

Note: Test 43A of M&P 2019 A batch.

Test Code: 21093

FIAS – 2019 – GS4E/24B/16C

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GENERAL STUDIES

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Mobile No.		Date:	11th August 2019.

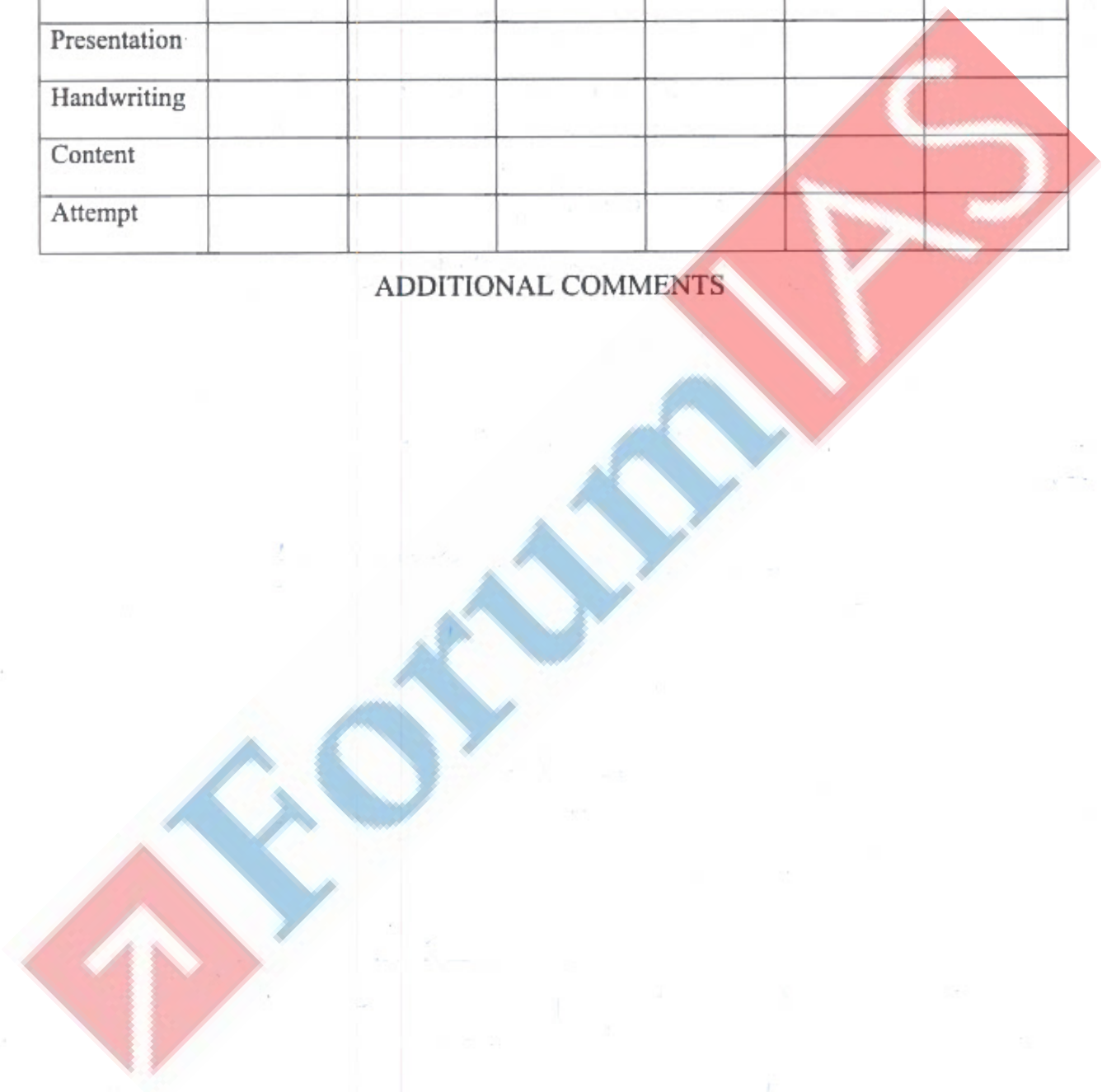
Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION		
Q. No.	Max. Marks	Marks Obtained	<p>1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet.</p> <p>2. There are TWELVE questions printed in ENGLISH, all questions are compulsory.</p> <p>3. The number of marks carried by a question/part is indicated against it.</p> <p>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.</p> <p>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.</p> <p><i>Any specific messages for ForumIAS Mentors/ Evaluators with respect to your copy? Write it here.</i></p> <p>Just 43A M&P 2019 A batch.</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		
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Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS





Section - A

Q.1) a) What do you understand by foundational values of Civil Services? Why are they said to be foundational in nature? Which two values of Civil Services in your opinion are of paramount importance? Explain with examples.

(10 Marks/150 Words)

b) What do you understand by "good" in good governance? Is good governance always ethical governance? Analyse.

(10 Marks/150 Words)

Foundational values of civil services are those which form the basis of existence of civil services eg. Honesty, objectivity, selflessness etc. (Nolan Committee)

Foundational in nature because

① Conflict of duty can be removed eg. some in Naxal area vs duty towards family.

② Conflict of interest can be removed eg. do not indulge into bribery, nepotism etc.

③ Socially relevant policy making - eg. because of empathy, compassion etc true nature of people's demand can be known eg. Environmental Impact

Assessment .

