



GENERAL STUDIES (Test-8)

निर्धारित समय: तीन घंटे
Time allowed: Three Hours

DTVF/23 (J-A)-M-GSM (P-III)-2308

अधिकतम अंक: 250
Maximum Marks: 250

Name: GYANENDRA BHARTI

Mobile Number: _____

Medium (English/Hindi): ENGLISH

Reg. Number: _____

Center & Date: ONLINE / 09/08/2023

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 अंग्रेज़ी 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)	3.75	5 (b)	4.50
1 (b)	3.50	6 (a)	3.25
2 (a)	3.75	6 (b)	3.25
2 (b)	4.00	7.	—
3 (a)	3.50	8.	8.00
3 (b)	4.00	9.	8.50
3 (c)	4.00	10.	9.00
4 (a)	3.25	11.	8.75
4 (b)	4.50	12.	8.75
5 (a)	4.50		92.75
Grand Total (सकल योग)			

(Signature)

मूल्यांकनकर्ता (हस्ताक्षर)
Evaluator (Signature)

पुनरीक्षणकर्ता (हस्ताक्षर)
Reviewer (Signature)

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Contact: 8750187501, 8448485517

Dear student, 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) |
-

strengths,
introductions are relevant and contextual
at most places

- You have been able to address demand in most ans
- Fair attempt at writing merits and demerits part in
- Statement based questions are relevantly case studies addressed

Scope of improvement,

- Try to address demand further by better structuring, can prepare your own dimensions in ethics answers based on various schools of ethics
- Try to prepare more example for ethics [leaders, thinkers, administrators, reformers etc.]
- Try to be more legible in your handwriting at few places, Try to avoid spelling mistakes
- Try to use Keyterms of Syllabus of GS4 and such related words in your answers

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- Try to improve introductions in case studies further, can see microcomments

खंड - क/ SECTION - A

1. (a)

अभिरुचि सिविल सेवा पेशेवरों के प्रदर्शन और विकास की क्षमता को कैसे प्रभावित करती है?

(150 शब्द) 10

How does aptitude influence the performance and potential for growth and development of Civil Service professionals? (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Aptitude is the natural ability to do something. It measures the potential to get benefit from training. It plays important role in civil services.

Role of aptitude in performance and potential for growth and development of civil service professionals

① It makes the civil servant proactive and promotes fluid intelligence among them to tackle new & emerging challenges.

② It also helps the civil servants to acquire new skills needed to deal with existing as well as emerging challenges.

Relevant
Introduction
Contextual
in
nature

can shorten length of subheading

Relevant explanation addresses demand effectively

Also need to

support these with examples like of Kurien Joseph in Amul

need more
clarity

③ It promotes innovative thinking among the civil servants.

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

④ Right aptitudes also helps to reduce the corruption, enhance the transparency.

how
aptitude
promotes
innovative
thinking

⑤ Aptitude helps to develop empathy and compassion among civil servants.

Right attitude
or
aptitude
need to
explain
this
further

⑥ It makes them open to accept new ideas and tolerance towards diversity.

how aptitude helps
in
developing
such
values?

⑦ Aptitude also helps in adjusting into the bureaucratic setup of the country.

relevant

There is right need of right attitude alongwith aptitude to get success.

Aptitude + Attitude = Altitude.

fairly
concluded
answer

3.75
10

- (b) कृत्रिम बुद्धिमत्ता (AI) से मानवता को लाभ पहुँचाने के लिये किन नीतिशास्त्र संबंधी निर्णयों को ध्यान में रखा जाना चाहिये? सोदाहरण उत्तर दीजिये। (150 शब्द) 10

What ethical choices should be considered for making Artificial Intelligence (AI) into a positive force for humanity? Provide examples to support your answer. (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Artificial intelligence is the process of developing human like intelligence in machines

Fair and
contestable
introduction

ethical choice for making AI into a positive force for humanity

- ① Artificial Intelligence (AI) should be enabler not the disruptor of current order. for example AI should promote job creation not the job loss.

can add
AI posing
ethical
problems
in
today's
times

- ② AI should enhance the choice & ~~not~~ should not limit the choice. For example it should provide more option to student to have diverse opinion on same topic over restricting to a few opinion

General and
brotherly
example
need concrete
shorter
and effective
example

③ There should be process of informed decision making for the users about use of AI

④ There should be transparency and accountability in the process of use of AI.

⑤ It should distribute the burden and favour justly

⑥ AI should be free from existing human biases.

⑦ It should respect the privacy of an individual.

⑧ There is need of impact assessment of AI on vulnerable section.

AI is double edged sword.

It's responsible use is beneficial for humanity.

for ethical responsibility in wrongdoings of AI

Need explanation

whom to favor Justly,

Relevant arguments

Fairly concluded

comprehensive mention of ethical issues needed good attempt

35/20

2. (a)

“अधिकारों का वास्तविक स्रोत कर्तव्य है। यदि हम सभी अपने कर्तव्यों का पालन करेंगे तो हमारे अधिकार हमसे दूर नहीं होंगे। यदि कर्तव्यों को पूरा न करके हम अधिकारों के पीछे भागते हैं तो वे मिथ्याभास की तरह हमसे दूर हो जाएंगे। जितना अधिक हम उनका पीछा करेंगे, वे उतने ही दूर हो जाएंगे।” नागरिकों के कर्तव्यों के संदर्भ में कथन का अर्थ स्पष्ट कीजिये। (150 शब्द) 10

“The true source of rights is duty. If we all discharge our duties, rights will not be far to seek. If leaving duties unperformed we run after rights, they will escape us like a will-o'-the-wisp. The more we pursue them, the farther will they fly.” Explain the meaning of the sentence in the context of duties of the citizens. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Rights are entitlements of a ^{fairly} person or people are guaranteed ^{unmodified} something. On the other hand, ^{with} duties are obligation to do ^{definition of} something. ^{rights and} ^{duties} ^{here}

Rights Vs Duty

① Duty is the cause right is the effect.

② When duties are not performed ^{rights are demanded}. For example ^{state failed to adhere to duty of} providing job, MINREKA as the ^{right was provided to the} citizen.

③ Both, rights and duties are

inter links. One's duty is the right of others. If some one is discharging her duty, rights of other persons are fulfilled.

④ Right to move freely is the fundamental right. But, we do not follow the traffic rules (duty), then no one would enjoy their rights and accident is bound to happen.

⑤ Similarly, people are chasing for their rights and forgetting their duty or obligation. It results into collapse of both.

Hence, performing one's duty is the sustainable solution. It would ensure coexistence of both rights and duties.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Relevant
explanation
need to
write
this
point
fine

can
Also
mention
+ how it is
crucial to
provide rights

without
expectation of
performance of
duties sometimes

Fairly
concluded

- (b) अभिवृत्ति का प्राथमिक कार्य व्यक्ति की आंतरिक आवश्यकताओं तथा बाह्य वातावरण के बीच मध्यस्थता स्थापित करना है। अभिवृत्ति के कार्य क्या हैं? विस्तारपूर्वक विवेचना कीजिये। (150 शब्द) 10

The primary function of attitude is to mediate between a person's internal needs and external environment. What are the functions of attitude? Elaborate it. (150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Attitude is the predisposition to feel, think or act in a particular manner. It is the sense of like or dislike towards some thing.

Fair
attempt at
defining
attitude

Attitude is made up of 3 elements.

① Cognitive → it is related to thinking

② Affective → it is related to emotion

③ Behaviour → it is action oriented.

Effective

These 3 elements work in synchronous and helps to mediate between person's internal need & external environment.

explain
ation

connecting

with

demand

Function of attitude

① It helps in organising the knowledge. Cognitive part of attitude helps to utilize the knowledge.

