

TEST CODE 6 1 4 2 0 2

FIAS - MGP 2023 - Cohort 13 - Sectional Test #8

Time Allowed : Three Hours
समय : तीन घंटेMaximum Marks : 250
अधिकतम अंक : 250

ForumIAS

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	ANAKHA K. VOYA		
Roll No./अनुक्रमांक	Medium/माध्यम	English <input checked="" type="checkbox"/>	Hindi <input type="checkbox"/>
Center Code/परीक्षा केंद्र	Date/दिनांक	14.8.2023	

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		
2		
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20		
Total/कुल अंक	250	

- Please do furnish Name, Email, Roll No and Mobile in the answer sheet.
कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।
- There are TWELVE questions printed in ENGLISH & HINDI, all questions are compulsory.
उत्तर पुस्तिका में अंग्रेजी/हिंदी में 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

Examiner's Discretion/मूल्यांकन कर्ता का विवेक :	Start Time/प्रारंभ करने का समय : 2:00pm	End Time/समाप्त करने का समय : 5:00pm
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Total Marks/कुल अंक :	Mode Of Examination/ परीक्षा की विधि :	Online/ऑनलाइन <input checked="" type="checkbox"/> Offline/ऑफलाइन <input type="checkbox"/>
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For Office Use Only / केवल कार्यालय प्रयोग हेतु

*Examiners Discretion is the marks awarded at the discretion of the examiners 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 आती के आधार पर (लेकिन इन्हीं तक सीमित नहीं) पर दिए गए अंक हैं।	ECN CODE/ ईसीएन कोड :	EG/ईजी : ① ② ③ ④ ⑤	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.

EXAMINER'S REMARKS

CRITERIA FOR THE FEEDBACK SECTION AT THE END OF EACH QUESTION

1. **AWIS = Answered What is Asked.** This means whether you have addressed the core demand of the question or not. Addressing the core demand of the question gets you an objectively fair score. It is examiner's perception if you have understood the question and if you know the answer in the first place. Creative answer writing, sometimes missing the core demand, may fetch very high or very low scores, and exposes your answer to the subjectivity of the examiner.
2. **CD & VA = Content Density & Value Addition.** Examiner will evaluate the quality and quantity of your content in the answer. In the same word limit and space limit have you (a) written what is asked (b) gone beyond what is asked (c) enriched answers through combination of (but not all!) suggestions, ideas, quotes, flowcharts, diagrams, facts and figures, data etc. This affects objective components of assessment.
3. **S & F = Structure & Flow =** Whether you have structured your answer properly or not. Whether the answer has been broken into parts and sub-parts and each part has been addressed appropriately or not. Whether the flow of the answer is maintained. Affects both subjective and objective components of assessment.
4. **P & R =** How your answer performs on the criteria of **presentation, ease of read, clarity and apparent effort** in writing the answer. This affects the subjective components of assessment.

Section - A

Q.1) a) Where the roots of private virtue are diseased, the fruit of public probity cannot but be corrupt. What do you understand by probity? Discuss ways of inculcating probity in public life. (10 marks, 150 words)

जहाँ निजी हित की जड़ें रोगग्रस्त हैं, वहाँ लोक निष्ठा (ईमानदारी) का फल विकृत नहीं हो सकता। लोक निष्ठा (ईमानदारी) से आप क्या समझते हैं? सार्वजनिक जीवन में लोक निष्ठा (ईमानदारी) उत्पन्न करने के तरीकों पर चर्चा कीजिए। (10 अंक, 150 शब्द)

Public probity refers to settled integrity in public action. It is closely connected to private virtues.

~~Ans~~ PROBITY

- leads to higher form of integrity follow one's values → principles despite hardships.

Ex Public servant refuses to accept bribe despite political pressure.

- Gives one strength of character to act based on values.

② Grandhiji movement called on Non Cooperation despite opposition and violated his principle of ahimsa.

It can be inculcated in public life by -

1) laws such as Lokpal Act, CVC Act (check corruption)

2) Adoption of citizen charters at Govt. offices. Increase accountability.

3) Following of role models for inspiration.

4) M. Vishweshwaraiah never used official car for private use as clerk of Mysore.

5) Value based training of public servants. Bhaskar Dattan to inculcate value of public service.

6) Adopt INTEGRITY PACT at offices

There must be accompanied by participative governance so that public can act as a check on Govt.

Feedback

(For OFFICE use only)

#	G	A	P
AWIS			
CD & VA			
S & F			
P & R			
Please put tick marks in the above table.			
Here G is Good, A is Average and P is Poor.			
TOTAL MARKS			

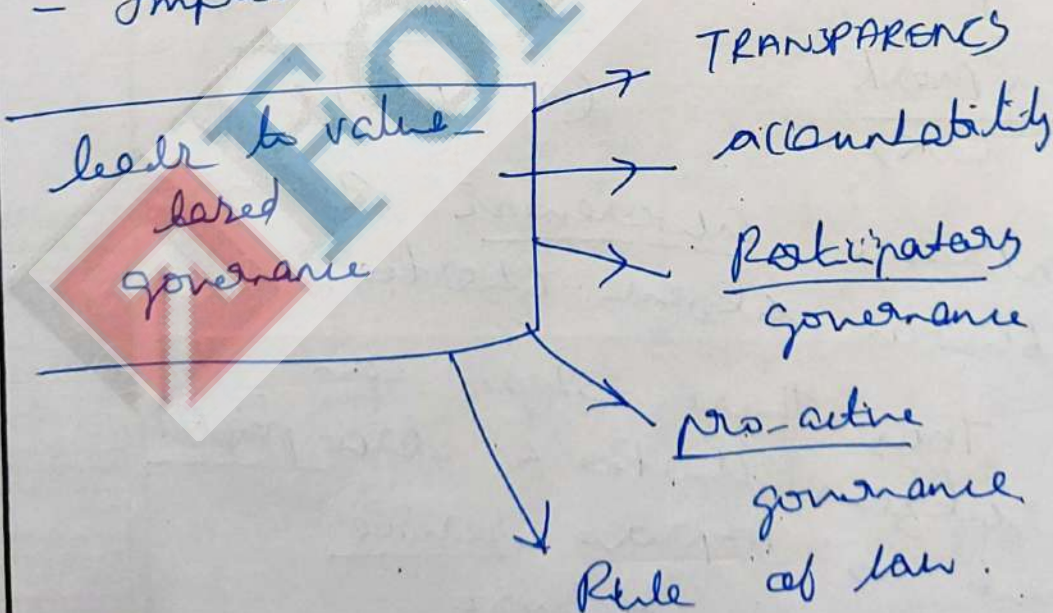
b) Evaluate the role of citizen's charter in making governance citizen centric. Also, recommend some measures to make citizen's charters more effective. (10 marks, 150 words)

शासन को नागरिक केन्द्रित बनाने में नागरिक चार्टर की भूमिका का मूल्यांकन कीजिए। इसके अलावा, नागरिक चार्टर को अधिक प्रभावी बनाने के लिए कुछ उपायों की सिफारिश कीजिए। (10 अंक, 150 शब्द)

Citizen Charters are voluntary documents adopted by Govt. Dept. → officers providing the vision of the office, obligation of officers → rights of public.

Role of Citizen Charters

- provides need based services to public. (RESPONSIVE GOVERNANCE)
- Bridge gap b/w Govt. → people
- Improves public trust on Govt.



- Ensure grievance redressal of public

Steps to make more effective

- 1) Continual review → updates of charter
- 2) Keep documents simple, available in local languages
- 3) Involve public in drafting of charters (FEEDBACK MECHANISM)
- 4) Adopt best practices

Charter Mark (UK)

SEVOTTAM Model (2nd ARC)

5) Increase awareness among public on citizen charter.
 Thus, these steps can make citizen document → improve service delivery among true people

Feedback
(For OFFICE use only)

	*	⊙	⊕
AWIS			
CD & VA			
S & F			
P & R			

Please put tick marks in the above table.
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TOTAL MARKS	
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Q.2) a) Differentiate between the following:

(10 marks, 150 words)

- (i) code of conduct and code of ethics
- (ii) Accountability and responsibility

निम्नलिखित के बीच अंतर स्पष्ट कीजिए :

(10 अंक, 150 शब्द)

- (i) आचार संहिता और नैतिक संहिता
- (ii) उत्तरदायित्व और जवाबदेही

1) Code of Conduct
 • more specific in nature

Meaning Refers to set of behavioural standards expected from person.

eg) Code of Conduct for IAS officers
 • mostly enforceable by law
 • violation leads to sanctions disciplinary action
 • more detailed in scope

eg) Prohibits acceptance of gifts

Code of Ethics

• General in nature

Refers to set of norms, of great principles to be followed

eg) Doctor's Hippocratic oath

• mostly unenforceable by law

• less power of sanctions
 • violation leads to social disapproval

• more value based, vaguely worded
 eg) value of public service fermeters.

ii)

RESPONSIBILITY

Refers to the liability of a person for actions

eg) Master liable for actions of employee

- Involves illegal actions

- based on values: obedience to law, fairness

ACCOUNTABILITY

Is Increased Responsibility

ie, RESPONSIBILITY +

CHECKS & BALANCE

= ACCOUNTABILITY

- Involves ethical actions

- values: transparency, openness, justice

eg) RTI Act further accountability by disclosure

Feedback

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#	G	A
AWIS		
CD & VA		
S & F		
P & R		

Please put tick marks in the above table.

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TOTAL MARKS

b) While successful managers make profit for their organizations, it is leaders who build successful organizations. In light of this statement, differentiate between a manager and a leader. Examine why leadership is considered a foundational value for a civil servant. (10 marks, 150 words)

सफल प्रबंधक अपने संगठनों के लाभ के लिए कार्य करते हैं, जबकि एक नेता सफल संगठनों का निर्माण करते हैं। इस कथन के आलोक में एक प्रबंधक और एक नेता के बीच अंतर स्पष्ट कीजिए। परीक्षण कीजिए कि नेतृत्व को एक सिविल सेवक के लिए एक मूलभूत मूल्य माना जाता है। (10 अंक, 150 शब्द)

A manager is skilled to conduct of organization. Leaders can transform it → inspire others

Role of Narayana Murthy is creation of Infosys, set an example of Good Corporate Governance.

