

VAJIRAM & RAVI

SURE SHOT TEST SERIES FLT 2024

**GENERAL STUDIES
Ethics Full Length Test
Test - 8 (GS 4)**

Time allowed: Three Hours

Maximum Marks: 250

ADMIN. NO.: NAME: MOBILE NO.: EMAIL.: SUBMISSION DATE: **UPSC CSE 2024****AIR-242****QUESTION PAPER SPECIFIC INSTRUCTIONS**

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

There are **TWELVE** 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 a)	/10	Q4 a)	/10	Q8	/20
b)	/10	b)	/10	Q9	/20
Q2 a)	/10	Q5 a)	/10	Q10	/20
b)	/10	b)	/10	Q11	/20
Q3 a)	/10	Q6 a)	/10	Q12	/20
b)	/10	b)	/10	Total	/250
c)	/10	Q7	/20		

Follow these steps to avail the facility of mentoring –

1. Go through the soft copy of your evaluated answer sheet and analyse all the comments and suggestions given.
2. Call 9717565805 between 11.00 am to 5:00 pm to fix your mentoring slot.
3. Please follow the mentoring appointment timings properly.

Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language and Articulation						
Structure and Presentation						
Conceptual clarity and Content						
Number of Attempted questions						

Evaluator/Reviewer Suggestions



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Section - A

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

1. a) Differentiate moral absolutism from ethical pluralism with suitable examples. (10 marks, 150 words)

Moral absolutism argues for absoluteness or perfect objectivity of morals whereas ethical pluralism seeks to respect the diverse interpretations of ethical parameters.

Moral absolutism-

- (1) Ever present values:-

Eg. love and care of a mother towards her child.

- (2) similar across globe

Eg. respect for human rights

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(3) Help in building civilizational ethics.

Eg. cooperation and peace in the society.

~~Moral relativism~~ Ethical pluralism

1) Respecting diverse cultures.

Eg. pluralistic interpretation of religious ethics

2) Creates basis for understanding and tolerance.

- Syadvad of Jainism.
- Eg. justice in USA → racial justice
justice in India's caste based justice.

(3) Subjective nature of ethics

- Eg. communitarian ethics of east and individualism of west.

Absoluteness is valid for basic human values whereas pluralism is needed for societal values.

Introduction	Suggestions:
Body	
Conclusion	
Presentation	
Marks:	

(Don't write anything in this part)

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- b) Analyse the ethical implications of using generative artificial intelligence in creative industries. (10 marks, 150 words)

Generative Artificial Intelligence (Gen AI) ~~is~~ has the capability to not just search and find, but also actively create, thus widespread ethical implications.
Eg. Gemini, AI video creator.

Positive impact on creative industries - (some)

- 1) Enhance spread of art and creativity.
 - Reduce training barriers.
- 2) Bring down cost and geographical barriers.
 - Ease of creativeness.
- (3) Decentralisation of creativity

Widespread negative implications -

- 1) ~~is~~ Value of asteya (non-stealing)

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as per Jainism is under threat.

- Copyright violations.
- 2) Ethics of consent violation.
- 3) Livelihood challenge
 - Gen AI creating movies.
- 4) Challenge of deep fakes
 - Deception challenge.
- 5) Ethical boundaries are not set as of now.

Way forward -

- 1) Global cooperation & Develop Ethics of AI - Bletchley declaration
- 2) Compulsory AI tagging.
- 3) Training to creative artists to better use AI.

Gen AI will definitely revolutionise the way things work but ethics must be at the core of it.

Introduction	Suggestions:
Body	
Conclusion	
Presentation	
Marks:	

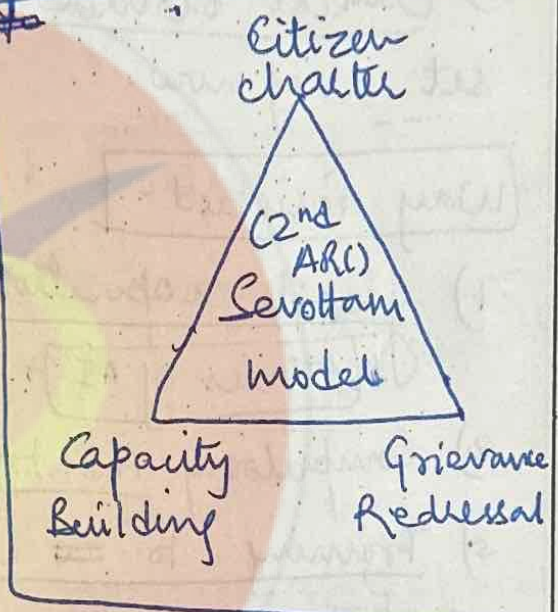
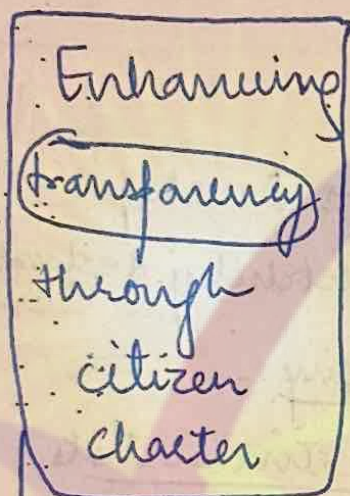
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2. a) How can implementing citizen charters enhance transparency and combat corruption in public institutions? Support your answer with suitable examples.
(10 marks, 150 words)

Citizen charter is the document that has vision, mission, deliverables, cost, time, quality and grievance redressal mechanism.



1) Clear cut mention of objective deliverable parameters.

Ex. PDS shops → displaying the grains & food to be distributed.

2) Proactive display of transparency

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Eg. hospitals to display the cost of treatment.

3) Providing empowerment rather than dependence.

Eg. citizens can raise claims over entitlements.

