

VAJIRAM & RAVI

GENERAL STUDIES Ethics Enrichment Program-2024 Ethics Full Length Test

Time allowed: Three Hours

Maximum Marks: 250

ADMIN. NO.:
NAME:
UPSC Roll NO.
MOBILE NO.:
EMAIL.:
SUBMISSION DATE:

**UPSC CSE 2024
AIR-47**

QUESTION PAPER SPECIFIC INSTRUCTIONS

Please read each of the following instructions carefully before attempting questions:

There are TWENTY questions printed in ENGLISH. All the questions are compulsory.

The number of marks carried by a question/ part is indicated against it. Word limit in questions, wherever specified, should be adhered to. Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.

Q No.	Marks	Q No.	Marks	Q No.	Marks
Q1	/10	Q6 c)	/10	Q13	/20
Q2	/10	Q7	/10	Q14	/20
Q3	/10	Q8	/10	Q15	/20
Q4	/10	Q9	/10	Q16	/20
Q5	/10	Q10	/10	Q17	/20
Q6 a)	/10	Q11	/10	Total	/250
Q6 b)	/10	Q12	/20		

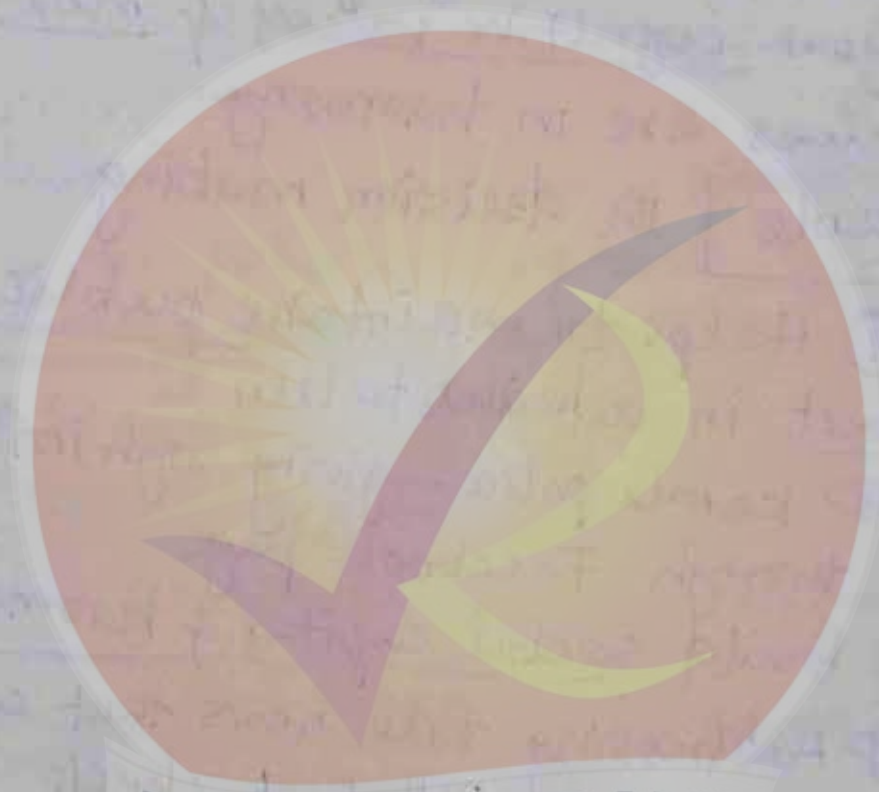
Evaluator Code: _____

Parameters		Good	Average	Needs Improvement
Conceptual Understanding				
Understanding Demand of Question				
Structure	Introduction			
	Body			
	Conclusion			
Presentation-Illustrations, flowcharts, diagrams, etc.				
Language and Handwriting				
No. of Questions Attempted				
Adherence to Word Limit: Yes/No				

Evaluator/Reviewer Suggestions

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Evaluator/Reviewer Suggestions



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☺ All the Best ☺

Section - A

Answer the following in not more than 150 words each: Each Question carries 10 marks (10 marks x 13 = 130 marks)

I. Write short notes on the following in 75 words each:

(i) Role of Intellectual Integrity in administrative decision making.

(ii) Role of Citizen Charter in good governance. (10 marks, 150 words)

Intellectual integrity is when your cognitive values & moral values are in harmony

Role in decision making:

① Helps to maintain public trust in administration

eg Kerala police - giving right info through Facebook page

② Build social capital & harmony

eg Addressing fake news that can cause riot - PIB fact check

③ Dedication to public service of officer ensured

eg Avoid cognitive dissonance due to conflicting situation of info

Officers need to nurture intellectual integrity to ensure a public spirited bureaucracy

ii) Citizen charter are vision documents that mention quality of quality, governance assessment etc of a service

Role of citizen charter in good governance

i) Accountability of service provider ensured

eg) Hyderabad municipality charter - fill potholes in 24 hour

ii) Timely delivery of service

eg) RBI charter - DD in 1 hour

iii) Participation of citizen in good governance ensure transparency

Issues → One size fits all approach

→ Non consultative charters
→ No consultation with NGO, society

As 2nd ARC recommend, clear citizen charters, which are updated and give governance assessment for citizens ensure Sevottam (utmost service quality)

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(Don't write anything in this part)

2. Compare and contrast the roles of family and educational institutions in value inculcation. How can these two institutions complement each other? (10 marks, 150 words)

Social institutions like family & education institution are crucial in nurturing an ethical person

Role of Family → Parents as role model
→ value education
eg) Dhabhai to Shivaji

Role of education institution
↳ Group activities eg) sports fest
↳ Collectivism as a value.

