


## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"><li>• There are 18 questions.</li><li>• All questions are compulsory—</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li><li>• Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</li></ul> 
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1. Invigilator Signature \_\_\_\_\_

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Name AVINASH SHINDE

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Date 26/08/2017

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## SECTION - A

Q1. Why it is, sometimes believed that feelings are better guide to action than reasons?  
Critically analyze.

(150 Words) (10 Marks)

Any action of human being is based on the three components of its attitude -

- i) Cognitive → based on knowledge
- ii) Affective → based on emotions
- iii) Behavioural → based on behaviours.

All these three components guides the human actions.

But; many a times feelings are given more weightage in taking action. This may happen because of the overriding emotions and lack of knowledge regarding particular issue.

Such actions may not be able to fulfil the purpose of the action. Because, feelings are very temporary and could be generated through half-knowledge.

Remarks

While reasoning provides human being help to take well-informed, evidence based and impartial actions.

Feelings at times discourages the rationality and promotes biasness.

e.g. A handicapped suicide bomber wanting to enter into religious premises by passing the security checks.

In this case, <sup>action based on</sup> feelings may lead to casualties.

Hence, there should be actions based on reasons and not assisted by the feelings.

(3)

Remarks

Q2. Answer the following questions based on the virtue ethics:

- (a) What is virtue ethics? Can knowledge be equated with virtue?
  - (b) If evil or bad actions are the result of ignorance according to the virtue ethics, then why educated people get indulge in White Collar Crimes?
  - (c) Give the argument supporting self-control as a master virtue? How the failed control is evident in the 'social sin'?
- (150 Words) (10 Marks)

Plato and Aristotle were the earliest philosophers of virtue ethics.

① Virtue Ethics - It emphasises on the virtues of an individuals rather than his/her actions. i.e. being rather than doing.

e.g. Plato gives cardinal virtues as -  
temperance, courage, Justice.

- Knowledge can also be equated to virtue.

Because, knowledgable person will have

adequate information about particular action or consequences of it. s/he

will take well-judged actions on the

basis of knowledge. It will also help

in distinguishing between good and bad

and ultimately ethical actions.

Remarks

Knowledge also leads to wrong action. Isn't it?

(b) Ignorance leads to evil or bad actions. And white collar crimes done by educated people proves wrong this notion. becoming materialistic.

1 1/2

Reasons

The strength of virtues do matters in action. Also, single virtue does not decide upon action and there is always tension between the exclusive virtues.

Make it more clear

e.g. Greedy doctor will resort to illegal practices like sex determination.

(c) self-control pushes back the other bad virtues coming out of human personality.

self-control is the deciding virtue in the sense, it determines the human action.

1 1/2

e.g. In above example, failed control of doctor makes him/her to do illegal activities. Been under self-control, he/she would easily overcome greed.

Remarks

Q3. The best leaders don't act with a sense of superiority; they act with a sense of empathy. Explain and answer the following questions:

- (a) Does emotional attitude such as a sense of empathy in leadership and management act as obstacle to professionalism, teamwork, partnerships, and collaboration.
- (b) Explain the statement- "To perceive is to suffer." (150 Words) (10 Marks)

Empathy is one of the important characteristics attached with successful leaders.

Empathy is to put oneself in place of others and feel, understand their situation.

(a)

Working as a leader of an organisation carries lots of responsibilities with one.

Leader has to bind the team, provide them good work culture, maintain the ethical standards in the organisation, motivate the subordinates, solve their problems and so on.

Empathy will help <sup>the leader</sup> in doing all above mentioned functions.

Empathy will help to understand from the point of view of customers, their

Remarks

needs, demands, problems they are facing and so on.

Emotional intelligence hence has become important factor in leadership decisions. They are not obstacles but <sup>are</sup> aid

2

(b) "To perceive is to suffer"

Aristotle has given above teaching emphasising how empathy can harm oneself.

