

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

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

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Name SHROTHEE BRINWASAN

Roll No. _____

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Date 30/8/2017

Signature [Signature]

SECTION - A

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

Hume said, being rational does not always lead to right path, and in fact, all rationality stems from feeling of emotions only.

Man has a subconscious and a conscious mind; and the conscious is an effect of the subconscious. That is why, sometimes, it is better to think through our hearts rather than the brain.

Emotions overpower almost every aspect of human life - even science, supposedly the most rationalist of thoughts has its roots in emotion. quest for knowledge, the greed for knowing

Remarks _____

more, and curiosity to learn the unknown —
 are all emotions underlying our rationalist
stereotype brain

However, the alternate is also true.
Cold, calculative, thinking individuals also
 exist, for whom emotions takes a back seat.

But here, the action taken is determinative
 of their lack of emotions — it may be
perfect, but not complete

Even this complete lack of emotions stems
 from fact of overload of some single
emotion

- Need to justify your view
 how it can have its
 role
- Give examples

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)

a) virtue ethics is the branch of ethical studies where certain values, principles and

behavioural trends determine the actions of individual. Deciding a particular course of action comes from our value system.

Knowledge is what we acquire over our education and employment. It ~~may~~ ^{does} play major role in determining our values,

but some other virtues are independent of knowledge. Which are those virtues?

(b) Education has got co-relation with ethics only to a certain extent. Educated people, with weak value base, and an underdeveloped

Remarks

virtue system, can and do indulge in white collar crimes. What role does ignorance play in it? (1)

(c) clearly, then, some basic virtuous factors are self sustained. self control in continuing these moral principles ensures our virtues being as a whole. What are the benefits of self controls?

Failure to control our desires, or succumbing to peer pressure would definitely lead to an erosion of virtues - leading to crime and offences in the society. Social sins like robbery, rape, defaulting on loans, etc. are all instances of failure to control ones self control over ethics. (1 1/2)

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)

Leadership quality encompasses within it, a rare set of virtues — strict discipline, but ability to be flexible; commanding respect, but also earning friendship.

To be able to be accepted as a leader, the people must feel a sense of oneness with leader — this comes only if leader is seen to empathise with his people — not just know the problems directly, but feel them.

(a) Such emotional connect with the subordinates might affect the professionalism in the position of leader; however that is the challenge of the job. The distinction between demands of the leader, vis-a-vis his people

Remarks

Discuss various advantages of empathy in the given context.

and demands of a leader, vs - a - vs the society or the corporation must be maintained.

Empathy can never be an obstacle to teamwork or partnership, it can only strengthen the bond between people in same situations.

Empathy can actually lead to better coordination and efficient results.

(b) The other school of thought believes, "To perceive is to suffer". In other words, if one empathises too much, then the problems and challenges faced by ~~the~~ ^{the} perceived, become common to the perceives too.

The Teacher as the perceiver cannot afford such deep connection with his followers, that he himself gets affected. But he must understand the pain.

eg - PM Modi cannot start despairing at India's poverty, he needs to work towards its elimination.

W) isn't he be able to work out it readily if he gets 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)

Loving what one does, and doing what one loves. There is a major difference in the two - the latter chooses his area of interest first, and then works towards it, while James simply loves what he is doing.

Most of people fall in the first category, since what we love doing is either not clear in the beginning, or not pursued.

Therefore, the important part is - to love what we do. Because that would ensure that what we are doing would turn out good.

Loving ones job is essential not just for the concerned individual, but also for the society as a whole. Contentment and satisfaction will lead to better productivity.

Remarks

efficiency and development of economy

For example - a cobbler, doing his job lovingly would ensure that the shoes he stitches never wear out, leading to better productivity in markets.

At same time, a mutual fund manager, not loving his job, will automatically show in his stockmarket decisions. And as result in slowing down of his fund.

Training in emotional intelligence will definitely help in inculcating an attitude of positivity and acceptance towards life. A sense of thankfulness and satisfaction, which is not bad as long as one does not become complacent, is desirable.

