

# **GSSCORE**

**An Institute for Civil Services**

## **IAS TOPPER'S**

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### **AANAND PRAKASH MEENA**

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**GENERAL STUDIES - PAPER IV**

Time Allowed: 3 hrs.

Max. Marks: 250

| Q.  | Marks | Instructions to Candidate |
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Name Anand Prakash

Roll No. \_\_\_\_\_

Mobile No. \_\_\_\_\_

Date \_\_\_\_\_

Signature Ajanta

1. Invigilator Signature \_\_\_\_\_

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**REMARKS**

**SECTION - A**

Q1. What would be your preference at the time of making a decision and choosing from two sets of available options-one that is right or one that is easy? Why?

(150 Words) (10 Marks)

Decision making is an important characteristic of a person as it can benefit not only him/her but also society.

- If the options available are - one that is easy and other which is right, I would prefer the option which is right.
- Easy option might provide short term gain but can aggravate future scenarios - eg: a person fulfilling his debt obligation through further debt eventually falls into debt trap.
- However taking prudent and well

Remarks

thought decision would bring dividends

e.g.: If the same person works hard and pays his obligations, he can lead good life in his future

- Also there has been instances which negates hasty and easy options in favour of well considered options. e.g.

- Also, situation should also be analysed to opt between these two options.

e.g.: During war, to save country, one can opt for flexible nuclear response in the national interest, pondering too much on the decision might compromise nation's security.

Remarks

- Q2. What is the importance of trust in administration, management and leadership? Has trust anything to do with consistency and coherence in our behaviour and action? What is the relation between trust and truth? Why is it said, "Trust takes years to build, seconds to break, and forever to repair." (150 Words) (10 Marks)

Trust is an important pre-condition to develop faith and confidence in a person.

Trust is important in administration, management and leadership as:

- It provides legitimacy of actions taken by authority. e.g. schemes of administration are perceived to be in public interest based on trust
- It builds coordination and stake in the constituents of body. This improves work culture -
- Trust is dependent on consistency and coherence in our behaviour as:
  - It generates confidence in one's action
  - It also boosts faith in one's action

Remarks

Trust and Truth are complementary to each other

- If people trust persons, generally they are perceived to be truthful.
- while the vice versa may not be true. Person speaking truth may not generate trust. eg: A terrorist saying truth would be ascertained with facts and proofs.

Trust is a long process, as it can act as a weapon to demand respect and obedience. However its erosion generates fear & suspicion which takes time, even life time to heal. eg: India trusted China. After 1962 Indo-China war, India perceives China as its arch enemy.

Remarks

- Q3. What is success? Is success possible by remaining moral and ethical in the extant competitive world? What are the reasons for distraction from a moral and ethical path in life? Why it is important to lead a moral and ethical life while we pursue success and excellence?  
(150 Words) (10 Marks)

Success is related to achievement of certain goals which a person has set for himself.

- In present competitive world, various unethical tools like corruption, bribery, forgery are deployed by persons to realise their goals. e.g.: leakage of exam papers to get job.
- However, success can be achieved even by remaining moral and ethical. Gandhi held that Knowledge without character is a sin. e.g.: India relying on self sufficiency and indigenous technology has developed ISRO which is successful in space.
- Various reasons which act as a distraction from moral and ethical

Remarks

path in life are:

- Lack of moral value system
- Urge to taste success by any means and methods.
- Erosion of moral standards in the society. ex: money rules over values.
- Success with morality and ethics have following benefits:
  - It helps in the safeguard of human values, thus reinforcing human characteristics like Integrity, honesty, impartiality. ex: An honest person will advocate honesty in society.
  - It can help society become ethical and moral. Eg: People would be inspired from such persons and would consider them as role model.

Remarks

- Q4. What is neutrality and why is it considered a non-compromising trait of a Civil Servant? What are the factors that compel a public servant to give up neutrality and take biased decisions? What are the pre-requisites to maintain neutrality? (150 Words) (10 Marks)

Neutrality refers to adhering to objective criteria while making a decision thus neglecting biasness.