Comparison

<u>Family</u>	<u>Education</u>
① Inculcate value through <u>love & affection</u>	Inculcate value through <u>formal education</u>
eg) Grandparents through panchatantra stories	eg) Dotuku value classes in Japan

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② Individual attention is given

Collective attention
nurture value
like social relation
management
(Emotional Intelligence)

③ Nuclear families
single parent
families etc can't
give all necessary
values

Trained teachers
can better
understand child's
cognitive
development

Complemental role of family
& education

① Both need to show & teach
morality & ethics to children

② Dysfunctional families' role
need to be filled by teachers

③ Lack of value education of
issues in schools like promoting
rat race need to be complemented
by family

Both these social
actors need to hold hands together
to nurture guided generation in
era of unguided missiles

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3. "Tolerance is not just about accepting differences; it is about appreciating and celebrating diversity." Discuss the importance of tolerance for governance. How can civil servants foster a culture of tolerance and inclusivity in a diverse country like India? (10 marks, 150 words)

Tolerance refers to permissible attitude of an individual to accept differences

Appreciating diversity for tolerance

→ Take part in other community celebrations

→ More societal interaction to know more about diverse people

Importance of tolerance in governance

I. Intra organization

① Promote healthy work culture within colleagues

→ Giving leave to a colleague on his community celebration

② Better management of relationships within to help them in vulnerable situation

→ Odisha - period leave for women

II Officer - public interface

① Compassionate administration
fostered \rightarrow Compassionate
Kozhikodu project

② Help understand their actual
needs & empower them

\rightarrow Sandeep Nanduvilal - Cafe Able
for differently abled.

Fostering culture of tolerance
& inclusivity.

① Nurturing emotional intelligence
through yoga, mindfulness etc
to accept others.

② Programs to improve interaction
between diverse communities
 \rightarrow India day at LBSNAA

③ Sensitivity training to officers
 \rightarrow Empower hour classes by
Scotland police.

Nurturing tolerance
& diversity is necessary to ensure
Ek Bharat shreshth Bharat

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4. "A person's character is most accurately revealed in their private life, not their public persona." Critically examine this statement in the context of public servants and their ethical conduct. (10 marks, 150 words)

• A person has three lives — private life, public life and secret life — Gabriel Garcia Marquez

Person's character revealed in private life

① Private life has more informal relation which give comfort to express ourself

eg) Active listening between couples

② Private life is not bound by code of conduct

eg) IPS Purushotam Das facing domestic violence case

③ Privacy as a mask to cover the necessary human infallibility

eg) IAS Sriyam Venkit — drunk drive case.

④ love & tolerance like values are more applicable in private life

eg) Officer may shout at wife & she accept it due to love but not in office

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yet, character in public & private life are complimentary

① Conscience as a moral compass work same in both relation

eg) Ethical person can't show violence be it home or office

② Intrinsic values & morals of person should remain same in both

③ Different persona will lead to cognitive dissonance & mental stress

eg) IPS Shiladitya suicide = professional issue + wife's death

In Both private & public relation, values like compassion, dedication etc need to be nurtured to find a balance as envisioned by Budha's Madhyamamarg

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5. Accountability mechanisms are essential for ethical governance but often lead to bureaucratic delays and inefficiencies. Critically examine this statement in the context of Indian administration. Can a balance be struck between accountability and efficiency? Discuss with suitable examples. (10 marks, 150 words)

6. Accountability and efficiency often doesn't go hand in hand

Accountability mechanism
↓
delay

① Time taking procedure to ensure accountability
eg RTI application reply - officer need to check multiple files.

② Inefficiency & lack of trained officers lead to delay

eg Need to check physical records to give accountable info

③ Ivory tower syndrome (Moi Raap Attitude)

reduce efficiency & enthusiasm to give accountable reply

eg Red tapism in administration

④ Hierarchy & secrecy in webexan democracy

60% works in India need

multiple approvals (world bank)

Yet, Advantages of time taking → Multiple stage checks
 → Accuracy can be ensured.

Balancing accountability & efficiency

① Technology as a panacea

↳ DBT eliminated subsidy regime inefficiency

② Proactive disclosure as a mean of accountability

↳ Jan Soo Chan portal Register

③ Training & incentive officers in Accountability measures

↳ Sevottam Award by DARPG.

④ Emotional Intelligence training to find a balance between both.

Not using accountable administration without compromising efficiency should be a pillar of Mission Karmayogi

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6. What does each of the following quotations convey to you in present context?

a) "Reason is, and ought only to be the slave of the passions, and can never pretend to any other office than to serve and obey them." - David Hume

(10 marks, 150 words)

The quote explains the necessity to balance & relationship between Reason & passion

Reason as a slave to passion

① Lack of courage to go behind the passion

→ Lack of entrepreneurship culture in India & race behind govt jobs

② Lack of Emotional intelligence to balance desire & reason

→ Krishna's reason based Gita upadesh gave passion of war valour to Arjuna.

③ Lack of innovative mind to go behind what one wants

→ Shanker Mahadevan left engineering field to go behind music passion.

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(Don't write anything in this part)

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Reason pretend to serve & obey
passion

① Human's desire to achieve
a stable position than to hustle
behind passion

eg Coage for stable investments, like
fixed deposit instead of trading

② Social responsibilities pull
them back to go behind passion

eg Indian women facing
motherhood penalty

Yet, we have to nurture

passion with reason

① New age opportunities like
Youtube to express passion.

eg viral katcha badam song

② Social support ensured to
go behind passion

eg Olympics podium scheme for
sport person

Backing reason with
passion is the trait of a
person with sthitapaznnyas

6. b) "The ultimate measure of a person is not where they stand in moments of comfort and convenience, but where they stand at times of challenge and controversy." - Martin Luther King Jr. (10 marks, 150 words)

The quote explains that adversity is something that test a man's resilience.

