GS Test-4E

FIAS – 2018 – GS 4E

ForumIAS
ACADEMY

GENERAL STUDIES

Name Of Candidate	Sumit Kumar Rai		
Email Id.	[redacted]	Roll No.	[redacted]
Mobile No.	[redacted]	Date:	14th July 2018

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE

Q. No.	Max. Marks	Marks Obtained
1		
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20		
Total Marks:		

INSTRUCTION

1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).
2. There are THIRTEEN questions printed in ENGLISH.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
5. Answers must be written in the medium authorized in the admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.

Remarks:

Start Time| 10:00 AM	**End Time|** 13:00 PM
Mode Of Examination :	**Online** ☐ **Offline** ☑
ECN CODE:	**Evaluation Date:**

Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Innovation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS

Q.1) Examine the relevance of the following in the context of civil service:

(10 Marks,150 Words)

a) Probity

b) Service principle

c) Conscientiousness

d) Collegiality

(a) Probity is highest order of ethical behaviour, showing honesty and integrity in discharge of duty. probity makes administration effective and corruption free. Example: Probity shown by a District magistrate would ensure that there is no undue favour given to any party, rules are followed and there is no demand of bribe from public. This would also build trust of citizens in administration.

(b) Service principle: It says that civil services exist for serving people and hence this must be the guiding criteria for officers. Example of operation sulaimani by Shri Prashant Nair (District collector of Kozhikode) provides free food to all hungry. Thus this

makes administration people-centric. Example of Citizen charter, Right to service are also pertinent here.

(c) Conscientiousness is refering to the call of our Conscience. It makes an administrator listening to his inner voice. When there is a need to help a poor and weak person our Conscience guides us. Also, in a crisis time like political pressure, our Conscience helps us in taking moral and ethical decision.

(d) Collegiality: It refers to taking decision using a Collegium which is group of few people. It makes civil service more democratic and prevents misuse of power. It also fosters trust among seniors and subordinates.

Feedback(For OFFICE use only)

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Question Interpretation	
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Q.2) a) 'We are what our thoughts have made us'. What do you understand by this statement? Explain in reference to the contemporary times. (10 Marks, 150 Words)

Our thoughts have an influence on our values. Thoughts influence our behaviour and shape our values. Ultimately this decide who we are going to be.

Gandhiji had thoughts like truth and Ahimsa which made him world famous. Hitler had thoughts like racial superiority and disdain for jews which made him dictator.

Relevance in contemporary times:

Our thoughts towards Caste system would shape our actions. If we disdain Caste system and its ills then we would not discriminate between people.

If we think that women are weak and men are superior, then it would promote an aggressive behaviour in men, incidents like eve teasing, rape, domestic violence, work place discrimination (glass ceiling)

would effect.

If we think that patriarchy is good then we would support honour killings and would not allow woman to work outside.

Thus there is a need to have correct thinking so that our attitude changes. This would need efforts from parents, family, school, teachers and other role models like politicians, cricketers, Actors who are seen as role model.

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b) Discuss the significance of Mahatma Gandhi's Talisman for civil servants.

(10 Marks, 150 Words)

Mahatama Gandhi's talisman says that whenever we are in a dilemma we should remember the face of poorest man and take actions which would help that poor man.

Gandhiji's talisman is based on innate beauty of humanity and concept of Antoydaya (uplifting the last man).

Relevance for Civil Servants:

(1) It makes administration sympathetic to poor and weak people.

(2) Civil servants must have special heart for marginalised. As our Prime minister said that if you want to be biased, be biased for welfare of poor.

(3) Schemes like Public distribution system, MGNREGA must be implemented with keeping Gandhiji's talisman in mind. Civil Servant must ensure that wages are credited

to account on time and cereals reach to people on time. Any leakage and corruption must be dealt sternly.

(4) At middle and upper level of career this talisman would help in making pro-poor policies..

(5) For rural administration focus on improving lives of poor farmers would be done. This would make civil servants more courteous to farmers.

All these infact conform with the service rules which also demand civil servants to take special care of poor. As plato's guardians, they must be protector of poor in the society.

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Q.3) a) How could social intelligence and attitudinal change contribute to the success of 'Beti Bachao Beti Padhao'? (10 Marks, 150 Words)

Social intelligence refers to understanding of social behaviour of people based on their tradition, culture and their societal background. To bring any longterm attitudinal change, this understanding is required.