Role of:

MANAGER

• Reactive role to management

values → skill
→ professional
→ punctuality, discipline
→ efficient

led to good results

LEADER

• pro-active role in duty execution.

values → empathy
→ ethics
→ compassion
→ dedication
→ integrity

set a role model

- Focus is on results than methods

• follows CONSEQUENTIALIST School of ethics.

• hard term results.

- Deer mean as important as results.

• follows DEONTOLGY i.e. ethics as duty.

- Remembered for ever - long lasting impact.

↳ limited reward must be a good leader believe -

① She must act with full dedication to duty without expectation of benefit (NIH KAMA KARMA)

② Only leaders can lead to social change (Gita)

③ Parameswaran Iyer IAS cleaned two pit toilets to promote SBM.

④ Emotional Intelligence is key to good team work.

⑤ Gouramane must always be value based.

↳ limited reward must balance qualities of both leader & manager.

Feedback

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TOTAL MARKS			

Q.3) a) Right to Information Act, 2005, aims to make the governance process transparent and accountable, however, the sunshine legislation is beset with several challenges. Analyse.

(10 marks, 150 words)

सूचना का अधिकार अधिनियम, 2005 का उद्देश्य शासन प्रक्रिया को पारदर्शी और जवाबदेह बनाना है, हालांकि, यह व्यापक (Sunshine) कानून कई चुनौतियों से घिरा हुआ है। विश्लेषण कीजिए।

(10 अंक, 150 शब्द)

RTI Act 2005 aims to create a practical regime to ensure right to access information

AIMS TO MAKE GOVERNANCE
TRANSPARENT → ACCOUNTABLE

1. S.4 imposes duties on State bodies to make proactive disclosure.
2. Creation of office of public information officers to provide information for public access to simple procedure under law.
3. low cost of access → simple procedure under law.
4. Creation of Information Commissions at State → Central level ensure grievance redressal.

5. Successor of law: Unearthed
~~scams~~ scams (MP solar scam),
 Improved team transparency
 (disclosure of sealing by UPSC)

Challenges

- delayed appointments to posts,
 increasing vacancies
- Arbitrary rejection of RTIs on
vague grounds (misuse of S. 8
 exceptions)
- Threat to life/safety of RTI
activists.
- Insufficient funds, infrastructure
for information commissions.

To realise true potential of
 the law, SC directions in
Anjali Bhardwaj case must be followed.
 Steps such as Jan Soochana portal
 in Rajasthan are a move in the
 right direction.

Feedback

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TOTAL MARKS			

b) Uniform Civil Code (UCC) aims to create a common set of laws governing personal matters, such as marriage, divorce, inheritance, and adoption, irrespective of individuals' religious affiliations. In the context of the ongoing discourse on UCC in India, examine the challenges that arise when attempting to reconcile legal principles with diverse moral considerations. To what extent should the law be influenced by moral/religious principles? (10 marks, 150 words)

समान नागरिक संहिता (यूसीसी) का उद्देश्य व्यक्तियों की धार्मिक संबद्धताओं के बावजूद, विवाह, तलाक, विरासत और गोद लेने जैसे व्यक्तिगत मामलों को नियंत्रित करने वाले कानूनों का एक सामान्य सेट बनाना है। भारत में यूसीसी पर चल रही चर्चा के संदर्भ में, विभिन्न नैतिक विचारों के साथ कानूनी सिद्धांतों के बीच सामंजस्य स्थापित करने का प्रयास करते समय उत्पन्न होने वाली चुनौतियों का परीक्षण कीजिए। कानून किस हद तक नैतिक/धार्मिक सिद्धांतों से प्रभावित होना चाहिए? (10 अंक, 150 शब्द)

Adoption of Uniform Civil Code is a Directive Principle of State Policy.

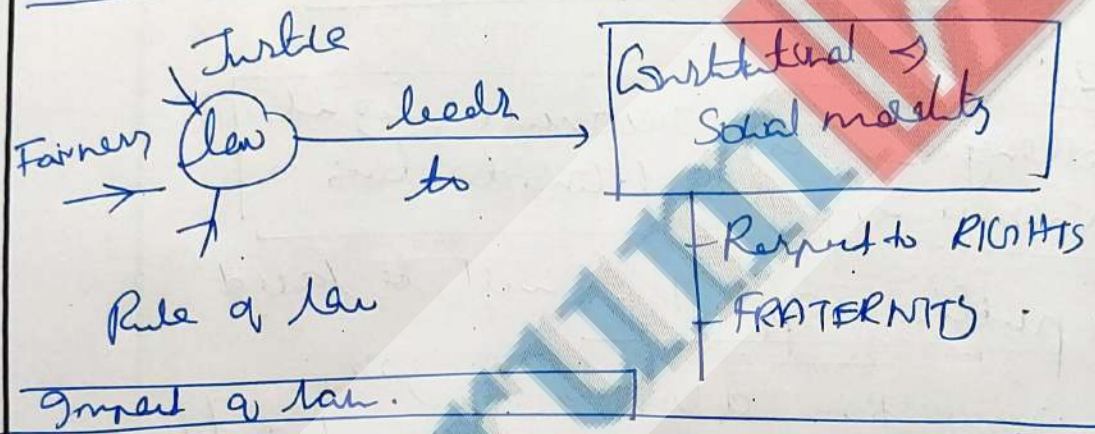
Challenge to reconcile legal principles with moral considerations

- public opposition will be faced
- opposition of UCC by Nager.
- fear of loss of cultural identity among minorities
- Despite legal changes, social changer may take time.
- Opposition of Constitutional value of justice & equality with interests of communities.

Law → Moral Principles

Law must act as a guide to moral / religious principles.

Abolition of Untouchability via 17 of Constitution



But blind adoption of laws or U.C. can cause public discontent. A consultative & gradual approach is the best way.

Feedback

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TOTAL MARKS

Q.4) a) "Why should a man be moral? Because it strengthens his will." - Swami Vivekanand. In this perspective, discuss the significance of morality for bringing efficiency and effectiveness in public administration. Do you think moral rigidity can be a hindrance in good governance?

(10 marks, 150 words)

"मनुष्य को नैतिक क्यों होना चाहिए? क्योंकि यह उसकी इच्छाशक्ति को मजबूत करता है।" - स्वामी विवेकानन्द। इस परिप्रेक्ष्य में, लोक प्रशासन में दक्षता और प्रभावशीलता लाने के लिए नैतिकता के महत्व पर चर्चा कीजिए। क्या आपको लगता है कि नैतिक कठोरता सुशासन में बाधा बन सकती है?

(10 अंक, 150 शब्द)

Morality refers to the set of values → principles that guide our action.

SIGNIFICANCE OF MORALITY

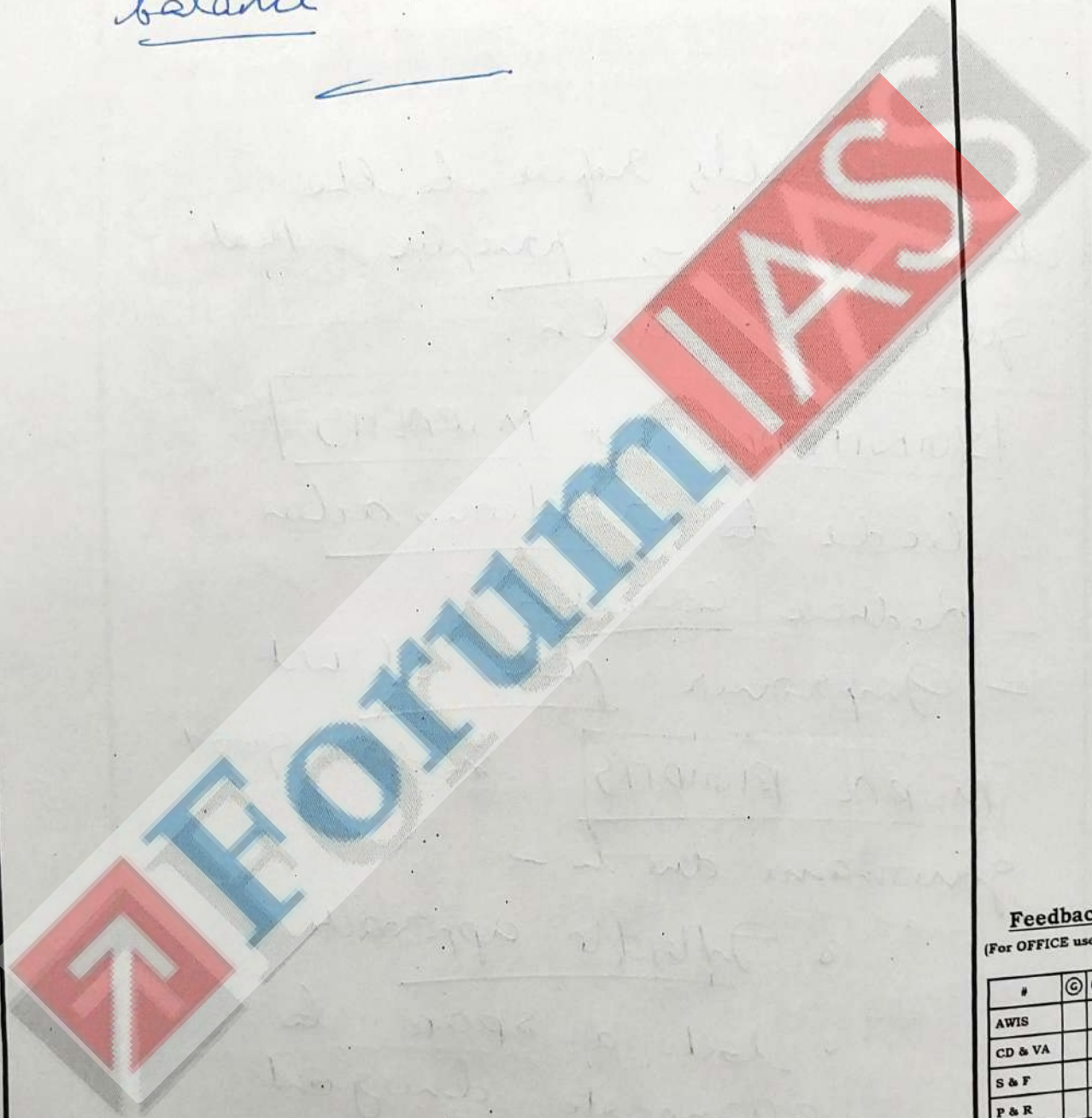
- leads to righteous action
- Reduces corruption
- Improves public trust

MORAL RIGIDITY hinders good governance due to -

- Inflexible approach
- lack of space to accommodate divergent interests.

