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GENERAL STUDIES (TEST CODE : 1073)

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Total Marks Obtained:

Remarks: Signature of Examiner

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).

2. There are FOURTEEN questions printed in ENGLISH.

3. All questions are compulsory.

4. The number of marks carried by a question/part is indicated against it.

5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other that the authorized one.

6. Word limit in questions, if specified, should be adhered to.

7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best
1. **(a) Discuss the ethical issues involved in the recent refugee crisis and immigration as a global phenomenon from a broad perspective of globalisation and rights of citizens and aliens.** (10)

Refugee crisis in Syria, R Myanmar & Yemen is on a high in recent years which has brought the issue in international domain.

Issues - ethnic cleansing at homeland
- human rights vs national security as seen in case of Rahangyee
- Human rights vs rights of citizens of the land such as in Assam & NRC exercise
- Globalisation leading to
1. (b) Corruption distorts not only functioning of the Government in India but business and corporate activities as well. Explain and discuss how the state can effectively deal with deficit of ethics in the private sector.

Corruption is defined as misuse of public trust and power to earn benefits at the cost of public welfare. It is visible in the Government's leakages via public distribution system and black marketing of food. It leads to marginalisation of the poor, promotion to nepotism, promotion to mediocrity and curbs meritocracy.

(ii) Business & Corporates
- Insider trading on the stock market
- Use of quid pro quo to gain contracts illegally
- Keeping the prices high in case of scarce goods
- Promoting using backchannels & bribery

Promotion to nepotism, promotion to mediocrity, curbs meritocracy.
Dealing with deficit of ethics

* Promotion of Corporate Governance through laws such as Corporate Governance Act, Companies Act 2013

* Asking private sector to contribute to public welfare, e.g., Corporate Social Responsibility, Social License to Operate

* Fiscal incentives to ethical actions so that it can be replicated in future—e.g., company taking a decision to recall defective cars, units & fix them free of cost. They can get some fuel concessions or tax rebates.

Private sector has an added dimension of profitability along with ethicality & legality. Any activity which promotes ethical action needs to be incentivized to build public trust.
2. Given below are two quotations of moral thinkers/philosophers. For each of these, bring out what it means to you in the present context.

(a) "Silence becomes cowardice when occasion demands speaking out the whole truth and acting accordingly" - Mahatma Gandhi. (10)

Morality demands action & not inaction.
Though silence can be virtue, it can even lead to immorality.

eg. Onlookers seeing a girl getting molested & acting in silence are cowards who are fearful of speaking out.

Similarly, government officials withholding information are coward when they act in silence.

Morality is when silence is observed when needed & acts in case an action is required it is also performed.
2. (b) "We must not only tolerate others, but positively embrace them" - Swami Vivekananda.

Tolerance is an attribute of strong person who can accept other world views and incorporate them in oneself even though one is against it.

Right of others to speak should be defended even if what they speak of is not in sync with what we think. Also any advice should be considered in the full light of reasoning through a pre-suppositionless enquiry.

That is the quality of a true spirit. A person may eat beef, but it doesn't mean we stop being friends with him or lynch him (as seen in recent times).

It is important to protect his right to accept him for who he is.
3. (a) Emotional Intelligence is part nature and part nurture. Explaining the statement, discuss how emotional intelligence of civil servants can be enhanced.

Emotional Intelligence means the ability to perceive, understand, reconcile & control the emotions. It is a very important tool to achieve: 

(i) Enhance organisational performance

(ii) Promote social capital

(iii) Imbibe a culture of inclusivity & openness

Development of Emotional Intelligence can be through → Social Conditioning (nurture)

→ Inherent traits & character (nature)

Nurture → Family & parents help imbibe

the feelings of understanding important

facets of life, learning tolerance & being

receptive of other views. This helps

in nurturing the elements of self-regulation and
relationship management.

Eg. The way a mother handles the request of a child by soothing whereas the father may be little strict. Thus they show management skills which a child can learn.

**NATURE** - Empathy is an integral component of EI. It is a natural disposition of a person and is hard to cultivate from outside.

Similarly, Temperament is innate and it can affect the EI skills of a leader in an organisation.

**CIVIL SERVANTS** - Training & communication is critical to circulate EI skills such as:

- Leadership training
- Setting goals & achieving it to increase confidence
- Communication skills trainings
- Pressure situation training
- Peer group activities
- Exposure to real life scenarios to learn by experience

EI can help increase the efficiency by more than 60%
3. (b) What do you understand by Probity in Governance? Examine whether the recent amendments to Prevention of Corruption Act and the proposed ones in Whistleblower Protection Act undermine it. (10)

Probity in governance means sticking to the moral values & showing a character of integrity under all circumstances.

