

TEST CODE 5 1 4 3 5

Time Allowed : Three Hours
समय : तीन घंटे

FIAS - MGP 2022 (C-12) - GS Paper #4

ForumIAS

Maximum Marks : 250
अधिकतम अंक : 250

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate
परीक्षार्थी का नाम

Mansi

Roll No./अनुक्रमांक

19100 71875

Center Code/परीक्षा केंद्र

Medium/माध्यम

English हिंदी

Date/दिनांक

31/08/2022

*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

Q. No. प्र.सं.	Max. Marks अधिकतम अंक	Marks Obtained प्राप्तांक
1		
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Total/कुल अंक	250	

INSTRUCTION / अनुदेश

- 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 बारह 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 :

2:30

End Time/समाप्त करने का समय :

5:30

Total Marks/कुल अंक :

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

For Office Use Only / केवल कार्यालय प्रयोग हेतु

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.

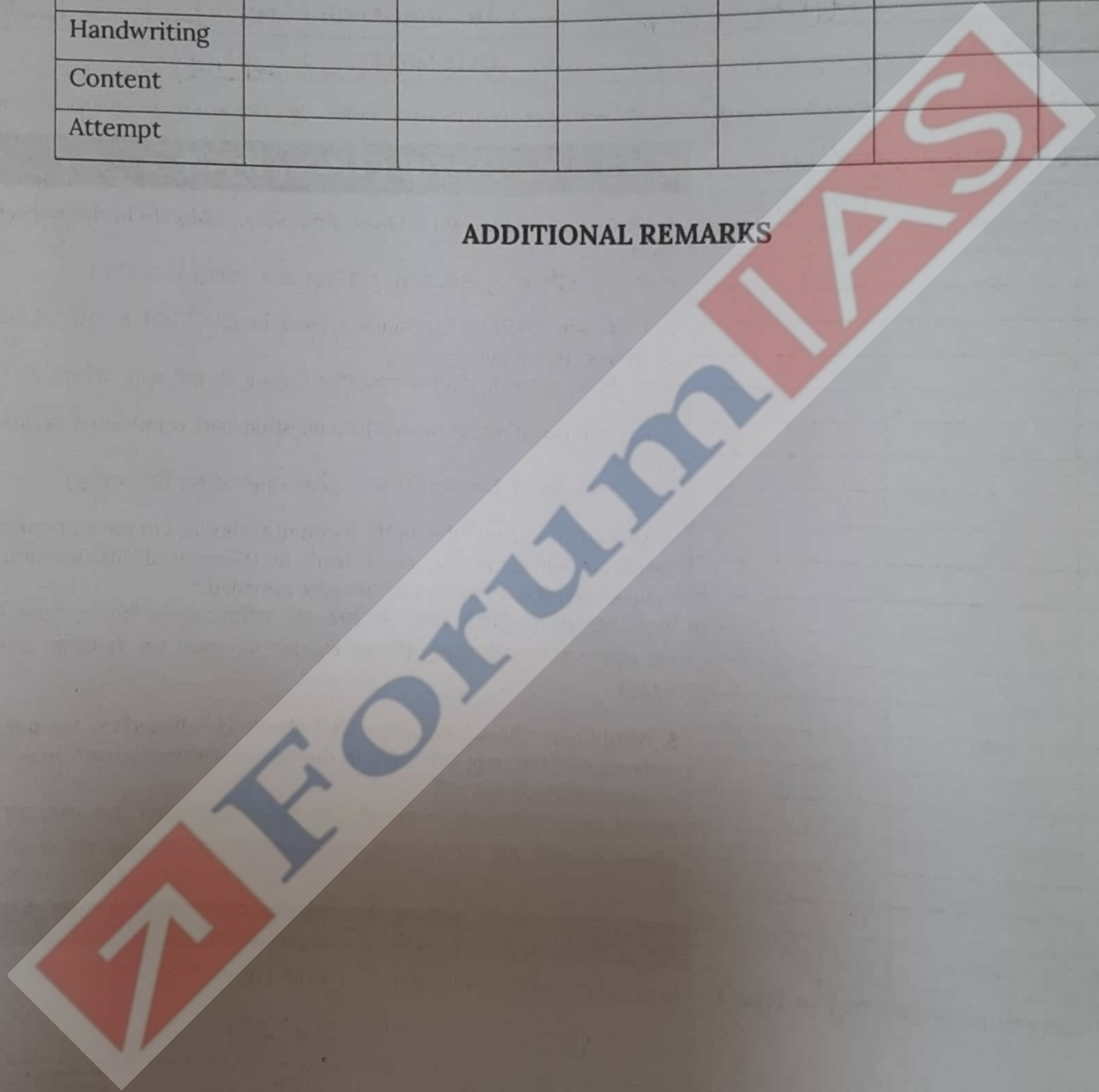
मूल्यांकन कर्ता का विवेक अंक, आपकी लिखावट, प्रस्तुति, आरेखों के उपयोग, फ्लोचार्ट, तथ्यों और आंकड़ों या समग्र रूप किसी अन्य विषय वस्तु, जो मूल्यांकन कर्ता को आपकी कॉपी में पसंद आयी के आधार पर (लेकिन इन्हीं तक सीमित नहीं) पर दिए गए अंक हैं।

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

सफल लोग वे नहीं होते जो असफल नहीं हुए, बल्कि वे हैं जो कठिन समय में डटे रहे और असफलता के बाद आगे बढ़ते रहे। इस कथन के आलोक में जीवन में प्रतिकूलता गुणक के महत्व का परीक्षण कीजिए। प्रतिकूलता गुणक कैसे विकसित किया जा सकता है? (10 अंक, 150 शब्द)

Adversity Quotient is a form of intelligence testing method which seeks at checking the character of a man during any adversity.