② It helps in social adjustment

Eg- a person with positive attitude can adjust in public transport without complaining for crowd. ✓

can give specific example

③ It also acts as tool for ego defence. ✓

④ It shows the value of a person. Eg- watch may be used for utility or fashion. ✓

⑤ Positive attitude helps the bureaucrats to work within limited resources by enhancing the efficiency. ✓

⑥ Positive attitude helps to keep civil servants motivated despite of numerous problems. ✓

Attitude plays important role in civil services to work effectively & with efficiency.

Effective, crisp and multi-dimensional points are mentioned & good attempt

can improve

add thus we should work to

promote

positive

attitude

among all stakeholders of society

4.0
10

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

What does each of the following quotations mean to you?

(a) "किसी चीज में विश्वास करना और उसमें न जीना, बेईमानी है।" - महात्मा गांधी

(150 शब्द) 10

"To believe in something, and not to live it, is dishonest." - Mahatma Gandhi

(150 Words) 10

Gandhiji focused on life with integrity. When feeling, thinking and actions are in line, person is called as person of integrity.

Current society faces large number of problems largely due to lack of integrity.

A civil servant believes in the policy of honesty is the best policy. Yet, she is involved in corruption. This is the form of dishonesty.

Similarly, everyone believe in peaceful coexistence. But, it lacks in practice & there is

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Relevant explanation of statement

Need to mention concrete examples rather than general ones

Need to articulate sentences properly

existence of both verbal and physical violence. It is harmful for all.

There is need of honesty. It can be embodied by not only believing the high ethical values but there is need of embodying them into every day action.

If everyone would act as per their belief, the life would become heaven. No one would be suffering from, greed, jealousy, dishonesty and violence.

Gandhiji told, ideas actions are more important than ideas.

Act as per your ideas, it would be sustainable in long run.

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Can write

further

consequences

of not

performing action

or per one's own

beliefs

can also add in brief

not always necessary

or possible to act as per one's own beliefs

3.5
10

- (b) "जीवन केवल वह नहीं जिसको हम जीते हैं बल्कि हम दूसरों के जीवन में क्या परिवर्तन लाते हैं यह अधिक मायने रखता है।" - नेल्सन मंडेला (150 शब्द) 10

"What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others." - Nelson Mandela (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

The purpose of life is the matter of debate among philosophers largely it is believed that the meaningful life is helping others.

Fair
Contextual
Intro

Indian philosophers such as Vivekananda also emphasised upon helping others. He told that service to mankind is serving the god.

Seva
is
Shiva

It shows the value of empathy and compassion which stimulates a person to help others. Bring changes in their life. Help them to fight with poverty and hunger.

Gandhiji also had similar view. He told that there is similarity of problems and similar

solution for them. The virtue of
love for humanity and non-
violence can make life meaningful
and prosperous.

Human have cognitive
ability. He can understand the
problems of others and can take
action to eradicate them.

The theory of trusteeship
by Gandhiji is also based on
this idea. People with wealth
are custodian of poor. They
should act in a way that
it could help the poor.

Life is not mere existence
in physical form but is the
possession of compassion and
empathy towards living being to
bring positive changes.

Effective,
relevant
and
multi-
dimensi-
-onal
points
are
mentioned
↓
Good
attempt

fairly
concluded

4.0
10

can
also
add
importance
of
sometimes
thinking
about
one's
own
self

(c) "केवल पानी में खड़े होकर और निहारते रहने से आप समुद्र पार नहीं कर सकते।" - रवींद्रनाथ टैगोर (150 शब्द) 10

"You can't cross the sea merely by standing and staring at the water." - Rabindranath Tagore (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Above quote reflects the Gandhian idea that actions are more important than ideas.

Idea is not useful untill it is brought into action. Actions shows the value of ideas.

There are numerous ideas such as compassion, love and harmony etc. They are useless untill they are brought into action. If these ideas are followed into action, life would be meaningful.

People have various ideas, but they are not following them due to laziness, lack of courage and also due to lack of infrastructure.

Relevantly introduced the statement

Relevantly explained and addressed the demand

for example everyone realises the
importance of cleanliness. Yet,
there are a lot of waste dumped
on roads. It was the idea of
Swachh Bharat Mission, which
was put as mass movement to
make living space as Swachh
Bharat.

effective
and
relevant

explained

with apt

example

used

attempt

People tends to follow the
crowd. They do not follow their
own ideas and path. It results
into status quo of the society.

Good
attempt

at
comparing
with

'civil
service

: Actions play important role
in civil service. Idea of transpara
ncy & accountability if practiced
could help India to achieve the
status of developed country.

Hence, there is need of
innovative ideas. But, they needs
to be followed in everyday life.

4.0

10

4. (a)

भावनात्मक बुद्धिमत्ता (EI) के मुख्य घटक व्यक्तिगत विकास में कैसे योगदान करते हैं? क्या उन्हें अभिगम और अभ्यास के माध्यम से विकसित किया जा सकता है? चर्चा कीजिये। (150 शब्द) 10

How do the main components of emotional intelligence (EI) contribute to personal development? Can they be cultivated through learning and practice? Discuss.

(150 Words) 10

Emotional intelligence is the ability to perceive, understand the emotion of others and self, reasoning with them and utilising for good results.

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

→ also motivate other people

Main components of Emotional Intelligence (EI)

- ① perceiving own as well as other's emotion.
- ② Understanding them.
- ③ Reasoning of emotion
- ④ Positive utilisation.

→ need to prepare definition of EI

→ Social awareness, Social motivation

Role of EI in personal development

- ① It helps in controlling the anger of self.
- ② It helps in handling criticism, conflict and communication.

here I
need to
mention
relevant
examples
also which
are more
concrete
in nature

③ EI makes a person equanimous
and makes a good leader.

④ EI helps in creating healthy
work environment and creating
work life balance.

⑤ EI makes a person good
negotiator.

EI can be cultivated through practice:

① Past experience of people with
harmful emotion.

② Cognitive ability of a person
through reasoning of past experience.

③ Situation also helps in the
cultivation of EI.

④ There are various classes to
shape the EI.

Intelligence quotient is required
to get job. But, Emotional intelligence
is required to get success at
workplace.

can
also
mention
limitations
of cultivating
EI

suggestion
is to join
those
classes?

Fairly
concluded

3.25
10

- (b) ईमानदार होना आसान नहीं है, इसकी एक कीमत चुकानी पड़ती है। उपयुक्त उदाहरणों सहित चर्चा कीजिये। (150 शब्द) 10

Being honest is not easy, there is a price that you have to pay. Discuss with suitable examples. (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

The second Administrative Reform Commission (ARC-II) have explained the "lat on wall syndrome" which explains that being honest is not easy, there is a price that you have to pay for it.

Good mention and use of 2nd ARC

Honesty is most desirable policy in civil servants. It acts as an anchor of a ship which protects the civil servants from storm of fear, greed, passion etc.

Though also try to explain

However, being honest have some price. Sometimes honest bureaucrats are punished for their honesty. For example Shri Ashok Khemra was transferred for more than 50 times in 50

this syndrome in body part further

effective argument

Good attempt

year of service.

Also, at individual level, the bureaucrats with honesty are seen as taboo in the society that they cannot afford to have luxurious life as compared to dishonest officers.

Honest officials also face threat to life. For example a honest district judge was killed in the state of Jharkhand.

A honest citizen following all the rules and regulation has to wait in the que for months and years while corrupts gets the service quickly.

Though there is price for becoming honest. But, it helps to keep a person integrated and satisfies the need of being honest.

