

TEST CODE : 5 1 0 4 1

ForumIAS

GENERAL STUDIES

Name Of Candidate	PRIYA RANI.		
Roll No.	1910092943	Date:	

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION	
Q. No.	Max. Marks	Marks Obtained		
1			1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.	
2			2. There are TWELVE questions printed in ENGLISH & HINDI, all questions are compulsory.	
3			3. The number of marks carried by a question/part is indicated against it.	
4			4. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.	
5			5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.	
6			<p><i>Any specific messages for ForumIAS Mentors/ Evaluators with respect to your copy? Write it here.</i></p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p> <p>-----</p>	
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Total:	250			
Evaluator's Discretion:			For Student Only	
			Start Time 9:00	End Time 12:00
Total Marks:			Mode Of Examination:	Online <input checked="" type="checkbox"/> Offline <input type="checkbox"/>
Evaluator's Discretion: This 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.			For Office Use Only	
			ECN CODE:	EG:
			Evaluation Date:	

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

Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL REMARKS

Section - A

a) What do you mean by 'public' in public servant? Bring out and discuss three important values a public servants.
(10 marks, 150 words)

क सेवक में 'लोक' से आप क्या समझते हैं? लोक सेवकों के तीन महत्वपूर्ण मूल्यों को बताएं और चर्चा करें।

(10 अंक, 150 शब्द)

'Public' in public servant is the 'people of the country - the citizens'. It is this public whom the public servant has to serve and public interest must be promoted.

Three important values in public servant:

1. Empathy - the ability to put oneself in shoes of other. This helps in designing better policies & better implementation.
eg: a meeting in DM office → DM makes arrangement for specially abled people to improve accessibility.
eg: scientific development like prosthetic limbs.

2. Integrity: When our thoughts and actions are in consistency.

eg: TN Sheshan - a man with integrity who reformed our electoral system

eg: Gandhiji's life is an example of high level of personal integrity.

3. Tolerance - ie acceptance and accommodation of different views points. This will help in inclusive policies and communal harmony.

eg: A.P.J. Abdul Kalam - wings of fire details about him living among a diverse population and having 'Prasad'.

Apart from these qualities like efficiency, objectivity, dedication towards public services must be there.

Objectivity means absence of biases and not absence of empathy. Discuss the significance of empathy and objectivity in a civil servant. How can these two values be reconciled in case of conflict between them? (10 marks, 150 words)

व्यक्तता का अर्थ पूर्वाग्रह की अनुपस्थिति है, समानुभूति की अनुपस्थिति नहीं। एक सिविल सेवक में समानुभूति और निष्पत्ता के महत्व पर चर्चा करें। उनके बीच संघर्ष के मामले में इन दो मूल्यों को कैसे सुलझाया जा सकता है?

(10 अंक, 150 शब्द)

Objectivity is looking at things as it is without affecting it by our own perception of things. While empathy is the value of putting oneself in shoes of others to understand their feelings.

Significance of:

1) Objectivity: → in decision making
 ↳ design of policies
 ↳ ensuring impartiality.
 ↳ helps justify its decision if needed later.

2) empathy → helps understanding others feeling.
 → helps ensuring fairness in decisions.

Reconciliation between objectivity and empathy;

Objectivity does not mean lack of empathy. What we need is enlightened subjectivity i.e. rational objective + empathetic thought.

eg: When a pregnant woman is punished for a crime → care must be taken of her health and child health.

eg: Penalty for breach of prohibition law → more poor people caught → Thus law needs objectivity + empathy.

eg: A woman beneficiary of a scheme has few documents missing, but she is too old → one should try & help her to get all documents so that she can avail the scheme.

Ethics is not absolute always. Sometimes it needs a balance between different views and values to reach a conclusion.

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Ethics is not absolute always. Sometimes it needs a balance between different views and values to reach a conclusion.

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

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

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Foreign aid is seen as an important source for achieving the objectives of socio-economic development, but many of the times it faces opposition from the local population. What are the various ethical issues involved with foreign aid? Suggest measures to resolve such issues?

(10 marks, 150 words)

राजिक-आर्थिक विकास के उद्देश्यों को प्राप्त करने के लिए विदेशी सहायता को एक महत्वपूर्ण स्रोत के रूप में देखा जाता है, लेकिन कई बार इसे स्थानीय लोगों के विरोध का सामना करना पड़ता है। विदेशी सहायता से जुड़े विभिन्न नैतिक कया हैं? ऐसे मुद्दों को हल करने के उपाय सुझाएं?

(10 अंक, 150 शब्द)

Foreign aid as a source of socio-economic development:

- cheap multilateral loans from world bank → for ~~stabilization~~ removal of poverty.
- loans for infrastructural creation.
- to move a country out of economic distress
eg: India during 1991
Recent in light of Sri Lankan crisis.
- Disaster reliefs.

But it faces opposition from local population due to ~~various~~ ^{ethical} issues involved:

- aid by sabotaging the decision making power of country.

- imposing harsh conditionality on receiving country. eg: economic reforms of 1995
- Many a times in sectors like mining where local are evacuated or exploited.
- With aid does not always come creation of employment for the locals.
- International funding organisation dominated by few → not democratic in nature.
- Imposing a single model of development for all.
- Debt for gaining strategic leverage.
eg: China's debt diplomacy.

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

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

Responsibility

1. comes from internal checks
2. informal in nature
3. It means being able to take responsibility for what one does - ~~is~~ right or wrong

Accountability

1. comes from external checks.
2. formal in nature.

Accountability =
responsibility +
answerability + external checks.

Responsibility is driven by ethics and morality of an individual. It depends on internal conscience, value system and moral development.

Responsibility given must be followed by accountability to derive true meaning out of it.

eg: Responsibility given to executive → to design budget
 ↓
 accountability → ensured by Parliament (cut motions), PAC and CAG.

eg: civil servant → responsibility to work for citizen welfare
 ↓
 accountability ensured through
 ↳ three E's → CVC, CBI, court
 ↳ 360° performance analysis.

Also accountability ensures transparency which helps develop trust in system.

It helps in better citizen participation through social audits, Janta darbars etc.

Responsibility comes with great power so it must be followed by checks so as to minimize discretion and ensure transparency and accountability.

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

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

Effective public service delivery must include

- citizen centricity
- ↳ dignity of citizens → i.e. treating them as stakeholders.
- ↳ Timely delivery of services to reduce expectation and delivery gaps.

Citizen charter: it contains aims and objectives of an organisation, listed for its citizens to check if timely or quality delivery of service is done. It has mechanism for grievance redressal as well.

citizen charter is not able to achieve its objectives
because: (cc)

- not dynamic in nature → mostly static document
- generally no time frame is mentioned.
- it is not compulsory.
- dialogue with all stakeholders is not done before designing it
- lack of awareness among public regarding it.

Measures to make it more effective:

- involve NGOs, local leaders in design of CC.
- it should evolve with time and needs.
- A time frame must be mentioned to better analyse the service delivery achieved.
- Easier grievance redressal.
- Educate masses about citizen charter.

Apart from CC → RTI, tuzen samvad, CPGRAM etc have also helped in ensuring citizen centrality in public service delivery.

