Time Allowed: Three Hours

समय : तीन घंटे

#### 7 Forum AS

Maximum Marks : 250

अधिकतम अंक : 250

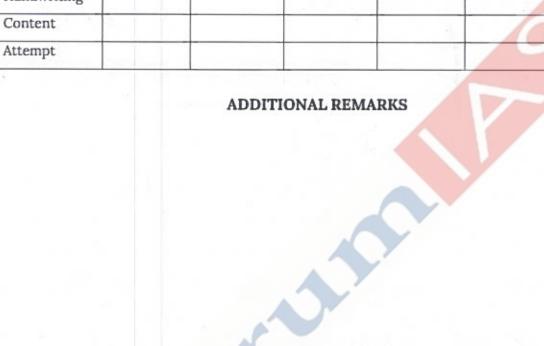
GENERAL STUDIES / सामान्य अध्ययन						
Name Of Candidate परीक्षार्थी का नाम	PRANITA DASH					
Roll No./अनुक्रमांक	1910092061	Medium/माध्यम	English ि हिंदी			
Center Code/परीक्षा केंद्र		Date/दिनांक	30.08.2022			

\*Center Code: For Online - 1900 / Delhi: Karol bagh - 1901, ORN - 1902, Mukharji Nagar - 1903 / Patna: Boring Rd. - 2001 / Hyderabad: Jawahar Nagar - 2101

INDEX TABLE / अनुक्रमणिका		INSTRUCTION / अनुदेश				
Q. No. प्र.सं.	Max. Marks अधिकतम अंक	Marks Obtained प्राप्तांक	Please do furnish Na sheet.	ame, Email, Roll No	and Mobile in the answer	
1			कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।			
2			The state of the s		ENGLISH & HINDI, all	
- 3			questions are compulso		ENGESH & HINDS, and	
4			उत्तर पस्तिका में अंग्रेजी / वि	ए हैं, सभी प्रश्न अनिवार्य हैं।		
5	70-1-1				(	
6		7		s carried by a questio	n/part is indicated against	
7			it. प्रत्येक प्रश्न/भाग के लिए	निर्धारित अंक लसके साम	ने अंकित किए गए हैं।	
8						
9			4. Answers must be wri	tten in the medium a	athorized in the admission	
10					the cover of this Question-	
11			Cum-Answer (QCA) Bo	okiet in the space prov	हिए, जो कि दिए गए स्थान में	
12			उत्तर अवश पत्र न आवपृता	भाष्यम् न स्टिप्त जान य	य स्पष्ट क्या से लिखा जाना	
13			इस प्रश्न–सह–उत्तर (क्यूसीए) पुस्तिका के कवर पर स्पष्ट रूप से लिखा जान चाहिए।			
14						
15			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			
16						
17			must be clearly Struck o		किया जाए। प्रश्न–सह–उत्तर	
18					के भाग को स्पष्ट रूप से काट	
19			दें।	किसा ना पुन्त या पुन्त	का नान का रवट अन रा काट	
20			in the great state of the state		The second secon	
Total/कुल अंक	250		For Stude	nt Only / केवल पर्र	क्षार्थी प्रयोग हेतु	
Evaluator's D	oiscretion/मूल्यांक	न कर्त्ता का विवेक :	Start Time/प्रारंभ करने	का समय : End Ti	me/समाप्त करने का समय :	
			10:45 an	· ·	1:45 pm	
Total Marks/कुल अंक :		Mode Of Examinatio परीक्षा की विधि :		ऑनलाइन ऑफलाइन		
*Evaluator's Discretion is the marks awarded at the discretion of the evaluator based on your overall impression, on the basis of (but not		For Office	Use Only / केवल व	गर्यालय प्रयोग हेतु		
limited to) your hand		e of diagrams, flowcharts,	ECN CODE/	EG/ईजी :	Evaluation Date/ मुल्यांकन तिथि :	
मूल्यांकन कर्ता का विवेक अंक, आपकी लिखावट, प्रस्तुति, आरेखों के उपयोग, फ़्लोचार्ट, तथ्यों और आंकड़ों या समग्र रूप किसी अन्य विषय वस्तु, जो मूल्यांकन कर्ता को आपकी कोंपी में पसंद आयी के आधार पर (लेकिन इन्हीं तक सीनित नहीं) पर दिए गए अंक हैं।			ईसीएन कोड :		नूल्याकन ।तास्य :	

Note: You can discuss your evaluated copy with the Mentor. Raise a ticket from your portal to schedule a mentor call or visit the offline centre to meet mentor (all 7 days, Timings – 11 AM to 6 PM). Further if you are unsatisfied with the evaluation, you can seek re-evaluation of the copy.

Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language			114			
Structure						
Presentation		120	148	THEFT		
Handwriting				( = i, T)		
Content					1/1	
Attempt						





#### 3

#### Section - A

Q.1) a) Successful people are not those who did not fail, but those who persisted in turbulent times and kept moving after a failure. In light of this statement, examine the importance of adversity quotient in life. How can adversity quotient be developed? (10 marks, 150 words)

सफल लोग वे नहीं होते जो असफल नहीं हुए, बल्कि वे हैं जो कठिन समय में डटे रहे और असफलता के बाद आगे बढ़ते रहे। इस कथन के आलोक में जीवन में प्रतिकूलता गुणक के महत्व का परीक्षण कीजिए। प्रतिकूलता गुणक कैसे विकसित किया जा सकता है?

Arese, Anake & Stop not until the goal is achieved.

Adversity quotient refers to the ability of an individual to this through bad and weak times and come out victorious of it.

Importance of To act 'resident' in weak moments - The

Adversity

niece of loonor thehicofoter Crash went on

to nin 11 medals at a competition after the

crash and dedicated those to her worde.

To find a way out of advernities to victory -Amitable Backchan went on to deliver mega-tills even after his injury during shooting for 'cohe'.

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→ To not	que up	during	advers	ities_	Cases	of
Rukides	shot up	48%	during	COVID	-19.	

-> To resist political excesses in public administration -Ashok thenka's frequent arrests & whomsical transfers

Adversity quotient can be developed by =

- 1. Every learning begins at home Pavents can act as role models, with sectione stories on how they overcome a certain obstacle in life.
- 2. "Curiadum' in schools on moral education should include "Herenty quotient" de a frim any value.
- 3. Leurs from leaders and philosophers Gandhi's fools and long road to achieving India's freedom.
- 4. Josh Talks and TeD Talks feature stories of faither & adversifies

As a Laying goes 'Success is 1% hardwork and 99% Persistence.

Feedback (For OFFICE use only)

Structure/ Presentation

Question Interpretation

Content

Value Addition

Total

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b) 'Strength does not come from physical capacity but from an indomitable will.' - Gandhi. What does strength mean to you and how far do you agree with the given statement? Discuss with suitable example. (10 marks, 150 words)

"शक्ति शारीरिक क्षमता से नहीं बल्कि अदम्य इच्छाशक्ति से आती है।" — गांधी। आपके लिए शक्ति का क्या अर्थ है और आप दिए गए कथन से कहाँ तक सहमत हैं? उपयुक्त उदाहरण सहित चर्चा कीजिए।

(10 अंक, 150 शब्द)

Ans. The above quete by Gandhi reflects the power of an indometable sperit and will in enhancing ettength of an individual.

According to me, strength pertains to the mental resilience of a person to keep going during adversities and not succumb to ét.

-> When Darrath Majhi lost his mife, he didnot break down enteed he out the whole nountain to make roads for better connectuily of his village to the town.

The discriminatory and unfair segregation of shength on the basis of 'physical strength' has been shattered by nomen

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now joining as paramilitary in army, rising ladders of success as CEDS (Falguni Nayyar of NyKaz) & Vineeta Singh of SUGAR. as well as in sports (Nighat Zareen minaing

CWG gold in bexing)

The 'Rashtriya Bal Purashkor' given to children reflects

that even a child with himted physical strength can go

on to show mimense strength during adversities.

Honever, cocial constructionists theory and strologists behave that 'physical strength is a une-que-non for expact' strength. It can be neither from sportspesson training hard for their physical fitness and stressing on

thereon, according to me, 'Mental Strength' surpasses all. A well bodied boxer cannot min a match of until & unless he doesn't have the will to min.

As Arcitotle said 'the that has mental strength can achieve it all'

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proper diets.

Feedback

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Question Interpretation

Content

Value Addition

Total

(Don't Write anything in this Area)

Q.2) a) Differentiate between the following:

(10 marks, 150 words)

- i) Conscientiousness Vs. Conscience
- ii) Guilt Vs. Remorse

निम्नलिखित के बीच अंतर करें :

(10 अंक, 150 शब्द)

- i) कर्तव्यनिष्ठा बनाम अंतरात्मा की आवाज
- ii) अपराध बनाम पश्चाताप

An.	Conscientioneness	lonscience
lear	ming and exposure.	moral composs?  -> Conscience helps take ethical decisions.
	thing a person for ministrating a SC/ST  afed conscientionness of a garding unethicality of untouchability.	Conscience prevents  'unettrical foractices'  As st Augustine said Voice  of conscience is the voice  of God'.

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Guilt

- sudden sence of awareness for a wrong act Committed

made aware by an external authority most by .

Gull can be corrected by asking for forgueness, making things right & rowing not to commit wong doings in

Remorse

- Excessive repent for a mong-doing or sin.

