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ZETA IAS

YOUR ZEAL • OUR EXPERTISE

Offline:
Old Rajinder Nagar
& Online

ZETA "Z" MOCKS

The Final Mock **before the Real CSE Mains** examination

Test	Syllabus	Date
1	Essay	31 st July, 2025
2	General Studies Paper 1	01 st August, 2025
3	General Studies Paper 2	01 st August, 2025
4	General Studies Paper 3	02 nd August, 2025
5	General Studies Paper 4	02 nd August, 2025
6	Optional Paper 1	07 th August, 2025
7	Optional Paper 2	07 th August, 2025

For GS: ₹ 1,500/-

For Optional: ₹ 1,000/-

Optional Subjects

— Sociology
— Public Administration

Public Administration

— **Date: 7th August, 2025** —

Evaluation discussion feedback
by **Monish Bhawale Sir**

Evaluation within 3 days

Price
₹ 1,000/-

**Limited
Seats**

Timings

9:00 AM to 12:00 PM & 2:30 PM to 5:30 PM



8850452151



ETHICS THROUGH DIAGRAMS

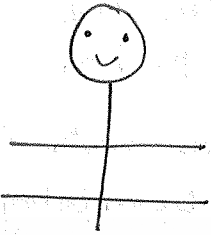
By Monish Bhawale Sir

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ETHICS



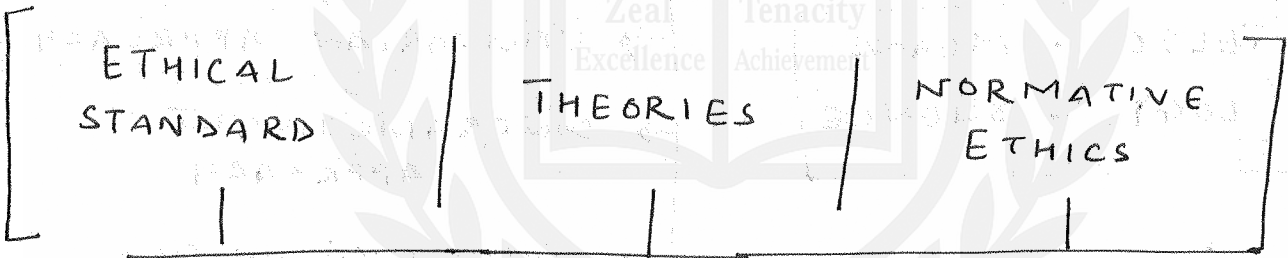
BEHAVIOUR
CONDUCT

ETHICAL
STANDARDS

YES, GOOD
ETHICAL

NO, BAD
UNETHICAL

ETHICAL THEORIES



AGENT

(Aristotle)
(Socrates)

ACTION

DEONTOLOGY

(KANT, GANDHI)

TELEOLOGY

UTILITARIANISM

- BENTHAM
- MILLS

CONTRACTARIANS

↳ HOBBS
↳ LOCKE
↳ ROUSSEAU

CONTEMPORARY
CONTRACTARIANS

↳ RAWLS
THEORY OF
JUSTICE

FEMINIST
ETHICS

AGENT THEORIES

→ Deals with the character of person

ACTION THEORIES

- Deals with the Action of person
- one deals with Means - Deontology
- one deals with End - Teleology.

TELEOLOGY APPROACH

TELEO - MEANS
LOGY - SCIENCE

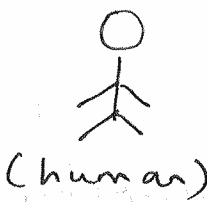
- UTILITARIAN APPROACH
- CONTRADICTIONIST APPROACH
- THEORY OF JUSTICE

①

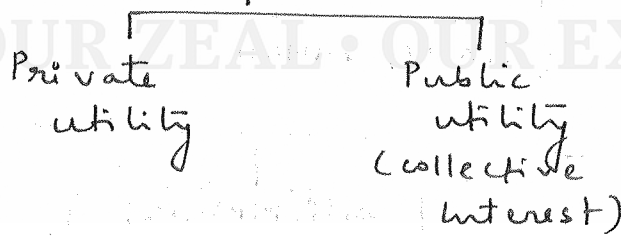
UTILITARIAN APPROACH

— NEGATIVE (-)
CONNOTATION OF HUMAN NATURE

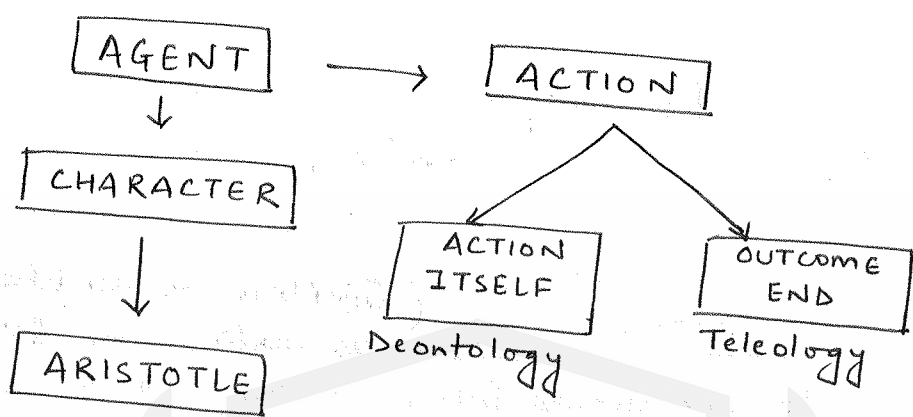
②



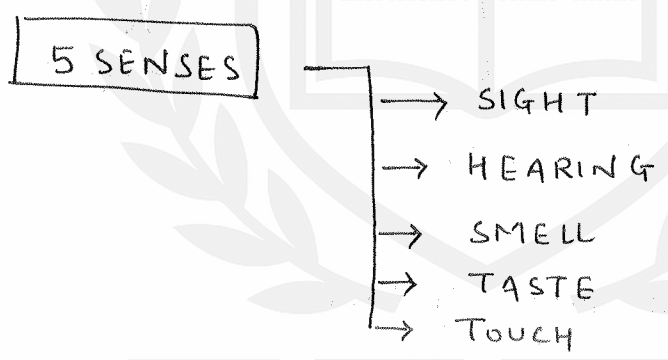
→ SELF-INTEREST (Utility) → PLEASURE (Minimum Pain)



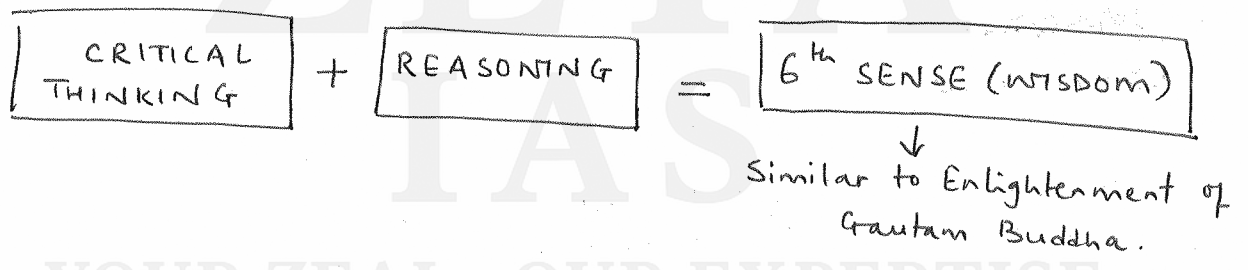
AGENT THEORY - ARISTOTLE



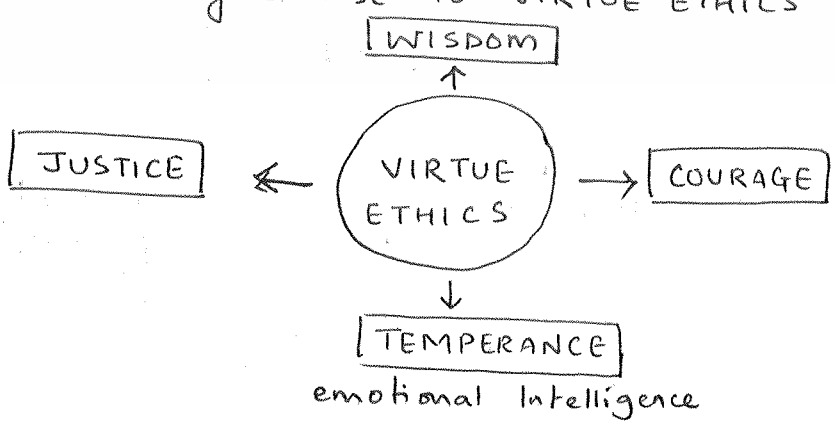
According to ARISTOTLE, human had 5 SENSES



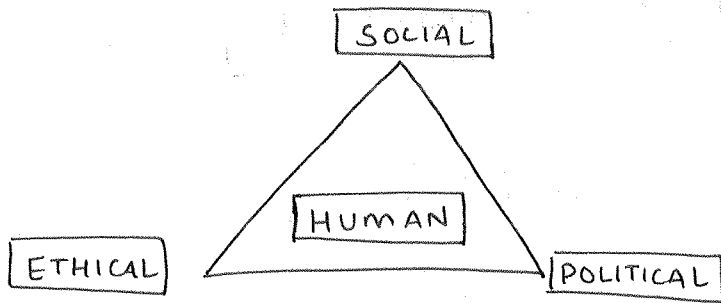
If human has CRITICAL THINKING AND REASONING abilities.



To Achieve Happiness, Human should possess 4 Good Qualities. Which will give rise to VIRTUE ETHICS



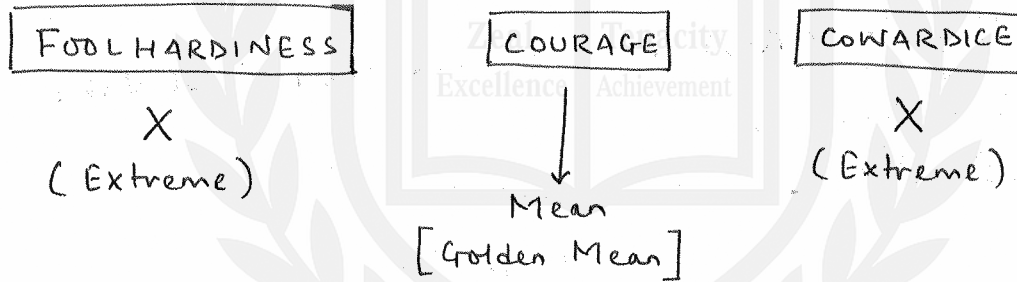
ANALYSIS OF HUMAN NATURE BY ARISTOTLE



CONCEPT OF GOLDEN MEAN

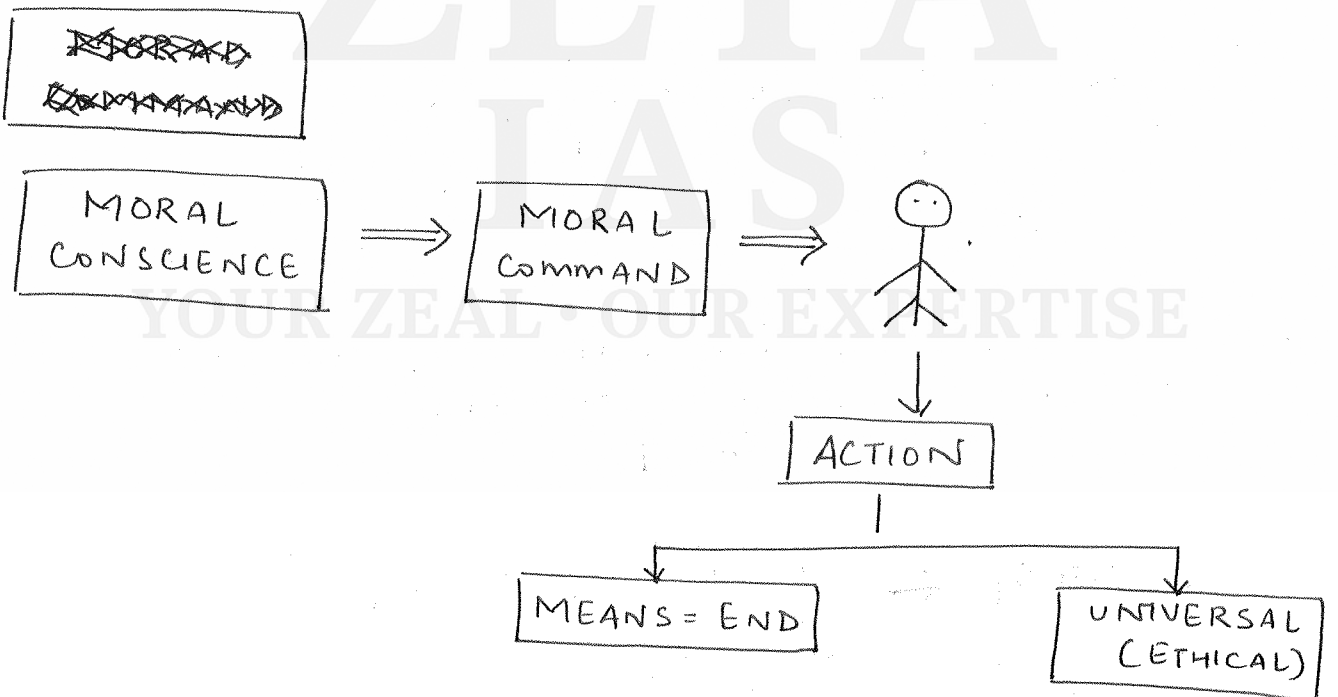
(Similar to middle path as outlined by Buddha)

↳ One should follow the Middle path and avoid extremes.



E. KANT — ACTION THEORY

CATEGORICAL IMPERATIVE



COST BENEFIT ANALYSIS

Benefit > Cost → self-interest → Pleasure

Cost > Benefit → No self-interest — Pain > Pleasure

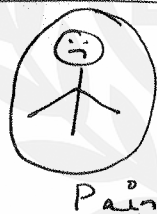
(MINIMISE COST — MAXIMUM BENEFIT)

CRITICISM OF UTILITARIANISM

↳ **COMMODIFICATION**

ex. When Cost > Benefit

↳ **CONSUMERISM**



→ Making Reels to satisfy Ego Needs.
Rather than helping

Ex Accident victim

** UTILITARIANISM Focuses on ENDS but MEANS are also Important.

UTILITARIANISM

↓
YOUR ZEAL • OUR EXPERTISE

ENDS

✓

MEANS

X

= JUSTICE ?

For eg. Presence of RARE Earth Minerals in Tribal & hand.

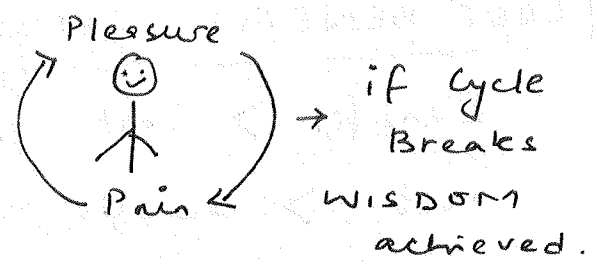
END = ↑ in Exports

MEANS = Displacement of Tribal People

= JUSTICE X

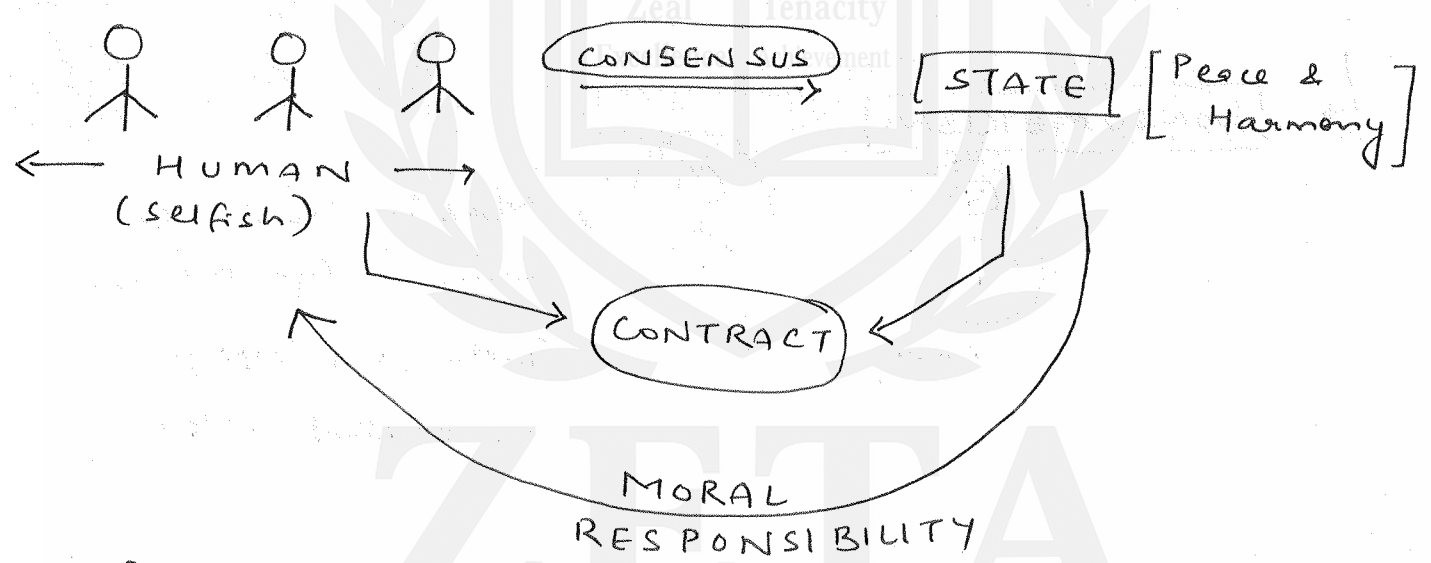
CONTRACTARIAN APPROACH

- HOBBS
- LOCKE
- ROUSSEAU



CONTRACTARIAN

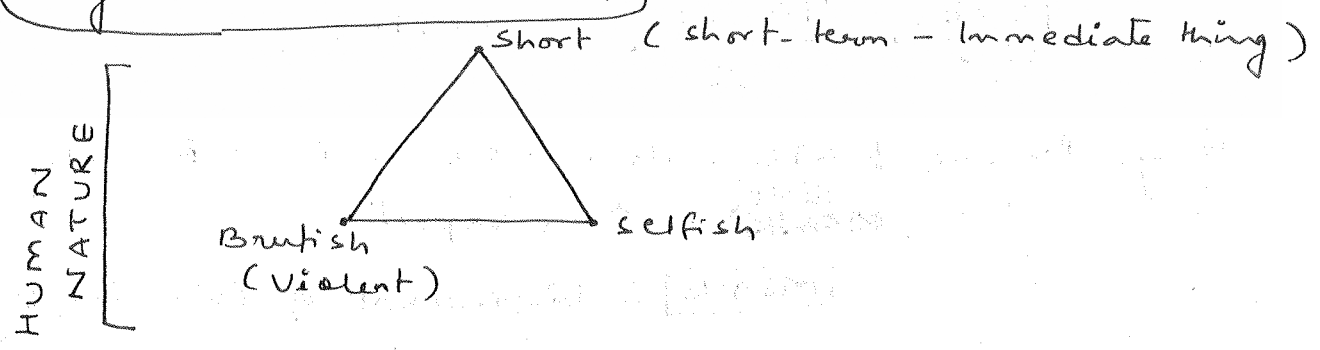
- ↳ BASED ON CONSENSUS
- ↳ BASED ON CONTRACT
- ↳ BASED ON FINAL OUTCOME - good.

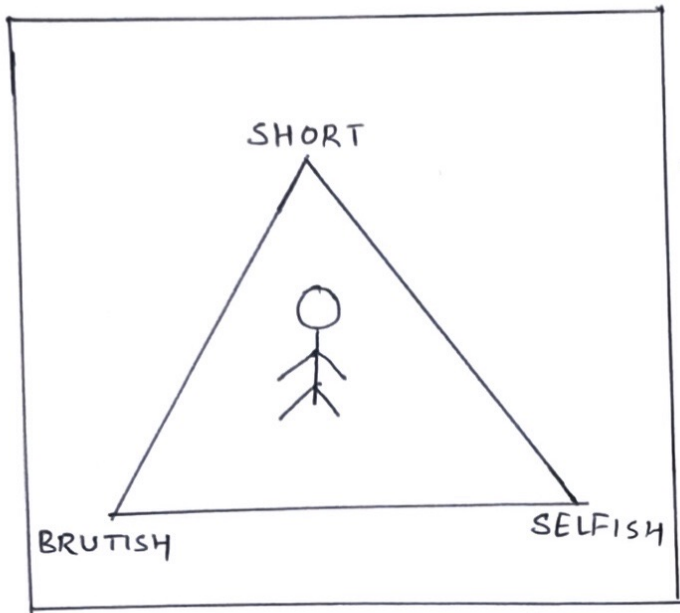


ex. citizen pay Tax.
state will provide service.