It helps in achieving consistent standards of service delivery:

- Enhancing public morale in the capacity of the government.
- Establishing a strong work culture with less need of formalisation of duty.
- More level of discretion & decentralisation.
- Achieve faster delivery of service & at the same level of quality under all the circumstances.
- It helps promote overall welfare of the society.

Eg: An RTI official should disclose the documents pertaining to his own work under all the circumstances.
It can be calculated through
\[ \text{Answerability} \rightarrow \text{external sanctions} \]
\[ \text{Responsibility} \rightarrow \text{internal reasoning} \]

Recent amendments in Prevention to Corruption Act will help about relaxing the norms of investigation & prosecution will help the officials perform their duties to the best of their capability without the fear of vested allegations & prosecution. However, at the same time, it may promote delayed gratification & seeking of perks post retirement which undermines the probity as it is hard to be ascertained.

Whistleblower Protection Act amendments to disclose names of those who obtained info contrary to Official Secrets Act also goes against the morality & may deter honest officials from taking correct action.
4. (a) Ensuring that civil service values are recognised during the recruitment process and ensured through a code of ethics after appointment is a necessary condition of making the civil services an effective instrument of citizen-centric governance.

Civil service values such as integrity, empathy, compassion, tolerance, impartiality & neutrality are the bedrock of a dedicated bureaucracy inclined towards public welfare which keeps the citizen at the centre of governance.

Although work culture & structure are hard to change, an individual over time can leave lasting impact especially if he is at the top of hierarchy. Leaders can make or break the organisation. Hence recruiting the right set of individuals is critical to having a sound administration.
At the same time, the culture should promote the civil service values through external sanctions but more importantly by a Code of Ethics. Code of Ethics help an individual come out of ethical dilemmas to follow the values in letter & spirit. An empathising individual would give free grains in PDS to a hungry woman instead of adhering the rules & demanding Aadhar card.

Thus recruitment helps in identifying the set of personnel compatible with the demands of citizen-centric governance and Code of Ethics help him follow the just path all the time.

At the same time, it is important for citizens to participate in the governance through feedbacks to ensure that all the duties are reported to the system stays in time to its words.
4. (b) What do you understand by cognitive dissonance? Giving examples, discuss how it influences one’s behavior and attitude.

Human Behavior & Attitude is composed of

3 elements

- Emotions towards an object
- Belief towards an idea
- Action undertaken by an individual as per the environment

Cognitive Dissonance: Dissonance is the situation when what the human being thinks, feels or acts are not in sync with each other. It leads to a situation to turmoil in the mind & is followed by responses which help keep this dissonance away.

If the attitude is strong, then it may lead to a change in behavior.

If the behavior is stronger & unavoidable than the mental attitude, inevitably undergoes a
change.
The dissimilarity in amount of time taken to respond are dependent on how strongly the attitude is linked to the behaviour.

e.g. (1) an individual might hate smoking but in the peer group the pressure he may have to smoke. If the desire to not smoke is not strong, then the attitude goes a change, after some amount of dissimilarity, a person may justify smoking.
5. (a) What do you understand by Amartya Sen's 'capability approach'? Analyse its significance in understanding social realities and in making a pro-poor development strategy.

Historically, poverty has been measured through economic means such as income & consumption.

Amartya Sen talks about a capability approach where \[ \text{lack of capability} \iff \text{poverty} \]

- Social
  - Poor healthcare access
  - No educational facility
  - Physical Disabled do not have friendly policies

- Political
  - No right to vote
  - No grievance redressal mechanism

- Economic
  - Poor income
  - No livelihood source
  - High prices leading to no savings for future

This approach focuses on social capabilities and hence is important in understanding the social realities as mentioned in the examples above.
A poor development strategy shouldn't merely focus upon income generation & higher GDP growth.

Such strategies should include:
- Universal Health Coverage
- Free & affordable education to all
- Mechanisms to get the rights & duties registered
- Right to Service Quality - SVOTTAM

This idea is in sync with the Gandhian ideology of Samadaya or Kant's Kingdom of Ends. Every poor person should be treated as an end in itself be given all the means to develop. The development of Amajodaya will lead to Samadaya.
5. (b) While in principle most nations claim commitment to universal values, in practice these values are honoured more in breach than in the observance. In context of this statement, comment on the relevance of values in foreign policy.

