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GENERAL STUDIES (TEST CODE : 861)

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Medium Hindi/Eng.	Eng	Registration Number	13245
Center	online	Date	08-04-17

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)। 2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 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 than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
5(a)	10		
5(b)	10		
6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

75, 3rd Floor, Old Rajinder Nagar Market, Near Axis Bank, New Delhi – 110060

103, 1st Floor, B/1-2, Ansal Building, Behind UCO Bank, Dr. Mukherjee Nagar, Delhi – 110009

EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) Examine how role models influence ethical behaviour. What actions can leaders take to integrate ethical conduct in their organisations? 10

परीक्षण कीजिए कि आदर्श व्यक्तित्व (रोल मॉडल), नैतिक व्यवहार को कैसे प्रभावित करते हैं? अपने संगठनों में नैतिक आचरण समाहित करने के लिए नेतृत्व कर्ताओं द्वारा क्या कदम उठाये जा सकते हैं?

Role model refers to a public figure who has large no. of followers. He could be in any of the fields e.g. political leader, entrepreneurs, celebrity etc.

Role models could influence ethical behaviours among followers in no. of ways like:

→ Behaviours of not harming anyone i.e. non-violence which is engrained today in Indian society is due to role models like Mahatma Gandhi

→ Virtue of helping the needy ones like poor and disadvantaged

aged sections have been learnt from
Swami Vivekananda.

→ Ethical behaviour like ~~g~~ not
defecating in the ~~to~~ open (to
prevent harm to the society)
has been increasingly followed
in India due to influence of
celebrity advertisements under
SBA.

Actions to be taken by leaders:

→ They must pursue utmost
ethical conduct when in public
eye so as to influence others
e.g. a recent crimes committed
by Bollywood actor Salman
Khan should be avoided

→ They must motivate their
subordinates to pursue ethical
conduct citing benefits to
Organisation and society at
large accruing out of ethical conduct

1. (b) According to Aristotle, for persuasion, not only Ethos (credibility of the speaker) and Logos (logical argument) but Pathos (emotional connection to the audience) is equally important. Comment. 10

अरस्तू के अनुसार, अनुनयन के लिए न केवल इथोस (वक्ता की विश्वसनीयता) एवं लोगोस (तार्किक दलील) अपितु पैथोस (श्रोतागणों से भावनात्मक सम्पर्क) भी समान रूप से महत्वपूर्ण है। टिप्पणी कीजिए।

Aristotle's observation about persuasion i.e. an act of persuading community / section of people at large about committing / refraining from doing certain acts aptly apply in Indian condition in particular.

Ethos: It's important for a ~~source~~ persuading person to be credible in the eyes of public to make an impact e.g. roping in film celebrity like Mrs. Bechtel for polio drive

Logos: It's also an equally imp. to bring about logical arguments. e.g. citing cons of tobacco

consumption among people are health hazard, cancer etc. to bring about change.

However, as Aristotle held, it's equally important to ensure emotional connect with audience, for persuasion.

e.g. To check open defecation, merely credibility of speaker (like celebrity) on logical arguments (like dignity of women, health hazard) etc won't suffice. Rather, an emotional connect i.e. understanding the emotions of community like caste system attachment must also be understood by speaker and must be communicated effectively to address it so as to make persuasion more effective.

2. (a) With appropriate examples, discuss various ethical challenges associated with the utilization of public funds in India. Suggest strategies to effectively deal with these challenges. 10

उपयुक्त उदाहरणों के साथ, भारत में सार्वजनिक निधियों के उपयोग से संबंधित विभिन्न नैतिक चुनौतियों की चर्चा कीजिए। इन चुनौतियों से प्रभावी तौर पर निपटने के लिए रणनीतियां सुझाइए।

Public fund refers to
a fund created by pooling in
public's money e.g. Consolidated
Fund of India

Ethical challenges with its utilisation

- Misappropriation of public fund
i.e. diversion of it to secure
personal interests e.g. govt
official using public vehicle
for private purposes
- Corruption e.g. showing expenditure
merely on paper and filling
personal coffers by officials
- ~~Star~~ Lack of effective management
of public fund e.g. cost overrun
in various projects result in

excessive drain of public money
in an inefficient manner

→ Strategies to deal with these:

→ Proper accountability needs to be instituted on govt. officials using public funds i.e. they must be answerable for how, why and what's about public money utilisation

→ Effective auditing must be carried out in a timely manner e.g. PRI & funds, ULB funds etc. today don't fall under CAG's jurisdiction, so they must be brought under it

→ Enhanced public vigil on its utilisation is needed through means like RTI, social audit etc.

2. (b) With proliferation of social media, people have got the opportunity to express their views anonymously and more freely. (a) What according to you, is its effect on the social and political culture of the country? (b) Discuss the role of social media in changing one's attitude, particularly the youth.

10

सोशल मीडिया के प्रसार के कारण लोगों को अज्ञात रूप से एवं अधिक स्वतंत्रता के साथ अपने विचारों को प्रकट करने का अवसर मिल गया है। (a) आपके अनुसार राष्ट्र की सामाजिक और राजनीतिक संस्कृति पर इसका क्या प्रभाव पड़ा है? (b) एक व्यक्ति की अभिवृत्ति, विशेष रूप से युवाओं की, को परिवर्तित करने में सोशल मीडिया की भूमिका की चर्चा कीजिए।

Social media refers to a media based on internet like Facebook, twitter, youtube etc. It's provided an opportunity to express oneself which was not fully available under traditional media like press.

- (a) Effect on socio-political culture:
- Right to People get to truly and meaningfully exercise Right to freedom of speech and Expression enshrined under Art 19
 - Greater political accountability of leaders and govt. officials e.g. twitter ~~some~~ used to directly

communicate the problems to
govt. officers

- Greater social connect across
length and breadth of country
with diverse population possible,
leading to ~~ext~~ value inculcat-
ion like tolerance towards
others

(b) Role of Social media in changing Attitude

- Negative attitude building towards
unethical conducts like rape,
murder etc. due to its wide
circulation in social media
- Violent attitude, attitude of
being non-accommodative, polaris-
ation etc. is also happening
due to social media
- New and modern values are
being increasingly adopted by
youth like materialism.

3. (a) What are the various components of an organization's work culture? What are key issues that need to be addressed in any organisation to create a more developmental and performance oriented culture? 10

किसी संगठन की कार्य संस्कृति के विभिन्न अवयव क्या हैं? एक अधिक विकासात्मक एवं कार्य निष्पादन उन्मुख संस्कृति का विकास करने के लिए किसी संगठन में किन महत्वपूर्ण मुद्दों को संबोधित करने की आवश्यकता होती है?

Work Culture refers to the mentality of employees in any Organisation.