THOMAS HOBBS → FOUNDER OF SOCIAL CONTRACT THEORY

① Negative Human Action





HUMAN NATURE ACCORDING TO HOBBS

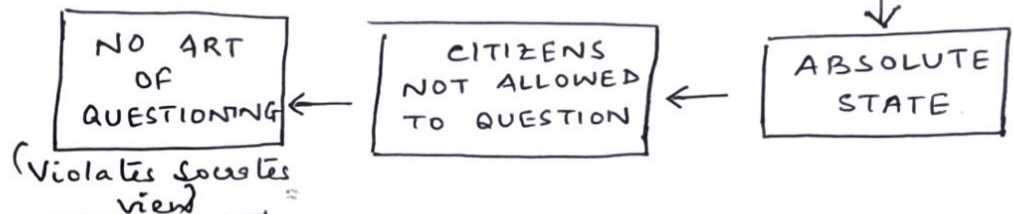
→ NOT ABLE TO GOVERN

- RIOTS
- CHAOS
- MURDER

CONTRACT WITH STATE

STATE

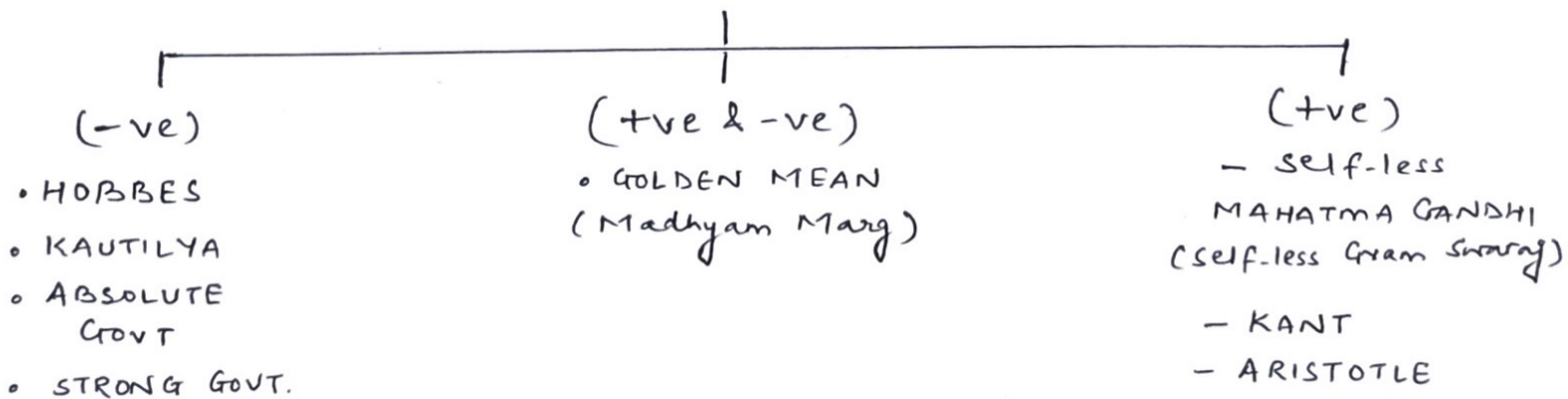
Governs on behalf of people



NEED FOR STRONG STATE

- ⇒ OPERATION SINDHOOR
- ⇒ ADANI SCAM
- ⇒ 2008 FINANCIAL CRISES
- ⇒ DEAL WITH TERRORISM

HUMAN NATURE



BENTHAM

ETHICAL
EGOISM

SELF-INTEREST

LIBERTY &
FREEDOM

Laissez Faire
(Min. Govt)

MILLS

ETHICAL
ALTRUISM

SOCIAL INTEREST

GREATEST GOOD,
GREATER NO. OF PEOPLE

GREATEST GOOD,
GREATER NO. OF PEOPLE

HOBBS

PSYCHOLOGICAL
EGOISM

SELFISHNESS

CURTAILS LIBERTY
AND FREEDOM

ABSOLUTE
STATE

CONTEMPORARY
CONTRACTARIAN

JOHN RAWLS → Talk about Human Action

↳ Gave 2 Philosophies

→ VEIL OF IGNORANCE

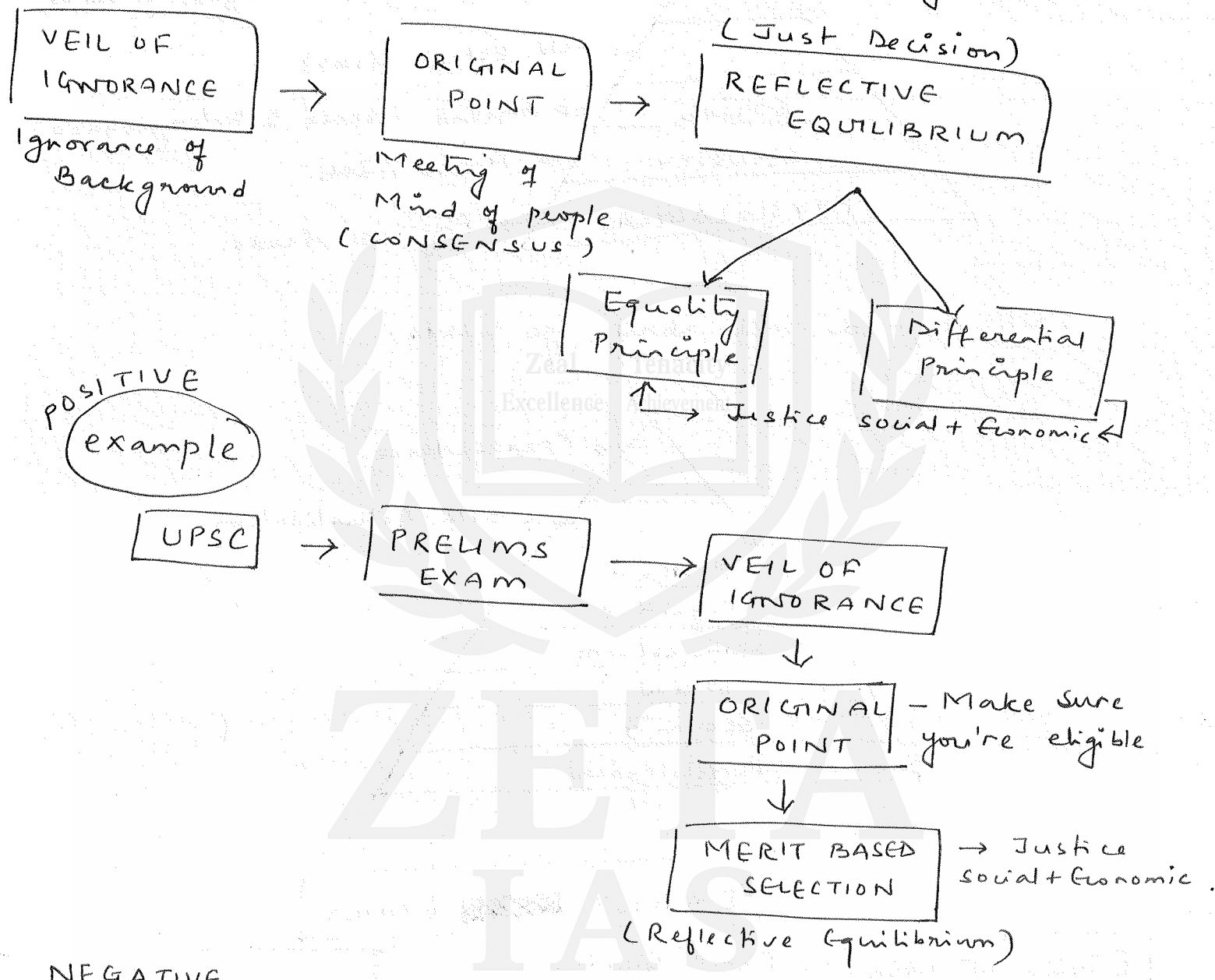
→ REFLECTIVE EQUILIBRIUM

PHILOSOPHIES

EQUALITY
PRINCIPLE

DIFFERENTIAL
EQUILIBRIUM

VEIL OF IGNORANCE — Ignore Caste, Race, ethnicity
eg. While Giving Bharat Ratna (Veil of Ignorance)

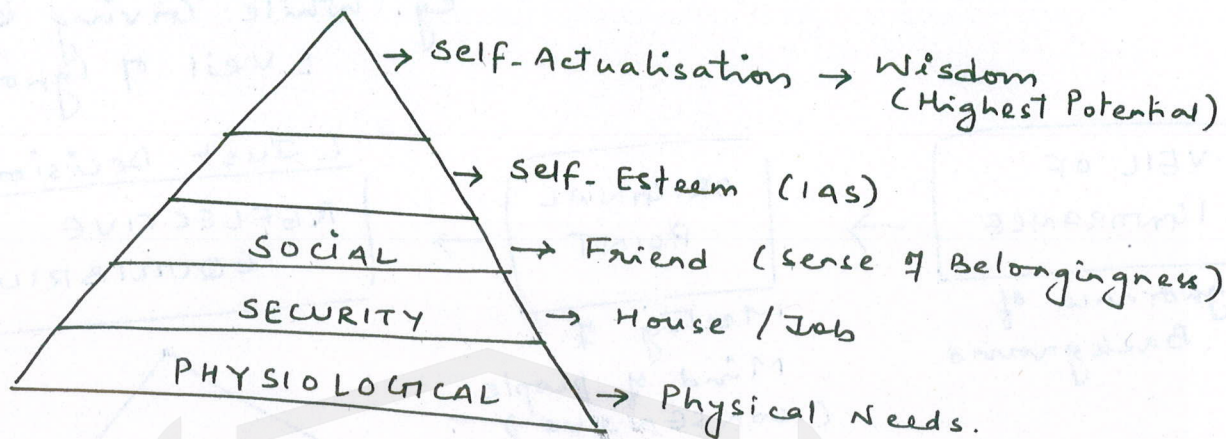


NEGATIVE
EXAMPLE

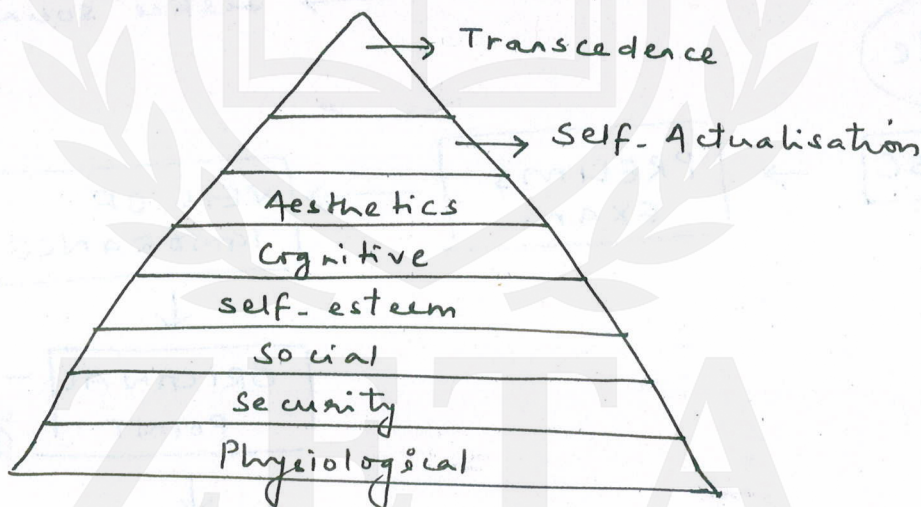
IAS → Fake Selection
(Injustice)
(PUJA KHEDKAR CASE)

ABRAHAM MASLOW

PYRAMID OF NEEDS



Criticise - as talk about Ego Needs.



FEMINIST ~~ETHICS~~ ETHICS

ETHICS OF CARE

- Carol Gilligan
Claudia
Allison Jagger

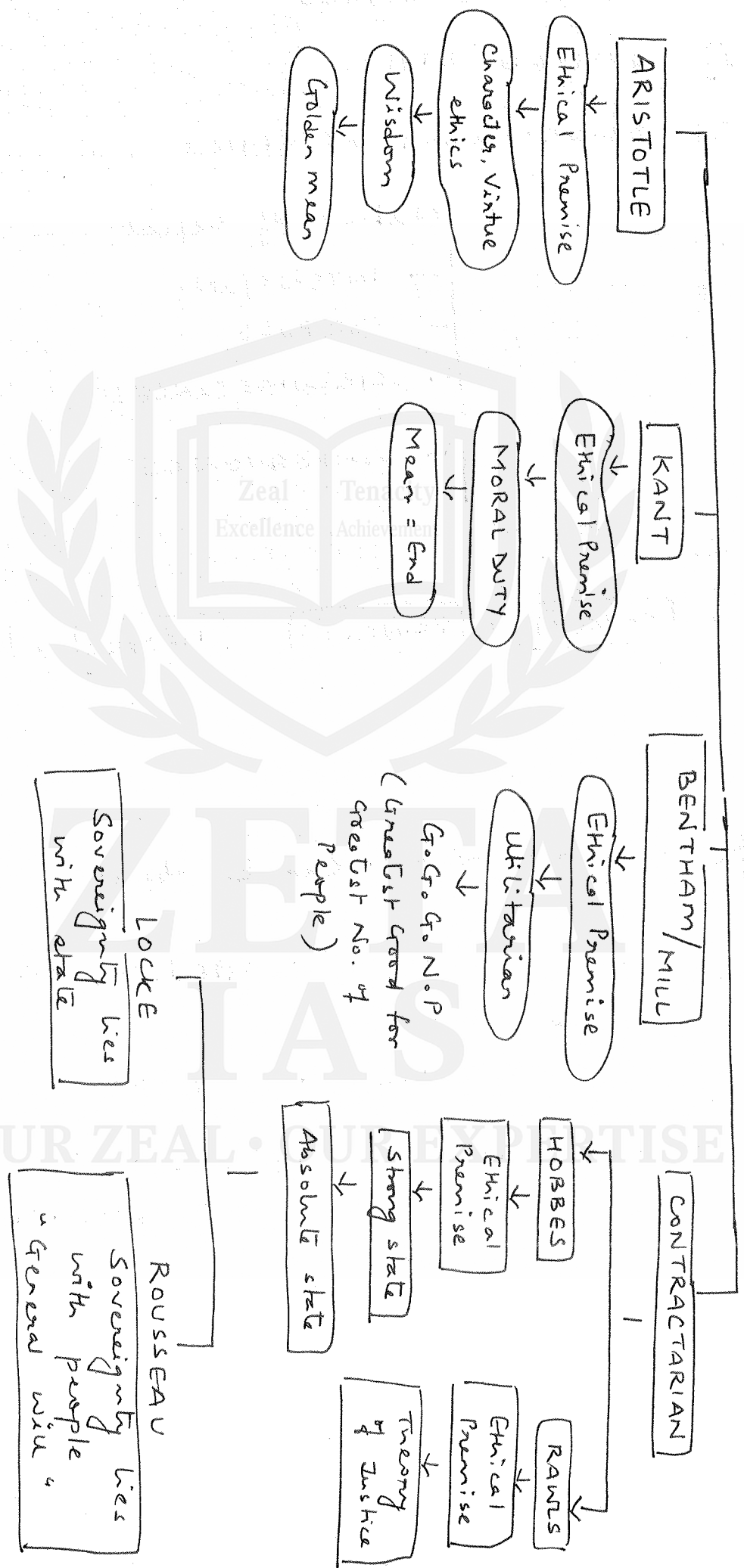
MEN

Power
Courage
Formal
Authority
Autonomy / Independence

WOMEN

Feeling / Compassion
Care
Informal
Responsibility
Interdependence

Acc to HARVARD
BUSINESS REVIEW,
women drive
Transformational
change more effectively,
making them well-suited
for leadership by
fostering human values
and a people-centric
culture

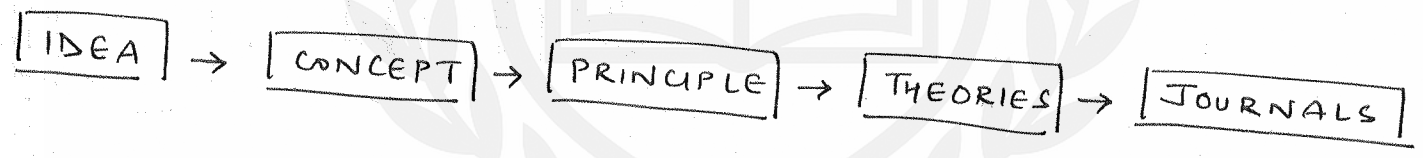


THE BASIS OF DETERMINING RIGHT / WRONG

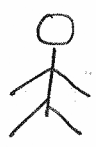
- 1] NORMATIVE ETHICS
- 2] APPLIED ETHICS
- 3] DETERMINANT OF ETHICS

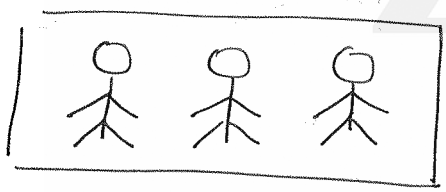
↳ Nature of object

- INTENTION
- PURPOSE
- CIRCUMSTANCES
- CONSEQUENCE



OBJECT

 — HUMAN — Can be object

 — TEAM — Objective (+ve)
— MOB — Negative

Σ TEAM = STATE = COUNTRY — OBJECTIVE.
POSITIVE connotation

OBJECT

↓

NATURE

|



+ve

- Group
- Team
- ↓
- TRUTH
- Courage
- Wisdom
- CARE
- Compassion

Neutral

- Hardwork
- sleeping
- walking
- Eating
- (Depends on situation)

-ve

- Mob
- lying
- selfishness
- Arrogance
- stealing

INTENTION



Moral ~~values~~ Duties to have right intention

PURPOSE — OBJECTIVE (Motivation)

CIRCUMSTANCE — SITUATIONAL

CONSEQUENCE — ^NED RESULT

[eg]

FOR CIVIL SERVANT

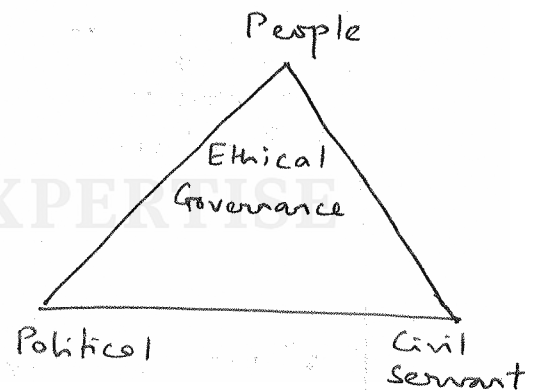
Intention — Public Service

Purpose — Welfare

Circumstance — Political Pressure

Consequence — Ethical

Governance

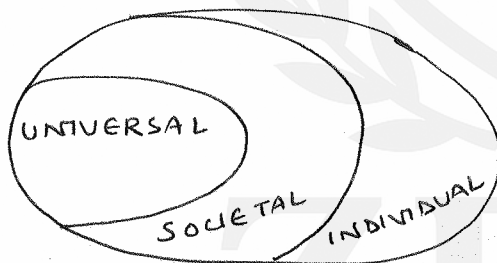


ETHICS & MORALITY HAVE FOLLOWING RELATIONSHIP :

Relationship	Values	Example / Illustration
① Ethical & Moral	- Selfishness SELFLESSNESS - Integrity	When personal & Ethical Value Match VASUDEVA KUTUMBAKAM
② Moral but Not ethical	- Selfishness - cultural values	WAR • San Preference.
③ Ethical Not Moral	- Liberty - Human Rights	- 3rd Gender - live-in-Relationship

Zeal Tenacity
Excellence Achievement

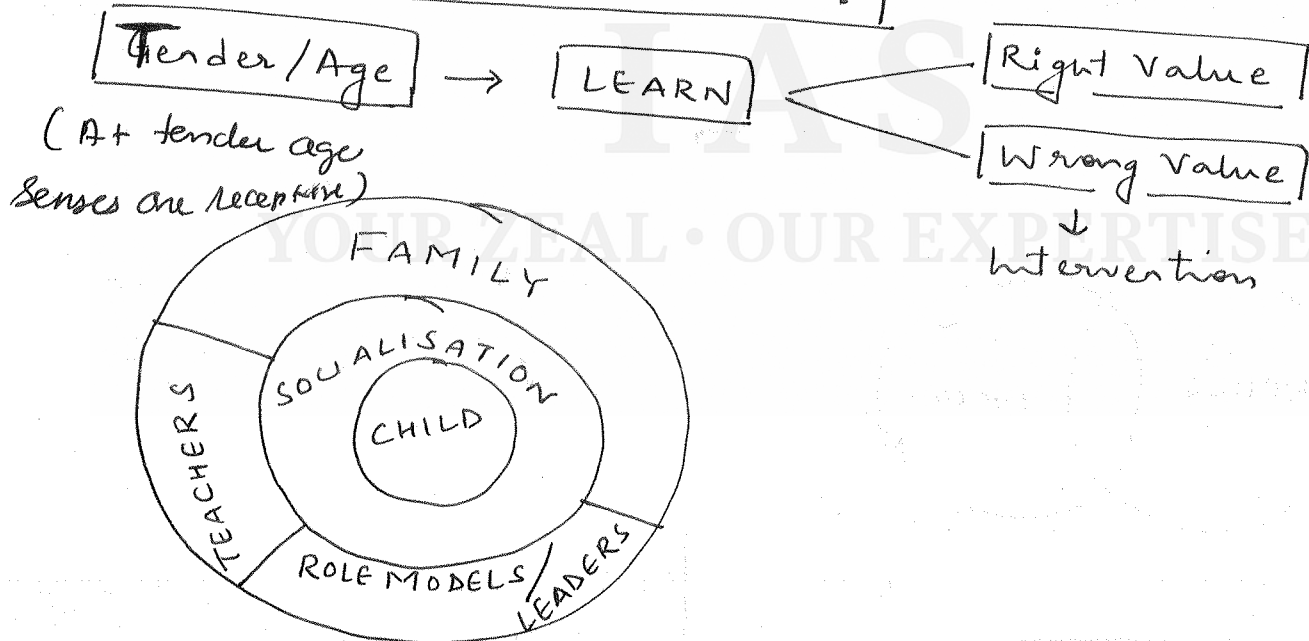
VALUES

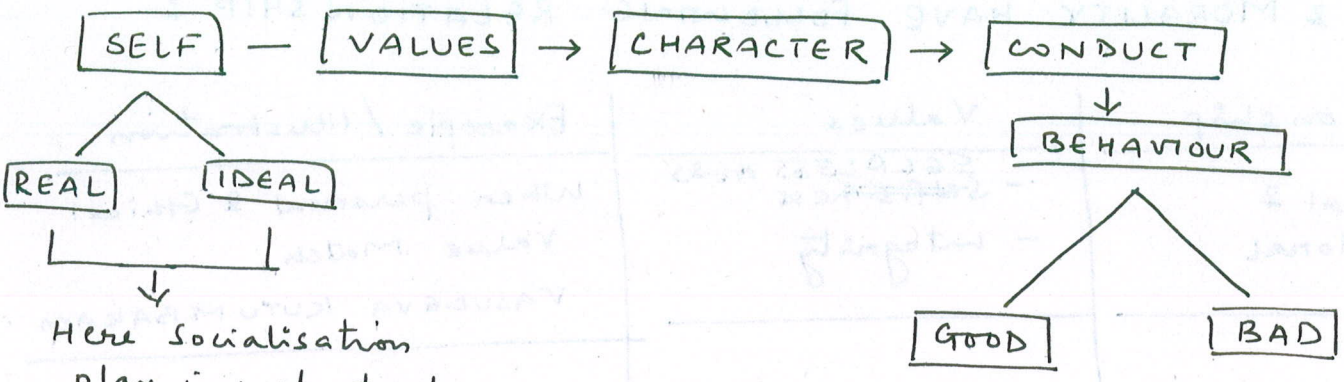


* UNIVERSAL VALUES

- Respect
- Truth
- Honesty

How Values are inculcated ?

