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(To be filled by candidate)

Name of Candidate : Muhammed Swalah T.A.Roll No. : MT23RCA PA056

Registration Number : Date of Examination :

Exam Centre : Old Rajinder Nagar ☐Bhopal ☐Online ☐**Test - 8****Code : TC710****RCA Batch 2023****GENERAL INSTRUCTIONS**

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SUBJECT/PAPER
GENERAL STUDIES

Invigilator's Sign. :

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

[To be filled by the EXAMINER]

Evaluator's response

(For filling by Examiners only)

Evaluator Code :

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

Signature

MACRO COMMENTS

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खण्ड-A / Section-A

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

The idea of 'giving it back' is rooted in the concepts of 'Spirit of public service', 'Citizen centricity', 'welfare' etc.. which are the foundational values of civil service.

Relevance of 'giving it back' as a guiding value for civil servants

① Increases the confidence of people about the 'welfare state'

Eg:- PDS

② Civil Servants ~~as~~ for public welfare

Eg:- Smriti Sabharwal as 'people's collector' - Solve public problems with popular involvement

③ Acts as role models

Eg. Parmeshwar Tyer IAS a manually cleaning drainage to show the plight of Safai Karamcharis

④ Increases tax compliance

↳ As people can see the relation between tax collected and welfare.

Challenges

① New Liberalism ~~is~~ focusing on market

↳ Less government focus on welfare.

② Regressive nature of public welfare schemes

↳ Assimilated by rich.

③ Inclusion - exclusion errors.

'Giving it back' or Compassion is essential for intellectual - Emotional Quotience of Civil Servants

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Public service works within the iron cage of:

- Authority — Hierarchies
- Accountability measures.
- Value standardisation — Code of Conduct
- Code of Ethics.
- Accountability mechanism — 360° feedback
- Tribunals.
- Citizen audit.

Influences that impact public servants decision making

① Place — Public servants are influenced by the impact of local values

Eg: Public servants in Saudi should follow gender segregation to promote equality.

② Time

Eg:- ~~Stoic~~ Public servants should adopt to changing times

③ Situations

Eg:- ~~R~~ Stoic police action was a norm during Covid Lockdown.

④ Public service values

↳ eg:- Objectivity, Honesty, Openness, Loyalty, Integrity, Selflessness, Accountability

⑤ Personal biases

Eg:- Language, religion, Caste etc..

Public Service should be Objective, but emotions should be utilised to increase efficiency in decision making,

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Ethics are a set of values which the Society adopts for itself. Integrity involves the value of upholding different values despite contrary pressures.

Ethics

Objectivity, Honesty, Openness,
Loyalty, Integrity, Selflessness,
Accountability
etc..

Upholding these despite contrary pressures is Integrity.

They are interrelated as Integrity ensures the enforceability of ethical values.

Relationship between
Ethics and Integrity



① A person is objective when he exhibits the value at all time.

Eg:- A.P.J. Abdul Kalam declined gifts during his presidency.

② Integrity in administration promotes ethical governance.

Eg:- T.N. Seshan upheld integrity and upheld the independence of Election Commission.

③ Ethics without integrity is superficial.

Eg:- Satyam Scandal.

④ It will ensure citizen centrality

Eg:- Smita Sabharwal as peoples collector.

So, Ethics and integrity are connected with each other as part and whole.

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by the terms 'ethical behavior' and 'emotionally intelligent behavior'? Identify the relevant emotional intelligence components that act as a reliable guide to ethical behavior.

(Answer in 150 words) 10 Marks

Ethical behaviour involves acts that are rooted in a person's Ethical values which are coded Objectively through Society and Constitution.

'Emotionally intelligent behaviour' goes beyond objectivity and ensures that ^{ethical} the decisions are in the best interests of the beneficiary

Eg:- Giving food coupons to people where Aadhar authentication failed.

Relevant E.I guidelines that act as a reliable guide to ethical behaviour

① Compassion- Compassion reduces the degeneration of administration

into iron cage of objectivity

② Empathy - To see feel the plight of citizens for citizen centric governance.

③ Love - ~~for~~ promotes spirit of public service

④ Optimism and Hope - to ensure positive work culture and result oriented administration.

⑤ Tolerance - To listen to differing views points and ideas.

