



GENERAL STUDIES (Test-4)

निर्धारित समय: तीन घंटे
Time allowed: Three Hours

DTVF/22 (O-A)-M-GSM (P-III)-2304

अधिकतम अंक: 250
Maximum Marks: 250

Name: GYANENDRA BHARTI

Mobile Number: _____

Medium (English/Hindi): ENGLISH

Reg. Number: _____

Center & Date: ONLINE / 20/07/2023

UPSC Roll No. (If allotted): 1103180

प्रश्न-पत्र के लिये विशिष्ट अनुदेश

कृपया प्रश्नों का उत्तर देने से पूर्व निम्नलिखित प्रत्येक अनुदेश को ध्यानपूर्वक पढ़ें:

इसमें बारह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।

सभी प्रश्न अनिवार्य हैं।

प्रत्येक प्रश्न के अंक उसके सामने दिये गए हैं।

प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहियें जिसका उल्लेख आपके प्रवेश-पत्र में किया गया है, और इस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यू.सी.ए.) पुस्तिका के मुख-पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिये। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिखे गए उत्तर पर कोई अंक नहीं मिलेंगे।

प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिये।

प्रश्न-सह-उत्तर-पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिये।

QUESTION PAPER SPECIFIC INSTRUCTIONS

Please read each of the following instruction carefully before attempting questions:

There are **TWELVE** questions printed both in **HINDI** and **ENGLISH**.

All the questions are compulsory.

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

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 a medium other than the authorized one.

Word limit in questions, wherever specified, should be adhered to.

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

केवल मूल्यांकनकर्ता द्वारा भरा जाए (To be filled by Evaluator only)

Question Number	Marks	Question Number	Marks
1 (a)	4.0	5 (b)	5.0
1 (b)	0.5	6 (a)	4.5
2 (a)	4.25	6 (b)	4.0
2 (b)	4.0	7.	5.0
3 (a)	3.0	8.	4.5
3 (b)	3.75	9.	4.5
3 (c)	4.25	10.	4.5
4 (a)	3.5	11.	4.0
4 (b)	5.0	12.	4.5
5 (a)	4.25		
Grand Total (सकल योग)			

107

[Signature]
मूल्यांकनकर्ता (हस्ताक्षर)
Evaluator (Signature)

[Signature]
पुनरीक्षणकर्ता (हस्ताक्षर)
Reviewer (Signature)

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Feedback

- | | |
|---|--|
| 1. Context Proficiency (संदर्भ दक्षता) | 2. Introduction Proficiency (परिचय दक्षता) |
| 3. Content Proficiency (विषय-वस्तु दक्षता) | 4. Language/Flow (भाषा/प्रवाह) |
| 5. Conclusion Proficiency (निष्कर्ष दक्षता) | 6. Presentation Proficiency (प्रस्तुति दक्षता) |

Dear Gyanendra,

① You have attempted all the questions which is really appreciated.

② Your contextual understanding of the question is good as you have been able to identify various critical issues in the questions & case studies.

③ Your habit of introducing with defining key terminologies is good. ensure you write better definitions at some places.

④ conclusions need to make more precise & balanced.

⑤ You have further scope for improving content by adding relevant key words, case studies & examples to substantiate your arguments.

⑥ In case studies, 'the stakeholders' part need to discuss thoroughly.

You have good potential! All the best.

खंड - क/ SECTION - A

1. (a)

अभिरुचि क्या है? क्या आप मानते हैं कि यह रुचि, कौशल और बुद्धिमत्ता से भिन्न है?

(150 शब्द) 10

What is aptitude? Do you think that it is different from interest, skill and intelligence?

(150 Words) 10

Aptitude ~~the~~ is the natural ability to do something and potential of getting benefited from training. It is futurestic. For example ability of a child to paint an object which can further be improved from training:

Element of aptitude

- ① Ability of critical thinking
- ② Problem solving skills
- ③ Ability to coordinate with peer group
- ④ Ability to adapt in a working environment etc.

It is different from interest

Interest denotes a will to do some particular task. For example someone may be interested in singing. It's required before

उम्मीदवार को इस
हाशिये में नही लिखना
चाहिये।

(Candidate must not
write on this margin)

Very well
defined the
key term

points are
relevant

point is
fine

performance of task

good use to
diagram

before
intest → Task

↑ during task we need
aptitude.

examples
are
duely
mentioned

skills and aptitude

point is
good

Skill is the knowledge (or) experience
learned in the past which helps to
perform certain task. for example
drawing a good portrait is a
skill developed with practice.

Skill → Aptitude
↓ ↓
Past Futuristic

Kindly
differentiate
betn aptitude
&
intelligence
properly

Intelligence It is the ability to
apply skills & past experience, learned
tactics etc for performance of a task.

Skills, interest & intelligence along
with right aptitude is required in a
civil servant to perform his/her
task sustainably.

conclusion
is
balanced

kindly add it by giving some examples

- (b) "आपकी अभिवृत्ति आपका कद निर्धारित करेगी, आपकी अभिरुचि नहीं"। आप इस उद्धरण से क्या समझते हैं? उदाहरण सहित अपने विचार स्पष्ट कीजिये। (150 शब्द) 10
- "It is an attitude, not aptitude, which determines one's altitude". What do you understand by the quotation? Explain your stand with illustrations (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

key terms are properly defined

Attitude is the expression of favour (or) disfavour towards an object, incident or person. It affects the decision making and action.

Whereas, the aptitude is the potential to get benefited from training. It is the natural ability to do some thing.

Role of attitude in success

① It helps to take an action and decision. It also helps in motivating a person to keep working towards his/her goal.

② Right attitude helps to align self in a work culture and act with efficiency.

③ Attitude helps in object appraisal & hence correct decision making.

④ It also helps in resolving conflicts.

kindly add relevant examples

Also add

① Make right judgement

② Think positively during adverse situation

etc

Relevant Subpoints are discussed as per the demand

⑥ However, it also helps in maximising reward & minimising punishment.
Role of aptitude in success

① It helps in selection of right candidate for the post.

② Aptitude provides leadership & team working spirit.

③ It is also helpful in better planning & use of available resources.

④ Attitudes helps in problem solving & dealing with novel problems.

⑤ It helps in identification of pattern such as pattern of corruption.

Hence attitude as well as aptitude is required to get success.

i.e.

$$\text{Attitude} + \text{Aptitude} = \text{Altitude}$$

substantiation is missing

Q.5

2. (a)

“आचार संहिता” एवं “नीति संहिता” के बीच क्या अंतर है? प्रत्येक के महत्व और प्रासंगिकता को स्पष्ट करने के लिये उदाहरण प्रदान कीजिये। (150 शब्द) 10

What is the distinction between a “code of conduct” and a “code of ethics”? Provide examples to illustrate the importance and relevance of each. (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

good approach but need more precise definitions

Code of Ethics (CoE) are set of guidelines which guide to act in a particular way. Code of Conduct is the subset of Code of Ethics.

Difference between Code of Ethics & Code of Conduct

Code of Conduct

① It is set of rules and regulation which guides an action in particular situation.

② It is related to some rules and regulation

Eg - Do not take bribe under prevention of corruption act.

③ It is generally negative in character

Code of Ethics

① It is broader framework that also aims at guiding actions in certain condition.

② It is general & ethical principle.

Eg - To have compassion towards vulnerable section.

