

NEXT IAS**MAINS TEST SERIES 2.0 - 2025 (FLT)**

(To be filled by candidate)

TEST CODE : FLT2504Name of Candidate: SOPHIA SIDDIQUI Mobile No. [REDACTED]Roll No. : 0413785 Start Time 3:00 PM End Time 6:00 PMDate of Examination: 02/08/25 Medium : English ☒ Hindi ☐

Q. No.	Maximum Marks	Marks Obtained
1.(a)	10	
1.(b)	10	
2.(a)	10	
2.(b)	10	
3.(a)	10	
3.(b)	10	
4.(a)	10	
4.(b)	10	
5.(a)	10	
5.(b)	10	
TOTAL MARKS - 100		

Q. No.	Maximum Marks	Marks Obtained
6.(a)	10	
6.(b)	10	
6.(c)	10	
7.	20	
8.	20	
9.	20	
10.	20	
11.	20	
12.	20	
TOTAL MARKS - 150		

GRAND TOTAL -/ 250**EVAL CODE:** **EVAL DATE:****GENERAL INSTRUCTIONS**

- Immediately on receipt of the QCA 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 mention all relevant details like Name, Email, Roll No, Mobile, etc. in the space allocated.
- Candidate is expected to attempt all 20 questions within the given timeline.
- Answers must be written in the medium authorized at the time of admission.
- Candidates must write answers for the specific question under the respective question itself. Any answer written outside the space allotted may not be given credit.
- Please write neatly. Avoid illegible writing.
- Do not write/mark irrelevant matters in the QCAB.

सामान्य निर्देश

- QCA पुस्तिका प्राप्त होने पर कृपया तुरंत जांच लें कि इस QCA पुस्तिका में कोई पृष्ठ या सामग्री आदि गलत छपी हुई या फटी हुई या गायब तो नहीं है। यदि ऐसा है, तो इसे एक नई QCA पुस्तिका से बदल लें।
- अभ्यर्थियों को सभी प्रासंगिक विवरण जैसे नाम, ईमेल, रोल नंबर, मोबाइल नंबर आदि का आवंटित स्थान पर उल्लेख करना होगा।
- अभ्यर्थियों से अपेक्षा की जाती है कि वह आवंटित समय-सीमा के भीतर ही सभी 20 प्रश्नों के उत्तर-लेखन का प्रयास करें।
- प्रत्येक उत्तर, प्रवेश के समय चुनी गयी भाषा के माध्यम में ही लिखे जाने चाहिए।
- अभ्यर्थियों को विशिष्ट प्रश्न के उत्तर संबंधित प्रश्न के नीचे ही लिखने होंगे। आवंटित स्थान के बाहर लिखे गए किसी भी उत्तर को क्रेडिट नहीं दिया जाएगा।
- कृपया साफ-सुथरा लिखें। अपठनीय लेखन से बचें।
- QCAB में अप्रासंगिक तथ्यों को न लिखें / न ही चिह्नित करें।

REMARKS:

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Q(1a)

Ethical governance is inclusion of moral compass of rightness and wrongness in good governance.

It includes clean administration as upholding rule of law and constitutional values thereby reducing red tapism, corruption and bureaucratic attitude

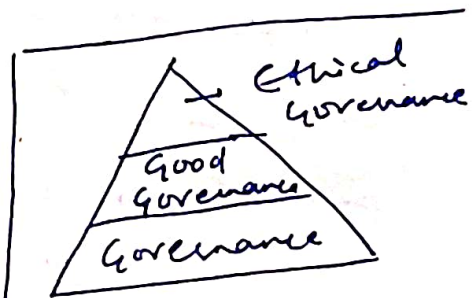


fig:- Ethical governance

Ethical governance

↓
Inclusive
of weak and vulnerable sections.
Eg- Suganya
Bharat Abhiyaan

↓
Participatory
Eg- social
audit of
MGNREGA,
RTI and
fair election

↓
value driven
Eg- Sabka
Saath, Sabka
Vikas, sabka
Vishwas
ensuring
Sarwodaya
and Antyodaya

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Implementable measures to institutionalize ethical governance in India. →

(1) Establish Public Relations Management in bureaucratic departments to build connect and public trust.

(eg) Japan model of public Relations management.

(2) Sensitivity training of civil servants based on cognitive affective model.

(eg) I got karnayogi courses

(3) Mandatory citizen charter and social audits of the schemes.

(eg) MGNREGA social audit.

(4) Upholding constitutional morality by various institutions.

(eg): Judiciary in Navtej Singh Case.

Ethical governance is thus guided by pro people and keeping virtue ethics of Aristotle at centre.

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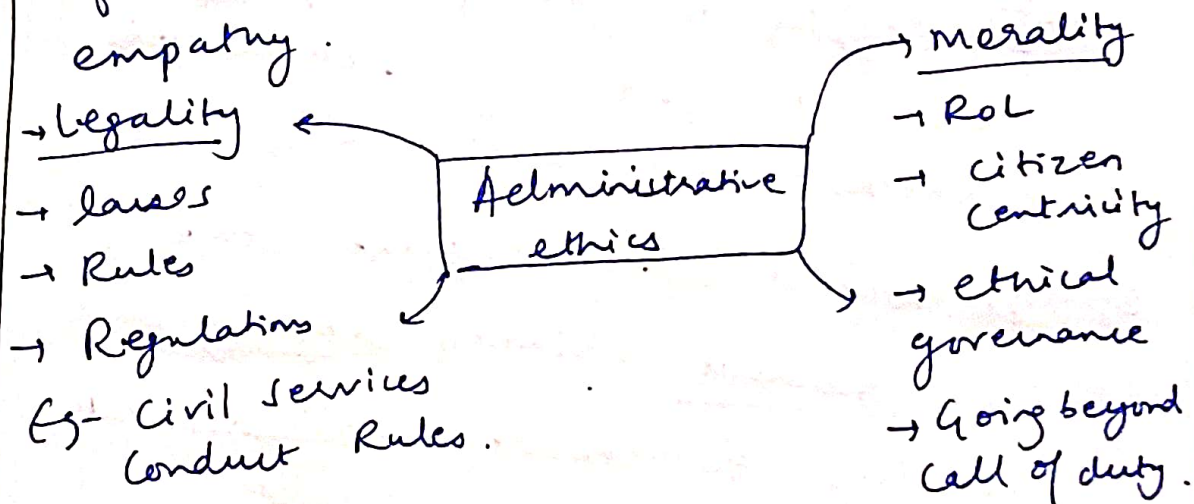
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Q1(b)

Administrative ethics is based on laws, rules and regulations like the RTI Act as well as ethical principles of constitutional governance, compassion and empathy.



