

TEST CODE 5 1 4 2 4

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

Time Allowed : Three Hours  
समय : तीन घंटे

Forum IAS

Maximum Marks : 250

अधिकतम अंक : 250

## GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	KHUSHBOO OBEROI		
Roll No./अनुक्रमांक	1910103019	Medium/माध्यम	English/अंग्रेजी <input checked="" type="checkbox"/> Hindi/हिंदी <input type="checkbox"/>
Center Code/परीक्षा केंद्र	online (1900)	Date/दिनांक	25/Aug/22

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

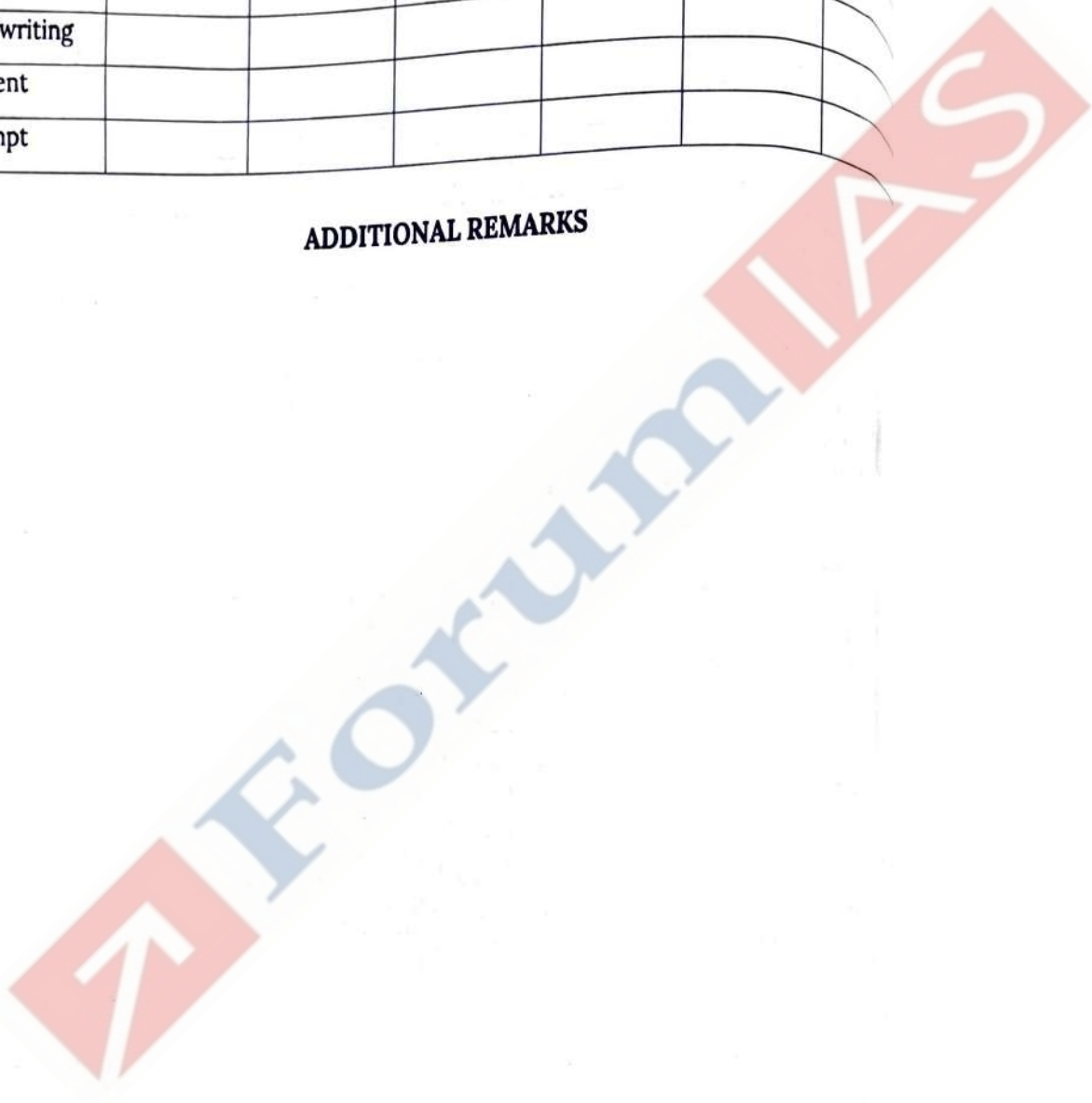
INDEX TABLE / अनुक्रमणिका			INSTRUCTION / अनुदेश	
Q. No. प्र.सं.	Max. Marks अधिकतम अंक	Marks Obtained प्राप्तांक		
1			1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet. कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।	
2			2. There are TWELVE questions printed in ENGLISH & HINDI, all questions are compulsory. उत्तर पुस्तिका में अंग्रेजी/हिंदी में बीस प्रश्न दिए गए हैं, सभी प्रश्न अनिवार्य हैं।	
3			3. 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।	
4			4. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. 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।	
5			5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off. 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।	
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Evaluator's Discretion/मूल्यांकन कर्ता का विवेक :			Start Time/प्रारंभ करने का समय : 6:00 pm	End Time/समाप्त करने का समय : 9:00 pm
Total Marks/कुल अंक :			Mode Of Examination/ परीक्षा की विधि : online	Online/ऑनलाइन <input checked="" type="checkbox"/> Offline/ऑफलाइन <input type="checkbox"/>
*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, फ्लोचार्ट, तथ्यों और आंकड़ों 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।			For Office Use Only / केवल कार्यालय प्रयोग हेतु	
			ECN CODE/ ईसीएन कोड :	Evaluation Date/ मूल्यांकन तिथि :