③ It is generally positive

you have scope for improvement in presentation

These are more or less similar points

Kindly avoid repetition

legally enforceable

Moral reservations



good point

Eg- Do not reveal the official secret

Eg- Ensure justice & equality in administration.

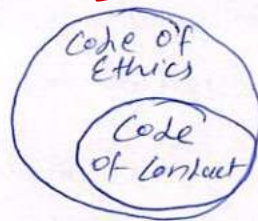
④ It have narrow scope of in action & behaviour
Eg- Come office on time.

④ It have wider scope.
Eg- have compassion

⑤ There is little scope for self judgement
Eg- implementing the scheme as per set criteria

⑤ It have scope for self judgement
Eg- Can give the medicine without having prescription to save life.

Both acts as guiding light during performance of duty. However, code of ethics provides guidance on those areas also which has not been covered by law.



} diagram is good but firstly avoid any diagram in intro or conclusion

points are relevant & examples are nicely quoted

good conclusion

4.25

(b) अनामिकता और निष्पक्षता भारतीय लोक सेवा की मूलभूत विशेषताएँ हैं। विवेचना कीजिये।

(150 शब्द) 10

Anonymity and impartiality are the fundamental characteristics of the Indian Civil Service. Discuss.

(150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Need
correct
definition

unknown

Anonymity refers to be state of being known about who have taken the decision to ensure effective discharge of duty.

good
statement

Where as the impartiality refers to process of decision making on objective criteria without affected by own emotion (or) feelings.

Role of anonymity in civil services

① Civil servants requires to perform their duty without being influenced by public pressure (or) opinion. Anonymity helps in discharging of duty.

points are
relevant

② It also ensures primacy of the political executive as mandated by Constitution. Political executives are responsible to public not the civil servants.

It upholds
principle of
separation of
power

well
addressed

③ Anonymity also helps to ensure that they are not functioning under any kind of pressure.

④ They are advised not to criticise government in public to maintain trust in governance.

protect
civil servants
from unnecessary
highlight &
media attention

Role of impartiality in civil services

① Being impartial helps to ensure equality and absence of favour (or) discrimination.

points are
relevant
as per
demand

② It helps in ensuring delivery of social justice as enshrined in the preamble.

③ It enhance the trust of public on the system of governance.

④ Impartiality helps in efficient utilization of public fund.

You can
mention
required
values as
well

Anonymity & impartiality are hallmark for civil services & helps to achieve inclusive development.

→ Integrity, accountability etc.

4

3. निम्नलिखित में से प्रत्येक उद्धरण का आपके विचार से क्या अभिप्राय है?

What does each of the following quotations mean to you?

(a) "आप अक्सर अपनी अभिवृत्ति को परिवर्तित करके अपनी परिस्थितियों को बदल सकते हैं।"

- एलेनोर रूजवेल्ट

(150 शब्द) 10

"You can often change your circumstances by changing your attitude." — Eleanor Roosevelt (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

well
defined

Attitude is act of favour of
disfavour towards one object, person,
idea of event. It have judgemental
element and affects decision making.

content of
quote
well
explained

The above quote represents
the role of attitude in shaping the
circumstances and achieving the
desired goal.

The action and mental state
is largely dependent upon the attitude
of a person which results into
success (or) failure.

well
illustrated

for example there are n number
of problems in governance. But a
civil servant with positive attitude
can mould the circumstance in

example
is up to
mark

his favour to get desired result.
Armstrong Pame (IAS) is the prime
example of this. He built the
road without help of government
fund. He persuaded local people
to build the road.

There are various other
example of people who have
mould the circumstances by changing
their attitude and are like an
inspiration for public. The millet
lady of Odisha is another example.
Due to declining use of native
millets, they were on the verge
of extinction. But she started collecting
growing & redistributing them. As
a result more than 30 types of
millets were revived in the field.

These examples shows that right
kind of attitude helps to get success
irrespective of circumstances

Need more
concrete
conclusion

Basically
you need
to discuss
how attitudes
have positive
implications
in various
situation
↓
① deep. religious
② deep. govt
interpersonal
separ

etc

- (b) "ज्ञान के बिना सत्यनिष्ठा कमजोर और व्यर्थ है परंतु सत्यनिष्ठा के बिना ज्ञान खतरनाक एवं भयानक है" - सैमुअल जॉनसन (150 शब्द) 10

"Integrity without knowledge is weak and useless, and knowledge without integrity is dangerous and dreadful." Samuel Johnson. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

well introduced
Integrity means thinking, working
and feeling all are in same line of
being uncorrupted even no one
is watching & irrespective of
what circumstances.

Integrity without knowledge

① It is important to have knowledge
that our integrity is aligned to
ethics (or law or not). If no then
the person might do wrong things.

Eg - Helping friend to cheat in
the examination as the person
has integrity to help the friend.

② Also, if there is lack of knowledge
about the action, integrity may
not be desired. For example supporting
to get away before getting moved.
It may result into continuation
of social evil.

*points are
good &
thoroughly
substantiated*

fine
point

③ Voting for corrupt politician due to lack of knowledge of its impact (or) voting on caste (or) religious lines may result into defective democracy.

But knowledge without integrity can even be more dangerous.

① The person with knowledge can produce biological weapon if he do not have integrity.

② Example is Osama Bin Laden. He had knowledge but he utilized for destruction.

③ Similarly, if civil servant lacks integrity, he would discover a number of ways to do corruption.

Hence, there is need of person with knowledge & integrity to get succeed in life and to ensure prosperous society.

examples
are
apt

Balanced
conclusion

Also discuss
the theoretical
arguments

① lack of
morality

② no concern
for others

③ work same
under every
circumstances

etc -

(c) "मुझे केवल भावना की परवाह है - जब वह सही होगी, तो सब कुछ अपने आप सही हो जाएगा"। स्वामी विवेकानंद। (150 शब्द) 10

"I care only for the spirit - when that is right, everything will be righted by itself." Swami Vivekanand. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Also discuss
what is
spirit

Through above quote swami
Vivekananda emphasised the importance
of right spirit. It have potential to
transform everything - person, society etc.

Benefit of right spirit

① Right spirit helps in forming the
right attitude. A person with right
attitude is required in developing
country like India to solve various
problems.

② Right spirit results into lack of
jealousness and promote cooperation
thereby providing the way for
Sarvodaya (or) empowerment of all.

③ Spirit also helps in keeping the
self physically & mentally healthy

Relevant
subpoint
are
discussed

there by fuelling socio-economic growth

④ The spirit helps in growth of compassion towards vulnerable section. It inturn helps in dealing with problems such as poverty, hunger etc.

⑤ Spirit also helps in ensuring sense of duty which helps to reduce the lawlessness and corruption.

⑥ Spirit makes a person to resolve conflict amicably by negotiations & thereby ending chance of violence & war etc.

Also discuss
how to
find/cultivate
right
spirit

Hence, it is important to have right spirit which can be developed by value internalisation and also through yoga.

Conclusion
is
good

4.25

4. (a)

कार्यस्थल में भावनात्मक बुद्धिमत्ता पारस्परिक संबंधों को कैसे प्रभावित करती है? समूह गत्यात्मकता, सहकार्यता और संघर्ष समाधान पर भावनात्मक बुद्धिमत्ता के प्रभाव की विवेचना कीजिये।

(150 शब्द) 10

How does emotional intelligence influence interpersonal relationships in the workplace? Discuss the impact of emotional intelligence on team dynamics, collaboration, and conflict resolution.