Neutrality is an important trait of a Civil servant as:

- It helps in the respect for people's mandate when a government is changed. Thus Public servant has to be political neutral.

- It also helps in actions which are publicly oriented in public interest without any regard to race, religion, caste, language etc. This helps in legitimacy of democratic system

However, various instances shows public servant are not fully neutral, factors contributing to their biased decisions are:

- > Corruption in the form of financial

Remarks

or promotional incentivisation, which can lure them toward particular biased action.

- Ambitions to join politics can also influence their decisions.
- Lack of sensitivity towards the diversity of country may result in favouring one community over other.

In order to maintain neutrality, following pre-requisites should be adhered to

- Regular training through workshop to show the benefits of neutrality in public interest.
- Accountability of the actions should be strictly imposed so that a civil servant is objective in his dispositions.

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Remarks

- Q5. What is moral crisis? Cite some examples from Indian society and polity. Explain the statement in right context- "The hottest places in hell are reserved for those who, in times of great moral crisis, maintain their neutrality." (150 Words) (10 Marks)

Moral crisis is maintaining inaction or passive behaviour towards actions or incidents which dilute the moral fibre of an individual.

Examples of moral crisis in Indian society and polity :

- Lynching by mob in the name of cow protection negates humanity. People as well as politicians take time to condemn such actions.
- Discrimination against women, dalits and transgenders is also a situation of moral crisis.

It is rightly said that the worst place in hell are reserved for such persons who remain neutral in moral crisis as :

Remarks -

- It prevents actions against injustices, thus prolonging the unacceptable activity in a society.
- It also degrades other human beings as the evil becomes banal, i.e. the evil is perceived to be normal, thus perpetuating moral crisis.

In order to tackle moral crisis, steps needed are:

- Utilisation of education system to inculcate ethical behaviour in citizens right from the start.
- Supremacy of constitutional morality so that person does not fear expressing his objections against moral crisis.

Remarks

- Q6. What are the pre-requisites a leader must have for change and progress? Why resilience and endurance are considered as the greatest proof of strength and defining traits of a leader trying to bring progress, changes and reforms? Are these properties at conflict with adaptability and adjustment, which are hallmarks of pragmatic ethics? In which situations resilience and endurance become infirmity and rigidity and need to be shunned?

(150 Words) (10 Marks)

" A leader is one who can motivate his group and instill coordinated action to realise the ultimate aim.

eg: Resilience and endurance are helpful for leaders in bringing progress, changes and reforms as :

- It can give more strength in adverse situation and thus remain focussed on the aim. eg: Mahatma Gandhi led Indian National Movement based on endurance and resilience, It took almost 80 yrs to gain independence from Non Cooperation movement.
- It can also generate positive attitude towards the actions taken in pursuit of goal.

" Pragmatic ethics deals with

Remarks

taking actions according to given action scenario and conditions.

- Endurance and Resilience can hamper adaptability but at the same time they can save unethical tendencies getting inside oneself eg: If situations are not compatible with principles, endurance will provide shield.

However, Endurance and resilience can become rigidity in following situations:

- > when the contradiction is between tradition and science. eg: Tradition supporters will fight for traditional values neglecting virtues of science.
- when leader is motivated by vested interest. Eg: He would compromise public interest for his own interest.

Remarks

- Q7. In which situations there arises a conflict between majority rule/convention and a person's conscience? What should a wise individual or a good leader do while choosing a path-listen to her/his conscience or outside noises and popular voices? Why?

(150 Words) (10 Marks)

Majority rule sometimes lead to suppression of dissent, & disrespect for pluralism and diversity.

- situations in which conflict between majority and conscience are :
- when a person's raises his/her voice against traditional & superstitious beliefs. eg: Narendra Dabholkar criticised witch hunting, he paid the price with his life.
- when the majority option is polarised in the name of nationalism. eg: Hitler led Holocaust, which caused tremors in the conscience of the whole world.
- A good leader is one who analyses

Remarks

all the options available before him and follow well thought path

- He should weigh the pros and cons of the consequences of his action which would be beneficial to him as well as to society.
- If the popular voice is against moral principle, he should follow his conscience which respect morality because:
  - It will provide different perspective to popular opinion, thus can change their perception
  - It will also continue faith in the ethical angle of human reason.

