

NEXT IAS

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Online

Test-4

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GENERAL INSTRUCTIONS

This Question-cum Answer (QCA) Booklet contains 64 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. :

(For filling by Examiners only)

Evaluator Code :

Q.No	PgNo.	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



(For filling by Examiners only)

Evaluator Code :

Q.No	Pg No.	Maximum Marks	Marks	Total
1. (a)	1			
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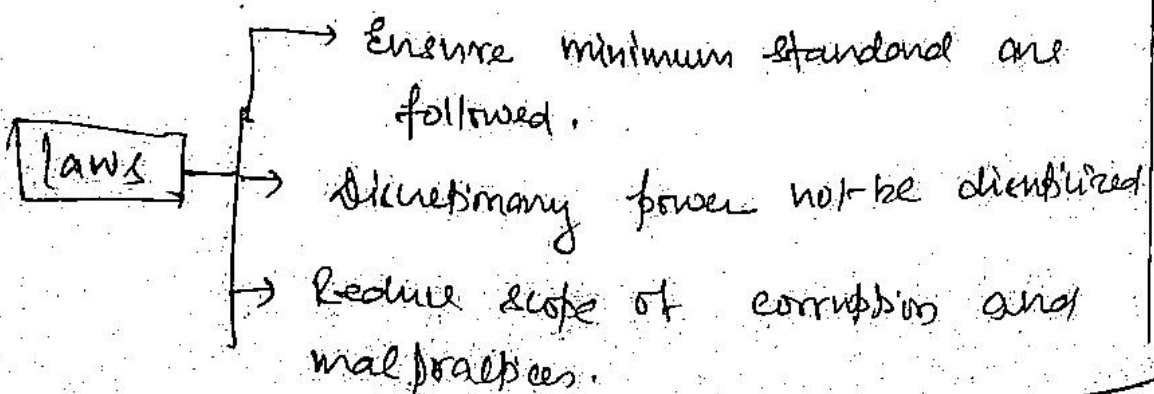
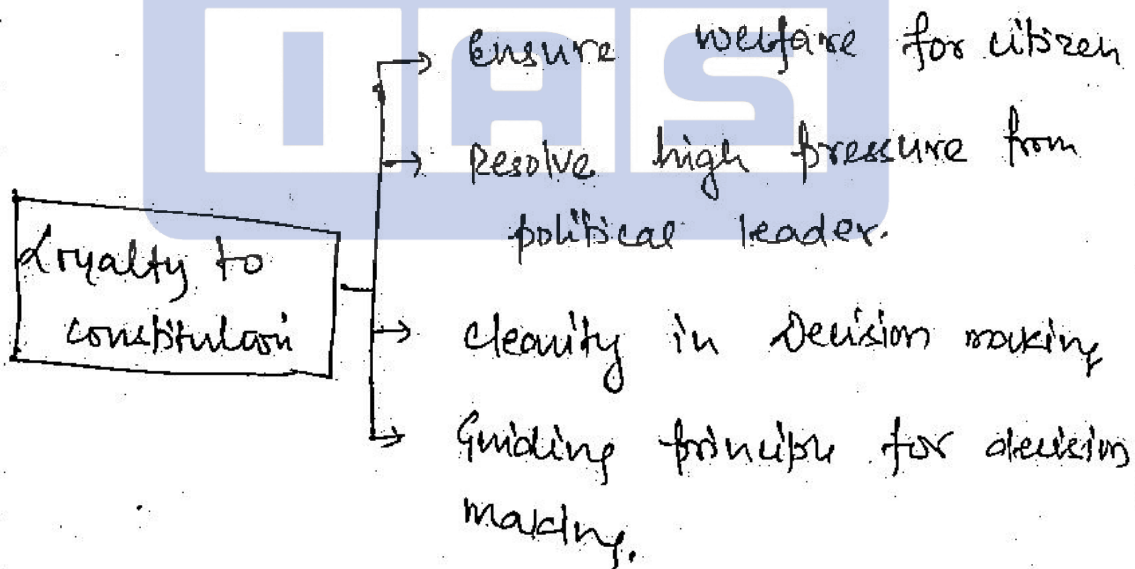
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खण्ड-A / Section-A

1. (a) लोक सेवा के लिए न केवल कानूनी चल्तिक नैतिक रूप से रोसातिक कार्यवाह की भी आवश्यकता होती है। लोक सेवा के लिए लोक सेवा की संविधान, कानूनों और नैतिक सिद्धांतों के प्रति निष्ठा की आवश्यकता होती है। आपके विचार से इन तीनों में से किसे अधिकारिक कार्यों को करते समय प्रधानता प्राप्त होनी चाहिए? क्यों? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Public service requires not merely legal but also morally principled action. Public service requires the public servant to place loyalty to the constitution, laws, and ethical principles. Among the three, which do you think must acquire primacy while carrying out official functions? Why? Discuss. (Answer in 150 words) 10 Marks

Public servant performs important function in terms of policy formulation, service delivery and governance. Hence they need to be loyal to constitution, law and ethical principles.



Ethical Principle

- 1st guide conscience of individual, thus reduce scope of corruption even when no one looking.
- Embodyed: empathy & Compassion fundamental to governance.
- Citizen centric policy measure ensuring welfare to all.

Although all three are essential for governance but I think constitution occupy primary As.

- Constitution based on ethical principle.
- Laws are fundamentally derived from broad constitutional framework.
- It can ensure coherence among public office.
- It can increase collaboration & cooperation by reducing element of subjectivity.

1. (a) 'संविधान पर आधारित सविनय अवज्ञा' से आप क्या समझते हैं? क्या आपको लगता है कि यह सविनय अवज्ञा को प्रोत्साहित देना सिविल सेवाओं में जिम्मेदार अवज्ञा का न्यायसंगत कारण है? (150 शब्दों में उत्तर दीजिए) 10 Marks

What do you understand by "integrity-based civil disobedience"? Do you think a challenge to personal integrity can be a justifiable cause for responsible disobedience in civil services? Explain. (Answer in 150 words) 10 Marks

Integrity based civil disobedience

refers to adhering to particular order

of seniors or organization which

are ethical, unethical decision likely

to be disobeyed

for example - An civil servant get

order to pass clearance of factory setting

inspite knowing it do not follow environmental

norm. Civil servant can disobey decision.

It is justified to disobey in case of

personal integrity

→ Largest goal of civil servant is

is to serve society ensure fairness in

system. Eg - Satyendra Dubey Post life

after highlighting comparison in system
Quadrilateral.

→ Civil servant - needs to accountable to
citizen at large.

→ It can help to break nexus of unethical
practices - Ex - Seed Corporation scam in
2013 by Ashok Chavhan.

→ It can ensure persons self satisfied
reduce dissonance.

However there are limitations

1) It can create anarchy in present
result in disfunctioning of organies.

2) Sometime values conflict. Some give
primary to country interest other weaker
section.

Civil servant - need to adhere to
large goal of service and organisation.
However significantly unethical practice needs
to be figure out can be disobeyed.

2. (a) हालिया शोध से पता चला है कि संवेग (भावनाएँ) व्यक्तिगत और व्यावसायिक जीवन को गहत्वपूर्ण रूप से प्रभावित करते हैं। वे कौन से प्राथमिक संवेग हैं जो कार्यस्थल की उत्पादकता पर नकारात्मक और सकारात्मक प्रभाव डालते हैं? प्रासंगिक उदाहरणों के साथ स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Recent research has shown that emotions significantly impact personal and professional lives.
 What are the primary emotions that negatively and positively impact workplace productivity?
 Explain with relevant examples. (Answer in 150 words) 10 Marks

Emotions are the psychological state of being which create certain feeling and response to situation. There

are positive and negative emotion.

Negatively impact on personal life.

1) Anger - create distrust in relationship

Ex - sometime we might speak friend in manner that remain last for longer duration friendship

2) Panicness - Getting panic to pretty things

Ex - Beating child on small mistake.

Professional life.

1) Anger - create negative perception to fellow employee

2) fearful - lack of communication reduce productivity

Positive Emotion

Personal

Joy → Smile in face
 → strengthen interpersonal bond

Charming → Ensure better interpersonal communication

Tolerant

→ create more space for discontent. Thus better understanding.

Professional

Joy → strengthen collaboration between colleagues. Thus, enhance productivity.

→ Ensure constructive leadership & employee relationship

→ promote innovation and out of box idea thus better productive

Thus Emotional Intelligence play significant role in professional and personal life.

2.