Thus, less morality to be a

tool or administrator, a balance has to be struck.



Feedback

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TOTAL MARKS

b) Various practices and policies are implemented to uphold transparency, fairness, and accountability within administrative systems, encompassing both advantageous and disadvantageous aspects for the stakeholders involved and the overall administrative framework. Explore the ethical considerations that arise from the design and implementation of these administrative practices aiming to foster effective governance. (10 marks, 150 words)

प्रशासनिक प्रणालियों के भीतर पारदर्शिता, निष्पक्षता और उत्तरदायित्व को बनाए रखने के लिए विभिन्न प्रथाओं और नीतियों को लागू किया जाता है, जिसमें शामिल हितधारकों और समग्र प्रशासनिक ढांचे के लिए लाभप्रद और नुकसानदेह दोनों पहलुओं को शामिल किया जाता है। प्रभावी शासन को बढ़ावा देने के उद्देश्य से इन प्रशासनिक प्रथाओं के निर्माण और कार्यान्वयन से उत्पन्न होने वाले नैतिक विचारों का अन्वेषण कीजिए। (10 अंक, 150 शब्द)

Design → Implementation of administrative actions must be based on value → ethics.

ETHICAL CONSIDERATIONS

- Risk of exclusion of groups
- Procedural hurdles in policy implementation
- lack of results from reform.
- difficulties to change attitude of officers.

These effects must be based on participative governance for best results

Q.5) a) Civil servants who embody emotional intelligence exhibit a profound understanding of the human aspect of governance, enabling them to cultivate meaningful relationships, foster cooperation, and drive positive change. Examine ways in which Emotional Intelligence can be inculcated in civil servants. (10 marks, 150 words)

सिविल सेवक जो भावनात्मक बुद्धिमत्ता का प्रतीक हैं, शासन के मानवीय पहलू की गहन समझ प्रदर्शित करते हैं, जिससे वे सार्थक रिश्ते विकसित करने, सहयोग को बढ़ावा देने और सकारात्मक बदलाव लाने में सक्षम होते हैं। उन तरीकों की परीक्षण कीजिए जिनसे सिविल सेवकों में भावनात्मक बुद्धिमत्ता विकसित की जा सकती है। (10 अंक, 150 शब्द)

Daniel Goleman defined EI as the science of understanding & managing the emotions of oneself & others.

For civil servants it leads to -

- + self awareness, Confidence
- + self regulation → self control
- + empathy
- + motivation to persevere despite setbacks
- + Reduce anger outbursts

Ways to inculcate -

- ① value based training through Mission Karmayogi

- 2) Role model based training
- 3) Value of Mother Teresa
- 3) Reading books by leaders
- 3) Mandela's Long walk to Freedom

4) Mandatories period with NPOs
to understand ground level realities.

EI must become part of
officers' career that alone can
make them effective leaders.

Feedback

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#	C	A	P
AWIS			
CD & VA			
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TOTAL MARKS			

b) The challenges posed by the corporate sector's impact on climate, environmental sustainability, and living conditions has highlighted the need for responsible and inclusive business practices. In this direction, the contemporary discourse on corporate governance is emphasizing the interconnectedness of environmental, social, and governance (ESG) factors. Evaluate the ESG framework in equipping the corporate world with the capabilities to fulfill its social roles and responsibilities. (10 marks, 150 words)

जलवायु, पर्यावरणीय स्थिरता और रहने की स्थिति पर कॉर्पोरेट क्षेत्र के प्रभाव से उत्पन्न चुनौतियों ने जिम्मेदार और समावेशी व्यावसायिक प्रथाओं की आवश्यकता पर प्रकाश डाला है। इस दिशा में, कॉर्पोरेट प्रशासन पर समकालीन चर्चा पर्यावरण, सामाजिक और शासन (ईएसजी) कारकों के अंतर्संबंध पर जोर दे रही है। कॉर्पोरेट जगत को अपनी सामाजिक भूमिकाओं और जिम्मेदारियों को पूरा करने की क्षमताओं से लैस करने में ईएसजी ढांचे का मूल्यांकन कीजिए। (10 अंक, 150 शब्द)

ESG framework shows the importance of balancing profit goal of corporate revenue with its larger duty to society

ESG FRAMEWORK - Evaluation

Created by SEBI are a development of Corporate Social Responsibility (CSR)

PROS

- Increase ethics / values in corporate world
- led to better corporate governance

CONS

- Issue of Implementation
- vague nature of duties

◦ Improve brand image of companies due to social commitment.

◦ social growth due to focus on health, education, sanitation

◦ Increase compliance burden → affect ease of business

◦ may be abused by private needs.

ESOs are definitely a step in the right direction to further goals of welfare state.

Feedback

(For OFFICE use only)

#	G	A	P
AWIS			
CD & VA			
S & F			
P & R			
Please put tick marks in the above table. Here G is Good, A is Average and P is Poor.			
TOTAL MARKS			

Q.6) What does each of the following quotation mean to you?

निम्नलिखित में से प्रत्येक उद्धरण का आपके लिए क्या अर्थ है?

a) "Honesty is the first chapter in the book of wisdom"-Thomas Jefferson (10 marks, 150 words)

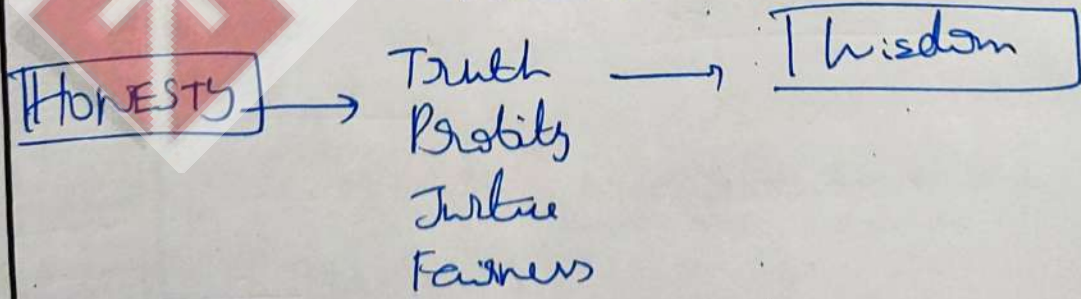
'ईमानदारी ज्ञान की पुस्तक में पहला अध्याय है' - थॉमस जेफरसन (10 अंक, 150 शब्द)

An old English proverb says, "Honesty is the best policy". It is the quality of being true to oneself → others.

It is basic to wisdom.

• An honest person is true to his conscience. He knows the importance of being ethical in all actions.

• Wisdom is possible only if we are based on value value



Without honesty, wisdom cannot exist -

- lack of honesty destroys relationships based on emotional well being of persons.

- Dishonesty breeds greed, Corruption → career problems of honest for money, corporate corruption.

↳ public standards of life are lowered.

Then wisdom disappears.

Feedback

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Please put tick marks in the above table.			
Here G is Good, A is Average and P is Poor.			
TOTAL MARKS			

b) "When I do good, I feel good; when I do bad, I feel bad, and that is my religion" – Abraham Lincoln.
(10 marks, 150 words)

"जब मैं अच्छा करता हूँ, तो मुझे अच्छा लगता है; जब मैं बुरा करता हूँ, तो मुझे बुरा लगता है। यही मेरा धर्म है" – अब्राहम लिंकन
(10 अंक, 150 शब्द)

These words by Abraham Lincoln show the impact of our actions on how we feel.

When we do good:

- It further our value system.
- Donating for charity value a compassion → leads to happiness.
- Improve personal satisfaction.
- By reaching absolute honesty with ourselves → others.

When we do bad:

- A crisis of conscience occurs in the mind.
- leads to negative emotions of guilt, sadness.

eg) Stress due to illegal actions such as violation of traffic rules.

Bad actions lower our self-esteem \rightarrow Confidence.

Thus, we must bourn a performing ethically upright action. Our religion must be based on the morality of actions. Line of leaders as Mandela, Grandhiji show the powerful impact of doing good.

Feedback

(For OFFICE use only)

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Please put tick marks in the above table.

Here G is Good, A is Average and P is Poor.

TOTAL MARKS

c) "Real change, enduring change, happens one step at a time." – Ruth Bader Ginsburg.
(10 marks, 150 words)

"वास्तविक परिवर्तन, स्थायी परिवर्तन, एक समय में, एक कदम होता है।" – रूथ बेडर गिन्सबर्ग
(10 अंक, 150 शब्द)

Mark Twain said, "Change is the only constant". Change is a step by step process, often subtle, sometimes radical.

Real Change

Meaningful change needs both personal → sawal transformative

o It takes time
 (e.g.) Abolition of sati by effort of Raja Ram Mohan Roy
 took decades.

o First step is often an attitude change or value change
 (e.g.) to adopt a greener lifestyle,
 first step is to adopt sustainability.

Step by Step Change

- o Once the attitude changes visible change happens. Step by step.
 - o Shift to both begs, use of electronic vehicles.
 - o At each step catalysts & changes do exist.
 - o media peer group.

This quote shows the role of small actors in the grad changes about changes.

Feedback

(For OFFICE use only)

	(C)	(A)	(P)
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P & R			

Please put tick marks in the above table.

Here G is Good, A is Average and P is Poor.

TOTAL MARKS	
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Section - B

Q.7) Prachinmath is a pilgrim town nestled in the laps of Himalayas. The town is part of one of the border states of the country. It serves as the base for a highly revered and well-known pilgrimage undertaken by millions of people every year. The people of Prachinmath, who are largely from a close-knit community of Pahadi tribe, have lived in the area for several generations. The Pahadi people, since many generations, have developed a lifestyle which is integral to the ecosystem of Prachinmath. The traditional knowledge of the tribe passed from one generation to other have helped the people in living with the environment in a sustainable manner. The people of Prachinmath worshipped the local deity, and believed it to be their destiny to live in the region in a peaceful and harmonious way.

