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NEXT IAS

Ethics Enhancer Test 2024

(To be filled by candidate)

TEST CODE : EE2401 **Test No. : 01**

Name of Candidate: ANUPAM YADAV Mobile No. .....

Roll No. : GSMACT24A1279 Start Time 07:00 End Time 10:00

Date of Examination: 02/09/2024 Medium : English [Y] 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

1. 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.
2. Candidates must mention all relevant details like Name, Email, Roll No, Mobile, etc. in the space allocated.
3. Candidate is expected to attempt all 12 questions within the given timeline.
4. Answers must be written in the medium authorized at the time of admission.
5. 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.
6. Please write neatly. Avoid illegible writing.
7. Do not write/mark irrelevant matters in the QCAB.

सामान्य निर्देश

1. 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।
2. अभ्यर्थियों को सभी प्रासंगिक विवरण जैसे नाम, ईमेल, रोल नंबर, मोबाइल नंबर आदि का आवंटित स्थान पर उल्लेख करना होगा ।
3. अभ्यर्थियों से अपेक्षा की जाती है कि वह आवंटित समय-सीमा के भीतर ही सभी 12 प्रश्नों के उत्तर-लेखन का प्रयास करें।
4. प्रत्येक उत्तर, प्रवेश के समय चुनी गयी भाषा के माध्यम में ही लिखे जाने चाहिए।
5. 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।
6. कृपया साफ-सुथरा लिखें। अपठनीय लेखन से बचें।
7. QCAB में अप्रासंगिक तथ्यों को न लिखें / न ही चिह्नित करें।

REMARKS: .....

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Student Concerns / Query	Evaluator's Feedback / Response
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MARKING SCHEME *

Marks Per Ques	Below Average	Average	Above Average
10 Marks	Below 3.00	3.00 - 3.75	4.00 and above
15 Marks	Below 4.50	4.50 - 5.75	6.00 and above

* Subject to change without prior notice.

IMPORTANT QR CODES

Topper's Copy	Common mistake and Correct Filled QCAB
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MACRO COMMENTS

The Purpose of evaluation@nextias.com is to provide constructive suggestions on 'How to improve Answer Writing and thereby score better marks.

STRENGTHS OF THE CANDIDATE

AREAS OF IMPROVEMENT

IMPROVEMENT SUGGESTIONS

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1(a)

Public Service Values are the moral Standards that are expected to be imbibed in the public administrators and conduct of public servants. Integrity, Honesty, Transparency, Selflessness, Spirit of service Compassion etc are important public service values.

Public service values when put into practice leads to formation of Public administration ethics which put the service and needs of citizens first and is based on the values of humility, dedication to service and justice and inclusion.

Public service values $\xrightarrow{\text{Leads to}}$ Ethical public Administration

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Only write question number in this margin

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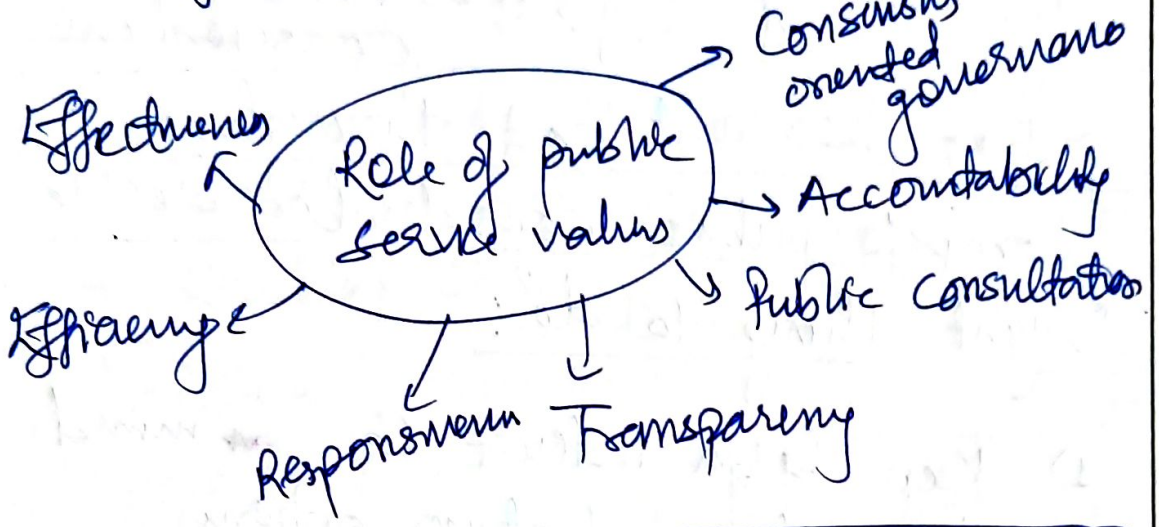
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Candidate must adhere to the word limit specified in the question.
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No, public service values are not mere eloquent Statements, they are at core of ethical public administration



