

**Educrat IAS Academy**  
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GENERAL STUDIES

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INDEX TABLE			INSTRUCTIONS	
Q.No.	Max. Marks	Marks Obtained		
1			1. Please do furnish Name, Email, Roll No. and Mobile in the answer sheet.	
2			2. There are TWENTY questions printed in ENGLISH, all questions are compulsory.	
3			3. The number of marks carried by a question/part is indicated against it.	
4			4. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.	
5			5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be struck off.	
6				
7				
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9				
10			Any specific messages for Educrat IAS Mentors/Evaluators with respect to your copy? Write here.	
11				
12			Defns of all ethical values	
13			in ques of qs Ev - value leader	
14			ans is need. so dont forget that.	
15				
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19			Start Time:	End Time:
20			Mode of Examination:	Online <input type="checkbox"/> Offline <input type="checkbox"/>
Total Marks:			ECN CODE:	Evaluation Date:

Remarks: **Educrat IAS Academy Pvt. Ltd.**

## SECTION A

1) a) What are the standards of public life as expounded by the Nolan Committee? (10)

The Nolan Committee is a major committee which gave certain standards for citizens to adhere to in their daily lives.

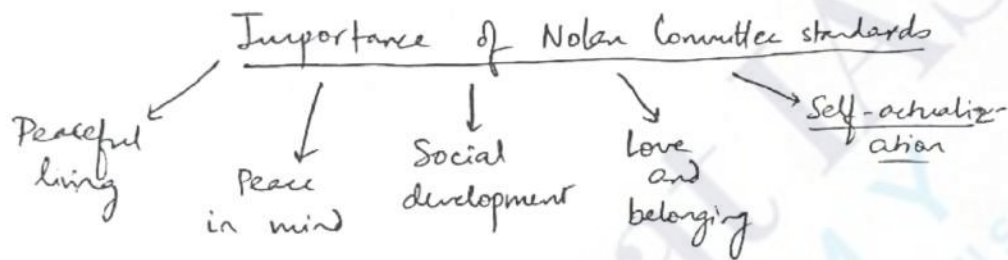
These standards ensure that people do their duty as social beings and give back to society.

These standards include -

- 1) Integrity - People's activities should be such that their mind, body as well as soul are at peace.
- 2) Selflessness - Helping others. There need not be any law to ask a person to assist a blind man to cross the street, it should be human nature.
- 3) Honesty - The public should be honest to themselves as well as to others. Honesty is the best policy.

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4) Empathy - People should learn to imagine themselves in the shoes of others. Only when I can empathise with a person in pain, can I do justice to him and help him.



Nolan's standards resonate with Gandhi's talisman to ensure justice to the poorest of the poor in society



1) b) What do you understand by Probity? Analyse its importance in governance. (10)

Probity can be understood as honesty and integrity, i.e., having strong moral principles. Probity is one of the major skill requirements in civil servants and for public welfare

Probity allows a person to remain open and free of any guilt. People might underperform under fear of some guilt.

Vivekananda stressed on the importance of probity as being true to oneself. It is a source of purity of soul.

Importance of probity in governance -

- 1) Duty - Civil servants can perform their duty to the highest standards
- 2) No fear of assessments - Bureaucrats often have to work under the glare of media as well as political parties.

public interest -  
used in common  
not in  
vested

defn  
financial  
propriety  
missing

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3) Justice - Haughty is a step in the ladder to ensure public welfare and justice.

Socrates said that 'teachers should not tell what others want to hear, but what others should hear'.

⇒ To be a leader, such clarity of thought is a must, which only comes from probity.

4) Recognition and self-satisfaction -

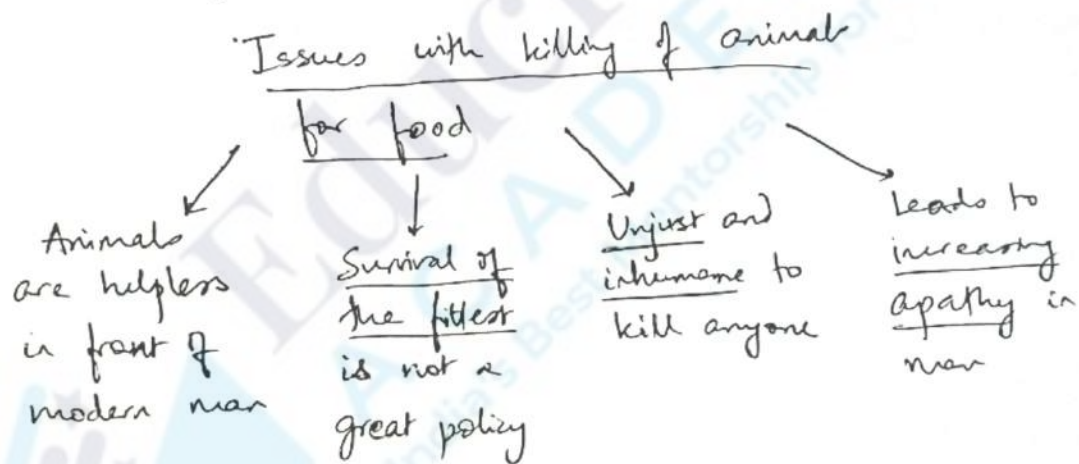
It eventually leads to peace of mind.

Probity is vital for civil servants and recurring training is required to ensure probity in actions as well as spirit.

