

TEST CODE 5 1 4 2 4

FIAS - MGP 2022 (C-11) - Sectional Test #8

Time Allowed : Three Hours
समय : तीन घंटे

ForumIAS

Maximum Marks : 250
अधिकतम अंक : 250

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	SMRITI MISHRA		
Roll No./अनुक्रमांक	1910059516	Medium/माध्यम	English/अंग्रेजी <input checked="" type="checkbox"/> Hindi/हिंदी <input type="checkbox"/>
Center Code/परीक्षा केंद्र		Date/दिनांक	23.08.2022

*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
1		
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20		
Total/कुल अंक	250	

- Please do furnish Name, Email, Roll No and Mobile in the answer sheet.
कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।
- There are TWELVE questions printed in ENGLISH & HINDI, all questions are compulsory.
उत्तर पुस्तिका में अंग्रेजी/हिंदी में बीस प्रश्न दिए गए हैं, सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के लिए निर्धारित अंक उसके सामने अंकित किए गए हैं।
- 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.
उत्तर प्रवेश पत्र में अधिकृत माध्यम में लिखे जाने चाहिए, जो कि दिए गए स्थान में इस प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के कवर पर स्पष्ट रूप से लिखा जाना चाहिए।
- Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.
प्रश्नों में शब्द सीमा, यदि निर्दिष्ट हो, का पालन किया जाए। प्रश्न-सह-उत्तर पुस्तिका में खाली छोड़े गये किसी भी पृष्ठ या पृष्ठ के भाग को स्पष्ट रूप से काट दें।

For Student Only / केवल परीक्षार्थी प्रयोग हेतु

Evaluator's Discretion/मूल्यांकन कर्ता का विवेक :

Start Time/प्रारंभ करने का समय :

8:00 p.m

End Time/समाप्त करने का समय :

11:15 p.m.

Total Marks/कुल अंक :

Mode Of Examination/
परीक्षा की विधि :Online/ऑनलाइन Offline/ऑफलाइन

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ECN CODE/
ईसीएन कोड :

EG/ईजी :

Evaluation Date/
मूल्यांकन तिथि :

*Evaluator's Discretion is the marks awarded at the discretion of the evaluator based on your overall impression, on the basis of (but not limited to) your handwriting, presentation, use of diagrams, flowcharts, facts and figures or absolutely anything that he/she liked in your copy.

मूल्यांकन कर्ता का विवेक अंक, आपकी लिखावट, प्रस्तुति, आरेखों के उपयोग, पताचार्ट, तथ्यों और आकड़ों या समग्र रूप किसी अन्य विषय वस्तु, जो मूल्यांकन कर्ता को आपकी कॉपी में पसंद आयी के आधार पर (लेकिन इन्हीं तक सीमित नहीं) पर दिए गए अंक हैं।

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						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL REMARKS

Section - A

Q.1) a) Ethical governance is the foundation of a welfare state. Identify essential ethical traits of a welfare state. Discuss ways and means to promote ethics in governance. (10 marks, 150 words)

नैतिक शासन एक कल्याणकारी राज्य की नींव है। एक कल्याणकारी राज्य के आवश्यक नैतिक लक्षणों की पहचान करें। शासन में नैतिकता को बढ़ावा देने के तरीकों और साधनों पर चर्चा करें। (10 अंक, 150 शब्द)

A welfare state aims to secure the well being of its citizens by providing for public goods, health, education, etc.

Ethical governance is foundation of welfare state

- development needs are huge
 - resources are scarce
 - widespread inequality
 - Existing norms exploit the weak (eg: patriarchy, casteism)
- } requires ethics in governance

Essential ethical traits of a welfare state

1. Transparency & Openness : about decision making processes
eg: RTI Act brings about disclosures
2. Responsiveness : citizen-centricity, active hearing and disposal of grievances
3. Decentralised and participatory : every individual has a say and a platform
eg: 73rd & 74th Amendments - Panchayati Raj

4. Accountability : decisions need-need to be accounted for, not arbitrary
5. Objectivity and impartiality : - no favour or disfavour between equals as those equally placed. (eg: Art-14)
6. Justice : positive discrimination to disadvantaged
eg: reservation policy
7. Freedom and liberty to develop oneself fully.

Mans to promote ethics in governance

1. Enactment of Code of Ethics for public officials. (2nd ARC)
2. Devolution of powers, empowering citizens to question government
3. Incentivise good performance
4. Objective, merit based appraisal as criteria.
5. Fixing liability in cases of unethical practices — corruption, nepotism etc

India is a welfare state (Art 38) and needs bottom-up, efficient and ethical governance to meet its manifold challenges.

Feedback
(For OFFICIALS)

Structure/
Presentation

Question
Interpretation

Content

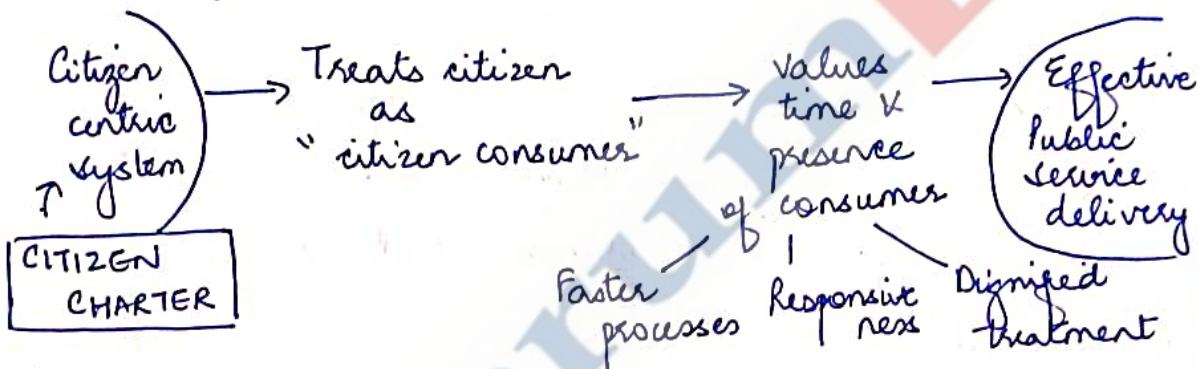
Value
Addition

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b) Effective public service delivery requires a citizen centric system. Citizen's Charter is seen as an important tool to ensure such a system, but it is not achieving its objectives. Why? Discuss measures to make it more effective? (10 marks, 150 words)

प्रभावी सार्वजनिक सेवा वितरण के लिए नागरिक केंद्रित प्रणाली की आवश्यकता होती है। इस तरह की व्यवस्था को सुनिश्चित करने के लिए सिटीजन चार्टर को एक महत्वपूर्ण उपकरण के रूप में देखा जाता है, लेकिन यह अपने उद्देश्यों को प्राप्त नहीं कर पा रहा है। क्यों? इसे और अधिक प्रभावी बनाने के उपायों पर चर्चा करें? (10 अंक, 150 शब्द)

Citizen's charter is a document that contains information such as the type of organisation, the list of services offered, time period of service delivery and grievance redressal mechanism, if any.



Citizen charter is not achieving its objectives as

1. Mechanically copied from parent branch
2. Do not cater to local needs
3. Not available in vernaculars - lack of understanding
4. Seen as mere compliances, lack of willingness to implement it in spirit.
5. Rise of e-governance has diluted the importance of citizen's charter. e.g. Direct Bank Transfers, no need to go to a govt office for payment

Measures to make citizen charters more effective

1. Consult all stakeholders before designing: Public participation
2. Availability in vernaculars
3. Suited for local ~~needs~~ conditions - tailor made approach
4. Effective grievance redressal mechanisms
5. Active monitoring by independent entities.

The Sevottam model as recommended by the 2nd Administrative reforms commission is a good starting point to frame a credible and workable citizen charter.

Feedback

(For OFFICE use only)

Structure/
PresentationQuestion
Interpretation

Content

Value
Addition

Total

Q.2) a) Conscience keeps ethics from fading when faced with a tough decision. Discuss in context of civil servants. (10 marks, 150 words)

जब किसी कठिन निर्णय का सामना करना पड़ता है तो अंतरात्मा की आवाज़ नैतिकता को चुनने से बचाती है। सिविल सेवकों के संदर्भ में चर्चा कीजिए। (10 अंक, 150 शब्द)

Conscience is the "inner voice" of individuals that helps them make decisions when in conflict.

- Gandhiji had said - "There is a court higher than the court of law, that is the court of conscience".

Tough decisions → Repressions if wrong → Conscience gives moral strength to decisions.

In context of civil servants

→ Civil servants are entrusted with a responsibilities of resource allocation and distribution

↳ helps in maintaining integrity
↳ refusing self-aggrandisement

→ Gandhiji's Tolisman to think about the most vulnerable member of society
eg: ↳ inclusive development
↳ "antyo-daya to sarvodaya"

→ Help choosing the right option when law and

morality conflict

eg: AADHAR exclusion error → justice must be tempered with kindness
kindness.

→ Resolve ethical dilemmas

eg: choosing public interest over private personal well being / favours to kith and kin

→ It also helps a person to evaluate prevailing norms and challenge unfair laws:

eg: abolition of slavery in the West

Conscience helps prevents corruption, nepotism and abuse of office. The first cabinet secretary of India, N. R. Pillai had said "the public servant of today must be richly endowed with sympathy and a widely awakened social conscience".

Feedback

(For OFFICE use)

Structure/
PresentationQuestion
Interpretation

Content

Value
Addition

Total

b) What are the various conflicts of values that civil servants face while performing their duty? How can such conflicts be resolved? Discuss with illustrations. (10 marks, 150 words)

सिविल सेवकों को अपने कर्तव्य का पालन करते समय मूल्यों के विभिन्न संघर्षों का सामना करना पड़ता है? ऐसे संघर्षों को कैसे सुलझाया जा सकता है? दृष्टान्तों के साथ चर्चा करें। (10 अंक, 150 शब्द)

Values are abstract ideals one holds dear. Conflict of values occurs when an individual has to choose between two values he holds in high regard, ultimately compromising one.