(b) तकनीकी दक्षता संसाधनों के उपयोग को सुनिश्चित करती है और सामाजिक दक्षता सामाजिक आवश्यकताओं की पूर्ति को सुनिश्चित करती है, नैतिक दक्षता क्या सुनिश्चित करती है? क्या आपको लगता है कि तकनीकी और सामाजिक दक्षता की तुलना में नैतिक दक्षता अधिक महत्वपूर्ण है? क्यों/क्यों नहीं? (1)

(160 शब्दों में उत्तर दीजिए) 10 अंक

Technical efficiency ensures resource utilization and social efficiency ensures fulfillment of social needs, what does ethical efficiency ensure? Do you think ethical efficiency is more important than technical and social efficiency? Why/Why not? (Answer in 150 words) 10 Marks

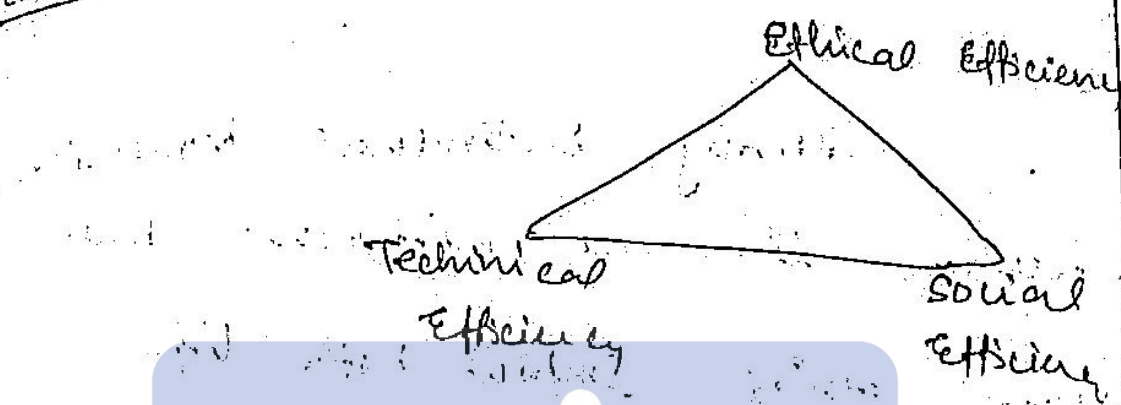
Ethical Efficiency refers to promoting highest ethical value in decision make.

Ethical Efficiency ensure.

- (1) Individual behavior in way appreciated by other.
- (2) Enforce internal moral compass thus prohibit involving in corrupt practice.
- (3) No conformism approach thus breaking nexus - ex- Raja Ran Mohan Roy or sati.
- (4) Bring coherency and predictability in society.
- (5) Smooth functioning of organisation reduce internal conflict.

Technical Efficiency ensure better utilization of resource hence optimal production by

Social efficiency - better interpersonal relations



All three are important for individual for success in life. But I think,

Ethical efficiency is more important.

As without ethical efficiency,

(1) Technical efficiency can create problem like corruption, Tax evasion,

(2) Social efficiency can attract radicalization creating problem of national security.

3.

- (a) "अनुष्ण जीवन को एक विभाग (भागले) में सही काम नहीं कर सकता जबकि वह किसी अन्य विभाग (क्षेत्र) में गलत काम करने में लगा हुआ है।" महात्मा गांधी। क्या आपको लगता है कि किसी व्यक्ति की व्यक्तिगत नैतिकता पेशेवर जीवन को प्रभावित करती है; या उन दोनों को विभाजित किया जा सकता है? प्रारंभिक उदाहरणों के साथ अपना मत स्पष्ट कीजिए।
(150 शब्दों में उत्तर दीजिए) 10 अंक

"Man cannot do right in one department of life whilst he is occupied in doing wrong in any other department." Gandhi.
Do you think an individual's personal ethics impacts professional life or they both can be compartmentalized? Explain your position with relevant examples.

(Answer in 150 words) 10 Marks

Although individual personal and professional life are different - but personal ethics impact both life equally.

Sometimes it can be compartmentalized

(1) Individual might not have good family relation but better professional ethics & primary of work over family.

(2) Good personal ethics, worse professional ethics. Ex: Individual good family life involve in corrupt practice to ensure welfare for family needs.

(3) difference in professional & personal ethics. Ex: honesty, conformism primary personal relation but transparency, rule of law for professional

However, mostly personal and

professional ethics remains same.

(1) Similar guiding value like Honesty integrity need for both personal & professional.

Ex. Dishonest involve cheating with wife.

Similar dishonesty in work involve in corrupt practice

(2) Attitude of person are coherent shows similar behavior trend wherever he/she behave.

Ex. High EQ beneficial both person and professional work.

Low EQ harm both.

(3) Individual shows similar behavior due to similar value system hence difficult to compartmentalize personal & professional Ethics.

3.

(b) अच्छाई जो सही है उसे करने की आंतरिक अभिवृत्तियों का परिणाम है, न कि नैतिक नियमों से उत्पन्न स्वीकरण या अपेक्षित परिणामों के रूप में प्राप्त पुरस्कार। क्या आप सहमत हैं? चर्चा कीजिए।
(150 शब्दों में उत्तर दीजिए) 10 अंक

Goodness is the result of internal imperatives to do what is right, not sanctions from moral rules or rewards from expected consequences. Do you agree? Discuss. (Answer in 150 words) 10 Marks

Goodness is not beneficial for society as large. It raises moral standard of individual.

However sometimes person perform good behaviour for sake of rule/regulation or to show off to others. These kind

Ex- You tube Reels sending food to fools.
- Swachh Bharat awareness video by some politician.

These kind of act is not done for by one's moral imperative rather than social compulsion. These are less likely to continue once external factor disappears.

However all done which is

result of internal motivation are
long lasting and have wider impact
Ex- Babu's lifetime effort to reduce leprosy
disease.

These act are not done for
reward but with sole moral conscience
and have wider impact on society
at large.

Such goodness follows the principle
of Nishikama Karma of Bhagwat Gita
which state we should perform duty
with expectation of reward.

It also ensure such act are not
deterred due to any temptation or threat
This goodness ~~is~~ are result- internal
impulsive should be independent of
reward or expected consequences.

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

4. (a) "सहिष्णुता विद्युत् रूप से विरा का कार्य है। यहाँ सन्तुष्टि का सार है। सहिष्णु होना एक ताकत है।"
 (150 शब्दों में उत्तर कीजिए) 10 अंक
- "To tolerate is purely an act of the mind. That is the essence of virtue. To tolerate is a strength."
 (Answer in 150 words) 10 Marks

Tolerance is greatest virtue and
 essence to human life. It needs
 mental strength to follow.

Tolerance is voluntary acceptance to
 thought and belief which we may
 not agree to. Since all human beings
 are different they have different
 in thought and opinions which might
 not align to other.

Ex- Some individual may belong to
 political party and other.

Despite of like if they don't together
 that reflect tolerance.

Tolerance can be illustrated by

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better child moral and value education and Informing of cultural exchanges;

However, in contemporary world tolerances have taken back seat and created more radicalization and disharmony. This resulting in life loss and disturbances of peace

since India is multi-religious and multilingual nation with diverse interest and ethnicities residing. To ensure unity and diversity need to ensure tolerance among society.



4. (b) "समाज की सेवा करना हमारा प्रथम कर्तव्य है, और हमारे द्वारा ऐसा करने के बाद, हम अपनी आत्माओं के उद्धार में पूर्णतः भाग ले सकते हैं।"
(150 शब्दों में उत्तर दीजिए) 10 अंक

"It is our first duty to serve society, and after we have done that, we may attend wholly to the salvation of our souls."
(Answer in 150 words) 10 Marks

The above quotation emphasis on value of collectivism over the personal interest.

Individual born in society owe to society for all good value, ensure peace and harmony. This individual need to keep interest of society above personal interest.

This can result in development of nation and social evil practise like untouchability, poverty reduce in fast track manner.

On other hand putting self interest above societal can lead

lead to ~~was~~ wrong and some unethical
values like Dishonesty, cheating
corruption.

Most of our contemporary problem
like poverty, corruption are some or
other way linked to so giving more
importance to personal rather than
social interest.

Ex - Accumulating wealth by informal means
by civil servant.

However one should learn from
great example like Ratan Tata,
Dr. Ambedkar biggest philanthropist have
contributed significantly to society.

4. (c) "शांति के काल इतिहास की पुरतकों के खाली पन्ने हैं" (150 शब्दों में उत्तर दीजिए) 10 अंक
 "Periods of peace are the empty pages in the history books" (Answer in 150 words) 10 Marks

Peace period are often categorised empty as not much changes in form of social, political, Economic structure occurs, while history capture the changes. Hence these period are often empty.

Ex- World war I & II widely described in history as they have significant catastrophe, impact on structure of society.

~~Period of peace~~
 Peace can be obtained by following certain set of ethical and moral principle. When nation follows these norms peace emerge. However war period can be result of many unethical

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consequence. This not only provide lesson
 to humanity but also impart where
 no one wish but every one looks
 to promote peace political
 leadership must ensure that basic
 fundamental principle of humanity
 instilled in society and nation



5.

(a) सिविल सेवा के संदर्भ में नैतिक और नै-नैतिक मूल्यों के बीच अंतर बताइए। 5 मूल नैतिक मूल्यों की पहचान कीजिए जो किसी भी विभाग की सभी सेवाओं के लिए आधारभूत मूल्यों के रूप में काम कर सकते हैं। कारण बताइए कि क्यों उन मूल्यों को आधारभूत माना जा सकता है। (150 शब्दों में उत्तर दीजिए) 10 अंक

In the context of civil service, distinguish between moral and nonmoral values. Identify 5 basic moral values that can serve as foundational values for all services irrespective of the department. Give reasons why those values can be considered foundational.