\* public trust  
\* (Gengen lectures)

2) "A man can live and be healthy without killing animals for food; therefore, if he eats meat, he participates in taking animal life merely for the sake of his appetite. And to act so is immoral." Do you agree with this view? Critically comment. (10)

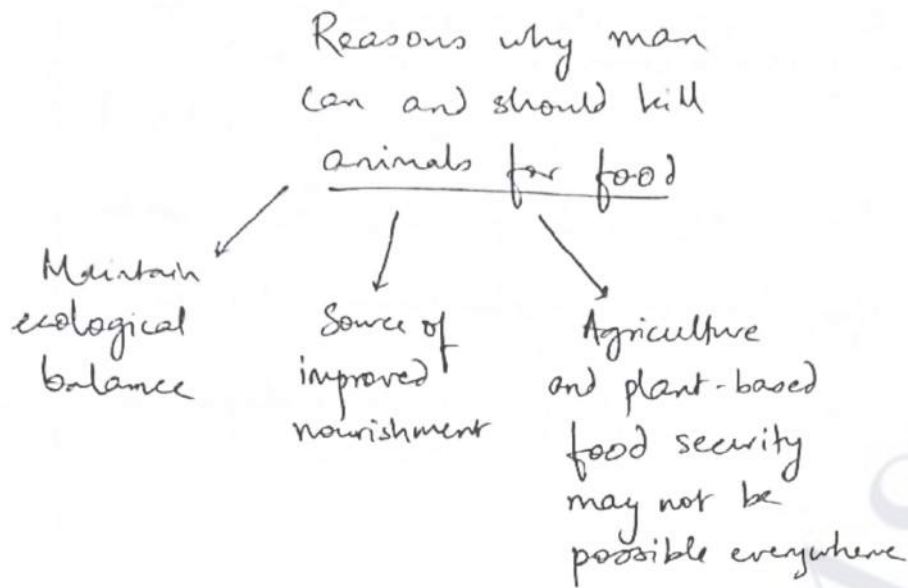
Man has depended on his environment for food, safety, shelter, nourishment since forever. However, recent scientific developments have pointed out that people can get the required nutrients from plant-based products alone and they do not have to indulge in eating <sup>and killing</sup> animals for food.



Because of these issues, there has been an increasing trend of vegetarian and vegan movement around the world.

However, this argument presents a limited view.





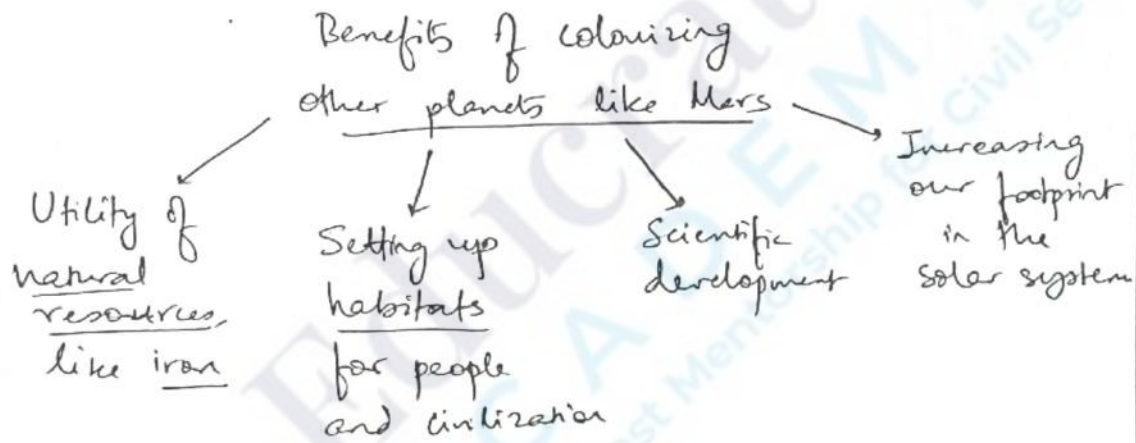
In light of this, killing of animals for food is justified.

However, a middle path, as per Lord Buddha is most appropriate. Animal killing for food should be allowed only if it is done in a controlled manner and there is no torture involved. Proper procedures and respect to the dying animal as a provider of food must be involved.

⊕ Balanced

3) a) If scientists find native life on Mars and if colonizing this planet becomes a possibility, will it be ethical to colonize? Critically comment. (10)

The planet Earth has seen man exploiting its resources to the extent that the doomsday clock is only a few minutes from midnight. As such, the idea of colonizing other planets provide an exciting appeal.



However, some Ethical issues are involved in this possibility as well



Native life  
 not ~~any~~ analyzed  
 (i) length & resource

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what if no as mad can colonize. stud me?



Gandhiji had said that the manner of exploitation that man is involved in would require 9 more earths to satisfy him.

Colonizing Mars is a step in the evolution of science. But it should not be a repetition of our mistakes on earth. It should be considered as a chance to start afresh and correct our mistakes.

ii Melting of Arctic etc shows → GW potential threat.

