

# NEXT IAS

## Ethics Enhancer Test 2024

(To be filled by candidate) ———

TEST CODE: EE2401

Name of Candidate: RAHUL SHEKHAR Mobile No. \_\_\_\_\_Roll No. : \_\_\_\_\_ Start Time 12:00 noon End Time 3:30 PMDate of Examination: 23-08-24 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 12 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 12 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: .....

| Student Concerns / Query |  | Evaluator's Feedback / Response |  |
|--------------------------|--|---------------------------------|--|
| 1 .....                  |  | 1 .....                         |  |
| 2 .....                  |  | 2 .....                         |  |
| 3 .....                  |  | 3 .....                         |  |

| 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



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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

## खण्ड-A / Section-A

1.

- (a) लोक सेवा मूल्यों (public service values) और लोक प्रशासन नैतिकता (public administration ethics) के बीच संबंध स्पष्ट कीजिए। क्या आपको लगता है कि लोक सेवा मूल्य विभाग के मिशन/उद्देश्य को महिमामंडित करने के लिए केवल वाक्पटु कथन (eloquent statements) हैं, या लोक सेवकों के लिए उनकी कोई उपयोगिता है? चर्चा कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

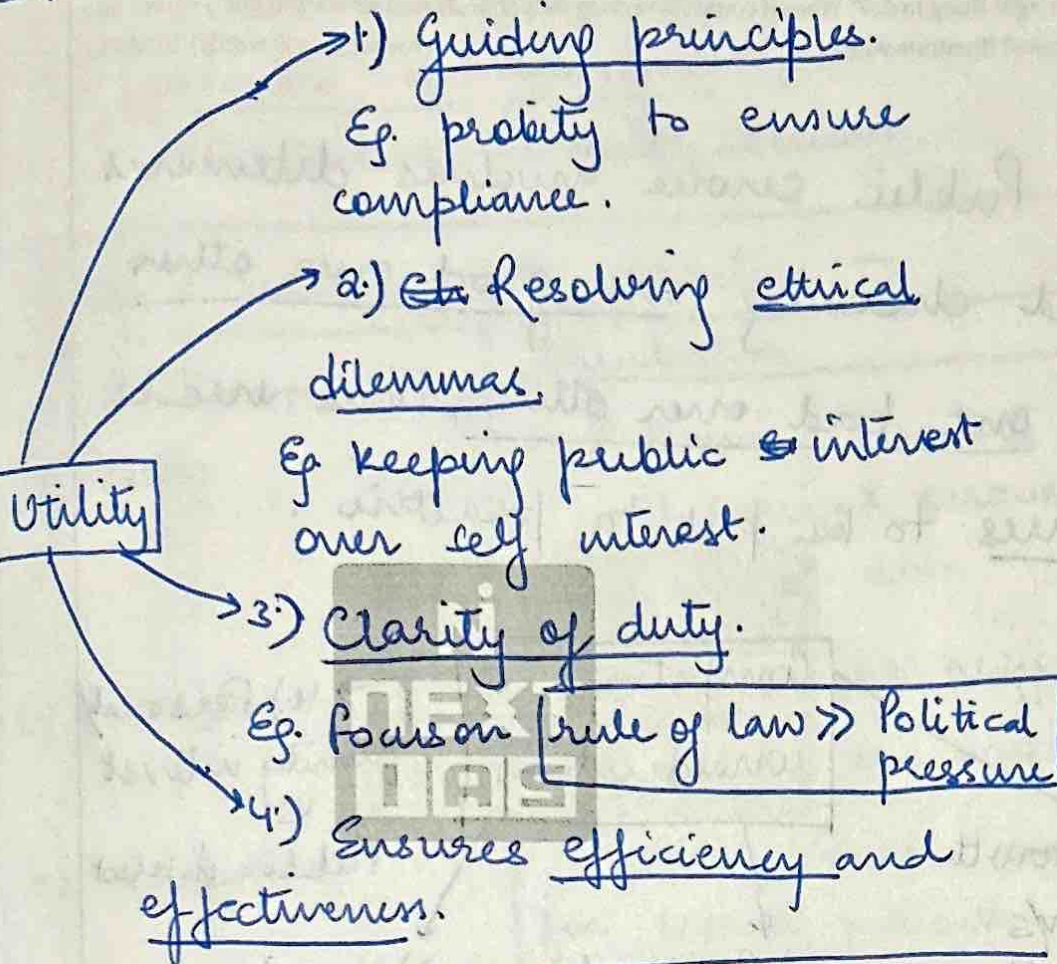
Explain the relationship between Public Service Values and Public Administration Ethics. Do you think public service values are only eloquent statements for glorifying the Department's mission, or do they have any utility for public servants? Discuss. (Answer in 150 words) 10 Marks

Public service values are pathways to public administration ethics. In absence of one, other remains a paper tiger.

### Relationship-

| Value                | Public administration                         |
|----------------------|-----------------------------------------------|
| 1) Integrity/Honesty | → Checks corruption                           |
| 2) Courage           | → Non-compromising stand to even in adversity |
| 3) Selflessness      | → Supremacy of public interest                |
| 4) Objectivity       | → Fairness                                    |
| 5) Openness          | → Participation of people                     |
| 6) Accountability    | → Ensures probity                             |
| 7) Leadership        | → Tackling crime                              |

They definitely have utility for public servants -



| Some challenges                           | Way forward                                             |
|-------------------------------------------|---------------------------------------------------------|
| 1) Non-compliance.                        | 1) Ensure <u>citizen participation</u> .                |
| 2) Weak enforcement.                      | 2) <u>Ethical and personality tests</u> at recruitment. |
| 3) Weak moral compass.                    | 3) <u>Legal compliance</u> .                            |
| 4) <u>Wide acceptance of corruption</u> . |                                                         |

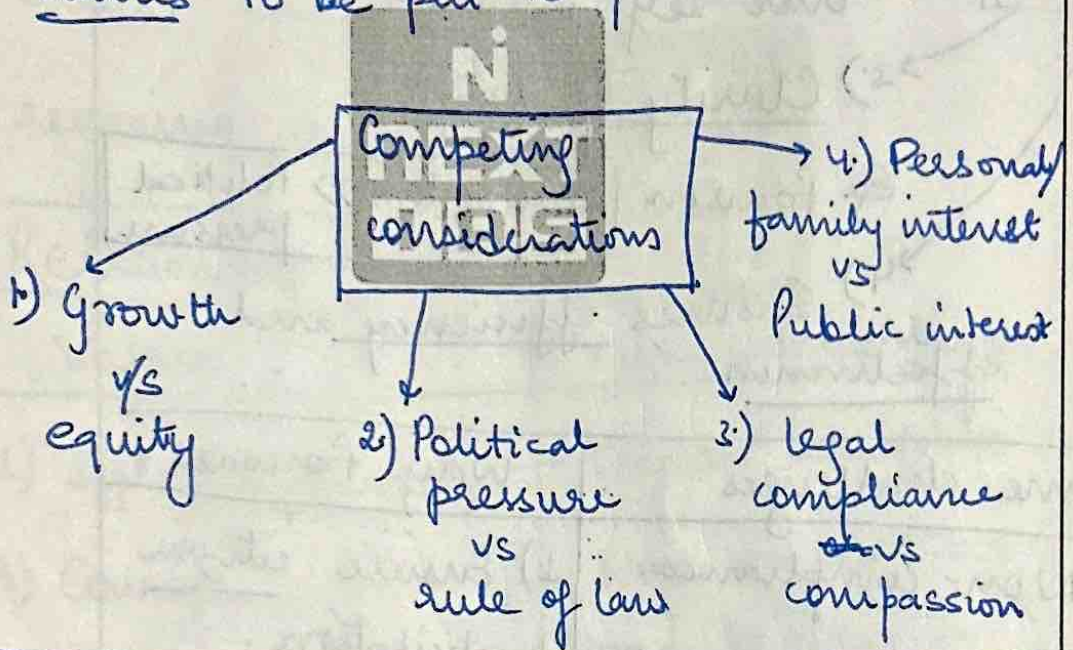
Public service must be done with fortitude and righteousness, as described by Confucius.

1.

- (b) विवेकपूर्ण लोक सेवक (conscientious public servant) प्रतिस्पर्धी विचारों को कैसे छंटता है और "सही काम क्या करना है" का निर्धारण कैसे करता है? जब जनता की सेवा करने की बात आती है, तो कोई अपने मूल्यों को व्यवहार में कैसे लाता है? उदाहरणों के साथ समझाएँ। (150 शब्दों में उत्तर दीजिए) 10 अंक

How does the conscientious public servant sort through competing considerations and determine "the right thing to do?" When it comes to serving the public, how does one put one's values into practice? Illustrate with examples. (Answer in 150 words) 10 Marks

Public service involves dilemmas and choosing one good over other or one bad over other, thus needs values to be put to practice.



Determining the right thing to do -

1) Prioritise the values

Constitution > Democracy > Public Interest >

Compassion > Legal compliance strictly >

Organisation > Self

2) Display EI → Don't fall for anger or lust.

◦ Maintains calmness.

3) Openness to opinions

◦ Consultations with seniors.

Putting values into practise —

| Value                              | Illustration                                                  |
|------------------------------------|---------------------------------------------------------------|
| 1) Duty                            | → During disasters, a civil servant ensures food, relief etc. |
| 2) Courage                         | → Durga Shakti Nagpal took action on mafias                   |
| 3) Empathy                         | → Mother Teresa cared for leprosy patients.                   |
| 4) Selflessness                    | → Kailash Satyarthi working for eliminating child labour.     |
| 5) Accountability and transparency | → Enforcing citizen's charter in office                       |

With right ethical compass, public servant can become Socrates'

Ideal man.