So, A public servant should have intelligence and Emotional quotient to ensure effective administration.

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

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

Both Intelligence and Emotional quotient is required for quality decision making.

Duty is not sufficient

Yes

Only duty
① It will lead to
iron cage of
objectivity

② Alienation of
people from emotions

No

① Emotional decision
making is not
quantifiable.

② Impartial rules
lead to defined
outcomes.

Need Sympathetic feelings or goodwill

Yes

① Ensures unity
and social
good

No

① Sympathy in
a public & career

② Ensures ^{duties} ~~decision~~
leads to positive
outcomes

③ Promotes
social cohesion

may lead to
partisanship and
favouritism.

② Subjectivity will
lead to misuse.

In Although there are
both sides of the argument, we
can say that we should focus on
duty as well as goodwill while
promoting good life.

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

Scientific temper,
innovative mindset and Civic consciousness
as the necessary values of education
is enshrined in our Fundamental
duties (Article 51A) as well as
National Education policy 2020.

Integrity education in Schools

Possible

- ① Teachers as role models
- ② Thorough Curriculum and dialectics

Not possible

- ① Teachers might show different values in class and outside
- ② Subjective knowledge Cannot always lead to concrete actions

- ③ Through Socialisation
- ④ Role models in history.
- ③ Collusive Corruption of highly education individuals show limitations of integrity education in Sc

Despite criticism, we can say that education institutions can imbibe integrity through

- ① Honesty shops - where students can pay without monitoring
- ② Role playing
- ③ Site visits. - Community work
- ④ Stories of Vulnerable populations.

Integrity education at Schools can act as a powerful deterrent against corruption

4.

निम्नलिखित उद्धरणों का अर्थ स्पष्ट कीजिए और उनकी समसामयिक प्रासंगिकता पर चर्चा कीजिए।

Explain the meaning of the following quotations and discuss their contemporary relevance.

- (a) इंद्रियाँ समय-समय पर धोखा देती हैं, और जिन लोगों ने हमें एक बार भी धोखा दिया है, उन पर कभी भी पूरा भरोसा न करना बुद्धिमानी है।

(150 शब्दों में उत्तर दीजिए) 10 अंक

The senses deceive from time to time, and it is prudent never to trust wholly those who have deceived us even once.

(Answer in 150 words) 10 Marks

This quote underscores the limitations of senses as a source of knowledge.

Deception of Senses

- ① Due to prevariance of affective element over cognition

Eg:- Riots ~~into~~ injured by fake narratives.

- ② Personal biases

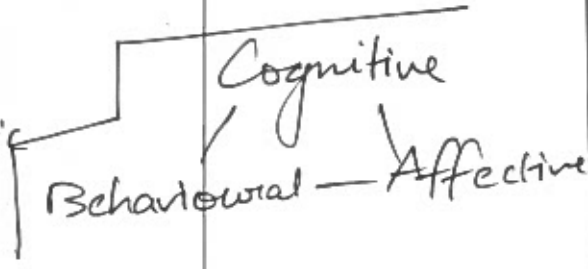
Eg:- Xenophobia.

- ③ Subjectivity of personal perceptions.

Eg:- "Different religions as a manifestation of Universal theism"
- Vivekananda.

Senses cannot be the only source

① It should be substantiated by cognition to ensure authentic knowledge.



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graph TD; Cognition --- Cognitive; Cognition --- Behavioural; Cognition --- Affective
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② Senses gives impressions. Senses with ~~know~~ cognition gives knowledge. We cannot believe those who deceived us once but we can ~~believe~~ believe if our perceptions through senses are substantiated with facts.

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

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

(Answer in 150 words) 10 Marks

This is synonymous with famous quote 'Nazis ruled Germany mostly because of the indifference of liberal Germans, than Nazi ideology'.

Reasons for Indifference

- ① ~~Ris~~ Loss of confidence in System
- ② Prevalence of belief that politics is corrupt inherently
- ③ Lack of opportunities for growth and participation
- ④ Prevalence of Caste, Religion etc.. in public affairs

Outcomes of indifference

- ↳ ① Rise of demagogues
↳ by using affective

elements to divide people

② Perpetuation of corruption.

③ Decline of political capital
among people.