Remarks

Q8. Discuss ethical issues involved in clinical trials.

(150 Words) (10 Marks)

Clinical trials are done to test the viability of a particular treatment in curing illness.

- It requires testing on various humans.
  - The ethical issues involved in clinical trials are:
  - It exploits the poor conditions of the person. esp. w.r.t of the clinical trials are poor.
  - It also discriminates as the data of clinical trials can be misused to psychological deform them in society.
  - It also goes against humanity - It has been reported that people/clinical trials were done over the margin in bioequivalence.
- In order to counter such ethical

Remarks

Issues, following steps could be taken:

- Maintenance of data by firms, so that clinical trial is not done frequently over a particular agent.
- Strict regulation guidelines by Medical Association and punishing those who bypass such direction.

This would result in more equitable and humane clinical trial.

**Remarks**

Q9. The real problems of the civil services are not with recruitment; they are with what happens after an officer joins the system. Do u agree? Analyse (250 Words) (10 Marks)

Civil services can act as a catalyst to empower the masses and realise the dream of our founding fathers — India free from exploitation, corruption, inequality.

However, various problems plague Civil service; ~~one of the~~

- Training is not done frequently, this result in deviation of civil servant from real path.
- Training also does not evaluate candidate's quality to be fit for particular service.

However, the real problem lies in the system:

Remarks

- Senior bureaucracy thwarts the young spirit of change due to corruption
- Also once, the system shows the lure of money and power, civil servant gets habituated to this corruption.

However blaming solely on system hides various individual weakness like:

- Weak value system amenable to outside influence
- Lack of capacity to resist and fight for justice.

Whistleblower Protection Bill can act as a catalyst to bring transparency in the working of civil servants.

Remarks

Q10. Some situations you just can't control. For instance, someone you care about might betray your trust. Or, no matter what you do and how hard you try, you might not be able to win over that person you're trying to impress. There will be people who can't stand with you no matter what you do, and then there will be people that adore you no matter what. Situations like these - situations you can't control - will arise throughout life, and they may change your course. That's just life. It is what it is. In this light how emotional competence facilitates an individual to understand, manage and handle oneself and others positively in various setting?

(150 Words) (10 Marks)

Emotional Intelligence pertains to managing one's own and other emotions to for the benefit of society.

Emotional Competence plays a vital role in ~~the~~ evolving emotional intelligence as:

- It helps in the proper analysis of given circumstances and take proper action against such situations.
- It can also help in solving various crisis situation by channelising the emotional strength.

Remarks

into the solution.

e.g. Civil servant helped in the carrying of foodgrains during Kerala floods. It catalyzed locals to take further preventive measures.

- ⇒ To develop Emotional Competence, various feelings like compassion, empathy, Sympathy and Tolerance needs to be inculcated in a person.
- ⇒ Emotional competence can also strengthen fraternity thus binding National Unity.

Remarks

Q11. Analyse the characteristics of 'Corporate Excellence'? (150 Words) (10 Marks)

Corporate Excellence relates to the management on the lines of ethics and morality in the business community.

Corporate excellence can be helpful to society as:

- It focuses on building various capabilities in entrepreneurs which takes the view of problems related to society and nation.
- Corporate Social Responsibility (CSR) can help in building and sustaining Corporate Excellence.
- This can also decrease the intensity of corporate frauds which not only hampers financial sector growth but also national growth.
- In order to enhance corpor

Remarks

- In excellence, Mahindra Kotak Committee has recommended various measures such as exclusion of shareholders in governance of an entity etc.
- Corporate excellence can help in the development of Indian Society on an equitable path

Remarks

**SECTION - B**

In the following questions carefully study the cases presented and then answer the question that follows:

**Q12.** You are head of an ambitious road project and have been authorized by the government to make a 8 lane highway from the existing 4 lane. The widening of road includes acquiring small holdings of the poor people and cutting thousands of existing trees. Government justifies the project because of its utility, economic growth and overall development of the area.