The two most important ones are

① Integrity - eg. Ashok Khemka - IAS officer of Haryana cadre & who despite multiple transfers fully to always upholds integrity eg DLF case.

② Dedication to public service eg Swati Maheshwari chairperson Delhi Commission of women went to Unnao to voice against rape case, though not in her region.

The above examples show the necessity of these values.

ii. Good governance is good because it upholds the virtues of - efficiency, efficacy, economy, transparency, accountability etc.

which ultimately lead to inclusive & sustainable development

Good governance always ethical - Yes

Efficiency because of social impact assessment & environmental impact assessment.

Transparent
↓
open government, open data

Accountable

↓
grievance redressal
through RTI

Economy
better utilization of public fund eg PFMS, DBT etc

Good governance not always ethical

↳ Internally displaced migrants due to dam construction.

↳ Exclusion of marginalised due to digital divide

development vs environment
eg WHO lab can cause environmental destruction

↳ Technology vs health
eg radio towers for mobile connections

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



- Q.2) a) Analyze the doctrine of "Niti" and "Nyaya" as given by Amarta Sen, in the Indian context. (10 Marks/150 Words)
b) How can we use "Social Influence" and "persuasion to contribute to the success of "Beti Bachao Beti Padhao Abhiyan"? (10 Marks/150 Words)

'Niti' means policy and 'Nyaya' means Justice. Basically, policy making must be such that it upholds Justice like the ancient concept of 'yogakshema'.

Policy which promotes Justice is one which —

- ① Increases capability of people.
- ② Increases freedom of people to develop these capabilities.
- ③ which in turn will lead to inclusive growth & hence development and Justice.

Present Context in India

- ① Stagnant economic growth with many SC, ST and economically weaker sections coming forward and hence Justice.
- ② The policy has led to education.

health, nutrition for marginalised eg. PMJDY, PMJAY, PDS, etc.

③ However, there is stark inequality eg top 1% hold 60% wealth (Oxfam report). Hence, capitalist policy is unjust.

④ marginalised being more marginalised eg 13 year old ^{girl's} starvation death in Sharkhanda etc.

Evidence based policy making & good governance is needed ensure Justice in society.

⑥ This year's economic survey talks about the 'nudge' to persuade people for success of such schemes.

[Social Influence] & [Persuasion] -

① Initiatives like 'selfie with doctor' can encourage parents to educate girl child.

② Advertisement behind copies like

classmate to promote girl education.

③ social media & mass media campaigns can nudge people.

④ Pledge cards can be signed by parents and persuade them.

⑤ Foot in the door methods are used by NBWs for persuasion of young couples.

Girl education can create an empowered woman of tomorrow who will have her reproductive rights, etc. and take the country towards new heights.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.3) a) "Man needs his difficulties because they are necessary to enjoy success." Comment. (10 Marks/150 Words)

b) What do you understand by the term "positive attitude". What are the identifying traits of persons with positive attitude? How can we inculcate such attitudes? (10 Marks/150 Words)

"Only when the diamond is polished multifold, can it shine."

Difficulties here can mean various struggles, hardworks, emotional turmoil etc. one faces when on journey to success.

Difficulties are needed to enjoy success because -

① Worth of success can be realised only if one has faced the difficulties of life and hence one can enjoy success by developing India's space program.

② Struggle makes a person stronger - by constant questioning, genuine hardwork eg. Louisa May Alcott

learning to write great novels.

③ Sustainability of success - what comes with difficulty is there to stay eg. I improved my handwriting with a lot of difficulty.

④ Humility - a person who has struggled and reached success is more humble and enjoys it more due to ethical standards eg. struggle of our Prime Minister's life.

However, it's the state's responsibility to reduce the difficulties one faces to realise inclusive growth through development of capability.

⑤ Positive attitude can be defined as affirmative predisposition of a person towards another person, issue, culture, etc.

Pursuit for excellence - eg. Virat Kohli

Identifying traits of positive attitude

→ Persistence
not giving up
eg. ISRO chief
not giving up on Chandrayan 2

Ethical eg empathy, compassion Others Consistency -
 etc. eg swati Mehelwal - chief Delhi
 or Commission for women etc. eg. Ronaldo the football player.

Inculcate positive attitude

- ① Talking to self - subconscious mind throws back what we throw at it.
 - ② Following a fixed ritual of -
 - (a) our delivering proactively
 - (b) fixing timeline and delivering on time consistently.
- (According to Robin Sharma).

Excellence can become a continuous journey only through positive attitude. This is how champions are made.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



- Q.4) a) Discuss the contribution of Immanuel Kant to the field of ethics. What are the limitations to his approach? (10 Marks/150 Words)
b) "Corruption is a cancer: a cancer that eats away at a citizen's faith in democracy, diminishes the instinct for innovation and creativity". Analyse the social, moral and economic imperatives for eradicating corruption. (10 Marks/150 Words)

Q.2) Immanuel Kant came up with his concept of duty & 4 categorical imperatives.

