

APPROACH – ANSWER: G. S. MAINS MOCK TEST - 2348 (2024)

SECTION – A

Answer the following questions in not more than 150 words each:

1. (a) What do you understand by empathy? Discuss its significance in public service. (Answer in 150 words) 10

Approach:

- Briefly define empathy in the introduction.
- Discuss its significance in public service.
- Conclude accordingly.

Answer:

Empathy is the ability to understand another person's thoughts, see things from their perspective, and imagine oneself in someone else's place. It helps people understand others' feelings and ensures that a person is compassionate towards the condition of others.

There are **three types of empathy** that a person may experience, which include:

- **Affective empathy:** It involves the ability to understand another person's emotions and respond appropriately. It can include mirroring what the person is feeling, or feeling stressed while detecting the other person's fear or anxiety.
- **Somatic empathy:** It is the ability to physically sense and experience the physical sensations or pain of others.
- **Cognitive empathy:** It involves having complete and accurate knowledge about the contents of another person's mind, including how the person feels.

Significance of empathy in public service:

- **Helpful attitude:** It fosters helpful behaviour towards an individual in need. For example, an IPS officer provided medicines, meals, etc. and arranged for counselling of an abandoned minor rape victim in Ludhiana.
- **Social development:** Empathy can provide the necessary push towards working for the betterment of the society. For example, 'Aasara' pension scheme of the Telangana government to protect the most vulnerable sections of society, such as the elderly and infirm, people with HIV-AIDS, widows, etc.
- **Fulfilling the aspirations of the public:** Issues and grievances of the public with the government or public policies can be addressed if public servants practice empathy and also help the public practice it. For example, the "Fund Your City" campaign by an IAS officer in Warangal, which aims to build infrastructure in Naxal-affected areas encourages the public to empathize with the issues faced by the inhabitants of these areas.
- **Participatory governance:** Empathy can help in creating an inclusive environment wherein stakeholders can express their opinions and concerns. It enables the public servants to be sensitive towards the needs of the masses and makes them flexible to suggestions and inputs.
 - This understanding helps shape policies, programmes, and services that are responsive and tailored to meet the needs of the public. For example, in Rajasthan, the government took governance to people's doorsteps with "Sarkar Aapke Dwar".

- **Building trust and credibility:** When public servants demonstrate empathy, they show that they genuinely care about the well-being of the community. This helps build trust and credibility, as people feel heard, respected, and understood.

Thus, empathy in public service is essential to connect with the community, understand their needs, and work collaboratively to address the existing societal challenges. By fostering empathy, public service can become more responsive and inclusive thereby ensuring good governance.

1. (b) What is virtue ethics? How is it significant for a public servant? (Answer in 150 words) 10

Approach:

- Explain what you understand by virtue ethics.
- Discuss the significance of virtue ethics for a public servant.
- Conclude accordingly.

Answer:

Virtue ethics is a broad term for theories that emphasize the role of character and virtue in moral philosophy for achieving a worthy end. It focuses on building a virtuous thought process and character, which will lead to one's end goal.

Virtues are habits and once they are acquired, they become the characteristic of a person. For example, a person who has developed the virtue of honesty is often referred to as an honest person because he or she tends to be honest in all circumstances. In this context, one of the characteristics attributed to Gandhiji is honesty. Moreover, a person who has developed virtues will naturally act in ways that are consistent with his/her moral principles.

Virtue ethics is significant for a public servant in the following ways:

- **Internal moral compass:** In a diverse society with varied situations and problems, solutions are generally not standardized. Virtues like integrity, honesty, and generosity of a public servant act as internal moral compasses to decide the best course of action in difficult situations.
- **Self-restraint:** While dealing with public affairs, a public servant must control his/her anger, emotions and desires. Virtues allow one to act rationally, prevent corruption, etc. to work towards the larger public good.
- **Prudence:** It is the habit of choosing the right means to achieve worthy ends. Developing prudence through virtues like reasoning, foresightedness, caution, etc. allows the public servants to decide the best possible solution in each circumstance.
- **Justice:** Public servants must ensure the dignity and equality of individual citizens. With virtues like empathy, gratitude, etc., public servants are in a better position to provide social, legal and economic justice.
- **Fortitude:** It means the capability to face adversities with courage. Public servants often face difficult circumstances like illegal pressure during their course of work, however, through virtues like patience, perseverance, courage, etc., they are better equipped to navigate such situations.
 - For example, IAS Durga Shakti Nagpal demonstrated fortitude and fearlessly fought against the sand mafia of Uttar Pradesh.
- **Moderation:** While taking decisions or responding to situations, public servants must be rational. They should not swing to extremes and act judiciously in a balanced manner by cultivating virtues such as objective decision-making, compassion, etc.

Virtue ethics, which focuses on development of ideals, dedication to the common good, etc., aids the public servants in fulfilling their duties and is important for the public administration as it helps build trust in the governance machinery.

2. (a) *Celebrity endorsement as an advertising and marketing tool involves multiple ethical dilemmas. Discuss with examples. (Answer in 150 words)* 10

Approach:

- Introduce by giving an overview about celebrity endorsements.
- Bring out the ethical dilemmas of celebrity endorsements as tools of advertising with appropriate examples.
- Conclude accordingly.

Answer:

Advertisements have become an integral part in today's marketing scenario, as they promote the ideas, commodities and services of an advertiser, and act as a communication link between the producer and potential buyers. Considering their influence and reach, endorsements by celebrities have become increasingly prevalent in recent times.

In this context, celebrity endorsement as an advertising and marketing tool involves multiple ethical dilemmas, as given below:

- **Authenticity:** An ethical dilemma may arise when celebrities endorse products or services, which they have themselves never tried and have no first-hand user experience. Their claims of the advantages and usefulness of the concerned products or services may be bought by gullible customers who consider these celebrities as role models, and emulate them. For example, consider the endorsement of cosmetics, soaps etc. by celebrities. They might have themselves not used these soaps and cosmetics ever, but they are widely purchased by consumers because they look up to these celebrities and believe in the genuineness of the products due to their endorsement.
- **Unsafe or ineffective product endorsement:** At times, some celebrities may endorse products like substances containing tobacco, which are hazardous for health. The youth, particularly in today's time, may be tempted to try these products just because their favorite celebrity has endorsed them. For instance, products like tobacco, pan masala, etc., are endorsed by famous film actors who are considered as the repository of virtue and wisdom by many in the society.
- **Misleading information:** In some instances, a celebrity may say something deceptive or make false claims while endorsing a product. Such an endorsement lacks ethics, as it damages public trust. For example, an advertisement featuring a celebrity may lead consumers to believe that a particular motor lubricant oil is contributing greatly to the performance of the celebrity's car and his personal success, because of what he has told the audience while featuring in the advertisement of the lubricant oil.
- **Conflict of interest:** Oftentimes, the products that celebrities advertise may be in conflict with their image, principles, interests, etc. This may lead to an ethical dilemma because, in reality, the product may be in stark contrast to the virtues represented by the celebrities in their real life. For example, a celebrity sportsperson, who is himself a fitness enthusiast, may endorse a brand known for carbonated soft drinks, which are not the healthiest of beverages.
- **Override expert opinion:** When celebrity endorsements overtake expert judgments i.e., when they interject their opinion, undermining the opinion of more qualified individuals who are experts in the field, it may end up being harmful for consumers. For example, a celebrity may endorse a food product such as instant noodles, which is deemed unhealthy by doctors. The celebrity's endorsement of it as a healthy food option may influence some consumers ignoring the expert opinion of doctors and health professionals.