(150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Intro is
good

Emotional intelligence means
ability to perceiving and understanding
emotion of self as well as others,
reasoning with them & utilizing
to get desired result.

Factors shaping emotional intelligence (EI)

Relevant
points are
mentioned

- ① Past experience for example if a
person have handled conflict at work
place in past would have better EI
- ② Cognitive ability to perceiving the
emotion.
- ③ Situation in which the person
which requires to use his EI.

Impact of EI at work place

good
points

- ① EI helps to handle the conflict
management.
- ② It helps during communication

Please Add

- ① increase empathy
- ② Builds Trust
- ③ provide effective
leadership
- ④ preventing
conflict

Kindly try
to add at least
H. 5
points



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

With subordinate - peer groups etc

③ It also helps in dealing with criticism.

All these helps in building good
relationship at workplace

Impact of EI in team dynamics

• Better communication, low conflict
and enhances coordination due
to EI helps in enhancing team
spirit & performance.

Trust

Leadership

EI & Collaboration

• Better EI results into good commu-
nication & no gap in communication

good listener

empathy

EI & Conflict resolution

• EI helps to clearly spell out own
view as well understanding that
of others & hence helps in conflict-
resolution.

problem
Solving

reduce
the impact

EI helps in enhancement of
performance by effective commu-
nication, decreased conflict and
enhanced team spirit.

Need to discuss
other points
team communication
or well

points are
good

good
conclusion

(b)

अनैतिक व्यवहार को रोकने और हितधारकों के हितों की रक्षा करने में निगमित शासन (कॉर्पोरेट गवर्नेंस) महत्वपूर्ण भूमिका निभाता है। इस संदर्भ में भारत में निगमित शासन के साथ नैतिक मुद्दों पर चर्चा कीजिये।

(150 शब्द) 10

Corporate governance plays an important role in preventing unethical behaviour and protecting the interests of stakeholders. In this context, discuss the ethical issues with corporate governance in India.

(150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

definition
is good

Corporate governance is set of practices, system & regulation through which a corporate is governed to ensure the safeguarding the interest of it's stake holders.

Role of - Corporate governance in preventing unethical behaviour

① It sets standard in functioning such as timely disclosure of information, disclosing correct information, audit etc thereby promoting ethical behaviour.

② It ensures proper system of checks and balances are maintained to prevent unethical behaviour.

③ It ensures there is clear demarcation of roles & responsibility

kindly
add few
examples
as
well

well
addressed
the
demand
of
question

④ It also ensures transparency & accountability.

Ethical issues in corporate governance

- ① Insider trading through use of important information. Eg. Rajat Gupta case.
- ② Only care for profit & neglecting other stakeholders such as environment
- ③ Auditor-management nexus.
Eg- Satyam scam.
- ④ Opaqueness in functioning Eg- Syrus Mistry case.
- ⑤ Inadequate representation to women & vulnerable
- ⑥ Delay citing effect
- ⑦ Issue of tax evasion, avoidance etc

points are well discussed

⑤ - good attempt

How 2 be specific

Vday Kotak Committee & OECD Corporate Governance framework can help to ensure good / ethical corporate governance.

good conclusion

5. (a)

नैतिक दुविधा क्या है? सार्वजनिक संस्थानों में विभिन्न नैतिक चिंताओं और दुविधाओं पर चर्चा कीजिये।

(150 शब्द) 10

What is an ethical dilemma? Discuss various ethical concerns and dilemmas in public institutions. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Intro is
good

Ethical dilemma is a situation
in which two or more ethical
values are at conflict with each
other. By choosing one, another
gets compromised.

These value
are competent
i.e. equally good
or bad

Ethical concerns & dilemmas in Public
institutions

① Accountability & Transparency vs maintain-
ing official secrecy for eg - RTI

Vs Public official Secrecy.

② Dilemma of Public duties Vs Private
interest - eg - Corruption is related
to predominance to private interest.

③ Safeguarding self vs leading the
team in counter insurgency work.

④ Giving chance to reform (or) to
prosecute for an offence.

⑤ Imposing fine on poor & rich

Relevant
subpoints
are
discussed
as
per
demand

for violation of law.

- ⑥ Taxing at different rate for same
rate to poor & rich.
- ⑦ Implementation of schemes & providing
benefit to poor if they do not meet
certain criteria.
- ⑧ Dilemma of not revealing information
to relatives which can benefit them.
- ⑨ Issue of following rules vs use
of compassion toward vulnerable.

You can
separate
dilemmas &
concern
in diff.
parts

points
are
good

The ethical dilemmas are bound
to occur while discharging public duty.

The presence of code of conduct, following
code of ethics, effective accountability
measures etc can help to deal with
ethical dilemmas.

good
suggestion

Q.25

- (b) निम्नलिखित पर 30-30 शब्दों में संक्षिप्त टिप्पणी लिखिये:
Write short notes on the following in 30 words each:

(150 शब्द) 10

(150 Words) 10

- (i) नैतिक प्रशासन / Ethical Governance
- (ii) वस्तुनिष्ठता और निष्ठा / Objectivity and dedication
- (iii) निजी क्षेत्र की नैतिक विकृतियाँ / Ethical perversions of private sector
- (iv) सहानुभूति और करुणा / Empathy and compassion
- (v) सूचना का अधिकार अधिनियम, 2005 / RTI Act, 2005

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

(i) Ethical governance means use of ethical values in the process of governance.

• Elements of ethical governance

Ⓐ Transparency

Ⓐ Accountability

Ⓒ Impartiality

Ⓒ Integrity

Ⓔ Compassion

Ⓔ Justice etc

(ii) Objectivity & Dedication

• Objectivity means taking the decision on merit without being influenced by emotion, biases etc. It is important while framing policies or implementing it.

Dedication is the act of giving own attention & energy to some cause.

It is required trait in the process of governance.

Kindly
incorporate
an
example
in
brief
under
each
point

(iii) ethical Perversions of private sector

These are certain unethics tenden-
-cies found in private sector such as

- ① Excessive focus on Profit ② Glass Ceiling
- ③ Nexus between management & auditor
- ④ lobbying ⑤ Tax evasion etc

v. good
Substantive

(iv) Empathy is the ability of a person
to understand the feeling of others
& to take action to remove the pain.

good
point

Whereas, the compassion means
the higher order of empathy which
involves complete devotion to end
the suffering.

It is a sense
of understanding
& attempt to
protect
emotionally

(v) RTI Act 2005 was enacted to ensure
transparency in the process and
accountability of the civil servants.
It is in line with Right to Inform-
ation Under Article 19 of the
Constitution.

apt
info
written

5

6. (a)

शासन व्यवस्था में ईमानदारी से क्या आशय है? शासन व्यवस्था में ईमानदारी का उद्देश्य और महत्त्व क्या है? क्या शासन व्यवस्था में ईमानदारी सुनिश्चित करने के लिये कोई उपाय हैं?

(150 शब्द) 10

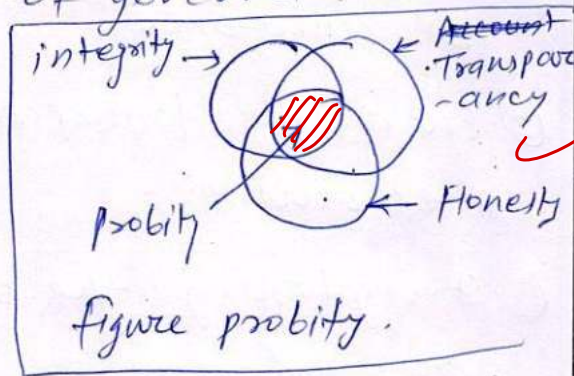
What is probity in governance? What is the purpose and importance of probity in governance? Are there any measures to ensure probity in governance? (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Probity involves element of honesty, integrity & transparency in the process of governance.