(Answer in 150 words) 10 Marks

Moral value are those value which promote principle of good governance, promoting idea of transparency, accountability, while non-moral value are values which promotes corrupt practice, nepotism, favouritism.

Moral value. considered foundational value

(1) Compassion - Civil servant are entrusted to service delivery. Compassion ensure follow inclusive policy.

Ex - Kiran Bedi ^{Thar} ~~Thar~~ Jail Reform.

(2) Transparency - It ensure trust establishment between citizen and civil servant.

Ex - RTI Act 2005.

बाल
रिषण
भक्त
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(2) Non-political - effective functioning irrespective of government.

In force of civil servant permanent executive need to work under different governments

(4) Integrity - Ensure that civil servant do not fall to temptation of bribe

Ex - Ashok Khanna - seed corporation irregularities

(5) Dedication to service - serving in complex democracy with limited resource need high dedication

Ex - Jomshobhy Paine, constructed 100 km Road in Manipur.

Thus these other value need by civil servant include objectivity, fairness, honesty, to ensure effective service delivery.

5.

(b) निर्णय लेने में नागरिकों की भागीदारी शासन में नैतिकता के लिए महत्वपूर्ण है। क्या आप इस बात से सहमत हैं कि प्रभावी नागरिक सामाजिक तंत्र नैतिकता-संचालित प्रशासन को सुगमता प्रदान कर सकते हैं? आपके अनुसार वे कौन सी क्रियाविधियाँ हैं जिनका उपयोग नागरिक शासन में नैतिकता सुनिश्चित करने के लिए कर सकते हैं? (150 शब्दों में उत्तर दीजिए) 10 अंक

Citizens' involvement in decision-making is critical to ethics in governance. Do you agree that effective civic engagement mechanisms can facilitate an ethics-driven administration? What do you think are the mechanisms that citizens can use for ensuring ethics in governance?

(Answer in 150 words) 10 Marks

Ethics in governance ensure good

governance in country. Civic engagement

can facilitate ethics-driven administration.

(1) Accountability - Active citizen participation

can ensure accountability held by public servant for decision making.

(2) Transparency - Ensure transparent decision

making. Highlight irregularities.

(3) Citizen knowing their rights by increased

Awareness.

Mechanism to ensure ethics.

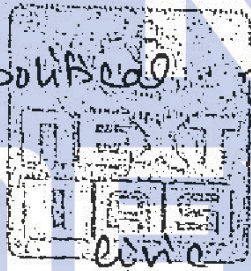
(4) Social Audit - Highlight exclusion or

Inclusion of any financial irregularities. Ex. Panchayat Ras.

(2) RTI Act 2005 - Ensure transparency and accountability. Ex- 24 scheme, Commonwealth scan.

(3) Citizen charter - Questions executive legitimacy, delivery, delays and grievance redressal mechanism.

(4) Voting power - Ensure Right person are elected to political post.



Thus, civic participation can ensure ethics in governance through various mechanism list above.

6. (a) "बेटी बचाओ और बेटी पढ़ाओ" जैसे सामाजिक परिवर्तन कार्यक्रम सलाह, परामर्श और अनुमनन का उपयोग करने में विश्वास करते हैं लेकिन कभी-कभी बाध्य प्रतिक्रिया प्राप्त करने के लिए कुछ बल का प्रयोग करना भी आवश्यक होता है। क्या आपको लगता है कि सामाजिक रूपांतरण की ऐसी योजनाओं को क्रियान्वित करने समय सार्वजनिक प्रशासकों द्वारा अनुमनन के साथ थोड़े बल का प्रयोग करना एक अच्छा विचार है? प्रासंगिक उदाहरणों के साथ स्पष्ट कीजिए।

Social transformation programs such as "beti bachao and beti padhao" believes in using advice, counseling, and persuasion but sometimes a little force is also necessary for getting the desired response. Do you think it is a good idea to mix little force with persuasion by public administrators while implementing social schemes of transformation? Explain with relevant examples.

(Answer in 150 words) 10 Marks

Persuasion is convincing people through various means to achieve particular

subject- here Gender Empowerment

Sometimes it is good to use a little force.

As

(1) Deep entrenched stereotype not conclud by any persuasion.

(2) Persuasion have little impact on community personal with strong particular attitude.

(3) To break vicious cycle of prevailing prejudice.

Ex - Mother prejudices to work same line with daughter against girl become mother perform similar behaviour.

However forceful might be

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artificially sometime,

(1) We are liberal democracy, if we have
govt against principle.

(2) Counter productive in certain cases.

Ex- 3 farmers det.

(3) Violation Human Rights especially

interference in private matter.

Balance persuasion by public administrators can
yield good result provided little force

remain 'little' in certain situation

remain 'little' in certain situation

6. (b) अंततः प्रत्येक देश की विदेश नीति उस देश की शक्ति पर निर्भर करती है। शक्ति सैन्य या वित्तीय हो सकती है और नैतिक भी हो सकती है। क्या आपको लगता है कि आज के विश्व में सैन्य या वित्तीय शक्ति के बिना नैतिक शक्ति का सम्मान किया जाएगा? अपना मत स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

Ultimately foreign policy of every country hinges upon the strength which the nation possesses. Strength may be military or financial and may be also...moral. Do you think ethical strength without military or financial muscle will be respected in today's world? Explain your position. (Answer in 150 words) 10 Marks

Changing global scenario
national instances on strength of military
and financial is having primacy
over ethical strength.

(1) Continuous violation of sovereignty
by larger power over small nation

Ex - Russian Ukraine crisis

(2) feature of international institution
to establish fear.

Ex. China reject UNCLC judgement
on South China sea.

(3) UNSC have all five nuclear state
which goes against the principle
of resist in conflict of interest.

Candidate
write on

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① Picking common threat like Terrorism, radicalisation is ethical strength less likely to work.

② Conditions put by global financial institution in providing loan. Ex-

IMF in case of Sri Lanka exists. diluting sovereignty.

~~ethical strength~~ However in few instances played a role.

(1) Indian soft power do help to get the USA nuclear deal.

(2) Indian enjoys people support in Afghanistan due to welfare measure.

(3) Countries are contributing on similar line in case of problem like climate change;

In spite of these military & financial muscle need as is practice do aspect of foreign policy.

खण्ड-B / Section-B

7. आप एक औद्योगिक शहर के नगर निगम में कार्यरत एक युवा अधिकारी हैं। यह शहर बॉल बियरिंग और ऑटो पार्ट्स के निर्माण के लिए जाना जाता है। अधिकांश विनिर्माण इकाइयाँ छोटे पैमाने की इकाइयाँ हैं। निगम उत्पादन की स्वचालित इकाइयाँ कम हैं। अधिकांश इकाइयाँ शारीरिक श्रम पर निर्भर हैं, जो निकट के गाँवों के कारण प्रचुर मात्रा में उपलब्ध हैं।

जैसे-जैसे विनिर्माण इकाइयों की संख्या में वृद्धि हुई, श्रम की माँग बढ़ती गई, जिससे शहर में मजदूरों की संख्या लगातार बढ़ती गई। शहर में इस बड़ी संख्या में लोगों के आगमन के कारण फुटपाथों पर गंदी बस्तियों (झुग्गियों) और अतिक्रमणों में अल्प अवधि में तेजी से वृद्धि हुई। बीच-बीच में निगम ने गंदी बस्तियों को हटाने के लिए अभियान चलाया, लेकिन कुछ समय बाद गंदी बस्तियाँ फिर से स्थापित हो जाती थीं। यह अवैध गंदी बस्तियाँ शहरी दुस्वप्न बन गई थीं।

आपको पुलिस अधिकारियों की मदद से अतिक्रमण और गंदी बस्तियों को हटाने की जिम्मेदारी दी गई। जैसे ही आपने अभियान शुरू किया, आपको एहसास हुआ कि फुटपाथ पर रहने वाले लोग मलिन बस्तियों (slum) में रहने वालों की तुलना में अधिक दयनीय स्थिति में हैं। कई फुटपाथवासी हाल ही में अपने गाँवों में अपनी संपत्ति बेचकर शहर आए हैं। अब यदि आप उन्हें बाहर निकालेंगे तो उनके पास जाने के लिए कोई जगह नहीं होगी। आपका हृदय उनके लिए दुखी है, और आपको लगा कि आपकी विभागीय कार्यवाही अमानवीय है, लेकिन आपकी आधिकारिक जिम्मेदारियाँ कड़ी निष्पक्ष कार्यवाही की माँग करती हैं। आप अपने आधिकारिक कर्तव्यों से समझौता किए बिना फुटपाथ पर रहने वालों की मदद करने का तरीका खोजने के लिए आतुर हैं।

- उपरोक्त स्थिति में आपको कौन-से मूल्य संघर्ष/संघर्ष नज़र आते हैं?
- क्या कोई प्रशासक समानुभूति के मूल्य के लिए निष्पक्षता के मूल्य से समझौता कर सकता है? चर्चा कीजिए।
- उपरोक्त स्थिति में कौन-से विकल्प उपलब्ध हैं?
- शहरी क्षेत्रों में अवैध मलिन बस्तियों और अतिक्रमण से निपटने के लिए व्यवहार्य समाधान सुझाएँ।

(250 शब्दों में उत्तर दीजिए) 20 अंक

You are a young officer working with the Municipal Corporation of an industrial city. The city was known for manufacturing ball bearings and auto parts. Most manufacturing units were small-scale units with very little production process automation. The units relied on manual labor, which was in abundance due to the villages close by.