Public Service values ⟹ (leads to) Good Governance

However when officers are not following Rule of Law, marred in corruption, there is culture of secrecy and lack of accountability, then public service values become mere eloquent Statement

There is need to follow citizen charter, RTI etc in letter in spirit for ethical public administration.

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1(b)

Ethics is knowing the difference between what is your right to do and right thing to do.

In following way, a ~~concerto~~ conscientious public servant sort through compete public consideration decide "right thing to do":

1) Keep larger interest in mind while choose between options

Eg national interest > personal comfort

2) Keep constitutional morality in consideration

Eg Implementing prohibition of child marriage act over social practice of child marriage

3) Take guidance from moral thinker principles

Eg: Kantian deontology, Rawl's social justice

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4) following Gandhi's talisman in case of doubt

putting one's values into practice while serving public

1) Taking concerted efforts to realise one's duties

Eg: Reaching office on time (Punctuality) listening people's grievances patiently and taking steps to solve them (Compassion).

2) Ensuring transparency and accountability in office

Eg following Citizen Charter and replying RTI on time

Values put into practice → Virtue development

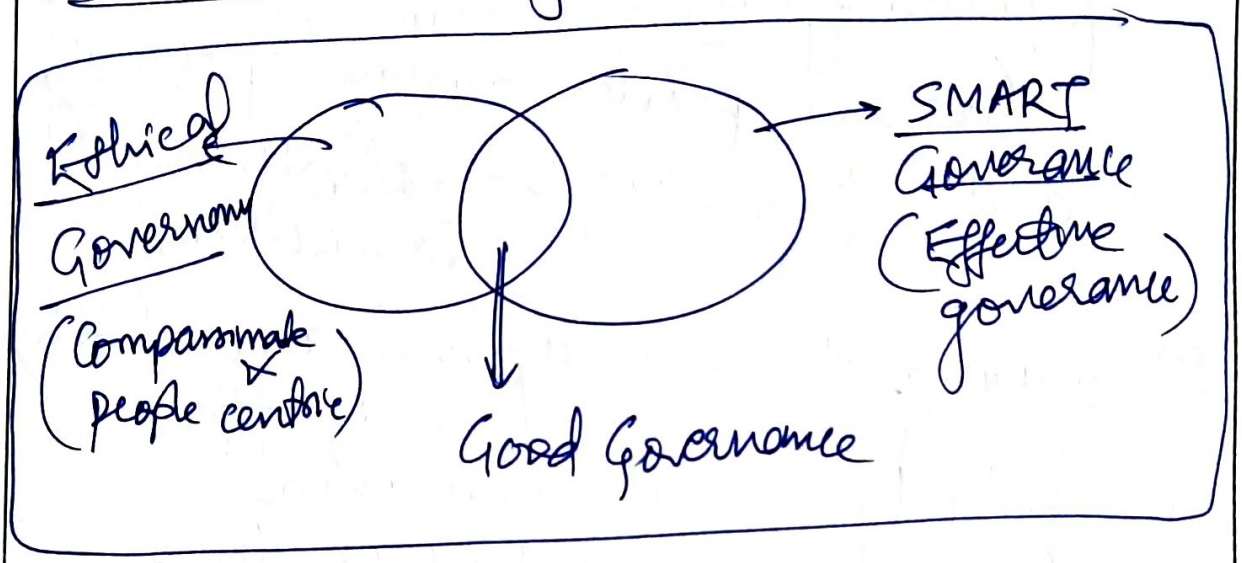
Virtue becomes part of character and person keep duties always paramount.

