

GIS SCORE

BATCH - II
TEST - 02

Very good
No need of meet Ramn
ETHICS, INTEGRITY AND APTITUDE *mapo*

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<p>There are 18 questions.</p> <p>All questions are compulsory.</p> <p>The number of marks carried by a question/part is indicated against it.</p> <p>Content of the answer is more important than its length.</p> <p>Answers must be written in the space provided.</p> <p>Any page or portion of the page left blank in the Question Answer Booklet must be clearly struck off.</p>
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1. Invigilator Signature

2. Invigilator Signature

Name: Rohan Anant Kanitkar

Roll No. _____

Mobile No. _____

Date: 30 - Sep - 2017

Signature: [Signature]

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Roll No.

SECTION - A

Q1. Why it is, sometimes believed that feelings are better guide to action than reasons?
 (150 Words) (10 Marks)
 Critically analyze.

- Reasons can help decide what is the good thing to do or the right thing to do given the circumstances and given our goals.

However, feelings help us decide what is that ultimate thing which will make us happy, satisfied, peaceful and contented, which means the goals or value in life.

Thus, without feelings, reasons will be helpless to guide us and if we consciously do not pay heed to our feelings, negative feelings may take the lead and reasoning will help us move ahead on wrong path.

For example, a criminal who engages in a murder plot, has

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high power of reasoning to do meticulous planning, etc but he is not guided by feelings as all humans are intrinsically good. This leads to guilt, remorse and cause nuisance to society.

Also, we face many obstacles and adversities which we can overcome only if we have perseverance which comes only if we strongly feel for the cause.

An Mahabharata Duryodhan says, "I understand what is Dharma but I am not inclined to follow it. I understand what is Adharma but I can't shun it." Thus voltin comes only through deep and sustained feelings.

4

Remarks

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

(a) What is virtue ethics? Can knowledge be equated with virtue?

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?

Give the argument supporting self-control as a master virtue? How the failed-control is evident in the 'social sin'? (150.Words) (10 Marks)

Give
primaries
to character
in Moral Judgment

Virtue ethics is a branch of ethics which tells us that we must decide the morality of an action by the virtue it helps us to cultivate. Thus all the actions which make us a better human being are to be followed. Virtues are numerous.

Prudence, Temperance, Fortitude and Justice are considered to be fundamental virtues.

Knowledge is definitely one of the virtues. However, that is not the only virtue and hence we cannot equate it with virtue. Virtues are about feeling and doing not merely knowing.

Remarks

Educated people get indulged in white collar crimes because they have high skills and knowledge but low values. They do not pay heed to their voice of conscience and do not make conscious efforts to cultivate and nurture virtues of justice, veracity, and truthfulness. They are driven by baser instincts of greed for money and power.

2 Self control is necessary to ensure that our thoughts, feelings, words and deeds are in harmony with each other and in consonance with our value system and life goals. In absence of self control, attraction of sensory pleasures, momentary gratification or fear of loss drives us away from virtuous path and leads to social sins of fraud, unequal treatment, stealing, etc.

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)

(a) Empathy is the ability to understand the feelings, needs, views of others even when they are not made explicit. It involves feeling the pain of others.

Sense of empathy is not an obstacle in leadership. In fact, it is an essential foundational value of good leader.

Only when a leader understands the problems, sorrows, anxieties, worries of others, he can guide, motivate and encourage them. A leader can solve the problems and create a congenial team culture and successful sustained partnerships only when he understands multiple,

Remarks

often conflicting needs and opinions reconciles them and creates an environment of trust.

Humans are not machines. Professionalism has to be nurtured by managing and controlling emotions, setbacks and feeling the urge to help others which includes all stake holders.

Perceiving the feelings of someone requires me to put myself in his shoes, only then I can feel, 'where the shoe pinches'.

An officer who has been lucky to be born in an affluent family can still feel the pain of homeless people if he has the sense of empathy and ability to suffer. We don't need to actually be in that situation. Hence, to perceive is to suffer also means understanding the pain and controlling our emotions and working to alleviate it.