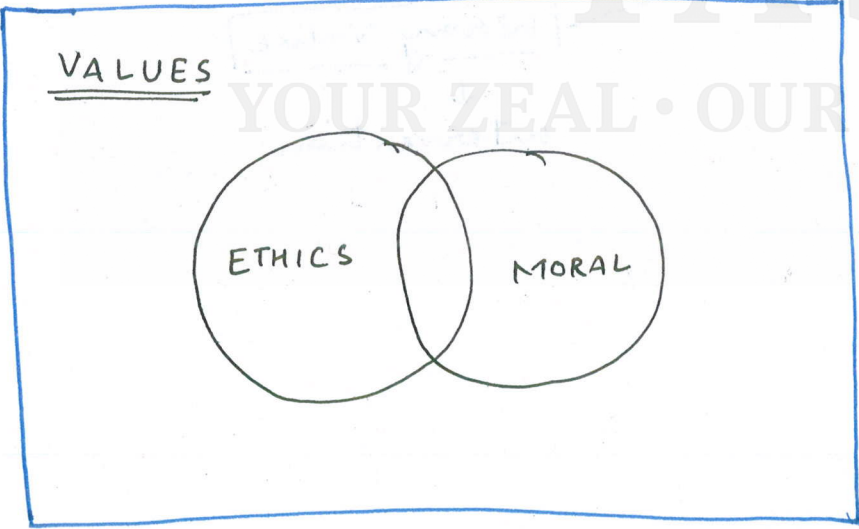
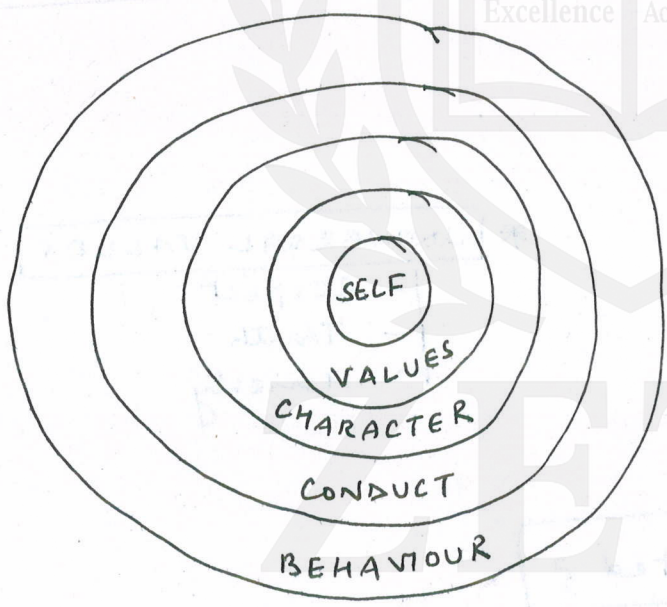




Here socialisation play important role.

So, VALUES → in applicable in real life
↓

But Good Values $\neq$ Good character



ETHICS & LAW / RULES

PARLIAMENT



LAW

BUREAUCRACY



RULES / REGULATION



DELEGATED LEGISLATION / SUBORDINATE LEGISLATION.

ETHICS



LAW

GOOD



RTI, MGNREGA

BAD



FARM LAW, UAPA

LAW

BAD

(OPPRESSIVE).

ETHICS BUILT ON ECOSYSTEM OF LAW

HEALTH & WELL-BEING

COMMUNITY



HAPPY



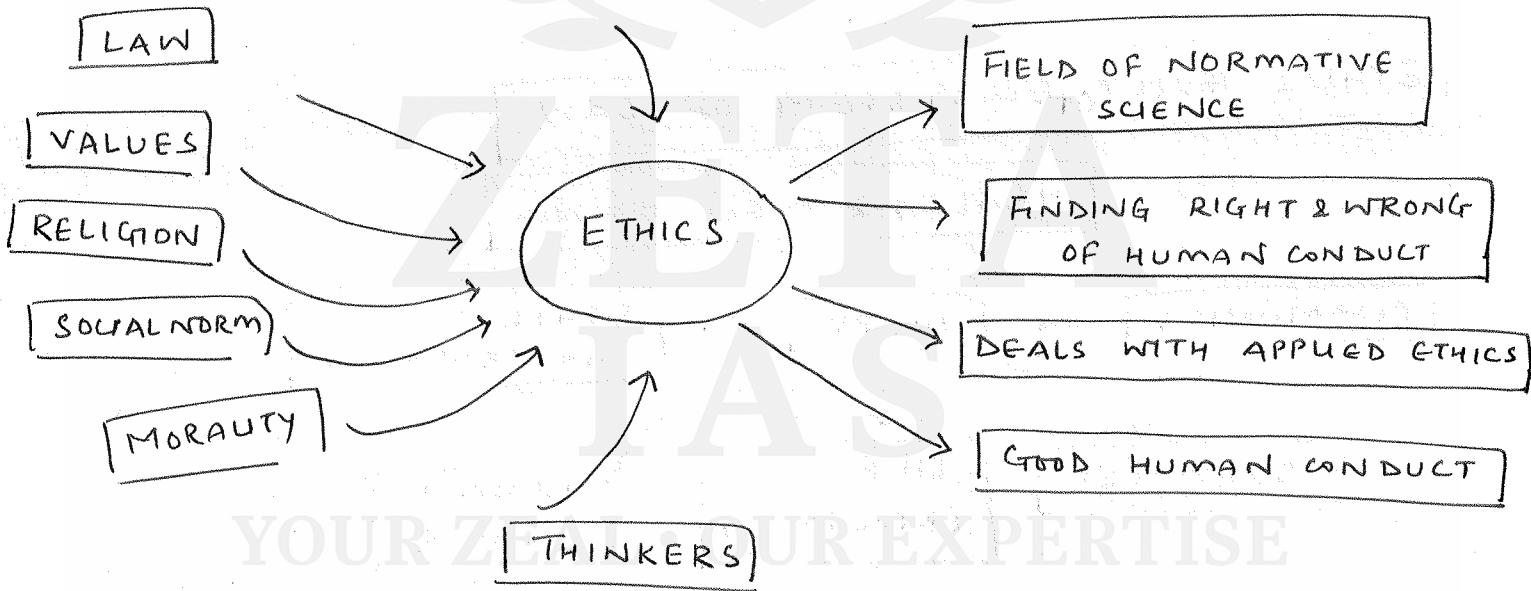
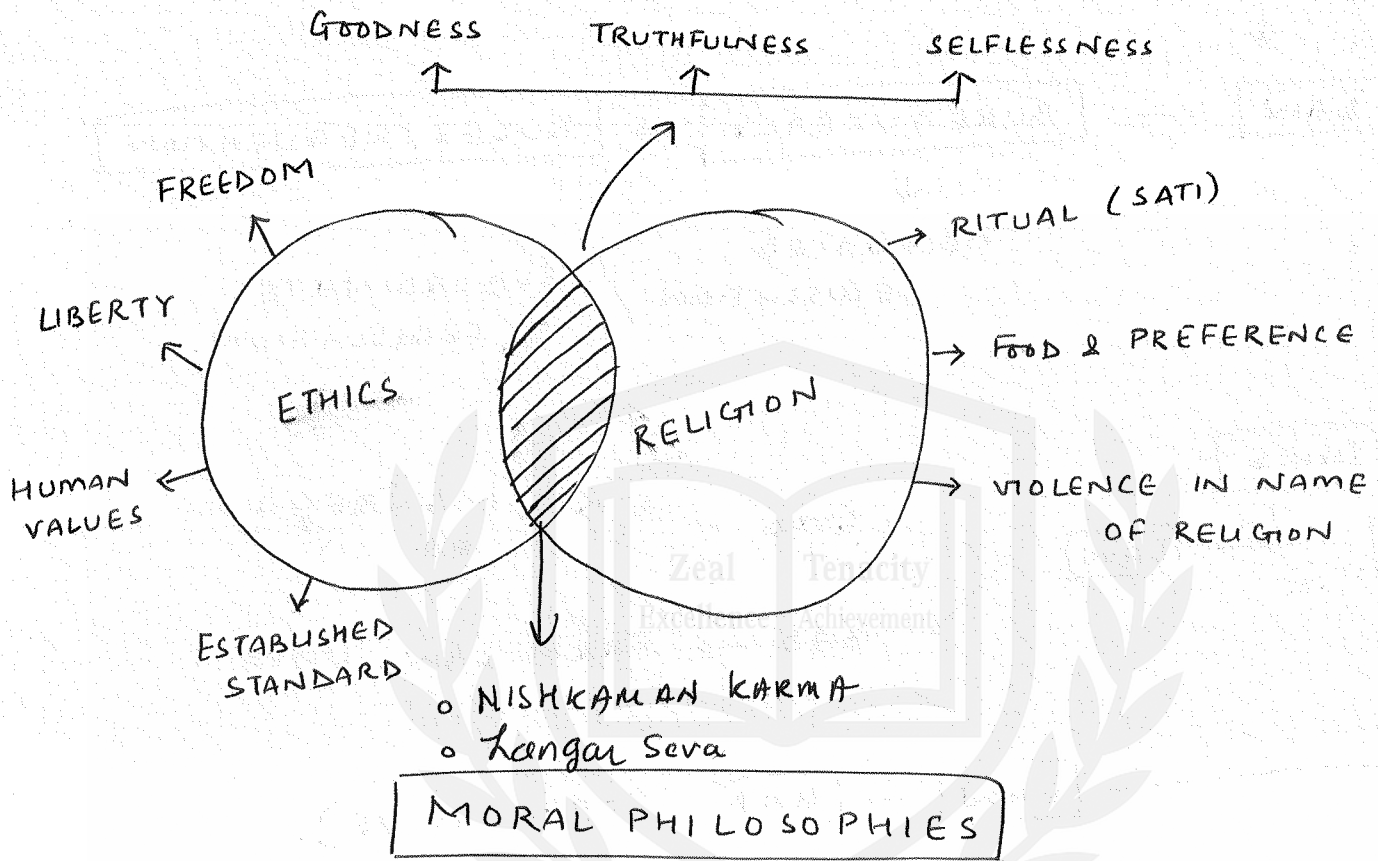
ETHICAL GOVERNANCE

GRATITUDE

LIFE EXPECTANCY

HUMAN VALUE

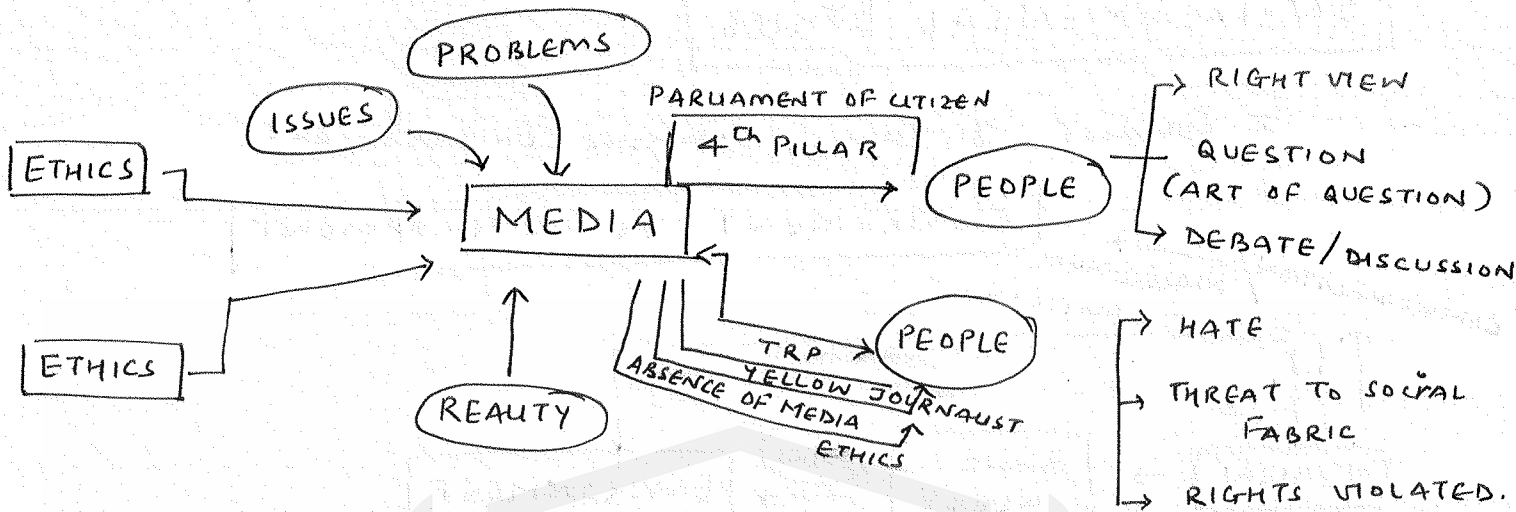
ETHICS AND RELIGION



Religion, Law, Morality
Value, Social Norms

ETHICS

MEDIA ETHICS



~~SENSATIONALISM~~

SENSATIONALISATION
OF EVERY PIECE
OF NEWS

PAID NEWS

YELLOW JOURNALISM

CONCENTRATION OF OWNERSHIP

TRP FOLLOWS ON VIEWSHIP THAN
QUALITY OF NEWS.

SPORTS ETHICS

SPORTSMANSHIP

- FAIRNESS
- TEAM ORIENTATION
- RESPONSIBILITY
- RECREATION
- RESPECT FOR OPPONENT

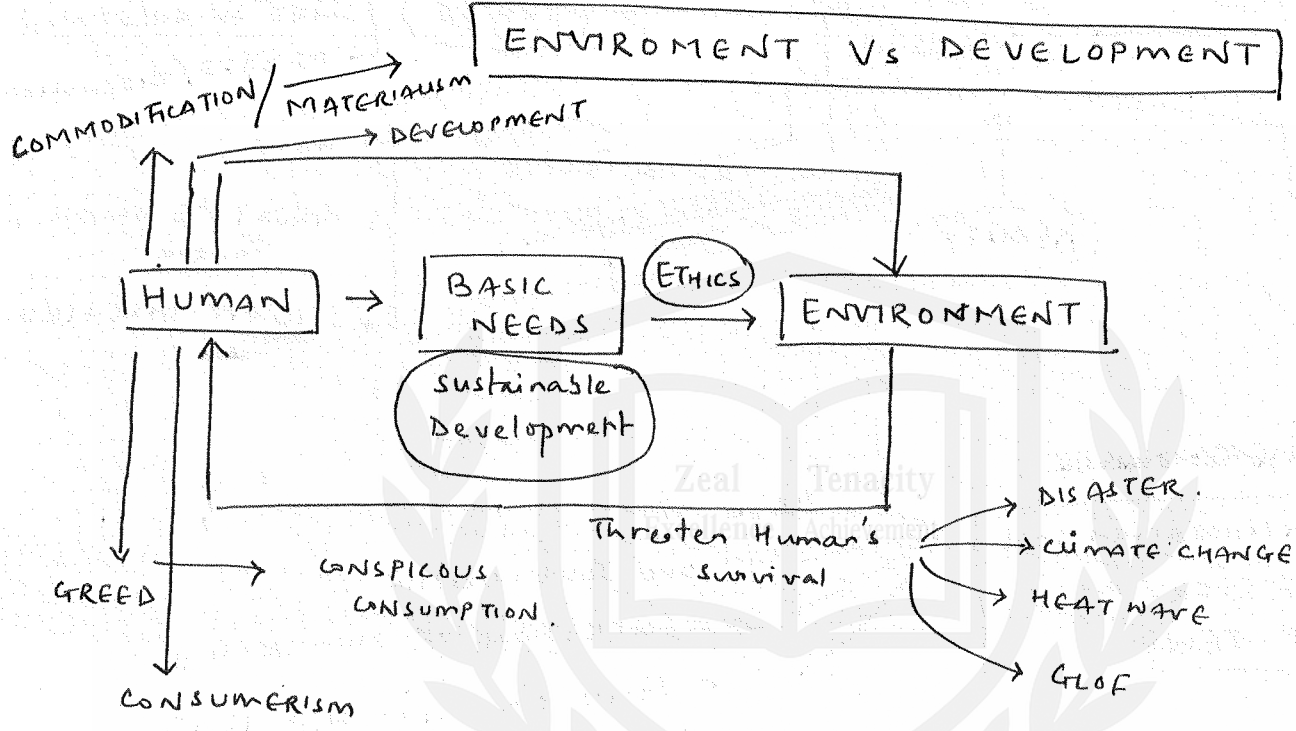
Example - (MSD)

GAME MANSHIP

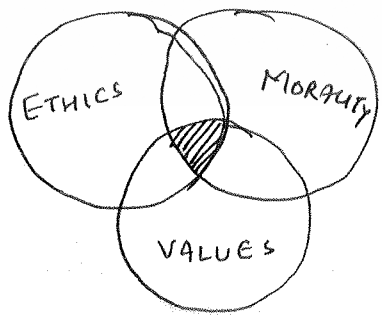
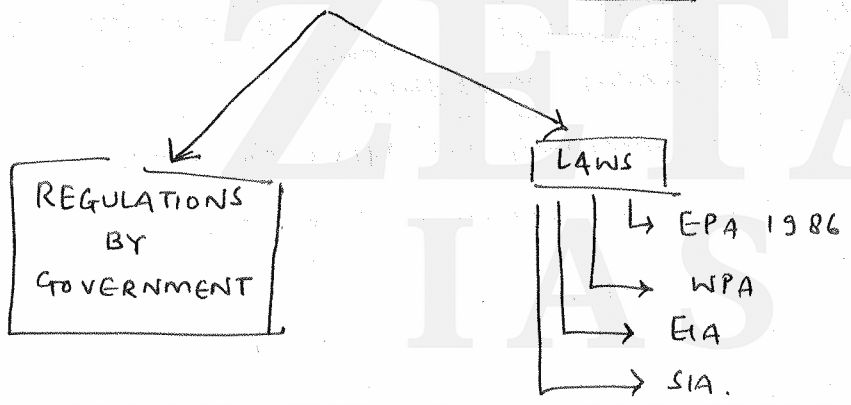
- WINNING BY HOOK OR CROOK
- BIG BROTHER ATTITUDE
- SLEDGING.

ENVIRONMENTAL ETHICS

↳ Conduct of Human towards Environment



PROTECTION OF ENVIRONMENT



YOUR ZEAL • OUR EXPERTISE

MEDICAL ETHICS

- SELFLESSNESS
- TRUTH
- INTEGRITY
- HUMANITY
- OBJECTIVITY

MEDICAL ETHICS

- CLINICAL TRIALS
- DRUG MANUFACTURE
- DEVICE MANUFACTURE

- SELFLESSNESS
- TRUTH
- INTEGRITY
- HUMANITY

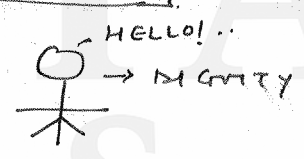
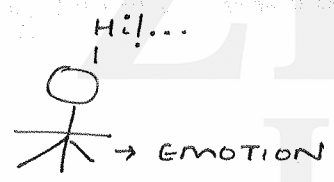
- * INCREASED COMMERCIALIZATION
- * CORPORATE HOSPITAL MODEL
- * FAKE ADVERTISEMENT

COMMON
GOOD

SAVE
LIFE

HIPPOCRATIC
OATH

HUMAN VALUES

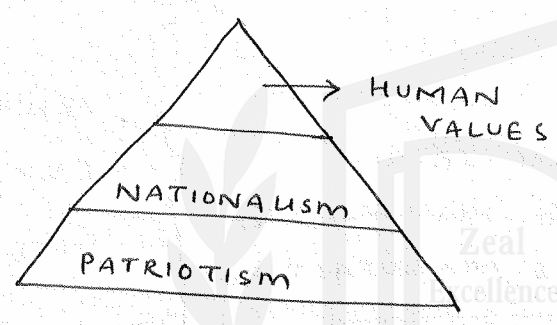
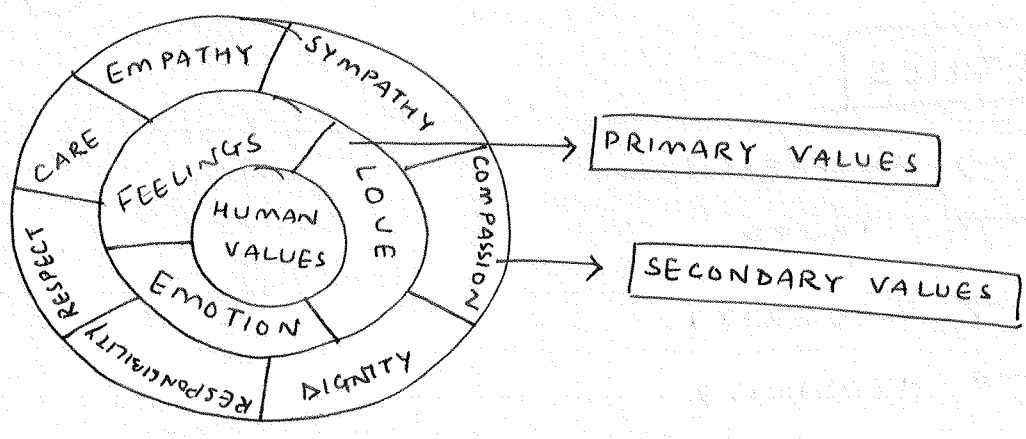


TREAT

HUMAN
INTERFACE

* HUMAN VALUES ARE INHERENTLY POSITIVE IN NATURE.