Despite the above ethical dilemmas, celebrity endorsements are likely to continue in the future, given their mass appeal. Therefore, it is necessary for the celebrities to keep in mind the ethical considerations prior to publicly supporting a product or service.

2. ***(b) Discuss the significance of objectivity and impartiality in the functioning of civil services. (Answer in 150 words)*** **10**

Approach:

- Explain what you understand by objectivity and impartiality in the introduction.
- Discuss their significance in the functioning of civil services.
- Conclude accordingly.

Answer:

Objectivity means evaluating a situation fairly without any bias, personal belief, feelings or external influence. It is that quality in which a person or his/her judgment are not influenced by personal feelings or opinions in considering and representing facts.

Impartiality means acting solely according to the merits of the case without taking sides. Synonymous with fair-mindedness, impartiality holds that decisions should be based on objective standards, instead of bias, prejudice, or favouring one person or group over another for unjustified reasons.

Significance of objectivity in the functioning of civil services:

- The duties of civil servants require them to make decisions including making public appointments, awarding contracts, or recommending individuals for rewards and benefits. Objectivity **helps them in making effective decisions based on facts and evidence** rather than personal preferences.
- An impartial decision is taken on the basis of objective facts, and established rules and procedures, thus, it **enhances transparency and accountability** and ensures that the working of the civil servants is free from any undue influence.
- By acting objectively while performing their duties, civil servants can **enhance public trust in the functioning of the government**.

Significance of impartiality in the functioning of civil services:

- Impartiality **helps the civil servants to work under governments of different political persuasions**, irrespective of his/her own personal opinion.
 - It helps the civil servants **act in a way, which deserves and retains the confidence of Ministers** and implement their decisions to the best of their abilities.
- While dealing with the public, impartial civil servants are able to **carry out their responsibilities in a fair, just, objective and equitable manner**.
- While carrying out functions like procurement, recruitment, delivery of services etc., civil servants are **able to make decisions based on merit alone**.
- Impartiality helps civil servants in **upholding the constitutional principles of equality, justice, parliamentary democracy** etc.

Objectivity and impartiality are thus **foundational values** in the functioning of the civil services. Their significance has also been **identified by various committees such as the Nolan Committee** in the United Kingdom and the **Second Administrative Reforms Commission** in India. Upholding these principles enhances confidence in the civil services, contributes to the rule of law, and ensures that the government institutions serve the best interests of the society.

3. ***Write short notes on the following:*** **20**

(i) Crisis of conscience

(ii) Non-partisanship

(iii) Dedication to public service

(iv) Coercive corruption

(v) Participative governance

Approach:

- Introduce by defining the term mentioned.
- Give arguments to elaborate the meaning.
- If possible, substantiate with the appropriate examples.

Answer:

- (i) **Crisis of conscience:** Conscience is a special act of the mind that comes into being when the intellect passes judgment on the goodness or badness of a particular act. It is a practical judgment on particular, concrete, human actions. When one's conscience fails to provide moral guidance in any specific situation as a result of a particular experience, it is called 'crisis of conscience'. Faced with a crisis of conscience, individuals lose the ability to determine right and wrong. For example, a civil servant has been instructed to evict squatters who have built unlawful shelters on government land and the official must decide whether to obey the orders of the government and carry out his/her duties or follow his/her conscience and give the squatters time to evacuate.
- (ii) **Non-partisanship:** Non-partisanship implies that an officer has to do his/her task without any fear of, or favor to any political party, even if he/she has strong faith in any political thought. It refers to political neutrality and impartiality. The values of the officer will flow from the Constitution and not from the philosophy of any political party. Thus, a non-partisan civil servant will diligently follow the orders of the political Executive regardless of his/her party affiliation.
- (iii) **Dedication to public service:** Dedication is commitment with passion and personal urge to do something, without any external formal instrument to enforce that urge. In the civil services, dedication integrates the person with the idea of public good/interest. Spirit of sacrifice and service to the public and to the nation are the essential ingredients of public service. For example, an IAS officer who was not on official duty worked diligently during the Kerala floods in 2019.
- (iv) **Coercive corruption:** Coercive corruption is the kind of corruption wherein a citizen is a victim of extortion and is compelled to pay a bribe in order to get a service to which he/she is entitled. Citizens feel that they will end up losing much more by resisting corruption. For instance, resistance to corruption and non-compliance with demands from the government employee will lead to delays, harassment, lost opportunity, loss of wages, etc.
- (v) **Participative governance:** Participative governance is based upon citizens having a voice in policy formulation and implementation that impacts or influences them. From the district to the national level, the involvement of citizens acts as a feedback loop for the respective governments to formulate appropriate action plans and amend them whenever necessary. In this context, the Ministry of Electronics and Information Technology launched the 'MyGov platform' to facilitate participative governance amongst citizens.

4. (a) **What are the ethical dilemmas faced by public servants in India while executing their duties? How can they be resolved? (Answer in 150 words)** **10**

Approach:

- Explain what you understand by an ethical dilemma.
- Mention ethical dilemmas faced by public servants in the Indian administration.
- Mention how these dilemmas can be resolved.
- Conclude appropriately.

Answer:

An ethical dilemma is a complex situation where an individual has to choose between two equally right or wrong options. Public servants in performing duties, come across various situations when they have to deal with an equally important set of principles.

Some examples of ethical dilemmas faced by public servants are as follows:

- **Economic development versus environmental and human costs:** Environmental costs such as pollution or ecosystem destruction etc. as well as human costs such as displacement, while undertaking development projects poses a complex dilemma in decision making.

- **Oath of secrecy v/s transparency:** Maintaining balance between protecting sensitive information necessary for security reasons and transparency to uphold the accountability is a difficult task.
 - Moreover, balancing the obligation of maintaining confidentiality and the responsibility to report wrongdoing within the administration also poses an ethical dilemma.
- **Dilemmas involving the faithful execution of official duties:** Civil servants may encounter situations involving crisis of conscience where they receive orders or are expected to implement policies that go against their personal values or beliefs.
 - For e.g. implementing the legal orders for demolishing a temple encroaching public land.
- **Conflicts between personal life and professional life:** Civil servants often face frequent transfers, long working hours etc., which hampers the work-life balance.
- **Politicization of bureaucracy:** They may face pressure or influence from political parties to favour specific individuals or groups, compromising the principle of equal treatment.
- **Allocation of limited resources :** Due to skewed and limited resources, public servants face ethical dilemmas related to how to allocate resources among various sectors like education/health vs road infrastructure.

How to resolve these dilemmas?

- Public servants can choose the ALIR (**Accountability, Legality, Integrity, and Responsiveness**) **model of imperatives of ethical reasoning** in decision making. It gives primacy to democratic accountability, rule of law, professional integrity and responsiveness to civil society.
- They should **strive to base their decisions on objective criteria**, sound evidence, and established rules and regulations to mitigate the impact of external pressure.
- They should adhere to the principles of their profession and **follow established codes of conduct and ethics**.
- Engaging in **open dialogue with superiors**, expressing concerns, and seeking guidance on how to align personal values with professional obligations can help find a resolution
- Following **Gandhiji's Talisman**, so that the interest of the poor and the marginalized is given priority over anything else.