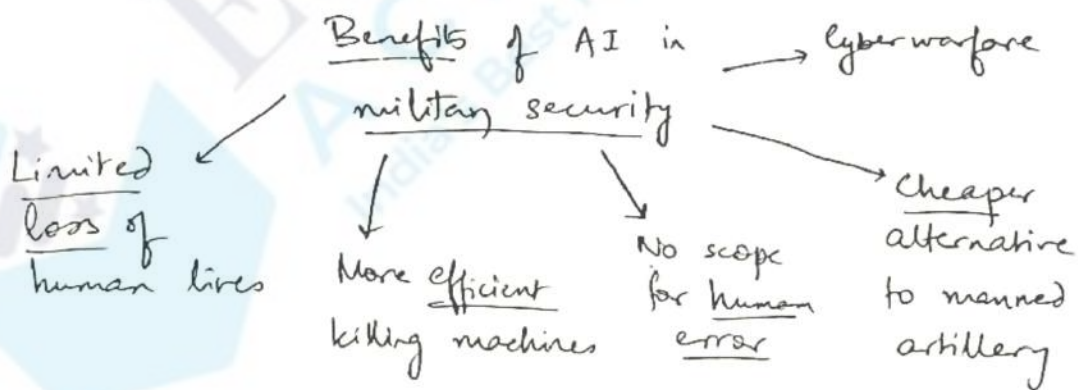
hence, similarly, we can't keep using the planets for our need (Greed) & Gluttony. A full stop to be drawn somewhere.

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3) b) What are the ethical issues involved in using artificial intelligence in military security? (10)

Artificial intelligence is a very hot topic in scientific domains. It involves programming machines with the ability of thought similar to how humans do, a sort of intelligence, which has been programmed artificially.

Artificial Intelligence (AI) has seen increasing use in military security as well. Recently, there has been development of autonomous drones, jets, missiles and even robot soldiers!



However, it has also seen massive public uproar with people questioning whether it is ethical to use AI in military security.

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lack of  
empathy in  
or failure

2nd

talking  
pen to  
stalking  
every  
Manipulation  
error

feeding  
of  
source  
we do  
face/  
ethnic  
bias

like

## Ethical issues in AI in military security

Assigning  
blame in  
case of failure

Difficult to  
differentiate  
between civilian  
and militants  
vulnerable/non.

No human  
factor, like  
sparing an  
enemy  
willing to  
surrender

Focus on  
ends, rather  
than means



The arena of military security is

evolving with greater implementation of AI.

While it is not possible to stop AI in military,

it must be ensured that AI remains free

from biases of the developers and its  utmost  
priority should be preservation of the human  
race.

AI has huge potential and can be used  
either to wage deadly wars or introduce an  
era of peace in the world

like African American - recognized rapes. Shows lack  
of well rounded data.



4) What does the following quotation mean to you?

a) "Life doesn't make any sense without interdependence. We need each other, and the sooner we learn that, it is better for us all." - Erik Erikson (10)

Plurality is important to us. We need others to express ourselves. Because on earth, men, not man lives.

- Hannah Arendt

Life on earth was always communal. We have been part of our community since birth and elements of our community is seen in us.

It is not possible for us to remain independent of our community. I need the support of my friends and family to exist. Without their continued support, it will be impossible to define who I am and my dreams will be meaningless.

A child is dependent on his parents at birth. The parents' happiness is dependent on the child as well.

There is a unspoken interdependence between spouses.

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The society, our civilization is able to move ahead, due to each individual performing their role in society. Hence, society cannot be lived in individuality.

And as part of a society, it is our duty to give back to the society. It is our duty to uphold the principles of society and not break any rules of society.

Talk about values like - Mutual Respect (Elders children)  
Dadi - Nani Koharu -

Empathy / Sympathy :- help hand to someone in need, emotional support can save a person on the brink of suicide.

Inculcating value sys - family - ist socializa<sup>n</sup> / teacher  
there can connect to Materialism / Uola<sup>n</sup> of present world - depression - / virtual reality; leaving community aside

Talk about ant dependencies → nature as well

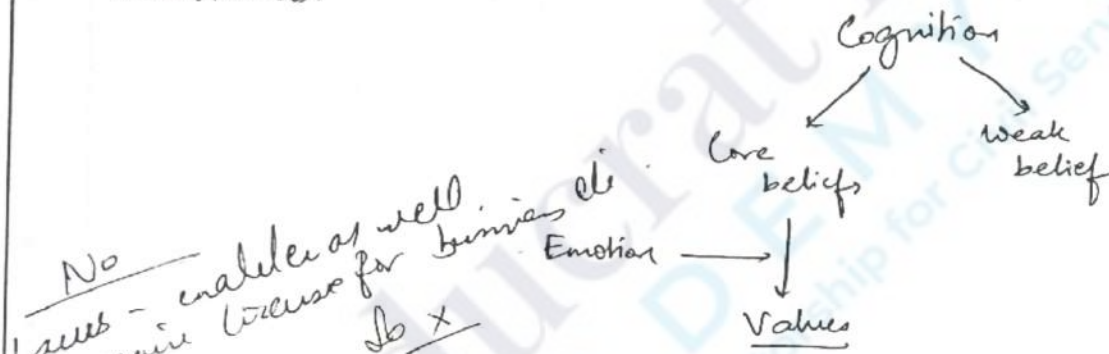
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4) What does the following quotation mean to you?  
 b) "Laws restrict people, while it is values that bring out their goodness". (10)

Laws are those principles laid down by the state or by society and comes with the power of punishment or (public ridicule.)

Values are standards that are associated with individuals. They form a part of their core beliefs and have an emotion linked to individuals.



Laws are simply a list of things which one should not do. It is a negative list.

On the other hand, values are a positive list which provide justification for human behavior.

The law prohibits jaywalking or crossing the road in the red light. But my value as a human being willing to help others will allow me to brave the traffic to help an

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old lady stuck in the middle of the road.

I can be a law-abiding citizen, the perfect example of following all laws, paying my taxes, etc. However, until I use my human values to do good, help people, assist and go above and beyond for public welfare, I am not really doing good and am not an ideal citizen.