Importance of Adversity Quotient in life :

- 1) Checks the integrity of a person during the time of crisis \Rightarrow Ben Sood during Covid
- 2) Checks the courage and dedication of the individual \Rightarrow Siron lady of Assam who fought with terrorists
- 3) Makes the individual trustworthy and during the time of crisis.

4) Works as guiding light for others to walk upon.

5) Checks how the individual tackles as well as sees challenges faced by him; thus frames attitude of individual.

To develop Adversity Quotient:

1) An individual needs to remain attentive and fearful during time of adversity
 1) Avoid knee jerk attitude to the problem

2) Be optimistic during the time of adversity

3) Move out of the comfort zone and work towards your goal
 (4) Divya Dweepan who learnt new tribal language in 21 days

3) Stress managing and developing leadership

Hence, Adversity Quotient becomes an important tool to handle setbacks and challenges.

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

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

(10 अंक, 150 शब्द)

Strength can be defined as courage and conviction which is needed to achieve the desired goal of the individual.

The above statement of Gandhi stresses tenets as the real end and the actual strength is not of the person who has physical capacity but from a will which is so persistent that it breaks the barrier of physical strength.
Mrs Kiran Bedi was the 1st women IPS officer.

The strength of will is the strength of character and not of body alone. Those with strong character will have indomitable and admont will to achieve their goal.

↳ will of Manokamo Jendhi for India's
freedom.

The development of strong will needs a
strong sense of motivation which again
comes from the conviction or desire of
achieving a goal.

↳ Bunderlal Bahuguna and

Chipko movement.

Person with strong physical strength may
utilise it for creating deterrence but that
strength is not the real but a strength
due to fear of the individual.

Hence, for a strength not the
physical but the willpower and internal
strength of mind is the core factor.

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Q.2) a) Differentiate between the following:

(10 marks, 150 words)

i) Conscientiousness Vs. Conscience

ii) Guilt Vs. Remorse

निम्नलिखित के बीच अंतर करें :

(10 अंक, 150 शब्द)

i) कर्तव्यनिष्ठा बनाम अंतरात्मा की आवाज

ii) अपराध बनाम पश्चाताप

① Conscientiousness is often defined as performing work diligently and through-persistence. Conscience on the other hand is inner voice of reason which guides human behaviour.

Conscientiousness	Conscience
<ul style="list-style-type: none"> → It is somewhat externally motivated → It act as <u>guiding light</u> for individual to <u>perform his duty</u> → It is following rules and regulation → It is about <u>attitude</u> 	<ul style="list-style-type: none"> → It is internal source of motivation → It act as <u>guiding light</u> for individual to go <u>beyond his duty</u> → It may lead to breaking of some rules for benefit of downtrodden → It is about <u>attitude of individual</u>

(2)

guilt	remorse
<ul style="list-style-type: none"> → guilt is a feeling of internal conviction of feeling wrong 	<ul style="list-style-type: none"> - Remorse is often a form of guilt where individual is unhappy because of some reasons
<ul style="list-style-type: none"> → guilt is internal 	<ul style="list-style-type: none"> → It is maintained by external etc mechanism
<ul style="list-style-type: none"> → guilt is about <u>self actualisation</u> 	<ul style="list-style-type: none"> → It is only about feeling bad
<ul style="list-style-type: none"> → guilt leads to some change in character 	<ul style="list-style-type: none"> → This won't lead to any change in character
<ul style="list-style-type: none"> → guilt makes you more compassionate 	<ul style="list-style-type: none"> → Remorse makes you more sympathetic.

Hence, both guilt and remorse are form of feeling bad reinforced differently

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

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

Good governance according to world bank is effective management of resources of the country to ensure just and humane treatment of citizens and quality of service.

Good governance is dependent upon ~~both~~ law's

- 1) law makes the administration accountable for their action
- 2) they ~~make~~ an individual answerable and responsive to the issue at hand
- 3) They make the whole process more transparent \rightarrow RTI Act, 2005
- 4) They offer some sort of punishment for breach of conduct \rightarrow Anti-corruption act

law sets the hierarchy and control over resources thus prevent Mai Baap attitude.

Other personal qualities for efficient administration:

1) 2nd ARC mentions that personal quality is more efficient way of administration

2) Integrity and Honesty of administrator ensures that there is no chances of corruption. SC Subey was honest

3) Empathetic development of administrator is only possible by development of the empathy through personal traits

4) Any action taken out of conscience and would be the right action to go about

5) Personal quality of administrator of being non-partisan also ensures that implementation will be unbiased.

Hence, good governance is result of both personal qualities and law of the government and of administrator

a) An active civil service is necessary but not sufficient; India also requires civil service activism for fulfilling the vision of 'justice, liberty and equality for all'. Analyze the statement citing relevant examples. (10 marks, 150 words)

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

Civil services activism stands for proactive decision taking to ensure effective service delivery and promoting welfare of all.

An active civil services is necessary →

- 1) To ensure duties ~~disc~~ directed to the civil servant is performed in timely fashion.
- 2) To ensure code of conduct is strictly enforced through various means
- 3) To ensure and deal with the problems of day to day administration efficiently and effectively
- 4) To ensure delivery of services in a fast way possible
 (e.g) Completion of targets under SDG under

Need for the civil servant activism :

1) civil servant activism calls for going beyond your duty to help and to direct the energy required to promote welfare.