International Efforts have several principles which values such as:

(i) **Principle of Reciprocity**
(ii) **Aid to the poor nations**
(iii) **Common But Differentiated Responsibilities** as in Paris Climate Deal.
(iv) **Credible Deterrence** in India's nuclear policy.
(v) **No first use**
(vi) **Promotion of Human Rights** in UN Convention on Human Rights.
(vii) **Universal Brotherhood**
(viii) **National Interest & Sovereignty & Territorial integrity**

However, most of the principles are observed in case more in breaches such as a country will be proactive to claim...
National interest but will be reluctant to promote universal brotherhood.

Eq. USA - showing Mexican immigrants away & talking about National interest.

Principle of Reciprocity is more observable in antagonistic relations than when countries are at war with each other. Eq. but in general discourse they might not help each other. Eq. USA & North Korea.

Foreign Policy should be based on the universal values as it leads to consistency across situations & removes ambiguity. Moreover, universal brotherhood, protection of human rights are the ideals of "Vandana Shiva" which need to be propagated.

National Interest should also be promoted in order to safeguard the citizens of a country.
6. While some ethical approaches consider an action to be ethical based on results, other focus on means. Taking the example of Indian bureaucracy, compare and examine how these approaches have played out for the benefit of citizens.

Ethics of any action can be determined through various dimensions such as:

(i) **Results**: Means are subordinated to the end result. E.g., Utilitarianism

While Greatest Good of Greatest Number is promoted.

This approach is visible in Environmental vs. Developmental ethics as well as minority vs majority.

E.g., Construction of Dam for hydropower vs. displacement of people living near the flood plains.

Here the means (violating the livelihood rights) of the few people are overlooked for the gains (electricity generation) for masses.
Prevention of floods.

(i) **GOOD MEANS**: This is the teleological approach which focuses on means as much as the ends.

Any go action though good can’t be justified if adopted through false unethical means.

This is also called **VIRTUE APPROACH**

**JUSTICE APPROACH**.

eg. India has never & always protected the rights of every citizen & even enemy aliens such as Kasab inspite of the threat to National security.

Though means approach can give short term benefits in long term it upholds the universal ethical principles & comes to the aid of the citizens.
7. What are the ethical principles that should form the basis of the system permitting organ donation and allocation? Also discuss the importance of regulation for the success of any organ transplant program.

Organ Donation was recently in news when a Tamil Nadu hospital favoured rich patients for organ donation thus depriving the poor of their rights.

**PRINCIPLES**

- **No discrimination** specially among rich & poor
- **First come First serve** so that no issues come in the future
- **Voluntary Donations**, organs from cadavers shouldn't be removed & then traded illegally
- **Regulation on the cost of transplantation** so that it doesn't lead to induced discrimination of the poor
Identity of the donors & receivers should be protected to avoid future litigation or denial due to ideological/religious/communal reasons.

**Importance of Regulation**

- Prevents the rich-poor divide
- Keeps the costs in check
- Protects the sanctity of the noble act & prevents commercialisation of the process
- Helps in curbing smuggling, trafficking in organs & exploitation of poor for organ transplantation

Thus, it is important to preserve the sanctity of this moral act.
8. Where as some argue that leaks constitute an affront to democracy, others are of the opinion that leaks are a part of democracy. Examine the merits of both the arguments in the context of information attributed to leaks from government offices and whistleblowers.

Leaks are under constant debate as through RTI Act or Whistleblower Protection Act. They help in keeping the system transparent, curb illegal activities, and combat corruption.

**For Leaks**
- Reduce corruption
- Protect public interest
- Uphold national security in the long run

**Against Leaks**
- Threat to democracy
  - may lead to rumors/mongering
  - The health of the whistleblower needs to be protected before leaks are allowed
  - Against the oath of secrecy
service conduct rules undertaken by many officials.