"moral obligation" of an Endividual

can lead to extreme steps like Remonse of not performing well due to own mistages -> mental health for lo lems and suicides.

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Structure/ Presentation

Question Interpretation

Content

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b) Good governance does not depend on laws, but upon the personal qualities of those who administer the law. Do you agree with this statement? Justify your view. (10 marks, 150 words)

सुशासन कानूनों पर नहीं, बल्कि कानून का संचालन करने वालों के व्यक्तिगत गुणों पर निर्मर करता है। क्या (10 अंक, 150 शब्द) आप इस कथन से सहमत हैं? अपने विचार का औचित्य सिद्ध कीजिए।

Ars. Good Governance pertains to upholding of highest ethical standards and morals in administering the process of governance.

Good Governance & daw

\_ Se & ST (POA) Act - Homosexual marriages - Decriminating

- Downy Prevention Act.

- thindu succession tet -> giving right

- Sedition Law (124 A-1PC)

- AFSPA .

- Sec-377.

Bad Governance

Thus, from the above diagram we can conclude that good governance do em of depend on laws. Sometimes; laws can be unethical

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Good Governance & Personal qualities who administer the law.	
> Effective leadership > Enhanced work culture - e.g. Tata company	
> Enhanced stakeholders' interests - Azim Prenija Foundation.	
Better policy making - 'TN Sneedharan SECI Reformi	-
Compassionale capitalism - Tata Trusts and	
CSR obligations.	
International law and order - International policies	4
of NAM, Panchsheel & Gujoral doctrine of India.	
Materialistic objectives of CEOs Peychological	
abuse of monopoly (Google How businal qualities egrum-Individual Play store) + Britary Jesues not enough for another mativated by	Feedback (For OFFICE use only)
	Structure/ Presentation
frankright pohère of bublectium Couruption and	Question Interpretation
some companies Ethical subjections Comphion and embezzlements.	Content
"Good Governance" is currently the need of the how". Concerted	Value Addition
efforts of leadership and employees can be monumental in	Total
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Q.3) a) An active civil service is necessary but not sufficient; India also requires civil service activism for fulfilling the vision of 'justice, liberty and equality for all'. Analyze the statement citing (10 marks, 150 words) relevant examples.

एक सक्रिय सिविल सेवा आवश्यक है लेकिन पर्याप्त नहीं है; भारत को 'सभी के लिए न्याय, स्वतंत्रता और सभी के लिए समानता' की दृष्टि को पूरा करने के लिए सिविल सेवा सक्रियता की भी आवश्यकता है। प्रासंगिक (10 अंक, 150 शब्द) उदाहरणों का हवाला देते हुए कथन का विश्लेषण करें।

Ans. "Civil Service" is the 'tifer blood of the state, it maintains continuity and justenance; the reby leading to its reputation as 'Steel frame of India' as by colled by Sandar Vallabhbhai Patel.

not sufficient

7 Vested enterests Why cuil service - Politicians - bureaucrals nexus (Vohra committee

Instance of an IAS Corruption & Embezzlements officer slapping a shopkeeper during COVID-19

Faroritin and partiality in distributing
spectrum heenses

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## 7 Forum AS

(Don't Write anything in this Area

Role of civil services in fulfilling objectives of:	
JUSTICE Armstrong Pome built a road over bridge millant  any government finds & delivered justice.	
any government finds of delivered fusite.	
Anchu Pragyan Das, IPS officer converted Michigadia nilage in Odisha to 1st Eco Village in India.	
LIBERTY -> Right to Information to all -> Enhancing transferency -	
> Better monagement of beoceful frotests.	
Resulting political excesses [ Ashox okhemka Case].	
> EQUALITY -> Including development -> Policies aimed as maximisation of welfere of all [Ranl's Principle].	
maximisation of melfere of all [Ranks Principle].	
Equitable distribution of resources	Feedback (For OFFICE use only)
Tacking gender mage gap & wines of discumination.	Structure/ Presentation
To ensure the above objectués, Misson Karmayogi, Hota	Question Interpretation
Committees recommendation's on ICT training and Basawan	Content
committees' suggestions on perciodic evaluation can go a long	Value Addition
way.	Total

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b) Educational institutions complement the role of the family and the society in shaping our values. Discuss. Can digital education perform this value inculcation function effectively?

(10 marks, 150 words)

शैक्षिक संस्थान हमारे मूल्यों को आकार देने में परिवार और समाज की मूमिका के पूरक हैं। चर्चा करें। क्या डिजिटल शिक्षा इस मूल्य समावेशन कार्य को प्रभावी ढंग से कर सकती है? (10 अंक, 150 सब्द)

Ars. 'Human values' pertain to the intuce and morals an individual possesses inherently and the it helps to quide his/her actions.

Try to be man of values, not success'

Role of Educational Institutions in shaping values:

- Shared property - through group projects, presentations.

- Declication to society - through cleanliness drives;

visits to DId - Age homes, Tone for nature' camps.

Conducted by schools.

- 'Role models' - Teachers' virtues can act as 'sole models'.

- Principles of Islevance, compassion and empathy as

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students from all religions, coste, and study under the

Digital Education in shaping such values :

Pointrés

Negatives

Shedent in a remote rillage can also access education [CWAYAM, e-VIDYA].

Addiction to technology

Impact on frychology

[ Bhe whelk game].

> Apps of Ed-Tech inculcate values of debates, deliberations, thereby enhancing tolerance.

cyherbullying ', trolling'

[e.g. Bully Bai App]

Feedback (For OFFICE use only)

Educational entitletions of today are immensely focuseed on note learning which can be detrimental to students. The oversted values of competition can generate sense of ammosity between students. Educational metitotions hence here to tread the path of value inculcation with retreast caution.

Presentation

Question Interpretation

Content

Value Addition

Total

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Q.4) a) Gendered attitudes convert differences in sexes into discriminations. Examine the factors responsible for negative attitudes toward women in the Indian society. How can these attitudes be changed?

(10 marks, 150 words)

लैंगिक दृष्टिकोण लैंगिक अंतर को भेदभाव में परिवर्तित करते हैं। मारतीय समाज में महिलाओं के प्रति नकारात्मक दृष्टिकोण के लिए उत्तरदायी कारकों का परीक्षण कीजिए। इन दृष्टिकोणों को कैसे बदला जा सकता है?

Ans. 'Nomen' currently contribute to over 50% of the properties but their labour face participation rate is 27% with abysmally low education level of 68%. The gaps can be attributed to the negative attributes towards women in the source.

Negative attitudes & Factors

Toxic masculinity of men Marital Rape

Son meta preferences

Lex-selective aboutions

Domestic violence &

"CHADON PANDEMIC"

As "physically" weak and

segregation

Buly snipble for taking cane of

households.

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No freedom in choices - due to patriarchel norms > "Gender soles" decided - Valvet Ghetto/ Pink collabreation of Social expectations -> Memory Track (leaving files after " Second shift (mentioned by Indra Novy -> Sexual hausment at workflace, gender wage- gaps frome to exper bullying & trolling Recognition to SHGS & entreprenership Enhanced educational SEWA, Wight Papad More financial and employment opportunities hige Such attitudes can KIRAN, Women in be changed by Feedback For OFFICE use only) STEM etc. & Avareness through Structure/ Presentation Stories of nomen leaders Mere political Rehabilitation for Lepresentation. Armi cheturedi in Ouestion domestically abused Rwanda has a Interpretation Air Force to Mirabal nomen! gender neutral Cabinet Tsnadhar Gueh Chance in sports Content As BR Ambedyar remarked, " I wearing the progress a society Value Addition has made by the progress of its women". Total

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b) How are ethical concerns and work culture of public institutions different from those of private institutions? Examine the desirability of adoption of work culture similar to private institutions in public institutions. (10 marks, 150 words)

सार्वजनिक संस्थानों के नैतिक सरोकार और कार्य संस्कृति निजी संस्थानों से कैसे मिन्न हैं? सार्वजनिक संस्थानों में निजी संस्थानों के समान कार्य संस्कृति को अपनाने की वांछनीयता का परीक्षण करें।

(10 अंक, 150 शब्द)

Ans. While in public institutions, for work outhories are more formal following a binding set a tules, work outher in private organisations are closely becoming informatised with more autonomy to employees.

Private Institutions

Private Institutions

Private Institutions

Adherence to competency

of norms.

Adherence to competency

Mather than superiority

-> Avehaie procedures. -> Technical upgradation
[daptobs, i-Pads]

-> Red Tapum and

Brucancratic

pathology

pathology

pathology

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_	the state of the s		
	Desirability of adoption of work cult enstitutions in Public Institutions:		
		Underisable?	
	- Ruse in efficiency of the most statement.  - Technical advancements + ICT  Less laakages and quality service delivery.	therence to profit wes and demean welfare welfare welfare fled maximum sollance us of trust of public in	
	of superiores. pub	he metilitione.	Feedback (For OFFICE use only)
	Dear 1 10 1- 2 of Africa 84 and	I nek in trudem to	Structure/ Presentation
	Public and private institutions should enhance cooperation and collaboration		Interpretation
	equitable & surfainable develofment.		Value Addition
			Total
1			

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Q.5) a) Besides objectivity, civil servants also need empathy and compassion to effectively resolve various ethical dilemmas they face while discharging their responsibilities. Discuss with suitable examples.

