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(To be filled by candidate)

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Roll No. :

Registration Number : Date of Examination :

Exam Centre : Old Rajinder Nagar Bhopal Online

Test - 8

Code : TC078

MTS IGP Batch 2023

GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 59 pages. Immediately on receipt of the booklet, please check that this QCA booklet does not have any misprint or torn or missing pages or items, etc. If so, get it replaced by a fresh QCA booklet.

Candidates must read the instructions on this page and the following pages carefully before attempting the paper.

Candidates should attempt the questions strictly in accordance with the instructions specified in the question paper and in the space prescribed under each question in the booklet. Any answer written outside the space allotted may not be given credit.

Question paper will be provided separately and can be taken by the candidates after conclusion of the exam.

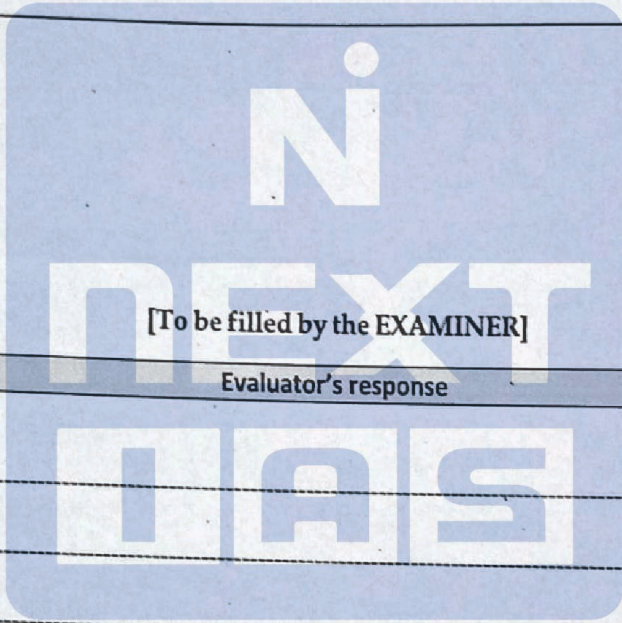
SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. :

[To be filled by the STUDENT]

Student's Queries for the Evaluator (if any write them below)

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Evaluator's response

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(For filling by Examiners only)

Evaluator Code :

Q.No	Pg No.	Maximum Marks	Marks	Total
1. (a)	1			
1. (b)	3			
2. (a)	5			
2. (b)	7			
3. (a)	9			
3. (b)	11			
4. (a)	13			
4. (b)	15			
4. (c)	17			
5. (a)	19			
5. (b)	21			
6. (a)	23			
6. (b)	25			
7.	27			
8.	32			
9.	37			
10.	42			
11.	47			
12.	52			
Grand Total				

Signature

MACRO COMMENTS



IMPORTANT INSTRUCTIONS

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DONT'S

1. Do not write your name or registration no. anywhere inside this Question-cum-Answer Booklet.
2. Do not write anything other than the actual answers to the questions anywhere inside your QCA Booklet.
3. Do not tear off any leaves from your QCA Booklet, if you find any page missing do not fail to notify the supervisor/invigilator.
4. Do not leave behind your QCA Booklet on your table unattended, it should be handed over to the invigilator after conclusion of the exam.

DO'S

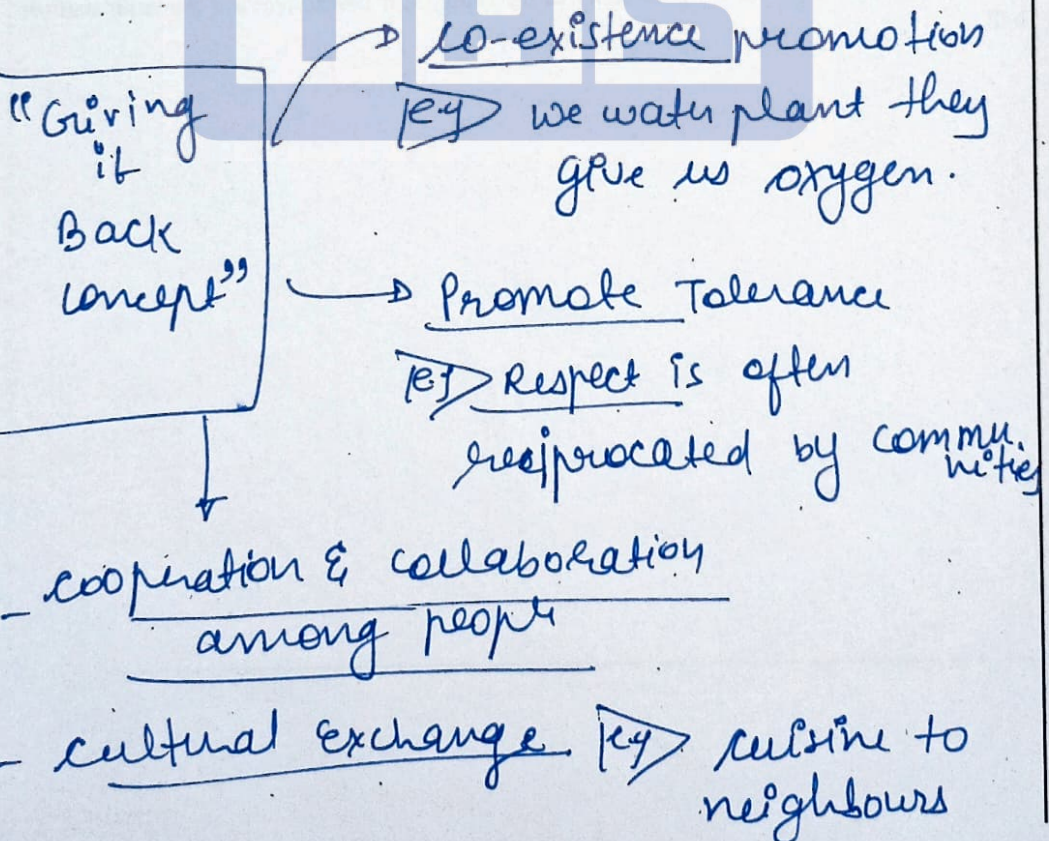
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2. Write your registration number and other particulars, in the space provided on the cover of QCA Booklet.
3. Write legibly and neatly. Do not write in bad/illegible handwritings.
4. For rough notes or calculation, the last two blank pages of this booklet should be used. The rough notes should be crossed through afterwards.
5. If you wish to cancel any work, draw your pen through it or write "Cancelled" across it, otherwise it may be evaluated.
6. Handover your QCA Booklet personally to the invigilator before leaving the examination hall.

खण्ड-A / Section-A

1. (a) "राज्य लोगों से केवल उनकी समृद्धि सुनिश्चित करने के लिए 'कर' लेता है, जैसे सूर्य पृथ्वी से नमी लेता है और उसे हजार गुना मात्रा में वापस कर देता है।" कालिदास
- "वापस लौटाने" की भारतीय अवधारणा और सिविल सेवकों के लिए मार्गदर्शक मूल्य के रूप में इसकी प्रासंगिकता की व्याख्या कीजिए।
(150 शब्दों में उत्तर दीजिए) 10 अंक
- "The State took taxes from the people only to ensure their prosperity in return like the sun takes moisture from the earth only to give it back in thousandfold measure." Kalidasa.
- Explain the Indian concept of "giving it back" and its relevance as a guiding value for civil servants.
(Answer in 150 words) 10 Marks

The concept of reciprocity
has always prevailed in India.
It creates harmony and
brotherhood

eg → gvc times also shows the
Barter & Trade system



Relevance for civil servants

- ① Respect and harmony will be maintained
 - ▷ the tussel among the officers will reduce.
- ② Spirit of Duty is promoted
 - ▷ S. Somavanshi donated his office Ac to children hospital.
- ③ The notion of resturning the fraction of opportunity and gratification an officer is getting
 - ▷ working for development of tribal people (Poma Tudu)

The giving it back
concept promotes the notion of
Duty to serve people and thus
relevant for civil servants.

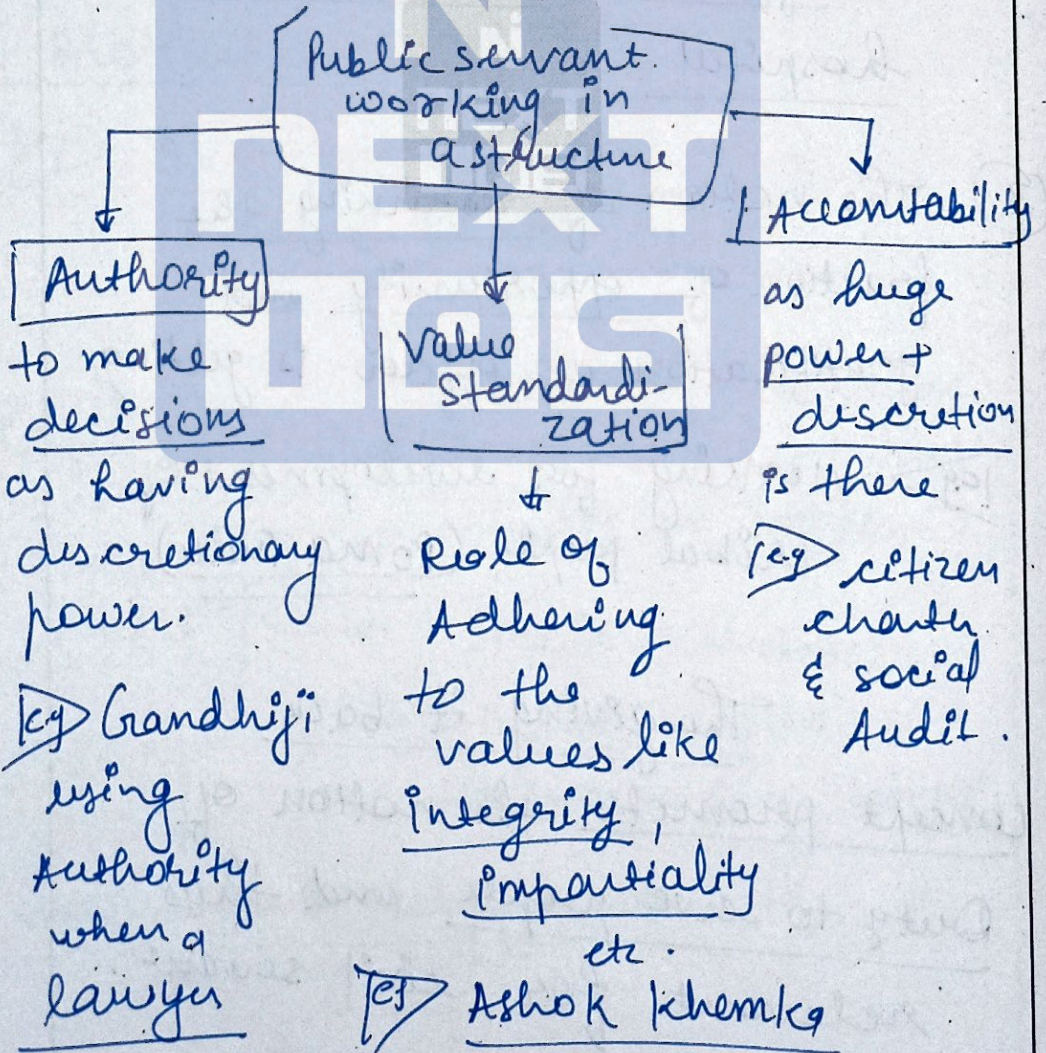
(b) लोक सेवा, एक नौकरशाही संरचना में निहित होती है जिसमें प्राधिकार की स्पष्ट सीमा, मूल्य मानकीकरण और जवाबदेही तंत्र होते हैं। ऐसी संरचना के भीतर काम करते हुए, आपके अनुसार वे कौन से प्रभाव हैं जो लोक सेवक के नैतिक निर्णय लेने को प्रभावित करते हैं? (150 शब्दों में उत्तर दीजिए) 10 अंक

Public service takes place in a bureaucratic structure with clear lines of authority, value standardization, and accountability mechanisms. Working within such a structure, what do you think are the influences that impact the public servant's ethical decision-making?