Combating corruption through citizen charter -

1) Provides baseline to judge output and outcomes.

Eg. comparing promises & output.

2) Hold public officials accountable.

Eg. in Bihar, villagers filed cases against District Agriculture Officers for ~~not~~ paying tax subsidy.

3) Grievance redressal →

Eg. getting issues resolved → fear of reporting

Citizen charter must be legally implemented for pro-people governance

Students should not write anything inside the box

Introduction	Suggestions:
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Conclusion	
Presentation	
Marks:	

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b) What are the key teachings of Thiruvalluvar, and how are they relevant in today's world? (10 marks, 150 words)

The statue of Thiruvalluvar was unveiled sometime back, at Kanyakumari, signifying his values towards society.

Key teachings	Relevance in today's world
1) Equality in society	1) Gender, caste inequalities exist today. 2) His teachings preach egalitarianism.
2) Care and compassion	1) Vulnerable sections need care and compassionate governance & PM SVANIDHI
3) Peace and harmony.	1) Wars - Israel - Hamas, Russia - Ukraine 2) Create crisis for children, women etc. 3) Peace is needed for growth

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4) Self purification

1) Inner purification is needed.

2) In sync with values of religion like Buddhism, Islam etc.

5) Focus on thought and power of subconscious.

1) Today's instant gratification (social media)

2) Need's mindfulness and thoughtful actions.

6) Truth and non-deception

1) Cheating for greed & narrow interests is present.

2) Need veracity.

3) Ep. builds strong social bonds.

The life of the great man is a teaching in entirety and must be inculcated into education as well as social value stream.

Students should not write anything inside the box

Introduction

Suggestions:

Body

Conclusion

Presentation

Marks:

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3. What does each of the following quotations mean to you in the present context?

a) "In a conflict between the heart and the brain, follow your heart" - Swami Vivekananda
(10 marks, 150 words)

Swami Vivekananda tries to emphasise the value of conscience when it conflicts with rationality.

Relevance -

(1) Conscience/Heart

→ Guides towards ~~self~~ compassionate route.

(2) Mind → may seek parochial self interest.

Eg. corruption in administration.

(3) Heart knows what we truly want.

Eg. choosing career of choice.

Issues -

1) Brain dominates in practical terms.

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(Don't write anything in this part)

- Ex. undue war worldwide.
- 2) Emotions are seen as sign of weakness.
- Thus lack of empathy.
- 3) Brain is guided by what others' will think.
- Suppression of self's personality
 - Ex. ~~choosing~~ rat race towards government jobs.

Way forward -

- 1) Nurture benevolence in society and family.
- 2) Provide freedom of expression of true self.

It is truly stated that where heart guides the brain, peace prospers.

Students should not write anything inside the box

Introduction

Body

Conclusion

Presentation

Marks:

Suggestions:

b) To see what is right and not do it is the want of courage- Confucius
(10 marks, 150 words)

The cognitive dissonance is being pinned upon lack of courage by Confucius.

Relevance-

- (1) Courage gives the power to be consistently true to ethical values.
- (2) Courage empowers to follow what one believes, thus forms basis of integrity.
- (3) In public service, courage helps to navigate the political pressure.
- (4) In personal life, it helps to manage our internal demons.

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Lack of courage



Knower - doer split

→ 1) Following the mob mentality.

Eg. forwarding social media messages.

→ 2) Perpetrates injustices

Eg. gender biases → because people don't challenge norms courageously.

→ 3) Against democratic ethos.

& Power concentration in few hands.

It is truly said that courage is the most supreme virtue as it is the testing point application of all virtues at the testing point.

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Introduction	Suggestions:
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Conclusion	
Presentation	
Marks:	

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- c) Our prime purpose in this life is to help others. And if you can't help them, at least don't hurt them - Dalai Lama
(10 marks, 150 words)

Dalai Lama tries to establish primacy of the value of benevolence and compassion as the purpose of life.

Relevance-

- 1) Principle of Societarianism
 - Help everyone.
- 2) Principle of doing no harm.
 - If can't help → don't hurt.
 - Value of Buddhism.
- 3) Promotes peace in the world
- 4) In public services, it fosters people centred governance.
- 5) In personal & spheres, it helps us build trust and love.

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Issues-

- 1) Greed and materialism
 - Self indulgence
- 2) Parochialism - Eg. ~~no~~ self interest over fighting climate change.
- 3) Envy and jealousy
 - Fractured social capital.

Way forward-

- 1) Establish good role models.
Eg. Tata - Tata Endowment Fund.
- 2) Build peace and lending a hand culture.
- 3) Value education

Cooperation has been the core of human civilisation and needs to be bred in all spheres.

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Introduction	Suggestions:
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Conclusion	
Presentation	
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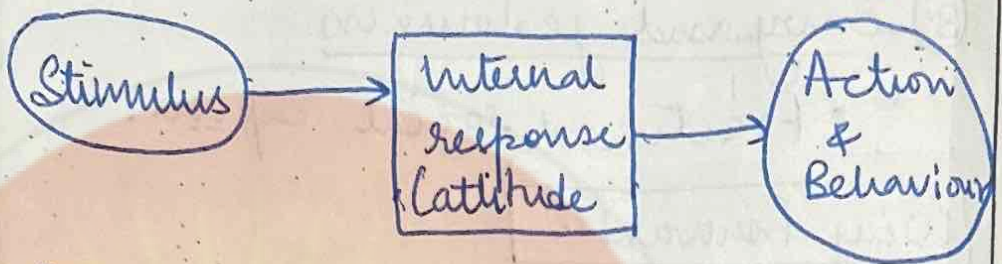
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4. a) Attitude shapes our perceptions and intentions, but behaviour is the tangible expression of these internal states in real-world actions. Discuss.