Beti Bachao, Beti Padhao (BBBP) emphasizes on treating daughter as equal and focus on their education. The practices like female infanticide must be stopped.

How Social Intelligence helps here?

(1) People are worried about dowry. Hence Sukanya Samridhi yojana must be explained to them that this would help them in future during their marriage. This would help in not seeing daughter as burden.

(2) In Haryana, stories of Geeta and Babita Phogat, Sakshi Malik; in north east states story of Deepa Karmakar

must be used to motivate people.

(3) Selfie with daughter must be promoted and must be linked with good citizenship and behaviour.

(4) In states like Bihar and Uttar pradesh, the Bhojpuri movies must be made showing daughters as equal to boys. This would have a long impact.

Thus considering the society and the behaviour of people, we must bring intervention which will appeal to their conscience. Then only internalization process would happen and attitudinal change will take place

Feedback(For OFFICE use only)

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b) Social values are not merely the context in which the public agency operates; they form its essence. Analyse. (10 Marks, 150 Words)

Social values like special focus on gender equality, honesty, Communal harmony, peace in the Society are acting as a context for administration to operate. There are certain Universal values like peace, harmony, honesty and there are certain Contextual values which are unique to a society. For example: in Haryana, people value physical sport, thus this can be linked to gender empowerment.

This means that Public Agencies have to operate in this Context and at the same time they have to promote these values.

(1) In Communally charged areas, administration must reach to all communities and promote social harmony.

(2) In backward areas, Social values like education must be promoted. This must

be complemented with economic values like employment.

(3) Patriarchal values are negative social values when they try to control women. Public Agencies like Police, District magistrate Education-school and college together must change such negative values and promote values of Equality and empowerment.

Thus social values act as a context and guide public Agency to promote positive values and remove negative values in the long run.

Feedback(For OFFICE use only)

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Q4) a) Giving suitable examples, define and differentiate between 'Ethical Universalism' and 'Ethical Relativism'. (10 Marks, 150 Words)

Ethics is a set of standard that society places on regulating conduct of people.

Ethical Universalism refers to certain universal ethical values which are found in all cultures and society. Example: Truth, honesty.

Ethical Relativism refers to unique values which are found only in one society / culture. This might be ok for one society to follow this but would not be approved by other society. Example: Patriarchy is ethical relativism in most of Asian countries which is absent in most of western countries.

Differences:

Ethical Universalism	Ethical Relativism
① Followed by all culture and society	① Specific to one culture
② Universally accepted	② might not be acceptable to others

Ethical Universalism	Ethical Relativism
⇒ Timeless Values	⇒ This might change. Example Now Hitler's policies are criticized even in Germany.
⇒ Applicable to All professions	⇒ It can be profession specific. like medical ethics

we must learn from other cultures and try to improve our ethical values. Therefore regressive Patriarchal values must be abolished and we should move towards gender equality and empowerment.

Feedback(For OFFICE use only)

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Question Interpretation	
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b) What role does 'ethics' play in international relations? In your view, what is the relationship between ethics, politics and power? (10 Marks, 150 Words)

Ethics are set of Moral principles which guide our behaviour.

Ethics role in International relations:

(1) Developing Country vs Developed Countries Contribution in tackling climate change must be based on Common but differentiated responsibilities (CBDR)

(2) Responsibility to protect refugees and persecuted minorities.

(3) Rights and survival of low lying Coastal Areas.

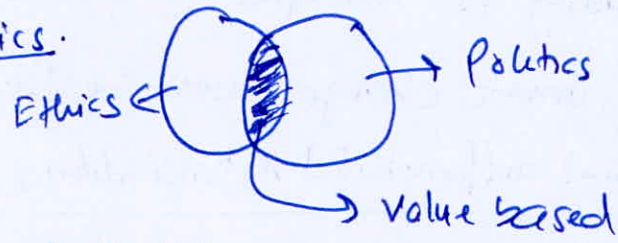
(4) Nuclear weapon states (NWS) not going for disarmament while asking others to do so when signing NPT ⇒ unethical behaviour.

(5) WTO and special consideration to least developed countries.

(6) USA attacking Countries like Iraq on false grounds violates ethical principles.