While legality ensures the procedural part, the morality ensures the substantive part. (Teleological ethics vs. deontological ethics)

To handle a situation where legal compliance contradicts moral responsibility →

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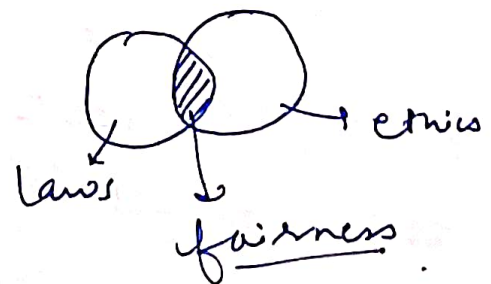
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(1) I would ensure legal compliance but as supererogation measure I would also explore other opportunities through which moral responsibility could be upheld.

(Eg) Helping in getting required documents for any scheme for vulnerable sections like old women.

(2) I would also ensure the fine balance between legality and morality to ensure public interest, and uphold public trust.

(Eg) ~~Set~~ Strict actions against hate speech but allowing constructive criticism of governance.



Thus, both laws and ethics ensures doctrine of democratic governance.

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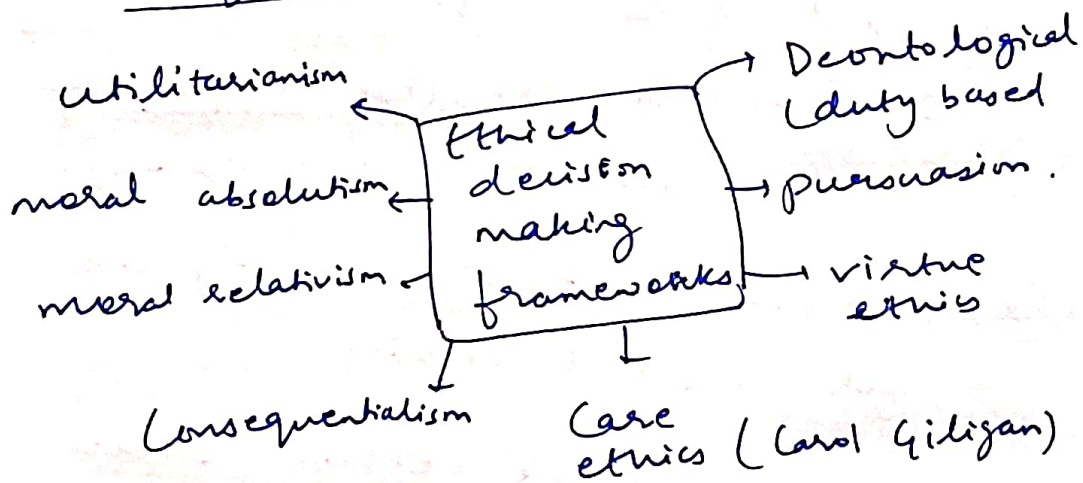
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Q2(a)

Ethical decision making in
public administration involves right
vs. right thing to do.



Deontological / Duty based approach

It is a part of Immanuel Kant's categorical imperative which upholds duty to have right means to achieve right ends.

(Ex) whether to displace the tribals for building project on their land (professional duty vs. tribal rights)

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Consequentialist (ends based) approach

It is given by scholars like
B. Jeremy Bentham, ^{Thomas} Hobbes where
they said ends justify the means
if it ensures greatest happiness
of greatest number (Utilitarianism)

(Ex) Surveillance of mobile phones
for internal security.

Thus, there are certain instances
where one of these approaches
need to be adopted.

However the ~~over~~ overall
goal of ensuring people centric
ethical governance should be the
guiding light.

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Q2(b)

Data being the new oil;
digital governance and AI systems
have been the bedrock of Governance 4.0
(World Economic Forum). Ex- Digital India
Initiatives, Digital Public Stack like UPI.

However there are certain issues →

- (1) Fairness and biasness of AI
(Ex) Twitter's biased Grok algorithm
- (2) Low Transparency and high opaqueness
in virtual systems.
(Ex) Data centres, Big Data analytics
- (3) Accountability and answerability
(Ex) Driverless cars committing accident
- (4) Other issues like privacy, digital
security, cyberfrauds. (Ex) Digital
arrest.

Foundational values sufficient to address
these challenges as -

- (1) Integrity and honesty in public
service delivery

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- (1) Regular ^{and timely} RTI replies.
- (2) Objectivity in decision making
- (3) AI based data analytics
- (4) Transparency and fairness ensuring bridging digital divide and increasing accessibility.
- (5) Dedication to public service and quality service delivery
- (6) Real time monitoring of waste collection.

New ethical frameworks required

- (1) Digital security and privacy
- (2) Strong digital governance ecosystem
- (3) Responsiveness and efficient grievance redressal
- (4) PRAGATI platform
- (5) ethical digital training / sensitization
- (6) Mission karmayogi iGoT

Thus, both digital ethics and virtue ethics go hand in hand in digital era.

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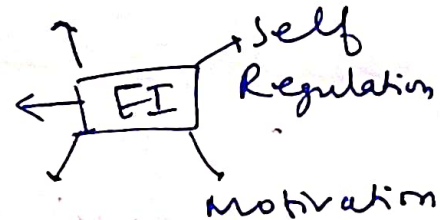
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Emotional intelligence is being able to regulate one's emotions as well as emotions of others (Daniel Goleman).

EI is essential in effective public service especially in high pressure sectors as -



1) EI enhances ethical decision making

(1) Compassion, empathy and sympathy towards people.