For example :

Vibhishan

Choosing Rama

↓
compromises values of loyalty, kinship, brother & trust

Choosing ~~Rama~~ Ravana

↓
compromises righteousness, truth, chooses evil over good.

Value conflicts that civil servants face

1. Loyalty towards kith and kin vs. public interest and professional ethics

eg: handing out contracts → objective criteria might fail to get contract to relatives

2. Transparency versus national security / public order

eg: debate about release of socioeconomic caste census data (SECC)

3. Compliance versus creativity

eg: following orders by seniors strictly or

coming up with better solutions / newer solutions

- ↳ breaks hierarchy
- ↳ undermines authority

How can value conflicts be resolved?

- Making decisions based on objective, rational criteria
- Principle of collegiality - benefit from collective wisdom of a group
- Enacting code of ethics to serve as a guiding light
- Sensitization, training and awareness generation.
- Several leaders in the past have gone to the extent of resigning from their jobs when individual and organisational values conflict.
eg: Subhash Chandra Bose

Value conflicts enable a person to explore ~~more~~ himself deeply, to find out more about the world and people around. They are inevitable and need to be constructively utilised.

Feeling
Structure
Prevention
Question
Interpretation
Control
Value
Addition
Total

Q.3) a) Differentiate between accountability and responsibility. Do you think responsibility without accountability is meaningful? (10 marks, 150 words)

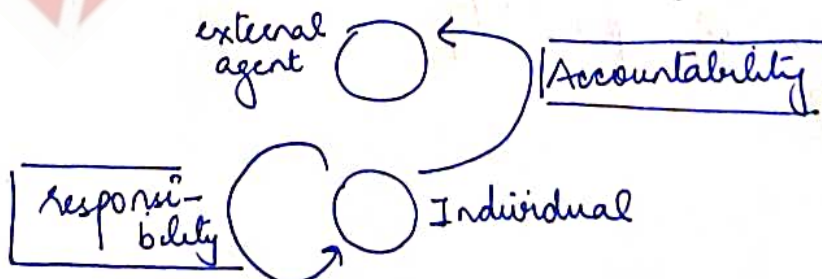
जवाबदेही और जिम्मेदारी के बीच अंतर कीजिए। क्या आपको लगता है कि जवाबदेही के बिना जिम्मेदारी सार्थक है? (10 अंक, 150 शब्द)

Accountability

- Refers to answerability of a person for his decisions to a formal rule.
- It is responsibility + answerability
- It is imposed
- Accountability is to an external system/ formal head
- Punishment or fine ~~as~~ if violated
- It can be delegated

Responsibility

- Refers to moral obligation of a person to act according to his inner sense of duty.
- It is a moral sense of duty to accomplish a task
- It is assumed
- It is internal and informal
- sense of guilt if foregone
- It cannot be delegated



Responsibility without accountability

It is meaningful

- when person has a strong moral character
- listens to voice of conscience
- "Doing the right thing when nobody is watching"

Not meaningful

- Too much discretion can lead to arbitrariness in decision making
- Delay in decision making
- Poor quality of work

For example The Interim Government, ⁽¹⁹⁴⁶⁾ formed just before independence had plenary powers to draft a constitution:

- ↳ Chose to make India a republic, ^{with} universal adult franchise
- ↳ meaningful responsibility

In a democracy, the ultimate accountability lies towards the public, as people are ~~sovereign~~ sovereign. Active disclosure and grievance redressal mechanisms are methods to ensure responsibility.

b) Many examples of 'living the values' can be drawn from Swami Vivekananda's life, which are important for any civil servant. Highlight such values and illustrate how they can help in achieving civil services' objectives. (10 marks, 150 words)

स्वामी विवेकानंद के जीवन से 'मूल्यों को जीने' के कई उदाहरण लिए जा सकते हैं, जो किसी भी सिविल सेवक के लिए महत्वपूर्ण हैं। ऐसे मूल्यों पर प्रकाश डालें और बताएं कि ये सिविल सेवाओं के उद्देश्यों को प्राप्त करने में कैसे मदद कर सकते हैं। (10 अंक, 150 शब्द)

Swami Vivekananda is one of the greatest saints born on this land. His life and values offer lessons which hold importance in every era.

Values important for civil servants

1. Unwavering commitment to a cause

- ↳ Swamiji said "arise, awake, stop not till the goal is reached"
- ↳ helps achieve the development needs of this country through perseverance towards a cause

2. Simple living, high thinking

- ↳ Swamiji did not possess a lot of material resources, he even did not have money to travel to Chicago
- ⇒ can help resist temptations to corruption and self aggrandisement

3. Equality and non discrimination

- ↳ Swami Vivekananda lamented that as Indians we have become "no-touchists"

rather than Vaishnavites, Advaitites etc
 => Help maintaining neutrality, impartiality and
 practice non-discrimination.

4. Courage of conviction

↳ Swami spoke about Hinduism and Vedantism
 in Chicago when India was colonised and
 believed to be a "land of snake charmers"

=> Help put forward one's own set of beliefs
 => doing right even in the face of adversities.

Swami Vivekananda also emphasised upon the role
of sports in development. He brought out the
 best in Indian culture and expanded its scope
 when it was mixed with social ills.

Feedback

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Total

Q.4) a) Civil servants should work for a cause and not for applause. In light of this statement, examine why bureaucratic anonymity is considered a foundational value for a civil servant. How far do you agree that the principle of bureaucratic anonymity has been diluted in the age of social media? (10 marks, 150 words)

नौकरशाहों को सराहना के लिए नहीं बल्कि मकसद के लिए काम करना चाहिए। इस कथन के आलोक में, परीक्षण करें कि नौकरशाही अनामिता को एक सिविल सेवक के लिए एक मूलभूत मूल्य क्यों माना जाता है। आप कहीं तक सहमत हैं कि सोशल मीडिया के युग में नौकरशाही अनामिता के सिद्धांत को कमजोर कर दिया गया है? (10 अंक, 150 शब्द)

Bureaucratic anonymity is based on the principle of ministerial responsibility, wherein an elected representative takes up responsibility for public decisions, while the civil servant works behind the curtain and formulates policies.

Anonymity is a foundational value for civil servants :

- To offer objective, professional advice to the political masters
- Not elected, accountability is to rules
 - ↳ need to ~~make~~ take tough, often unpopular decisions
 - for eg:- advising a minister against populist policies, etc
- To make rational choices without being moved by emotions which can often be wrong
 - ↳ eg: decision making during communal riots, protests

- To implement a policy without bias once it has been approved

Has social media diluted principle of anonymity?

Diluted

- Access ~~to~~ civil servants to general public has increased
- constantly under scrutiny for decisions
- some also seek personal fame by disclosing details of administration

Not diluted

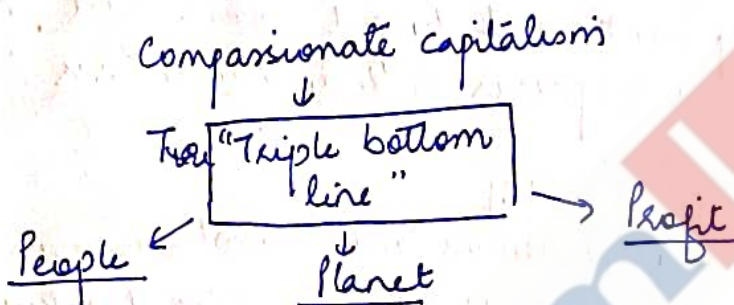
- Government itself is focussing on m-governance
- increased communication between executive & citizens
 - ↳ better public service delivery
- No violation of law as such ~~to~~ if public servants use social media.

Social media must be used to improve engagement and public service delivery. It must however never be used to seek private gains or compromise core anonymity principles of anonymity.

b) The recent Covid 19 pandemic has reinvigorated the debate about 'compassionate capitalism'. Define the concept and explain its importance in the present times. (10 marks, 150 words)

हाल ही में कोविड-19 महामारी ने 'दयालु पूंजीवाद' के बारे में बहस को फिर से मजबूत कर दिया है। इस अवधारणा को परिभाषित करें और वर्तमान समय में इसके महत्व की व्याख्या करें। (10 अंक, 150 शब्द)

Compassionate capitalism, unlike traditional capitalism, aims to achieve creation of wealth through ethical practices and sustainable activities.



COVID pandemic has reinvigorated the debate as:

- wide pay gap between essential workers and ^{top} echelons
- black marketing, hoarding of drugs
- migrant crisis in India
- Incredibly high hospital bills

Importance of compassionate capitalism in present times:

1. Traditional capitalism has created culture of consumerism

- unsustainable practices
- profit at any cost
- harming the environment
- harming mental and emotional well being of people

2. Rise in level of Technologies
 ↳ newer set of challenges to deal with bias in algorithms, artificial intelligence
3. We are the first generation to suffer the impacts of climate change and last generation to do something to reverse it
 ↳ present need to put planet first in all spheres including businesses -
4. Rapid loss of biodiversity
 ↳ rise of pandemics and zoonotic diseases
 eg: COVID-19, Nipah, Langhys, Monkey Pox
 - need for sustainable business practices -
5. Rise of newer work culture post pandemic
 eg: ↳ The Great Resignation in the U.S.
 ↳ need to put people-first, secure well being

"Asth" (material wealth) is one of the Purusharthas in Indian culture. Wealth needs to be created for progress but not at the cost of wildlife, people or planet.