• It ensure the maintenance of high ethical standards in administration.



Purpose & importance of probity

- ① To ensure ethical standards.
- ② To ensure transparency, accountability, integrity etc
- ③ It reduces the corruption & enhances efficiency of utilization of public fund.
- ④ It leads to enhanced trust in the governance.

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Intro is good

good schematic representation

points are five but more diverse content can be written

① minimise corruption

② enhance accountability

③ compliance to procedure

④ enhance public trust

It ensures equality and absence
of any biases (or) favour.

Tools to ensure probity

① Code of Ethics & Code of Conduct
to guide how to act in certain
circumstance.

② Ensuring transparency & accountability
mechanism.

③ Strengthening the system of checks
and balances.

④ Enhance public participation

⑤ Use legal tools such as RTI Act.

⑥ Use institutional frame works
such as Audit, Court, CBI &
CVC along with Lokpal & Lokayukta

To maintain probity both preventi
ve & curative (enforcement) measures
are required.

Relevant
tools are
properly
discussed

good
conclusion

- (b) लोक सेवकों में भावनात्मक बुद्धिमत्ता का क्या महत्व है? तार्किक समर्थन के साथ अपने विचार प्रस्तुत कीजिये। (150 शब्द) 10
What is the significance of Emotional Intelligence in Civil Servants? Share your viewpoint and provide supporting arguments. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।
(Candidate must not
write on this margin)

Emotional intelligence is related to ability to perceive & understand own as well as other's feeling, reasoning with them & finally using them for desired outcome. It leads to success at workplace.

importance for civil servant

① It helps in public dealing by enhancing communication skills.

② It helps in connecting with people so that they can clearly tell their problems.

③ EI also helps to getting work done from subordinate.

④ EI is useful in building interpersonal relationship & securing better work environment.

⑤ EI can help in better negotiation.

well defined

Kindly substantiate using relevant examples

of contract thereby enhancing the
efficiency of utilization of public
fund.

five
arguments

⑥ It also helps in stress management
through reasoning with emotion.

⑦ It prevents from taking decision
in haste through influence of
extreme emotions.

viewpoints to support this

good
examples

① Armstrong Palmer, an SAS officer
built 100 km road to connect rural
area with government fund.

② Metroman Sridharan is remembered
for his role in development
of Delhi metro.

Hence, it can be concluded that
emotional intelligence play crucial
role in success of civil servants
in serving the nation.

Need more
concrete
statement

How?

49

खंड - ख / SECTION - B

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

7. आपको उस राज्य के एक जिले में पुलिस अधीक्षक के रूप में नियुक्त किया गया है जहाँ हाल ही में एक अवैध खनन माफिया द्वारा एक डी.एस.पी. की हत्या कर दी गई थी। आपको सूचना मिली है कि अरावली की पहाड़ियों में कुछ लोगों द्वारा अवैध खनन किया जा रहा है। हैरानी की बात यह है कि उस क्षेत्र में अवैध खनन के अधिकतर मामले कभी भी न्यायालय या पुलिस तक नहीं पहुँचते हैं क्योंकि माफिया के रूप में कोई और नहीं बल्कि स्थानीय विधायक शामिल है।

एक तथ्य यह है कि अधिकांश खनिज भंडार जिले के एक बड़े भाग में स्थित अरावली पर्वतमाला के आसपास केंद्रित हैं। खनन गतिविधि को तत्काल रोकने से वहाँ कार्यरत मजदूरों के जीवन पर भी असर पड़ेगा। जबकि खनन का पर्यावरणीय प्रभाव भी एक चिंता का विषय है। एक युवा और ऊर्जावान नौकरशाह होने के नाते, आप सकारात्मक बदलाव लाने के लिये उत्साहित हैं, अपितु फिर भी आपको अपने अधीनस्थों द्वारा चेतावनी दी जाती है, जो विभिन्न चुनौतियों से गुजरे हैं।

(250 शब्द) 20

- (a) उपरोक्त स्थिति में शामिल हितधारकों की पहचान कीजिये
(b) आपके समक्ष कौन सी नैतिक दुविधाएँ हैं?
(c) इस स्थिति में आप क्या कदम उठाएंगे?

You have recently been posted as the Superintendent of Police of a district in a state where a DSP was killed recently by an illegal mining mafia. You have received information that illegal mining was being done by some people in the area in the Aravalli hills. The surprising thing is that most of the cases of illegal mining in this area never reach the court or the police as the politician who was involved in the mafia was no one else but the local MLA.

It has been found that most mineral deposits are concentrated all along the Aravali range that runs through large parts of the district. An immediate shutdown of the mining activity will also impact the lives of the labourers employed there. The environmental impact of mining is also a major concern. Being a young and energetic bureaucrat, you are passionate about bringing positive changes but at the same time being cautioned by your subordinates who have witnessed various challenges from the threat. (250 Words) 20

- (a) Identify the stakeholders involved in the above situation
(b) What are the ethical dilemmas being faced by you?
(c) What step will you take in this situation?

The above issue depicts the case of collusion of politician & police for illegal mining & issue of tragedy of commons as no one is taking responsibility to report

gist of
case scenario
well
discussed

good use of
keyword

the case

① stakeholders

stakeholders
are
properly
identified

- ① me as Superintendent of Police (SP)
- ② my subordinates including the
ex-DSP who was killed by mining
mafia:
- ③ local MLA involved in mining
- ④ The government - loss of revenue
- ⑤ The environment - getting polluted.
- ⑥ labours employed

② Dilemma faced by you me

ethical
dilemmas
are
very well
discussed

- ① Protecting self Vs responsibility to
take action as the DSP was
killed & subordinates are warning
not to take action.
- ② Protecting environment Vs safeguar
-ding labourers interest as the
immediate stopping of mines
may result into loss of livelihood
to workers.
- ③ Preserving an integrity Vs
preserving self interest as

Also Add

- ① economy
Vs ecology
- ② Justice
Vs. mercy
- ③ personal
good Vs.
public
welfare

an SP, I have to take action
against illegal mining.

③ Options I have

Option-I. Do not take any action

merit. I would not have any harm
to me & also livelihood of workers
would be saved.

Demerit. It is comprising with
integrity and probity. The mafia
would continue to mine which is
loss to government as well
as environment.

Option-II. Seek transfer

merit. I would not be responsible
for any illegal mining & also I
would be saved from any threat
from mafia.

Demerit It shows the lack of
Courage to act against wrong
doers & environment and government

valid
option

Merge option
1 & 2 under
inaction
part
& bring out
more
creative
steps

will be affected

Option-3 Collusion with mafia

merit:- I would be getting fruit
of illegal mafia & would be
saved from threat.

Demerit:- Corruption is ethically,
morally & legally wrong. It's
injustice to my duty, public
trust & my integrity.

Option-4 Take action against mining

merit

① It would serve justice to the
DySP who was killed.

② No loss of revenue to government

③ Preserving the ecosystem &
biodiversity.