Dealt totally in class  
refer class notes. Missed quite a  
few points  
clear cut diff was enlisted in class.

5) What does the following quotation mean to you?  
a) "In three words I can sum up everything I've learned about life: it goes on." — Robert Frost (10)

Robert Frost's quote aims to highlight the one truth about life. That it goes on. 'Time and tide waits for none'

There can be various dreams and aspirations and ideas that people have. What matters is execution. Life goes on and I may soon realize that my time is over and execution is fruitless now.

Time goes on and waits for nobody. A student in his learning days, may skip school. However, life goes on and soon he will find himself in dire straits during exams.

However, the quote provides an optimistic idea as well. It gives a hope that no matter how we fare against adversity, life will go on and we will have another day to fight.

It is a message of perseverance. An

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employee who has been fired may face two paths — wallow in sorrow about the unfairness of life

— get up and search for another job.

Life goes on, and it is up to the fired employee to decide what kind of life he wants.

Life goes on, and it is our duty to make the most of every day and give it our best to ensure justice to self and society in general.

→ Not to cling onto either failure or success.  
→ just do our duty, leave the rest up to expectations.  
Each day is an opportunity to do his/her duty well and not think about consequences and same the next day. Self satisfaction and selfless life.



5) What does the following quotation mean to you?  
b) "Insanity is doing the same thing, over and over again, but expecting different results." (10)

Insanity is the state of absurdity. It is a form of poor judgement, when a person is doing abnormal things.

Whenever we do any task, which might end in success or failure, there are

two main teachings

Attributes that worked

Attributes that did not work well.

As a student, I need to spend some time for self-introspection to determine what worked well for my studies and what is hampering my studies. I will then change my study-plan accordingly.

Gandhiji developed his model of Satyagraha over time, refining it from the early days in South Africa, to the Champaran Satyagraha in India. Refinement and implementing lessons is a way of life.

However, not making any changes in

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Said plan, and expecting different results is absurd.

There would have been no major inventions in this spirit of doggedness. Learnings should be implemented and changes administered.

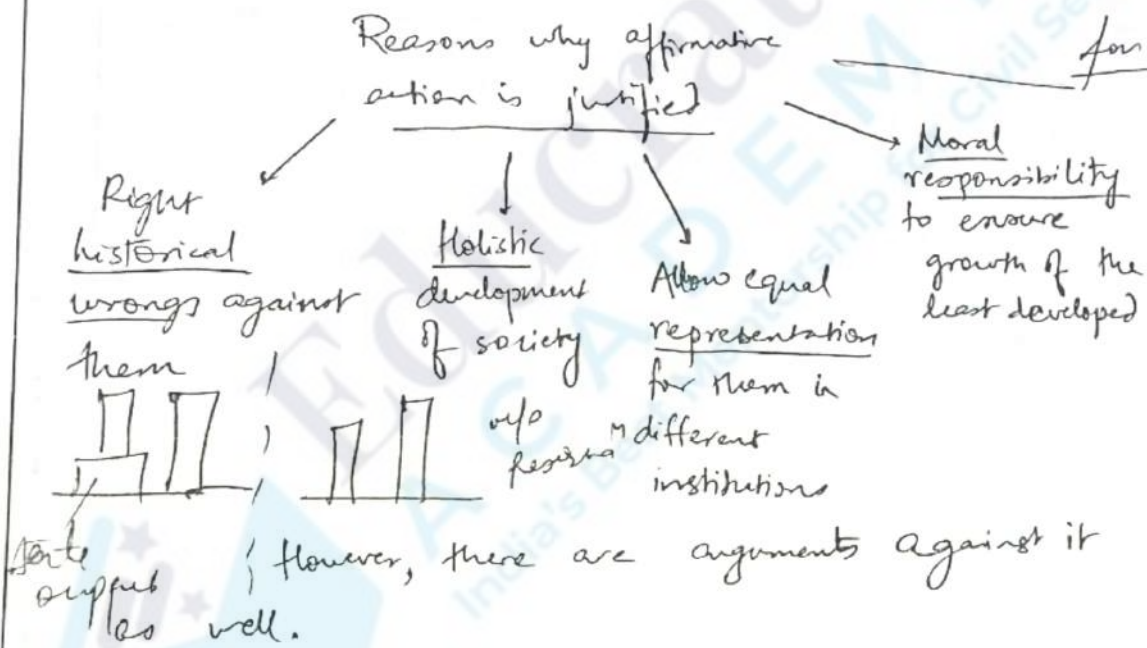
Life is a journey of trials and errors. Even there is no perfect guide-book for public service. It depends on the sensibility of civil servants to read the situation and learn from his mistakes for proper public service.

hence <sup>intentional</sup> <sup>creativity</sup> <sup>freedom</sup> <sup>success</sup>  
obscurely within walls of law & consto

✓ Quality of Service Blavat Kalyan  
how the behavioural & campaign worked  
as compared to merely constructing toilets by  
Δ strategy for scheme imple/exec<sup>n</sup> etc.  
Implement - Nasa Multi Kendra  
foc on women/youth etc.

6) Is affirmative action or reservation by the government for scheduled castes, tribes and backward classes ethical? Justify. (10)

Affirmative action has been stressed upon by Dr Ambedkar and the makers of our Constitution. It can be understood as positive discrimination in favor of certain sections of population like SCs, STs and Backward classes. It is a highly debatable topic in Indian discourse.



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Amartya Sen stressed on the importance of <sup>fair</sup> equality of opportunity in India

Dr. Ambedkar had said that it is not enough to have one-man-one-vote. It is required to implement one-vote-one-value as well.