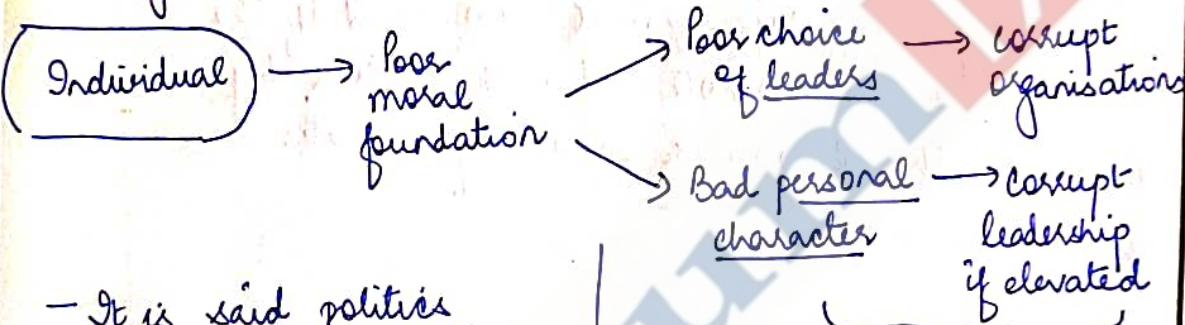
Q.5) What does each of the following quotation mean to you?

a) "Individuals should cultivate noble traits so that socio-political organizations are free from highly despicable men." - Thirukkural
(10 marks, 150 words)

निम्नलिखित में से प्रत्येक उद्धरण आपके लिए क्या मायने रखता है?

a) "व्यक्तियों को महान गुणों का विकास करना चाहिए ताकि सामाजिक-राजनीतिक संगठन अत्यधिक निंदनीय पुरुषों से मुक्त हो सकें।" - तिरुक्कुरल
(10 अंक, 150 शब्द)

The given quotation emphasises upon the spill over effects of a bad value system and need to cultivate a good moral character.



- It is said politics is downstream from culture.

- Cultivation of noble traits help us

- ↳ in making correct decisions
- ↳ prioritising values in governance / politics
- ↳ questioning and challenging a moral and ethical lapses in law-making

Socio-political institutions filled with despicable men.

For eg: Democratic culture → thrives on participation → "Lack" in enacting farm laws
↓
Had to be repealed

eg: Boris Johnson, former president of UK
 ↳ involved in "Partygate" scandal when the world was in lockdown
 ↳ eventually had to resign.

Similarly, former President of U.S., Donald Trump lost elections due to his infamous speeches and actions.

However, India still has a large number of politicians who have a pending case against them. Need of the hour is ~~the go~~ to promote clearer politics by selecting ~~the~~ ethical leaders in a representative democracy like ours.

Feedba

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Structure/
PresentationQuestion
Interpretation

Content

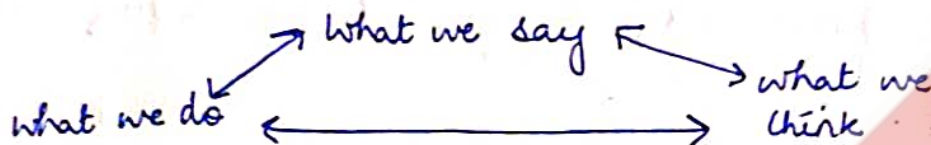
Value
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Total

b) "Integrity is the choice between what is convenient and what is right." (10 marks, 150 words)

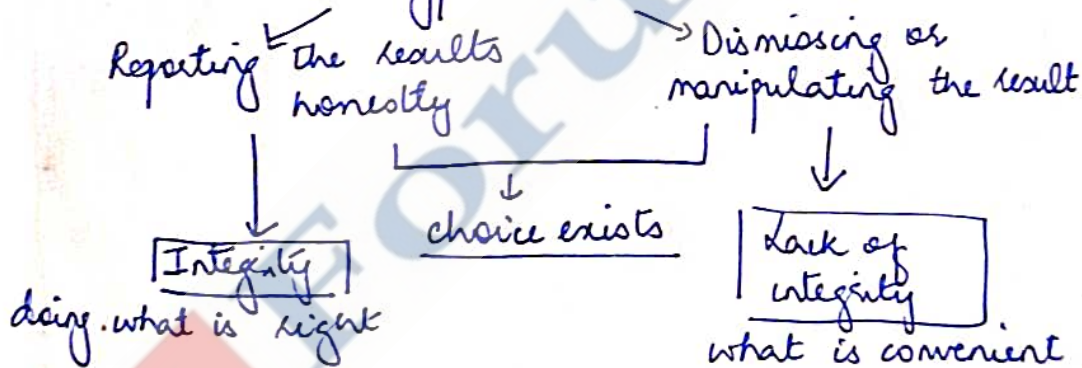
b) 'सत्यनिष्ठा क्या सुविधाजनक है और क्या सही है, के बीच का चुनाव है।' (10 अंक, 150 शब्द)

Integrity refers to the quality of consistency between one's thoughts, speech and actions.



As reflected by the above quotation, integrity is a difficult choice to make.

For example : → working in a science lab, getting results that are inconsistent with a hypothesis



In context of civil services and public service, there are numerous challenges a public servant faces.

- For example : Agreeing to political leaders to maintain one's position and escaping punishment postings → lack of integrity.

- Shri P. S. Appu, former I.A.S., retired resigned as

cabinet secretary of Bihar after his no action was taken on his report of corruption.

→ Similarly, Sam Manekshaw displayed extraordinary ¹⁹⁷¹ intellectual integrity by refusing to go to war during monsoons, as requested by Indira Gandhi.

Integrity involves standing up for what one thinks is right and requires courage of conviction. The 2nd ARC recommends that actions of public servants must solely be guided by public interest in decision making and nothing else.

Feedback

(For OFFICE use)

Structure/
PresentationQuestion
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Value
Addition

Total

Q.6) a) Ethics in international relations is a myth, only national interest determines the foreign policy. How far do you agree with this statement? Discuss with suitable illustrations.

(10 marks, 150 words)

a) अंतरराष्ट्रीय संबंधों में नैतिकता एक मिथक है, केवल राष्ट्रीय हित ही विदेश नीति को निर्धारित करता है। आप इस कथन से कितना सहमत हैं? उपयुक्त दृष्टान्तों के साथ चर्चा करें।

(10 अंक, 150 शब्द)

The above statement reflects the school of "realism" in international relations, which believes that unlike human beings, nations questions of morality do not apply to nation-states.

Only national interest determines foreign policy

- Realism advocates that foreign policy must only be directed towards achieving well being of one's own country
- Attacking another country is for economic gains is justified
- Defending national interest ~~is~~ can lead to wars (that is, war is justified)

For example : — Russian invasion of Ukraine
 ↳ realism justifies this as Russia perceived threat from expansion of NATO

- Chinese Debt trap diplomacy — ~~exploit~~ exploiting economic weakness of nation states
- Marshall Plan of U.S for post world war recovery
 ↳ play for countering communism of Europe

However, realism alone does not guide international relations.

Ethics exist in International relations

- India has a firm stand against terrorism, yet it sent aid to Afghanistan when an earthquake struck.
- Despite not signing the Refugee Convention, India has been accepting refugees and giving them aid
 - ↳ eg: Tibetians in exile
 - Refugees from Sri Lanka
 - e-visa to refugees from Afghanistan.
- India ~~also~~ follows a policy of non-aggression and non-interference, yet it helped Bangladesh during the 1971 liberation war
 - ↳ unimaginable atrocities committed by West Pakistan
- India extends ~~unilateral~~ unilateral concessions to neighbouring states and extends a helping hand to the poorest of countries (eg: in West Africa)
 - ↳ Vaccine donation, supplies during COVID.

Thus, ethics in international relation is not just a myth. Friendly relations between nations is ~~and~~ even a directive principle, an obligation placed upon our policymakers.

b) It is not power, but fear that corrupts. Fear of losing power corrupts those who wield it and fear of the scourge of power corrupts those who are subject to it. Examine the statement in context of political corruption.
(10 marks, 150 words)

यह सत्ता नहीं है, बल्कि भय है जो भ्रष्ट करता है। सत्ता खोने का डर उन्हें भ्रष्ट कर देता है जो इसे इस्तेमाल करते हैं और सत्ता के संकट का डर उन्हें भ्रष्ट कर देता है जो इसके अधीन हैं। राजनीतिक भ्रष्टाचार के संदर्भ में इस कथन का परीक्षण करें।
(10 अंक, 150 शब्द)

According to the 2nd Administrative reforms Commission, corruption is the manifestation of failure of ethics.

Fear of losing power corrupts those who wield it

- Those in power want to cling on to it by any means. eg: dictatorships, killing of activists who expose corruption
eg: Vijayam scams

- Violent methods employed to gain access to or retain power.

eg: Post poll violence in Bengal

- Use extreme methods to silence dissent, evade responsibility and preserve status quo.

eg: poisoning of Alexander Navalny by Russian agencies.

Fear of scourge of power corrupts those who are subject to it

- worry for personal well being and well being of family

- Self-censorship imposed to evade consequences.
- Acceptance of status quo, accepting is and making pace with wrong and evil.
eg: North Korea - no internet, state controlled television channels, no means to escape
- Sometimes, ^{people} support political corruption for gains.
eg: increasing criminalisation of politics
- Lack of initiative, deliberation or voicing opinions on public matters.
eg: FIRs on social media posts → suppress public opinion.

Abs. Absolute Fear leads to unchecked political power — "absolute" in nature. As it is said, power corrupts, absolute power corrupts absolutely.

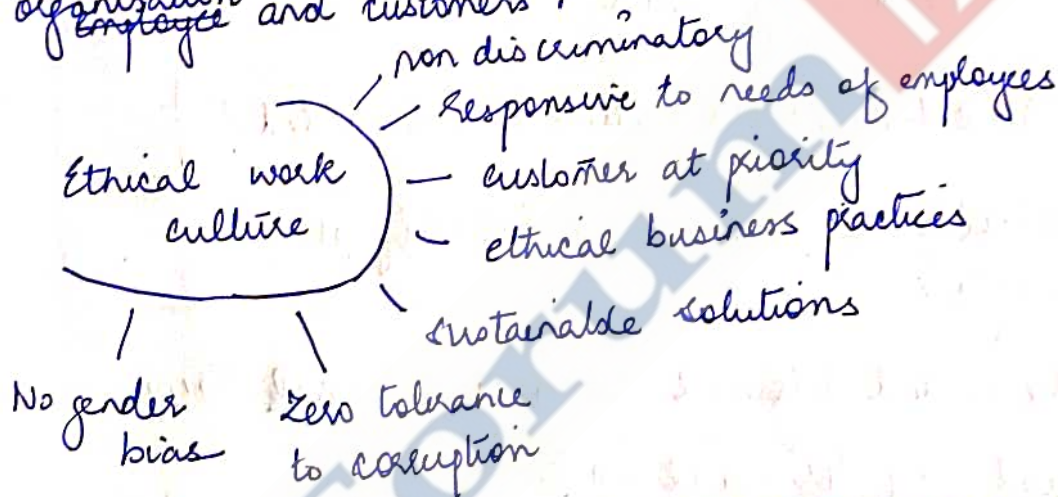
c) Ethical work culture increases employee job satisfaction and ensures organizational success. Elaborate. In what ways can ethical culture be incorporated in an organization?