(10 marks, 150 words)

It is said that, it is our attitude and not aptitude that determines the attitude we gain.



Attitude shapes our perceptions and intentions -

- 1) Based on our past experiences.
Ep. of critical thinking developed at school → questioning attitude.
- 2) Our power of subconscious mind
 - Attitude is our reaction & thought even before we could process the stimuli
 - Thus shapes perception & intent

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3) Attitude determines energy levels

Positive attitude → Enthusiastic

Negative attitude → Pessimism

Behaviour → Tangible expression of internal states

1) Repeated actions become behavioural response.

Ep. behaviour of bureaucratic red tapism.

2) Attitude is tangibly manifested through actions.

Attitude → Internal state (motivation)
Behaviour → Real world action (diligence)

3) It shows our prejudices, biases and dislikes.

Proper attitudinal change could be brought through cognitive, affective & behavioural actions.

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Introduction

Suggestions:

Body

Conclusion

Presentation

Marks:

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(Don't write anything in this part)

- b) How does emotional intelligence contribute to overcoming challenges and achieving success in high-stress environments? Discuss its impact on resilience and decision-making. (10 marks, 150 words)

Emotional intelligence involves labelling and managing self's emotions, understanding others' emotions, displaying empathy and managing stressors.

$$\text{Success} = 80\% \text{ EQ} + 20\% \text{ IQ}$$

Role of EI in tackling challenges and achieving success -

- 1) Acceptance of emotional state
 - Reduces panic response.
- 2) Enables positive communication
 - Builds base for success in professional organisations with high competition.
- 3) Management of stress &
 - focuses on causative agent, not on outcoming emotions.

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Eg. Stress due to overload \rightarrow Proper delegation of work.

4) EI \rightarrow solution oriented

\rightarrow Weak EI person \rightarrow problem oriented.

Impact on Resilience -

1) Enhances grit \rightarrow By reducing negative emotions.

2) Checks over excitement and depressions. • Aristotle's golden mean of emotions.

3) Since solution centric \rightarrow Never giving attitude

On Decision-making

1) Calmness and composure

2) Consultative & communicative

3) Empathic towards all

4) Leadership
long term

~~III~~ In the world of AI, EI makes an excellent differentiate out from a good.

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Introduction	Suggestions:
Body	
Conclusion	
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Marks:	

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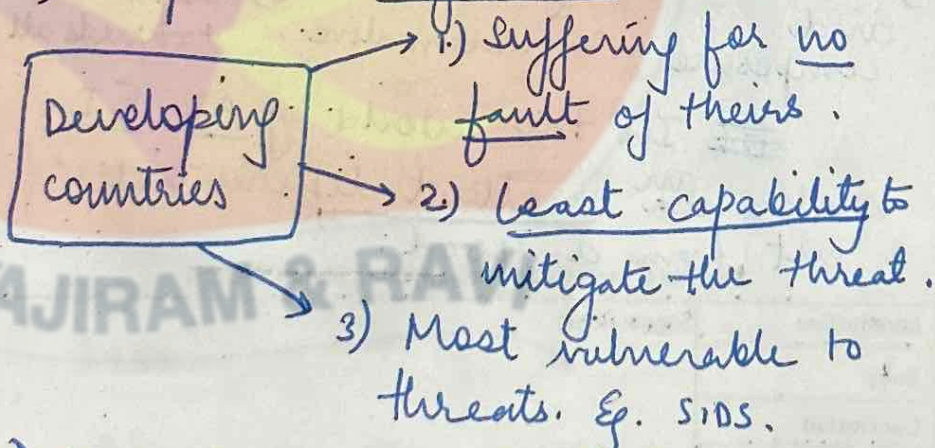
5. a) What are the ethical concerns surrounding developed nations setting climate targets for developing countries without providing adequate financial support?
(10 marks, 150 words)

Climate change, the biggest threat to humanity is an added injustice to developing nations as it is caused by developed but burdens the developing.

Ethical concerns-

1) Principle of autonomy is violated.
Eg. decarbonisation charter to be adopted by all.

2) Perpetrates injustice.



3) Against principle of global brotherhood

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(Don't write anything in this part)

Eg. ~~the~~ non fulfilment of climate finance goals.

4.) Weakens the united response capability against climate change

Eg. China's increasing coal usage.

5.) Parochialism thrives over humanity.

Eg. no-technology transfer by developed countries.

6.) Modern form of oppression and colonialism.

Eg. CBAM by EU.

• We need humanity to thrive for nations to survive, as without humanity, nations make no sense.

Students should not write anything inside the box

Introduction	Suggestions:
Body	
Conclusion	
Presentation	
Marks:	

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- b) Misusing of benefits intended for the weaker sections of society leads to various moral consequences. Discuss. How can such misuse be prevented to ensure equitable distribution of resources?
(10 marks, 150 words)

The concept of positive discrimination of Rawls seeks to create distributive justice but its misuse serve as a detriment.

Moral consequences-

- 1) Violation of concept of Sarvodaya and Antodaya given by Gandhiji.
- 2) Challenges sustainability
 - Intergenerational poverty is bred.
- 3) Violates social contract and social ethics.
 - Moving forward together.
- 4) Rise of inequality

↑ Opulent
↓ Poor

 - Against ~~the~~ communitarian values as well as constitutional morality.
- 5) Lack of dignity of human beings

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- E.g. Shun
- Against Kantian categorical imperative.

- 6) Establishes supremacy of greed
- Aparigraha → violated.

Prevention of misuse -

- 1) Conception of ideal state as under Ramayana.
→ Taking as per capability and giving as per need.
- 2) Rand's veil of ignorance → forming equitable policies.
- 3) Empowering the beneficiaries
→ Participative (bottom up) governance.
- 4) Role of media → voice of voiceless.
- 5) Justice → legal, moral and social.