* When one human ^(meets) sees another human some
Emotion is generated.



* Gandhiji kept human values at the top (above everything)

PROCESS OF SOCIALIZATION

- ↳ FAMILY
- ↳ SCHOOLING
- ↳ SOCIETY

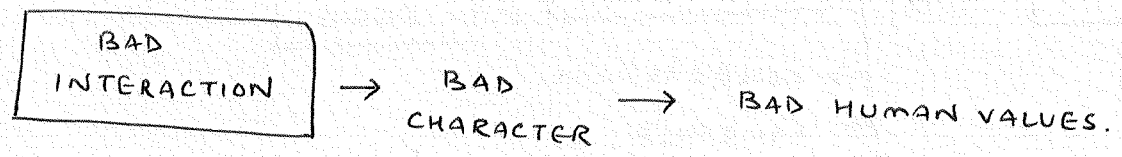
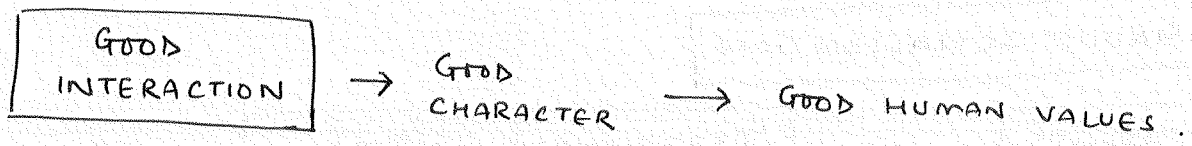
PROCESS OF LEARNING THROUGH SOCIAL INSTITUTION

FORMAL

- ↳ SCHOOL
- ↳ EDUCATIONAL INSTITUTION
- ↳ OFFICES

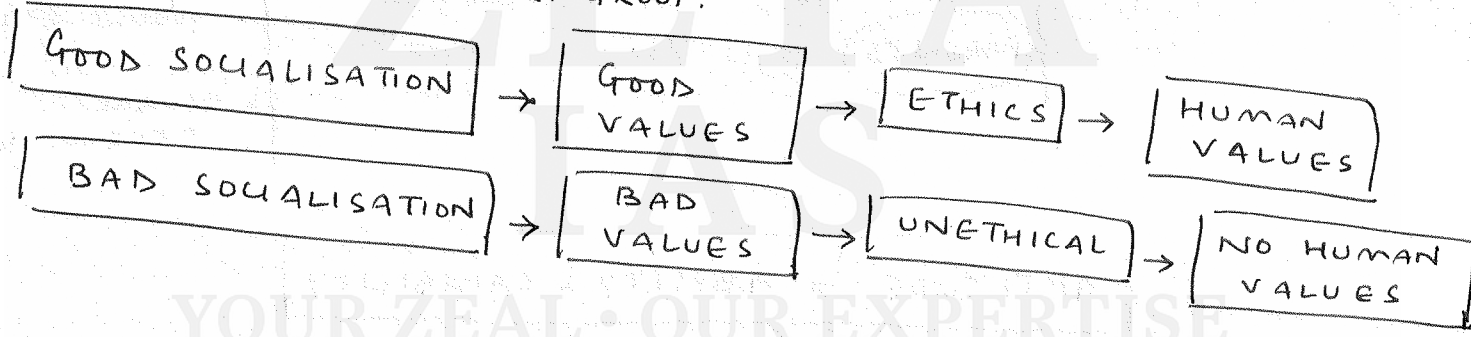
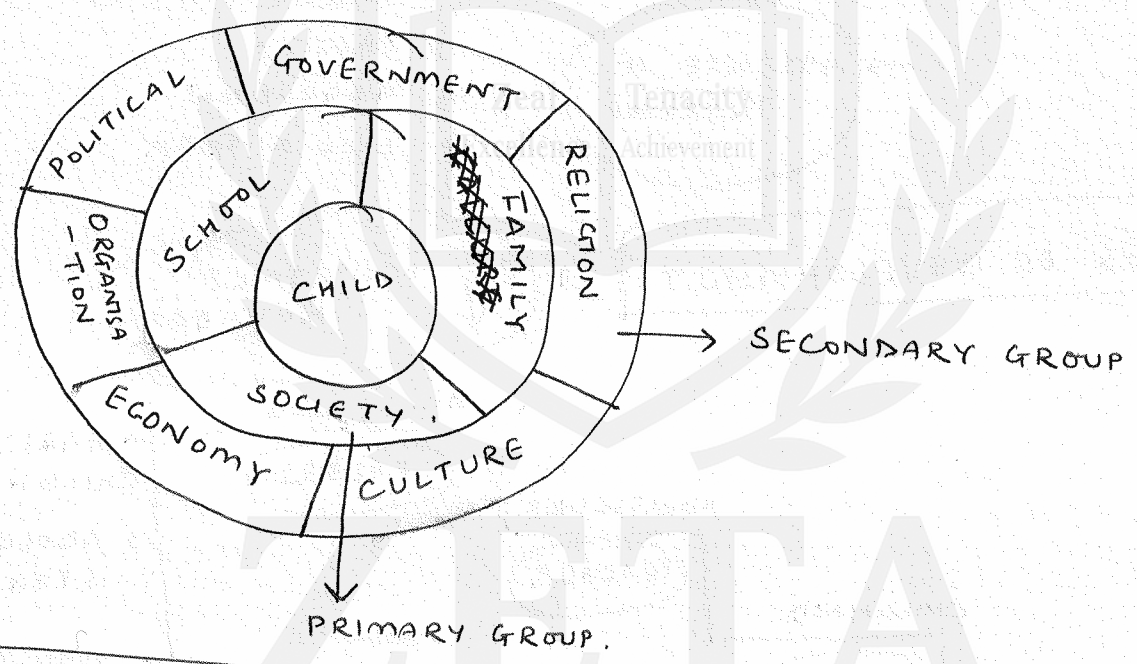
INFORMAL

- ↳ FAMILY
- ↳ FRIENDS
- ↳ GROUP



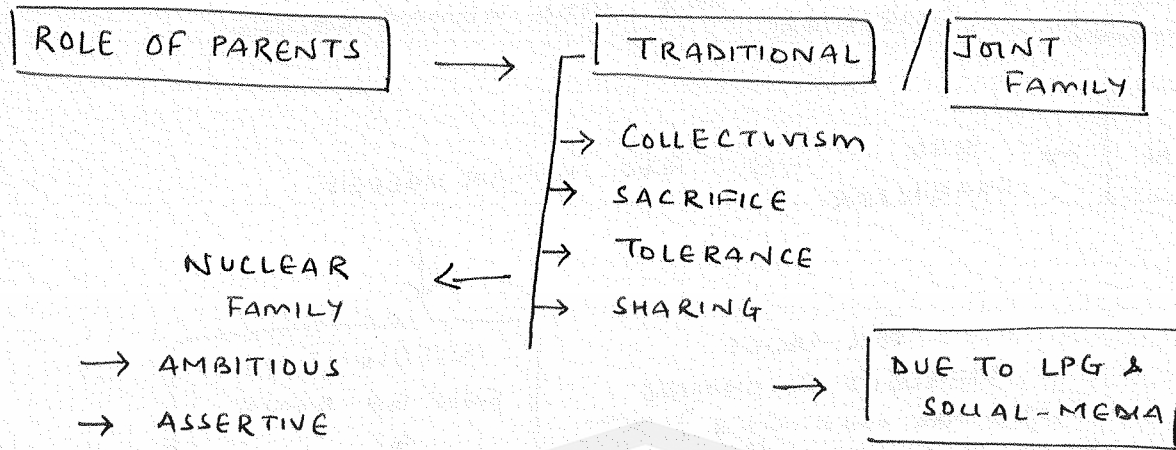
FOR ADULT
DIFFICULT TO CHANGE
(People are more rigid) ←
Unable → to learn - re-learn - unlearn

INTERVENTION
CAN BE DONE
AT
CHILDHOOD LEVEL



YOUR ZEAL • OUR EXPERTISE

PRIMARY GROUP SOCIALIZATION

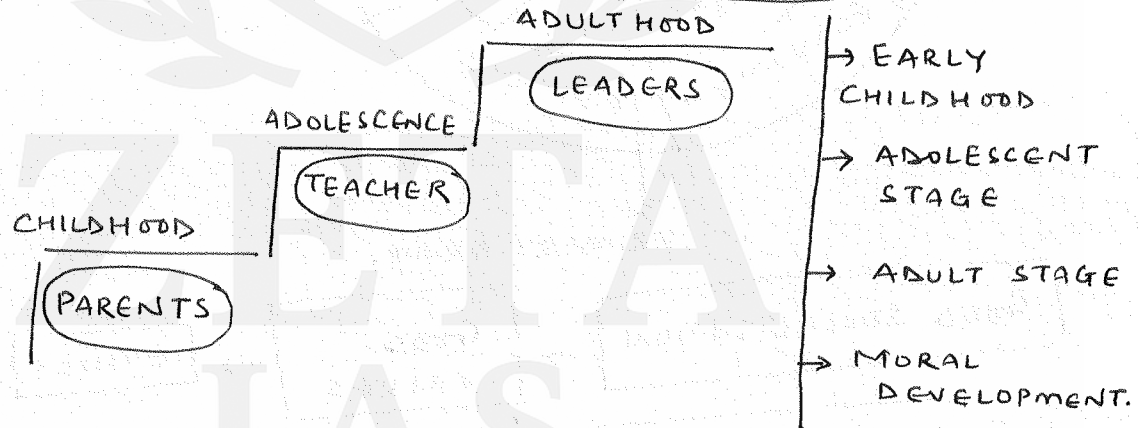


→ ABSENCE OF TOLERANCE

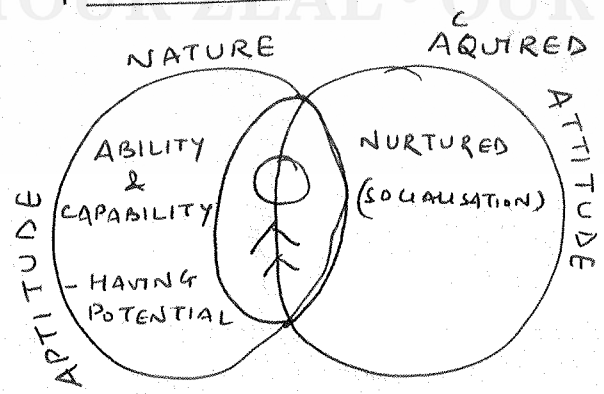
- GREEDY
- SCREEN ADDICTION
- OBESITY
- AGGRESSION
- LACK OF SLEEP

STAGES OF DEVELOPMENT

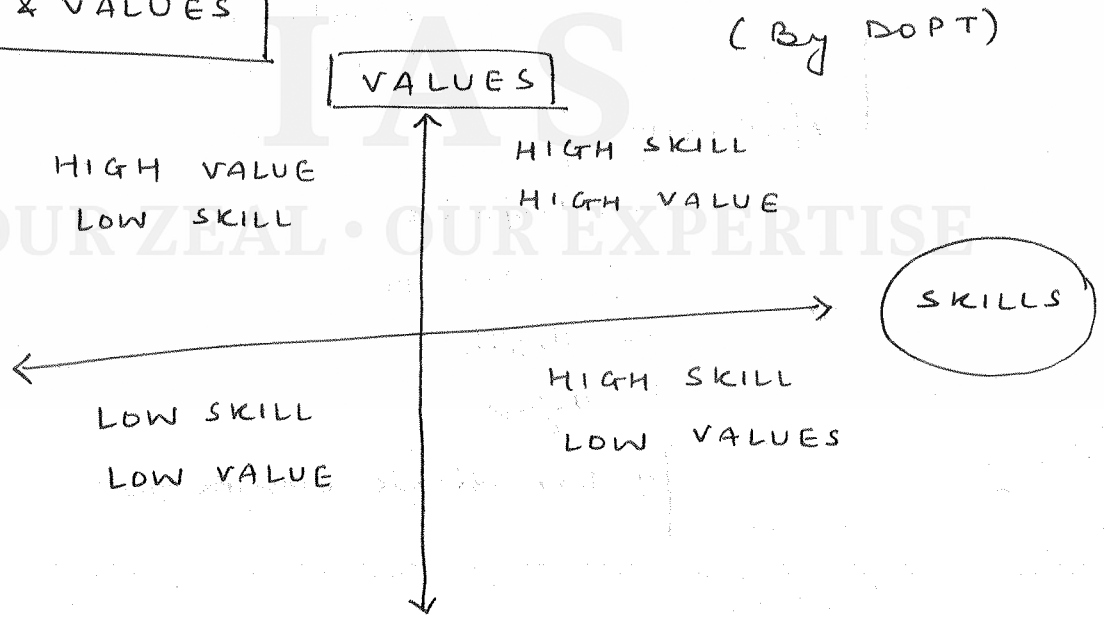
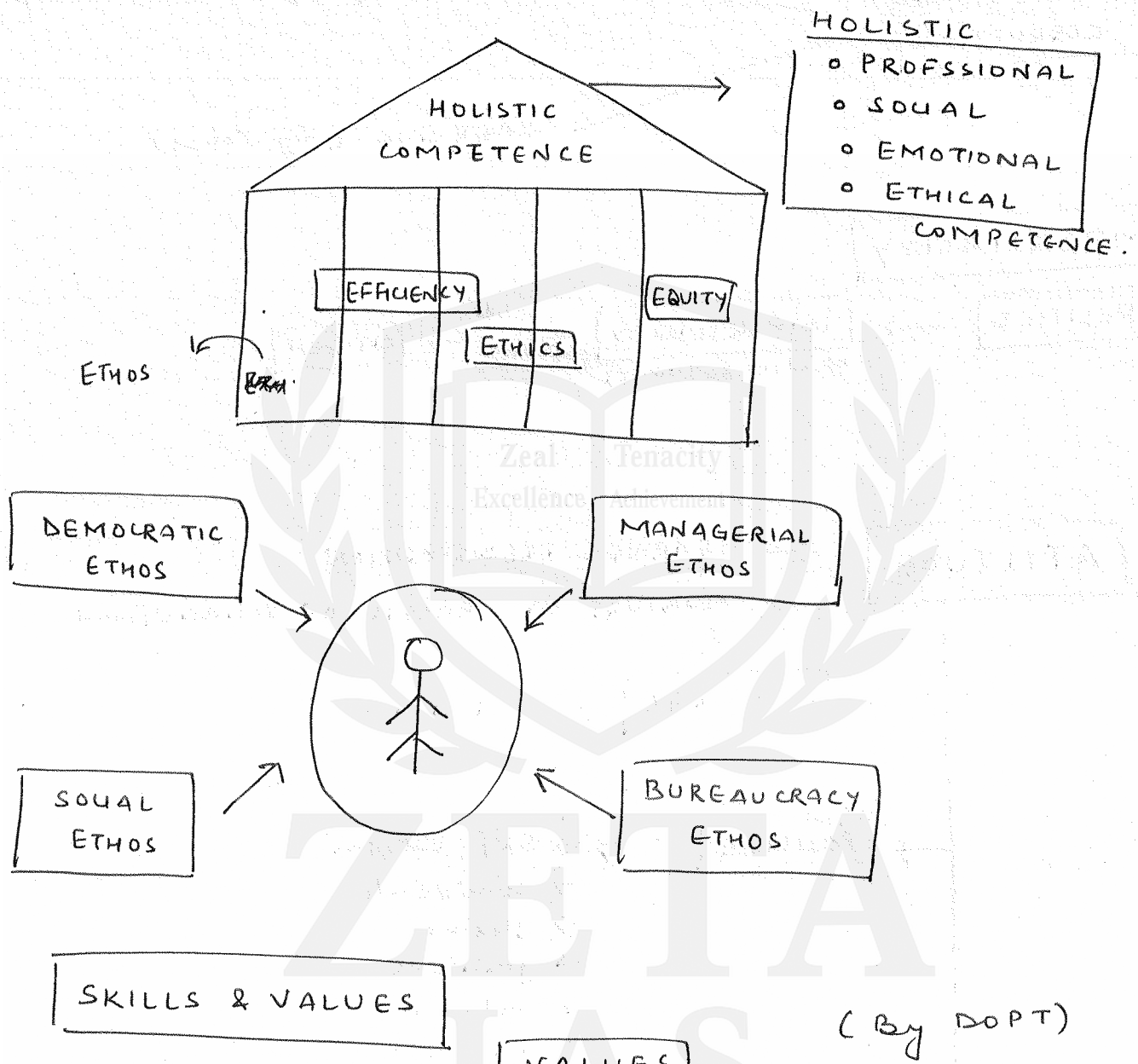
By LAWRENCE KOHLBERG



APTITUDE → ABILITY & CAPABILITY



HOLISTIC COMPETENCE - (By DOPT)



INSTITUTIONAL CORRUPTION

INSTITUTIONAL CORRUPTION

COLLUSIVE (Mutual Corruption)

COERCIVE (By Police)

IMPARTIALITY

POLITICS

IMPARTIALITY
OF CIVIL SERVANTS

CITIZEN

ATTITUDE

— LEARNED PREDISPOSITION

— NURTURE BY PROCESS OF SOCIALIZATION

→ NEUTRAL → NO REACTION

→ POSITIVE →

- self-esteem
- considerate
- flexible
- gratitude
- rational
- Impartial

→ NEGATIVE

- Prejudice
- stereotype
- Hostile
- unjust
- Lax attitude (chalta hai)

NEGATIVE

~~POSITIVE~~

- ELITE ORIENTATION
- MAI BAAP ATTITUDE
- INDY TOWER ATTITUDE
- CORRUPTION
- BABU CULTURE
- NETA-BABU-LALA ATTITUDE

POSITIVE

~~NEGATIVE~~

- CITIZEN FRIENDLY
- FLEXIBLE
- SENSE OF FORGIVENESS
- RATIONAL
- TOLERANT
- RESPONSIBLE

ATTITUDE

NEXUS



CRIMINALIZATION OF POLITICS

ATTITUDE



BEHAVIOUR

GOOD

BAD

REWARDED

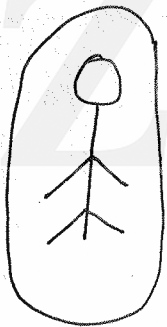
PUNISHMENT

+ve attitude

-ve attitude

SOCIAL OBSERVATION

- FAMILY
- FRIENDS
- NEWS-PAPER
- TV MEDIA
- SOCIAL MEDIA
- REEL CULTURE
- DISCOUNT CULTURE



ATTITUDE

RIGHT ENVIRONMENT

BAD ENVIRONMENT

RIGHT ATTITUDE

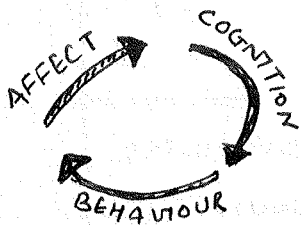
BAD ATTITUDE

CONTENT OF ATTITUDE

AFFECT

BEHAVIOUR

COGNITION



if

AFFECT > RATIONALITY

Person is more emotional

less

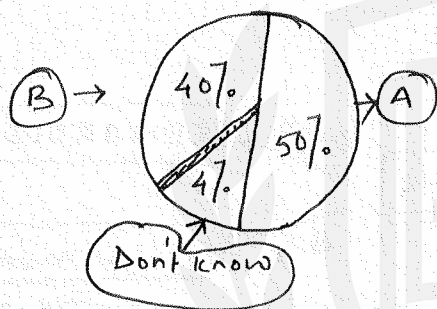
EMOTIONAL INTELLIGENCE

POLITICAL ATTITUDE

ATTITUDE OF PEOPLE TOWARDS POLITICAL OBJECT

- GOVERNMENT
- POLITICAL PARTIES
- LAW
- LEGISLATURE
- PARLIAMENT

Who will win next Election ?

