



GENERAL STUDIES (Test Code : 418)

Name of Candidate

NIOHI GUPTA

Registration No.

5810

Schedule

Module

Place

RN

Time

Date

20/Nov/2014

Classroom

Distance Learning

Classroom & Distance Learning

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1	10	
2	10	
3	10	
4	10	
5	10	
6	10	
7	10	
8	10	
9	10	
10	10	
11	10	
12	10	
13	5	
14	20	
15	20	
16	20	
17	20	
18	20	
19	15	
20	10	

Total Marks Obtained

Remarks:

Signature of Examiner

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, ID Number and Test Code).
उत्तर-पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक नम्बर आदि।)
- There are TWENTY-FIVE questions printed both in HINDI and in ENGLISH.
इसमें पच्चीस प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
- All questions are compulsory.
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश-पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यू.सी.ए.) पुस्तिका के मुख-पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.
उत्तर-पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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Overall Macro comments / feedback / suggestions on Answer Bocklet:

1.

2.

3.

4.

5.

All The Best

Section A

Answer the following questions in not more than the word limit specified for each in the parenthesis:

निम्नलिखित प्रश्नों के उत्तर उनके सम्मुख कोष्ठक में निर्दिष्ट शब्द-सीमा से अधिक शब्दों में ना लिखें;

1. Even years after its introduction, the ability of Citizen's Charters in improving the efficiency of public services and making governments more accountable, is found wanting in many areas. In context of this statement, mention the various lacunae in the formulation and implementation of citizen's charters in India and suggest how they can be addressed in light of the Sevottam model. (150 words) 10

इसकी शुरुआत के कई वर्षों के बाद भी, लोक सेवाओं की दक्षता में सुधार और सरकार को अधिक उत्तरदायी बनाने में नागरिक अधिकार-पत्र की क्षमता में कमियां पायी गयी हैं। इस कथन के सन्दर्भ में, भारत में नागरिक अधिकार-पत्र के निर्माण और क्रियान्वयन में विभिन्न कमियों का उल्लेख कीजिये और सेवोत्तम मॉडल के द्वारा उन्हें कैसे दूर किया जा सकता है, सुझाव दीजिये।

Citizen charters ~~so~~ have the potential of revolutionise the paradigm of public service delivery system in India.

The citizen charter's ~~in~~ ~~with~~ were not implemented with the real & commitment. It will lose its effectiveness if they are just a piece of standards mentioned, unless they are accepted & enforced.

The workers of the organisation must have a collective goal of

achievement of standards mentioned in the charter.

The corruption, lack of motivations and absence of any monitoring the charter's fail to accomplish.

Not only that, the incentives for sticking to charter also lacks & hence citizen's charter & don't work in practice.

To address such problems it is imperative that charters must be based on Integrity Path of UK Model & Swatnam Model. ~~To~~ This will ensure

a collective will of the people to perform to get credit for the commitment & adoption of city charter. We need to create a brand for the organisation higher in integrity credits.

There must be procedural reforms, effective grievance redressal platforms, penalties for non-performance, social audit, training & capacity building & strong motivated leadership. Then only the results of city charter can be realised on ground.

2. For the success of Right to Information (RTI), a major challenge is to develop capacities for access to information. Discuss. How can the capacities of both public authorities and citizens be enhanced? (150 words) 10

सूचना के अधिकार (RTI) की सफलता के लिए, एक बड़ी चुनौती सूचना की प्राप्ति के लिए क्षमता का विकास करना है चर्चा कीजिये। सरकारी अधिकारियों और नागरिकों दोनों की क्षमता को कैसे बढ़ाया जा सकता है?

RTI Act is one of the most potent weapon in hands of public to enforce accountability and transparency of the public governance.

This Right can only be fully utilized when the access to information is free, equitable & unequivocal.

The people can only enjoy this right if they are aware & have necessary wherewithal like education, literacy to seek access to information and complaint if the information is not given. The awareness of the provisions

of act is the prime necessity.

To overcome the challenge of access to information, it is important that public authorities must have dedicated staff which is involved in information dissemination.

Public authorities must strictly enforce the provisions & penalise the errant officials.

They must provide maximum information in public domain so as to reduce burden of the applications.

On the ailing note awareness generation, literacy, and address of complaints in time bound manner is

necessary to access the
right in its right spirit.

Then only the democracy
will be in right contours
of participation, mutual
communication between
government & people will be
possible.

3. Code of Conduct has been criticized as a "coercive, quick-fix strategy" that "reduces ethics to legalism by focusing on both the lowest common denominator and penalties for deviations". Discuss (150 words) 10
- आचार संहिता की एक "आक्रामक, फौरी रणनीति" के रूप में आलोचना की गयी है जो "न्यूनतम मापदंड और विचलन के लिए दंड, इन दोनों पर ध्यान केंद्रित कर नैतिकता को विधिपरायणता के स्तर तक कम कर देती है" चर्चा कीजिये।

Code of Conduct are the
set of standards & norms
to be adhered to by people
falling in the ~~the~~ ^{application} influence
of the Code of Conduct.

These are norms so
that an expected discipline
and ~~rule~~ can be enforced and
an uniformity can be

Established.

This is also done to guide and regulate the behaviour of an atmosphere congenial to the place or organisation can be created. So, that maximum efficiency ~~and~~ could be realised.

~~for~~ To ensure code of conduct is being adhered to it is legally binded and invokes penalties in case of non-adherence & its violation.

Strict Enforcement is necessary to ensure non violation and thus must be checked by strict action by non-compliance.

This ~~mean~~ doesn't mean that it is 'cease'

in narrow sense but
it is just strictly enforced.

The code of conduct is
a rule book ^{for conduct} and rules are
necessary for regulating a
place & enforcing discipline.