The statement explains that having empathy will lead to problems in human actions and actions will not be rational. Ignorance is bliss.

e.g. A civil servant in conflict of interest might be overridden by emotions doing wrong things.

But, as earlier pointed, empathy is very much essential in socio-economic setting like ours to eradicate poverty, illiteracy etc.

Remarks

2

Q4. "Let the beauty of what you love be what you do because that is the only way to do a great work." Explain and answer the following question: Why loving one's job is essential for our entire society and for our overall well being? Elaborate with example. Will the EI training help in inculcating this attitude? (150 Words) (10 Marks)

(a) Dedication to job comes through the various factors viz-

- Likeability of the job.
- knowledge of the job
- satisfaction that gets from the job.

The above statement tries to explain the same thing.

The work you love to do should be done. It will help to succeed in that job.

e.g. - ~~Mada~~ Mother Teresa loved the social service. She spent her whole life in that and achieved great feat.

(b) If we consider Indian society as a case, problems like poverty, corruption, illiteracy, poor health conditions are still there.

The One of the most important reason

Remarks



which is given for this is lack of dedication to the job.

If evill servants loves their job, they will do it with utmost honesty, integrity and dedication and uprightness. It ensures proper allocation of energy at proper place to utilise the potential of individuals.

e.g. Kalash Satyarthi loved his role as a child activist and dedicated to child welfare. It ultimately helps in eradication of child labour, etc.

(c) Emotional intelligence (EI) training helps the individual in understanding the emotions, likeability, tilt towards particular thing. It also helps in improving intrapersonal and interpersonal relations.

Hence, EI is becoming an integral part of training module of various organisations.

e.g. HPCL company in India.

4

Q5. "If you concentrate on what you have, you'll always have more. If you concentrate on what you don't have, you'll never have enough". Discuss this with respect to the Attitude of gratitude. How this sense of attitude is relevant with respect to the working of the civil servant?

(150 Words) (10 Marks)

Gratitude is the feeling of thankfulness or appreciation and it is mainly for what we have or what ~~somebody~~ <sup>good</sup> else has done to us.

The statement can <sup>also</sup> be discussed in the ethical concept of Grandhian philosophy of 'need and greed'.

The 'Palisman' given by Grandhiji also talks the same philosophy.

One should be happy for what s/he has. There is need to have positive attitude and enjoy the moments.

Because, if somebody look after the things they don't have, might become greedy. That will also lead to disturbance of mind and unhappiness.

Remarks

(b) Case of civil servants -

- Civil servants are endowed with the power and authorities to govern the citizens.

They have various discretions and avenues of corruption.

Though they have been given regular salary and remuneration, greedy will always try to earn more and more money through various means.

Satisfaction will be far away from such civil servants. It will lead to abuse of power, breaking the ethical codes and ultimately wastage of resources allocated for upliftment of poor.

Hence, sense of gratitude is one of the most important attitudes which every civil servant should have.

good

Remarks

Q6. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Human being grows in social setting which is based on mutual trusts.

(a)

Trustworthiness is the value which one have. It shows that a person can trust you for whatever happens and you will not break their trust. Trustworthiness helps in keeping promises, helping others, getting help from others.

Ultimately for a successful social life, one should have enough trustworthiness.

(b) What does make one trustworthy?

Emotional intelligence (EI) is art of understanding one's feelings, managing them, managing interpersonal behaviour and taking actions which are rational. EI can give integrity and consistency.

Remarks

EQ will help to understand the need of others and kind of perception they have about you.

Accordingly, you can modify the behaviour to win the trust of others.

e.g. Gandhiji won the trust of millions of people. Here, Gandhiji understood the feelings and emotions of fellow Indians and accordingly modified and moulded the strategies.

EQ also helps in creating compassion and empathy in oneself.

Hence, EQ can be useful tool to generate trustworthiness.

3

Q7. Explain the following quotations with respect to the application of EI in civil services:

(a) "If you do not understand yourself, you do not understand anybody else".