There are thousands of poor people and environmentalist who are opposing the project. Ponder over the situation and answer the following questions.

- What actions and justification you have to address the concerns of those who oppose the project?
- What are the ethical/moral issues involved in your decision/action, and how you would justify your decision.
- What is the alternative course of action with merits and demerits which one can take so as to prevent the land acquisition and cutting of trees.

(250 Words) (20 Marks)

This case highlights the contradiction between economic development and environmental degradation. Also it shows lack of concern toward poor and weak while pursuing such projects.

- a) Actions needed to address the concerns are :
- Rehabilitation Plan will be proposed to properly re-locate poor and marginalised

*Remarks*

- ① Environmental Impact Assessment by including stakeholders from Environmental activist could be done to form consensus.
- ② The project could be justified as it will provide employment and result in economic growth. Also few funds can be allocated to CAMPA (Compensatory and Management of forest and Planning Authority) to address concerns of environmentalists.
- ③ Ethical/moral issues involved
- Priority to economic growth neglecting sustainable growth
  - suppression of rights of marginalised section in the name of growth
  - Aggravating Environmental degradation

Remarks

by deforestation, thus accelerating global warming.

• My decision would be justified in the national interest. Nation growth requires certain duties towards every citizen, at the same time proper rehabilitation and green technology could be deployed to address the grievance.

(c) Alternative course of action:

(i) Flyover

Merits: It would not necessitate land acquisition & deforestation.

Demerits: Project Cost can escalate.

(ii) Apart from this, traffic could be diverted from this route to other routes to lessen the congestion.

Remarks

Q13. You are a middle ranked officer in the ministry and known for your honesty and integrity. You find that private secretary of the Minister suggests you to deal with certain matter in a particular way. When you tell him, that the suggestion is against Government rules, he confirms that this is the desire of Hon. Minister. Following options come in your mind to deal with the problem.

- Ask the private secretary (P.S.) to confirm in writing.
- Meet your senior officer and seek his suggestion and guidance.
- Refuse the Private Secretary and stick to rules only.
- Bring the matter into records and suggest that rules be changed to accommodate the views of Minister.

Examine the merits/demerits of each option and suggest the best options with justifications. (250 Words) (20 Marks)

This shows Corruption prevalent in the executive branch which get promoted through nepotism and spoils system.

(a) Asking P.S. to confirm in writing:

Merit: This would make minister accountable of his action and charges of corruption would not be levelled on me.

Demerit: Minister may penalise me for not obeying his ~~ad~~ direction.

Remarks

(a) Meeting senior officer and seeking his guidance.

Merits: This would provide me various alternatives to handle such situations.

Demerits: senior official might give suggestion which goes against my honesty and integrity. Not following his guidance will also antagonise him.

v Sticking to rules only:

Merits: This would hinder Minister against taking any corruptive actions due to fear of accountability.

Demerits: I might be transferred or my promotion might be hampered.

(d) Bringing the matter to record and

Remarks

suggesting change of rules to accommodate views of minister:

Merit: This would comply with procedures and would be legally transparent.

Demerit: It will compromise public interest as the rules are being changed for the benefit of a single person.

The best option available is to make private secretary to confirm in writing.

- If the actions are not corruptive, then P.S will give in writing.
- fear of exposing one's credibility to corruption will compel minister to change his motives.

Remarks

Q14. There is an entrepreneur who has opened a factory in the rural areas for the manufacture of sanitary ware. His initiative has helped in providing good employment opportunity to rural people and in the production of affordable sanitary products which are being used in construction of rural toilets. However there are some cases of under payment of wages and few cases of employment of children below 14 yrs. You are labour enforcement officer of the area and in course of your routine inspection, you noticed these discrepancies. Answer the following.

