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Time Allowed : Three Hours



Maximum Marks : 250

समय : तीन घंटे

अधिकतम अंक : 250

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	ABHINAV DWIVEDI		
Roll No./अनुक्रमांक	1910008347	Medium/माध्यम	English <input checked="" type="checkbox"/> हिंदी <input type="checkbox"/>
Center Code/परीक्षा केंद्र	Online	Date/दिनांक	27-08-22

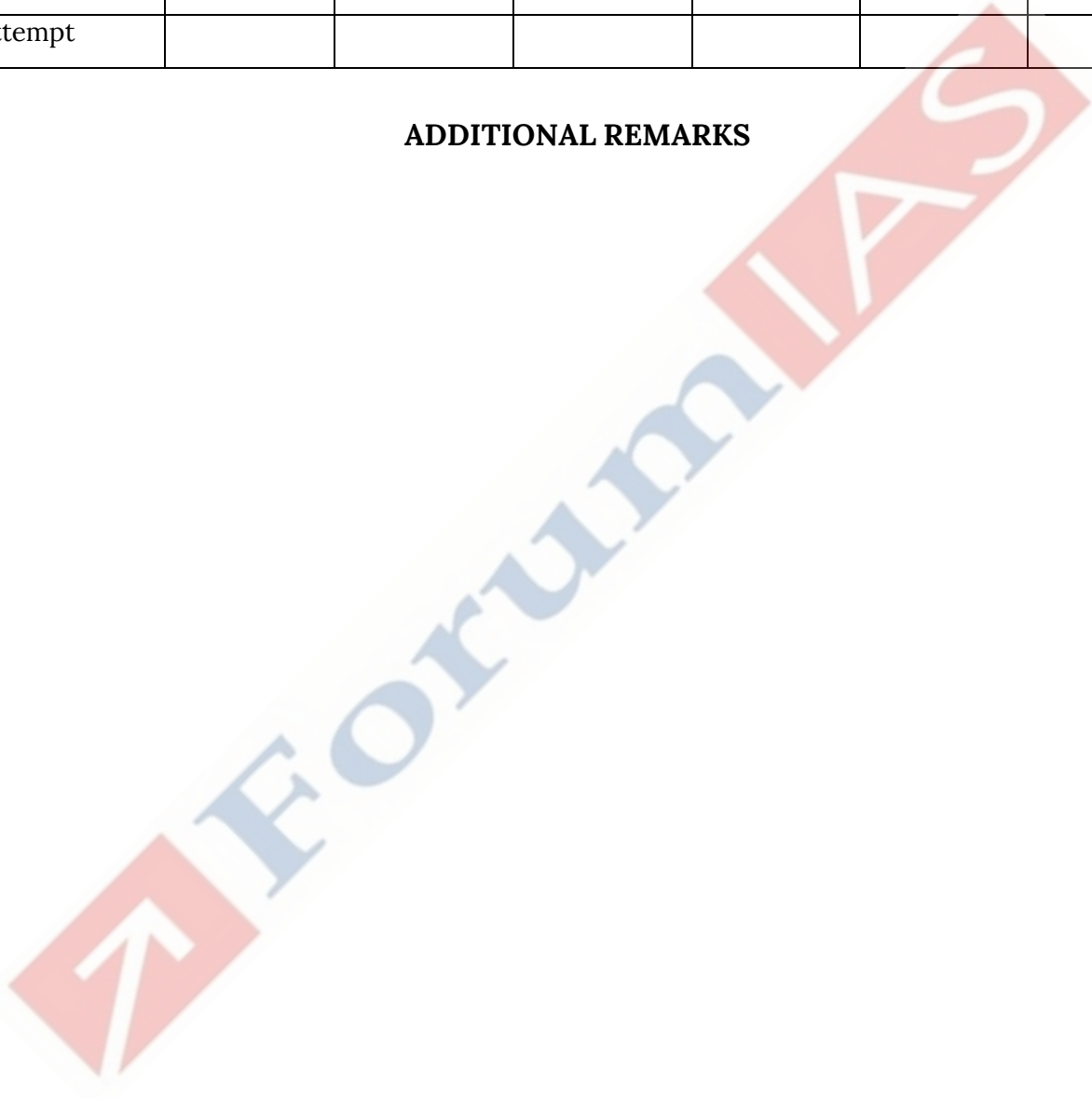
*Center Code : For Online - 1900 / Delhi : Karol bagh - 1901, ORN - 1902, Mukharji Nagar - 1903 / Patna : Boring Rd. - 2001 / Hyderabad : Jawahar Nagar - 2101