The basic criticisms are to
be ~~expressed~~ fixed so that
a mutually congenial and
a sound healthy Organisation
of people can be created
otherwise chaos will be
invited without any
collective goals.

~~By freedom~~ High
achievements are bound to
be preceded by strict
discipline enforced by code of
conduct.

4. Define Work Culture. Suggest how an efficient work culture could be developed in the Indian scenario. (150 words) 10

कार्य संस्कृति को परिभाषित कीजिये | भारतीय परिदृश्य में एक कुशल कार्य संस्कृति कैसे विकसित की जा सकती है, सुझाव दीजिये |

Work culture is the atmosphere of the place of work. Work culture defines the values, practices, principles, norms & standards being followed at the place of work of an individual.

An efficient work culture is the precondition of the efficiency of people working in that environment.

In Indian context, efficient work culture can be established by revoking inculcation of the norms and standards and its strict adoption & enforcement.

The right leadership motivated to achieve goals will create a right work culture, as it has bearing on motivation of employees.

The Role model effect by the heads of organisation of eg. E. Sreedharan has created an efficient work culture in Petro by setting a role model effect.

The Emotional Quotient of the management will also ensure the creation of right work culture.

Training & Value Development will also help in creation of a dynamic work culture.

Last but not the least the ~~to~~ the society as a whole, the values & virtues taught in school and colleges appreciation of good conduct are all all important to create good societies which will automatically impact with culture in India.

5. Open government is an even more comprehensive concept than transparency and freedom of information. Elaborate. (150 words) 10
खुली सरकार, पारदर्शिता और सूचना की स्वतंत्रता से भी अधिक व्यापक अवधारणा है। विस्तार से बताएं।

The democracy's strength could be defined by the extent of openness of its government.

Open government is a very broad term for the myriad of characteristics of democracy incorporated in the word open government.

Open government is just not ~~public~~ ~~a~~ ~~is~~ freedom of information & transparency but it means the government strictly following the ideals of constitution, guarding fundamental rights, promoting the discrete principles of state policy.

It means governance which is participative, representative, have a high ideals of public service.

It is accountable & reliable. It is responsive to people and is in participative partnership with people. People in open government

can are responsible to
create good policies, help its
formulation, implementation.
People are involved in the
activities of governance.
There is a mutual interaction
and free communication
between government & citizenry.

A Partnership based
approach in all tiers of
governance is the right
indicator of an open
government.

6. If corruption exists even in rich, economically successful countries, why should developing countries like India be worried about it? (150 words) 10
यदि भ्रष्टाचार धनी, आर्थिक रूप से सफल देशों में भी व्याप्त है, तब भारत जैसे विकासशील देश को इसे लेकर चिंतित होने की आवश्यकता क्यों है?

As Famous Philosopher
Machiavelli said -
"Corruption is Inevitable".
Thus it is bound to exist
in all countries big, small
as where power exists, the
abuse of power exists too.

However, Corruption hurts
different people and different
countries in different ways.

A rich person is not that
much affected, hence doesn't
care much about corruption
as much as poor person. Same
analogy can be drawn for
developed vs developing countries.
Developed Countries

have high standard of living, high per capita income, more supply of public provision of public goods than demand etc. Prevalence of corruption in such countries don't impact people much and their lives are not so much affected.

However in a country like India with large population and maximum i.e. more than 60% live in rural areas with nearly 30% people below poverty line, acute deficiency of public goods & services leads to corruption playing havoc with people. Corruption in PDS, corruption in getting basic public goods, services like health, education, etc.

regulation. Corruption in police etc, corruption in subsidy programmes all lead to impact poor of country badly and hence India needs to fear corruption to save poor people from double jeopardy.

7. "There are many causes I would die for. There is not a single cause I would kill for." In context of this statement by Mahatma Gandhi, explore the relevance of his concept of non-violence in dealing with the menace of Naxalism. (150 words) 10

"ऐसे कई कारण हैं जिनके लिए मैं बलिदान दे सकता हूँ। ऐसा एक भी कारण नहीं जिसके लिए मैं किसी की हत्या कर सकूँ।" महात्मा गांधी के इस कथन के सन्दर्भ में, नक्सलवाद की समस्या से निबटने में उनकी अहिंसा की इस अवधारणा की प्रासंगिकता की जांच करें।

Naxalism has become a major internal security challenge and a threat to peace & social fabric of the country.

This statement of Gandhiji is not relevant of dealing the menace of Naxalism.

Gandhi's statement is to be seen in the context of ~~non~~ use of non-violence as a basic virtue to be inculcated & fighting for our cause & and our demands on a peaceful path without bloodshed.

However, "Non-Violence" is ~~not~~ a word of with the meaning being non-brutal, being virtuous in conduct & avoid rash, uncontrolled & violent behaviour inflicting blood shed.

The same term when applied in the context of bodiless & war internal & external security, non-violence means strict enforcement of the conduct, peace of mind but

for the Law & Order, to
save millions of life.
to protect the ~~low~~ countrymen
from violence of the Naxalites
it is important that we
must ~~get~~ do the duty
with the prevalence of
non-violence as basic ideology
but when it comes to
war, attacks and saving
the sovereignty & security of
Country. it means counter-
action and thus
"non-violence" should be
seen with a broader
vision. It is more of a
~~not~~ virtue of peacefulness
of heart & not just absence
of weapons to stop
criminals.

8. (a) Is behaviour always a reflection of one's attitude? Explain with relevant examples. (100 words) 5

क्या किसी का व्यवहार सदैव उसकी अभिवृत्ति का प्रतिबिम्ब होता है? प्रासंगिक उदाहरणों सहित स्पष्ट कीजिए।

Behaviour is formed & gets influence by the attitude we have ~~do~~ towards a person or a thing.