④ Growth of political disillusionment.
Eg:- 51% French are political
atheists.

⑤ Subversion of democracy
Eg:- Fascist Italy.

Political engagement of
good men are needed to ensure
effective administration and
progress

(c) "मनुष्यों ने स्वभाव को थोड़ा भ्रष्ट किया होगा, क्योंकि वे जन्मजात भेड़िये नहीं थे, और वे भेड़िये बन गये हैं।"

(150 शब्दों में उत्तर दीजिए) 10 अंक

"Men must have corrupted nature a little, for they were not born wolves, and they have become wolves."

(Answer in 150 words) 10 Marks

This quote shows about men's growth have corrupted nature for his development just like a wolf predate on his preys, for its growth.

Men's Corruption of nature

- ① Rise in pollution ^{Temperature} - 0.8% above 1750s
- ② 'Human-Centric' nature Conservation.
- ③ Prioritised nature ~~conservation~~ development over nature Conservation
- ④ Changed the face of natural elements for human aesthetics and Convenience.

Eg:- Chipmunk replaced trees in
Uttarakhand

[Man has become wolves]

- ① Human demand beyond nature's Capacity
- ② ~~Growth~~ Scientific development to maximise nature exploitation.
- ③ Forests are kept to sustain human lives.

So, Men have modified nature for his own benefits beyond the limits of its actual capacity like wolves hunt prey.

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

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

(Answer in 150 words) 10 Marks

Civil Servants have dual

interests:

I Professional interests

↳ Career growth

↳ Self interests

Eg: Better placements

↳ Worklife balance.

↳ Stable working hours.

II Service obligations

↳ Uphold public interest

↳ Serve public whenever the need shows up

Eg: Over time

Reconcile career and Service Obligation

Yes

① Both are interrelated

No

① May lead to Conflict of

Eg:- Better work life
balance → Better
Mental health.

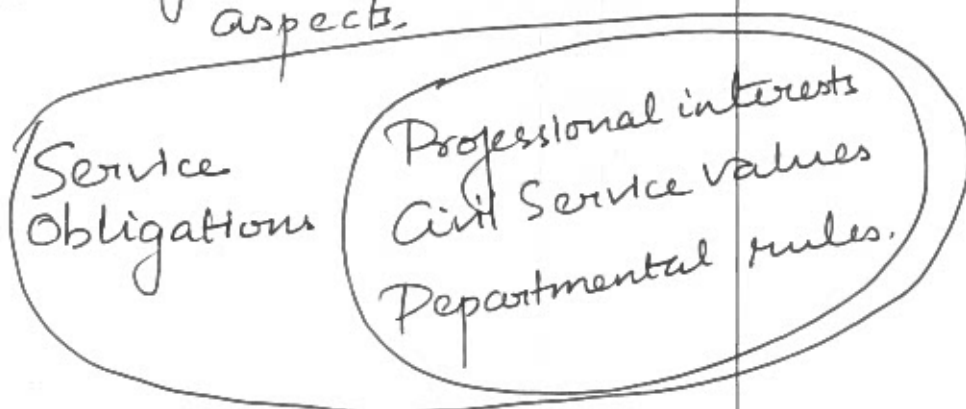
② Service obligations
also contain
professional interests

③ Successful Civil
Servants are
Successful in both
aspects.

interest

② May lead to
Cognitive dissonance.

Eg: Reluctance to
take controversial
decisions.

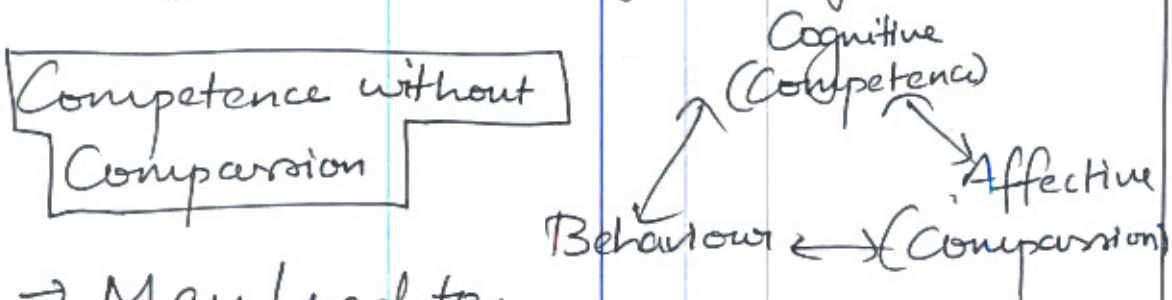


So we can say that
both these values are symbiotic and
can serve one another

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

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

While Competence is a Cognitive aspect, Compassion is an affective aspect and both are important for effective governance.