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Effective, relevant and multi-dimensional points are mentioned & good attempt

4.5
10

can also mention example of manjunath

fairly concluded as a positive point

even though stating both in negative tone

5. (a)

शासन में शुचिता (Probity) का क्या महत्व है एवं लोक सेवा में शुचिता और नैतिक शासन को बढ़ावा देने में नेतृत्व कैसे महत्वपूर्ण भूमिका निभाता है? अपने उत्तर को स्पष्ट करने के लिये उपयुक्त दृष्टांत प्रदान कीजिये। (150 शब्द) 10

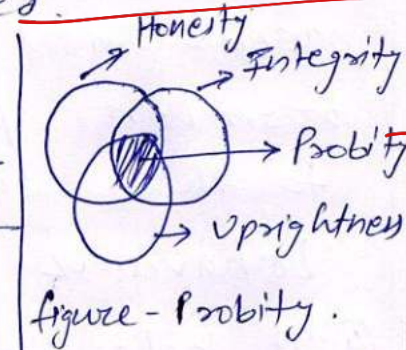
What is the significance of probity in governance, and how does leadership play a crucial role in fostering probity and ethical governance in public service? Provide suitable illustrations to support your explanation. (150 Words) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Probity includes the element of being honest, integrity and uprightness. It helps to keep a person uncorrupted.

Role of leadership in fostering probity and ethical governance



① Chanakya told that public servants tends to do the corruption. It can not be eliminated. But, it depends upon the king's ability to check it. Similarly, a good leader can ensure probity and ethical behaviour in the governance.

② A good leader not only keeps

Good attempt
w giving
a relevant
brief
about
probity

Effective
use of
the
diagram
here

Good use of
Chanakya
here

check ~~on~~ unethical behaviour
but also acts as source of inspira-
tion for team. Eg. A.P.J Abdul
Kalam acted as inspiration to
ensure probity and ethical
behaviour among scientists.

③ A good leader understands the
needs and emotion of team
members, provides counselling
to them and prevents unethical
behaviour.

④ It helps to prevent the conflict
of interest. Eg Mahatma Gandhi
did not accept any political office
during his lifetime which set
an example for others to act
with probity and ethics.

~~strengthen~~ Good leaders can help to make
the institutions full of probity
and ethical behaviour.

Effective,
crisp
and
multi-
dimensi-
onal
points
are
mentioned
↓
Good
attempt

concluded

- (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

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

- (i) नागरिक घोषणा पत्र / Citizen's charter
- (ii) समभाव / Equanimity
- (iii) दक्षता और प्रभावशीलता / Efficiency and Effectiveness
- (iv) लाभ बनाम कर्मचारी कल्याण / Profit versus Employee welfare
- (v) उत्तरदायित्व और नैतिक शासन / Accountability and Ethical Governance

(i) Citizen charter is the set of docu-
-ents declaring about institutions

vision and mission, services
provided, time taken and grievance
redressal. It is non binding document

• It enhances the Quality of service,
choice to people, Value for money,
promotes accountability and
transparency.

Effective,
Relevant
and
multi-
dimensi-
-onal
content

(ii) Equanimity is the state of mind
in which people's decision is not
affected by emotion but is based
on objective criteria.

• Equanimity does not mean absence
of emotion but control over emotion
through emotional intelligence.

is
mentioned
↓
Good
attempt

(iii) Efficiency is about how the available resources are effectively utilized where as the effectiveness is the outcome of an action. It measures the impact of an action.

(iv) Profit versus employee benefit is widely debated topic. Due to zero sum game theory one would be compromised.

• However by applying variable sum game theory, both can be balanced.

(v) Accountability is the process of answerability for an action by authority holders and enforcement of reward or punishment associated with it.

• Ethical governance is the process of inclusion of ethical values such as Honesty, integrity, accountability, Transparency etc in the process of governance.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Effective,
Relevant
and
multi-
dimensional
content

u
mentioned
1
Good

attempt

4.5
10

6. (a)

व्यक्तिगत और व्यावसायिक नैतिकता के बीच अंतर स्थापित कीजिये। क्या आपको लगता है कि एक लोक सेवक के लिये अपने व्यक्तिगत जीवन में ऐसा किये बिना अपने पेशेवर जीवन में नैतिक होना उचित है? उदाहरण सहित चर्चा कीजिये। (150 शब्द) 10

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

(Candidate must not write on this margin)

Distinguish between personal and professional ethics. Do you think it is justified for a civil servant to be ethical in his/her professional life without being so in his/her personal life? Discuss with examples. (150 Words) 10

A man has to perform many role in private and public life. Both have own set of ethical values which may be at conflict with each other or in line with each other.

Difference between personal & public ethics

Personal Ethics

① It may vary from person to person

② It is the building block

③ It is informal in nature

④ It helps to build the integrity of person

Public Ethics

① It is fixed as per profession.

② It is the outcome of adherence to public ethics

③ It is largely formal
Eg. Code of Ethics for doctors.

④ It help to build the integrity of the institution.

Rather than so abstract can define something about ethics

Professional

Effective, crisp and

multi-dimensional

are mentioned

1 Good

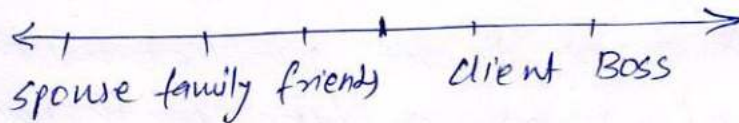
attempt

Ethical in personal life but unethical in personal life

उम्मीदवार को इस
मार्गशिप में नहीं लिखना
चाहिये।

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write on this margin)

① There is no watertight compartmentalisation of public and private life. Role may get changed.



② Hence, any unethical behaviour in private life may impact the public ethics.

③ However, some exceptions can be there. Eg- Gandhiji in his personal life had issues with own son, yet he is regarded highly in public life.

Due to changing nature of roles from private to public & vice-versa, ethical behaviour in both public and private life is desired.

Need to add quality points here about ethics in professional life without being ethical in personal life

Need to improve conclusion further

3.25
10

- (b) जो शिक्षा चरित्र का निर्माण नहीं करती वह पूरी तरह से बेकार है, गांधीजी की इस मान्यता के अनुरूप बच्चों में मूल्यों की स्थापना में शैक्षणिक संस्थानों और समाज के महत्व पर चर्चा कीजिये।

(150 शब्द) 10

In line with Gandhiji's belief that education which does not mould character is wholly worthless, discuss the importance of educational institutions and society in instilling values in children?

(150 Words) 10

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Gandhiji gave the idea of seven sins. Education without character is one among them.

The main aim of education should be building character. otherwise he can be most dangerous person. Eg - Osama Bin Laden was an engineer.

Role of educational institutions in inculcating values

① Child spends more times of productive age in schools which shapes values in children.

② Children develop emotional intelligence by interacting with peer group.

Relevant
attempt
at
giving
Intro
using
Gandhiji's
seven
sins

Role of
society

4
also being
asked

③ They also learn values such as respect for elder, equality irrespective of gender.

④ sports and normal classes both helps in imbibing value of discipline among children.

⑤ Child learns environmental values in childhood and it have lifelong lasting.

⑥ Honesty, compassion, trust, etc are learned in school itself.

⑦ Educational institution also helps to imbibe scientific temper among children.

⑧ Educational institution helps in developing rationality.

Hence, educational institutions

help in building the good character.

In this regard there is need of value based education.

3.25
10

explain
how
are
values
are
inculcated

Need to
explain
how
these are
inculcated
by
education

Need to
improve
under
further

question
is also asking about
society

7.