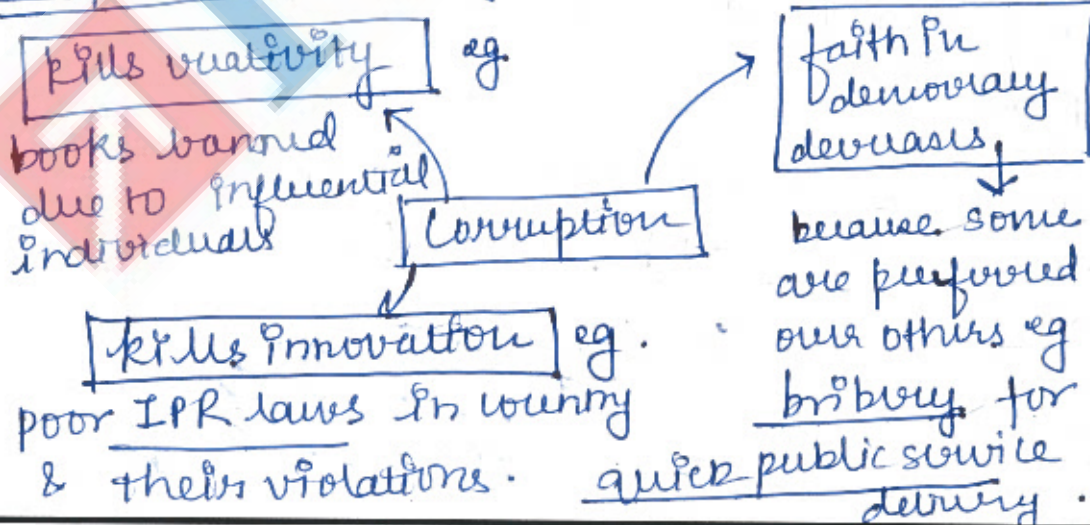
The four categorical imperatives are -

- 1) Do what you expect others to do
eg. wait in line for metro on Rajeev Chowk.
- 2) Only those acts are moral which are good for society. eg. Swachha Bharat Mission is moral.
- 3) People must be ends not used as means eg. manual scavenging is using people as means.
- 4) Act according to universal law.

Limitations to approach

- ① People have to be used as means in a society eg. soldiers for defence.
- ② Absolute duty isn't possible because ethics is relative eg. sale of liquor in Gujarat vs Goa
- ③ It doesn't tell what to do in case of absence of laws eg. no lack of e-commerce policy earlier.

④ Corruption is usage of public position for undue advantage of self or other interested individuals eg nepotism, bribery etc.



Social - for utilitarianism eg

- ① to promote a Inclusive society eg
no corruption in PDS etc.
- ② to remove social sanction by society for bribery which puts consumers at disadvantage.

Moral - corruption is morally wrong because it is preferential, denies Justice to marginalised, kills creativity, innovation and hence capability.

Economic -

- ① for proper public service delivery eg.
wages for MGNREGs
- ② for proper fund utilisation eg.
MPLADS scheme.
Corruption needs eradication for
Sabka Saath, Sabka Vikas!

Feedback (For OFFICE use only)

Structure		Content	
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Q.5) Envy is a negative emotion that eats a man from within. An envious person is filled with bitterness and revenge.

a) How does envy differs from jealousy? Also discuss how it impacts one's behaviour and handling interpersonal relations. (10 Marks/150 Words)

b) How can negative feelings such as envy be managed and controlled? (10 Marks/150 Words)

Envy and Jealousy are both negative attitudes a person develops towards another person.

Envy	Jealousy
<p>Envy is a negative emotion in which a person wishes to take away what another person possesses.</p> <p>eg. a person wishing to <u>take away the position</u> of his colleague who has been <u>recently promoted</u></p>	<p>Jealousy is a feeling in which a person wishes not to lose something precious he possesses to someone else.</p> <p>eg. a child who <u>came first</u> in class might be jealous of his competitor & not wish to <u>come and</u> to him in <u>next exams</u></p>

Envy affects behaviour and inter personal relation in following ways -

- ① Inefficient working due to lack of focus on performing rather worrying about the other person.
- ② work culture become poor because the envious person is full of negativity
- ③ Pessimism become his habit and he no longer remains an asset to organisation.
- ④ Bitter feelings ^{hate} behaviour, towards peers, family etc.
- ⑤ Loss of integrity etc due to use of unscrupulous ways for revenge etc.

(b) Control on negative feelings

- ① understand Mantra of success -
'champions are made by playing their

best day game, today, tomorrow & the next day'.

② following the 5 rituals (Robin Sharma) -

- (a) wake up early
- (b) plan your day by blocking time.
- (c) overdelivering proactively.
- (d) self introspection is a must
- (e) physical exercise to release the toxins.
eg meditation, yoga etc.

③ Ethical training - role of family, schools, community etc to avoid negative competition. Promote feelings of empathy, tolerance etc through a curriculum (credit based)

A person must dig two graves if he wishes for revenge. Because revenge consumes oneself within.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.6) a) List any two women personalities who have inspired you. What qualities do you admire in them? How have you tried to imbibe those qualities in yourself?

(10 Marks/150 Words)

b) How is Attitude formed? Discuss how we can change the attitude of society towards women.

(10 Marks/150 Words)

c) It is often believed that business and ethics do not go together and are incompatible. Give your opinion on this. How can we make business more ethical?

(10 Marks/150 Words)

Women leaders have led from the front and shown us light by becoming the torchbearers of sacrifice and selflessness.

I have been inspired by the lives of -

① Louisa May Alcott - her various novels were often denied publication. She was advised to give up writing. But, she said,

"I am not afraid of the storms for I am learning to sail my ship".

She showed perseverance and courage.

I have tried ^{to show} perseverance & courage inspired by her throughout my weight loss journey. I became fit

from fat within a year because of it.