Demerit

① Loss of livelihood of worker.

② I may get similar threat

→ Add
① Making
thorough
report

② Setting up
expert
committee

③ Approaching the
High Court.

④ Involving your
seniors

collect kind
& actions
& course you
are going
to follow
discuss in
brief

as of DySP & might get killed.

The Best way to serve the god
is serving the people. Though I
may have personal cost for
taking action against illegal
mining mafia. Yet it passes the
test of morality, ethics & legality.

being a civil
servant
you have to
be justice
oriented,
people centric
& pragmatic

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Also
discuss
future
course of
action

⑧ - Substantial content
is lacking

8. पुलिस अधीक्षक के रूप में आप एक ऐसे जिले में नियुक्त हुए हैं जो गंभीर नागरिक अशांति और कानून-व्यवस्था की समस्याओं से ग्रस्त है। राजनीतिक नेताओं की कई अपीलों के बावजूद स्थिति में सुधार के कोई संकेत नहीं दिख रहे हैं। दंगाई हथियारों और गोला-बारूद तक पहुँच हासिल कर पास के एक सैन्य शिविर को लूटने में कामयाब रहे। इससे विभिन्न समुदायों के बीच संघर्ष बढ़ गया है, जिसके परिणामस्वरूप लगातार गोलीबारी हो रही है। इस अराजकता के बीच, आपको एक शरणार्थी शिविर के एक अधिकारी से आधी रात को एक व्यथित करने वाला फोन आता है। उन्होंने आपको बताया कि शिविर में एक 7 वर्षीय बच्चे को पीठ में गोली मार दी गई है, जिससे पता चलता है कि दंगाइयों ने अन्य समुदायों के लोगों को सुरक्षा प्रदान करने के लिये पुलिस को निशाना बनाया था। अधिकारी घायल बच्चे को निकटतम अस्पताल तक ले जाने में आपकी सहायता का अनुरोध करता है। आप जल्दी से एक एम्बुलेंस की व्यवस्था करते हैं और शिविर की ओर चल पड़ते हैं।

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

हालाँकि, जब आप अपने मार्ग में जा रहे होते हैं तो आपको अपने एक अधीनस्थ से यह संदेश प्राप्त होता है, जो आपको फर्जी खबरों के प्रसार के प्रति सचेत करता है। इस गलत सूचना के अनुसार, यह झूठा दावा किया जा रहा है कि राज्य के अधिकारी एक विशेष समुदाय को अधिमान्य उपचार प्रदान करने के लिये एम्बुलेंस का दुरुपयोग कर रहे हैं। इस स्थिति में आपके पास विभिन्न दृष्टिकोण क्या हैं? आपकी कार्यवाही का तरीका क्या होगा? आप यह कैसे सुनिश्चित करेंगे कि कानून एवं व्यवस्था की स्थिति बनी रहे?

(250 शब्द) 20

You, as the Superintendent of Police, find yourself in a district plagued by severe civil unrest and law-and-order issues. Despite numerous appeals from political leaders, the situation shows no signs of improvement. The rioters have managed to loot a nearby army camp, gaining access to weapons and ammunition. This has escalated the conflict between different communities, resulting in constant gunfire exchanges. In the midst of this chaos, you receive a distressing midnight call from an officer at a refugee camp. He informs you that a 7-year-old child has been shot in the back at the camp, revealing that the rioters targeted the police for providing protection to people from other communities. The officer at the camp requests your assistance in escorting the injured child to the nearest hospital. You quickly arrange for an ambulance and make your way to the camp.

However, while enroute, you receive a message from one of your subordinates, alerting you of the spread of fake news. According to this misinformation, it is being falsely claimed that state officials are misusing the ambulance to offer preferential treatment to a particular community. In this situation what are the different approaches available to you? What will be your course of action? How will you ensure that law and order situation is maintained?

(250 Words) 20

Intro is contextual

This case depicts the misuse of digital means for spread of fake news amidst the communal riot. It requires quality of

You can link to recent Manipur or Nakh incidents

Leadership, problem solving skill and
courage to deal with such situation
stakeholders

Also discuss
the
respective
stake
involved

- ① me as an Supremeint of Police (SI)
- ② my subordinates at refugee camp
- ③ communities at conflict with
each other
- ④ The injured child
- ⑤ Public at large including both
community

Different approach available to me

- ① Duty approach/deontology → my duty
is to save the child and reach the
hospital as soon as possible
- ② Utilitarian approach which aims at
providing maximum happiness to
maximum number by restoring law
- ③ and order and safely reaching
the hospital
- ③ Right based approach to safeguard

✓ good
kindly
ink
there
are
scenario
further

Relevant
point are
discussed

the rights of all the stakeholders.

④ means & end approach to ensure
peace through peace means without
favouring or discriminating anyone.

⑤ Justice approach to counter the
fakenews & providing justice to all.

Course of action in this situation

① Review the law & order situation &
deploy additional police force.

② Strengthen the intelligence measure
to prevent further attack by mob

③ Ensure that child is safely reached
to the hospital.

④ if possible then release the video of
injured child to counter the fake
news narrative, however extreme
caution is required as the attack on
child may further instigate the
violence.

⑤ statement should be released

Adequate
measures
&
apt
steps are
discussed

V. good

about the neutrality of the administration & concern for restoring peace.

⑥ steps should be taken to get back the arms & ammunition looted from police camp.

⑦ strengthen the security of camp as it is safe target for infirmer element

⑧ Internet shut. down may be used to curb the false news.

Such situation requires cautious approach based on use of force, appeal, communication and political appeal to deal with the situation.

Relevant
content
discussed

conclusion
is
good

Also add
few measures
to revive
law & order
situation

9.5



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

9.

रोहन 12वीं कक्षा का नवोत्तीर्ण छात्र है। अपनी अंतिम बोर्ड परीक्षा के दौरान उसे कई चुनौतियों का सामना करना पड़ा। उसके खराब स्वास्थ्य तथा पारिवारिक समस्याओं ने उसकी तैयारी में बाधा उत्पन्न की। वह विद्यालय की कई महत्वपूर्ण कक्षाओं में अनुपस्थित रहा। उसके सबसे अच्छे दोस्त रमन ने उसे बोर्ड परीक्षा के दौरान अमूल्य सहायता प्रदान की। रोहन को अच्छे अंक प्राप्त करने में मदद करने के लिये रमन ने अपने निजी नोट्स भी साझा किये। रोहन के माता-पिता उसके दोस्त के समर्पण तथा सहायता के लिये आभारी थे, उन्होंने रोहन को सफल होने में सहायता करने के लिये किये गए प्रयास को मान्यता दी। हालाँकि बोर्ड परीक्षा में अच्छे ग्रेड प्राप्त करने के बाद भी CUET परीक्षा एक बड़ी बाधा थी। CUET में प्राप्त अंक यह निर्धारित करेंगे कि रोहन किस कॉलेज व पाठ्यक्रम में प्रवेश ले सकता है। रोहन BCA की पढ़ाई करना चाहता था तथा जानता था कि एक प्रतिष्ठित कॉलेज में प्रवेश के लिये उसे विशिष्ट अंकों की आवश्यकता है। हाल ही में, रोहन को पता चला कि रमन ने एक अच्छे कॉलेज में प्रवेश की संभावनाओं को बेहतर बनाने के लिये EWS (आर्थिक रूप से कमजोर वर्ग) प्रमाणपत्र प्राप्त किया है। सच तो यह था कि उसका सबसे अच्छा दोस्त वास्तव में EWS श्रेणी के लिये योग्य नहीं था। इस सच से रोहन काफी परेशान हो गया। जब उसने रमन से स्थिति के बारे में पूछा, तो उसके दोस्त ने कड़ी प्रतिस्पर्धा व लाभ की आवश्यकता पर जोर देकर उसके कार्यों को उचित ठहराया। रमन ने रोहन को भी EWS प्रमाणपत्र प्राप्त करने के लिये मनाने की कोशिश की।

(250 शब्द) 20

- उपरोक्त स्थिति में शामिल नैतिक संशय/दुविधा पर चर्चा कीजिये?
- उपरोक्त सभी विकल्पों का मूल्यांकन कीजिये?
- आप कौन-से विकल्प का चयन करेंगे और क्यों?