(7) India's foreign policy wrt neighbours like Bhutan based on "helping them" and Gujaral doctrine.

Ethics and Politics : Politics without Principles delegitimises its Ethical values like respect for opposition and not influencing others using wrong means are needed. Cash for vote in 2008 is an example of politics devoid of ethics.



Ethics and Power : Dictators like Stalin, Hitler show unethical behaviour. Whereas Nelson Mandela, Gandhiji and Martin Luther King Jr had power from people due to their ethical behaviour. Thus ethics make power have wider acceptability and more legitimacy.

Feedback(For OFFICE use only)

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Q.5) a) Does civil service ethics differ from professional ethics or, on the other hand, from personal ethics? Discuss. (10 Marks, 150 Words)

Civil services is one type of specialized service which has public interest at its centre. However it has to have some professional ethics to make it accountable and efficient. professional ethics like responsiveness, efficiency, Accountability, respect for rules must be followed.

But at the same time certain Civil Service values like welfare of weaker class, special consideration for poor people would give officers a temporary discretion to bypass certain rigid rules and help them. Here public service becomes the guiding criteria. In that context Civil service ethics is little differed from professional ethics.

On the other hand, personal ethics

is individual specific. A civil servant must ensure that his personal conduct is in line with civil service values. Then only the internalization of civil service values must take place. Hence our personal ethics must be in line with civil service ethics. We must be courteous to people both in office and in private. We must show same empathy with our family members, then it will automatically reflect in our behaviour in public office. In that sense civil service ethics and personal ethics become mutually aligned.

Feedback(For OFFICE use only)

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b) "It is very difficult to find a man in this world who is always pure in all respects. It is only on account of fear or punishment that an individual behaves properly and is kept within bounds." (10 Marks, 150 Words)

i. Do you think that you are pure in all respects? Describe with examples.

ii. Other than fear or punishment, is there any other way through which behavior of an individual can be shaped or kept within bounds?

(1) Every humans have flaws. It is how we manage those flaws that decide our charachter.

I am definitely not pure in all respects.

I get anxious and depressed sometimes which affect my productivity. This can have an impact on my duty too. This is one area where I can improve.

I have otherwise right values like respect for hardwork, honesty. In my pursuit to civil services, I am motivated by Public Service values. So my external values are correct, but there are certain personal ~~values~~ deficiencies which I need to further work upon.

(ii) Fear and punishment only brings Compliance ; it does not bring internalization. Therefore focus must be on changing their attitude.

(1) If they are biased towards women, then behavioural change through gender sensitive training must be done.

(2) If one is biased towards his caste then T-Group training / Sensitivity training must be done.

On the job training, influence of role models, a code of conduct and a code of ethics as highlighted by 2nd ARC can also help in changing behaviour.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
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Q.6) a) "Waning ethics in India's corporate sector is not just an economic problem". Discuss. (10 Marks, 150 Words)

Recent incidents like ouster of Tata Sons Chairman, ICICI Scandal and intervention of founders in Infosys highlight the need of correct Corporate governance in India.

Waning ethics is not just an economic problem as there are other factors also involved:

(1) Administrative failure; as happened in case of PNB scam.

↳ Same Auditors were used year after year.

↳ No periodic transfer of employees done.

(2) Clash of Ego:

↳ In case of Tata sons chairman ouster.

(3) Conflict of Interest

↳ In case of ICICI Bank Scandal.

Economic consideration is just the

Underlying factors but there are administrative lapse, ethical failure and ego clashes also which led to waning ethics.

In this context, there is a need to promote Corporate democracy where decisions are made more transparent and people are able to see its working. This would ensure a better Corporate governance.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
Content	
Total	

b) What are the ethical obligations of a civil servant? Discuss with suitable examples.

(10 Marks, 150 Words)

Ethics are set of moral principles which guide our behaviour.

Ethical obligations of Civil Servant:

1) Honesty in the behaviour

2) Transparency in the process

3) Concern for weaker sections, Poor and marginalized

4) No undue favour to any

5) Avoiding Conflict of interest.

Examples:

(1) A District magistrate helping a poor widow in processing her application of Indira Awas despite not having all documents.

(2) E. Sugyam, an IAS officer has made details of Assets held by him and his family members open to all. This is honesty and transparency.