(Answer in 150 words) 10 Marks

Public servants are the officials working for wellbeing of people by virtue of being at the position

eg) A.P.J Abdul Kalam.



What influence/impact public servants ethical decision making?

- ① Vested interest & self-motivated decisions
 Ex) Puja Singhal doing corruption.
- ② Political pressure & criminal nexus often hamper decision making.
- ③ Superior order → pressurize to take particular decision
- ④ Lack of 'courage of conviction' as shown by great public servants
 Ex) T.N. Sheshan not succumbing to political pressure.

Way forward → Adhering integrity
 ↓
Emotional intelligence can be a guiding light
 ↓
Fortitude should be nurtured.

Buddha's middle path can help aversing all dilemma & ethical decision making.

2. (a) 'नैतिकता' और 'सत्यनिष्ठा' शब्दों से आप क्या समझते हैं? क्या आपको लगता है कि वे एक दूसरे से संबंधित हैं? लोक प्रशासन के संदर्भ में नैतिकता और सत्यनिष्ठा के बीच संबंध को उदाहरण सहित स्पष्ट कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms 'ethics' and 'integrity'? Do you think they are interrelated? Explain with examples the relationship between ethics and integrity in the context of public administration.

(Answer in 150 words) 10 Marks

Ethics is the established
universal guideline guiding the
human conduct towards right
conduct [eg] ~~No~~ Honesty.

Integrity at the same time
is pursuing these ethics even if
no one is watching i.e. being
true to oneself

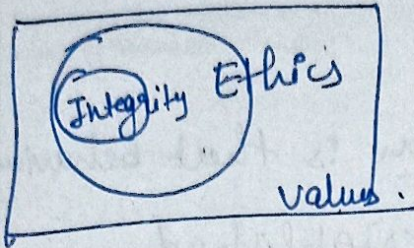
[eg] Not lying even if pressure is
there.

Interrelated

① Integrity is nothing but
adherence to the ethics only

[eg] Ashok Khemka got many
transfers

(2) without ethics integrity
won't exist

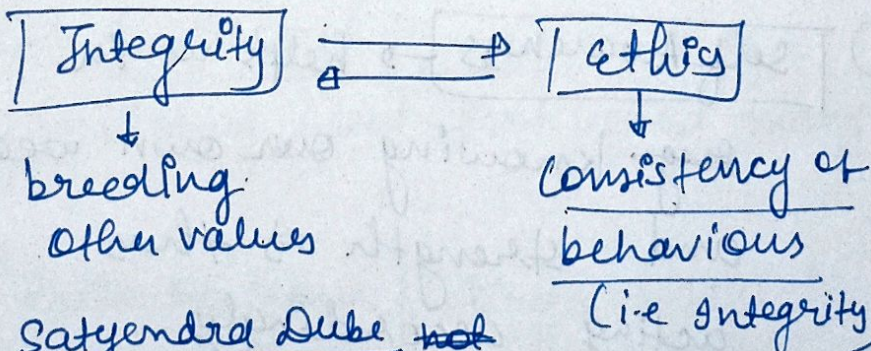


(3) without integrity, not other
values or ethics can help.

“Integrity is the ground upon
which lay other values”

⇒ objectivity practiced by officer
only when integrity is there.

(4) Integrity paves the path towards
ethics & vice versa



⇒ Satyendra Dubey ~~not~~
wristle blowed (Fortitude)

Thus Ethics & integrity
cant exist without each other.

- (b) 'नैतिक व्यवहार' और 'भावनात्मक बुद्धिमत्तापूर्ण व्यवहार' शब्दों से आप क्या समझते हैं? प्रासंगिक भावनात्मक बुद्धिमत्ता घटकों की पहचान कीजिए जो नैतिक व्यवहार के लिए एक विश्वसनीय मार्गदर्शक के रूप में कार्य करते हैं।
(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms 'ethical behavior' and 'emotionally intelligent behavior'? Identify the relevant emotional intelligence components that act as a reliable guide to ethical behavior.
(Answer in 150 words) 10 Marks

Ethical behavior is that behavior consistent with the established ethical guidelines.
eg) feeding poor.

Emotional intelligent behaviour at the same time is managing not only one's own emotions but also managing and influencing emotions of others.
eg) Not getting angry easily.

Component → guide to ethical behaviour

- ① Self Awareness → helps us in ~~ego~~ knowing our own weakness and strength ⇒ thus acting accordingly.

eg) if one has strength of leadership should allocate work accordingly.

② self regulation | → helps in managing
one's emotions

↳ gps sang National Anthem to
control the mob.

③ Empathy | → understand others
situation → Better service delivery

↳ Poma Tudu - visits tribal areas
for redressing their grievance.

④ Social skill | → building rapport

↳ "collector bro" Prashant Nair
personally meets to people.

⑤ Motivation | → channelising the
energy of others and play a role
of leader

↳ Armstrong Pame's work of
building road motivated many

"Rule of your feelings lost
you feelings rule you"
shows the essence.

3.

- (a) "अच्छा जीवन प्राप्त करने के लिए, कर्तव्य पर्याप्त नहीं है। किसी को दूसरों के प्रति सहानुभूतिपूर्ण भावनाओं को विकसित करने की आवश्यकता होती है, और नैतिक होने के लिए न तो अकेले कर्तव्य और न ही इच्छाशक्ति पर्याप्त है। क्या आप उपरोक्त कथन से सहमत हैं? अपनी स्थिति का औचित्य सिद्ध कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"To achieve a good life, duty is not sufficient, one needs to develop one's sympathetic feelings for others, and neither duty alone nor good will alone are sufficient to be moral." Do you agree with the above statement? Justify your position. (Answer in 150 words) 10 Marks

"Duty to Jiva is the Duty to SHIVA" - statement of Vivekananda shows the importance of duty.

But duty or good will alone is not sufficient

① We need resources and material support to serve others

↳ feeding others require food.

② The support and network helps achieving the goal

↳ Red tapism hinders good work if no network

③ Developing sympathetic attitude and reverence is important.

④ Physical capacity also counts.

However Gandhiji says

"An indomitable will is more powerful strength than physical strength"

Thus I believe a good intent, good will and Duty is sufficient to be moral.

Justification

- ① Kant' says good intent and good means justify the actions.
- ② The indomitable will overcomes all the hurdles
 ↳ 'Manjhi' the mountain man
- ③ It's the will that drives value like compassion, work duty etc.
 ↳ Ashoka when realised his will changed him making "the great emperor".

"If you want to be happy practice compassion" - said by Delia same shows the importance of servicing others.

- (b) वैज्ञानिक दृष्टिकोण, नवोन्मेशी मानसिकता और प्रबुद्ध नागरिकों का विकास करना उच्च शिक्षण संस्थानों का प्रमुख उद्देश्य है। क्या उच्च शिक्षण संस्थान सत्यनिष्ठा की लोक संस्कृति और भ्रष्टाचार मुक्त राजनीतिक संस्कृति स्थापित करने के लिए युवाओं के मध्य सत्यनिष्ठा की शिक्षा को बढ़ावा देने में सहायक सिद्ध हो सकते हैं? यदि हाँ, तो कैसे? (150 शब्दों में उत्तर दीजिए) 10 अंक

Developing a Scientific temper, innovative mindset, and civic-conscious citizens are major objectives of higher educational institutions. Can higher educational institutions be instrumental in promoting integrity education among youth to establish a public culture of integrity and a corruption-free political culture? If yes, how? (Answer in 150 words) 10 Marks

"Education has the power to change the world" - Nelson Mandela
shows the prowess and potential Education system holds.

Development of Integrity

① Curriculum → Role model

↳ Studying about Grandhiji, A.P.J. Kalam etc imparts the urge to be like them.

② The project development and teammanship through students develop integrity

↳ Dividing work and playing individual role with integrity.

- ③ Sports also instills values like integrity. \Rightarrow Sachin Tendulkar
- ④ said he was out even after umpire giving green signal
- ⑤ The process of examination also instills the notion of integrity and not cheating.

However these all leads to a corruption free society.

However some challenges are there

- nepotism and favouritism in educational institution
- Discrimination based on caste

↓
Ragging & bullying

\Rightarrow 23 student since 2018 suicided due to it (Voc says)

"If a nation is to become corruption free there are three key role player - Mother, father & education"

- A.P.J. Kalam

4. निम्नलिखित उद्धरणों का अर्थ स्पष्ट कीजिए और उनकी समसामयिक प्रासंगिकता पर चर्चा कीजिए।
 Explain the meaning of the following quotations and discuss their contemporary relevance.

(a) इंद्रियों समय-समय पर धोखा देती हैं, और जिन लोगों ने हमें एक बार भी धोखा दिया है, उन पर कभी भी पूरा भरोसा न करना बुद्धिमानी है।
 (150 शब्दों में उत्तर दीजिए) 10 अंक

The senses deceive from time to time, and it is prudent never to trust wholly those who have deceived us even once.
 (Answer in 150 words) 10 Marks

Trust develops through consistency in behaviour. If one time cheated. - Trust gets broken.

Like our senses
 ↓
 deceive
 sometimes

→ Eyes may not see the wickedness behind pretty face.

→ the ~~soot~~ bad looking dish may taste good

eg) Ragi halwa

Just like our senses people also tend to cheat and it's prudent to not believe/trust wholly as it's said -

"Once a cheater always a cheater"

eg) Breaking trust by going on in extramarital affair

Why not to trust completely?

- ① Against the principle of person who is upholds integrity. Accountability
- ② Lack of objectivity defines relationship and if trust is broken - its difficult to reestablish.

However he said that 2nd chance should be given

"forgiveness is the greatest virtue"
- Buddha.

And only courageous person can forgive others thus even if someone deceive → forgive once

↳ eye even if looks deceives we often get illusioned by looks again & again

It is highly relevant today when, the world is living in "post Truth" and era of social media where deception can take many forms.