Remarks

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)

4 We can do a great job if we are completely devoted, dedicated and committed to it. We can put our whole self into it and walk the extra mile only when the job itself makes me happy and it is not the salary for which I am working - only then I will not need anyone to monitor me. I will be passionate about the job.

The teachers who taught me in school really loved teaching me they put their heart and soul in it and made me a good student.

When everyone in the society loves his or her job, society will be benefitted in two

Remarks

ways: -

1) Every work will be done with complete devotion and innovation and we will have best infrastructure built, seamless operations of health and education services, efficient administrative, increasingly productive manufacturing and so on. This will make the quality of life better.

2) Everyone will be satisfied and contented without frustration, thus reducing crime and increasing cooperation and social trust.

Emotional intelligence will definitely help to inculcate this attitude of loving our job as training can help people manage emotions.

However, we also need to make structural changes in society and economy. For example, no EI training can and should make a manual scavenger love his job.

Remarks

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 means being thankful to everyone who have contributed to make us what we are today. Parents, teachers, neighbours, Friends, Society and also numerous people who are complete strangers to me have made my life joyous and wholesome. Gratitude makes me be satisfied and also try to spread the good work and make someone's life better.

Everyone lacks something in life, but if we take for granted what we have got the work and our life will be miserable and gloomy.

Gratitude keeps us happy and makes us work for others. Thus everyone move ahead on the path of

Remarks

True development

A civil servant must feel thankful that he has been given the opportunity to serve the people and contribute directly to the task of nation building. ^{Good illustration}

This sense of gratitude will keep him motivated and also bring out the best in him, energise him to face adversity with resilience and constantly strive to improve his service delivery. ^{receiving}

It is the society that makes us, we can never return complete what we have taken from it.

3

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)

Trustworthiness means having a character such that people around us have a Faith and belief in our noble intentions, morally upright behaviours and our readiness to work for benefit of others.

Emotional Intelligence can generate trustworthiness in following ways:-

1) I will make promises only when I really mean it and not out of impulse.

2) Once I make a commitment, I will persevere it no matter what the pain. EI will help me bear the pain cheerfully.

3) If every an immoral thought comes to my mind, for example,

Remarks

to cheat someone for monetary or sensory benefit, EI will help me perceive my negative thoughts and eliminate them.

4

4) Most important thing is belief in oneself. If I become slave of basic instincts and impulses, my life will be in a mess. Emotional intelligence will give me capacity to ensure that my thoughts, feelings and conduct are in harmony with my life goals, which means I can trust myself and love the person in the mirror.

Remarks

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)

Start with
Self
Assessment

2

Understanding oneself means knowing and perceiving our own thoughts, feelings, passions and inclinations

The person whose whole life is in front of me and nothing is hidden from me is me myself. Understanding myself will require self conversation, reflection, meditation and also self criticism.

IF I cannot do this, there is no way I can understand others because people hide a lot from others, many things are unspoken and have to be interpreted. Understanding myself can also help me put myself in shoes of others and thus understand them.

Remarks

Success requires clarity of goals, devotion towards the goal and perseverance. It requires sustained efforts over a long time.

As Swami Vivekananda said, "Arise, Awake and stop not till the goal is achieved." This will require a constant source of energy which will come from self motivation and ability to quickly bounce back from failures. Setting oneself on fire means energising and activating our hearts, mind and soul towards the goal and keeping the fire burning despite of adversities.

A civil servant needs to work towards success in realising the goals of development and national integrity. This requires understanding what makes him dejected, overcoming it and keep working without any pressure or ill will.

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)

(a) For a public servant it is constantly necessary to pursue multiple goals, serve the people who have differing views and needs. In most situations there is a trade off. Also it cannot be quickly judged who is correct. However what remains constant is the need to respect the dignity of people, be ready to serve and handle the situation and offer hope.

Reaction is without thought, it is out of impulse. Responding is done after analyzing the situation and keeping rules, morality, values in mind. It involves fortitude and control over emotions.

Remarks

② Confusion occurs when the situation is complex in itself involving multiple stakeholders. Confusion also occurs due to lack of clarity about our own value system and conscience.

Dilemma is a situation of trade-off and conflict of values or interest, any course of action sacrifices something.