(10 marks, 150 words)

नैतिक कार्य संस्कृति कर्मचारी की नीकरी की संतुष्टि को बढ़ाती है और संगठनात्मक सफलता सुनिश्चित करती है। सविस्तार वर्णन करें। एक संगठन में नैतिक संस्कृति को किन तरीकों से शामिल किया जा सकता है?

(10 अंक, 150 शब्द)

Work culture is the sum total of an organisation's principles, which are manifested in the nature of relationships between employer and employee, between ~~two~~ employees as a whole and between ~~organization~~ ~~employee~~ and customers.



Ethical work culture increases job satisfaction

- Employees feel heard, feeling of personal belongingness
- incentive to work hard and improve
- scope of progress based on objective criteria
- Breaks glass ceiling and enables women to progress → mental satisfaction.

Ensures organisational success

- Employees work harder and deliver quantifiable results
- Customer satisfaction → increased loyalty to brand/company
- ~~the~~ Word of mouth / positive reviews

For example: Infosys, ISRO are organisations known for their ethical work culture.

How can ethical work culture be incorporated?

- Inclusiveness ~~as is~~ and diversity at workplace
- Formal and informal grievance redressal channels
- Equal pay for equal work
- Proper incentive structure in place
- Promotions strictly on merit
- Employee friendly policies and timely bonus and overtime payments.
- Provisions of paternity leave, along with maternity leave, etc

Section - B

Q.7) Mayank, a young government servant, joined the office with great enthusiasm and desire to serve the public. Soon after getting a government job, Mayank got married with Sunita. Sunita is also a government servant who works as a junior engineer in electricity department. But both of them have different postings and work from two different cities, living separately. Mayank has applied for his transfer at times, but, in vain.

Mayank, with his work, is making a great image of himself and is getting appreciation from his peers and seniors. Because of his great performance, he got an important task of auditing the performance of "Housing for all" scheme. The scheme aims to provide affordable housing to the urban poor population. However, his study and research led to some shocking results. He found out that most of the houses are being acquired by relatives of local politicians and government servants.

The deserving urban poor population is still deprived of shelter and this has been the case from past few years. With further investigation, he realized that there is a massive scam involved in it and the poor are being lured and looted. The government is not allotting the completed houses to the beneficiaries. Mayank prepared a file of all the required documents and evidence and went to discuss it with the SDM.

The SDM, a relative of the central government minister, was fully involved in the corruption. Now, to save himself, SDM offers Mayank a deal that if he does not reveal the details of study, Mayank will get a job at the same location as his wife. He is also offered a house from the scheme itself. On the other hand, he was warned that refusal to accept this proposal may entail retaliatory action by SDM against him.

As you are a very good friend of Mayank. He discusses the matter with you, as he is trying for transfer from a long time. In this case answer the following:"

- a) Why such instance of corruption in government programmes are common across the country? How can they be prevented?
- b) Enumerate various interests involved in this case from the perspective of different stakeholders. What advice will you give to Mayank? (20 marks, 250 words)

एक युवा सरकारी कर्मचारी मयंक बड़े उत्साह और जनता की सेवा करने की इच्छा के साथ कार्यालय में नियुक्त होते हैं। सरकारी नौकरी मिलने के तुरंत बाद मयंक ने सुनीता से शादी कर ली। सुनीता भी एक सरकारी कर्मचारी हैं जो बिजली विभाग में जूनियर इंजीनियर के पद पर कार्यरत हैं। लेकिन दोनों की अलग-अलग पोस्टिंग है और दो अलग-अलग शहरों से अलग-अलग रहकर काम करते हैं। मयंक ने कई बार अपने स्थानांतरण के लिए आवेदन किया, लेकिन सारी कवायद व्यर्थ ही रही।

मयंक अपने काम से अपनी एक अच्छी छवि बना रहे हैं और अपने साथियों और वरिष्ठों से सराहना प्राप्त कर रहे हैं। उनके शानदार प्रदर्शन के कारण, उन्हें "सभी के लिए आवास" योजना के प्रदर्शन के ऑडिट का एक महत्वपूर्ण कार्य मिला। इस योजना का उद्देश्य शहरी गरीब आवादी को किफायती आवास प्रदान करना है। हालांकि, उनके अध्ययन और शोध से कुछ चौंकाने वाले परिणाम सामने आए। उन्होंने पाया कि अधिकांश घरों को स्थानीय राजनेताओं और सरकारी कर्मचारियों के रिश्तेदारों द्वारा अधिग्रहित किया जा रहा है।

पात्र शहरी गरीब आवादी अभी भी आश्रय से वंचित हैं और पिछले कुछ वर्षों से ऐसा ही हो रहा है। आगे की जांच के साथ, उन्होंने महसूस किया कि इसमें बहुत बड़ा घोटाला शामिल है और गरीबों को बहकाया और लूटा जा रहा है।

सरकार लाभार्थियों को पूर्ण मकान आवंटित नहीं कर रही है। मयंक ने सभी जरूरी दस्तावेजों और राशियों की एक फाइल तैयार की और SDM से इस पर चर्चा करने गए।

केंद्र सरकार के मंत्री के रिश्तेदार SDM पूरी तरह से भ्रष्टाचार में लिप्त थे। अब, खुद को बचाने के लिए, SDM ने मयंक के सामने एक डील पेश की कि यदि वह अध्ययन के विवरण का खुलासा नहीं करते हैं, तो मयंक का स्थानांतरण उसी शहर में कर दिया जायेगा जहाँ उसकी पत्नी कार्यरत है। उन्हें योजना से ही एक घर भी ऑफर किया जाता है। दूसरी ओर, उन्हें चेतावनी भी दी गई है कि इस प्रस्ताव को स्वीकार करने से इनकार करने पर उनके खिलाफ SDM द्वारा जवाबी कार्रवाई की जा सकती है।

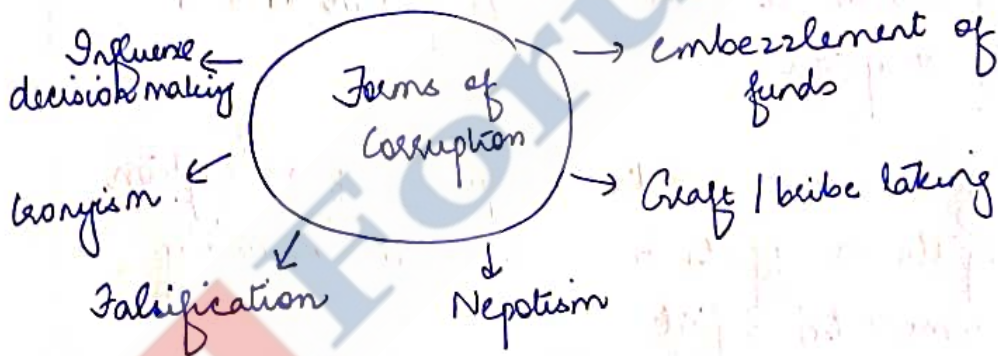
क्योंकि आप मयंक के बहुत अच्छे दोस्त हैं। वह आपसे इस मामले पर चर्चा करता है, क्योंकि यह लंबे समय से स्थानांतरण की कोशिश कर रहा है। इस मामले में निम्नलिखित का उत्तर दें :

Q1. सरकारी कार्यक्रमों में भ्रष्टाचार के ऐसे उदाहरण पूरे देश में आम क्यों हैं? उन्हें कैसे रोका जा सकता है?

Q2. विभिन्न हितधारकों के दृष्टिकोण से इस मामले में शामिल विभिन्न हितों की गणना कीजिये। साथ ही, आप मयंक को क्या सलाह देते?

(20 अंक, 250 शब्द)

“Corruption is the process of using public office for private gains”
— Transparency International



Ans (a) Reasons of why corruption is common across the country

1. Colonial legacy of unchallenged authority
↳ feeling of impunity, self serving attitude of public officials.

2. Information asymmetry
 - ↳ executive is not accountable to people directly
 - ↳ common people do not have the means, resources and understanding to challenge corruption
3. Wealth and power asymmetry with respect to the citizens
4. Misplaced sympathies for the corrupt (2nd ARC)
 - ↳ cannot complaint for ₹100 bribe - fear of job loss..
5. Lack of understanding of nature of corruption
 - ↳ failure to see favouritism / nepotism as acts of corruption
6. Lack of awareness about consequences of corruption
 - ↳ spillover effects to work culture & society
 - ↳ democratic deficit
7. Disdain for activism, belief in fatalism and kaena
 - ↳ "God sees everything, God will punish"
8. Low culture of consumerism has lead to acceptance appreciation and praise of wealth (ends) ~~and~~ by any means employed.

How can corruption be prevented?

- Legal measures : - strengthening whistleblower Act
 - removal of Act 311 (2nd ARC)
 - Code of ethics to supplement code of conduct
 - Right to Guaranteed public service
- Institutional measures : - use of e-governance
 - strengthen office of Lokpal and Lokayukta
- Ethical framework - promote Gandhian values
"Wealth without work is a social ~~evil~~ 'sin'"

Interests involved in the case

1. Nayank : - transfer, get to live his wife
 - repercussions if he reports about SDM
 - house from govt scheme itself
2. SDM : - involvement in corruption: exposure can lead to legal consequences
 - personal well being and safety
3. Government : - inefficient public officials
 - poor governance
 - flawed policy implementation

4. Public at large :- worst sufferers

- ↳ misuse of public money
- ↳ beneficiaries did not get ~~the~~ what was due to them
- ↳ Right to dignity, Right to claim what was theirs
- ↳ distrust / trust deficit

Advice to Mayank

→ Remind him of Gandhi's saying - "Truth does not hurt a cause that is just".