These moral principles will help achieve PM's vision for GYAN.

Students should not write anything inside the box

Introduction	Suggestions:
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Conclusion	
Presentation	
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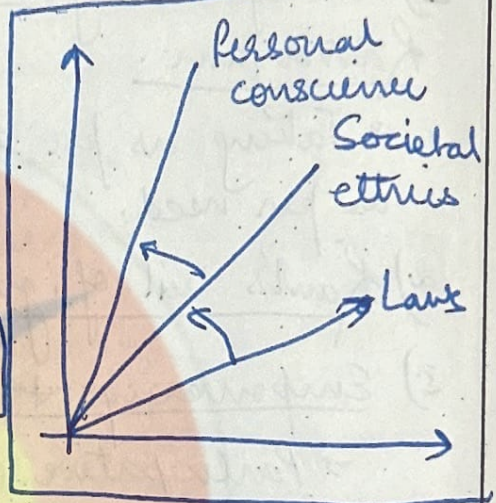
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6. a) Explore the role of conscience in upholding personal integrity and fostering moral responsibility. (10 marks, 150 words)

Conscience is the guiding light that always sees us even when no law, no society is watching thus vital for integrity and moral responsibility

Role of conscience



Upholding personal integrity

- 1.) Points towards right direction.
Eg. Vivekananda refused to steal rice even when no one watched.
- 2.) Creates internal moral force to act right.
- 3.) Is always intact within us → Self correction.

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4.) Helps resolve ethical dilemmas
 Eg. personal interest < deontology
 for a public servant.

- Fostering moral responsibility
- 1.) Creates a guilt if we act against conscience.
 - 2.) Checks cognitive dissonance.
 - 3.) Gives strength to hold oneself accountable.
 - 4.) Also creates avenues for self improvement.

Gandhiji highlighted the value of conscience by placing the court of conscience above courts of justice.

Students should not write anything inside the box

Introduction	Suggestions:
Body	
Conclusion	
Presentation	
Marks:	

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- b) How should individuals address ethical dilemmas where adherence to organisational policies conflicts with personal moral principles? Illustrate with suitable examples. (10 marks, 150 words)

Ethical dilemmas involve choosing one good over other and one bad over other and are common in organisational setups.

Addressing ethical dilemmas in ~~the~~ given situations -

1) Prioritisation of values

Eg. constitutional > democratic > compassion > social responsibility > organisational > self interest

2) ~~Est~~ Displaying courage and of character

Eg. rejecting undue financial manipulation even if asked by bosses.

3) Displaying EI and temperance

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- Resilience and calmness to not succumb to pressure.

- Eg. communicating grievances effectively to superiors.

4) Having a good social circle

- Seniors, colleagues, mentors, juniors

- Helps to navigate and give birds eye view.

5) Spirit of Socratic ideal man

- Acting right without personal repercussions.

- Eg. whistleblowing a corrupt corporate practise.

~~With~~ The primacy of conscience and wider interest of public coupled with courage will help to lead an authentic life as per Kierkegaard

Students should not write anything inside the box

Introduction	Suggestions:
Body	
Conclusion	
Presentation	
Marks:	

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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)

7. DCP Aakash, a seasoned police officer, finds himself in a complex situation when he marries Sub Inspector Shipra. Although Shipra doesn't directly report to Aakash, he is responsible for evaluating her performance. Meanwhile, Dinesh, a colleague, raises concerns about favouritism in Shipra's performance ratings.

Dinesh repeatedly complains to DIG Samar about Aakash's alleged bias toward Shipra. Despite the inquiries, no evidence of preferential treatment is found. Aakash officially reprimands Dinesh for unprofessional behaviour, emphasising the importance of maintaining professional dignity and decorum.

Frustrated, Dinesh writes an anonymous email to the local press, exposing Shipra's unresolved marital status with her first husband. The email inaccurately characterises Shipra and Aakash's relationship as 'adulterous,' despite there being no basis for such claims.

News channels and social media seize the opportunity, publishing sensational stories about Shipra's past. Interviews with Shipra's college friends, neighbours, and relatives add fuel to the fire. The entire town becomes embroiled in gossip and speculation.

Aakash, determined to uncover the truth, turns to his IT expert friend who traces the anonymous email back to Dinesh's home computer, revealing the source of the scandal.

- What are the ethical issues involved in this case?
- What action would DIG Samar take to ensure internal discipline within the police department?

(20 marks, 250 words)

The case pertains to allegations of conflict of interest, complicated by indulgence of media and unethical use of technology.

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(Don't write anything in this part)

(a) Stakeholder	Ethical issues
1.) DCP, Aakash	a.1.) Reputation and credibility 2.) Un ethical violation of <u>privacy</u> of Dinesh.
2.) Shipra (wife of Aakash)	1.) <u>Dignity</u> violation 2.) (questioning of past). 2.) Alleged to be indulged in <u>favortism</u> in <u>conflict of interest</u> .
3.) Dinesh (colleague)	1.) 2. <u>Lack of graciousness</u> Character assassination attempt of Shipra. 2.) <u>Lack of collegiality</u> 3.) <u>Undignified conduct</u>
4.) DIG, Samar	1.) <u>Conflict resolution</u> is needed. 2.) <u>Objectivity</u> to be ensured. 3.) Ensuring <u>discipline</u>
5.) Media	1.) <u>Unprofessional</u> behaviour • No fact finding

(Don't write anything in this part)

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2.) Sensationalisation for TRP

6.) People

1.) Lack of rationality as they believed what they saw.

2.) Patriarchal mindset → Questioning a women's character.

(b)

Desirable actions ~~with~~ by DIG

Samar:-

1.) Ensure not just presence of fairness, but also visibility of fairness.

- Akash should had been excused from evaluating Shipra's performance.