(Ex) IAS officers themselves helping during Kerala floods.

(2) Prevents governance issues like inclusion and exclusion errors

(Ex) M4 NREGA, ABY scheme.

(3) Upholds rights of people

(Ex) Persuasion than lathi charge during protests.

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(ii) Enhances Administrative performance
as -

(1) Timely evaluation and preparedness
during disasters.

(Eg) Odisha during cyclones.

(2) Rule bound ^{procedures} and also ethical values

(Eg) Using religious leaders and
community policing to prevent riots.

(3) Ethical governance ensuring good
governance (World Bank) and
Citizen centrality (Gandhi's idealman)

Social intelligence, EI
and IQ forms triad of effective
Qualitative service delivery as
envisaged in our constitutional
morality.

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Q3(b)

Ethical dilemmas and issues
are resolved on basis of laws, rules
regulation and personal conscience.
like RTI Act, POSH Act, etc.

personal conscience
empathy, compassion,
moral compass,
integrity

Ethical
guidance

Laws

POSH, CVC
Act,

Rules

Civil Services
Conduct Rules

Regulation

- Visakha guidelines
- Departmental Regulations.

However, they do not always align as -

(i) Blind obedience to Laws, Rules,
Regulations reflects bureaucratic
attitude and

Eg- Exclusion of genuine beneficiaries
from social welfare scheme.

(ii) Incorporating personal conscience
can sometimes override laws.

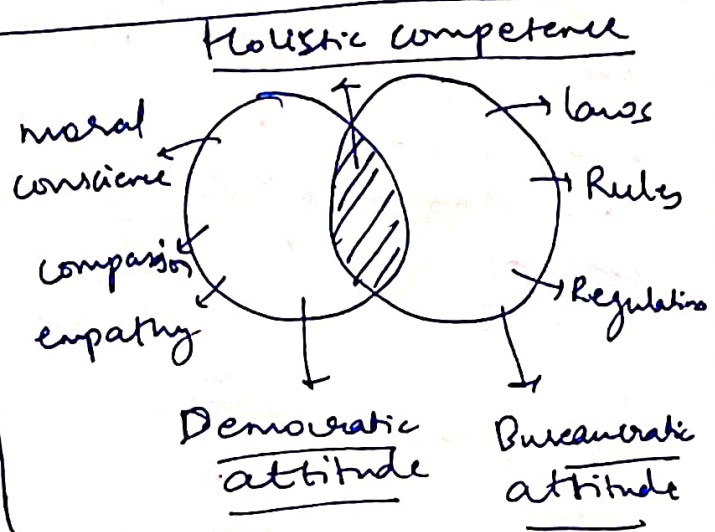
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(Eg) Less land title to the
tribal under FRA, 2006.

(3) Ethical approach to resolve the
conflict -

(i) A balance
between both
is needed i.e.
existential or
holistic
competence.



(ii) Keeping the public interest and
quality service delivery as priority,
case by case decisions can be
taken.

(Ex) Relaxation of schemes for
vulnerable sections
(welfare approach).

It upholds the morals as
duty and duty as morals of Kant.

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Q46)

moral and political attitude of public servants are shaped by political expectation, peer norms and public opinion. It ensures neutrality, objectivity and moral compass.

Moral and political attitude influence ethical decision making →

(1) moral attitude

- ↳ Responsiveness and transparency
(Ex) RTI, Social audit, citizens charter
- ↳ Accountability and answerability
- ↳ Timely completion of projects
- ↳ Compassion and empathy especially with vulnerable sections.

↳ Upholding public duty and moral persuasion.

(Ex) U Sugayam IAS disclosing his assets and rejecting bribery.

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(ii) Political attitude

Political Neutrality

+

Non Partisanship

=

Neutral

Bureaucracy

(proactive and
citizen centric)

Civil servants can maintain independence
through →

- (i) Ensuring professional and existential competence.
- (ii) Proactive bureaucracy than
Committed bureaucracy (Nazi)
- (iii) Peer Evaluation and award system
for honesty and integrity.
- (iv) Ethics and sensitivity training
- (v) Regular public opinion through
field & visits, RTI serial audits
etc.

A more competitive and
collegial bureaucracy is needed.

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Q46)

The Neo liberal world order enhances increased role of private and state through privatization, liberalisation, PPP and so on.

However, ethical governance lies at core. to ensure transparency, accountability and answerability and citizen centric governance.

Ethical challenges posed by PPPs

(1) Increased materialism and profit motive (crony capitalism)

(Eg) Oxfam 'inequality kills' Report says ^{top} 1% have 40% wealth.

(2) Individualism than collectivism

(Eg) Data privacy, Data theft.

(3) Lack of compassion, empathy and social welfare motive.

(Eg) CSR funds used in own companies.

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- (4) Use of technology and biasness
(eg) AI excluding genuine beneficiaries.
(5) Lack of responsiveness and timely
service delivery

Ways to ensure transparency and accountability

- (1) Regulatory mechanisms by state
eg- social audit by CA, NGOs etc.
- (2) Periodical reviews and accounting
by the government.
- (3) Government oversight on the
technological use.
- (eg) Apps to be built on open
source platform.
- (4) Sustainable welfare policies
(Compassionate Capitalism)

As Amartya Sen said capacity
development of masses ensure that
the social welfare is ade by
PPP, adequately reaches to masses.