आप एक जिला मजिस्ट्रेट (डीएम) के रूप में कार्यरत हैं, शहर में आपकी छवि एक बहुत ही ईमानदार और सख्त अधिकारी के रूप में है जहाँ आप कई उप-जिला मजिस्ट्रेटों का पर्यवेक्षण करते हैं। उनमें से एक श्री अनुराग हैं, जिनके साथ आपका एक अच्छा बौद्धिक और पेशेवर संबंध है। वह अक्सर काम के घंटों के दौरान जनता के साथ संवाद करते हुए और उनकी समस्याओं का समाधान करते हुए अपने वीडियो साझा करते हैं। बहुत ही कम समय में उन्होंने सोशल मीडिया पर अच्छी खासी फॉलोअर्स की संख्या बढ़ा ली है। हालाँकि, एक दिन आपको पता चलता है कि वह अपने वीडियो पर अधिक व्यूज़ प्राप्त करने के लिये अभिनेताओं को प्रस्तुत करता है और खबरों को बढ़ा-चढ़ा कर प्रस्तुत करता है। आगे की जाँच करने पर, आप पाते हैं कि वह अक्सर अधिक फॉलोअर्स को आकर्षित करने के लिये जनता के सामने अपनी प्रतिक्रियाओं को बढ़ा-चढ़ाकर पेश करता है।

इसका पता चलने पर, आपने श्री अनुराग से इस मामले को सुलझाने का प्रयास किया। उन्होंने पहले तो इस आरोप से इनकार किया और इसे पूरी तरह दिखावा बताया। लेकिन साक्ष्य पेश किये जाने के बाद, उन्होंने इस बात को स्वीकार कर लिया लेकिन राज्य के मुख्यमंत्री के साथ अपने पिता के करीबी संबंधों का लाभ उठाकर आपको धमकाने लगते हैं। परिणामों के डर से, आप अपने वरिष्ठ अधिकारी को इस स्थिति के संबंध में रिपोर्ट करते हैं, जो आपको संभावित पदोन्नति में देरी और दंडात्मक पोस्टिंग के कारण इस मामले में चुप रहने का परामर्श देते हैं। (250 शब्द) 20

- इस मामले में एक जिला अधिकारी के रूप में आपको किन नैतिक दुविधा का सामना करना पड़ा?
- इस मामले में आपके लिये क्या विकल्प उपलब्ध हैं? समालोचनात्मक विवेचना कीजिये।
- इस मामले में कार्रवाई का सबसे उपयुक्त और व्यावहारिक तरीका क्या है?
- सोशल मीडिया पर वीडियो साझा करने वाले अधिकारियों के लिये आप कौन-से नीतिगत उपायों को सुझाएँगे?

You are serving as a District Magistrate (DM), having a reputation as a very honest and upright officer in a city where you supervise multiple Sub Divisional Magistrates. Among them is one Mr. Anurag, with whom you share a good intellectual as well as professional bond. He frequently shares videos of himself during work hours, interacting with the public and resolving their problems. Within a short period, he has gained a significant following on social media. However, one day you discover that he employs actors in his videos, fabricates issues and scenarios to generate more views on social media. Upon further investigation, you observe that he often exaggerates his responses to the public to attract more followers.

Upon discovering this, you attempted to address the matter with Mr. Anurag. He denied the allegation at first, calling it a complete facade. But after being presented with evidence, he accepts, and threatens you by leveraging his father's close association with the Chief Minister of the state. Fearing the consequences, you report the situation to your superior, who advises you to remain silent due to potential promotion delays and punishment postings if you decide to voice your concerns against Mr. Anurag. (250 Words) 20

- What are the ethical dilemmas faced by you as a DM in this case?
- What options are available to you in this case? Critically analyze
- What is the most suitable and practical course of action in this case?
- What policy measures would you suggest for officers sharing videos on social media?



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

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write on this margin)



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

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write on this margin)



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

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write on this margin)



उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

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write on this margin)

8.

आप एक अस्पताल के मुख्य कार्यकारी अधिकारी (सी.ई.ओ.) हैं जो भारत के पाँच अंग प्रत्यारोपण अस्पतालों में से एक हैं। भारत और विश्व भर से लोग यहाँ सर्जरी के लिये आते हैं। लेकिन पिछले कुछ महीनों से प्रत्यारोपण के लिये अंगों की कमी के कारण सर्जरी नहीं कर पाने के कारण इसकी प्रतिष्ठा कम हुई है। परेशान लोग अस्पताल के बाहर प्रदर्शन कर इसे बंद करने की मांग कर रहे हैं। अस्पताल के मालिक ने आपसे मामले की जाँच करने और जल्द से जल्द एक स्थायी समाधान खोजने के लिये कहा है। जाँच करने पर, यह पाया गया कि एक अस्पताल प्रशासक अंगों को एक अंग अधिप्राप्ति संगठन (OPO) को बेचता है, जिसके बदले में वह मोटी रकम लेता है। उसकी एक नामी बिजनेसमैन से साठगांठ है। व्यवसायी एक विधायक का करीबी संबंधी है जो अस्पताल को भारी दान देता है।

पूछने पर प्रशासक ने उन्हें बताया कि अस्पताल से उन्हें जो वेतन मिलता है वह उनकी पत्नी के कैंसर के इलाज के लिये बहुत कम है। कुछ महीने पहले बिजनेसमैन ने उन्हें अपने साथ काम करने के लिये संपर्क किया था। अनैतिक कार्य होते हुए भी उन्हें यह पैसा कमाने का एक अच्छा अवसर लगा।

(250 शब्द) 20

- इसमें कौन-सी नैतिक दुविधाएँ शामिल हैं?
- दी गई शर्तों के तहत, मुख्य कार्यकारी अधिकारी के रूप में आपके लिये क्या विकल्प उपलब्ध हैं?
- आपकी कार्रवाई का तरीका क्या होगा और क्यों?

You are the Chief Executive Officer (CEO) of a hospital which is one of the five organ transplant hospitals in India. People from across India and the world come here for surgery. But for the past few months, it has been losing its reputation due to its failure in not being able to do the surgery owing to a lack of organs for transplantation. The upset people are protesting outside the hospital demanding its closure.

You are asked by the hospital owner to investigate the matter and find a sustainable solution as soon as possible. On investigation, it is found that a hospital administrator sells the organs to an Organ Procurement Organization (OPO), aboard for a hefty sum of money in return. He is in hand and glove with a well-known businessman. The businessman is found to be the close relative of an MLA who donates heavily to the hospital.

On asking, the administrator informs him that the salary he gets from the hospital is too low for him to manage the cancer treatment of his wife. A few months back he was approached by the businessman to join hands. He found it a good opportunity to earn money, even when he found the act unethical.

(250 Words) 20

- What are the ethical dilemmas involved?
- Under the given conditions, what are the options available to you as Chief Executive Officer?
- What would be your course of action and why?

Above issues case shows the issue of illegal organ business and lack of medical ethics. It also

 उम्मीदवार को इस
 हाशिये में नहीं लिखना
 चाहिये।

 (Candidate must not
 write on this margin)

Need to improve
intro further by
mentioning about human
life



shows the issue of low salary
which results into corruption.

stakeholders

- ① Hospital management & owners
- ② People protesting
- ③ Organ procurement organisation
- ④ The businessman and MLA
- ⑤ me as the CEO of hospital
- ⑥ Public at large in both in India and abroad.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Relevant

① Ethical dilemma involved.

- ① Providing the organ transplant
to people as per established law
or to wealthy persons.
- ② Taking action against the
administrator or to have sympathy
with him as her mother is
suffering from cancer and need
funds for her treatment.
- ③ To take action against businessman

This is not
ethical
dilemma

try to
highlight
clash
between
two
values

or to ensure continuation of funding to the hospital by MLA.

④ Dilemma of to ~~take~~ close the hospital as demanded by the protesters or to punish culprits only.

⑤ Option before me as the CEO

Option-1: Dispense the protesters by force

Option-2: Do not punish the administrator and give him warning.

Option-3: Investigate the matter and punish guilty if any.

Option-1: Dispense the protesters by force.
merit.

① No harm to reputation and no demand for closure of hospital.

② Hospital would get donation.

③ Administrator would be saved from action and would continue her mother's treatment.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

Effective,
Relevant
and
multi-
dimensional
content
is
mentioned
↓
Good
attempt

Demerit:

- ① Illegal organ trade would continue
- ② It may lead to bigger protest
due to use of force.

Option-2: Give warning to administrators

Merit:

- ① His job would be saved.
- ② No future illegal organ trade.
- ③ Hospital would continue to
get donation from MLA
- ④ People would get organ transplant
on time.