(3) Not revealing details of a tendering process to your family members who are applying for the tender.

(4) Not favouring your caste litigants in case of a judicial matter coming to you for verdict.

(5) Compassionate Kozhikode ; a project started by Prashant Nair, IAS shows ethical obligation of public service.

These ensure that administration remains humane and corruption free.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
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Total	

Q.7) a) "Whatever a person having authority does, other people do the same thing; whatever standards he sets up, all people follow the same." Examine, with reference to real-life examples. (10 Marks, 150 Words)

A person in Authority has wider influence and hence he can easily influence people. His behaviour might set a wrong or right precedence.

(1) E. Sreedharan, the metro man of India used to reach on site always. This brought punctuality in his workers.

(2) Ex-President Abdul Kalam Azad used to stand in queue when getting groceries. This has influenced many people to follow rules.

(3) Gandhiji believed in power of charakha. Today our country follows Khadi based Kurta. This has influenced a bigger mass.

(4) In Corporates, A boss's behaviour influences his subordinate's behaviour. If he makes fun of women employees, there are good

Chances that his protegees would also do the same.

Given the power and influence, people in Authority should use it for setting a good example. When PM Modi does yoga or takes up broom to clean roads this influences so many people. Similar type of behaviour must be shown by District magistrate and other Civil servants, as well as celebrities.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
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Total	

b) How can emotional intelligence contribute to the work culture of an organization?

(10 Marks, 150 Words)

Emotional Intelligence is ability to understand self and other's emotions to improve relationship. Daniel Goleman said that Emotional Intelligence is as important as Intelligence Quotient for a leader to be successful.

Contribution to work culture.

(1) EI helps in understanding the emotions of our subordinate and we can empathize with their problems and concerns. It builds trust.

(2) EI will help in Civil service when two parties engaged in a conflict reaches for justice. It would help in not getting influenced by subjective criteria and promote objectivity in decisions.

(3) EI would help in gender role and removing gender biasness in workplace.

(4) EI would help management in understanding workers perspective. Events like Manesar fire incident and burning of Executive car be avoided.

Thus EI helps in getting the view of other side, Understand their emotions and concerns and thus helps in promoting a better work culture.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
Content	
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Section—B

Q.8) You are Principal of a well-reputed school of an urban locality. One day, the parents of a 9-year-old girl come to you and register a complaint of molestation of their ward against a 10-year-old boy of your school. You somehow persuade them to wait for your response on the matter before resorting to legal options. You immediately form a committee of few staff members to inquire into the matter and find facts. Committee report establishes all the facts and arguments in favor of the victim. (20 Marks, 250 Words)

a) What are the dilemmas before you? What will be your response to the situation?

b) Give reasons for changing values and behavior of children, leading to such incidents. What remedial measures would you suggest?

Stakeholders in this case are:

9 year old girl

10 year old boy

Their parents

School reputation

Me as the principal

(a) Dilemmas before me are:

(1) punishing the boy vs saving his future

(2) Saving the School reputation vs following the findings of school committee

(3) Most importantly, dignity of the girl must be given priority or a middle path must be found out where all can have a brighter future.

In this situation, there are clear case of Sexual molestation which is intolerable. At the Same time, the future of students are at stake.

My response will be as follows:

(1) Call the parents of boy and hold a meeting with parents in presence of boy. Tell them the findings of committee explaining the misbehaviour of boy.

(2) Parallelly hold a meeting with girl and their parents and ask their opinion on the matter.

(3) Find out if a reconciliation between both parents can take place with the promise that boy would give up his behaviour of harassing girl. As a punishment he would be demoted to a lower class. This would act as a reminder for him and prevent him

from becoming a hardened criminal or molestor in future.

(4) Devise a policy of Zero tolerance and widely circulate it in the Campus.

(5) Focus on behavioural change and correct attitude formation. Childhood is a formative phase and hence easily influenceable.

(6) Focus must be on internalisation of values and not merely compliance.

(b) There are many reasons responsible for such behaviour shown by children:

(1) Influence of Society and their friend circle

(2) Role of family; if they are not gender sensitive children might pick up such behaviour.

(3) Impact of movies through which children learn that it is heroish to trouble a girl.

(4) Easy access to mobile and indecent contents

(5) lack of Gender sensitive education in school and no effort of behavioural change.