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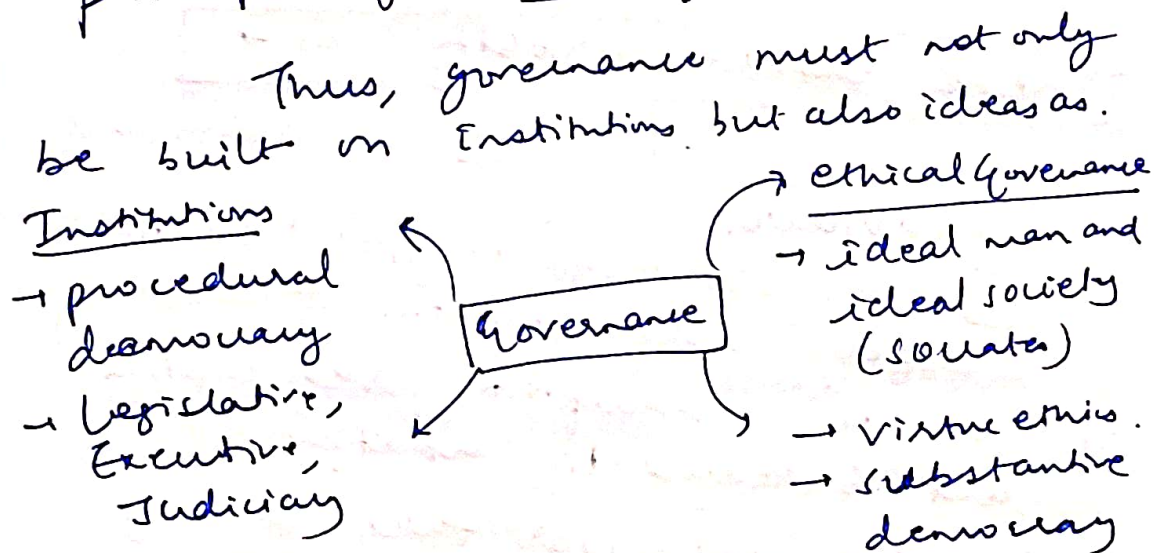
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Q(a)

Probity in public life
includes integrity, anonymity,
austerity and ability (LBSNAA's
principle of karma-yoga).



Philosophical foundations of ethical governance

- (1) Deontological ethics of Immanuel Kant - treating man as ends in itself.
- (2) Utilitarian principle of Bentham - greatest happiness of greatest number.
- (3) 8 principles of good governance by world bank like Transparency

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- (4) Virtue ethics (Plato, Aristotle)
- (5) Buddhism → Kusala and Akusala
Karma
- (6) Bhagawad Gita's concept of
Nishkama Karma:

These ensure probity as →

- (1) Act as moral guide to action and
behaviour.

(Eg) IAS Himanshu Nagpal initiative
for lost children.

- (2) Reduces corruption, red tapism
and bureaucratic apathy.

(Eg) Don't give, nor take bribery
slogan.

- (3) Upholding duty and constitutional
values.

- (4) Anonymity and selfless service.

Thus, philosophy guides human
behaviour, action and response especially
in public life.

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Q5(b)

We are not living in a state of peace but in a state of war based on Machiavellian Realpolitik.
Eg - Russia Ukraine crisis, Iran Israel war.

It is said that in an unequal world, realism with conscience needed than idealism. as -

- (1) Keeping national interest and citizen centrality foremost.

(Eg) Operation Indoor by India against state sponsored terrorism

But it is with conscience as we targetted only terrorist sites and not civilian sites.

- (2) Rise of global issues like protectionism, trade wars, currency wars etc.
Eg Trump's Tariff taxes on Countries

However, India being the pharmacy

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of the world have been
exempted.

However, there are certain instances
where idealism is needed like
protection of human rights, disaster
response, human aid (eg) India's
Vaccine maitri, Operation in Red Sea,
Grants and aids to Africa.

Ethical Responsibilities of nation state →

→ Conduct with other states → mutual
noninterference, respect sovereignty,
uphold human rights,

(eg) India's Panchsheel policy.

→ Conduct with international bodies →
respect global governance, regular
funding and resources.
(eg) Trump withdrawing from WHO.

A blend of realism and idealism
is needed.

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Q6(a)

Adam Smith is called as father
of Classical Liberalism who advocated
for free market economy and
rolling back of state.

He advocated that man itself
has reason to understand right
and wrong. Even though he/she
may appear selfish yet there
are some qualities which are for
benefit of others.

He gives the concept of
invisible hand where the market
acts as a invisible hand and
supports the people and economy.

It ensures at the individual
level, that man gets what he
worked for and gets the profit.

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At the societal level, it ensures trusteeship model where market and people have the trust-trustee relationship.

At the national level, it ensures the growing states are developed faster and state provide resources for that. Ex Resource rich regions of Germany.

However, scholars like Gandhi said that there is no end to selfish nature of man. There is for everyone's need but not for everyone's greed.

Even markists say that capitalists reduce workers to be the cog in the wheel. Thus, Adam Smith utilitarian approach is for greatest happiness of greatest number.

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Q6(b)

It is said that power
corrupts and absolute power
corrupts absolutely. Hence,
Montesquieu advocated for the
separation of powers.

He says
power ought to serve as a
check to power. Power denotes
laws, rules, regulation, societal
ethics, constitutionalism and so on.

It means there should be
rule of law and ^{not} rule of law.
There should not be absolute
Leviathan powers as Thomas Hobbes
suggested.

At the individual
level, through treating man as
ends in themselves and individual's

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moral compass, absolute powers
can be limited.

Also the secetial
institutions like family, religion,
media, etc. keeps a check on the
absolute powers like secietal
evils of Sati, ~~keep~~ honour killing.

At the national level, proactive
and ethical institutions checks
power. For instance Judicial
review, Doctrine of essential
religious practice in matters of religion.

At the global level, global
governance like UN, WB, agreements
like Paris agreement. UN's
role in preventing third world
power.

As Foucault says knowledge
is power and it flows in society,
hence seciety itself acts as a
powerful tool to check absolute
powers.

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Q66C)

Service to mankind is called as service to god in Sufism. It also talks about oneness with god through service.

Dr. B.R. Ambedkar rightly said that service without humility is selfishness and egoism. Humility is staying humble and true to the core values of humanism i.e. treating man as ends in itself.

Service without humility is ^{egoism and} selfishness as

(1) For personal gain and fame and profit motive.

(Eg) Donation for tax evasion.

(2) moral corruption and degradation

(Eg) Fake donation sites and links in social media.

(3) ethical egoism of doing right things in wrong way.

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- (Eg) Stealing to buy food for poor.
- (7) Ego satisfaction and moral turpitude.
- (Eg) Recent IAS Dhiman Chakma caught in corruption.