4) a) Civil servants often face a crisis of conscience when fulfilling their official duties. In your opinion, what are the reasons for such crisis? How can they be resolved? (10 marks, 150 words)

ने आधिकारिक कर्तव्यों को पूरा करते समय सिविल सेवकों को अक्सर अंतरात्मा के संकट का सामना करना पड़ता है। उनकी राय में इस तरह के संकट के क्या कारण हैं? उनका समाधान कैसे किया जा सकता है? (10 अंक, 150 शब्द)

Conscience is the inner compass which guides what is right and wrong.

crisis of conscience → before decision → when one is unable to decide between two competing values

→ After decision — when wrong decision taken and his core value compromised.

Reasons for crisis of conscience in civil servants:

Occurs due to ethical dilemmas posed:

↳ carries us honesty → if fails to listen to corrupt → can lead to transfer and if listens then honesty & integrity compromised.

↳ listen to superior orders vs constitutional/legal values.
There are times like these → under such situation dilemma occurs.

* Also CoC occurs → as everyone has a set of values and moral development which comes in way while executing our task.
eg: orders like not acting during a riot.

To resolve CoC

- ↳ check the rationality of conscience calling
- ↳ see if it is not just an intuition.
- ↳ Try to reach Aristotle's golden mean.

Apart from conscience other important things that should guide a civil servant is constitution, laws and rules, core values like honesty, integrity, empathy etc.

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

(10 marks, 150 words)

नैतिक कार्य संस्कृति कर्मचारियों के जॉब संतुष्टि को बढ़ाती है और संगठनात्मक सफलता सुनिश्चित करती है। विस्तृत वर्णन करें। किसी संगठन में नैतिक कार्य संस्कृति को किन तरीकों से शामिल किया जा सकता है (10 अंक, 150 शब्द)

Work culture is the way of life of people in an organisation. It depends on processes, procedures and behaviour of people to achieve objectives of an organisation.

Ethical work culture is when organisation is guided by set of ethical standards like:

↳ innovation ↳ team spirit

↳ respectful communication ↳ honesty & integrity

↳ awarding the performer

↳ respect for women. ↳ sensitive

↳ inclusive work culture.

These ensures that the team is motivated to achieve their goals and thus leads to success of an organisation.

Ways to incorporate ethical culture in an organisation :

1. Workshops → to ensure gender sensitivity and respect.
2. Clear transparent procedure for promotions.
3. Reducing workplace politics → reduce mental stress → better motivated.
4. Develop team spirit → for better execution of project and camaraderie.
5. Make workplace inclusive → by diverse hiring.
6. Ensure lower pay gap differential (like Infosys) and equal pay for equal work.

At the end individuals together make up an organisation. It depends on how well motivated they are and what kind of ecosystem they work in. These play a role in deciding the trajectory of an organisation.

Q.5) a) Differentiate between the followings:

(10 marks, 150 words)

निम्न के बीच अंतर करें।

(10 अंक, 150 शब्द)

(i) Apathy and indifference

उदासीनता और उपेक्षा

(ii) Principles of ethics in Public Administration and Determinants of ethics in Public Administration

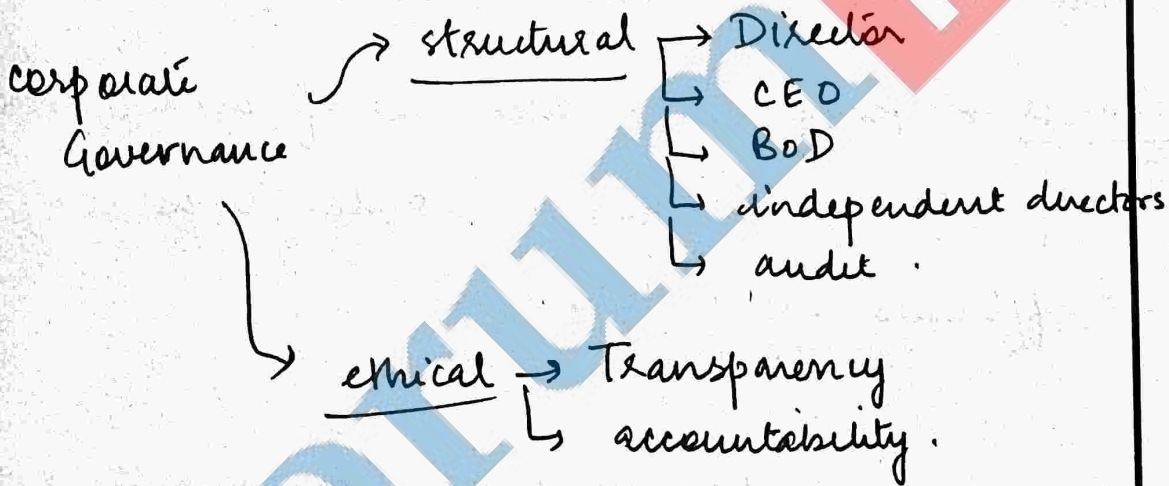
लोक प्रशासन में नैतिकता के सिद्धांत और लोक प्रशासन में नैतिकता के निर्धारक

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b) Corporate governance is not just for the better management of the corporate but also for creating greater good for the society. Explain with illustrations. (10 marks, 150 words)

निगमीय शासन सिर्फ निगम के बेहतर प्रबंधन के लिए नहीं बल्कि समाज के लिए अधिक अच्छा बनाने के लिए भी है। उदाहरण सहित स्पष्ट करें। (10 अंक, 150 शब्द)

Corporate governance is when a corporate is run by a set of rules and ethical standards to balance different objectives like profit, planet and people.



So corporate governance is not just better management of corporates but for greater good for the society.

→ Independent directors → helps ensure that interest of all stakeholders are taken care of.

- Separation of CEO and director → to ensure better decision in light of benefit to all.
- Initiatives like CSR under companies Act.
- Development of compassionate capitalism (like Narayan Marthy).
- compulsory presence of women on BoD thus making it gender inclusive.
- Planet → Going green like use of biodegradable plastic for packaging, better disposal of effluents by industries.

Recent initiatives like West Bengal government 'Happy workplace' - a co-working space has helped moved the focus from profit driven to one caring for its employees and making it more inclusive.

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

निम्नलिखित में से प्रत्येक उद्धरण आपके लिए क्या अर्थ है?

a) "Good governance depends on ability to take responsibility by both administration as well as the public." (10 marks, 150 words)

"सुशासन प्रशासन के साथ-साथ जनता दोनों की जिम्मेदारी लेने की क्षमता पर निर्भर करता है।" (10 अंक, 150 शब्द)

Good governance is one which is -

responsible, efficient, citizen centric, accountable,
responsive, participative, effective and
transparent.

Good governance depends on the ability to take responsibility:

1. By administration

→ to deliver service to public - of better quality and on time.

→ to resolve grievances by being a responsive administration

eg: CPARAM portal, Tanta darbar.

→ considering citizens as stakeholders in governance rather than mere beneficiary of government schemes.

2. By citizen

→ By being aware about different government schemes.

→ helping in identification of beneficiary
eg: MGNREGA.

→ ensuring their participation
eg: Chennai beach cleaning.

→ social audit of government programme

→ Asking questions to keep administration on toes.