2.) Establish formal code of conduct

- Permission before approaching

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extra-departmental bodies.

(3.) Mechanism of rewards and punishments.

- Sanctions for undignified behaviours.
- Reward → best employee award to promote good behaviours.

(4.) Establish channels of open communication.

- (More communication) → (less disputes).

(5.) Ensure dutifulness → objective outcomes to be measured.

- More focused on fostering public interest and less on office politics.

(6.) Enhance work culture

- Sensitisation towards women's issues.

(Don't write anything in this part)

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- Injournal sessions.
- Seminars, symposiums for the same.

An undisciplined house, particularly police, is a perch of 1 cards and thus ~~the~~ discipline will help the police to fulfill its social contract to people.

Students should not write anything inside the box

Introduction

Body

Conclusion

Presentation

Marks:

Suggestions:

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8. In a landmark decision, the Supreme Court halted all mining activities in the Aravalli Hills to prevent environmental degradation and preserve the ecological balance. Despite this, illegal stone mining persisted in a border district of the affected state, facilitated by local goons and politicians.

A young and dynamic Superintendent of Police (SP) takes charge in the affected district, vowing to halt the stone mining racket.

During a surprise inspection, the SP's team intercepts a loaded truck with illegally mined stones attempting to escape the mining area. The confrontation turns fatal when the truck driver runs over the SP, leaving him dead at the scene. Despite filing an FIR, the police struggle to make headway in the case for months.

Sahoo, an investigative journalist working for a prominent TV channel, took it upon himself to delve into the case. Within a few weeks, through interactions with locals, members of the mining mafia, and government officials, he uncovered a complex web of corruption. His investigation revealed that the stone mining operations were being conducted with the tacit approval of corrupt police officers and influential politicians.

The local Member of Legislative Assembly (MLA), known to be very close to the Chief Minister, was deeply involved in the illegal activities.

Sahoo compiled his findings into a comprehensive report and presented it to the Chief Managing Director (CMD) of his TV channel. However, the CMD, after reviewing the report, advised Sahoo against making the story public. He disclosed that the implicated MLA was a relative of the TV channel's owner and held a substantive unofficial share in the channel. The CMD further offered to take care of Sahoo's promotion and salary hike, as well as adjust the soft loan of 40 lakhs taken for his son's chronic illness, if Sahoo handed over the investigative report and refrained from publishing it.

- What are the ethical dilemmas being faced by Sahoo?
- What are the options available with Sahoo to cope up with the situation? Critically evaluate/examine each of the options identified by Sahoo.

(20 marks, 250 words)

The case is based upon deep rooted collusive corruption and nexus leading to environmental damage and death of a dynamic SP.

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(a) Ethical dilemmas faced by Sahoo-

(1) Personal interest of promotion and loans collide with professional interest towards journalistic ethics of uncovering truth.

(2) Respecting organisational hierarchy is in opposition to the value of responsibility of ~~some~~ fulfilling social contract.

(3) Fear of negative repercussions from powerful people stands in the way of justice for brave SP and his family.

(4) Business interest of the company is in conflict with environmental stewardship.

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- (5) Personal moral integrity and conscience are being subdued.
- (6) Persistence and labour displayed during investigative journalism are not being valued.
- (7) Tackling corruption is in conflict with parochial interests.
- (8) Wider public interest is under the scanner.
- (9) Rule of law being violated before his eyes.
- (10) Political interference is worsening the issue.

(b) Options available with Sahoo-

(1) Do as directed by the C.M.S.

Merits	Demerits
1) Personal gains	1) Against voice of conscience

(Don't write anything in this part)

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(Don't write anything in this part)

2) Come in good books of CMB. (Obedience)

(2) Justice for SP takes a backseat.

3) Snowballing effect

(2) Report the matter to police station and do nothing else.

Merits

Demerits

1) Upto legal system to do the needful.

1) Bystander effect (diffusion of responsibility) as police is in news.

2) Peace may persist at office.

2) Corruption perpetrates.

(3) Persist with incorruptible stand and if CMB denies, may approach another news agency or even file a PIL.

Merits

Demerits

1) Courage of conviction

1) Threat to life

2) Positive example

2) Career prospects are dampened.

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is set.

3) Rule of law is given supremacy through PIL.

4) Trusteeship towards environment.

Displaying a strong virtuous character as illustrated by Plato would help the interests of society and environment and help Sahoo lead a Socratic ideal life.

3) Company's business interests may suffer.

Students should not write anything inside the box

Introduction	Suggestions:
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Marks:	

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(Don't write anything in this part)

9. You are a renowned financial influencer with a substantial online following, celebrated for your astute investment advice. One day, Digital PayTech, a leading company in the digital payments sector, reaches out to you. They hope to leverage your influence to attract more investors and strengthen their position as a market leader. Enthusiastic about the promising growth potential in digital payments and eager to present what seems like an excellent investment opportunity, you agree to endorse Digitalpaytech stocks.

Digital PayTech, a publicly traded entity, has made a name for itself by developing secure and user-friendly digital payment solutions. Their innovative approach has garnered industry acclaim, and they are recognized as pioneers in transforming the payment landscape.

Eager about the partnership, you create engaging content endorsing Digital PayTech's stocks, highlighting their cutting-edge technology and the surging demand for digital payment solutions. Trusting your expertise, your followers invest in Digital PayTech's stocks.

However, unexpected challenges soon arise. New compliance requirements bring in stringent rules on financial reporting and data protection, creating operational hurdles. Changes in licensing and authorization severely impact Digital PayTech's market presence and service offerings. Additionally, heightened security standards necessitate significant investments in cybersecurity. Sudden alterations in fee structures and pricing regulations adversely affect the company's revenue models and profitability. Amidst these challenges, financial mismanagement within Digital PayTech comes to light, casting doubt on the accuracy of their reported financial statements. These cumulative issues lead to a sharp decline in Digital PayTech's stock value, resulting in financial losses for your followers who had invested based on your recommendation.