Components of Work Culture :

- team spirit among employees
- sense of attachment towards one's work/job
- Motivation among employees
- positive and healthy rapport among employees
- healthy environment
- Prevalence of ethical conduct among employees

Issues to be addressed:

- Organisation must have clear 'Code of Conduct' and 'Code of Ethics' to instill healthy environment and to check unethical conduct
- Organisation must address employee's concerns in an effective manner through proper grievance redressed mechanism
- Organisation must acknowledge the merit / hardwork of employee to boost productivity
- Team spirit must be inculcated through sports, conference etc. which ~~give~~ results in excellence
- Freedom and liberty to work for employees through flexible rules

4. (b) Vision and intentions are necessary components of political ethics. However, equally important are the process of implementation, tools used and the established system. Elaborate with examples. 10

दूरदर्शिता और इरादें राजनीतिक नैतिकता के आवश्यक घटक हैं। हालांकि, कार्यान्वयन की प्रक्रिया, प्रयुक्त विधियां (उपकरण) और स्थापित व्यवस्था भी समान रूप से महत्वपूर्ण हैं। उदाहरण प्रस्तुत करते हुए विस्तारपूर्वक बताइए।

Political ethics refers to ~~use~~ of standards and norms guiding political conduct. It encompasses various dimensions and calls for ethical conduct in all of those like intention, means used for implementing those etc.

Political system when looked from Indian perspective, often ~~core~~ encompasses ethical vision and intentions like preventing wealth concentration, eradicating poverty, ensuring respect for human rights etc.

However, implementation and tools used for this purpose often adopt unethical means.

e.g. - resort to criminalisation ~~and~~
~~case~~ of politics ~~to~~ and ~~crone~~
capitalism to come to power

- Use of caste and religion to garner votes and in the process disturb delicate social fabric to ~~meet~~ ^{secure} narrow interest
- Right intention of ^{providing} humanitarian help to persecuted communities in neighbouring countries but using the method of religious discrimination as envisaged under citizenship (amendment) Bill

Thus, it's important that ethics is applied ~~is~~ also on 'means' followed & not merely to secure 'end'

5. (a) Swami Vivekanand brought religion to the centre-stage and gave a new meaning to it while stressing the need for harmony among faiths. In this context, discuss the relevance of his teachings in contemporary society. 10

स्वामी विवेकानंद ने धर्म को केंद्रीय मंच पर लाकर खड़ा कर दिया और इसे एक नया अर्थ प्रदान किया और साथ ही विभिन्न धर्मों के बीच सामंजस्य की आवश्यकता पर भी जोर दिया। इस संदर्भ में, समकालीन समाज में उनकी शिक्षाओं की प्रासंगिकता की चर्चा कीजिए।

Swami Vivekananda
often referred to as 'spiritual
ambassador of India' brought reli-
gion to centre stage and ~~talked~~
taught various aspects of it like:

- Need for fusion of ^{spiritual} knowledge
of East as well as West
- Inculcation of inter-faith
tolerance
- Unity among different religions

Teachings of Swami
Vivekananda hold great-relevance
today w.r.t. following

- His teaching of tolerance is
important in the context of

inter faith tensions like Shia-Sunni conflict in Middle East, rising cow vigilantism, beef ban controversy, love jihad controversy etc.

→ His teaching of reforming religion in the light of modernity holds relevance in the context of ~~disc~~ gender discriminatory religious laws like property rights discrimination, triple talaq, polygamy, nikah halala etc.

→ Terrorism in the name of religion, also could be tackled by ~~thru~~ adopting Vivekananda's teaching about right interpretation of religion.

5. (b) Access to quality basic services plays a critical role in enhancing individual capabilities to participate fully in the growth of the nation. (a) Discuss the statement in the context of vulnerable sections of India. (b) Analyse the challenges with regard to quality service delivery in India. 10
- गुणवत्तापूर्ण आधारभूत सेवाओं तक पहुंच वस्तुतः राष्ट्र के विकास में पूर्ण भागीदारी करने हेतु व्यक्ति की क्षमता को बढ़ाने में एक महत्वपूर्ण भूमिका का निर्वाह करती है। (a) भारत के सुभेद्य वर्गों के संदर्भ में इस कथन की चर्चा कीजिए। (b) भारत में गुणवत्तापूर्ण सेवाएं प्रदान करने के संबंध में आने वाली चुनौतियों का विश्लेषण कीजिए।

To make a person participate fully in growth story of a nation i.e. to ensure inclusive growth, public service quality plays an important role.

(a) Vulnerable sections in India could participate in following ways by quality public service delivery.

→ Access to quality health and education could make them more productive thereby enabling to meaningfully participate in growth through ~~and~~ getting employed.

→ Lack of quality public service results in exclusion from social and economic life.

leading to lack of sanitation,
~~stun~~ habitation etc. which ~~take~~
 deprives them of meaningfully
 contributing to economy.

→ Challenges w.r.t. quality service delivery

- prevalence of corruption
- huge gap b/w govt. and people, ~~in~~ exposing them to the mercy of govt. officials to get service
- Lack of accountability and transparency leading to poor service delivery
- slow pace of e-governance, implementation which otherwise has huge potential
- ~~Non~~ institutional poor social audit mechanism, failure of citizen charter etc.

6. Is Emotional Intelligence influenced by cultural moorings? How would you differentiate the applicability of Emotional Intelligence in Indian society from that of Western society? 10

क्या भावनात्मक बुद्धिमत्ता सांस्कृतिक जड़ों से प्रभावित होती है? भारतीय समाज की भावनात्मक बुद्धिमत्ता की प्रयोजनीयता को आप पश्चिमी समाज की भावनात्मक बुद्धिमत्ता से किस प्रकार पृथक करेंगे।

Emotional Intelligence
refers to an act of understanding
and managing emotions of self
and others, so as to manage
inter personal relationship.

'Cultural moorings' of
any particular society / community
affect the Emotional intelligence.
e.g. understanding emotions of
others require an ~~per~~ emotionally
intelligent person to first under-
stand their culture, to
resolve the crisis. For instance,
govt. official must first under-
stand nuances of 'caste system'
before tackling the challenge
of 'open defecation'.

Differences in EI applicability:Western Society

→ societies like UK, USA etc. have less diversity in terms of ~~for~~ ideas, religion, cultural institutions etc. thereby task of a person in understanding others become easy.

Indian Society

→ Due to huge diversity, it's difficult to understand others emotions in India

→ Absence of social inequalities like caste system, poverty etc. thus making use of EI limited

→ Need for EI all the more important in India due to prevalence of these inequalities & exclusions

7. Evaluate the success of RTI in bringing governance reforms in the country. Examine whether it has served the purpose it was meant for. 10

देश में शासन संबंधी (गवर्नेंस) सुधार लाने में सूचना के अधिकार (RTI) की सफलता का मूल्यांकन कीजिए। परीक्षण कीजिए कि जिन उद्देश्यों के लिए इसे लाया गया था, क्या यह उनको पूरा कर पा रहा है?

RTI Act, 2005 was enacted to confer legal right on citizens to ~~be~~ usher in transparency and accountable govt.

Success of RTI:

- It has exposed many scams in govt. ~~there~~ e.g. Mr. Shetty in Patna exposed land transfer scam
- It has brought in transparency in governance e.g. proactive disclosure on ~~go~~ Ministry sites
- Govt. officials have increasingly become wary of getting caught in corruption and hence it has reduced to an extent
- Faster delivery of services have occurred in many a cases due to RTI.