(b) Success is not the result of spontaneous combustion. You must set yourself on fire.

(150 Words) (10 Marks)

Emotional intelligence plays a very important role in the life of civil servants. It can be explained with the given statements -

(a):

EI essentially includes understanding the emotions of oneself.

Because sometimes, civil servant will fail to take rational and unbiased

decisions overridden by his particular liking or disliking to other objects.

He/she may commit grave mistakes in decision making.

s/he will have pre-disposition towards

particular objects or employees which

will hamper efficiency of work.

Hence, it is very important to understand oneself before understanding anybody else.

Remarks

2  
good  
content

(b) The statement signifies the importance of hard work, consistency and perseverance for the successful life of civil servants.

If you are emotionally intelligent, you will try to adjust with the difficulties.

There will be 'no excuses' but 'results'.

Also, there are compromises that a civil servant has to make

e.g. not enjoying family life.

Here ~~emo~~ EI helps to maintain the mental stability and focus on the job and hence improving efficiency.

2

Remarks

Q8. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether s/he reacts negative or responds positive to the situation is, therefore, more important." Explain and answer the following questions:

- (a) What is the difference between reacting and responding?
  - (b) Are Confusion and Dilemma the natural routes to understand a situation and find solution or obstacles?
- (150 Words) (10 Marks)

Public servants - have great responsibilities and has to deal with multiple stakeholders.

They have to assess the situations. In such cases, they can not jump to conclusion i.e. black and white situation.

They have to apply reasoning and logic to the situations and draw proper conclusions from it.

On this only, the correctness of action of civil servant be decided.

(a) Reacting seems to be on defensive part of the ~~the~~ individual.

Reacting also may be quick action ~~to~~ as a reply. It might be influenced

Remarks

It is not a well thought action.



more by emotions and prejudices.  
 On the other hand, responding is  
 to take informed and rational  
decisions. Reasoning and logic is  
 applied there.

1 1/2

(b) Confusion and dilemmas are one  
 but not the only way to understand  
 the situation and find solution.

1

In decision making, hence, wisdom and  
virtues will help to deal the  
 conflicting situations.

Explain it

Remarks

Q9. As administrators we cannot fight but only negotiate in the world of highly self centered, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you agree? What needs to be a good negotiator? What are the limitations of negotiating rather than governing?  
(150 Words) (10 Marks)

Administration involves multiple stakeholders like -

- citizens
- corporates
- NGO,
- International organisations
- Other state / Non state actors.

Hence, it is very hard to implement and carry out the administrative work.

Here, one can not go for fighting but to ask for coordination and cooperation of others.

Every group tries to maximise their benefits and avoids responsibility.

eg

Good Negotiator  $\Rightarrow$  I think, a good negotiator should have following

Remarks

Characteristics -

- emotionally intelligent
- soft spoken
- master of communication skill
- should understand <sup>body</sup> language
- should be ready for certain compromises
- calm, composed

Need to explain all these in brief

Negotiating Vs Governing ⇒

2 1/2

In negotiation, one has to make compromises on various grounds. Also, there is no win-win situation but loss-loss situation many a times.

While governing might ensure the implementation of desirable activities. But, one has to strike a balance between negotiation and governing i.e. 'Golden Mean Path' given by Aristotle.

Q10. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples. (150 Words) (10 Marks)

Civil servants have power and authority along with responsibility and accountability.

They are the instruments which are key to implement government policies and decisions. Hence, civil servants need to keep emotional balance which helps them in making value judgements —

(i) The emotional balance will remove prejudices and pre-occupied attitude from civil servants.

e.g. An ~~other~~ enemy ~~been~~ coming for contract approval to civil servant.

Rationality should be the key in decision making.

ii) It helps in taking rational decisions.

iii) It also assists the civil servants to step out where conflict of interests.