Discuss its more role

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)

Our human mind is a wonderful device; it accustoms itself to accepting what it continually sees. If we only think about our failures, we tend to think of ourselves as unlucky, unsuccessful people; but if we focus more on our achievements, we tend to become more confident and optimistic towards life.

This is the magic of gratitude. To be thankful for what we have, and not compare with the other side, the other side, as is said, is always green. Being grateful makes us ~~feel~~ humble, and calm; ability to see things in

Remarks

larger perspective.

with respect to civil servant, this attitude of gratitude is even more relevant;

civil service involves daily interactions with high profile corporates, ministers, and diplomats,

in such fast paced life, some sense of

stability is achieved through feeling of gratitude.

Humility - honesty - peace of mind and heart

are all factors that allow a civil servant to be in touch with reality, and not think of himself as demi-god.

Accepting each opportunity as a gift, treating every project as a duty - will enable him/her to go far.

good content

4

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)

Trust is bedrock of any relation, be it personal or professional.

Trustworthiness is a feeling of belief and confidence in another person that the latter will not let one down, in any situation. What makes people do so.

Emotional Intelligence involves the feelings of trust as a necessary part of an emotionally stable personality.

① Generating trustworthiness in self:

* Self confidence - that I can do what I set out to do.

* Belief that I am capable of taking right decisions, and distinguishing the right from the wrong.

Remarks

③ Generating trustworthiness of others in me :

- * Develop a camaraderie - honesty, self confidence
- * looking directly at the eye
- * be open and accepting of new ideas
- * deliver targets on time
- * be available to a friend in need

This, trustworthiness is not an overnight development, it takes time, but once developed, doesn't go away so easily.

It enables one to act according to the situation

2½

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)

(a) Understanding the self is the first step to understanding the world. It is only when one understands self, accepts the faults and tries to correct them, can one hope to correct the faults in the system.

Similarly, for a civil servant, the emotional quotient of ability to understand the problems and issues surrounding various challenges in society, cannot be required if the civil servant does not understand his/her own self. To appreciate problems of others, one must be in position of solving ones own problems, at the very least.

Remarks

(6) Success is not a luck based, one time ~~win~~ win. Victory can be momentary, a fleeting instant of luck; but success is prolonged, and more permanent.

for civil servants, the entrance exam Not clear

is just the beginning. If this is a fire, then the service itself would be an inferno. Every day is a challenge, hence we as civil servants, need to be emotionally stable, and patient, to wait for fruits of labour.

for eg: any change in law, must be brought about through legislative amendment, executive resolutions, policy measures etc.

Success of new law cannot be perceived overnight, it ~~can~~ has to be lived through the years of stagnation, and etc dashed hopes.

1 1/2

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)

one of the peculiar aspects of the job requirements of a civil servant is that, his decisions are always perceived to be extremes - either Yes or No; but the underlying thought process, and dilemmas faced by a civil servant is known only to him/her.

(a) Reacting connotes a strict, immediate action by the civil servant - where the impact is slightly negative. It appears that the decision was not well thought out, ~~and~~ and given as a swift negative.

Responding on other hand connotes

Remarks

a response, something that is given after assessing the pros & cons of the full situation

1 1/2

(b) To understand any situation, especially, in the civil services, grey areas do exist. Ethical

dilemmas and confusion certainly prevail, but the solution always emerges.

How does it happen?

Obstacles or impediments are only in the mind of the civil servant, for any

clash of ~~of~~ principles, there is a way out

1

What role do these both play?

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)

As administrators, one must be clear in the role of civil servants in administration, governance and polity.

Society is governed by the representatives of the people, elected periodically — the legislature. Executive is to implement the rules, and frame regulations. Any untoward incident during such implementation must be diffused by executive themselves.

Here is where our negotiatory skills come. It is not that we cannot fight the different interest groups, but we should not. There is a difference.