- (b) "सार्वजनिक मामलों के प्रति उदासीनता के लिए अच्छे लोगों को जो कीमत चुकानी पड़ती है, वह है बुरे लोगों द्वारा शासित होना।"
(150 शब्दों में उत्तर दीजिए) 10 अंक

"The price good men pay for indifference to public affairs is to be ruled by evil men."

(Answer in 150 words) 10 Marks

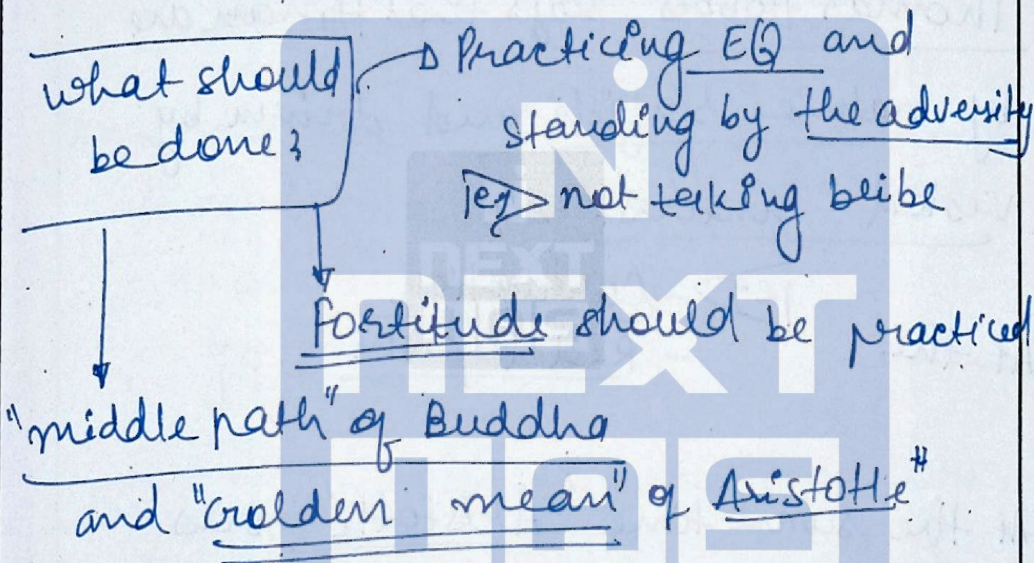
Inaction or neutrality in case of bad/evil thing hampers not only others but self too.

What are the consequences of indifference

- ① "Taking side of the evil" by being neutral - Desmond duty
- ② Against the ethics
↳ compromising own values like integrity, objectivity, duty etc
- ③ The evil aspects gets emboldened
↳ if Teacher doesn't scold a noisy child → He will disturb again to those studying.
- ④ It also encourages others to be evil
↳ Corruption is thus widespread.

⑤ And harms those who are innocent.

⇒ Police not registering case saying that the case falls in jurisdiction of other ~~are~~ police station hampers development & exploit the exploited.



"A man of great ethics is that who withstand all the adversity" - Buddha

- (c) "मनुष्यों ने स्वभाव को थोड़ा ब्रष्ट किया होगा, क्योंकि वे जन्मजात भेड़िये नहीं थे, और वे भेड़िये बन गये हैं।"
(150 शब्दों में उत्तर दीजिए) 10 अंक
- "Men must have corrupted nature a little, for they were not born wolves, and they have become wolves."
(Answer in 150 words) 10 Marks

The debate of Human nature is mainly based on the "virtue ethics" which helps hold.

Thomas Hobbes says that ~~Human~~ ^{Human} are by nature selfish and driven by vested interest.

At the eg - Corruption
- Red tapism

At the same time 'Aristotle' sees humans as 'virtuous being' having compassion and fear of nature thus practicing ethics.

eg - worshipping nature & animal
- helping others when in distress.

How they
have become
wolves?

▷ The peer group
phenomena

▷ e.g. Drug Abuse

▷ Bandwagon Effect

is driven by the

the crowd following
culture

Lex Regulation
and law deterrence

▷ e.g. weak laws
to curb corruption

motivates people to
go for bribery.

▷ e.g. Many do evil
seeing others doing
the same.

Way Ahead?

▷ 'Introspection' of own
action

▷ "Reflective nature" should
be nurtured.

Role modelling

▷ e.g. Learning from
Gandhiji

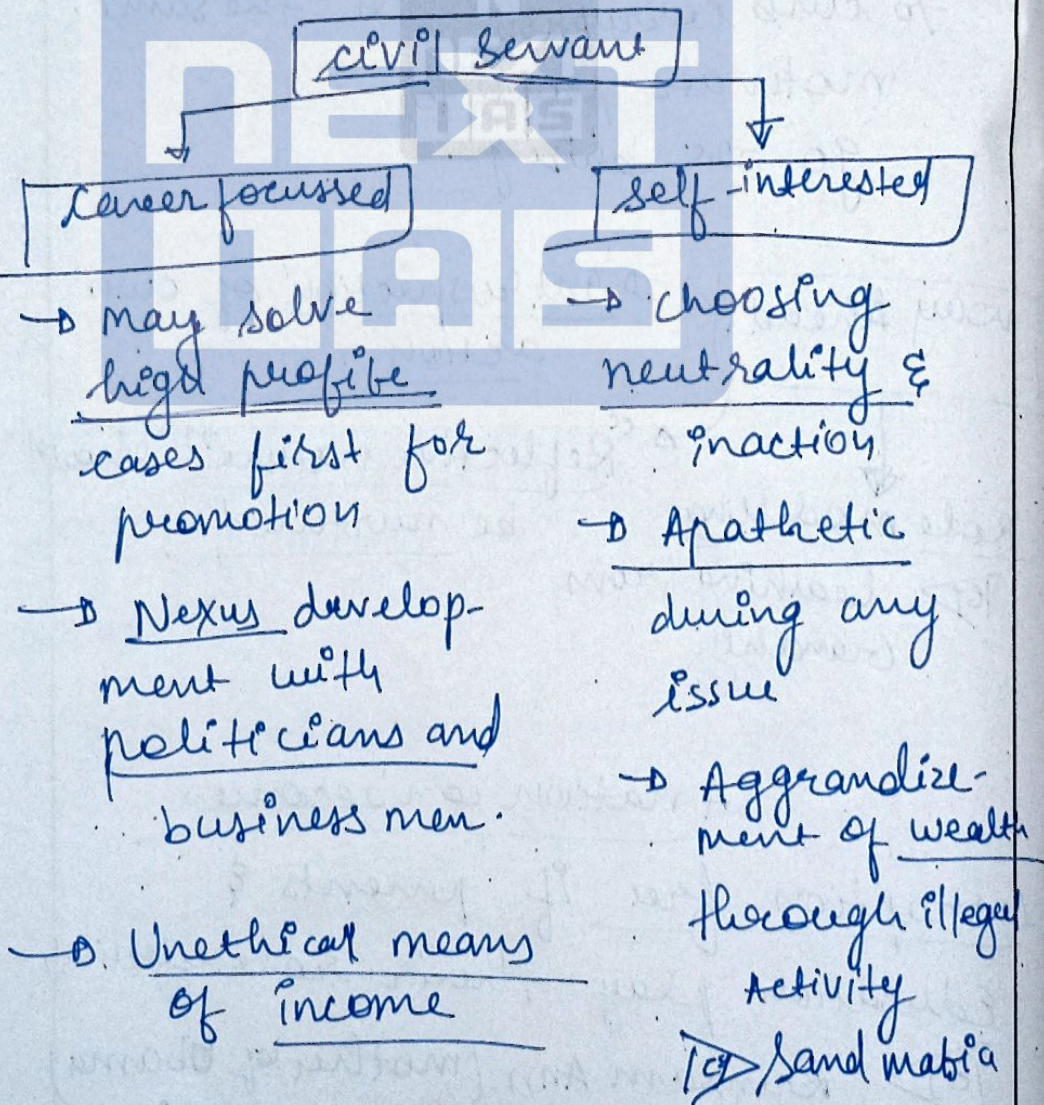
A nation can become
Corruption free if parents &
Education play their role effectively

▷ e.g. Dunkham Ann (mother of Obama)
has role in Obama being compassionate.

5. (a) पेशेवर रूप में, सिविल सेवक कैरियर केंद्रित और स्वार्थ-निष्ठ भी होते हैं। साथ ही, उनका सेवा लोकाचार उन पर निस्वार्थ भाव से सार्वजनिक हित की सेवा करने का दायित्व भी थोपता है। क्या एक सिविल सेवक के लिए करियर और सेवा दायित्व में सामंजस्य बिना संभव है? अपनी स्थिति स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

As professionals, civil servants are career focused and are also self-interested. At the same time, their service ethos imposes an obligation to serve the public interest selflessly. Is it possible for a civil servant to reconcile career and service obligation? Explain your position.
(Answer in 150 words) 10 Marks

A civil servant is the 'steel frame' of country & must be guided by values like selflessness, objectivity, impartiality etc (NOLAN Committee)



Balancing it with public interest
selflessly is very difficult

But not impossible → can be done

① Promotion & career growth thro
by solving cases efficiently.

② Good name & fame if empathetic
& innovative work is done.

↳ e.g. Divya Devarayan learnt
tribal language to serve them

How it can be Achieved:

① Being emotionally intelligent
and empathetic

② Non-Partisanship and integrity is
supreme

③ "Sensitive training" and
"Role based" training

"Karmayogis" are important
pillars of development thus selflessness
is important.

- (b) "जिस तरह करुणा के बिना सक्षमता निष्ठुर और अमानवीय हो सकती है उसी तरह, सक्षमता के बिना करुणा मदद माँगने वाले व्यक्तियों के लिए अर्थहीन हो सकती है।" उपयुक्त दृष्टांत की सहायता से सार्वजनिक सेवाओं के संदर्भ में उपरोक्त की व्याख्या कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"While competence without compassion can be brutal and inhumane; similarly, compassion without competence can be meaningless for persons seeking help." Explain the above with the help of a suitable illustration in the context of public services. (Answer in 150 words) 10 Marks

"If you want to be happy practice compassion, If you want others to be happy practice compassion"
- Dalai Lama

Compassion is a great virtue of understanding others pain and then helping them. But competence is essential for practicing it.

① Compassion without competence

⊛ No role or resources makes one help less even if he/she is compassionate.

⊳ eg A beggar may want to feed a dog but lacks money.

⊛ Less power & position fades the

ability to serve others

▷ lack of funds stops an officer from developmental works.

② Competence without compassion

* useless & devastating to others welfare

▷ Public servant lacking compassion will do work objectively -

▷ Thakhard girl starved to death due to denial of ration.

* without compassion → they are just robots doing single job daily

▷ Red Tapism deny many their rights.

This is the reason why despite recruiting the most competent people by I.C.S britishers were unable to serve people's cause because of lack of compassion.