Remarks

are involved.

iv) It helps in developing conductive and happy work culture in the offices.

e.g. Angry and shouting bosses might corrupt the tone of the office.

v) It helps in setting an example to the subordinates.

e.g. civil servant taking rational decisions will automatically will be admired by subordinates.

Hence, emotional balance will help civil servants to succeed in its professional as well as personal life.

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good content

Q11. Given below are the two quotations of moral thinkers/philosophers. What they mean to you and why they are still relevant?

(a) 'Those who do ill shall suffer more if they are not caught than those that are'.  
(Boethius)

(b) 'The king should surrender his individuality in the interest of his duty'. (Kautilya)  
(150 Words) (10 Marks)

Remarks

(b) Kautilya gave the ethical concepts regarding King and its subjects.

According to him, King is the public authority and is also subjected to public scrutiny.

King should always try to work for the welfare of its subjects.

He also famously quoted - "In the happiness of his subjects, lies the happiness of King"

~~King~~ This particular quote is more relevant in the context of Indian society than ever.

It depicts the concepts of accountability and responsibility of ruled ones to its citizens which is very much lacking in India.

Dedication to work is also the need of hour for Indian civil servants to achieve goals of 'New India'

(2½)

good

Remarks

Q12. Explain the following attributes with respect to the civil services:

- (a) Determination
- (b) Humility
- (c) Objectivity
- (d) Persistence

(250 Words) (20 Marks)

(a) Determination -

It is the quality of deciding the firmness in action.

Civil servants should also be determined to achieve the goals of justice enshrined in our constitution.

They should be determined to do their duty in true spirit, abiding to laws of lands.

It helps in creating vision, which is long term and in the greater good of society.

e.g. Determined scientist Dr. Homi Bhabha

was the successful man behind India's various achievements in science.

Remarks



(b) Humility -

It is nothing but being 'humble' and 'down to earth'.

It also shows the ~~not~~ desiring excessive.

Humility helps civil servants to help other qualities like empathy, compassion and ultimately makes him/her 'one of them'.

e.g. A video of honourable President Abdul Kalam ~~denying~~ special chair at the stage of one ~~function~~ shows the humility.

Humble civil servant will also avoid excess of power, authority.

2

### (c) Objectivity -

Objectivity is being objective in orientation. It can also be attributed to -

- being unbiased
- taking rational decisions.
- no prejudices.

Objectivity helps civil servants to serve the citizens in unbiased manner. It helps them in maintaining integrity and honesty.

Objectivity also helps in coming at rational and efficient decision making.

e.g. selection of a Cricket team for 2019 world cup

↓

Here, some senior players might be rested with objectivity to win the world cup.

Remarks

(d) Persistence -

It is the property or value of continuing the job in a particular direction and aim despite of various difficulties.

Civil servants frequently face pressures from political executives or obstacles like lack of funds, manpower and so on.

But persistence will keep their moral high. It will always motivate them to achieve success in adversaries.

e.g. - Radicalisation of Polio from India's need persistence on the part of efforts of many stakeholders.

2½

Overall  
commendable  
approach

Remarks

## SECTION - B

In the following questions carefully study the cases presented and then answer the question that follows:

Q13. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case.

— (250 Words) (20 Marks)

I am the head of water supply Board and made hurry in Citizens Charter making and implementation which

led to not so successful citizens charter.

(a) Reasons for the failure of citizens charter can be attributed as follows—

Remarks

i) Failure on ~~the~~ my part to foresee the ~~undesirable~~ obstacles in the ~~implementation~~

(i) Preparation stage -

During preparation stage, I should have gone through the available data regarding water supply, i.e. poor ground work

e.g. average consumption of water, resource / water availability

This would have helped in informed and evidence based charter making.