(10 marks, 150 words)

निष्पक्षता के अलावा, सिविल सेवकों को भी सहानुभूति और करुणा की आवश्यकता होती है ताकि वे अपनी जिम्मेदारियों का निर्वहन करते समय विभिन्न नैतिक दुविधाओं का प्रभावी ढंग से समाधान कर सकें। उपयुक्त उदाहरणों के साथ चर्चा कीजिए।

Ans. Ciril servents encounter a plethora of ethical oblemmas while undergoing day-today administration.

Ethical dilemmas occur when an individual is not able to make an absolutely justified whose between 2 or more alternatives.

Dijectify Sherence' to strict codified fracedures

and rules

Accorded chitribution of spectrum on ment.

Prevente 'cronyum', favoritim and

Cossuptions. [Dhuga Shakti Nagfel]

Speed JN Seshon-brought Electoral Reforms'

Paramemaran lyer empathised with the

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Sohing Ethical Dilemmas

flight of un monual scavengers' and cleaned the severage on his own to evaducate the evil.

VP's 1As offices, Navahari created bolar Village's to cradicate the electricity problems in the village.

-> Breedharan- Metro Mon of India' -> to curb usines
of overcrowding & transport in Delhi.

-> Compossion -- Armstrong Pame's composition led him to build a bridge for the villagers

Arun Bothra & Amitable Thakur collaborated with India CARES to mobilie help during COVID-19
pandemic

The best way to know yourself is to drown yourself in the senice of others' - by Mahatma Gandhi and such attitude can only come from compassion of empathy.

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Structure/ Presentation

Question Interpretation

Content

Value Addition

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b) Leadership is essentially a task of persuasion. How does ability to persuade others help civil servants in performing their duty? Identify five qualities that make civil servants effective agents of (10 marks, 150 words) persuasion. Justify your choices.

नेतृत्व अनिवार्य रूप से अनुनय-विनय का कार्य है। दूसरों को मनाने की क्षमता सिविल सेवकों को अपना कर्तव्य निमाने में कैसे मदद करती है? उन पाँच गुणों की पहचान कीजिए जो सिविल सेवकों को अनुनय—विनय का प्रमावी अभिकर्ता बनाते हैं। अपने विकल्पों का औचित्य सिद्ध करें।

(10 अंक, 150 शब्द)

Are. Leadership is an excellent manifestation of 'ferenaine actions' leading people to carry out functions as the leaders wish

Permación in Cint Services o

-> Using Authority - Cirl sewants conducting field neits to villages, remote areas to persuade people to adopt a certain policy.

> Costing popular actors in adverturents - AKShay demar adverting sanitary napkins' and Amitalh Bachchan advocating for family planning

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> By seciprocation - Paramemaran yer cleaned the servers himself to generate anareness against manual scarenging.

By acting as "Role Models" - Usha Padhee's recruitment as first nomen Joint secretary of DGCA -> missined milhors of other girls to follow their dreams.

Leadership qualities Quality making chil sewable Aphtude + Attitude persuasion

> Motivation for self-improvements Effective marketing Gift of gets Strategies

> Honesty &

lortegrily

Importially and empathy.

"Personarion" has become the order of the day to mudge people to follow duties in today's administration.

Strategies

Feedback

Structure/ Presentation

Question Interpretation

Content

Value Addition

Total

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Q.6) a) What does each of the following quotations mean to you? Peace is not mere absence of war; it is presence of justice (10 marks, 150 words)

निम्नलिखित में से प्रत्येक उद्धरण आपके लिए क्या मायने रखता है? शांति केवल युद्ध की अनुपरिधित नहीं है यह न्याय की उपस्थिति है। (10 अंक, 150 शब्द)

Aro: The above statement advocalés for universal peace & not just absence of war. It demarcales peace as a means to achieving socio-economic fustice [ as also advocated by Amertya Sen].

Peace not mere absence of war

-> Malnutition & hunger --> Increased conflicts over equitable distribution of resources.

Inter-religious conflicts and communation - olive to
conomic imbolances [Sachar Committee Report stating
Mudine are poorer] and yellow fournation sensationalising
'fake news'.

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demands for jobs and Sons of Soil Doctine

e.g. Maratha & Jat reservation.

Peace: Presence of Justice ?

Illeviation of poverly -> Poverly is the major reason for discontentment with Talibans

> Inchrisive development >> ensured through agricultural development, excelling labour force, RTE to all,

> Political representations - , to all rections of the society.

Tacking untouchability, social exclusion of disabled

Peace is not fust a receively but the only 'onshiration's
to establish a lawful order in the globe today.

Feedback

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b) 'The world will not be destroyed by those who do evil, but by those who watch them without doing anything.' (10 marks, 150 words)

"संसार उन लोगों द्वारा नष्ट नहीं किया जाएगा जो बुराई करते हैं, लेकिन उनके द्वारा जो बिना कुछ किए उन्हें देखते हैं।" (10 अंक, 150 शब्द)

Ans. Benjamin Franklin remarked 'Deniveracy will not be ushered in until & unless those who are not ravaged by it are as enreaged as those who are; reflecting the importance of voices against end in making development fair & equipolar.

Dronachanja's Erlente siding with Kausava's end
tactics - led to Draupadi 'Chir-Haran' and
ensult to 'women's dignity'.

> 'Absence of voice' [not going to vote] can result in 'criminals' getting elected to legislatures.

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Question Interpretation

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Value Addition

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Presentation

-> Not resisti	ing political	mterference	& during	in public
administration	can lead	to degree	ling socio.	- econo mic
Conditions in	the region of	along with	corruption.	

-> "Challo hai" attitude of public regarding consuption.

affecting human health are seldom resulted by employees.

Insportance of Voices

Subhash Chandra Bose's vaces against oppression shook the British Tyranny.

> Voltaire's rejection of clergy led to soming of seeds of

French Revolution's

> Womens' voices against Triple Talag - absorpting the foractive by SC.

-> Pressure groups: MKSS's movements -> "enactment of RTI"

'If you have a voice, be not a fraid to express et'.

— Esther Duflo.

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c) 'Happiness is a mysterious thing, to be found somewhere between too little and too much.'

(10 marks, 150 words)

"खुशी एक रहस्यमयी चीज है, जो बहुत कम और बहुत ज्यादा के बीच कहीं पाई जाती है।" (10 अंक, 150 शब्द)

Ans. The above quote reflects Aristotle Endainonia of happiness' which he rejors to as the golden mean of happiness' between too little & foo much.

Happiness: Too little?

> Des satisfaction of favority poor and downbooddern.

-> Quest of nations to outdo each other in Indo-Pacific

-> Small industries trying to merge with big industries to generate more profit.

-> Poor pay of bureaucrate -> countions

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(Don't Write anything in this Area

Honerer, some individuals are contented with too little like Buddha's rejection of naturalistic world, cottage industries still functioning with family labour, Matter Teressa's service.

Happmess & Too much? I puest to 'much' is never ending.

Abuse of dominance of compandorrays

e-g-Microsoff's acquisition of motorola.

> USA, largest nation in the world tying els

mhoads into IOR & Indo-Pacific

> Profligate & flambayant componente policies like

atmagailer Case.

Leading to emisonmental ethics being ulterly

dienegarded by corporates.

Here, Buddha's madhyam morg' can be followed to achieve the smeet spot of happiness' by between too little & too much.

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#### Section - B

Q.7) Sunshine electronics is a <u>domestic mobile manufacturer</u> and you are its CEO. Sunshine electronics has made an <u>affordable 5g phone</u> with over 80% domestically sourced components. It has spent a large amount of money for promotion of the phone. General public is excited about the new phone and the company has already received over 1 lakh pre-launch orders from various online shopping portals. The achievement of the company has also received recognition from the highest political level and has been cited as a successful example of Atma-Nirbhar Bharat. The Central Minister of Electronics and Information Technology is the chief guest in the launch event of the new mobile phone.

Just a day before the launch of the new phone, you received a call from the Chief Technology Officer (CTO) of your company. He informs you that the US has banned Huwu Technologies Pvt. Ltd. from doing business in the USA and a similar ban is expected to be imposed by the EU in the next few days. The ban on Huwu is based on a report claiming that Huwu has been working very closely with the Chinese government and there are technical 'backdoors' in the components made by Huwu that allows it to spy on users of the devices that have these components.

The new phone made by your company also uses a chip manufactured by Huwu. To fulfil the preorders in the shortest possible time, Sunshine Electronics has also manufactured around fifty thousand devices. Cancelling or postponing the launch event would be embarrassing for political dispensation and financially disastrous for your company. On the other hand, going ahead with the launch would mean potentially risking the privacy and security of your customers.

- 1) On the basis of this case, identify the various ethical dilemmas involved.
- 2) What principles of corporate ethics would you consider while taking the decision in this case?
- 3) Examine various options available with you for handling the issue at hand. What will you do in the given case?