→ Help him evaluate the situation

- ↳ Transfers can be pushed for any time
- ↳ Failure to report honestly would mean a dereliction from duty.
- ↳ A person who is in the wrong (SDM) cannot have an upperhand over one who's only doing his duty

→ Ergo letting go of one thing is a slippery slope and soon he will be asked to extend other favours and will be too deep down in corruption to come out.

To save one lie, Mayank would have to tell multiple lies. It is best he reports the facts ~~rose~~ correctly and do the duty he was tasked with.
honestly

Q.8) You are an IFS officer who heads a diplomatic mission in a European country. You live there with your wife and children. Your parents and few of your relatives are also visiting you for vacation. The country is known for its scenic mountains and it is a popular destination for tourists. In an unexpected turn of events, the country in which you are posted has been attacked by its neighbour due to some unresolved bilateral issues. All the major transportation channels have been adversely impacted by the attack. Flights have been cancelled and airspace above the country has been declared unsafe for commercial aircrafts. You have received an urgent communication from New Delhi asking you to prepare a plan for evacuation of Indians from the besieged country. You have been informed that a friendly neighbouring country of India has sought India's help to evacuate its citizens. Due to war, only a limited number of people can be evacuated in one go and multiple rounds would be required for evacuating everyone. You have identified following groups of people who are to be evacuated:

- You, your wife, children, parents and relatives.
- Diplomatic staff at the mission.
- Indian tourists visiting the country.
- Indian students studying in the country
- A film crew and actors who were shooting a film in the country. These include some of the biggest names of Bollywood.
- Citizens of the friendly neighbouring country that has requested India's help.

As a civil services officer of the state, what would be the order in which you would evacuate these people and why? Give Justifications.

(20 marks, 250 words)

आप एक IFS अधिकारी हैं जो किसी यूरोपीय देश में एक राजनयिक मिशन के प्रमुख हैं। आप यहां अपनी पत्नी और बच्चों के साथ रहते हैं। आपके माता-पिता और आपके कुछ रिश्तेदार भी छुट्टी पर आपसे मिलने आ रहे हैं। देश अपने सुंदर पहाड़ों के लिए जाना जाता है और यह पर्यटकों के लिए एक लोकप्रिय गंतव्य है। घटनाओं के एक अप्रत्याशित मोड़ में,

जिस देश में आप तैनात हैं, उस पर उसके पड़ोसी देश }रा कुछ अनसुलझे द्विपक्षीय मुद्दों के कारण हमला कर दिया कर दिया गया है। हमले से सभी प्रमुख परिवहन चैनलों पर प्रतिकूल प्रभाव पड़ा है। उड़ानें रद्द कर दी गई हैं और देश के ऊपर के हवाई क्षेत्र को वाणिज्यिक विमानों के लिए असुरक्षित घोषित कर दिया गया है। आपको नई दिल्ली से एक तत्काल संदेश प्राप्त हुआ है जिसमें आपसे घिरे हुए देश से भारतीयों को निकालने की योजना तैयार करने के लिए कहा गया है। आपको बताया गया है कि भारत के एक मित्र पड़ोसी देश ने अपने नागरिकों को निकालने के लिए भारत की मदद मांगी है। युद्ध के कारण, एक बार में सीमित संख्या में ही लोगों को निकाला जा सकता है और सभी को निकालने के लिए कई चक्कर लगाने होंगे। आपने लोगों के निम्नलिखित समूहों की पहचान की है जिन्हें निकाला जाना है :

- आप, आपकी पत्नी, बच्चे, माता-पिता और रिश्तेदार।
- मिशन में राजनयिक कर्मचारी।
- देश का दौरा करने वाले भारतीय पर्यटक।
- देश में पढ़ रहे भारतीय छात्र
- एक फिल्म क्रू और अभिनेता जो देश में एक फिल्म की शूटिंग कर रहे थे। इनमें बॉलीवुड के कुछ बड़े नाम शामिल हैं।
- मित्र पड़ोसी देश के नागरिक जिन्होंने भारत से मदद का अनुरोध किया है।

देश के एक सिविल सेवा अधिकारी के रूप में आप किस क्रम में इन लोगों को निकालेंगे और क्यों? औचित्य दीजिए।

(20 अंक, 250 शब्द)

To prepare for evacuation, a common set of principles will be identified based on

- The most vulnerable among the group
- Who can sustain themselves, that is, having enough resources at disposal
- Citizens versus aliens (friendly)
- Those who are needed to ~~in~~ in the country as govt officials to ~~coordinate~~ coordinate the efforts.

Based on the above criteria, the order of evacuation will be :

1. Indian students
2. Indian tourists
3. Film crew, including big names of Bollywood
4. Citizens of neighbouring country
5. Diplomatic ~~staff~~ staff and my ~~family~~ family parents and relatives
6. Myself

Justification

1. Students

- ↳ Youngest of the group
- ↳ most vulnerable and dispersed
- ↳ do not have adequate resources to sustain themselves in midst of wartime inflation
- ↳ lack of experience
- ↳ future of our country, human resource.

2. Indian tourists

- ↳ mixed age group
- ↳ vulnerable and exposed to multiple challenges
- ↳ do not possess ^{a lot of} resources &
- ↳ somewhat more experienced than students
- ↳ have families at home, may have dependents like elderly parents

3. Film crew

- ↳ ~~are~~ soft power of the country
- ↳ third in list because they have an adequate resource base, connections

(even political) and work as a "unit".

- They are not ~~not~~ dispersed but work as a collective and can sustain themselves for a few extra days.
- They live in the safest of hotels and ~~can~~ enjoy good treatment due to their financial capabilities.

4. Citizens of neighbouring countries

- They come after Bollywood stars since they are not the citizens of ~~the~~ my country.
- The safety of my citizen will always ~~be~~ be the top priority due to paucity of resources at the country's disposal.

Moreover, their passage can jeopardise my citizens' ~~interest~~ ~~countries~~ relations ~~with~~ ^{as} the host/offensive country as may not honour the safe passage directive for citizens of other countries.

5. Diplomatic staff

- officials are needed to serve the citizens and coordinate movement

Feedba
(For OFFICE us

Structure/
Presentation

Question
Interpretatio

Content

Value
Addition

Total

- lower in priority since it is their "dharma" to ensure well being of ^{their} people in the host nation.

Final evacuation would be me and my family members. As public servants it is ~~to~~ ~~be~~ the ~~first~~ first principle to serve the citizens and place nation before personal or private interest, no matter how compelling.

"When duty calls, it is the character that counts."

Q.9) Rashmi is a young IPS officer who is posted as the SP law and order in a district that has a history of communal clashes. During a cultural event, a political leader made certain controversial comments regarding the religion of another community that can potentially harm communal harmony in the district. The representatives of the aggrieved community met Rashmi with their complaint. An FIR was registered in the matter and the police department promptly started an investigation. During questioning, the accused political leader denied the charges. He claimed that he was exercising his right to freedom of expression and had no intention of hurting anyone's feelings. He even offered to tender an apology if his statement had hurt someone's religious feelings. However, the aggrieved community was not satisfied with this apology and demanded strict action against the accused.

The next day, a video went viral on social media in which the accused political leader can be seen making derogatory statements against another religious faith. However, Rashmi suspects that the video going viral on the internet is a doctored video and someone has mischievously edited it to make it more vitriolic and inflammatory. The video has ignited communal tensions in the district. The accused political leader belongs to an influential community and his community has put their support behind him. Local intelligence has warned that some anti-social elements are trying to use this opportunity to create communal riot in the district. The entire matter has been politicized and is being covered by the national media. In this situation answer the following:

- What differentiates a hate speech from a free speech?
- Why does social media have a very strong influence over the actions and thoughts of its users?
- What is the most suitable course of action for Rashmi in this situation? Justify.

(20 marks, 250 words)

रश्मि एक युवा आईपीएस अधिकारी हैं, जो एक ऐसे जिले में एसपी कानून-व्यवस्था के रूप में तैनात हैं, जहां सांप्रदायिक झड़पों का इतिहास रहा है। एक सांस्कृतिक कार्यक्रम के दौरान, एक राजनीतिक नेता ने दूसरे समुदाय के धर्म के बारे में कुछ विवादास्पद टिप्पणियां कीं जो जिले में सांप्रदायिक सद्भाव को संभावित रूप से नुकसान पहुंचा सकती हैं। पीड़ित समुदाय के प्रतिनिधियों ने अपनी शिकायत लेकर रश्मि से मुलाकात की। इस मामले में प्राथमिकी दर्ज कर पुलिस विभाग ने तत्काल जांच शुरू कर दी है। पूछताछ के दौरान आरोपी राजनीतिक नेता ने आरोपों से इनकार किया। उन्होंने दावा किया कि यह अभिव्यक्ति की स्वतंत्रता के अपने अधिकार का प्रयोग कर रहे थे और किसी की भावनाओं को ठेस पहुंचाने का उनका कोई इरादा नहीं था। अगर उनके बयान से किसी की धार्मिक भावनाओं को ठेस पहुंची हो तो उन्होंने माफी मांगने की भी पेशकश की। हालांकि, पीड़ित समुदाय इस माफी से संतुष्ट नहीं था और आरोपी के खिलाफ सख्त कार्रवाई की मांग की।

अगले दिन, सोशल मीडिया पर एक वीडियो वायरल हुआ जिसमें आरोपी राजनीतिक नेता को एक और धार्मिक आस्था के खिलाफ अपमानजनक बयान देते देखा जा सकता है। हालांकि, रश्मि को संदेह है कि इंटरनेट पर वायरल हो रहा वीडियो एक छेड़छाड़ वाला वीडियो है और इसे और अधिक कटु और भड़काऊ बनाने के लिए किसी ने इसे शरारतपूर्ण तरीके से संपादित किया है। वीडियो ने जिले में सांप्रदायिक तनाव को हवा दे दी है। आरोपी राजनीतिक नेता एक प्रभावशाली समुदाय से ताल्लुक रखता है और उसका समुदाय ने उसे अपना समर्थन दिया है। स्थानीय खुफिया विभाग ने चेतावनी दी है कि कुछ अराजक तत्व इस अवसर का उपयोग जिले में सांप्रदायिक दंगा भड़काने के लिए कर रहे हैं। पूरे मामले का राजनीतिकरण किया गया और राष्ट्रीय मीडिया द्वारा इसे कवर किया जा रहा है। इस स्थिति में निम्नलिखित का उत्तर दें :

- एक स्वतंत्र भाषण से घृणास्पद भाषण/हेट स्पीच को क्या अलग करता है?
- अपने उपयोगकर्ताओं के कार्यों और विचारों पर सोशल मीडिया का बहुत मजबूत प्रभाव क्यों है?
- इस स्थिति में रश्मि के लिए सबसे उपयुक्त कार्यवाही का तरीका क्या होगा \ औचित्य सिद्ध करें। (20 अंक, 250 शब्द)

"Your freedom to wave a stick ends where my nose begins."