Thus, we say that it should be based on humility as →

(i) Ensures moral compass and ethical morality.

(Eg) Gandhiji's constructive program of removing untouchability.

(ii) Leading by example

(Eg) PM taking Covid vaccine.

(iii) Sensitivity and people centrity

(Eg) KR Narayana shook hands with HIV patients.

Thus, service should be grounded in selflessness (Bhaktism nirvair)

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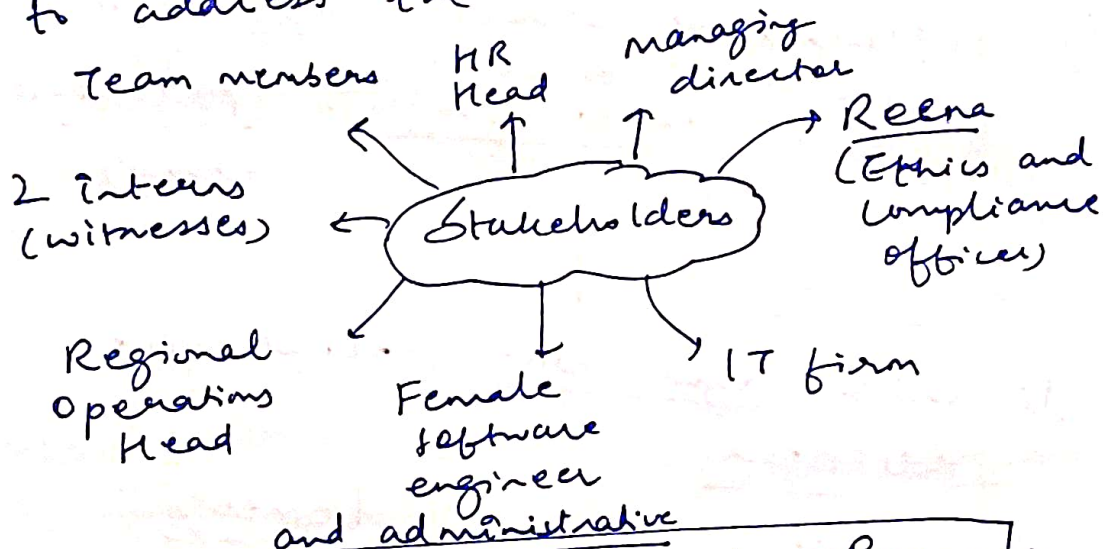
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97

Above case study pertains to the workplace harassment and the role of ethics and compliance officer to address the issue.



(1) Ethical issues confronting Reena →

- (i) ~~Sexual~~ Rights of the female employees against harassment
- (ii) Unethical leadership of the Regional operations Head
- (iii) issue of Collegiality of the team
- (iv) Some members being witness while some denying (moral compass and trust issues)

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(V) Protecting company's image and
not escalating the matter
further (Corporate ethical egoism)

(vi) Influence of senior officer in
preventing failure of
e-governance projects. (Professional
ethics)

(2) Possible options.

(1) Take legal action against the
RO Head.

Merits

→ ensures timely
justice

→ ensure safe
working environment
for others

Demerits

→ Downgrade company's
image

→ Loss of professional
competence of RO
Head.

(2) Don't take legal action and shift
the complainant to other team
as "practical compromise".

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Merits

- (1) Protects company's image and corporate value system.
- (2) The female will work under other head.

Demerits

- (1) Compromises the ethical values (deontology)
- (2) Concerns of other team members (witnesses)

- (3) Take the legal action as well as shift her to another team.

Most appropriate option →

Take forward the formal enquiry of the complaint and shifting her to other team based on her consent.

It ensures →

- (i) Upholding Reena's duty as ethics officer (deontological ethics)
- (ii) Prevents any further instances of harassment
- (iii) Rights based approach under PUSH Act
- (iv) Gives chance to Ro Head to present his side.

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3. Systemic safeguards to address workplace harassment

- (1) Timely formation and complaint redressal of Internal Complaints Committee (POSH Act).
- (2) Ethical work culture and sensitivity training through ethical workshops.
(eg) workshops by NQOs.
- (3) Mental Health awareness camps and clinics in corporates.
(eg) Psychologists access. to companies.
- (4) Use of IT; CCTV cameras, Shellex Complaint etc.

Safe and secure workplace
needed for increasing women
labour force from 37% (PLFS) to
50%.

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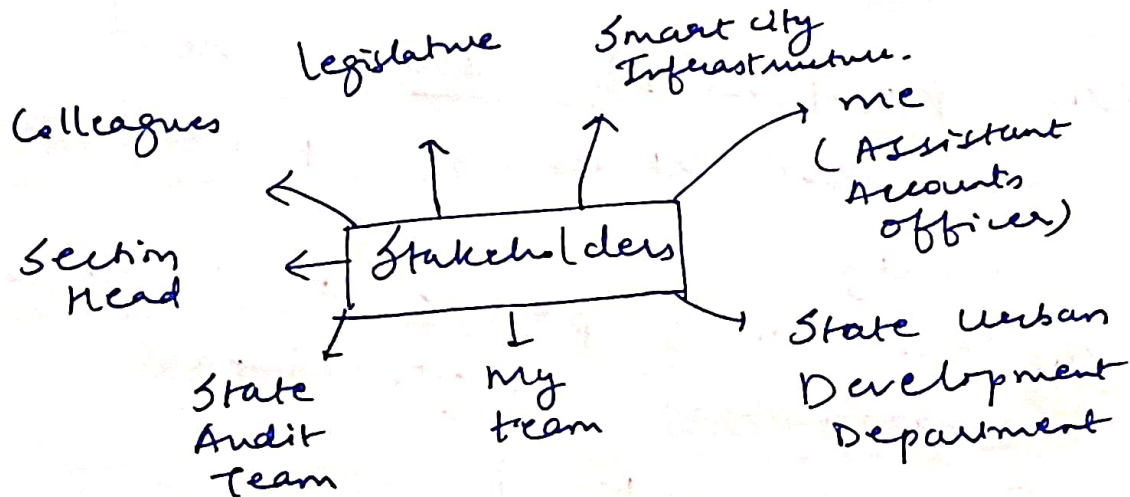
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98
Above case study pertains to the financial mismanagement in ambitious projects like Smart City development.