Don't
Analyze
well
①

Confusion and dilemma are common occurrences. We need to develop the ability to reason, the willingness to engage and a pure heart to overcome it.

— A crowd getting violent because of deaths of children in hospital and vandalizing buses. In this case a police officer needs to calmly solve the confusion and dilemma and respond appropriately by assuring them of stern actions and winning their trust and not react and resort to lathi charge.

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)

In a democracy needs of every individual and every group are to be considered before decisions are made and policies are formulated and just demands of every one have to be accommodated.

Interest groups pursue their own interest which at times become parochial. However we cannot term everyone deceitful and highly self centered. For example a group of tribals demanding their rights to rehabilitation after being displaced are just in their cause.

So when demands or opinions are just but conflicting, an administrator needs to engage in negotiation.

Remarks:

When unjust, illegal claims are made an administrator must fight it without any fears and through legal means.

Good negotiator →

- 1) Calmly listens to multiple view points
- 2) Differentiates between legal and illegal claims
- 3) Wins the trust of all
- 4) Remains objective, unbiased
- 5) Can appeal to emotions and persuade
- 6) Creates a win-win situation and makes everyone satisfied

Limitations

In negotiation, the powerful party may get an upper hand and a weak person may not raise his voice. Governance requires justice and at times someone has to lose and become unsatisfied, if he seeks unjust gratification. Negotiation has limited role in such cases.

Remarks

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)

Emotional Balance can be understood as what Bhagvad Gita terms as "Sthitaprajya". One should not get shattered when one faces a loss and feel completely hopeless or afraid in adversity, not become arrogant when in power, not indulge in uncontrolled celebration when happy and so on.

How it helps in value judgements

When people demonstrate and turn violent, the officer has to remain calm and not get angry and resort to brutal actions.

When someone accuses or files false case against an officer, he has to calmly submit to legal procedure with complete

Remarks

faith and without disrupting his dedication to work

3) When disasters strike an officer has to coordinate and avoid panicking.

S. J. W.

4) If some target (like open defecation free status) is achieved he has to be cautious in claiming success after full verification.

5) Fight against corruption agencies withstanding allegation, intimidation and threats.

Remarks:

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)

(a) If I do ill, get caught I will be punished which will be some physical pain, social ridicule or monetary loss. These things are easier to bear.

However if I do not get caught, I will develop a feeling of guilt which will remain with me forever. I will have no opportunity for penance. My heart will remain heavy and I will feel a moral vacuum.

The other possibility is I do not recognise my fault ever and keep doing the ill and take up to more and more sinister evils and become a hardened criminal.

Remarks

Thus in both cases - not getting caught leads to higher suffering.

(b) The King or the administrator holds a position of public trust. Every human being is equal in terms of dignity and ability. The only reason someone is given power or authority to regulate the life of others is to promote public interest and increase social welfare. The authority, funds and functions belong to the people not the King. He is merely a guardian and a servant.

Hence he should not pursue his individual interest. In the happiness of the subjects, is the happiness of the ruler.

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 means a firm resolve to work towards a goal, honour the commitment and overcome any obstacles cheerfully and not giving up or wavering from the chosen righteous path.

If civil servant determined to maintain communal harmony will foil the attempts of even those in power to create animosity by strong will power.

(b) Humility means accepting and acknowledging the limits to our attributes and achievements. It means appreciating the strengths.

Remarks

of others, our own weaknesses and not being arrogant.

A civil servant with humility will treat everyone with due respect, accept suggestions from everyone to improve service delivery, accept failures and strives to overcome personal weaknesses.

① Objectivity means taking decisions on the basis of facts, figures, logical scrutiny and without bias, prejudice.

Objectivity in civil services is essential to ensure that programmes are structured on rational basis so that success is ensured. Discretionary powers have to be used objectively and decisions must be made in speaking orders where every fact

Remarks

and reasoning is stated

- This reduces chance of nepotism and undue favours

(d) Persistence means constantly making efforts and not giving up even after repeated failure or limited response from others

For example, due to social attitude people are not using toilets. However, currently the civil administration is showing persistence in Swachh Bharat Mission. We need to maintain vigour, hope, positivity and efforts

Remarks

E

GS SCORE

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)

Citizen charter is an effective tool to improve service delivery and ensure citizen centric administration.