Positive & good attitude towards a person will lead to a very congenial and nice behaviour towards the person.

However, it is always not true.

In case of certain norms, or code of conduct or restrictions, we tend to behave different than ~~what~~ what is predicted by our attitude. We may personally have a negative attitude

of a person but in social compulsion we behave ~~to~~ in a very decent manner. Also, if the person is of high authority eg- Boss, then people behave ~~in~~ ^{with} a flattery or obedience even when subordinates have low negative attitude towards person.

8. (b) Discuss the effectiveness of "fear" in changing people's attitudes and behavior.

5

लोगों के अभिवृत्ति और व्यवहार को बदलने में "भय" की प्रभावशीलता पर चर्चा कीजिये।

The fear appeal is one of the potent ~~to~~ weapon in changing people's attitudes & behaviours.

Fear of ~~loss~~ king
* non conformist. fear of
king sidelined, fear of
authority - social, political

leads to change of
behaviour of person
~~attitude~~ and attitude is changed.

Similarly attitude
towards a thing, object of religion
changes because of fear of
God.

Thus fear is an
effective instrument. of

9. Empathy is not only an important ingredient but also an indicator of one's emotional intelligence. Elaborate. (150 words) 10

समानुभूति, किसी भी भावनात्मक बुद्धि (EQ) का महत्वपूर्ण घटक ही नहीं, बल्कि यह उसका एक सूचक भी है। विस्तार से बताएं।

Empathy is a crucial feeling one must possess to be a good human being.

It is one of the most important ingredients of Emotional Intelligence. In fact, an Emotional Intelligence person ~~is~~ ~~must~~ has to be ~~emph~~ empathetic towards other person's feelings. He must be able to recognise, perceive, understand & reason emotions of others and also of himself.

Emotional Intelligent person is able to relate & understand emotions of others and can soothe the

nerve and is efficient to help others to use emotions & their feelings in the right direction. He has the quality of effective emotions channeling of emotions.

~~However~~ This means that without empathy emotional intelligence can't exist. It means it is an important ingredient.

On the other hand, an empathetic person by virtue of its ~~to~~ understanding & ~~being~~ ~~concern~~ consideration of other's feeling indicates the high presence of emotional intelligence.

An Empathetic person
reflects the emotional
intelligence of a that person.

10. (a) IQ helps you getting selected, EQ helps in getting promoted. Discuss.
(100 words) 5

बुद्धिलब्धि (IQ) आपके चयन में मदद करता है, भावनात्मक बुद्धिमत्ता (EQ) आपकी पदोन्नति में मदद करता है। चर्चा कीजिये।

In case of selection, IQ
helps as it is on the
basis of our intellectual
strength. the merit that
we get selected to a job,
service ~~or~~ or a position.
However, how far we
go on the position is

also crucially dependent
on EQ.

EQ helps us to effectively
work with the team.

It helps in team leadership

The Emotionally Intelligent
leader can create excess
capacities by helping
reducing stress - job

Conflicts, it helps in
enhancement of co-operation
collaboration and

creation of a warm
congenial work culture.

Thus, the success after
selection is dependent
on EQ also.

10. (b) Why do people obey orders, which they know are ethically wrong? (100 words)

5

लोग ऐसे आदेशों का पालन क्यों करते हैं, जिसके विषय में वे जानते हैं कि यह अनैतिक हैं?

The people tend to obey orders even when the orders are ethically wrong ~~so~~ because of fear of being harassed, fire in case of non-compliance.

Also there is fear of being left out & non conformity & non identification with the rest of the people

(If There ~~is~~ is a threat of losing of job or revenge

Not only that. Sometimes there ~~are~~ is mutual benefit and personal gain out of unethical

Orders Compliance

There is also no
safety or recognition to ethical
~~to~~ honest workers which
force people to comply with
unethical orders

11. List down some of the characteristics of an emotionally intelligent administrator. How can emotional intelligence help civil servants? (150 words)

10

एक भावनात्मक रूप से बुद्धिमान प्रशासक की कुछ विशेषताओं को सूचीबद्ध कीजिये।
भावनात्मक बुद्धिमत्ता लोक सेवकों की मदद कैसे कर सकती है?

An emotionally intelligent
civil servant will be
empathetic towards the people.

He will be warm &
cordial and will generally
be liked by ~~the~~ the people
and staff.

He will ~~be~~ prove to be
a good leader

~~Emo~~ He will have a
good interpersonal &
personal relationship
with staff & colleague.

He will be efficient
in dealings. He will
be helpful and considerate

He will be rational
& successful.

He will be professionally
more competent & effective
in public dealings.

Emotional Intelligence can
help civil servants by
intelligently create a committed
and motivated workforce.
He will be able to create
high standards of governance.

Emotional Intelligence will help in creating right work culture and creation of capacities to deal with job stress & challenges of work.

It will enhance his standing & authority in eyes of public & staff. He will be able to achieve better results as staff will be committed, loyal and co-operative.

The work Achievement will be higher as there will be reduction of job conflicts and prevalence of a congenial warm atmosphere.

12. Bring out what this statement means to you in the present context:
"There comes a time when one must take a position that is neither safe, nor
politic, nor popular, but he must take it because conscience tells him it is
right." - Martin Luther King (150 words) 10

वर्तमान सन्दर्भ में निम्नलिखित कथन का आपके लिए क्या निहितार्थ हैं, दर्शाएं:

"एक ऐसा समय आता है जब व्यक्ति को ऐसा स्थान ग्रहण करना चाहिए जो न तो सुरक्षित हो, न ही राजनीतिक हो, और न ही लोकप्रिय हो, लेकिन उसे इसे इसलिए स्वीकार करना चाहिए क्योंकि उसकी अंतरात्मा उसे कहती है कि यह सही है।" - मार्टिन लूथर किंग

The life of an individual is filled up numerous situations and circumstances. There are situations of challenges, adversities, good & bad times etc.