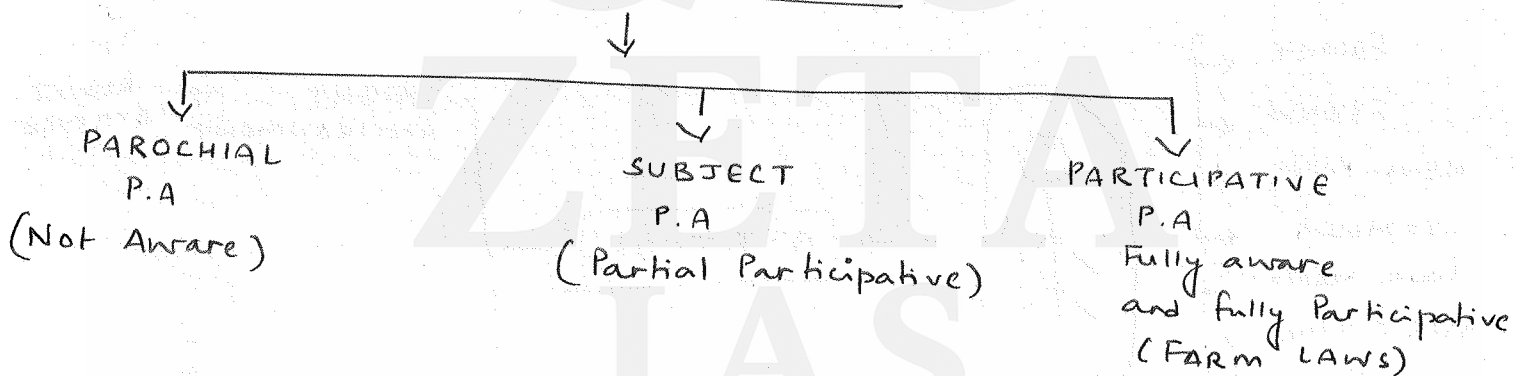


96% - Have Political Attitude

4% - don't have Political Attitude

SYDNEY VERBER AND GABRIEL ALMOND

POLITICAL ATTITUDE (P.A)



POLITICAL ATTITUDE	PAROCHIAL	SUBJECT	PARTICIPATIVE
AWARENESS	NO	PARTIAL	FULLY
ACTIVE	NOT	PARTIALLY	FULLY
EXAMPLE	TRIBAL	DEVELOPING COUNTRIES	DEVELOPED COUNTRIES

POLITICAL ATTITUDE

(+ve)

- PLURALISM
- PEACE / LOVING
- DEMOCRATIC
- HUMBLE

(-ve)

- HOSTILE
- PREJUDICE
- PAROCHIAL

- COMMUNALISM
- REGIONALISM
- CASTEISM

- FREE & FAIR ELECTION
- STRENGTHENING DEMOCRACY
- VIBRANT DEMOCRACY

ASSERTIVE ATTITUDE

COMMUNITY ORIENTATION

TRADITIONAL VALUES

↓
COLLECTIVISM

↓
SACRIFICE

↓
TOLERANT

RIOTS

CHAOS

↑
VIOLENCE

TRANSITION

→ SOCIAL FABRIC AFFECTED

ASSERTIVE ATTITUDE

GEN Z VALUES

Less

→ Tolerant

→ Individual's

→ Courageous

→ Assertive

SOCIAL INFLUENCE & PERSUASION

P

SOCIAL INFLUENCE

SOCIAL INFLUENCE

→ SOCIETY

→ ORGANIZATION

→ SPECIAL SITUATION

SOCIETY

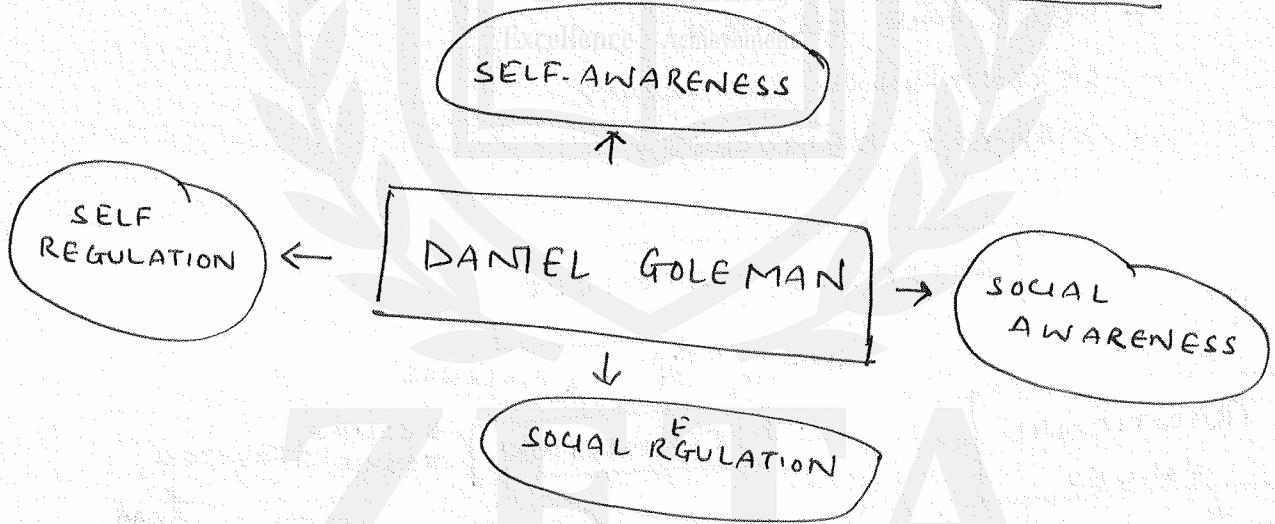
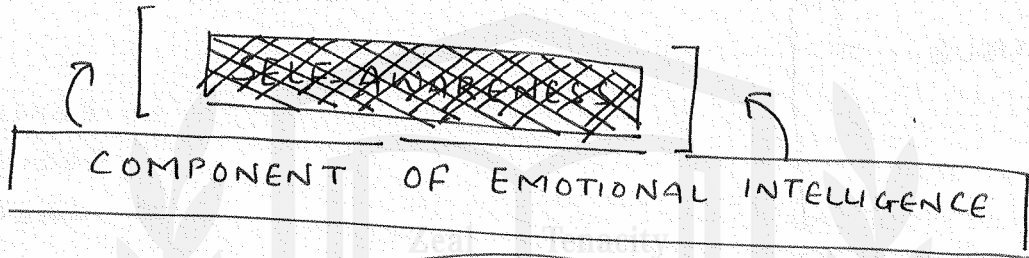
- GROUPS
- CASTE
- RELIGION

ORGANISATION

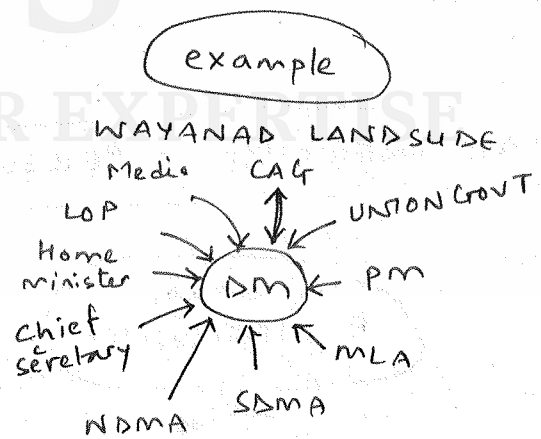
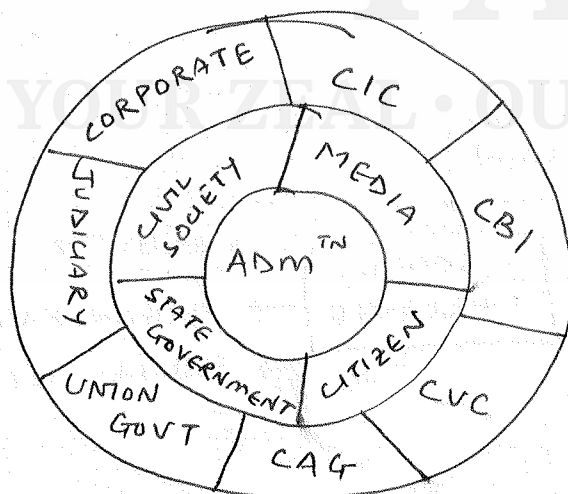
- SENSITIVE TRAINING
- MANAGEMENT GAMES
- MENTORING

SPECIAL SITUATION

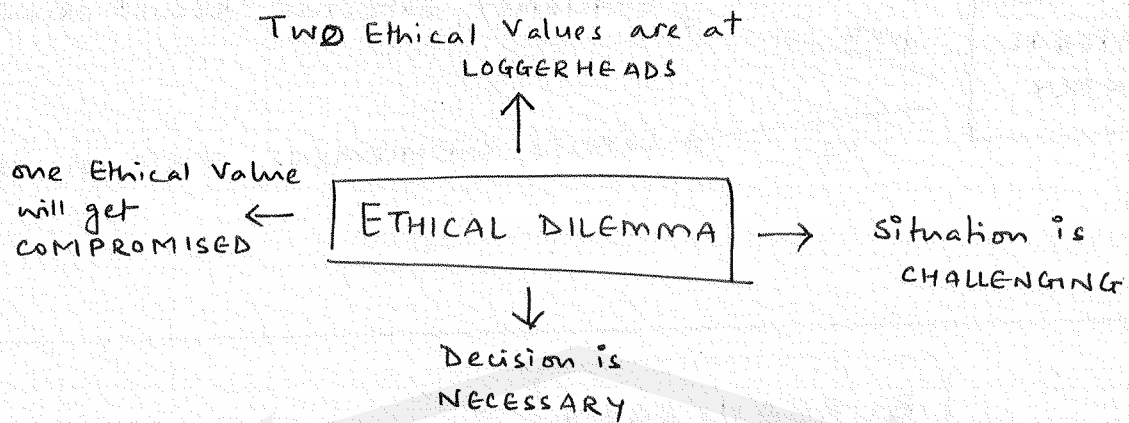
- MEDIATOR
- MESSENGERS
- INTERLOCUTOR.



PRESSURE ON ADMINISTRATION



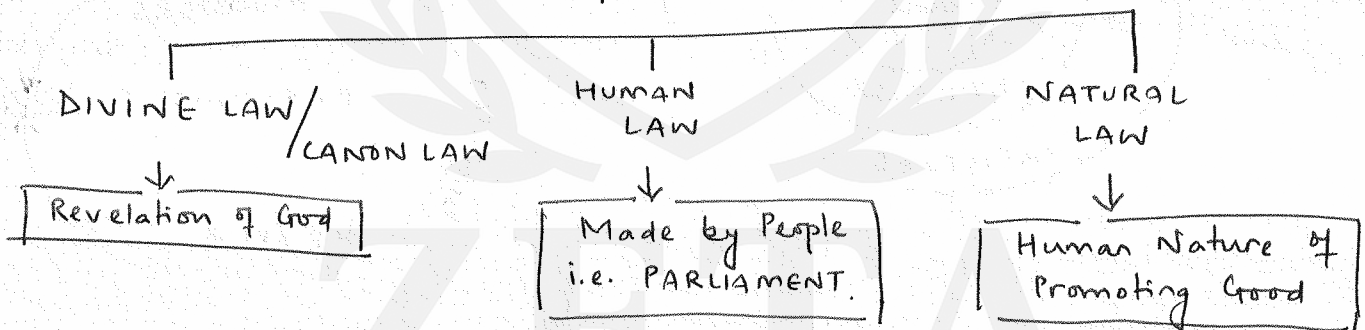
ETHICAL DILEMMA



LAW, RULES AND CONSCIENCE AS SOURCE OF GUIDANCE

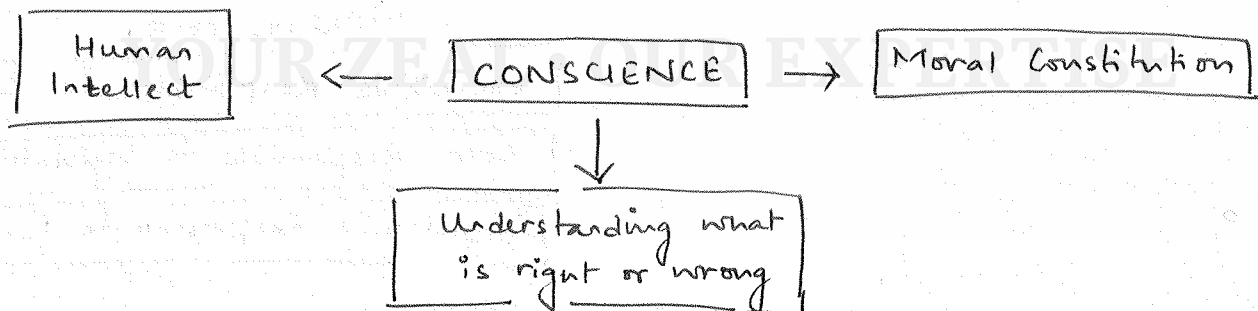
Thomas Aquinas

LAW

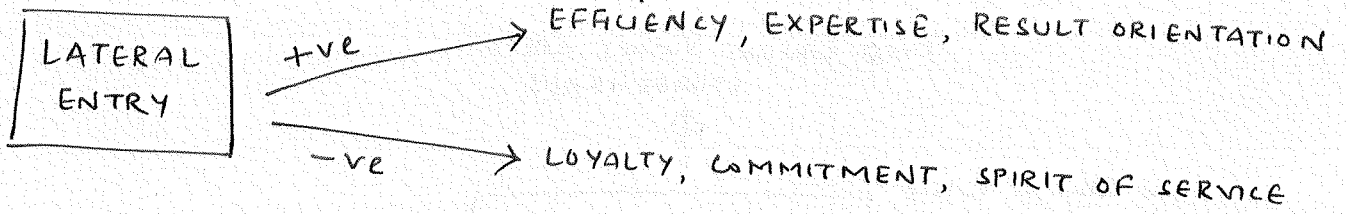


CONSCIENCE AS SOURCE OF GUIDANCE

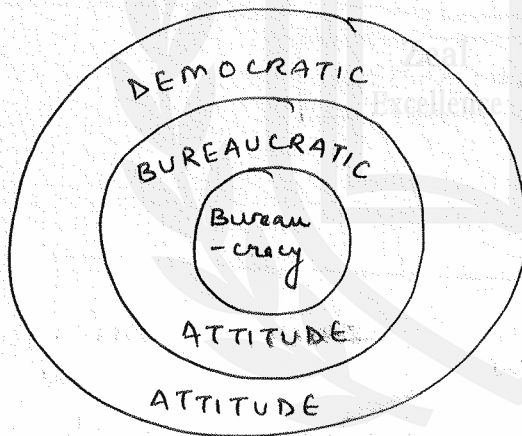
Moral Compass



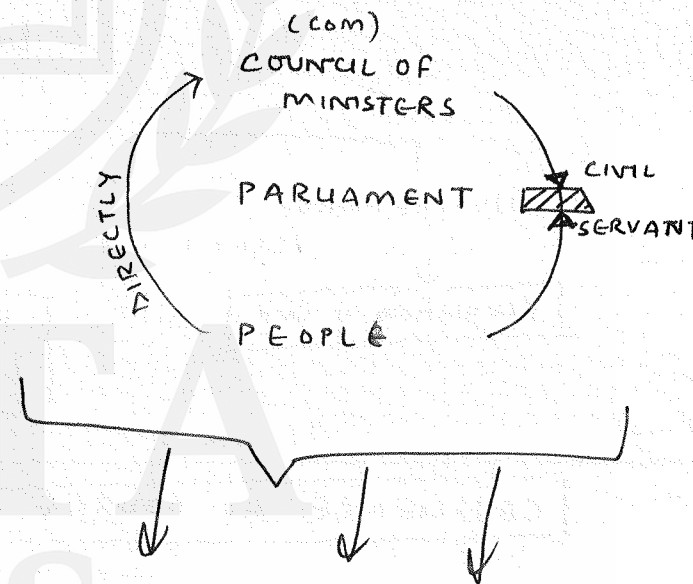
LATERAL ENTRY



BUREAUCRACY



MINISTERIAL RESPONSIBILITY
AND
CIVIL SERVICES ANONYMITY



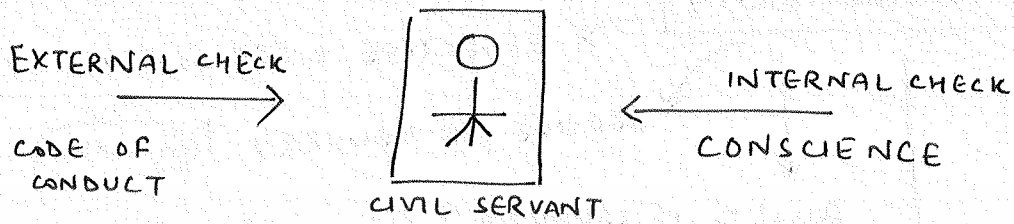
TRIPLE CHAIN OF ACCOUNTABILITY
ACCORDING TO THE
SUPREME COURT.

Executive Responsible to Com

Com Responsible to Legislature

Legislature Responsible to People

APPLICATION OF CONSCIENCE TO CIVIL SERVICES :

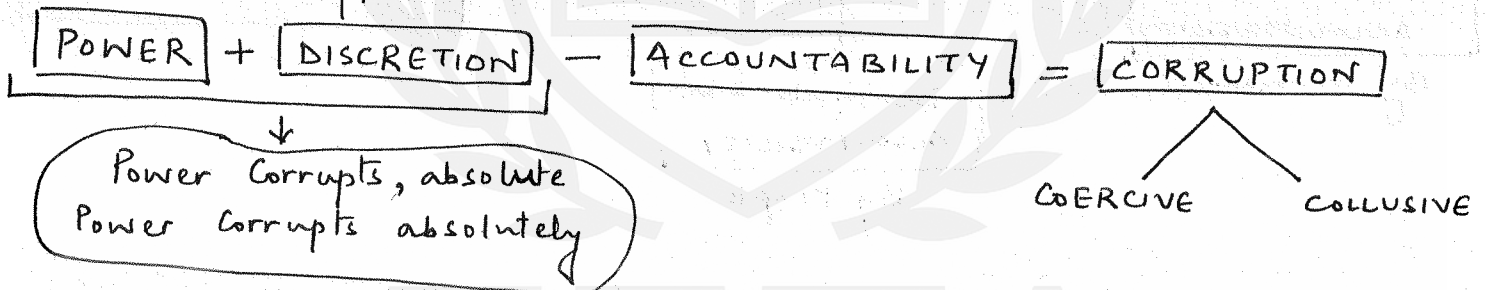


ACCOUNTABILITY

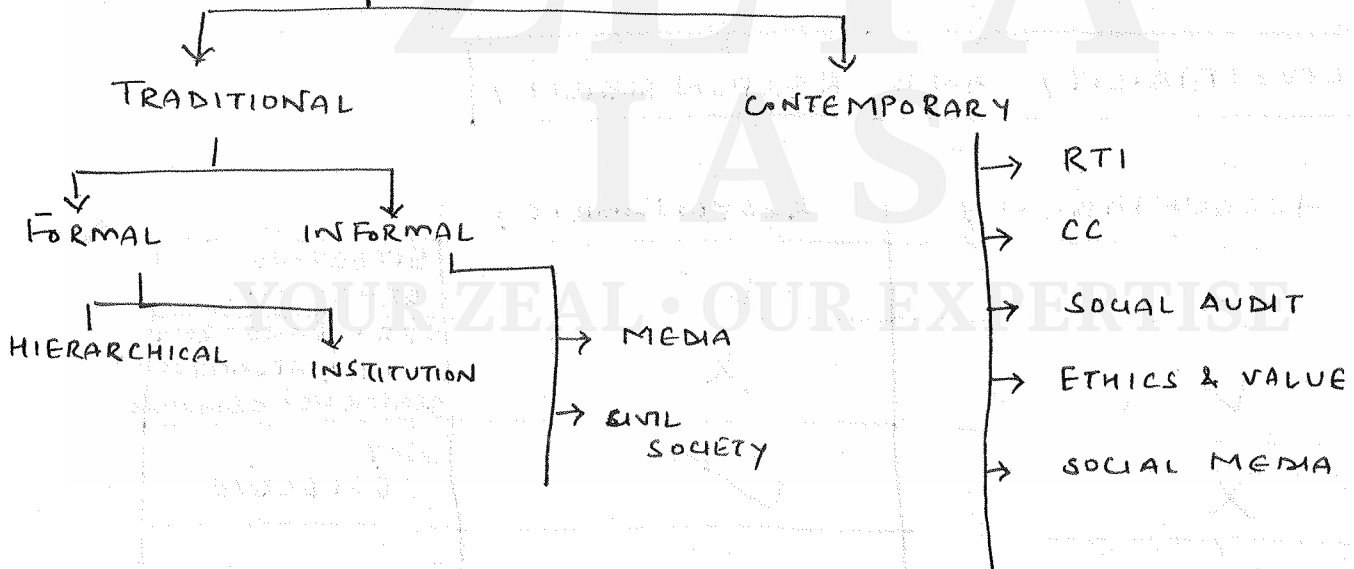
⇒ SIGNIFICANCE OF ACCOUNTABILITY

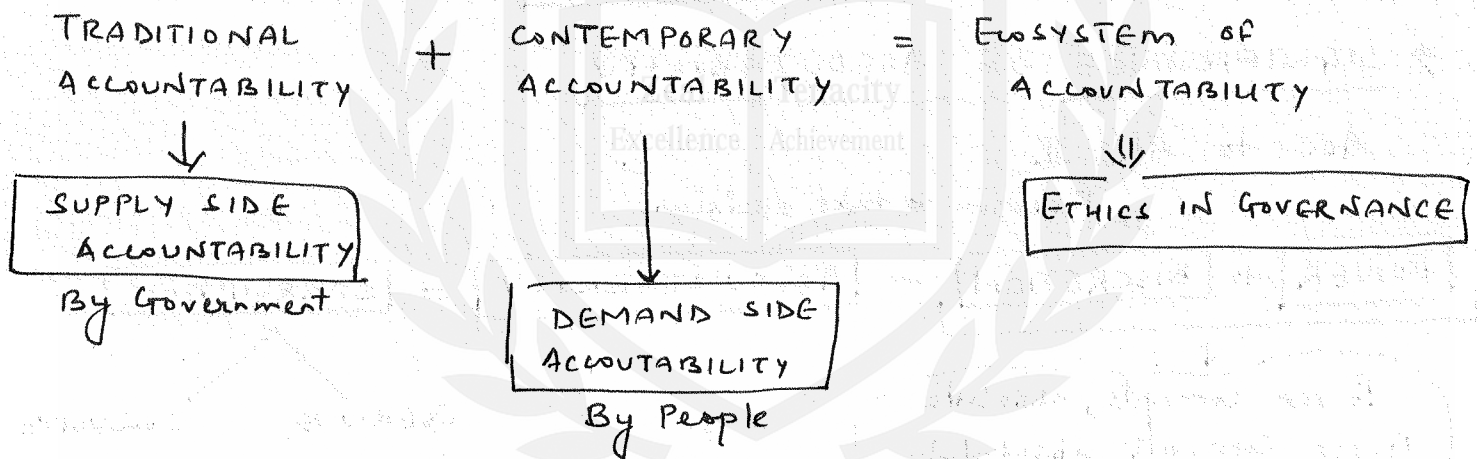
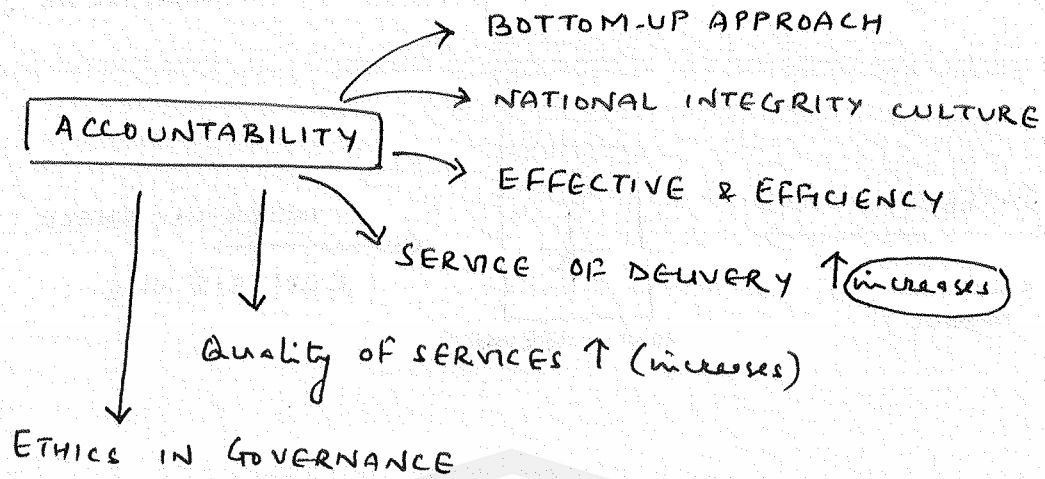
Acc. to ARC II