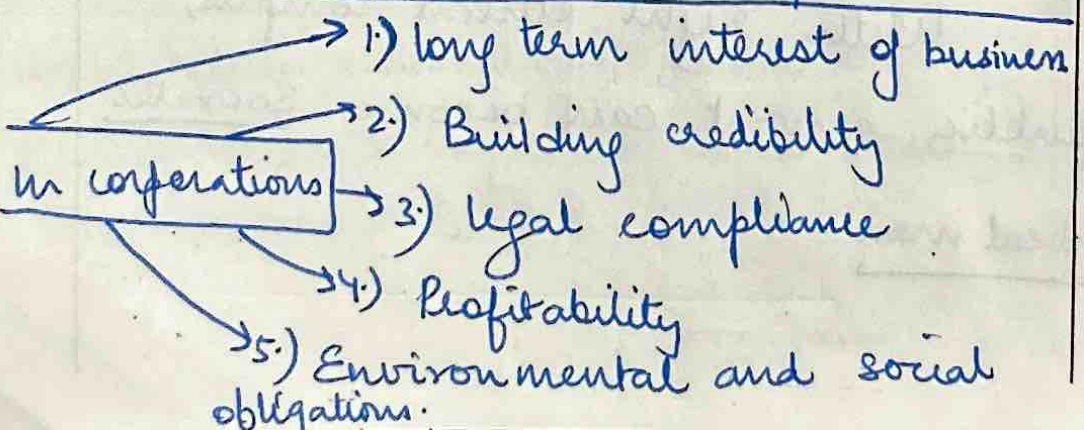
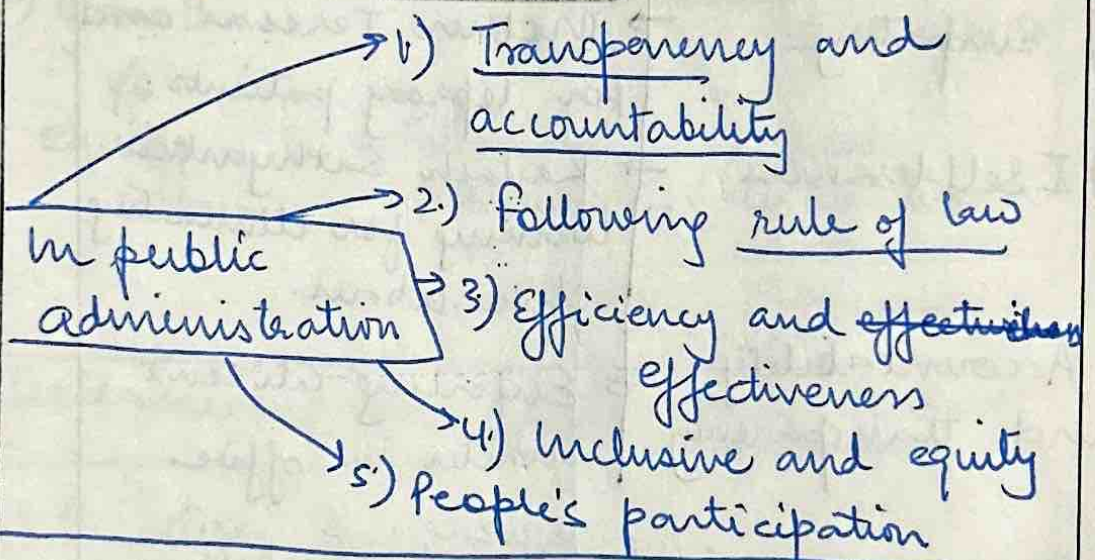
2.

- (a) लोक प्रशासन और निगमों (corporations) में सुशासन से आप क्या समझते हैं? वे कैसे भिन्न हैं? कॉर्पोरेट संस्थानों (corporate setting) में सुशासन के लिए आधार के रूप में कार्य करने वाले तीन सिद्धांतों की पहचान कीजिए और उन्हें समझाएँ। (150 शब्दों में उत्तर दीजिए) 10 अंक

What do you understand by good governance in public administration and corporations? How do they differ? Identify and explain three principles that can act as a foundation for good governance in a corporate setting. (Answer in 150 words) 10 Marks

Good governance for public administration is driven majorly by citizens' welfare while in business set up it is about balancing profitability and sustainability.

Good governance



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Pg 6

Candidates must not  
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| Public administration                                              | Corporations                                               |
|--------------------------------------------------------------------|------------------------------------------------------------|
| 1) <u>Redistribution</u> is the philosophy.                        | 1) <u>Competitiveness</u> is the core.                     |
| 2) Emphasis on <u>lawfulness</u> and <u>harmony</u> .              | 2) Emphasis on <u>efficiency</u> and <u>innovation</u> .   |
| 3) Goal is <u>justice</u> and <u>Sarvodaya</u> (Gandhi's Talisman) | 3) Ultimate goal is <u>profit</u> and <u>credibility</u> . |

### Principles for good governance in corporate setup -

1) Trusteeship → Considering themselves as caretakers of resources and profits.  
Eg. Azim Premji Foundation.

2) Environmental and social stewardship  
Give back to the environment and society. Eg. Tata Trust.

3) Veracity and non-deception → Don't do financial manipulation, fake ads etc.

Complementarity of public administration and corporations will lead to sustainable development.

2

- (b) सुरासन की एक पहचान सरकारी विभागों द्वारा सार्वजनिक कार्यक्रमों के लिए वस्तुओं और सेवाओं की खरीद करते समय सख्त नैतिक मानकों का पालन करना है। खरीद प्रक्रिया की अखंडता को बनाए रखने के लिए जिन नैतिक सिद्धांतों का पालन किया जाना चाहिए, उनकी पहचान कीजिए और उनकी व्याख्या कीजिए।

(150 शब्दों में उत्तर दीजिए) 10 अंक

One hallmark of good governance is government departments' adherence to strict ethical standards when procuring goods and services for public programmes. Identify and explain the ethical principles that must be respected to maintain the integrity of the procurement process.

(Answer in 150 words) 10 Marks

Good Procurement tenders have been a place of financial and moral corruption, thus ethical standards in the process becomes a hallmark of good governance.

Eg. CWG scam

Ethical principles to maintain integrity of procurement process -

### ① Transparency and openness

- open bidding
- inviting maximum bids as possible
- Eg. minimum 3 bid system by government.

### ② Quality and timely delivery

- Checking past experiences

- Eg. technical bid requirement.

③ Checking discretion of civil servants

- No say in choosing bids.
- Eg. L1 system of bidding.

④ Ensuring wide outreach of tender to enhance participation.

Eg. GeM portal.

⑤ Accountability for performance of contractors and parent department.

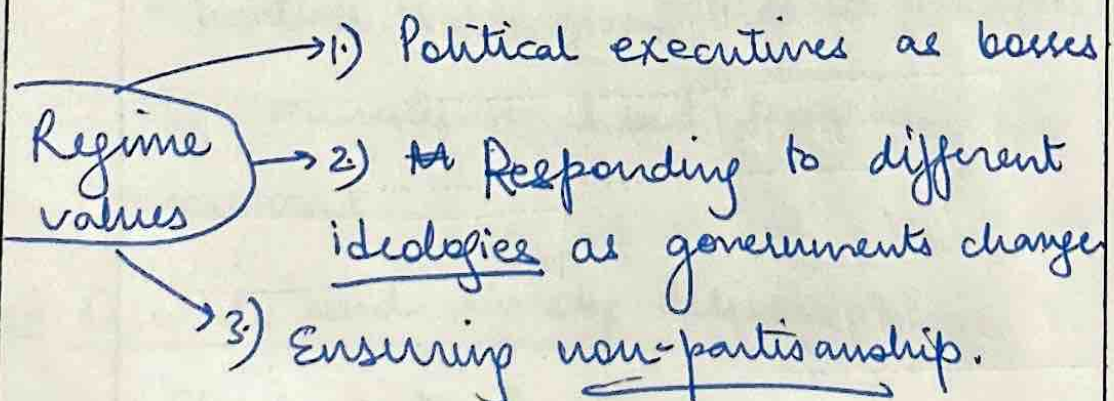
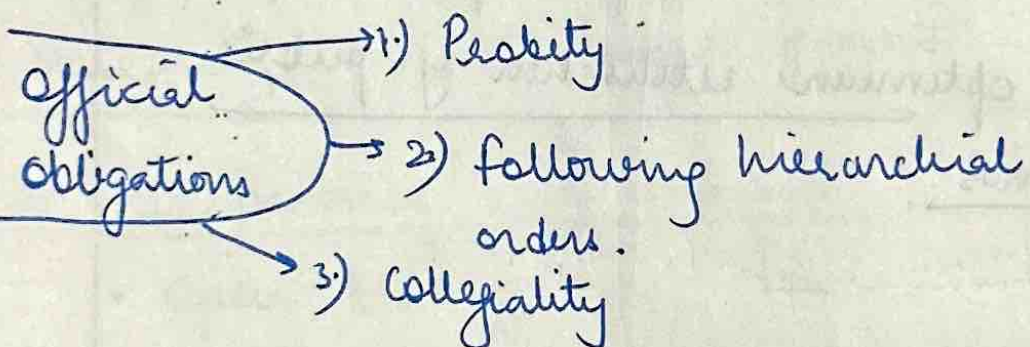
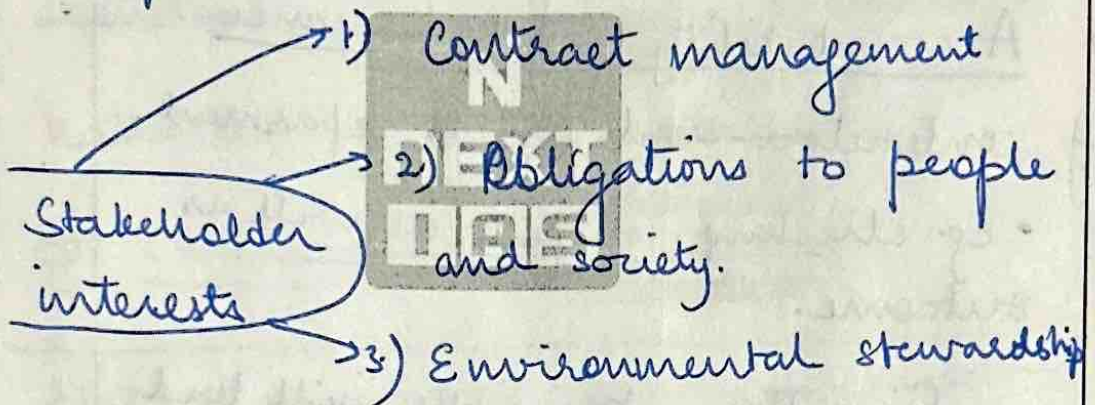
- Eg. checking output as well as outcome.