A personal moral compass, fortitude and ability to take responsibility for actions are also necessary to help one in decision-making when faced with ethical dilemmas.

4. (b) *Fortitude is the guard and support of other virtues. Discuss in context of the civil services in India. (Answer in 150 words)* 10

Approach:

- Introduce by explaining the meaning of fortitude.
- Explain using examples how it is the foundation for other values of civil services.
- Conclude accordingly.

Answer:

Fortitude is strength of mind that enables a person to encounter danger or bear pain or adversity with courage. When someone has fortitude it means that they have emotional strength and the ability to withstand adversity. For a civil servant, fortitude as a value is very significant as it enables them to withstand any undue circumstances and aids them in upholding the civil services values.

Further, for practising other virtues religiously "**fortitude**" is the **highest virtue**. Fortitude acts as the seed for achievement of other virtues, as explained below:

- **Rationality and objectivity:** Civil servants in order to make good decisions require emotional strength and courage, which comes from the value of fortitude. For example, in situations of disaster or calamity, fortitude helps a civil servant in making optimal decisions.
- **Non-partisanship:** To maintain neutrality in actions without biasness, mental courage (fortitude) is required. For example, a civil servant performs election duty as a returning officer without favouring either party in a political contest.

- **Integrity:** A civil servant needs fortitude to stand up for his/her principles, displaying high moral standards and withstanding immoral or illegal pressures. For example, Satyendra Dubey, an IES officer stood up against the corruption undergoing in the Golden Quadrilateral highway construction project.
- **Accountability:** It takes great strength and courage to accept mistakes and take accountability of one's actions. For example, former ISRO Chairman Satish Dhawan took the accountability when the SLV-3 Mission headed by Dr APJ Abdul Kalam failed in 1979.
- **Commitment to service:** Fortitude is key to keeping the spirits high during the service. For example, fortitude is what kept the civil servants going in tirelessly providing relief to the victims of COVID-19 pandemic.
- **Tolerance:** A civil servant with values of fortitude develops a mental attitude of tolerating different opinions and views with a positive mindset. This further helps in promoting good work culture in the administration.
- **Perseverance:** A civil servant has to face a lot of challenges like frequent transfers, mental stress, threats etc. while serving his/her duty, but it is the fortitude that helps him/her to sail through those storms.
- **Leadership:** Fortitude is also a prerequisite for building leadership quality in a civil servant. A civil servant who has fortitude faces adversities courageously keeping the morale of his/her team and colleagues high.

Thus, fortitude acts as bedrock for the other virtues, which are essential for civil servants to perform their duties in an effective and efficient manner.

5. ***(a) Which ethical principles are involved in conducting scientific research and experiments? Explain using examples. (Answer in 150 words)*** **10**

Approach:

- Write a short note on the meaning of ethics in scientific research.
- Highlight the ethical principles involved in scientific research with suitable examples.
- Conclude appropriately.

Answer:

Ethics in scientific research refers to the principles and standards that guide the conduct of researchers during the planning, implementation, and dissemination of their studies. These ethical considerations are crucial for maintaining the integrity of research and protecting the rights and welfare of participants, animals, and the broader community.

Ethical principles involved in scientific research and experiments:

- **Duty to society:** Researchers and the research must contribute to the well-being of society. For example, a new drug discovery ought to serve the whole society rather than the individual or company that discovered the drug.
- **Beneficence:** Researchers should have the welfare of the research participants in mind as a goal and strive for the benefits of the research to outweigh the risks. For example, a clinical trial must weigh the benefits and associated risks involved for the research participants.
- **Informed consent:** All research participants must voluntarily agree to participate in research, without pressure of financial gain or other coercion, and their agreement must include an understanding of the research and its risks.
 - For example, the participants in a research study to develop neural implants must give voluntary consent after fully understanding the risks associated with it.
- **Integrity:** Researchers should demonstrate **honesty and truthfulness**. They should not fabricate data, falsify results, or omit relevant data. For example, removing non-conforming data from the experiment results for meeting the timeline or financial obligations.
- **Non-discrimination:** Researchers should try that the benefits of their research are available to all sections of society and not denied to anyone. For example, the efforts to develop designer babies would exclude most of the population while benefiting those who could ensure access to it.

- **Non-exploitation:** Researchers should not exploit or take unfair advantage of research participants. For example, the research being conducted in Africa for the development of HIV-AIDS drugs was accused of exploiting the people of the region.
- **Privacy and confidentiality:** Research participants should have the right to control access to their personal information and confidentiality is an extension of the concept of privacy. For example, researchers should protect the private information provided by participants from release.
- **Professional competence:** Researchers should engage only in work that they are qualified to perform, while also participating in training and betterment programs with the intent of improving their skill sets. For example, gene-editing research without competence could have disastrous consequences.

Ethical guidelines and regulations, such as those provided by institutional review boards (IRBs), ethics committees, and professional organizations, play a crucial role in overseeing and enforcing ethical standards in scientific research. Compliance with these guidelines promotes the responsible and ethical conduct of research and helps maintain public trust in the scientific community.

5. ***(b) How can the 'Noble Eightfold Path' of Buddhism be significant for public services in India?***
(Answer in 150 words) **10**

Approach:

- Write a short note on Noble Eightfold Path.
- Explain the relevance of each of the Paths in public service.
- Conclude appropriately.

Answer:

The Noble Eightfold Path is one of the principal teachings of Buddha to attain enlightenment, which is defined as the cessation of suffering and achievement of self-awakening. The Noble Eightfold Path holds great significance in public services, which are beset with challenges of political interference, lack of resources, corruption, lack of accountability and transparency, negative public perception, and criticism, among others.

Significance of Noble Eightfold Path

- **Right View:** Public service delivery entails interaction with multiple stakeholders with differing motivations and expectations. Right view and understanding encourages public servants to have a **holistic perspective**, consider **diverse viewpoints**, and make **informed decisions** that benefit the public.
- **Right Intention:** Public servants can fulfill their entrusted **responsibilities** by taking actions and making decisions for the **right reasons** and with the **correct intent** and thus maintain **public trust** by prioritizing public welfare over personal interests.
- **Right Speech:** This refers to using decisive speech to limit the suffering of others through truthful, compassionate, and constructive communication. It can help a public servant to refrain from harsh or abusive speech, learn ways to speak, which are not divisive and use right speech to persuade people to resolve their issues and ensure their betterment.
- **Right Action:** Public servants are duty-bound to act as per the laid down laws and codes of conduct. Right action means following these laws even in the absence of external controls while upholding the principles of integrity, honesty, equality, and responsible behavior.
- **Right Livelihood:** Observance of the Right to Livelihood principle recommends abstention from making a living through a profession that is harmful to others, and can promote right conduct/action and speech among public servants and remove the accusations of corruption and dishonesty from its ranks.
- **Right Effort:** This refers to the will to prevent evil and an unwholesome state of mind and develop a wholesome state that brings perfection and good to a person. When achieved, this allows public servants to strive to improve public service delivery, remove inefficiencies, and enhance public welfare.