(1). Ethical issues and dilemmas

- (i) Factual reporting of the misappropriation of fund.
- (ii) Pressure from the senior Section Head to pass VC.
- (iii) Concern of transfer or other punitive measures like professional isolation.

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- (iv) Internal inquiry against the superior of I whistleblower.
- (v) Ethical responsibility as Accounts officer ~~vs unethical pressure~~
- (vi) Professional ethics vs. personal ethics of upholding the duty.
- (vii) Concern of people at large as Smart City projects impact.

(2) Available options

- (1) Pass the UC without amending it.

Merits

- (i) No risk of transfer and getting sidelined by seniors.
- (ii) Senior's mishaps hidden

Demerits

- (i) Audit team
^ Can find it and lead to action against seniors.
- (ii) Legislature can find and take punitive actions.

- (2) Show the discrepancy in UC

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merits

- (1) Uphold deontological ethics
- (2) prevents ^{further} misallocation of funds

Demerits

- (1) Professional isolation and sidelining.
- (2) Decreased trust on the department due to corruption.

- (3) Consult the seniorers and take them into confidence while whistleblowing.

merits

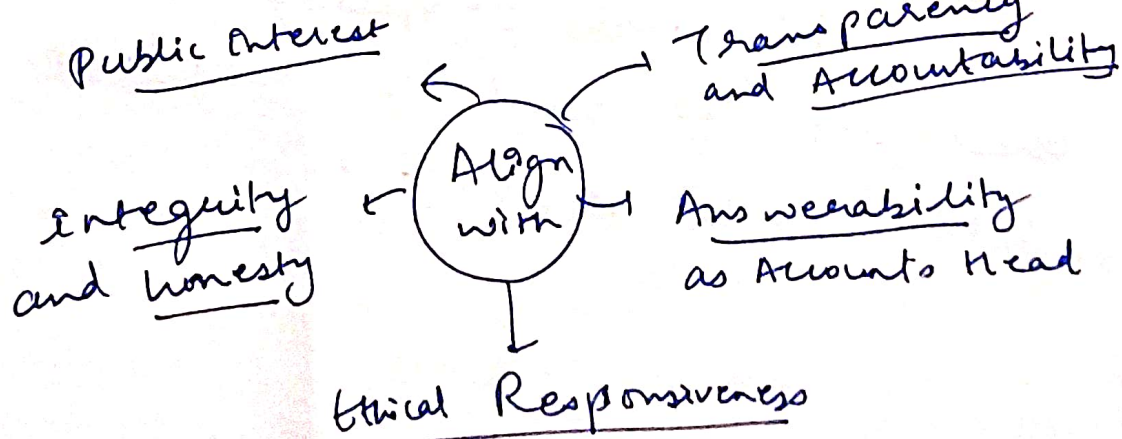
- (i) Uphold government ethics and people
- (ii) Prevents ^{trust.} isolation

Demerits

- (i) Exposes the corruption and lacunae of the scheme.

Best aligns with public service values -

- (i) Consult the seniorers and take them into confidence and whistleblow.



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(3). Internal institutional checks
to prevent such misuse -

- (1) Regulatory audit and project
based teams.
- (2) Use of AI and ICT for real
time monitoring and data analytics
of project completion, stages etc.
- (3) Regular training of Accounts
department for various projects.
- (4) Ethical modules and training of
officers.
- (5) Multiple stage review committee
for high value projects.

Thus, Financial propriety and
austerity go hand in hand and
both should be upheld.

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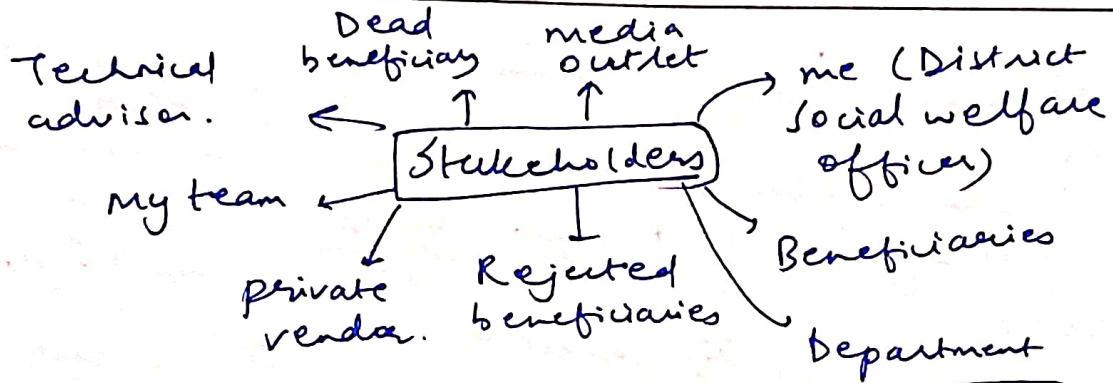
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Q9



(a) Ethical issues and administrative risks

- (1) False positives and rejection of actual beneficiaries (Inclusion and exclusion error)
- (2) mental pressure of rejected people (death by suicide)
- (3) technological inefficiency of biasness and static algorithm
- (4) vulnerable citizens and their rights of social welfare
- (5) Institutional pressure to show success (organizational ethics)
- (6) No appeals within software and automatic rejection (No grievance redressal mechanism).

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(2) Options available.

option	merits	Demerits
(1) Pausing the roll out and adding a manual review stage.	(i) Reduce errors (ii) Genuine beneficiaries benefitted	(i) Slowing down reform (ii) Increase time due to manual.
(2) Rolling it as it is without changing.	(i) Automated system (ii) Fast, secure, timely delivery of service.	(i) more distress & exclusion (ii) mental health impacts.
(3) Going back to the original manual system.	(i) Addressing concerns of beneficiaries (ii) more grievance redressal for false positives	(i) manual errors & time taking system (ii) Inefficiency and lagged services.