It is our responsibility to ensure that everyone gets an equal opportunity to excel in life and affirmative action is necessary to provide a level-playing field to all those who have suffered due to their birth.

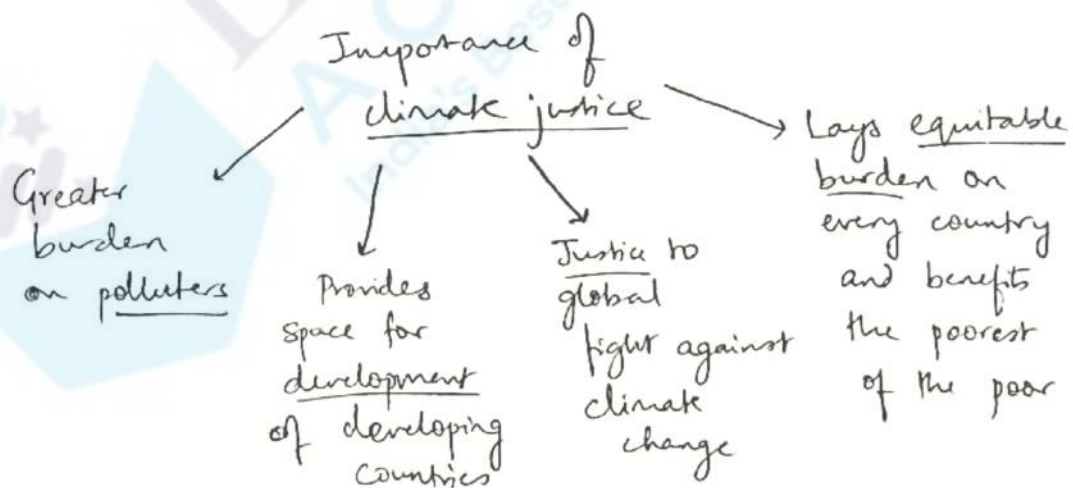
However, proper checks must be implemented to assuage concerns of general public and give benefits of affirmative action only to the needy

→ yes imple creamy layer concept better  
→ no talk about EOS - fake certi - split resource by affluent.

7) The needs of development must be balanced with that of climate justice. In this context, explain the relevance of climate justice in the present times. (10)

Climate change is a reality today and many people all over the world, mainly developing countries, are bearing the brunt of the effects of climate change.

It is a recognized fact that the current level of global warming is mainly a contribution of developed countries and as such efforts towards mitigation must be skewed in their favor. — a principle of climate justice.



India's involvement in global forums and forums aim to ensure climate justice,

a call which has been resonated by developing countries the world over.

The principles of climate finance, common but differentiated responsibilities and respective capabilities (CBDR-RC) are some p tentis in the implementation of climate justice. What remains to be seen is how developed countries deliver on their promises, since at present India is the best performer among G20 nations.

Value System's  
Misling

- Respek 4 all life not just human
- their habitat/food/popul<sup>n</sup> - nurtured  
our moral duty.

tion, TRIPS and Acc of developed nations vis-a-vis justice in developing countries.

Integrity - diff betw practice & preach.  
corporate bank x in developed ©

developed for us & them.

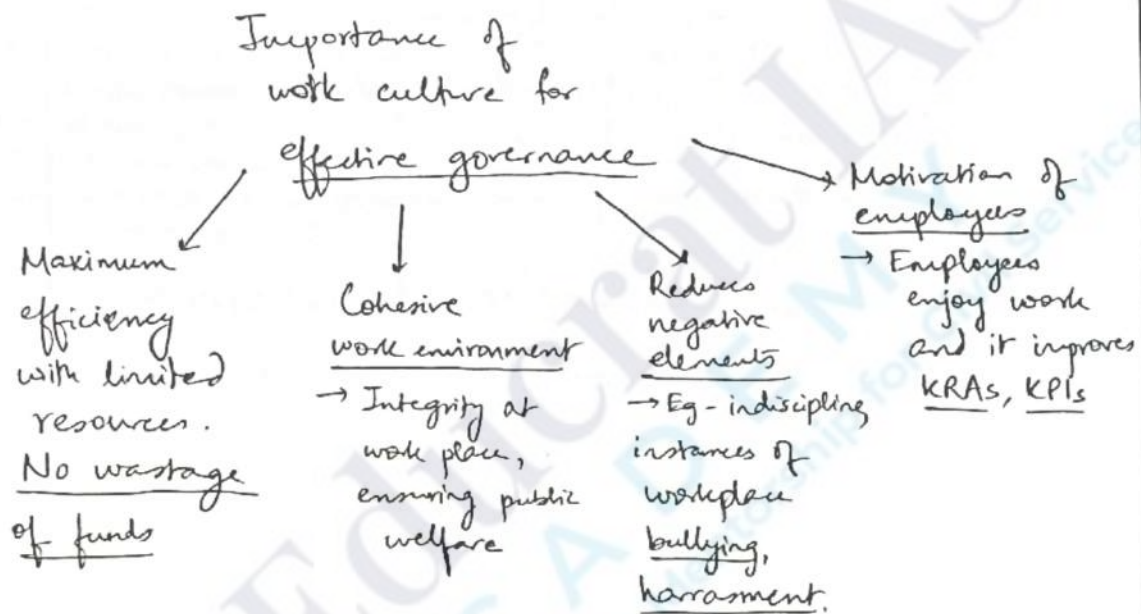
need to all them out & expose.