Rohan is a newly passed out class 12th student. During his final board examination, he faced several challenges. His poor health and family issues hampered his preparation. He missed several of the important classes in school. His best friend, Raman, provided him with invaluable support during the Board examination. Raman even shared his personal notes to help Rohan achieve a good score. Rohan's parents were grateful for his friend's dedication and assistance, recognizing the effort he put in to help Rohan succeed. However, there was one major obstacle even after getting good grades in the Board examination—the CUET examination. The CUET score would determine the college and course Rohan could pursue. Rohan aspired to study BCA and knew he needed exceptional marks to secure admission into a reputable college. Recently, Rohan discovered that Raman had obtained an EWS (Economically Weaker Section) certificate to improve his chances of getting into a good college. The truth was that his best friend did not actually qualify for the EWS category. This revelation left Rohan deeply upset. When he confronted Raman about the situation, his friend justified his actions by emphasizing the intense competition and the need for an advantage. Raman tried to convince Rohan to also obtain an EWS certificate.

(250 Words) 20

- Discuss the ethical dilemma involved in the above-mentioned situation?
- Evaluate all the options available to you?
- Which option would you opt for and why?

Above case depicts the issue of misuse of support system in the

form of reservation through false
EWS certificate & focusing on ends
irrespective of means. Rohan faces
dilemma to report about the incident
or not to report as he was helped
by Raman in securing good marks.

(A)

Ethical issues involved

① Issue of means vs ends use of
false EWS certificate to get
admission into reputed collage &
course.

② Issue of justice to to economically
weaker section student who other
-wise have got the admission

③ Honesty Vs friendship to reveal
the truth to authority or to maintain
good relation with friend.

④ Issue of misuse of facility available
to EWS section of the society.

⑤ The issue of poor mechanism to
issue EWS certificate without

kindly
discuss
the
dilemma

you need
to discuss
the
dilemma
more
specifically
in point
2, 4 & 5

(B) Options available & evaluation

Option-1. Do not act as Raman helps
a lot to Rohan in preparation
merit.

① It would preserve the friendship
tie of Rohan with Raman.

② Raman would get good collage.

demerit.

① Impure means cannot justify
the end result.

② It sets bad precedent.

③ Rohan may feel guilt for lack
of courage to report it & for
Raman to be dishonest.

Option-2 Try to convey Raman not
to use EWS certificate.

Benefit.

① Raman may not use fake EWS
certificate.

② Friendship tie would preserve

valid
point
mentioned

good
point

Demerit

- ① Raman might not listen to Rohan.

Option-3 Get EWS certificate as Raman
did.

Merit

- ① Rohan would get good collage.
② He may fulfill his dreams & parents
would be happy.

Demerit

- ① Issue of impure means for an EWS.
② Harm for deserving EWS candidate.
③ Sets bad precedent.

Option-4 Report the incident to
competent authority.

Merit

- ① No misuse of EWS certificate.
② It would be a lesson for wrong
doers in future.

Demerit

- ① Friendship & family ties may
be destroyed.

very well
argued
as
relevant
dimension
are
discussed

② ~~Career~~ of Raman may be ruined
due to such action

② Course of action

First, I will try to convey
Raman not to use illegal means
to get good collage. I will talk to
his parents that if this truth
come out everyone would be
in problem.

If still they are using fake
ELWS certificate, then I would
inform the competent authority.

This shows the intention to
give a chance to reform. If failed
then actions are taken as the
Raman is just 12th passed student.

persuasion
&
moral
suasion
are fair
methods

good
course of
action

good
conclusion

Q.5

10.

भारत के एक पूर्वी राज्य में एक चार लेन का कंक्रीट पुल एक वर्ष में दूसरी बार ढह गया है। पुल की संरचनात्मक विफलता इस बात का उदाहरण देती है कि इंजीनियरिंग प्रथाओं में नैतिकता का उल्लंघन कैसे होता है। रवि एक प्रतिष्ठित संरचनात्मक इंजीनियर हैं और उसे परियोजना की जाँच के लिये नियुक्त किया गया है। योजनाओं और रेखाचित्रों की जाँच करने के बाद, उन्हें पता चला कि डिजाइन में एक बड़ी खामी थी। खामी के बारे में रिपोर्ट करने से भविष्य में ऐसी गंभीर स्थिति से बचा जा सकेगा लेकिन इससे निर्माण कंपनी की मान्यता प्रभावित होगी। साथ ही रवि को पता चला कि पुल का कार्य करने वाला ठेकेदार कोई और नहीं बल्कि उस इलाके के विधायक का छोटा भाई है। इस प्रकार, स्थिति की रिपोर्ट करने से उसके जीवन को कोई गंभीर खतरा हो सकता है। इस मामले में शामिल नैतिक मुद्दों का विश्लेषण करें। इस स्थिति में, रवि को आदर्श रूप से क्या करना चाहिये? क्या "त्रुटियाँ या विफलताएँ" सभी मामलों में मानव प्रगति के लिये स्वीकार्य हैं?

(250 शब्द) 20

A four-lane concrete bridge in an eastern state in India has collapsed for the second time in just over a year. The structural failure of the bridge provides an example of how violation of ethics occurs in engineering practices. Ravi is a reputable structural engineer and has been appointed to investigate the project. After scrutinizing the plans and drawings, he finds that there was a major flaw in the design. Reporting about the flaw would save such a grave situation in the future but this would affect the recognition of the construction company. Also, Ravi found that the contractor working for the bridge is no one else but the younger brother of the MLA in that area. Thus, reporting the situation may cause some serious threat to his life. Analyse the ethical issues involved in this case. In this situation, what should Ravi ideally do? Are "errors or failures" acceptable price for human progress in all instances?

(250 Words) 20

Intro is contextual

The above case shows the issue violation of ethical practices in engineering & dilemma for Ravi to adhere to his duty to report failure in the project or ensure that there is no harm to his life even at the cost of not reporting the correct facts.

(A) Ethical issues

① Wastage of public resources as

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the bridge collapsed twice in
a year.

① Lack of accountability in the
system which failed to prevent
collapse of structure again.

② The issue of compromise with
professional ethics

③ Loss of public trust in the
system due to again & again
collapse of bridge.

④ Threat to life of honest
officers discharging his duty.

⑤ options available

Option-A: Do not report errors
merit:

① Ravi would be saved from any
threat.

② Reputation of construction company
would not be harmed.

Demerit:

① It is breach of trust & duty

well
discussed
for
ethical
issues

valid
argument

② Shows lack of courage to take
action against wrong doers.

③ Compromise with accountability.