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2(a)

Good governance in public administration is consensus oriented governance which aims to fulfil public needs ensuring effectiveness and efficiency along with maintaining transparency and accountability



Good governance in corporations on the other hand keeps the interest of all stakeholders in mind and not only that of shareholders interest. It ~~any~~ public the values of corporate responsibility

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towards society and environment as well

The core difference lies in the fact that ~~former~~ good governance in public administration is more society oriented where as it in carporate, it is more economy oriented

Principles of good governance in carporate settings

1) Seperation of owners and management:
This will keep minority shareholders interest in mind Eg. HDFC Bank

2) Environmental Stewardship & ESG norms :-
Carporates should do their part for social and environmental dues.

3) Compassmate approach towards employees in work culture and social security benefits.

Along with this, customer centricity and value for money should be kept in mind

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2(b) The procurement orders by government departments include huge financial aspect involved, which demands utmost care in ensuring & exhibiting good governance principles.

Ethical lapses in procurements

- Bribery
- Collusive corruption
- Nepotism & favouritism
- Delay in procurement etc

Ethical principles to maintain integrity of procurement process

1) Timely invitation of bids - so that sufficient time for all vendors to respond
2) Transparent decision making

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3) Clearly specifying the good & service standards need to be met

4) Mandatorily signing integrity pacts

5) The officer on decision making should not have conflict of interest

6) Maintenance and servicing cost to be already negotiated with contract award. (if required)

7) Use of e-technology

GeM portal have revolutionised the procurement process in the government departments. It has ushered a new era of transparency along with benefitting MSMEs.

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(39)

Administrative decisions are most important task a civil servant has to do. While taking decisions the values of organisation, goals and stakeholders interest must be kept in mind.

How to balance Stakeholder's interests

1) wide stakeholder's consultation in accordance with discourse ethics
2) Avoiding conflict of interests
3) Timely decision

Eg: Consulting farmers before agricultural policy making

How to balance official obligations

1) following code of conduct and code of ethics in letter & spirit.

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2) Having accountability mechanism
3) Performance appraisal
4) Continuous monitoring

Balancing regime values

1) Following rule of law
2) Following constitutional morality
3) Following code of ethics
4) Ethical guidance (seeking from experts seniors).

Which should be given more moral weight?

1) A harmonious balance of all three is needed
2) However in case of conflict constitutional spirit, rule of law and organisation goal in respective order can show the way

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3(b)

One of crucial ~~task~~ of today's governance is to promote social welfare, ensuring health and social-based interventions.

Role of emotional skills in success of government programmes

(1) An self-aware civil servant know his own strengths and weakness. He/She could leverage on's strengths to ensure proper public delivery.

Eg: An IAS officer in Bihar sitting with kids having Mid-day meal who were denied having food cooked by Dalit cook

(2) Empathy fosters trust among public

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Eg: In Chhattisgarh, only emphathetic officers are able to work among poored section, who are motivated to serve by understanding their plight

(3) Emotional Skills enable to persuade crowd & hand crisis delicately

Eg Mob control job by an IPS officer

Anganwadi workers and AASHA workers must have empathy to deliver government interventions successfully

Thus, I agree that emotional skills of self-awareness and empathy are essential for successful implementation of government programmes

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(49)

Moral attitudes refers to attitudes towards moral values, rules and ethical systems

Eg: Inclination to promote fairness is a positive moral attitude

Political attitude relates with likes and dislike with political system, political ideology, political agents etc

Eg: Belief in constitutionalism

Role of political attitude

(1) If a civil servant have values of impartiality & non-partisanship, he/she shall not work without any ill-will & favour and work of all citizens

Eg: In beneficiary identification not discriminating based on political ideology

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(2) If have Value of political neutrality will give frank advice to political executive without any fear
This is also display of moral & intellectual integrity

Role of Moral ~~Attitude~~

(1) If positive moral attitude, officer will reward ethical behaviour in office & workplace
Eg: Applaud to discipline among office workers

(2) Taking strict action against illegal acts
Eg: No yielding to political influence demanding ~~wrong~~ wrong things

Right political and moral attitude will ensure a civil servant work in the spirit of what socalese called an Ideal Man

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Q4b

In my opinion, morality of an action is tested on following grounds:

1) Motive of action
2) Outcome of action
3) Legality of Action
4) Presence of free will.