For These principles will lead to optimum utilisation of public funds.

3. (a) प्रशासनिक निर्णय लेते समय लोक सेवकों को हितधारकों के हितों, आधिकारिक दायित्वों और शासन मूल्यों के बीच किस तरह से नैतिक संतुलन बनाना चाहिए और इनमें से किसको सबसे अधिक नैतिक महत्व दिया जाना चाहिए? (150 शब्दों में उत्तर दीजिए) 10 अंक

How should public servants ethically balance stakeholder interests, official obligations, and regime values when making administrative decisions, and which of these should be given the most moral weight? (Answer in 150 words) 10 Marks

Public servants ~~has~~ require strict conformity to ~~the~~ diverging demands thus prioritisation and strong moral compass is needed.



Balancing the 3 while making administrative decisions -

1) Spirit of constitution and democracy should be given primacy.

2) Overall goal of all the 3 is enhancing public welfare → thus take decisions that foster it.

Eg. choosing projects objectively rather than under political pressure.

3) Be open, accountable and ensure probity.

4) Duty as a supreme value  
• Nishkama Karma.

5) Empathy to be displayed.

6) Utilitarian principles to enhance efficiency.

7) Courage → to be consistent.

A public servant must display Plato's cardinal values - fortitude, temperance, prudence to do justice to his role and the society.

3. (b) हाल में शोधकर्ताओं ने तर्क दिया है कि आत्म-जागरूकता (self awareness) और सहानुभूति (empathy) के भावनात्मक कौशल (emotional skills) के बिना सरकार के स्वास्थ्य और सामाजिक-आधारित हस्तक्षेप काफी कम प्रभावी हैं। क्या आप सहमत हैं? प्रासंगिक उदाहरणों के साथ अपने उत्तर की पुष्टि कीजिए।  
(150 शब्दों में उत्तर दीजिए) 10 अंक

Recent researchers have argued that the government's health and social-based interventions are significantly less effective without the emotional skills of self-awareness and empathy. Do you agree? Justify your answer with relevant examples. (Answer in 150 words) 10 Marks

Government steps for public welfare ~~try~~ to uplift living standards of people but among many issues, self awareness and empathy lead to poor outcomes.

### Government interventions

#### Health

1) Accessible and affordable.

Ep Ayushman Bharat

2) Sensitive and specific

Ep: PM POSHAN, Mid day meal

#### Social welfare

1) Basic quality of life.

Ep housing (PMAY)

2) Empowerment

Ep. Jan Dhan Yojana

Lack of effectiveness due to -

(I) Self awareness

1) Lack of claim on entitlements by people.

- Ex. poor mid day meal outcomes.
- 2) lack of awareness of bodily needs.  
Ex. ~~bad~~ nutritional deprivation despite schemes.
- 3) lack of enforcement and participation by people.  
Ex. weak social audit in MGNREGA.

### (II) Empathy

- 1) Role based rather than role based approach by bureaucracy.  
Ex. poor <sup>quality</sup> delivery under PDS.
- 2) focus on market growth rather than welfare.  
Ex. displacement of tribals despite Forest Rights' Act.

### Other issues

- 1) lack of consultation in policy making.
- 2) Ivory tower syndrome
- 3) Corruption  
↳ loopholes

The successes of these schemes is vital for development of 'Inclusive India'.

4. (a) प्रासंगिक उदाहरणों के साथ चर्चा कीजिए कि सिविल सेवकों के राजनीतिक और नैतिक दृष्टिकोण उनके कार्य नैतिकता (work ethics) और दैनिक प्रशासनिक निर्णय लेने को कैसे प्रभावित करते हैं।

(150 शब्दों में उत्तर दीजिए) 10 अंक

Discuss with relevant examples how civil servants' political and moral attitudes impact their work ethics and daily administrative decision-making. (Answer in 150 words) 10 Marks

Civil servants are bridge from people to government and vice-versa thus their attitude is vital for good governance.

### Role of political attitude -

#### 1) Non-partisanship

- Leads to impartiality.
- Eg. following rules rather than orders.

#### 2) Neutrality

- Eg. favouring no political party despite political beliefs as returning officer during elections.

#### 3) Checking politicisation of critical issues

- Eg. focus on disaster management rather than politics around it, say in recent Delhi coaching floods.

## Role of moral attitude -

### 1) Integrity towards duty

Eg. no compromise in quality of work done under MGNREGA.

### 2) Empathy towards weaker sections

- Enables inclusive decision making.
- Eg. tackling cases of violence against women effectively.

### 3) Focussing on outcome and utility

- Effectiveness and efficiency.
- Eg. least cost project designs under NHAI.

An incorruptible moral attitude coupled with neutral political attitude is the best route for administrative decisions.

4. (b) "उद्देश्य (motive) का कार्रवाई की नैतिकता (morality of the action) से कोई लेना-देना नहीं है।" उपरोक्त कथन के प्रकाश में, क्या आपको लगता है कि किसी कार्रवाई की नैतिकता निर्धारित करने में उद्देश्य अप्रासंगिक है? प्रासंगिक उदाहरणों के साथ अपनी स्थिति स्पष्ट कीजिए। (150 शब्दों में उत्तर दीजिए) 10 अंक

"The motive has nothing to do with the morality of the action." In light of the above statement, do you think motive is irrelevant in determining the morality of an action? Explain your position with relevant examples.

(Answer in 150 words) 10 Marks

The statement pertains to the "means vs ends" debate in determining morality of actions.

### Relevance of motives -

- 1) Enables no use of people as "means to an end".

Eg. Vaccine testing on humans.

- 2) Checking usage of deceptive means

- Builds trust.

- Eg. copyright violations, confidentiality breach for IPR etc.

- 3) Harmony in society as virtues take primacy.

- Greed is checked.

- Eg. inclusive but moderate growth is preferred over rapid concentrated growth.

1) Generates maximum good for maximum number of people.

Eg. ~~road is in~~ Chardham road project → national security and connectivity.

Supremacy of  
outcomes

2) It is quantifiable, whereas motives are vaguely defined.

Eg. measuring outcomes under Beti Bachao, Beti Padhao

3) Prudent and efficient &

- Enhances efficiency
- Eg. least cost method of tendering.

Outcomes are definitely relevant to gauge the morality but motives help us understand context of actions, thus are equally relevant.

5.

- (a) जैन तीर्थंकरों के व्रत-आधारित नैतिक दर्शन (vow based moral philosophy) की समकालीन प्रासंगिकता की व्याख्या कीजिए।  
(150 शब्दों में उत्तर दीजिए) 10 अंक

Explain the contemporary relevance of Jain Tirthankaras' vow-based moral philosophy.

(Answer in 150 words) 10 Marks

Jain tirthankaras led the foundation of morals based on respect for all and a non-violent way of life.

| Philosophy                                      | Relevance in contemporary times                                                                                                                   |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.) <u>Aparigraha</u><br>(non-possessive-ness). | a) World is marred with <u>materialism and greed</u> .<br>b) Idea is to focus on consuming as per <u>need</u> .                                   |
| 2.) <u>Asteya</u><br>(non-stealing)             | a) <u>Cyberfrauds</u> are on rise (stealing using technology)<br>b) Taking <u>credits</u> for other works needs to be checked in corporate setup. |
| 3.) Non-violence                                | a) Stopping all <u>war</u><br>b) Fostering peace culture in society to check <u>riots</u> .                                                       |

4. Seeking  
forgiveness

- a) "Micchami Dukkadam"  
b) Checks animosity  
c) ~~Self cent~~ heightened  
egoistic behaviour seen in  
present could be checked.

5. Syadvad

- a) Respecting others' point of  
view.  
b) Breeds tolerant culture in  
times of rising intolerance.

6. Everything  
has a "soul"

- a) "No harm principle"  
b) Will help us in environmental  
conservation approach

7. Purification  
of soul  
"Kaivalya"

- a) Self improvement  
b) Being the source of  
change rather than just  
complaining

These philosophical thoughts will  
help us develop peaceful, inclusive  
and harmonious world.

5.

- (b) अंतर्राष्ट्रीय संबंधों में आर्थिक प्रतिबंधों के उपयोग से कौन सी नैतिक दुविधाएँ उत्पन्न होती हैं, और नीति निर्माता इन चिंताओं को अवैध व्यवहारों को दंडित करने और राजनीतिक परिवर्तन को बाध्य करने की आवश्यकता के साथ कैसे संतुलित कर सकते हैं? (150 शब्दों में उत्तर दीजिए) 10 अंक

What ethical dilemmas arise from the use of economic sanctions in international relations, and how can policymakers balance these concerns with the need to punish illegal behaviours and compel political change? (Answer in 150 words) 10 Marks

Economic sanctions are used as a legitimate state tool to punish unfriendly states under the garb of illegality.

Eg. US sanctions on Iran.