INDEX TABLE / अनुक्रमणिका			INSTRUCTION / अनुदेश	
Q. No. प्र.सं.	Max. Marks अधिकतम अंक	Marks Obtained प्राप्तांक	1. Please do furnish Name, Email, Roll No and Mobile in the answer sheet. कृपया उत्तर-पुस्तिका में नाम, ईमेल, रोल नंबर और मोबाइल नंबर भरें।	
1			2. There are TWELVE questions printed in ENGLISH & HINDI, all questions are compulsory. उत्तर पुस्तिका में अंग्रेजी/हिंदी में बारह प्रश्न दिए गए हैं, सभी प्रश्न अनिवार्य हैं।	
2			3. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के लिए निर्धारित अंक उसके सामने अंकित किए गए हैं।	
3			4. 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. उत्तर प्रवेश पत्र में अधिकृत माध्यम में लिखे जाने चाहिए, जो कि दिए गए स्थान में इस प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के कवर पर स्पष्ट रूप से लिखा जाना चाहिए।	
4			5. Word limit in questions, if specified, should be adhered to. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off. प्रश्नों में शब्द सीमा, यदि निर्दिष्ट हो, का पालन किया जाए। प्रश्न-सह-उत्तर पुस्तिका में खाली छोड़े गये किसी भी पृष्ठ या पृष्ठ के भाग को स्पष्ट रूप से काट दें।	
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Total Marks/कुल अंक :			Mode Of Examination/ परीक्षा की विधि :	Online/ऑनलाइन <input checked="" type="checkbox"/> Offline/ऑफलाइन <input type="checkbox"/>
*Evaluator's Discretion is the marks awarded at the discretion of the evaluator based on your overall impression, on the basis of (but not limited to) your handwriting, presentation, use of diagrams, flowcharts, facts and figures or absolutely anything that he/she liked in your copy. मूल्यांकन कर्ता का विवेक अंक, आपकी लिखावट, प्रस्तुति, आरेखों के उपयोग, फ्लोचार्ट, तथ्यों और आंकड़ों या समग्र रूप किसी अन्य विषय वस्तु, जो मूल्यांकन कर्ता को आपकी कॉपी में पसंद आयी के आधार पर (लेकिन इन्हें तक सीमित नहीं) पर दिए गए अंक हैं।			For Office Use Only / केवल कार्यालय प्रयोग हेतु	
			ECN CODE/ ईसीएन कोड :	Evaluation Date/ मूल्यांकन तिथि :

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

ADDITIONAL REMARKS



Q1

(a)

Failure is stepping stone to success. Failure is considered as the teacher and has inspired a lot of people since the beginning of human kind

[Ex] - Abraham Lincoln lost 26 times for a public office before becoming president.

Adversity Quotient

It signifies the scale of cope with difficulties / circumstances against the desired results. More adversity quotient means, more difficulty person (to reach goal.) can bear.

Importance of Adversity Quotient

① Develops qualities like perseverance, courage of conviction, hard work

[Ex] - Thomas Edison developed 1000 - 1500 thousand of failed

② Brings the real nature of a person

[Ex] - Empathy of a DM will be tested in a disaster situation in district

③ Helps in improving the strategy and builds Emotional Intelligence

[Ex] After repetitive attempts from 1919 to 1947, Gandhiji succeeded in 1947 in liberating nation

④ Checks the intention and motivation towards the goal.