→ May lead to.

'Iron cage of Objectivity'

→ May lead to alienation of Citizens from administrations.

Eg:- Police action against LWE without surrender policy.

Compassion without Competence

↳ Superficial as it produces

inefficient outcomes.

↳ will lead to 'No action' perpetuating the problems.

Competence and Compassion together

↳ will lead to quality outcomes

↳ deep rooted changes

Ex-

this is illustrated by

our security policy of LWE
areas where Police action is
compensated by the surrender policy

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

(150 शब्दों में उत्तर दीजिए) 10 अंक

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

(Answer in 150 words) 10 Marks

International assistance has different moral grounds based on contexts.

Moral demands for assistance

① Compensation for historical injustices

↳ 'Loss and Damage' fund from developed countries

Eg: Pakistan recently demanded loss and damage demand for floods in 2022

↳ This is justified as developed countries contributed to climate change

② Repatriation of wealth

↳ on moral grounds

Eg: Charity organisations.

↳ Rich has the right to contribute to poor

↳ Justified on moral grounds.

③ Goodwill and Charity

Eg:- Doctors without borders

↳ This is a moral selfless act and cannot be demanded as a matter of right.

④ Colonial War Reparations

↳ Legal Sanctions as this is based on loss caused by a Country on another.

So, External assistance can be made responsible based on the context and justified accordingly

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

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

Civil Service ethics involves both professional and personal values.

Ethical Misconduct

Departmental

- ① Hierarchy
— making it difficult to ensure accountability
- ② Large number of Veto points
- ③ Red tapism

Individual

- ① Self serving nature
- ② Personal biases
- ③ Power without accountability
- ④ Babudom Syndrome.

- | | |
|-------------------|----------------------------|
| ④ Power asymmetry | ⑤ Collusive
Corruption. |
| ⑤ Time consuming | ⑥ Lack of values. |

So, It is a product of both
departmental and individual
issue.

खण्ड-B / Section-B

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

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

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

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

This is a case of conflict between traditions and modern Science.



a) Ethical issues involved

- ① Superstitions inhibiting development
- ② Traditions causing backwardness in other spheres.
- ③ Role of faith leaders in service delivery
- ④ Lack of Scientific temper in common people.

b) Faith leaders as persuaders & influencers

Advantages

- ① More ground connect

Disadvantages

- ① Against the value of Scientific temper.

↳ Better moral persuasion

↳ Constitution promotes Scientific temper and humanism

② Reinforce Social Conformity

② Against Secular ether

③ Reduces trust deficit

③ Reinforces the voice of traditional institutions

④ Better stakeholder participation
↳ Bottom up approach

④ No guarantee for results

⑥ Other options

① 'Nudge' to follow the guidelines
Positives

Negatives

① Ensures compliance

① Limited effort against deep rooted beliefs

② Behavioural Change

② Mandate guidelines through law enforcement.

Positives

- ① Compliance
- ② Quick results

Negatives

- ① No deep rooted behavioural change.
- ② It can alienate people from State
- ③ Coercive approach.

② Promotion of govt Schemes through faith leaders

Pros

- ① They can influence people affectively and enforce change.
- ② Alleviate 'cultural anxieties' associated with the proposed scheme.
- ③ More effective

Cons

- ① No Cognitive change.
- ② Against the values of Scientific temper, humanism, Objectivity and
- ③ Influence of faith leaders in administration is against the Secular Ethos of our Constitution

to reduce
Superstitions associated
with faith
- Faith leaders
have better authority
over faith matters

④ Can be gender
biased as faith
leaders are
mostly men.