At times in the life comes a situation when the conscience of a person is put to test and the person's character is reflected & gets checked gets consolidated on such difficult times.

In the present context when there is a dilemma, when there is no one to guide.

when the impact on people of a decision is high, when the morality of a person is put to test, when a wrong decision can play havoc with lives of people and when one decisions can make a difference good or bad, then on such nuances of life, one must follow Conscience as Conscience will guide person to take a path which is good, which is unselfish.

Conscience is inherent good and is the potent guide to help us to get out of ambivalence.

When nothing works, when life decision is tough, follow Conscience

It will help us to
stick to the most
virtuous, the most
moral and ~~high~~ true path.
~~It will give to~~

13. Your friend eats too much junk food, how would you be able to bring about a change in her/his attitude about food? (100 words) 5

आपका मित्र अत्यधिक अस्वास्थ्यकर खाद्य पदार्थों का सेवन करता/करती है। आप इस खाद्य को लेकर उसके दृष्टिकोण में बदलाव कैसे ला सकते हैं?

To influence attitude of a
person, we can use
different tactics.

To ensure that
my friend ~~to~~ avoids
junk food - I would
~~from~~ persuade her ~~to~~ by
providing ~~that~~ relevant

information about the harmful effects on health.
I would show her & appeal to her cognition, of changing her ~~attitude~~ mindsets, thoughts about junk food.

I would also provide a credibility factor by given examples of famous people actors etc who don't eat junk food.

I would show popular advertisements, articles on the junk food and would also counter her logics of eating junk food and would provide a fear of losing good health.

Section B

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

निम्नलिखित प्रश्नों में, दिए गए मामलों का ध्यान से अध्ययन करें और उसके बाद दिए गए प्रश्नों का उत्तर दें (लगभग 250 शब्दों में) :

14. You are a young DM in a district, which is seeing rapid mushrooming of private Drug de-addiction centres. The centres are known to function in an unethical manner and their business model involves a specific consideration for cases of relapse victims. Although these centres charge at high rates, they are known to give families of addicts hope and institutionalisation of addicts has ensured maintenance of law and order, not seen in neighbouring districts.

Analyse the following options for their positive and negative impact on the various stakeholders of the society.

- (a) Shutting down of the private rehab centres altogether
- (b) Petitioning the higher authorities to deploy funds for opening up of government centres
- (c) Setting up a medical team to delve into the matter more deeply and acting only after their report
- (d) Letting the centres function in the same manner as earlier

20

आप एक ज़िले में युवा जिलाधिकारी हैं जहाँ पर निजी नशा मुक्ति केन्द्रों की तेज़ी से वृद्धि हो रही है। ये केन्द्र अनैतिक तरीकों से चलाये जाने के लिए जाने जाते हैं और उनके व्यापार के मॉडल में पुनः नशे के शिकार होने वाले पीड़ितों के लिए विशेष प्रावधान शामिल हैं। यद्यपि ये केन्द्र अत्यधिक शुल्क लेते हैं, फिर भी ये पीड़ितों के परिवारों को एक आशा देने हेतु जाने जाते हैं और नशे में लिस लोगों के संस्थानीकरण से कानून व्यवस्था सुनिश्चित हुई है, जो कि पड़ोसी ज़िलों में नहीं दिखती है।

निम्नलिखित विकल्पों द्वारा समाज के विभिन्न हितधारकों पर पड़ने वाले सकारात्मक और नकारात्मक प्रभाव का विश्लेषण कीजिये:

- (a) निजी पुनर्वास केन्द्रों को पूर्णतया बंद किया जाना
- (b) सरकारी केन्द्रों के खोलने हेतु धन की उपलब्धता के लिए उच्च अधिकारियों को प्रार्थना किया जाना
- (c) अधिक गहराई से इस मामले में छानबीन करने के लिए एक चिकित्सा दल की स्थापना और उनकी रिपोर्ट के बाद ही कार्यवाही करना
- (d) केन्द्रों को पहले की ही भांति कार्य करने देना

*In the above context -
option - a) of shutting the private rehab centres altogether will create a massive*

Shortage of Rehab centres and put pressure & over crowding of public Rehab. Secondly, it will also lead to no options of choice of sick people who can afford private centres. So, it will be ~~an~~ unhelpful towards owners of private Rehab.

- b) Option - deployment of funds for ~~deployment~~ opening new govt centres is a welcome move. It will help in massive government services reach to the people. It will ~~to~~ help poor people who can't afford private centres. It will strengthen the infrastructure.
- c) Setting the medical team to delve into the matter & acting only after it may be a thoughtful option but it will delay the process as it tell theoretical practices of

private centres will go on. It is just ignorance of gravity of present action. Some action is needed even before report.

- d) telling the centre would as before is complete ignorance of matter and non-performance of duties of DM. It is highly ~~unappreciable~~ condemnable attitude. One needs to act in public interest. This will just ~~procrastinate~~ be an option of deliberate promotion of uncanonical practices and shirking off the responsibilities of a DM.

Thus, ~~a high~~ it would risk life of patients in case of relapse of victims and

also would harm public interest.

Thus, an action well considerate and time bound to the need of the hour.

The inquiry must go hand in hand so that final action can be taken.

All these investigations must be conducted and unethical practices must be checked upon.

15. Surbhi had a job at the local mall as an employee at Play-Around. The Play-Around has different Play equipment and a little kid section. Her job included working the front desk, making sure that people paid as they entered, also informing them of the rules of Play-Around, hosting birthday parties, and watching the children.