If action is done without free will it will be non-moral action

Eg: forcing someone to do an act by putting gun on head, what ever person does out of force, shall not be in the purview of morality.

Legality of Action is decided based on law and doesn't consider outcomes

Eg: Bhagat Singh act of bombing was wrong as per law

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Motive of an action is most important ingredient to determine morality.

Eg: Intentional murder has higher punishment than unintentional murder

Outcome of Action is based on consequential principles to judge morality of an action.

Eg: Breaking traffic signal to take an emergency patient to hospital.

However, deontological scholars believe right should be done right way.

Thus, motive plays important role, but other factors are also kept in mind to decide morality of an action.

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(Q9)

Jain Thirthankara's enunciated vow-based moral philosophy, which is akin to absolutist ethics and Kantian Deontology

Eg: Killing is wrong in all situation, utmost adherence to Ahimsa etc

Contemporary relevance

1) In sports rule must be rule

Eg. Vinesh phogat disqualification (other wise where to draw the line).

2) Some crimes are so aghastly there should be no exemption.

Eg: Child sexual abuse

3) Eligibility criteria must be fixed based on rules to avoid arbitrariness.

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4) Principles like UNCLOS, if followed in letter & spirit and accepted by all will reduce international conflicts.

5) Utmost care to human dignity will promote human rights, solve refugee etc issues.

6) Rule of law can be ensured.

However certain exemptions are needed based on case to case basis to promote compassion ate approach & ensure following law does not defeat the law

Eg: Killing is wrong, but nations must have right to self-defense

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(5b) Economic sanctions are most widely used tool to punish errant nations

Eg: Recent wave of sanctions on Iran, Russia, North Korea etc

Dilemmas

1) It must come from competent authority like United Nation

Eg: India refuse to follow unilateral sanctions

2) Negative impact on innocent citizens who might not support the nations policy, rather may be opposing only.

Eg: Many Russians condemn Russian aggression but face brunt of sanctions

3) Sanction really doesn't have

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deterrent effect ✗ harm imposer itself

Eg: Gas crisis in Europe ✗ Inflation in E.U.

Balancing the concerns

1) Targetted sanctions
   Eg: targetting decision makers
2) Multilateral sanction
   Eg UN led, rather one nation led
3) Group monitoring & enforcement of sanction for intended effect and compelling political change
4) Basis of sanctions must be ethical
   Eg Sanction against apartheid
5) Maintaining political dialouge

Sanctions are double edge sword, hence should be wisely used

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Ans

The quote in essence convey that human desires and aspirations led to actions, which will have its consequences.

Positive thought & positive desire → Action → Good outcomes

Negative thought & Desire → Action → Bad outcomes

Relevance in present times

1) If we focus on war against poverty and inequality, we will make just society.

2) Instead of polluting we can protect environment

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3) Cooperation and Trade will promote prosperous world where as war take lifes & property.

Eg: France-UK or France-Germany were arch-nemesis in past, today, trade built peace

4) Heated sports relations, love fosters meaningfulness in life.

Thus, we should appeal to right, moral and compassionate side of our mind for meaningful peaceful and joys life, society, community and nation

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6(b)

Kant in his categorical imperative says if it is worthy of being universal law then such action is ethical, however, it should also protect other's liberties.

In Geeta ethics is defined as behaving other in the same way, you want others to behave with you.

Relevance in present context

1) It will build harmonious international world order
Eg No war, promotion of peace and cooperation

2) It will ensure good will in community and promote

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Social Capital

Eg: Women safety can be ensured by following this maxim

3) Contentment in life

Eg: There will be no unlimited greed

As said, love breeds love and hate breeds hate. If we follow this Kantian principle of categorical imperative and adopt values of love cooperation, compassion, we will build a just moral social order

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(60)

Jainism principle of Anekantvad (Syadvad) is based on multiplicity of truths. Thus, promotes tolerance. The statement adheres to this value of jainism

Relevance in present time

1) Respect for other's choices
Eg: food choices

2) Respect for diversity
Eg: No language based violence

3) Respect for cultures
Eg: Mutual social harmony
(Lack of this leading to volatile situation in west)

4) Promote mutual- coexistance among nations (Panchsheel)