~~eg~~ Gandhiji in midst of partition violence at Naokhali

Adversity test person

① Test our preparedness to face a disaster

~~eg~~ Japan - 7.8 earthquake led to zero deaths due to preparedness

② Show emotional intelligence to manage emotions of own as well as others

~~eg~~ Arjuna facing Kurukshetra war after Gita upadesh

③ Show ability to work with limited resources through out of box thinking

~~eg~~ Armstrong game - people's road through crowd funding

④ Show leadership abilities

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to prepare for what comes in future ~~to~~ Dr Rajendra Bhasud IAS established oxygen plant anticipating covid 2nd wave.

yet, Moments of comfort also exhibit one's capability as

- ① Morality of person remain ^{same}
- ② values & conscience that he hold doesn't change
- ③ Can show ability by preparing for upcoming bad times in advance

Managing challenging times

① Can take help from peers
↳ India's help in Turkey Earth quake - Operation dost

② Can prepare well in advance for upcoming challenge
↳ Life insurance policies.

stuthaprangya
it need to be nurtured
to face challenging times

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(Don't write anything in this part)

6. c) "In matters of conscience, the law of the majority has no place." - Mahatma Gandhi. (10 marks, 150 words)

Conscience is the internal moral compass that help us to navigate through hard times
eg) To decide dilemma of attending interview or help accident victim

Conscience - no place for majority's law

- ① Help to alleviate the pain of exploited people
eg) Dr Victor Frankl's logotherapy in Nazi holocaust camp.
- ② Moral duty to stand for the persecuted people
eg) US intervention in Uighur muslims
- ③ Accepting the infallibility of human made laws
eg) Marital rape legal but prick conscience
- ④ shows the moral competence & ethics of person stands up
eg) South Africa case against

Israel in ICC.

⑤ Need to ensure justice — especially for those who cannot make own voice

↳ India as a net security provider for small island nations

Yet! Sometimes law of majority can satisfy our conscience

① when the law is for a just cause ↳ section 144 for public order

② Ensure National security ↳ AFSPA laws

③ To follow utilitarianism — to ensure greater good

↳ Internet shutdown to reduce fake news in Manipur.

Yet, just law which protect both minority & majority need to be formed to follow India's value of Vasudhaiva Kutumbakam

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7. "Empathy is seeing with the eyes of another, listening with the ears of another, and feeling with the heart of another." How can emotionally intelligent civil servants utilize empathy to improve governance and service delivery?

(10 marks, 150 words)

Empathy refers to our ability to understand others pain by putting ourselves in their position.

eg Empathy to homeless when working in PM Awas Yojna

Emotional intelligence to utilize empathy in administration

I. Intra organization

① Ensure better relation with co workers → work culture improve

eg Empathizing loss of colleague's mother

② Ensure a positive & comfortable workplace to vulnerable

eg Period leaves - Odisha

II. Officer - Citizen interface

① Out of box thinking to ensure quality service delivery

eg Armstrong game IAS - people's

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road through crowd fund

② work for vulnerable population

eg Sandeep Nanduri IAS - Cafe Able for differently abled.

③ Reduce Abuse of power by officers

eg Tripura DM slapped man who violated COVID protocol

Nurturing empathetic & EI based officers.

① Sensitivity training & field visits for officers to understand ground reality eg village visit of IAS trainees.

② Emotional intelligence as a module in officer courses

③ Encourage self assessment introspection, retrospection cycle. eg EI tool by DoPT.

Both empathy & EI are needed to transform iron caged bureaucracy to public spirited ones of Amritsar

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8. Analyse the ethical implications of the widening gap between rich and poor nations.

Is there a moral obligation for developed countries to assist developing ones?

(10 marks, 150 words)

International ethics likes to address the gap between rich & poor in detail.

Ethics of gap between rich & poor

① Historic exploitation is the reason for development gap → rich need to take responsibility

↳ Afoxa paper partition → Coups now

② Global nature of issues
'Our fates are interlinked'

↳ Poverty in poor country lead to illegal migration issue in rich

③ Inequitable distribution of resource causing gap.

↳ Import dependence of oil of India.

④ Universalism - Idea by Tagore which refuse to see world issues as broken pieces.

⑤ Countries facing issues due to the problem which they never

(Don't write anything in this part)

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(Don't write anything in this part)

committed

Moral obligation to assist

① Need to work for developing
Bonum (Highest good)

eg) Polluter pay principle - LfD fund

② Kant's categorical imperative
universal duty to help
vulnerable

③ Duty to prevent a situation
that can lead to world wars

④ Nuclear weapons can
threaten world peace

eg) Countries outside no first
use policy

Way forward

① North South cooperation

eg) India's role in G20

② universal duty to help each
other eg) Africa fund by EU

Need to nurture

the value of Vasudhaiva

Kudumbakam to ensure prosperity
of world

(Don't write anything in this part)

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9. "We do not inherit the earth from our ancestors; we borrow it from our children."
Discuss the ethical responsibilities of individuals, corporations, and governments in protecting the environment for future generations. (10 marks, 150 words)

Environmental ethics calls for fulfilling our duties to nature to sail through the era of climate change

Ethical responsibilities

I. Individual

- ① To lead a sustainable life
eg LIFE campaign. ^{Pro planet people}
- ② To reduce exploitation of nature for our good
eg shift to EV from petrol.
- ③ Promote Biocentrism
eg Reduce poaching, hunting, etc.

II. Corporations

- ① Contribute to nature loving policies in governance
eg starbucks - ethical coffee bean collection
- ② Reduce resource exploitation
eg Kimberlee certification -