Only when administration, government, citizen, corporates and civil societies all come together is when good governance is ensured.

b) "Only a life lived in the service to others is worth living"

(10 marks, 150 words)

"दूसरों की सेवा में जिया गया जीवन ही योग्य है।"

(10 अंक, 150 शब्द)

As Vivekanand has rightly said that service to man is service to God. When we serve others we have a fulfilled life.

life lived in service of others is worth living:

1. gives happiness -
eg: teaching the underprivileged - a teacher in Maharashtra awarded.
2. Sense of satisfaction.
3. Respect and recognition in society.
eg: Mahavir Mandir, Mahavir Cancer hospital and many other infra by an IPS officer in Bihar.
4. Helps resolve pain of others
eg: Armstrong Palone building road - Miracle man.

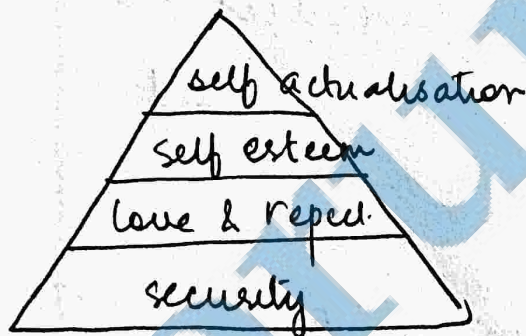
§. Helps to give back to society what we have received from it.

eg: joining public services with an intent of serving the people.

But life must also be lived for oneself!

→ As we have family to take care of.

→ we have our own needs → Abraham Maslow.



⇒ Abraham Maslow need hierarchy.

→ Only when we are happy is when we can make others happy.

eg: Taking adequate breaks to better perform in job on weekdays.

Mahatma Gandhi and Vivekananda & even text like Gyeta lays emphasis on service to others as a noble path.

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

सत्यनिष्ठा क्या सुविधाजनक है और क्या सही है के बीच का चुनाव है।"

(10 अंक, 150 शब्द)

Integrity as defined by Gandhiji is when your belief, thoughts and actions are in consistency with each other. It is about following one's principles/values in all circumstances.

Integrity is a choice between what is convenient and what is right:

1. corruption or not

↳ convenient → be pliable and thus better career opportunity (even 2nd ARC recognises this).

↳ right → not misuse power.

Integrity is balancing these and sticking to one's principles of not being corrupt under any situation.

2. Traffic signal:

↳ convincement: do not follow when no body is watching.

Integrity is not breaking the signals even if no-one is watching.

3. Balancing public and personal.

↳ integrity is officer enforcing domestic violence act must also respect his own wife at home.

4. freedom struggle → for Gandhiji

↳ convincement → to shun non violence and state revolution

↳ right → is to stick to his own principles even when all others are against you.

Integrity is one of the core values of a public servant. It is necessary both at personal and at institutional level.

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Section - B

Q.7) You are an IPS officer who has a great record of upholding rule of law and ensuring justice. You are recently transferred to a city facing the problem of rising number of Covid-19 cases and casualties on a daily basis. The situation has gone out of hand and to tackle the challenge of pandemic, a lockdown is imposed in the city to slow down the spread of the infection. Strict rules and regulations were brought into action in the view of the seriousness of the situation. However, shops and businesses dealing with essential items like fruits, vegetables, dairy products and medicine are allowed to remain open. Wearing of mask and maintaining social distancing have been declared to be mandatory. Penal consequences have been prescribed for those who fail to comply with the mandatory guidelines.

You and your team are taking strict measures against law breakers and to create an effective deterrent, the fine for not wearing a mask in public has been increased in the city. Temples, mosques and other religious places have been closed. Digital tools are being promoted to do fill in for the need to congregate for religious rituals and prayers. Malls, gyms, salons and cinema halls have also been shut. Special functions such as marriages are allowed only after obtaining due permission, which is given for limited number of guests and limited duration of time.

One day, you got an information that a marriage is taking place in contravention of all the containment norms related to pandemic. It has a guest list running into hundreds of people but has the administrative permission for only fifty guests. With attendees not wearing masks or following other pandemic related guidelines, the event has potential to turn into a super spreader event for the infection. The wedding is of the ruling party MLA's niece. When you tried to take action against the violations taking place in the marriage, political pressure was created on you.

You then approached to your seniors for aid in controlling the situation and taking action. Your seniors suggested to you that you should avoid taking any action. You are told that the MLA is a very powerful man with huge political backing.

In this situation, answer the following:

- Identify various stakeholders in this case study and discuss ethical issues that you are faced with.
- What is the most suitable course of action amongst the options that are available to you?

(20 marks, 250 words)

आप एक IPS अधिकारी हैं जिनका विधि के शासन को बनाए रखने और न्याय सुनिश्चित करने का एक अच्छा रिकॉर्ड है। आपको हाल ही में एक ऐसे शहर में स्थानांतरित किया गया है जो दैनिक आधार पर कोविड-19 मामलों और हताहतों की बढ़ती संख्या की समस्या का सामना कर रहा है। स्थिति विकट बन गई है और महामारी की चुनौती से निपटने के लिए, संक्रमण के प्रसार को धीमा करने के लिए शहर में लॉक डाउन किया गया है। स्थिति की गंभीरता को देखते हुए कड़े नियम व कानून लागू किए गए हैं। हालांकि, फल, सब्जियां, डेयरी उत्पाद और दवा जैसी आवश्यक वस्तुओं से संबंधित दुकानों और व्यवसायों को खुले रहने की अनुमति है। मास्क पहनना और सामाजिक दूरी बनाए रखना अनिवार्य घोषित किया गया है। अनिवार्य दिशानिर्देशों का पालन करने में विफल रहने वालों के लिए दंडात्मक परिणाम निर्धारित किए गए हैं।

आप और आपकी टीम कानून तोड़ने वालों के खिलाफ सख्त कदम उठा रही है और एक प्रभावी निवारक बनाने के लिए, शहर में सार्वजनिक रूप से मास्क नहीं पहनने पर जुर्माना बढ़ा दिया गया है। मंदिर, मस्जिद और अन्य धार्मिक स्थल बंद कर दिए गए हैं।



धार्मिक अनुष्ठानों और प्रार्थनाओं के लिए एकत्रित होने की आवश्यकता को पूरा करने के लिए डिजिटल उपकरणों को बढ़ावा दिया जा रहा है। मॉल, जिम, सैलून और सिनेमा हॉल भी बंद कर दिए गए हैं। विवाह जैसे विशेष कार्यों की अनुमति उचित अनुमति प्राप्त करने के बाद ही दी जाती है, जो सीमित संख्या में मेहमानों और सीमित समय के लिए दी जाती है।

एक दिन, आपको सूचना मिली कि महामारी से संबंधित सभी रोकथाम मानदंडों के उल्लंघन करके एक शादी समारोह का आयोजन किया जा रहा है। इसमें सैकड़ों लोग अतिथि हैं, लेकिन केवल पचास मेहमानों के लिए ही प्रशासनिक अनुमति है। उपस्थित लोगों के मास्क न पहनने या अन्य महामारी संबंधी दिशानिर्देशों का पालन नहीं किया गया है जिसके कारण यह समारोह एक सुपर स्प्रेडर बन सकता है। शादी सत्तारूढ़ पार्टी विधायक की भतीजी की है। जब आपने शादी में हो रहे उल्लंघन के खिलाफ कार्रवाई करने की कोशिश की, तो आप पर राजनीतिक दबाव बनाया गया।