One rainy Saturday when Play-Around was particularly crowded, a mother and her mentally disabled son came to Play-Around. Play-Around does not discriminate and all children are allowed on as long as they meet the height requirements. However, adults are not allowed on the Plays because they are not covered by Play-Around's insurance. The mother was informed about the rules verbally by Surbhi as well as by the posted lists of rules.

This woman disregarded the rules and chose to follow her son onto the Plays. This is dangerous and against the rules because there is the possibility that an adult could slip and fall, and if either she or another child got hurt due to her actions the insurance would not cover it. This woman believed that her son needed special attention and constant supervision.

When it came to Surbhi's attention that the woman was on the inflatable, Surbhi told the mother that she would have to get off, however, her child could stay. The woman responded by yelling at Surbhi, telling her that her child had every right to be on the inflatable as any other child. Surbhi agreed and reminded the woman that she had not told the child to get off but only the mother herself. The woman then responded by saying that she had to stay with her son in order to help him.

The following are some suggested options. Please evaluate the merits and demerits of each of the options:

1. Surbhi should refer the matter to the manager of the Play-Around.
2. Surbhi should make it clear to the woman that either she should move out or she has to force her son out as well.
3. Surbhi should make an exception considering the special needs of the child in question.

Also please indicate (without necessarily restricting to above options), what you would like to advise, giving proper reasons. 20

सुरभि एक मॉल में बच्चों के क्रीड़ा स्थल में कर्मचारी के रूप में कार्यरत थी। क्रीड़ा क्षेत्र में विभिन्न खेलों के उपकरण हैं और छोटे बच्चों का एक अनुभाग है। उसकी जिम्मेदारियों में, स्वागत कक्ष का कार्य, सभी लोग प्रवेश के समय भुगतान करें ऐसा सुनिश्चित करना, इसके अलावा क्रीड़ा क्षेत्र के नियम समझाना, जन्मदिन के समारोह आयोजित करना, और बच्चों की देखरेख करना शामिल हैं। एक बार शनिवार के दिन जब वर्षा हो रही थी तब क्रीड़ा स्थल में विशेषतः भीड़ थी, एक माँ और उसका मानसिक रूप से विकलांग पुत्र क्रीड़ा क्षेत्र के पास आ गए। क्रीड़ा स्थल में भेदभाव नहीं होता और सभी बच्चे यदि ऊँचाई के मापदंड को पूरा करते हैं तो उन्हें अंदर जाने की अनुमति होती है। हालाँकि, वयस्कों को क्रीड़ा स्थल में जाने की अनुमति नहीं होती क्योंकि वो क्रीड़ा स्थल के बीमा के अंतर्गत नहीं आते। बच्चे की माँ को सुरभि ने मौखिक तथा सूचना पट्ट पर चिपकी हुई सूची से नियमों की जानकारी दे दी थी।

उस महिला ने नियमों का उल्लंघन किया और अपने बेटे के साथ क्रीडा स्थल में पीछे- पीछे चली गयी। यह खतरनाक है और नियमों के खिलाफ भी है क्योंकि ऐसी सम्भावना है कि कोई वयस्क उसमें फिसल सकता है और गिर सकता है और यदि उसके इस कार्य से वह या कोई बच्चा घायल होता है तो यह बीमा के अंतर्गत नहीं आएगा। इस महिला का ऐसा मानना है कि उसके बेटे को विशेष ध्यान और लगातार निगरानी की ज़रूरत है।

जब सुरभि को इस बात की जानकारी हुई कि वह महिला हवा भरे हुए गद्देदार स्थान पर थी, तो सुरभि ने उस महिला से कहा कि उन्हें बाहर आना होगा, यद्यपि उनका बेटा वहां पर रह सकता है। उस महिला ने सुरभि से चिल्ला कर जवाब दिया और कहा कि उसके बेटे को भी अन्य बच्चों कि तरह उस हवा से भरे हुए स्थान पर रहने का हक है। सुरभि ने सहमति प्रकट की और उस महिला को याद दिलाया कि उसने बच्चे को बाहर जाने के लिए नहीं कहा बल्कि, सिर्फ उन्हें ही बाहर जाने के लिए कहा है। उस महिला ने फिर यह कहते हुए जवाब दिया कि उन्हें अपने बेटे की मदद हेतु वहां रहना होगा।

निम्नलिखित कुछ सुझाव दिए गए हैं। विकल्पों में से प्रत्येक के गुण और दोषों का मूल्यांकन करें:

1. सुरभि को इस मामले की जानकारी क्रीडा स्थल के प्रबंधक को देनी चाहिए।
2. सुरभि को उस महिला से साफ शब्दों में कहना चाहिए कि या तो उसे बाहर आना होगा या फिर उसके साथ उसके पुत्र को भी बाहर मजबूरन निकलना पड़ेगा।
3. सुरभि को उस बच्चे की विशिष्ट ज़रूरतों के लिहाज़ से एक अपवाद के रूप में इसे स्वीकार करना चाहिए।

इसके अतिरिक्त, कृपया उचित कारण देते हुए बताएं कि आप क्या सलाह देना चाहते हैं (ऊपर दिए गए विकल्पों तक सीमित हुए बिना)

*In the given scenario,
Option - 1 - To refer the matter
to manager - ~~to~~ can help
Surbhi to get assistance from
manager to follow right course
but it also ~~has~~ a demerit
that it shows her incapacity
of not trying to resolve the
problem of her own & just
passing it to manager*

Thus option 1 is not a right course as ~~as~~ she must try to ~~soothe~~ resolve matter on her own.

Option-2 - This is an aggressive step as because of the woman & her insistence to be with child who need special attention, - the child will also suffer & get robbed of his rights. Moreover, the woman's ~~the~~ insistence is not the right & reason of forcing both son & mother out of the Play-house. ~~It is~~ It will not resolve problem ~~but~~ ~~is~~ & will invite use of force.

option 3 - Suski shouldn't
make an exception because
it ~~is~~ is against the law
and also making such
exceptions means risking life
of woman & other children
who may get hurt. Also, if
this situation may occur
daily with a lot of parents
of differently abled & there
exceptions of allocating all
parents will not work.