Though leaks are often underdressed way to provide information as there is breach of trust & anonymity of leak provider. It is important to keep the system alert & free from erroneous actions by some officials. The WCJ Act needs to be strengthened to prevent leaks such as Vyapam Scandal, etc.
In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words):

9. You are a young recruit to the IAS. Upon the completion of your training you have been posted in a subdivision of a district where industrial development has been lagging. The area has large reserves of minerals and a significant tribal population. The government has identified the area for a large thermal power plant and also adequate expansion of mining. This announcement has seen a rise in land prices in the area as well as unrest among the local population about possible land acquisition. As part of routine examination of records you observe large land purchases in recent years that are linked with the family of the local politician, who is also a member of the state cabinet. You also recognise that much of this land is around the site of the proposed industrial area. Further, one of your staff members also informs you that the family has been buying in the name of drivers, cleaners as well as domestic helps. You feel that having been aware of the policy decision the politician has played a role in these purchases. Incidentally your relations with the politician have been cordial and he is a popular figure in the area.

(a) As the official responsible for acquisition of land and payment of compensation for the land acquired, what are the ethical issues that you face in the given situation?

(b) What will be your response to a suggestion that in view of these benami land transfers a freeze on land sale in the area should be enforced?

(c) What is the course of action that you would take? Justify with reasons.

(20)

The above case has various stakeholders & ethical issues.

Stakeholders

(i) Me (an IAS)

(ii) Tribal Population of State (local areas)

(iii) Government (policy planning)

(iv) Politicians (allegation of corruption)

(v) Society (follows the politician)

(vi) Staff Members (reposted the issue)

(vii) Family members & servants of politician involved in land purchases
(a) Ethical Issues

* Tribal land rights vs Industrial Development
* Misuse of official rights by Politician to purchase land in advance
* Breach of public trust by the politician through Benami Transactions.
* Morality vs the duty to neutrally serve the elected representative
* Moral duty vs cordial relationship with the politician at stake
* Possibility of public resentment upon unproven allegations

(b) Freeze on land sale in the area.

Will it be a hasty decision specially when the allegations are only on paper.

Freezing will also lead to delays in any projects that may be proposed but don't exist.
help in solving the issue of alleged misappropriation of public resource.
10. According to the WHO suicide is the second leading cause of death in the age group of 15-29 years globally. In India also, instances of young people committing suicide have been reported widely in recent times. It is all the more disturbing that such a phenomenon is increasingly visible in urban and prosperous areas.

(a) What are the reasons that render people vulnerable to taking such drastic steps as suicide?

(b) Also, discuss the role that you as an individual, the society and the government can play in addressing this issue.

With increasing 

protection & individualism in 

the society, specifically among the younger 

generation in urban areas, the issue of 

increasing suicides is becoming a menace 

(as pointed by WHO) 

in the society which has long-term 

effects such as 

- decline in the social fabric 

- irreversible loss to the family, specially parents who are getting older 

- a blot on the level of governance 

- failure of society to help people in such situations 

- loss to the society = loss to individual 

potentially capable of contributing to social economic capital.
(g) REASONS

- Increasing isolation amongst the youth
- Cut-throat competition in the world of scarce resources
- Social Media issues
  - Online harassment & bullying
  - Blue Whale, Kiki Challenge etc asking people to undertake dangerous activities
- Globalisation causing a feeling of relative deprivation in the world marked by consumerism
- Moral
- Poor education & parenting which may evoke a sense of inferiority
- Society approaching materialistic values adding to the insecurity
(b) Roles

Individual

- Help any friend in need & stay in touch with peer group
- Discuss any issues, insecurities being felt with parents

Parents

- Active discussion with the child
  - Giving assurances through failure & commending the successes
  - Democratic parenting instead of Authoritative
  - Giving freedom in career & activity the child wants to pursue
  - Not criticizing or mocking the failures of others, if they can’t support

Society

- Counselling in case of any issue
- Stop looking at persons through the prism of competition or success failure
Government

→ Child friendly policies, especially for homeless

→ Better opportunities for education & employment

→ Identifying areas of risk in advance & targeting them. Example: Engineering colleges have a high number of suicides

→ Protection to women who may take such step after abuse

→ Include suicide as a mental issue in the policy making instead of crime (Section 309 of IPC)

→ Mental health care & counseling in government hospitals

Suicide attempts are mental disorders which can be treated with a collaborative effort by all the stakeholders.
11. You are posted as a District Magistrate of a primarily rural district. Excess agricultural production has led to a continuous fall in market prices of crops in the last three years. With elections approaching soon, the opposition has decided to make this a political issue and has mobilised farmers to protest against falling prices. The protests turned violent at some point and police had to fire in self-defence, killing two people. Violence has increased since then and you yourself were attacked when you tried to pacify the protestors. The protestors have also blocked the main roads as well as railways to prevent movement of goods and people. Given the situation, answer the following questions:

(a) Identify the key concerns that need to be addressed on a priority basis.
(b) What steps will you take to address them? (20)

The issue at hand is of democratic rights being used to target the state machinery & feeling of discontent in the masses against government practices.