However, the increasing pace of unplanned development, uncontrolled religious tourism, creation of strategic infrastructure etc., in the contemporary times have fundamentally altered the minimalist nature of relationship that the people of Prachinmath had with the local/fragile environment. Prachinmath Bachao Committee (PBC), a civil society organization of Pahadi tribals, has consistently opposed the unbridled and brazen exploitation of the resources of Prachinmath. They have through petitions, jan sabhas, nukkad nataks etc., highlighted the grave consequences of the unsustainable development model that the state and the Union governments were adopting for Prachinmath. However, their petitions had fallen on deaf ears. Moreover, the government justified the infrastructure creation in Prachinmath in order to cater to its strategic and religious significance.

The problems came to a head when the government decided to construct a tunnel in Prachinmath in order to generate hydroelectricity. The PBC as well as prominent geologists of the country vehemently opposed the idea citing its negative impact upon the region. The scientific community was of the opinion that as Prachinmath sits on geological fault lines and is built on a debris of a landslide, any large-scale construction may cause irreparable damage to the environment. Nevertheless, the government went ahead with the project, constructing the tunnel in a record time, citing its necessity for the energy security of the country. Even many economists were of the opinion that increased energy capacity will help India curtail its import bill. Such steps were hailed by the government as the stepping stone of the country towards strategic autonomy.

The worst fears of the local and scientific communities came true when the houses in Prachinmath started showing large cracks. The reason for the crack, as found out after a detailed study, was attributed to the subsidence of land in Prachinmath. The sinking of the land, development of large cracks, collapsing of the buildings etc., caught the attention of social, electronic, and print media alike. Overnight, Prachinmath became the talk of the country. Even the international media highlighted the episode, and the existential threat that it posed to the local communities as well as the environment. The state and Union governments swung into action and formed an expert committee, comprising of scientists, bureaucrats, NDRF/SDRF personnel etc., to look into the matter. The committee advised the government to evacuate Prachinmath completely, as the sinking of the land was continuing. Working on the recommendations of the committee, government prepared a detailed resettlement and rehabilitation plan for the people of Prachinmath.

The Pahadi people, who squarely blamed the government for the crisis, felt cheated by the actions of the government and refused to evacuate from Prachinmath, the place of their ancestors.

- What are the various conflicting interests in the above case study.
- As a DM of the district in which Prachinmath falls, how will you convince the people to evacuate from the area?
- What can we do to avoid such situations in the future.

(20 marks, 250 words)

- a) Conflicting Interests are
- Interest of Pahadi tribals in staying at native place versus (v.) Safety of group. (CULTURAL RIGHTS)
 - Development v. loss of ecology
 - Energy security at the cost of damage to nature.
 - Interest of Orst. in development of infrastructure (State duty) v. Public welfare.

b) As DM of district one primary concern is the safety of people.

① Use PERSUASION to convince the tribe to evacuate

- Show recent example of

Herkhath land subodeme body to life loss.

- Use pictures from incident to show seriousness

of situation

- o Use Community leaders and group heads to present the message in local language

- ② Arrange the tribal groups land will be protected
- ↳ evacuation is only meant for personal safety
 - ↳ Their traditional knowledge, local deity must be preserved

Follow models of -

- o treatment of tribal dilemma in Odisha
- o preservation of sacred groves in Mizhalaya.

↳ arrange tribals, in the future they can be allowed to access the town to pay respect to deity.

③ Apologise to the group for past misunderstandings → will help ~~win~~ win their trust.

④ Assure good facilities of rehabilitation for all groups - elderly, women, children.

c) To avoid such situations in future

① Principle of sustainable development based on 1972 Stockholm Protocol must be followed for tourism, constructions at sensitive areas.

② Governance must be a "show-ways" track b/w people → State.

Public consultation is a must for all projects. ③ Tunnels.

Public opposition must be adequately addressed by open hearings.

④ Model under 2013 Land Compensation Act.

③ Mult-Stakeholder approach to be followed involving -

TRIBALS

- leaders
- all sections

- General Public
- Civil societies
 - NGOs.

state

- local bodies
- district administration,
- Central/ State Govt.

INCLUSIVE DEVELOPMENT through RESPONSIVE & SUSTAINABLE GOVERNANCE

For all Projects affecting nature, a precautionary approach must be followed. That can help avoid future disasters → balance development → ecology.

Feedback

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#	C	A	P
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Please put tick marks in the above table.

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TOTAL MARKS

Q.8) Bihar is a state in the Northern part of the country. Prohibition laws in the state completely ban the storage, possession, sale, and consumption of liquor in any form. Despite the ban, the liquor mafia in the state has succeeded in supplying spurious liquor through various illegal dens. The activities of liquor mafia flourish under the nose of both the civil administration and the police department. Many Civil Society Organizations, women organizations etc., on numerous occasions complained to the authorities about the illegal production, sale, and consumption of liquor, but their complaints have fallen on deaf ears, and no substantial action was taken by the government to curb the menace.

As fate would have it, one day there was an unfortunate incident when a large group of fifty construction labourers died after consuming spurious liquor from an illegal den being operated by the mafia. Many of the victims were sole bread winners of their families. While the state was clear on its position that consuming liquor in the state was an illegal activity that warrants no sympathy or compensation (for the next of kin) from the government, families of the victims and also many CSOs were demanding compensation for the families of the deceased construction laborers.

The incident got both national and international coverage in print, electronic, as well as the social media. The pressure on the state government was mounting to amicably resolve the issue.

Anjali is posted as the Joint Secretary in the Secretariat. The CM has asked her to create a detailed report on how should the state government handle this crisis.

a) Under the given circumstances, what measures should Anjali recommend to handle the above crisis.

b) Critically evaluate the decision of state government to not compensate the victims of spurious liquor. (20 marks, 250 words)

बिहार देश के उत्तरी भाग में स्थित एक राज्य है। राज्य में शराबबंदी कानून किसी भी रूप में शराब के मंडारण, कब्जे, बिक्री और खपत पर पूरी तरह से प्रतिबंध लगाता है। प्रतिबंध के बावजूद राज्य में शराब माफिया विभिन्न अवैध अड्डों के माध्यम से नकली शराब की आपूर्ति करने में सफल रहे हैं। शराब माफिया की गतिविधियां नागरिक प्रशासन और पुलिस विभाग दोनों की नाक के नीचे चलती हैं। कई नागरिक समाज संगठनों, महिला संगठनों आदि ने कई मौकों पर अधिकारियों से शराब के अवैध उत्पादन, बिक्री और खपत के बारे में शिकायत की, लेकिन उनकी शिकायतों को अनसुना कर दिया गया, और सरकार द्वारा खतरे को रोकने के लिए कोई ठोस कार्रवाई नहीं की गई।

जैसा कि भाग्य को मंजूर था, एक दिन एक दुर्भाग्यपूर्ण घटना घटी जब माफिया द्वारा संचालित एक अवैध अड्डे से जहरीली शराब पीने के बाद पचास निर्माण मजदूरों के एक बड़े समूह की मृत्यु हो गई। पीड़ितों में से कई अपने परिवार के एकमात्र कमाने वाले थे। जबकि राज्य अपनी स्थिति पर स्पष्ट था कि राज्य में शराब का सेवन एक अवैध गतिविधि है जिसके लिए किसी सहानुभूति की आवश्यकता नहीं है, पीड़ितों के परिवार और CSOs भी मृत निर्माण मजदूरों के परिवारों के लिए मुआवजे की मांग कर रहे थे।

इस घटना को प्रिंट, इलेक्ट्रॉनिक और साथ ही सोशल मीडिया में राष्ट्रीय और अंतरराष्ट्रीय कवरेज मिला। राज्य सरकार पर इस मुद्दे को सौहार्दपूर्ण ढंग से सुलझाने का दबाव बढ़ रहा था।

अंजलि सचिवालय में संयुक्त सचिव के पद पर तैनात हैं। सीएम ने उनसे एक विस्तृत रिपोर्ट बनाने को कहा है कि राज्य सरकार को इस संकट से कैसे निपटना चाहिए।

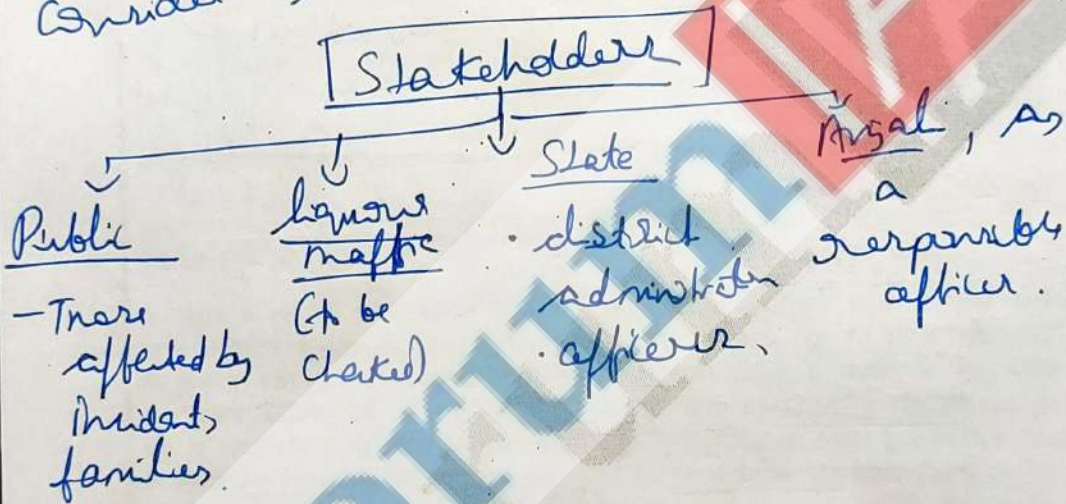
a) दी गई परिस्थितियों में अंजलि को उपरोक्त संकट से निपटने के लिए क्या उपाय सुझाने चाहिए?

b) जहरीली शराब के पीड़ितों को मुआवजा न देने के राज्य सरकार के निर्णय का आलोचनात्मक मूल्यांकन कीजिए।

(20 अंक, 250 शब्द)

The liquor tragedy poses a difficult situation for the state Govt. It must be handled with sensitivity & humaneness.

a) As joint secretary, Arsal must consider the interests of all →



- Civil Societies

- NGOs

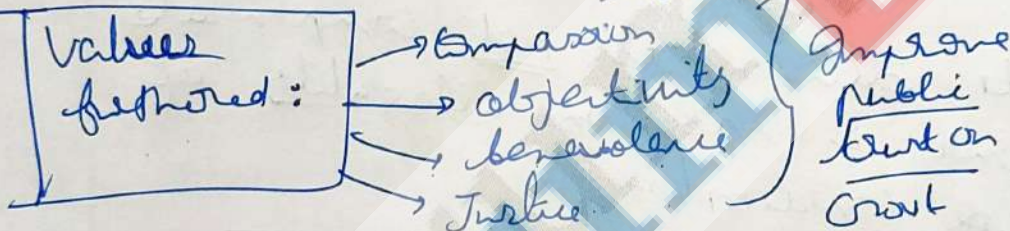
MEASURES OF ACTION

① Immediate investigation into cause of accident → hold wrongdoers liable.