The above quote highlights that freedom is never absolute, and is restricted by if and when it intrudes upon the well being of others.

Even in our constitution, while Article 19(1)(a) guarantees freedom of speech and expression, Article 19(2) lays down 8 categories of "reasonable" restrictions on it.

(a) Difference between free speech and hate speech

→ Free speech is based on 2 principles:

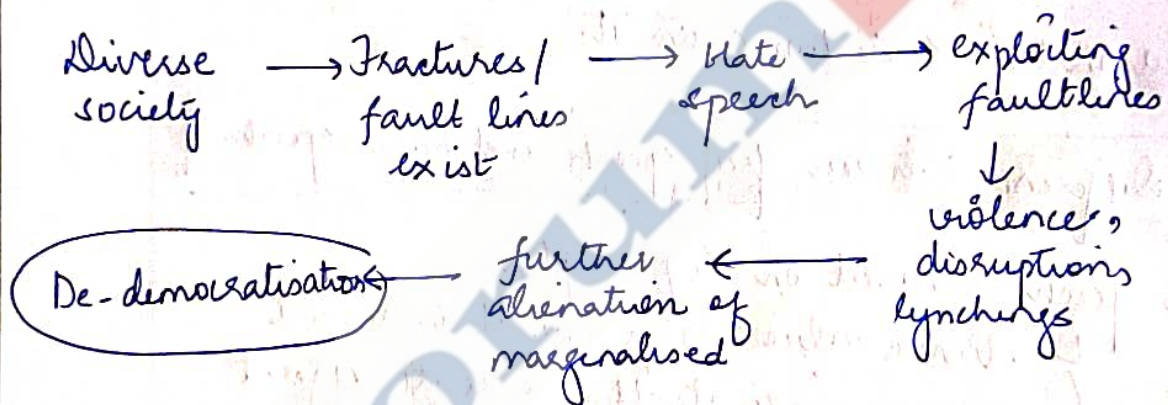
↳ intrinsic value: helps one it is an end in itself, a right offered by democratic countries to its citizens

↳ instrumental value: it is a means to an end → helps one develop oneself fully.

Thus free speech is guaranteed to enable one to fully express his thoughts, beliefs and viewpoints in a free society. However, no free speech is absolute.

— Hate speech, as ^{observed} ~~defined~~ by Supreme court is the "speech that marginalises, a community based on a certain identity — caste, race, sex, religion, residence, etc"

— Thus, hate speech is divisive, polarising, and exacerbates frictions in the society, leading to violence



Thus while free speech is an enabler of democracy, hate speech leads to de-democratisation.

(b) Social media has a very strong influence on its users as:

→ Creation of echo chambers

↳ amplifies one's thought process
 ↳ into reinforces stereotypes & prejudices

positive / negative

→ Confirmation bias - individual ^{starts} believes ~~of~~ the world is thinking what he is thinking

→ Filter bubbles - individual gets support from like minded individuals

↳ no exposure to contradictory viewpoints at all

→ Social media have specially designed algorithms

↳ to enable a user to get addicted

↳ negative viewpoints / dissenting views

↳ leads to dissonance and mental agony → individual will not

use social media as much → therefore not shown.

- Thus an individual's thought process is reinforced, amplified and he is stripped off of critical thinking skills: increased influence of social media.

(c) Suitable course of action for Rashmi

→ Map out vulnerable areas based on ~~at~~ population composition of ~~that~~ areas in the city

→ Troop / force deployment → round the clock for a few days

- Surveillance using drones
- Installation of dummy cameras if no cameras located
- Initiatives for community engagement
 - L talk to leaders of committee
 - L explain possibility of doctored video being doctored
 - L appeal to not make derogatory statements against each other.
- Send in video for forensic analysis
 - L appeal to logic of viewers through social media engagement.
- Formation of "peace committees" including well known members of both communities.

Increasing dialogue between communities would go a long way in reducing trust deficit. As Professor Jehnathan Maynard explains, promotion of cross cutting identities is the way to long-lasting peace.

Q.10) You are the district magistrate of Kasigunj. The state government is pushing for digital solutions to improve health care delivery in remote areas. Government has introduced a digital patient registration and management system that can record disease history, prescribed treatment regimen, lab reports etc. The system can be accessed and operated through smart phones connected with the internet.

ASHA workers form the backbone of health and nutrition interventions in rural areas. To ensure that they can buy smart phones and assess the patient registration and monitoring system, the state government has provided a one-time grant of six thousand to them. Government is also providing 1 GB/day high speed data to ASHA workers. However, the new phone and internet is used more for streaming videos or browsing social network sites and after the lockdown, for attending online classes by their children.

To ensure that the phone and internet is being used for its intended purpose, the government has made it mandatory for every ASHA worker to download a new mobile application. The new mobile application allows officials to directly manage devices of ground-level public health workers. The application tracks daily work and provides insights on how a person uses the handset. The ASHA workers have gone on strike against this directive. They allege that the application violates the privacy of women and can monitor their personal conversations, access photographs, and record audio or video through remote access.

The new dispute and strike threaten to derail not only the digitization drive in public health services but also the recruitment of women as ASHA due to misgivings about invasion of privacy and misuse of technology. In this situation, following choices are available to you for resolving the crisis:

- Abandon the requirement for mandatory downloading of the new application on smartphones.
- Stop providing free data to ASHA workers to avoid misuse of government resources.
- Take strict action against ASHA workers who are on strike. Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving your reasons for it.

(20 marks, 250 words)

आप काशीगंज के जिलाधिकारी हैं। राज्य सरकार दूर-दराज के इलाकों में स्वास्थ्य सेवाओं को बेहतर बनाने के लिए डिजिटल समाधानों पर जोर दे रही है। सरकार ने एक डिजिटल रोगी पंजीकरण और प्रबंधन प्रणाली शुरू की है जो बीमारी के इतिहास, निर्धारित उपचार व्यवहार, प्रयोगशाला रिपोर्ट आदि को रिकॉर्ड कर सके। प्रणाली को इंटरनेट से जुड़े स्मार्ट फोन के माध्यम से एक्सेस और संचालित किया जा सकता है।

आशा कार्यकर्ता ग्रामीण क्षेत्रों में स्वास्थ्य और पोषण प्रयासों की रीढ़ हैं। यह सुनिश्चित करने के लिए कि वे स्मार्ट फोन खरीद सकें और रोगी पंजीकरण और निगरानी प्रणाली का आकलन कर सकें, राज्य सरकार ने उन्हें छह हजार का एकमुश्त अनुदान प्रदान किया है। सरकार आशा कार्यकर्ताओं को 1 जीबी/दिन हाई स्पीड डेटा भी उपलब्ध करा रही है। हालांकि, नए फोन और इंटरनेट का उपयोग वीडियो स्ट्रीमिंग या सोशल नेटवर्क साइटों को ब्राउज करने और लॉकडाउन के बाद, अपने बच्चों द्वारा ऑनलाइन कक्षाओं में भाग लेने के लिए अधिक किया जा रहा है।

यह सुनिश्चित करने के लिए कि फोन और इंटरनेट का उपयोग अपने इच्छित उद्देश्य के लिए किया जा रहा है, सरकार ने प्रत्येक आशा कार्यकर्ता के लिए एक नया मोबाइल एप्लिकेशन डाउनलोड करना अनिवार्य कर दिया है। नया मोबाइल एप्लिकेशन अधिकारियों को जमीनी स्तर के सार्वजनिक स्वास्थ्य कार्यकर्ताओं के उपकरणों को सीधे प्रबंधित करने की अनुमति देता है। एप्लिकेशन दैनिक कार्य को ट्रैक करता है और इस बारे में अंतर्दृष्टि प्रदान करता है कि कोई व्यक्ति हैंडसेट का उपयोग कैसे करता है। इस निर्देश के विरोध में आशा कार्यकर्ता हड़ताल पर चली गई हैं।

उनका आरोप है कि एप्लिकेशन महिलाओं की गोपनीयता का उल्लंघन करता है और उनकी व्यक्तिगत यातायात की निगरानी कर सकता है, तस्वीरों तक पहुंच सकता है, और रिमोट एक्सेस के माध्यम से ऑडियो या वीडियो रिकॉर्ड कर सकता है।

नए विवाद और हड़ताल से न केवल सार्वजनिक स्वास्थ्य सेवाओं में डिजिटलीकरण अभियान के पटरी से उतरने का खतरा है, बल्कि निजता के हनन और प्रौद्योगिकी के दुरुपयोग के बारे में गलतफहमी के कारण आशा के रूप में महिलाओं की भर्ती भी रुक सकती है।

इस स्थिति में, संकट के समाधान के लिए आपके पास निम्नलिखित विकल्प उपलब्ध हैं :

- स्मार्टफोन पर नए एप्लिकेशन को अनिवार्य रूप से डाउनलोड करने की आवश्यकता को छोड़ दें।
- सरकारी संसाधनों के दुरुपयोग से बचने के लिए आशा कार्यकर्ताओं को मुफ्त डेटा देना बंद करें।
- हड़ताल पर रहने वाली आशा कार्यकर्ताओं के खिलाफ सख्त कार्रवाई करें।

कोई अन्य संभावित विकल्प सुझाएं। इन सभी विकल्पों का मूल्यांकन करें और अपने कारण बताते हुए सर्वोत्तम कार्रवाई का सुझाव दें।

(20 अंक, 250 शब्द)

The given case study involves a conflict between achieving goals of governance ~~services~~ using technology versus fears associated and challenges arising out of use of technology.



a) Evaluation of available options

→ Abandon requirement for mandatory downloading of application

Merits

- Allay fears related to invasion of privacy
- Facilitate trust between ASHA workers and government

- Convenient option and easy to implement.