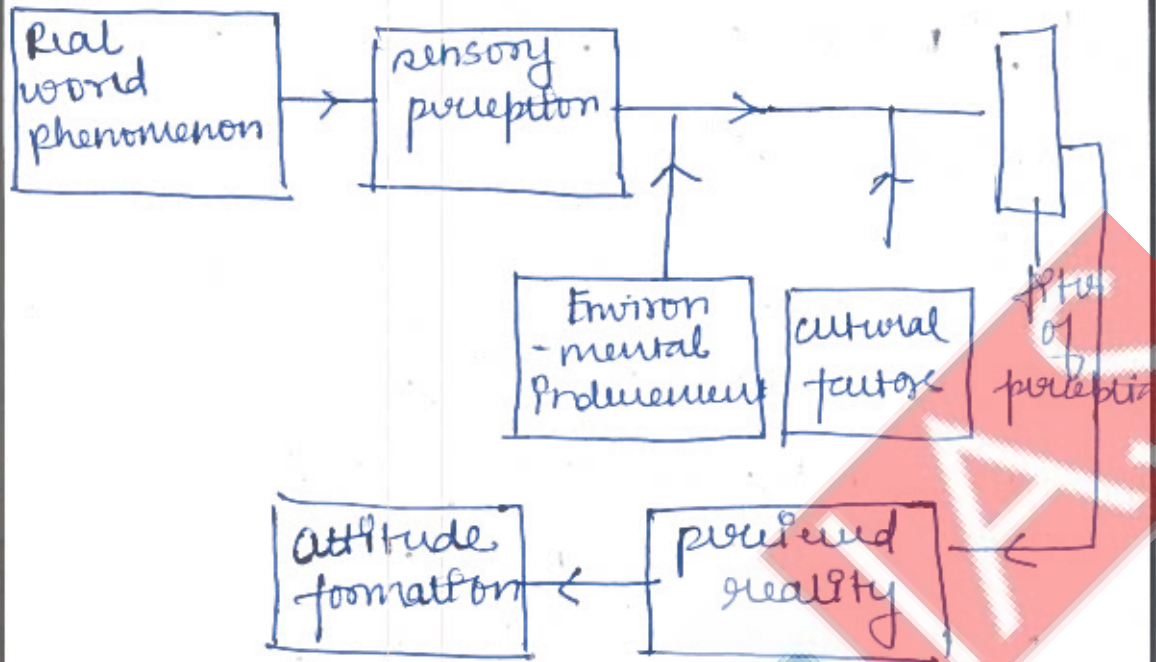
① Marie Curie - refused to give up working with radiation even when she was pregnant. she was ultimately awarded the Nobel Prize.

Her pursuit for excellence and dedication is remarkable.

During my childhood I worked extensively to improve my writing skills and kept on pursuing for excellence and eventually won a city level competition.

② Attitude is the innate predisposition of a person towards a person, environment, culture etc.

Attitude formation occurs in the following way -



change attitude of society towards women

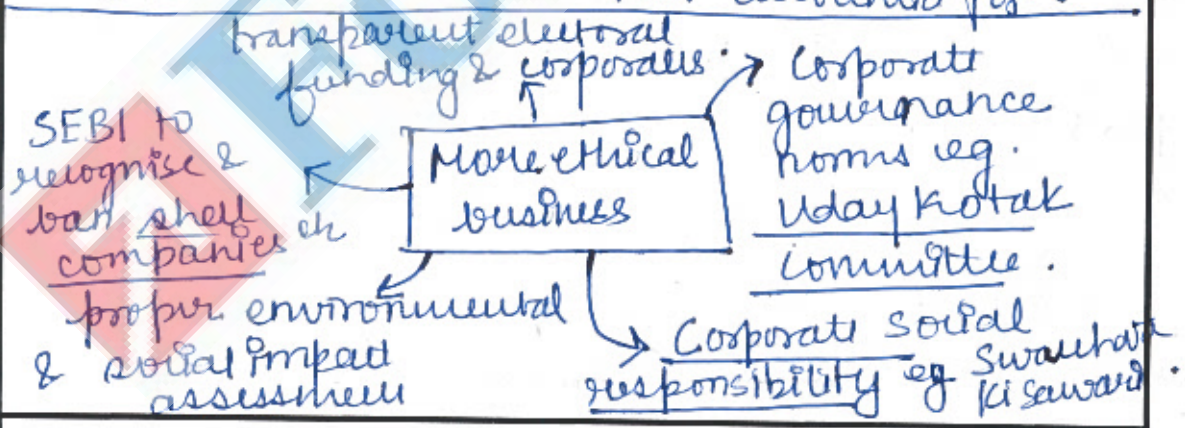
① women empowerment through education, employment etc which will give them advocacy, agency etc and voice against injustice. eg SEWA model.

② social media - can use movements like #MeToo to change attitude of influential people who exploit women.

③ Persuasion through movies & mass

media eg. Padman so that stigma like menstruation etc. can go away. etc.
 Changing attitude of society towards women is necessary for realising Kingdom of Ends.

(c) Business and ethics go together	Business and ethics don't go together
(a) role in managing cultural sites eg. <u>Swaha Ponic places</u> .	(a) <u>displacement</u> of tribes eg. <u>Niyangiri</u> hill tribes - Dongaeri
(b) <u>WASH</u> eg. <u>HUL's Swachata Ki Sauri</u>	Khonds vs <u>Vedanta</u>
(c) helping farmers eg. <u>e-choupal</u> .	(b) <u>bypassing</u> <u>EIA</u> & <u>SIA</u>
	(c) <u>votes of shareholders</u> not accounted for.



Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

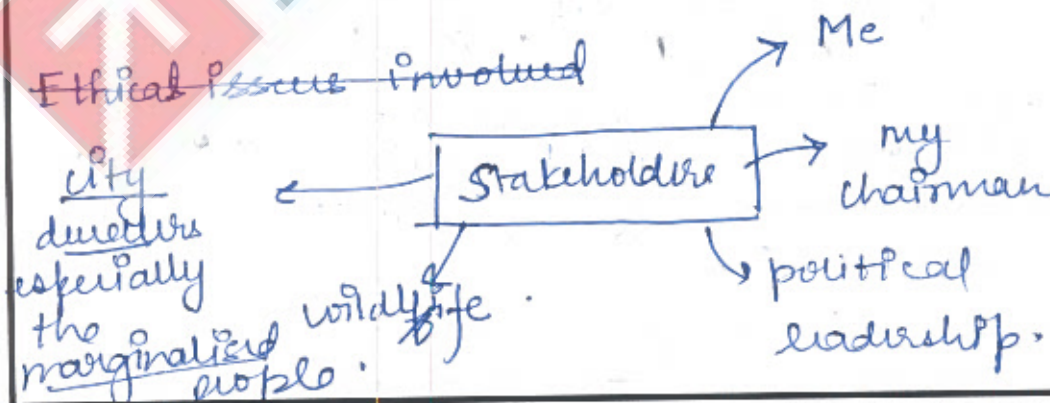


Section - B

Q.7) As a senior member of the advisory committee to the government, you have access to important policy decisions and upcoming big announcements such as high-speed rail network projects before they are notified in the public domain. The government is about to announce a mega rail project for which the drawings are already in place. A significant part of this project will pass through a protected zone that has been hitherto untouched by developmental activities. This protected zone is an important part of the city ecology. If damaged, it can aggravate the recurring flood disaster scenario in the region. This zone is also known for its highly endangered bird species which happens to be your state bird too. When you brought this matter to the notice of the chairman of the committee, he advised you that in his opinion it is not a very serious lapse and may be ignored. He advised for further expediting the project for completion in time. However, you are convinced that this was a serious matter which might affect public safety and should not be left unaddressed. Your chairman and political leadership in the state is adamant about providing a clearance without any hurdles.

- Critically examine various issues in development vs environment debate.
 - Analyse various conflicts of interest in this case and how are you going to address them?
- (20 Marks/250 Words)

The above case study presents a classic example of developmental activities causing environmental exploitation.



Various Issues in Environment vs development debate

① Threat to biodiversity -

The high speed rail project will lead to threatening to the state heritage - the state bird - as well as other birds.

This is against the 48A directive principle.

② Threat to the city dwellers - especially the marginalised - migrants, poor people, women, old age people etc.

This is against humanity as well the 46th directive principle because weak sections affected.

③ Economic growth - however the project will lead to economic growth, development, and our

time Inclusive growth.

So, it's a trade off between human capital and natural capital. Essentially both are core values of development.

(A) Bureaucratic apathy - (A) The administration is not compassionate to the people.

(B) Further, lack of objectivity because no proper environmental impact assessment has been done.

Conflict of interest and addressing them

(1) As a policy member, I have access to the information to environmental concerns. However, cannot reveal it in media because of accountability to the firm.

Individual level -

- try persuading the senior & chairman.
- further try to persuade political leadership.
- Ask the senior to put this in writing & put a signature on record.

Collective level - without disclosing information. take social media platform etc to educate NGOs, people etc about environmental Impact assessment

Institutional level - try to go for proper Impact assessment.

try to induce the values of integrity, objectivity, etc through various workshops like one done by Art of Living for CB.

② Conflict of interest between duty and resp accountability & responsibility in seniors.

Dharma Rakshati Rakshitah - hence only if EIA is protected will it protect the people.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

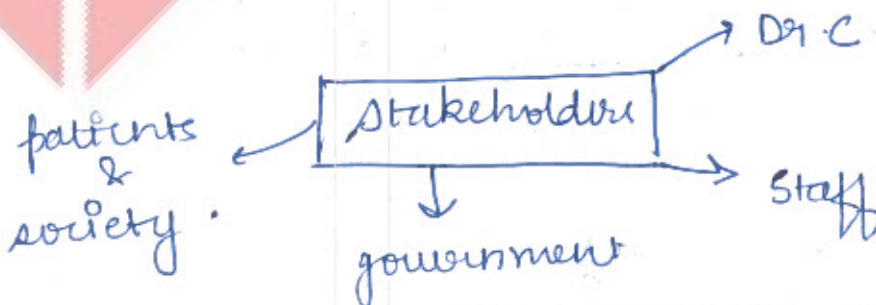


Q.8) Dr. C is an honest and upright professional working in a Government hospital. He notices that his staff is habitually late. They do not seem to be very motivated or committed to their work. When he sought a meeting with them to ascertain the reasons for their attitude, they said that their salaries are barely sufficient to meet their needs. Hence they are forced to work as part time employees in private clinics. Some of them are thinking of resigning from their jobs and plan to work as full time private employees instead.