Remedial measures to change behaviour:

(1) Role of parents in showing right behaviour at home

(2) Teachers must internalize in them the values of respect for opposite genders.

(3) Monitoring their friend circle and breaking off ill influences.

(4) Parental guidance over the movies so on to protect their impregnable minds.

(5) Restrictive use of mobile phones.

(6) Gender Sensitive Education.

These measures would ensure that boys receive good social upbringing and foster values of respect for other gender. This will bring right attitude in them.

Feedback(For OFFICE use only)

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Q.9) 'A building located in a clustered urban locality caught fire. The Fire subsequently got spread to a restaurant in the vicinity. A birthday was party going on in the restaurant. As a consequence, a number of people including women and children died. The government immediately announced cash relief to the aggrieved families and arrested the builder.

Give reasons for such incidents taking place across the country. Suggest measures to prevent their occurrence. (20 Marks, 250 Words)

The given case reflects failure at multiple levels:

(1) Regulatory lapse at administrative level where no objection certificate were issued without due diligence.

(2) Possible corruption in administration as it seems violation of existing norms.

(3) Materialistic nature of builders which focus more on wealth and less on safety aspect.

(4) Rapid urbanisation which increases the property cost and people resort to such short cuts.

(5) No proper audit of safety standards in the restaurant.

(6) "chalta hai attitude" at different levels: even people who go to the restaurant are not exercising due diligence.

Measures to prevent such fire incidents:

- Administrative Measures
- Structural / Engineering measures.

(1) Administrative Measures:

a) No issuance of building certificate in Congested Areas.

b) Proper Social Impact Analysis for any project

c) Strengthening the accountability in department through digital platforms, all applications to be applied electronically and approved to be done electronically.

d) Monthly Audit of Safety Standards in restaurants.

e) Working on details of exit mechanism in case of fire and creating awareness in users.

(g) Structural / Engineering measures :

a) Restaurants must have proper ventilation and should not be a closed building.

(b) It should not be too dark to identify the exit routes in the buildings.

(c) The water fountain spray must be in working condition and should be able to extinguish fire in case of accident.

At the heart of this issues lies the debate between materialism and morality. Gandhiji's idea of putting morality over materialism must prevail and at the same time probity in concerned departments must be promoted. This would ensure no unsafe restaurants are built and fire incident cases are avoided.

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Feedback(For OFFICE use only)

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Q.10) You are an honest and responsible civil servant. One evening when you reached home, you found that your wife was upset with you. On inquiring, you found the following:

(20 Marks, 250 Words)

a) She asked that whom you actually are making happy with your morals and values- government or society? Because neither of the two is supportive and appreciative of the way you work.

b) She questioned how even your juniors are better well-off than you, and the way she feels marginalized in the lavish parties of his seniors, given the ordinary lifestyle they live in.

c) She also complained that how your work culture and value-filled lifestyle has disturbed the peace & harmony of the family, especially the children who have to change schools due to frequent transfers.

After a small quarrel with her, at night you were thinking about the matter and were in a dilemma about it. You, yourself were convinced by her complaints to an extent. In this situation, explain how will you convince your wife and even yourself for the right? Also, discuss how will you keep your conscience intact with your founding values?

The given case represents the perils of becoming a public servant. The public servant's main motive is public service and this is the main motivating factor for joining services. with this comes many challenges like work-life misbalance and managing personal and professional life.

I empathise with my wife in this case. she wants a better life for her children and wants to see herself equal to her peers. But at the same time I donot completely agree with her

Views on changing my values and work principles.

How to convince my wife and myself :

The Journey must start from myself. There must not be any double thought on Should I change my values. The values of public service and larger public interest are the constituent factors of any public servant. I might be temporarily perturbed with my wife's demands and arguments, but my conscience must be clear. So I will remember my struggle days and the reasons why I joined the service in the first place. What impact it will have if I become corrupt and immoral ?- These thoughts would help me in getting my spirit back. Now I will explain

these factors to my wife. Money and show-off are only temporary. I will try to convince her on larger satisfaction that we get through respect of public. on issues like schooling of children, I would work out on solutions like boarding school. I would be ready to sacrifice my family time to provide them a stable environment if needed.

How I would keep my conscience intact with my founding values?

