and opposition from netizens and a call for boycotting your airline was endorsed by a large segment. As a reaction you instructed to pull down the post and published a formal apology to restrict the damage. Unfortunately, the supporters of this personality again called for boycotting the aircraft for the same.

1. How will you respond to this conundrum?
2. What are the responsibility of social media platforms and users towards the society in the context of rising incidents of cyber bullying?

(20 Marks/250 Words)

→ Here the dilemma is between to look for the profitability of the business by appeasing the supporters of the celebrity or to stick on values and suffer the loss.

→ Stakeholders → Airline company
↳ Me, as PR head
↳ Citizens → Supporters
↳ Other customers

① Response to this conundrum

Options in front of me

a) keep sticking to my decision and don't delete the apology

post :

- ↳ Merit → This is the most ethical option, since a person who has done wrong should not be appeased.
- ↳ Demerit → Backlash from the supporters of the celebrity, may lead to some loss.

b) Delete the apology post.

- ↳ Merit → Appease the supporters and reduce the loss.
- ↳ Demerit → loss of trust from general public and may lead to long term loss.

My decision :- I will choose the first option, since the company has already taken a stance by deleting the post, if we put the post against it will show the hypocrisy of the company and

would be against morality.

b) Cyber bullying is passing degraded comments and hurting someone's dignity through the means of cyber space.

Responsibility of social media platform

↳ Platform should be inclusive.

↳ Proper mechanism should be there to secure the data of individual.

↳ Proper monitoring of content which may promote hatred in society.

↳ Grievance redressal mechanism should be robust.

Responsibility of users

↳ Should use social media platforms as a mean to achieve greater good like developing culture of debate

and learning from others.

↳ Reporting the malicious content online.

↳ Boycotting or shaming the people who use cyber bullying for hurting someone.

Since cyber space provides anonymity, various immoral actors exploit this.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total	

Q.12) You are a Secretary in the Ministry of Agriculture. Your Minister has proposed a fixed annual grant to farmers which is expected to cost the public exchequer heavily. Having already taken the decision, he asks you to come up with a research to support the scheme. After a lot of effort, you find that socio-economic benefit of the scheme is reaching only large farmers due to many intricacies in the selection of beneficiaries. You approach the Minister with relevant facts and ask him to plug the gaps in the proposed scheme, so that small and marginal farmers can benefit from this decision. However, he asks you to suppress the drawbacks, and actively promote the scheme through mass media as the electoral benefits are more important than socio-economic impacts. Elections are due in less than 3 months and the political party currently in power is expected to return back with a majority. Your promotion is also due around the same time. As a secretary you are expected to fully support and cooperate in the ministers' decision, and make the scheme a success, despite all the drawbacks in the scheme.

a) Mention the different stakeholders in the above situation and also highlight their prospective interests.

b) What are the ethical dilemmas faced by you in this situation?

c) Some of the alternatives for you to handle the situation could be:

- Follow the commands of the Minister.
- Insist on the publication of results and let the public decide whether it wants the scheme.
- Call a press conference and brief the media about the results and the callous attitude of the Minister.

Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving reasons for it.

(20 Marks/250 Words)

Here dilemma is between the upholding the order of the minister vs going by one's conscience

a) Stakeholders → Me
↳ Minister
↳ Country

Me → If I abide by the minister's decision, I will get my promotion on time and I will avert other difficulties such as confronting minister or asking for transfer.

Minister → Populist policy like this will increase the chances of his winning.

Country → Though it will help the large farmers mostly but government efforts will be shown by introducing such policies.

b) Ethical Dilemmas

↳ Abiding by duty vs morality.

I know the policy is just a populist major to woo the people before election and it will eventually help the large farmers only. This reason will compel me to go against the policy, however it's my duty to uphold the minister's decision who is the representative of people itself.

C

→ Follow the Command of the Minister

- ↳ Merit → Get promotion on time
- ↳ May help party win the election

- ↳ Demerit → Loss of public exchequer
- ↳ May encourage corruption

→ Insist on publication of result and let public decide

- ↳ Merit → Greater transparency
- ↳ Public participation in part of good governance

- ↳ Demerit → Time for election is very less, following this action would take much time and may impact the political party.

→ Call the media

- ↳ Merit → People will know about the intentions of Minister
- ↳ Will save public exchequer money

- ↳ Demerit → Against the civil services conduct
- ↳ May lead to my resignation.

Other option

- Do what the minister has asked
 - ↳ Merit → upholding my duty
 - ↳ Will get promotion on time
 - ↳ Demerit → against Conscience
 - ↳ corruption will be encouraged
- Ask for a transfer from the post or the project
 - ↳ Merit → upheld the integrity
 - ↳ Demerit → may lead to delay in promotion.

Given the circumstances I will choose the last option, if policy get cleared, minister is responsible to lok sabha which itself is accountable to people, ~~because~~

Feedback(For OFFICE use only)

Structure		Content	
Question Interpretation		Total	

Mentor Feedback Questions

- 1
- 2
- 3
- 4
- 5

Test Goal

- 1
- 2
- 3

Outcomes

-
-
-
-

Marking Scheme

Marks	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

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