As the number of manufacturing units grew, the demand for labor increased, bringing in a steady inflow of laborers into the city. This influx of people into the town led to a mushrooming of slums and encroachments on the sidewalks. Once in a while, the Corporation conducted drives to clear out the slums, but after a time, the slums came back. The illegal slums had become an urban nightmare.

You were given the responsibility of clearing out the encroachments and slums with the help of Police authorities. As you started the drive, you realized that the people living by the sidewalks were vulnerable compared to the slum dwellers. Many sidewalk dwellers had recently come to the city after selling their properties in their villages. Now if you drive them out, they have no place to go. Your heart went out to them, and you felt that your departmental action was inhumane, but your official responsibilities demanded stern impartial action. You are desperate to find a way to help the sidewalk dwellers without compromising your official duties.

- What value conflicts do you notice in the above situation?
- Can an administrator compromise the value of impartiality for empathy? Discuss.
- What are the options available in the above situation?
- Suggest viable solutions for tackling illegal slums and encroachments in urban areas.

(Answer in 250 words) 20 marks

NEXT IAS

Candidates must
write on this margin

Rising slums has been result of increasing urbanization in India. They remain one of most vulnerable section of Urban society.

② Value conflict - noted in case.

(1) Lack of empathy & compassion towards weaker section by cooperation.

(2) Developmental deficit forcing people to migrate in Urban areas and live in slums.

(3) Ignorance to citizen centricity by removing without giving alternative.

(4) failure of test of categorical Imperative can't be made universal.

(5) Duty vs Public welfare - upholding duty disregard welfare and universe.

- (b) Although administrator need to show empathy to ensure welfare of citizen. However sometime if administrator can bypass impartiality
- (c) To provide justice to vulnerable section - e, women, SC, ST, child.
- (d) Deprived section like transgender need more effort to which might compromise on impartiality.
- (e) Public welfare is larger objective. So impartiality can be sacrificed. However impartiality should be solely for progressive step to be justified.
- (f) Course of Action available to
- (1) following the order of municipal corporation and forcefully evading clearing out from area.

(a) Providing temporary relief and asked to resettle with window of time.

(b) Collaborating with local civil society organisation, department and government to ensure housing for them.

(D) Solution to tackle slums in city.

(i) Expansion of urban area and relocating of large industries to outskirts of cities.

(ii) Provided slums benefit under Pradhan Mantri Awas Yojana.

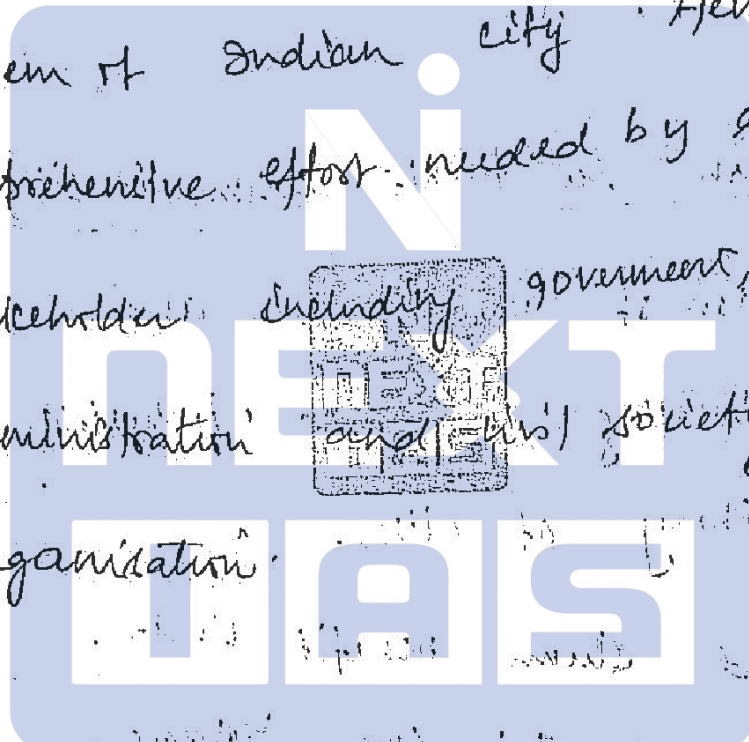
(iii) Transport lead development to reach people easily to work reducing their time.

(iv) Reverse migration by providing better opportunities in better establishments of industries in areas.

⑤ Strict Enforcement of Slum Regulation to prohibit any slum creation by migration.

Slums are the existing problem of Indian city. Hence effort

Comprehensive effort needed by all stakeholders including government, city administration and civil society organisation.



एक राज्य सरकार ग्रामीण क्षेत्रों में धोखाधड़ी को रोकने के लिए एक कल्याणकारी योजना चला रही है। इस योजना में लाभार्थियों को धनराशि का हस्तांतरण किया जाता है ताकि वे गारु वस्त्रागल विनिर्मायियों के कारण आय हानि को कम कर सकें। अपने कार्यान्वयन के बाद से, इस योजना ने गारु स्वास्थ्य और आर्थिक संकेतकों के स्तर पर काफी अच्छा प्रदर्शन किया है।

आप इस योजना के कार्यान्वयन और संचालन के लिए जिम्मेदार विभाग के निदेशक हैं। हाल ही में आपको परिवारों द्वारा कर्जों प्रामाणिकता दिखाकर कल्याणकारी योजना में धोखाधड़ी करने की खबरें मिल रही हैं। परिवारों ने प्रामाणिकता की जाँच के लिए जिम्मेदार स्थानीय अधिकारियों की मदद से धोखाधड़ी को अज्ञात दिया है। आप इस बात से चिंतित हैं क्योंकि धोखाधड़ी योजना की दक्षता को गंभीर रूप से प्रभावित कर रही है। आपने समस्या पर विचार-विमर्श करने और समाधान निकालने के लिए विभागीय बैठक बुलाई। बैठक में आधार कार्ड, मतदाता पहचान पत्र, विवाह प्रमाण पत्र, जन्म प्रमाण पत्र, बैंक विवरण और अन्य व्यक्तिगत संपत्तियाँ जैसे कई उपलब्ध सरकारी डेटा समुच्चयों (सेट) को विलय करने का निर्णय लिया गया। सभी डेटा सेटों का विलय करने पर, विभाग लाभार्थी की आर्थिक स्थिति का संक्षिप्त विवरण (प्रोफाइल) विकसित करने में सक्षम होगा। और इससे विभाग को दस्तावेजों की जाँच करने और धोखाधड़ी का पता लगाने में मदद मिलेगी। यह एक व्यापक रणनीति है, लेकिन इसमें किसी व्यक्ति की डेटा गोपनीयता का उल्लंघन होने का जोखिम है। एक विभाग प्रमुख के रूप में, आप धोखाधड़ी का पता लगाना और उसे रोकना चाहते हैं, लेकिन साथ ही, आप हितधारकों की डेटा गोपनीयता के उल्लंघन के बारे में आशंकित हैं।

- (a) उपरोक्त मामले में कौन-कौन से मुद्दे शामिल हैं?
- (b) क्या आपको लगता है कि कल्याणकारी योजना से संबंधित धोखाधड़ी को रोकने के लिए डेटा गोपनीयता का उल्लंघन उचित है? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?
- (c) आपके अनुसार, देश में होने वाली ऐसी कल्याणकारी योजना से संबंधित धोखाधड़ी के क्या कारण हो सकते हैं?
- (d) क्या ऐसी धोखाधड़ी को रोकने का कोई तरीका या साधन है? अपना सुझाव दीजिये।

(250 शब्दों में उत्तर दीजिए) 20 अंक

A certain State government was running a welfare scheme for promoting safe motherhood among rural landless laborers' families. The scheme involves the transfer of funds to the beneficiaries to enable them to mitigate income loss due to maternal care responsibilities. Since its implementation, the scheme has done reasonably well on maternal health and economic indicators.

You are the Director of the Department responsible for implementing and operating the scheme. Recently you have been receiving reports of welfare fraud being committed by families by producing fake bonafide. The families committed the fraud with the help of local officials responsible for scrutinizing the bonafide.

You were concerned because the fraud was seriously undermining the scheme's efficiency. You called for a departmental meeting to discuss and find a solution to the problem. In the meeting, it was decided to merge several available government data sets such as Aadhar cards, voter ID cards, marriage certificates, birth certificates, bank details, and other personal assets. By merging all the data sets, the department would be able to develop the beneficiary's economic profile. And this will help the department scrutinize the documents and detect fraud. This was a comprehensive strategy, but it risked violating an individual's data privacy. As a Department head, you wanted to detect and prevent fraud, but at the same time, you were apprehensive about violating the Data privacy of the stakeholders.