Therefore in the above
scenario - the right action
by Suski will be
to convince the mother
that ~~it~~ she will risk her
life & other children by

being in Play-ground. She
 should convince & help
 pacify woman of her concerns
 that all arrangements are
 there to look around
 children & ensure their safety.
 She should give special
 duty to & instructions in
 front of woman to the
 staff of play-around looking
 after children to take special
 care & being attentive towards
 this child. ~~If & If she~~
~~fails to convince~~
 This way her woman
 can be assured of her &
 safety of child.

16. Sandhya recently completed her B.Com and was extremely excited to be hired for her dream job working for a Public Sector Bank. During her initial days, she began to notice that funds from grants were being mismanaged and misallocated. Some of her co-workers were also using bank property materials, including cars, for personal business.

However, Sandhya was most shocked by the hiring practices she witnessed at the office. Applicants to the jobs were supposed to take exams that were invigilated by bank employees. Sandhya began to notice that the invigilators were allowing applicants to cheat on the tests because the applicants had already been chosen for the job. Many of these pre-chosen applicants were friends of current employees.

Sandhya reported what she witnessed to Mahesh, the Branch Assistant Manager, who was second-in-command to the Branch Manager. Mahesh told her, "You heard nothing, you saw nothing, and you say nothing." Sandhya was absolutely shocked; not only by the corruption, but that it was deliberately being swept under the rug.

Sandhya was in a dilemma. She really needed the job to pay off loans, and she loved the actual content of the work she was doing. She was also concerned that it would look bad to leave her first job out in less than a year, as well as tarnish future chances to work in a government organization. On the other hand, she felt extremely uncomfortable in her work environment due to the culture of corruption.

1. What are the options available to Sandhya?
2. Evaluate each of these options and choose the option you would adopt, giving reasons.

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संध्या ने हाल ही में अपना बी.कॉम पूरा किया था और अपनी कल्पना के अनुसार एक सार्वजनिक क्षेत्र के बैंक में कार्य करने हेतु अपनी नियुक्ति को लेकर अत्यंत उत्साहित थी। अपने शुरुआती दिनों में उसने यह देखा कि अनुदान के धन का कुप्रबंधन और त्रुटिपूर्ण आवंटन किया जा रहा था। उसके कुछ सहकर्मी भी अपने व्यक्तिगत कार्यों हेतु कारों सहित, बैंक की संपत्ति सामग्रियों, का प्रयोग कर रहे थे।

हालाँकि, संध्या को सबसे ज्यादा हैरानी कार्यालय में होने वाली भर्ती के तरीकों को देख कर हुई। नौकरियों के आवेदकों को परीक्षा में बैठना होता था जिसकी निगरानी बैंक के कर्मचारी करते थे। संध्या ने देखा कि परीक्षा नियंत्रक ही स्वयं आवेदकों को नक़ल करवा रहे थे क्योंकि इन आवेदकों को पहले से ही चुन लिया गया था। पूर्व चयनित बहुत से इन आवेदकों में से कई बैंक के कार्यरत कर्मचारियों के मित्र थे।

संध्या ने जो देखा था वह महेश को बताया जो कि शाखा का सहायक प्रबंधक हैं और जो शाखा प्रबंधक के बाद द्वितीय स्थान के पद पर हैं। महेश ने संध्या से कहा, "आपने कुछ नहीं सुना, आपने कुछ नहीं देखा और आप कुछ नहीं कहेंगी।" संध्या एक दम हैरान थी; केवल भ्रष्टाचार के कारण से ही नहीं बल्कि इस कारण से भी कि इसे जानबूझकर दबाया जा रहा था।

संध्या दुविधा की स्थिति में थी। उसे अपने ऋणों की भरपाई के लिए नौकरी की अत्यंत ज़रूरत थी और उसे यह कार्य पसंद भी आ रहा था। उसे इस बात की भी चिंता थी कि एक वर्ष से भी कम समय के अंदर ही नौकरी छोड़ना गलत होगा, साथ ही भविष्य में किसी सरकारी संस्थान में नौकरी की सम्भावना को भी धूमिल कर देगा। वहीं दूसरी तरफ, वह भ्रष्टाचार के इस माहौल में अत्यंत ही असहज महसूस कर रही थी।

1. संध्या के पास में कौन-कौन से विकल्प उपलब्ध हैं?
2. इन विकल्पों में से सभी का मूल्यांकन करें और उचित कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार्य हो।

In the above case-
Sandhya has following options

- 1) Leave the job as she is unhappy with the environment.
- 2) Do the job and ignore the matter as asked by Mr. Shrivastava.
- 3) Talk to Manager or write to senior management.
- 4) Blow the whistle with the help of the fellow beings who are on her side and get help for protection under Whistle Blower Act.

In the Given above options,

Option 1 - is not right as she will lose job

she needed to pay loans, also she loved the job content and leaving it is no solution. However she may not be get another job or she is also not sure of work culture in new job

Option 2 - Ignoring the matter will also be a ~~st~~ weak step as she ~~also~~ will be participating in the perpetuation of unethical environment. Moreover her motivation to work will be ~~lapped~~ eventually as she will not be happy with work culture.

Option - 3 - Talking to Manager or writing to senior management will also be will not

ensure the redress as ~~it~~ they may themselves be involved in the unethical practices. It may unnecessary create troubles for Sandhya without resolving the problem.

Thus, in above scenario -
option 4 is most apt as she must go through the whistleblower act and find out how to blow whistle & the protection offered under it. She must also take support of like minded people and thus work in public interest along with the necessary protections under legal framework of law.