(20 marks, 250 words)

सनशाइन इलेक्ट्रॉनिक्स एक घरेलू मोबाइल निर्माता है और आप इसके सीईओ हैं। सनशाइन इलेक्ट्रॉनिक्स ने 80 प्रतिशत से अधिक घरेलू घटकों के साथ एक किफायती 5G फोन बनाया है। इसने फोन के प्रमोशन के लिए बड़ी रकम खर्च की है। आम जनता नए फोन को लेकर उत्साहित है और कंपनी को पहले ही विमिन्न ऑनलाइन शॉपिंग पोर्टल्स से 1 लाख से अधिक प्री-लॉन्च ऑर्डर मिल चुके हैं। कंपनी की उपलब्धि को उच्चतम राजनीतिक स्तर से भी पहचान मिली है और इसे आत्म-निर्मर भारत के सफल उदाहरण के रूप में उद्धृत किया गया है। केंद्रीय इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्री नए मोबाइल फोन के लॉन्च इवेंट में मुख्य अतिथि हैं।

नए फोन के लॉन्च से ठीक एक दिन पहले, आपको अपनी कंपनी के मुख्य प्रौद्योगिकी अधिकारी (सीटीओ) का फोन आया। वह आपको सूचित करता है कि अमेरिका ने Huwu टेक्नोलॉजीज प्राइवेट लिमिडेट पर प्रतिबंध लगा दिया है। लिमिटेड की संयुक्त राज्य अमेरिका में व्यापार करने से और अगले कुछ दिनों में यूरोपीय संघ द्वारा इसी तरह का प्रतिबंध लगाए जाने की उम्मीद है। Huwu पर प्रतिबंध एक रिपोर्ट पर आधारित है जिसमें दावा किया गया है कि Huwu चीनी सरकार के साथ मिलकर काम कर रहा है और Huwu द्वारा बनाए गए घटकों में तकनीकी 'बैकडोर' हैं जो इसे उन उपकरणों के उपयोगकर्ताओं की जासूसी करने की अनुमित देता है जिनमें ये घटक हैं।

आपकी कंपनी द्वारा बनाया गया नया फोन भी Huwu द्वारा निर्मित एक चिप का उपयोग करता है। प्री—ऑर्डर को कम से कम समय में पूरा करने के लिए सनशाइन इलेक्ट्रॉनिक्स ने लगभग पचास हजार उपकरणों का निर्माण भी किया है। लॉन्च इवेंट को रद्द करना या स्थगित करना राजनीतिक व्यवस्था के लिए शर्मनाक होगा और आपकी कंपनी के लिए आर्थिक रूप से विनाशकारी होगा।

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दूसरी ओर, लॉन्च के साथ आगे बढ़ने का मतलब संभावित रूप से आपके ग्राहकों की गोपनीयता और सुरक्षा को खतरे में डालना होगा।

- 1) इस मामले के आधार पर, इसमें शामिल विमिन्न नैतिक दुविधाओं की पहचान करें।
- 2) इस मामले में निर्णय लेते समय आप कॉर्पोरेट नैतिकता के किन सिद्धांतों पर विचार करेंगे?
- 3) समस्या से निपटने के लिए आपके पास उपलब्ध विभिन्न विकल्पों की जांच करें। दिए गए मामले में आप क्या करेंगे?

(20 अंक, 250 शब्द)

Ans. The above case study pertains to the case of misuse of technology to create loopholes and backdoons in electronics as a means to acquire personal details of the people. This is in serious ferracy of the public

STAKEHOLDERS

Myself (CEO) Minister of Electronice (State) General Publica

thewa Chief Technical

Technologies

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## 1) Ethical dilemmas inwhed:

- → Information to fublic about the safety of the product (RTI) v/s secrecy to avoid embarrament infront of public.
- -> Loyally to to the organisation vs conforate ethics of consumer safety & welfare maximisation.
- > Tustice to people v/s virtues as a leader of the rempany.
- -> Article -21 guaranteeing Right to Privacy (Putterwarmy case) could be breached.
- > Financial dieaster of the company would lead to many employees losing jobs and livelihood.
- Loss of reputation as an organisation infront of both
- 2) It is therefore pertinent that I as CED, apply

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highest standards of corporate attices while charting out a way forward:

- Jetakeholder maximisation to ensure safety of public's forwary is ensured along with asking them to refueld safer & ethical components.
- > Privacy and personal data safequarding through not releasing components.
- Anothfall in the company.
- > Employees' enterests in terms of job security.
- > Profligate policies connot be undertaken at the cost of public interests.
- c) Options available to me:
- -> Stay quiet and let the froduct laurch

- Reputation of organication -> Und safeguarded in short term unce

- Minister's Atma-Ninbhar Program is a success.
- -> Unethical to run away from unconfortable situations.
  - -> Public privacy disrupted -> thunu's metheal fractices will

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24 1 1 100 at a love conference about the moduct.	
-> Report to public at a press conference about the product.	
Merili Demerils	
- Sunshine Technologies' reputar - Sunshine Technologies reputar at stake	
- Tubec mener produces	20000000000000000000000000000000000000
- Street and actions of	<b>) )</b>
corporation of the company	1888 <sup>67</sup>
-> Installation of enquiry committee within the company and	
take time for province	
-> Right to Privacy is Belief in Afmanuther Bharat', shaken	
-> Right to Privately Bharost , shaken	
> Right to Privacy is  Belief in Afmantistic.  Bharait' shaken  -> Public panic created.	
The state of the s	Feedback (For OFFICE use only)
I will go with the third option along with:	Structure/ Presentation
1. Immediate stalling of launch of product and informing	
the same to public and the Minister of MEITY.	Question Interpretation
Loss conserence about the reason for the	Content
2. Explain at a press conference about the reason for the	
1 A Lake That	Value
3. Enquiry committee internally to understand who placed the order for each faulty components.	Addition
order for each fault components.	Total
4. Report the same to MEITY and many with the number to prevent further frauds.	
to prevent further frauds.	

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Q.8) Asanpur is a beautiful small district in Northern part of India. It used to be the hub of stone mining activity. However, excessive mining led to environmental degradation and rapid soil erosion while cutting of stone created air pollution hazard. Due to various detrimental impacts, NGT has imposed a ban on stone mining in Asanpur. Despite this ban, the mining mafia has been able to operate with connivance of corrupt government officials and politicians. Many officers hve tried to stop this illegal mining, but the powerful mafia has either forced them to submit through force or bribed them or got them transferred through their political contacts. Last week, a DSP lost his life when he was trying to stop a truck carrying illegally mined stones.

You recently got promoted and made the SP of Asanpur. Upon taking the charge, you quickly realized the gravity of the problem. Illegal mining was run by organized gangs in the district. It was also linked to other crimes in your city ranging from petty crimes like pick pocketing to serious offenses like kidnapping and murders. Illegal mining and related crime have negatively impacted socioeconomic development of the district as youth are increasingly getting involved in the illegal activities and businesses are leaving the district due to high crime rates. You created a special task force and started taking stringent actions against the illegal mining in your district. In a short span of a few weeks you seized thirty dumpers carrying illegally mined stones. Public appreciated your stringent actions while the corrupt ecosystem created by illegal miners was rattled.

One day, a junior officer approached you and informed you that he has been receiving threats from the illegal stone miners. He also informs you that others in the task force are also facing problems like someone in the task force is being harassed by reopening an old settled case against him while someone else has received a transfer order to a remote district. This has demotivated the taskforce and reminded them of the connections of illegal miners in the district. The same day, when you reach home, your wife tells you that she got a call from an unknown number threatening her of dire consequences if you do not stop your investigation. You fear that the call was from a member of the organized crime syndicate involved in the illegal mining activity. Your wife is worried about the safety of the family and requests you to be lenient in your work. In this situation, answer the following questions:

1) How will you motivate the task force to work with honesty in this adverse condition?

2) How would you justify putting your family at risk in line of your duty?

3) Identify the various dimensions of the crisis. Based on your understanding, suggest measures to deal with the crisis. (20 marks, 250 words)

आसनपुर मारत के उत्तरी भाग में एक सुंदर छोटा जिला है। यह पत्थर खनन गतिविधि का केंद्र हुआ करता था। हालांकि, अत्यधिक खनन के कारण पर्यावरण का क्षरण हुआ और तेजी से मिट्टी का कटाव हुआ, जबिक पत्थर खनन से वायु प्रदूषण का खतरा पैदा हुआ। विमिन्न हानिकारक प्रभावों के कारण, एनजीटी ने आसनपुर में पत्थर खनन पर प्रतिबंध लगा दिया है। इस प्रतिबंध के बावजूद, खनन माफिया ग्रष्ट सरकारी अधिकारियों और राजनेताओं की मिलीभगत से काम करने में सक्षम है। कई अधिकारियों ने इस अवैध खनन को रोकने की कोशिश की है, लेकिन शक्तिशाली माफियाओं ने या तो उन्हें बलपूर्वक शांत होने के लिए मजबूर किया है या उन्हें रिश्वत दी है या अपने राजनीतिक संपर्कों के माध्यम से उनका तबादला करवा दिया है। पिछले हफ्ते, एक डीएसपी की उस समय मौत हो गई जब वह अवैध रूप से खनन किए गए पत्थरों को ले जा रहे एक द्रक को रोकने की कोशिश कर रहा था।

आप हाल ही में पदोन्नत हुए और आसनपुर के एसपी बने हैं। कार्यमार संमालने के बाद, आपने समस्या की गंभीरता को तुरंत महसूस किया। जिले में संगठित गिरोहों द्वारा अवैध खनन चलाया जा रहा था। यह आपके शहर के अन्य अपराधों से भी जुड़ा था, जिसमें छोटे—मोटे अपराध जैसे जेब काटने से लेकर अपहरण और हत्या जैसे गंभीर अपराध शामिल थे। अवैध खनन और संबंधित अपराधों ने जिले के सामाजिक—आर्थिक विकास