↳ Armstrong some built 100 km

road connecting Morpur with Assam

2) To ensure the dedicated Bureaucracy and public services to ensure welfare of all

↳ Operation Sukman of Pratik Nayak

3) To address and solve grievance redressal of the public and citizens efficiently and speedy

↳ Danteawade & DM organizing dunch

with collector

hence, right balance of civil servant activism needs to be maintained for promoting justice

Feedback
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Educational institutions complement the role of the family and the society in shaping our values. Discuss. Can digital education perform this value inculcation function effectively?
(10 marks, 150 words)

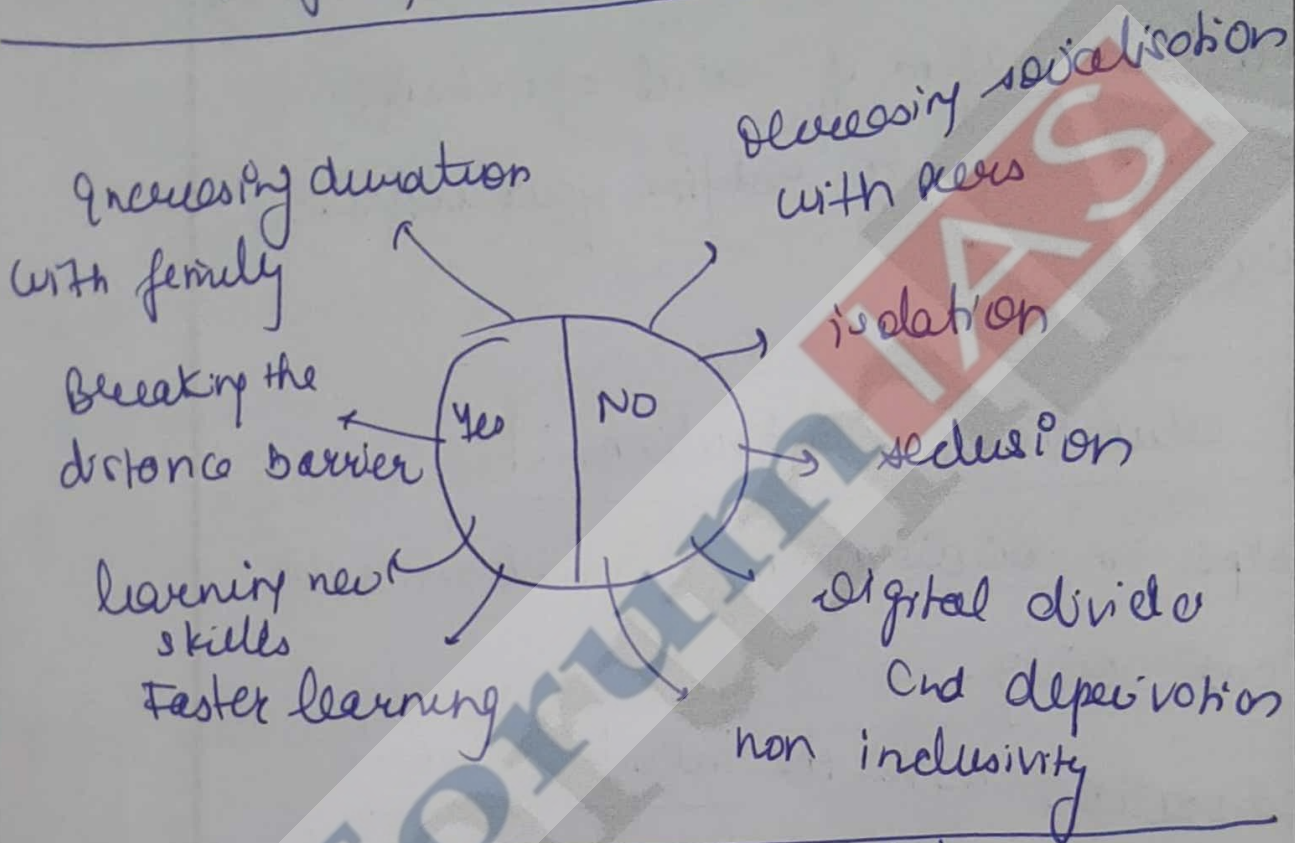
शैक्षणिक संस्थान हमारे मूल्यों को आकार देने में परिवार और समाज की भूमिका के पूरक हैं। चर्चा करें। क्या डिजिटल शिक्षा इस मूल्य समावेशन कार्य को प्रभावी ढंग से कर सकती है?
(10 अंक, 150 शब्द)

Education is the agent of social change.
It is the way to redefine your outlook
towards life.

Role of educational institutions:

- 1) Helps in socialisation of children with family and society.
- 2) Education makes the individual more rational and oriented towards others
↳ sharing attitude
- 3) Educational ~~inst~~ institution makes the attitude of children towards other people
↳ secular education promotes fraternity
- 4) Educational institution serves for providing with right view and direction of life.

s) They can help in checking the negative inoculation of attitude by the individuals
 ↳ feeling of jealousy



Can digital education perform inoculation of values?

Hence, a balance between digital and offline education is a better way forward for overall character building

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Q.4) a) Gendered attitudes convert differences in sexes into discriminations. Examine the factors responsible for negative attitudes toward women in the Indian society. How can these attitudes be changed? (10 marks, 150 words)

लैंगिक दृष्टिकोण लैंगिक अंतर को भेदभाव में परिवर्तित करते हैं। भारतीय समाज में महिलाओं के प्रति कारात्मक दृष्टिकोण के लिए उत्तरदायी कारकों का परीक्षण कीजिए। इन दृष्टिकोणों को कैसे बदला जा सकता है? (10 अंक, 150 शब्द)

"Sex in society is both gendered and sexed"

gender of an individual is more often than not based on the differences existing in the society but the value and attitude towards the gender

Factors responsible for negative attitude towards women in India:

- 1) Patriarchy is one of the major ideas behind the domination of men over women.
- 2) Sexual division of work and link collaboration of work is often reason for this divide
eg → teachers to be female and engineer males

- 3) Attitude of women is itself an issue where women are ~~not~~ considered themselves low as compared to male counterparts.
- 4) Religious text also show case the ~~lower~~ ^{role of women in family.}
 let women to be 'Pativrata'

Changing attitude of towards women:

1) Change of attitude with change in belief through leaders including Dr. B.R. Ambedkar & Murmu

2) change through legal frameworks
 ↳ Article 243D for reservation

3) giving equal rights of inheritance

4) Equal wages for equal work
 ↳ Code on wages act

5) Financial empowerment of women

Hence, changing attitude towards women will require persistent efforts on the line of fundamental duty of every citizen.