② As welfare state, a blind eye must not be turned to the plight of affected construction labourers.

→ Situation must be seen as a special case fit for compensation
 → make a note in the report that

- deceased were sole breadwinners of family
- Grav. lapse was also cause of accident: due to inaction or illegal law.



③ CM must address a Press Conference arranging relief → Support to kin of deceased

④ Press Conference by Kerala CM during 2018 floods boosted public morale

⑤ For long term perspective - effective implementation / reform of prohibition law is needed.

- map hotspots of illegal dens
- order regular patrols in areas
- follow community based check on illicit liquor

(e) Role of SHGs, Follow a Swachhagrahi model of Soach Based Mission for behavioural change.

5) State decision to not compensate victims is based on illegality of liquor consumption

Pros

- follows strict letter of law
- does not create confusion on State policy to liquor
- saves expense from exchequer

Cons

- Rigid option - does not consider public justice
- lacks empathy to public
- affects well being of

• Consumer of liquor equally guilty for the incident

family of deceased

• opposed on welfare state idea

• Increase poverty among affected.

Thus, state must revisit its rigid approach & follow a more compassionate response. Care to care based compensation or benefits such as grants for children's education, priority or Cr. sch. must be provided.

Later, the funds can be obtained as penalty on the responsible liquor mafia.

Feedback

(For OFFICE use only)

#	G	A	P
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CD & VA			
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P & R			

Please put tick marks in the above table.

Here G is Good, A is Average and P is Poor.

TOTAL MARKS	
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Q.9) Kamlesh is a civil servant who has been recently posted as Additional Chief Secretary in the education department of the state. Kamlesh has a meticulous service record and is well known for his honesty, and a no-nonsense attitude. After joining the new department, the first major task before Kamlesh was to conduct the recruitments for the post of lecturers in government schools. The posts were lying vacant for a long time, and the government wanted to fill up the vacancies without further delay as it was one of the poll promises made by the present government. The recruitment process took place successfully under the supervision of Kamlesh. The concerned minister congratulated Kamlesh and informed him that the appointment letters will be allocated to the successful candidates in a ceremony which will be presided by the CM himself. Kamlesh was happy that his work was getting recognition at the highest level.

One day, Kamlesh was sitting in his office when his secretary brought him a letter from a leading investigative journalist of the state. The letter dealt with the recently conducted recruitment of the lecturers. Kamlesh was shocked at the content of the letter. The investigative journalist had alleged that the question paper of the exam was leaked to a few successful candidates, who had also forged their documents to appear in the exam. The letter also highlighted a nexus of middlemen, politicians, and civil servants who facilitate such illicit practices. Moreover, the investigative journalist had also attached credible proofs. Kamlesh corroborated the facts of the letters from his own sources and found the allegations to be true prima facie. Since the matter was serious and warranted immediate action, Kamlesh brought the matter to the notice of his minister. To his surprise, the minister asked him to sit over the matter for some time. Minister reasoned that bringing out this matter will bring ignominy not only to the department but also to the government. Further, the minister reasoned that cancelling the whole recruitment process will be detrimental for the education department, schools etc; also, the sincere and honest candidates who have invested a lot of time and money for preparation may also get affected negatively. He also reminded Kamlesh that the participation of the CM has already been announced.

After leaving the minister's office, Kamlesh got a phone call from Minister's Personal Secretary (PS). The PS hinted to Kamlesh that the concerned candidates were closely connected to the ruling political party, and going against them may create professional troubles for Kamlesh. On the other hand, his cooperation in this matter, the PS assured, will not go unnoticed and will be handsomely rewarded.

Kamlesh had just settled in his new posting. He knows that going against the wish of the Minister may cause him his present posting. What was more, Kamlesh's father is undergoing treatment in a local hospital. A shunting out from the district would mean that his father would have to be left alone to fend for himself. Further, Kamlesh's wife Priya, also a bureaucrat, is posted in the Chief Minister's Office (CMO). Kamlesh realises that his actions will also have a bearing on her career as well.

- Bring out various ethical dilemmas faced by Kamlesh.
- Consider yourself in Kamlesh's position. What are the various options available to you?
- Critically evaluate each of the option listed by you.
- Which of the above option should Kamlesh adopt and why? (20 marks, 250 words)

कमलेश एक सिविल सेवक हैं जिन्हें हाल ही में राज्य के शिक्षा विभाग में अतिरिक्त मुख्य सचिव के रूप में तैनात किया गया है। कमलेश का सेवा रिकॉर्ड बहुत अच्छा है और वह अपनी ईमानदारी और व्यावहारिक रवैये के लिए जाने जाते हैं। नए विभाग में आने के बाद कमलेश के सामने पहला बड़ा काम सरकारी स्कूलों में लेक्चरर पद पर भर्तियां कराना था। पद लंबे समय से खाली पड़े थे और सरकार बिना किसी देरी के रिक्रियों को भरना चाहती थी क्योंकि यह वर्तमान सरकार द्वारा किए गए चुनावी वादों में से एक था। कमलेश की देखरेख में भर्ती प्रक्रिया सफलतापूर्वक संपन्न हुई। संबंधित मंत्री ने कमलेश को बधाई दी और उन्हें सूचित किया कि सफल उम्मीदवारों को एक समारोह में नियुक्ति पत्र आवंटित किए जाएंगे जिसकी अध्यक्षता खुद सीएम करेंगे। कमलेश खुश थे कि उनके काम को उच्चतम स्तर पर पहचान मिल रही है।

एक दिन, कमलेश अपने कार्यालय में बैठे थे, तभी उनका सचिव उनके लिए राज्य के एक प्रमुख खोजी पत्रकार का पत्र लेकर आया। यह पत्र हाल ही में आयोजित व्याख्याताओं की भर्ती से संबंधित है। पत्र का मजमून देखकर कमलेश हैरान रह गये। खोजी पत्रकार ने आरोप लगाया था कि परीक्षा का प्रश्नपत्र कुछ सफल उम्मीदवारों के लिए लीक कर दिया गया था, जिन्होंने परीक्षा में शामिल होने के लिए अपने दस्तावेज भी जाली बनाए थे। पत्र में बिचौलियों, राजनेताओं और सिविल सेवकों के गठजोड़ पर भी प्रकाश डाला गया है जो इस तरह की अवैध प्रथाओं को बढ़ावा देते हैं। इसके अलावा, खोजी पत्रकार ने विश्वसनीय सबूत भी संलग्न किए थे। कमलेश ने अपने स्रोतों से पत्रों के तथ्यों की पुष्टि की और आरोपों को प्रथम दृष्टया सही पाया। चूंकि मामला गंभीर था और तत्काल कार्रवाई की आवश्यकता थी, इसलिए कमलेश ने मामले को अपने मंत्री के संज्ञान में लाया। उन्हें आश्चर्य हुआ जब मंत्री ने उनसे मामले पर कुछ देर बैठने के लिए कहा। मंत्री ने तर्क दिया कि इस मामले को उजागर करने से न सिर्फ विभाग बल्कि सरकार की भी बदनामी होगी। इसके अलावा, मंत्री ने तर्क दिया कि पूरी भर्ती प्रक्रिया को रद्द करना शिक्षा विभाग, स्कूलों आदि के लिए हानिकारक होगा; इसके अलावा, सत्यनिष्ठ और ईमानदार उम्मीदवार जिन्होंने तैयारी के लिए बहुत समय और पैसा निवेश किया है, उन पर भी नकारात्मक प्रभाव पड़ सकता है। उन्होंने कमलेश को यह भी याद दिलाया कि सीएम के शामिल होने की घोषणा पहले ही हो चुकी है।

मंत्री के कार्यालय से निकलने के बाद, कमलेश को मंत्री के निजी सचिव (पीएस) का फोन आया। पीएस ने कमलेश को संकेत दिया कि संबंधित उम्मीदवार सत्तारूढ़ राजनीतिक दल से निकटता से जुड़े हुए हैं, और उनके खिलाफ जाने से कमलेश के लिए पेशेवर समस्याएं पैदा हो सकती हैं। दूसरी ओर, पीएस ने आश्वासन दिया कि इस मामले में उनके सहयोग पर किसी का ध्यान नहीं जाएगा और उसे भरपूर इनाम दिया जाएगा। कमलेश अभी-अभी अपनी नई पोस्टिंग पर आए थे। वह जानते हैं कि मंत्री की इच्छा के विरुद्ध जाने पर उन्हें अपनी वर्तमान पोस्टिंग से हाथ धोना पड़ सकता है। और तो और, कमलेश के पिता का स्थानीय अस्पताल में इलाज चल रहा है। जिले से बाहर जाने का मतलब यह होगा कि उसके पिता को अपनी देखभाल के लिए अकेला छोड़ दिया जाएगा। इसके अलावा, कमलेश की पत्नी प्रिया भी एक नौकरशाह हैं, जो मुख्यमंत्री कार्यालय (सीएमओ) में तैनात हैं। कमलेश को एहसास होता है कि उसकी हरकतों का असर उसके करियर पर भी पड़ेगा।

- कमलेश द्वारा सामना की गई विभिन्न नैतिक दुविधाओं को उजागर करें।
- अपने आप को कमलेश की स्थिति में समझें। आपके लिए विभिन्न विकल्प क्या उपलब्ध हैं?
- आपके द्वारा सूचीबद्ध प्रत्येक विकल्प का आलोचनात्मक मूल्यांकन करें।
- कमलेश को उपरोक्त में से कौन सा विकल्प अपनाना चाहिए और क्यों?

(20 अंक, 250 शब्द)

a) Ethical dilemma faced by Kamalash are -
 whether to pursue personal good (career growth) or public interest by performance of duty.
 whether to suppress the letter (SECRECY) or to act upon the matter (TRANSPARENCY).