- (a) What are the issues involved in the above case?
- (b) Do you think violating data privacy is justified to prevent welfare fraud? Why/ Why not?
- (c) What, according to you, can be the reasons for such welfare frauds happening in the country?
- (d) Are there any ways and means to prevent such fraud? Give your suggestions.

(Answer in 250 words) 20 marks

Above case presented situation of misutilization and public fund and divergence of fund to unintended beneficiary.

(a) Issue involved in case.

(i) Lack moral value, people who are opting scheme ~~rather~~ not being its beneficiary.

(ii) Exclusion and inclusion error of public fund.

(iii) Issue of privacy violation under article 21 of Indian constitution.

(iv) Failure on part of state machinery to implement policy effectively.

(b) Violation of Data privacy rights

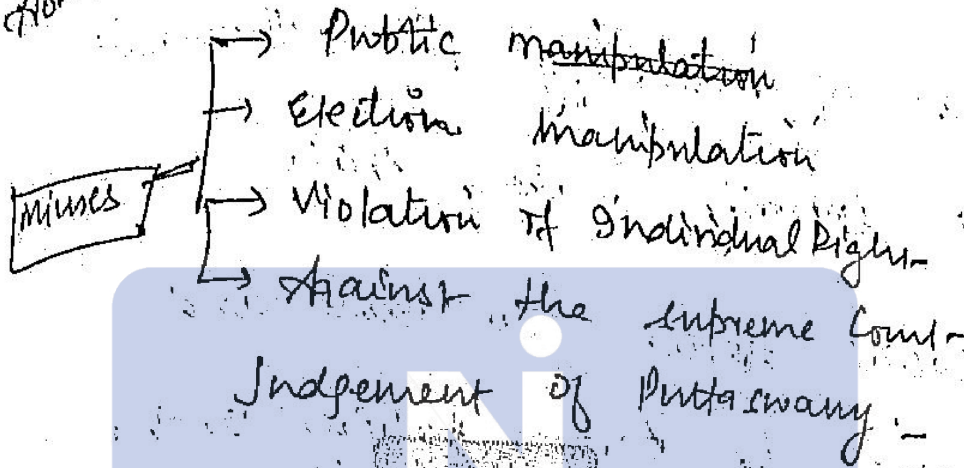
(i) Ensure effective public service delivery.

(ii) Ensure ~~for~~ optimal utilization of

Public fund.

(iii) In line with longer goal of public welfare.

However chances of misuse.



(iv) Reasons for welfare fraud.

- (i) Lack of values like honesty, integrity among citizen.
- (ii) Dismal financial conditions, and poverty.
- (iii) Collusion between civil servant and other vested interest.

(v) Discretion availability and lack of objective criteria.

(vi) Colonial mindset, prevailing in country, and society.

NEXT IAS

(a) Way to prevent fraud:

- (i) Creating objective criteria for assessment of intended beneficiary.
- (ii) Use of technology like thumb nail and integrity Adhar, Date.
- (iii) Social audit to name and shame for person taking undue benefit.
- (iv) Strict enforcement of prevention of Corruption Act to ensure civil servant at ground level follow rules.
- (v) Increase awareness and reporting by citizens who are facing the undue benefit.
- (vi) Incorporation of civil society organisation in delivery to ensure transparency and accountability.

5
⑥ Good better value education among
mat. citizen for proper conduct.

Thus one need to work on
different front to prevent the
misutilization of public fund.



NEXT IAS

9.

आप खान विभाग में कार्यरत हैं, और आपके कार्यों में से एक कार्य अपने विभाग प्रमुख को निजी ठेकेदारों के साथ खनन पट्टों पर बातचीत करने में मदद करना है।

हाल ही में, राज्य सरकार ने एक नए खनन क्षेत्र का सीमांकन, विभागा और खनन ब्लॉक के लिए बोलियों आमंत्रित करने की योजना बनाई। आपको सीलामी प्रक्रिया की निगरानी करने और अनुबंध चर्चा में तेजी लाने का निर्देश दिया गया। योजना के अनुसार, निविदाएँ जारी की गईं, बोलियाँ प्राप्त हुईं और मानदंडों के अनुसार निविदाएँ आवंटित की गईं। यह सब अत्यंत तीव्र गति से हुआ। आपको आश्चर्य हुआ, इतनी जल्दी क्यों? लेकिन यह आपके सोचने और सवाल करने की जगह नहीं थी; आप चुपचाप अपना काम करते रहे।

आपको कार्य का परिचालन आरंभ होते ही ठेकेदार को पर्यावरण संबंधी चिंताओं पर ध्यान आकर्षित करने का निर्देश देना था। और ऐसा करने के लिए, आपने विभाग द्वारा नियुक्त एक व्यावसायिक परामर्श प्रतिष्ठान द्वारा प्रस्तुत पर्यावरणीय प्रभाव मूल्यांकन रिपोर्ट को पढ़ा। आपको यह देखकर आश्चर्य हुआ कि रिपोर्ट घटिया और मनुगढ़त थी। आपको संदेह हुआ और आपने इस गुद्दे को अपने प्रमुख के सगंध उठाया, जिन्होंने विनम्रतापूर्वक आपको वही करने का निर्देश दिया जो आपको बताया गया था, और उन्होंने आपको याद दिलाया कि विभाग के पास राजस्व सम्बन्धी लक्ष्य हैं और वह मंत्रालय के दबाव में है।

इसके बाद, आपने अपनी भर्जी से कुछ खोजबीन की और पता चला कि रिपोर्ट फर्जी है और जो खनन गतिविधि शुरू होने वाली है, वह बड़े पैमाने पर पर्यावरणीय आपदा का कारण बनेगी जिसे राज्य झेल नहीं सकता है।

(a) उपरोक्त मामले में आपको कौन-से मुद्दों और मूल्यों का उल्लंघन दिखाई देता है?

(b) आपके पास कौन-से विकल्प उपलब्ध हैं?

(c) प्रत्येक विकल्प के लाभ और हानि पर चर्चा कीजिए और आपके द्वारा चुनी जाने वाली कार्यवाही की पहचान कीजिए।

(d) क्या आपको लगता है कि कभी-कभी विकास की कोसल पर पर्यावरण संबंधी विचारों को अधिक महत्त्व दिया जाता है? (250 शब्दों में उत्तर दीजिए) 20 अंक

You are posted in the Department of Mines and one of your roles is to help your Department Head negotiate mining leases with private contractors.

Recently, the state government demarcated a new mining zone and planned to invite bids for the mining blocs. You were instructed to oversee the bidding process and speed up the contract negotiations. As planned, the tenders were released, bids came in, and tenders were allocated as per the norms. All this happened at a breakneck speed. You wondered, why the hurry? But it was not your place to think and question; you quietly went about your work.

As the contractors were about to start operations, you had to instruct them on environmental concerns to watch out for. And to do that, you read the environmental impact assessment report submitted by a consulting firm hired by the department. To your surprise, the report was shoddy and looked cooked up. You got suspicious and raised the issue with your Head, who politely instructed you to do what you were told, and he reminded you that the Department had revenue targets and was under pressure from the Ministry.

After the meeting, you, on your own accord, did some digging and found out that the report was fraudulent and the mining activity that was about to start would lead to a massive environmental disaster which the State could not afford.

(a) What are the issues and value violations you notice in the above case?

(b) What are the options available to you?

(c) Discuss the advantage and disadvantages of each option and identify your chosen course of action.

(d) Do you think that environmental considerations are sometimes overrated at the cost of development?

(Answer in 250 words) 20 marks

Debate of Environment Sustainability vs. Development in long run, given case present similar situation.

① Issue involved

1) Environment deterioration and impact due to faulty environment impact assessment.

2) fraudulent reflecting lack of ethics in corporate Governance

3) Right violation to people living in Area i.e. mining area including Biodiversity.

Value violation

(1) Honesty violated in EIA process.

(2) Empathy & compassion for individual and biodiversity in area.

(3) Integrity in part with head who

(4) part revenue target above public duty

NEXT IAS

(b) option available to me

(1) follow instruction of my head and allow revenue generating activity without any disruption.

merit

Demerit

→ Development and economic activity promoted

→ Failure on part with duty

→ Employment of people in area



→ It will fail test of categorical imperatives

(ii) stop cancel license and asked to perform proper EIA

merit

Demerit

→ Ensure environment sustainability.

→ Friction of myself with head and my department.

→ Deliberation of my duty as per mandate

→ Compromise on Development and employment

Engage
highlight the regularities by company

man't
→ ensure awareness regarding fraudulent practices.

→ ensure empathy & compassion towards Biodiversity

→ It will ~~cancel~~ ~~license~~ and ask mining company to perform Eth. effectively

→ It will ensure ~~for~~ my duty towards my official part

→ Right balance between Development & Environment

→ Pass test of categorical superlatives

→ ~~create~~ Lesson to other mining companies involved in faulty Eth. practices.

Demerit

→ Compromise in faith with professional values.

→ Might lead to departmental enjoining
→ Personal handshakes

(P) Sometimes environmental considered as obstacle in developmental project.

→ Mumbai metro project installed many years due to clearance.