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

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

(10 अंक, 150 शब्द)

Work culture is define as way the work is categorised, done and performed in the organisation in an efficient way.

↳ ISRO is said to love good words

Culture

work culture of public	work culture of private
→ Being out <u>status</u>	→ Being out <u>innovation</u>
<u>heroism</u> and <u>followership</u>	and <u>new ideas</u>
→ Based on <u>welfare</u>	→ Based on <u>profit</u>
→ based on <u>equality</u> principle	→ Based on <u>stare stare</u> <u>elder principle</u>

ethical concern :

in public	in private
→ <u>Bureaucracy</u>	→ work for profit

- Red tapism is one of the concern
- inefficiency of work public institutions

of the firm
 → unsustainable development
 → High and fine attitude of private

Yes

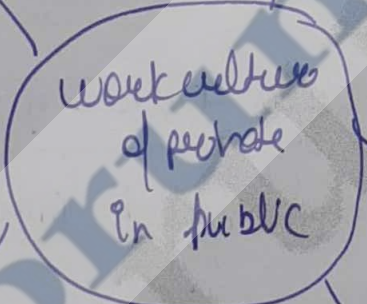
NO

↳ leads to efficiency

leads to faster disposal of work

cut through the red tap

quality of service



↳ may lead to autonomy leading to corruption

↳ business of the individual administrator

↳ may lead to exclusion of son

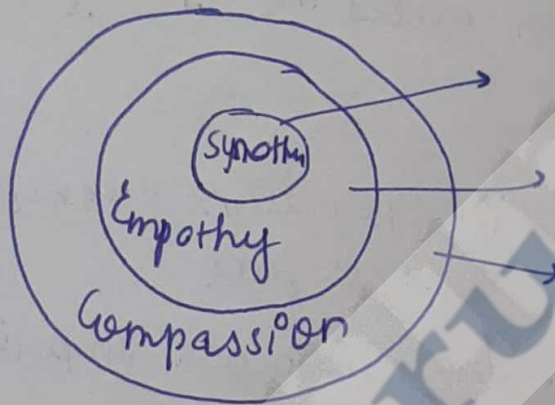
Hence, simultaneous inculcation of work culture of private can be introduced in public

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5) a) Besides objectivity, civil servants also need empathy and compassion to effectively resolve serious ethical dilemmas they face while discharging their responsibilities. Discuss with suitable examples. (10 marks, 150 words)

क्षमता के अलावा, सिविल सेवकों को भी सहानुभूति और करुणा की आवश्यकता होती है ताकि वे अपनी म्मेदारियों का निर्वहन करते समय विभिन्न नैतिक दुविधाओं का प्रभावी ढंग से समाधान कर सकें। उपयुक्त उदाहरणों के साथ चर्चा कीजिए। (10 अंक, 150 शब्द)

For efficient and quality public services deliver, a public servants needs to empathetic compassionate and objective.



Feeling bad for someone
 Putting yourself in their shoes
 Act based on your feelings

Objectivity is a desirable goal for public servant to ensure that decisions are taken in unbiased manner with facts.

eg) Rendering service to all BPL

Category

Objectivity sometimes is not enough however ~~empathy~~ empathy to ensure social justice and needs to be obtained with empathy and compassion &

→ Empathy and compassion makes the public servant more in lines with the motto of civil services - "service to all"

→ "silam pavambhushnam" where character is the highest virtue is often quoted as in lines with empathy and compassion.

→ Empathy and compassion makes the civil servant activism

↳ Beshant Nair in operation sulemani for free food

↳ Forest Men of India showed empathy towards the nature and forest

↳ DM of Kota also portrayed sense of compassion for students struck in COVID 19

→ Empathy and compassion ensures that delivery of service is made to right persons

Hence, compassion and empathy needs to be applied to ensure efficient administration.

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

अनुनय-विनय रूप से अनुनय-विनय का कार्य है। दूसरों को मनाने की क्षमता सिविल सेवकों को अपना कर्तव्य निभाने में कैसे मदद करती है? उन पाँच गुणों की पहचान कीजिए जो सिविल सेवकों को अनुनय-विनय का प्रभावी अभिकर्ता बनाते हैं। अपने विकल्पों का औचित्य सिद्ध करें। (10 अंक, 150 शब्द)

Persuasion is a form of social influence with an aim to influence individual towards a particular goal or direction.

Role of persuasion in performance of duty:

→ Helps in effectively transmission of schemes

→ Persuasion for swachh Bharat Abhiyan and inculcation of good habits and thus transforming into behaviour

→ No smoking in the office

→ Ability to persuade and influence to meet the desired goals.

→ Parmeshwararam eye cleaned toilets of his office to persuade

4) Persuasion at workplace of seniors and juniors to reduce conflict of interest.

5 qualities that make civil servants a persuasion agent:

- ① Credibility of the individual - greater credibility promotes greater trust.
- ② Objectivity in persuasion makes sure that the influence is in right direction.
- ③ Integrity of the civil servant also makes sure that the actions and speech is in right order.
- ④ Leadership skills will ease the process of persuasion.
- ⑤ Emotional intelligence of the individual also promotes and gives the notion of better understanding of problems.