The financial influencer now faces the challenge of addressing the repercussions of the failed endorsement. Followers express disappointment and frustration, questioning the due diligence process and decision-making behind the recommendation. Legal inquiries and regulatory investigations intensify, adding to the complexity of the situation.

- List the moral values that will guide you.
- What are the ethical issues involved in the given case?
- What are the options available to you? Evaluate each of these options and choose the option you would adopt giving reasons. (20 marks, 250 words)

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The case pertains to rising trend of social media influencers coupled with corporate malpractices, one of Gandhi's 7 sins.

(a) Guiding values -

- (1) Moral courage to accept the mistake towards followers.
- (2) Self-improvement & doing due diligence from coming times.
- (3) Courage and responsibility ~~to~~ ^{by} asking the company to come clean.
- (4) ~~Re~~ Building on trust regeneration based on strong foundations.
- (5) Integrity to report to law agencies if company continues with the practise.

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(Don't write anything in this part)

(b) Ethical issues -

- (1) Instant gratification provided by social media.
- (2) Trust levied by followers.
- (3) Reputation and credibility of influencers.
- (4) Power and responsibility
Power to influence → Responsibility to act with fidelity.
- (5) Greed → by corporate setup.
- (6) Profitability and market value dampens.
- (7) Self purification → further desirable.

(c)

Options	Merits	Demerits
Option-1 Continue with the endorsement	1) <u>Short memory</u> of social media. 2) Endorsement fee in short run → Personal interest.	1) <u>Moral degradation</u> . 2) Against principle of <u>trust</u> .

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(Don't write anything in this part)

Reasons
Immediately break the endorsement and focus on regeneration - trust.

- 1) Opportunity to self correct.
- 2) long term gains possible.
- 3) As per voice of conscience.

- 1) May further dent the company's business.
- 2) Personal financial loss.

3) Break endorsement and ask the company to clean the finances or use influence to expose the same.

- 1) Goes beyond mere narrow duty.
(Supererogation)
- 2) Social contract is upheld.
- 3) Positive use of power.

- 1) May hurt endorsements in futures.
- 2) Loss for the company.

Option chosen - Option No. 3 i.e. Upholding ~~the~~ self accountable for due mistakes and asking the company to better its financial practices.

Reasons

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(Don't write anything in this part)

- 1) It is in sync with deontology towards my influencers.
- 2) Reinforces the value of cooperative ethics towards the community.
- 3) Displays the virtue of courage of acceptance and self correction.

∴ The fickle nature of social media gives the power of amplification, but moral value of responsible and judicious use must guide the actors always.

Students should not write anything inside the box

Introduction	Suggestions:
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10. The government has proposed a phased strategic disinvestment of the State Public Sector Bank, allowing private companies to acquire stakes and manage various banking operations. This decision has sparked widespread outrage among the bank employees, leading to a strike. As the head of the workers' union, you attended a crucial meeting with state officials, where they outlined issues such as inefficiency, corruption, and deteriorating service quality. The officials presented data showing that the bank has been operating at a significant loss for several years, with mounting non-performing assets (NPAs), outdated technology, and increasing customer complaints about poor service.

In response, you presented the workers' perspective, emphasising their long-standing grievances. The employees are concerned about job security, fearing that privatisation will lead to mass layoffs, reduced benefits, and a loss of the job stability traditionally associated with public sector employment. There are also concerns about the potential for increased fees and reduced access to banking services for lower-income customers.

Meanwhile, the state public sector bank is in a dire state. Branches are frequently understaffed, leading to long queues and delays, and customers are facing issues with accessing basic banking services, leading to a massive public outcry. The media has picked up the story, with reports highlighting the plight of the employees and the inconvenience to the public. The situation is tense, with public protests growing louder and the strike showing no signs of abating.

The deadlock between the two parties has intensified, with neither side willing to compromise. Amidst this standoff, state officials have approached you with an offer of a substantial bribe and other perks to secure your compliance with the privatisation plan. They argue that this phased approach is necessary to modernize the banking sector, attract investment, and ensure sustainable operations.

- What are the ethical issues involved in the given case?
 - What are the options available to you? Evaluate each of these options and choose the option you would adopt giving reasons.
 - Based on the given case study, mention steps taken to improve the banking sector in India.
- (20 marks, 250 words)

The case pertains to inefficiency associated with public sector banks along with labour concerns of privatisation.

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(a) Stakeholders	Issues involved
① Labour union head	1) Securing labour interests. - <u>Responsibility of representation</u> . 2) <u>Integrity</u> → Non acceptance of bribe
② Labour and staff of bank	1) <u>Livelihood</u> 2) <u>Stability of career</u> 3) future uncertainties
③ General public	1) <u>Quality of service delivery</u> . 2) <u>Inconveniences</u>
④ Government	1) <u>Efficiency</u> → Rising NPAs. 2) <u>Public welfare</u> . 3) Enhancing <u>private participation</u>
⑤ General (Society at large)	1) <u>Corruption</u> ↳ in banks ↳ Bribes offered. 2) <u>Effectiveness</u> → low technology usage.

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(b)

Option	Merit	Demerit
1) Accept the bribe and privatisation demands	1) Personal interest <u>(Creditorism)</u> 2) Wider public interest. may be served.	1) <u>Infidelity</u> towards the staff. 2) <u>Corruption</u> 3) Fails <u>mirror test</u> .
2) Continue with the strong stand.	1) <u>Loyalty</u> towards staff. 2) <u>Justice</u> to the duty.	1) Secret <u>Harms</u> public interest <u>(inconvenience)</u> 2) Against <u>long term</u> interests of modernisation
3) Suggest <u>due reforms</u> ↓ 1) Enhance staff. 2) Infuse capital 3) Upgrade technology 4) Measure productivity	1) <u>Buddha's</u> middle path 2) Serve <u>interests of all</u> 3) Problem solving <u>attitude</u> .	1) Government may not accept (protests will continue). 2) <u>Reforms</u> take time. <u>(interim inconveniences)</u>

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(c) Steps to improve banking sector.