RTI, even though has served several purposes like empowering citizens, ensuring transparency in governance, bringing about reforms in governance to make it 'good governance' etc. still several lacunae have hampered its envisaged purpose like :

- ~~More~~ Lack of awareness among people about RTI e.g. ~1% of India's citizens have used it till date
- Culture of secrecy among bureaucracy still hinders effective implementation
- rampant corruption still prevails
- ~~frivolous~~ Misuse of RTI has further compounded the problem making even an honest official fearful to perform his duties

8. The decisive role that money plays in elections creates a vicious cycle of corruption. (a) Elaborate in the context of India. (b) Discuss whether state funding of elections can help in curbing the menace of political corruption in India. 10

चुनावों में पैसे द्वारा निभाई जाने वाली निर्णायक भूमिका भ्रष्टाचार के एक दुष्चक्र का निर्माण करती है। (a) भारत के संदर्भ में इस कथन की विस्तृत व्याख्या कीजिए। (b) चर्चा कीजिए कि चुनावों के लिए राज्य द्वारा वित्तपोषण किए जाने पर क्या भारत में राजनैतिक भ्रष्टाचार के इस अनिष्ट को रोकने में सहायता प्राप्त हो सकती है।

Corruption today is rampant in India's electoral process. Money power and muscle power use is frequently brought to the fore by Election Commission e.g. recent TN bypolls cancellation

(a) Vicious Cycle of Corruption:

→ Political parties use money power to secure political power through various means like liquor, money etc. distribution among voters

→ Once a party comes to power to sustain itself to the power it often resorts to corruption like crony capitalism, bureau-

cratic corruption etc. to ~~get~~ collect money for next election which continues the vicious cycle of corruption

⑥ State Funding:

Benefits:

- Various committees like Dinesh Goswami committee, Indrajit Gupta committee etc. have supported it to reduce political corruption
- It could make party less dependant on corporates for funds and hence big ticket corruption like 2G scam, coal scam, etc. could be avoided

Cons:-

- However, state funding itself won't be sufficient to meet funding requirement and hence parties would continue to depend on corruption even after state funding.

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

9. You are the officer in charge of development planning of a state whose capital is the technology hub of the country. However, the capital city is overcrowded and marred by traffic congestion. A group of top MNCs have approached you and showed their interest in expanding their operations in the capital provided that the highway connecting the SEZ to airport is widened. This has been cited as an important business requirement. The expansion of MNC operations is expected to create numerous jobs and would bring in huge revenues to the State. At the same time, the road connectivity in rest of the state, especially the rural areas, is abysmal and is in need of urgent attention. Media has been highlighting the incidents of deaths due to delay in hospitalization and other such issues which can be directly attributed to poor condition of roads. As the officer in charge of the development planning you find that the road widening project will entail huge cost and would severely curtail the rural road development programme currently being undertaken by the state. 20

(a) What challenges do you face as the officer in charge, in this situation?

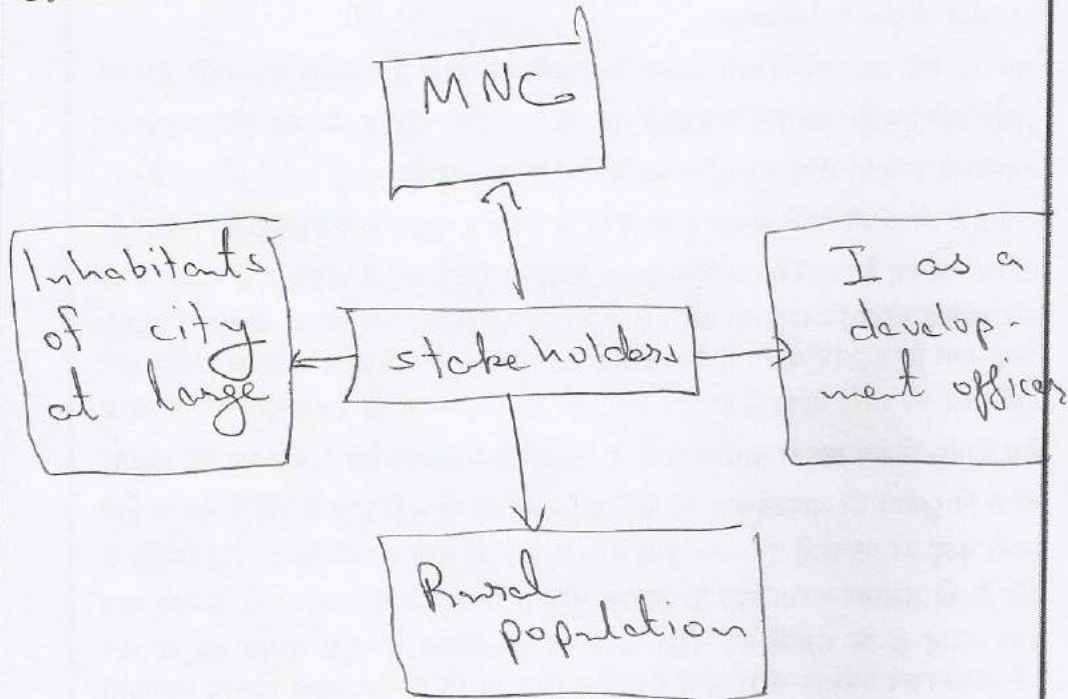
(b) State your priorities and discuss how you plan to achieve them in the context of given challenges.

आप एक ऐसे राज्य की विकास योजना के प्रभारी अधिकारी हैं, जिसकी राजधानी, देश का प्रौद्योगिकी हब है। हालांकि, राजधानी शहर में जनसंख्या बहुत है और यह ट्रैफिक जाम की समस्या से ग्रस्त है। शीर्ष बहुराष्ट्रीय कंपनियों (MNCs) का एक समूह आपसे मिलता है और राजधानी में अपने कार्य संचालन का तेजी से विस्तार करने में रुचि प्रदर्शित करता है, लेकिन शर्त यह है कि विशेष आर्थिक क्षेत्र (SEZ) को हवाई अड्डे से जोड़ने वाले राजमार्ग को और अधिक चौड़ा किया जाए। इसे एक महत्वपूर्ण व्यापारिक आवश्यकता के रूप में उद्धृत किया गया है। बहुराष्ट्रीय कंपनी के संचालनों का विस्तार होने से अनेक रोजगार उत्पन्न होने एवं राज्य को भारी मात्रा में राजस्व प्राप्त होने की संभावनाएं हैं। इसके साथ ही, राज्य के शेष भागों- विशेष रूप से ग्रामीण क्षेत्रों में, सड़क संपर्क निम्नस्तरीय है और इस पर तत्काल ध्यान दिए जाने की आवश्यकता है। मीडिया, अस्पताल में भर्ती होने में देरी के कारण होने वाली मृत्यु की घटनाओं एवं अन्य इसी तरह के मुद्दे जो सीधे सड़कों की दयनीय स्थिति से जुड़े हैं, को उजागर करता रहा है। विकास योजना के प्रभारी अधिकारी होने के नाते आप पता लगाते हैं कि सड़कों को चौड़ा करने की परियोजना में बहुत लागत आएगी और परिणामस्वरूप वर्तमान में राज्य में संचालित किए जा रहे ग्रामीण सड़क विकास कार्यक्रमों में भारी कटौती होगी।

(a) इस परिस्थिति में प्रभारी अधिकारी के रूप में आप किन चुनौतियों का सामना करते हैं?