Hence, persuasion can play a key role in the life of public and civil servants.

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

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

There is no war which is just war,
and no peace which is bad peace.

Peace in today's world goes beyond the
state of absence of war and has transformed
into the sphere of social justice to have no
social conflict and harmony is every
one's

Peace today, means the sphere of justice
which needs to be given in all
present form of social, economic and
political sense. This provision of justice
promotes internal peace and minimises

the conflict (or) religious conflict

Peace thus achieved to the triumph of justice
is said to be a
downtrodden, is said to be a

an efficient justice. "Just kee" is said to have achieved when everyone has justice of ~~it~~ which promotes equality of opportunity - \Rightarrow Positive Affirmation under Article 16.

Justice ensures that the path to peace becomes shorter and smoother and goes against the notion of violence, conflict, inequality and other forms of exclusion.

Hence, "Justice for all" will provide the peace and prosperity in the society.

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

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

"silence is not always right"

evil in any form involves two ^{set of} persons ^{one} an observer and the other ^{the one who} suffers from evil.

gandhiji used to say that evil is form of hellution and those who see the evil happening will also become polluted by the same evil.

↳ littering on the road

The persons and individual those who see evil happening is same culprit as those who do the ~~evil~~ evil due to the mere fact that they defied their human moral principles and not did anything.

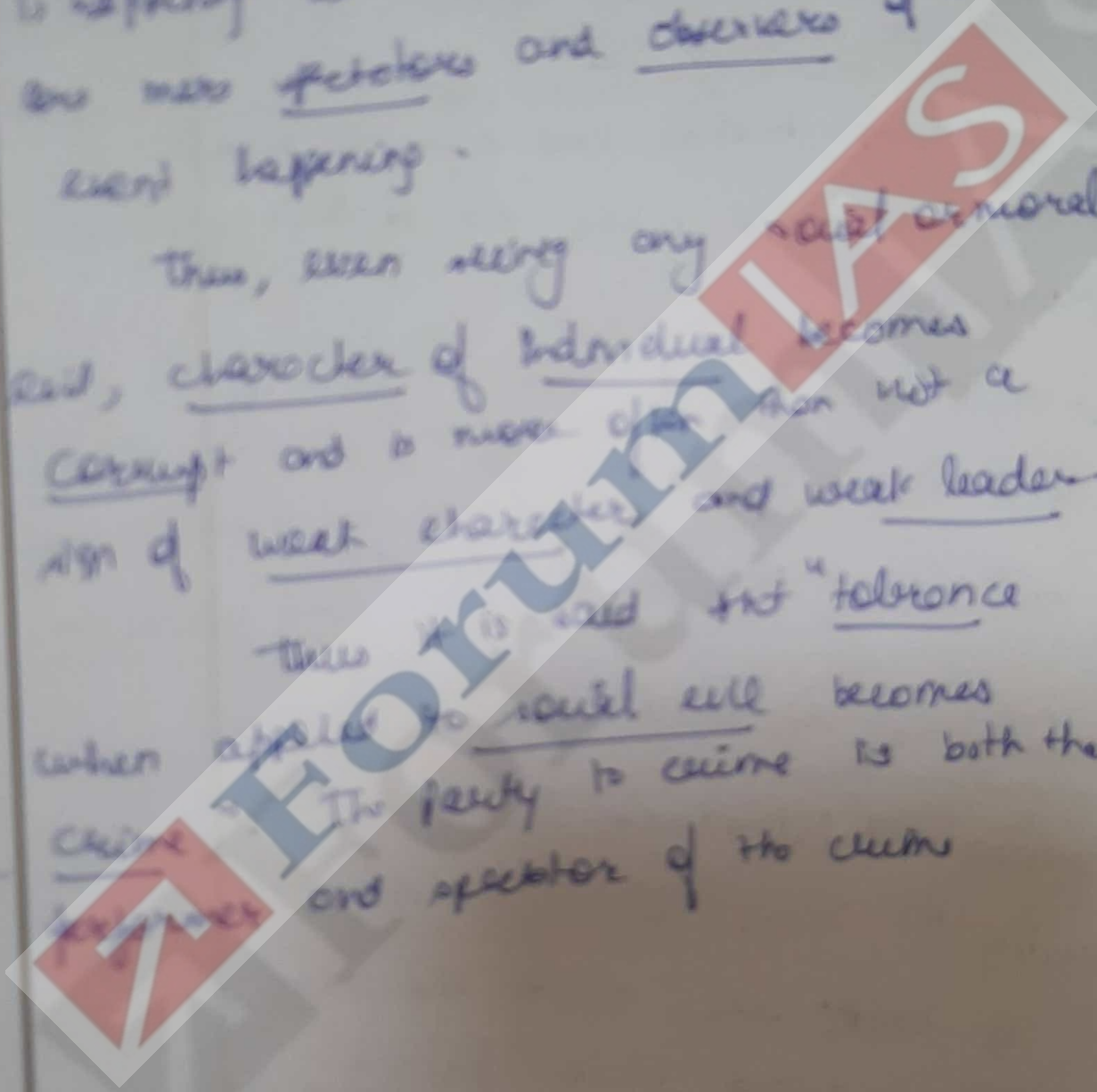
↳ Not complaining against domestic violence in neighbour's house

ForumIAS

This comes down to even in political spheres where administration of politics is happening at wider scale and the voters are more petulous and observers of the event happening.

Thus, even seeing any social amoral act, character of individual becomes corrupt and is more clear than not a sign of weak character and weak leader.

Thus it is said that tolerance when applied to social evil becomes crime. The party to crime is both the perpetrator and spectator of the crime.