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**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
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**ADDITIONAL REMARKS**



Section - A

Q. 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)

एक 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)

"Public administration is meaningless if it is an administration without ethics."  
Ethical governance represents foundation of welfare state.

Ethical traits of welfare state :-

- ① Transparency - Welfare state ensures transparent info-sharing to provide all data to citizens.  
eg) RTI.
- ② Accountability - State needs to be held accountable in case of improper working. eg) system of checks & balances; Judicial Review.
- ③ Objectivity - Objective approach must be followed to ensure equal access & opportunities for all. eg) merit-based recruitment (UPSC)

- ④ Justice approach - Positive discrimination done to ensure equity for poor & marginalised.  
 [eg] Reservations.

Means to ensure ethical governance.

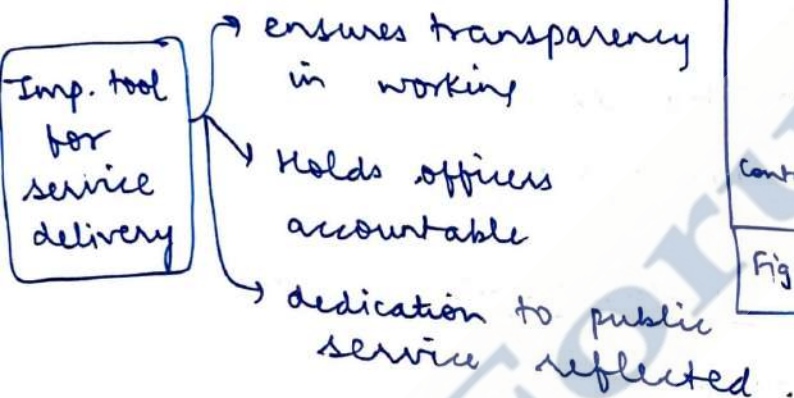
- ① Performance-linked promotions (2nd ARC) to incentivise role models.
- ② Greater protection to whistleblowers under whistleblower protection act.
- ③ Value-based curriculum - for training of civil servants at all ~~lower~~ levels of bureaucracy (especially middle & lower levels).
- ④ Decentralisation : to provide greater power in hands of citizens.

Hence, an ethical governance leads the way for greater & sustainable development of society.

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)

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

Citizen Charter is a tool to provide information to public about services and means of grievance redressal wrt a public organisation



S.No	Service provided	Timings
Contact : _____		

Fig: Citizen Charter

Issues in achieving objectives :-

- ① Citizen charter not found in many organisations ; & where found, not regularly updated.
- ② Ineffective placement - Placed at corners / unsuitable locations inaccessible to public.

- ③ Not written in regional languages, thus difficult to understand.
- ④ Lack of awareness amongst public.
- ⑤ Contact details in case of grievances is many times not mentioned.

### Measures to make effective :-

As per 2nd ARC suggestions :-

- ① Ensure citizen charters be present in English + regional languages.
- ② Hold officers accountable for not following provisions.
- ③ Increase awareness with help of state govt officials.
- ④ Follow Sevottam Model for improving quality.
- ⑤ Regular updation + contact details for redressal.

Good Governance can be ensured by proper utilisation of such tools for transparent & accountable working.

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

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

There is a greater court than court of justice, which is court of conscience.

- M. Gandhi.

Conscience refers to the voice of inner morals on what decision to be made.

(CSs)

Relevance for civil servants :-

① Dynamic challenges - They face new & difficult challenges everyday. Following conscience can help take best decision.

↳ who to prioritise in disaster evacuation.

② For objective & unpartisan decision making:

Officers are faced with continuous pol. pressure.

↳ Minister asking to not expose scam.

↳ Kiran Bedi arresting high profile officers.

③ Fulfil duty of public service delivery:

↳ Going beyond rules to help provide food to poor lady without proper documents.

④ Have sus-moto approach towards problem solving - listening to conscience means being proactive & solving problems even when not being held accountable.