Thus we need to ensure both with training - "Mission Karayogi"

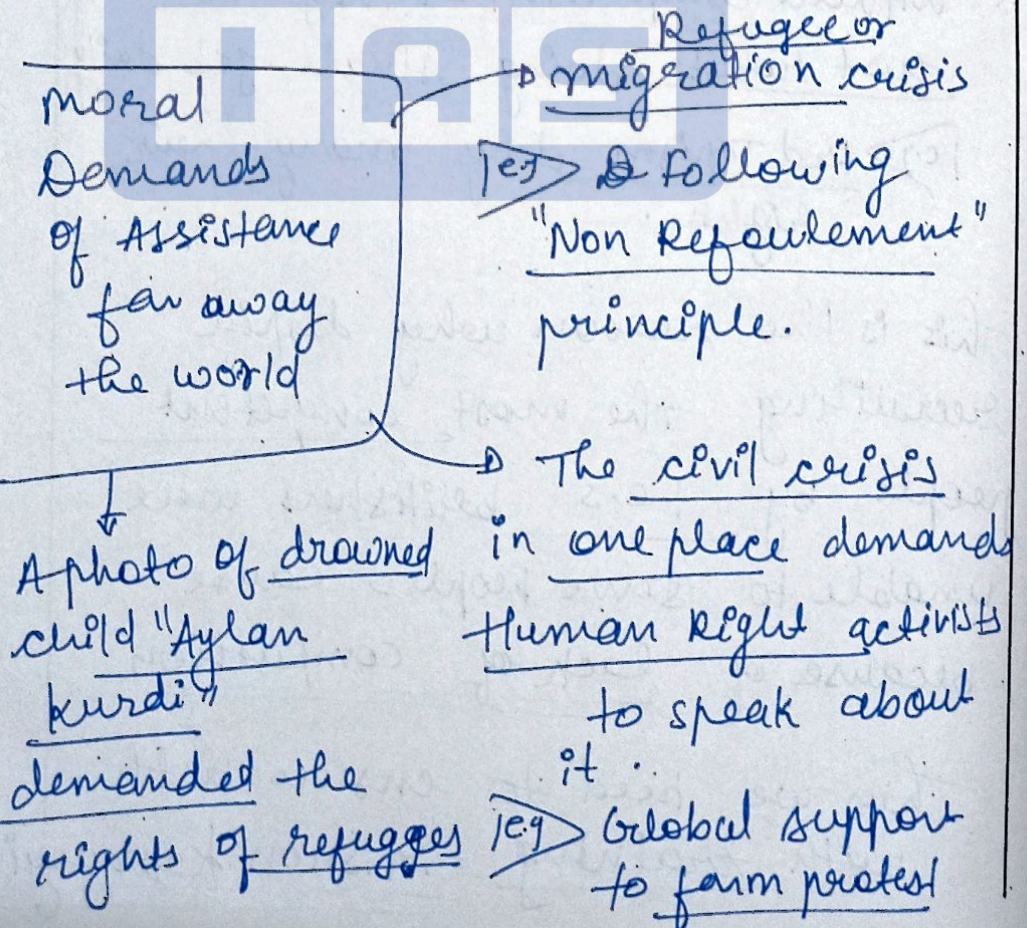
6. (a) क्या दुनिया के एक हिस्से में व्यक्तियों का कष्ट उन विदेशियों पर सहायता की नैतिक माँग उत्पन्न करती है जो उनसे दूर रहते हैं? क्या सहायता की ये नैतिक माँगें व्यापक हैं? क्या अभाव के समय अंतर्राष्ट्रीय समुदाय की मदद करने में विफल रहने के लिए सरकारों को नैतिक रूप से जिम्मेदार ठहराया जा सकता है? चर्चा कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Does the suffering of individuals in one part of the world generate moral demands of assistance on those foreigners who live far away from them? Are these moral demands of assistance justified? Can governments be held morally responsible for failing to help the international community in times of deprivation? Discuss.

(Answer in 150 words) 10 Marks

The basic tenet of human existence is cooperation and coexistence. without it no one can exist. Thus transcending all the boundaries help and moral responsibility arise.



Is it justified?



Yes

→ We belong to one
human race
(Kofi Annan)

→ Compassion is the
binding agent between
souls

I believe it is justified as per
Grandhian philosophy of serving
others.

NO

→ scarce
resources

→ some
invalid
Demands

↳ khalistan
movement
in Canada

Is state responsible?

— The "contract theory of state"
put a moral obligation to serve the
citizen

— But for other foreigner
it is the moral obligation
as it is the right means (Kant's
categorical imperative)
"Those who serves others
are the greatest of souls".

- (b) सिविल सेवा नैतिकता का संबंध प्रबंधन से है। यह जितना विभागीय मामला है उतना ही व्यक्तिगत मामला भी है। जो नेता नैतिक आचरण को सुविधाजनक बनाने वाली प्रणालियाँ बनाने में विफल रहते हैं, वे भी उतने ही दोषी हैं जितने वे जो नैतिक कदाचार में लिप्त हैं। क्या आपको लगता है कि विभागीय संस्कृति नैतिक कदाचार को बढ़ावा देती है या कमजोर इच्छाशक्ति वाला व्यक्ति दोषी है? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Civil Services ethics has everything to do with management. It is as much a Departmental as a personal issue. Leaders who fail to create systems that facilitate ethical conduct are equally to blame as much as those who indulge in ethical misconduct. Do you think the Departmental culture leads to ethical misconduct or is the individual with weak willpower culpable? Discuss. (Answer in 150 words) 10 Marks

The Departmental management is done by civil servants through their decision making. And it is guided by civil services ethics.

(Departmental culture leading to ethical misconduct)

① Pressurising one to do wrong things at times

Ex) Order of superiors to submit wrong report

② Department loyalty culture

Ex) Lying in favour of colleague who has done unethical thing.

However it is the responsibility of individual and thus the weak will power is culpable

① Lack of integrity

↳ Complacency and Bandwagon effect i.e. everyone is taking.

② Lack of persuasive skills

↳ Succumbing to the political pressure

③ Lack of courage of conviction

& fortitude leads to submitting own values to the popular pressure.

way forward → developing courage through taking high stance

↳ not doing wrong (T.N. Seshan) even if pressure.

Persuasive Power → ↳ E-shreedhaman persuaded minister over model of infrastructure

2nd ARC → only ethics can sustain any structure.

खण्ड-B / Section-B

7. आप कम साक्षरता दर और खराब स्वास्थ्य संकेतक वाले जिले में जिला विकास अधिकारी के रूप में तैनात हैं। जैसे ही आपका कार्यभार संभाला, आपके स्वास्थ्य सचिव ने स्पष्ट निर्देश दिए कि आपकी प्राथमिकता स्वास्थ्य सेवाओं की आपूर्ति में वृद्धि करके स्वास्थ्य संकेतकों में सुधार करना है।

कार्यभार संभालने के बाद, आपने स्वास्थ्य सेवाओं में सुधार के तरीकों का अध्ययन करने और उनकी पहचान करने के लिए जिले का दौरा किया। अपनी क्षेत्रीय यात्रा के दौरान, आपको पता चला कि मुद्दा सेवाओं की पहुँच का नहीं है, यह कुछ और ही है। आपने पाया कि समस्या मिथों, धारणाओं और कुरूपताओं का है जो स्वास्थ्य देखभाल सेवाओं को अपनाने में बाधा बन रही है। रूढ़िवादी के लिए, लोगों का मानना है कि टीके अनुसक्तता का कारण बनते हैं, टीकाकरण जन्म नियंत्रण के लिए किया जाता है, प्रसवपूर्व देखभाल का उपयोग नहीं और बच्चे के स्वास्थ्य के लिए प्रतिकूल है, इत्यादि।

आपने महसूस किया कि ये मान्यताएँ व्यवहार संबंधी बाधाएँ हैं जो स्वास्थ्य और पोषण सेवाओं के रास्ते में बाधक हैं। और इन व्यवहार संबंधी बाधाओं के कारण अग्रिम चिकित्सा के कार्यकर्ताओं का पहुँचना मुश्किल हो गया है।

आपने स्वास्थ्य सचिव के साथ अपने अवलोकन पर चर्चा की, और उन्होंने आपको पड़ोसी जिले के डीडीओ से सीख लेने की सलाह दी, जो कुछ अच्छा काम कर रहे हैं। जब आप पड़ोसी डीडीओ से मिले, तो आपको पता चला कि वह लोगों को मनाने के लिए आस्थावान नेता के प्रभाव और पहुँच का उपयोग कर रहा है। आप व्यवहार संबंधी बाधाओं को दूर करने में मदद के लिए आस्थावान नेताओं को शामिल करने के बारे में अज्ञात हैं। एक सिविल सेवक के रूप में, आपको लगा कि स्वास्थ्य सेवा योजनाओं में आस्थावान नेताओं को शामिल करना एक गलती होगी। जब आपने सचिव के साथ अपनी आशंकाएँ साझा कीं, तो उन्होंने दृढ़तापूर्वक आपको प्रयास करने और कुछ नया करने का निर्देश दिया।

- स्पर्धक मानते में कौन-कौन से मुद्दे शामिल हैं?
- आस्थावान नेताओं को प्रभावशाली और प्रेरक के रूप में उपयोग करने के क्या फायदे और नुकसान हैं?
- यदि आस्थावान नेता नहीं हैं, तो व्यवहार संबंधी बाधाओं को तोड़ने के लिए आपके पास अन्य विकल्प क्या हैं?
- क्या आपको लगता है कि एक सिविल सेवक के लिए सरकारी योजनाओं को बढ़ावा देने में आस्थावान नेताओं को शामिल करना नैतिक रूप से सही है?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are posted as a District Development officer in a district with a low literacy rate and poor health indicators. As you took charge, your Health Secretary had given express instructions that your priority is to improve health indicators by enhancing the delivery of healthcare services.

After taking over, you traveled around the district to study and identify ways of improving healthcare services. During your field trip, you discovered that the issue was not the accessibility of services; it was something else. You found the problem was the myths, misconceptions, and malpractices that hindered the uptake of health care services. For instance, people believed that vaccines caused impotence, immunization was equivalent to birth control, using antenatal care was counterproductive to the health of the mother and baby, and so on.

You realize that these beliefs were the behavioral barriers that stood in the way of health and nutrition services. And these behavioral barriers made it difficult for front-line workers to reach out.

You discussed your observations with the Health Secretary, and he advised you to seek inputs from the neighboring district DDO who was doing some good work. When you met with the neighboring DDO, you learned he was experimenting with using the Faith leader's influence and reach to persuade people. You were unsure about roping in faith leaders to help you overcome the behavioral barriers. As a civil servant, you felt it would be a mistake to involve faith leaders in health service schemes. When you shared your apprehensions with the Secretary, he firmly instructed you to try and innovate.

- What are the issues involved in the above case?
- What are the advantages and disadvantages of using Faith leaders as influencers and persuaders?

- (c) If not faith leaders, what are your other options for breaking the behavioral barriers?
- (d) Do you think it is ethically right for a civil servant to involve faith leaders in promoting government schemes? (Answer in 250 words) 20 Marks

The present case shows the case of Persuasion and social influence how it impacts in internalization of the values & overcoming behavioral barriers.

"Those who don't learn to walk with time are fools" - Thirukural
Thus innovation should be done.