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6) Everyone have own way for salvation No Imposition of one's views over other

Ex: Communal Harmony

However, there should be some limit for tolerance Certain abhorant acts shall not be allowed on the name of mutual toleration

Ex Communalism, Apartheid, Racism, Regressive cultural practices (such as Sati) etc

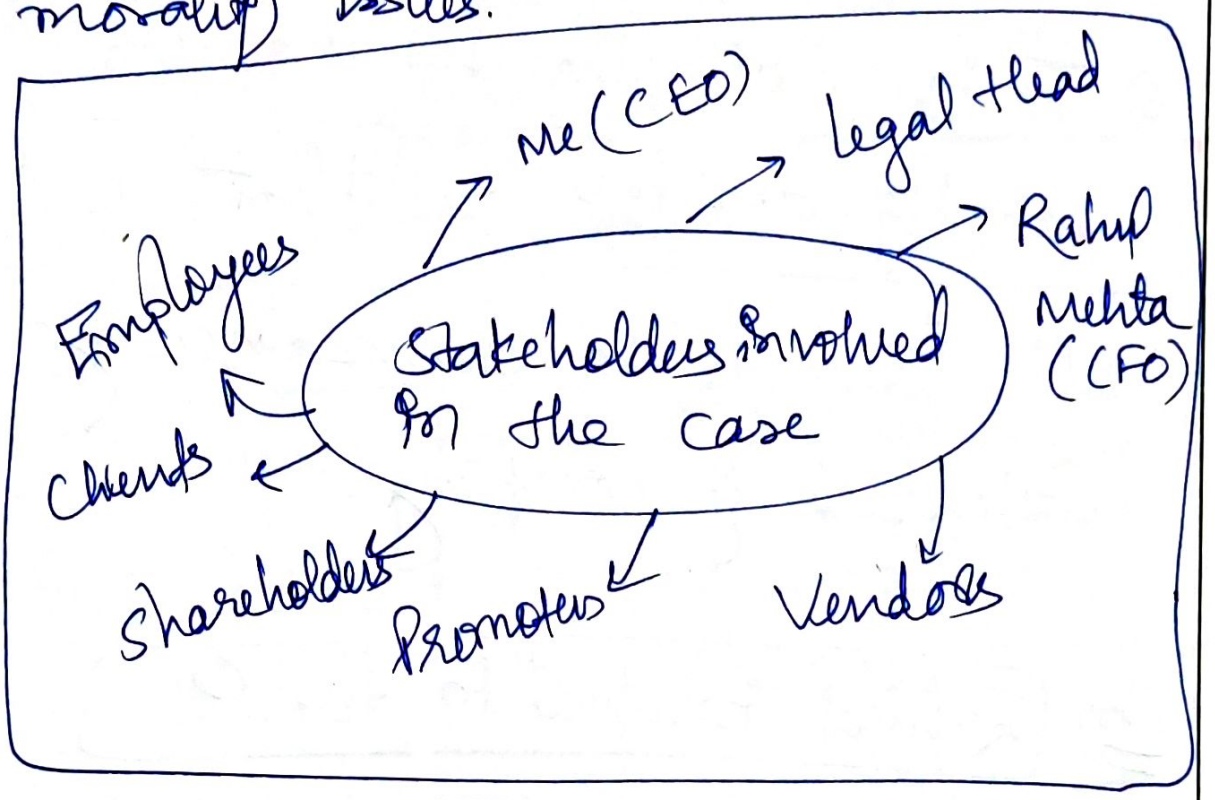
Thus, till no fundamental issue of moral divergence & delinquency is involved this maxim is golden rule of mutual coexistence

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7

This case depicts the poor corporate governance and non-adherance to business ethics (commerce without morality) issues.



(a) Decision options available

1) To ask Mr. Rahul Mehta to resign and order enquiry against him

This will enable to transparent investigation.

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2) FIR against Mr. Rahul Mehta as he is involved in criminal ~~corr~~ corruption.

3) To inform all the issues to the board of directors so that all issue is in cognizance of Stakeholders of company

(b) Ethical involved in the case

1) Financial fraud - that too by top tier official

2) Loss of trust of investors

3) Favoritism - Giving contract to connected vendors at inflated

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profes.