**Stakeholders**

- Farmers
- Police
- Society
- Opposition
- Politicians
- Government

**Ethical issues**

* Right to protest vs destruction of state property.
* Use of violence by state (police & to curb protests
* Mobilisation of farmers by opposition to raise for electoral gains
* Violation of Fundamental Rights like freedom of movement of people in society, disruption to public order.

(*) Key Concerns

(i) Increase in violence & attempts to pacify are futile
   - Need to understand the demands as the violence is not stopping & deaths may occur

(ii) Disruption to normal society due to blockage of roads & railways
   - Possibility of shortage of food grains, vegetables, milk & other essential services like healthcare etc.
(a) other demands such as agricultural prices can be delayed / postponed for the time being as the topmost priority is to protect human life.

Immediate

If the farmer demands is linked to instant solution to price crash then it becomes a priority to be addressed.

(b) Steps:

* Appeal through media / loudspeakers or any mass communication channel to bring them to the table.

* Upon non-insistence, Section 144 of CrPC (curfew) needs to be invoked to prevent public gathering of more than 4 people so that violence can be curbed for the time being.

* Back channel negotiations to the farmer's leaders about their demands and giving assurances of
* complete government support

* Opposition leaders who mobilised the farmers can be asked as well to talk to the farmers so that as they have been in touch with them before (in case the back channel talks fail).

* At the same time, being the DM, I'll relay the situation about prices to the government as they are the ones suited to make policy decisions.

The situation is about livelihood of the farmers & needs to be looked upon from a humanistic perspective, instead of using violence to curb the protest.
12. You have recently been promoted as a Branch Manager in a Public Sector Bank. The bank is battling high NPAs and mounting losses. You have been assigned a very high target of loans by the higher management for the current quarter. Your career prospects also depend on your performance in critical times. Few days back you rejected a loan application for a huge sum based on detailed analysis. Today you got a call from the Regional Manager to approve the loan quickly. On your reluctance to approve, he hints that the loan is sought by a person well connected in the finance ministry and that a refusal will have consequences for everyone in the approval chain. You are now in a tough spot.

Based on the given information, answer the following questions:

(a) Bring out the ethical issues in the case above.

(b) What are the consequences of agreeing to the demands of the senior in the given case. Assess which of them are meritorious and which are not.

(c) Suggest institutional reforms that can result in non-punishment of honest feedback.

The stakeholders in this case are:

(i) Me (Branch Manager)

(ii) Higher management

(iii) Regional Manager

(iv) Loan applicant + Finance Ministry (possibly)

(v) General public (money in the bank) & economy of the nation

The ethical issues are:

(i) Obeying the demands of the senior blindly

(ii) Protecting career growth vs possibility of high NPAs: loss to economy
(iii) going against the entire work culture

(b) Consequences of agreeing to the demands

- Keep the manager happy & save the team from wrath of Finance Ministry
- Meeting the demands for high amount of loans set by the management

- It will be against my conscience & will cause guilt. However, it will keep the work culture strong.
- Save my job by showing no unrealistic profits & high number of loans given.
- It may backfire in long run if the loan turns NPA & will affect the profits & the economy.
(iii) Loan turns NPA & creates losses

Backfiring in my own job in danger as the loan was sanctioned by me.

Clearly (iv) Loans is healthy & generates profit

Appraisal for the

work.

Clearly the odds of meritorious result are very slim. My own analytic skills are getting undermined as I did a detailed analysis of the application.

I will try to reserve all my apprehensions beforehand & ask the Regional Manager to writing request in writing for approval of the loan. I will try to dissociate with the process so that neither any failure is attached to me, nor any undue reward for poor analysis (as in the (iv) consequence).
Reforms

- Improving the work culture by incorporating mechanisms of registering honest feedback which can be later referred to, such as online portals or\textsuperscript{a} project notes where detailed remarks can be made.

- Decentralization of work & promotion of the system of accountability so that people are aware of consequences of mistakes.
(i) Daughter → career might be affected. → face future humiliation of using father's support if no decision is taken.