1) Technology led processes
Eg. end to end digitisation.

2) Capacity building of staff

- To deliver more productivity

3) Real time monitoring of staff's efficiency.

4) Mechanisms for grievance redressal for customers.

5) Objective criteria of lending to check NPAs.

6) Check discretion to curb corruption.

7) Motivation for good actions

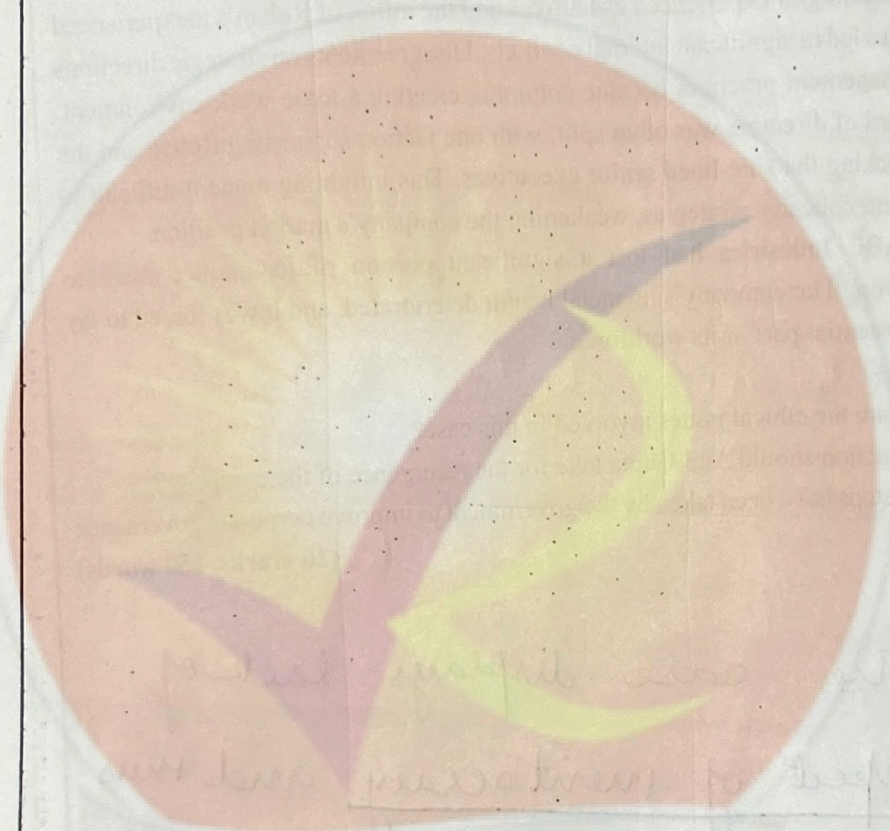
Public sector's goal is to serve quality service to the public and enhance social welfare of its workers.

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VAJIRAM & RAVI

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Aristotle's Golden mean and commitment to duty by all serves everyone's interests.



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11. Anil Gupta, founder of ABC industries, decided to appoint his son Rohan Gupta as the new CEO of the company despite his distaste for family business. This decision side-lined several experienced and talented executives who had been with the company for decades.

With Rohan Gupta at the helm, many senior executives found their roles diminished. Mr. Suresh Mehta, the former head of operations with over 25 years of experience, was moved to a less influential position. Similarly, Ms. Anjali Desai, a renowned marketing strategist, saw her projects shelved in favour of initiatives proposed by Rohan's close associates. This resulted in a significant portion of the company's top talent sitting idle, leading to frustration and a decline in morale.

Rohan's tenure was marked by a series of poor strategic decisions. His decision to delve into unrelated sectors such as real estate and retail without adequate research or planning, just based on his friend's suggestion. These ventures drained the company's resources and failed to generate expected returns.

The side-lining of experienced executives and the influx of Rohan's inexperienced associates led to significant internal conflicts. Disagreements on strategic directions and management practices became common, creating a toxic work environment.

The board of directors was often split, with one faction supporting Rohan and the other backing the side-lined senior executives. This infighting made it difficult to implement cohesive strategies, weakening the company's market position.

Soon, ABC Industries had lost a significant portion of its market share to competitors. The company's financial health deteriorated, and it was forced to lay off a substantial part of its workforce.

- What are the ethical issues involved in this case?
- What action should Anil Gupta take for the resurgence of the company?
- What steps have been taken by the government to improve corporate governance in India?

(20 marks, 250 words)

The case displays lack of respect of meritocracy and thus decline of a corporate entity.

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(a) Stakeholders	Issues
1) Anil Gupta (founder)	1) <u>Nepotism</u> 2) <u>Violated principle of dissonance</u>
2) Rohan Gupta (new CEO)	1) <u>Unprofessional behaviour</u> 2) <u>Lack of respect for senior s.</u> 3) <u>Irrationality</u>
3) Senior executives	1) Blow to <u>dignity</u> . 2) <u>Subservience to Rohan</u> is asked from them.
4) Staff	1) <u>Livelihood issue</u> (layoff) 2) <u>Poor work environment</u>
5) Society at large	1) <u>Challenge to meritocracy</u> . 2) <u>Corporate governance</u>

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(b) Desirable steps by Anil Gupta

1) Retake the helm of the company.

- Bide time to cool tensions off.

2) Focus on rebuilding market share

- Instill confidence among stakeholders.

3) Create positive work environment

- Motivate workers.