- **Right Mindfulness:** Mindfulness is essential for public servants to be present, attentive, and aware of the impact of their actions on individuals and communities. By cultivating mindfulness, public servants can make better decisions, empathize with the needs of the public, and respond to challenges with wisdom and compassion.
- **Right Concentration:** Right Concentration encourages public servants to stay focused, avoid distractions, and develop clarity of mind to tackle complex problems and make informed decisions.

The Noble Eightfold Path aims at promoting and perfecting the three essentials of Buddhist training and discipline, namely ethical conduct (sila), mental discipline (samadhi), and wisdom (panna), which are essential traits for public servants that can contribute towards achieving social justice and public welfare.

6. *What does each of the following quotations mean to you?*

(a) Ethical principles cannot be universally applied to all peoples at all times. Do you agree? (Answer in 150 words) **10**

Approach:

- Briefly explain the concept of ethical relativism.
- Discuss why universal ethical principles are not justified all the time.
- Present counter viewpoints.
- Conclude accordingly.

Answer:

According to **ethical relativism**, ethical principles cannot be universally applied to all people at all times in an absolute sense. It is because these principles are shaped by cultural, historical, and contextual factors, which vary across time and societies.

The following arguments can be given in its support:

- **Context of moral norms:** An action is right or wrong depending on the moral norms of the society in which it is practiced. The same action may be morally right in one society but be morally wrong in another. For instance, polygamy is culturally and morally accepted in certain cultures, while in others, it is socially unacceptable and even prohibited by law.
- **Moral pluralism:** Even within a society, diversity of moral perspectives and ethical frameworks exist. It can be based on personal experiences, religious or philosophical perspectives. Thus, ethical views on issues such as abortion or euthanasia may vary widely across different individuals, reflecting the existence of moral pluralism.
- **Conflicting ethical values:** Ethical perspectives, which when analysed individually may seem right, can come in conflict when compared to each other. The dilemma of 'freedom of speech' versus 'prevention of hate speech' highlights the challenge of finding a universally acceptable balance between two conflicting ethical principles.
- **Agency of the individual:** Universal ethical principles can negate individual autonomy and choice and might compel individuals to follow a certain moral line. For instance, moral principles mandate that no human being has the right to take the life of a human being, including his/her own. However, a person seeking euthanasia might feel otherwise.

However, many ethicists reject the idea of ethical relativism because there are certain ethical principles, which are universally applicable to all, such as:

- **Respect for human dignity:** The concept that all people are born with inherent dignity and worth and everyone should be treated with respect, regardless of race, religion, gender, sexual orientation, or any other personal characteristic, is a universal concept.
- **Sense of justice:** The right of everyone to be treated fairly regardless of their status is a uniform concept in all societies and cultures.
- **Honesty and truthfulness:** These two values have come to be understood by all as the essence of building a civilized and stable society.

Moreover, certain values also become universally acceptable or unacceptable over time as society evolves. For example, practices such as slavery, torture, or political repression are now universally condemned. Therefore, despite the existence of cultural differences and corresponding moral practices, some universal principles hold true in every society.

6. ***(b) What is the role of accountability in promoting good governance in India? Illustrate with examples. (Answer in 150 words)*** **10**

Approach:

- Introduce by defining accountability.
- Using examples bring out the role of accountability in promoting good governance.
- Conclude accordingly.

Answer:

Accountability refers to making the public officials answerable for their behavior and responsive to the entity from which they derive their authority. The conception of accountability can be understood as government officials being not only accountable to higher authorities but also accountable to the general public, non-governmental organizations, mass media and many other stakeholders.

Role of accountability in promoting good governance in India

- **Promotes Transparency:** Fixing accountability requires crucial data related to targets and actual achievements for any given scheme or program. Thus, transparency in terms of access to information to citizens is important for pinning responsibility. For example, through the Right to Information (RTI), one can seek details regarding the budget allocation and actual expenditure done for a given scheme.
- **Ensures Responsibility and Answerability:** Accountability ensures that the citizens are able to demand that the state justifies its actions. For example, Parliamentary scrutiny through various committees brings out the crucial details related to the policy and program implementation and the reasoning behind it, like the decision regarding demonetization.
- **Aims to achieve Equity and Inclusiveness:** Accountability ensures that citizens are able to sanction the state if it fails to promote equity and inclusiveness. This has been realized through the intervention of the Judiciary. For example, Public Interest Litigations (PILs) have been instrumental in highlighting social evils such as bonded labour, child labour, gender and caste discrimination and protecting the rights of marginalized people.
- **Prevents abuse of power:** The concept of Horizontal Accountability within state institutions in a political system, based on the idea of the 'separation of powers' and checks and balances, prevents the excessive centralization and abuse of power. For example, the Power of Judicial review ensures accountability of the legislature for framing just laws.
- **Improves efficiency and effectiveness:** Accountability improves performance by fixing targets for the concerned departments. For example, the Swachh Bharat Mission has a Monitoring and Evaluation Cell, which is responsible for carrying out relevant and suitable annual or biannual monitoring exercises of the implementation of the SBM in States.
- **Enhances Participation:** Accountability mechanisms provide sufficient scope and role for civil society organisations, NGOs, citizens, and media to engage directly with the State to enable better service delivery. For example, the Social Audit framework empowers citizens to monitor the schemes designed for their benefits.

Accountability ensures transparency, integrity, and effective functioning of public institutions, ultimately leading to improved service delivery and increased citizen trust. By holding individuals and institutions accountable, the aforementioned mechanisms play a vital role in promoting good governance and strengthening democratic processes in India.

6. (c) Do you agree that the values of persuasion and social influence play an effective role in public service? Explain with suitable examples. (Answer in 150 words) 10

Approach:

- Define persuasion and social influence.
- Explain their role in functioning of public service with examples.
- Conclude accordingly.

Answer:

Persuasion is a process in which one person or entity tries to influence another person or group of people to change their beliefs or behaviours. Social influence refers to the way in which individuals change their ideas and actions to meet the demands of a social group, perceived authority, or social role. Persuasion and social influence can play an important role in public service.

Role of persuasion in functioning of public service:

- **Disaster Management:** Persuasion can be used as a strategy to **mitigate the effects of disasters** and enforce restrictions effectively to save lives.
 - For example, **during COVID-19**, persuasion played a key role in maintaining social distancing norms in public spaces etc.
- **Healthcare:** Persuasion can act as a tool to **bring the marginalised and under-represented groups** such as Scheduled Tribes, under the ambit of immunization drive.
 - For example, the **Pulse Polio Campaign** in India involved extensive efforts, including door-to-door campaigns.
- **Economic health:** Moral conditioning through persuasive tools can help decrease the subsidy burden and **enhance fiscal prudence**.
 - For example, 1.13 Crore customers have given up LPG subsidy under Ujjwala's scheme "**Give it Up campaign**".
- **Conflict resolution:** Persuasion can help in law and order situations for resolution of conflicts to the satisfaction of both sides.
 - For example, police persuading Maoists to give up arms and join mainstream life.