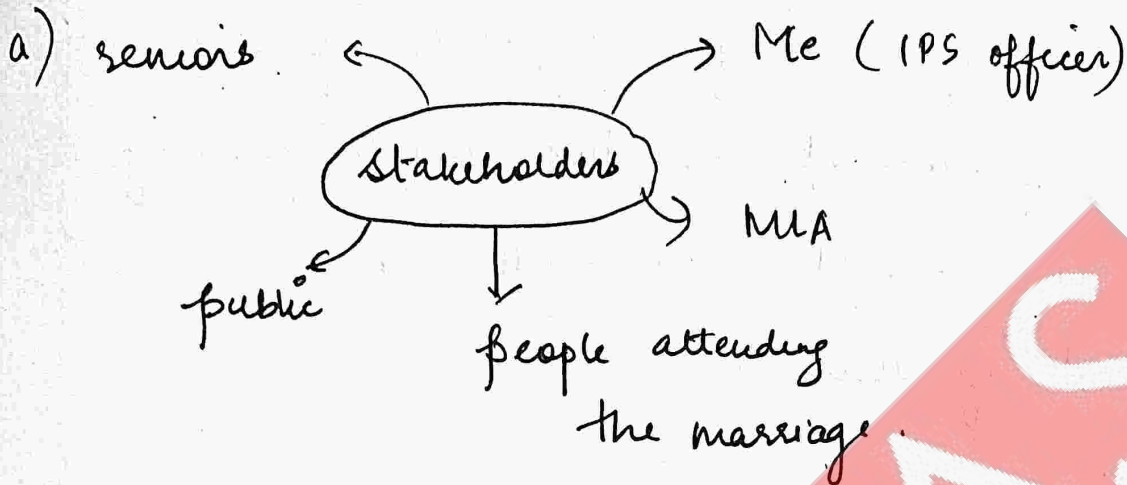
फिर आपने स्थिति को नियंत्रित करने और कार्रवाई करने में सहायता के लिए अपने वरिष्ठों से संपर्क किया। आपके वरिष्ठों ने आपको सुझाव दिया है कि आपको कोई भी कार्रवाई करने से बचना चाहिए। आपको बताया जाता है कि विधायक बड़े राजनीतिक समर्थन वाले बहुत शक्तिशाली व्यक्ति हैं।

इस स्थिति में, निम्नलिखित का उत्तर दीजिये:

- इस केस स्टडी में विभिन्न हितधारकों की पहचान करें और उन नैतिक मुद्दों पर चर्चा करें जिनका आप सामना कर रहे हैं।
- आपके लिए उपलब्ध विकल्पों में से सबसे उपयुक्त कार्यवाही क्या है? (20 अंक, 250 शब्द)

This case study deals with the issue of breach of law i.e. covid guidelines and issues while performing duty as an officer due to political pressure.

Similar breach of guidelines was seen in Tripura where DM harsh action was criticised.



ethical issues faced by me:

1. Breach of guidelines - violation of rule of law.
2. Danger to public due to spread of infection - event can become super spreader.
3. Permission taken for only 50 guest while guest running into hundreds.
4. Senior advising not to take action despite knowing the law has been breached.

5. Issue of pressure from elected representative to on permanent executive despite knowing that they should work together to control the spread of virus.

(b) Options available

1. Not take action because MLA has strong political backing
2. Convince senior that action must be taken and take his help in action.

Course of action

- Register cases for breach of COVID guidelines
- Fine the people attending the wedding for not wearing mask.
- Also action for not taking adequate permission from administration.

- Convince senior that public servants must keep public interest above all. Though permanent executive must listen to political executive but not when illegal demands are being made.
- Steps must be taken in long run:
 - Set an example among people that they will be penalised if guidelines is not followed.
 - Easier mechanism to get permission from administration.

~~→~~ Rule of law is equal for all. No one is above law in a democracy (Article 14). Thus as a public servant doing public service must always work in public interest.

Feedback

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Structure/ Presentation
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Value Addition
Total



Q.8) The government has intensified infrastructure construction in border regions to carry out development of people living in such areas and for protecting territorial integrity against aggression from neighboring countries.

In one such region, the use of heavy machinery is causing damage to houses in the vicinity of the project site, threatening the local environment and increasing risks of geological hazard in an area which is categorized as seismic zone 5. As house owners started protesting against the damage to their property, they were compensated liberally for the losses by the project implementing firm. In the latest incident, 10 construction workers involved in the project died when the building in which they were sleeping crumbled down. The building had been declared unsafe recently due to its proximity with the project site. The workers have designated living quarters built for them by the construction firm, however the space inside them gets crowded at night. Compensation has been announced by the government as well as the firm for the families of the dead as well as for the injured. The incident is now making headlines. Citing the damage to local buildings and environment, some NGOs have started campaigning against the project due to ecological sensitivity of this mountainous region. Under pressure from people and civil society, the government has constituted an enquiry commission to look into the concerns of public safety, ecological damage, and oversight in project's design and implementation.

The government cannot afford any delay in the completion of the project due to security and strategic implications. The project implementation agency is one of the few with technological competence to implement the project. The firm has avoided delays despite pandemic-related restrictions. Taking action against the firm might halt the project and prevent its completion before the winters. Once winter sets in, the mountain passes will close and transporting men and material will be difficult which will lead to potentially large delay in the project.

You are a senior bureaucrat who has been made the head of the enquiry commission. Answer the following:

- What are the ethical dilemmas in the case?
- Present major recommendations that you would make based on given facts, along with justification. (20 marks, 250 words)

सरकार ने ऐसे क्षेत्रों में रहने वाले लोगों के विकास के लिए और पड़ोसी देशों के आक्रमण के खिलाफ क्षेत्रीय अखंडता की रक्षा के लिए सीमावर्ती क्षेत्रों में बुनियादी ढांचे के निर्माण को तेज कर दिया है।

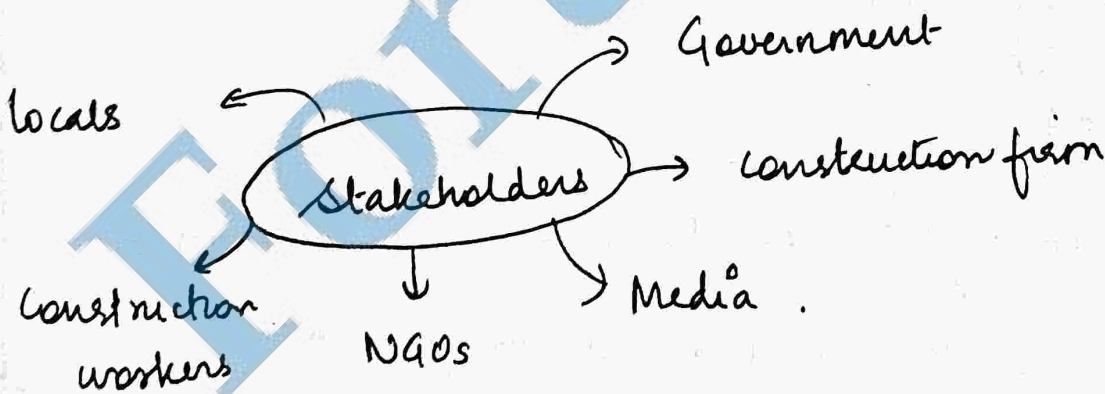
इस तरह के एक क्षेत्र में, भारी मशीनरी का उपयोग परियोजना स्थल के आसपास के घरों को नुकसान पहुंचा रहा है, स्थानीय पर्यावरण के लिए खतरा उत्पन्न कर रहा है और भूकंपीय क्षेत्र में भौगोलिक खतरे के जोखिम में वृद्धि कर रहा है जिसे भूकंपीय क्षेत्र 5 के रूप में वर्गीकृत किया गया है। जिसके कारण यहां रहने वाले लोगों ने विरोध प्रदर्शन करना शुरू कर दिया परियोजना को लागू करने वाली फर्म से अपनी संपत्ति नुकसान हेतु उपयुक्त मुआवजा की मांग की। नवीनतम घटना में, परियोजना में शामिल 10 निर्माण श्रमिकों की मृत्यु हो गई जब इमारत जिसमें वे क्रेम्बलडाउन सो रहे थे। प्रोजेक्ट साइट के साथ निकटता के कारण इमारत को हाल ही में असुरक्षित घोषित किया गया था। श्रमिकों ने निर्माण फर्म द्वारा उनके पोषणा सरकार के साथ-साथ मृतकों के परिवारों के साथ-साथ घायल लोगों के लिए फर्म की घोषणा की गई है। घटना अब हेडलाइंस बना रही है। स्थानीय भवनों और पर्यावरण को नुकसान का हवाला देते हुए, कुछ गैर सरकारी संगठनों ने नागरिक समाज के दबाव में, सरकार ने परियोजना के खिलाफ प्रचार करना शुरू कर दिया है। लोगों और निरीक्षण की चिंताओं को देखने के लिए एक जांच आयोग गठित किया है।