→ large scale loss to private sector

Reduce private investment

However must of some environment consideration justified as

(1) Ensure sustainable development

(2) create large scale loss of jobs

and diversity. Ex: Bhachra Nangal Da.

(3) Significant impact on Ecology.

Ex- Josimath land subsidence

Hence developmental project must

comply with environment legislation to

ensure sustainability.

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राष्ट्रीय हितों को बढ़ावा देना और अंतर्राष्ट्रीय क्षेत्र में प्रभाव और शक्ति प्राप्त करना प्रत्येक देश की विदेश नीति के दो गूढ़ मंत्र हैं।

भारतले दशकों के ABC देश ने आक्रामक तरीके से शक्ति हासिल की और विदेशों में अपने व्यावसायिक हितों का विस्तार किया। ABC देश जिन व्यवसायों को विकसित करने में रुचि रखता था उनमें से एक रक्षा उपकरण और उपग्रह देश ने अपनी रक्षा उपकरण निर्माण कंपनियों को नए बाजार खोजने और अन्य देशों के साथ विनिर्माण सहयोग तलाशने के लिए प्रोत्साहित किया। प्रमुख रक्षा उपकरण निर्माताओं में से एक, GAMA ने हाल ही में सैन्य सरकार (मिलिट्री जुंटा) द्वारा शासित देश XYZ के साथ संवेदनशील प्रौद्योगिकी हस्तांतरण और उपकरणों से संबंधित कई अरब डॉलर का एक बड़ा सौदा किया। जो कि एक अच्छा व्यवसाय था।

जैसे ही व्यावसायिक विवरण सार्वजनिक हुआ, GAMA की बहुत आलोचना हुई, क्योंकि XYZ अपने खराब मानव अधिकार रिकॉर्ड के कारण अंतर्राष्ट्रीय स्तर पर एक परित्यक्त देश था। इसके अलावा, सैन्य सरकार अल्पसंख्यक नृजातीय समुदाय के मूल नरसंहार में शामिल था। इस बात पर काफी हंगामा हुआ क्योंकि इस सौदे में संवेदनशील प्रौद्योगिकी का हस्तांतरण शामिल था जिसका गलत हाथों में दुरुपयोग हो सकता था। संक्षेप में कहे तो, यह अच्छा व्यवसाय था लेकिन सदिग्ध ग्राहकों के साथ। इस बीच, ABC की सरकार GAMA व्यापार समझौते के बारे में चुप रही और अन्य सरकारों ने चुप्पी को एक ऐसे राष्ट्र के साथ संबंध बनाने का एक सूक्ष्म तरीका बताया जो एक अंतर्राष्ट्रीय रूप से अछूत था।

- (a) उपरोक्त मामले में कौन-कौन से नैतिक मुद्दे शामिल हैं?
- (b) क्या आपको लगता है कि GAMA जैसे कॉर्पोरेट व्यवसायों को व्यावसायिक हितों को आगे बढ़ाते समय अंतर्राष्ट्रीय नैतिकता पर विचार करना चाहिए? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?
- (c) क्या आपको लगता है कि एक कॉर्पोरेट की सामाजिक जिम्मेदारी उसके निकट समुदाय से कहीं बढ़कर अंतर्राष्ट्रीय समुदाय तक फैली हुई है? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?
- (d) क्या आपको लगता है कि संवेदनशील प्रौद्योगिकियों का विपणन करने वाली रक्षा क्षेत्र की कंपनियों को उनकी संबंधित सरकारों द्वारा विनियमित किया जाना चाहिए, या विनियमन उनकी उद्यमशीलता और नवाचार ऊर्जा को कम कर सकता है? चर्चा कीजिए। (250 शब्दों में उत्तर दीजिए) 20 अंक

Promoting National interest and gaining influence and power in the International arena are the two basic mantras of every country's external policy. Since the last decade, country ABC has aggressively pursued power and expanded its business interests overseas. One of the businesses ABC was interested in developing was Defence equipment and Satellite technology. It was seeking markets for its space and defense products.

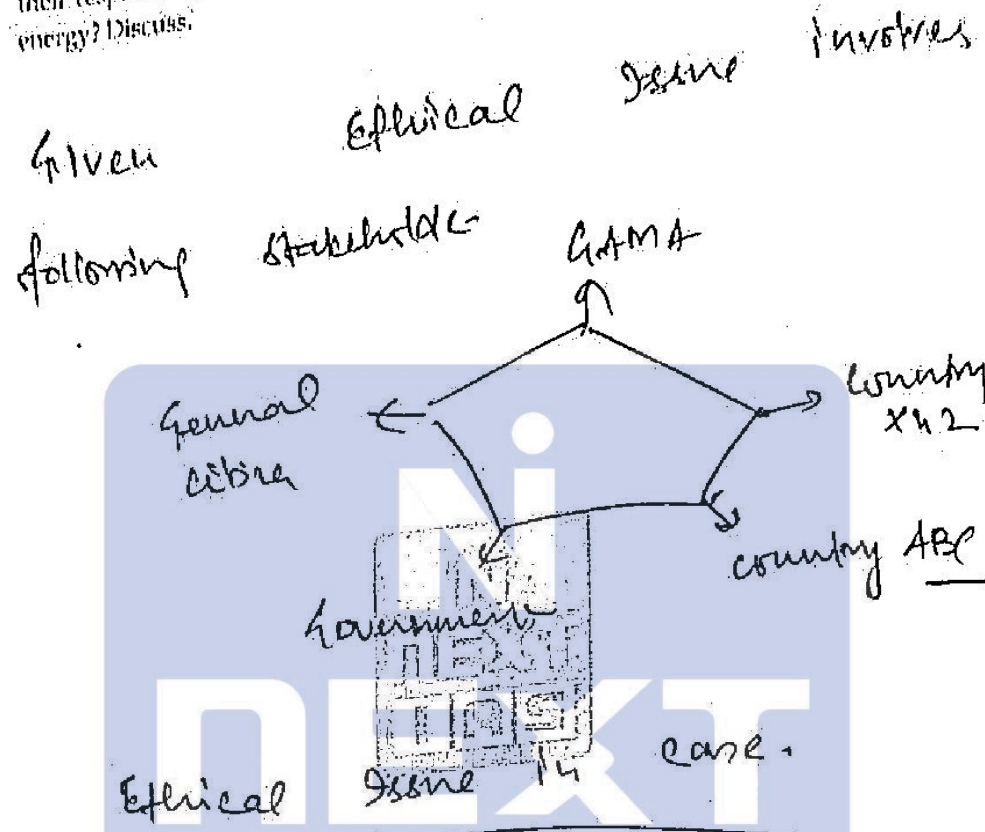
The country encouraged its defense equipment manufacturing companies to find new markets and explore manufacturing collaborations with other countries. GAMA, one of the major defense equipment manufacturers, had recently struck a massive multi-billion dollar deal involving sensitive technology transfer and equipment with a country XYZ ruled by Military Junta. It was good business.

As the business details became public, much criticism came GAMA's way because XYZ was an international pariah because of its poor human rights record. Further, the Junta indulged in a silent genocide of a minority ethnic community. There was a lot of uproar because the deal involved transferring sensitive technology that could be misused in the wrong hands. In short, it was good business but with questionable clients. Meanwhile, the government of ABC kept silent about the GAMA business deal, and other governments interpreted the silence as a subtle way of building relations with a nation that was an international pariah.

- (a) What are the ethical issues involved in the above case?

- (b) Do you think corporate businesses such as TCSAMA must consider international community pursuing business interests? Why/why not?
- (c) Do you think a corporate's social responsibility extends beyond one's immediate community the international community? Why/Why not?
- (d) Do you think the Defence sector companies marketing sensitive technologies must be regulated by their respective governments, or regulation may curtail their entrepreneurial and innovative energy? Discuss.

(Answer in 250 words) 20 marks



- (i) Human right violation in country X & Z
- (ii) Development deficit and fall of democracy in country X & Z
- (iii) Silence of ABC represents lack of consent for cyber demand
- (iv) Misutilization of defence technology
- (v) Arm race between neighbouring nation

(b) GAMT clearly have not considered

International ethics. As
 → provided technology to in irresponsible
 hand

→ didn't considered end use of
 technology

→ unethical use of technology to
 suppress military rule.

→ Technology used on innocent and
 civilian to protect Military setup.

(c) Corporate ^{social} responsibility extend beyond
 the immediate community.

(i) ~~Repression~~ in we live integrated world
 in age of technology.

(ii) ~~9/11~~ effect of some disruption harm
 everyone. Ex- Taliban in Afghanistan.
 result 9/11 Oct.

(iii) All of us belong to humanity
 transcending national boundary.

However, CIP to be used, national
1) A company generate wealth in
one country.

4) Government-mandated to use CIP in
specific region

(D) I think government must put
certain restriction on sale of
defence technology

(v) It will ensure that country national
interest

(vi) It will provide them with
strategic and greater say for
country in international affairs

(vii) It can ensure that technology
are not being used for
violation of human rights

Although it may have
potential to curtail innovation

and entrepreneurial tendency but it
will be in larger interest of
humanity at large.



11.