I would focus on my formative years, the factors which motivated me to join civil services. I did not put show-off and materialism above public service at that time and this should act as a reminder for me. I would contemplate in silence, ponder over my journey and how

Satisfied I am with my actions so far. As one thinker once said – Corruption is like a Snow ball, once it sets in rolling, it will keep rolling. These words would ensure that I understand what a filthy and immoral world I would be entering into if I compromise on my founding values.

I would focus more on meditation, self-thinking and seeing my life after an age of 50-60. Such philosophical discussion with myself would help me keeping my conscience intact with my founding values.

Feedback(For OFFICE use only)

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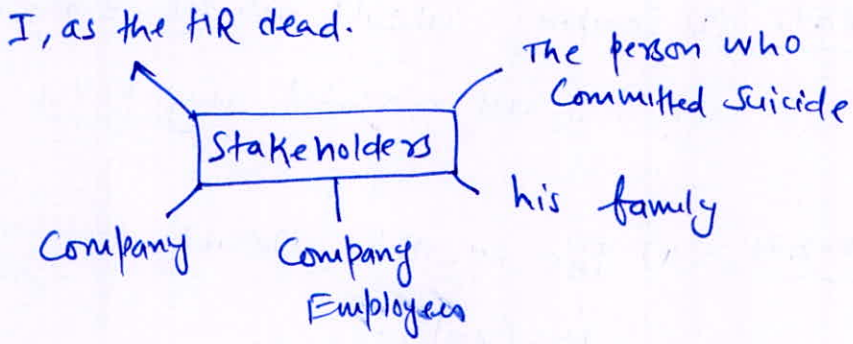
Q.11) You are head of the Human Resources department of a private organization. One day one of the employees committed suicide due to work pressure and long duration of work timings, as revealed by his suicide note. His family was demanding compensation. However, the company denied compensation because the company had several employees working under similar conditions and even the deceased did not report to the management regarding his problem before taking such a step. However, employees of the company went on strike demanding compensation for the family of the deceased. The Chairman of the management board has asked for your recommendations. (20 Marks, 250 Words)

a) What recommendations would you provide to the management?

b) Discuss the merits and demerits of each of the recommendations .

c) Is it Ethical on part of the employer to ask his employees to work beyond working hours?



Issues involved :

(1) Company policy and poor work Environment

(2) Helping the family whose son Committed suicide.

(3) Long term Cooperation of workers

(4) struggle b/w my personal ethics and professional ethics.

(A) option 1 : Do not provide compensation and Explain Company policy in this regard to parents and workers.

option 2: Provide full Compensation and accept the failure of management

Option 3: Adopt a high handed approach and Silence all dissenting voices.

(b) option 1:

Merits: (a) Company would not be blamed as it has not violated any policy

Demerits: (a) The workers would lose trust in Company.

(b) The family would be in distress in absence of their son and no compensation from Company.

Option 2:

Merits: (a) The family would have some financial support, though their pain cannot be eased completely

(b) Workers would have faith in the company

Demerits: (a) There might be resistance from Board over my decision.

(b) The workers might see it as an act of weakness from Company side and resort pressure tactics in future for any demand.

Option 3 :

Merits: (a) Company would look stronger and there would be minimum loss to work.

Demerits: (a) It is extremely immoral and insensitive approach.

(b) Company would lose all respect in workers eye and this would further foster a hostile work culture

In this Condition, I would recommend option 2. At the same time I would ask the management to devise clear policies on work hours. For a good work environment, employee morale must be high. Efforts would be taken to de-stress employees.

(c) It is not ethical to ask employees to work beyond working hours. Therefore as a rule all employees must have freedom to go home when the official work hours are over.

Only in exceptional circumstances, employees can be requested to work overhours with due compensation for their extra time. This can be a special project with immediate deadline or when there is too much worktime in a particular time of the year. Here approach is of request and not coercion. This respects constitutional article 21 of having a dignified life. Work without principle is a sin and hence must not be promoted.

Feedback(For OFFICE use only)

Structure	
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Q.12) You decide to take the metro to avoid traffic as you have an urgent business meeting in your office and you already are running late. In metro you find a man teasing a young woman. Before you could think of anything, the woman out of frustration gets down on next stoppage with eve-teaser still being in the metro.