सुरक्षा और रणनीतिक प्रभावों के कारण सरकार परियोजना के पूरा होने में कोई देरी नहीं कर सकती है। परियोजना कार्यान्वयन एजेंसी तकनीकी क्षमता के साथ परियोजना को लागू वालों में प्रमुख है। महामारी से संबंधित प्रतिबंधों के बावजूद फर्म ने देरी नहीं की है। फर्म के खिलाफ कार्रवाई करना परियोजना को रोक सकता है और सर्दियों से पहले पूरा होने से रोक सकता है। सर्दियों प्रारंभ होने के बाद, माउंटेन पास बंद हो जाएगा और लोगों और सामग्री की आवाजाही बाधित होगी जिससे परियोजना के पूरा होने में देरी हो सकती है।

आप एक वरिष्ठ नौकरशाह हैं जिन्हें जांच आयोग का प्रमुख बनाया गया है। निम्नलिखित का उत्तर दें :

- a) मामले में नैतिक दुविधा क्या हैं? (20 अंक, 250 शब्द)
 b) वर्तमान प्रमुख सिफारिशें जिन्हें आप औचित्य के साथ दिए गए तथ्यों पर आधारित करेंगे।

This case study is dilemma between national security and environment and public safety. It is in light of recent Chardham project in the Uttarakhand which saw protest against it.



(a) Ethical dilemmas in the case:

1. National security vs public safety as houses are falling.
2. Ecology damage vs need for *infra* in the region for national security.
3. Issues in project design and implementation.
4. Halting the project for public concern vs delay further due to winters which blocks way.
5. Death of construction workers ~~involved in the project~~ living in a building near the project.

(b) Recommendation:

1. Collect data about how the project has been affecting ecology and public in general.

Based on these my recommendation would be:

→ Talk to the NAOs protesting and explain them the necessity of the project.

→ Also environmentalist must be explained how national security and ecology needs to be balanced.

→ Rehabilitation of people who could be affected to places away from it.

→ Also seismic zone vulnerability assessment must be done to avoid more extreme events like earthquake and landslides.

- If possible project could be stopped for few days and analysis of project design must be done again by expert committee.
- National security by taking away lives of people is not security but more vulnerability. Thus a balance must be struck.
- Dialogue with public to take them into confidence before the project resumes.

Aristotle's Golden mean of balancing actions must be done. Eco vs Eco debate answer is sustainable development balancing both. People in border areas must be part of the larger national security picture of the country.

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2.9) You are the head of an administrative department with high incident of corruption. In your investigations into corruption cases relating to your department, you have found that there is a proper network of middlemen, functionaries of the department and vested interests. To break this nexus of corruption, you took steps, such as technological interventions, transfer of functions away from individuals with accusation or reputation of being corrupt, and warnings of strict disciplinary actions. These steps have helped in greatly reducing corruption and improved citizen experience. However, a section of middlemen, employees and vested interests are not happy with the change. A contractor, in cahoots with some of the disgruntled employees, has filed a complaint against you of demanding money for grant of tender. The facts of the complaint make you look prima facie implicit in corruption.

An enquiry committee has been established to investigate the accusations against you. Some of the options to handle this situation could be as follows:

- Give your explanation to the enquiry committee and go soft on the disciplinary actions.
- Ignore the committee and proceed firmly with the disciplinary actions.
- Brief your higher-ups, seek directions from them and act accordingly.

Suggest any other possible option(s). Evaluate all of them and suggest the best course of action, giving your reasons for it. (20 marks, 250 words)

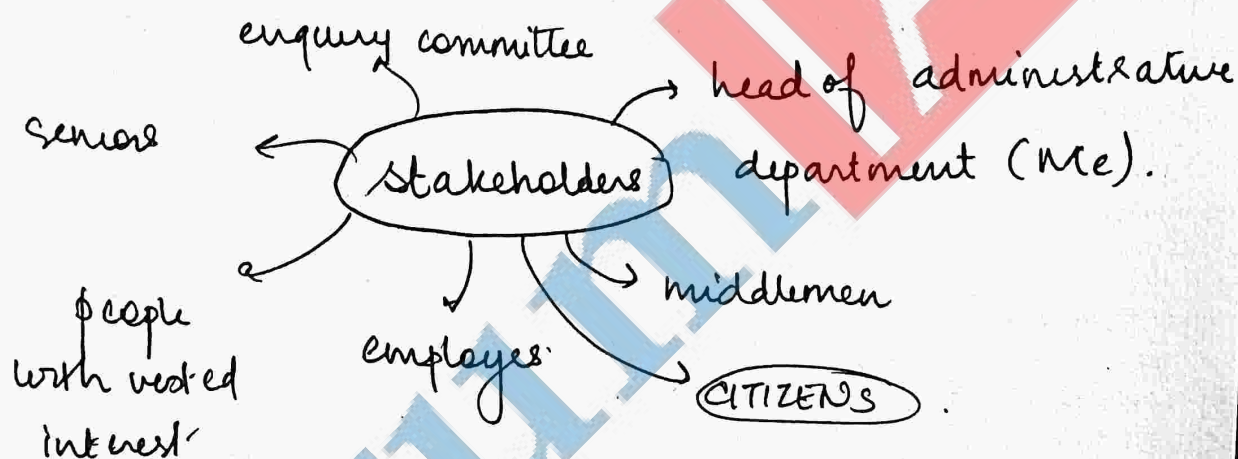
आप किसी प्रशासनिक विभाग के प्रमुख जहां भ्रष्टाचार उच्चस्तरीय घटना हुई। आपके विभाग से संबंधित भ्रष्टाचार के मामलों में जांच में, आपने पाया है कि मध्यस्थों का एक उचित नेटवर्क, विभाग के कार्यकर्ताओं और निहित हितों का एक उचित नेटवर्क है। भ्रष्टाचार के इस नेक्सस को तोड़ने के लिए, आपने तकनीकी हस्तक्षेप, भ्रष्टाचार में लिप्त कर्मियों से कार्यों का हस्तांतरण और सख्त अनुशासनात्मक कार्यों की चेतावनियां जैसे कदम उठाए। इन कदमों ने भ्रष्टाचार को कम करने और नागरिक अनुभव में सुधार को कम करने में मदद की है। हालांकि, बिचौलियों, कर्मचारियों और निहित हितों का एक वर्ग इन परिवर्तन से खुश नहीं है। एक ठेकेदार, कुछ असंतुष्ट कर्मचारियों के साथ कैंडूटों, ने निविदा के अनुदान के लिए धन मांगने के बारे में शिकायत दर्ज कराई है। शिकायत के तथ्य में आपको भ्रष्टाचार में प्रचलित प्रथा को निहित दिखाया गया।