(b) अपनी प्राथमिकताएँ बताइए एवं चर्चा कीजिए कि प्रस्तुत चुनौतियों के संदर्भ में उन्हें प्राप्त करने के लिए आप किस प्रकार योजना निर्माण करेंगे।

Given case study presents a dilemma whereby one one hand is the ~~so~~ scope for ensuring various benefits like job creation, revenue enhancement etc by road widening project, whereas on the other is interests of rural people who are suffering due to poor road connectivity.



(a) Challenges faced:

- Whether to give priority to state's interests in terms of higher revenue and job creation at large or to preserve rural people's interests
- Challenge of funding ~~see~~ if I go for road widening project given that it entails huge cost
- Challenge about rehabilitation of affected people in case of road widening project

(b) Priorities

- Political loyalty is my first priority and given the fact that rural road development is being undertaken in the state and through political sanction, I as a civil servant have

a duty of 'loyalty' towards it

→ Next priority would be to ensure development of the state, being the development officer in charge, through ensuring enhanced revenue to state's exchequer, job creation, infrastructure creation etc.

Plan of Action :

→ I would first do the ground survey by visiting capital and study the actual needs and conditions of people objectively rather than solely relying on media reports. (to bring 'objectivity')

→ ~~Next, I would~~ If media's point of view about deaths caused due to hospitalisation delay and inconvenience, I

would rather prefer rural road development project given the fact that it's politically mandated task and also 'development' in true sense isn't just about jobs and money creation, but rather it's about ensuring 'dignity' of each and every individual esp. the disadvantaged one.

→ However, given the possibility of large benefits accrued out of road expansion project, I would also consult a senior bureaucrat as well as Minister and discuss about the possibility of alternative source of funding for that road expansion projects.

→ I would also hold meeting with ~~sp~~ MNC representatives

and discuss possibility of PPP project for road expansion for mutual benefits of both state as well as MNCs to expand road connecting SEZ with airport.

10. You are the SP of a district where a large number of followers of a particular sect reside. The district also hosts a large Ashram where regular gathering of the followers take place. The leader of the sect has been under the scanner of the judiciary for his involvement in illegal activities. Now the court has ordered his immediate arrest and an order pronouncing the same has been sent to you. You have been asked to comply with the orders within two days. A large number of followers, which include women and children, have already thronged the Ashram in anticipation of arrest of the leader. Intelligence units have informed about the presence of not only large stock of food and water but also ammunition, inside the Ashram. Your request urging the followers to vacate the site has failed. 20

(a) What could be the reason for people's defiance?

(b) List the issues involved in the case.

(c) What will be your plan of action?

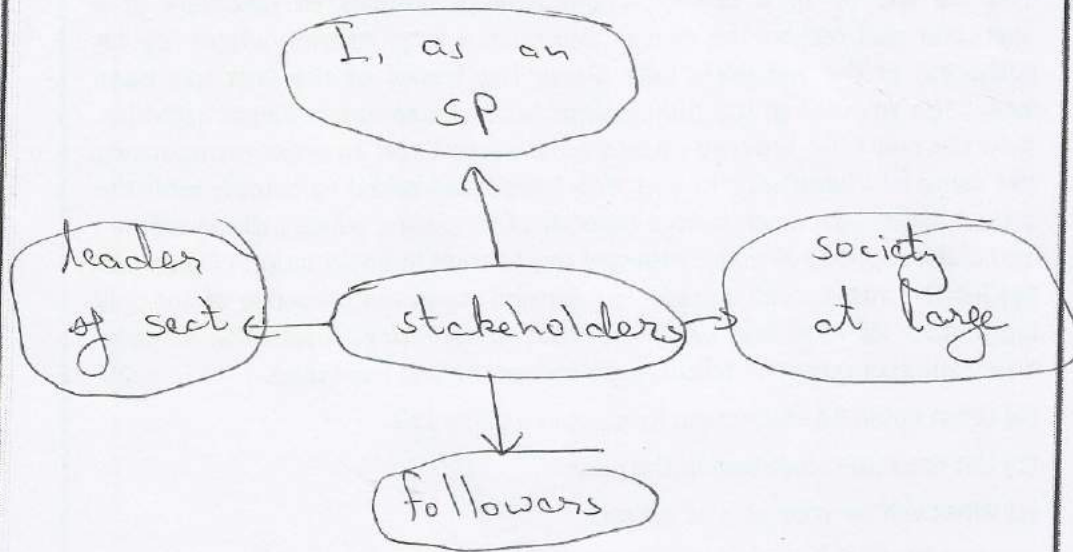
आप एक ऐसे जिले के एस.पी. हैं जहाँ एक विशिष्ट सम्प्रदाय के अनुयायी बड़ी संख्या में निवास करते हैं। जिले में एक वृहद् आश्रम भी है जहाँ उस सम्प्रदाय के अनुयायी नियमित रूप से एकत्रित होते हैं। अवैध गतिविधियों में संलिप्तता के कारण उस संप्रदाय का नेता न्यायिक निगरानी में है। अब न्यायालय ने तत्काल उसकी गिरफ्तारी का आदेश दिया है और ऐसी व्यवस्था करने वाला आदेश आपको भेजा गया है। आपको दो दिनों के अंतर्गत आदेशों का अनुपालन करने के लिए कहा गया है। उक्त नेता की गिरफ्तारी की आशंका में महिलाओं और बच्चों समेत अनुयायियों की एक बड़ी संख्या पहले से ही आश्रम आ पहुँची है। खुफिया इकाइयों ने आश्रम के अंदर न केवल भोजन और पानी के पर्याप्त विशाल भण्डार बल्कि अस्त्र-शस्त्र होने की भी सूचना दी है। आपके द्वारा अनुयायियों से स्थल को खाली करने के लिए किया गया निवेदन विफल रहा है।

(a) लोगों द्वारा अवज्ञा किए जाने का कारण क्या हो सकता है?

(b) इस मामले से जुड़े मुद्दों को सूचीबद्ध कीजिए।

(c) आपकी कार्य-योजना क्या होगी?

Given case study resembles
recent events occurred in Panchkula
when godman Gurmest Ram
Rehim was arrested.