What would you do in such a situation? Justify your action. (20 Marks, 250 Words)

In this case there is a larger issue of molestation and keeping silence when action is required.

I would do following in this case:

- I would go and ask the man that why he teases woman in metro. He might ignore me or become aggressive. This would bring more crowd to our discussions. If he is apologetic then I would tell him that I am going to call the metro police (the number is shared on metro wall) with an aim to see his reactions. If he cries and genuinely seems apologetic then it itself can be a lesson

learnt for him.

The 2nd possibility is that he might be a brat and get aggressive. I would not directly fight with him. I would call the metro police on the number given. Once I have called, I would notice his behaviour. He might be perturbed and might get more aggressive. I would seek support of crowd to have my back which will also act as a pressure against him. In case the metro police arrives, I would explain them the incidents. I would ask metro police to see the CCTV camera footage and

how his behaviour made the girl deboard the metro.

There is also a possibility that my destination comes before the ~~metro~~ Police comes. In that case I would take a photo of the surroundings and the molestor with a threat that I am going to report the incident to nearby police. My aim here is to change his behaviour and in the process try to influence other people in the metro.

This is the course of Action I would take.

(Don't Write anything in this Area

Feedback(For OFFICE use only)

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Q.13) In recent times, cases of manhandling of doctors by relatives and family members of the deceased owing to delayed medical interventions or other reasons in several district government hospitals have come forth. Doctors in such cases often have protested and even have gone for a strike to ensure proper action against the perpetrators. Aggrieved family members, on the other hand, have always blamed doctors and poor management in such hospitals for their weak and inefficient response. (20 Marks, 250 Words)

a) Evaluate the merits and demerits of your course of action in the below-mentioned role-

i. As Chief Medical Officer of that District hospital

ii. As aggrieved Family Member

iii. As Deputy Superintendent of Police (DSP) of that District

b) What could be the long-term solution to the issue discussed in the case?

(a) (1) As chief Medical officer (CMO) I would take following course of action:

"Ask DSP of the district to provide security to the hospital, Ensure perpetrators are punished, ensure a safe work culture in District hospitals, work on the process improvement to stop delays".

Merits: (1) Doctors would feel safe and medical fraternity would have trust in administration. Their morale would be happy.

(2) process improvement would help family members in long run

(3) Reduced cases of Altercation.

Demerits:

(1) might be perceived as high handedness by public, especially family members of the deceased.

(2) Ignores the psychological and mental trauma family members go through when someone dies in the family. That's why I would also ask the police to be sympathetic to family members when actually dealing with them.

(ii) As aggrived family member:

"Do everything possible to get the dead body, I would focus on not getting in arguments with the doctors, later file a report / Complaint to CMO and district magistrate over delays in the process".

Merits: (1) It would give me mental peace at the time of grieving.

(2) Would ensure that such incidents are not repeated in future.

Demerits: ① My other family members might not be this sympathetic and can abuse me/abandon me for my pacifiaty.

(iii) As DSP of that district:

"Send sufficient number of police personnel to avoid any law and order situation; arrest all the perpetrators and bring them to Justice, be empathetic to the family members during the entire process".

Merits: ① Would ensure situation does not get out of control.

(2) Hospitals continue to run and doctors strike is called off.

Demerits: ① Aggrieved family members might get agitated and become aggressive.

(2) It doesnot address the underlying problem (Here need of good medical administration from CMO and DM office is needed).

(b) long term solution to this problem:

① Process Improvement: To do this Staff strength needs to be improved. Overcrowding

of hospitals must be addressed by resolving problems of doctor absenteeism.

(2) Dedicated ward for deceased patient: Dignity and respect must be shown and must empathize with family members.

(3) Improving doctor strength in long run.

(4) Symbolic representation of Police presence

(5) Improving behavioural aspect of both Doctors and family members through a process based system.

(6) Doctors - Patients meet once in a year to build trust in Communities.

There would ensure reform at institutional level as well as at individual level.

Feedback(For OFFICE use only)

Structure	
Question Interpretation	
Content	
Total	

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Mentor Feedback Questions

1 .....

2 .....

3 .....

4 .....

5 .....

Test Goal		Outcomes
1 Examples relevance in questions	☐	
2 Approach of Case studies.	☐	
3	☐	

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