(a) Issues involved in the case

- ① Rationality of Bureaucracy mixing with traditional outlook of hoping in faith leaders.
- ② The right to health (Art. 21) is of supreme importance will get compromised if not done something new.

③ Social issues like stigma and myth attached with the healthcare intervention → Against basic human Right (UDHR)

④ Resistance of innovation → may backfire and lead to more myths.

b) Advantage of Faith leaders as Persuaders

① Better communication due to trust building as people hear faith leaders well.

② They can emerge as a good leader to drive people towards rationality

↳ #SaveSoil movement by Sadguru

③ Bringing Religion may be more appealing to people.

↳ Rajaram Mohanray cited religious text to shun the myth of Sati.

Disadvantages

- ① Lack of Accountability on sides of faith leader (No legal role or nothing to guide)
- ② An informal mechanism → may backfire.
- ③ A case of non listening to him/her also might take place.
- ④ Bringing Religion in Rational/legal Authority → Against the spirit of Bureaucracy.
- ⑤ If not leaders then other options
 - (1) Social media → Ensuring social influence and Persuasion through media.
 - ▷ Shows like Satyameva Jayate can help in awareness.
 - (2) SHGs & ASHA workers

↳ they play a great role as they are often local people

↳ hence more trust remains.

↳ Role played by them in COVID-19 to persuade for vaccination.

- (d) I think this is ethically right to involve them. because —
- (i) The superior has also given green flag (Professional ethics)
 - (ii) Utilitarianism → more benefit to the village people.
 - (iii) Already tried and tested method in nearby village (Reliability)
 - (iv) Even Religious/Faith leader may give rational knowledge
 - (v) will also promote inclusivity and more trust to the administration

following principle of "SARVA DHARMA SAMBHAVA" we can take the step.

आप एक एजेंसी 'विशेष प्रयोजन साधन' के प्रमुख हैं, जो आवश्यक सेवाओं की अंतिम-मील वितरण की निगरानी करने और आपके अधिकार क्षेत्र के भीतर नागरिकों की बाधाओं और शिकायतों को सुलझाने के लिए जिम्मेदार हैं। आवश्यक सेवाओं में मातृ एवं शिशु स्वास्थ्य देखभाल, बीपीएल परिवारों को पोषण संबंधी सहायता, पेयजल उपलब्धता आदि शामिल हैं।

आपकी एजेंसी ने नियमित आधिकारिक संचालन और शिकायतों को संभालने के लिए 15 कर्मचारियों को नियुक्त किया है। चूंकि एजेंसी शिकायतों का निपटारा करती है, इसलिए प्रतिदिन भारी मात्रा में सार्वजनिक व्यवहार होता है। कभी-कभी एजेंसी के अधिकारियों को नियमित कार्यालय का काम पूरा करने के लिए कार्यालय समय से परे काम करना पड़ता है, क्योंकि सार्वजनिक व्यवहार में कार्यालय के अधिकांश घंटे लग जाते हैं। कर्मचारी अतिरिक्त काम करने से नाखुश थे क्योंकि उन्हें कोई ओवरटाइम भुगतान नहीं किया जाता है। उनमें से कुछ ने अनौपचारिक रूप से आपके साथ इस गुदे को उठाया, लेकिन आप असहाय हैं क्योंकि एजेंसी के नियम किसी भी यात्रा या ओवरटाइम भत्ते की अनुमति नहीं देते हैं। आपने इस मामले को मुख्यालय के समक्ष उठाने का प्रयास किया लेकिन कोई फायदा नहीं हुआ।

काम का तनाव धीरे-धीरे कर्मचारियों के बीच दिखने लगा, वे शिकायतकर्ताओं से चिड़चिड़े हो गए और कभी-कभी उन पर चिल्लाने लगते हैं। अशिष्टता के अलावा, कर्मचारियों की भाषा दुर्व्यवहारपूर्ण, अपमानजनक और कभी-कभी जातिवादी होती जा रही है। आपने पाया कि उनमें से विशेष रूप से 4 ऐसे हैं जो शिकायतों से निपटने के दौरान बहुत अपमानजनक और भेदभावपूर्ण व्यवहार कर रहे हैं। मुखिया के रूप में आपने उन्हें चेतावनी दी, परंतु उनके कार्यकारी दृष्टिकोण में कोई उल्लेखनीय परिवर्तन नहीं आया। आपकी समस्या को और बढ़ाने के लिए, कुछ ग्रामीणों ने, अपने सरपंच के माध्यम से, आपके मुख्यालय में अशिष्ट, अपमानजनक और भेदभावपूर्ण व्यवहार का मुद्दा उठाया। मुख्यालय ने तुरंत आपको कार्रवाई करने और एक सम्मानजनक और गरिमापूर्ण कार्यस्थल बनाने का निर्देश दिया।

- उपरोक्त मामले में कौन-कौन से मुद्दे शामिल हैं?
- आपके लिए कार्रवाई के कौन से विकल्प उपलब्ध हैं?
- प्रत्येक विकल्प की जाँच कीजिए और अपनी चुनी हुई कार्यवाही की पुष्टि कीजिए।
- मर्यादा से आप क्या समझते हैं? मानवीय और सामाजिक मर्यादा के बीच अंतर बताइए? सरकारी विभागों में देखे जाने वाले सामान्य मर्यादा उल्लंघनों की पहचान कीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

You are the Head of an Agency, a special purpose vehicle, responsible for overseeing the last-mile delivery of essential services and sorting out bottlenecks and grievances of the citizens within your jurisdiction. The essential services included Maternal and infant health care, nutritional support to BPL families, drinking water availability, etc.

Your agency employed a staff of 15 to carry out regular official operations and handle grievances. Since the agency dealt with complaints, there was an enormous amount of public dealing daily. Sometimes the agency officials had to work beyond office hours to finish the regular office work as public dealings took away most of the office hours. The employees were unhappy doing the extra bit as they were not paid any overtime. A few of them informally raised the issue with you, but you were helpless as the agency rules didn't allow any travel or overtime allowances. You tried taking up the matter with HQ but to no avail.

The work stress gradually started showing up among the staff, they became irritable with the complainants, and at times they shouted at them. Besides rudeness, the staff's language became abusive, derogatory, and sometimes casteist. You could notice that there were 4 of them in particular who were getting very abusive and discriminatory while handling grievances. As the Head, you warned them, but there was no marked change in their work attitude. To compound your problem, some of the villagers, through their Sarpanch, raised the issue of rude, disrespectful, and discriminatory behavior with your HQ. The HQ immediately instructed you to take action and create a respectful and dignified workspace.

- What are the issues involved in the above case?
- What are the action options available to you?

- (c) Examine each of the options and identify your chosen course of action
- (d) What do you understand by dignity? Distinguish between human and social dignity? Identify the common dignity violations that one notices in government departments.

(Answer in 250 words) 20 Marks

The case present issues regarding work culture how sometimes bad atmosphere influence the work behaviour and leads to Apathy.

(a) Issues involved

(1) Against the right of workers
↳ No payment according to work
i.e. overtime

(2) The rude behaviour causing dissent among people.

(3) lack of empathy

↓
employees

↓
abused those already in grievance

↓
- HQ

↓
not understanding the issue of employees

(4) being abusive

↳ No lack of Fortitude
↳ Against professional Ethics

(B) | options available / + Examination

① Take strict action against them.

merit

→ Set a right precedence

→ Deterrence to others
to not compromise
with work ethics

Demerit

→ A lack of
empathy to
not understand
their issue

→ may cause
guilt later
for decision.

② Deny to take Action

merit

→ Having empathy

→ understanding
them

Demerit

→ Against my own
job security

→ Encouraging
such Abusive
work culture

③ Talking to HQ of the situation

merit

→ Eradicating the
root cause for
this

Demerit

→ Already ignored
↓
may deny again

① Course of Action

As ⁱⁿ a leadership role, I would take a modified & mixed stance of first and third option.

ie - will try to persuade HQ and also try to negotiate with staff.

↳ If not listened even after this then I'll have to take Action.

Justification

① As a leader, sometimes hard steps are needed to be taken.

↳ calling off Non-cooperation by Gandhiji.

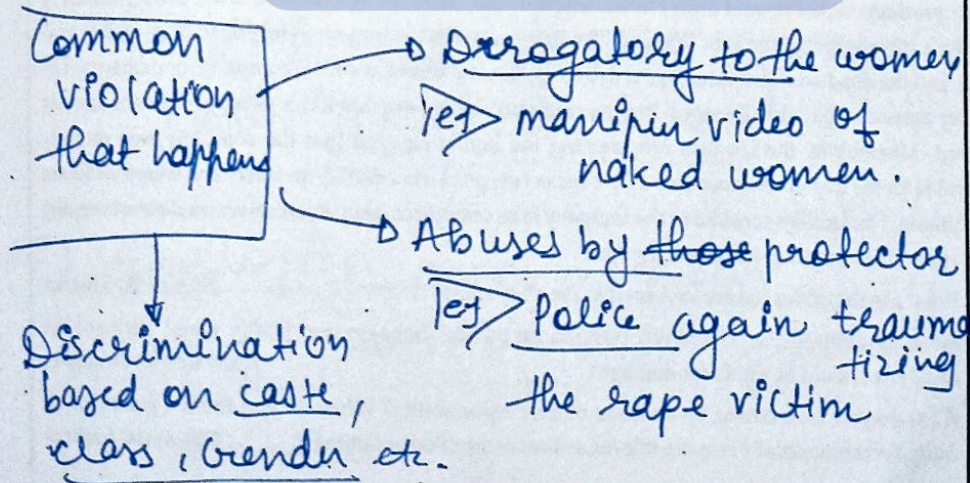
② Even after warning if they are not listening → they lack Emotional Intelligence and fortitude.

③ Though they are in problem
↳ In no case they should

Compromise with the work ethics
 thus a tough stand is important.

① Dignity → refers to the value which is associated with humans or any other living thing (Animal)
 ↳ Gives meaning to their existence.

<u>Difference</u>	<u>Human dignity</u>	<u>Social Dignity</u>
	→ caters to only individual (Human)	→ Comprises all Human + Animal + living things.
	→ <u>moral consideration</u> as only some are involved.	→ <u>ethical & universal consideration</u>



Dignity is an essential component of Preamble and fundamental duty (51A) to preserve.