Feed
(For OFFICE)
Structure
Presentations
Questions
Interpretations
Content
Value
Additions
Total

'Happiness is a mysterious thing, to be found somewhere between too little and too much.'
(10 marks, 150 words)

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

Happiness as the ~~moral~~ emotion on the golden scale comes somewhere in the middle of too much and too little happiness.

Too little happiness →

↳ when happiness becomes too little even to be observed, the individual becomes unhappy and may lead to depression and seclusion.

↳ too little happiness often lead to child or even adult delinquency and deviance

↳ it often leads to suppression or underconfidence in the mind of individual.

Too much happiness →

↳ when there is desire to obtain too much, and the expectation so high, individual now often is believed to

fall in trap of this to happiness

↳ Too much happiness often leads to

feeling of overconfidence

↳ this makes us blind to other forms of exclusion and poverty in the world and thus makes us negligent.

thus right way forward is to have a balanced approach to happiness with equal emphasis of both sides. One those who believe both sides of happiness will tend to have greater and sustaining happiness.

Hence, ~~it~~ is not any extreme of happiness causes problem and needs to be tackled with right behaviour and action.

Section - B

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

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

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

On the basis of this case, identify the various ethical dilemmas involved.

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

(20 marks, 250 words)

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

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

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

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

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

(20 अंक, 250 शब्द)

The above case study deals with the problem of being identified with some fault in the chip of phone of my company. It also portrays an ethical dilemma that would be faced by me as CEO of the company.

1) Retrial dilemma involved in the case is:

- 1) Profit of company vs Customer's trust
- 2) Secrecy vs Openness
- 3) Ban on the phone vs security issue for the customers
- 4) Long term benefits vs short term benefit
- 5) reputation of company
- 6) Ban of the Huawei in US vs in India
- 2) wastage of 50 thousand phone

2) Principles of corporate ethics →

① from shareholder capitalism to stakeholder capitalism

↳ company is a society's unit with some form of duty towards public

↳ stakeholders need to be protected and prevented from any kind of harm in any way possible.

② sustainability ?

↳ For ensuring sustainability of public trust in the company, it becomes imperative for me to take due care of that.

③ Trust of the people ?

↳ trust lies at the center of every corporation to succeed

④ Due care of law →

↳ to maintain integrity and fairness in abiding by the laws and regulations

of the company.

Options available to me :

① Cancelling the launch and be honest about the issue

Merit	Demerit
<ul style="list-style-type: none"> → May build public trust → Public security at the center 	<ul style="list-style-type: none"> → May lead to lower company's name from indigenous to not

② Postponing the launch for certain time

Merit	Demerit
<ul style="list-style-type: none"> → will lead to confirmation of the issue → will maintain trust of the public 	<ul style="list-style-type: none"> → leads to cancellation of some orders → Questions the efficiency of the company

③ Keeping the launch at some time

Merit	Demerit
<ul style="list-style-type: none"> → Profit for the company 	<ul style="list-style-type: none"> → loss of stakeholder approach → loss of trust → loss of brand value

Course of Action :

1) I will choose the 2nd option of waiting for some time to launch

2) This will provide me with ample amount of time to look at the matter in diligent way

3) This also provides me with time to check for the fraud of Huawei or not and seek expert opinion

Privacy protection of individual is inherent, need of any company to succeed. ~~not~~ as privacy is under Article 21 of Constitution ~~not~~ (K.S. Puttaswamy judgement)

Feedback

(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total

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

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

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

- 1) How will you motivate the task force to work with honesty in this adverse condition?
- 2) How would you justify putting your family at risk in line of your duty?
- 3) Identify the various dimensions of the crisis. Based on your understanding, suggest measures to deal with the crisis. (20 marks, 250 words)

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

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

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

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

1) इस विपरीत परिस्थिति में आप टास्क फोर्स को ईमानदारी से काम करने के लिए कैसे प्रेरित करेंगे?

2) आप अपने कर्तव्य के क्रम में अपने परिवार को जोखिम में डालने को कैसे उचित ठहराएंगे?

3) संकट के विभिन्न आयामों की पहचान करें। अपनी समझ के आधार पर संकट से निपटने के उपाय सुझाएं।

(20 अंक, 250 शब्द)

The above case deals with the problems faced by me as SP of Asansol and my team members to resolve the issue of illegal mining in the area.

Political issues :-

- 1) Political - nexus with crime
- 2) Pressure from donors
- 3) Fear of transfer
- 4) Life of the family members
- 5) Harassment of the public officials.

① ways to motivate my task force's their commitment to duty and their desire to help from start starting them.

② stating the reasons for need of the act and showing them the negatives of land mining in the region.

③ Reminding the task force the oath of service that they took while joining the police force.

④ 'Call of duty' as biggest form of duty irrespective of threats.

⑤ provide adequate support to defend themselves while in case of emergency.

⑥

⑦ Again the notion of call of duty and not shying away from performing duty to

- begins years
- 2) Professional commitment comes over and above the personal commitment of Individual.
 - 3) showing by leading by example and going beyond duty to remain responsive to the ~~to~~ seniors.
 - 4) Providing adequate safety measures for the families of the workforce.

(3)

various dimensions of crisis:

- ① Environmental damage due to mining
- ② Illegal mining in the area due to un after
- ③ mining even after and having organised integers with the other form of crimes in the area
- ④ safety and security of task force with their families
- ⑤ Means of politics and crime

Measures →

(1) 1st of all I will boost the morale of my task force regarding the situation.

(2) Keeping my seniors in line with the issues faced by me and my team members.

(3) organising a press conference of the press of mining and after which creating both offensive and defensive measures.

(4) Using violence or even force to stop and arrest those behind the mining with proper proof.

(5) use of technology to check and detect others

involved in the case.