### Ethical dilemmas

1) Balancing self interest and harm livelihood of people's in other countries.

• Eg. During Covid, Iran faced medical shortage due to US sanctions.

2) Determining the boundaries of legality and legitimacy.

• Developed countries have nuclear weapons but sanction others for the same.

Eg. sanctions on India in 1998.

3) Objectivity of application conflicts with maintaining friendly relations.

Eg. US is supporting Israel in war but sanctioning Russia for war.

Balancing these concerns -

1) Develop a consistent and objective policy for economic sanctions.

2) Build global consensus for such policies.

Eg. UNSC can sanction objectively.

3) Global citizenship framework

• Humanity  $\Rightarrow$  Self interest.

4) Proportionality of sanctions

• Harshness must depend on the gravity of illegal acts.

For all practical purposes,

Machiavelli's realism prevails in international realm.

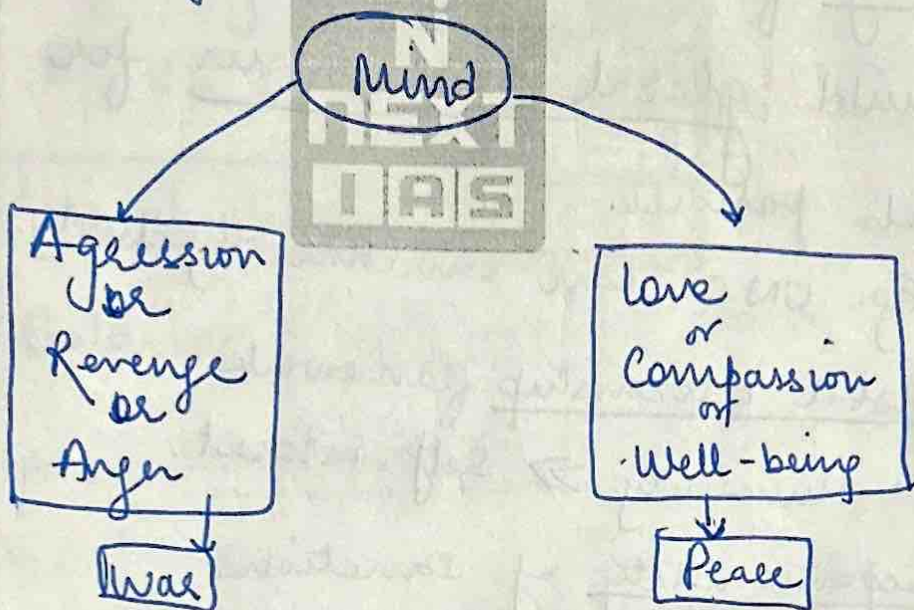
वर्तमान समय में निम्नलिखित उद्धरणों की प्रासंगिकता पर चर्चा करें।

Discuss the relevance of the following quotes to the present times.

6. (a) "युद्ध मनुष्यों के मन में शुरू होते हैं, और उन मनों में, प्रेम और करुणा ने शांति की रक्षा का निर्माण किया होगा।"  
(150 शब्दों में उत्तर दीजिए) 10 अंक

"Wars begin in the minds of men, and in those minds, love and compassion would have built the defences of peace."  
(Answer in 150 words) 10 Marks

The quote emphasises on causes  
of war and peace at the internal  
level of a human being.



In present context-

- 1.) Rising aggressiveness  
• Ep. Russia-Ukraine war.
- 2.) Modern forms of war  
• Cyber warfare, information war.

3.) Non-tolerant attitude towards cultures and people different from oneself. Eg. turning back of refugees

Building peace through love and compassion -

1.) Collaborations for the development

Eg. India - Africa growth corridor.

2.) Humanitarian aid in times of crisis

Eg. Global community helped Nepal <sup>after</sup> earthquake.

3.) Building relationship of trust and 'seva' in the society.

Eg. Sikh community organising "langars".

War and peace are the manifestation of wars and peace that are going inside the person's mind.

6. (b) "आप अपना जीवन ऐसे जीएँ जैसे कि आपके कार्यों का सिद्धांत (उपपद व लवत बजपवदे) सार्वभौमिक कानून बन जाए।"  
(150 शब्दों में उत्तर दीजिए) 10 अंक
- "May you live your life as if the maxim of your actions were to become universal law."  
(Answer in 150 words) 10 Marks

Immanuel Kant tries to ~~look~~ define 'universalisability of ethics' to give it an objective shape.

It implies, do your actions in such a way ~~that~~ thinking "what if everyone did it?"

In recent times -

Negative Sides -

1) Deception and lying

• If everyone lies ~~and~~ then Society ~~is~~ and relationships will crumble.

• In cities we find weakened family ties due to this.

2) Materialistic approach

- Everyone seeks more  $\rightarrow$  Greed
- Thus we find environmental damage.

3) Parochial self centred approach

- Self interest  $\rightarrow$  universal law  $\rightarrow$  lack of cooperation
- We see rising trends of corruption.

1) Education spread

Education  $\rightarrow$  Universalise  $\rightarrow$  Aware citizenry.

Positive aspects

2) Spread of technology

Technology  $\rightarrow$  Universal law  $\rightarrow$  e-governance, Innovation

3) Concern for privacy

Privacy  $\rightarrow$  Universal law  $\rightarrow$  Individual rights.

✗ This formed the basis of deontology which says, "your duty is to enable others to let them do their duty."

6. (c) आचरण का सुनहरा नियम (the golden rule of conduct) पारस्परिक सहिष्णुता (mutual toleration) है, यह देखते हुए कि हम सभी कभी एक जैसा नहीं सोचेंगे और हम हमेशा सत्य को टुकड़ों में देखेंगे और दृष्टि के विभिन्न दृष्टिकोण बनाएंगे। (150 शब्दों में उत्तर दीजिए) 10 अंक

The golden rule of conduct is mutual toleration, seeing that we will never all think alike and we shall always see Truth in fragment and form different angles of vision.

(Answer in 150 words) 10 Marks

The quote emphasises the value of tolerance and acceptance amidst widespread diversity.

In present times—

(1) Focus is on value education

- Breeds tolerance as a virtue.

(2) Building social capital

- ~~Get~~ Cooperation and collaboration.

(3) Respecting diverse viewpoints.

- Syadwad of Jainism.

(4) Creating channels of multi-ethnic discussions.

- Eg. multi-faith forums.

However challenges also persist -

(1) Intolerance towards others' cultures

Eg. Manipur violence.

(2) Politicisation of communal fault lines.

Eg. Nuh violence.

(3) Violence as a tool to establish supremacy.

Eg. Israel-Hamas war.

Way forward -

1) Focus on training of thoughts and values, rather than just mind.

2) Enhance communication between communities.

3) Facilitate intermixing - intermingling, inter caste, inter-religion marriages etc.

\* Helen Keller has rightly said that tolerance is the panacea of humanity.

## NEXT IAS

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## खण्ड-B / Section-B

7. आपने हाल ही में बीटा टेक्नोलॉजीज के सीईओ का पदभार संभाला है, जो 1990 में स्थापित भारत की एक प्रसिद्ध आईटी सेवा और परामर्श कंपनी है। पिछले तीन दशकों में, कंपनी उत्तरी अमेरिका, यूरोप और एशिया में ग्राहकों के साथ एक वैश्विक खिलाड़ी (global player) के रूप में विकसित हुई है। अत्याधुनिक समाधानों और मजबूत ग्राहक संबंधों के लिए जानी जाने वाली बीटा टेक्नोलॉजीज आईटी क्षेत्र में एक बाजार नेतृत्व कर्ता (मार्केट लीडर) रही है।

आपके कार्यभार संभाले तीन सप्ताह हो चुके हैं, और एक दिन, कंपनी के कानूनी प्रमुख आपके पास एक रिपोर्ट लेकर आए, जिसमें उन्होंने कंपनी के वित्तीय विवरण में विसंगतियों की खोज की थी।

पांच साल तक, कंपनी के वित्तीय अधिकारी (सीएफओ company's financial officer), श्री राहुल मेहता ने अपनी आय रिपोर्ट में हेरफेर किया है। राजस्व को बढ़ाकर और खर्चों को कम करके, उन्होंने स्टॉक की कीमतों को बढ़ाने और अधिक निवेश सुरक्षित करने के लिए वित्तीय स्वास्थ्य की एक झूठी छवि बनाई है।

इसके अलावा, यह पाया गया कि श्री मेहता ने कंपनी के कुछ विक्रेताओं (vendors) में महत्वपूर्ण व्यक्तिगत निवेश किया है। इन विक्रेताओं को आकर्षक अनुबंध दिए गए थे, जो अनुकूलित शर्तों और अक्सर बढ़ी हुई कीमतों पर थे और कंपनी के लिए हानिकारक थे। श्री मेहता के कार्यों ने खरीद प्रक्रिया को प्रभावित किया है और कंपनी को वित्तीय नुकसान पहुंचाया है।

सीईओ के रूप में, आपको एक महत्वपूर्ण निर्णय का सामना करना पड़ा। आपको वित्तीय अनियमितताओं और विषम खरीद प्रक्रिया से भी जूझना पड़ा।

नए सीईओ के रूप में:

- आपके पास कौन से निर्णय विकल्प उपलब्ध हैं?
- उपरोक्त मामले में क्या मुद्दे शामिल हैं?
- आप किस तरह की कार्रवाई का विकल्प चुनेंगे और क्यों?

(250 शब्दों में उत्तर दीजिए) 20 अंक

You recently took over as CEO of Beta Technologies, a renowned IT services and consulting firm in India established in 1990. Over the past three decades, the company has grown into a global player with clients in North America, Europe, and Asia. Known for cutting-edge solutions and strong client relationships, Beta Technologies has been a market leader in the IT sector.