(iii) Others →
13. You, the chairperson of a State Public Service Commission (SPSC), come to know that there were instances of rampant cheating in a competitive exam conducted recently by the SPSC. Your daughter, who also appeared in this exam and is confident of clearing it corroborates the same. However, she denies engaging in any such activity herself. Whatever decision the Commission takes is bound to affect the career of a large number of candidates who appeared in the exam, including your own daughter.

(a) Identify the different stakeholders and their interests in the case above.

(b) Enumerate the options you have to handle the current situation. What will be your choice and why?

(c) Suggest measures that you would take to make sure that a similar situation does not arise in future.

The case involves various stakeholders

(i) Me as chairperson

(ii) My daughter

(iii) Other applicants in the examination

(iv) SPSC as an institution

(v) Society at large

(i) Chairperson job is to ensure smooth & democratic functioning of the institute which protects all the candidates equally. Also the career of my daughter might be jeopardized.

This leads to conflict of interest.
(a) Daughter - career in threat due to future humiliation of taking her father's help to clear the exam if no action taken

(iii) Others → might be last chance to appear career under threat

(iv) SPSC → image as an impartial & institute under lens

(v) Society → instances of cheating increasing be taking any possible steps to succeed

(b) Options
(i) Take no action as my daughter is confident of clearing which might be jeopardised if action is taken

(ii) Issue an inquiry into the process to make sure such reports are not rumours

The examination is conducted at huge scale
with expenses of the state.

(iii) scrap the examination & order for a new exam as there were instances of cheating. Honest candidates shouldn't miss out.

I'll take the 2nd option of an detailed inquiry so that due process of law is followed. At the same time I'll recuse myself from the post, either temporarily or move to other post so that my conflict of interest doesn't come into the path of justice.

It'll ensure that no future allegation can be made upon me for misappropriation.

If there is a report of me,

If the report validates cheating, then a reexamination should be held along with...
an inquiry into the causes of cheating earlier.

(c) Steps to prevent similar situation:

(i) Use hi-tech security measures so that paper cannot be leaked.

(ii) CCTV & flying squad surveillances at the venues to curb instances of cheating.

(iii) A policy of zero-tolerance to cheating to life time ban of candidates  endulging candidates to set a precedent & deter future repeats.

(iv) Giving adequate opportunities - multiple examinations - so that students don't feel the pressure of missing out & endulge in cheating.
14. You are waiting in your car for your turn at a toll tax booth. You suddenly witness some men heckling and manhandling the toll booth operator and vandalising the property at the toll booth. They are accompanying a local politician who was passing through. Disgruntled with the fact that they were asked to pay the toll, they began to argue that the toll is too high and the public is being exploited by charging an unreasonable toll fee. At the same time they are also warning others against paying the toll fee. However, the other people around you are keeping with themselves, without anyone coming forward to intervene. While you also felt that the toll was quite high, you believe that this is not the right thing to do.

(a) Bring out the ethical issues in the case above.

(b) What accounts for such an overt display of hooliganism in our country.

(c) What is the course of action that you would take? Justify with appropriate reasons.

The situation involved normal people breaking the law to register their protests instead of democratic platforms.

Stakeholders: Toll Operator, Me (as an onlooker), Exploiting men in the area, with politician, Society (other onlookers)

Ethical Issues:

(i) Threat & violence to register protests & breaking the public laws
(ii) Other people not taking any action & keeping within themselves, letting the injustice occur as it is.

(iii) Issue of high prices being charged by Toll operators on general public & profit seeking.

(iv) Correct ways to protest in the country against reasonable grievances & to win general lack of grievance redressal mechanisms.

(b) Display of Hooliganism
- Delay in Justice delivery which emboldens the spirit of hooligans.
- Empowered by strong political or influential backing leading to a feeling of impunity
- Societal apathy against the violence & incapability of the victims to retaliate against the action.
(c) **COURSE OF ACTION**

(i) Go to the aid of the toll operator

It is my first duty as a human being to protect another life under unnecessary threat.

(ii) Ask the hooligans to stop the violence.

They will not take the law in their hands. The law of the land should never be broken. Upon threat, I can ask some of the fellow drivers to help me as they will also be motivated by my action of humanity.

(iii) Upon non-compliance, I'll try to call the regional police support through 100 so that situation can be brought under control.

(iv) In long term, I'll try to report such incident in media or other democratic
platforms to bring the attention to the situation of increased toll charges. It'll help in regulating the price hikes.

The tools of democratic protest are strong enough to register protests & grievances and make the voices heard. They should be promoted in any all the scenarios instead of taking violent means and reverting to hooliganism.