4) Conflict of interest - Invested in vendors

2) Against bussiness ethics

6) Tarnish image of country's capital market

(c) Chosen course of Action

1) I will put all the reports with evidences in front of board of directors of company and keep them in confidence. This will keep promoters informed about issue

2) I will ask Mr. Rahul Mehta to resign and face independent probe with respect to financial

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Statement, procurement and award of contracts, conflict of interest, insider trading etc

This will result impartial and comprehensive investigation.

3) I will file FIR against Mr. Mehta if found guilty in ~~forest~~ internal investigation.

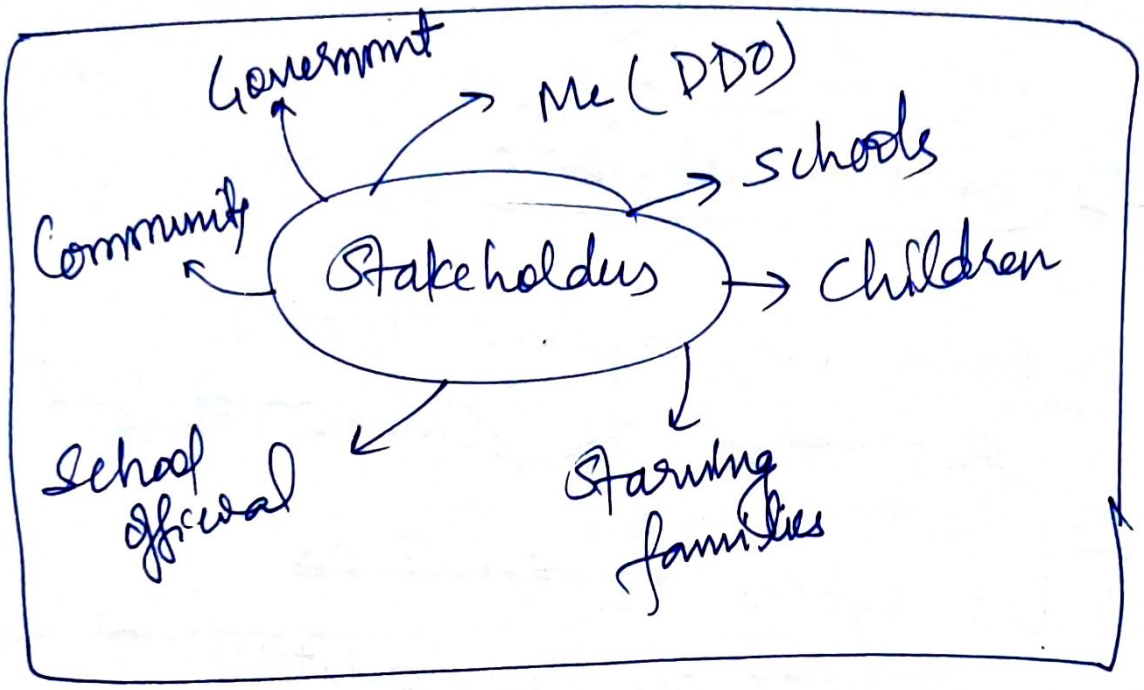
4) Proper communication with shareholders throughout process

5) Post ~~poc~~ probe take adequate measures to reform accounting and financial reporting & procurement procedures.

By doing this I will not only straight the record and bring justice but also prevent similar future malpractices.

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8. This case displays the dilemma between ethics and law.



(a) Ethical issues involved in case

1) Diversion of grain meant for MDM (corruption)
2) Compassion vs Law
3) Lack of drough relief measures leading to starvation (Governance apathy or incapacity or defect)

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4) Personal value of officer vs Duty of officer

(b) Options available

1) Order FIR against those responsible for diversion of food

2) Let system continue as continuing on humanitarian ground

3) Stop existing diversion and arrange alternate drought relief mechanism

4) Investigation of implementation of NFSA and PDS.

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(c) Chosen course of Action

1) I will prepare detailed report of situation and send to higher officials (It will keep seniors in confidence)

2) I will ask to immediately stop diversion of food grain and estimate overall past diversion. (To make estimate of loss).

3) Immediate arrangement of drought relief and NDMA Act. (To provide relief to community).