(a) Reasons for people's degiance:

- lack of education
- absence of scientific temper leading to blind belief in superstitions and sect leader that he can never do any wrong
- Possibility of indirect / behind the curtain support from political party to secure its narrow interest

(b) Issues involved in the case:

- highlights proliferation of self styled godmen and their indulgence in illegal activities
- illegal sale of arms and ammunitions taking place in the country gets highlighted here
- Possibility of widespread violence and deaths of innocents if any action taken against leader
- highlights misuse of Right to peaceful Assembly granted under Art 19 of Constitution

(c) Plan of Action:

- ~~Approach~~ Request District Magistrate to enforce ~~Art~~ 144 of CrPc Section

to ensure non assembly of people in area (i.e. prohibitory orders) to ensure that all my further actions (possibly involving unfortunate violence) get legitimate sanction

→ I will approach with police force on the Ashram and inform about prohibitory orders and ask them to disperse.

→ If they don't comply, I will request state HQ to send back up police force and deploy them in critical areas of district to prevent untoward incident.

→ Next, I would apprise police force to restrain themselves from resorting to

excessive force if need arises

→ Having taken these precautions, I would set out to ensure arrest of ~~religi~~ leader of sect based on court's orders given that being an SP, I am duty bound to it no matter what the circumstances are.

→ I would order release of
• tear gas shells, PAVA shells &
water cannon on followers to
ensure their ~~dispursal~~ quick
dispursal and given the
possibility of crim's hoarding,
I would also be cautious
that large scale violence and
deaths don't occur.

11. Ramesh, a very hardworking person, is the sole bread earner in his family. He has worked with an oil company's local affiliate for several years, and has established a strong, trustworthy relationship with Suresh, manager of the local facility. Suresh has recently recommended Ramesh to be recruited as the corporate consulting engineer for the company, which would be a position of greater responsibility along with a stable income. During a casual conversation, Suresh mentions an incident in the 1960s wherein 10,000 gallons of a petrochemical was leaked into the local environment by the company due to negligence, though at the time no damage was found, and no mention of this leak was made to the press. When Ramesh mentions that the state law requires him to report all spills, Suresh reminds him that no harm had been done and reminds him that the company can't have a consulting engineer who does not value loyalty and respect confidentiality.

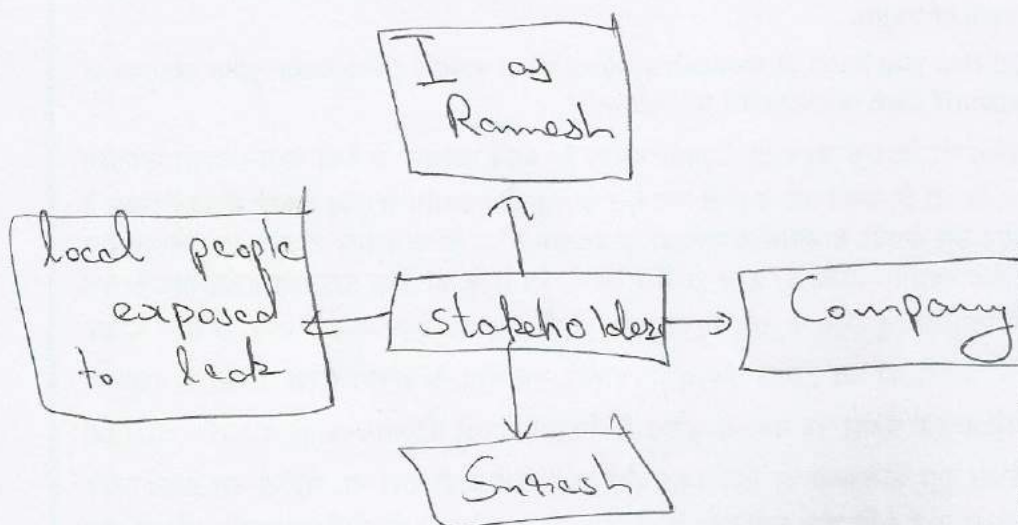
20

- (a) Identify the ethical issues involved in the given case.
- (b) What are the options available to Ramesh in this situation? Evaluate each of them.
- (c) Had you been at Ramesh's place, what would have been your course of action? Give reasons for the same.

रमेश जो कि एक बहुत-ही मेहनती व्यक्ति है, अपने परिवार में पैसा कमाने वाला एकमात्र व्यक्ति भी है। उसने कई वर्षों से एक तेल कंपनी की स्थानीय सहबद्ध इकाई में कार्य किया है और उस कंपनी के स्थानीय सुविधा के प्रबंधक सुरेश के साथ एक मजबूत एवं विश्वसनीय संबंध स्थापित किया है। हाल ही में सुरेश ने कंपनी के कॉर्पोरेट परामर्शी इंजीनियर के रूप में नियुक्ति हेतु रमेश के नाम की अनुशंसा की है, यह पद स्थिर आय के साथ ही साथ अधिक जिम्मेदारी का पद होगा। एक अनौपचारिक बातचीत के दौरान सुरेश 1960 के दशक में घटित एक घटना का उल्लेख करता है, जिसमें कंपनी की लापरवाही के कारण 10,000 गैलन पेट्रो केमिकल्स का स्थानीय पर्यावरण में रिसाव हो गया था, लेकिन उस समय उसके कारण कोई क्षति ज्ञात नहीं हुई थी और प्रेस को इस रिसाव की कोई जानकारी नहीं दी गयी थी। जब रमेश उल्लेख करता है कि राज्य के कानून के अनुसार उसे तेल रिसाव (स्पिल्स) की सभी घटनाओं को दर्ज कराना आवश्यक है तो सुरेश उसे याद दिलाता है कि उस घटना कोई हानि नहीं हुई थी और उसे पुनः स्मरण कराता है कि वह ऐसा परामर्शी इंजीनियर नहीं रख सकता जो गोपनीयता का सम्मान नहीं करता हो।

- (a) दिए गए मामले से जुड़े नैतिक मुद्दों की पहचान कीजिए।
- (b) इस परिस्थिति में रमेश के पास कौन-से विकल्प उपलब्ध हैं? उनमें से प्रत्येक का मूल्यांकन कीजिए।
- (c) यदि आप रमेश के स्थान पर होते, तो आपकी कार्यवाही क्या रही होती? उसके लिए कारण दीजिए।

Given case study highlights the grim reality of today's Indian conditions whereby many corporates ~~need~~ blindly run for profits and give scant attention to their social and environmental obligations.



① Issues involved:

- highlights ~~stagnant~~ ^{unchecked} environmental pollution by corporates
- highlights ineffective law

enforcement when such leaks go unreported

- culture of secrecy prevalent among corporates get highlighted
- Rising unethical conduct of companies

⑥ Options available to Ramesh

① Don't Just forget the past event and join company as consulting engineer

Merits:

- enhancement of income of Ramesh given the fact that he's the sole bread earner
- continuance of good rapport of Ramesh with Suresh

Demerits:

- No accountability on company for wrong doing

Option 2 :

Report the incident to state pollution control board and forgo job

Merit:

- respect for law of the land
- Justice to affected local people (even though no tangible impact was reported, but still effect may occur in future on next generations)

Demerits:

- Impact on livelihood of Ramesh's family members
- possibility of threat to Ramesh's personal life from company's side for expose

© My Course of Actions:

- ~~My~~ I would first try to objectively ensure that whether what Suresh is saying is correct or not through employees working since long there.
- If found true, I would first ask Suresh to himself admit the guilt before state authorities. This would ^{not only} ~~not only~~ save my job, but also ~~my relationship with Suresh~~ bring actions in line with law of the land.
- If he doesn't agree, I would approach state authorities with evidence of leak (if any) and would forgo my present job and look for another job elsewhere.