Demerit:

- ① By not punishing administrators
would set wrong precedent.
- ② Businessman may expand his
illegal trade in other hospital
also
- ③ People would continue to suffer
due to non availability of organ

Effective,
Relevant
and
multi-
dimensi-
-onal
points
are
mentioned
+
Good
attempt

Option-3 Investigate & punish the guilty
merit:

- ① Justice to all and set good precedent.
- ② People would get organ on time.
- ③ Enhanced people trust

Demerit:

- ① Hospital might not get donation.
- ② Mother of administrator might suffer.

③ Course of action

① First I would investigate the matter.

② Then if found guilty, they will be punished as per law.

③ Treatment for administrator mother would be arranged in government hospital.

④ Alternative sources of fund may be explored.

Unethical practice can not be tolerated at any ground. In long run these are harmful for all.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

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write on this margin)

Need to
add

Keywords

Related
to ethics

like

human
dignity

Need to
also
mention
reasons
to justify
course of
action

Need to
Reframe
conclusion

further can
connect to problem of organ
trafficking overall

8.0

20

9. गोकुल धाम की सोसायटी अपराध और चोरी के मामलों के साथ-साथ आवारा कुत्तों के आतंक के लिये कुख्यात है। हालाँकि, कई मौकों पर इन आवारा कुत्तों ने घरों को लूटने से बचाया है। खतरे को भांपने की अपनी अद्भुत क्षमता और अपनी निरंतर सतर्कता के साथ, इन आवारा कुत्तों ने अपराधियों को सोसायटी में प्रवेश करने से रोकने में योगदान दिया है और यहाँ तक कि कुछ दुस्साहसी चोरों को पकड़ने में भी महत्वपूर्ण भूमिका निभाई है।

हाल ही में समाज में हुई एक घटना ने सभी को चिंता में डाल दिया है। चिंता का कारण कुत्तों द्वारा बच्चों को काटने से जुड़ी कुछ दुखद घटनाएँ हैं। इन दुर्भाग्यपूर्ण घटनाओं ने प्रभावित परिवारों में भय और चिंता पैदा कर दी है, जिससे वे आवारा कुत्तों को सोसायटी से पूरी तरह हटाने की मांग करने लगे हैं।

इसके अलावा, समाज में ऐसे लोग भी थे जो आवारा कुत्तों की देखभाल करते थे, उन्हें खाना खिलाते थे, उन्हें कंबल आदि देते थे। वे कुत्तों से जुड़े हुए थे और उनके बच्चे अक्सर उनके साथ खेलते थे। कई बार तो वे घायल कुत्तों को अस्पताल भी ले गए क्योंकि कुत्तों पर लाठियों और पत्थरों से हमला किया गया था।

दोनों गुटों के बीच लड़ाई तब तेज हो गई जब एक दंपति ने कुत्ते के मालिक से कहा कि जब भी वह कुत्ते को अपने फ्लैट से बाहर पार्किंग स्थल पर ले जाए तो उसे मास्क लगाए। हाल ही में कुत्ते के काटने की घटना के लिये दंपति ने उन्हें ज़िम्मेदार ठहराया। इस घटना ने संघर्ष को और बढ़ा दिया। एक समूह का मानना था कि आवारा कुत्तों को खाना खिलाने और उनकी देखभाल करने से इलाके में अधिक कुत्ते आ गए हैं और लोगों पर हमला करने वाले आवारा कुत्तों का खतरा बढ़ गया है, दूसरे समूह का कहना था कि कुछ लोगों द्वारा आवारा कुत्तों की पिटाई और उन पर पत्थर फेंकने के परिणामस्वरूप कुत्ते आक्रामक हो गए हैं।

रेजिडेंट काउंसिल के निर्वाचित प्रतिनिधि रमेश यह देखकर आश्चर्यचकित रह गए कि जहाँ एक समूह कुत्तों के प्रति बहुत शत्रुतापूर्ण था, वहीं दूसरा समूह अत्यधिक सहानुभूतिपूर्ण था। उनके पास स्वयं एक कुत्ता था और उनकी बेटी एक पशु प्रेमी थी जो नियमित रूप से आवारा कुत्तों को खाना खिलाती थी। अब दोनों पक्ष गोकुल धाम सोसायटी को गहराई से प्रभावित करने वाले इस गंभीर मामले पर समाधान और मार्गदर्शन मांगने के लिये उनके पास आए हैं। (250 शब्द) 20

- एक ही समाज में रहने वाले दो समूहों के विपरीत रवैये के कारणों की विवेचना कीजिये।
- मतभेदों को सुलझाने के लिये रमेश के पास क्या विकल्प उपलब्ध हैं? समालोचनात्मक परीक्षण कीजिये।
- उपरोक्त स्थिति को शांत करने के लिये रमेश कौन-सी कार्यवाई अपनाएगा?

The society of Gokul Dham is notorious for crime and theft cases along with the menace of stray dogs. However, on several occasions, these stray dogs have protected houses from being robbed. With their uncanny ability to sense danger and their relentless vigilance, these street dogs have contributed to deterring criminals from entering society during the wee hours and have even played a crucial role in apprehending a few audacious thieves.

Recently, an incident in society has made everyone worried. The cause of concern stems from a couple of distressing incidents involving stray dogs biting children. These unfortunate occurrences have sparked fear and anxiety among affected families, prompting them to demand for the complete removal of street dogs from society.

Also, there were people in society who tended to the stray dogs by feeding them food.

providing them with blankets, etc. They were attached to the dogs and their kids often played with them. On several occasions they even took the injured dogs to the hospital because the dogs were attacked with sticks and stones.

The fight between the two factions intensified when a resident couple asked the dog-owner to put a mask on the dog whenever he takes him out of his flat to the parking lot. The resident couple blamed him for the recent incident of dog biting. This incident further intensified the conflict. one group was of the opinion that feeding and tending of stray dogs has attracted more dogs in the locality and aggravated the menace of stray dogs attacking people, the other group said that the dogs have become aggressive as a result of some people beating and throwing stones at stray dogs.

Ramesh, the elected representative of the Resident council, was surprised to see that while one group was very hostile towards the dogs, the other group was exceedingly sympathetic. He himself was a dog-owner and his daughter was an animal lover who regularly fed stray dogs. Now both parties have turned to him, seeking resolution and guidance on this pressing matter that profoundly affects the Gokul Dham society.

(250 Words) 20

- Analyze the cause of opposite attitude of the two groups living in the same society.
- What options are available to Ramesh to solve the rift? Critically examine.
- What course of action would Ramesh adopt to diffuse the above situation.

Above case depicts the issue of stray dogs - their utility and problems due to stray dogs. This need careful consideration of concern of both groups.

stakeholders

① Residents of the society.

② Stray dogs & pet dogs

③ Thief

④ Ramesh as the elected representative of society.

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can improve intro

case is also about friction between the two communities

(A) Cause for opposite attitude of people
living in same society

① Utility of dogs protecting from
thieves results into positive
attitude.

② On the other hand, dog bites is
causing concern to other group.

③ Lack of understanding the concern
and cooperative spirit among
people worsening the situation.

④ Lack of security measure in
the society is also responsible
for formation of attitude towards
dogs.

need to
mention
concrete
reasons
for
opposite
attitude
of people
in
society

(B) Options available before Ramesh

Option-1: allow dogs as they protect
from thief and robbery.

merit:

① Residents would be protected
from robbery & thief.

② Animal lovers would continue

to take care of dogs.

③ Ramesh & his daughter's interest
would be served. ✓

Demerit

① stray dog bite incident would
not be stopped. ✓

② It may further worsen the
relation among two groups. ✓

Option-2 - Do not allow dogs in
the society.

merit

① No harm to resident & no dog
bite incidents. ✓

② It would promote healthy
relation among residents. ✓

Demerit

① The theft and robbery would
increased. ✓

② Ramesh & his daughter would
also be impacted. ✓

how it
would
promote
healthy
relation

Allegations
of
partiality
might be
labelled
up

Option 3 Regulate the domestication
of dog.
merit:

- ① Dogs would coexist with people
- ② No threat of theft & robbery.
- ③ No dog bite & people would continue to feed dogs.
- ④ No stray dogs would enter the society.