आपके खिलाफ आरोपों की जांच के लिए एक जांच समिति की स्थापना की गई है। इस स्थिति को संभालने के लिए कुछ विकल्प निम्नानुसार हो सकते हैं :

- जांच समिति को अपना स्पष्टीकरण दें और अनुशासनात्मक कार्यों पर नरम हो जाएं।
- समिति को अनदेखा करें और अनुशासनात्मक कार्यों के साथ दृढ़ता से आगे बढ़ें।
- अपने उच्च अधिकारियों को समुचित घटना से अवगत कराएं, उनसे निर्देशों लें और तदनुसार कार्य करें।

किसी भी अन्य संभावित विकल्प का सुझाव दें। उन सभी का मूल्यांकन करें और इसके लिए अपने कारण देकर कार्रवाई का सर्वोत्तम क्रियाविधि सुझाएं। (20 अंक, 250 शब्द)

This case is a classic case of nexus and Institutionalised corruption in India. India ranks high in corruption perception Index and corruption is not condoned.



(a) Evaluation of options :

option (a)

merit

- let law follow course by cooperating with enquiry committee
- Give them a chance to improve & stop corrupt acts

demerit

- Going soft on disciplinary actions can lead to thinking of acceptance of corruption

(b)

Merit

- Ignore committee - as I have not done anything wrong.
- firm disciplinary action is necessary to deal with corruption - leadership, courage

Demerit

- Ignoring committee is like me who should enforce law is not following law
- firm disciplinary action can pose a danger to my life from the vested interested group.

(c)

Merit

- Seniors → have experience so better clarity and advice.
- help prevent taking of wrong decision.

Demerit

- Shows lack of leadership and decision making skills.
- Seniors might be aware of this & might suggest something counter to my values.

Course of action

Short term:

1. Talk to seniors about the issue - seek their advice as they have experience.
2. Cooperate with enquiry committee and should not fear because I have done nothing wrong.
3. Initiate disciplinary action against the employees involved if they do not understand that honesty, integrity, public service are the values required in any public servant.
4. File cases against the middlemen and other vested interests group.
5. Order further investigation based on your initial investigation report.

long term:

1. Digitisation of processes.
 - ↳ Reducing the interaction level to reduce corruption.
2. Public participation and vigilance - ask them to report corruption cases.
3. Build an ethical ecosystem and a positive workculture.
4. Understand the root cause of corruption among employees so as to deal with it better.

As Amartya Sen writes that in 'An Uncertain Glory' that corruption will not vanish in a day, but at least the fight against it must go on.

Feedback

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Structure/
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Q.10) Unorganized and unplanned urbanization has been taking place in the Arakand green belt around the city of Pandavapura for the last 3-4 decades. It started off with a mining project, along with which came a wave of migrants who settled around the mining site. As population kept on growing, the place started to exhibit sub-urban characteristics with eateries, residential-cum-commercial areas, schools, health clinics etc. Over the years, the new residents got enrolled in voter-lists, acquired ration cards and got Aadhar number which recognizes their addresses in Arakand green belt. The green cover of the area has greatly reduced, although patches of forest remain and the whole area continues to be classified as a forest area in government records.

Recently, due to rising problem of air pollution in Pandavapura, issue of continuing loss of green cover around the city has been raised by environmental activists. The court, while hearing a PIL, has asked government to come up with an afforestation plan to restore green cover. Taking account of the population living in the green belt, the court has directed government to constitute a rehabilitation commission for planning the de-encroachment of the forest areas.

The people living in the Arakand green belt are under shock due to the sudden decision by the court. Many of the current residents were born in the area and have grown up into adults, thinking of the area as their home. Most people are from poor or lower-middle class background. Many have impending family exigencies such as marriage, upcoming examination of children etc.

In light of the above, bring out and discuss various ethical issues involved in this case. According to you, what should be the major suggestions of the government appointed commission for carrying out peaceful rehabilitation and ensuring welfare of the people living in the area?

(20 marks, 250 words)

पिछले 3-4 दशकों के लिए पांडवपुरा शहर के आसपास अरकंद ग्रीन बेल्ट में असंगठित और अनियोजित शहरीकरण हो रहा है। यह एक खनन परियोजना के साथ शुरू हुआ, जिसके साथ प्रवासी मजदूर खनन साइट के चारों ओर बसने शुरू हो गए। जैसे जनसंख्या बढ़ने लगी, इस स्थान पर भोजनालय, आवासीय-सह-वाणिज्यिक क्षेत्रों, स्कूलों, स्वास्थ्य क्लीनिक इत्यादि के साथ उप-शहरी विशेषताएं दिखनी शुरू हो गया, पिछले कुछ वर्षों में, नए निवासियों को मतदाता सूची में नामांकित किया गया, राशन कार्ड का अधिग्रहण किया और उन्हें आधार संख्या प्रदान की गई जिससे वे अरकंद ग्रीन बेल्ट में निवासी के रूप में उनकी पहचान होने लगी। क्षेत्र का हरा क्षेत्र बहुत कम हो गया है, हालांकि जंगल के पैच रह गए हैं और पूरे क्षेत्र को सरकारी रिकॉर्ड में वन क्षेत्र के रूप में वर्गीकृत किया जा रहा है।

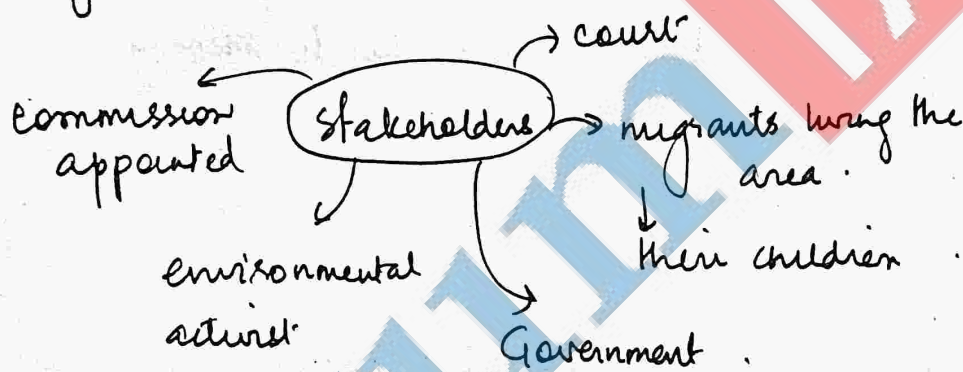
हाल ही में, पांडवपुरा में वायु प्रदूषण की बढ़ती समस्या के कारण, शहर के चारों ओर हरित क्षेत्र के कम होने का मुद्दे पर्यावरण कार्यकर्ताओं द्वारा उठाया गया है। अदालत, में एक पीआईएल पर सुनवाई के दौरान अदालत ने सरकार से क्षेत्र को बहाल करने के लिए एक वनीकरण योजना के साथ आने के लिए कहा है। हरित क्षेत्र में रहने वाली आबादी का विवरण लेना, अदालत ने वन क्षेत्रों के अतिक्रमण को रोकने की योजना बनाने के लिए सरकार को पुनर्वास आयोग का गठन करने का निर्देश दिया है।