17. You have been appointed as a General Manager in a Public Sector Undertaking, a new chemical plant for which is to be designed and then constructed. Your responsibilities included hiring the staff for this new plant, ensuring a safe design and then starting the plant up after construction. During your previous experience you had noted that a new type of technology could be used in the plant in place of conventional technology employed in public sector plants till now. The new technology is less expensive and has more safety features. You have convinced the project designer to employ this new technology.

This is a unique technology and only one manufacturer provides it. After this technology has been specified by the designer and purchased, the salesman of concerned company visits you and invites you to a lavish party in a foreign land with air tickets. You have not known the salesman, Jayesh, prior to the visit. You had also no direct purchasing responsibilities; you had just wanted the new technology for better safety in the plant.

1. What are the options available to you?
2. Evaluate each of these options and choose the option you would adopt, giving reasons.

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आपको एक सार्वजनिक क्षेत्र के उपक्रम का महाप्रबंधक नियुक्त किया गया है, जिसके लिए एक नए रासायनिक संयंत्र का प्रारूप तैयार करना है और उसे निर्मित करना है। आपकी ज़िम्मेदारियों में इस नए संयंत्र के लिए कर्मचारियों की भर्ती करना, एक सुरक्षित प्रारूप सुनिश्चित करना और उसके निर्माण के पश्चात उसे प्रारंभ करना शामिल हैं।

अपने पूर्व अनुभव से आपने ऐसा देखा है कि अब तक सार्वजनिक उपक्रमों में प्रयुक्त की जाने वाली पारम्परिक तकनीक की जगह संयंत्र में एक नयी तकनीक का प्रयोग किया जा सकता है। इस नयी तकनीक का दाम भी कम है और इसमें सुरक्षा की अधिक विशेषतायें भी हैं। आपने इस तकनीक के इस्तेमाल हेतु परियोजना के डिजाइनर को आश्वस्त कर लिया है।

यह एक तरह की अनूठी तकनीक है जिसे सिर्फ एक ही निर्माता प्रदान करता है। जब इस तकनीक को डिजाइनर द्वारा निर्दिष्ट कर दिया गया और खरीद लिया गया, तब उस कंपनी का विक्रेता आपके पास आता है और आपको विदेश में हवाई यात्रा के टिकट के साथ एक शानदार समारोह में शामिल होने के लिए आमंत्रित करता है। आप उस विक्रेता, जयेश को इस मुलाकात से पहले नहीं जानते थे। सीधे तौर पर खरीद फरोख्त में आपकी कोई ज़िम्मेदारी नहीं भी थी; बल्कि आप तो संयंत्र की बेहतर सुरक्षा की दृष्टि से नयी तकनीक का इस्तेमाल करना चाहते थे।

1. आपके पास में कौन-कौन से विकल्प उपलब्ध हैं?
2. इन विकल्पों में से सभी का मूल्यांकन करें और कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार्य हो।

*Option -1- To visit the party
and enjoy the hospitality*

Option-2 Ignore the Invitation

and ask the drop the
technology adoption owing to
such minimization

~~Option-3 :- To calling Jaysh
and humbly declining the
offer as it may invite offer
undue favours from me
when drafting fund
2 more in~~

Option 3 - Calling Jaysh &
humbly declining the offer
and must indicate that
sound professional relationship
is expected for the technology
purchase contract.

Out of the given options -
Option 1 - is the most
unethical.

It shows the quest for the parties. It is unethical move and highly unprofessional conduct.

Option-2 The idea of dropping the adoption of technology due to the favours being lent will also be not right as it will lead to unconventional technology adoption, since there are no other buyers. It will be highly inefficient to waste PSU's resources.

Option-3 - It will be right course to humbly & tactfully decline the offer.

and speak to Jayash
indicating a professional
conduct of purchase contract
for the technology. The
person in charge of
purchasing responsibility must
be put in charge
to finalise the deal
with ~~the~~ right negotiations
but as ~~GM~~ General
Manager I will strictly
follow the deal as
he ~~is~~ Jayash should not
~~be~~ have the person responsible
for purchase.

18. You have been studying for the past two weeks for your final exam in the college. Your grade in the class is much lower than it should be, and your father has warned you to improve it or there will be consequences. So declining invitations for parties, restricting your time with friends, and spending hours in the library, you have done a lot to prepare for this exam. On the exam day you sit next to a mutual friend of yours that lives on the same floor in the hostel. Talking with him before the test begins, you notice that this friend has hidden a cheat sheet at the top of his backpack. Ordinarily, you wouldn't be concerned about it; however, the professor has already announced that only limited students would pass the exam. Even if everyone does really well, the professor will divide up the grades to make sure there's a limited amount of A's and B's.

1. What are the options available to you?

2. Evaluate each of these options and choose the option you would adopt, giving reasons.

20

आप कॉलेज में अपनी अंतिम परीक्षा के लिए पिछले दो हफ्तों से अध्ययन कर रहे हैं। कक्षा में आपकी श्रेणी जो होनी चाहिए उससे अत्यंत निम्न है और आपके पिता ने इसके सुधार हेतु चेतावनी दी है अन्यथा इसके दुष्परिणाम होंगे। अतः समारोहों में शामिल होने से मना करके, दोस्तों के संग बिताये जाने वाले वक्त में कमी करके और पुस्तकालय में अपना समय व्यतीत करके आपने परीक्षा के लिए काफी तैयारी कर ली है।

परीक्षा वाले दिन, आप छात्रावास में आपके ही तल पर रहने वाले एक आपसी दोस्त के बगल में बैठते हैं। उस दोस्त से परीक्षापूर्व बातचीत से पता चलता है कि उसने अपने बैग के ऊपरी हिस्से में नक़ल छुपा रखी है। सामान्यतः आप इससे परेशान नहीं होते, लेकिन, प्रोफेसर ने पहले ही घोषणा कर दी है कि कुछ सीमित संख्या में बच्चे ही उत्तीर्ण होंगे। भले ही सभी अच्छा प्रदर्शन करते हैं, फिर भी प्रोफेसर, यह सुनिश्चित करने के लिए कि सिमित संख्या को ही "A" और "B" श्रेणी प्राप्त हो, श्रेणियों को बाँट देंगे।

1. आपके पास में कौन-कौन से विकल्प उपलब्ध हैं?