Demerit:

- ① Still there might be dog bite incidents.
- ② No measures taken to tackle issue of theft & robbery.

④ Course of action by Ramesh

- ① To frame regulation for responsible behaviour for whom them who love dog. Ensure that they do not harm residents.
- ② Other may ensure that they do not attack dogs which harms

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हाशिये में नहीं लिखना
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attempt

dog & makes them aggressive

③ Population control measures
may be taken.

④ There is need of upgrading
security and surveillance to
tackle the issue of theft and
robbery.

⑤ People should not feed dogs
irresponsibly which may increase
the stray dogs.

Supreme court has set
some responsibility for pet
owners. These may be adhered
to ensure peaceful coexistence
of dogs and human.

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suggestions
are

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Good
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Can mention
year and name
of relevant
case

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10.

राकेश सिटी ट्रांसपोर्टेशन कोऑपरेशन में भर्ती अधिकारी के पद पर कार्यरत हैं। उन्होंने हाल ही में एक समाचार लेख देखा जिसमें एक बस चालक ने एक कार के साथ घातक दुर्घटना से पहले गलत मार्ग पर 7 किमी. की यात्रा की, जिससे एक परिवार के छह सदस्यों की मौत हो गई और दो अन्य घायल हो गए। बस चालक गलत दिशा में गाड़ी चलाते हुए दो यातायात पुलिस के पास से गुजरा, जो यातायात नियमों की अवहेलना कर रहे चालक को रोकने के लिये आगे नहीं आए।

दुर्घटना के कारण में गहराई तक जाने पर, राकेश को पता चला कि बस ड्राइवर वही व्यक्ति है जिसे उसने बार-बार लापरवाही बरतने के लिये सिटी ट्रांसपोर्ट कोऑपरेशन से बर्खास्त कर दिया था। नौकरी से निकाले जाने के बाद ड्राइवर को एक निजी परिवहन कंपनी द्वारा काम पर रखा गया था।

इस खबर से राकेश बहुत उदास हुआ और उसे अपने पहले लिये गए निर्णयों के लिये ग्लानि महसूस हुई। ड्राइवर को बर्खास्त करने के बजाय, वह उसका लाइसेंस रद्द करने के लिये लिखित शिकायत कर सकता था।

ऐसे में राकेश ने पुलिस अधिकारियों को ड्राइवर के खिलाफ सख्त कार्रवाई न करने के लिये अपनी लापरवाही के विषय में बताने को सोचा। हालाँकि, ऐसा करने से उसे अपनी लंबे समय से बनी प्रतिष्ठा खोनी पड़ेगी। इससे उसकी नौकरी भी जा सकती है। राकेश ने हाल ही में होम लोन लिया है और वह इस समय बेरोज़गार नहीं रह सकता।

उपरोक्त स्थिति में शामिल नैतिक मुद्दों की जाँच कीजिये। ऐसी गंभीर दुर्घटना से बचने के लिये भविष्य में क्या कदम उठाया जाना चाहिये? (250 शब्द) 20

Rakesh is working as the recruitment officer in City Transportation Cooperation. He recently came across a news article where a bus driver travelled 7 km on the wrong carriageway before a fatal accident with a car. Six members of a family were killed, and two others were injured when their vehicle collided with the speeding bus that was being driven on the wrong side. The bus driver, while driving on the wrong side passed two traffic police who did not come up to stop the driver disobeying the traffic rules.

Going further into details, Rakesh found that the bus driver is the same person whom he terminated from the City Transportation Corporation for his repeated act of negligence. The driver after being terminated was hired by a private transportation company.

Rakesh was heartbroken by the news and felt intense guilt for his decisions taken earlier. Instead of terminating the driver, he could have put in a written complaint for his license to be cancelled.

In this situation, Rakesh thought of telling the police authorities about the negligence on his part for not taking strict action against the driver. However, doing so will result in him losing his long-built reputation. It can also lead to the termination of his employment. Rakesh has recently taken a home loan and he can't afford to be jobless at this time.

Examine the ethical issues involved in the above situation. What should be the future course of action to avoid such a grave incidence? (250 Words) 20

The above case depicts the issue of lapses at various stages and presents dilemma for Rakesh to uphold the truth or protect own interest.

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Need to improve writing further

Stakeholders

- ① Rakesh as the recruitment officer
- ② Bus driver charged of gross negligence
- ③ Two police officers (traffic) at the traffic.
- ④ Persons killed and injured in the incident.
- ⑤ Private bus operator.
- ⑥ Public at large.

Exhaustive

Ethical issues involved in this case

- ① The issue of no respect for established law by the bus driver.
- ② Gross negligence of the duty by traffic police at two traffic points.
- ③ Justice to the people killed & injured in the accident for

Fair
Articulation
with
relevant
issues
being
mentioned

no fault of them.

④ ethical dilemma for the Rakesh
to reveal the truth or protect
own interest to save his employ-
ment so that he can repay
the loan taken recently.

⑤ It also involves the issue of
taking appropriate action in case
of breach of a law.

⑥ There is issue of hiring a
bus driver who was expelled
from government driver post
due to repeated negligence.

⑦ It shows the lack of good
practice adoption by the private
drivers. It shows lack of due
diligence while hiring the drivers.

⑧ It also involves the issue of
ensuring public trust on the
government regulation on
transport services.

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lack of
depth

of good
practices

Future course of action

① First thing is that there is need of ~~compas~~ compensation to the deceased person and treatment to the injured person.

② There is need of clear policy towards the drivers who violates the traffic rules and cancellation of their licenses.

③ There is need of regulation of private bus transport service providers.

④ There is also need of proper due-dilligence before hiring any bus drivers in the private as well as in the government transport services.

⑤ Also, there is need of ensuring accountability of all the traffic

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Deterrent for those who travel on wrong side like fines, penalties etc.



police alleges negligence of duty.

⑥ There is need of proper checks and balances for those commuters who travel ~~on~~ in wrong side.

Speed breakers, mechanisms to check speeds

⑦ Further, there is need of speed check to enforce the speed limit in the city.

In this situation Mr. Rakesh may reveal the facts truthfully and accept the punishment if any. Further, there is need of proper traffic rules enforcement along with regulation of transport services.

can add some vision of India related to road safety

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11.

एक प्रसिद्ध निजी अस्पताल में चिकित्सा विभाग के प्रमुख के रूप में, आप (हिमांशू) अपने सहयोगियों और सरकार का विश्वास अर्जित करके सम्मानित महसूस कर रहे हैं। आपको स्वास्थ्य सेवा योजना के तहत लाभार्थियों की पहचान करने की जिम्मेदारी सौंपी गई है। यह सुनिश्चित करने के लिये कि सभी को अच्छी तरह से जानकारी हो, आपने डॉक्टरों और चिकित्सा परिचारकों के लिये कार्यशालाएँ और सेमिनार आयोजित किये हैं, जिससे उन्हें कार्यक्रम के बारे में व्यापक जानकारी प्रदान की गई है।

हाल ही में, आपको एक प्रतिष्ठित समाचार पत्र की एक खोजी रिपोर्ट मिली, जो स्वास्थ्य देखभाल योजना के भीतर धोखाधड़ी पर प्रकाश डालती है। यह जानकारी निराशा हुई कि डॉ. अविशी, एक सर्जन जिन्हें आप व्यक्तिगत रूप से जानते हैं और उनके असाधारण कौशल और करुणामयी देखभाल के लिये उनकी प्रशंसा करते हैं, ऐसी स्थिति में शामिल थीं। आपको याद है कि उन्होंने आपकी माँ के घुटने की सर्जरी के दौरान उनकी असाधारण देखभाल की थी, जिससे आप पर एक स्थायी सकारात्मक प्रभाव पड़ा। अनुकरणीय कार्य के लिये उन्हें उच्च प्रबंधन से सराहना भी प्राप्त की है और अस्पताल के लाभ वृद्धि में योगदान दिया है। हालाँकि, समाचार ने उनके घोटाले से जुड़े होने का संकेत दिया, जहाँ दीपाली नाम की एक लाभार्थी को योजना में नामांकित होने के बावजूद आवश्यक सहायता नहीं मिली।