• Whether to follow wishes of Minister? (FAVOURITISM)

• Whether he must disclose the truth at the cost of career of genuine candidate?

• Issue of possible transfer impact on father's health versus conscience acting based on one's conscience.

b) Options available are -

I. Ignore the letters, proceed with recruitment.

II. Cancel recruitment → function for appointment based on letter. Conduct another recruitment.

III. Hold recruitment for time being. Investigate into details of letter. before action.

Q)

EVALUATION

(I)

⊕

- Happiness of CM, Ministers
- Assured career growth
- Save stress from leaving father
- Save career of wife.
- Govt image kept intact

⊖

- Unjust powers
- Shows lack of courage
- amend to succumbing to political pressure
- recruitment may be challenged in future.
- lacks TRANSPARENCY

II

⊕

- FAIR option - means are as important as end.
- Improve public confidence in long term
- Bold step

⊖

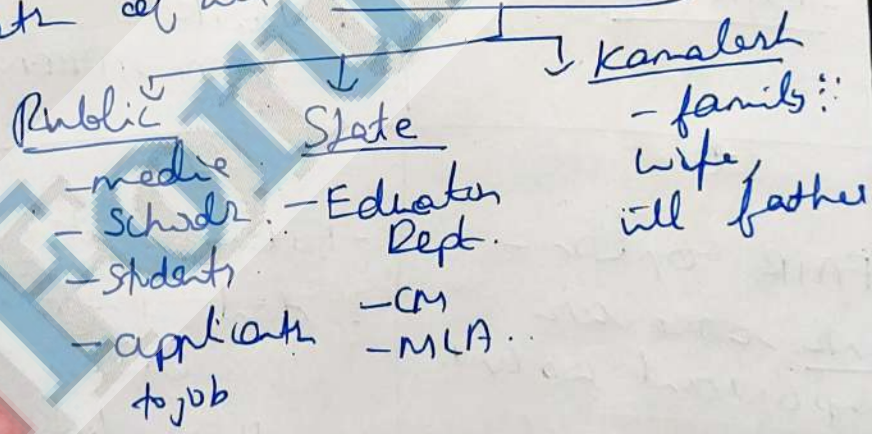
- Extreme step
- dent image of Govt
- offer honest candidates
- Wetter public money

III

- Provides balanced action
- Shows Independence of action
- Puts public duty above personal interest

- delayed appointments
- anger of CM, Minister

of Kanakeri must follow option III; as it is the golden mean balancing interests of all stakeholders



Proceed with a detailed investigation into recruitment - see if there was a real leakage or question.

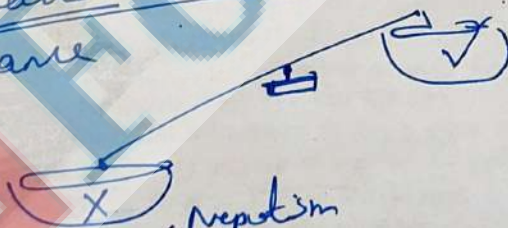
- hold officers guilty for the same liable for disciplinary action
- Complete the process within a set deadline (PROMPTNESS)

If the recruitment process is shown to be bad it must be cancelled.

* Kant's Categorical Imperative approach must be followed. ETHICS of means are as important as end.

* Fear of personal setback must not be an excuse for inaction by officers.

Value Balance



- nepotism
- fear
- reverses

- Probity
- Courage
- Political neutrality
- Justice

Here, Kamlesh must show leadership qualities & be a role model.

Feedback

(For OFFICE use only)

	G	A	P
AWIS			
CD & VA			
S & F			
P & R			
Please put tick marks in the above table. Here G is Good, A is Average and P is Poor.			
TOTAL MARKS			



Q.10) XYZ is a premiere coaching institute located in Chatterjee Nagar locality of Himnagar. XYZ specialises in the coaching for medical and engineering entrance examination. The main office of the coaching, where the daily classes are conducted, is located in a congested locality, from where several other coaching institutes also operate.

One day, while classes were in session in the top floor of the building and some 200 odd students were in attendance, a fire broke out in the premises of XYZ coaching. The fire incident created a commotion among those present in the building. Everyone, in a state of confusion, started running helter-skelter. Some students rushed to the very narrow stairs. Many stumbled and fell, hurting themselves. The emergency exit plan of the building was not suitable to cater to the large number of students and staff. In order to save themselves from asphyxiation, some students broke the window of the classroom. However, in absence of a fire stairs they had to climb down using the balcony ledge. In the process, many students had a free fall and hurt themselves badly.

While two boys lost their life due to stampede caused while exiting the building, one girl got fatally injured while climbing down the ledge. The civil administration immediately started an audit of the building. Joseph is posted as the Municipal Commissioner of Himnagar. Chatarjee Nagar falls under his jurisdiction. Joseph has ordered an enquiry into the whole incident.

Coincidentally, Joseph's younger brother, Frank, is also a student of XYZ coaching. He was not present in the coaching during the fateful day. The owner of the XYZ coaching approaches Joseph and requests him to be lenient in the enquiry report. They propose that looking at the good track record of Frank they are willing to give him a scholarship to fund not only his coaching fees but also his graduation from any college in the country. They also promise that since Frank is a sincere student, they will dedicate their top faculty to ensure that Frank comes out with flying colours in the coming under graduate entrance examination.

Joseph knows that his brother has repeatedly failed in the entrance examinations earlier and a special focus will help him immensely. Also, Joseph himself was under student debt, which he was still paying in small instalments from his own salary. Recently married, and having risen from a poor family, Joseph has always worried about funding his brother's education.

a) Identify various ethical concerns in the case study.

b) You are a friend of Joseph. Joseph turns to you for advice. What advice will you give to Joseph and why? (20 marks, 250 words)

XYZ एक प्रीमियर कोचिंग संस्थान है जो हिमनगर के चटर्जी नगर इलाके में स्थित है। XYZ मेडिकल और इंजीनियरिंग प्रवेश परीक्षा की महत्वपूर्ण कोचिंग है। कोचिंग का मुख्य कार्यालय, जहां दैनिक कक्षाएं संचालित होती हैं, एक भीड़भाड़ वाले इलाके में स्थित है, जहां से कई अन्य कोचिंग संस्थान भी संचालित होते हैं।

एक दिन, जब इमारत की सबसे ऊपरी मंजिल पर कक्षाएं चल रही थीं और लगभग 200 छात्र उपस्थित थे, XYZ कोचिंग के परिसर में आग लग गई। आग लगने की घटना से बिल्डिंग में मौजूद लोगों में हड़कंप मच गया। सभी असमंजस की स्थिति में इधर-उधर भागने लगे। कुछ छात्र बहुत संकरी सीढ़ियों की ओर भागे। कई लोग लड़खड़ाकर गिर पड़े, जिससे उन्हें चोट लगी। इमारत की आपातकालीन निकास बड़ी संख्या में छात्रों और कर्मचारियों के लिए उपयुक्त नहीं थी। खुद को दम घुटने से बचाने के लिए कुछ छात्रों ने कक्षा की खिड़की तोड़ दी। हालांकि, आग की सीढ़ियों के अभाव में उन्हें बालकनी के किनारे का उपयोग करके नीचे उतरना पड़ा। इस प्रक्रिया में, कई छात्र गिर गए और उन्हें गंभीर चोट लगी।

इमारत से बाहर निकलते समय मची भगदड़ के कारण जहां दो लड़कों की जान चली गई, वहीं एक लड़की खिड़की से नीचे उतरते समय गंभीर रूप से घायल हो गई। नागरिक प्रशासन ने तुरंत इमारत का ऑडिट शुरू किया। जोसेफ हिमनगर के नगर आयुक्त के पद पर तैनात हैं। चटर्जी नगर उनके अधिकार क्षेत्र में आता है। जोसेफ ने पूरी घटना की जांच के आदेश दे दिए हैं।

संयोग से, जोसेफ का छोटा भाई, फ्रैंक भी XYZ कोचिंग का छात्र है। वह उस दिन कोचिंग में मौजूद नहीं था। XYZ कोचिंग का मालिक जोसेफ के पास जाता है और उससे जांच रिपोर्ट में नरमी बरतने का अनुरोध करता है। उनका प्रस्ताव है कि फ्रैंक के अच्छे ट्रैक रिकॉर्ड को देखते हुए वे न केवल उसकी कोचिंग फीस, बल्कि देश के किसी भी कॉलेज से स्नातक की पढ़ाई के लिए भी उसे छात्रवृत्ति देने को तैयार हैं। वे यह भी वादा करते हैं कि चूंकि फ्रैंक एक ईमानदार छात्र है, इसलिए वे यह सुनिश्चित करने के लिए अपने शीर्ष संकाय को समर्पित करेंगे कि फ्रैंक आगामी स्नातक प्रवेश परीक्षा में अच्छे अंक लेकर आए।

जोसेफ को पता है कि उसका भाई पहले भी प्रवेश परीक्षाओं में बार-बार असफल हुआ है और विशेष फोकस से उसे काफी मदद मिलेगी। इसके अलावा, जोसेफ स्वयं एक ऋण के अधीन था, जिसे वह अभी भी अपने वेतन से छोटी किस्तों में चुका रहा था। हाल ही में शादी हुई और एक गरीब परिवार से आने के कारण, जोसेफ हमेशा अपने भाई की शिक्षा के वित्तपोषण के बारे में चिंतित रहता है।

a) मामले के अध्ययन में विभिन्न नैतिक चिंताओं की पहचान करें।

b) आप जोसेफ के मित्र हैं। जोसेफ सलाह के लिए आपके पास आता है। आप जोसेफ को क्या सलाह देंगे (20 अंक, 250 शब्द) और क्यों?

The core reads raise complex questions of personal ethics, duty to public and societal welfare.

a) Ethical concerns involved are -

- Whether to assist the offer of Institute to be lenient or special (CORRUPTION / dereliction of duty)

- Violation of Building / Fire Safety norms by Coaching institutes (Violate Rule of law)

- Loss suffered by families of the deceased boys, injured.

- Possible personal gain versus public interest in safe buildings.

b) As a friend of Joseph, one must give him sincere advice based on values → ethical norms.

Advice to be given

I. Do not accept the offer by the coaching company.

Prer:

- ETHICAL, FAIR option
- JUSTICE assured to deceased, injured.