अदालत द्वारा अचानक निर्णय के कारण अरकंद ग्रीन बेल्ट में रहने वाले लोग सदमे में हैं। वर्तमान निवासियों में से कई क्षेत्र में पैदा हुए थे और क्षेत्र के बारे में सोचते हुए वयस्कों के रूप में बड़े हुए थे। ज्यादातर लोग गरीब या निम्न-मध्य निम्न वर्ग की पृष्ठभूमि से हैं। कई लोगों ने शादी, बच्चों की आगामी परीक्षा आदि जैसे पारिवारिक समस्याएं भी बताईं।

उपरोक्त के घटना के आलोक में, इस केस में शामिल विभिन्न नैतिक मुद्दों को बताएं और चर्चा करें। आपके अनुसार, शांतिपूर्ण पुनर्वास करने और क्षेत्र में रहने वाले लोगों के कल्याण को सुनिश्चित करने के लिए सरकार नियुक्त आयोग के प्रमुख सुझाव क्या होना चाहिए?

(20 अंक, 250 शब्द)

Case study deals with issues of unplanned urbanisation and encroachment of green cover in the process. This becomes in light of growing urbanisation in India expected to reach 50% by 2030.



Ethical issues involved in the case:

1. Migrants who settled there consider it as their home
 ↓
 plus there are family emergencies like examination of children.
2. Sudden decision to move people out of settled place.

3. Growing pollution and reduction of green cover is a health issue (Article 21 - Right to healthy environment).
4. People belong to poor - middle class.
5. Root cause were the people who at the first place settled them here due to mining projects.

Suggestions of the government appointed commission:

Short term:

1. Rehabilitation of people.

- As directed by earlier judgements of Supreme court people must be evacuated only when alternate rehab place has been given.
- Also give attention on genuine cases

Where family emergencies like marriage, examination or pregnancy etc. is there.

↓

Give them extended date to evacuate.

- Ensure that at the new place they have proper civic amenities and also ration card and voter id (~~ensure not~~ etc)

⇄

Long Run

- Ensure from beginning that green spaces are not occupied like this.
- Catch the people - like mining contractors so that they also engage in rehab effort.
- Afforestation of the area as soon as possible → can use Mujawaki technique.
- Utilisation of DMF fund under Mining Act for welfare of the affected people.

- Can be rehabilitated by giving help under PM Awas Yojna -
- Also compensation should be given for sudden change of their life.
- Make them aware about the possibility of their ration cards under One Nation, one ration card.

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

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

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

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

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

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

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

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

पात्र शहरी गरीब आबादी अभी भी आश्रय से वंचित है और पिछले कुछ वर्षों से ऐसा ही हो रहा है। आगे की जांच के साथ, उन्होंने महसूस किया कि इसमें बहुत बड़ा घोटाला शामिल है और गरीबों को बहकाया और लूटा जा रहा है। सरकार लाभार्थियों को पूर्ण मकान आवंटित नहीं कर रही है। मयंक ने सभी जरूरी दस्तावेजों और सबूतों की एक फाइल तैयार की और कंड से इस पर चर्चा करने गए।

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

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

- सरकारी कार्यक्रमों में भ्रष्टाचार के ऐसे उदाहरण पूरे देश में आम क्यों हैं? उन्हें कैसे रोका जा सकता है?
- विभिन्न हितधारकों के दृष्टिकोण से इस मामले में शामिल विभिन्न हितों की गणना कीजिये। साथ ही, आप मयंक को क्या सलाह देंगे? (20 अंक, 250 शब्द)

The case deals with balancing public life / public duty with personal obligation and relation. While Mayank needs the transfer but in return of it he is asked to perform unethical task and be part of corruption.

(a) Reason why corruption in government programme is common across the country.

- Lack of transparency in
 - ↳ identification of beneficiary
 - ↳ disbursement of funds.
 - ↳ Allocation of houses.

2. Nexus → between politicians and bureaucrats.
3. Public unawareness about the schemes.
4. Acceptance of corruption as a part of process and sometimes justify it as greasing wheel of administration.
5. Lack of social audit of government schemes.
6. ~~low~~ punishment of corrupt (only 10%).

To prevent corruption

- 1) External → CVC, CBI, lokpal → strengthen such Institution.
 - ↳ Judiciary → PIL can be filed.
 - ↳ legislative measures to better penalise the corrupt.

- 2) Technological → Digitisation of the processes and fund transfer and allocatⁿ ⇒ making process transparent.

③ Beneficiary identification → involve NGOs, local people, Gram Panchayats etc.

④ Internal → conscience.
→ ethical ecosystem development.
→ condoning corruption should not be there.

Various interests involved from perspective of different stakeholders:

1. Mayank → Transfer in job where his wife is posted.
→ Doing his duty by taking actions against the corrupt.
2. SDM → involved in corruption.
→ intimidating a fellow public servant with threats and dragging him into corruption.

3. Public → need house to live as poor condition
 → but not getting house due to divergence of houses due to nexus.

Advice to Mayank:

There are times when personal benefit has to kept below to perform larger duty as a civil servant. Public service, integrity and honesty should be the values guiding him. He should take actions against the corrupt and file complaints against accused including SDM. Let inquiry committee perform its work and law take its course.

Such situation demands COURAGE & LEADERSHIP skills. Strong decision must be taken - His wife will appreciate his honest work rather than doing corruption for getting a job near her.

Feedback

(For OFFICE use only)

Structure/
Presentation

Question
Interpretation

Content

Value
Addition

Total



Q.12) In recent years, India is facing increased instances of misinformation and fake news. The spread of corona virus has further made people more paranoid. This is not only negatively affecting the opinion of people but also creating problems like law-and-order issues, communal hatred, degrading scientific environment, disincentivizing development and promoting superstition. With the increasing use of social media, such instances of wrong information spread like fire in the jungle.

Suppose you are the District Magistrate of a district in a northern state of India. The district lacks behind on developmental parameters like education, health, nutrition, infrastructure etc. and has been included as an aspirational district. Agricultural continues to be the main occupation of the people in your district. State government has launched several e-governance programmes related to tele-education, tele-medicine, automated PDS shops etc. to improve service delivery to the people. You believe that digital revolution can be a game changer for your district. Also, there are huge opportunities for IT-based industries in your district due to its proximity to the national capital region.

You were delighted when the government gave its nod for establishment of 5G infrastructure in the state for high-speed internet connectivity. For this purpose, additional mobile towers are being set up and fibre optic cables are being laid down in your district. Many telecom companies are investing crores of rupees for such installations.