It has been three weeks since you took over, and one day, the company's legal head came to you with a report that they had discovered discrepancies in the company's financial statement.

For five years, the company's financial Officer (CFO), Mr. Rahul Mehta, has manipulated its earnings reports. By inflating revenues and understating expenses, he has created a false image of financial health to boost stock prices and secure more investment.

Further, it was found that Mr. Mehta has significant personal investments in some of the company's vendors. These vendors were awarded lucrative contracts, often at inflated prices and with favourable terms detrimental to the company. Mr Mehta's actions have compromised the procurement process and led to financial losses for the company.

As CEO, you were confronted with a critical decision. You also had to contend with financial irregularities and a skewed procurement process.

As a new CEO:

- What decision options are available to you?
- What are the issues involved in the above case?
- What will be your chosen course of action and Why?

(Answer in 250 words) 20 marks

The case involves financial malpractise in a reputed IT firm by top level employee (CFO), highlighting commerce without morality.

(a) Options available-

1) Convey soft warning to CFO and do nothing else as it may tamper company's stocks.

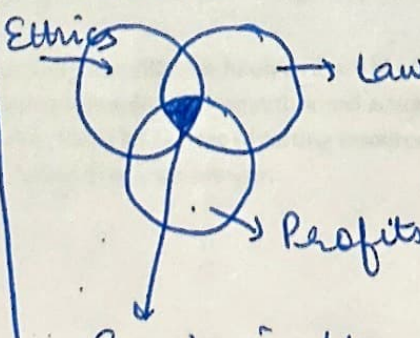
- Prioritises profits over long term orientation.

2) look into books deeper and take actions on CFO accordingly. If indulgence is for corruption, he/she may be fired.

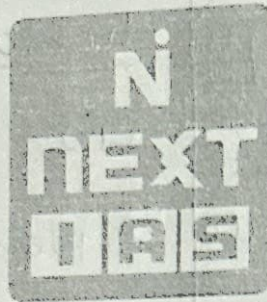
- Prioritise veracity over parochialism.

(b) Issue involved -

| Stakeholder               | Issues                                                                                                                                                        |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) CEO                    | 1) <u>Ethical governance</u> of the company.<br>2) <u>Reputation</u> of the company.<br>3) <u>Ensuring legal compliance</u><br>4) <u>Sustaining profits</u> . |
| 2) CFO                    | 1) <u>Personal interest</u> prioritised<br>2) <u>Deception and manipulation</u><br>3) <u>Greed</u>                                                            |
| 3) legal head             | 1) <u>Duty</u> to ensure legality.                                                                                                                            |
| 4) Company as a whole     | 1) <u>long term interests</u> v/s short term gains.<br>2) <u>Credibility</u>                                                                                  |
| 5) Government and society | 1) <u>Trust breach</u><br>2) <u>Compromised public interest</u> → stock manipulation                                                                          |

| Chosen course of action                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Action                                                                                                                                                                                                                                                                                                                                                                                                                                       | Reason                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1.) Hire auditors and consultants to audit the books.                                                                                                                                                                                                                                                                                                                                                                                        | a) Ensures <u>rational</u> and <u>critical</u> examination                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2.) <del>Go</del> <del>De</del> form committee to suggest actions. <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="text-align: center;"> <p>No corruption</p> <p>↓</p> <p>Form checks and balances to ensure its sustenance.</p> </div> <div style="text-align: center;"> <p>Yes, corruption</p> <p>↓</p> <p>Take strict action on cfo.<br/>long term measures to ensure checks.</p> </div> </div> | a) Ensures <u>probity</u><br>b) "Chance to be <u>heard</u> ", given to cfo.<br>c) Non-compromising <u>stand</u>                                                                                                                                                                                                                                                                                                                                                         |
| 3.) For <u>long term</u> <ul style="list-style-type: none"> <li>Create <u>strict compliance provisions</u>.</li> <li>Regular <u>independent audits</u>.</li> <li>Focus on efficiency to <u>rebuild market trust</u>.</li> </ul>                                                                                                                                                                                                              | a) Leadership<br>↓<br><u>Vision + Path</u><br>b) Sustainable business. <div style="text-align: center; margin-top: 20px;">  <p>The diagram consists of three overlapping circles labeled 'Ethics', 'Law', and 'Profits'. The central area where all three circles overlap is shaded blue. An arrow points from this shaded area down to the text 'Sustainable business'.</p> </div> |

Sustainability, trust and long term credibility driven businesses thrive over long run; such as the Tabas.



8.

एक ऐसे जिले में जिला विकास अधिकारी (DDO) के रूप में, जो अपनी शुष्क परिस्थितियों के लिए जाना जाता है, पिछला वर्ष विशेष रूप से चुनौतीपूर्ण रहा है। बारिश न होने के कारण, इस क्षेत्र में पानी की भारी कमी का सामना करना पड़ा, जिससे कृषि में भारी गिरावट आई और भूख से मौतें हुईं। मेरी महत्वपूर्ण जिम्मेदारियों में से एक मध्याह्न भोजन योजना की निगरानी करना, यह सुनिश्चित करना शामिल है कि यह सुचारू रूप से चले और लक्षित लाभार्थियों - स्कूली बच्चों तक पहुँचे।

चल रहे संकट के बीच, मैंने तीन विशिष्ट ब्लॉकों में मध्याह्न भोजन योजना में एक विसंगति देखी। खाद्यान्न की खपत नामांकित छात्रों की संख्या से काफी अधिक थी। यह विसंगति लगभग एक महीने से लगातार बनी हुई थी, जिसने मुझे इस असामान्य पैटर्न के पीछे के कारणों का पता लगाने के लिए गहन जांच शुरू करने के लिए प्रेरित किया।

जांच में एक आश्चर्यजनक लेकिन दिल दहला देने वाली सच्चाई सामने आई। इन ब्लॉकों के गांव के स्कूल समुदाय में भूख परिवारों को खिलाने के लिए अतिरिक्त खाद्यान्न का उपयोग कर रहे थे। यह अनधिकृत कार्रवाई, करुणा से प्रेरित होने के बावजूद, आधिकारिक तौर पर दंडनीय अपराध थी। स्कूल गंभीर भूख से पीड़ित लोगों को राहत प्रदान करने के लिए विशेष रूप से छात्रों के लिए निर्धारित संसाधनों को डायवर्ट कर रहे थे।

जैसे-जैसे स्थिति सामने आई, आप खुद को नैतिक दुविधा में पाते हैं। एक तरफ, डीडीओ के रूप में, मैं उन नियमों से बंध हुआ था जिनके तहत मुझे सरकारी संसाधनों का उचित उपयोग सुनिश्चित करना था। अपने नेक इरादे के बावजूद, खाद्यान्न का अनधिकृत डायवर्जन प्रोटोकॉल का उल्लंघन था जिसके लिए अनुशासनात्मक कार्रवाई की आवश्यकता थी, जिसमें शामिल स्कूल अधिकारियों का निलंबन भी शामिल था।

दूसरी ओर, इन स्कूल अधिकारियों की कार्रवाई मानवता और करुणा की गहरी भावना से प्रेरित थी। उन्होंने अपने समुदाय की तत्काल जरूरतों को प्राथमिकता देने का फैसला किया, गंभीर परिस्थितियों को पहचाना और आगे भूख से होने वाली मौतों को रोकने की तत्काल आवश्यकता को पहचाना। संकट के प्रति उनकी मानवीय प्रतिक्रिया के लिए उन्हें दंडित करना न केवल कठोर था, बल्कि सार्वजनिक सेवा की भावना के भी विपरीत था।

- उपरोक्त मामले में नैतिक मुद्दे क्या हैं?
- एक वक्ता के रूप में, आपके पास क्या विकल्प उपलब्ध हैं?
- अपनी चुनी हुई कार्य-विधि के साथ-साथ अपने कारणों की व्याख्या कीजिए।
- उपरोक्त मामले को देखते हुए, मानवीय संकट की स्थितियों से निपटने के लिए सबसे अच्छा नैतिक सिद्धांत क्या होगा?

(250 शब्दों में उत्तर दीजिए) 20 अंक

As a District Development Officer (DDO) in a district known for its arid conditions, the past year has been particularly challenging. With rains failing to arrive, the region faced an acute water shortage, leading to a severe agricultural downturn and reported starvation deaths. One of my critical responsibilities includes supervising the mid-day meal scheme, ensuring that it runs smoothly and reaches the intended beneficiaries - schoolchildren.

Amidst the ongoing crisis, I observed an anomaly in the mid-day meal scheme in three specific blocks. The consumption of food grains was significantly higher than the number of students enrolled. This discrepancy had been persistent for about a month, prompting me to initiate a thorough inquiry to uncover the reasons behind the unusual pattern.

The investigation revealed a surprising yet heart-wrenching reality. The village schools in these blocks were using the extra food grains to feed starving families in the community. This unauthorised action, while driven by compassion, was officially a punishable offence. The schools were diverting resources intended exclusively for students to provide relief to those suffering from acute hunger.

As the situation unravelled, you found yourself in a moral quandary. On one hand, as the DDO, I was bound by regulations that required me to ensure the proper use of government resources. Despite its noble intent, the unauthorised diversion of food grains was a breach of protocol that necessitated disciplinary action, including the suspension of the school officials involved.

On the other hand, these school officials' actions were driven by a deep sense of humanity and compassion. They chose to prioritise the immediate needs of their community, recognising the dire circumstances and the urgent need to prevent further starvation deaths. Punishing them for their humane response to the crisis seemed not only harsh but also contrary to the spirit of public service.

- What are the ethical issues in the above case?
- As a DDO, what are the options available to you?
- Explain your chosen course of action, along with your reasons.
- Given the above case, what would be the best ethical theory for handling human distress situations?