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(3) Best course of action to take

Continuing the roll out and ~~raising~~ reviewing the backend to add the grievance redressal interface as well as adding option of manual review stage for rejected beneficiaries because-

(i) Human in AI approach where case by case basis manual review can be done

(ii) Efficient and effective grievance redressal mechanism

(iii) Efficient and citizen centric AI and digital governance.

(iv) Reduced exclusion and inclusion errors.

(v) Protecting rights of vulnerable citizens (social ethics)

(vi) Timely and quality service delivery.

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(4) Safeguards to be adopted in
AI based systems →

- (1) Integrating the manual element to remove AI bias and prejudice.
- (2) Ensure right to privacy by collecting data and safe storage of data.
- (3) Using Generative AI for the data analytics as per schemes to get enough estimates of beneficiaries.
(Eg) Digital Census 2027.
- (4) Options of appeal and grievance redressal.
(Eg) Chat support, Customer support in Apps.
- (5) Regular field reporting by officers to check any discrepancies.

Thus, Ethical AI for Ethical digital governance is required.

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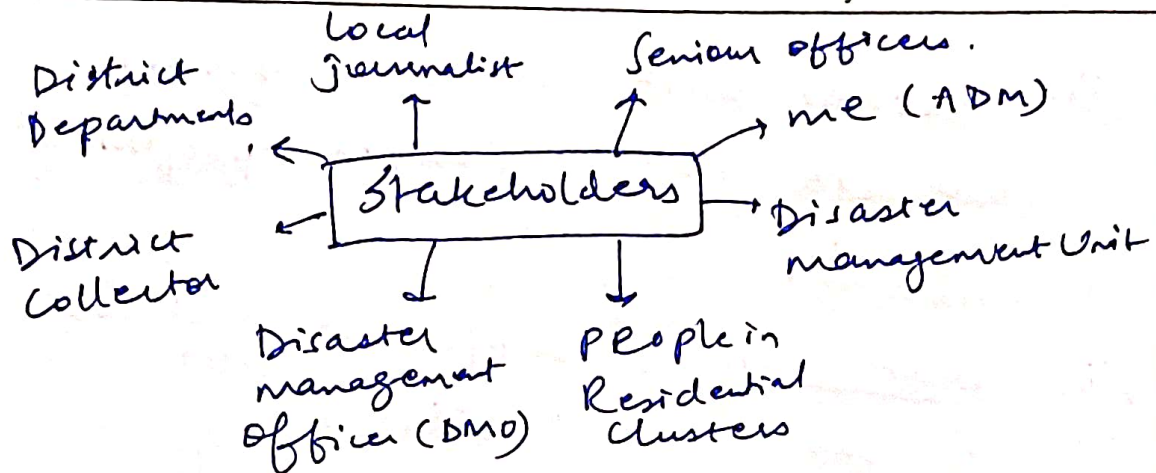
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§10



(1) Ethical principles in this case →

- (i) Rights of people living in flood zone vs. real estate interests
- (ii) Development of the area vs. displacement of the people
- (iii) Personal values and responsibilities vs. professional values
- (iv) social audit through RTI by Journalist and sending false reply.

Administrative risks

- (i) Disruption of local economy and panic among people can create law and order situations.

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- (ii) Issues with senior officers and DM might hamper professional growth.
- (iii) Blamed if loss of life and loss of job or transfer.
- (iv) Fraternizing the people and reluctating them and ensuring the basic supplies.

(2) ADM Response to situation:-

(i) Balancing Duty:-

- Public advisory especially in the vulnerable areas
- Preventing loss of life and treating humans as ends (Kantian ethics)
- Sharing report to push the preventive action by various departments
- RTI query reply accurate and objective.

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(ii) Balancing protocol

- Issuing advisories and alerts as per IMD (Yellow, Red, Green, Orange)
- Follow the protocols and rules as per Disaster management Act and involve Disaster management Department
- Taking RTI query as per rules.
- Taking DM into cognisance and disaster preparedness (evacuation, essential supplies)

(iii) Balancing public interest. →

- The prime duty of civil servant is to uphold public interest and save lives. (compassionate ethics)
- Prevent panic by adequate measures and advisories.
- prepare alternative solutions for the local economy. taking the.

Thus, disaster preparedness like in Odisha prevented loss of life and property.

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(3) Three institutional practices to improve transparency and responsiveness

(i) Use of ICT, AI monitoring, IMD data and real time analytics to predict weather and disasters.

(Eg) Early warning system by IMD for cyclones in Odisha.

(ii) Government - Academia collaboration through IITs, IIMs, IISc and incorporating their suggestions.

(Eg) landslide mapping by IIT.

(iii) Use of apps and social media for responsiveness.

(Eg) Social media during Covid 19.

(iv) Social audit and grievance redressal mechanism for transparency.

Israel is the ideal model for disaster preparedness.

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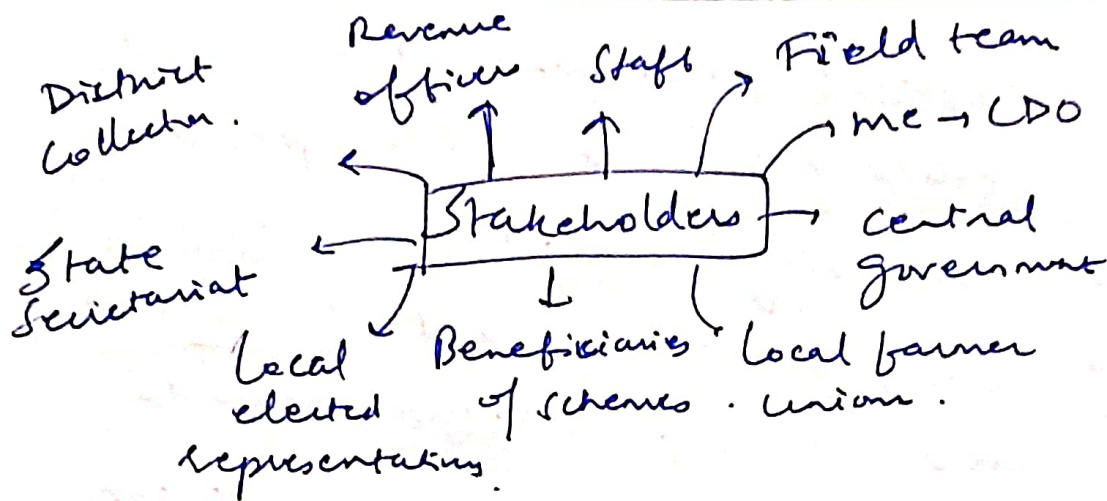
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Q11



1. Ethical challenges involved ->

- (1) Implementation of ~~such~~ scheme impartially and easy
- (2) Ensuring integrity and not frustrating with token registration
- (3) Rights of protestors and grievance redressal
- (4) Bureaucratic ~~Democratic~~ attitude of handling leaders, protestors and beneficiaries.
- (5) Inefficient communication and information sharing.