Remarks

To be a good negotiator, one must be:

- ① Able to be neutral observer, and listener
- ② Set aside personal business
- ③ Able to convince and calm different groups
- ④ Diplomatic & tactful
- ⑤ Look for middle path, keeping all stakeholders interests in mind.

you are to explain these all in brief.

There are limitations too:

- ① We too are human beings, our emotions can get overpowered by professional responsibility.
- ② Some groups might take it personally.
- ② Negotiators are always at receiving end of strike — If no resolution reached, from 'governments'.

3

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)

Being emotionally stable helps civil servants conduct their daily job effectively; getting too emotionally involved, or affected by subordinate or beneficiaries can be not strong character as job profile demands.

Examples of emotionally strong men & women are shown across the service.

Durgabai Wadgaonkar in UP was transferred for her outrageous behaviour, but her patience and emotional stability helped her get back.

Recent example of D. K. Joshi, DGP Prisons Bangalore, exposed the special treatment being meted out to Convict Sanskala. Any other emotionally weak person in her place would

Remarks

have backed out, but her courage to stand up for her principles make her an asset to the society.

Ashok Khemka, Bajayam DAS of Tamil Nadu, are all further examples of emotionally stable officers.

on other side of spectrum, an IAS officer recently committed suicide in Delhi; unable withstand pressures of personal life.

Clearly, a sad end to an Indian career. Emotional quotient therefore needs to be extremely well developed, esp. for civil servants.

Better focus on emotionally balanced rather than emotionally strong

2½

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) The statement means that there is a higher order of moral law, which will punish the guilty, even if they escape the law of the land.

Whose this higher order law is nothing but their own conscience, which will eventually come to haunt them. There will always be the fear that they will be caught, and this fear will not let them live free.

This is relevant even today because it's true. Every major Swiss bank a/c holder today is in sweat; when and how its name will be revealed is unknown.

2
What are the ways to transform such person?

Remarks

(6) Kautilya suggested that once a King has acquired the highest social position, his image in public is more important than his personal needs and desires. Individuality is surrendered in favour of greater good.

In today's context, this principle is still applicable. Judges of higher judiciary - Supreme Court & HC - are supposed to follow social code of conduct, where they are not eligible for social functions, gatherings, other than law-related - functions.

Even Prime Minister, President and civil servants as we go down the ladder, have to sacrifice their personal freedoms, and don the cap of public life.

(14/2)

What does it imply here?

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

In the civil service, change is slow, and with all the idealistic thoughts that young civil servants come with, their hopes are dashed.

the system is corrupt, and people are complacent.

At this stage, determination is the key to success. Continuing with the ones area of work, truly and honestly, will one day definitely pay off.

Giving up half way in between is not mark of a good leader. patience, and determination are

Better focus on the virtue of determination

(1/2)

Remarks

(b) Humble

with civil service, comes a great deal of power, and a position of authority.

It is very easy to get carried away by such headstrong feelings.

once such a mindset sets in, the "service" part of civil servants' job gets hidden in the murky world of power hungry authority seeking, yes-men.

this is where being humble plays a critical role in position of civil servants.

Humility teaches us respect, and a sense of duty towards people. It is without

doubt one of most crucial attributes that decides whether a civil servant will remain true to his principles.

Discuss humility & its effect directly

Come to the point directly

1 1/2

Remarks

c) Objectivity :

conflicting situations and incidents always present before a civil servant. He/she has to adopt an unbiased, neutral and objective stand on things,

even an iota of preference towards one party can lead to the other party losing faith in the system. Hence it is of utmost importance that civil servants maintain objectivity in their dealings with public life.

d) Persistence -

Similar to determination, one ~~must~~ has to be persistent in regular routine, and key reform agendas undertaken.

No big change can come in administration within a day; the process is designed

Remarks

to take more ~~the~~ time. This is because
we are a democracy, and our policy
changes cannot be immediate.

The mind of the people, both
educated and the elite, have to be
moulded to accept reforms. This needs

consistency and persistence, especially
on part of the implementing executive
agencies.