→ Freedom to take decision



CONTROLS





TOP-DOWN ACCOUNTABILITY → BOTTOM-DOWN ACCOUNTABILITY

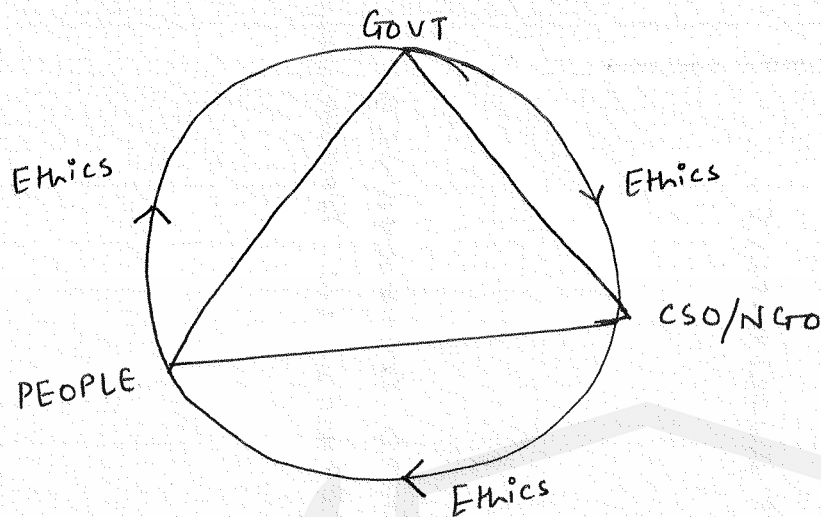
ACCOUNTABILITY AND RESPONSIBILITY

ACCOUNTABILITY	RESPONSIBILITY	
✓	✓	EFFECTIVE BEHAVIOUR
✓	X	VERY DANGEROUS HIGH HEADEDNESS ARBITRARY BEHAVIOUR
X	✓	NOT EFFECTIVE

RELATIONSHIP B/W RESPONSIBILITY & ACCOUNTABILITY :

MODIJI SAYS → GOVERNANCE IS AN ART → Transparency
 Accountability → Responsibility

ETHICS IN GOVERNANCE

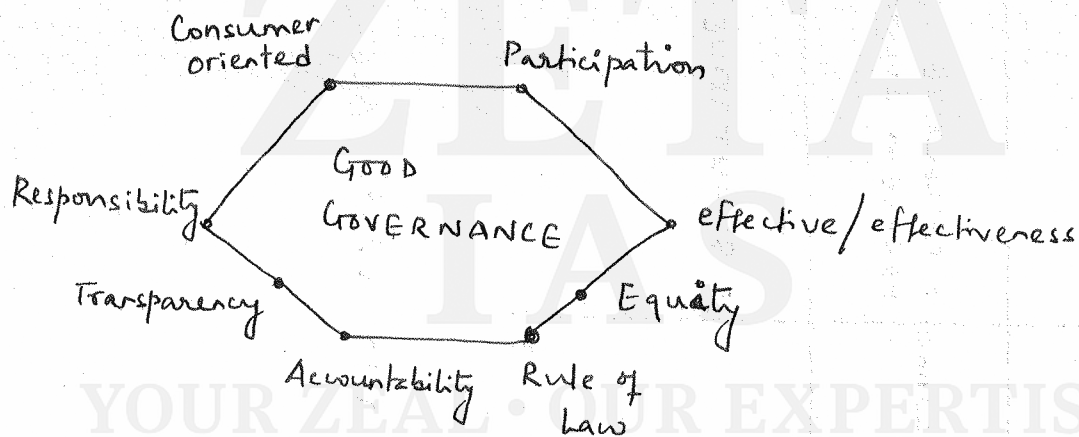


Ethics in Governance

GOOD GOVERNANCE

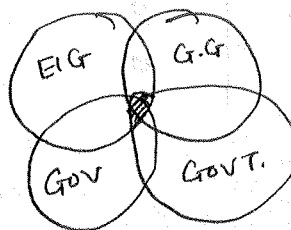
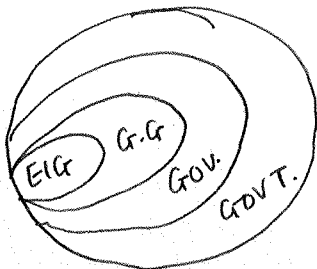
ETHICS IN GOVERNANCE $\neq$ GOOD GOVERNANCE

GOOD GOVERNANCE



GOOD GOVERNANCE = QUALITY

ETHICS IN GOVERNANCE = FAIR QUALITY



- ETHICS IN GOVERNANCE = EIG
- GOOD GOVERNANCE = G.G.
- GOVERNANCE = GOV
- GOVERNMENT = GOVT.

Govt.	Governance	Good Governance	Ethics in Governance
◦ INSTITUTION	◦ PROCESS & PHENOMENON	◦ VALUES / IDEALS	◦ ESTABLISHED STANDARDS
◦ KNOWN FOR EXECUTION OF AUTHORITY	◦ COLLECTIVE PROBLEM SOLVING	◦ QUANTITY AND SATISFACTION	◦ SONNUM BONUM (Highest Good)
◦ QUANTITATIVE	◦ QUANTITATIVE	◦ QUANTITATIVE	◦ QUALITATIVE

** PREAMBLE AND DPSPs ARE MORAL COMPASS FOR GOOD GOVERNANCE OR ETHICS IN GOVERNANCE

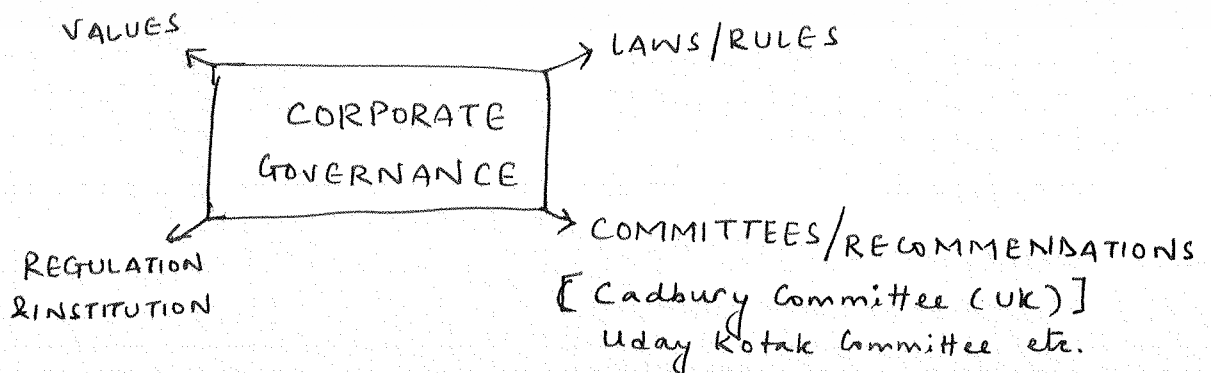
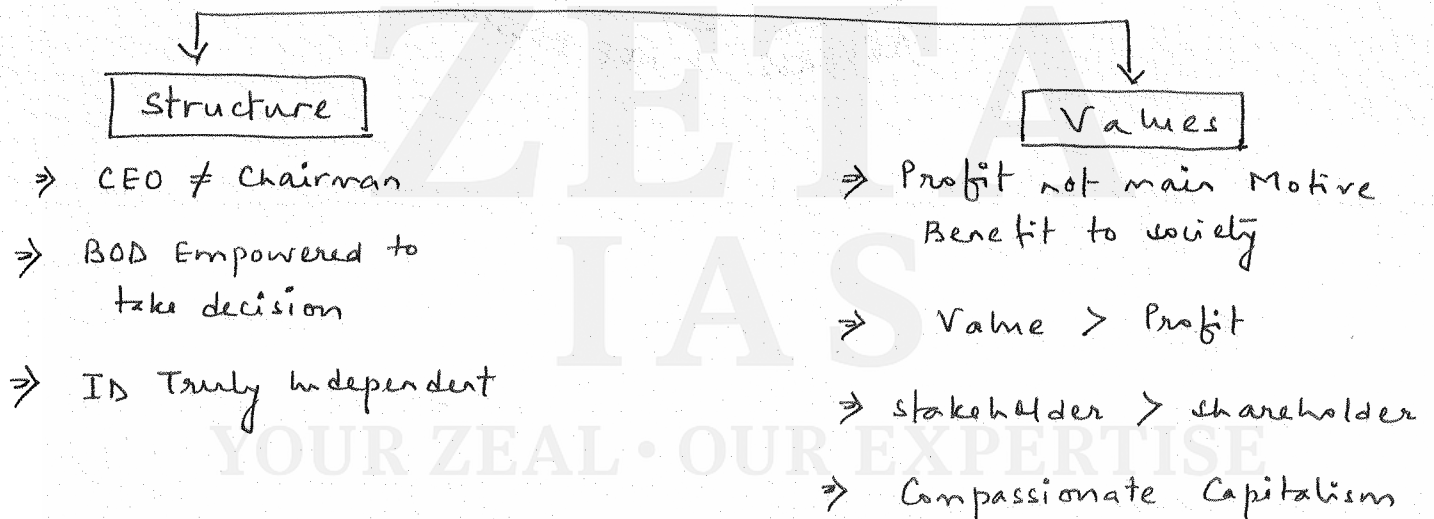
CORPORATE GOVERNANCE

CORPORATE GOVERNANCE (CG)

- Structural & Behavioural Value are well established
- Work for stakeholder Not only for Shareholder
- Exercise and Management in Corporate
- Follow established standards in Corporate business.

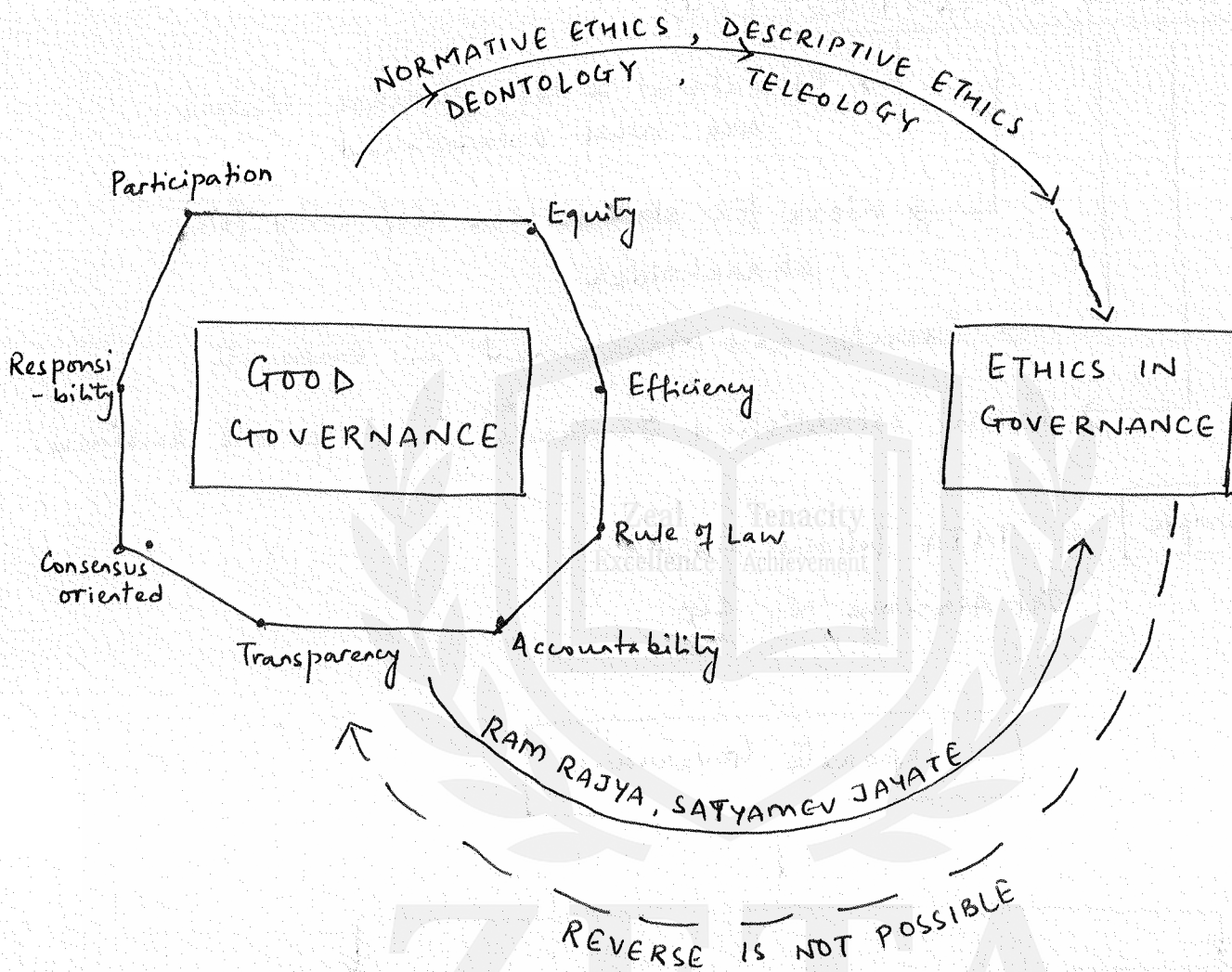
Example → TATA follow CG,
Jet Airways No CG

Corporate Governance



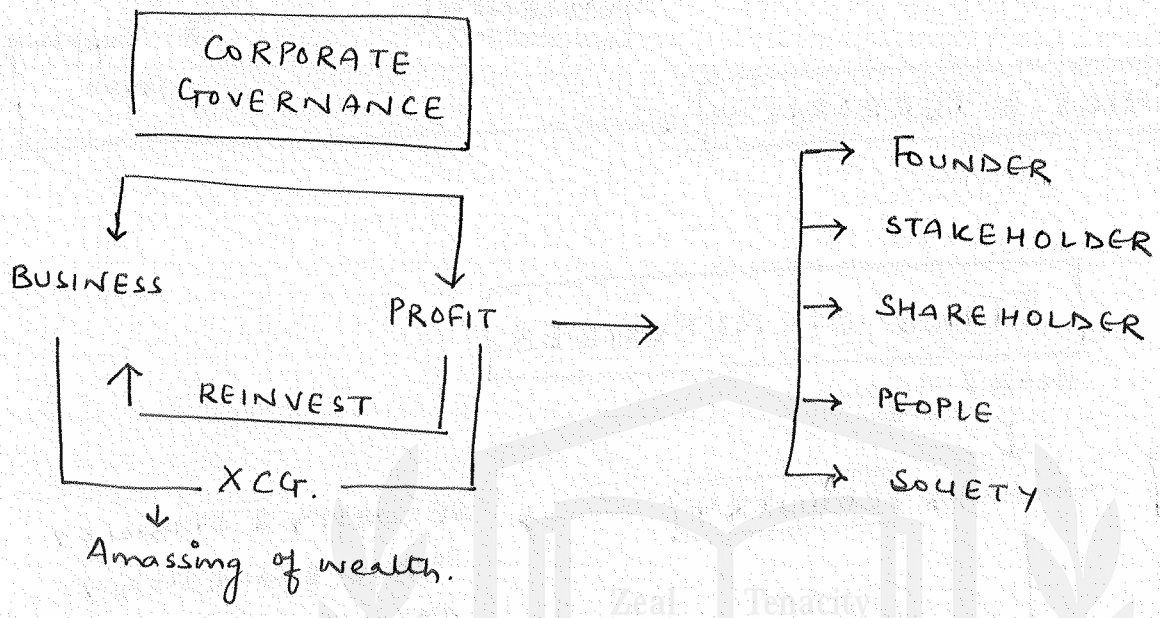
RELATIONSHIP BETWEEN GOOD GOVERNANCE AND ETHICS IN GOVERNANCE

35

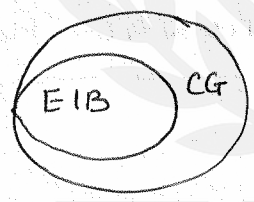


YOUR ZEAL • OUR EXPERTISE

ETHICS IN BUSINESS AND CORPORATE GOVERNANCE

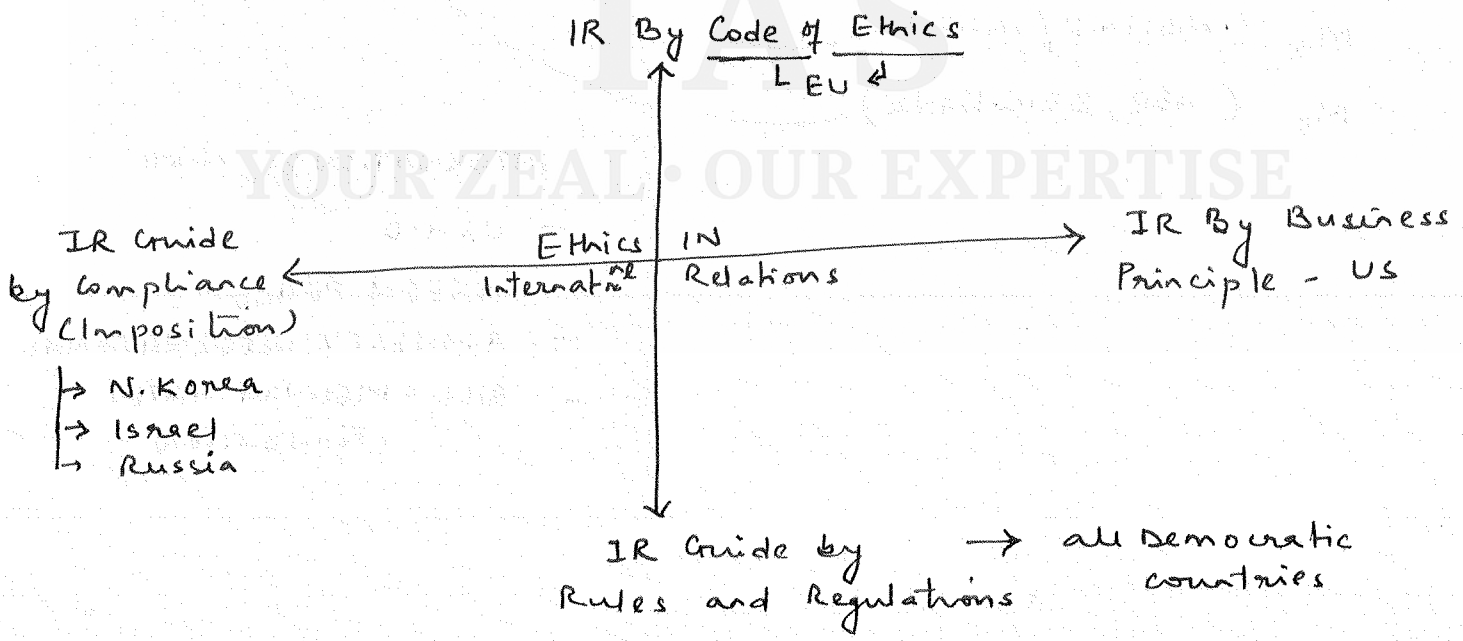


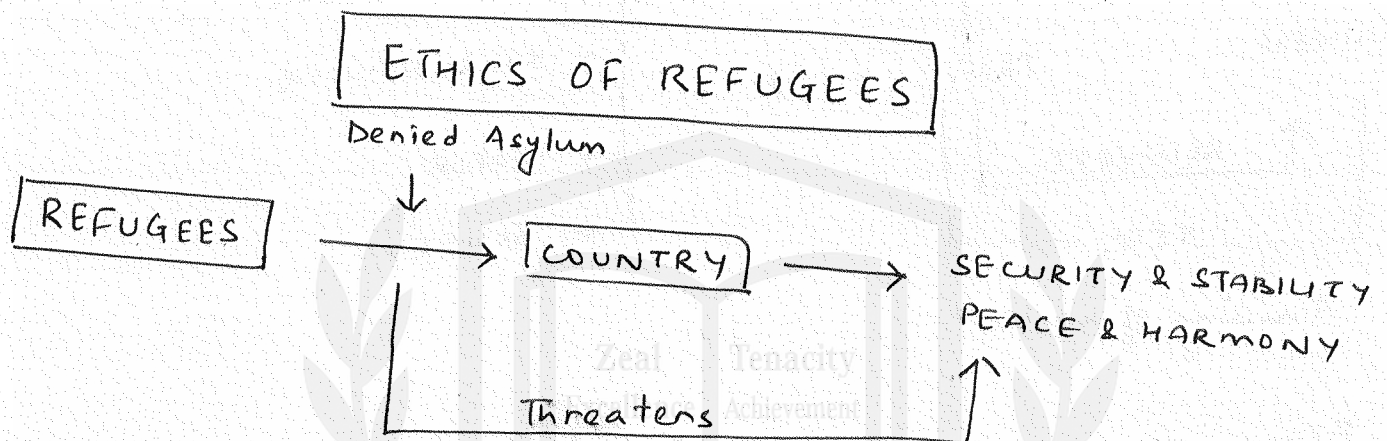
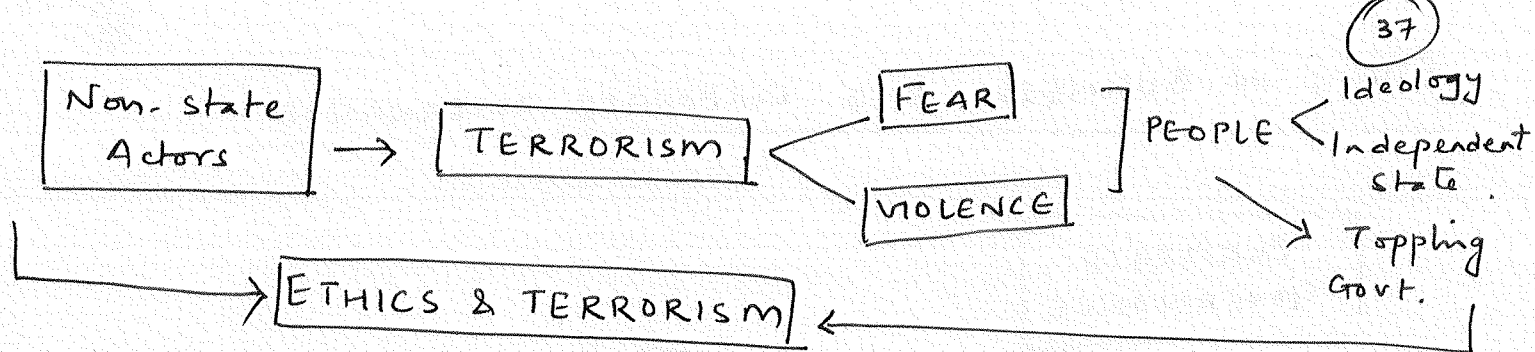
ETHICS IN BUSINESS → VALUES
CORPORATE GOVERNANCE → VALUE + STRUCTURE