4) Investing the efficacy of NFSA and plug the loopholes

5) Investigating lapses why despite death due to starvation, no drought relief. (To correct the institutional mechanism).

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b) file FIR against officials responsible for food diversion. But also relate to CM and Governor for granting pardon, on humanitarian ground. (This will resolve moral conundrum of law vs ethics).

(d) Best ethical theory

Consequentialism and Utilitarianism of Jeremy Bentham will suit in this case to adopt humanitarian and compassionate approach to deal with situation.

This will enable the non-criminalisation of act that was taken out of desperate attempt to save lives

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9

This case presents case of unethical bussiness practics & lack of uninformed consent

Stakeholders

- Me (SP of district)
- villagers
- Bank
- Government
- Agents of Banks

(a) **Ethical issues involved**

1) Lack of informed consent
2) Absence of financial literacy
3) Unethical bussiness practices by Bank agents
4) Not proper awareness campaign about government's social security schemes.

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5) Following law in letter vs following letter in spirit

(b) Options available

1) To persuade villages that insurance scheme is for their benefit

2) Order ~~power~~ banks to take either informed ~~on~~ consent or stop premium deductions

3) FIR against bank agents under sec 420 of IPC (equivalent BNS section) as there is breach of trust involve

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(C) Course of action

1) Firstly, I will prepare detailed case report and ask bank manager for stopping any further premium deduction.

2) Keep all the facts infront of villages and explain reasons for deduction of money

3) Ask them if they want insurance they can go and register, otherwise, no further deductions.

4) Requesting bank to take disciplinary action against agents.

5) Report to State government to consider amendment to scheme to ensure faulty implementation.

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By these action I will try to balance the grievance of villages and bring justice to adventurous agents and reform existing system

(d) Way of promoting bima yojna

1) I will suggest a detailed audio-visual seminar for educating villages
2) Case studies of successful claims and how it helped people from ~~from villages to fall~~ falling into poverty.
3) Inform consent while enrolling
4) Regular financial literacy exposure
5) Integrate financial literacy to syllabus keeping next generations mind

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10

This case calls for fortitude to face the difficult situation head on.

Stakeholders

- → Me (Junior engineer)
- → Residents
- → Tanker operators & cartel
- → SP
- → Politicians

(a) Options available

1) File FIR and proceed with case
2) Leave the situation on its own course
3) Instigate public to protest and then take up the case
4) Leak the report to media
5) Send report to higher authorities

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b) Chosen course of Action

1) I will gather proper evidence of the case
2) I will inform SP that I will proceed with case on my own.
3) I will send a copy of report to seniors
4) I will keep community in confidence.
5) ~~Persuade the Police Attacking~~ government policy like tap water to all to solve problem in long run.
6) If there is political pressure I will follow rule of law in every case

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Candidates must not write on this margin.

(c) **Ethical issues involved**

1) Cartelisation & profiteering out of people's helplessness.
2) Collusive corruption (Cartels & politicians)
3) Duty vs Personal consequences (SP's dilemma)
4) Violation of human rights
5) Non-implementation of government schemes on ground

(d) **Measures for handling Cartel**

1) Strong law against cartelisation
2) Active vigilence by competition commission of India
3) Business code of ethics

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4) People awareness

5) Promoting competition

6) Invoking ~~Essential~~ Commodities ~~Act~~

Cartelisation is systematic issue and need proactive effort along with political will to deal with the issue

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11)

This case shows classic case of diffused responsibility and also Greatlows work culture

Stakeholders

- Aqua Tech
- Police
- Military
- Defense Ministry officials
- Staff of company
- Team leader
- Operating engineering
- Software Development Team

(a) **Who is responsible for fatality?**

The careful perusal of case suggest, there is diffused responsibility and in part many Stakeholders should be held accountable for that.

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Team leading - this instance lead to over-work, thus employees were not fully rested. Plus under ~~pres~~ pressure to meet deadline. Resulting not able to detect bug by software team and ~~m~~ mix instruction by operating engineer.

Operating engineer → some human operating error is also there due to giving contradicting & mix commands.

Software development Team - failed to visualise all scenarios & algorithm for robot to make optimum decision. Thus,

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in part also responsible.

Work culture - overall work culture of company is also responsible for pressurizing all stakeholders. Also, there is lack of proper safety mechanism.