Option-2. seek transfer

merit.

① No harm to Ravi personally

② Not fallen to external pressure.

Demerit.

① Abandoning from ethical & legal
duty.

② may promote such unethical
acts by company in future.

Option-3. Correctly report the incident
& error.

merit.

① shows zero tolerance to negligence
& error.

② Culprits would be punished.

③ sends strong message to
corrupt companies.

④ It would prevent future such

Merits &
demerits
&
various
options
are
properly
discussed

accidents.

③ course of action for Ravi

① Ravi should prepare an exhaustive report and gather the evidences about the error.

② Report the issue to the competent authority.

③ It shows upholding duty and take action against negligence & error.

good
suggestion

Human errors & negligence may cause great harm to reputation, trust, life and wastage of funds.

There is need of use of technological means to minimise the errors & take strong action for negligence so that its negative impacts can be minimised or prevented.

needed
more
concrete
argument

on the path
of progress
the human
errors are
bound to happen
but since
the responsibility
maintaining
transparency
copying the
in judicious way
consequences
help to
will
minimise it



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हाशिये में नहीं लिखना
चाहिये।

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write on this margin)

11.

21 वर्ष की उम्र में ही राधिका अपने असाधारण कुश्ती कौशल के कारण अपने गृह राज्य हरियाणा में काफी प्रसिद्ध हो गई। इसका पूरा श्रेय उसकी प्रतिभा और उसके माता-पिता द्वारा उसके सपनों को पूरा करने के लिये किये गए अनेकों बलिदानों को जाता है। अपनी माँ के कैंसर के इलाज के कारण उत्पन्न हुए वित्तीय संकट का सामना करने के बावजूद उसके पिता के अटूट दृढ़ संकल्प ने उसे एशियाई चैंपियनशिप में पदक जीतने के लिये सबसे अधिक प्रेरित किया।

ओलंपिक खेलों का समय निकट आते देख राधिका ने दिल्ली में कुश्ती अकादमी में तकनीकी प्रशिक्षण लेने का निर्णय लिया। इस दिशा में उसके क्षेत्र के विधायक द्वारा इस प्रक्रिया में तेजी लाये जाने और अविलंब प्रशिक्षण शुरू कराये जाने की अनुमति से राधिका को बहुत मदद मिली। हालाँकि, अपने छोटे भाई और माँ की तबियत को देखते हुए वह अपने गृह जिले को छोड़ने को लेकर काफी चिंतित थी, परंतु उसके पिता ने उसे आश्वस्त किया कि वह नियमित रूप से उससे मिलने आया करेंगे और उसे सुझाव दिया कि वह घर की चिंता को छोड़कर अपने खेल पर ध्यान केंद्रित करे।

दिल्ली में कुश्ती अकादमी में राधिका ने कुश्ती क्षेत्र के एक प्रसिद्ध कोच/प्रशिक्षक से प्रशिक्षण लेना आरंभ किया। उनके मार्गदर्शन में उसके कौशल में काफी सुधार हुआ। राधिका को उनके अधीन प्रशिक्षण ले रही अन्य प्रतिभाशाली महिला पहलवानों से मिलने का भी अवसर प्राप्त हुआ। इसके अतिरिक्त, कोच ने राधिका के प्रशिक्षण को बेहतर बनाने के लिये व्यक्तिगत रूप से अपने खर्च से कई उपकरण उपलब्ध कराए।

एक दिन, शाम को प्रशिक्षण खत्म करके लौटते समय राधिका को किसी के रोने की आवाज सुनाई दी। वह उसके पास गई और पाया कि यह एक नई प्रशिक्षु है और इसका नाम श्रुति है तथा वह एक नाबालिग भी है। उत्सुकतावश राधिका ने श्रुति की परेशानी का कारण जानने की बहुत कोशिश की, किंतु उसने कोई भी विवरण देने से इनकार कर दिया। अचानक उनका कोच आया और तेजी से श्रुति को लेकर चला गया। इस स्थिति से उत्पन्न भ्रम और अस्थिरता एवं श्रुति की दर्दनाक चीखें उसके दिमाग में घूमते रहने के कारण राधिका को उस रात नींद नहीं आई।

अगली रात, प्रशिक्षण के बाद लौटते समय, राधिका ने उसी लड़की को कोच के साथ देखा। इस दृश्य से परेशान होकर उसने इस बारे में अकादमी में अपने एक दोस्त से बात की। दोस्त ने उसे सतर्क रहने को कहा और यह भी सलाह दी कि वह इस विषय में और किसी से बात न करे। उसकी दोस्त ने आगे बताया कि कोच गरीब और वंचित पृष्ठभूमि की लड़कियों का यौन शोषण करता था। कई अन्य लड़कियों ने इस जानकारी की पुष्टि की थी।

यह सुनकर राधिका को बहुत हैरानी हुई और उसे समझ नहीं आ रहा था कि वह क्या करे। कोच का उसके प्रति व्यवहार हमेशा ही सम्मानजनक रहा था और उन्होंने उसकी काफी मदद भी की थी। इसके अतिरिक्त, उनके कुछ राजनीतिक संबंध थे और उनके जिले के विधायक से उनकी करीबी दोस्ती थी। लड़कियों ने राधिका को अन्य के साथ हुई इसी प्रकार की कई घटनाओं के बारे में बताया, और यह भी बताया कि किस प्रकार जिन-जिन लड़कियों ने आवाज उठाने की कोशिश की, उनका करियर नष्ट हो गया। अपनी सफलता के वर्तमान स्तर तक पहुँचने के लिये किये गए बलिदानों के विषय में राधिका भलीभाँति अवगत थी, साथ ही उसे अपनी वित्तीय स्थिति का भी आभास था। हालाँकि, वह एक बात अच्छे से जानती थी कि वह इस अन्याय को अनदेखा नहीं कर सकती।

(250 शब्द) 20

- इस मामले में कौन-कौन से हितधारक शामिल हैं?
- राधिका के लिये कार्रवाई की दिशा और उनके संभावित निहितार्थों की जाँच कीजिये।
- मूल्यांकन कीजिये कि भविष्य में कौन-सी कार्यवाही राधिका के लिये अधिक उपयुक्त होगी और क्यों।

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Radhika, at the age of 21, became a sensation in her home district of Haryana due to her exceptional wrestling skills. Her talent propelled her to stardom, and her parents made significant sacrifices to fulfil her dreams. Despite facing financial distress, especially after her mother's cancer diagnosis, her father's unwavering determination pushed her to go to extreme lengths to win a medal at the Asian Championship.

With the Olympics looming, Radhika made the decision to take smart and technical training at the wrestling academy in Delhi. She was overjoyed when the MLA from her region expedited the process, allowing her to commence training immediately. However, concerns about leaving her home district arose since she had a younger brother and an ailing mother. Nonetheless, her father reassured her that he would visit regularly, urging her to concentrate on her games.

At the academy in Delhi, Radhika was assigned a renowned coach who held great prestige in the wrestling circle. Under his guidance, her skills improved significantly. She also had the opportunity to meet other talented female wrestlers who were training under him. They, too, were impressed by the coach's expertise. Additionally, the coach went above and beyond, personally providing equipment for Radhika from his own pocket to enhance her training.