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ethical diamond source

- ③ Avoid misinformation in name of nature conservation
eg Greenwashing practice

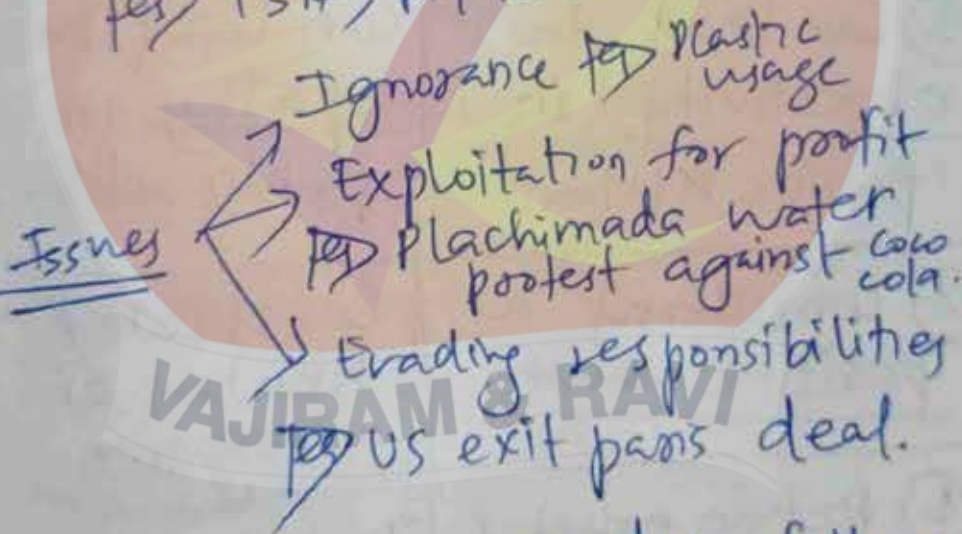
III Govt

- ① Support sustainable policies

eg Panchamrit goals India

- ② Enable smooth transition to renewable

eg ISA, PM Kusum etc



We need to follow our ancestors footsteps which followed Rakriti Rakshanti Rakshita for ethical environment for future

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10. "Impartiality is not neutrality; it is about treating everyone fairly based on merit and evidence." Explain the difference between impartiality and neutrality in the context of civil service. (10 marks, 150 words)

Impartiality & neutrality are considered core features of weberian bureaucracy

Impartial

① Treating every stakeholder as equal

② Can lead to objectivity in public relation

③ Considered a positive value

④ Action oriented - promote proactive work for other's good

eg equally treating all political parties by Election commission

Neutral

keeping a distance from every stakeholder

Can lead to apathy in public relation

Considered neutral or negative

Inaction can be a result of neutrality

voter showing non neutrality & not voting in election

Yet, Both Impartiality & neutrality have common features too

① Both nurture impersonation for merit based decision
→ faceless assessment by tax authorities

② Reduce discretion led corruption in civil service

eg → Applying Section 144

③ Build public trust & social capital towards officer

eg → Handling a riot situation

A twin line
separating Impartiality, apathy & neutrality need to be drawn to ensure

citizen oriented public service & ensure

Sevottam

(utmost service quality - 2nd Arc)

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11. The teachings of the Bhagavad Gita offer valuable lessons for ethical conduct in public service. Discuss the relevance of these teachings in navigating the ethical issues of administration in contemporary India. (10 marks, 150 words)

Bhagavat Gita, a source of ethics & morality helps in inculcating valuable life lessons

Valuable lessons from Gita

- ① Emotional intelligence or sthitaprajnya
- ② working without expectation of result - Nishkama Karma
- ③ Dharma or doing your duty as utmost priority
'Yoga Karmasya Kaushalam'
- ④ Objective decision making for common good without kin or personal relation
↳ Arsuna against Kauravas in Yudha.
- ⑤ Leadership quality of motivating fellow officers in moral need

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(Don't write anything in this part)

~~to~~ Krishna as Sazthi to Arjuna.

Relevance of teaching in administration

① Nurture emotional intelligence lead to efficiency in work

~~to~~ 'Empower hour' - EI training to Scotland police

② Dedication to duty without renal expectation - reduce greed, corruption, bribery

③ Duty as utmost importance

Sevottam - 2nd ARC

High quality service

④ Merit based objective decision

making & its non interference in private relation

~~to~~ SH Kapadia - judge ceased from Vodafone case due to son's involvement in case

Bhagavat Gita can be taken as a source to live a life with propriety

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Section - B

Answer the following in not more than 250 words each: Each Question carries 20 marks (20marks x 06 = 120 marks)

12. In the aftermath of the devastating landslides in Kerala, you, the District Collector, face an arduous task: overseeing relief and rehabilitation efforts amidst widespread destruction and loss. While the immediate priority is to provide aid and shelter to the affected, the complexities of the situation demand a delicate balancing act between transparency, accountability, and community empowerment. The disaster has drawn intense media attention and public scrutiny which places immense pressure on you to ensure that every action is transparent and accountable. However, the urgency of the situation and the sheer scale of the devastation make maintaining meticulous records and following standard procedures a challenge. Further, you receive reports of irregularities in the distribution of relief materials, with some influential individuals and communities allegedly receiving preferential treatment. You also recognize that true recovery lies in empowering the affected communities to take ownership of the rehabilitation process. However local communities express concerns about the long-term sustainability of proposed rehabilitation plans. Media reports highlight instances of communities resisting relocation to safer areas, citing cultural and emotional attachments to their ancestral lands.

- What are the ethical issues involved in the case study?
- How do you navigate the sensitive issue of balancing the imperative of safety with respect for community sentiments and cultural heritage?
- How do you ensure equitable distribution and maintain transparency in the allocation process, all while under intense media scrutiny? (20 marks, 250 words)

Disaster management requires emotional intelligence to manage both administrative work as well as wellbeing of citizen



(a) Ethical issues for administration

① Balancing relief work with transparency

② Empathy to disaster affected
public duty to rehabilitate

③ Address public scrutiny for
showing professional integrity
to work

for citizen affected

① Emotional trauma & need
to address same

② Loss of belongings, people
& waiting for rehabilitation

③ Public scrutiny affecting
privacy

④ Considering them as a mean
to publicity by credible
organizations of contributors

(Don't write anything in this part)

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(b) Navigating sensitive issue

I. Relief work

① Ensure resources to continue rehabilitation to relief workers
eg) Use Disaster management fund

② Providing support to officers working day & night in search & rescue

II Administrative work

① Using transparent mechanism to fund collection
eg) CMRDF fund

② Not compromising routine district work in midst of disaster work

III Affected citizen

① Ensure personal safety & resources for them in camps
eg) Rebuild Kerala initiative

② Persuasion using local

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(Don't write anything in this part)

panchayat, religious leaders
etc to promote rehabilitation
to camp

↳ Role of church fathers
in perak flood management

IV Media continuity

① Proactive disclosure
once hurry of disaster
work end

② Equitable distribution

Prioritize

① More focus on vulnerable
population

↳ Ensuring sanitary napkin
to women in camp

② Ensuring health of elderly,
disabled etc in camp.