↳ TN Seshan - Election reforms

⑤ Facing ethical dilemmas - Making decisions easily by following approach of conscience.

↳ Environment v/s economy.

Thus, conscience helps ensure person follows 'virtue approach of ethics', i.e. behaving in the way one wants to be seen - such as honest and person with integrity.

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

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

Conflicts of values refer to ethical dilemmas offering choice between two/<sup>more</sup> equally value-laden traits.

Conflicts faced by CSs :-

① Objectivity v/s compassion -

eg → Jharkhand PDS starvation case where objectivity was followed.

② Personal gain v/s community benefit -

eg → receiving promotion for not disclosing corruption.

③ Listening to seniors v/s public:

eg → public protesting for revealing information on a project v/s seniors advising against it.

④ Profit v/s public welfare.

⑤ Responsibility towards dear ones v/s resp.

towards public.

eg Providing recruitment to family member instead of another worthy person.

Means to resolve

- ① Value-laden training - wherein CSS are inculcated with foundational values. eg LBSNAA training.
- ② Civil servant awards - wherein CSS showcasing exemplary values are appreciated. eg Armstrong Pame (innovative)
- ③ Following conscience - In case of dilemma, one must follow value-led decision as per conscience.
- ④ Remembering greater responsibility - CS's main duty is to provide & protect welfare of citizens.

Proper tackling of conflicts can help CSS to emerge as 'change agents' in society.

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 & responsibility are both foundational values of civil servants, required for ethical governance.

<u>Accountability</u>	<u>Responsibility</u>
⊙ When person is held responsible by <u>external source</u> for wrong act.	⊙ when person holds <u>himself</u> guilty due to wrong act, without external source.
⊙ external locus of control	⊙ internal locus of control
⊙ shows less value-laden behaviour.	⊙ shows true value-laden behaviour
⊙ <u>eg</u> ) holding govt accountable in <u>2G Scam</u> , <u>coal Scam</u> , etc	⊙ <u>eg</u> ) Lal Bahadur Shastri resigned as railway minister on his own due to rail accident.

## Responsibility without accountability

Yes, it is meaningful on its own as well because:-

- ① Internal locus of control ensures that one does not need external source to be held guilty.
- ② Own conscience acts as a 'court' holding one's wrong behaviour against oneself.
- ③ Being responsible ensures that wrong actions are not repeated as one's own morals do not allow it.

However, presence of accountability acts as an additional check in ensuring that guilty is held responsible; & also acts as an example for society.

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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 वे सिविल सेवाओं के उद्देश्यों को प्राप्त करने में कैसे मदद करते हैं। (10 अंक, 150 शब्द)

Swami Vivekanand was a social & educational reformer, who preached values required for leading ethical life.

### Teachings

### Relevance for civil servants

① India is a land of religious tolerance & secularism.

Ensures that civil servant acts in impartial & unbiased manner, without focus on ~~the~~ religion / caste, etc

② "A bird cannot fly on one wing." Thus country cannot develop without equal participation of women

Justice-based ethics of focus on marginalised section (women) & empower them.

③ "Performance of duty is best way of worship"

highlights importance of dedication to duty & following

	<u>Integrity (Stithapragya)</u>
② Said that Indian society is perfect blend of <u>modernity</u> & <u>traditional values</u>	ensures that civil servants keep <u>balanced approach</u> (" <u>Golden mean</u> ") while approaching any problem
③ Always respected his elders & mentor	Teaches civil servants to <u>give up elitist behaviour</u> , & show mutual respect for all members of society.

Thus, Swami Vivekananda led a virtuous life, & his teachings can help civil servants in better fulfilment of duty.

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Q.4) 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 refers to the working of civil <sup>(CS)</sup> servant as ~~any~~ anonymous personnel, while credit of success & responsibility for failure is taken by elected representatives.

Anonymity as a foundational value

- ① CSs are appointed, not elected.  
Thus, they work in the backdrop without taking centre stage.
- ② Helps them take objective decisions without being influenced by populist approach.

eg → Formulation of Agnipath scheme even though opposed by many.

③ Ensures that work done is for prime reason of welfare of public instead of for ~~achie~~ attaining rewards.

④ Prevents partisan & political-pressure led decision making.

Has the principle diluted in age of social media?

Yes	Not always
<p>① Connect with public can lead to <u>biased</u> decision making.</p> <p>② More time spent giving <u>clarifications</u> wrt a policy than implementing it.</p>	<p>① <u>Feedback</u> received can help in better policy formulation.</p> <p>② can help create <u>better connect with public</u>.</p> <p>↳ Eg Mumbai police on Twitter during Covid.</p>

Thus, social media use by civil servants should follow balanced approach to ensure that anonymity principle is not harmed.

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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 refers to corporate governance principles wherein company works for interest of all stakeholders, alongwith own profit.