Rationale :

- Justice to the local victims
- sends a strong signal ~~in~~ society to other companies to follow environmental norms
- ~~being~~ will ensure accountability of company for their negligence
- Fulfillment of my personal conscience

12. You are the CEO of a social media company that has a wide user base. The social network offered by your company has emerged as a platform for people to interact with each other and share news, opinions etc. However, at the same time, women are being repeatedly harassed and cyber bullied through this network. Whenever any instance of harassment is brought to notice of the company, your staff members immediately deactivate the account of the culprit. However, since new accounts can be created easily, such incidents continue to happen. Also, the system to verify one's account details has been deemed lax by public authorities and human rights groups. But in order to increase the user base, you have to ensure that it is easy for a new user to sign up. Increase in the user base leads to more advertisements on your network, which is a source of huge annual turnover for the company. At the same time, in wake of increasing instances of harassment, you also need to tighten the process of creating new accounts and deactivate or delete the ones being misused. 20

(a) Highlight the options available to you in this scenario and evaluate each of them. What course of action will you take and why?

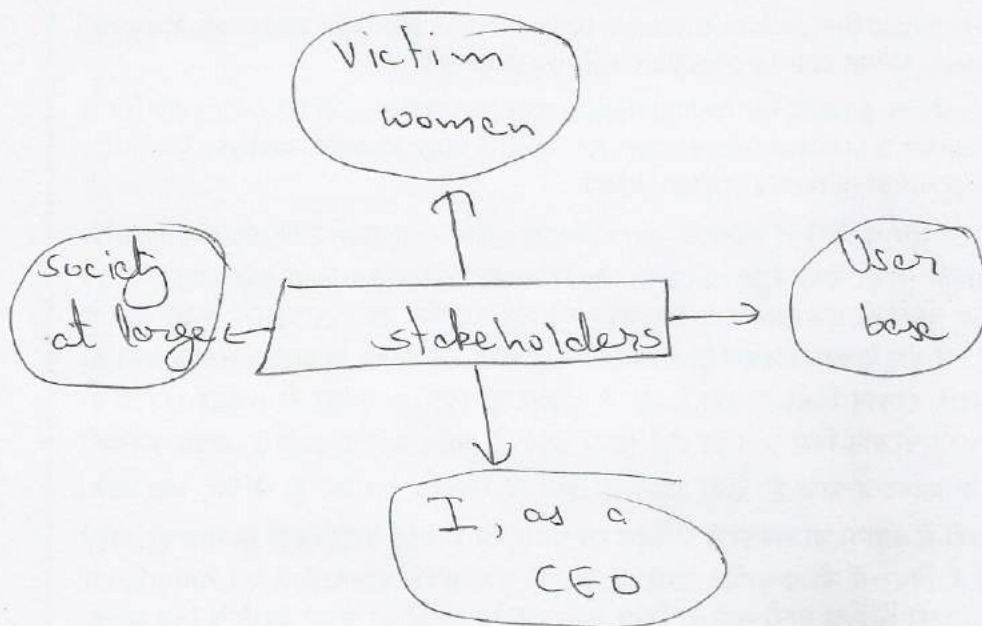
(b) Is there a need for having reasonable restrictions on social media for it to remain a platform of healthy and fruitful engagement. Analyse from the viewpoint of different stakeholders.

आप एक सोशल मीडिया कंपनी के मुख्य कार्यकारी अधिकारी (CEO) हैं जिसके उपयोगकर्ताओं की संख्या (यूजर बेस) बहुत अधिक है। आपकी कंपनी द्वारा प्रस्तुत किया गया सोशल नेटवर्क वस्तुतः लोगों को एक दूसरे के साथ संवाद करने और समाचार एवं राय इत्यादि साझा करने के लिए एक मंच के रूप में उभरा है। लेकिन, साथ ही साथ इस नेटवर्क के माध्यम से महिलाओं को बार-बार परेशान किया जा रहा है और वे साइबर बुल्लिंग (बदमाशी) की शिकार हो रही हैं। जब कभी परेशान किए जाने की कोई घटना कंपनी के ध्यान में लाई जाती है, आपके कर्मचारी वर्ग के सदस्य तत्काल ही दोषी व्यक्ति के खाते को निष्क्रिय कर देते हैं। लेकिन, नया खाता आसानी से बनाया जा सकता है इसलिए इस प्रकार की घटनाएँ जारी रहती हैं। साथ ही, अपने खाते के विवरणों को सत्यापित करने की प्रणाली सार्वजनिक अधिकारियों एवं मानवाधिकार समूहों द्वारा शिथिल मानी गयी है। किन्तु अपने उपयोगकर्ताओं की संख्या बढ़ाने के लिए आपको यह सुनिश्चित करना है कि नए उपयोगकर्ता के लिए साइन अप करना (सोशल नेटवर्क से जुड़ना) सरल हो। उपयोगकर्ताओं की संख्या में वृद्धि होने पर आपके नेटवर्क पर अधिक विज्ञापन आते हैं, जो कंपनी के लिए भारी मात्रा में वार्षिक प्रतिफल का स्रोत सिद्ध होते हैं। साथ ही, परेशान करने की घटनाओं में वृद्धि को ध्यान में रखते हुए आपको नए खाते बनाने एवं दुरुपयोग करने वाले व्यक्तियों के खातों को निष्क्रिय करने या मिटा देने (डिलीट करने) की प्रक्रिया को सुदृढ़ करने की भी आवश्यकता है।

(a) इस परिदृश्य में आपके समक्ष उपलब्ध विभिन्न विकल्पों पर प्रकाश डालिए और उनमें से प्रत्येक का मूल्यांकन कीजिए। आप कौन-सी कार्यवाही अपनाएंगे और क्यों?

(b) क्या स्वस्थ और उपयोगी संलग्नता का एक मंच बने रहने के लिए इस हेतु सोशल मीडिया पर युक्तियुक्त प्रतिबंध लगाए जाने की आवश्यकता है? विभिन्न हितधारकों के दृष्टिकोण से विश्लेषण कीजिए।

Given case highlights the increasing misuse of social media platform by anti social elements and also lack of any action by these platforms to earn profits.



(a) Option 1:

Don't do anything and maintain status quo

Demerits:

- Increasing victimisation of women
- possibility of reduction of user base in the long run esp. due to women's exit and thereby impact company's revenue

Merits:

- high profits through large user base

Option 2:

Ensuring strict background check of account holders, possibly through linking it with Aadhar or other mechanisms

Merits:

- would reduce instance of crime committed through platform
- would give enhance reputation

of ~~my~~ social media platform in
the long run

- Revenue enhancement in long
run due to increased
confidence among users

Demerits:

- Revenue shortfall in short
run
- Losing out to other social
media platforms in this
cut throat competition
- Possible violation on Right
to privacy

My Course of Actions:

I would choose option 2
over 1 as

- It would make my company

stronger in the long run

- Given the CEO of widely used platform, I have moral responsibility to ensure ~~peace~~ and ~~order~~ dignity of each and everyone
- it's ethical conduct

(b) Today, social media platforms are ill regulated or no regulated at all in different countries creating issues like increasing crime over it, fake news circulation, hate speech, polarisation of people etc.