श्री शर्मा 400 करोड़ के टर्नओवर वाली एक फार्मास्यूटिकल कंपनी के ऑल इंडिया सेल्स हेड (बिक्री प्रमुख) थे। कंपनी के मुख्य बाजार छोटे कस्बे और टियर 2 शहर थे। इसको अलावा, कंपनी ने राज्य सरकार के अस्पतालों और स्वास्थ्य केंद्रों के साथ बड़ी मात्रा में कारोबार किया।

श्री शर्मा ने फील्ड सेल्स एजेंटों को ग्राहकों के साथ सौदे करने और कीमतों पर बातचीत करने की बहुत अधिक स्वतंत्रता दे रखी थी। इस रणनीति ने कंपनी के लिए अच्छा काम किया।

हाल ही में श्री शर्मा को खबर मिली कि कंपनी के तीन कर्मचारी सरकारी अस्पतालों और स्वास्थ्य केंद्रों को अन्य निजी अस्पतालों और स्वास्थ्य केंद्रों को बेचे जाने वाले उत्पादों की तुलना में अधिक कीमत पर उत्पाद बेच रहे हैं। ये कर्मचारी पाँच साल से अधिक समय से कंपनी में हैं और इनका प्रदर्शन अच्छा रहा है। कुछ बिक्री कर्मचारियों ने अनौपचारिक रूप से इन तीनों को उनके बड़े-चढ़े सौदों के कारण अपेक्षाकृत अधिक कमीशन मिलने का मुद्दा उठाया। और इससे बिक्री कार्मिकों में बेचैनी की भावना बढ़ रही थी। तीनों के खातों की सतही समीक्षा से पता चला कि, कई मामलों में, सरकारी अस्पताल अन्य निजी संस्थानों की तुलना में अधिक भुगतान कर रहे थे।

खरीद नियमों के तहत, सरकार से अपेक्षा की जाती है कि वह उचित मूल्य का भुगतान करे, जो कि अन्य लागत-संचित ग्राहक भुगतान करते हैं। पूछताछ करने पर श्री शर्मा ने पाया कि इस कार्य में वे तीनों अकेले नहीं थे; इस घोटाले में सरकारी खरीद विभाग के अधिकारी उनकी मदद कर रहे थे। श्री शर्मा को एहसास हुआ कि उनके बिक्री कर्मचारी और कुछ भ्रष्ट सरकारी कर्मचारी काफी समय से राज्य के खजाने को चूना लगा रहे थे।

श्री शर्मा ने तुरंत इसकी सूचना अपने सीईओ को दी और दोनों ने चर्चा की कि बिक्री कर्मचारियों के साथ कैसे व्यवहार किया जाए और क्या सरकार को घोटाले और उनके कर्मचारियों की संलिप्तता के बारे में सूचित किया जाए। इस मुद्दे के बारे में सरकार को सूचित करने का मतलब यह था कि इस बात की पूरी संभावना थी कि उन्हें ब्लैकलिस्ट किया जा सकता है, जिससे बहुत सारे व्यवसाय का नुकसान हो सकता है। श्री शर्मा और सीईओ इस बात को लेकर दुविधा में थे कि मामले को कैसे आगे बढ़ाया जाए।

- इस मामले में कौन-से नैतिक और व्यावसायिक मुद्दे शामिल हैं?
- श्री शर्मा और सीईओ के पास कौन-कौन से विकल्प उपलब्ध हैं?
- क्या आपको लगता है कि बिक्री कार्यबल को स्वतंत्रता देने की संगठनात्मक संस्कृति के कारण समस्या उत्पन्न हुई या व्यक्ति की भ्रष्ट प्रवृत्ति के कारण समस्या उत्पन्न हुई? चर्चा कीजिए।
- जैसा कि इस मामले में बताया गया है, ऐसे अनैतिक व्यवहार को रोकने के लिए कंपनी कौन-से नैतिक तंत्र और उपाय निर्माण और कार्यान्वित कर सकती है? (250 शब्दों में उत्तर दीजिए) 20 अंक

Mr. Sharma was the All India Sales Head of a pharmaceutical company with a turnover of 400 crores. The company's main markets were small towns and tier 2 cities. Further, the company did a sizeable amount of business with state government hospitals and health centers.

Mr. Sharma had given a lot of freedom to field sales agents to strike deals and negotiate prices with clients. This strategy worked well for the company.

Recently Mr. Sharma received word that three company employees were selling products to government hospitals and health centers at a higher price than they were selling to other private hospitals and health centers. The employees were with the company for over five years and were good performers. A few sales staff informally raised the issue of the three getting relatively higher commissions because of their inflated deals. And this was creating a sense of unease among the sales staff. A cursory review of the account of the three showed that, in many instances, the government hospitals were paying more than other private institutions.

Under procurement rules, the government is supposed to pay a fair price, one that other cost-conscious customers pay. On inquiry, Mr. Sharma found that the three were not alone; government purchase

department officials were helping them scam the Department. Mr. Sharma realized that his sales staff and some corrupt government staff had been defrauding the state exchequer for quite some time. Mr. Sharma immediately reported it to his CEO, and the two discussed how to deal with the sales staff and whether to inform the government about the scam and the involvement of their staff. The issue was informing the government means that there was every possibility that they might be blacklisted, thereby losing a lot of business. Mr. Sharma and CEO were caught in a dilemma regarding how to proceed with the case.

- What are the ethical and business issues involved in the case?
- What are the options available to Mr. Sharma and the CEO?
- Do you think the organizational culture of giving freedom to the sales force led to the issue or was the individual's corrupt nature that led to the problem? Discuss.
- What ethics mechanisms and steps can the company create and implement to prevent unethical behavior, as mentioned in the case?
- (Answer in 250 words) 20 marks

Case involved dilemmas for Mr. Sharma whether they should look for company's interest or follow ethical corporate governance.

Ethical Issue

- (i) Dishonesty on part with field sales agent selling higher price.
- (ii) fairness lack farmers to other employee as they get less commission.
- (iv) Corruption on part with government officials.

Business Issue

- (i) cheating & fraudulent by sales personnel
- (ii) Compromising of departmental value

by official,

(iii) Inefficiency and collusive corruption
by government department

(iv) Partiality & undue by government
official.

(v) Options available to Mrs
Sharma and CEO

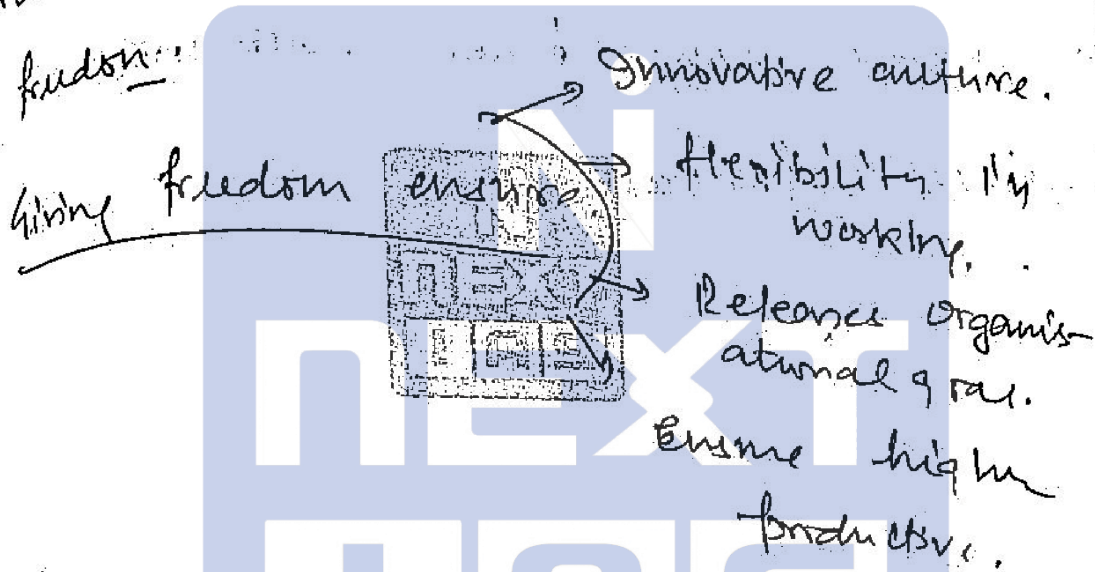
(vi) Withheld decision of informing government
about their irregularities to save
contract

(vii) Highlighting the issue to government
in fair and impartial manner
about irregularities, to ensure concerned

(viii) Official get punish. Also presenting
case where shown it was result
of three sale person to stop the
bribe list by,

(iii) Conveying hatsao information to Government in way that protect their deal with Government.

(iv) A thinking issue, resulted from due to individual corrupt nature rather than organisation giving freedom.



However organisation should perform.

regular impose check to ensure any unethical practise within organisation.

(v) Ethical mechanism to prevent unethical practise.

(vi) Inclusive code of conduct to employee.

(vii) Open awareness and training.