Concept :-

- ▷ Reflects companies showcasing greater responsibility to society & consumers.
- ▷ Following compassion as guiding light to help fellow society members
- ▷ Eg Azim Premji foundation donated money for Covid relief.

Importance in present times :-

- ① Ensures ethical working - A compassionate

Company will hold itself responsible / accountable for any wrong act.

② Greater duty towards society - Ensures realisation of 'giving back' to society.

③ Climate change - responsible behaviour to prevent harm to health & environment.

↳ Indigo - voluntary ESG norms followed

④ Sustainable development - focus on planet alongwith profits.

↳ Infosys has 'internal carbon pricing' policy.

Thus, compassionate capitalism would help ~~with~~ ensure merit for all as "good ethics is good business".

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

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

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

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

The above quote highlights how societal culture shapes organisational culture, i.e. presence of ethical individuals in society can help ensure ethical socio-political leaders.

① Inculcation of noble traits ⇒ People grow up to reflect those traits ⇒ cleaner & more ethical organisations

eg Lal Bahadur Shastri's working as PM was full of integrity & dutiful working.

② Not inculcating good traits ⇒ same reflected in organisations ⇒ stagnation & poor global performance

eg 'Chalta Hai' attitude promotes corruption by leaders.

Relevance :-

- ① To stop criminalisation of politics  
 Eg → Currently 43% MPs in LS facing criminal charges.
- ② To improve global ranking.  
 Eg → India at 85th rank in corruption perception index.
- ③ To ensure welfare-led working of civil servants
- ④ To provide socially ethical society which can collectively boycott corrupt & dishonest leaders.  
 Eg → Not giving vote to corrupt politicians.

Thus, "what goes around comes around".

Promotion of ethical society can build ethical governance structure, which can ensure welfare for all.

"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 value of consistently and unshakably following one's conscience & values while taking decision. It is "walking the talk".

The quote reflects how always following integrity can be difficult & inconvenient, but it ensures that one is making the right decision.

① Integrity-based decision making faces roadblocks such as societal norms, pressure of acquaintances / seniors, etc.

② However, when one ignores all this & goes against all kinds of pressure to make the 'morally right' decision - that is integrity.

Relevance :-

① Administrative working:

eg civil servants face political pressure, etc on daily basis. But need to follow approach of integrity.

② Fighting social evils.

eg going against family members to oppose dowry.

③ Climate change & env conservation:

eg preventing use of polluting products like single use plastic; even though it is convenient.

Thus, integrity-based working might be the difficult thing to do but it ensures success & peace of mind of doing the 'correct thing' in the long run.

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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)

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 दृष्टांतों के साथ चर्चा करें। (10 अंक, 150 शब्द)

International ethics refers to the approach followed by a country while making decisions on international conflicts and questions of interest.

Ethics in Intl relations is myth

Partially yes

- ① Country's decision are based on indigenous values & interests.  
eg India taking neutral stand in Ukraine war to avoid conflict with Russia
- ② Various national factors (politics, economy) guide decisions rather than just ethics.  
eg Buying arms & weapons even though follow non-violent approach.

However, decisions of international affairs also have ethical dimension as follows' -

- ① India's 'no-first use' doctrine → reflects values of peace & non-violence
- ② Providing aid to crisis-struck Sri Lanka - to help an ally in need for selfless reasons of empathy.
- ③ Humanitarian aid sent to Afghanistan: to reflect compassion & justice based approach.

Thus, international ethics is a blend of national interests & indigenous values as a society.

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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 विश्लेषण करें।

(10 अंक, 150 शब्द)

Political corruption reflects the misuse of political power & approach for private gains.

Fear as factor of corruption :-

<u>Fear of losing power</u>	<u>Fear of scourge of power</u>
<p>① Those with political power are in <u>position</u> for <u>temporary period</u> (5 years). This makes them desperate to earn as much profit as possible in that time.</p> <p>② Many politicians do not expose</p>	<p>① People engage in <u>coercive bribery</u> as they bear the consequences if they donot agree.</p> <p>eg not engaging in coercive bribery can lead to <u>delays</u> in provision of welfare subsidies</p> <p>② <u>Collusive bribery</u> is done to gain</p>

others in order to ensure that their power & position also stays safe.

Eg 2G Scam,  
Coal Scam,

mutual benefits rather than facing brunt of power of political position.

Eg ~~was~~ Recently DSP killed in Nuh, Haryana as he was investigating against illegal mining.

However, power in itself

also corrupts an individual when there is lack of accountability. (2nd ARC)



Thus, there is need to treat this disease of corruption from the roots.

This ~~can~~ is possible by value inculcation from young age; & ensuring accountability in working.

Q) 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 नौकरी की संतुष्टि को बढ़ाती है और संगठनात्मक सफलता सुनिश्चित करती है। निम्नलिखित वर्णन करें। एक संगठन में नैतिक संस्कृति को किन तरीकों से शामिल किया जा सकता है?