24
good

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)

The given fact situation presents a moral and professional responsibility on me, as the head of water supply Board, to have ensured proper implementation of citizen charter.

(a) Reasons for failure were manifold:

- (i) My rush to frame a charter overcame the necessity to ensure proper mechanisms in place.

Remarks

- (ii) my subordinates were not interested in the exercise since ~~beginning~~ - hence the enthusiasm was not bottom up; top down.
- (iii) I was unable to get replacement for one of my key officers - unexpected roadblocks.
- (iv) Ideal course of action in hindsight should have been as follows -
- (i) take my on board before going to the people - impress upon them the need for a citizens charter.
 - (ii) Involve all stakeholders in framing of citizens charter; even if it took time, it would have probably been more effective.
 - (iii) Anticipate problems, and keep backup options ready.

1 1/2

Big promises were made with evaluating resources

1 1/2

Remarks

(c) Citizens Charter should ideally include vision, mission statement, procedure to achieve the same, grievance redressal mechanism etc.

for water supply Board, it can be framed thus:

- We are involved in service of supplying clean, potable, affordable drinking water to residents of this district
- Quality and Quantity of water shall not be compromised.
- Assured supply of 8 Litres ~~per~~ potable water per household, by corporation pipelines, from 8AM - 10AM.
- for additional supply, request can be made online at our website.

Remarks

- online website will contain information on dispatch and mode of delivery, block wise, ward wise.
- Nodal officers shall be appointed to address implementation issues, at block level.
- Constant liaison with local councillors and mayors.
- Grievance redressal can be online, or offline through designated nodal officers.

— Procedure for new connection.

2½

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)

The present situation is extremely volatile, and requires cautious handling. Political gains coupled with emotional sensitivities can be dangerous combination.

- (a) Hold meetings with leaders of each group try to understand each side's perspective.

The value of not same space for setting up their icons will be discussed and debated; a mediation can be arranged, if groups are willing.

To stop it from flaring into dispute, the

Remarks

respective leaders will be warned of the possible political influence, and advised to stay away from it. What else measure can be taken? (1 1/2)

(b) Despite my best efforts, if a dispute does flare up and turns violent, immediate measures would be needed:

* Cordon off the "disputed space" for icon installation - by use of water jets, and PAVA shells

* Deploy forces to separate the sparring communities

* Appeal to the respective icons (if alive) to advise restraint to their followers

* Install extra security to ward off any untoward incident.

How about going by permissible harm?

(c) If despite my best efforts, the situation goes out of control and leads to my suspension; I will:

Remarks

* talk to my superiors about the situation on ground and update them of the preventive and creative steps taken by me

* Show them published articles in newspapers for societal harmony, etc.

* But still, if my suspension is ordered, I will accept the command of my superior and obey orders.

for future such incidents, I will try to act more responsibly by requesting my superior to advise me.

2

You can better address transparency in actions through written report

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)

The situation has several threads to it; at one end - is the rescue operation, many going hungry and homeless; at the other end is the angry youth, and the demotivated squad.

To handle the situation, first I need my team to support me.

First, I will motivate my team members -

→ narrate their own stories of heroism in past few days;

→ Show them that greatness lies in doing ones duty despite all odds;

Remarks

→ let them be aware of the brutal truths of life - powerful (dicate) suspension of two of our members was a setback, but it should not deter from conducting rescue operations

You need to assure them

Secondly, I will talk to my superiors about the unwarranted suspension of my team members.

→ convince them of the situation getting out of hand with the angry youth protestors

→ Need to reinstate, or at least replace them, for we need extra hands to conduct rescue operations.

Thirdly, I will try to arrange a meeting with the youth protestors - after the rescue works are complete.

Remarks

- to make them understand the gravity of the situation — by protesting against the State, they were themselves not allowing State machinery to rescue people.
- Make them see other side of things.

Here, the primary objective is to continue with rescue operations — and mitigate the effects of flood. Later, the ancillary part of it can be dealt with.

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— What would you do with respect to relief & rescue operation?
— Would you put it on hold?