- a) In your opinion what are the reasons behind low motivation in government services? .
- b) What measures can Dr. C take in the given circumstances to boost the motivation and morale of his staff?
- (20 Marks/250 Words)

The various ethical issues involved in the above case -

- ① duty as a medical professional v/s private motivation (conflict of interest)
- ② lack of dedication to public service
- ③ lack of integrity because not allowed to work in private clinics - if working in public hospital .
- ④ government not mindful of living needs & basic rights of people .



Reasons behind low motivation in government services -

- ① Perception of permanence spoils the work culture full of lethargy.
- ② Role of reward-punishment - no acknowledgment for exceptional work & no punishment for lapses.
- ③ Remuneration for the government servants is often meagre hence low motivation.
- ④ Weak accountability mechanisms -
 - (a) There is weak channel for grievance redressal.
 - (b) Also, the seniors promote such culture.
- ⑤ Holiday culture - eg. in the lower and higher courts of Indian Judiciary.
- ⑥ Legal issue - no legal remedy if they act inappropriately.

Measures that can be taken by M.R.C

① Immediate measures -

(a) persuade them by invoking guilt in them.

(b) talk to them about examples of Sister Nivedita, Mother Teresa &

Florence Nightingale.

(c) tell them about how their low motivation is costing patients their lives. eg. tell them about Corakpur hospital incident.

② Short term measures

(a) Ask take this to higher authorities for improvement in remuneration & perks under schemes like EPFO FS-IC & minimum wage etc.

(ii) Use the help of Indian Medical Association to ventilate this issue.

out in open and pursuade government to take positive steps of Maturity benefit out for hospital nurses etc.

③ Long term measures

The IMA can be used as a leverage to change the recruitment, training etc of hospital staffs.

There can be psychometric tests to test job suitability. Further, training in medical ethics can be a good step. Code of ethics & Code of conduct must be taught.

"Service to of Jiva is service to Staff" This must motivate the under Mr. C.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.9) You are the senior HR manager in a leading IT company which is making a name for itself in the domestic and international markets. You have recently hired candidate Z belonging to a transgender community. This was published in major national and local newspapers for an inclusive hiring policy. It was after a lot of exhaustive search based on your requirement that you found this particular candidate Z. Z is highly qualified and is highly suitable for the post recruited. Z was indeed happy to join the company. However, you have been receiving information that Z has been facing issues of unwelcoming behaviour from their colleagues. From rude comments to instances of social exclusion, Z is facing a tough time in the company. Given that both men and women and senior staff is being either indifferent or co-opting, the incidents in favour of majority, you had no choice but to warn the people involved about their behavior. This discrimination has affected Z's professional efficiency as well as confidence. Office space has become an arena for mockery of this able candidate. You are feeling sorry for Z. Z is forced to submit a resignation letter to you.

1. You have the following options before you.

- Accept the resignation letter and relieve the candidate of their trauma.
- Reject the resignation letter and ask the candidate to adjust.

Discuss the merits and demerits of these options. Can you suggest any other option with proper justification?

2. Suggest measures to be taken to reform the workplace culture to make it more inclusive.

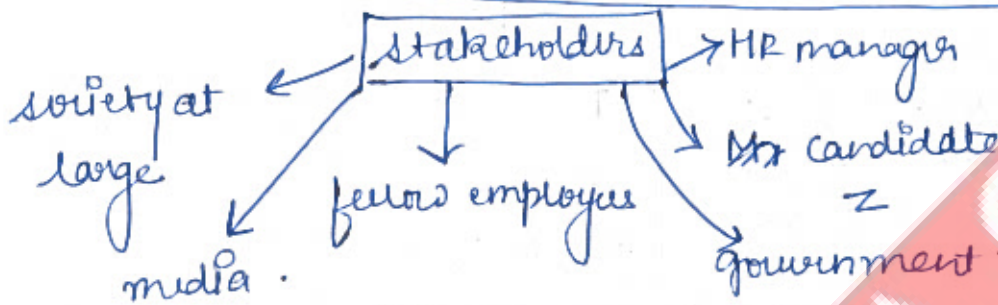
(20 Marks/250 Words)

The following ethical issues are involved in the above case study -

① lack of professional ethics among other employees.

② marginalisation of already marginalised which is against - Justice, equity, right to live with dignity etc.

(3) shows clear lack of tolerance and empathy.



(1)

Option (a)

Merit	Demerit
<p>(1) <u>Mr. Candidate Z</u> won't face any <u>discriminatory behaviour</u>.</p> <p>(2) The employees will stop making mockery and concentrate on their work.</p> <p>(3) Z, due to good aptitude may find work elsewhere.</p> <p>(4) Hence, <u>utilitarianism</u> - greater good for greater.</p>	<p>(1) <u>Against theory of Justice</u> because the marginalised is pushed to the wall.</p> <p>(2) <u>Negative social attitude</u> for transgenders strengthened.</p> <p>(3) Bad and strong work culture promoted.</p> <p>(4) <u>Cognitive dissonance</u> in HR manager.</p> <p>(5) <u>downgrade image</u> of company.</p>

option b)

Merit	Demerit
<p>① <u>Company's image</u> is saved - good for <u>corporate brand</u>.</p> <p>② <u>Z</u> can contribute <u>meaningfully</u> to company.</p> <p>③ held strong to own <u>belief system</u> hence the <u>HR manager's</u> positive attitude strengthened.</p>	<p>① constant <u>exclusionary</u> behaviour to <u>Z</u></p> <p>② can lead to <u>depression</u> problems</p> <p>③ <u>negative atmosphere</u> in office.</p> <p>④ constant complaints to <u>HR manager</u>.</p> <p>⑤ efficiency of company can go down</p>

Other option & measures to reform work culture

- ① Take strict action against those who mocking Z by taking this to higher authorities.
- ② Ask Z to put up a courageous attitude and face the people. Ask Z that the person can lead by setting

example for other transgenders. And hence insist him on staying.