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को नकारात्मक रूप से प्रमावित किया है क्योंकि युवा तेजी से अवैद्य गतिविधियों में शामिल हो रहे हैं और उच्च अपराध दर के कारण व्यवसाय जिले को छोड़ रहे हैं। आपने एक विशेष टास्क फोर्स बनाया और अपने जिले में अवैद्य खनन के खिलाफ कड़ी कार्रवाई शुरू की। कुछ ही हफ्तों में आपने अवैद्य रूप से खनन किए गए पत्थरों से लदे तीस डंपरों को जब्त कर लिया। जनता ने आपके कड़े कार्यों की सराहना की जबकि अवैद्य खनिकों द्वारा बनाए गए भ्रष्ट पारिस्थितिकी तंत्र को झटका लगा।

एक दिन, एक किनष्ठ अधिकारी ने आपसे संपर्क किया और आपको सूचित किया कि उन्हें अवैध पत्थर खिनकों से धमिकयां मिल रही हैं। वह आपको यह भी सूचित करता है कि टास्क फोर्स में अन्य लोगों को भी समस्या का सामना करना पड़ रहा है जैसे टास्क फोर्स में किसी को उसके खिलाफ एक पुराने निपटार मामले को फिर से खोलकर परेशान किया जा रहा है जबकि किसी और को दूरस्थ जिले में स्थानांतरण का आदेश प्राप्त हुआ है। इसने टास्क फोर्स को निराश कर दिया है और उन्हें जिले में अवैध खिनकों के कनेवशनों की याद दिला दी है। उसी दिन, जब आप घर पहुँचते हैं, तो आपकी पत्नी आपसे कहती है कि उसे एक अज्ञात नंबर से कॉल आया, जिसमें उसने अपनी जाँच बंद न करने पर गंभीर परिणाम मुगतने की धमकी दी है। आपको डर है कि कॉल अवैध खनन गतिविधि में शामिल संगठित अपराध सिंडिकेट के एक सदस्य का था। आपकी पत्नी परिवार की सुरक्षा को लेकर चिंतित है और आपसे अपने काम में नरमी बरतने का अनुरोध करती है। इस स्थित में, निम्नलिखित प्रश्नों के उत्तर दें:

- 1) इस विपरीत परिस्थिति में आप टास्क फोर्स को ईमानदारी से काम करने के लिए कैसे प्रेरित करें मे?
- 2) आप अपने कर्तव्य के क्रम में अपने परिवार को जीखिम में डालने को कैसे उचित वहराएंगे?
- तंकट के विभिन्न आयामों की पहचान करें। अपनी समझ के आघार पर संकट से निपटने के खपाय सुझाएं।
   (20 अंक, 250 शब्द)

Ans The letted menace of some politicians - brumesuman and bureaucrat's nexus was identified by Vohra committee as the primary reason for stalling of socio- economic development of a region.

1) Wilk repeated threak too the workforce in my office, maintaining and booting their morale is of

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# retmost importance. I will do this by:

- -> Set up team meetings and team building exercises wherein every official has to state her reason for fighting against this mende. This will boost their morale and
- > Repeatedly remind them why it is important for development of tribals. For this, sessions with tribale can be conducted to empathic officials
- -> I will notwate them by stating that as a header, I will bear all consequences of the threats but will not let onything happen to my colleagues.
- > Rewards for best performance by the Department con also be enstituted.
- 2) The of justification to futting my family at risk can be done by :

-> As an IPS officer, my duty to the nation and the

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common mon comes frist.

- As an officer, I have to ensure Locio-economic alevelopment of my district and any breach to et will make me responsible.
- the social fabric and law and order of the
- -> However, I will enhance eccurity of my family and colleegues to deter any time of threats to their lives
  - 3) Vanous dimensions of the crisis:
- -> Corruption through bribes 1/3 Stop to illegal mining.
- Politication of mining helping the illegal miners getting honest officers transferred.
- -> Low of life on standing up against wrong-doers
- -> Economic development at stake
- -> Youth in the region getting increasingly influenced by

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such activities

Threats to family and wolleagues (in breach of IPC)

Digarised crimes by gongs in mining areas like distributing, stealing etc.

Measures to deal with the crisis:

-> First of all, I will set up a meeting with my supervisor, take him ento confidence and chart out a nay

> Install an immediate bon on illegal mining, arrest the culpilé and exculate sop to police étations on how lo deal with problems.

> Enhance security of my colleagues, their families and my family to safeguard their lives

> Educational and employment opportunities for the youth to dwest them from illegal activities.

> Insplement Mines of Minerals Act in letter & spirit.

> Institute a fair bidding system for mining activities

Feedback For OFFICE use only)

Structure/ Presentation

Question Interpretation

Content

Value Addition

Total

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9

Q.9) Under the Mid- Day Meal (MDM) scheme, children are served cooked food in their school. It has been revolutionary in not only improving the nutritional status of children but also increasing the retention ratio in schools. However, the quality of food has been a cause of concern.

In one of the unfortunate incidents (two students lost their lives and over thirty children fell ill after eating the MDM in their school. The district administration was quick in its action and fired the cook (bhojan-mata) of the concerned school. The bhojan-mata, who belongs to a backward caste, is the sole breadwinner in her family after her husband passed away. In an TV interview related to the incident, Bhojan-mata claimed that she is being made a scapegoat and being targeted only because she belongs to a backward caste. This created a political storm in the state. Opposition parties picked up the issue of social discrimination and started state-wide protest demanding justice for the bhojan-mata. The protest found resonance with masses and the ruling party was severely criticized.

To win back the confidence of the public, the government has constituted a commission to investigate the matter in an impartial manner. You are a joint secretary level officer and have been appointed as a member of the commission. During the investigation, you found that bhojan-mata was indeed not at fault. It was the contractor who was supplying poor quality raw materials to the school that caused the food poisoning in children. You also found that the food contractor was the brother of a powerful cabinet minister. You suspect that the district administration was hand-inglove with the contractor and they connived to implicate bhojan-mata and exonerate the contractor.

You brought these findings before the head of the commission. To your surprise, the head of the commission informs you that he was already aware of these facts. He informs you that the minister has asked him to make a report that vindicates the bhojan-mata and reinstates her in order to subdue the opposition led agitations. He asks you to find someone else who can be blamed to ensure that the government is able to save its face as declaring the brother of a sitting cabinet minister responsible would push the government further in trouble. He also tells you that helping the ruling dispensation would ultimately help you, subtly giving hints of getting a plum posting and also warns you that going against the wish of the minister can attract the wrath of the minister that can be disastrous for your career.

- 1) What are the various ethical dilemmas that you face in this situation?
- 2) What are the different courses of action that you can take? Identify the most suitable course of action and justify your choice.

(20 marks, 250 words)

मिंड डे मील (MDM) योजना के तहत बच्चों को उनके स्कूल में पका हुआ खाना परोसा जाता है. यह न केवल बच्चों की पोषण स्थिति में सुधार लाने में बिल्क स्कूलों में प्रतिधारण अनुपात को बढ़ाने में भी क्रांतिकारी रहा है। हालांकि, भौजन की गुणवत्ता चिंता का विषय रही है।

एक दुर्भाग्यपूर्ण घटना में, उनके स्कूल में एमडीएम खाने के बाद दो छात्रों की जान चली गई और तीस से अधिक बच्चे बीमार पड़ गए। जिला प्रशासन ने अपनी कार्रवाई में तत्परता दिखाते हुए संबंधित स्कूल के रसोइया (भोजन-माता) को निकाल दिया। मोजन-माता, जो एक पिछड़ी जाति से है, अपने पित के निधन के बाद अपने पिरवार में एकमात्र कमाने वाली है। घटना से संबंधित एक टीवी साक्षात्कार में, मोजन-माता ने दावा किया कि उन्हें बिल का बकरा बनाया जा रहा है और केवल इसिलए निशाना बनाया जा रहा है क्योंकि वह एक पिछड़ी जाति से ताल्लुक रखती हैं। इससे राज्य में राजनीतिक तूफान खड़ा हो गया। विपक्षी दलों ने सामाजिक मेदमाव का मुद्दा उठाया और मोजन-माता के लिए न्याय की मांग को लेकर राज्यव्यापी विरोध शुरू कर दिया। विरोध को जनता के साथ प्रतिघ्वनि मिली और सत्ताधारी दल की कड़ी आलोचना की गई।

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जनता का विश्वास फिर से जीतने के लिए सरकार ने निष्पक्ष तरीके से मामले की जांच के लिए एक आयोग का गठन किया है। आप संयुक्त सिवव स्तर के अधिकारी हैं और आयोग के सदस्य के रूप में नियुक्त किए गए हैं। जांच के दौरान, आपने पाया कि मोजन—माता वास्तव में गलत नहीं थी। यह ठेकेदार ही था जो स्कूल को घटिया किस्म का कच्चा माल सप्लाई कर रहा था जिससे बच्चों में फूड प्वाइजिनंग हुई। आपने यह भी पाया कि खाद्य ठेकेदार एक शक्तिशाली कैबिनेट मंत्री का माई था। आपको संदेह है कि जिला प्रशासन की ठेकेदार के साथ मिलीमगत थी और उन्होंने मोज—माता को फंसाने और ठेकेदार को दोषमुक्त करने के लिए साठ—गांठ की।