ETHICS IN INTERNATIONAL RELATIONS

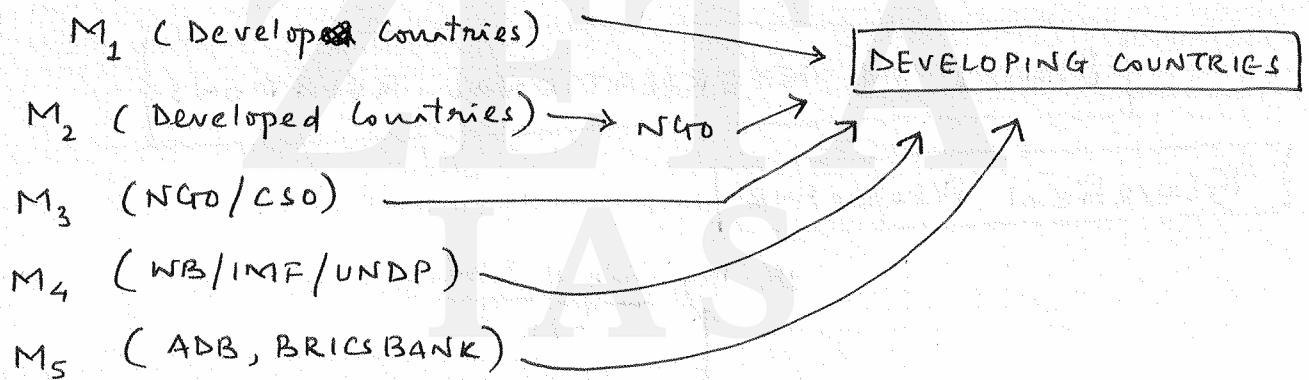
Theoretical Perspective





ETHICAL ISSUES IN INTERNATIONAL FUNDING

MODELS OF FUNDING



INTERNATIONAL NGO

- USAID
- GREEN PEACE
- AMNESTY INTERNATIONAL
- BILL & MELINDA GATES FOUNDATION

NATIONAL INTEREST AND ETHICS IN IR

1) $NI > EIR$

Like Nuclear weapon

India - NI

Japan - X NI

No EIR

2) $EIR > NI$

Refugee Crisis — India not signatory to UNHCR

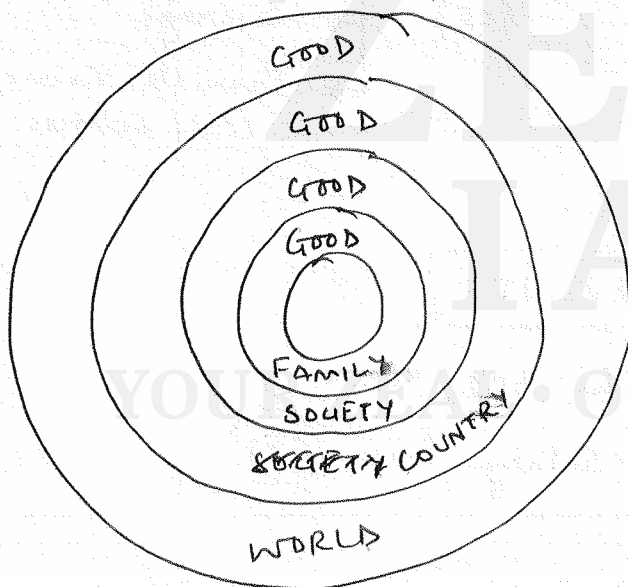
— US & EU Are.

3) $EIR = NI$

When NI itself promote EIR

Like peace and harmony — Human Values should be Compatible.

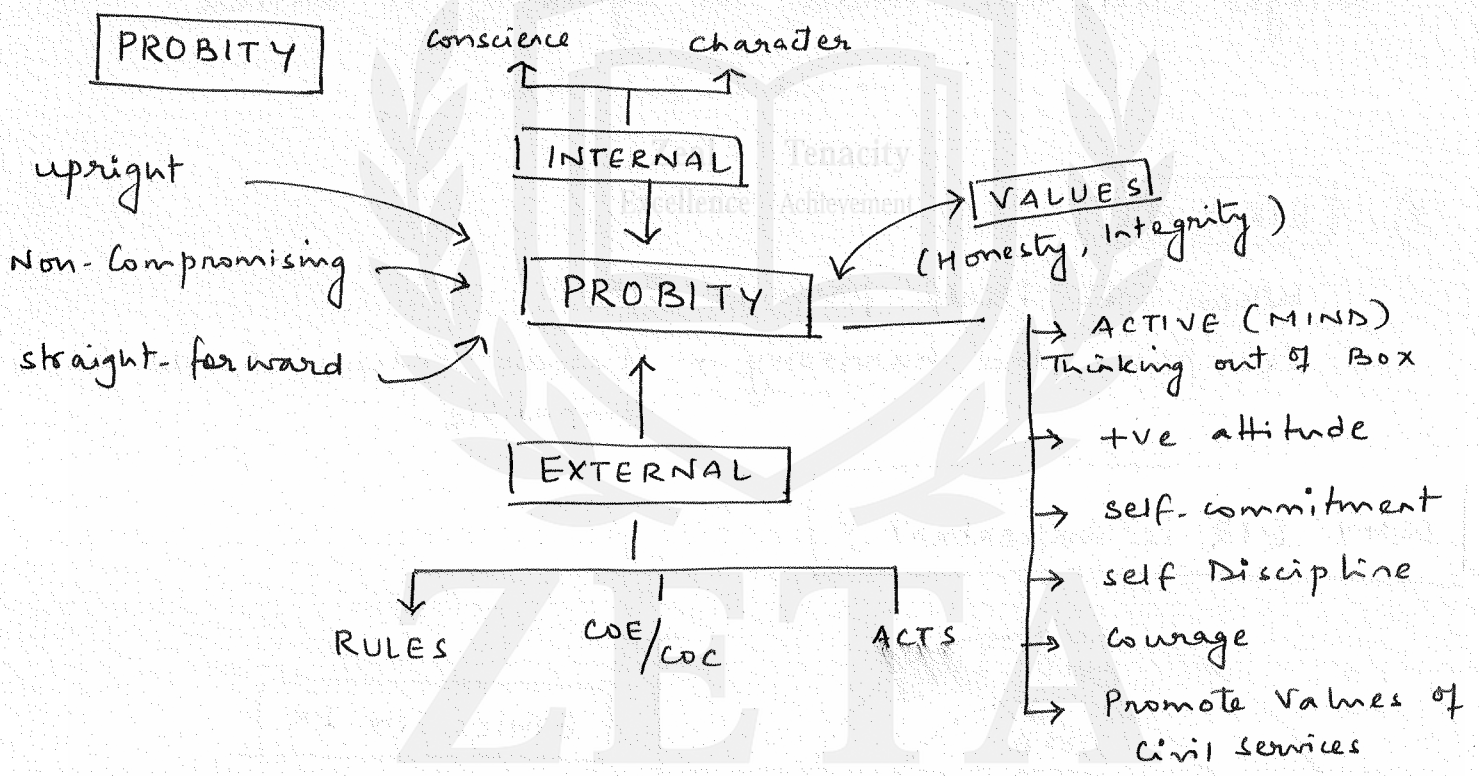
WHY EIR is important?



ETHICS IN IR

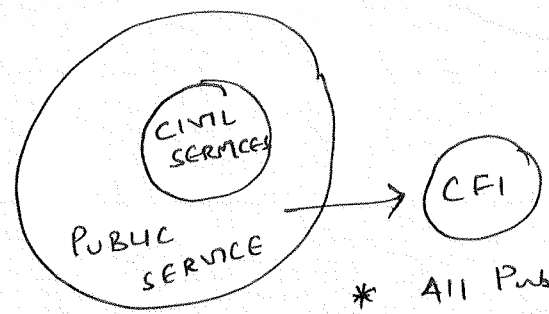
PROBITY IN GOVERNANCE

- PROBITY
- CONCEPT OF PUBLIC SERVICE
- CODE OF CONDUCT / ETHICS
- RTI / CITIZEN CHARTER / WORK-CULTURE / QUALITY OF SERVICE
- PUBLIC FUND UTILIZATION
- CORRUPTION



CIVIL SERVANTS & PUBLIC SERVANTS

- CIVIL SERVANTS → Define in 309-312
- PUBLIC SERVANTS → Derive Salary from (CFI)



* All Public servants ≠ Civil servant
BUT
All Civil servants = Public servant

CODE OF CONDUCT AND CODE OF ETHICS

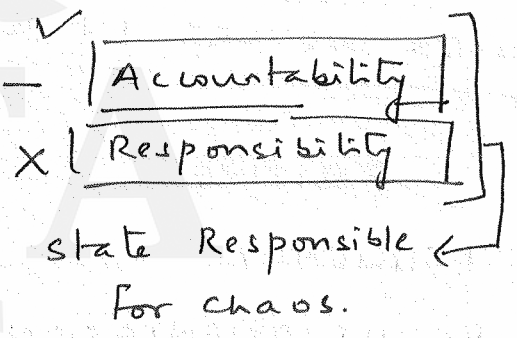
COC

- Legal side
- Enforceable
- Don't
- Legal Punishment
- Legal sanction
- Accountability
- External
- Legal Quality of Decision Making

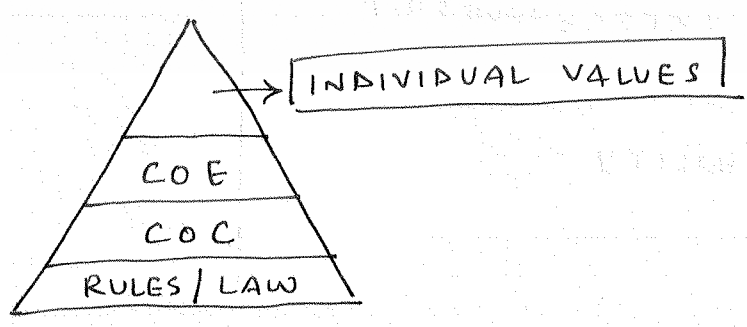
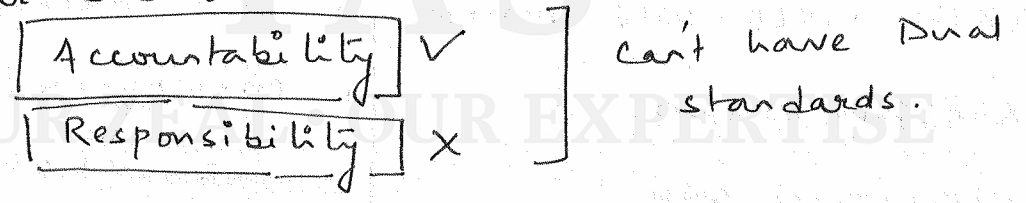
COE

- Moral side
- Desirable
- Do's
- Moral Conscience Punish⁺
- Moral sanction
- Accountability + Responsibility
- Internal
- Ethical Quality of DM. (Decision making)

example - Manipur Violence



◦ Badlapur Case :



WORK - CULTURE IN INDIAN BUREAUCRACY

POSITIVE

- SERVICE MOTIVE
- UNIFORMITY
- ACCOUNTABILITY
- IMPARTIALITY
- MERIT / CONTINUITY IN SERVICE
- LOYALTY

NEGATIVE

- ELITE (Mai-Bani / Ruling class Mindset)
- RED-TAPISM
- IVORY TOWER APPROACH
- Chalta hai Attitude
- NEXUS / CORRUPTION
- FORMAL BEHAVIOUR

WORK - CULTURE IN BUSINESS SECTOR

POSITIVE

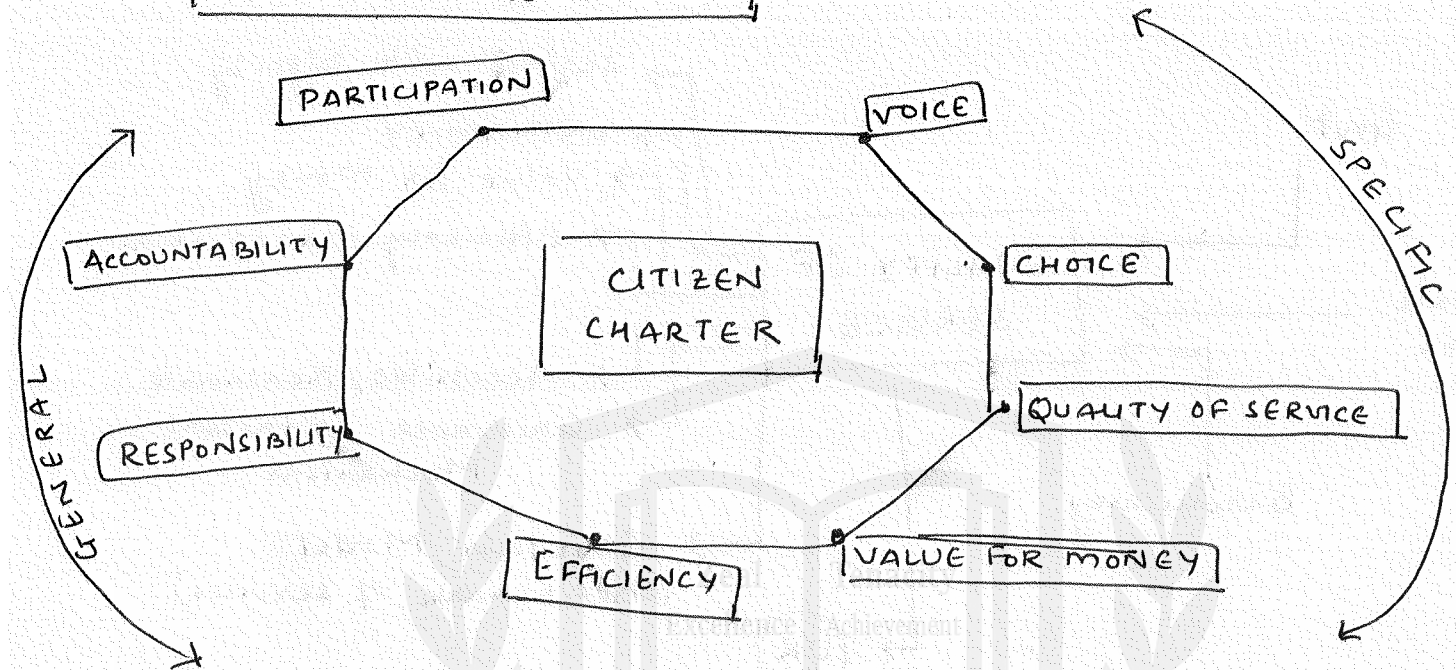
- EFFICIENCY
- RESULT ORIENTATION
- PERFORMANCE ORIENTATION
- PROFESSIONALISM
- INNOVATION AND ENTREPRENEURSHIP
- FLEXIBILITY