9. मुंबई में मुख्यालय वाली एक प्रमुख फार्मास्युटिकल कंपनी का परिचालन दुनिया भर में है। यह जेनेरिक दवाओं का एक बड़ा उत्पादक और निर्यातक है। इसकी उत्पादन सुविधाएँ देश भर में फैली हुई हैं। महामारी के बाद, कंपनी ने अपनी जेनेरिक दवाओं की माँग में तेजी से वृद्धि देखी और माँग को पूरा करने के लिए, कंपनी ने छोटे निर्माताओं को उत्पादन का अनुबंध दिया। सौदा यह है कि अनुबंधित आपूर्तिकर्ता पूर्व निर्धारित कार्यक्रम के भीतर एक निर्दिष्ट मात्रा में दवाओं की आपूर्ति करेगा, और डिलीवरी पर भुगतान जारी किया जाएगा। कंपनी ने आपूर्तिकर्ता की सुविधाओं, नीतियों या सुरक्षा मानकों की परवाह नहीं की। यह देनदारियों के बिना आपूर्ति श्रृंखला को चालू रखने का एक सरल व्यापारिक सौदा है।

कुछ आपूर्तिकर्ताओं ने इसे शीघ्र पैसा कमाने के अवसर के रूप में देखा। उन्होंने अपनी उत्पादन सुविधा की सीमाएँ बढ़ानी शुरू कर दीं और सुरक्षा और श्रम कानूनों की कोई परवाह नहीं की। दुर्भाग्य से, एक आपूर्तिकर्ता की भंडारण सुविधा में आग लग गई और इस त्रासदी में 22 श्रमिकों की मृत्यु हो गई। उत्पादन सुविधा बंद कर दी गई, और मृत श्रमिकों के परिवारों ने आपूर्तिकर्ता और दवा कंपनी पर क्षतिपूर्ति के लिए मुकदमा दायर किया। आपूर्तिकर्ता नुकसान का भुगतान करने के लिए सहमत हो गया, लेकिन कंपनी ने किसी भी देनदारी से इनकार कर दिया क्योंकि वे सीधे तौर पर शामिल नहीं थी। इस बीच, परिवार का प्रतिनिधि त्व करने वाले वकीलों ने दावा किया कि कंपनी इस त्रासदी के लिए नैतिक रूप से जिम्मेदार है क्योंकि उन्होंने सुरक्षा के लिए उत्पादन सुविधा का निरीक्षण नहीं किया और हर चीज के प्रति उदासीन थे। परिवारों का मानना है कि कंपनी पूरी तरह से परिणामवादी है, जो अपनी आपूर्ति लाइनों को चालू रखने के बारे में चिंतित है, चाहे लागत कुछ भी हो।

- (a) उपरोक्त मामले में कौन से नैतिक मुद्दे शामिल हैं? (50 शब्दों में) 5 अंक
- (b) नुकसान का भुगतान करने पर कंपनी की स्थिति का नैतिक रूप से विश्लेषण कीजिए और बताइए कि क्यों-क्यों नहीं कंपनी को नुकसान के लिए उत्तरदायी होना चाहिए। (120 शब्द) 10 अंक
- (c) नैतिक उत्तरदायित्व शब्द से आप क्या समझते हैं? आप कब सोचते हैं कि कोई व्यक्ति या इकाई किए गए कार्यों के लिए नैतिक रूप से जिम्मेदार होता है? (80 शब्दों में) 5 अंक

A major pharmaceutical company headquartered in Mumbai had worldwide operations. It was a big producer and exporter of generic drugs. It has production facilities spread around the country. After the pandemic, the company saw an exponential growth in demand for its generic drugs, and to meet the demand, the company contracted out production to small manufacturers. The deal was that the contracted supplier would supply a specified quantity of drugs within the prearranged schedule, and on delivery, the payments were released. The company didn't bother about the supplier's facilities, policies, or safety standards. It was a simple business deal of keeping the supply chain running without liabilities.

Some suppliers saw this as an opportunity to make some quick money. They started stretching the limits of their production facility and didn't mind compromising with safety and labor laws. Unfortunately, a supplier's storage facility caught fire, and 22 workers died in the tragedy. The production facility was closed, and the dead workers' families sued the supplier and pharmaceutical company for damages. The supplier agreed to pay the damages, but the company denied any liabilities as they were not directly involved. Meanwhile, the lawyers representing the family claimed that the company was morally responsible for the tragedy because they didn't inspect the production facility for safety and were indifferent to everything. The families considered the company to be outright consequentialists worried about keeping their supply lines running, whatever the cost.

- (a) What are the ethical issues involved in the above case? (50 words) 5 marks
- (b) Ethically analyze the company's position on paying damages and justify why/ why not the company should be liable for damages. (120 words) 10 marks.
- (c) What do you understand by the term moral responsibility? When do you think a person or an entity becomes morally responsible for actions committed or omitted? (80 words) 5 marks

The case shows how mindless profit sometimes causes trauma for others and also denying for moral liability.

(a) ethical issues

- ① Companies contracting out without any safety considerations
- ② Profit mindset vs Rights of people
 ↳ labour rights
- ③ Outright consequentialism i.e. against kantian categorical imperative of not using men as means. (means vs ends)
- ④ Denying moral liability → against kant's 'moral absolutism'
- ⑤ Employing men without safety provision and aggrandizing attitude.
- ⑥ "Commerce without morality"
 ↳ as said by Gandhiji

(b) Company's position of paying

① Yes, it should pay

↳ As it had given the contract and was ultimately responsible for checking the functioning.

Justification

- (i) Hon. Supreme court in other cases have also iterated that the "strict liability" / "Absolute liability" principle apply in such cases where the accident had occur without the knowledge of company.
- (ii) Also the lives lost and the family devastated should be given justice.
- (iii) Such cases will set right precedence to take care of labour rights & safety standards.

However opposite stands may arise saying that morality is flexible or change with context

But adhering to the kantian idea of categorical imperative and moral absolutism → company should pay

(c) Moral responsibility

→ It is the value towards someone or something else for which one is responsible to take care → If something goes wrong he/she will be held responsible for it.

When any company becomes responsible

(1) when it contracts out its work → It expands its base and automatically cover those units and people under

moral responsibility

- (2) when any legal contract is done or any moral promise has been made.
- (3) Moral responsibility not only to those employed but also those who consume or use the product i.e. consumer rights & safety.

Grandhiji suggest Trusteeship model saying

" Trusteeship makes the profit earning company very egalitarian " .

आप और अजय एक साथ कॉलेज में थे, सिविल सेवा परीक्षा के लिए उत्तीर्ण हुए, प्रशिक्षित हुए और एक ही राज्य में काम किया। इन वर्षों में, आप और अजय अच्छे दोस्त और सहकर्मी बन गये। यहाँ तक कि पारिवारिक रूप से भी आप दोनों काफी करीब आ गए और छुट्टियाँ और त्योहारों को एक साथ मनाने लगे।

व्यावसायिक तौर पर पिछले 15 सालों में दोनों आगे बढ़े, लेकिन आपके और अजय के रास्ते अलग-अलग थे। आपने राजनीतिक आकाओं से दूरी बनाए रखा, तटस्थ रहना पसंद किया और किसी भी समूह, लॉबी या विचारधारा से जुड़े रहने से परहेज किया। लेकिन अजय अपने झुकाव को लेकर विवेकशील नहीं थे और वह अच्छे नेटवर्क और पहुँच वालों से जुड़े हुए थे। अपनी नेटवर्किंग के कारण, अजय की पोस्टिंग को हमेशा 'प्लम पोस्टिंग' माना जाता था। अजय को 'शहरी अवसरचना परियोजनाओं' के सीएमडी के रूप में तैनात किया गया, जो एक भारी लागत वाली हाई-प्रोफाइल परियोजना है। साथ ही आप तीन वर्षों से राज्य योजना आयोग में कार्यरत हैं और अपनी पदोन्नति एवं नवीन पदस्थापना की प्रतीक्षा कर रहे हैं।

जब नई पोस्टिंग की घोषणा हुई तो आप सतर्कता विभाग में अपना स्थानांतरण देखकर आश्चर्यचकित रह गये। कार्यभार संभालने के एक महीने के भीतर ही आपके विभागीय सचिव ने आपको एक मंत्री और उनके परिवार से जुड़े भूमि सौदों की विवेकपूर्ण जाँच करने का आदेश दिया। आपको सख्ती से कहा गया कि इसे गुप्त रखें और जाँच के बारे में सचिव के अलावा किसी और के साथ कोई भी जानकारी साझा न करें।

जैसे ही आपने पूछताछ शुरू की, आपको एहसास हुआ कि अजय, मंत्री और उनके सौदों के साथ घनिष्ठ रूप से जुड़ा हुआ है। जैसे-जैसे सबूत इकट्ठा होने लगे, आप मंत्री और दोस्तों के पक्ष में अजय के संदिग्ध फैसलों को देखकर चकित रह गए। इसके अलावा, आपको अजय के पास उसकी घोषित आय के स्रोतों से कहीं अधिक संपत्ति होने के सबूत भी मिले। जब आपने सचिव के साथ विवरण साझा किया, तो उन्होंने तुरंत आपको अजय के कार्यालय और घर की तलाशी लेने का आदेश दिया क्योंकि उनका मानना है कि अजय ही वह माध्यम है जिसके माध्यम से वे मंत्री को संदिग्ध भूमि सौदों के लिए पकड़ सकते हैं।

आप असमंजस में हैं क्योंकि आप जानते हैं कि तलाशी अभियान से अजय की प्रतिष्ठा धूमिल होगी और परिवार के लिए यह दुःखद

- उपरोक्त मामले में कौन से नैतिक मुद्दे और दुविधाएँ शामिल हैं?
- आपके पास कौन से विकल्प उपलब्ध हैं?
- विकल्पों का विश्लेषण करने के बाद अपनी चुनी हुई कार्रवाई का चयन करें।
- उपरोक्त मामले में आपकी नैतिक प्रेरणा क्या होनी चाहिए? क्या यह कर्तव्य, दायित्व या परिणाम होना चाहिए?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You and Ajay were in college together, qualified for the civil services examination, trained, and worked in the same State. Over the years, you and Ajay became good friends and colleagues. Even the families became close to the extent of taking vacations and celebrating festivals together.

Professionally, in the last 15 years, both grew, but the paths you and Ajay took differed. You kept your distance from political masters, preferred to be neutral, and refrained from being identified with any group, lobby, or ideology. But Ajay was not discreet about his leanings, and he was well-networked and connected. Because of his networking, Ajay always had postings considered "plum postings." Ajay was posted as CMD of Urban Infrastructure Projects, a high-profile Project with a huge outlay. At the same time, you were working in State Planning Commission for three years and were awaiting your promotion and new posting.

When new postings were announced, you were surprised to see your transfer to Vigilance Department. Within a month of taking charge, you were ordered by your Departmental Secretary to conduct an inquiry discreetly into land dealings involving a Minister and his family. You were strictly told to keep it discreet and not to share any information about the investigation with anybody besides the Secretary.

As you started the inquiry, you realized Ajay was closely involved with the Minister and his deals. As evidence started piling up, you were shocked to notice Ajay's questionable decisions favoring the Minister and friends. Further, you found evidence of Ajay having assets disproportionately much higher than his declared sources of income. When you shared the details with the Secretary, he immediately ordered you to search Ajay's office and home as he believed Ajay was the medium through which they could catch the Minister for shady land deals.

You were in a bind as you knew a search operation would tarnish Ajay's reputation and be traumatic for the family.

- What are the ethical issues and dilemmas involved in the above case?
- What are the options available to you?
- Select your chosen course of action after analyzing the options.
- What must be your moral motivation in the above case? Should it be duty, care, or consequences?