③ In the medium term the official portal can be flooded with quotes on inclusive behaviour.

④ In the longer term, even more such recruitments can be done. so that the transgender community individuals do not feel lonely & excluded.

⑤ The NGOs like Breakthrough India can be invited to help change the attitude of the employees.

⑥ Employee of the month can be given to people like Z for their proficiency.

Only an inclusive workplace is a just workplace. Hence, other people like gay, bisexuals etc must be brought into mainstream.

Feedback (For OFFICE use only)

Structure		Content	
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Q.10) You are a senior professor of a department in a Central University. Over the years you have worked with and supervised candidates from a variety of backgrounds. In fact, candidates are eager to work under you because of your inclusive and compassionate way of handling things. Mr. X is a blind candidate and is pursuing his Ph.D. under your supervision for the last 3 years. You have seen him working consistently very hard and sincerely. He belongs to an economically deprived background and has already exhausted all his resources in this pursuit. You want Mr. X to complete his Ph.D. on time and help him find a good job. He has recently submitted his final thesis after 3 years of course work. You are known to be strict as far as the rules of the University and quality of research work is concerned. While reviewing the thesis you notice that a significant part of the final thesis has been plagiarized, well above the permissible limit. This is against the policies and rules of the University. If the external evaluators recognise the duplication in thesis with any other existing body of work, then it can also affect your reputation.

1. Indicate the values at conflict in this case.

2. Consider these options.

a) Considering that rules and regulation in the submission of thesis do not give any relaxation in the quality of the work to a disabled candidate, you become compassionate and overlook the breach.

b) Pursue the matter strictly and reject the thesis as any level of plagiarism cannot be tolerated.

Evaluate each of these options and suggest how you would respond to this situation, giving reasons (20 Marks/250 Words)

① The values in conflict are -

① Professionalism v/s rights of 'Divyangjans'

② Letter of the rules v/s spirit of the rules.

③ Equality - blind Mr. X v/s other candidates.

④ Personal reputation (Egoism) v/s.

Empathy & compassion towards weaker sections.

2.

option (a)

Mrut

(a) contribute in building 'sakka saath sabka vikaas'

(b) uphold the virtues of empathy, compassion etc.

(c) According to socrates, hierarchy of morality exists and hence the above is clearly at a higher pedestal because Mr X is blind as well as weaker section individual.

Deewit

(a) against professional ethics

(b) can demotivate meritocracy because other weaker section & Divyangja ns may ask for the same. Hence, moral hazard.

(c) The personal reputation is at stake. (Egoism).

Options

Merit	Demerit
<p>(a) professional ethics upheld.</p> <p>(b) <u>work culture</u> based on <u>meritocracy</u> where even the '<u>divyangjans</u>' strive for <u>excellence</u>.</p>	<p>(a) follows the <u>letter</u> of the <u>law</u> & not the <u>spirit</u>.</p> <p>(b) advancement of weaker section inhibited. <u>Violates theory of justice</u>.</p> <p>(c) Principle of <u>humanity</u> <u>let it down</u></p>

Course of action

- ① Bring this lapse into Mr. X's notice. Tell him about the pursuit for excellence. Invoke examples of great achievers like Beethoven.
- ② Help Mr. X improve his thesis by removing the plagiarism.

③ Give Mr. X extra time if needed to do the research properly.

Reasons -

① This behaviour on my part will promote a culture of research and inclusiveness.

② This will save face of the professor.

③ Mr. X would realise the virtues of integrity & honesty in delivering a particular project.

④ Other divyangians will be encouraged to join under the professor.

"A chain is as strong as its weakest link is." Due to exclusion the divyangians have become weak. Hence, they must be brought more & more into mainstream.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



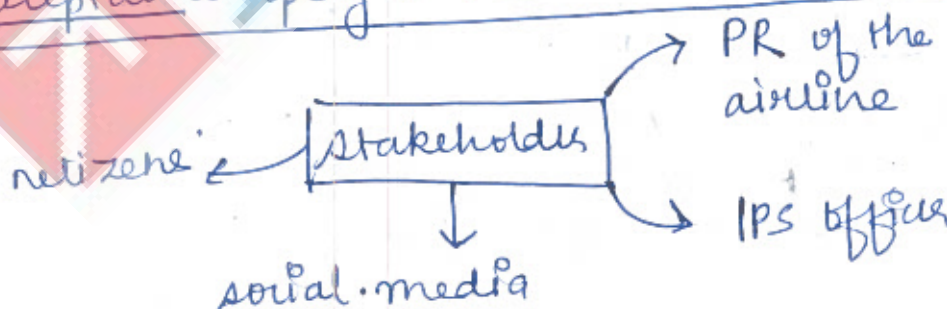
Q.11) You are the PR head of a major airline in the country. Your team recently published appreciation towards a prominent personality by posting a photograph of your cabin crew with him. He has a very wide following on social media. This person was booked for an alleged assault of a female IPS officer, which happened a week ago. Upon publishing the post, there was widespread criticism and opposition from netizens and a call for boycotting your airline was endorsed by a large segment. As a reaction you instructed to pull down the post and published a formal apology to restrict the damage. Unfortunately, the supporters of this personality again called for boycotting the aircraft for the same.