Role of social influence in functioning of public service:

- **Social Change:** Inducing behavioural change and **tackling societal concerns** such as child marriage, patriarchy, female foeticide etc. requires social influence.
 - For example, "**Selfie with daughter**" campaign challenged patriarchy and promoted the value of daughters, leading to significant changes in attitudes and initiatives for women's rights.
- **Policy implementation:** Social Influence can act as a **tool to** enhance efficacy of government programmes and foster effective implementation.
 - For example, **Swachh Bharat Mission's** emphasis on behavioural change through social influence has led to half of the total villages in the country achieving ODF Plus status under phase II of the Mission.

It is important to note that the values of persuasion and social influence should be employed ethically and responsibly in public service. By doing so, public servants can effectively engage with communities, inspire positive change, and foster inclusive and participatory development in India.

SECTION – B

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

7. *You are a young and dynamic person preparing for the civil services examination conducted every year by the UPSC. During your preparation, you come across various instances, which make you think that we live in a time where almost everything can be bought and sold. Over the past few years, markets and market values have come to govern our lives as never before. You realise that the logic of buying and selling no longer applies to material goods alone but increasingly*

governs the whole of life. However, you also feel that markets have become detached from morals and we need to somehow reconnect them. The use of markets to allocate social goods has also been a cause of concern. In your opinion:

- (a) *What could be the consequences of this transition to a society where everything is for sale?*
(b) *Are there some things that money can not buy? Illustrate with examples. (Answer in 250 words)* 20

Approach:

- Introduce by giving the gist of the case study.
- Discuss in brief the consequences of a society where everything is valued in terms of money.
- With the help of examples, give your arguments on whether there are some things that money cannot buy.
- Conclude accordingly.

Answer:

The given case study highlights the transition going on in the society where the markets and market values have increasingly become so important that they have started to govern our lives, raising several important moral concerns.

The situation has aggravated to such an extent that the logic of buying and selling not only applies to the material things like food, clothes etc. but has moved beyond it and is being applied to non-material things like getting service of surrogacy by paying money, buying emission credits for the pollution caused by industries, serving as a human guinea pig in a drug-safety trial for a pharmaceutical company etc.

(a) This transition can have a profound impact on the society in the following manner:

- **Rise in commodification:** Letting money buy everything will lead to commodification of those things, which isn't expected like human life and their individual rights. This may result in rise in instances of sexual abuse, crime, slavery etc.
- **Deterioration of human values:** Money getting more importance over other things may impact human values such as empathy, love, compassion, altruism etc., which will start to lose its significance with time. In the long run, it may result in future human generations who will be insensitive to such human values.
- **Corruption:** Growing market values and depleting human values will force more number of people to enter the race for earning more and more money. This can happen at the cost of societal welfare, family bonds and emotions, etc. This will increase the instances of corruption in the society.
- **Inequality:** A market-driven society often exacerbates existing socio-economic inequalities. Those with greater financial resources can afford to purchase better education, healthcare, and other vital services, while those with limited means are at a disadvantage. This will further increase inequality in the society leading to oppression of the poor.

(b) Though people should have freedom to buy or sell whatever they want, it should not be at the cost of violating the basic rights of others. The markets need to have certain moral limitations and money shouldn't be able to buy everything. Certain values should govern various domains of social and civic life and not all goods can be valued in terms of profit and gain.

- **Love and Relationships:** Genuine love, care, and emotional connections between individuals cannot be bought. Money may facilitate certain aspects of a relationship, but it cannot guarantee trust, or affection.
- **Health and Well-being:** Money can buy healthcare services and medications, but it cannot guarantee good health or overall well-being. Factors such as personal habits, genetics, and social support cannot be acquired solely through financial means.
- **Self-actualization:** Inner happiness, personal growth, and fulfillment are subjective experiences that cannot be purchased.
- **Time and Memories:** Time is a limited resource that money cannot buy. Similarly, cherished memories and experiences are priceless.

From the philosophical perspective, money is not everything and it can't buy everything. **One can buy a house but not a home. One can buy a clock but not time. One can buy a bed but not sleep. One can buy medicine but not health** etc.

With money one can buy a lot of things but not the purpose they would need them for. It is for the society to make sure that every action in the markets is evaluated on the basis of not only the economic considerations but also on moral reasoning.

8. *You have been working as the District Education Officer (DEO) in a district with a large rural population. The Sarpanch of a village that falls in your district informs you of a unique situation that he has been facing. A cook belonging to the Dalit community was recently inducted in the village primary school. When parents of the children studying in the school got to know about this, they started sending their children after the lunch break to avoid getting served the mid-day meal. This continued for a while and after some time, they stopped sending their children to the school altogether. This is not only hampering the education of the children but also disturbing the social harmony in the village. The Sarpanch further informs you that he has been continuously meeting responsible adults from all the communities to resolve the issue, but all his efforts have been in vain. Moreover, a couple of days ago, some parents intimated him that if the present circumstances continued they will boycott the village primary school.*

The Sarpanch desperately wants this issue to be resolved at the earliest and looks up to you for direction.

In light of the situation, answer the following:

- (a) Identify the stakeholders and the issues involved in the above situation.*
- (b) What options do you have as the DEO to resolve the situation?*
- (c) Critically examine the options listed by you.*
- (d) What will be your course of action? Justify with proper reasoning. (Answer in 250 words)*

20

Approach:

- Give a brief overview of the case study.
- List the stakeholders and the issues involved in the above situation.
- Mention the various options available to you as the District Education Officer (DEO) to resolve the situation.
- Critically examine the options suggested.
- Provide a course of action that you would follow in the given case with justification.

Answer:

The given case relates to caste-based discrimination and associated stigmas like untouchability. Such discrimination against a Dalit cook in a school raises concern as it perpetuates social inequality and denies equal opportunities based on caste identity.

- (a)** The key **stakeholders** involved in this situation are the children studying in the village primary school, their parents, the Sarpanch, the cook belonging to the Dalit community, and, I, as the District Education Officer (DEO).

The following are the **issues** involved in the above situation:

- **Deep-rooted social prejudice:** Discrimination against the cook by the parents highlights casteism in the society. This impacts the opportunities available to members of the society, social resources, self-worth, motivation, and overall engagement of the Dalit cook with the wider society.
- **Impact on the children:** Late arrival to school will impact the learning outcomes of the children, reduce their access to a regular source of nutrition and instill caste stereotypes at an early age.
- **Violation of human rights of the cook:** Discrimination based on caste is a violation of human rights, including the right to equality, dignity, and non-discrimination.

- **Hampering social harmony:** Such discrimination leads to tensions among different communities thereby affecting the social fabric of the village.

(b) The options available to me as the DEO to resolve the situation include:

- Removing the cook from the village primary school.
- Taking action against the parents under the existing legal framework.
- Supporting and motivating the Sarpanch and other influential members of the society to actively engage in addressing the existing caste-based discrimination.