NEGATIVE

- PROFIT
- CRONY CAPITALISM
- SELF-ORIENTED
- MONOPOLY
- CORRUPTION

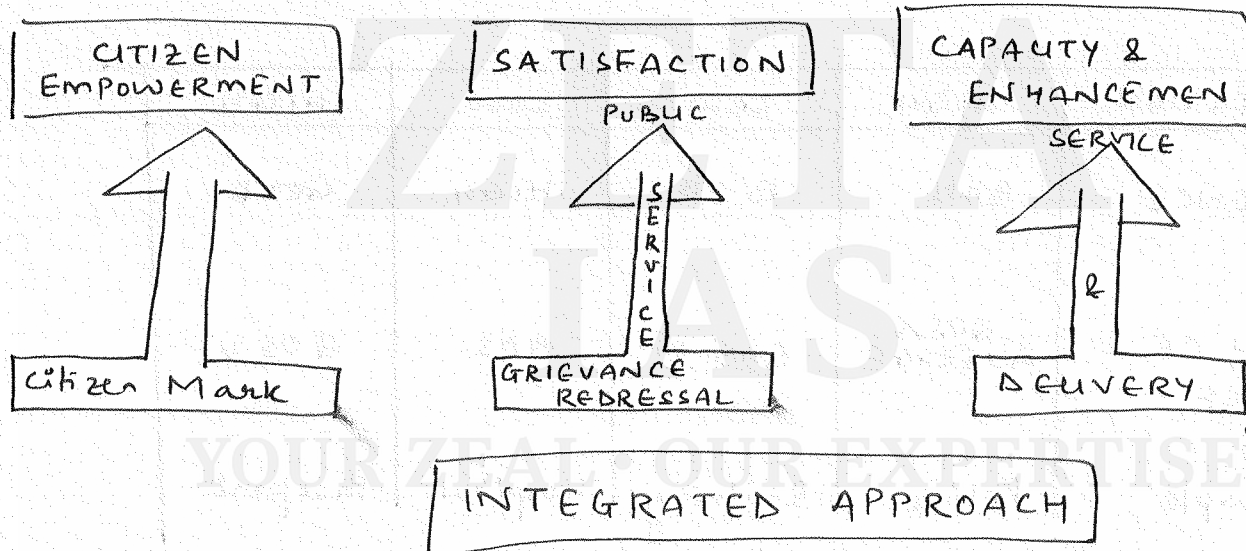
CITIZEN CHARTER

CORE FEATURE OF CC



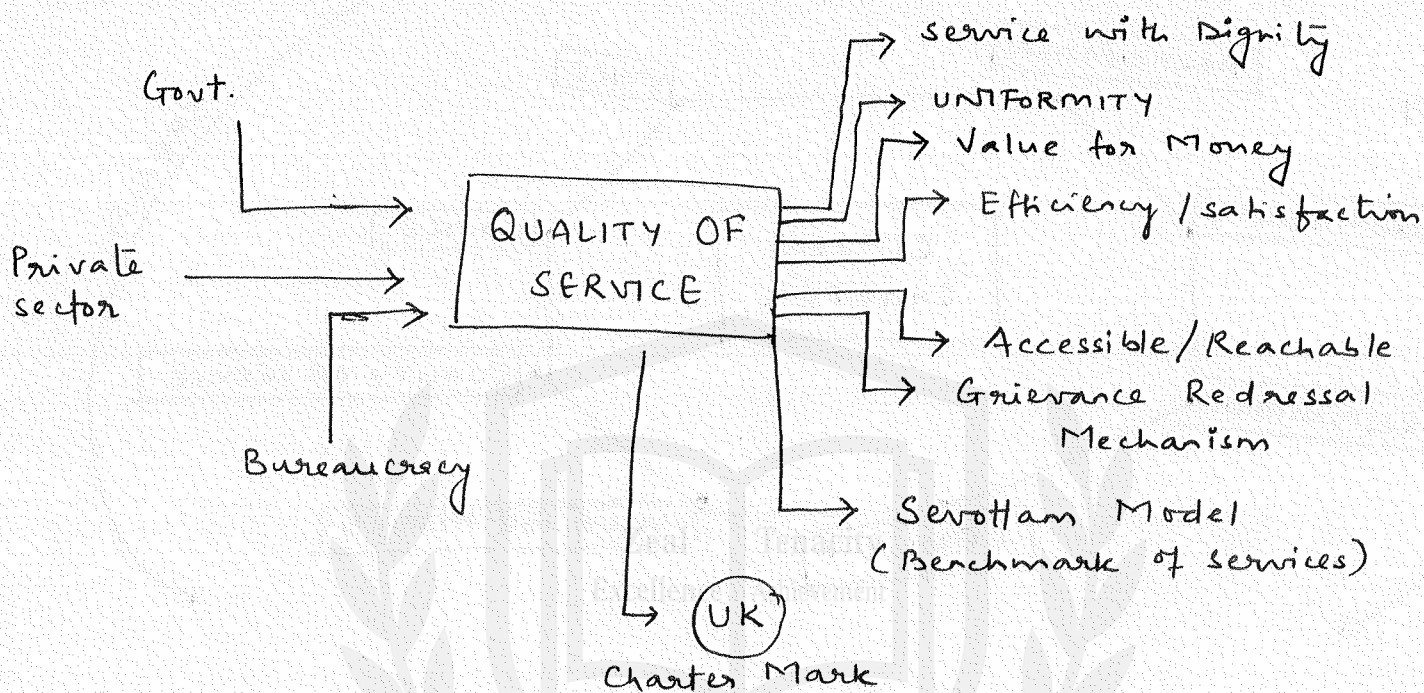
IMPROVEMENT IN QUALITY OF SERVICE

Sevottam Model



QUALITY OF SERVICE

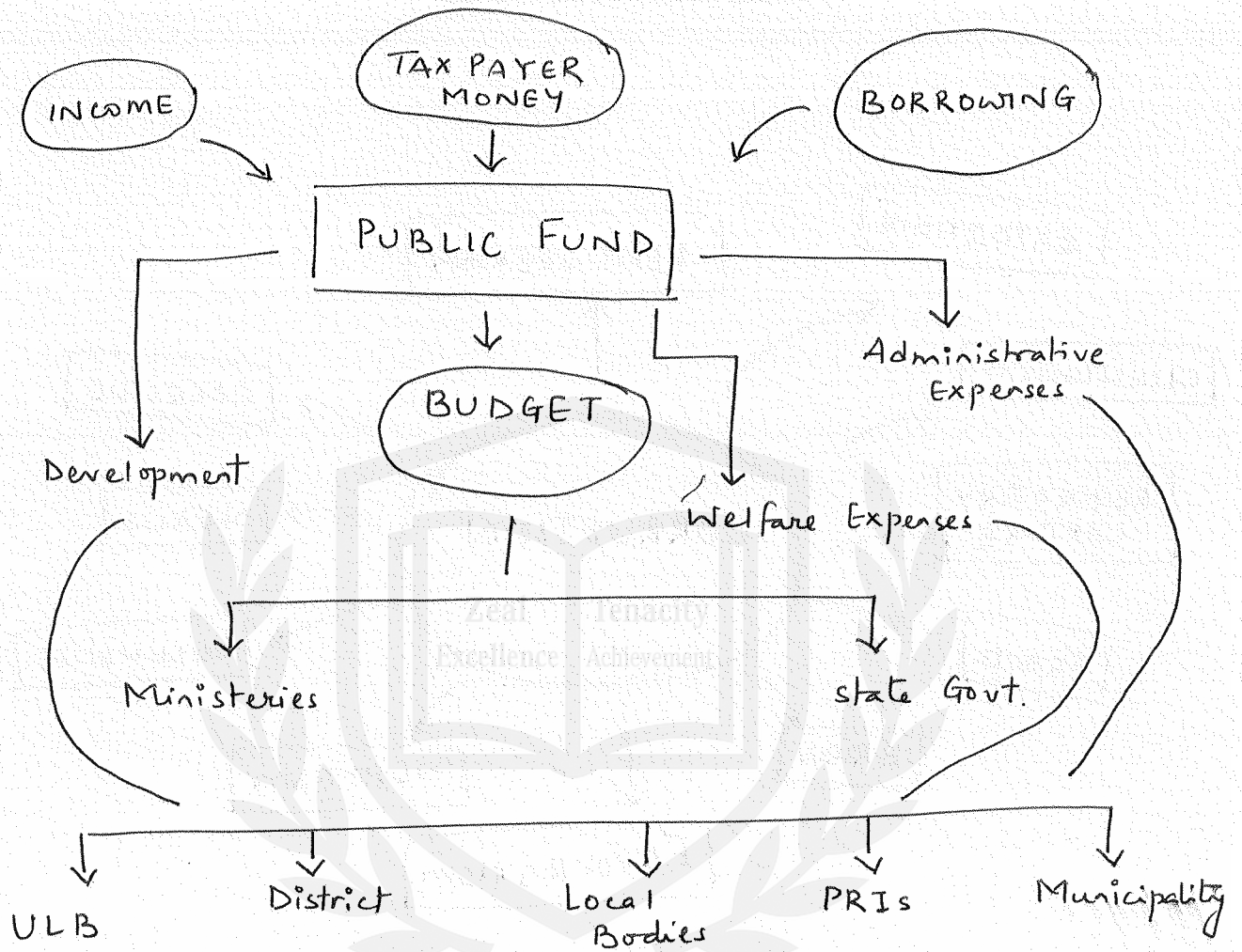
Civil servant's essential tool to provide services



RELATIONSHIP BETWEEN EXPECTATION AND EXPERIENCE

EXPECTATION	HIGH	LOW	LOW	HIGH
EXPERIENCE	BAD	BAD	HIGH	GOOD
QUALITY OF SERVICE (QOS)	QOS X AVERAGE	QOS X	QOS	QOS V
example	Police	Railway	Hospital	Passport

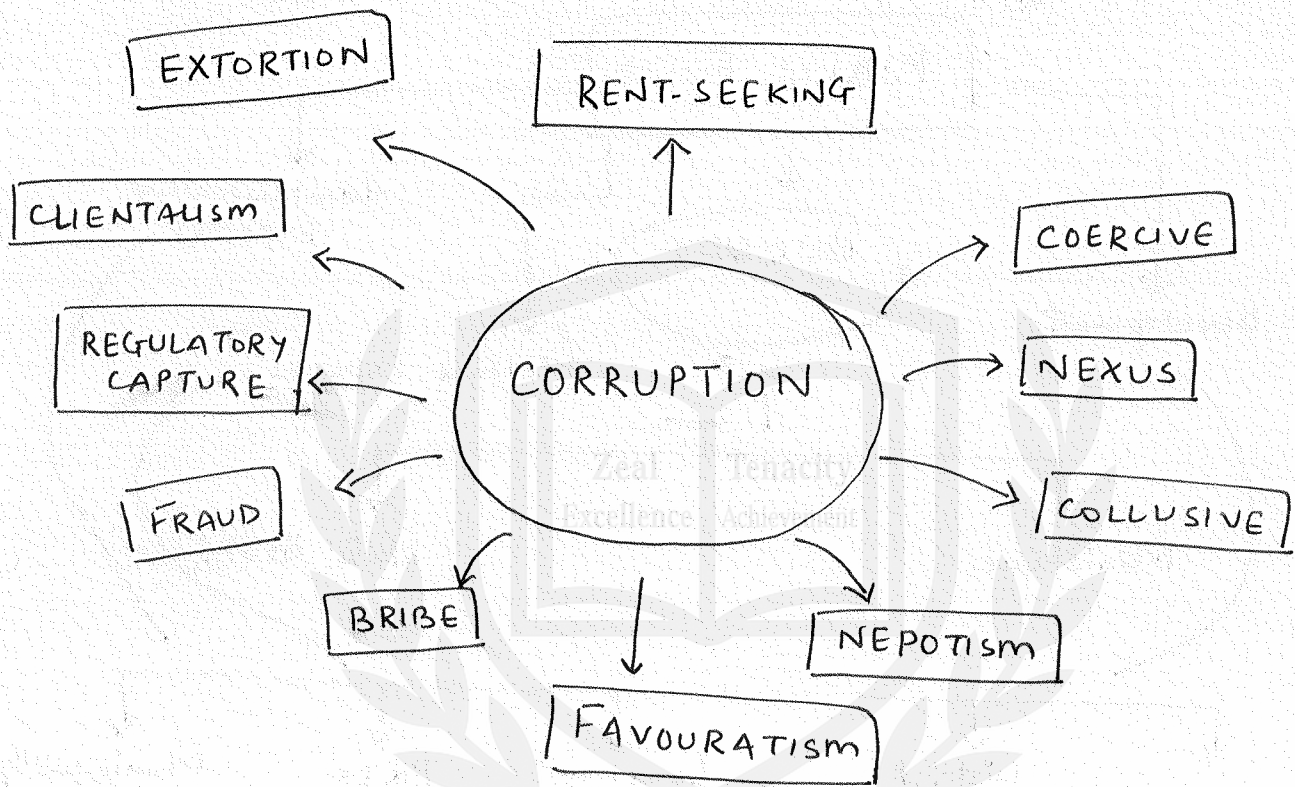
PUBLIC FUND AND UTILIZATION



PUBLIC FUND

- CFI
- Contingency
- Public a/c
- PM Relief
- Disaster Management
- Mitigation Fund
- state Govt.

CORRUPTION



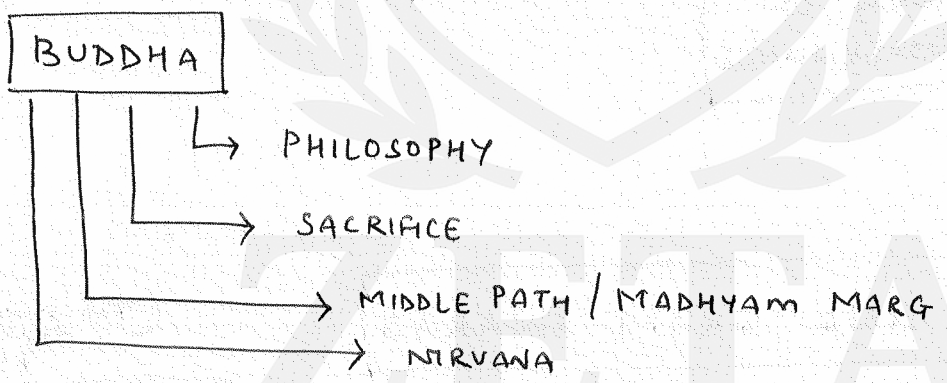
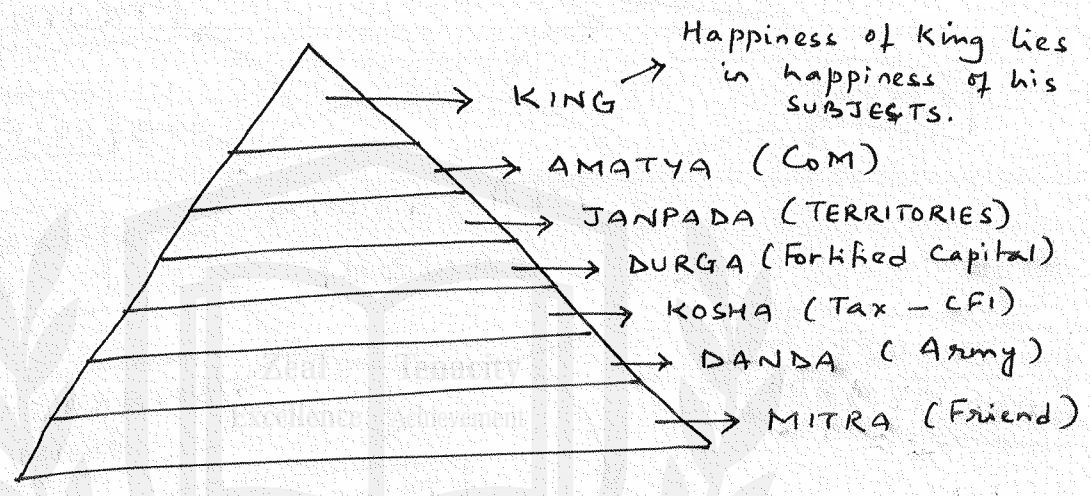
ZETA
IAS

YOUR ZEAL • OUR EXPERTISE

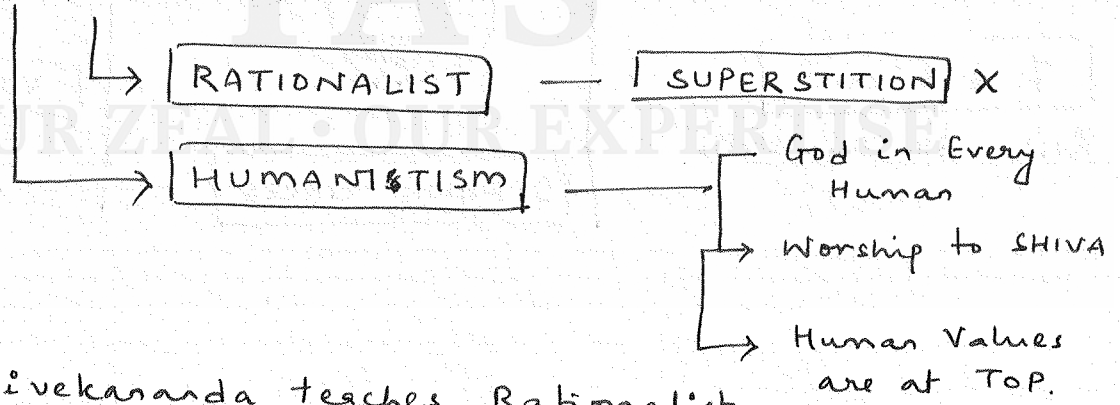
MORAL PHILOSOPHERS

SAPTANGA THEORY — KAUTILYA

LIMBS OF THE STATES →

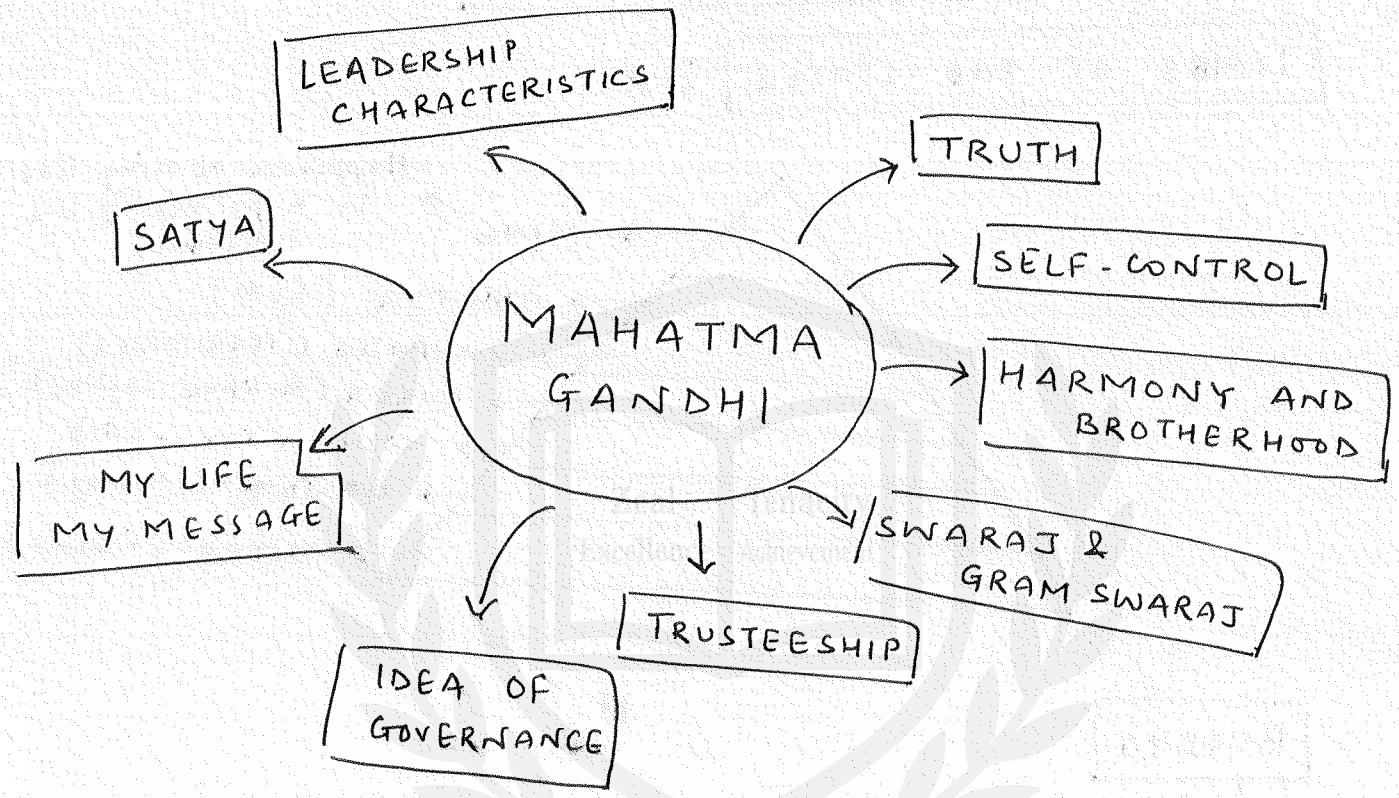


SWAMI VIVEKANANDA



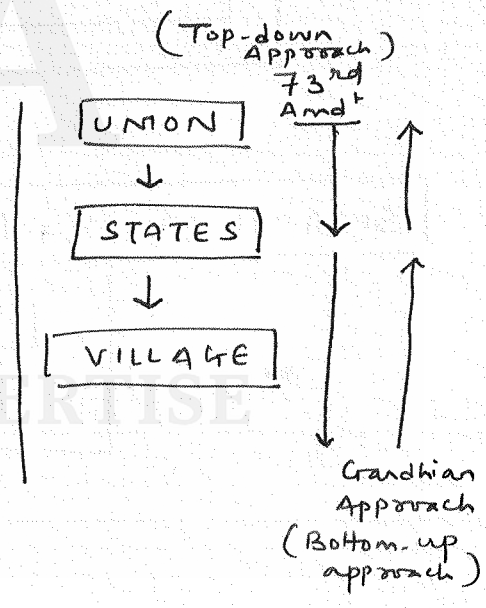
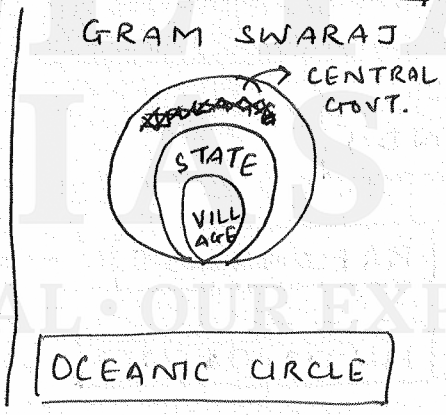
* Swami Vivekananda teaches Rationalist philosophy.

MAHATMA GANDHI

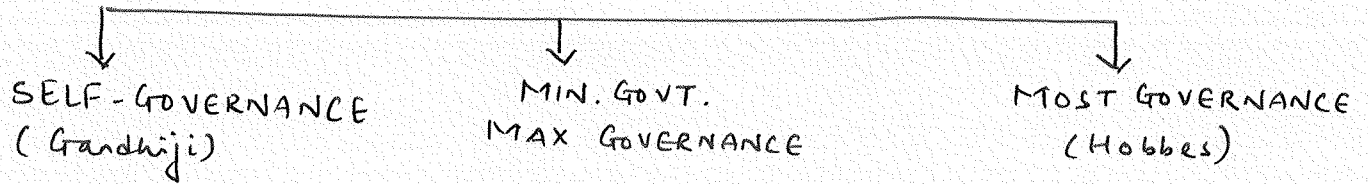


SWARAJ AND GRAM SWARAJ

ARE II
PRINCIPLE OF
SUBSIDIARY
7 SUBJECT
Rest with the states



MIDDLE PATH



7 DEADLY SINS

PUBLISHED IN YOUNG INDIA

- RELIGION WITHOUT SACRIFICE
- SCIENCE WITHOUT HUMANITY
- KNOWLEDGE WITHOUT CHARACTER
- BUSINESS WITHOUT ETHICS
- WEALTH WITHOUT WORK
- POLITICS WITHOUT PRINCIPLES
- PLEASURE WITHOUT CONSCIENCE

ZETA
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ZETA IAS

YOUR ZEAL • OUR EXPERTISE

Our Toppers & Testimonials



Madhav Agarwal



Suramya Sharma



Sahil



Abhinandan

(Public Administration)



Gaurav Singh

Thank you, Monish Sir, for your consistent guidance. Your daily feedback on my GS 2 and GS 4 answers helped me identify gaps and improve steadily. Greatful for your time and support.

- Madhav Agarwal, AIR 16

Expressing my gratitude to Monish Sir. I wrote daily GS 2 and GS 4 answers before prelims under his guidance. It helped me to identify mistakes early on.

- Suramya Sharma, AIR 281

Monish Sir helped me improve the quality of my answers. The personal attention given by Sir on my answer copies with detailed feedbacks helped me a lot. I thank Sir for my success.

- Gaurav Singh, AIR 859



ZETA IAS

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Stuck in the *Prelims–Mains Cycle* for years ?

Many Aspirants broke through - under the guidance of

Mr. Monish Bhawale Sir



→ Reached the *Interview Stage*

→ Secured *Top Ranks* in the *UPSC CSE*



Madhav Agarwal
Rank 16

Thank you, **Monish Sir**, for your consistent guidance.
Your daily feedback on my **GS 2** and **GS 4** answers
helped me identify gaps and improve steadily.
Greatful for your time and support.

Unified Role of
Teacher & Mentor

Trend Aligned **Question**
Design + PYQs

Direct Evaluation
by **Your Teacher**

360° + 360°
Evaluation Model



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