4) For Rohan → ask him to pursue a career of his choice or join the company at lower tier.

- Give respects his autonomy as well as gives time to mature.

5) Meritocratically choose the successor.

6) Before leaving → frame norms for data driven governance and

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consensual decision making.

(c)

Steps taken by government -1) Company's Act, 2013

- Lays down procedures for registering and operations.

2) Open to SEBI Act

- Open disclosure of finances to SEBI.

3) CSR → 1st country in the world.

- Contribute towards society.

4) Environmental compliance

Eg. EIA, Water Act etc.

- Environmental governance

5) Regulatory procedures

Eg. CCI → to check anti-competitive practices.

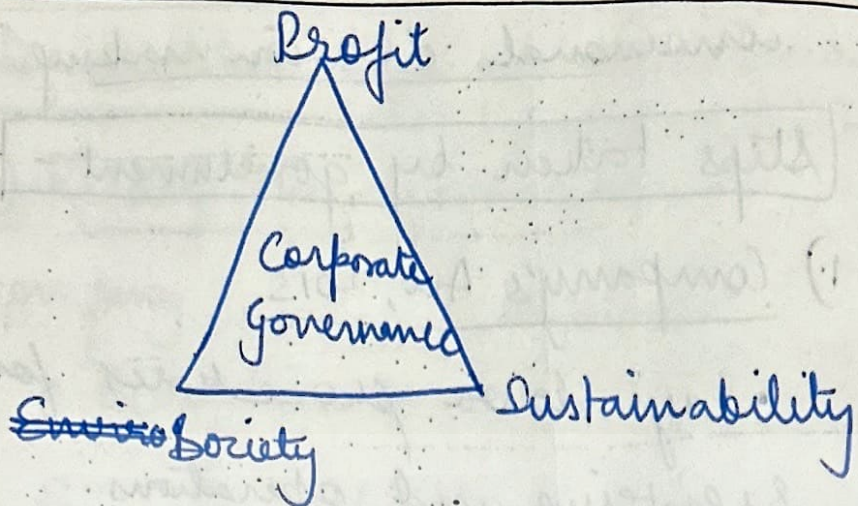
6) Labour governance

- Labour laws, labour inspector.

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An ideal corporate governance shall balance the 3 wheels for reputation and long term prospects.

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Introduction	Suggestions:
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12. Ms. Radhika, a dedicated civil servant tasked with overseeing the Right to Education (RTE) implementation in her state, is jolted by the tragic death of Rani, a Dalit student, who succumbed to injuries inflicted by a teacher's violent assault. The incident rapidly gains media attention, sparking intense demands for accountability and justice from the opposition.

Reflecting on her past visits to schools, Ms. Radhika remembers Rani as a promising and eager learner, whose enthusiasm was marred by the harsh reality of social exclusion. Rani's caste marked her for isolation, both from peers and teachers. She recalls the evident disparity in her treatment—fewer opportunities, less attention, and unfair bias directly linked to her caste identity.

Upon deeper scrutiny, Ms. Radhika uncovers systemic flaws within the urban education framework. Complaints about caste discrimination during school admissions surfaced, revealing a failure to uphold RTE's core tenets. Admission policies and classroom environments perpetuated caste biases, with students from marginalised backgrounds facing segregation and unfair treatment. Educational materials often reinforced caste prejudices, while parents from lower-caste communities struggled to engage in their children's schooling due to systemic barriers.

The situation deteriorates further when local politicians, motivated by caste biases, attempt to suppress the incident, thus obstructing justice for Rani. Political pressure influences the administration to downplay the issue, risking the concealment of the deeper, systemic inequalities in urban education. Ms. Radhika faces a daunting challenge: addressing these injustices while navigating potential backlash from influential communities and safeguarding her own career amidst the turmoil.

- What are the ethical issues involved in the given case for Ms. Radhika?
- List the moral values that will guide her.
- How can Ms. Radhika ethically navigate the entrenched nature of caste-based discrimination within the urban education system? (20 marks, 250 words)

The case pertains to deep
rooted systemic biases against Dalits
exemplified her through educational
system in urban setup.

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(a)

Ethical issues for Mr. Radhika

- (1) Justice for Ravi.
- (2) Prejudices to be tackled.
- (3) long term issues to be addressed.
- (4) Diffusing conflict and media glare in short term.
- (5) Navigating political pressure.
- (6) ~~Case~~ Personal growth of career.
- (7) Enforcing spirit of law (RTE).
- (8) Promoting equity and participation of lower castes.
- (9) Bringing about attitudinal changes in the society.

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VAJIRAM & RAVI

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(b)

Moral values that will guide her -

- 1.) Empathy towards vulnerable.
- 2.) Courage to commitment of towards cause despite hurdles.
- 3.) Value of Sarvodaya & Antodaya.
- 4.) Deontology (Seva) Sikhism → Duty to enforce rule of law.
- 5.) Prioritising public and societal ethics over self interest.

(c)

Ethically navigating the issue in long term -

- (1.) Representative engagement
 - Teachers and staff from all communities.
- (2.) Policy measure
 - Reform textbooks to represent equity injustices.

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- (3) focus on value based education.
- Propagate equality, care and fraternity.
- (4) Engagement with all stakeholders
- Discourse ethics
 - Teachers, students and parents of all communities.
- (5) Confucius' ~~atto~~ fortitude and courage for civil servants to not bow down to political pressure.
- (6) for society → Attempt and persist with attitudinal change.
- Aristotle → Ethos, Pathos, logos
- (11) Engage with influential people.

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(2) Utilise NCC and NSS sessions to lead marches of awareness.

(3) Media → Create sensitisation

(4) Plays, sessions etc. to be organised.

Deep rooted issues have persisted despite laws against them. This calls for society to take more onus and enforce justice.

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Introduction	Suggestions:
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