(c) Merits and demerits of the suggested options are as follows:

- **Removing the cook from the village primary school:**
 - **Merits:** It will address the grievances of the parents and will not be a hindrance to the education of the children.
 - **Demerits:** It will further perpetuate caste-based discrimination and set a wrong precedent.
- **Taking action against the parents under the existing legal framework:**
 - **Merits:** It ensures proper implementation of the law i.e. The Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989 and will ensure that strict action is taken against those found guilty of engaging in caste-based discrimination.
 - **Demerits:** Caste discrimination is deeply ingrained in the social and cultural fabric of the Indian society and simply prohibiting caste discrimination under the law may not provide a long-term solution to this deep-rooted societal problem.
- **Supporting and motivating the Sarpanch and other influential members of the society to actively engage in addressing the existing caste-based discrimination:**
 - **Merits:** It will help bring about change from within and create a more inclusive society. Being a local leader, the Sarpanch is better equipped to resolve the situation. Also, the influential members of the society can amplify the voices of those who are marginalized and discriminated against.
 - **Demerits:** Social change is often a gradual and time-consuming process and the issue may not be addressed on an immediate basis, which could disrupt the studies of the children.

(d) In the given scenario, as the DEO, I will take the following course of action:

- I will try to engage with the parents and the local community and help build relationships based on trust and mutual respect. I will foster open and inclusive dialogues wherein they can express their perspectives, concerns, and experiences related to caste discrimination.
- I will highlight the stories of famous personalities such as **Mahatma Phule, Dr. B.R Ambedkar** etc. who fought against caste discrimination. These stories can inspire and serve as role models for the parents and other community members, showcasing the potential and capabilities of individuals regardless of their caste.
- I will try to conduct regular sensitization programmes and training sessions for parents, teachers, etc. regarding caste based discrimination, thus fostering positive interactions, and building empathy.
- After exploring the above options, even if some parents stick to their demand of boycotting the village primary school, I will take strict action against them under the Scheduled Castes and Scheduled Tribes (Prevention of Atrocities) Act, 1989. This will help address the issue of discrimination prevailing in the society.

Despite constitutional and legal safeguards, caste-based discrimination still persists in the Indian society. Robust civil society activism is a must to advocate effective policies and social programmes to arrest the spread of caste maladies in society.

9. *The International Climate Summit is a major global platform where nations convene to discuss strategies to combat climate change. At the recent Summit, delegates faced a complex ethical issue wherein the developed nations, historically responsible for a significant share of greenhouse gas emissions, were in favour of setting the same emissions reduction targets for all the countries. They argued that this approach is fair and necessary given the urgent need to combat climate change. On the other hand, developing nations contended that they should have lower reduction targets. They argued that developed nations have historically contributed more to climate change, and moreover, these nations became wealthy through industrial processes*

that emitted vast quantities of greenhouse gases. The developing nations maintained that they should be permitted to follow a similar path to economic development, which would naturally involve higher emissions in the short term. In the middle of these contentions, small island nations faced an existential crisis due to rising sea levels, pleading for urgent and substantial actions from all nations.

Considering the above case study, answer the following questions:

(a) What is climate justice and why is it needed?

(b) What are some equitable solutions to this crisis? (Answer in 250 words)

20

Approach:

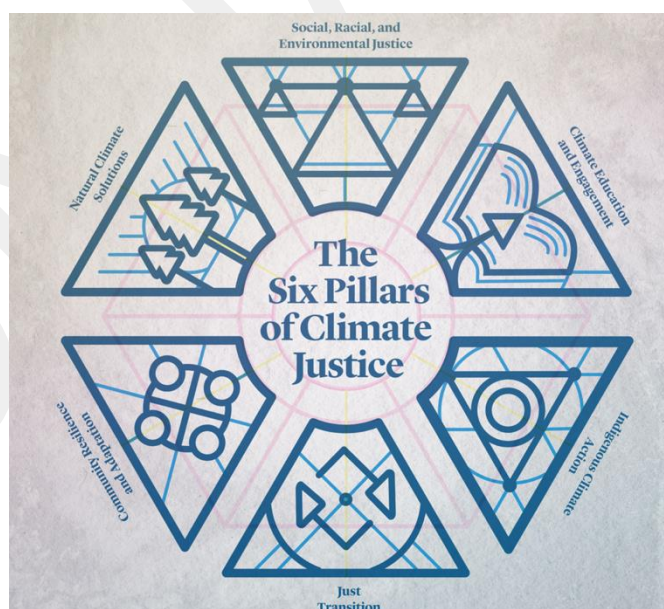
- Elaborate about climate justice.
- Highlight the need for climate justice.
- Give equitable solutions to this crisis.
- Conclude accordingly.

Answer:

(a) Climate Justice recognizes the **disproportionate impacts of climate change on low and middle-income communities around the world, the people and places least responsible for the problem**. It promotes the meaningful participation of all stakeholders and recognizes that those most affected by climate change should have a say in shaping policies and strategies.

It seeks solutions that **address the root causes of climate change and in doing so, simultaneously address a broad range of social, racial, and environmental injustices**. These solutions can be organized into Six Pillars of Climate Justice (refer image).

At its core, a **just transition** represents the **transition of fossil fuel-based economies to equitable, regenerative, renewable energy-based systems**. However, a just transition is not only centered around technological change. It emphasizes employment in renewable energy and other green sectors, sustainable land use practices, and broader political, economic transformations.



Proposals for just transitions are being considered in diverse spaces including cities, suburban and peri-urban environments, and rural areas around the world. The Green New Deal, for example, is an innovative proposal that tackles both climate change and inequality and is therefore very much aligned with climate justice.

Why is Climate Justice Needed?

- **Acknowledging the Social Dimensions of Climate Change:** Climate change is not only an environmental problem but a social issue that interacts with systems of privilege and embedded injustices.
 - It affects people of different classes, races, genders, geographies, and generations unequally.
- **Highlighting concerns of vulnerable countries and communities:** Most Affected People and Areas (MAPA) who have had nothing to do with provoking climate change will bear the consequences. E.g., countries in the global south and communities such as women and LGBTQIA+.
- **Sharing the burdens of climate change:** Those on the frontlines of climate change are often unable and ill-equipped to respond. The burdens of climate change must be shared by all, particularly those with the capacity to act.

- **Upholding human rights:** Climate justice emphasizes the need for just human rights as climate change has significant implications for human rights, including the rights to life, health, food, water, and housing.
- **Recognising local and inclusive solutions:** Recognise climate leaders from the Global South and honour indigenous practices to address the climate crisis.
 - Inclusive participation ensures that diverse perspectives and knowledge are taken into account.
- **Promoting culture of “Polluters Pays” Principle:** It holds the polluter is liable for the pollution caused to the environment.

(b) Following are some of the equitable solutions to the crisis:

- **Principle of Common But Differentiated Responsibilities (CBDR):** CBDR is one of the key principles of the United Nations Framework Convention on Climate Change (UNFCCC). It recognizes that all countries have a shared obligation to address climate change, but not all countries share the same capacity or historical responsibility for the problem.
 - Thus, ethically, developed countries, which have historically emitted more greenhouse gases, should take the lead in mitigating climate change and help developing countries transition to a green economy.
- **Principle of Intergenerational Equity:** This principle acknowledges the rights of future generations to a healthy and sustainable environment. It suggests that the present generation should ensure that the health, diversity, and productivity of the environment are maintained for the benefit of future generations.
- **Precautionary Principle:** If there are threats of serious or irreversible damage, lack of full scientific certainty should not be used as a reason for postponing measures to prevent environmental degradation.
- **Polluter Pays Principle:** This principle suggests that those who produce pollution should bear the costs of managing it to prevent damage to human health or the environment. In the climate change context, this principle often implies that fossil fuel companies and heavy industry should bear the costs of emissions reductions and the transition to a green economy.
- **Right to Sustainable Development:** This principle refers to the right of both present and future generations to a healthy and sustainable development that meets their needs without compromising the ability of future generations to meet their own needs.