(a) Reasons for failure:

1) Citizen charter (CC) was enforced on the staff who did not feel the inner drive and motivation and hence lacked commitment.

2) Lack of planning to translate

Remarks

promises into outcomes

3) Lack of what-if (situation) analysis

4) No arrangements for backup and continuity plans

5) Inputs of various departments and important functionaries not considered

6) Innovative solutions not explored

7) Suggestions not invited

8) Inputs from citizens not taken in structured manner and communicated to staff

9) No conscious efforts towards behaviour and attitude change of employees

10) Hasty shown in drafting CC

(D) Ideal Course of Action

It is a collective endeavour to serve the people, hence complete involvement, support and engagement of all the staff members of Water Supply Board of the

Remarks

... ..

... ..



... .. should be objectively stated
... .. the current capability in terms of
... .. quantity and quality must be assessed
... .. circumstances to bridge the gap
... .. between need and capability involving
... .. state, other departments, local self-
... .. bodies, citizen representative and
... .. subject matter experts must be

... .. realistic targets must be set
... .. which should have every one's support
... .. proper timelines and roles and
... .. responsibility matrix and backup
... .. plans must be put in place
... .. EC must be implemented in phased manner

Remarks

(C)

Citizen Charter

Water Supply Board
XYZ District

CITIZEN CHARTER

The Board shall ensure the supply of water with xxxxc speed for xxx hours daily to each locality (the exact time schedule is provided below)

The quality of supplied water will adhere to the parameters of safety given by Department of Drinking Water, Government of India. (Copy of which is attached)

Water samples for testing quality shall be collected every fortnight and tested at xxx x laboratory.

For any grievance, citizens can call on xxx xx or visit the nearest water supply board office.

Signed
XYZ

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 in setting up statues of their respective icons in the area, cross claiming the same space. Any errata 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 government. Answer the following questions:

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

Smart administration and determined efforts can keep check on attempts to disrupt communal harmony.

Preventive Steps

➤ Presence of adequate number of police personnel on the ground at the disputed place and other sensitive locations will be ensured.

➤ Close vigil on social media by asking local police to remain active on social media and thwart any attempts to flare up negative passions.

➤ Meetings with representative of various political parties and persuading

Remarks

them to cooperate.

4) Activating the intelligence channels and not ignoring even minute information.

5) Beat constables will be asked to remain extra cautious.

6) Identifying possible miscreants and if necessary in extreme case going for preventive detention.

7) Passing prohibitory orders, wherever necessary.

8) Revoking gun licences temporarily.

9) Strict instructions to petrol pumps not to sell loose fuel.

10) Supporting the efforts of civil society and progressive elements from both groups and encouraging them to work towards peace.

(b) Quick measures to contain it

1) All efforts will be made to keep the violence confined to the limited place and not allowing it to

Remarks

Spread:

2) Quick arrival of police force and catching the miscreants.

3) Preventing rumors spreading by supplying authentic news without communal angle.

4) Restrictions imposed on movement of vehicles.

5) Assembly of people and building up of mob at any place will not be allowed. It is easier to prevent rather than disperse a mob.

6) Constant touch with police headquarters, home department and paramilitary forces.

7) Hospitals will be asked to be ready for untold eventuality.

8) My suspension even after genuine intentions should lead me to introspect on my ability and make necessary changes in my attitude and hone my skills to become a better administrator. I will seek guidance and make efforts to avoid failure in future. Public loss is a greatest burden on an officer.

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 demotivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

In this situation my objectives are

1) Quick, smooth and effective relief work

2) No discrimination on basis of political leanings

3) Keeping my team motivated and energised and ensuring their safety

To achieve these objectives I have to use the following tools

1) Assurance to the team that just treatment will be meted out to them and making them aware of the constraints and hurdles

2) Acknowledging the complexity of situation but underlining the importance of maintaining a resolute

Remarks

3) Winning the hearts and minds of the local population including the hostile youth.

Actions taken

1) Protective gear shall be supplied to the enter team to protect from stone pelting.