Also, the subordinates might not have been able to give their 100% for this policy.

ii) Implementation stage -

- Failure on my part to see the undesirable and foresees obstacles that might have come into implementation.

e.g. M manpower shortage as given in case.

iii) Other reasons -

Remarks

- 3
- ambitious target setting
  - unpracticable or very difficult tasks to subordinates
  - Lack of coordination and cooperation of citizens and other departments.
- (b) - Failure on fixing accountability

Ideal course of Action -

i) Making and implementing citizen charters should be more participatory - e.g. the Water<sup>users</sup> associations, NGOs, could also have been made stakeholders.

ii) The targets set for quality and quantity should have been practically achievable, evidence and data based.

2 This would avoid the failures of Citizen charter.

iii) The systemic reforms like activity mapping, capacity building should also be part of planning of citizen charters.

Remarks

(c) Citizen charter for this particular case can be drawn as follows -

Name of the department

SN NO.	Service Provided	Fees	Required Documents	Durability	Concerned Person
(1)	New water connection	A	B	C	D
(2)	Daily quantity of water to be supplied	W	X	Y	Z
(3)	Quality standard of water to be maintained	L	M	N	O

14  
12

Mention other essential components too.

Remarks

Q14. You are a civil servant and posted at a place with multi-cultural and multi-identity population with one dominant majority group and a big minority group. There arose a dispute on setting up statues of their respective icons in the area, cross claiming the same space. Any casual or delay will cost huge as past history indicates of big conflicts. Election is round the corner so different interest groups are eyeing to reap the benefits and has tensed the environment. Answer the following questions:

- (a) What preventive steps would you take to stop flaring up of a brewing dispute?
  - (b) If the dispute flares up and turns violent, what would be your quick measures to contain it?
  - (c) How do you react when failure to pre-empt and contain such a situation leads to your suspension?
- (250 Words) (20 Marks)

I am a civil servant with the responsibility to maintain law and order in my area which is tensed because of rivalries between two ethnic groups on the issue of statue setting. Elections are round the corner.

(a) In such situation, following are the preventive steps to stop flaring up of dispute —

- i) Bringing the eminent leaders of both groups on the table for discussion to resolve the conflict!

Remarks



(i) Separately meeting with group leaders and trying to persuade them to bring in some other solution  
(Aristotle → Middle path)

(ii) Issuing stern warning in case of breaking of law and order.

(iii) Strengthening vigilance, intelligence gathering and help of beat policing.

(iv) Popping in leaders like MLAs or MPs to appeal to calm down the groups.

How about imposing Sec. 144 of Cr. P.C.?

(b) In case of violence -

Maintaining law and order is the prime function that needs to be done at any cost. ~~to disturb the~~

In case of violence -

i) If its in my capacity ~~invoking~~ the section 144 of The Indian Penal Code

to avoid large scale assembly. It is so, curfew is one option.   
 of Cr. P.C.

Remarks

It could be a better preventive step.

(1/2) ii) Marches of police force or rapid action forces in violence hot areas.

iii) Use of water cannons, tear gas etc. to disperse the violent crowd.

iv) Also, essential services like medical emergencies will be taken care of.

How about permissible harm?

(c) In case of my failure to pre-empt and contain such situation, I will definitely be disappointed.

But at the same time, I will own the responsibility for failure and will try to analyse the causes for failure.

(1/2) My emotional intelligence will help me to recover from this situation.

As Confucius has said: "Our true glory is not in never falling, but in rising every time we fall."

You could have imagined of the same.

Remarks

Q15. A region has been affected by the flood. It has impacted huge population and led to their displacement. Majority of them have no food and shelter. You are an officer in charge for relief and rescue operations in a flood hit area where a big section of youth, not having trust in the state agencies have agitated against the latter demanding secession. However, while carrying out relief and rescue operations, you find out that a select group of youth turns hostile, resorts to stone pelting against the soldiers and also using some violent methods. It disrupts relief operation. Force present on the occasion also retaliates and a few youth got injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Whole team is de-motivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

I am the incharge officer for relief and rescue operations in flood affected area. Section of people in that area are against state machineries and <sup>are</sup> in clash with state forces. Due to injuries, my team members are suspended by a minister.