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8) Analyse the importance of work culture as a component of effective governance. Discuss how Indian work culture is at variance with the Western work culture? (10)

Work culture can be understood as the principles followed at work. Proper work culture ensures maximum efficiency at work and reduces antagonistic elements.



In case of public offices, implementation of proper work culture helps in ensuring proper public welfare and justice to duty.

However, Indian work culture is very different from the Western work culture.

Indian work culture  
→ Is notorious for bad work-life balance

Western work culture  
→ Gives equal importance to life after work and work-life balance.

### Indian work culture

- Less integration of technology.
- Overtime is a natural phenomena
- Greater cohesion among employees. Celebration of festivals.

### Western work culture

- Greater integration of technology, leading to transparency
- Working after hours or on weekends is frowned upon
- Relatively lesser workplace cohesion

Indian work culture can learn certain elements from the western way of work, to ensure greater happiness of employees. vice versa

It is seen that happiness of employees is directly related to better performance, efficiency, integrity of employees

↑  
Human touch

rise in gig economy, ppl preferring flexi work hours so. heart, work life balance.



## SECTION B

1) A state-of-the-art cutting-edge technology product - a mobile phone is to be launched by a leading company simultaneously at different locations for the first time in the country on a certain date which has been widely announced and advertised and there is fantastic customer response and heavy bookings for the product.

A big event is planned in a mega city for the launch for which a large number of dignitaries, customers and media have been invited, for extensive TV, media and press coverage. The manager's career hinges on the success of the event and the launch and hence the manager has issued the directive that the launch must be a success at all costs.

Three days before the scheduled launch date the newly appointed regional manager's deputy tells him that the trucks transporting the product have been detained at the octroi post outside the mega city, ostensibly for want of some documents and the octroi inspector is demanding a bribe for immediate clearance of the consignment. "Should we pay the bribe?" the deputy manager asks the regional manager.

a) As a regional manager what are the options available to you?

b) Evaluate each of these options and choose the options which you would adopt giving reasons. (20)

I am a regional manager in a mobile phone company and I have been tasked to manage the launch of a new mobile with extensive media coverage and pomp and ceremony. However, 3 days before the launch, the trucks transporting the phones has been stopped outside the city gates and a bribe is being demanded to allow the trucks to proceed.

Stakeholders involved -

- 1) Me as regional manager
- 2) The octroi inspector
- 3) The company
- 4) Invited dignitaries and media
- 5) Consumers of the new phone

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## Ethical issues involved -

- 1) Integrity v/s paying a bribe
- 2) Career progression v/s duty
- 3) Endorsing the act of bribe v/s justice
- 4) Disappointing and angering customers.  
Losing consumer trust
- 5) Losing face in the media <sup>image of the co.</sup>  
Repercussions from invited media and dignitaries

## ④ Options available -

### (A) Pay the bribe -

#### Merits

- Trucks reach the venue and event can be organized
- My career is saved
- Media reputation of company is maintained

#### Demerits

- Individual integrity is affected
- Provides encouragement for inspector to ask for bribes again
- Loss of reputation in the company

### (B) Do not pay the bribe

#### Merits

- ~~Career affected and job lost~~

#### Demerits

### Merits

→ Integrity and peace of mind

### Demerits

- Career affected, job lost
- Event fails, reputation loss of company
- Allows inspector to scare others using this incident to pay bribes

My approach - 1) Try and arrange required documents ✓

2) Do not pay the bribe if still persists for ethical reasons

3) (As a leading firm) it might be possible to get in touch with senior inspectors complaint

4) Lodge official complaint against octroi inspector with deputy manager, truck drivers as witnesses

5) Seek assistance and guidance from company seniors on how to address the issue

6) Ensure all truck drivers have all required documents henceforth, with e-way bills to have transparency

Reason - I chose this approach as it allows me to keep my integrity maintained and perform my duty as well.

The govt should aspire to maintain full transparency in such checks and use Digital India's benefits to allow smooth logistics.



2) You are working as a Deputy General Manager in an organization. Mr. A is your junior who is working as an Assistant Manager. He is efficient and devoted personnel of the organization. Impressed with his sincerity you gave him additional duties. He might get a promotion soon. One day while leaving office after the working hours, you find him in a compromising position with a staff member. Sensing something fishy in their relationship, your sentiments are hurt. You never expected a devoted officer like him to behave in such an unethical manner. You feel that he is cheating his wife therefore it is a situation of contradiction in his personal and public life. In his professional capacity Mr. A has never cheated you. Also, he had accomplished all the tasks assigned to him with utmost sincerity.

What you are going to do in such a situation? Some of the options are given below. Evaluate the merits and demerits of the given options and suggest a course of action, giving reasons. [250 words]

(a) Since the matter is between two individual appears to be on the basis of consent, no action will be taken so long as matter vitiates the work culture.

(b) You will speak to Mr. A about his conduct and seek clarification and issue warning.

(c) A show cause notice will be issued to Mr. A for seeking details and terminating his service.

(d) The matter will be reported to seniors and action will be taken as per the advice. (20)

I am a Deputy General Manager of an organization. Mr A is one of my best team members. However, ~~he~~ I spotted him in a compromising position with a staff member.