(10 अंक, 150 शब्द)

"A business that makes nothing but money is a poor kind of business."

- Henry Ford.

Ethical work culture refers to day-to-day working of organisation be guided by ~~agora~~ ethics & morals.

## Importance

Employee satisfaction	Organisation success.
<p>① <u>Equality</u> in org. ensures <u>merit-based</u> &amp; <u>objective</u> promotions.</p>	<p>① Culture of <u>transparency</u> &amp; <u>honesty</u> leads to efficient performance.</p>
<p>② <u>Justice-based</u> approach to promote empowerment of women, etc in org.</p>	<p>② When all employees feel satisfied, the success of organisation is guaranteed.</p>
<p>③ Creates culture</p>	

of mutual respect for all.

③ Integrity shown by employees leads to more productivity due to greater motivation.

### Measures to ensure ethical work culture

- ① Leading by example - Organisation's leader must always follow ethical approach to motivate employees.
- ② Incentivisation - Employees with good ethical performance to be incentivised.
- ③ Representative board of directors - Ensure equal representation for women & other weaker sections.
- ④ Feedback loop - for grievance redressal & better performance.

Thus, ethical governance ensures profit in both monetary & non-monetary spheres.

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### 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. (20 marks, 250 words)
- What advice will you give to Mayank?

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 आबादी 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 आबादी अभी भी आश्रय से वंचित है 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 सबूतों 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 वह लंबे समय से स्थानांतरण की कोशिश कर रहा है। इस मामले में निम्नलिखित का उत्तर दें :

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

अ विभिन्न हितधारकों के दृष्टिकोण से इस मामले में शामिल विभिन्न हितों की गणना कीजिये। साथ ही, आप मयंक को क्या सलाह देंगे? (20 अंक, 250 शब्द)

The above case study presents ethical dilemma between personal profit for a govt servant v/s his responsibility towards duty.

(a) Reasons for corruption being common :-

① low social accountability - 'Chalta Hai' attitude towards corrupt civil servants.

② Degradation of moral values - Govt and civil servants might lack dedication to duty, compassion towards poor, etc.

③ Poor justice delivery - 4.5 cr ~~cases~~ pending cases in judiciary leading to great delays.

④ collusive bribery - Both bribe-givers & bribe-takers enjoy benefits.

How to prevent such cases :-

① Stricter penalties for corruption cases.

(Eg) 2nd ARC & Santharam committee suggested modification of Art 311.

At Govt level → ② Performance-linked incentives (2nd ARC)

③ Increasing accountability with help of community.

④ Greater protection to whistleblowers (Eg) Social audits in MGNREGA led to revelation of dodgy attendance rolls in ~~the~~ Jharkhand.

At Community level → ① Behavioural change campaigns - via name-shame & social excommunication approach

② Moral ~~communication~~ education at young age via curriculum

③ Leading by example + sharing stories of role models.

## b) Interests of stakeholders

① Mayank (govt servant)	<ul style="list-style-type: none"> <li>⊙ wants to get transferred to similar location as wife.</li> <li>⊙ wants to do <u>duty</u> with <u>honesty</u> &amp; expose scam.</li> </ul>
② Mayank's wife (govt servant)	<ul style="list-style-type: none"> <li>⊙ wants to live with mayank</li> </ul>
③ Illegal residents in housing scheme (like minister)	<ul style="list-style-type: none"> <li>⊙ want to continue living in the houses.</li> <li>⊙ donot want to get exposed.</li> </ul>
④ SDM	<ul style="list-style-type: none"> <li>⊙ wants to stop mayank from exposing the scam</li> <li>⊙ trying to support his relative i.e. minister.</li> <li>⊙ offers means of <u>collusive bribery</u> to mayank</li> </ul>
⑤ Poor people who were meant to get house	<ul style="list-style-type: none"> <li>⊙ need <u>justice</u> &amp; to get benefits of intended scheme</li> <li>⊙ continue to be poor &amp; in bad std of living</li> </ul>
⑥ Overall society	<ul style="list-style-type: none"> <li>⊙ Such scams lead to <u>corrupt image</u> of whole society.</li> <li>⊙ denial of <u>welfarist approach</u>.</li> </ul>



### Advice for Mayank

As Mayank's friend, I will advise him to :-

- ① ~~continue~~ not listen to SDM & expose the scam to other seniors
- ② continue request for transfer.

### Reasons: -

- ① Accepting SDM's demand makes one a part of the corrupt act. This will go against Mayank's conscience as an honest officer.
- ② To follow 'justice approach of ethics' to ensure equity for poor & marginalised.
- ③ His request for transfer is genuine & would get accepted soon anyways. He does not need to follow corrupt route for that.

Hence, such approach ensures Mayank shows integrity & dedication to public service.