It is not wrong to involve
faith leaders in promoting government
Schemes as faith leaders are an
equal stakeholder with power to persuade
people in our country. But such an
influence should be minimal &
issue based

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

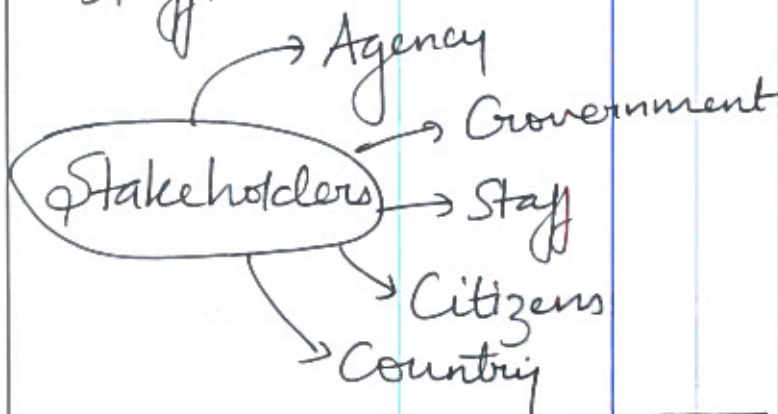
The work stress gradually started showing up among the staff, they became irritable with the complainants, and at times they shouted at them. Besides rudeness, the staff's language became abusive, derogatory, and sometimes casteist. You could notice that there were 4 of them in particular who were getting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

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

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

(Answer in 250 words) 20 Marks

The issue involves bad work culture reflecting in the morale of staff.



a) Ethical issues involved

- ① Casteism at workplace. Service delivery
↳ Casteist slurs.
- ② Abusive work environment.
- ③ Lack of respect for the public
- ④ Bad work environment.
↳ Underpaid and overworked.
- ⑤ Violation of spirit of public welfare

b) Actions available to me.

- ① No action against the staff.

Pros

- Empathise with the Staff
- Harmony with the Staff.

Cons

- Proliferation of offensive behaviour
- Against popular interest

② Dismiss the offensive offenders

Pros

- ① Uphold public interest
- ② Deterrent effect

Cons

- Drastic measures
- Does not ~~ever~~ solve the problem of bad work culture.

③ Inquiries and Suspension

Pros

- ① Deterrent effect
- ② Uphold public interest

Cons

- ① The bad work culture still perpetuates the same issues.
- ② Issues with management due to understaffing.

④ Appoint Appointment of Ad Hoc Staff

Pros

- ① Reduce work pressure
- ② Reduction in offensive behaviour

Cons

- ① Additional financial liabilities

③ My action would be a combination of second and third options.

* ① Proper inquiries and suspension or other forms of punishments if found guilty

② Appointment of Ad Hoc Staff to reduce work pressure.

④ Dignity is the respect for a person or a thing or an institution ~~as a~~ which is not conditional upon their actions or performances.

<u>Human dignity</u>	<u>Social dignity</u>
→ Upholds human liberty and freedom	→ Compliance with social values and beliefs.
→ Individual	→ Collective.

→ Negative liberty

→ Positive liberty

→ ~~Does not involve~~

→ Intrinsic

→ Externally enforced

Common dignity violations in Govt departments

① Coercive Corruption

↳ At lower level offices.