Con

- Broome fare leadership in studies.
- financial situation affected.
- led to anger of Institute

Reason - As a public servant, Joseph must act above his personal / selfish interests.

His brother must build his career not by unfair means, but by hardwork. Educator must not become a tool for corruption.

II. Conduct the enquiry in a transparent manner & bring the violators to law.

- ⊕
- promotes public interest
- Improves ACCOUNTABILITY.
- Prevent future such ~~as~~ incidents.

- ⊖
- Brother's education suffer (Personal loss)
- greater personal anxiety to Joseph

Reason: "Sunlight is the best disinfectant". Reality of the accident must be brought before the public to improve Justice must be assured to victims.

III. Compensation to those affected by incident
 ↳ need medical expenses.

IV. In the report:

- clearly highlight lapses in Contribution, violation of norms
- Use photos as evidence of violations.

• Present the chain of events on day of accident.

↳ action of Institute staff on the day

The report must be objective & comprehensive, without any loopholes.

V. As municipal Commissioner, there steps can be taken for long term action.

① Compulsory safety audits for all buildings.

② Mandatory Inspections & surprise checks at sites.

③ Publicise Standard Operating Procedure (SOP) to be followed during disasters.

Conduct mock drills with SDRF

Ready Emergency Evacuation plan.

Improve awareness among students on first aid

④ Adopt In-built safety features in buildings.

⑤ automatic fire alarm, red lights to show direction for escape.

In short, Joseph must be urged to make use of the accident as an opportunity for future public safety.

Feedback

(For OFFICE use only)

#	G	A	P
AWIS			
CD & VA			
S & F			
P & R			

Please put tick marks in the above table.

Here G is Good, A is Average and P is Poor.

TOTAL MARKS

Q.11) Kamal is an Indian Administrative Service (IAS) officer. He has been recently transferred as the Municipal commissioner of the Kartavya Nagar Municipality. Kamal is an honest and no non-sense officer. He has been known for having a tough stance against corruption, lethargy, and indiscipline at the workplace. In his new responsibility as the Municipal commissioner, Kamal finds that the day-to-day functioning of the municipal office is in a very sorry state. The inefficiency and ineffectiveness have brought matters to such a pass that even the basic responsibilities like cleanliness of the city, upkeep of public places, redressal of grievances etc., are not fulfilled. Upon enquiring, Kamal finds that the reason for rampant indiscipline and corruption in the municipal office is primarily a group of errant employees. While they do not work themselves, they also create nuisance in the office, thereby disrupting the work of other sincere employees. Moreover, it also comes to Kamal's knowledge that these employees indulge in corrupt practices by demanding bribes from people for petty tasks. Further, Kamal has noticed that the undisciplined employees come to office late, leave early and also remain absent from work without permission. Kamal gets to know that the ringleader of these employees is a close relative of a local MLA.

In order to improve the working condition of the municipal office, Kamal warns the mischievous employees to mend their troublesome ways or to face strict disciplinary actions. However, Kamal's warning has little effect on the thick-skinned employees, who continue to work in their wayward ways. Finally, Kamal issues a show cause notice to all the troublesome employees for their various acts of indiscipline. As a retaliatory measure, a woman employee amongst these troublemakers' files a complaint of sexual harassment against Kamal with the Women's commission. The commission has asked for Kamal's explanation in this matter. Also, this fabricated matter is publicised in the media to embarrass Kamal further. Moreover, the MLA begins pressuring Kamal to go soft on these employees. Some of the options before Kamal to handle this situation could be as follows:

- i) Give his explanation to the Commission and go soft on the disciplinary action.
 - ii) Ignore the commission and proceed firmly with the disciplinary action.
 - iii) Brief his higher-ups, seek directions from them and act accordingly
- a) Evaluate all the above courses of action and suggest the best course of action, giving your reasons for it.
- b) What according to you are the reasons behind poor work culture in public offices? Also, recommend measures to improve the same.

(20 marks, 250 words)

कमल एक भारतीय प्रशासनिक सेवा (IAS) अधिकारी हैं। उन्हें हाल ही में कार्तव्य नगर नगर पालिका के नगर आयुक्त के रूप में स्थानांतरित किया गया है। कमल एक ईमानदार और विवेकशील अधिकारी हैं। उन्हें कार्यस्थल पर भ्रष्टाचार, अकर्मण्यता और अनुशासनहीनता के खिलाफ सख्त रुख अपनाने के लिए जाना जाता है। नगर आयुक्त के रूप में अपनी नई जिम्मेदारी में, कमल ने पाया कि नगरपालिका कार्यालय का दिन-प्रतिदिन का कामकाज बहुत ही दयनीय स्थिति में है। अक्षमता और अप्रभावीता ने मामलों को इस हद तक पहुंचा दिया है कि शहर की सफाई, सार्वजनिक स्थानों के रखरखाव, शिकायतों के निवारण आदि जैसी बुनियादी जिम्मेदारियों को भी पूरा नहीं किया जाता है। पूछताछ करने पर, कमल ने पाया कि नगर निगम कार्यालय में व्याप्त अनुशासनहीनता और भ्रष्टाचार का कारण मुख्य रूप से पथभ्रष्ट कर्मचारियों का एक समूह है। जबकि वे खुद काम नहीं करते हैं, वे कार्यालय में भी उपद्रव पैदा करते हैं, जिससे अन्य ईमानदार कर्मचारियों के काम में बाधा आती है। इसके अलावा, कमल के संज्ञान में यह भी आता है कि ये कर्मचारी छोटे-मोटे कामों के लिए लोगों से रिश्वत मांगकर भ्रष्टाचार में लिप्त हैं। इसके अलावा, कमल ने देखा कि अनुशासनहीन कर्मचारी कार्यालय में देर से आते हैं और जल्दी निकल जाते हैं और बिना अनुमति के काम से अनुपस्थित भी रहते हैं। कमल को पता चलता है कि इन कर्मचारियों का सरगना एक स्थानीय विधायक का करीबी रिश्तेदार है। कमल ने नगर निगम कार्यालय की कार्य स्थिति में सुधार लाने के लिए पथभ्रष्ट कर्मचारियों को अनुशासनहीन व्यवहार को सुधारने या सख्त अनुशासनात्मक कार्रवाई करने की चेतावनी दी है। हालांकि, कमल की चेतावनी का मोटे चमड़ी वाले कर्मचारियों पर बहुत कम प्रभाव पड़ता है, जो अपने तरीके से काम करना जारी रखते हैं। अंत में, कमल सभी पथभ्रष्ट कर्मचारियों को उनके अनुशासनहीनता के विभिन्न कृत्यों के लिए कारण बताओ

नोटिस जारी करता है। जवाबी कार्रवाई के तौर पर इन उपद्रवियों में से एक महिला कर्मचारी कमल के खिलाफ महिला आयोग में यौन उत्पीड़न की शिकायत दर्ज कराती है। आयोग ने इस मामले में कमल से स्पष्टीकरण मांगा है। साथ ही कमल को अधिक बदनाम करने के लिए इस मनगढ़ंत मामले को मीडिया में प्रचारित किया जाता है। साथ ही विधायक कमल पर इन कर्मचारियों पर नरमी बरतने का दबाव बनाने लगते हैं। कमल के सामने इस स्थिति को संभालने के लिए कुछ विकल्प इस प्रकार हो सकते हैं :

- i) आयोग को अपना स्पष्टीकरण दें और अनुशासनात्मक कार्रवाई पर नरम हो जाएं।
 - ii) आयोग की उपेक्षा करें और अनुशासनात्मक कार्रवाई के साथ दृढ़ता से आगे बढ़ें।
 - iii) अपने उच्च अधिकारियों को सूचित करें, उनसे निर्देश प्राप्त करें और तदनुसार कार्य करें।
- a) कार्यवाही के उपरोक्त सभी प्रारूपों का मूल्यांकन करें और इसके लिए अपने कारण बताते हुए कार्यवाही का सबसे अच्छा विकल्प सुझाएं।
- b) आपके अनुसार सार्वजनिक कार्यालयों में खराब कार्य संस्कृति के क्या कारण हैं? साथ ही इसमें सुधार के उपाय सुझाएं। (20 अंक, 250 शब्द)

The situation shows difficulties faced by upright officers in performing their duties.

a) i) Give explanation to Commission & go soft on disciplinary action

Pros:

- may be perceived as quitting of residual harassment
- amounts to permitting inefficiency at workplace.
- Shanton towards erring officer.
- Shows lack of concern of Kamal.

Cons

- Obey law - follows Rule of law
- follows MCA direction (better public prospects)

ii) Ignore Commission → proceed firmly with disciplinary action

⊕

- Bold step - Ignore message from MCA
- clear right option (ACT WITH INTEGRITY)
- Strong warning to erring officers
- further public interest

⊖

- opposed to duty to obey law
- greater stress caused.
- does not lead to false complaint

iii) Brief higher ups - set directions → over set

⊕

- Prudent approach: consults review
- Reduces stress of Kamal due to support of others.

⊖

- may delay action
- amount to abdication of responsibility.
- Broad option may be given.

BEST COURSE OF ACTION

Steps

1. Appeal before the Commission, present evidence to rebut false complaint

2. Continue with disciplinary action -
 • suspend / dismiss corrupt employees.

3. Use persuasion to convince MCA the actions of the employee are unethical.

↳ tell him it is opposed to public welfare to support them.

These steps must be adopted keeping in mind the values of integrity & public welfare.

Reasons

- Transparency ensured
 - follows procedures, Rule of law

- set a good warning to other employees

- No public remark her right to waste public money by obstructing work at Coal office

(ACCOUNTABILITY TO PUBLIC)

b) Work culture is the set of norms that define the mode of operation, Success of an organisation.

Poor work culture at public office occurs due to-

1. Ineffective implementation of anti-corruption laws or Lokpal Act.

2. Hierarchical structure leading to procedural delays & red tapism.

3. Bureaucratic attitude leads to alienation of people from public officer.

③ IPS officer slapping youth for not following COVID protocol.