Stakeholders involved -

- 1) Me as Deputy General Manager
- 2) Mr A
- 3) Staff member
- 4) Other employees of the company
- 5) The company, overall.
- 6) Mr A's wife

Ethical issues / dilemmas involved -

- 1) Work ethics v/s indiscipline
- 2) Consent or non-consensual action



- 3) Possibility of loss of a perfect employee vs encouraging a cheater
- 4) Sanctity of other employees at stake
- 5) Integrity vs scope for reduced productivity if Mr A is fired

Options available -

(A) Take no action -

Merits

- Mr A keeps performing
- Company's productivity remains undisturbed

Demerits

- Possibility of non-consensual affair with staff member.
- My integrity and team ethics
- Mr A's wife is cheated
- Issue of safety of other employees

office atmosphere impacted as at - office premises

office decision to be neutral

(B) Seek clarification from Mr A and issue warning -

Merits

- Mr A might correct his habits
- Office work culture improved

Demerits

- No justice for staff member
- scope for Mr A falling back to his activities later
- Mr A's work productivity might be reduced

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4 The (Ques) actually is about a person lacking personal integrity -

(C) Show cause notice issued and firing Mr. A

Merits

→ Office employees are saved from such unethical activities

Demerits

→ Office loses an efficient performer, who is hard to replace

Can he still be trusted??

(D) Matter reported to seniors -

Merits

→ Collective experience of seniors is available

Demerits

→ Burden shifted to seniors, showing lack of leadership

efficiency/ work can be taught.

but Not Morals

Cause of Action -

1) Speak separately to Mr. A and staff member to understand if it was consensual or not

2) Issue show-cause notice and terminate Mr. A's employment

3) Seek guidance from seniors without transfer of burden ✓

4) Give options to staff member to lodge formal complaint against Mr. A to ensure he does not do similar actions in his next job

5) Install CCTV cameras throughout office ✓

6) Introduce strict code of conduct at work ✓

Reasons - To ensure justice for all stakeholders

The Govt has introduced POSH guidelines for immoral workplace etiquettes. All employees should be act, as sensitized to according to these.

if consensual, give warning to both to not indulge in such behavior in office premises

Educate A to refrain

In such an immoral workplace

a person lacking personal integrity may show dissonance in

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prof integrity also





3) You are working as DM of a district where illegal mining of sand is rampant. Recently there was an accident between a truck illegally carrying sand and a government passenger bus. Many passengers died on the spot because of the accident. Ever since you assumed power, you are trying to curb this illegal mining of sand. Because of negligence and involvement of police officers at local level, illegal mining is going on in many parts of the district despite your efforts to curb it. These trucks which travel on narrow village roads, have not only damaged roads, they have also caused traffic problem for passenger vehicles frequently causing accidents.

The media and some people from a political party are protesting against you after the bus accident. They are saying that you are working hands in glove with the sand Mafia. There is also an accusation that you have some personal rivalry with the Superintendent of Police. Moreover, even local media is portraying you as someone intentionally allowing illegal sand mining in the district.

In this situation, what are the options available, suppose you were the DM. Discuss their merits and demerits and choose the most appropriate one, giving reasons. (20)

I am the DM of a district where illegal sand mining is rampant. A recent accident between an illegal sand ferrying truck and a govt. passenger bus has left many civilians dead and I have come under media glare and that of political parties ~~for~~<sup>being</sup> involved in sand mining. There are also accusations of some personal rivalry with the SP of the district.

Stakeholders involved -

- 1) Me as DM
- 2) Sand mafia
- 3) Media personnel
- 4) Political parties
- 5) Corrupt local police officers
- 6) Society and affected civilians.

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## Ethical issues involved -

- 1) Corruption and leakage of public resources
- 2) Integrity ~~vs~~ <sup>and</sup> leadership skills to solve this issue
- 3) Citizen-centricity
- 4) Media and political pressure v/s duty
- 5) Mafia-officials nexus v/s work ethics

## Options available -

[A] Come clean about my <sup>non-</sup>involvement to media and work to eradicate sand mafia

### Merits

- Reputation is saved
- Duty is fulfilled and integrity is maintained

### Demerits

- Sand mafia gets alerted
- Possibility of loss of life
- Political opposition

[B] Seek guidance from seniors and act accordingly -

### Merits

- Might receive proper guidance on next steps

### Demerits

- Onus shifted to seniors highlighting lack of leadership

## Approach taken -

- 1) ~~Work along~~
- 1) Apologize and show remorse for the deaths and pledge to work for eradication of sand mafia.

- 2) Work with SP to show solidarity and target corrupt police officers
- 3) Talk to community leaders on identifying sources of illegal sand mining
- 4) Conduct raids on sand warehouses and sand mining areas
- 5) Seek guidance from seniors on tackling political-mafia nexus
  - (links and goons/pol officers)
- 6) Provide sources of employment to people engaged in illegal mining under MGNREGA
  - old files
  - A helpful
- 7) Employ SHGs, women to sensitize them about their role in stopping their husbands and sons from criminal activities
  - Leaders - Village heads etc -
  - What of women? - Informers who are involved? - Reward for any info from locals
- 8) Arrest sand mafias and ensure proper justice according to rule of law
  - Dissuade youth from this - Talk to community leaders
- 9) Install CCTV network around the villages to check illegal mining and transport

Reasons - To show my innocence in the accusations and work according to my duty to eradicate sand mafia. Ensure interest of the public at large and all stakeholders

Sand mining & mafia is a rampant issue in India and its seriousness can be gathered from the fact that IAS Officers have died in the line of duty. The govt must ensure eliminating this nexus in mission-mode manner.

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4) The River Ganga in India is one of the most polluted large rivers of the world. Improvements in wastewater and sewage treatment infrastructure have not kept pace with the rapid population and industrial growth occurring over the past several decades.