(Answer in 250 words) 20 marks

The case pertains to acute food shortage due to droughts and diversion of grains from mid day meal scheme to cater to community's starvation issues.

(a)

| Stakeholder        | Ethical issues                                                                                                                      |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| 1) DDO             | 1) <u>Rule of law</u> → Checking diversion<br>2) <u>Responsibility</u> → to tackle hunger<br>3) <u>Compassion</u> → to be displayed |
| 2) Community       | 1) <u>Sustenance</u> → Starvation<br>2) <u>Livelihood issues</u>                                                                    |
| 3) <u>Children</u> | 1) <u>Growth and development</u><br>2) <u>Rights and entitlements</u> under Mid day meal schemes (MDMS)                             |
| 4) Overall Society | 1) <u>Humanity</u><br>2) <u>Means vs ends</u>                                                                                       |

b) Options available -

(1) Punish the school staff and ensure legal compliance. This ensures law to prevail and children get their due rights, but at the cost of ~~cost~~ <sup>humanity</sup>.

2.) Allow one time waiver for school staff by written warning and work to ensure immediate food supply.

This ensures a balance between legality and spirit of law.

3.) ~~Wait~~ Wait and watch for monsoon to get better and things will improve on its own on both fronts.. This is against the spirit of public service.

(c) Chosen course of action -

| Action                                                                                                                  | Reason                                                                             |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| 1) Collaborate with agencies like FCI, neighbouring districts, State etc. to ensure immediate food supply.              | 1) Tackles most grave issue at first.<br>2) In sync with humanitarian principle    |
| 2) Ensure efficient and sufficient food delivery.                                                                       | 1) Effectiveness and efficiency as a principle of <u>good Governance</u>           |
| 3) Issue strict and written warning to school staff engaged in diverting food from MDMs.                                | 1) Establishes <u>rule of law</u> .<br>2) Suspension is too harsh, during crisis   |
| 4) long term<br>a) Develop irrigation Systems.<br>b) food storage capacity<br>c) community help group to pool resources | 1) Creates <u>empowerment of citizens</u> .<br>2) Develops <u>social capital</u> . |

## (d) Best ethical theories -

### 1) Communitarianism

- Eg. community cooperation to tackle issues like cyclones in Odisha.

### 2) Deontology

- Duty as foremost principle for public servants.

### 3) Care ethics

- Caring and compassion for the distressed.

### 4) Sevodaya

- Gandhiji's Talisman.

A balanced approach towards both issues, in long as well as short term would check such incidents in future.

9. एक शांतिपूर्ण जिले में पुलिस अधीक्षक (एसपी) के रूप में, मैं छोटी-मोटी चोरी, संपत्ति पर अतिक्रमण और छोटे-मोटे झगड़ों जैसे छोटे-मोटे अपराधों को संभालने का आदी था। अपराध दर कम थी और लोग आम तौर पर अपने काम से काम रखते थे, जिससे यह अपेक्षाकृत आसान कार्यस्थल बन गया। हालाँकि, पिछले महीने से, मेरे कार्यालय को एक अलग तरह की शिकायत मिलनी शुरू हो गई, जो समुदाय में एक अधिक जटिल मुद्दे को जन्म दे रही थी।
- ग्रामीणों से बड़ी संख्या में शिकायतें प्राप्त हुईं, जिन्होंने बताया कि उनकी जानकारी के बिना उनके बैंक खातों से पैसे गायब हो गए। ये शिकायतें चिंताजनक थीं, खासकर इसलिए क्योंकि वे ऐसे जनसांख्यिकीय समूह से आए थे जो काफी हद तक अशिक्षित और आधुनिक बैंकिंग प्रथाओं से अपरिचित थे। ग्रामीण भ्रमित और व्याकुल थे, उन्हें समझ में नहीं आ रहा था कि उनकी मेहनत की कमाई कैसे गायब हो रही है।
- प्रारंभिक जाँच करने पर, हमें पता चला कि पैसे वास्तव में चोरी नहीं हो रहे थे, बल्कि राज्य सरकार की बीमा योजना के तहत पॉलिसियों के लिए बीमा प्रीमियम के रूप में काटे जा रहे थे। ग्रामीणों को इस बात की जानकारी ही नहीं थी कि उन्होंने ऐसी पॉलिसियों के लिए साइन अप भी किया था, जिससे इन लेन-देन की वैधता पर संदेह पैदा हो गया।
- गहन जांच से पता चला कि सरकारी बैंकों के एजेंट बीमा योजना को आक्रामक तरीके से आगे बढ़ा रहे थे। इन एजेंटों को योजना के लिए सरकारी लक्ष्यों को पूरा करने का निर्देश दिया गया था, जिसके कारण वे उचित सहमति के बिना लाभार्थियों को जोड़ रहे थे। अधिकांश ग्रामीण अशिक्षित थे और उन्हें उन बीमा पॉलिसियों की कोई समझ नहीं थी, जिनमें वे नामांकित थे। कटौती कानूनी थी, लेकिन ग्रामीणों की सहमति प्राप्त करने के लिए इस्तेमाल किए गए तरीके अत्यधिक संदिग्ध थे। आप कार्रवाई के तरीके के बारे में सोच रहे थे, क्योंकि कटौती कानूनी थी, और एजेंट तकनीकी रूप से निर्देशों का पालन कर रहे थे। लेकिन, इस प्रक्रिया में, वे गरीब ग्रामीणों का शोषण कर रहे थे।
- (a) उपरोक्त मामले में नैतिक मुद्दे क्या हैं?
- (b) एक एसपी के रूप में आपके पास क्या विकल्प उपलब्ध हैं?
- (c) अपनी चुनी हुई कार्रवाई के तरीके की व्याख्या कीजिए।
- (d) यदि आपको बीमा योजना को बढ़ावा देने का कोई बेहतर तरीका सुझाना हो, तो वह क्या होगा?

(250 शब्दों में उत्तर दीजिए) 20 अंक

As the Superintendent of Police (SP) in a peaceful district, I was accustomed to handling minor crimes such as petty thefts, property encroachments, and small fights. The crime rate was low, and the people generally kept to their business, making it a relatively easy workplace. However, over the past month, my office began receiving a different kind of grievance that indicated a more complex issue brewing in the community.

A significant number of complaints were received from villagers who reported losing money from their bank accounts without their knowledge. These grievances were alarming, especially since they came from a demographic that was largely illiterate and unfamiliar with modern banking practices. The villagers were confused and distraught, not understanding how their hard-earned money was disappearing.

Upon conducting a preliminary enquiry, we discovered that the money was not exactly being stolen but was being deducted as insurance premiums for policies under the State Government's Bima Yojna. The villagers were unaware that they had even signed up for such policies, raising suspicions about the legitimacy of these transactions.

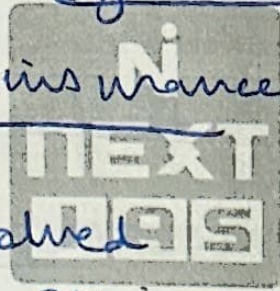
A deeper investigation revealed that agents from government banks were aggressively pushing the Bima Yojna. These agents had been instructed to meet government targets for the scheme, leading them to add beneficiaries without proper consent. Most of the villagers were illiterate and had no understanding of the insurance policies they were enrolled in. The deductions were legal, but the methods used to obtain the villagers' consent were highly questionable.

You were wondering about the course of action, as the deductions were legal, and the agents were technically following instructions. But, in the process, they were exploiting the poor villagers.

- What are the ethical issues involved in the above case?
- What are the options available to you as an SP?
- Explain your chosen course of an action.
- If you have to recommend a better way of promoting the bima yojna, what would that be?

(Answer in 250 words) 20 marks

The case pertains to non-consensual financial transactions from accounts of poor people, though for legitimate cause of health insurance



a) Issues involved

| Stakeholders       | Ethical issues                                                                                                                    |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| ① I, SP            | ① <u>Safety of people</u> and their finances.<br>② <u>Trust generation</u> among people<br>③ <u>Responsibility towards duty</u> . |
| ② Aggrieved people | ① <u>Deception</u> faced<br>② <u>Personal loss</u> of money                                                                       |
| ③ Banks and agents | ① <u>legality</u><br>② <u>Non-consensus orientation</u>                                                                           |

④ Society  
in general

① Participation  
② Health accessibility  
③ Transparency

B) Options available -

- 1) Do nothing towards banks and issue public statement supporting legitimacy to comfort people
- 2) Stop all actions of banks and let them follow processes regressively.
- 3) Ask bank agents to first get consent through physical and online modes, spread awareness and then go about deductions.

| c) Action                                                               | Explanation                                              |
|-------------------------------------------------------------------------|----------------------------------------------------------|
| 1) <u>Issue statement</u> to the public about the reason of deductions. | a) It comforts the<br>b) Helps to <u>bide the time</u> . |

2) Ask banks to generate consensus based mechanisms

a) ~~Geo~~ It will respect the "principle of autonomy" of human beings.

3) Also also banks and health department to undertake awareness Campaigns

a) It fosters participation, transparency and thus enhancing health outcomes of the district.

4) Write to concerned secretary about the concerns of the people and seek due modifications in the scheme.

a) feedback loop in government.

b) Wider public interest is served.

d) Better way -

① Create awareness about needs first.

② Make people understand about their entitlements and obligations through aggressive campaigns.

- ③ Collaborate with experts and incorporate global best practises.
- ④ Respect the people's autonomy through mandatory consensus.
- ⑤ Provide grievance redressal mechanism.

The ends must be in sync with the means to achieve outcomes morally and sustainably.

10.