- (a) What are the options available to you?
- (b) Discuss the merits/demerits of each option and finally choose the option which you consider best with suitable justifications. (250 Words) (20 Marks)

This case points towards exploitation of labour due to low wages and prevalence of child labour to incur monetary gain.

\* As a labour enforcement officer, options available before me are:

i) Recommending closure of factory -  
to violation of fundamental rights  
and exploitation of children.

Merch: This would set an example  
in the so surrounding area  
and will lead to reduction in  
such cases.

Remarks

Demerit: If factory is providing employment, this would be a setback to local economy.

ii) Imposing heavy penalties and directing the factory's authorities for proper implementation of legal and labour laws

Merits: This will act as a deterrence to the factory owners. It will also improve working conditions.

Demerit: Penalties may lead to financial constraints in factory's balance sheet.

iii) Spreading awareness in the local area about rights of labour and grievance redressal mechanism.

Merits: This will empower

Remarks

local community and thus they would be able to bargain better wages.

Demerits: This may result in the frequent strike, lockdown of factories.

The option which would address the condition would be imposing penalties as this will provide justice to the illegality committed by factory owner.

- This can also set examples to other factory owners as well as to workers about their rights and duties.

- Q15. This is a situation which pertain to Parliament elections. You are posted as District Magistrate in one of the notorious district. There were several officer to assist you in your work, i.e. Returning Officer, District Election Officer and Additional District Magistrate (ADM). Background duties of various officers were assigned as presiding officers were unwilling to take up election duties as it was very arduous work and a big responsibility. Presiding officers and polling officers were called four days before the poll for training and collection of material/stationary like voters list, manuals, ballot papers etc. In one such event, when the distribution of material was being made, one polling officer had a heated argument with ADM which resulted in a scuffle. There were around 300 polling personnel who formed a mob as most of them were unhappy because they had been put on election duty. ADM locked his room from inside to save himself from attack by this furious mob. This mob was not willing to cooperate in further duty. How would you handle the situation? What are the possible alternatives available? Explain and justify your action. (250 Words) (20 Marks).

The situations signals towards  
Lack of cadre with Election commis-  
sion and overburdening of  
various administrative officials

- At the same time democratic duties cannot be subjected to the influence of mob.

The option available before me are:

- Inviting the leader of the mob for dialogue and persuade him for smooth conduct of election.

Remarks

Merit: This will diffuse the charged atmosphere and would result in the free and fair election.

Demerit: Given the grievances of polling officer, persuading them against their wishes might be daunting task.

(ii) Informing Election Commission (EC) about the incident and implement their orders:

Merit: This would make EC aware of the problems in conducting election.

Demerit: This can take time and may lead to further deterioration of situation as mob is charged.

(iv) Calling police and warning the mob about the repercussions.

Remarks

of their actions.

Merits: This will lead to instant diffusion of situation

Demerits: Mob get further charged and situation can turn extreme violence.

The possible course of action would be to invite the leader and persuade him about the peaceful holding of elections. This would not only diffuse the situation.

- The aggrieved mob could be persuaded on the address of their grievances by conveying their problems to necessary authority

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Remarks

Q16. A state government has set up an anti-corruption unit under your leadership to take decisive action against prevailing corruption in various departments. You have a clear cut vision and a perfect understanding about what to do with the help of the team. Some of the team members have a soft attitude towards corruption. You have decided to persuade the team so that the team could be very effective in anti-corruption measures.

- (a) What are the various options available to you to motivate your team?
- (b) Evaluate the merits and demerits of each option and choose the option which you consider best, giving reasons.

(250 Words) (20 Marks)

This case points towards lack of commitment on part of few members of Anti-corruption bodies towards the malaise of corruption.  
 → This hampers organisational capacity but also influences committed human resources to fight corruption.

→ Motivation should be done to the members.

This can be done through:

→ Persuading members to work in the national interest.

Merits: This would appeal to their

Remarks

Nationalistic sentiments and help realise the aim.

Demerits: This might not be helpful in the comprehensive change in their attitude towards corruption.

ii) organising workshops on the issue of corruption in public departments.