आप इन निष्कर्षों को आयोग के प्रमुख के सामने लाते हैं। आपके आश्चर्य के लिए, आयोग के प्रमुख ने आपको सूचित किया कि वह पहले से ही इन तथ्यों से अवगत थे। वे आपको सूचित करते हैं कि मंत्री ने उसे एक रिपोर्ट बनाने के लिए कहा है जो मोजन—माता को सही उहराती है और विपक्ष के नेतृत्व वाले आंदोलन को दबाने के लिए उसे बहाल करती है। वह आपसे किसी और को खोजने के लिए कहता है जिसे यह सुनिश्चित करने के लिए दोषी उहराया जा सकता है कि सरकार अपना चेहरा बचाने में सक्षम है क्योंकि एक मौजूदा कैबिनेट मंत्री के माई को जिम्मेदार घोषित करने से सरकार को और परेशानी होगी। वह आपको यह भी बताता है कि सत्तारूढ़ सरकार की मदद करने से अंततः आपको मदद मिलेगी, सूक्ष्म रूप से 'प्लम पोस्टिंग' प्राप्त करने के संकेत देते हुए और आपको यह भी चेतावनी देते हैं कि मंत्री की इच्छा के विरुद्ध जाने से मंत्री क्रोधित हो सकते हैं, जो आपके करियर के लिए हानिकार हो सकता है।

- 1) इस स्थिति में आप किन विभिन्न नैतिक दुविधाओं का सामना करते हैं?
- 2) कार्रवाई के विभिन्न कदम क्या हैं जो आप ले सकते हैं? कार्रवाई के सबसे उपयुक्त कदम की पहचान करें और अपनी पसंद का औचित्य साबित करें।

(20 अंक, 250 शब्द)

Ans. The above case study pertains to the
ethical dilemms an officer faces in his day-toolay admiristrative operations.

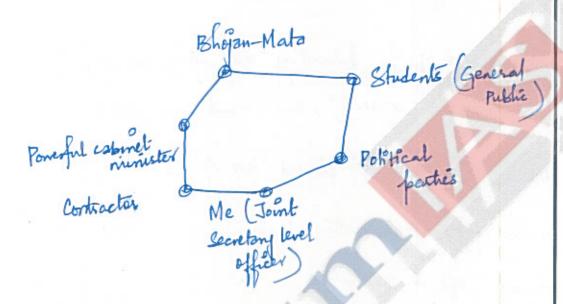
Mid-May Meal scheme has long been subjected to
entheim for substandard quality of food and
maximum leakages, thereby preventing students to taxe

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full benefite of the scheme.

#### STAKEHOLDERS



- 1) Ettical dilemmas faced in this latuation
- -> Professional advancements by 'farmuable forting's' 1/5

  public interests safeguarding.
- > Responsibility as an officer to protect the 'Bhojan Mata' V/s loyalty to my superions (head of the commission).
- -> Short-hun gain of gotting good personal benefits Vs

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long hun ber reputation of being on honest and, transferent and responsible officer.

> I have the duty of preventing any substandard qualify meal reaching the students, that could put their

health in jeopardy & prevent loss of lines

- > Responsibility of stopping the "forotests" by bringing true information out in the open.
- > Need to hold food contractors accountable in this the future. & prevent CRONYISM in administration.

2) Different courses of action:

-> disten to superior and hold any other person responsible

for the fiasco.

- farourable posting
- Future favours from the
- government & mage es protected.

Demerals

- Falsely miphicating an
- The illegal and inhuman practices continue

- Health nines to children perpotuate

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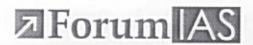
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> Bring out a committee report stating exact information about the "Mid-day Meal" fiasco.	
- I will	
	6.
Neuls	
- Childrens' 'Right to Food' as well - Gome I can come under the as 'Right to Health protected ire of minister	
- Bhojan-Mato's 'honour is - Lors of public faith in safeguarded.  - Protests stall  - Protests stall	
I will take the following actions:  This of all, I will head the enguing commission with  what transforency and noticale the workforce to come  out with accurate findings.	Feedback (For OFFICE use only)
1 010 to be some my subgrier how	Structure/ Presentation
11. It the Lindings, I walt my 16 control	
It the findings. I will try to comme my superior how the protecting the contractor can disrupt overall development of the regue children.	2 - 1
1 4 and define of my	Content
-> If it is not followed, I will report	
superior to cvc.	Value
FI 9 such in capacity building	Addition
and the enterested and invest in expering on long	
-> yet The comment	
> Get the contractor currested and vivest in capacity building of Bhojan Mata' to ensure mitritions food.  > Write a report to ECI to take steps in fackling criminalism of positics (Gosnami).	Total
- write a report to ECI to take steps in facting criminate	
19 Deliver / Con ani	
ponico ( deporte ).	

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(Don't Write anything in this Area

Q.10) Rashmi is a trained nurse and has an experience of over 20 years. She joined as a contractual nurse in a government hospital during the second wave of Covid-19. At the peak of the second wave of Covid, the health system of the country crumbled under the large number of infections. There was a severe shortage of not only items like medicine, oxygen cylinders etc but also of trained staff. To address the bed shortage, many temporary covid camps were established and to cope up with the dearth of trained staff, the government started hiring on contractual basis. Many nurses, computer operators, sweepers and others in support staff were temporarily hired for the covid period in accordance with outsourcing policy for emergency services at government hospitals. Due to their immense contribution in fight against the pandemic, they were recognized as 'corona warriors'. During their hiring, a verbal promise was made to them that, 'corona warriors' would be given preference in other government hirings. Rashmi signed a contract stating the term of her employment as three months, which was subsequently extended for three more months and so on.

After a year, as the number of covid infections have declined, the government has closed many of the temporary camps. Vaccination drive has also shown a decelerating trend as the majority of the population has been inoculated with at least one dose. This has reduced the requirement of nurses, computer operators and other supporting staff. Rashmi was served a 15 day notice and her contractual employment was terminated. Government has cited that since covid wave has subsided, contractual human resource would be laid-off and the money saved would be used for augmenting health infrastructure in the country.

Rashmi recalls her ordeal while taking care of patients during the second wave of Covid-19. She did continuous night shifts which usually stretched to 12-13 hours. Wearing PPE and 3 layers of masks for the entire period of duty made simple tasks like drinking water or using the washroom very difficult. Dealing with patients, some angry while others grieving, was an emotional drain. Rashmi also played a very important role in the vaccination drive, sometimes vaccinating more than 400 people per day. Many corona warriors contracted disease and died while doing their duty. Corona warriors have put their life on the line to save the country from the pandemic. But after termination of the contract, Rashmi feels that the government has acted with a 'use and throw' attitude.

Rashmi and other corona warriors have started protesting near the health ministry, demanding permanent government employment. On the basis of this case, answer the following questions:

- 1) What are the various ethical issues involved in this case?
- 2) Do you think Rashmi is justified in demanding a permanent government job?
- 3) Do you think the government is justified in terminating the contracts of corona warriors?
- 4) Consider yourself in the position of Health secretary in the concerned state. What would you do to address the issue at hand?

(20 marks, 250 words)

रिश्म एक प्रशिक्षित नर्स हैं और उन्हें 20 से अधिक वर्षों का अनुभव है। वह कोविड —19 की दूसरी लहर के दौरान एक सरकारी अस्पताल में संविदा नर्स के रूप में शामिल हुई। कोविड की दूसरी लहर के चरम पर देश की स्वास्थ्य व्यवस्था बड़ी संख्या में संक्रमणों के कारण चरमरा गई। न केवल दवा, ऑक्सीजन सिलेंडर आदि जैसी वस्तुओं की बिल्क प्रशिक्षित कर्मचारियों की भी भारी कभी हुयी। बेड की कभी को दूर करने के लिए, कई अस्थायी कोविड शिविर स्थापित किए गए और प्रशिक्षित कर्मचारियों की कमी से निपटने के लिए, सरकार ने अनुबंध के आधार पर भर्ती करना शुरू कर दिया। सरकारी अस्पतालों में आपातकालीन सेवाओं के लिए आउटसोर्सिंग नीति के अनुसार कई नर्सों, कंप्यूटर ऑपरेटरों, सफाई कर्मचारियों और अन्य सहायक कर्मचारियों को अस्थायी रूप से कोविड अविध के लिए काम पर रखा गया था। महामारी के खिलाफ लड़ाई में उनके अपार योगदान के कारण, उन्हें 'कोरोना योद्धा' के रूप में पहचाना गया। उनकी मर्ती के दौरान उनसे मौखिक

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वादा किया गया था कि अन्य सरकारी भर्तियों में 'कोरोना योद्धाओं' को वरीयता दी जाएगी। रश्मि ने अपने रोजगार की अवधि को तीन महीने बताते हुए एक अनुबंध पर हस्ताक्षर किए, जिसे बाद में तीन और महीनों के लिए बढ़ा दिया गया।

एक साल बाद, चूंकि कोविड संक्रमणों की संख्या में कमी आई, सरकार ने कई अस्थायी शिविरों को बंद कर दिया। टीकाकरण अभियान में भी गिरावट की प्रवृत्ति दिखाई दी क्योंकि अधिकांश आबादी को कम से कम एक खुराक के साथ टीका लगाया गया। इससे नर्सों, कंप्यूटर ऑपरेटरों और अन्य सहायक कर्मचारियों की आवश्यकता कम हो गई है। रिश्म को 15 दिन का नोटिस दिया गया और उनका संविदात्मक रोजगार समाप्त कर दिया गया। सरकार ने हवाला दिया है कि चूंकि कोविड की लहर कम हो गई है, अनुबंधित मानव संसाधन को बंद कर दिया जाएगा और बचाए गए धन का उपयोग देश में स्वास्थ्य के बुनियादी ढांचे को बढ़ाने के लिए किया जाएगा।