The particular situation involves the following issues —

- 1) Duty to protect the flood-hit citizens.
- 2) Abide by rule of law by implementing and accepting minister's action.
- 3) Morality as a team leader
- 4) Issue of hostile youths.

Remarks

Following are the options available to handle the situation  $\Rightarrow$

(1) 'Duty' is the cardinal principle of the civil servants, irrespective of anything. (Immanuel Kant's Categorical Imperative)

They actually need to be motivated.

Hence, I will order my team members to carry out the duty of providing the relief and rescue facilities.

This will help to uphold my integrity to civil services. But my team members might not be happy.

(2) The other option that is available would be to appraise the Minister of ground situation and trying to convince him to take back the disciplinary action.

This will not disturb the rescue and relief operation.

Remarks

(2) Paralely I will ask the suspended team members to file the report as a reply to their suspension.

This will be helpful in taking the unbiased decision.

Long term solution -

The main issue of the case is the secessionist's demands which hampered the rescue operations.

Hence, through the given authority, I will try to address or appraise the problems of youth which might be helpful in ~~dissuading~~ their demand.

6½

Remarks

Q16. You are a doctor in a government hospital. One of your lady friends got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. As her in-laws want a boy child to act as inheritor of the family. They have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected the doctor with the health minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Answer the following questions:

- What are the ethical dilemmas in the above case?
- Do you think that your moral obligation also demands to help your friend?
- A doctor in a public or government hospital should obey the health minister for whatever he says. Do you agree and why?
- What steps will you take in the above situation? (250 Words) (20 Marks)

I am government doctor. Friend of mine and her in-laws wants to, abort a fetus of girl child. Health minister has also asked me to help them in all possible manner.

(a) Ethical dilemmas involved in this case are -

- Rule of Law vs Following orders of superior
- Professional ethics vs Personal ethics.
- Duty towards friend vs compassion towards unborn baby.

Remarks

Explain these

(b). "A friend in need is a friend in deed" - goes the saying. It shows the moral obligations and duty towards the friend.

But, in this particular case, the case also involves breaking the law of the land (i.e. sex determination)

My personal ethics also values integrity, compassion, rule-follower, honesty and so on.

Hence, to do something wrong or unethical is not the moral obligation to help my friend.

My true moral obligation will be to

- help my friend from the conservative ideas of her in-laws and let the unborn child - whether boy or girl - see the beautiful earth and enjoy the life.

22

Remarks

(c) Constitution and laws of the land are the true sources of authority and power.

Hence, authority is not attached only to particular functionary.

It is the duty of every citizen to follow the rule of law or else it will lead to anarchy, nepotism.

2

Hence, being a doctor (whether public or government), the orders of health minister can be followed if it falls in line as per rule of law. Otherwise, I will politely deny them to obey.

(d) Steps that I will take -

i) Politely deny to Health Minister to help in unlawful activity.

ii) Try to persuade in-laws of my friend to give up their wrong notion on inheritance.

iii) Help my friend in case she is under pressure from in-laws.

Remarks



Q17. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

- (a) Was the officer carrying the inspection at fault?
- (b) Despite his noble intention and dutifulness of the highest order, do you think that the officer handled the case immaturely? Why?
- (c) Had you been in his place, how would have you proceeded to carry out your duty?
- (d) What could be the solution for such problems of adulteration on a lasting basis?

(250 Words) (20 Marks)

Due to problem of adulteration, the Marketing and sales management officer has went for random inspection of retailer.

The retailer has political connections and obstructed the public officer in performing his duty. And in this scuffle, that officer lost his life.

(a) Officer seems to be ~~at~~ honest, duty-bound, law-abiding and following.

Remarks

the norms of integrity.

He ~~lost~~ lost his life but stood firm for his values (Grandhiji's true Satyagrah!)

(12) Hence, it could not be said that the officer was at ~~fault~~ fault. He was just performing his duty. But it could be said that he was a bit careless.