### Feedback

(For OFFICE use only)

Structure/  
Presentation

Question  
Interpretation

Content

Value  
Addition

Total

**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:

- i. You, your wife, children, parents and relatives.
- ii. Diplomatic staff at the mission.
- iii. Indian tourists visiting the country.
- iv. Indian students studying in the country
- v. A film crew and actors who were shooting a film in the country. These include some of the biggest names of Bollywood.
- vi. 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 वहां 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। अपने लोगों के निम्नलिखित समूहों की पहचान की है जिन्हें निकाला जाना है :

- i. आप, आपकी पत्नी, बच्चे, माता-पिता और रिश्तेदार।
- ii. मिशन में राजनयिक कर्मचारी।
- iii. देश का दौरा करने वाले भारतीय पर्यटक।
- iv. देश में पढ़ रहे भारतीय छात्र
- v. एक फिल्म क्रू और अभिनेता जो देश में एक फिल्म की शूटिंग कर रहे थे। इनमें बॉलीवुड के कुछ बड़े नाम शामिल हैं।
- vi. 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)

The above case study highlights the ethical dilemma faced by a civil servant during disasters, as to who must be prioritised for evacuation.

My approach to be as follows :-

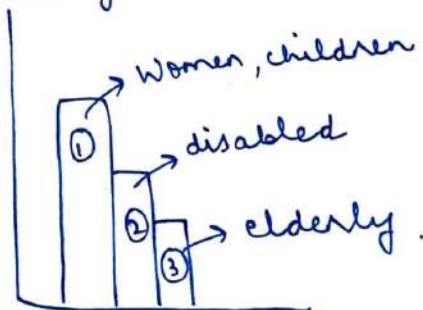
- ① I would identify all groups which need to be rescued.
- ② I will find out their age profiles.
- ③ Carry out evacuation, as per priority.

Thus, order as follows :-

① Indian tourists & citizens of friendly neighbouring countries.

↳ involving my parents & older relatives; wife & children

② I would first ensure following :-



This will be priority w.r.t citizens & tourists

## ② Youth population

~~is~~. Starting with  
students

① Students are young but can't take care of themselves, thus kept at 2nd priority.

① As they are young, they must be scared & parents panicking.

① Thus they must be sent in 2nd flight.

## ③ Youth population in

↳ tourists

↳ citizens of neighbour country

↳ film crew

① Youth are able to handle themselves

⊕ also help others

① Till the time others are rescued, they can stay & also provide volunteer help.

① Then they are rescued in next flight.

① Film actors & crew are objectively given priority as per age.

④ me and my diplomatic mission colleagues

① We have been posted on duty & are responsible for taking care of Indian population in the country.

② We must first help others to safely get evacuated.

③ Once our duty is successfully done, we can get on the next flight.

Further justification: -

① Such approach ensures that I act in an objective manner without any bias in my decision.

② I utilise emotional intelligence of sending others first & going last, even when there is bearful

situation outside.

- ③ This ensures that I follow dedication towards my duty & have integrity to carry out my duty with utmost sincerity.
- ④ Following such approach will also lead to good international image of India, especially in eyes of neighbouring country — thus lead to better ties.

Hence, disasters are tumultuous events, wherein civil servants need to remember their values of objectivity & follow emotional intelligence to guide them through.

2.9) 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 वह 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 उसके समुदाय ने उसे अपना समर्थन दिया है। स्थानीय खुफिया विभाग ने चेतावनी दी है कि कुछ असामाजिक 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)

The above case study highlights ethical issues faced by IPS officer due to brewing communal conflict between different religious groups.

### ② Differentiation of speech

Hate speech	Free speech
<ul style="list-style-type: none"> <li>① intent is <del>to</del> malicious &amp; meant to hurt other <u>person's feelings</u>.</li> </ul>	<ul style="list-style-type: none"> <li>① intent is honest &amp; simply trying to give one's opinion</li> </ul>
<ul style="list-style-type: none"> <li>① not backed by any <u>facts</u> / <u>figures</u>. Rather only <u>emotional</u> overtones.</li> </ul>	<ul style="list-style-type: none"> <li>① might be backed by certain <u>logical reason</u>; &amp; may use facts.</li> </ul>
<ul style="list-style-type: none"> <li>① done in order to <u>incite</u> certain extreme reactions by the community.</li> </ul>	<ul style="list-style-type: none"> <li>① does not try to incite violence / inflammatory response.</li> </ul>
<ul style="list-style-type: none"> <li>↳ <u>Sarsad Sabha (Haridwar)</u> - hate speech against religious group.</li> </ul>	<ul style="list-style-type: none"> <li>↳ <u>Debates on news channel done in <u>civil environment</u>.</u></li> </ul>



## Role of social media's impact!

① Ind has ~85 cr internet users and home to 2nd largest smartphone user populations. Thus, social media is almost universally present in everyone's lives.