② Denial of Service

↳ Affecting vulnerable population

③ Growth of Self perpetuating nature

④ Government Staff as masters and
Citizens as mendicants

⑤ Babudom syndrome ↳ due to Colonial legacy

Indian Constitution
promised dignity as a Fundamental
Right under Article 21

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

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

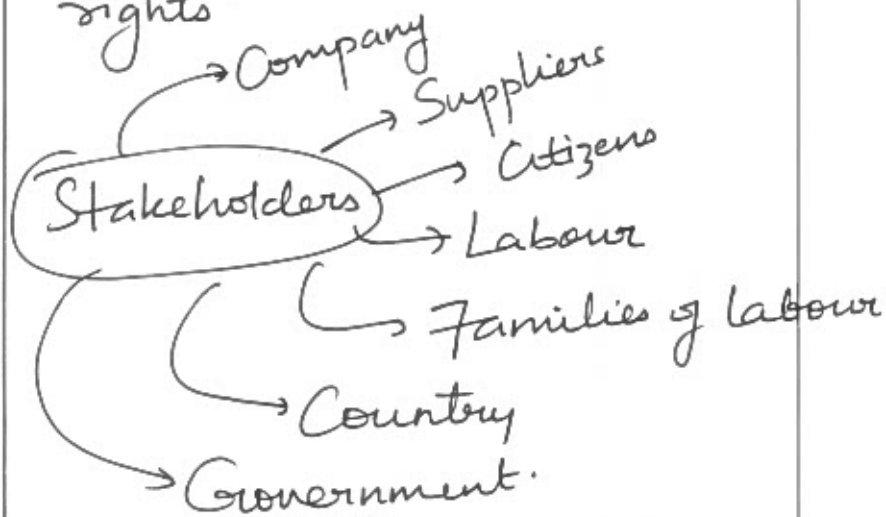
- (a) उपरोक्त मामले में कौन से नैतिक मुद्दे शामिल हैं? (50 शब्दों में) 5 अंक
- (b) नुकसान का भुगतान करने पर कंपनी की स्थिति का नैतिक रूप से विश्लेषण कीजिए और बताइए कि क्यों-क्यों नहीं कंपनी को नुकसान के लिए उत्तरदायी होना चाहिए। (120 शब्द) 10 अंक
- (c) नैतिक उत्तरदायित्व शब्द से आप क्या समझते हैं? आप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

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

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

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

This is a case of ~~lack of~~ public Corporate interests versus Labour rights.



(a) Ethical issues involved

- ① Crony Capitalism
- ② Lack of Social Consciousness in Corporate governance
- ③ Workers safety and rights
- ④ Poor Stakeholder involvement in Corporate growth.
- ⑤ Lack of ethical governance in businesses.

(b) Company should be liable for damages

- | <u>Yes</u> | <u>No</u> |
|----------------------|-------------------------|
| ① Direct beneficiary | ① Suppliers discretion. |

of labours products.

② Conscious denial of inspection to maximise production

③ Against Ethics in governance.

④ Coerced suppliers to produce more by giving bulk orders beyond their means

① Company was the buyer and have no role in production

③ Company not involved in violation

↳ Rare incident

④ Penalising for a crime not conducted ~~to~~ on the Company's knowledge.

~~Comp~~ Although Company's ~~cannot~~ position on liability should be decided legally, Company has a moral responsibility to pay compensation.

③ Moral responsibility means the personal obligation to perform or

deter ~~center~~ from certain actions where
locus is rooted in ones values and
beliefs.

A person or an entity becomes morally
responsible ~~committed~~ to certain actions committed
or omitted when

① When it is morally sanctioned by their
values

Eg:- A Compassionate person has morally
responsible to feed the poor.

② Due to call of Conscience

↳ Conscience is rooted in ones
moral predispositions

③ To ^{Eg:-} prevent Cognitive dissonance
↳ When one acts against
their moral values.

④ When persuaded by religions, culture,
traditions etc..

↳ which acts as a source
of morality

Eg:- Cowing for pilgrimage.

⑤ ~~Due to actions of~~ To ensure Social
Conformity

↳ To uphold social morality

Eg:- Child marriage against social values.

A Morality is a very subjective term. But it also influences Ethics as morality is influenced by the prevailing social beliefs and norms.

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

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

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

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

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

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

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

(Answer in 250 words) 20 Marks

This is a case of conflict between personal interests and professional ethics

Me as Civil Servant

Stakeholders

- Ajay
- Minister
- State
- Families

① Ethical Issues

- ① Collusive Corruption.
- ② Partisanship in public administration.
- ③ Politico-bureaucratic nexus.
- ④ Lack of neutrality

Ethical dilemmas

- ① Personal interest vs Professional ethics.

- ② Personal anity vs Objective decision making.
 ③ Interest of his family vs Public interests

⑥ Options available

① No action against Ajay

Pros

① Protect his reputation

② Safeguard friendship

Cons

① Against public interest

② Against Objective decision making.

③ Raid Ajays house

Pros

~~① Affects personal relationship~~

① Upholds public interest

② Sense of duty,

③ Objectivity, non partisanship

③ Further inquiry before taking drastic measures

Cons

① Ruins personal relations.

② Traumatise Ajay and family.

Pros

① More data to confirm his involvement

Cons

① Ruins the relation.

② Upholds public interest

② Political backlash

③ More data to substantiate action.

③ I will choose the third option.