Systematic resource management

① Role of volunteers ↳ NSS
to classify & pack relief

items in priority.

Transparency in media scrutiny

- ① Proactive disclosure of information through press note
- ② Reducing media interaction to traumatised citizen & promote info disclosure through official source
- ③ Can appoint a public information officer to ensure live updates in district website

Disaster management need the values of Emotional intelligence & compassion to ensure well being of all

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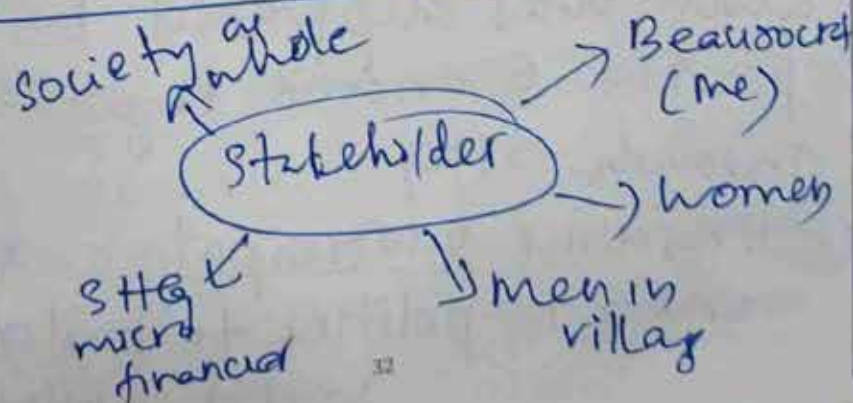
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13. You are a senior bureaucrat in the Ministry of Rural Development. A flagship program aimed at empowering women in rural areas through self-help groups (SHGs) and micro-enterprise initiatives is being implemented. While the program has seen success in providing financial assistance and skill development, you observe that women's participation in decision-making bodies within these SHGs and village councils remains limited. Despite legal provisions for women's participation in local governance, traditional patriarchal norms often prevail, relegating women to secondary roles. This results in their voices being unheard and their concerns being overlooked in decision-making processes. Further, Years of social conditioning has led to internalization of gender bias, where women themselves underestimate their abilities and hesitate to participate in decision-making. Many rural women are unaware of their rights and the opportunities available to them. Lack of education and information has further hindered their participation in decision-making bodies. Moreover, Male members within the community and even within the SHGs resist women's participation in decision-making. Some men cite traditional gender roles and norms while some question their abilities. They also try to control access to resources and information, limiting women's ability to participate effectively in decision-making processes. Women who attempt to challenge traditional norms face social ostracism or pressure from their families and communities to conform.

- Identify the ethical issues in the given case study.
- How can you engage with male members of the community and SHGs to address their concerns and encourage them to support women's participation?
- What institutional and policy changes can be made to create a more enabling environment for women's participation in decision-making, ensuring that their voices are heard and valued? (20 marks, 250 words)

The above case shows how traditional patriarchal notion affect the empowerment of women, especially in rural



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(a) Ethical issues

- ① Denied right to self determination of women
- ② Denied public service delivery through SHGs disfunction
- ③ Cognitive bias of both men & women consider women as secondary citizens
- ④ Future of younger generation of same village going to internalize patriarchy.
- ⑤ My responsibility to promote scientific temper & equality in village
- ⑥ Avoid misuse of public fund which was supposed to provide economic empowerment through SHGs
- ⑦ Ensuring participation of women in politics to build social capital

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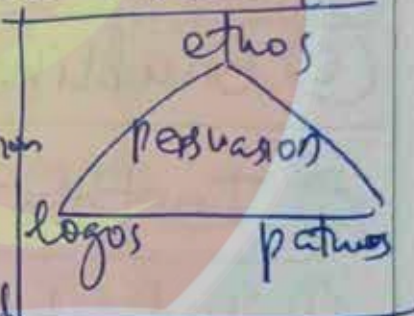
⑤ Engaging male members

① Proactive listening to their concerns

② Trying to make them aware of issues faced by women
eg ladoo panchayat
Bibipur - women kchap to talk women issues

③ Persuasion as a mean

to motivate them
in women participation



i) Evoke emotion
through role model

eg DD Bhasab's telecast 'chand vaham achta hai' about Kalpana chaula to motivate women participation

ii) logical reasoning - Advantage of double income to family

eg Bangladesh - women particip^{ation} led to rise of child indicator

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(Don't write anything in this part)

iii) Explain legal repercussions of SHG microfinance under utilization

Engage female

- ① Make them aware of top skill train strengths
- ② Promote participation through role models

eg) Pramila Bisoi MP
SHG leader → Lok Sabha

Enabling women participation

① Institutional change

① Infrastructure support

eg) Toilets, feeding rooms in public
She toilet - bellhi

② Relieve motherhood penalty

eg) Palna creche scheme

③ women friendly atmosphere in society

④ Promote women as equal

(Don't write anything in this part)

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(Don't write anything in this part)

partners in family
eg) Ration card in women's name

II) Policy change

① Gender sensitive law making

eg) 106th Amendment - reservation

② Input from women stakeholders taken

eg) SEWA like women groups

③ Promote labour force participation, entrepreneurship

eg) more MUDRA loan

Need to promote women participation to ensure India's economic development of Viksit Bharat 2047

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14. India stands on the brink of a transformative AI revolution. The government's "Digital India" initiative and the private sector's enthusiasm for AI applications across various sectors hold immense promise for economic growth and societal development. AI-powered solutions are being explored to revolutionize healthcare diagnostics, streamline financial services, enhance agricultural productivity, and even aid in law enforcement and disaster management. However, this rapid advancement has also raised critical ethical questions. As AI automates tasks once performed by humans, concerns about job losses and widening economic disparities loom large. While new jobs might emerge, the skills required could leave many behind. Further, the vast amounts of data collected and analyzed by AI systems raise serious privacy concerns. The potential for misuse of personal information, mass surveillance, and profiling by both government and private entities poses a significant ethical challenge. Moreover, AI systems are trained on historical data, which can perpetuate and amplify existing biases in society. This can lead to discriminatory outcomes in areas like hiring, lending, and even criminal justice, unfairly disadvantaging certain groups.