1. How will you respond to this conundrum?
2. What are the responsibility of social media platforms and users towards the society in the context of rising incidents of cyber bullying?

(20 Marks/250 Words)

Ethical issues involved in the above case are as follows -

- ① professional ethics compromised because the personality was an alleged assaulter.
- ② issue of misuse of cyberspace and cyber bullying.
- ③ social sanction and social acceptance play a role.



Response to the conundrum

- ① Having posted a formal apology, and pulling down the post the PR manager head can put up another post.
- ② This post can read that since the allegation on the personality is sub judice or the decision hasn't been taken, the airline wished to stay away from the matter.
- ③ Further, the matter must be taken to the Airline regulatory authority which can post on social media similar message.
- ④ Aggressive advertisement with cheap tickets can help attract more passengers etc.

Responsibility of social media platforms

- ① Regulatory measures - tightening to remove any such content which is intimidating.
- ② Cyber bullying elements must be blocked. because it can cost huge revenue loss needed for economic development.

Responsibility of netizens

- ① Use social media for ventilating views but not for war.
- ② Freedom of speech and dissent must not amount to breach of individual and organisational dignity.
- ③ Hence, restraint must be exercised.

The society gives the government its
directions. If this culture of corruption
and bullying is removed even the
governmental attitude will change
from eating to serving

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.12) You are a Secretary in the Ministry of Agriculture. Your Minister has proposed a fixed annual grant to farmers which is expected to cost the public exchequer heavily. Having already taken the decision, he asks you to come up with a research to support the scheme. After a lot of effort, you find that socio-economic benefit of the scheme is reaching only large farmers due to many intricacies in the selection of beneficiaries. You approach the Minister with relevant facts and ask him to plug the gaps in the proposed scheme, so that small and marginal farmers can benefit from this decision. However, he asks you to suppress the drawbacks, and actively promote the scheme through mass media as the electoral benefits are more important than socio-economic impacts. Elections are due in less than 3 months and the political party currently in power is expected to return back with a majority. Your promotion is also due around the same time. As a secretary you are expected to fully support and cooperate in the ministers' decision, and make the scheme a success, despite all the drawbacks in the scheme.

a) Mention the different stakeholders in the above situation and also highlight their prospective interests.

b) What are the ethical dilemmas faced by you in this situation?

c) Some of the alternatives for you to handle the situation could be:

- Follow the commands of the Minister.
- Insist on the publication of results and let the public decide whether it wants the scheme.
- Call a press conference and brief the media about the results and the callous attitude of the Minister.

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

(20 Marks/250 Words)

a) Various stakeholders & interests -

① Secretary in Ministry of Agriculture - promotion
- continuation of job

②

- perks for committed
bureaucracy

② Politician - coming back to power i.e. electoral benefits
- benefit to large farmers who might be lobbying for it

③ Farmers - especially small & marginal farmers for basic rights like - food, water, subsistence etc

④ Ethical dilemma faced

① Conflict of interest - promotion v/s public welfare.

② Conflict of duty - accountability towards minister v/s responsible to citizen who must act as a whistleblower.

③ Civil service aptitudinal values - integrity, objectivity, selflessness etc at stake.

(C)

Option 1.

Merit	Demerit
<ul style="list-style-type: none"> • <u>Promotion</u> ensured (egoism). • <u>Politicians</u> got what he wanted and hence perks possible. 	<ul style="list-style-type: none"> • Small and marginal farmers denied <u>justice</u>. • <u>Cognitive dissonance</u> • <u>Leverage</u> to politician who can sft the instance for undue advantage later.

Option 2

Merit	Demerit
<ul style="list-style-type: none"> • <u>Bureaucratic accountability</u> upheld. • <u>responsibility</u> as a citizen upheld • <u>Objective, fair & free</u> advice to the politician • <u>Wider consultation</u> & hence better policy due to <u>legislature</u> 	<ul style="list-style-type: none"> • <u>Wider consultations</u> and better policy due to <u>legislature</u> impact assessment. • <u>cooperation</u> between <u>political</u> and <u>permanent executive</u> compromised • <u>personal stakes</u> ignored. Can lead

Impact assessment
 • utilitarianism along
 with selfness.

to harassment at
 the hands of politicians

Option 3

Merit	Demerit
① Hierarchy of <u>morality</u> (Socrates) - public welfare outweighs accountability to society ② Better <u>informed</u> <u>choice</u> in elections	① did not <u>exhaust</u> all the other options ② against <u>'anonymity'</u> of the <u>journal</u>

Course of action - Insist on publication of
essay for legislative impact assessment. If
 denied ask the politician to give in
writing. If still policy goes through use
resignation as a moral tool eg. Wujit
Patel. This can be the best way.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Mentor Feedback Questions

- 1 How must I improve more on content?
- 2 Are my case studies OK? Structure?
- 3 Please guide on where to find little
- 4 examples.
- 5

Test Goal

- 1 Complete on time
- 2 Proper utilization of space
- 3 Use theory relevancy + examples.

Outcomes

-
-
-
-

Marking Scheme

Marks	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

*Subject to change without prior notice.

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