By taking into account the challenges to justice related to climate change, a call for equity could be seen as tying together a group of injustice issues: **equity is invoked in order to ensure distributive justice among States, and corrective justice in the sense of recovery and compensation from adverse climate impacts.** In climate governance, equity is invoked to ensure an inclusive and transparent negotiation process. In addition to that, equity is also invoked in order to protect the interests of future generations.

10. *You are the Municipal Commissioner of a city where a shocking incident took place recently. A group of stray dogs attacked and bit a 4-year-old child to death. While his family and relatives had gathered and were preparing for his cremation, his younger brother went to a nearby area to relieve himself. There, he too was attacked and bitten to death by the stray dogs. This incident has shaken the entire neighbourhood and people have come to streets in protest. Earlier too, there have been many complaints of stray dogs attacking people in the city.*

But after the unfortunate incident of the stray dogs killing the two children, the anger among residents is particularly high. The media too has been constantly reporting the incident and arguing that the Municipality has not taken any action for the last three years against the stray dogs. There is an increasing demand from a substantial section of the residents that all stray dogs must be found and captured by the Municipality and sent to shelter homes or euthanized.

At the same time, a few animal rights NGOs have threatened that they would protest if any such cruel action is taken against the dogs. The law too, prohibits cruelty against all animals, including stray dogs.

Being the Municipal Commissioner, you know that there is a lack of resources in terms of finance and personnel to handle the situation and it is not possible to bring all the dogs to shelter homes. The state government has asked you to submit a report on the situation and take steps to deal with it, given the public attention it has garnered.

Given the situation, answer the following:

- (a) What are the options available to you under the given situation?*
- (b) Critically examine the options listed by you.*
- (c) What course of action will you take?*
- (d) In the above scenario, what long-term measures can be taken to deal with the increasing menace of stray dogs in cities across India? (Answer in 250 words)* **20**

Approach:

- Give a brief introduction about the case.
- Bring out the options available to you as the Municipal Commissioner in the given situation and critically examine them.
- State the course of action that you will take.
- Suggest long-term measures that can be taken in this regard.
- Conclude accordingly.

Answer:

The given case highlights the issue of stray dogs harming the people, which has raised concerns for public safety. It also brings to light the lackadaisical attitude of the Municipal authorities along with the challenges of inadequate infrastructure and personnel to deal with the situation. Also, there is a need to consider the rights of the animals, as per the law.

(a) Given the situation, the options available with me as the Municipal Commissioner in this case are:

- **Option 1: Capturing all stray dogs** and putting them in shelter homes and killing the ferocious among them.
- **Option 2: Identifying the key zones** in the city where these incidents are more frequent and utilizing the limited resources for euthanasia or culling of violent stray dogs.
- **Option 3: Announcing and implementing a drive of mass vaccination and sterilization of dogs** in the city.

(b) Critical examination of the above-mentioned options:

- **Option 1: Capturing all stray dogs and putting them in shelter homes and killing the ferocious among them.**
 - **Merits:** It would resolve the issues faced due to violent stray dogs in one go and the citizens of the city would feel safer.
 - **Demerits:** It would attract the provisions related to violation of the rules under the **Prevention of Cruelty to Animals Act, 1960**, and would attract protest from activists. Further, since resources are already scarce, it would be very difficult to execute this task. Also, it is difficult to identify ferocious dogs for killing without harming the innocent ones.
- **Option 2: Identifying the key zones in the city where these incidents are more frequent and utilizing the limited resources for euthanasia or culling of violent stray dogs.**
 - **Merits:** It would help in reducing the incidents of attacks by these dogs in key zones and may satisfy the people, as it shows that the Municipality is not sitting idle in the given situation.
 - **Demerits:** It would not be a full-proof solution for the city as a whole and many dogs can escape to other areas, which can lead to an increase in attacks in those areas.
- **Option 3: Announcing and implementing a drive of mass vaccination and sterilization of dogs in the city.**
 - **Merits:** It would reduce the danger and severity of dog bites, as it can help in reducing such cases.
 - **Demerits:** It is not easy to run such a mass campaign with limited resources and it might end up being ineffective even if a few dogs are left out.

(c) Course of action to be taken in this case:

- Firstly, I will conduct a rapid assessment and identification of high-density stray dog areas and areas with the highest number of dog-bite incidents.
- I will then conduct a drive for capturing stray dogs and consider non-lethal methods for managing and rehabilitating them. For ferocious dogs, methods like euthanasia can be used to prevent suffering and manage their population size.
- Also, NGOs working for animal rights, private shelter homes for animals, etc. could be roped into the mission for other areas of the city.
- Furthermore, there is a need for mass vaccination of dogs. Also, methods like spaying and neutering dogs can be used to prevent the rising population of stray dogs.

(d) Long-term measures that can be taken to deal with increasing menace of stray dogs in Indian cities include:

- **Adequate infrastructure** in terms of shelter homes must be created in cities where these dogs can be brought and taken care of. Also, a mechanism for adoption of such dogs can be established.
- The rising population of stray dogs is also due to the **dumping of waste materials** from households in various parts of the cities and this needs to be addressed on a priority basis.
- **Establishing a method of domestication and registration of dogs** will help in mitigating such problems. Efforts should be made to educate and promote responsible pet ownership, hold owners accountable for their pets' actions, etc.
- **Private animal shelter homes** should be incentivized so that they can take care of stray dogs.
- **The civil society needs to be involved** in the process, especially for creating awareness about behaviour patterns while engaging with stray dogs.

Though community members may have differing views on the best approach for handling stray dogs, it is essential to consider diverse perspectives and engage all stakeholders in finding ethical solutions to address such issues.

11. *Doctors in one of the states of the country went on a strike due to which only the emergency hospital services were available. This was a reaction to multiple instances of doctors being beaten up by patients' relatives and the government being reluctant to take any action. The doctors have demanded a safe work environment, as they are very fearful to work due to such incidents. On the other hand, patients and their relatives complain that doctors are being careless and due to their negligent behaviour, they have to suffer a lot. Their argument is that the gross negligence of doctors, at times, has even resulted in deaths of their family members.*

In light of the information given above, address the following:

(a) Is it appropriate for doctors to go on strikes to address their grievances? Justify your opinion.

(b) What future strategies should be adopted to effectively address the issues faced by both doctors and patients? (Answer in 250 words) 20

Approach:

- Introduce by giving the gist of the case study.
- Give your opinion and arguments in favour/ against for doctors going on strikes to address their grievances.
- Suggest measures to prevent such instances in future and address the grievances of both sides in an effective manner.
- Conclude accordingly.

Answer:

The given case study highlights an issue related to the healthcare sector where the doctors have resorted to strike as a reaction to multiple instances of doctors being beaten up by patients' relatives and the government being reluctant to take any action.

(a) Doctors' strikes present an ethical dilemma due to the perceived central role of doctors in relation to human health and life. This raises a debate on whether it is appropriate for doctors to go on strikes to address their grievances.