(Answer in 250 words) 20 Marks

The case presents the importance of Impartiality, neutrality and Rationality for a civil servant

(a) Ethical issues

- ① compromising the wider public interest
- ② 'politics without principle' by minister's land dealing project.
- ③ Impartiality of Ajay is questioned.

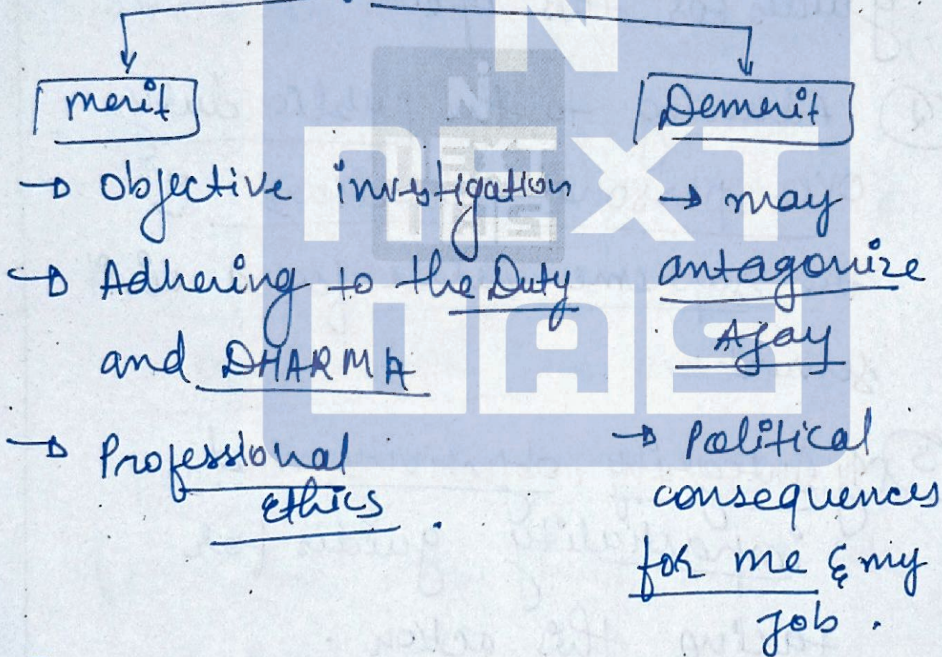
Ethical Dilemma

- ① objectivity v/s personal relationship
↳ As Ajay is my good friend.
- ② Public duty v/s Profit of self
↳ As Ajay was cheating

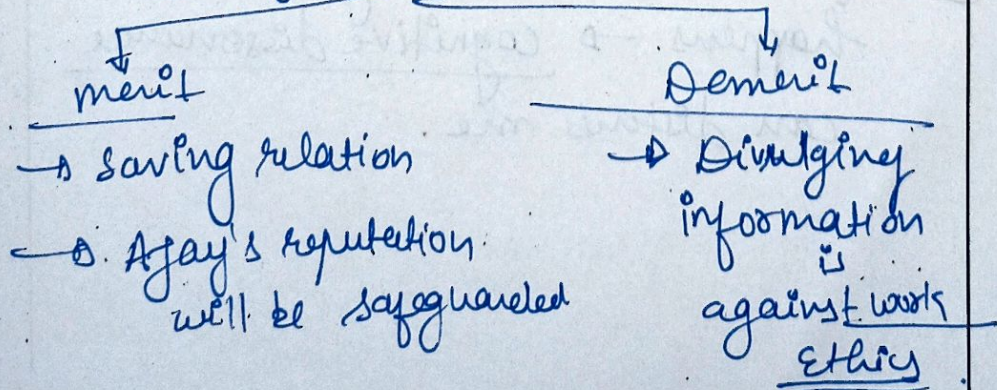
(3) Order of Superior v/s personal relationship in case of following order of search → Ajay's reputation will be hampered.

(b) Options available

(1) Following the order & Search



(ii) Taking a lenient approach and talking to Ajay about it



(C) Course of Action

(R) I will take the first option of following the order & searching Ajay's office & house.

Justification

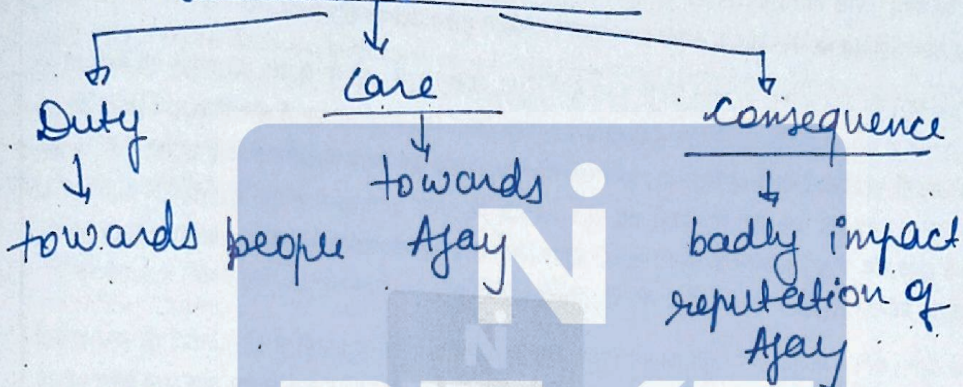
- (1) The code of ethics and 'Dharma' guides for this option.
- (2) Adhering to the public duty over personal relations is the supreme value for a civil servant.
- (3) My integrity, objectivity and impartiality guides for taking this action.
- (4) If not done and any mischievous happens → cognitive dissonance can disturb me.

The family and friends later may be passified but the duty towards nation is supreme.

Candidates must not write on this margin

(d)

moral motivation can be guided by



→ My motivation will be my duty

“Duty is the greatest form of Devotion” as said by

Swami Vivekananda thus

following my duty I will take my steps.

11.

आप एक युवा पुलिस अधिकारी हैं जो अपने कुछ बैचमेट्स के साथ फील्ड ट्रेनिंग ले रहे हैं। आप और विकास एक पुलिस स्टेशन में दो सप्ताह बिता रहे हैं और फील्ड-रतरीय पुलिसिंग की बारीकियों को सीख रहे हैं। हर दिन कुछ नया सीखने को मिलता है।

एक दोपहर स्टेशन को थोक बाजार बीट में काम करने वाले एक बीट कॉन्स्टेबल से एक संकटपूर्ण कॉल प्राप्त हुई। व्यापारियों के दो समूहों के बीच झगड़ा शुरू हो गया और जो जल्द ही हिंसाक हो गया। उन्होंने अपने सहकर्मी के साथ हस्तक्षेप करने की कोशिश की, लेकिन वे चीजों को नियंत्रण में रखने में असफल रहे। कुछ व्यापारी सिपाहियों के खिलाफ हो गये और उन्हें लोहे की छड़ों से पीटना शुरू कर दिया। कॉल तब आई जब एक कॉन्स्टेबल के सिर पर गंभीर चोट आई और उसे आपातकालीन देखभाल की आवश्यकता थी।

मदद के लिए एक टीम मौके पर पहुँची और स्थिति को संभाला। जब तक टीम पहुँची, बदमाश मौके से भाग चुके थे। घायल कॉन्स्टेबल को बेहद नाजुक हालत में अस्पताल ले जाया गया। अपने सहकर्मी को गंभीर रूप से घायल और जीवन के लिए संघर्ष करते देख, थाना क्रोधित हो गया और अपराधियों को पकड़ने के लिए दृढ़ संकल्पित हो गया।

देर शाम तक थाने की टीम ने कुछ बदमाशों को हिरासत में ले लिया, लेकिन कुछ अभी भी लापता थे। पकड़े गए बदमाशों को रात भर हिरासत में रखा गया और अगले दिन अदालत में पेश किया जाना था। उस रात आपने और विकास ने देखा कि कुछ वरिष्ठ पुलिसकर्मी अधिक जानकारी के लिए और पुलिसकर्मियों से दूर रहने का सबक सिखाने के लिए बदमाशों की जमकर पिटाई कर रहे थे। यह सब कुछ घंटों तक जारी रहा, और जब तक यह रुका, बदमाशों में से एक बुरी तरह से कांप रहा था जो कि उसे हृदय रोग के पूर्व इतिहास के कारण मामूली स्ट्रोक आया था। उसे अस्पताल ले जाया गयाय सौभाग्य से, वह बच गया। रात का घटनाक्रम मुख्यालय तक पहुँचा तो जाँच बैठाई गई।

पूछताछ के दौरान थाने में मौजूद सभी लोगों को पूछताछ के लिए बुलाया गया। उपस्थित सभी लोगों ने पिटाई को कुछ थप्पड़ों के अलावा और कुछ नहीं कहकर कम महत्त्व दिया। आपसे और विकास से भी अनौपचारिक रूप से इस घटना को कमतर करने का अनुरोध किया गया था। विकास आराम से इसे कमतर आँक रहा था, लेकिन आप असहज थे और आपको लगा कि सच्चाई से हटकर कुछ भी बोलना आपकी ईमानदारी के खिलाफ है। आप सोच रहे हैं कि क्या पुलिस सुरक्षा के लिए है, हिरासत सुरक्षा के लिए है, और जो हुआ वह दुर्व्यवहार है, सेवा मूल्यों के विरुद्ध है। आप तनाव में हैं और विकल्पों पर विचार कर रहे हैं।

- उपरोक्त मामले में कौन से नैतिक मुद्दे शामिल हैं?
- आपके अनुसार उपरोक्त मामले में सिद्धांत-उन्मुख और नियम-पालन करने वाले पुलिस कर्मियों को क्या करना चाहिए और क्यों? तर्क दीजिए।
- आपके अनुसार सिविल सेवा में किसे प्राथमिकता दी जानी चाहिए, विभाग के प्रति निष्ठा, या अपने निर्णयों और सेवा मूल्यों में निष्पक्ष और गैर-पक्षपातपूर्ण होना? (250 शब्दों में उत्तर दीजिए) 20 अंक

You are a young police officer undergoing field training along with some of your batchmates. You and Vikas are spending two weeks in a police station learning the nitty gritty and nuances of field-level policing. Every day there was something new to learn.

One afternoon the Station received a distress call from a beat constable working the wholesale market beat. A quarrel had broken out between two groups of traders and which soon turned violent. He tried intervening with his colleague, but they failed to keep things in control. Some traders turned against the constables and started beating them with iron rods. The call came in when one of the constables had taken severe blows to the head, and he needed emergency attention.

A team rushed to the spot to help and take charge of the situation. By the time the team reached, the miscreants had fled the scene. The injured constable was rushed to the hospital in a very precarious

condition. Seeing their colleague severely hurt and struggling for life, the station was enraged and determined to apprehend the culprits.

By late evening the station team had rounded up a few miscreants, but some were still missing. The rounded-up miscreants were kept in custody for the night and were to be presented in court the following day. That night you and Vikas noticed that a few senior policemen were seriously beating up the miscreants for more information and to teach them a lesson to keep off from policemen. The "treatment" continued for a few hours, and by the time it stopped, one of the miscreants was severely shaken that he had a minor stroke because of a prior history of a heart condition. He was rushed to the hospital; fortunately, he survived. When the events of the night reached HQ, an inquiry was instituted.