(iii) Offer to at top to ensure adherence to rules and regulation

(iv) Annuity to whistle blower and reward to highlight such issue

Ethical practice are prominent to ensure long term sustainable business practices



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शिव मूल रूप से एक ग्रामीण जिला है जहाँ एक उपभोक्ता वस्तु निर्माण संघ को छोड़कर न्यूनतम एवं अविभाजित महामात्र औद्योगिक क्रियाकलाप है, जो रोजगार का प्राथमिक स्रोत है। यहाँ रवारण, साक्षरता आदि जैसे विकास संकेतक राष्ट्रीय औसत से काफी नीचे थे। यहाँ विन्यासगत मुद्दों के साथ-साथ, एक और गंभीर चिंता बाल विवाह में हो रही थी। कानूनी प्रतिक्रिया के बावजूद, बाल विवाह बेरोकटोक बढ़ता जा रहा था।

सामाजिक मार्ग में स्थानकोत्तर रश्मि, जो कम उम्र में विवाह से बच गई, ने बाल विवाह पीड़ितों को बचाने और पुनर्वास के लिए एक गैर सरकारी संगठन शुरू किया। पिछले पाँच वर्षों में उसने कई युवा लड़कियों को बाल विवाह का शिकार होने से बचाया। उसकी कार्यशैली सरल थी। उसने गाँवों में मुखविरों का एक नेटवर्क विकसित किया था जो उसे सुझाव देता था और सत्यापन करने के बाद, स्थानीय कानून प्रवर्तन कर्मियों की मदद से रश्मि बाल विवाह को होने से रोक देती थी।

रश्मि ने सरकारी काम किया, लेकिन इस दौरान उसने कुछ दुश्मन भी बना लिए। स्थानीय नेता विशेषकर महिलाओं और युवा लड़कियों के बीच उसकी लोकप्रियता से नाराज थे। अपनी गतिविधियों का विस्तार करने के लिए, रश्मि ने जिले की एकमात्र औद्योगिक इकाई के प्रबंधन से संपर्क किया। उसने सफलतापूर्वक कंपनी को अपनी गतिविधियों और एनजीओ में योगदान देने के लिए राजी कर लिया। कंपनी ने उसे बाल विवाह के मुद्दे के बारे में जागरूकता बढ़ाने के लिए श्रमिकों के लिए कार्यशालाएँ आयोजित करने हेतु अपनी सुविधाओं तक पहुँच भी दी।

उसने कंपनी परिसर में अपनी कार्यशालाएँ और अभियान शुरू किया। यद्यपि प्रारंभिक प्रतिक्रिया ठंडी और कभी-कभी पूरी तरह से उदासीन थी। लेकिन वह डटी रही। कुछ महीनों के बाद एक दिन कंपनी यूनियन के सदस्यों ने उसे कंपनी में प्रवेश करने से रोक दिया और उसके साथ हिंसा करने की धमकी भी दी। रश्मि ने प्रबंधन से बात की, जिन्होंने उसका समर्थन किया और उसकी सुरक्षा सुनिश्चित की। प्रबंधन ने रश्मि और उसके एनजीओ का समर्थन करते हुए एक सर्कुलर (परिपत्र) जारी किया।

प्रबंधन को आश्चर्य हुआ, सर्कुलर के एक सप्ताह बाद, यूनियन ने अचानक हड़ताल का आह्वान किया और एनजीओ की गतिविधियाँ जारी रहने पर काम बंद रखने की धमकी दी। कार्यकर्ताओं का मानना था कि रश्मि का अभियान महिलाओं के दिमाग को भ्रष्ट कर रहा है और उनकी परंपराओं का अनादर कर रहा है। आक्रामक प्रतिक्रिया को देखते हुए कंपनी प्रबंधन ने एनजीओ की गतिविधियों को रोककर श्रमिकों को शांत करने की कोशिश की। रश्मि ने समुदाय के प्रति अपनी सामाजिक जिम्मेदारी पर प्रकाश डालकर प्रबंधन को समझाने की कोशिश की। लेकिन प्रबंधन ने दो टूक जवाब दिया कि हर सामाजिक समस्या उनकी नैतिक जिम्मेदारी नहीं है। रश्मि प्रबंधन के फैसले से निराश थी और सोच रही थी कि कंपनी को अपने अभियानों में कैसे शामिल किया जाए।

- (e) उपरोक्त मामले में कौन-कौन से मुद्दे शामिल हैं?
- (f) आपको क्या लगता है रश्मि को क्या करना चाहिए? क्या रश्मि के लिए स्थानीय प्रशासन को शामिल करना अच्छा विचार होगा? कार्यान्वयन योग्य कार्यवाही का सुझाव दीजिए।
- (c) क्या आपको लगता है कि कंपनियों को उस क्षेत्र की सामाजिक समस्याओं के लिए भी जिम्मेदारी स्वीकार करनी चाहिए जहाँ वे अपना कार्य करती हैं? अगर हाँ तो क्यों, अगर नहीं तो क्यों नहीं?
- (d) श्रमिक संघ की इतनी आक्रामक प्रतिक्रिया के क्या कारण हो सकते हैं? आपके अनुसार रश्मि को कर्मचारी संघ को कैसे संभालना चाहिए? (250 शब्दों में उत्तर दीजिए) 20 अंक

Singh Garh is a primarily rural district with minimal, relatively insignificant industrial activity, except for one consumer goods manufacturing plant, which was the primary source of employment. Development indicators such as health, literacy, etc., were much below the national average. Along with developmental issues, another grave concern was the slow rise in child marriages. Despite the legal sanctions, child marriage continued to rise unabated.

Rashmi, a social work postgraduate who escaped an early marriage, started an NGO for rescuing and rehabilitating child marriage victims. In the last five years, she saved a lot of young girls from becoming victims of child marriage. Her modus Operandi was simple. She had developed a network of informants in villages who relayed information to her, and after verifying, Rashmi with help from local law enforcement personnel, prevented the marriage from happening.

Rashmi did commendable work, but she made some enemies in the process. The local leaders resented her popularity with women and young girls in particular. To expand her activities, Rashmi contacted the management of the only industrial unit in the district. She successfully persuaded the company to contribute to her activities and the NGO. The company even gave her access to their facilities to conduct workshops for workers to raise awareness about the issue of child marriage.

As she started her workshops and campaign on the company premises, the initial response was lukewarm and, at times, complete indifference. But she persevered. After a couple of months, one day, the company union members stopped her from entering the company and even threatened her with violence. Rashmi spoke with the management, who supported her and ensured her safety. The management issued a circular supporting Rashmi and her NGO.

To management's surprise, after a week of the circular, the Union called for a flash strike and threatened to continue the work stoppage if the NGO activities continued. The workers believed that Rashmi's campaign was corrupting the women's minds and disrespecting their traditions. The company's management seeing the aggressive reaction sought to assuage the workers by stopping the NGO activities. Rashmi tried to persuade the management by highlighting their social responsibility to the community. But the management was curt in replying that every social problem is not their moral responsibility. Rashmi was disappointed with the management's decision and wondered how best to involve the company in her campaigns.

- (a) What are the issues involved in the above case?
- (b) What do you think Rashmi should do? Would it be a good idea for Rashmi to involve local administration? Suggest an implementable course of action.
- (c) Do you think companies should also accept responsibility for the social problems of the region where they operate? Why/why not?
- (d) What could be the reasons for such an aggressive reaction from the workers union? How do you think Rashmi should handle the workers union? (Answer in 250 words) 20 marks

The case involved ^{describes} prevailing social conditions of women in society and deep entrenched ~~to~~ stereotype and prejudice among members.

- (a) Issue Involve in case
- (i) Prevalence of child marriage ~~in~~ depriving rights of women.

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(ii) Patriarchal norm preventing any form of social progress.

(iii) Lack of enforcement of law like child marriage prohibition Act.

(iv) Lack of management effort to show courage towards all social

practices.

(v) Primary over capitalist belief than social change by company management.

(b) Pashmi should can take help of large civil society organisation and women National Commission of Women.

Course of Action

(i) The could involve local administration however it is less likely to give substantial output as local administration can be influenced by local around.

- ② Rashmi could reach out to the National Commission of Women and highlight the issue.
- ③ Rashmi could raise issue at national level with media organisation. Demand fund for 'Beti Padha, Beti Bachao' and Nishang fund.
- ④ Rashmi could reach out to bigger international NGO for to establish office and centre about the issue of Singhrao.
- ⑤ Company operate in area and should have taken social responsibility.
- Company could run awareness campaign at local level.

- Permissibility: casual, the law & regulation
- company can provide funding to
 - provide form GRP CCA activities.

However accepting such responsibility
comes at cost of union worker. so
there is need for gradual and

continuous step to change the
instance of union labourer.

(a) Reason for aggressive behaviour of
Union

(1) They belong to same region bearing
similar values and mindset.

(2) Lack of education and exposure to
world forward - the modernization

(3) Patriarchy and social norm deeply
penetration blocking their mindset -
forward social progress.

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Roshni should handle in following

ways

- (1) Gentle persuasion about the issue
- (2) She could provide with examples of great women leader like
our current President, Pritam Bedi
Gita Phogat
- (3) Sensitize them about rules and
regulation as a choice of illegal

This effort need in short
term and long term to change
attitude of person towards progressive
society