② Unable to differentiate between fake news & real information leads to spread of misinformation.  
 eg Tablighi Jamaat incident.

③ formation of echo-chambers - wherein one person gets guided to similar type of content as per his liking & data usage  
 eg People continuously seeing hate posts against another religion.

④ Greater communication - Groups with malicious intent can easily communicate to start riots, etc.

## ② Suitable course of action for Rashmi

As an IPS officer, Rashmi's course as per priority:-

### ① Ensuring law & order:

- preventing any opportunity of communal riots. Can resort to application of section 144
- any violent riots must be tackled with action by police force.

### ② Analysis of video by IT team to ensure if doctored / not.

### ③ Mediation of dialogue between political leader & leaders of religious groups.

### ④ <sup>In</sup> long term - promoting harmony between all religious groups by common events, holding dialogues, etc.

Reasons :-

- ① As a civil servant, <sup>Rashmi's</sup> ~~may~~ primary responsibility is upholding law & order of state.
- ② going so also prevents further aggravation of conflict.
- ③ Analysis of video: ~~with~~ If found doctored, it will lead to calming down of crowd.  
 ↳ If found real, FIR can be generated against pol leader for hate speech. This will ensure justice for other groups.
- ④ Dialogue mediation will lead to peaceful solution being achieved.

Hence, such approach is objective, impartial & helps fulfil ethical duty of civil servants to ensure welfare & peace amongst all.

**Feedback**

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Structure/ Presentation
Question Interpretation
Content
Value Addition
Total



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। हालाँकि, नए फोन और इंटरनेट का उपयोग वीडियो स्ट्रीमिंग या सोशल नेटवर्क साइटों को ब्राउज़ 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 बातचीत की निगरानी कर सकता है, तस्वीरों तक पहुंच सकता है, और रिमोट एक्सेस के माध्यम से ऑडियो या वीडियो रिकॉर्ड कर सकता है। नए डिजिटल और हड़ताल से न केवल सार्वजनिक स्वास्थ्य सेवाओं में डिजिटलीकरण अभियान के पटरी से उतरने का खतरा है, बल्कि निजाता 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 :

- a) स्मार्टफोन पर नए एप्लिकेशन को अनिवार्य रूप से डाउनलोड करने की आवश्यकता को छोड़ दें।
  - b) सरकारी संसाधनों के दुरुपयोग से बचने के लिए आशा कार्यकर्ताओं को मुफ्त डेटा देना बंद करें।
  - c) 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 above case study highlights challenges faced in localisation of govt schemes & achieving intended results, due to misuse of public grants for personal reasons (by ASHA workers).

~~Options available~~

Options available

a) Abandon requirement for new application

Merits	Demerits
<p>⊖ ensure <u>right to privacy</u> under art 21 is upheld (KS Puttaswamy judgement)</p>	<p>⊕ ASHA workers might continue <u>misuse of data</u> for <u>personal gain</u></p>

- ⊙ Calming down of protest by ASHA workers.
- ⊙ Continue normal functioning ~~of~~ on ground
- ⊙ digitization scheme might not be efficiently monitored & thus not proper implementation.

ⓑ Stop providing data to ASHA workers

Merits	Demerits
<ul style="list-style-type: none"> <li>⊙ will ensure <u>govt funds</u> are not wasted.</li> <li>⊙ prevent <u>corruption</u> via misuse for personal gain.</li> <li>⊙ ASHA worker strike will stop.</li> </ul>	<ul style="list-style-type: none"> <li>⊙ proper monitoring of scheme at ground-level might not be possible, as ASHA workers form <u>backbone of healthcare</u> at ground.</li> </ul>

Ⓒ Strict action against those on strike.

Merits	Demerits
<ul style="list-style-type: none"> <li>⊙ Ensure strike is stopped &amp; normal functioning continues</li> </ul>	<ul style="list-style-type: none"> <li>⊙ will lead to <del>the</del> stopping of women from</li> </ul>

(Don't Write anything in this Area)

① APP will check corruption & data misuse by ASHA workers.

enrolment as ASHA workers.

② derailment of digital drive

③ create grudges & mistrust between ASHAs & civil servants.

### Best course of action

I, ~~with~~ as DM of Kasigunj district will follow 1st option of abandoning requirement for mandatory application.

### Reasons :-

① Genuine concern by women about chances of invasion of privacy at some level by dishonest officers.

② Lack of personal data protection guidelines in India might also lead to lack of accountability & grievance redressal for workers.

③ Fulfilling govt duty must not rely on <sup>alleged</sup> invasion of privacy, as it goes against deontological approach of ethics. ~~is~~.

④ Instead, I will ensure that ASHA workers don't misuse data by following means:-

① Performance-linked incentives for workers with greater efficiency.

② Supervision of tasks given to ASHA workers, to ensure that work is being done diligently.

③ Dialogue mechanism to explain the necessity of properly using data for intended use.