As AI systems become more complex and autonomous, determining accountability for their actions and decisions becomes increasingly difficult. The "black-box" nature of many AI algorithms makes it challenging to understand their decision-making processes, raising concerns about transparency and the potential for misuse. You are the head of a newly formed government task force on Artificial Intelligence (AI). Given the multifaceted ethical challenges associated with the growing influence of AI, formulate a comprehensive national AI policy framework for India. (20 marks, 250 words)

Ess of Industry 4.0 faces the challenge of AI ethics

Multifaceted ethical challenge

① Automation

① loss of job - 27% projected by OECD

② Addressing job loss led economic inequality

↳ gig workers like Swiggy boys

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③ loss of human touch in works

tes AI chatbots can't address customer emotions.

II Privacy

① Affect social fabric

tes can fabricate media to lead to riot

② Affect women — ^{Revenge porn}

tes Rashmika Mandanna deep fake

③ 'Big brother watching' — create a surveillance state

tes Pegasus issue.

III Training AI

① Perpetuate bias

tes Amazon scraped AI tool for hiring due to women bias

② Vulnerable people

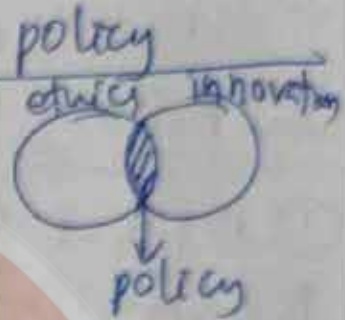
tes Biometric system in US discriminatory colored people

③ Intellectual property violate

Feq US author John Gresham case against open AI for violation

Comprehensive National AI

Need to balance both rights of people & innovators.



I. Automation

① Skill training to existing workers to reduce job loss

Feq NASSCOM future skill platform

② Comprehensive change to school syllabus as per ^{changing} need

Feq CBSE included robotics chapter in class 9.

IIT Hyderabad - BTech in AI & ML

II. Privacy

EU's, GDPR can be taken as a model to ensure

① Data sovereignty to people

Feq Right to forget

(Don't write anything in this part)

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(Don't write anything in this part)

② Fair data use & storage
Key RBI guideline - data need to be stored in India.

③ Promote innovation to differentiate original & fabricated data

Key Meta to watermark AI based image.

④ Strong legal measures to punish crimes using AI

Key Data protection bill 2023

III AI training

① Ensure ethical & consented data source for AI training

② Governance redressal for people affected by unethical data use

IV AI for good purposes

① Education - assist children
Key EHAS Robot

② Farmers
Key Doone Didi Yojana

(Don't write anything in this part)

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③ Culture promotion

↳ Parvati lady AI explaining Indian art to 420 delegates.

thus, policy formulated need to address every stakeholder issue to realise NITI Aayog's AI for AI

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(Don't write anything in this part)

a)
b)
c)

P
+

So
as
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15. You are a mid-level manager at 'GoodLife Pharma,' a leading pharmaceutical company in India. After years of research and development, the company is on the cusp of launching a revolutionary new drug, 'Revivol,' which promises to significantly improve the lives of patients suffering from a debilitating chronic illness. The drug is projected to be a blockbuster, generating billions in revenue and potentially saving countless lives. You've been an integral part of the Revivol team, and its success could significantly boost your career prospects.

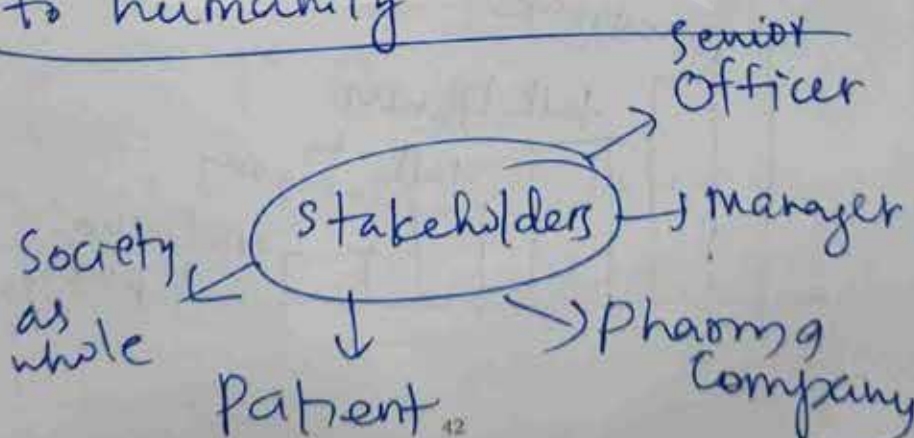
However, just weeks before the scheduled launch, you stumble upon disturbing evidence suggesting that Revivol may have serious, potentially fatal, side effects in a small percentage of patients. These side effects were not adequately disclosed in the initial clinical trial reports, and further investigation reveals that some data points indicating adverse reactions were deliberately omitted from the final report submitted to the regulatory authorities.

You are deeply troubled by this discovery. You understand that the drug is likely to receive approval based on the existing data, and the company is already heavily invested in its marketing and launch. However, the potential harm to patients weighs heavily on your conscience.

To add to the complexity, you discover that your direct superior was aware of the data discrepancies and chose to ignore them. Confronting them directly might lead to retaliation, jeopardizing your job and career. You're also the sole breadwinner for your family, and losing your job would have devastating financial consequences.