पिछले पाँच वर्षों से जल आपूर्ति विभाग में एक जूनियर इंजीनियर के रूप में, मेरी जिम्मेदारियों में पानी की गुणवत्ता सुनिश्चित करना और नियमित वितरण के लिए आपूर्ति लाइनों को बनाए रखना शामिल था। जिस जोन में मैं तैनात था, वहाँ लगातार पानी की कमी की समस्या थी, खास तौर पर गर्मियों के दौरान जब आपूर्ति अनियमित हो जाती थी। निवासियों को पानी के टैंकों पर बहुत ज्यादा निर्भर रहना पड़ता था, जिससे उनका वित्तीय बोझ और असुविधा बढ़ जाती थी।

पिछले कुछ सालों में, मैंने देखा है कि पानी की आपूर्ति में व्यवधान सिर्फ तकनीकी समस्याओं या प्राकृतिक कमी के कारण नहीं थे। सावधानीपूर्वक निगरानी और डेटा संग्रह के जरिए, मैंने ऐसे सबूत खोजे जो बताते थे कि टैंकर मालिकों का एक गिरोह जानबूझकर कृत्रिम कमी पैदा कर रहा था। यह गिरोह पानी की आपूर्ति लाइनों से छेड़छाड़ करता था, जिससे व्यवधान पैदा होता था और फिर बढ़े हुए दामों पर पानी बेचकर स्थिति का फायदा उठाता था। इस गिरोह की गतिविधियाँ न केवल अवैध थीं, बल्कि बेहद अनैतिक भी थीं, जो निवासियों की पानी की बुनियादी जरूरत का शोषण करती थीं।

अपने पास पर्याप्त सबूत होने के बाद, मैंने गिरोह के खिलाफ कार्रवाई करने का फैसला किया। मैंने जिले के पुलिस अधीक्षक (एसपी) से मुलाकात की और अपने निष्कर्ष प्रस्तुत किए। एसपी चिंतित दिखे और उन्होंने दोषियों के खिलाफ कार्रवाई शुरू करने का वादा किया। हालाँकि, दो हफ्ते बीत जाने के बाद भी कोई उल्लेखनीय कार्रवाई नहीं की गई। निराश और दृढ़ निश्चयी होकर, मैंने देरी को समझने के लिए एसपी के साथ एक और बैठक निर्धारित की।

हमारी मुलाकात के दौरान, एसपी ने स्थिति को स्पष्ट रूप से समझाया। उन्होंने समस्या और मेरे साक्ष्य की वैधता को स्वीकार किया, लेकिन कार्टेल के मजबूत राजनीतिक संबंधों और प्रभाव के कारण कार्रवाई करने में अपनी असमर्थता व्यक्त की। अगर वे ऐसे शक्तिशाली हितों के खिलाफ गए तो उन्हें अपने लोगों की सुरक्षा और अपने करियर पर संभावित नतीजों का डर था। इस रहस्योद्घाटन ने मुझे मुश्किल स्थिति में डाल दिया, क्योंकि मैं एसपी की मजबूरी को समझता था, लेकिन समुदाय की खातिर इस मुद्दे को संबोधित करने की गहरी जिम्मेदारी भी महसूस करता था।

- उपरोक्त स्थिति में आपके पास क्या विकल्प उपलब्ध हैं?
- आप किस तरह की कार्रवाई चुनेंगे?
- मामले में शामिल नैतिक मुद्दों की पहचान कीजिए।
- लोगों की जरूरतों का फायदा उठाने वाले कार्टेल से निपटने के लिए कुछ उपाय सुझाएँ।

(250 शब्दों में उत्तर दीजिए) 20 अंक

As a junior engineer in the Department of Water Supply for the past five years, my responsibilities included ensuring water quality and maintaining supply lines for regular distribution. The zone I was posted in had persistent water shortage issues, particularly exacerbated during the summer when the supply became erratic. Residents had to rely heavily on water tankers, which added to their financial burden and inconvenience.

Over the years, I observed that the disruptions in water supply were not merely due to technical issues or natural scarcity. Through careful monitoring and data collection, I uncovered evidence suggesting that a cartel of tanker owners was deliberately creating an artificial shortage. This cartel would tamper with the water supply lines, causing disruptions, and then capitalise on the situation by selling water at inflated prices. The activities of this cartel were not only illegal but also highly unethical, exploiting the residents' basic need for water.

With substantial evidence in hand, I decided to take action against the cartel. I met with the district Superintendent of Police (SP) and presented my findings. The SP appeared concerned and promised to initiate action against the culprits. However, two weeks passed without any noticeable action being taken. Frustrated and determined, I scheduled another meeting with the SP to understand the delay.

During our meeting, the SP candidly explained the situation. He acknowledged the problem and the validity of my evidence but expressed his inability to act due to the cartel's strong political connections

and influence. He feared for the safety of his men and the potential repercussions on his career if he went against such powerful interests. This revelation left me in a difficult position, as I understood the SP's predicament but also felt a deep responsibility to address the issue for the sake of the community.

- What are the options available to you in the above situation?
- What will be your chosen course of action?
- Identify the ethical issues involved in the case
- Suggest some measures for handling cartels who prey on people's needs.

(Answer in 250 words) 20 marks

The case involves predatory and collusive corruption due to cartelisation by water tanker operators.

a) Options available -

- Leave the case as it is as even SP is helpless and it may affect my personal spheres.
- File a formal complaint and let the law take its course. Further follow up is not my responsibility.
- Present the evidences along the hierarchy and get the issue resolved. If nothing works, route of PIL or whistleblowing may be used.

(b) Chosen course of action -

- 1) File a complaint at the police station formally.
- 2) If investigation works lopsided, reach higher up the authorities.
- 3) ~~Go~~ Present evidences to all levels explaining the case.
- 4) If nothing works, use the legal route of PIL in suitable courts.
- 5) Suggest long term measures to the authorities.

(c)

Ethical issues

Ethical issues.

| Stakeholder | Ethical issues.                                                                                                                                                 |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ① I, JE     | <ol style="list-style-type: none"> <li>1) <u>Responsibility</u> towards the public</li> <li>2) <u>Duty</u> towards profession</li> </ol>                        |
| ② SP        | <ol style="list-style-type: none"> <li>1) <u>Rule of law</u> → enforcement</li> <li>2) <u>Personal interest</u>.</li> <li>3) <u>Lack of courage</u>.</li> </ol> |
| ③ Cartel    | <ol style="list-style-type: none"> <li>1) <u>Collusive corruption</u></li> <li>2) <u>Political interference</u>.</li> <li>3) <u>Inhumanity</u></li> </ol>       |

4.)  
People

- 1.) Crisis of basic needs.
- 2.) Injustice
- 3.) Non-transparent governan-  
-ce

(d)

### Measures suggested -

#### (1) Legal -

1. Create framework for operation.
2. Price ceilings to be introduced.

#### (2) Administrative

- 1) Autonomy to public servants  
to act without political fears.
- 2) Efficient law enforcement.

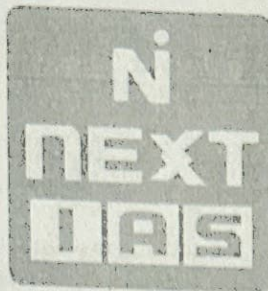
#### (3) People / Societarian

- 1) Participation in local governance.
- 2) Seek accountability

#### (4) Ethical measures

- 1) Uplift general moral compass of society through education.
- 2) Build communitarian culture.

Such cases raise the concerns over rising parochialism, whereas society needs more of Namak's values of Dana, Seva, Nirvair etc.



11.

AquaTech एक सरकारी रक्षा अनुबंध फर्म (government defence contracting firm) है जो पुलिस और सैन्य उपयोग के लिए रोबोटिक सिस्टम बनाने में माहिर है। यह बम-निष्क्रिय करने वाले रोबोट बनाने और अन्य वर्गीकृत परियोजनाओं पर काम करने के लिए जानी जाती है। एक महत्वपूर्ण परियोजना में एक रोबोट विकसित करना शामिल था जो बारूदी सुरंगों को साफ करने और छिपे हुए विस्फोटकों का पता लगाने में सक्षम हो। रक्षा मंत्रालय के शीर्ष अधिकारियों के समक्ष परियोजना प्रदर्शन के लिए एक कार्यशील प्रोटोटाइप तैयार करने हेतु सात महीने की कठोर समय सीमा थी।

कर्मचारियों की कमी और अन्य अप्रत्याशित मुद्दों के कारण परियोजना में देरी हुई, जिसके परिणामस्वरूप दो सप्ताह की देरी हुई। जैसे-जैसे समय सीमा नजदीक आती गई, परियोजना के नेता ने टीम पर कम से कम आराम के साथ लंबे समय तक काम करने का दबाव डाला। इन चुनौतियों के बावजूद, टीम प्रदर्शन के लिए समय पर प्रोटोटाइप पूरा करने में कामयाब रही।

प्रदर्शन के दौरान, रोबोट को खदानों का पता लगाने और उन्हें स्त्रे से चिह्नित करने के लिए एक सक्रिय बारूदी सुरंग में तैनात किया गया था। शुरुआत में, रोबोट ने उम्मीद के मुताबिक प्रदर्शन किया, खदानों की पहचान की। हालाँकि, साइटों को चिह्नित करने के बजाय, इसने विस्फोटों को ट्रिगर किया, जिससे ऑपरेटिंग इंजीनियर को घातक चोटें आईं। प्रदर्शन को तुरंत रोक दिया गया, और जांच शुरू की गई।

जांच में पता चला कि सॉफ्टवेयर में खामी के कारण यह खराबी हुई, जिससे यह दुखद दुर्घटना हुई। सॉफ्टवेयर डेवलपमेंट टीम ने तर्क दिया कि ऑपरेटर ने मिश्रित आदेश जारी किए, जिससे यह खराबी हुई। कुल मिलाकर, प्रत्येक टीम जिम्मेदारी से बचती रही, लेकिन घातक त्रुटियों के लिए किसी न किसी टीम को जवाबदेह बनाया जाना था।

- (a) यदि आप एक्वाटेक के नैतिकता अधिकारी हैं, तो आप इस घातक दुर्घटना के लिए किसे जिम्मेदार ठहराएंगे? क्यों?
- (b) आर्टिफिशियल इंटेलिजेंस का उपयोग करते समय उत्पन्न होने वाले कुछ सामान्य नैतिक मुद्दों पर चर्चा करें।

(250 शब्दों में उत्तर दीजिए) 20 अंक

AquaTech is a government defence contracting firm specialising in manufacturing robotic systems for police and military use. It is known for producing bomb-defusing robots and working on other classified projects. One critical project involved developing a robot capable of sweeping minefields and detecting hidden explosives. The project had a stringent seven-month deadline to produce a working prototype for a demonstration to top defence ministry officials.