① More inquiry and investigation

② If more data indict Ajay

③ Raid and further action.

④ My moral motivation is a combination of Care, duty and Consequences

Care

① Raid without confirmation will ruin his reputation

② Indictment of Ajay will be good in long term as he can be convicted later too.

Duty

① Uphold public interest by uncovering Collusive Corruption.

② Objectivity in administration.

Consequences.

① More data will reduce ~~to~~ the loopholes for political back lash

② It will act as a deterrent effect for further corruption.

As Benjamin Franklin famously said, It takes 20 years to build reputation and 5 minutes to ruin it. So, I should be careful while taking actions.

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

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

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

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

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

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

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

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

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

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

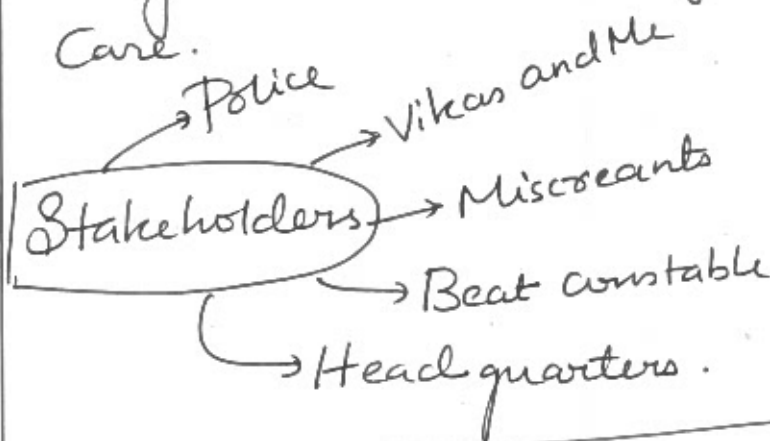
By late evening the station team had rounded up a few miscreants, but some were still missing. The rounded-up miscreants were kept in custody for the night and were to be presented in court the following day. That night you and Vikas noticed that a few senior policemen were seriously beating up the miscreants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

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

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

(Answer in 250 words) 20 Marks

There is a conflict of consciousness against the interest of the group in this case.



① Ethical issues involved

- Institutional abuse.
- Extrajudicial violence.

- ③ Lack of ethical policing
- ④ Violation of right against Custodial violence
- ⑤ Police Colonial mindset of policing.
- ⑥ People oriented and Law abiding police officer should
 - ① Collect more data to substantiate the case against the miscreants
 - ② Increase the search for the missing miscreants
 - ③ Present the culprits before magistrate. within 24 hours
 - ④ Prevent affective element ~~over~~ from overpowering Cognitive element of rule against Custodial violence.

Reason

- ① To uphold Citizen centrality
- ② Police as ~~workers~~ for public Safety and not public abuse.

- ③ Miscreants are not the culprits until proven in a court.
- ④ If ~~the~~ police works with violence, Violence will be ingrained in Society.
- ⑤ Loyalty to department, impartiality, non partisanship and service values are all equally important as one serves the other.

I Loyalty to department

↳ Which involves loyalty to department values of objectivity

↳ Also involves upholding the departmental reputation

II Impartiality

↳ Involves value of free judgement and objectivity - without working based on evidences and without judgements

~~III~~ ↳ Allegiance to ~~Constituta~~ Citizen Centric policing.

III Non partisanship

↳ Synonymous with Impartiality

↳ Cannot be practised without
Objective decision making.

IV Service values

↳ Such as Objectivity, Honesty,
Openness, Loyalty, Integrity, Selflessness
and Accountability

↳ Which are also needed for
Loyalty to department.