One evening, upon returning from training, Radhika heard someone sobbing. She approached the source of the cries and discovered a new trainee named Shruti, a minor. Curious about the cause of Shruti's distress, Radhika inquired, but she refused to disclose any details. Suddenly, their coach arrived and swiftly took Shruti away. Confused and unsettled by the situation, Radhika found it difficult to sleep that night as Shruti's painful cries lingered in her mind.

The following night, while returning from training, Radhika spotted the same girl in the company of the coach. Troubled by this observation, she confided in a friend at the academy. The friend cautioned her to be cautious and advised against disclosing the information to anyone else. Upon further discussion, the friend revealed that the coach took advantage of girls from marginalized backgrounds in a sexual manner. Many other girls had corroborated this information.

Shocked to the core, Radhika was at a loss for what to do. The coach had always been respectful and helpful towards her. Moreover, he had political connections and was a close friend of the MLA from her district. The girls also shared stories of others who had tried to raise their voices and had their careers destroyed as a result. Radhika was aware of the sacrifices she had made to reach her current level of success, and the financial situation was far from ideal. However, she knew she couldn't let this injustice go unaddressed. (250 Words) 20

- Who are the different stakeholders involved in this case?
- Examine the courses of action for Radhika and their potential implications.
- Evaluate which future course of action would be more appropriate for Radhika and why.

Above issues shows the problems of sexual harassment at workplace thereby exploiting vulnerable girls who are asset for the nation's pride & misuse of political power by the coach.

① Stakeholders

- ① Radhika as a trainee & witness to the incident.
- ② Shruti as a trainee & victim of sexual harassment.
- ③ Other athlete who are getting trained.
- ④ The coach who is indulged into sexual harassment.
- ⑤ The sports management who is responsible to maintain order & decorum in the institution.
- ⑥ Future athlete girls who might have to face similar situation.

very
well
discussed

② Potential Course of Action by Radhika

Option - 1: Don't intervene in the matter.
Morality:

- ① She might continue to pursue her goals & fulfill the dreams of her parent who are sacrificing for them.

valid
argument

Demerit:

① ~~The~~ coach would continue to sexually exploit girls including her in future.

② ~~Guilt~~ may be induced in Radhika as she did not raise voice.

Option-2 Whistle blowing about incident.

good
argument

Implication → The issue might get highlighted in the media & there might be enquiry about the incident.

However, there is chances of suppressing the incident through use of political connection.

Option-3 Raise voice against it through lodging FIR with police

(or) complaint with internal complaint committee.

Implication → The issue would be

Well
justified

enquired by the committee (or) police
& the coach would be punished.
However, this process would be
time taking & meanwhile her
career might get hampered by
the coach.

② Course of action for Radhika.

① As Radhika has information about
sexual harassment of girls
including shruti a juvenile/minor,
she must raise voice against it.

② First, she may approach
shruti to convince her to
raise voice.

③ However, she is minor, so she
may not be able to raise voice.
In this case gather evidences
against such misconduct &
report it to authorities.

Here
Radhika need
to follow
virtue
approach
&
right
approach

⑨

⇒ conclude properly
suggesting effective
remedy

12.

एक जिले में कई बच्चे मध्याह्न भोजन के दौरान दिये गए भोजन को खाने के बाद बीमार हो गए, जिसमें कथित तौर पर एक साँप था। भोजन तैयार करने के लिये जिम्मेदार स्टाफ सदस्य ने कहा कि छात्रों को भोजन परोसे जाने के बाद दाल के एक कंटेनर में एक साँप पाया गया। हालाँकि, उन्होंने इस बात पर बल देते हुए कहा कि यह घटना उनकी लापरवाही के कारण नहीं हुई, बल्कि सरकार द्वारा संचालित विद्यालय प्रशासन की प्रतिष्ठा को धूमिल करने के उद्देश्य से किसी बाह्य समूह द्वारा जानबूझकर की गई कार्रवाई के परिणामस्वरूप हुई है।

आप खंड विकास अधिकारी हैं और आपको ग्रामीणों से शिकायतें मिली हैं। वहाँ पहुँचने पर आप पाते हैं कि अभिभावकों ने विद्यालय कर्मचारी और शिक्षकों को घेर रखा है। उन्होंने विद्यालय की संपत्ति को भी नुकसान पहुँचाया है। विद्यालय कर्मचारी आपसे अनुरोध करता है कि जो रिपोर्ट आपको देनी है उसमें उसे बदनाम न करें क्योंकि उसकी नौकरी जा सकती है और वह अपने परिवार में एकमात्र कमाने वाला है। वहीं, ग्रामीण आपसे विद्यालय कर्मियों को दंडित करने और त्वरित न्याय दिलाने की मांग करते हैं। (250 शब्द) 20

- उपरोक्त मामले में शामिल हितधारकों की पहचान कीजिये।
- इस मामले में निहित नैतिक मुद्दों पर चर्चा कीजिये।
- उपरोक्त स्थिति में आप क्या कदम उठाएंगे?

Several children in a district became sick after consuming the food provided to them during a mid-day meal, which reportedly contained a snake. The staff member responsible for preparing the meal stated that a snake was discovered in one of the lentil containers after the food was served to the students. However, he insisted that this incident occurred not due to his negligence, but rather as a result of deliberate actions by an external group aiming to tarnish the reputation of the government-run school administration.

You are the Block Development Officer and have received complaints from the villagers. As you reach there, you find that the guardians gheraoed the school staffer and teachers. They have also vandalized the school property. The school staffer requests you not to defame him in the report that you are supposed to submit as he may lose his job and he is the only earner in his family. On the other hand, the villagers demand you to punish the school staffer and deliver quick justice.

(250 Words) 20

- Identify the stakeholders involved in the above case
- Discuss the ethical issues involved in this case.
- What steps would you take in the above situation?

The above case depicts the issue of tendency of people to do the mob justice & harassing the public property.

Other side the safety & justice for students is also a key issue

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

① Stakeholders

- ① children who fell ill due to consumption of mid day meal.
- ② The cook & staff responsible for providing food.
- ③ The fringe element (Alleged) who have deliberately put snake in food.
- ④ Parents involved in the mob justice.
- ⑤ me as Block Development officer (BDO) entrusted to report on the issue.

② Ethical issues involved.

- ① Use of children to harm the image of government run school.
- ② The reputation of the school is at stake & trust of parents & children lost on mid day meal as well as the school.
- ③ Issue of harming public property

Key
Stakeholders
are
properly
identified

Relevant
issues
are
discussed

as a protest to the incident.

④ The livelihood of the cook is
at stake.

⑤ No faith on procedure and
tendency to demand instant
justice without due process.

⑥ Safety of the students are
at stake due to consumption
of poisonous food.

⑦ Steps in this situation

① Ensure adequate medical
facility to children affected
in the incident.

② Ask/request the people not
to harm the public property.

③ Ensuring the villagers that
justice would be ensured by
following due process.

points
are
good

effective
measures
are
suggested

How to
take these
measures
You need
to substantiate using
proper
action
oriented
approach

④ Investigate about the cause of the incident

⑤ Ensure that adequate safety measure are taken to prevent any future accident.

⑥ Also, ensure that no external person have access to premises during the process of cooking & serving the food.

The poor cook/staffer needs to be protected if not guilty & punishing the culprit is the main focus area. However, if there is negligence of the cook, then he/she must be punished.

good
steps
to
follow

conclusion
is
good

8.5



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)



Space for Rough Work
(रफ कार्य के लिये स्थान)



Space for Rough Work
(रफ कार्य के लिये स्थान)