2. इन विकल्पों में से सभी का मूल्यांकन करें और कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार हो।

Option-1 - To inform the teacher about the cheat sheet of the friend.

Option-2 Ignore it and concentrate on the exam.

Option-3 Ask your friend to
~~not to shut~~ be honest
~~through~~ the ~~cheat~~ shut
and then concentrate on
exam.

In above scenario -

Option-1 If right away
going to telling teacher is
very immatured step. As he hasn't
cheated and he may not
cheat probably. ~~It~~ If strict
vigilance is there by
examines invigilation. However,
it will irritate the rage
of friend & will spoil friendship.

Option-2 - Ignoring the matter
altogether is also not right

as it means that how
~~your~~^{my} studies will be
~~not~~ outweighed by cheating
if my hardwork may
not get me good grades as
they are limited.

option 3 - The best course
will be of informing the
friend of hard work you
have done to get good grades
and dad's ultimatum. Also
~~not convince~~ warm him of
such unethical & uncompetitive
conduct. Tell him how
it is unexpected of a
friend like him and how
if he get caught, he may
suffer repercussions.

and after explaining him
I will have faith in my
own ^{word} work and will
also alert invigilator secretly
of cheat sheet with students
without naming ~~any~~ anyone.

This way of strict invigilation,
persuasion towards friend
and self-confidence will
be the right course which
I will follow.

19. Richa and Ankit are two employees of Kathi's organisation. One day the two were talking in the hallway about the employee benefits program. Ankit, who has had some recent financial trouble, explains to Richa how the benefits program has a loophole that will allow him to receive some financial assistance that he really needs to help pay health care costs for his mother. Kathi overhears the conversation. Later, Kathi is approached by her supervisor who says he heard a rumor that some people were taking advantage of the company benefits program.

1. What are the options available to Kathi?

2. Evaluate each of these options and choose the option, which you recommend Kathi to adopt giving reasons.

15

ऋचा और अंकित, काठी के संस्थान के दो कर्मचारी हैं। एक दिन दोनों दालान में कर्मचारी लाभ कार्यक्रम के बारे में बात कर रहे थे। अंकित, जिसे हाल ही में कुछ वित्तीय समस्याएं हुई थी, ऋचा को बताता है कि कैसे लाभ कार्यक्रम में एक कमी के चलते उसे वित्तीय सहायता प्राप्त हो जाएगी जो उसे अपनी माँ के स्वास्थ्य कि देखभाल में आने वाले खर्च के भुगतान हेतु चाहिए। संयोगवश, काठी इस बातचीत को सुन लेती है। बाद में काठी का पर्यवेक्षक उससे संपर्क करता है जो कहता है कि उसने कुछ ऐसी अफवाह सुनी है कि कुछ लोग कंपनी के कर्मचारी लाभ कार्यक्रम का गलत लाभ उठा रहे हैं।

1. काठी के पास क्या विकल्प हैं?

2. इन सभी विकल्पों का मूल्यांकन करें और कारण सहित ऐसा विकल्प चुने जिसे आप काठी को अपनाने हेतु सलाह देंगे।

The options available to Kathi are:-

① Tell about Richa & Ankit's conversation & Ankit's plan of misusing company's program to her supervisor.

② Ignore the matter & keep ~~the~~ the conversation to yourself.

Option-3 - will be to
~~tell~~ go to ~~Smith~~ and
talk to him that how
he is ~~misusing~~ the
company's Benefit Program &
also inform supervisor
without naming that some
people might be using it
& inform management to
~~check~~ plug the loophole.

In this scenario, -
Option 1 - is ~~such~~ a
usual course of action of
just passing ^{making}
information & conveying ~~the~~
it to supervisor.

Option-2 - will be the
just non-action & ignorance
of the matter which will
cost the company lot of
loss. It is unethical step
by Ankit & ignoring it
~~Option~~
means giving tacit approval.

Option-3 - will be the right
course as Ankit must
be warned of consequences
and must be alerted
of his unethical conduct.
She may also contact
superior to higher
management to review
the benefit program

so as to plug any
leakages of financial assistance
~~as~~ if any such things
are possible. No wrong
conduct & practice must
be promoted. It must
be plugged as soon
as possible by right
vigilant
action.

20. You are a young reporter who has unearthed the case of the government secretly pledging gold to a foreign country. Reporting of the said activity would trigger a downward spiral for the economy as trust in the government would decrease, domestic and foreign investors will pull out investments from the country. The reporting of the incident would definitely improve your career prospects. You are still to share this information with anybody.

What will you do and why?

10

As a reporter my social responsibility and the code of conduct of a journalist must be my guiding reasons.

As a journalist/reporter true & revelation of facts is the duty but those revelation must be in public interest.

The reports must clearly represent facts but sometimes

fact can create chaos & play havoc with the economy.

In case of publishing of this story, my career prospects will shine but economy will crumble & blackened out. ~~Thus~~ In such situations the ~~people's~~ public interest will be hurt.

Thus only ~~also~~ those facts will be reported which are necessary and in good faith without

any malafide interests.
Only responsible
journalism can be
in the the ethical
conduct