Demerits :

- Push back government's objectives
 - ↳ digitisation and e-governance
 - ↳ monitoring implementation
- Giving in to street-veto → slippery slope
- Allow misuse of government resources & for private benefits (petty)

(b) Stop providing free data to ASHA workers

Merits :

- prevents misuse of government resources
- saves money ^{of} for the government - no need for purchasing data
- economical, conflict-free option.

Demerits

- digitisation drive affected
- Monitoring becomes difficult
- Eventually, ^{is the} what ~~is~~ use of mobile phones?
 - ↳ resource wastage
- not a sustainable solution.

(C) Strict action against ASHA workers on strike

Merits :

- Sets a precedence
- Not giving in to street veto
- Upholding legal processes and rule of law
 - ↳ no leniency permitted

Demerits

- Action lacks disproportionality
- Suppressing a genuine grievance creates trust deficit between govt and employees
- Affect further recruitment of workers.

COURSE OF ACTION

- Allow ASHA workers to vent their grievances
- Review of application
 - ↳ minimise permission requirements to camera, microphone etc
- Limit access to social networking sites by collaborating with Internet service providers
 - ↳ eg: Indian govt successfully restricted access to explicit websites

Feedback

(For OFFICE use only)

Structure/
Presentation

Question
Interpretation

Content

Value
Addition

Total

Justification

- In the absence of a sound data protection law, the fundamental right to privacy is often neglected in policy making and programme implementation.
 - ↳ Thus the need to review the application
 - ↳ Govt has disproportionately more power & resources than ASHA employees and thus needs to be even more responsible.
- Employees must have an ^{internal} channel to raise grievances with a policy decision.
 - ↳ ASHA workers are instrumental part of State's campaign on Right to Health
 - ↳ grievances ~~are~~ must be addressed rather than dismissed.
- At the same time, there has to be an accountability mechanism since mobile phones and high speed data are funded by taxpayer's money
 - ↳ they must be utilised for developmental goals and never for private benefit.

Feedback

(For OFFICE use)

Structure/
PresentationQuestion
Interpretation

Content

Value
Addition

Total

Q.11) The farmer unions in one of the states has called for mass protest owing to large number of arrears/their dues not being paid by the private sugar factories for the last two years. On the day of mass protest, farmers turned up in huge numbers and at several places the protest turned violent. There were instances of stone pelting, vehicle burning etc. The police were not able to control the violent protesters at some places and had to resort to lathi charge. But at one of the places, police resorted to firing in which four farmers were killed. This further aggravated the situation as farmers at other places also resorted to violence to protest against police action.

Looking at the intensity of the situation, under opposition pressure, one of the Minister of the state gave the statement that farmers did not die due to police firing but there were some anti-social elements amongst the protesters who fired in order to create unrest in the state.

This statement of the Minister instead of calming the protesters further angered them as some eyewitness testified to news channels about the deaths being the result of police firing. All this further projected government in bad light and the police action has come under severe criticism by various sections of intelligentsia. The public sentiment has started to sway in favour of the protesting farmers.

There is huge pressure on the government to diffuse the tension, address farmers' grievances and take action against the police personnel involved in firing at the protesters since the protesters have started blocking all the major state highways which has crippled the day-to-day routine of the people of the state. Further, there is danger that the situation may get out of control anytime.

Suppose you are the district magistrate where the incident has taken place:

- You have to address the press conference. What will be your statement to the media if it seeks clarification on whether people died in the police firing as stated by the state minister?
- What are the ethical issues involved in the case?
- What steps will you take to tackle the post-firing situation effectively? (20 marks, 250 words)

पिछले दो वर्षों से निजी चीनी कारखानों द्वारा बड़ी संख्या में बकाया का भुगतान नहीं किए जाने के कारण एक राज्य में किसान संघों ने बड़े पैमाने पर विरोध का आह्वान किया है। बड़े पैमाने पर विरोध के दिन किसान भारी संख्या में पहुंचे और कई जगहों पर विरोध हिंसक हो गया। पथराव, वाहन जलाने आदि की घटनाएं हुईं। पुलिस कुछ स्थानों पर हिंसक प्रदर्शनकारियों को नियंत्रित करने में सक्षम नहीं थी और उन्हें लाठीचार्ज का सहारा लेना पड़ा। लेकिन एक जगह पुलिस ने फायरिंग की जिसमें चार किसान मारे गए। इससे स्थिति और भी विकट हो गई क्योंकि अन्य स्थानों पर भी किसानों ने पुलिस कार्रवाई के विरोध में हिंसा का सहारा लिया।

स्थिति की गंभीरता को देखते हुए विपक्ष के दबाव में राज्य के एक मंत्री ने बयान दिया कि पुलिस की गोलीबारी से किसानों की मौत नहीं हुई है बल्कि प्रदर्शनकारियों में कुछ असामाजिक तत्व हैं जिन्होंने राज्य में अशांति पैदा करने के लिए गोलीबारी की थी।

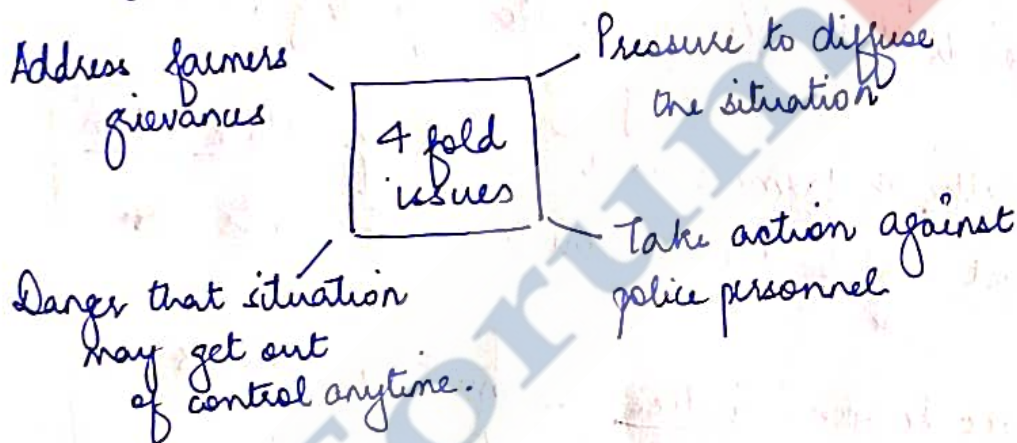
मंत्री के इस बयान ने प्रदर्शनकारियों को शांत करने के बजाय उन्हें और नाराज कर दिया क्योंकि कुछ चश्मदीदों ने समाचार चैनलों को बताया कि ये मौतें पुलिस फायरिंग का परिणाम हैं। यह सब सरकार को खराब छवि पेश करता है और बुद्धिजीवियों के विभिन्न वर्गों द्वारा पुलिस कार्रवाई की कड़ी आलोचना की गई है। प्रदर्शन कर रहे किसानों के पक्ष में जनता की भावना आनी शुरू हो गई है।

सरकार पर तनाव को दूर करने, किसानों की शिकायतों को दूर करने और प्रदर्शनकारियों पर गोलीबारी में शामिल पुलिस कर्मियों के खिलाफ कार्रवाई करने के लिए भारी दबाव है क्योंकि प्रदर्शनकारियों ने सभी प्रमुख राज्य राजमार्गों को अवरुद्ध करना शुरू कर दिया है, जिसने राज्य के लोगों की दिन-प्रतिदिन की दिनचर्या को पंगु बना दिया है। इसके अलावा, यह खतरा है कि स्थिति कभी भी नियंत्रण से बाहर हो सकती है।

मान लीजिए कि आप जहां घटना हुई है, वहां के जिला मजिस्ट्रेट हैं:

- a) आपको प्रेस कॉन्फ्रेंस को संबोधित करना है। मीडिया के लिए आपका क्या बयान होगा यदि वह इस बारे में स्पष्टीकरण मांगती है कि क्या पुलिस फायरिंग में लोग मारे गए थे; जैसा कि राज्य के मंत्री ने कहा था?
- b) मामले में शामिल नैतिक मुद्दे क्या हैं?
- c) फायरिंग के बाद की स्थिति से प्रभावी ढंग से निपटने के लिए आप क्या कदम उठाएंगे? (20 अंक, 250 शब्द)

The given case study reflects a failure of governance and a failure of ethics at multiple levels. Protests by farmers lead to conflict with the state, unfortunately causing deaths and destruction.



Ans (a) Statement to the media

- Acknowledge that there has been procedural lapses in controlling violent protestors.
- However, also accept the fact that the District Magistrate does not sit as a court of law to give verdicts on right & wrong.
- Assure that the violators will be penalised and strict action will be taken.

Ans (b)

Ethical issues involved in the case

1. Breaking 1. Right of farmers for timely payment of dues
 etc. { resorted to mass protests after 2 years of non-payment their right to justice
2. Damage to public property and taxpayer's money — vehicle ~~or~~ burning
3. Uncontrolled violence — stone pelting, attacks on security forces
4. Death of farmers as a result of state action
5. Trust deficit due to minister's statements ~~what~~

The farmers demand justice for multiple reasons —

- for delayed payments by private players,
- for use of violence by the state
- for inability of administration to provide a space ~~to~~ to effectively vent their grievances and be heard

Ans (c)

Steps to tackle post fire situation effectively: —

Two fold aims

Bridge trust deficit
and reduce anger and
frustration

Prevent the situation
from spiralling out of
control, justice to
farmers,
diffuse situation.