- What are the ethical dilemmas faced by the manager in this scenario?
 - What will be your course of action and why?
 - How could stronger corporate governance mechanisms have prevented or mitigated this situation?
- (20 marks, 250 words)

The above situation cause a dilemma between conscience, professional integrity & duty to humanity



(Don't write anything in this part)

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(a) ethical dilemma

① Prick of conscience vs duty to family

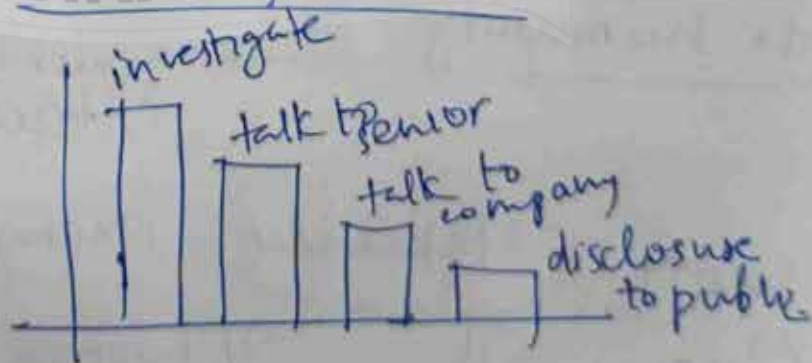
② whistleblowing vs ignoring the minor data

③ Kant's Universal duty to humanity vs professional integrity to company

④ Right to life of people (minority) vs Utilitarianism (majority) — being benefitted

⑤ Professional integrity vs personal integrity

(b) Course of action



- ① Need to find out authenticity of side effects data
- ② Need to take expert advice from medical professionals about reliability of data.
- ③ Analyze both merit & demerit - either to work for majority's ease or take side minority side effect
- ④ collect evidences regarding clinical trial of side effect
- ⑤ Talk to direct supervisor about cognitive dissonance you are facing
- ⑥ If not direct communicate to company about ethical concerns
- ⑦ whistleblow & promote proactive disclosure of total data on side effect
- ⑧ Can search for alternative job if needed

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why?

- ① Consent & proactive information part of medical ethics to patient
 - ② to avoid prick of conscience when side effects start showing
 - ③ Need to follow Kant's categorical imperative - universal duty to fight immorality
 - ④ Not to support using humans as means to company's end of profit
 - ⑤ Commerce without morality being a Gandhian sin
 - ⑥ Corporate governance to mitigate this
- Employer level
- ① Independent directors being neutral & check data authenticity

② disease management including doctors as regulators.

③ Third party verifications before marketing of medicine

Employee level

① Grievance redressal or complaint reporting mechanism

② Ethical senior employees promoting positive work culture

Strong corporate governance need to ensure the concept of trusteeship for sarvodaya rather than considering patients as experiment animals.

(Don't write anything in this part)

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(Don't write anything in this part)

16. You are a young, enthusiastic IAS officer recently posted as the Sub-Divisional Magistrate (SDM) of a rural subdivision. Eager to make a positive impact, you embark on a series of field visits to various government offices under your jurisdiction. However, the sight that greets you in most offices is disheartening. Employees stroll in well past the official start time, and once in, seem to prioritize leisurely tea breaks and idle chatter over their duties. The physical manifestation of this lethargy is evident in the towering stacks of unattended files gathering dust on desks. This backlog translates to agonizing delays in processing applications for essential services and benefits, leaving citizens frustrated and disillusioned. As you interact with the local populace, you hear disturbing accounts of bribery and favoritism plaguing the administrative machinery. It appears that those with influence or willing to pay under-the-table 'fees' can expedite their requests, while the marginalized and less privileged languish in the system's inefficiencies. The most distressing aspect of the situation is the impact on ordinary citizens. You witness firsthand their exasperation as they navigate the labyrinthine bureaucracy, often facing indifference, rudeness, or demands for bribes.

- What are the ethical issues in the prevailing work culture in the subdivision?
- As the SDM, what specific steps would you take to improve the overall work culture and quality of service delivery in your subdivision?
- Discuss the challenges you might encounter in implementing these changes and how you would overcome them. (20 marks, 250 words)

The inefficient work culture described above is a case of Weberian bureaucracy



① Ethical issues

- ① Lack of public service spirit of fellow officers ^{by} extended tea break
 - ② Prioritizing personal comfort over public service
 - ③ Red tapism affect Right to service of citizen.
 - ④ Bribery & corruption lead inefficiency
 - ⑤ Sanskritization of corruption
 - ⑥ Suffering of underprivileged against work ethics & professional integrity of service.
 - ⑦ Lack of an efficient work culture in govt service
 - ⑧ Specific steps to improve
- I. work culture
- ① warning as primary step

(Don't write anything in this part)

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for deseliction of duty

② Can send show cause notice for pending files

③ Technology - biometric attendance, entry & exit of workers

④ Proactive tracking of file number closed, work pending etc by officers

II Quality of service delivery

① Governance redressal mechanism for people to report bribery culture.