Thus, rather than one person, all has to bear little bit of accountability/responsibility and take steps to avoid further tragedies.

(b) Ethical issues arising while using AI

1) In case of malfunction, locating responsibility
   - Software developer
   - User

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- Cloud server
- Ethics committee etc

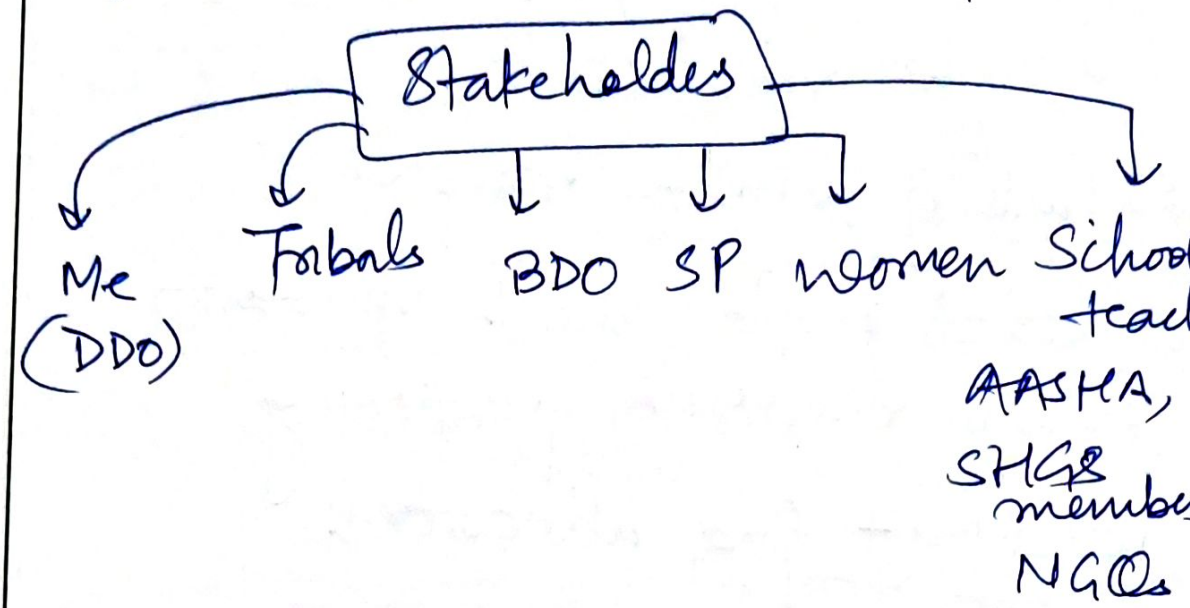
2) Biasedness in AI during modelling & training
3) Lack of human touch & compassion
4) Dehumanisation of workplace
5) Data breach & privacy dangers
6) Informed consent
7) Lack of ethical, legal and regulatory framework

There is also a dilemma till what extent we should develop AI. Shall we venture towards sentient AI?

Answers to these questions must be found before technology arrives

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12 This case deals with proper public fund utilisation & setting priorities.



(a) Ethical issues involved

1) Social evils like witch-crafts
2) Lack of development and amenities
3) Officials not aware about community issues (BDO didn't mention witchcrafts)
4) Lack of spirit of service & dedication for service

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4) Violation of rights of women, gender inquality & human rights violation

5) Lack of scientific temper

6) Vested people aim to thwart reform measures (questioning witchcraft and allocation)

(b) Justification of decision

1) It is pressing issue deals with immediate human right and gender violence

2) It is crime against law and could lead to landing many in jail, thus, better to spread awareness.

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3) Home is first school and mother is first teacher, hence, this must be taken on immediate basis to avoid spoiling of future generation

4) I will inform that I have requested additional fund

(c) Addressing lack of communication & ensuring better reporting & transparency

(1) Regular open meet with public officials & stakeholders

(2) Confidential channel to report issues anonymously

(3) Promoting digital communication

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(4) Regular outreach and confidence building measures: Community work by officials

(5) Hope on educated members SHGs, NGOs ~~ASS~~ ASHA to report issues

(6) ~~Empatha~~ Empathetic approach

Open communication & transparency is front step towards recognising and solving any issues