- Identify and arrest the police personnel who
used disproportionate violence
- Talk to the leaders of protesters and form a
committee
 - ↳ list down general and specific grievances
 - ↳ appeal to stop violence to get down
to work
 - ↳ explain that they lose bargaining power
when the indulging in violence
- Deploy forces simultaneously
 - ↳ arrest those indulging in violence
 - ↳ stone pelting, ~~the~~ vehicle burning cannot
be tolerated at any cost
- Form a committee task force to engage with
sugar companies
 - ↳ release payments to farmers in tranches
 - ↳ immediate ~~than~~ first payments

→ Use of technology

↳ drones for surveillance and monitoring

↳ CCTVs — for evidence collection

against defaulting personnel

against violent protestors

Long term solution : To create adequate channels of communication between government and all sections of society where grievances are heard and timely resolved.

Every crisis offers an opportunity to ~~see~~ re-evaluate what went wrong and prevent it from happening again. The first step therefore is to acknowledge that certain lapses had been made.

"The truth shall set you free"

— The Holy Bible.

Q.12) Lithium is emerging as the new gold in the modern world. It is used extensively in making rechargeable batteries that are used across phones, laptops, electric vehicles etc. As the world is transitioning towards clean energy, demand for lithium is rising exponentially. India is dependent on imports for her lithium needs. Recently, a large lithium deposit has been found during a geological survey in Central India. According to initial estimates, the reserve is large enough to not only fulfill domestic requirements but also leave enough surplus for India to export lithium to other countries. The news of this discovery is covered by national media. This reserve can provide much needed impetus to adoption and development of green energy technologies in the country. Many prominent union ministers have expressed their desire for timely development of lithium mines and claimed that this discovery to be an outcome of their far-sighted governance and development model.

Amit is a senior government official who has been appointed as project development officer for this mining project. During initial assessment of the project, Amit found that the discovered reserve lies inside a forest inhabited by tribals. This is a pristine forest, hitherto untouched by humans, other than indigenous tribal communities. This forest hosts a wide variety of flora and fauna, many of which are endemic. Further, the lithium reserve lies at the foothill of a hillock. This hillock has a small shrine where the deity worshipped by the tribals is located. Lithium mining in this area would mean destruction of forest, blasting of the mountain where shrine of the tribal deity is located and displacement of tribals. The tribal population is against this mining project. They consider this project as an assault on their way of life and culture. Intelligence report suggests that if these tribals are forcefully displaced and their shrine destroyed, they can become easy targets for the Naxal indoctrination and create a security nightmare for the state. On the other hand, Amit is facing political pressure for execution of this project and has been repeatedly reminded that not only this project is of national importance but also can be a stepping stone for his career.

Amit is your colleague and a close friend. He asks you for your advice in this matter. Based on the described situation, help Amit identify various ethical dilemmas in this case. In your opinion, what is the most suitable course of action for Amit? Justify your choice. (20 marks, 250 words)

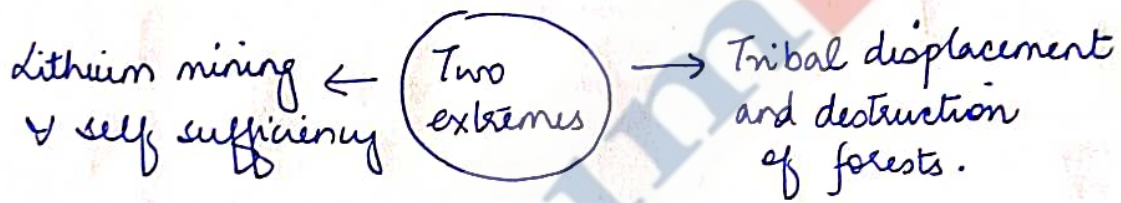
आधुनिक दुनिया में लिथियम नए सोने के रूप में उभर रहा है। फोन, लैपटॉप, इलेक्ट्रिक वाहनों आदि में उपयोग की जाने वाली रिचार्जबल बैटरी बनाने में इसका बड़े पैमाने पर उपयोग किया जाता है। जैसे-जैसे दुनिया स्वच्छ ऊर्जा की ओर बढ़ रही है, लिथियम की मांग तेजी से बढ़ रही है। भारत अपनी लिथियम जरूरतों के लिए आयात पर निर्भर है। हाल ही में मध्य भारत में एक भूवैज्ञानिक सर्वेक्षण के दौरान बड़ी मात्रा में लिथियम निक्षेप पाया गया है। प्रारंभिक अनुमानों के अनुसार, भंडार न केवल घरेलू आवश्यकताओं को पूरा करने के लिए काफी बड़ा है बल्कि भारत के लिए अन्य देशों को लिथियम निर्यात करने के लिए पर्याप्त अधिशेष भी छोड़ता है। इस खोज की खबर राष्ट्रीय मीडिया द्वारा कवर की गई है। यह भंडार देश में हरित ऊर्जा प्रौद्योगिकियों को अपनाने और विकास के लिए बहुत आवश्यक प्रोत्साहन प्रदान कर सकता है। कई प्रमुख केंद्रीय मंत्रियों ने लिथियम खानों के समय पर विकास की इच्छा व्यक्त की है और दावा किया है कि यह खोज उनके दूरदर्शी शासन और विकास मॉडल का परिणाम है।

अमित एक वरिष्ठ सरकारी अधिकारी हैं जिन्हें इस खनन परियोजना के लिए परियोजना विकास अधिकारी नियुक्त किया गया है। परियोजना के प्रारंभिक मूल्यांकन के दौरान, अमित ने पाया कि खोजा गया भंडार आदिवासियों के निवास वाले जंगल के अंदर है। यह एक प्राचीन जंगल है, जो अब तक स्वदेशी जनजातीय समुदायों के अलावा मनुष्यों से अछूता है। यह जंगल विभिन्न प्रकार के वनस्पतियों और जीवों को होस्ट करता है, जिनमें से कई स्थानिक हैं। इसके अलावा, लिथियम रिजर्व एक पहाड़ी की तलहटी में स्थित है। इस पहाड़ी में एक छोटा मंदिर है जहां आदिवासियों द्वारा पूजे जाने वाले देवता स्थित है। इस क्षेत्र में लिथियम खनन का मतलब होगा जंगल का विनाश, पहाड़ को नष्ट करना जहां आदिवासी देवता का मंदिर स्थित है और आदिवासियों का विस्थापन। आदिवासी आबादी इस खनन परियोजना के खिलाफ है।

वे इस परियोजना को अपने जीवन और संस्कृति के तरीके पर हमला मानते हैं। खुफिया रिपोर्ट बताती है कि अगर इन आदिवासियों को जबरन विस्थापित किया जाता है और उनके धर्मस्थल को नष्ट कर दिया जाता है, तो वे नक्सलियों के लिए आसान लक्ष्य बन सकते हैं और राज्य के लिए एक सुरक्षा खतरा पैदा कर सकते हैं। दूसरी ओर, अमित इस परियोजना के क्रियान्वयन के लिए राजनीतिक दबाव का सामना कर रहे हैं और उन्हें बार-बार याद दिलाया गया है कि यह परियोजना न केवल राष्ट्रीय महत्व की है, बल्कि उनके करियर के लिए एक कदम भी हो सकती है।

अमित आपके सहयोगी और करीबी दोस्त हैं। वह आपसे इस मामले में आपकी सलाह मांगते हैं। वर्णित स्थिति के आधार पर, अमित को इस मामले में विभिन्न नैतिक दुविधाओं की पहचान करने में मदद करें। आपकी राय में, अमित के लिए कार्रवाई का सबसे उपयुक्त तरीका क्या है? अपने विकल्प का औचित्य सिद्ध करें। (20 अंक, 250 शब्द)

The given case study revisits the classic "development versus displacement" debate, only this time the stated aim is environment sustainability along with economic progress of the country.



Ethical dilemmas in this case

1. Right of tribals to life and livelihood versus "public interest"
2. Climate justice versus development induced displacement
3. Right to development versus freedom of conscience
4. Personal well being (career progression) versus right to justice of tribals.

- The case study also involves a larger question —
- how the state machinery can decide the fate of a community with just a few signatures on papers, cut from trees & mostly protected by tribals
 - how democracy means very little when individuals do not have economic agency.

Most suitable course of action

→ Reminding Amit what Lord Krishna explained in Gita —

"In the greatest crime is indecision".

→ Preparing a detailed project report to develop ^{using} estimate objective criteria :

(A) The benefits ^{the} country will get out of lithium mining and exports

(B) The cost of ecological destruction

— ecosystem services provided by forests

— complex food webs of endemic flora and fauna

— compensation to tribals for uprooting their life & livelihoods

→ Factors to keep in mind : Pro (Justification)

- Import Export of raw material without value addition offers very little economic returns
 - ↳ India lacks lithium processing units yet.
- The cost borne by country in ecological disasters have been massive :
 - ↳ India placed 7th on Climate Risk Index
 - ↳ Kerala floods, Uttarakhand cloudbursts and landslides on hilly regions still not recovered
- India has a commitment to create 2.5-3 billion carbon sink by 2030
 - ↳ destruction of forests would lead to backsliding on targets.
- Endemic fauna ~~now~~ has a huge tourism potential.
- Alienation of tribals would create security risks
 - ↳ lack skill sets and resources to get "mainstreamed"
 - ↳ have a very strong attachment to their deity and way of life.

→ Various committees and judgments in the past have favoured preservation over mining activities.

↳ eg: Madhav Gadgil committee on Western Ghats

↳ Niyamgiri case : ~~the~~ Supreme court decision

According to Joseph Stiglitz, development is a four-fold rise in capital — material capital, human capital, social capital and ~~debt~~ natural capital.

Rise in material capital cannot occur at the cost of human, social and natural capital. The steps should be ^{aimed} to ensure ^{an} development ~~the~~ of weakest, most vulnerable by taking help of those resources from those who can afford to give; and ~~not~~ the other way round.

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total