The project encountered delays due to staff shortages and other unforeseen issues, resulting in a two-week lag. As the deadline loomed, the project leader pressured the team to work extended hours with minimal rest. Despite these challenges, the team managed to complete the prototype on time for the demonstration.

During the demonstration, the robot was deployed in an active minefield to detect mines and mark them with a spray. Initially, the robot performed as expected, identifying mines. However, instead of marking the sites, it triggered explosions, causing fatal injuries to the operating engineer. The demonstration was immediately halted, and an inquiry was launched.

The investigation revealed that a software flaw caused the malfunction, leading to the tragic accident. The software development team argued that the operator issued mixed commands, which contributed to the malfunction. Overall, each team kept deflecting responsibility, but somebody or a team had to be made accountable for the fatal errors.

- (a) If you are the ethics officer of AquaTech enquiring, who will you hold responsible for the fatality? Why?
- (b) Discuss some common ethical issues that arise while using artificial intelligence.

(Answer in 250 words) 20 marks

The case pertains to challenges associated with rising technologies as well as corporate governance.

(a) As an ethics officer of Aquatech,

My methodology will be as under -

- 1.) Proper enquiry to find if there were faults in the software.
- 2.) If there were faults on any side, what were the reasons?
- 3.) Planning errors on the part of recruitment team (staff shortages), project team (unplanned actions), other teams etc. need to be known first.

After understanding all the scenarios, their causes, and responsible agents, I will hold someone responsible.

The responsibility will be fixed proportional to the mistakes committed.

This is so because, in a large <sup>even if</sup> setup, everyone diverges by a small amount, large errors could be made.

~~Lastly~~, I will also suggest for quality control mechanism to be overhauled.

I will also suggest for compensation to the operating engineers.

(b) Ethical issues while using AI-

- 1.) Transparency with regard to process of development.
- 2.) Respect for privacy of citizens.
  - AI feeds on data
- 3.) Defining boundaries for usage of AI
- 4.) Utilisation of AI for public welfare
  - Eg. AI based agriculture.
- 5.) Deception
  - Eg. cheating in assignments.
- 6.) Laziness
  - Making humans work less.
- 7.) Livelihood issues
  - AI taking over jobs.
- 8.) Personality rights
  - Eg. deepfakes.
- 9.) National security
  - Eg. AI based meddling in elections.
- 10.) Autonomous weapons → Threat to humanity.

AI is a double edged sword and  
global community must define A  
"Ethics of AI" before its widespread  
adoption.



12.

आदिवासी गांवों के वर्चस्व वाले जिले में जिला विकास अधिकारी (DDO) के रूप में तैनात होने के बाद, मैंने क्षेत्र की विशिष्ट समस्याओं को समझने के लिए सभी ब्लॉक विकास अधिकारियों (BDO) से मुलाकात की। पहचाने गए प्राथमिक मुद्दे पानी की कमी, खराब शैक्षिक बुनियादी ढांचा, मध्याह्न भोजन योजना में अनियमितताएँ और सड़कों का न होना थे। सीमित बजट के साथ, मैंने इन दबाव वाली समस्याओं को समाधान की योजना बनाना शुरू कर दिया।

BDO की बैठक के कुछ सप्ताह बाद, मैंने पुलिस अधीक्षक (SP) के कार्यालय का शिष्टाचार दौरा किया। हमारी सौहार्दपूर्ण बातचीत के दौरान, एसपी ने जादू-टोना से संबंधित अपराधों का जिक्र किया, जिससे मुझे आश्चर्य हुआ क्योंकि किसी भी बीडीओ ने इस मुद्दे को नहीं उठाया था। मेरी चिंता यह जानकर बढ़ गई कि इन अपराधों की ज्यादातर पीड़ित महिलाएँ थीं।

एक हफ्ते बाद, नियमित निरीक्षण के लिए एक ब्लॉक का दौरा करते समय, मैं स्कूल के शिक्षकों, आशा कार्यकर्ताओं और स्वयं सहायता समूहों (एसएचजी) की महिला बुजुर्गों से मिला। चर्चाओं के माध्यम से, मुझे पता चला कि जादू-टोना समुदाय में गहरी जड़ें जमाए हुए हैं। आशा कार्यकर्ताओं ने लगभग हर महीने घटनाओं की सूचना दी, हालाँकि आधिकारिक तौर पर कोई भी दर्ज नहीं की गई।

स्थिति की गंभीरता को समझते हुए, मैंने जादू-टोना से संबंधित अंधविश्वासों से निपटने के लिए विकास निधि का एक हिस्सा आवंटित करने का फैसला किया। स्थानीय गैर सरकारी संगठनों और एसएचजी ने पहल का स्वागत किया, लेकिन दो हफ्ते बाद, आपको एक आरटीआई मिली जिसमें शिक्षा, सड़क और पानी की आपूर्ति जैसे महत्वपूर्ण क्षेत्रों की कीमत पर जादू-टोना से संबंधित मुद्दों के लिए धन आवंटित करने के लिए स्पष्टीकरण मांगा गया था।

- उपरोक्त मामले में क्या मुद्दे शामिल हैं?
- आपके पास सीमित बजट होने के बावजूद, आपने जादू-टोना से संबंधित अंधविश्वासों से निपटने के लिए धन आवंटित करने का फैसला किया। आप समुदाय और हितधारकों के समक्ष अपने निर्णय को कैसे उचित ठहराएंगे?
- यह देखते हुए कि जादू-टोना से संबंधित अपराधों की शुरुआत में बीडीओ द्वारा रिपोर्ट नहीं की गई थी, आप इस संचार की कमी को कैसे दूर करेंगे और कैसे आगे चलकर बेहतर रिपोर्टिंग और पारदर्शिता सुनिश्चित करेंगे?

(250 शब्दों में उत्तर दीजिए) 20 अंक

After being posted as the District Development Officer (DDO) in a district dominated by tribal villages, I met with all the Block Development Officers (BDOs) to understand the region's specific problems. The primary issues identified were water scarcity, poor educational infrastructure, irregularities in the midday meal scheme, and non-existent roads. With a limited budget, I began planning solutions for these pressing problems.

A few weeks after the BDOs meeting, I made a courtesy visit to the Superintendent of Police's (SP) office. During our cordial conversation, the SP mentioned witchcraft-related crimes, which surprised me as none of the BDOs had brought it up. My concern grew knowing that most victims of these crimes were women.

A week later, while visiting a block for a routine inspection, I met with school teachers, ASHA workers, and women elders from Self-Help Groups (SHGs). Through discussions, I learned that witchcraft had deep roots in the community. ASHA workers reported incidents almost every month, though none were officially recorded.

Realising the gravity of the situation, I decided to allocate part of the development funds to tackle witchcraft-related superstitions. Local NGOs and SHGs welcomed the initiative, but two weeks later, you received an RTI wanting an explanation for allocating funds for witchcraft-related issues at the cost of critical areas like education, roads, and water supply.

- (a) What are the issues involved in the above case?
- (b) With a limited budget at your disposal, you decide to allocate funds to tackle witchcraft-related superstitions. How would you justify your decision to the community and stakeholders?
- (c) Given that witchcraft-related crimes were not initially reported by the BDOs, how would you address this lack of communication and ensure better reporting and transparency moving forward?
- (Answer in 250 words) 20 marks

The case involves with backwardness  
in social parameters compounded  
 with witchcraft and crunch of  
resources.

(a)

| Stakeholders<br><del>Issues</del> | Issues<br><del>Stakeholders</del>                                                                                         |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| ① I, DDO                          | a) Upliftment of people.<br>b) Tackling superstitions<br>c) Managing resource crunch.<br>d) Transparency → answer to RTI. |
| ② People of the tribal community  | a) Backwardness<br>b) <del>Non</del> Non access to modern knowledge.                                                      |
| ③ Government and society          | a) Providing justice and welfare to all.<br>b) Inclusive growth<br>c) Scientific temper                                   |

(b)

3

1) Equally pressing issue.

- led to several incidents in the past.

2) Linkage between witchcraft and other Socio-economic parameters.

Superstitions

Lack of focus on education & health

Poverty

Justification for allocation to tackle witchcraft

3) Administrative explanation

- If funds fall short, mid-term reallocation could be done for specific sectors.

4) I will focus on efficiency and checking leakages:

- More output from less input.

5) Witchcraft deserves

attention as it has continued due to negligence.

(C) Addressing lack of communication and ensuring better transparency -

- 1) Mechanisms to ensure complete transparency like online reporting, real time feedbacks etc.
- 2) Understanding reasons behind why they were not reported at first, then addressing them.
- 3) Cross departmental meeting platforms  
• Police, health, education etc.-s enhance transparency and collaboration.
- 4) Open discussion forums to get enhance communication and reduce hierarchy.
- 5) Confidence building among staff to be able to report to seniors.
- 6) Accountability setting for deception.

The collective conscience as guided  
by Durkheim and Rawls' socio-economic  
justice principle call for ~~self~~ upliftment  
of the last in the queue.