However, one day you got the news that a lot of misinformation about 5G technology is being circulated among people of your district where it is claimed that 5G technology spreads Coronavirus. Multiple videos are being shared on social media asserting that radiation from 5G tower helps in the mutation of the coronavirus making it more lethal. The rumour became even stronger when a celebrity filed a case in the supreme court alleging that radiation from 5G towers is harmful to humans and the environment. This fuelled paranoia among hundreds of people of the district, leading to several instances where mobile towers were damaged or uprooted in recent weeks.

The Department of telecommunication has advised the public not to believe fake news claiming the 5G network and the spread of COVID-19 are linked. Despite such advisories, the people of your districts are being influenced by false news and trolls.

You are a rational person and have always believed that such scientifically proven technology would bring fortune to society. You have made up your mind to dispel such misinformation and promote investment in 5G technology in your district. (416 words).

Based on the above case study, answer the following questions:

- What are the reasons for the rise in rumours and fake news in society? How can a person differentiate between a fake and a piece of correct news?
- You as the DM of the district, how will you address such a situation of misinformation and rumour. Justify your course of action. (20 marks, 250 words)

हाल के वर्षों में, भारत गलत सूचना और फर्जी खबरों के बढ़ते मामलों का सामना कर रहा है। कोरोना वायरस के प्रसार ने लोगों को और अधिक उन्मादी बना दिया है। यह न केवल लोगों की राय को नकारात्मक रूप से प्रभावित कर रहा है बल्कि कानून-व्यवस्था के मुद्दों, सांप्रदायिक नफरत, अपमानजनक वैज्ञानिक वातावरण, विकास को हतोत्साहित करने और अंध विश्वास को बढ़ावा देने जैसी समस्याएं भी पैदा कर रहा है। सोशल मीडिया के बढ़ते इस्तेमाल के साथ ही गलत सूचना के ऐसे मामले जंगल में आग की तरह फैल रहे हैं।

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तीजिए कि आप भारत के उत्तरी राज्य के किसी जिले के जिला मजिस्ट्रेट हैं। शिक्षा, स्वास्थ्य, पोषण, बुनियादी ढांचे जैसे विकास के मानकों पर वह जिला पिछड़ा हुआ है। और उसे एक आकांक्षी जिले में शामिल किया गया है। आपके जिले के लोगों का मुख्य व्यवसाय कृषि है। लोगों को सेवा वितरण में सुधार करने के लिए, राज्य सरकार ने एजुकेशन, टेली-मेडिसिन, स्वचालित पीडीएस दुकानों आदि से संबंधित कई ई-गवर्नेंस कार्यक्रम शुरू किए हैं। आप मानते हैं कि डिजिटल क्रांति आपके जिले के लिए गेम चेंजर साबित हो सकती है। साथ ही, राष्ट्रीय राजधानी क्षेत्र से नकी निकटता के कारण आपके जिले में आईटी आधारित उद्योगों के लिए बहुत अधिक अवसर है।

आपको तब खुशी हुई जब सरकार ने हाई स्पीड इंटरनेट कनेक्टिविटी के लिए राज्य में 5G इंफ्रास्ट्रक्चर की स्थापना को प्राथमिकता दी। इसके लिए आपके जिले में अतिरिक्त मोबाइल टावर स्थापित किए जा रहे हैं और फाइबर ऑप्टिक केबल बिछाई जा रही है। कई टेलीकॉम कंपनियां ऐसे इंस्टालेशन के लिए करोड़ों रुपये का निवेश कर रही हैं।

चूँकि, एक दिन आपको खबर मिली कि आपके जिले के लोगों के बीच 5G तकनीक के बारे में बहुत सारी गलत सूचनाएँ फैलाने की जा रही हैं जहाँ यह दावा किया जाता है कि 5G तकनीक से कोरोनावायरस फैलता है। सोशल मीडिया पर कई वीडियो शेयर किए जा रहे हैं, जिसमें दावा किया जा रहा है कि 5G टावर से निकलने वाला रेडिएशन कोरोना वायरस को प्रसारित करने में मदद करता है और इसे और घातक बनाता है। यह अफवाह तब और तेज हो गई जब एक सेलिब्रिटी ने लोकल कोर्ट में 5G टावरों से निकलने वाला रेडिएशन इंसानों और पर्यावरण के लिए हानिकारक होने का आरोप लगाते हुए न्याय दायर किया। इसने जिले के सैकड़ों लोगों में फैला भ्रम उन्नाद की हद तक पहुँच गया, जिसके कारण बहुत से लोगों पर मोबाइल टावर क्षतिग्रस्त या उखड़ दिए गए।

संचार विभाग ने जनता को सलाह दी है कि वे 5G नेटवर्क और कोविड-19 के प्रसार का दावा करने वाली फर्जी खबरों पर विश्वास न करें। इस तरह की एडवाइजरी के बावजूद आपके जिले के लोग झूठी खबरों और ट्रोलस से प्रभावित हो रहे हैं।

आप एक तर्कसंगत ढंग से सोचने वाले व्यक्ति हैं और हमेशा मानते हैं कि ऐसी वैज्ञानिक रूप से सिद्ध तकनीक समाज के लिए लाभदायक होगी। आपने अपने जिले में ऐसी गलत सूचनाओं को दूर करने और 5G तकनीक में निवेश को बढ़ावा देने का मन बना लिया है।

उपरोक्त केस स्टडी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दें :

समाज में अफवाहों और फेक न्यूज के बढ़ने के क्या कारण हैं? कोई भी व्यक्ति नकली और असली खबर के बीच अंतर कैसे कर सकता है?

आप जिले के डीएम होने के नाते गलत सूचना और अफवाह की ऐसी स्थिति से कैसे निपटेंगे। अपनी कार्रवाई का औचित्य सिद्ध कीजिये। (20 अंक, 250 शब्द)

Fake news is coming out as a major issue in India - affecting communal harmony, elections, scientific thinkings. Case study throws light on such similar issues exacerbated by social media.

(a) Reasons for the rise of rumours and fake news in society :

1. Free messaging apps - leading to mindless forwards
2. Users → do not verify the news before circulating
→ trapped in herd mentality.
3. Many a times media also spreads fake news
4. Easy accessibility to internet and social media to all.
5. Online → anonymity → thus everyone has a voice.
6. Bot based propaganda mechanism.
7. Easy accessibility of data of users, thus feeding them contents similar → leading to communalisation, radicalisation.

(*) Differentiating between fake news and piece of correct information:

1. User level → Verify the news from credible sources.

→ understand about cyber hygiene.

2. Media → Do not give unnecessary added & untruthful content just to make news sensational and improve TRP.

3. Social media intermediaries → identify such fake news through algorithms and remove them.

→ help government find the origin of news by sharing metadata.

4. Government → spread awareness

↳ knowledge or information as a counter to misinformation. eg: During Delhi riots.

b) Addressing situation of misinformation and rumours

- short term**

 - take help of local leaders, community heads to spread awareness → that no COVID is linked to these towers.
 - educate the functionaries how to tackle such situation
 - Also warning that if such properties (towers) are destroyed then strict action will be taken
- long term**

 - educate the masses
 - stricter regulation for social media intermediaries (IT Rules).
 - Develop scientific temper
 - help people learn how to verify a false news.

Development of science has helped in upliftment of humans. Similarly internet has helped in delivery of e-governance to the masses. Take to people to make them understand & dispel the rumours.

Feedback
(For OFFICE use only)

Structure/ Presentation
Question Interpretation
Content
Value Addition
Total