2) Quick supply of food and medicines to starved people using innovative channels and exploring the options of air dropping.

3) Establishing a link of communication with the youth as a sub-group of them and trying to win them over.

4) They would be persuaded to contribute in flood relief and not mix their long term secessionist goal with this humanitarian cause.

Remarks

6) The injured youth will be rushed to hospital and their conditions will be communicated to all to avoid spreading of rumours.

7) Communicate to the team that the suspension will be revoked if we successfully handle the situation.

8) Discussing the matter with higher officials and giving a detailed report.

Disasters are a test of humanity. During disasters we can come closer and solve the tragedy and in the process long term wounds can also be healed.

Officers and public employees need to have fortitude, dedication and courage to serve the public even when faced with hostility. The top officers needs to have trust of the entire team.

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?
- Does 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, if you take in the above situation? (250 Words) (20 Marks)

Sex selective abortion is illegal as well as unethical. Denying someone a chance to just enter this world because of gender is against equality, justice, humanness. Also this is a cause of great social imbalance. However on the other hand is my friend who will be harassed if a girl is born. Hence the dilemma between choosing to act legally, ethically or to help friend avoid torture. However even after abortion

Remarks

my Friend will suffer emotionally as a mother.

Also, after sex determination if it is a boy, everything will be fine.

I may also conduct the test and even if it is a girl falsely say its a male foetus.

(b) My moral obligation demands me to help my friend. But help doesn't mean giving to illegal demands of her in laws. Help in this case means moral and emotionally support to identify the right course of action and courage to start by it.

(c) Doctor is committed to the Hippocratic oath he takes. Hence he must be guided by the welfare of his patients and cause of public health, apart from his moral obligations and duties as a citizen and human being. Just

9000

Remarks

legal orders of the minister must be obeyed for he represents the will of people but not unjust demands

(d) I will talk to my friend alone and let her speak out her heart. I will explain her the legal as well as ethical dimensions.

As a mother she will want to carry the child irrespective of gender.

I will support her if she agrees to squarely object in laws demands for sex determination test.

If she asks me to conduct the test, I will persuade her and as a last resort conduct the test.

and irrespective of results, say that it is a boy.

In future I will ask her to develop courage to stand for justice.

Speaking lie will fill me with guilt but I will bear it for the life of her kid.

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)

(a) The officer is guided by public interest and devoted to his duty. Also, as officer he has the right to do the inspection. Hence he is not at fault to carry out the inspection. Preventing adulteration and protecting consumer interest is his duty.

(b) However, the manner of carrying the inspection is not

Remarks

correct. He was reckless and did not plan well.

An officer must be aware of the environment he operates in, the various constraints and act conscientiously.

He should and could have avoided the mishap and also fought adulteration.

③ I would have sent notice to ~~the~~ all inspectors to submit periodic reports. Before doing this, for retailers against whom complaint has been received, I would have conducted a surprise inspection.

But I would have gone with police protection.

Remarks

I would have submitted the proof and on the basis of this took action - like revoking the licence.

(d) Lasting solutions

(i) Periodic testing

(ii) Consumer awareness and grievance redressal cell.

(iii) Technological solutions making adulterations impossible by end to end tracking and sealing of storage units.

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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 "Dabbawalas." 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)

My motive to appear for civil service examination is to have a purposeful wholesome life where I can contribute to the welfare of the society.

There can be no complete replacement to civil services. It is my dream and passion. And hence I have put a lot of stake.

However outcome can be

negative due to many reasons.

The preparation has made me a better human being, increased my awareness and I have become a better citizen.

My passion to serve can help me to find out another career path where I can contribute to society. It can be academics, think tank or entrepreneurship.

It is the long term contribution and the sustained feeling of satisfaction that is important.

I will definitely be dejected but not shattered.

I will share my emotions with my friends, tell him about people who have failed this.

Remark:

exam but done marvellous things in life and offer to cooperate if need be.

7
Rel. hints date
for objective

However during preparation I will give my complete devotion to the exam and not treat it lightly.

Also, maintaining a healthy stress free life is necessary not only in the long run but also to clear the exam.

Remarks