(b) Given the case and conditions, it would not be wise to call the officer as immaturely handled the case.

But definitely he ~~failed~~ failed on some parts like — i) anticipation of the incident

(12)

ii) failure on part of intelligence (regarding the nature of retailer)

iii) Going on inspection without required officers or security.

(c) If I would have been in his place, I would have also shown same dutifulness.

Remarks

I would have taken enough security measures before inspecting that particular site.

I would have also informed my seniors regarding the issue before going for inspection. They would have given me some useful inputs.

2 1/2

If procedure allows, I would have taken third party members e.g. civil society members, media persons, eminent citizens or complainants in that area along with me. It would automatically deter the retailer from obstructing duty, requesting bribe or attacking public official.

(d) Solutions for adulteration ⇒

- i) stringent checks at the delivery points.
- ii) Frequent inspections. Protection should be given.
- iii) Regular diary keeping at retailer end regarding quality of products.
- iv) Easy avenues for customers to ascertain the quality of products.
- v) Awareness among the users.

1 1/2

Remarks

Q18. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the limited number of attempts and nearly five to six lakh applicants appearing each year, of which only 1,000 or less get selected, there is a huge pressure on the candidates to crack the exam and it may lead to the bouts of depression, anxiety and mental stress. Civil Services candidate faces many issues during the course of the preparation. Many candidates leave their homes and move to metro cities for coaching and preparation. They take up accommodation that gives them little comfort. Most of the aspirants do not know how to cook, and some in order to save time eat at the roadside stalls or depend on "Dubbawalas." Having improper food and uncomfortable living, many aspirants end up having health issues. Besides, the coaching institutes in order to produce good results put pressure on the candidates to increase the hours of studies. Loss of sleep impacts the body and the aspirants get totally exhausted. Overall level of stress is very high. For an exam like UPSC, where there is cut-throat competition, the only goal of aspirants is to somehow clear the exam and they ignore the insurmountable pressure on them. You are also one among them. After repeated attempts you failed to qualify this exam and you are in stress as you have lost most valuable time where you could have easily opted for alternate career. One of your best friends has met the same fate and he is in depression. His mother calls you and asks you to take care of her only child. She requests you to motivate him to something big in life, one examination does not make or break everything in life. In the given scenario, how will you motivate yourself and your friend? And, how will you cope with your stress? (250 Words) (20 Marks)

I am a civil <sup>service</sup> ~~servant~~ aspirant, failed to clear the UPSC exam. Same is the case with my friend who is in depression and his mother is worried about him.

First, I will try to normalise his mother and assure her ~~any~~ help from my side.

And then, I will appraise my friend regarding the growing concerns ~~to his~~

Remarks

mothers mind regarding his mental health. As it has been recurring phenomenon to fail in life, UPSC is unique various sense.

In the given scenario, I will try following to motivate me and my friend ⇒

(i) Self-motivation has always been key in success of human being. Hence, this thing will be first and foremost to be kept in mind.

(ii) Reading the autobiographies or literature on great leaders like Abdul Kalam or successful entrepreneurs like Steve Jobs will also help to motivate us.

(iii) One of the utmost important thing will be to decide aim of the life.

Because if it is service of the nation, we could have other ways to do it.

Remarks

Because UPSC is only a mean and not an end in itself.

We could also try to join NGOs or institutions like Pata Institute of Social Studies (TISS) or the option of lateral entry is also there in case we fail to pass the UPSC exam.

(iv) We will also try to interact with successful aspirants which passed the exam after their initial failure.

To cope up with stress, I will do following things -

- i) I should understand my emotions and identify stress-busters.
  - ii) Doing daily exercise
  - iii) Practising Yoga/meditation.
  - iv) Taking holidays/rest at particular intervals.
  - v) Be in a company of studious friends who will be there for my help.
- The exam requires perseverance and hard work

Remarks: which I will give.

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