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)

(a) In the above case, as a doctor, working in government hospital, my professional ethics are at loggerheads with my personal relationship with my friend. Committing a clearly illegal act of foetus determination vs political pressures from Health Minister. Job Security vs Hippocrates oath as a doctor - are various ethical dilemmas here.

2

Remarks

b) My friend has wedded into a conservative family, craving for a male child. If I did not help her, it is very much possible that her family takes her to some other doctor.

Nonetheless, it would go against my moral principles if I indulged in clearly illegal act, if only to help my friend. According to me, this would not be a help to her.

(c) The Health Minister may be the final authority in the government hierarchy of health sector. However, not every order given by superior is to be blindly followed.

Nuremberg principles laid down exactly this; ~~if~~ if orders of superior are blatantly unreasonable, and illegal, subordinates need not follow them.

Remarks

(d) In the present scenario, trick 2 to act smart

→ convey to the conservative milieu to come for an appointment, and have it

registered in hospital diary.

→ their reason for appointment will also be in writing.

→ then, take my friend inside embryo scan room and advise her to fake the whole exercise.

→ Inform the people outside that it's a boy only.

→ then, leak the evidence of these incidents to media — rich family will have social image and standing.

→ Deal with Minister easily, since he never mentioned anything directly.

What does it mean?

Clarification is required.

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:

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

(250 Words) (20 Marks)

(a) In the given fact situation, the officer cannot be said to be at fault per se, however, he could have handled the situation in a different manner.

The fact is adulteration of petroleum products is a common occurrence, the same must be dealt with at higher level, rather than individually.

2

Remarks

(b) The officer can be said to have been immature, his initial intention of going for inspection was fine. But when the situation on ground got worse and things were ensuing in a physical brawl, he should have been wise about it, and moved out, only to come back later, better equipped with men and information.

He knew that the particular outlet is known for adulteration, despite his own warnings. He should have gone with a force rather than take the hoodlums alone.

(c) I, knowing about the past instances of the outlet, would have:

- informed my superiors about my intention to conduct a surprise check.
- take police assistance with me
- hand over written letter to dealer

Remarks

and get his acknowledgment.

→ when misdeeds approached, I would have told dealer sternly to not indulge in unnecessary brunts, and let me conduct routine checks.

→ Police would be recording incidents in their diary.

→ Hopefully things would not have been so worse.

(d) Adulteration is rampant in oil sector co-s.

Solution lies in

→ allowing customers themselves to conduct product quality checks. How?

→ giving enough commission to dealer to reduce the need to adulterate & make profits.

Suggest measure to eliminate the problem from the root.

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)

Civil Service examination is definitely one of the trickiest exams to crack, not tough. Smart studying is the key rather than rote learning and putting 12-14 hours a day.

In present fact situation, I will take following steps -

- ① Calm my friend's mother, tell her that I'll talk to her son, and try to help.

Remarks

② Go over to my friend's place for a day, and talk to him.

③ I am in almost same beat as him, give or take a few more years, if possible, I reach the same state as him.

④ But, depression is the worst form of healthy life - if an exam can lead you to such level, such degree of stress, then you are really not worth that exam.

⑤ my friend might feel bad, but it's true - CSE tests your whole character, and personality - depression will only take you further from the goal.

⑥ I'll explain my own situation to him - living on verge, a vacant space of prime of my life, inability to get another

Remarks

- Motivate him by mentioning how much he has gained in this process.
- Look for brighter side.
- Be optimistic & keep self motivated.

Job

⑦ But, I have not given up. And neither will I, till I myself feel that I can no longer do this.

⑧ There is thin line between perseverance and persistence. Continuing something with the fear of failure can lead you to depression, come out of it, study, and give a shot - for the sake of the exam, not for the fear.

And you'll see yourself becoming worthy of being a evil servant.

⑨ otherwise, your mother is right, there are other ways of serving the society as well - CSE is just one of them; explore your options, but enjoy the journey.

How would you manage your stress?

Remarks