Arguments against doctors going on strike

- **Under Hippocratic oath**, a doctor is considered to be in a social contract and is obliged to treat a patient's health and life as a priority over everything else and going on strike is considered a breach of such contract. As part of their profession, doctors' proximity to life and death situations renders strikes and protest by them as an ethical misconduct.
- From the **Utilitarian perspective**, doctors' strikes are justifiable under the circumstances where there is evidence of long-term benefits to doctors and improvement in service delivery; yet the formula of long term benefits becomes increasingly complex when the benefits of the strike are to be weighed against the risks to the patients.
- The issue that the **strikes by doctors were kept limited to non-emergency cases** while keeping the emergency services functional is debatable as the emergency as defined by doctors may differ from the general perception and delaying care to non-emergency cases could ultimately turn into preventable emergency cases.

Arguments in favour of doctors

- Doctors have a legitimate concern for their personal safety and well-being. Physical violence against doctors can have a severe psychological impact and hinder their **ability to provide quality care**.
- Also, if the government has been reluctant to take any action despite repeated instances of doctors being attacked, going on strike can serve as a way to **pressure the authorities to address the issue promptly**.
- Working conditions of doctors, particularly in public sector hospitals of developing countries, are poor with low wages, limited doctors, extended working hours and lack of safety and security. So viewing doctors' protest in this scenario, it might be perceived as a **consequence of the government's negligence**.

Doctors in their entirety are human beings having similar emotions, feelings and more importantly the needs as those of a common person. Therefore, while it is expected from doctors to obey the social contract, consistently ignoring their basic needs and safety may lead to undesired outcomes like strikes.

(b) Following are the future strategies that should be adopted to effectively address the issues faced by both doctors and patients and prevent such instances in future:

- **Adhering to the medical ethics and professional standards:** Doctors should be trained on the various issues related to ethical and professional conduct of the doctors. They should be trained to be sensitive while dealing with patients and their relatives.
- **Open channel of communication:** There needs to be a **national and inclusive dialogue** (with patient representation) to develop minimum operating requirements in the event of strikes to prevent the near total collapse of the public health system.
- **Safety of doctors:** Measures like regular electronic surveillance and regular rounds by the security personnel, setting up of a safety body in hospitals etc. should be taken to ensure safety of doctors. Defaulters should be harshly punished.
- **Treat the root cause:** Efforts should be carried out to improve the health system. For instance, expeditious filling up of vacant posts of doctors, better infrastructural facilities and medical equipment and provision of extra monetary incentive for the doctors serving in hard/remote areas, etc.
- **Public awareness campaigns:** Launch public awareness campaigns to educate the public about the challenges doctors face and the importance of respectful behavior towards them.
- **Doctor-patient communication:** Encourage open and transparent discussions about diagnoses, treatment options, and possible outcomes to reduce the perception of negligence and build trust.
- **Grievance redressal systems:** Establish proper grievance redressal systems for patients and their families to address concerns about medical negligence. It will ensure proper investigation and appropriate actions against genuine grievances.

These efforts will go a long way in ensuring the safety of doctors to help and enable them to provide an optimum level of health care to the patients.

12. *You are a young officer who has recently been posted as the District Magistrate in a tribal district where industrial emissions owing to a nearby thermal power plant and mining are prevalent. In order to offset some of the emissions, a wind power project is being proposed in your district, which has the potential to not only meet the energy demand of your district but also that of neighbouring districts, and also provide employment opportunities for the people of your district. However, tribals from the district are protesting against it because of the concerns of deforestation that will pave the way for the project and the displacement of people that the project may lead to.*

Further, the tribal leaders are vehemently against the cutting of forests, as it would hurt their religious and cultural sentiments. However, this green project has been sanctioned after a long wait of 5 years and if does not commence, the district might not see another green project for a long time. Due to this, other industries would also be discouraged from setting up their business in the district. However, it has been brought to your notice that prominent local tribal leaders have mobilized a large crowd and are planning to march towards the Collectorate to protest. The media has also covered the issue widely.

In the context of this situation, answer the following:

- (a) *What are the ethical issues involved in the above case?*
(b) *What measures would you take as the District Magistrate to deal with the case? (Answer in 250 words)* 20

Approach:

- Introduce with the facts of the case and stakeholders involved in it.
- Bring out the various ethical issues involved in the given case.
- Substantiate the various measures that the DM must take to address the situation in the given case.

Answer:

The given case deals with the issue involving conflict between the need for clean energy and development, on one hand, and on the other hand, the deforestation caused by the proposed project, which impacts the religious and cultural sentiments of the local communities. It involves various stakeholders such as district magistrate, local tribals, tribal leaders, and media.

(a) The various ethical issues involved in the above case include:

- **Environmental concerns:** The proposed wind power project aims to offset emissions and provide clean energy. But at the same time, there are concerns regarding deforestation and its impact on the environment, particularly for the tribal communities. Balancing the need for clean energy with the preservation of the existing forest is an ethical challenge.
- **Lack of multi-stakeholder participation:** Though the proposed project has the potential to boost economic development and provide employment opportunities, the decision to proceed with the project has not taken into account the potential short-term and long-term consequences for the local communities.
- **Social Justice:** The project raises issues of social justice, as it could lead to displacement of tribals and disrupt their lives. Ensuring fairness and protecting the rights of the affected communities is an ethical concern.
- **Cultural Sensitivity:** There is opposition to the project by tribal leaders on the grounds of religious and cultural sentiments. Ethical considerations require understanding and addressing these concerns in a manner that respects and values the cultural heritage of the tribal communities.

(b) As a District Magistrate entrusted with the task of resolving the situation, I will take the following measures:

- **Law and Order measures:** Since the local tribal leaders are planning a protest march, I will ensure appropriate law and order arrangements are made so that the protest remains peaceful in nature.

- **Engage with tribal leaders:** I would initiate a dialogue with the tribal leaders to understand their concerns and perspectives. This would assure them that their grievances are being heard. Also, it will help in engaging in open and respectful discussions to find common ground.
- **Following Environmental Impact Assessment (EIA) rules:** As per EIA norms, I will ensure that a comprehensive assessment of the proposed wind power project is done in a transparent manner with involvement of environmental experts, local communities, and other stakeholders.
- **Public awareness and education:** I will also conduct public awareness campaigns to inform the local communities and media about the potential benefits of the proposed project, and the steps taken to address the concerns of the local people. This would help build trust and promote understanding among the stakeholders.
- **Rehabilitation and compensation:** If displacement of local communities is inevitable, then I will ensure fair compensation and rehabilitation measures are undertaken for the affected communities as per the **Forest Rights Act, 2006 and Land Acquisition Act, 2013**. This should include provisions for alternative livelihood opportunities and preserving their cultural heritage.
- **Mitigation measures:** I will also explore potential mitigation measures to minimize the environmental impact of the proposed project and address the concerns raised by the tribal communities. This could involve implementing reforestation initiatives, protecting the culturally sensitive forest locations if any, such as sacred groves.
- **Monitoring and Compliance:** I will ensure that the wind power project adheres to environmental standards and the commitments made to the local communities with respect to employment are fulfilled.

Fostering a participatory approach by involving all stakeholders including tribal leaders, local communities, environmental organizations, media, and industry representatives in the decision-making process is important. This would help create a sense of ownership, promote inclusivity, and enhance the overall effectiveness of the project.