② Strict action under prevention of corruption Act when complaint surface

③ Ensure citizen feedback mechanism

→ Passport seva kendra - messaging to review experience at kendra. 49

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VAJIRAM & RAVI

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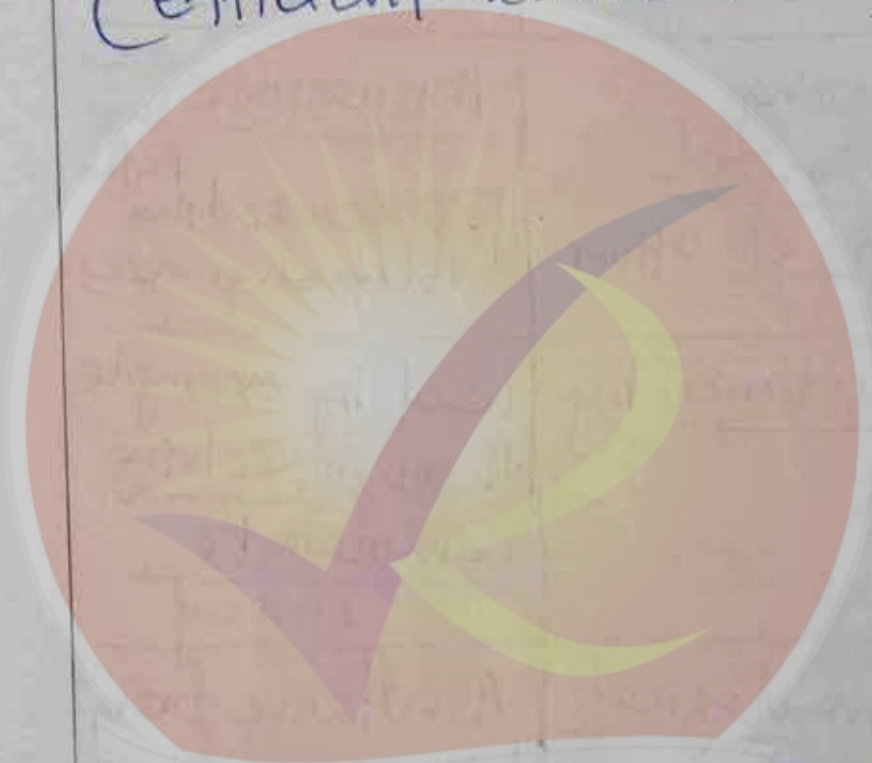
① Challenges	Overcome
① <u>Resistance by Officers</u>	Use <u>legal route</u> of <u>Corruption Act</u> , <u>Right to Service Act</u>
② <u>Ensuring Behavioural change of officer</u>	<u>Persuasion</u> ← etho logo patra <u>Pay Rewarding Best employees</u>
③ <u>Reluctance by citizens</u>	lead by example through <u>solving complaint's raised</u>
④ <u>Technological Challenge</u>	Assistance from <u>higher authority</u> to ensure geo tagging, <u>Biometric attendance</u>
⑤ <u>Sanskritized corruption</u>	Need to <u>enr</u> <u>aware people</u> about issues in <u>Corruption</u> through <u>ESG, Sanikalp patra</u>

(Don't write anything in this part)

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(Don't write anything in this part)

Inefficiencies & corruption tendencies need to be addressed to ensure Sevottam - 2nd ARC (Efficient service delivery)



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17. You have just been appointed as Additional Director General of Central Public Works Department. The Chief Architect of your division, who is to retire in six months, is passionately working on a very important project, the successful completion of which would earn him a lasting reputation for the rest of his life. A new lady architect, Seema, trained at Manchester School of Architecture, UK, joined as Senior Architect in your division. During the briefing about the project, Seema made some suggestions which would not only add value to the project, but would also reduce completion time. This has made the Chief Architect insecure and he is constantly worried that all the credit will go to her. Subsequently, he adopted a passive and aggressive behaviour towards her and has become disrespectful to her. Seema felt it embarrassing as the Chief Architect left no chance of humiliating her. He would very often correct her in front of other colleagues and raise his voice while speaking to her. This continuous harassment has resulted in her losing confidence and self-esteem. She felt perpetually tensed, anxious and stressed. She appeared to be in awe of him since he has had a long tenure in the office and his vast experience in the area of her work. You are aware of her outstanding academic credentials and career record in her previous organisations. However, you fear that this harassment may result in compromising her much needed contribution in this important project and may adversely impact her emotional well-being. You have also come to know from her peers that she is contemplating tendering her resignation.

- a) What are the ethical issues involved in the above case?
- b) What are the options available to you in order to complete the project as well as to retain Seema in the organization?
- c) What would be your response to Seema's predicament? What measures would you institute to prevent such occurrences from happening in your organization?

(20 marks, 250 words)

Ego between employees of an organization can lead to a toxic work culture



(a) Ethical issues

- ① Balancing the emotions of both workers
- ② Giving a role model for other workers in providing a ethical work culture
- ③ Not compromising efficiency of construction due to personal interest of workers
- ④ Utilizing the best talent for service delivery being my duty to public service
- ⑤ Not allowing misutilization of tax payers money in midst of ego clash
- ⑥ My duty to provide protection to seema like talents & their best utilization
- ⑦ Value of hierarchy in beaurocracy need to be maintained

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b) Options

① Allow Senior Chief Architect to continue work alone

Merits

- ① Clash between them solved
- ② Can complete project in time

Demerit

- Seema's best suggestion go waste.
- Seema may resign ⇒ Kind of corruption

② Allow interaction between both & continue work together

Merit

- ① Seema's talent used

Demerit

- ① Further ego clash.
- ② Seema's talent by senior continue
- ③ Create toxic work culture

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③ Reconciliation

- i) Initiate a talk with me as mediator
- ii) If not solved, form a committee of senior architects to evaluate suggestions of both and take as per need
- iii) can reduce direct interaction between them for next six months
- iv) Ensure that due credits are shared between all working for the project

Merit → Positive model to follow officers
→ can stop ego clash between them

Demerit → Retiring senior disappointed for credit gone
→ time consuming

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② Response to Seema's predicament

① Acknowledge the issue she face

② Proactive hearing of her concern

③ Initiate conciliation &

④ If not working, committee to decide issue.

Measures

① Governance redressal mechanism for employees to disclose issues faced by them

② Cooperative positive work culture through

1) Interaction \rightarrow team lunch.

2) Group activities

③ Ensure credit disbursal and due appreciation to anybody worked for a project.

A positive work culture is necessity

(Don't write anything in this part)

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(Don't write anything in this part)

(Don't write anything in this part)

Space for Rough Work

① Sir,
I had a concern of using same examples and words like serottam in many question conclusion. Please enlight me on this in feedback

② Do we need to complete all 4 pages in case study?
I took 3hr + 4 minutes to complete paper.

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