Administrative challenges ->

- (1) Efficient implementation of scheme.

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- (2) Effective communication and building trust with people
- (3) Handling protests peacefully
- (4) Immediate rollout of scheme and weekly progress reports.
- (5) Poor turnout in enrollment camps → Exclusion of beneficiaries.

(2) To implement scheme balancing directive compliance with stakeholder confidence →

- (1) Removing confusion and around the scheme through effective information dissemination through social media, youtube videos etc.
- (2) Explaining policies to farmer unions and taking their confidence and ~~say~~ public participation in policy making.
- (3) Taking inputs and suggestions to

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make it pro poor and gain
land rights and include
sharecroppers.

(4) Digital literacy and camps by
involving NGOs - civil society

(5) Effective communication by bridging
divide.

(6) Be Talk to seniors and state
secretariat as rushed implementation
can damage public trust.

(7) Take the seniors in confidence.

③ Lessons for future implementation of
large scale digital reforms →

(1) Digital impact assessment before
rolling out any scheme.

(2) Effective and efficient communication
about scheme through official
videos explaining nuances.

(3) Stakeholder confidence and

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- taking inputs and involving citizens in policy formulation.
- (4) Bridging digital divide and boost digital literacy through civil society, NGOs.
 - (5) Time bound implementation but not rushed implementation
 - (6) Uphold public trust and faith and stakeholder consensus for large scale digital reforms.
- Thus, a consociational democracy (consensus based) ensures rights of people and efficient public service delivery by involving citizens.

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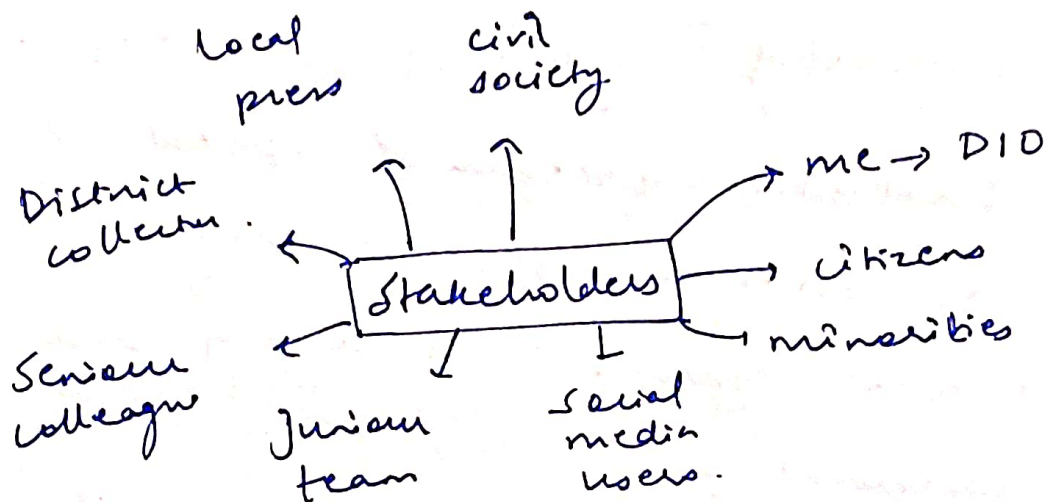
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Q12



1. Ethical issues in case →

- (1) Right to disseminate accurate information through social media
- (2) Freedom of speech and expression of social media users
- (3) Rights of minorities involved.
- (4) Erosion of public trust and faith on government.
- (5) Public interest vs. communalism (unintended consequence)

Administrative responsibilities in case

- (1) Regulating social media content and hate speech.

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लिखें।

Specimen Booklet

For Practice Purpose Only

उम्मीदवारों को
इस हार्डिप में
नहीं लिखना
चाहिए।

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UPSC

Candidate must adhere to the word limit specified in the question.
Any page or portion of the page left blank must be clearly struck off.

- (2) Protecting rights of minorities
- (3) Protection freedom of speech and expression (constructive criticism)
- (4) Prevent communal disharmony and communalism
- (5) Timely action and damage control of such incidences.

(2) DIO should respond to this situation as

(1) Upholds public values

- (1) Timely action to damage control and prevent further escalation. (Responsibility)
- (2) Accountability to minorities and engagement with them
- (3) Build public trust by engaging civil society and local press for minority rights
- (4) Objectivity in future social media posts

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(2) Protects institutional credibility →

(1) Provide accurate data based
facts and post impact assessment
before posting

(2) Timely action by turning off
comments and blocking fake accounts
and bots spreading hate.

(3) Adhere to social media guidelines
for hate speech.

(3) Digital communication protocols
to guide officials in handling hate
speech →

(1) Banning certain words and phrases
in the comment sections which
can cause ~~for~~ communalism.

(2) Regular reporting and blocking
of fake accounts, bots

(3) Engage social media intermediaries
to prevent ~~set~~ echochamber

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- (4) Regulation and monitoring of official data and content posted.
- (5) Implementing Supreme Court guidelines on hate speech that speech leading to hatred and violence as hate speech (Kedarnath Singh case).
- (6) Digital media ethics and code for users + warnings, etc.
- Social media is a double edged sword which need to be balanced to uphold people rights as well as ensure e-governance.