④ ensure children's online classes held in govt's community computer centres.

Thus, such approach helps in following Kantian ethics of ethical means to achieve end goal.

**Feedback**

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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:

- a) 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?
- b) What are the ethical issues involved in the case?
- c) What steps will you take to tackle the post-firing situation effectively? (20 marks, 250 words)

Feedback

Structure/Presentation
Question Interpretation
Content
Value Addition
Total

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:

दिए 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 above case study is in context of recent conflict between farmers and govt officials during farm law protests.

① Statement to be given to media

→ As DM of district, if asked about the firing incident, I will reply with the truth that it occurred due to police firing action. I would highlight that minister might be unaware of correct details, and thus might have spoken wrongly.

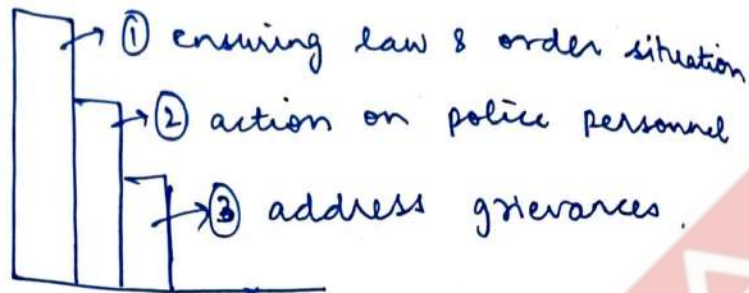
→ This is because as a govt servant, I have duty to uphold values of honesty & transparency.

(b) Ethical issues involved :-

- ① Misuse of state power - by resorting to firing on unarmed crowd.
- ② Using lies to diffuse tension - which added to further aggravation of conflict.
- ③ Against deontological approach - as unethical means are being used to achieve end goal of peace.
- ④ "An eye for an eye makes the whole world blind" - M. Gandhi : protesters also resorting to violence to protest against police firing.
- ⑤ Effect on innocent 3rd party : Blocking of highways leads to problem for general public not involved in conflict.

## ② Steps taken by me as DM :-

As per priority,



### ① Law & order:

- will prevent farmers from blocking public roads (as said in recent SC verdict) & rather ~~move~~ shift to community ground.
- prevent violent actions being taken.
- any such emotions to be tackled by peaceful dialogue without taking action ⇒ as sensitive situation

### ② Action on police officers:

- temporary suspension until inquiry is completed.

### ③ Address grievances:

- hold meeting with leaders of farm groups & mill owners
- identify areas of concern & ensure proper redressal.

### Reasons :-

- ① Ensuring law & order as my primary duty as civil servant.
- ② Not ordering strict action against protesters as already sensitive situation.
- ③ Action on police officers ensure justice-based & objective approach followed without being partial.
- ④ Showcased emotional intelligence.

Hence, dealing with such conflicts requires civil servant to focus on ~~organisations~~ foundational values & walk on path of Stithapragya (integrity)

**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 हैं। 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 above case study ~~is~~ portrays the ethical dilemma between environment conservation and economic development.

Ethical dilemmas present :-

- ① Economy v/s environment - while mining will help in economic development for India, it can destroy biodiverse forests.
- ② Utilitarian v/s justice-based approach :  
Continuing the project will benefit larger population (consumers, manufacturers, govt). However, against justice approach of ensuring equity for marginalised (tribals).

③ Values vs facts - Facts reflect the presence of lithium reserves. While, presence of deity reflects religious value attachment of tribals to the area.

④ Objectivity vs partisan behaviour - Decision-making to be guided by merit-based approach or follow political pressure.

⑤ Compassion vs objectivity - Mining of area would lead to forceful displacement of tribals.

Suitable course of action

Amit must follow following approach:

① constitution of a committee to gather data on environmental



2 social impact of project

▷ i.e. conduction of Env Impact Assessment (EIA) & social Impact Assessment.

② Hold dialogue with tribal population!

to find out their demands & try finding a means to ~~provide~~ address their concerns while continuing with project.

③ Results of committee report to be objectively studied to make decision:

↳ if asking for project continuation, then must ensure that tribals are properly rehabilitated & any grievances are addressed.

↳ provide skill-building, & etc to ensure they do not take part in ~~war~~ naxalism.

↳ CAMPA funds, etc used for env conservation

Reasons :-

- ① Constituting a committee of experts will lead to objective clarity on expected impact of project.
- ② Dialogue with tribals ensures compassionate approach & creation of trust-building with community.
- ③ Proper measures being taken to compensate for env losses ~~and~~ showcases approach of env. ethics.

Thus, following such approach will help Amit in tackling ethical dilemmas by means of objective as well as compassionate approach.

**Feedback**

(For OFFICE use only)

Structure/  
PresentationQuestion  
Interpretation

Content

Value  
Addition

Total