4. Absence of professionalism due to assured job security, incentives. (ATTITUDE a lethargy).

Measures to Improve it:-

1. Adoption of citizen charters to create a standard of service delivery. Follow SEVOTTAM model for grassroots redressal of public.
 2. Social audit to hold officers accountable for nation.
 (e.g.) Mandatories under MGNREGS Act
 3. Adopt some values from private sector } dynamism
 } creativity
 } professionalism.
 4. E-governance for faster service delivery. (e.g.) UMANG app.
- Change in work culture must be seen at all levels of Govt
 Steps such as Mission KARMADOL for capacity building are a right move

Feedback (For OFFICE use only)

	G	A	P
AWIS			
CD & VA			
S & F			
P & R			
Please put tick marks in the above table.			
Here G is Good, A is Average and P is Poor.			
TOTAL MARKS			

Q.12) You are the managing director of an upcoming advertising company which has made a name for itself in the market in a very short time. Varun is a star employee of your company who has consistently given good performance. Some of the most popular advertisements of the company, in recent times, have been an outcome of Varun's creative ideas. Since his joining, Varun has helped in almost doubling the revenues of the company, by bringing new clients and improving the brand equity of the company. You place high value in Varun's professional competence and are in the process of giving him a bigger responsibility in the company.

However, you have been hearing rumours from various sections about the attitude of Varun towards his female colleagues. It has come to your notice that Varun is habitual of passing loose and lewd comments on the female employees of the company. Furthermore, Varun regularly sends indecent messages on phone to all the employees, including female workers. One day, Geetanjali, an employee working in Varun's team comes to you visibly disturbed. She complains to you about the repeated misbehaviour of Varun towards her. She informs you that Varun has on many occasions made undesirable physical advances towards her. She also tells that last evening before her shift was about to end, Varun called her in his cabin and tried to touch her inappropriately. She requests you to conduct an enquiry by the internal complaints committee (formed under POSH Act). She also tells you that in case appropriate action is not taken against Varun, she will be forced to resign from her position. You personally know Geetanjali as a dedicated and honest employee of the company. You are aware that she is the sole breadwinner of her family and has to support her teen-age brother and ailing mother. You also understand that unless the situation was really serious, Geetanjali would not have thought of resignation. On the other hand, an enquiry against Varun may affect the financial growth of the company. Also, you know that if Varun is fired for his actions, many big clients may leave the company.

- What are the ethical issues involved in this case study?
- Evaluate the different options available to you. In this situation, which option will you adopt and why?
- What steps will you take to ensure a safer workplace for women in your company?

(20 marks, 250 words)

आप एक आने वाली विज्ञापन कंपनी के प्रबंध निदेशक हैं जिसने बहुत ही कम समय में बाजार में अपना नाम बना लिया है। वरुण आपकी कंपनी के एक स्टार कर्मचारी हैं जिन्होंने लगातार अच्छा प्रदर्शन किया है। कंपनी के कुछ सबसे लोकप्रिय विज्ञापन, हाल के दिनों में, वरुण के रचनात्मक विचारों का परिणाम रहे हैं। अपने शामिल होने के बाद से, वरुण ने नए ग्राहकों को लाकर और कंपनी की ब्रांड इक्विटी में सुधार करके कंपनी के राजस्व को लगभग दोगुना करने में मदद की है। आप वरुण की पेशेवर क्षमता में उच्च मूल्य रखते हैं और कंपनी में उन्हें एक बड़ी जिम्मेदारी देने की प्रक्रिया में हैं।

हालांकि, आप विभिन्न वर्गों से वरुण के अपनी महिला सहयोगियों के प्रति रवैये के बारे में अफवाहें सुनते रहे हैं। आपके संज्ञान में आया है कि वरुण को कंपनी की महिला कर्मचारियों पर अमद्र और भद्दे कमेंट करने की आदत है। इसके अलावा, वरुण नियमित रूप से महिला कर्मचारियों सहित सभी कर्मचारियों को फोन पर अमद्र संदेश भेजता है। एक दिन, वरुण की टीम में काम करने वाली एक कर्मचारी गीतांजलि आपके पास आती है, जाहिर तौर पर परेशान दिखाई देती है। वह आपसे बार-बार वरुण के प्रति दुर्ब्यवहार की शिकायत करती है। वह आपको बताती है कि वरुण ने कई मौकों पर उसके प्रति अवांछित शारीरिक 'गोषण' करने की कोशिश की है। वह यह भी बताती है कि कल शाम उसकी शिफ्ट खत्म होने वाली थी, वरुण ने उसे अपने केबिन में बुलाया और उसे गलत तरीके से छूने की कोशिश की। वह आपसे आंतरिक शिकायत समिति (POSH अधिनियम के तहत गठित) द्वारा जांच कराने का अनुरोध करती है। वह आपको यह भी बताती है कि अगर वरुण के खिलाफ उचित कार्रवाई नहीं की गई, तो उसे अपने पद से इस्तीफा देने के लिए मजबूर किया जाएगा। आप व्यक्तिगत रूप से गीतांजलि को कंपनी के एक समर्पित और ईमानदार कर्मचारी के रूप में जानते हैं। आप जानते हैं कि वह अपने परिवार की एकमात्र कमाने वाली है और उसे अपने किशोर भाई और बीमार मां का समर्थन करना है। आप यह भी समझते हैं कि जब तक स्थिति वास्तव में गंभीर नहीं होती, गीतांजलि ने इस्तीफे

के बारे में नहीं सोचा होता। दूसरी ओर, वरुण के खिलाफ जांच कंपनी की वित्तीय वृद्धि को प्रभावित कर सकती है। साथ ही, आप जानते हैं कि अगर वरुण को उनके कार्यों के लिए निकाल दिया जाता है, तो कई बड़े ग्राहक कंपनी छोड़ सकते हैं।

- इस केस अध्ययन में कौन से नैतिक मुद्दे शामिल हैं?
- आपके पास उपलब्ध विभिन्न विकल्पों का मूल्यांकन करें। ऐसी स्थिति में आप कौन सा विकल्प अपनाएंगे और क्यों?
- आपकी कंपनी में महिलाओं के लिए सुरक्षित कार्यस्थल सुनिश्चित करने के लिए आप क्या कदम उठाएंगे? (20 अंक, 250 शब्द)

a) The case study involves the issue of sexual harassment at work place and also personal ethics of skilled employee.

ETHICAL ISSUES IN THE CASE STUDY

- ① Violation of rights of women / gender equality at workplace : DENIAL OF CONSTITUTIONAL RIGHTS
- ② Whether unethical behaviour can be tolerated from an exceptional employee (varun)
- ③ Personal ethics versus professional competence : Issue of ethics in public & personal relationship
- ④ Retaining brand image of Company at the cost of keeping an unethical employee

5) Personal difficulty to Grewal due to ^{poor} work culture.

6) Issue of balancing values with financial growth of company.

b) options available:

I. Ignore Grewal's request & continue review of values

Pros

- Easier option
- ensure success of company.

Cons

- opposed to EQUALITY, JUSTICE
- violates POSH Act
- derogates from dignity of women

II. Conduct enquiry against values based on Grewal's request, take action against values by dismissal

Pros

- Follows POSH Act
- Respects women's rights

Cons

- Company's prospects affected.
- Brand Image

- Transparent & responsive step
- Shows empathy
- save Secretary's family from economic hardship
- sets good example to others (LEADERSHIP)

affected due to publicity of incident

- extreme step
- affect success of company

III. Before enquiry, Explanation. Then action.

art value been passed with

Pros

- more prudent action
- falls NATURAL

JUSTICE by heavy other side

Cons

- lead to delayed action
- Secretary may surge from job

Here, option III can be based, followed by option II, if value is hard guilty.

At no cost must women be allowed to go sick free if found guilty.

of Reserve Geetanjali to Continue working till Enquiry is Complete.

① A safer workplace needs creation of an inclusive work culture for women.

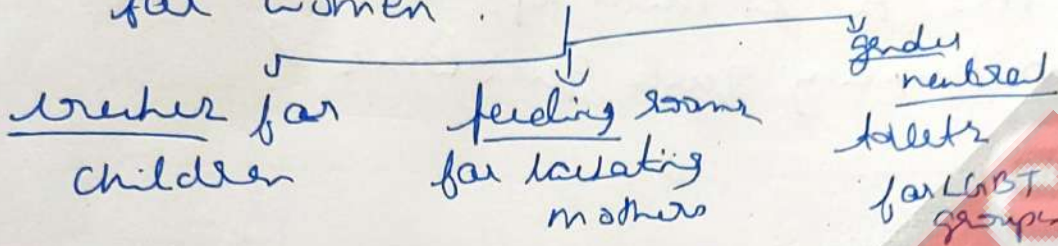
① Implementation of POSH Act generate awareness among male & female employees.

- set up functional Internal Complaints Committee with representation of all levels of staff & review of steps taken.

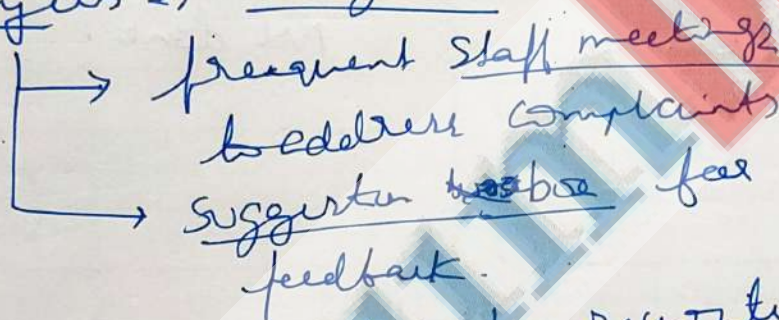
② Create an Employee Charter

modelled on values:
 ↓
equality, Respect for women, Compassion, empathy, Professionalism

③ Create gender-friendly space for women



④ Good communication channels must be established between the employees → management



⑤ Ensure safety by rewrites features. (e.g.) CCTV cameras

Companies must inbuild rewrites to women by policy measures. It can lead to better productivity of women employees → also improve success of companies.

Feedback
(For OFFICE use only)

#	G	A	P
AWIS			
CD & VA			
S & F			
P & R			

Please put tick marks in the above table.
Here G is Good, A is Average and P is Poor.

TOTAL MARKS	
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Mentor Feedback Questions

1 How to be more effective in
2 attempting quote questions?

Test Goal

1 Completion of
2 paper

2

3

Outcomes

Not done

Marking Scheme

Mark	Good	Average	Below average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0
✓✓	Key / Relevant Point		
✗	Vague / Irrelevant		

* Subject to change without prior notice.