दीपाली और राजेश, जिन्होंने हाल ही में बाढ़ में अपना घर खो दिया था, खुद को उस समय गंभीर आपात स्थिति में पाया जब दीपाली छत से गिर गई, जिसके परिणामस्वरूप उनका कूल्हा फ्रैक्चर हो गया। इलाज के लिये एक उपयुक्त अस्पताल की खोज में, वे अंततः सरकारी अस्पताल पहुँचे, जहाँ डॉ. अविशी, जो अपनी विशेषज्ञता के लिये प्रसिद्ध थीं, अभ्यास करती थीं। मूल्यांकन करने पर, यह स्पष्ट हो गया कि दीपाली को तत्काल सर्जरी की आवश्यकता थी, जिसकी अनुमानित लागत 1.5 लाख रुपये थी। उनकी चुनौतीपूर्ण वित्तीय स्थिति को देखते हुए, उनकी आशा की एकमात्र किरण स्वास्थ्य देखभाल योजना में है। हालाँकि, डॉ. अविशी ने उन्हें खेदपूर्वक सूचित किया कि सरकार से वित्तीय स्वीकृति प्राप्त करने में 3-4 महीने लगेंगे। अपनी पत्नी के स्वास्थ्य के डर से, राजेश ने अपने परिवार और दोस्तों से आवश्यक वित्तीय सहायता की अपील की।

सर्जरी सफल रही और इस क्रम में डॉ. अविशी ने राजेश और दीपाली को एक और सर्जरी की आवश्यकता के विषय में बताया। हालाँकि, बाद में उन्हें पता चला कि ये सर्जिकल प्रत्यारोपण वास्तव में स्वास्थ्य देखभाल योजना के अंतर्गत आते थे, जिसके बारे में वे शुरू में अनभिज्ञ थे। डॉक्टर द्वारा अपनाई गई भ्रामक रणनीति से व्यथित महसूस करते हुए, उन्होंने सर्जरी के खर्चों के लिये मीडिया आउटलेट्स की सहायता मांगी, लेकिन उन्हें पता चला कि उनकी सर्जरी और दवा की पूरी लागत स्वास्थ्य देखभाल योजना के तहत कवरेज के लिये पात्र थी।

विभाग के प्रमुख के रूप में, यह सुनिश्चित करना आपकी जिम्मेदारी है कि योजना में नामांकित प्रत्येक व्यक्ति को लाभ मिले। उच्च प्रबंधन ने सख्ती से कहा है कि किसी भी कार्यवाई से अस्पताल के लाभ पर असर नहीं पड़ना चाहिये। आप जानते हैं कि प्रतिद्वंद्वी अस्पताल आपके अस्पताल की छवि खराब करने के किसी भी अवसर का लाभ उठाने के लिये उत्सुक है। आप डॉ. अविशी को व्यक्तिगत रूप से जानते हैं और महसूस करते हैं कि कोई उनकी प्रतिष्ठा को धूमिल करने की कोशिश कर रहा है। इसके अतिरिक्त, आप अच्छी तरह से जानते हैं कि वह सर्जरी विभाग के कामकाज के लिये सर्वोत्कृष्ट हैं, कई गंभीर केस उनके तत्काल देखरेख का इंतजार कर रहे हैं। (250 शब्द) 20

- प्रदत्त शर्तों के तहत, चिकित्सा विभाग के प्रमुख के रूप में आपके लिये विकल्प उपलब्ध क्या हैं?
- सूचीबद्ध प्रत्येक विकल्प का आलोचनात्मक मूल्यांकन कीजिये।
- आपके लिये कौन-सा विकल्प अधिक व्यवहार्य है?
- आप यह कैसे सुनिश्चित करेंगे कि भविष्य में ऐसे घटनाक्रम की पुनरावृत्ति न हो?

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

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As the head of the medical department at a renowned private hospital, you are honoured to have earned the trust of your colleagues and the government. You have been tasked with the responsibility of identifying beneficiaries under the healthcare scheme. To ensure everyone is well-informed, you have conducted workshops and seminars for doctors and medical attendants, providing them with comprehensive details about the program.

Recently, you came across an investigative report from a reputable newspaper that shed light on fraud within the healthcare scheme. It was disheartening to learn that Dr. Avishi, a surgeon whom you personally know and admire for her exceptional skills and compassionate care, was involved in such a situation. You remember her taking extraordinary care of my mother during her knee surgery, leaving a lasting positive impression on you. Her exemplary work has garnered her appreciation from upper management and has contributed to the hospital's increased profits. However, the news indicated her connection to a scam where a beneficiary named Deepali did not receive the necessary support, despite being enrolled in the scheme.

Deepali and Rajesh, who recently lost their house in a flood, found themselves in a dire emergency when Deepali suffered a fall from a terrace, resulting in a hip fracture. In their desperate search for a suitable hospital for treatment, they eventually arrived at the government hospital where Dr. Avishi, renowned for her expertise, practiced. Upon assessment, it became evident that Deepali required immediate surgery, estimated at a cost of Rs. 1.5 lakhs. Given their challenging financial situation, their only ray of hope lay in the healthcare scheme. However, Dr. Avishi regretfully informed them that obtaining financial approval from the government would take 3-4 months. Fearing for his wife's health, Rajesh appealed to his family and friends for the necessary financial support.

The surgery was a success, and during the follow-up visit, Dr. Avishi informed Rajesh and Deepali about the need for another surgery. However, they later discovered that these surgical implants were actually covered under the healthcare scheme, which they were unaware of initially. Feeling distressed by the deceptive tactics employed by the doctor, they sought the assistance of media outlets to fund the surgery expenses, only to find out that the entire cost of their surgery and medication was eligible for coverage under the healthcare scheme.

As the head of the department, it is your responsibility to ensure that everyone enrolled in the scheme receives the benefits. The upper management has strictly conveyed that any action should not impact the hospital's profit. You are aware that the rival hospital is eager to exploit any opportunity to malign your hospital's image. You know Dr. Avishi personally and feel that someone is trying to tarnish her reputation. Additionally, you are well aware that she is quintessential for the functioning of the surgery wing, with numerous critical cases awaiting her immediate attention. (250 Words) 20

- Under the given conditions, what are the options available to you as the Head of the Medical Department?
- Critically evaluate each of the options listed by you?
- Which option is more viable for you?
- How will you ensure that in the future such actions are not repeated?

उम्मीदवार को इस
हाशिये में नहीं लिखना
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Fair
attempt at
setting
context
through
intro

The above case depicts the allegation of corruption in the healthcare scheme by the healthcare professionals. This creates a situation of dilemma to me to protect the image and profitability of my hospital or to do unbiased investigation of the case.

(A)

Options available for me as the head of the medical department

Relevant
options
are
mentioned

- ① Form a committee to investigate the allegation of corruption.
- ② Neglect the lapses if any and prepare a report which does not tarnish the image and profitability of the hospital.
- ③ Suspend the Dr. Avishi, so that media and public would get signal that department is working fairly & later reinstate her.

③ Option-1. Form a committee.

merit:

- ① It would ensure unbiased report on the issue. Effective, Relevant
- ② It would enhance the popular trust on medical department and government. and multi-dimensional
- ③ It would send a warning signal to medical professionals involved in illegal activities. content

Demerit:

- ① It may tarnish the image of hospitals if adverse report is submitted. mentioned
- ② Patient may suffer if Dr. Avishi is punished. Good attempt

Option-2 preparing incorrect report.

merit:

- ① It would save the image of the hospital & profitability.
- ② The patient waiting for surgery

would get treatment on time.
Demerit:

- ① It would set wrong precedent for healthcare.
- ② It is the breach of public duty and trust.