Need of Regulation from diff. stakeholders' perspective

Government: it has responsibility

to ensure peace and stability in society which is increasingly under threat due to social media misuse

People people are often at the receiving end when it comes to impacts like loss of privacy (data), communal violence triggered due to fake news etc. Thus it's in their interest only

Company

- It's also in owners' interest as it would render platform sustainable in long run.

13. You and your friend are living together in a metropolitan city and preparing for civil service examinations. While you manage to meet your daily targets, you sense that your friend is unable to cope up with the pressure of the exam. Fear of not passing the exam and meeting the expectations of his family is stressing him further. You realise that with time your friend is losing interest in everything and often talks about committing suicide if he is unable to meet his goal. He is also missing out on meals and prefers to stay indoors when asked to venture out. When you sought professional help, the doctor diagnosed your friend with clinical depression. Being aware that your friend needs professional counselling and psychiatric care, you reach out to his parents who reside in a rural area. They rebuff you for suggesting counselling and instead reiterate that nothing is wrong with him. They sternly mention that your bringing up the matter will only make people engage in loose talk. They also ignore you when you politely inform them that it is not wise to ignore one's mental health. Your friend's parents see his state as a sign of failure and decide to call him home where he can continue with his preparation. You are aware of the gravity of the situation if your friend goes back to his house. You also know that there is very little awareness about mental health and that the solution is not to ignore it but to take necessary measures to tackle it. 20

(a) As a concerned friend and an aspiring civil servant who can frame policies for the public in the future and has a moral duty towards them, what are the options available to you in such a situation?

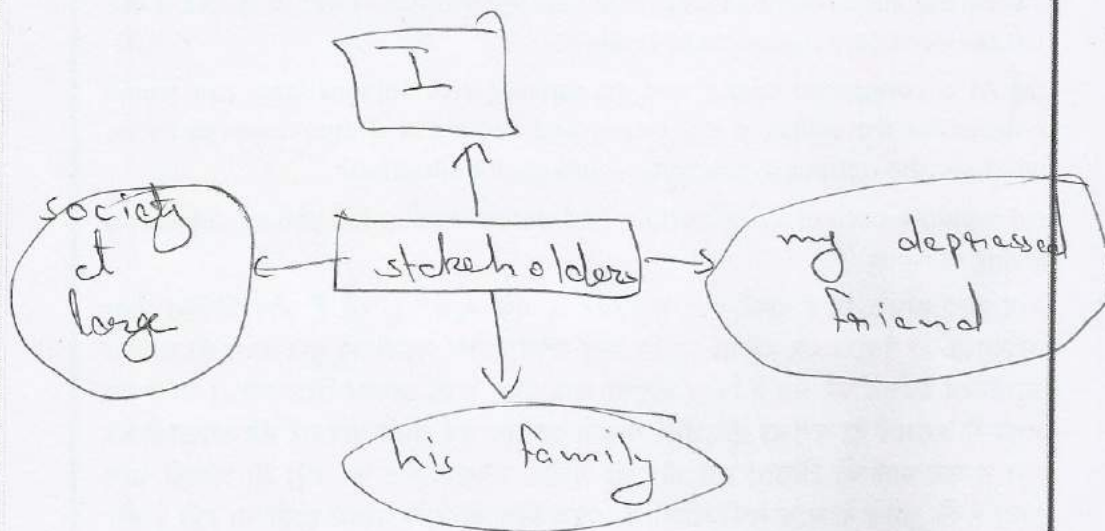
(b) Evaluate each of these options and choose the option you would adopt, giving reasons

आप और आपके मित्र दोनों एक महानगर में एक साथ रह रहे हैं और सिविल सेवा परीक्षाओं की तैयारी कर रहे हैं। जबकि आप अपने दैनिक लक्ष्यों को पूरा करने की प्रक्रिया का उचित प्रबंधन कर लेते हैं किन्तु आपको भान होता है कि आपका मित्र परीक्षा का दबाव सहने में असमर्थ है। परीक्षा में उत्तीर्ण न होने का भय एवं अपने परिवार की अपेक्षाओं को पूरा न कर पाने की चिंताएं उसे और भी अधिक अवसादग्रस्त कर रही हैं। आपको भान होता है कि समय के साथ सभी चीजों में आपके मित्र की रुचि समाप्त होती जा रही है और वह प्रायः अपना लक्ष्य प्राप्त न कर पाने पर आत्महत्या करने की बात करता है। वह कई बार खाना भी नहीं खाता है और बाहर घूमने जाने के लिए कहने पर कमरे अंदर ही रहना पसंद करता है। जब आपने एक पेशेवर डॉक्टर की सलाह ली तो डॉक्टर ने आपके मित्र का नैदानिक परीक्षण कर उसे नैदानिक अवसाद (क्लिनिकल डिप्रेशन) से पीड़ित बताया। इस बात से अवगत होते हुए कि आपके मित्र को पेशेवर परामर्श एवं मनोचिकित्सीय देखभाल की आवश्यकता है, आप ग्रामीण क्षेत्र में रहने वाले उसके माता-पिता से मिलने गए। पेशेवर परामर्श का सुझाव देने पर उन्होंने न केवल आपकी बातों को सिरे से नकार दिया अपितु बार-बार यही दोहराते रहे कि उसे कुछ नहीं हुआ है। उन्होंने कठोरतापूर्वक उल्लेख किया कि आपके द्वारा इस मामले की चर्चा करने से लोगों को मनगढ़ंत बातें बनाने का अवसर ही मिलेगा। जब आप उनसे विनम्रतापूर्वक निवेदन करते हैं कि किसी के मानसिक स्वास्थ्य की

उपेक्षा करना बुद्धिमत्तापूर्ण कार्य नहीं है तब भी वे आपकी उपेक्षा करते हैं। आपके मित्र के माता-पिता उसकी स्थिति को विफलता का संकेत मानते हैं और उसे (आपके दोस्त को) वापस घर बुलाने का निर्णय करते हैं जहां वह अपनी तैयारी जारी रख सकता है। यदि आपका मित्र अपने घर वापस जाता है तो आप उस परिस्थिति में उत्पन्न होने वाली समस्या की गंभीरता से अवगत हैं। आप यह भी जानते हैं कि मानसिक स्वास्थ्य के संबंध में बहुत कम जागरूकता है एवं इसका समाधान इसकी उपेक्षा करना नहीं बल्कि इससे निपटने के लिए आवश्यक उपाय करना है।

(a) मित्र के कल्याण के लिए चिंतित एवं सिविल सेवक बनने की आकांक्षा रखने वाले व्यक्ति के रूप में, जो भविष्य में जनता के लिए नीतियों की रूपरेखा तय कर सकता है और जिसकी उनके प्रति नैतिक जिम्मेदारी होती है; ऐसी स्थिति में आपके पास कौन-से विकल्प उपलब्ध है?