So, All these values are
Equally important as one cannot
work without the other

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

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

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

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

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

(250 शब्दों में उत्तर दीजिए) 20 अंक

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

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

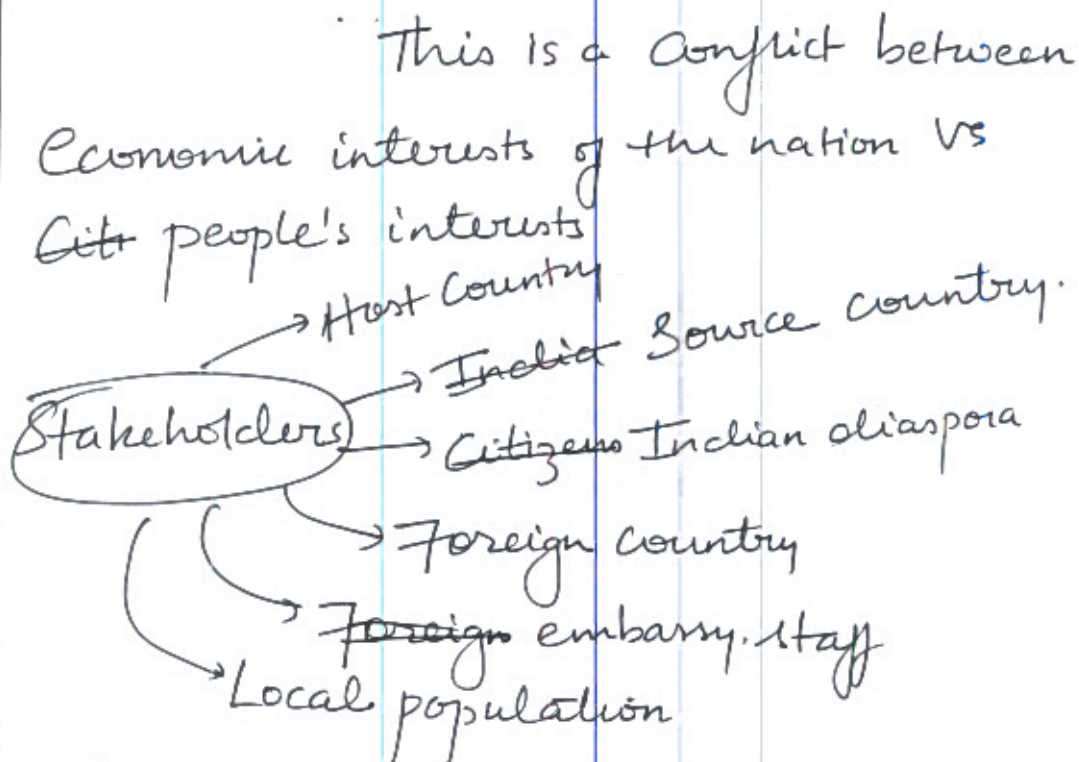
A few months into the construction, the locals started complaining about noise, and slowly a campaign began against the construction of a religious structure. The local city councilors joined in and raised the issue of how Indian immigrants having their own cultural space will lead to a similar demand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

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

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

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

(Answer in 250 words) 20 Marks



① Ethical issues involved

- ① Racism and Xenophobia.
- ② Economic interests & replacing
Citizen interests
- ③ Lack of Right to freedom of
Religion and Culture.

④ Bureaucratic apathy.

⑤ Lack of civic rights in host country.

⑥ Ambassador's position of prioritising Economy over diaspora's interests

Right

① Diaspora are not Indian citizens of source country

② Upholding their right will alienate the interests of original citizens.

③ Ambassadors involvement may alienate the diaspora from the local populace
↳ feeling of othering and marginalisation.

Not right

① Against the engagement of diaspora with the interests of source country

② Affects soft-power

③ Creates animosity among diaspora against source country

④ Xenophobia against diaspora's culture

⑤ worsened
bilateral relations
is in no ones
interests

is indirectly
attacking the
interests of host
source country

Ambassador should
engaged with the government on
a moral grounds without affecting
the bilateral interests

③ Care, Consequentialism and duty
are important in foreign policy
based on Contexts

I Care

① To protect and ensure the
Safety of Citizens in Global Conflicts
Eg: Mission Vande Bharat.

② To ensure consular rights for
^{Citizens}
~~Indians~~ facing persecution

II Consequentialism

① While pursuing national interests

Eg:- India's abstained from UN
Resolutions on Russia.

② To protect indigenous growth and
development

Eg:- India didn't sign Global
Methane pledge.

III Duty

① To take stand on moral conflicts

Eg:- India's position on Palestine

② To uphold Human rights

Eg:- India's position on Rohingya exodus.

Foreign policy is lead by
Global values which is a combination
of all the three aspects

Space for Rough Work

Candidates must not
write on this margin

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write on this margin

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