Option-3: Dismiss/suspend Dr. Avishwa and later reinstatement her.
Merit:

- ① media pressure would come down. ✓
- ② Reputation of hospital would be saved. ✓
- ③ Patient would get treatment on time. ✓
- ④ Personal relation with Dr. Avishwa would be saved. ✓

Demerit:

- ① It is the form of corruption by misleading the public and the media. ✓
- ② It would set wrong precedent

उम्मीदवार को इस
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in the field.

③ poor would suffer who would not be able to get treatment under the scheme.

④ most suitable action

① It would form a committee & would act per the committee report.

② Committee would provide unbiased report and serve justice.

③ It would ensure that patient do not suffer, if Dr. Avishi is punished.

⑤ To prevent such events in future

① There is need of citizen charter in the hospital depicting the services provided.

② There should be accessible and transparent grievance redressal mechanism.

③ There is need of public awareness and reduced time taken to grant the financial assistance under the scheme.

उम्मीदवार को इस
हाशिये में नहीं लिखना
चाहिये।

(Candidate must not
write on this margin)

need to
add
further

steps
in
this
part

+ ways to
deal with
demerits

of this
action
etc

Good
attempt
at suggesting
innovative
step

need to
add a
suitable
conclusion
here

12.

हाल ही में, कृत्रिम बुद्धिमत्ता अब केवल विज्ञान कथा फिल्मों का विषय नहीं रह गया है बल्कि इसने रोजगार के बाजार में प्रवेश कर लिया है। यह विश्व भर के व्यापार और कॉर्पोरेट क्षेत्रों में अपनी मजबूत उपस्थिति स्थापित कर रहा है। यह आरोप लगाया गया है कि कृत्रिम बुद्धिमत्ता को अपनाने से छूटनी के निर्णय हो रहे हैं और यह नौकरियों में मनुष्यों का स्थान ले रहा है। व्यवसाय और प्रौद्योगिकी कंपनियों के संस्थापक निवेशकों के प्रति लाभप्रदता और उत्तरदायित्व सुनिश्चित करने की अपनी जिम्मेदारी के मद्देनजर इस अभ्यास को उचित ठहरा रहे हैं। उनका यह भी तर्क है कि कृत्रिम बुद्धिमत्ता को अपनाने से कंपनी के लिये तकनीकी प्रगति सुनिश्चित होती है। हालाँकि, ऐसा माना जा रहा है कि इस तरह के निर्णय पर आगे बढ़ने से कई लोगों की नौकरियाँ जा सकती हैं।

राकेश एक बिजनेस कंपनी के मुख्य कार्यकारी अधिकारी हैं जहाँ शेयरधारकों द्वारा उन पर लाभ बढ़ाने के लिये विभिन्न AI तथा स्वचालित तंत्र और तरीकों को अपनाने के लिये लगातार दबाव डाला जा रहा है। शेयरधारकों का लक्ष्य नई तकनीक को शामिल करके अपना लाभ बढ़ाना है। उन्होंने राकेश को आश्वासन दिया कि उनके निर्णय के कार्यान्वयन से लाभ होगा क्योंकि उन्हें कंपनी में चार प्रतिशत हिस्सेदारी मिलेगी। दूसरी ओर, यदि राकेश हितधारकों की बातों से इनकार करते हैं तो कंपनी में उनकी स्थिति खतरे में पड़ जाएगी।

साथ ही, वह इस तथ्य से अवगत हैं कि इस तरह के निर्णयन के कार्यान्वयन से कंपनी के लिये काम करने वाले कर्मचारियों के जीवन पर असर पड़ेगा। राकेश व्यक्तिगत रूप से कई कर्मचारियों से जुड़े हुए हैं और जानते हैं कि छूटनी का कर्मचारियों एवं उनके परिवारों पर क्या प्रभाव पड़ने वाला है।

(250 शब्द) 20

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिये:

- शामिल हितधारकों की पहचान कीजिये।
- उपरोक्त मामले में शामिल नैतिक मुद्दों पर चर्चा कीजिये।
- उपरोक्त स्थिति में राकेश को क्या करना चाहिये?

Lately, Artificial Intelligence is no longer merely a theme of science fiction movies but has entered the job market. It is establishing its strong presence in the business and corporate sectors across the world. It is alleged that the adoption of artificial intelligence is leading to layoff decisions and is taking over human jobs. The founders of business and technology firms are justifying the exercise in the wake of their responsibility to ensure profitability and accountability towards investors. They also argue that the adoption of artificial intelligence ensures technological advancements for the firm. However, it is purported that going ahead with such a decision may lead to the loss of jobs for many.

Rakesh is the CEO of a business firm where he is constantly being pressured by the shareholders to adopt various AI and automation tools and methods to raise profit. The shareholders aim to increase their profit by incorporating new technology. They assure Rakesh that going ahead with their decision is going to benefit him as he will get a four per cent share in the company. On the other hand, Rakesh will jeopardize his position in the company if he denies what the stakeholders say.

At the same time, he is aware of the fact that going ahead with such a decision will impact the lives of employees working for the firm. Rakesh is personally attached to many of the employees and knows how the layoff is going to affect the employees and their families.

(250 Words) 20

In this context, answer the following:

- Identify the stakeholders involved.
- Discuss the ethical issues involved in the above case.
- What should Rakesh do in the above situation?

उम्मीदवार को इस हाशिये में नहीं लिखना चाहिये।

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Fair
attempt
or
introducing
the
case

Above case depicts the dilemma
to choose modern technology to
raise the profit of company as well
as own interest vs concern for job
loss for the employee of the
company.

(A) stakeholders in this case

- ① Rakesh as the CEO of the
company. ✓
- ② shareholders of the company. ✓
- ③ Workers of the company and
their immediate family members. ✓
- ④ Industry at large which is
aiming at adoption of modern
technology such as AI. ✓

(B) ethical issues involved in this case

- ① Issue of good corporate
governance which is aiming
at the profit over livelihood of
the workers. ✓

② The issue of social responsibility
towards the workers and their
family members.

③ Negligence of all stakeholders
and focusing only on the
shareholder.

④ The issue of enhanced
productivity vs employment to
large number of workers.

⑤ The issue of modernisation
and automation vs livelihood
of poor people.

⑥ This case needs empathy
and compassion before taking
any decision.

⑦ This case also shows accountabi-
lity of Rakesh towards the
shareholders.

Effective,
Relevant
and
multi-
dimensi-
-onal
content
is
mentioned
↓
Good
attempt

Try to
address
ethical
issues
here
use
Keywords
related
to
ethics
more

⑧ This case also depicts the ethical dilemma for Rakesh. Here, personal relationship, profit of company and job of workers are conflicting with each other.

⑨ Also, this case shows use of financial intensive to CEO for taking decision based on demands of shareholders. It also uses fear for the same.

This shows
pursuit
of ④
greed
for
selfish
purposes

steps to be taken by Rakesh

① Rakesh should form a committee to find out the cost-benefit analysis of the use of AI and also study the extent of impact of rollout of technology on workers.

② At the same time, Rakesh may focus on skilling and reskilling of the employees so that they can be retained.

③ For those, who can not be retained may be provided enough skill and compensation.

④ Rakesh may advise the board to focus on Corporate Social Responsibility (CSR).

Regulatory
addressed
the
part of
steps
to be
taken

&
exhaustive

Technology upgradation is bound to happen in next few years.

Best way to deal with unemployment is to skilling and reskilling.

World Economic Forum has suggested that AI would generate large number of jobs in next decade if workers are skilled enough.

Good
attempt at
broadening
scope in
conclusion

Fairly
well
described

answer
on an
optimistic
note



Space for Rough Work
(रफ़ कार्य के लिये स्थान)



Space for Rough Work
(रफ कार्य के लिये स्थान)



Space for Rough Work
(रफ कार्य के लिये स्थान)



Space for Rough Work
(रफ कार्य के लिये स्थान)