(b) इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए वह विकल्प चुनिए जो आप अपनाएंगे।



(a) Options available :

1. let him go to his village and continue his preparation

from there only as suggested by
his parents

2. Persuade his parents to visit
in a metropolitan city and
consult doctor themselves and
get understand the gravity of
situation

⑥ Analysis:

Option 1:

Demerits:

- ~~parent~~ further pressure on him
leading to increase in his
depression level if forced to
study
- Possibility of him committing
suicide also as said by him
many a times

Merits:

- heeding to the advice of elders i.e. his parents
- family support may ease up his ~~para~~ depression and he may get back to his normal life again

Option 2:Merits:

- His parents would better understand the situation through which he is going
- Reduction in parental pressure on him to study
- Prevents any untoward incident like committing suicide in future

Demerits:

- Deviation I may come in bad books of friend's parents if things don't go well

My Course of Action:

★ ~~Mental depression~~ I would prefer option 2 due to following reasons:

- heeding to my inner voice To really help my detached friend to come back to normal cheerful life again
- ~~case~~ It will make his parents better informed of mental health issues, which would also spread to some extent in his village thereby making

people aware of it

14. You are the Managing Director of a multinational company that prides on hiring people from diverse backgrounds. The company also chooses multiple projects under Corporate Social Responsibility that are geared towards social inclusion and empowerment of vulnerable sections of the society. Miss 'X' who works in your office tells you that she has been diagnosed with HIV. It happened due to malpractice by a medical practitioner who re-used a contaminated syringe that led Miss 'X' to contract the disease. The company has strict policies about toleration and you ensure Miss 'X' that she can continue with her job in the company without facing any form of discrimination. A few days after the revelation, Miss 'X' angrily submits her resignation letter. She states that she has faced discrimination at the workplace everyday after the revelation. Her colleagues are hesitant to eat lunch with her, they make sure they do not drink water from the same source and the females in the office comment on her marital status. She is also asked to sit separately during departmental discussions. She intends to sue the company for mental harassment. If she takes the step, the public image of the company will be maligned and its non-discriminatory policies will be questioned. The following are some suggested options for you to deal with the situation as a Managing Director of the company. Evaluate the merits and demerits of each of the options:

20

- (a) You accept her resignation and suggest a compensation package so that she refrains from suing the company.
- (b) You persuade her not to submit her resignation and transfer her to another department.
- (c) You ask her to continue with her job and take strict action against the colleagues who discriminated against her. Also, state (without necessarily restricting to the above options) your course of action, giving proper reasons.

आप एक ऐसी बहुराष्ट्रीय कंपनी के प्रबंध निदेशक हैं जो विविध पृष्ठभूमि के लोगों को काम पर रखने में गर्व करती है। कंपनी कॉर्पोरेट सामाजिक उत्तरदायित्व के अंतर्गत समाज के सुभेद्य वर्गों के सामाजिक समावेशन एवं सशक्तिकरण की दिशा में कार्य करने वाली विविध परियोजनाओं का भी चयन करती है। आपके कार्यालय में कार्य करने वाली सुश्री 'X' आपको बताती है कि वह एच.आई.वी. (HIV) से ग्रस्त हैं। उन्हें HIV का संक्रमण एक चिकित्सा पेशेवर के गलत अभ्यास के कारण हो गया था, जिसने एक संक्रमित सुई का पुनः उपयोग किया जिससे सुश्री 'X' को यह रोग लग गया। सहिष्णुता के संबंध में कंपनी की नीतियां कठोर हैं और आप सुनिश्चित करते हैं कि सुश्री 'X' किसी प्रकार के भेदभाव का सामना किए बिना कंपनी में अपना जाँब करती रह सकती है। HIV से संबंधित जानकारी प्रकट करने के कुछ दिनों के बाद सुश्री X क्रोधपूर्वक अपना त्यागपत्र जमा करती हैं। वह कहती हैं कि HIV से संबंधित जानकारी प्रकट करने के बाद उन्हें कार्यस्थल पर प्रतिदिन भेदभाव का सामना करना पड़ा है। उनके सहकर्मी उनके साथ भोजन करने में संकोच अनुभव करते हैं, वे यह

सुनिश्चित करते हैं कि जिस जलपात्र से वह पानी पीती है उसके वे पानी न पिएँ और कार्यालय की महिलाएँ उसकी वैवाहिक स्थिति पर टीका-टिप्पणी करती रहती हैं। विभागीय चर्चाओं के दौरान उनसे अलग बैठने के लिए भी कहा जाता है। वह मानसिक उत्पीड़न के लिए कंपनी पर मुकदमा करना चाहती हैं। अगर वह यह कदम उठाती हैं, तो कंपनी की सार्वजनिक छवि को क्षति पहुँचेगी और इसकी गैर-भेदभावपूर्ण नीतियों पर प्रश्न उठेंगे। कंपनी के प्रबंध निदेशक के रूप में इस स्थिति से निपटने के लिए आपको सुझाए गए कुछ विकल्प निम्नलिखित हैं। इनमें से प्रत्येक विकल्प के गुणों और अवगुणों का मूल्यांकन कीजिए:

(a) आप उनका त्यागपत्र स्वीकार कर लेते हैं और उन्हें एक क्षतिपूर्ति पैकेज का सुझाव देते हैं ताकि वह कंपनी पर मुकदमा न करें।

(b) आप उन्हें अपना त्यागपत्र जमा नहीं करने के लिए मनाते हैं और दूसरे विभाग में उसका स्थानांतरण कर देते हैं।

(c) आप उन्हें उनका जॉब जारी रखने और उनके विरुद्ध भेदभाव करने वाले सहकर्मियों के विरुद्ध कठोर कार्रवाई करने के लिए कहते हैं। साथ ही (अनिवार्य रूप से केवल उपर्युक्त विकल्पों तक ही सीमित रहे बिना) उचित कारण बताते हुए अपनी कार्यवाही भी बताइए।

a) Demerits:

- loss of valuable employee from a company
- offering 'compensation package' to silence her is akin to bribery and hence is unethical

Merits:

- save reputation of the company
- compensation would supplement her to seek adequate treatment for HIV

(6)

Demerits:

- possibility of harassment in new dept.
- ~~simply transferring~~ it'll bring the whole issue of changing people's perception towards HIV people

Merits:

- saving of a valuable employee for the company
- continued source of income and job to her world instill in her sense of worth and dignified life

© Merits :

- sense of justice to her for ~~to~~ mental harassment that she suffered from
- ensure strict compliance to company's non discriminatory policy by employees in future

Demerits :

- possibility of she being looked with disgust even after this

My Course of Action :

Option © seems to be the best course of action since it will not only ensure her the dignity, but also justice, steady source

of income also. + It will
~~lead~~ to ~~str~~ send ~~positive~~ strong
signal to employees that such
deviatory behaviour would not
be tolerated in company thereby
ensuring positive environment
and work culture.