रिशम ने कोविड —19 की दूसरी लहर के दौरान मरीजों की देखमाल करते हुए अपनी पीड़ा को याद किया। वह लगातार रात की पाली करती थी जो आमतौर पर 12—13 घंटे तक चलती थी। ड्यूटी की पूरी अविध के लिए पीपीई और मास्क की 3 परतों को पहनने से पानी पीने या वॉशरूम का उपयोग करने जैसे सरल कार्य बहुत कठिन हो गए थे। मरीजों के साथ व्यवहार करना, कुछ नाराज़ तो कुछ दुखी, एक भावनात्मक पीड़ा थी। रिश्म ने टीकाकरण अभियान में भी बहुत महत्वपूर्ण भूमिका निभाई, कभी—कभी प्रति दिन 400 से अधिक लोगों को टीका लगाया। कई कोरोना योद्धाओं को बीमारी का संक्रमण हुआ और अपनी ड्यूटी करते हुए उनकी मृत्यु हो गई। देश को महामारी से बचाने के लिए कोरोना योद्धाओं ने अपनी जान की बाजी लगा दी। लेकिन कॉन्ट्रैक्ट खत्म होने के बाद रिश्म को लगता है कि सरकार ने 'यूज एंड थो' रवैये के साथ काम किया है.

स्थायी सरकारी नौकरी की मांग को लेकर रिश्म समेत अन्य कोरोना योद्धाओं ने स्वास्थ्य मंत्रालय के पास घरना शुरू कर दिया है. इस मामले के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए :

- 1) इस मामले में शामिल विभिन्न नैतिक मुद्दे क्या हैं?
- 2) क्या आपको लगता है कि रश्मि का स्थायी सरकारी नौकरी की मांग करना जायज़ है?
- 3) क्या आपको लगता है कि सरकार का कोरोना योद्धाओं के देके खत्म करना जायज है?
- 4) अपने आप को संबंधित राज्य में स्वास्थ्य सचिव के पद पर विचार करें। मौजूदा मुद्दे को हल करने के लिए आप क्या करेंगे?

(20 अंक, 250 शब्द)

Ano- The above case study highlights the ineffective implementation of government programs and how non-implementation of governmental promises aggravate uses of the common man.

1) Ethical Issues Involved.

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- -> False promises to 'contractual morkers' during covID to andow them with preferences in other government pros.
- > Risks to lives of 'covid-19 marriors' in a bid to secure permanent jobs.
- -> Strategy of the government to bridge the health gat during the pandemic to forgettipile fromises once pandemic subsided - [ use & Throw attitude]
- > Emotional drawn to the workers
- > Lack of job and social security to informal workers
- > madequate health professionals and infrastructure in the
- 2) Rashmi's justification in demanding permanent job: Tuetified ?

> Immense workload during COVID-19.

> Warked as covid narrions ruking tife and mental

Not justified?

-> Contractual markers by their nature are temporary.

-> No contract signed legally

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health.	
-> Expertation from	government
for her good	work.
$\nu$ . $\sigma$	

that a permanent fob will be granted " - could lead to all other contractual workers demonding permanent

3) Government's Terminating contracts of covid-19 warrious

Justified?

Not justified?

- -> Post cond, employing -all contractual moskers could lead
  - to excessive fixed drainage
- > Post pandemic, focus es to be on revival of economy through social sector development
- > It was a verbal promise, not a written agreement.

- 7 false fromised & to contractual workers.
- Ise and throw atthode of government respected -> Led to many losses of
  - lives of warriors in anticipation of a permanent
- 4) As the Health Secretary in my state, I would take the following actions:

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Trist of all, I will set up as 'tack-force' to understand the 'gaps' in promises and deliveries of the contractual health workers charing covID-19 pondemic.

- on the basis of reports and grievances, I will con institute a fob mechanism that gives preferences to such workers in public hospitals for recruitment
- To prevent further & foroblems, I will usue quidelines regarding written agreements during employments' and prevent absupt termination of contracts.
- Mental Health call for all healthcare workers enorder to safeguard their mental health while dealing with such crisis.
- More expenditure on health (2.5% by 2022) will lead to more hospitals, clinics and pathologies coming up which can lead to job creation.

Feedback

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Structure/ Presentation

Question Interpretation

Content

Value Addition

Total

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Q.11) Abha is currently working as the DM of a district. One day, she went to a village for inspecting the progress of a certain village development project. Abha was not satisfied with the pace of the work and wanted to talk with the Sarpanch of the village about the same. Abha went to the panchayat office where she found the Sarpanch standing just outside the office. The Sarpanch greeted Abha and offered her a seat. Abha sat down and started discussing the matter with the Sarpanch. She noticed that Sarpanch was still standing. She thought that Sarpanch was not sitting because of hesitation or out of respect for the officer. She requested him to take a seat but he reluctantly sat on a wooden stool. Abha jokingly asked him if he liked the stool so much that he chose it instead of a chair, to which the Sarpanch replied that he was not allowed to sit on a chair as he belonged to a Dalit community. Abha was taken aback by this response.

Abha enquired further about the issue. The sarpanch explained that since the Sarpanch position was reserved for SC community, he won the election. But despite being the official head of the panchayat, he did not have any power. He was heither allowed to enter the panchayat office por was given access to official documents. A separate water pot was kept for him outside the office and he was not allowed to use the common water pot He worked as a rubber stamp who merely signed the given document. He went on to tell Abha that last year he was not even allowed to hoist the national flag during the Independence Day celebration. Abha was shocked about hearing the kind of discrimination that the Sarpanch faced. On the basis of this case study answer the following questions:

- 1) Why do caste-based discriminations still persist even after 75 years of independence?
- 2) Examine the various ethical issues involved in this case.
- 3) Identify various stakeholders and their responsibilities for creating an egalitarian society.

(20 marks, 250 words)

आमा वर्तमान में एक जिले की डीएम के पद पर कार्यरत हैं। एक दिन, वह एक निश्चित ग्राम विकास परियोजना की प्रगति का निरीक्षण करने के लिए एक गाँव गई। आमा काम की गित से संतुष्ट नहीं थी और उसी के बारे में गांव के सरपंच से बात करना चाइती थी। आमा पंचायत कार्यालय गई जहां उसने सरपंच को कार्यालय के ठीक बाहर खड़ा पाया। सरपंच ने आमा का अनिवादन किया और उसे बैठने की पेशकश की। आमा बैठ गई और सरपंच से बात करने लगी। उसने देखा कि सरपंच अभी भी खड़ा था। उसने सोचा कि सरपंच झिझक के कारण या अधिकारी के सम्मान के कारण नहीं बैठा है। उसने उससे बैठने का अनुरोध किया लेकिन वह अनिच्छा से एक लकड़ी के स्टूल पर बैठ गया। आमा ने मजाक में उनसे पूछा कि क्या उन्हें स्टूल इतना पसंद है कि उन्होंने कुर्सी के बजाय इसे चुना, जिस पर सरपंच ने जवाब दिया कि उसे कुर्सी पर बैठने की अनुमित नहीं है क्योंकि वह दलित समुदाय से है। इस प्रतिक्रिया से आमा अवाक रह गई।

आमा ने इस बारे में और पूछताछ की। सरपंच ने बताया कि चूंकि सरपंच का पद अनुसूचित जाति के समुदाय के लिए आरक्षित था, इसलिए उन्होंने चुनाव जीता। लेकिन पंचायत का आधिकारिक मुखिया होने के बावजूद उनके पास कोई अधिकार नहीं था। उन्हों न तो पंचायत कार्यालय में प्रवेश करने दिया गया और न ही आधिकारिक दस्तावेजों तक पहुंच दी गई। कार्यालय के बाहर उनके लिए अलग पानी का बर्तन रखा गया था और उन्हों साझे पानी के बर्तन का उपयोग करने की भी अनुमित नहीं थी। उन्होंने रबर स्टैंप के रूप में काम किया, जिसके तहत केवल दिए गए दस्तावेज पर हस्ताक्षर किए। उन्होंने आमा से कहा कि पिछले साल उन्हें स्वतंत्रता दिवस समारोह के दौरान राष्ट्रीय ध्वज फहराने की भी अनुमित नहीं दी गई थी। सरपंच के साथ जिस तरह के मेदभाव का सामना करना पड़ा, उसे सुनकर आमा हैरान रह गई। इस केस स्टडी के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिएरू

- 1) आजादी के 75 साल बाद भी जाति आधारित भेदभाव अभी भी क्यों कायम है?
- 2) इस मामले में शामिल विभिन्न नैतिक मुद्दों का परीक्षण करें।
- समतामूलक समाज के निर्माण के लिए विमिन्न हितधारकों और उनकी जिम्मेदारियों की पहचान करें।

(20 अंक, 250 शब्द)

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the hereditary stratification based on buth' leading to the menace of 'easte discrimination' is hosted in Indian society even today. The above case study is a glaring example of how untouchability' etitl perpetuates:

1) Caste based discriminations still present today due to:

Social Exclusion -> Staineh believers in Theory of Reily

A pollution.