(6) Monitoring the area.

Hence by using such measures, the problem can be solved in a total holistic way.

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

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

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

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

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

(20 marks, 250 words)

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

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

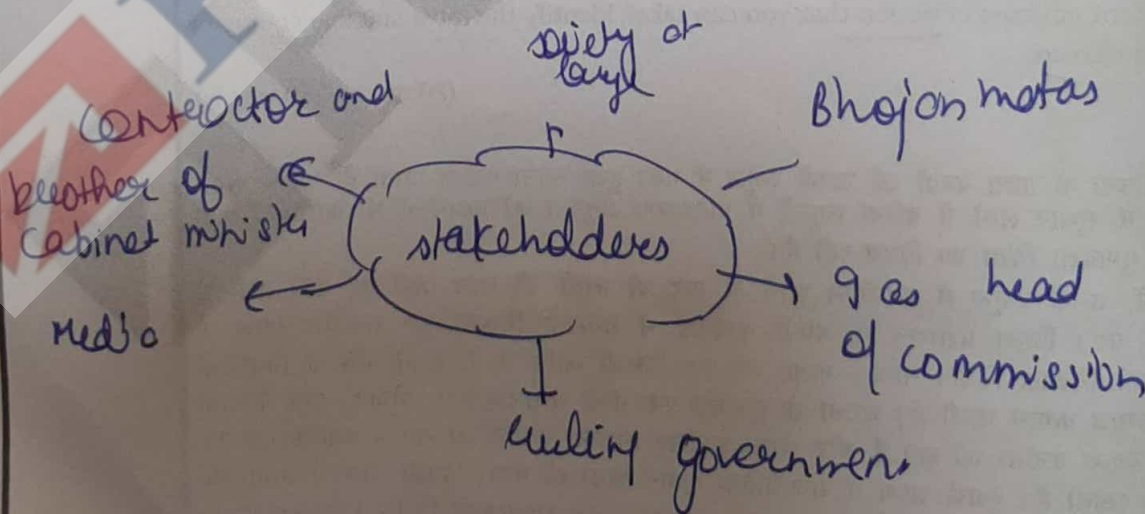
जनता का विश्वास फिर से जीतने के लिए सरकार ने निष्पक्ष तरीके से मामले की जांच के लिए एक आयोग का गठन किया है। आप संयुक्त सचिव स्तर के अधिकारी हैं और आयोग के सदस्य के रूप में नियुक्त किए गए हैं। जांच के दौरान, आपने पाया कि भोजन-माता वास्तव में गलत नहीं थी। यह ठेकेदार ही था जो स्कूल को घटिया किस्म का कच्चा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

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

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

(20 अंक, 250 शब्द)

Ans - The above case deals with an issue that is as head of commission to investigate a case file and the challenges to ensure justice to be served and in a right way -



ethical dilemmas in the case obtained are :

- 1) service to the public vs rule of law
- 2) listening to superior vs justice to Bhojan mata
- 3) duty vs career
- 4) trust of public vs trust of politician
- 5) corruption for promotion (silence) vs raise my voice.

[2]

courses of action :

1) listening to my senior and accepting the job promotion

merits → will provide for better opportunities
 → lead to selfish interest of human

Demerits → ^{being} overcast among the people
 → Keeping silent is not always right
 → May lead to crisis of conscience.

② Taking the investigation forward in due diligence and objectively

Merits → will lead to justice bhojan notes
 ↳ interest in public service
 ↳ respect for human dignity
 ↳ truth as categorical imperative

Demerits → will lead to my demotion or
 transfer
 ↳ issue with seniors and the political.

③ Directly coming out to media and addressing the and confronting the contractor:

Merits → Justice to the bhojan notes
 ↳ leads to transparency

Demerits → Political instability
 ↳ chances of turmoil and chaos in society
 ↳ may erupt more violence and agitation.

my course of action would be option ② where I will head the investigation team and carry out the investigation.

Justification

→ ① will lead to greater justice to the Bhojan mela

↳ will lead and causes interest of the public in the public services

↳ ensure that tyranny of these

in power does not happen

↳ causes culture of uncorrupted

virtue and no nexus

↳ keeping seniors in loop and asking

for written order for performance of duty

Hence through this action, justice can be achieved in a fair manner and honors as end approach is applied.

Feedback

(For OFFICE use only)

Structure/
Presentation

Question
Interpretation

Content

Value
Addition

Total

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

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

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

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

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

(20 marks, 250 words)

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

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

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

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

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

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

(20 अंक, 250 शब्द)

Ans

①

Ethical issues involved in the case :

1) selfless service of corona warriors not recognised.

2) Unwritten promises and mere verbal promises

3) Law and order situation

4) Shortage of trained staff

5) Disrespect among doctors regarding treatment of doctors and nurses.

6) Utilitarianism philosophy for ^{maximum} ~~not~~ happiness of maximum number of people is offered.

[E]

Justification of Rashmi's demand :

↳ shortage of trained staff in the health sector is a major concern.

↳ verbal promise is also a type of promise that needs to be kept.

↳ she is a trained nurse with 20 years of experience.

↳ served selflessly during COVID times due to this demanding something in return.

problems with demand :

↳ lack of financial resources due to economic slowdown and hence no resources.

↳ lack of infrastructure for inclusion of more doctors.

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↳ May open a pondero box of demands of all contractual worker

(2)

government action is justified due to following reasons :

↳ No need for such work due to reduced number of cases

↳ The contract was signed for 3 months and hence any subsequent re-signing is for the government.

↳ There will be disguised unemployment that will happen if continued in the service

government action not justified because :

↳ ~~Contract~~ workers served selflessly during the time

↳ 15 days notice period is still a short period for retrenchment.