Merits: This would arouse their consciousness as public department interface directly with society. They also constitute society.

Demerits: Official might not be able to correlate themselves with common man.

iii) Organising various team coordination events like games, so that proper

Remarks

team understanding can be built.

Merits: This would enhance better understanding among team members. This would also allow one member to persuade another member for the cause of team.

Demerits: May lead to emotional bonding but not to Ideological Coherence.

The best option under given circumstances is to sensitise the officials about the malaise of corruption. This would be in the national interest. At the same time team should also be sensitised about parallel economy which hinders nation's growth.

Remarks

Q17. There is a busy railway station where the waiting rooms are unhygienic. There is no proper safe and clean drinking water facility. The enquiry system is dysfunctional and on reservation counter, the touts dictate everything. You are Station Superintendent and there is an advisory committee to look after the interest of railway passengers. You have decided to improve the work culture of the railway station. Your officials are willing to cooperate but reluctant to share responsibility.

- (a) What are the options available to you?
- (b) Examine the merits/demerits of each option and suggest the best course of action with reasons.

(250 Words) (20 Marks)

Unhygienic conditions and lack of commitment toward public service delivery by the official is highlighted.

Improving work culture requires due participation of the constituents to realise the goal.

Options available are :

- (i) Improving surveillance to impart sense of duty in the officials through CCTV's, regular inspections.

Merit : This will lead to proper

Remarks

Implementation of one's duties due to fear of repercussions in the form of stern action.

Demerits: It may work in the short term but not lead to substantial moral change in the attitudes of officials.

(ii) Using Initiatives like Swachh Bharat Abhiyan to arouse national sentiments to work in the interest of Public.

Merits: This will make them more responsible and would lead to substantive change in attitudes.

Demerits: Official may be insensitive to such action and may take

Remarks

it lightly.

- iii) Improving work culture through discipline, accountability, grievance redressal mechanism

Merits: This would entail professionalism in the workers.

Demerits: Given officials' reluctance to share responsibility, enforcing accountability would be difficult.

The best course of action would be improving work culture with special emphasis on responsibility sharing. This would take care in the future course regarding negligence of duties.

Remarks

Q18. There are four roundabouts in a city which are very crowded, resulting into a traffic jam. The city has a business potential, besides residents desire that there should be some attempts to beautify these places as is done in many other cities of the country. You are municipal commissioner of the city and a delegation of eminent people have come to meet you with a request to do something for the purpose. You checked up with your finance and accounts department, which expressed its reluctance to part with resources.

- (a) What are various options before you?
- (b) Discuss the merits/demerits of each options and finally suggest best option which you would choose giving justifications. (250 Words) (20 Marks)

• City has tourism potential which can propel it's economy. The steps should be taken to remove the hindrances in the aesthetic aspect of the city.

• Beside these, this case also points toward financial weakness of Municipalities.

various options before me are:

i) Consult local MLA, MP to disburse funds from MPLAD scheme:

Merit: This would solve the

**Remarks**

Problem of financial constraints

• This will also make developments according to local requirement as citizens can approach their leaders regarding their requirements.

Demerit: MLA, MP's might indulge in  nepotism and insist on awarding contracts to his favourite persons. This would lead to corruption.

- MLA, MP might reject the offer due to difference of party ideology.

(iv) Preparing a proposal and requesting state government to finalise the project.

Merit: This can lead to further recognition of city's potential and

Remarks

- may lead to further development.
- It can also lead to holistic scheme taken by government for all other such cities.

### Demerits

- Due to red tapism and policy paralysis, the proposal might get delayed and thus aggravating the potential of city.

iii) Persuading the Municipality's Account department to finance the project.

Merits: This will not only be helpful to the city but also to municipality as it would lead to increase in its income.

Demerits: Project cost could be escalated, if the financial

Remarks

resources are not allotted on time

- Given financial constraints, proposing state government to look into the project would not only solve this ~~country~~ city's hidden potential but can also lead to chain reaction in other cities.
- This would benefit economy as a whole