During the inquiry, everyone in the Station was called in for questioning. All of them present played down the beatings as few slaps and nothing more. You and Vikas were also informally requested to play down the incident. Vikas was comfortably underplaying it, but you were uncomfortable and felt it was against your integrity to speak something far from the truth. You were wondering if police are for safety, custody is for protection, and what happened was abuse which was against the service values. You were tensed and weighed the options.

- What are the ethical issues involved in the above case?
- What do you think principle-oriented and rule-abiding police personnel must do in the above case? Why? Justify
- What do you think must assume priority in civil service, loyalty to the department, or being impartial and non-partisan in your decisions and service values?

(Answer in 250 words) 20 Marks

Case highlights gravity of
"custodial violence" undertaken by
police officials on prisoners.
 which is against the basic human
rights of those imprisoned.

① ethical issues

① custodial violence as prison
 are for safety & reforms as
 highlighted by President Droupadi
murmur.

(2) Lying about the incidence and compromising integrity, work ethics

(3) Against empathy

(4) "An eye for an eye" concept is against the reformative justice.

(b) Principle oriented and rule abiding Police personnel

(1) Will state the truth and safeguard the integrity.

(2) No guilt or cognitive dissonance will remain

(3) Rule following → NO custodial violence
(S.K. Basu case → supreme court given the precedence)

(4) principle-oriented → principle of Truth & Non-violence and also adhering to Rules (not beating out of personal grudge)

(B) Justification

If breaking the rule may lead to guilt and compromised integrity

following Rule of Law is of utmost importance

⇓
Constitutional morality

over any institutional supremacy

(C) In civil services cases arise where one has to take department loyalty

Key → maintaining people trust even if lying for the right cause.

But this often leads to guilt and dissonance among ethical officers

Thus being impartial & non-partisan is of the utmost importance.

Justification

- ① Impartiality & integrity breeds other values like empathy, optimism etc.
- ② If not neutral/impartial then injustice to the innocent as rightly said
 "If you choose the side of to remain silent in injustice you have taken the side of oppressor" - Disraeli.

आप विदेश सेवा के एक अधिकारी हैं जो विदेश में किसी दूतावास में कार्यरत हैं। आपका एक कर्तव्य स्थानीय भारतीय समुदाय, जो देश के सबसे बड़े अप्रवासी समूहों में से एक है, के साथ संपर्क स्थापित करना है।

स्थानीय भारतीय अप्रवासियों का एक समूह अपनी भाषा और संस्कृति को बढ़ावा देने के लिए एक पूजा स्थल और एक स्कूल बनाना चाहता है। स्कूल का उद्देश्य अप्रवासियों के बीच भारतीय संस्कृति को बढ़ावा देने और संरक्षित करने के लिए एक केंद्र के रूप में कार्य करना है। भारतीय समुदाय के नेताओं ने भूमि अधिग्रहण के लिए सभी कानूनी प्रक्रियाओं को पूरा किया, भवन योजनाओं को नगर परिषद से मंजूरी दिलाई और सभी स्वीकृतियों के साथ, निर्माण कार्य शुरू हुआ।

निर्माण के कुछ महीनों बाद, स्थानीय लोगों ने शोर के बारे में शिकायत करना शुरू कर दिया और धीरे-धीरे एक धार्मिक संरचना के निर्माण के खिलाफ एक अभियान शुरू हो गया। स्थानीय नगर पार्षदों ने इसमें भाग लिया और यह मुद्दा उठाया कि कैसे भारतीय प्रवासियों के पास अपना सांस्कृतिक स्थान होने से अन्य अप्रवासी समुदायों की ओर से भी इसी तरह की माँग की जाएगी। और इससे विभिन्न जातीय समूहों के बीच असहिष्णुता बढ़ सकती है। स्थानीय राजनेताओं ने निर्माण को रोकने और जो कुछ भी बनाया गया था उसे ध्वस्त करने के लिए एक सार्वजनिक मुकदमा दायर किया। भारतीय समुदाय ने उनके मुकदमे का जवाब दिया और मदद के लिए दूतावास से संपर्क किया। वे चाहते थे कि राजदूत इस मुद्दे को सरकार के सामने उठाएँ।

इस बीच, राजदूत ने आपको इस मुद्दे को समझने और एक रिपोर्ट तैयार करने के लिए भारतीय समुदाय के नेताओं से मिलने के लिए नियुक्त किया। आपने समुदाय के नेताओं से मुलाकात की और पाया कि भारतीय समुदाय के प्रति स्थानीय नापसंदगी का कारण केवल अव्यक्त नस्लवाद और असहिष्णुता की अभिव्यक्ति थी। आपने राजदूत के समक्ष अपना अवलोकन प्रस्तुत किया और उनसे कुछ करने का अनुरोध किया क्योंकि भारतीय सही थे और नस्लवादी व्यवहार के शिकार हो रहे थे। बदले में, राजदूत ने उत्तर दिया कि वह स्थानीय राजनीति में नहीं पड़ना चाहते। भारतीय उस देश के नागरिक हैं जातीयता के अलावा उनका भारत से कोई लेना-देना नहीं है। इसके अलावा, आने वाले हफ्तों में दोनों देशों के बीच एक महत्वपूर्ण आर्थिक समझौते पर हस्ताक्षर होने वाले हैं, और वह कुछ स्थानीय राजनीति को लेकर दोनों देशों के बीच बढ़ते संबंधों को खतरे में नहीं डालना चाहते हैं। आप यह देखकर आश्चर्यचकित रह गए कि अर्थनीति को प्रवासी भारतीयों पर प्राथमिकता मिल रही है।

- उपरोक्त मामले में कौन-कौन से मुद्दे शामिल हैं ?
- क्या आप प्रवासी भारतीयों की मदद के बजाय अर्थनीति को प्राथमिकता देने के राजदूत के रुख से सहमत हैं? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं ?
- दायित्व, परिणामवाद और कर्तव्य के बीच, आपके अनुसार भारतीय विदेश नीति का मार्गदर्शन करने के लिए उपयुक्त परिप्रेक्ष्य क्या है? तर्क दीजिए।

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are a Foreign Service official working in an embassy overseas. One of your duties was to liaise with the local Indian community, one of the country's largest immigrant groups.

A group of wealthy Indian immigrants wanted to build a place of worship and a school to promote their language and culture. The school was intended to act as a center for promoting and preserving Indian culture among the immigrants. The Indian community leaders went through all the legal procedures to acquire the land, got the building plans approved by the city council, and with all the approvals in place, the construction work began.

A few months into the construction, the locals started complaining about noise, and slowly a campaign began against the construction of a religious structure. The local city councilors joined in and raised the issue of how Indian immigrants having their own cultural space will lead to a similar demand from other immigrant communities. And this may escalate intolerance among different ethnic groups. The local politicians filed a public lawsuit to halt the construction and demolish whatever was built. Indian community responded with their lawsuit and approached the embassy for help. They wanted the Ambassador to take up the issue with the government.

Meanwhile, the Ambassador deputed you to meet the Indian community leaders to understand the issue and prepare a report. You met with the community leaders and found that the reason for local antipathy towards the Indian community was just an expression of latent racism and intolerance. You presented

your observations to the Ambassador and requested him to do something as the Indians were on the right and were being victims of racist behavior. The Ambassador, in turn, replied that he would not like to get involved in local politics. The Indians were citizens of that country; they had nothing to do with India besides ethnicity. Further, a crucial Economic agreement was about to be signed between the two countries in the coming weeks, and he did not want to jeopardize the growing relations between the two countries over some local politics. You were shocked to see economics getting priority over the diaspora.

- (a) What are the issues involved in the above case?
- (b) Do you agree with the Ambassador's position of prioritizing economics over helping the diaspora? Why/why not?
- (c) Among Care, Consequentialism, and Duty, what do you think is the appropriate perspective to guide Indian Foreign policy? Justify. (Answer in 250 words) 20 Marks

Diaspora working as a
"LIVING BRIDGE" as said by PM.

They often need support from the home country as exploited in other nations \rightarrow Katalla system & Nitaquat system

① Ethical issues

① Economic priority v/s Rights of Diaspora

② Jeopardizing the duty of nation towards the cultural link i.e Diaspora

③ The racist and sectorianism

emerging in many countries

(4)

(b) Analysis of Ambassador's position

Right

(i) Economic relations ensure national interest and sovereignty & integrity of nation.

(ii) local politics may harm the long visionary relations among nations.

(iii) Teleological & Utilitarianism says that maximum good happening to people is ethical.

Wrong Action

(i) Human Rights violation
 (e.g.) Racism

(ii) The right of humans and dignity gets compromised

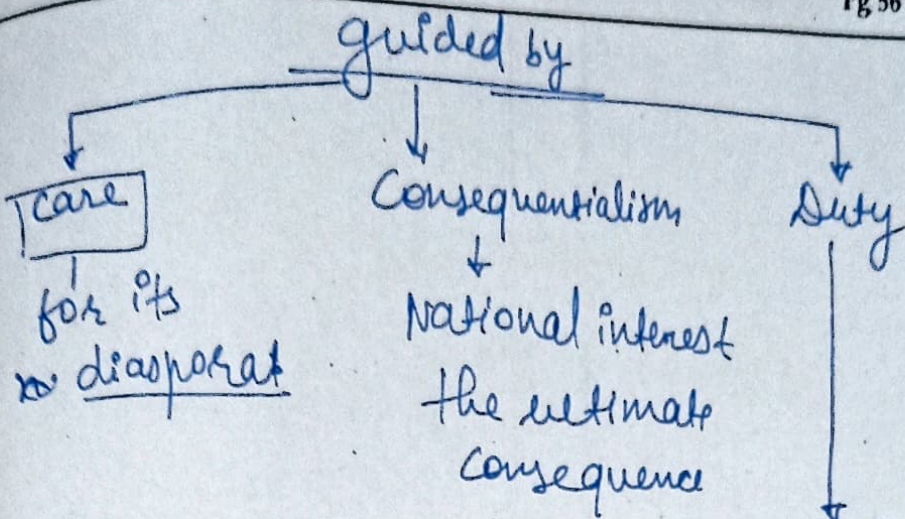
(iii) Free Expression of religion and getting education of own culture is basic human essence (UDHR)

(iv) The 'means approach' and 'moral Absolutism' of Kant propounds indicates the action wrong.

Thus I don't agree with Ambassador's positions due to above mentioned arguments

↳ He should have first tried to talk the issue of Diaspora to the national machinery and shouldn't take decision by his own.

(c) Indian foreign policy is maintaining relation with the other nations balancing the interest of nation and needs of convergence.



* The foreign policy should be guided by a mixture of all

Duty to ensure rights & wellbeing of All.

Justification

① As without national interest it is futile (no idealism)

② But only national interest may jeopardise ethical duty and care for the other living creature at a large

↳ Russia's own interest driven Action jeopardizing the rights of Ukrainian civilians.

③ Care for other rights like diaspora is also important.

" Its our Action which is soul indicator of ethics"

- Jan Adany