Considered as impure and therefore

unforchables.

Jow levels of education -> 52% of STs are still rate illiterales

> slow economic mobility -> while some communities have

availed recovation to enhance their pointion (Meena caste),

others continue to languish (manual scarengers).

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#### **№ Forum IAS**

- Ineffective emplementation of SC&PST (PoA) Act and no report functioning of NCST (not a single report submitted to president in the last 4 years).
- in informal sector with no job or social security.
- -> Khap Panchayats, Honour Killings continue even today.
- 2) Ettucal usues involved:

Caste-based stratification -> Untouchability (coparate water pot)

> Dirregard to authority (not allowing the Sarparch to hout the glag)

> Utter disregard to Sarpane political authority stamp.

-> Sarpaneh acting as a subber stamp.

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- -> seen as someone having got the fourtier through 'reservation' and not 'merit'
- Preventing the Sarpanch to nory in his our discretion for the welfare of the people.
- ) OSTRACISATION OF DALITS not allowing them into mainteen
- -> 'Caste pool herarchy' leading to 'elite class' exploring the lower castes like the SCs & STS:
  - 3) STAKEHOLDERS & RESPONSIBILITIES FOR CREATING AN

Sarpench Provision of basic amenities use Sanatation, health dispensaries, primary schook to all. help in conflict resolution through village cowels.

> Village Rople -> Respect to Political Authority.

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-> Aid the Sarp	anch's efforts	m	socio-economic
development of	the rilage		
	A1 2.1		- 1/2-th

-> Cueb dinsire tendencies and focter collectionin

DM -> Sanitise people about the wrong-doing

of untouchaboristy

Lat mosts with the Saspaneh and other Dahls

to create awareness and empathise the village

feople to SCs & STs

Penalise people of paolicing undarchabority under

SC & ST (BA) Let and Prohibition of Civil Rights

Act 1955

Set up a tock force to enquire into other such problems in other villages in the district and prepare a report for submission to NCST.

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Structure/ Presentation

Question Interpretation

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Value Addition

Total

Q.12) Jayant is a hard-working and dedicated IAS officer. He is currently posted in a remote district in North-East India. Jayant is married to Sarita who used to work as a software engineer before her marriage. Sarita is a well-educated and ambitious woman who wants to be known by her name and not only as the wife of IAS officer Jayant. Sarita wants to restart her career and has been searching for a suitable job for some time. She has found a good job in an MNC that pays well, but she will have to move to Bangalore for it. Sarita wants to take up this opportunity but Jayant's mother does not want Sarita to move to Bangalore. Jayant also wants Sarita to stay with him so that they can have kids and start their family. Sarita proposes that Jayant move with him to Bangalore as she will get a salary that is substantially more than Jayant's. Jayant and his mother found this proposal offending. Further, Jayant does not want to leave the job that he has dreamed of since his childhood and for which he has toiled hard. The entire issue has become a reason for daily fights between Sarita and Jayant, and has taken a toll on their married life.

The issues in personal life of Jayant have creeped into his professional life as well. He is not able to concentrate on his work which has resulted in his poor performance. Just a few days back, Jayant made a blunder and was scolded by his senior for being absent-minded in his work. His behaviour in office has also changed. Now Jayant gets easily irritated and often talks rudely with the staff in the office. This is negatively impacting the motivation level of his subordinates. Jayant is aware of his degrading performance and he thinks that he is failing both in his personal and professional life

You are a mutual friend of Jayant and Sarita. One day you received a call from a distressed Jayant and he asks you for your advice on this issue.

- 1) Help Jayant identify different options available with him to cope with the crisis? Discuss the merits and demerits of each of these options.
- 2) As a mutual friend, what advice would you give to Jayant and Sarita in this case so that they can return back to being a happy couple?
- 3) How can Jayant develop the qualities that are required to handle such crisis situations in life?

(20 marks, 250 words)

जयंत एक मेहनती और समर्पित आईएएस अधिकारी हैं। वह वर्तमान में उत्तर-पूर्व मारत के एक दूरस्थ जिले में तैनात है। जयंत की शादी सरिता से हुई है जो शादी से पहले एक सॉफ्टवेयर इंजीनियर के रूप में काम करती थी। सरिता एक पढ़ी-लिखी और महत्वाकांक्षी महिला है जो अपने नाम से पहचानी जाना चाहती है, न कि केवल आईएएस अधिकारी जयंत की पत्नी के रूप में । सरिता अपने करियर को फिर से शुरू करना चाहती है और कुछ समय से एक उपयुक्त नौकरी की तलाश कर रही है। उसे एक बहुराष्ट्रीय कंपनी में एक अच्छी नौकरी मिल गई है जो अच्छी तरह से मुगतान करती है, लेकिन उसे इसके लिए बैंगलोर जाना होगा। सरिता इस मौके को लेना चाहती है लेकिन जयंत की मां नहीं चाहती कि सरिता बैंगलोर चली जाए। जयंत भी चाहता है कि सरिता उसके साथ रहे तािक वे बच्चे पैदा कर सकें और अपना परिवार शुरू कर सकें। सरिता का प्रस्ताव है कि जयंत उसके साथ बैंगलोर चले क्योंकि उसे जयंत की तुलना में काफी अधिक वेतन मिलेगा। जयंत और उनकी मां को यह प्रस्ताव आपत्तिजनक लगा। इसके अलावा, जयंत उस नौकरी को नहीं छोड़ना चाहता जिसका उसने बचपन से सपना देखा है और जिसके लिए उसने कड़ी मेहनत की है। यह पूरा मामला सरिता और जयंत के बीच आए दिन झगड़ों का कारण बन गया है और उनकी शादीशुदा जिंदगी पर भी असर पड़ा है।

जयंत के निजी जीवन के मुद्दै उनके पेशेवर जीवन में भी आ गए हैं। वह अपने काम पर ध्यान केंद्रित करने में सक्षम नहीं है जिसके परिणामस्वरूप उसका प्रदर्शन खराब हो रहा है। अभी कुछ दिन पहले, जयंत ने एक बड़ी गलती की और काम में अनुपस्थित रहने के कारण उसके सीनियर ने उसे डांटा। ऑफिस में उनका व्यवहार भी बदल गया है। अब जयंत आसानी से विद् जाता है और अक्सर ऑफिस में स्टाफ के साथ बदतमीजी से बात

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करता है। यह उसके अधीनस्थों के प्रेरणा स्तर को नकारात्मक रूप से प्रभावित कर रहा है। जयंत अपने अपमानजनक प्रदर्शन से वाकिफ है और उसे लगता है कि वह अपने निजी और पेशेवर जीवन दोनों में असफल हो रहा है

आप जयंत और सरिता के परस्पर मित्र हैं। एक दिन आपके पास एक व्यथित जयंत का फोन आया और उन्होंने आपसे इस मुद्दे पर आपकी सलाह मांगी।

- संकट से निपटने के लिए जयंत के पास उपलब्ध विभिन्न विकल्पों की पहचान करने में मदद करें? इनमें से प्रत्येक विकल्प के गुण-दोषों की विवेचना कीजिए।
- 2) एक पारस्परिक मित्र के रूप में, आप इस मामले में जयंत और सरिता को क्या सलाह देंगे ताकि वे एक खुशहाल दंपत्ति के रूप में वापस आ सकें?
- जयंत जीवन में ऐसी संकट स्थितियों को संमालने के लिए आवश्यक गुणों को कैसे विकसित कर सकता है?
   (20 अंक, 250 शब्द)

Ans. The subove case study 3 a glaring example of how obsturbences in personal relationships encoach upon butche and professional responsibilities & vice vous 3.

Stakeholders

Myself
(Friend) Sarila

Public Mother of

Administration Jayant

1) Different options available:

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1. More to Bangalore with	Sarela
Meuls	Denerils
→ Being inth his wrife →  personal sanity.  → Better standard of time in Bangatore  → More from an administrative work	-> "Low of desire" for the
2. Stay apart from Saula de Officer  Deplois	Joens on his job 25 1AS
→ Personal disturbances  Mental samity lost  No desire on focus to perform  well in profession	
3. Staying at some floce in the Saula mill be to:	

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- To have emotional intelligence and compassion for each other's issues and at down for an elaborate discussion.
- out that is in the best interests of both.
- I would adrise them to not make my compromises in their respective job and career asperations since both of them have warged tremendously hard for it.
- Instead, benefits of enhanced transport and connectivity and digitally anabled communication strategies can be availed to stay connected even when for in distance.
  - 3) To enhance decision-making qualities in future, Jayant needs to injuriculate the

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4	following	qualifies:
1		and the second s

-> Nove of conscience' - that can act as moral composes

-> Rawl's Maximum Brinciple - ensuring queatest good for all

-> Trlevance for accomposating opinions that are in contrast to his own.

> Empathy for problems & essues of others.

These can be done through internalisation of ethics, reading philosophies and autobiographies, watching motivating talks and solidarily building exercises at

narafdace

Feedback
(For OFFICE use only)

Structure/ Presentation

Question Interpretation

Content

Value Addition

Total

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Mentor	Feedback	Questi	ons
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2		***************************************	
3			
4	***************************************		
5			
Test G	oal	Outcomes	
1			
		***************************************	
3		***************************************	
********		***************************************	

# 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
<b>\$</b>	Key / Relevant Point		
×	Vague / Irrelevant		

<sup>\*</sup> Subject to change without prior notice.

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