More than 420 million people depend on the Ganges River and they will be affected very badly due to contamination of its water. People might suffer from water-borne disease such as diarrhoea and cholera. Marine animals living inside the Ganges River will die as a result of poisoning from the pollutants. Fishing will also be affected as the fish population will decrease due to poisoning from the toxic waste. More importantly, it may result into an ecological catastrophe in the country if the river is not saved.

In past many initiatives have been taken but they have not been able to make any perceptible impact such as the Clean Ganga Mission.

a) Suppose you are the head of an NGO working for protection of this river then, in your view, what are the major and minor impediments due to which efforts have not been successful so far?

b) In the quest between development and environmental conservation what innovative strategies need to be adopted to ensure that there is a sustainable development practice for the river? (20)

I am the head of an NGO working for protection of Ganga river in India, which has seen limited improvement in water quality, despite multiple govt schemes targeting quality improvement.

Stakeholders involved -

- Me as head of NGO
- Government
- Communities living beside Ganga river
- Industries depending on Ganga river

Major impediments for failure of efforts -

- 1) Lack of proper planning and execution -
  - Plans should be made dynamic to



ensure tackling changes

→ Targeting

→ Resistance from industry lobbies and riverside communities

→ Sand mafia involved in sand mining from rivers

→ Improper agriculture techniques in nearby field leading to runoff

→ Behavior of dumping waste in Ganga river and greywater discharge

HH  
untreated  
waste

Minor impediments for failure of efforts -

→ Motivation of Ganga Working Council

→ Lack of community participation in planning and development

→ Communication gaps and implementation delays

Innovative strategies that can be adopted -

1) Form proper team for mapping sources of pollution, with community participation

2) Geotag these areas to provide regular live updates to public

3) Ensure zero-leakage processing of funds

4) Ensure proper implementation of solid-waste Management rules and polluter-pays principle

to increase funds for cleaning and installing waste treatment plants.

5) Sensitization of communities to reduce dumping of waste in Ganga  
→ Seek assistance from religious leaders to highlight the holiness of Ganga river

6) Encourage the govt to make plans to develop river side as clean spots for walking, cycling, etc

7) Erect banners to recognize Ganga as clean <sup>keeping</sup> and as our moral responsibility.  
→ disease, harmful effects etc.

8) Publish reports to assess the performance of Ganga - districts and rank them.

Ganga is the national river of India and it deserves to be a symbol of cleanliness. Only when we are collectively involved in keeping Ganga clean, can we do justice to attributing to Ganga as a holy goddess <sup>and need</sup>

publish results of water testing

CSF



5) There is a company which is known for its quality of product in the world. It is in mobile phone business. People buy its product due to this factor. The high quality of product also ensures privacy of customers data and information details.

A security agency has recovered a phone from a terrorist who was recently killed in a raid. The agency wants to get access to data and information stored in the phone but it couldn't because of its high-end technology used in coding. The agency requests the company to help in getting access to data but it refuses to do so by citing promise to its customer of their privacy through the high-end technology which nobody can access even the company except the customer himself.

#### QUESTIONS

- Discuss the ethical issues involved in the case study.
- Suppose you were the head of the company then how you could have acted and why?
- Has the company undermined national security for the sake of right to privacy of customers? Justify your view. (20)

A security agency has caught hold of a terrorist's phone and is asking the mobile phone company to allow unlock the phone for security reasons. The mobile company is refusing it and is citing its promise to customers to provide 100% secure - mobiles.

#### Stakeholders involved -

- 1) Security agency
- 2) Mobile phone company
- 3) Consumers of the phone company
- 4) Society at large

#### Ethical issues involved -

- Company ethics v/s national security ✓
- Integrity of company, ~~vs~~ faith of customers
- Threat of terrorist attack
- Company's promise to customers v/s govt pressure  
Nat. Integrity v/s RT to Privacy



As the head of the company, I will have the following options —

(A) Allow unlocking the phone —

Merits

- terrorist threat alerted and averted
- integrity morality is not compromised

Demerits

- loss of USP in market
- suspicion of users
- sales might drop

(B) not unlocking the phone —

Merits

- integrity of company and public trust is not reduced

Demerits

- terrorist attack leading to loss of lives
- govt pressure may hamper company's growth

Approach —

- 1) As the head of the company, I should not unlock the phone. But my responsibility as a citizen and a human being supersedes my professional role.
- 2) I would assist the police in unlocking the phone and helping the public at large.
- 3) I would take help of the media to ensure the public understands how the company

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helped avert the terrorist attacks, which may make them understand the reason for breach of trust.

4) Transparency in this case might increase my sales.

+ will help in thwarting my future terrorist attacks → Save lives.

6) Mr A is a coal secretary who heads the Screening Committee which is responsible for scrutinizing the proposals for coal blocks awarded to different parties. Mr B submits proposal for his company. The company is invited to present its case before the Screening Committee. The company claims that they are a big player in the sponge steel industry and the Committee, in its wisdom, accepts the claim and recommends to the minister for awarding a coal block. After over a decade, it is found that there was a foul play in the coal block allocation and an enquiry is ordered.

The enquiry panel finds that original records are missing. It prepares secondary records and Mr A is asked to defend. Since he fails to prove the records wrong or produce any evidence for his innocence, eventually, he is convicted by the court. Suppose you are a serving bureaucrat then how you will respond to some issues which are being raised in this case:

- a) The Screening Committee was a recommendatory body, with the decision-making power with the minister then why only head should be singled out and be punished and not the minister?
- b) Is it a case of lack of integrity or wisdom? Justify your stand.
- c) Identify the ethical issues and give your strategy how to address them? (20)



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