↳ May lead to creation of animosity regarding healthcare personal ^{by} against the

government.

- (4)
- My action regarding the whole situation:
- 1) Ensuring that proper talk is held with the nurses and doctors to stop agitation
 - 2) Awarding skill based certificate with further incentive including cash, education, health
 - 3) Ensuring a proper partnership with private sector hospitals for making sure that those who served are well qualified for private sectoral jobs.
 - 4) Using diplomacy and whistleblower approach to thank them for their selfless service and their contribution.

A robust health care system is need of the hour and for that efficient management is needed.

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

Abha enquired further about the issue. The sarpanch explained that since the Sarpanch position was reserved for SC community, he won the election. But despite being the official head of the panchayat, he did not have any power. He was neither allowed to enter the panchayat office nor was given access to official documents. A separate water pot was kept for him outside the office and he was not allowed to use the common water pot. He worked as a rubber stamp who merely signed the given document. He went on to tell Abha that last year he was not even allowed to hoist the national flag during the Independence Day celebration. Abha was shocked about hearing the kind of discrimination that the Sarpanch faced. On the basis of this case study answer the following questions:

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

(20 marks, 250 words)

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

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

1) आजादी के 75 साल बाद भी जाति आधारित भेदभाव अभी भी क्यों कायम है?

2) इस मामले में शामिल विभिन्न नैतिक मुद्दों का परीक्षण करें।

3) समतामूलक समाज के निर्माण के लिए विभिन्न हितधारकों और उनकी जिम्मेदारियों की पहचान करें।

(20 अंक, 250 शब्द)

Ans

①

Reasons for caste based discrimination

in India :-

- 1) Racial factors and the influence of Dravide vs Non Dravide group
- 2) Historical context with emergence of consciousness among the group
- 3) Discrimination in terms of food, and even job exclusion in all the domains
- 4) lack of economic opportunities and relative deprivation paid by them.
- 5) No or lack of political mobilisation and leaders of the lower caste group
- 6) Manifestation of untouchability have changed
- 7) lack of proper enforcement of Article 12 and 14 and protection of civil rights Act 1959.

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(2)

What ethical issues involved in the case?

- 1) Discrimination and deprivation among the poor and leading to feeling of to low end exclusion.
- 2) Sarpanch not able to exercise his authority.
- 3) Cultural values are still dormant even if the law has changed.
- 4) Lack of proper access to funds and support to the sarpanch for proper functioning leading to delay in projects.
- 5) Leading to economic backwardness of the village in district.
- 6) Non availability of dignified life to the individuals being discriminated.

Value

(3)

Stakeholder &

(1) Ms Abba - ex DM of the district

↳ issue complaint against EC, ST
prevention of atrocities Act

↳ file a complaint against for
breach of fundamental right under

Article 17

↳ more flag hoisting and make sarpanch
sit on the chair as symbol of equality.

(2) Dalit sarpanch?

↳ shows leadership skill in performing
his duty on behalf of all

(1) Dalits

↳ to have organisational power and
thus can raise voice against the such
cases of discrimination.

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(4) general people -

↳ ~~know~~ have empathy and obey the guidance provided under constitution and laws.

(5) society :-

↳ to have some attitudinal change and not taking everything by cultural mo^ons and develop rational thinking

Hence, by deploying such measures, equality among the villages and society may be increased for harmony.

Feedback

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

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

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

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

(20 marks, 250 words)

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

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

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

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

1) संकट से निपटने के लिए जयंत के पास उपलब्ध विभिन्न विकल्पों की पहचान करने में मदद करें? इनमें से प्रत्येक विकल्प के गुण-दोषों की विवेचना कीजिए।

2) एक पारस्परिक मित्र के रूप में, आप इस मामले में जयंत और सरिता को क्या सलाह देंगे ताकि वे एक खुशहाल दंपति के रूप में वापस आ सकें?

3) जयंत जीवन में ऐसी संकट स्थितियों को संभालने के लिए आवश्यक गुणों को कैसे विकसित कर सकता है? (20 अंक, 250 शब्द)

Ans -> the above situation deals with problems faced by married couple who wants to pursue careers in their respective fields and also achieve a healthy and happy family.

Options available

1) Persuade sarita to leave job and stay with Jayant

They can stay family together and live together

They will also be in harmony with what Jayant's parent want for their kids.

2) Persuade Jayant to leave his job and move with sarita

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Needs → They can start family in Bangalore and live happily ever after
 ↳ may start as fresh and develop understanding

Demerits of Bond @ → lead to happiness of 1 and sadness of other
 ↳ the person who will compromise will feel guilt and remorse and will blame the other individual

↳ Suggest them to pursue their own careers in different sectors and look for other options including work from home or in different place where both can be posted -

Need - will lead to balance and both can mutually agree
 ↳ will lead to less stress and tension in family.

It will lead to efficient working of Jayant while performing his duty.

Demerit → will delay their chance of having family together
It will be against the wishes of Jayant's family.

[2]

I will advise them following:

- ① Always sit and talk and resolve disputes amongst the family
- ② Understanding has to be built from both sides
- ③ Both sides have to compromise something to meet at common ground
- ④ Understand that professional tip cannot be merged if personal life is affected.
- ⑤ I would also advise them to pursue their own careers and also to

stead looking at other option of jobs as well

Talent can build character in following manner &

- (1) separating personal and professional life
- (2) Making sure for both does not intervene in each others sphere as both are needed for satisfied life
- (3) Emotional intelligence has to be inculcated to ensure that decision is taken efficiently
- (4) keeps emotion away from professional life and thus taking decisions in more rational way

Hence such measures ensure both personal and professional competency in life of Talent and servita

Feedback

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Structure/
PresentationQuestion
Interpretation

Content

Value
Addition

Total