④ It can be developed

- goal oriented approach
- role models
- training and high EI
- democratic parenting
- team building ⇒ trust ↑

Thus, adversity quotient has great significance in life and shows the real winner - one who may lose at results, but wins by attitude

(b)

Grandhiji signifies the importance of indomitable will and said it is contributor to strength. Grandhiji himself fought against mightiest English Empire and won just because of indomitable will

Strength

Strength to me means
the (i) strength of personality
→ High Emotional intelligence
→ morality in Approach.
→ Spirit of service

Ex Nelson Mandela despite worst of conditions was able to fight against apartheid successfully

(ii) Clarity of Goal and Intention

Dr. Ambedkar, despite being from humble background was able to fight and put dalit's cause in mainstream

(iii) Courage - fear is biggest challenge and courage helps one to overcome it and gives push towards goal

Ex - Pandavas just 5 in number was able to fight Koti Sena (Arjuna)

(iv) High motivation and dedication keeps oneself in the spirit of success despite odd situation. Ex - Sachin Tendulkar despite low height was able to marvel in cricket

Thus;

Strength is a holistic concept and physical capacity is just one aspect of it

Q2(a)

(i) Conscientiousness -

- It shows the dedication and spirit towards completion of duty assigned to oneself.

- This value is not towards the attainment of some material gain, rather for moral satisfaction

- It aims at both quality and quantity of services delivered

EX - Doctors working during COVID without fearing about their families

Conscience -

- It is basically intellectual action which leads to sense of right or wrong.

- It is independent of

reason or logic

acting against conscience,
will lead to crisis of
conscience which is ethical
dilemma

[EX-] An empathetic person's
conscience will try to help a
poor person on road.

(ii) Guilt -

- It happens when someone
feels he has done wrong, or
due to his inaction where
he thought he must have
acted

- It does not invite any
punishment

[EX] - Not able to help
my neighbour during
COVID brought guilt in me

Remorse -

It happens when someone
has done something wrong.

~~It does~~ [EX] - Ramesh had
feeling of remorse after stealing
from his office

(7)

Good Governance is concept given by world bank which aims at reforming the quality of service delivered by the state. It includes values like

- Efficiency and Effectiveness
- Transparency
- Accountability
- Rule of Law etc.

It does not just depend on laws as ~~the~~ just laws are not enough.

→ Their effective implementation is required

→ Human Element along with law is required

→ Transparency in the working is required.

So, although laws are important but there are other elements along with them which comes from the administrators

Expectation from Administrator

- ↳ Empathetic and tolerant
- target oriented
- humbleness in service delivery
- transparency in working
- innovative and creative

These values are required to achieve goal of Good Governance.

[Ex] → P. Nair as collector of Kozhikode showed Empathy and started Operation Sulaimani to provide food to residents during pandemic from funds of volunteer

Q5

(a)

Civil services are part of permanent executives entrusted with delivery of services by Government.

An Active Civil Service is necessary for

↳ delivery of service on time

↳ reaching schemes to beneficiaries

↳ target achievement.

But, without achievement of Civil Services Activism, constitutional

ideals like justice (Art 46),

Equality (Art 14-18), liberty (Art 19-23)

can not be achieved as -

(i) corruption in service delivery will lead to inclusive and exclusive error

[Ex] - due to a corrupt ration dealer, poor SC family missed ration (Right to food)

② Lack of empathy in administration - will make it apathetic and rule-based however role-based is important

[Ex] - Rejecting application of scholarship due to minor clerical mistake.

③ discrimination in the service delivery - on the lines of religion (caste etc).

④ Humbleness and courtesy in service delivery - will uphold the "due" of individual, and thus justice

Thus, to achieve the constitutional ideals, just the pace and result are not enough. ~~It~~ ^{Civil} _{service} should

be pro-people, empathetic

and aim at good governance.

ack

(4)

Educational institutions are the first formal value forming social institution and ^{has} significant impact on the personality of a child

It complements the ^{role of} family and society in following manner -

- ① Builds the quality of cooperation
- ② Promotes fraternity with different sections of society
- ③ Role models and various stories helps in development of different moral values.

[Ex] - Story of Gandhi will develop truth & non-violence

④ Team Activities and Sport develops qualities like sharing, courage, spirit of service etc.

[Ex] - Blood donation camps

Digital Education has some challenges in developing these as;

- lack of human interaction physically
- No Assembly, lunch break - impacts recreation
- Lack of physical activities has cognitive impact also ⇒ Scientifically proven.

Thus, digital Education though guide towards the syllabus and curriculum but it may fall short on value and personality development. Yet, Govt's pragmate guidelines holds significance in

Q4
(a)

Gendered attitude refers to the attitude of a person towards the person of other gender. Gender is a socio-cultural concept which depends on conditioning and socialization.

Gendered attitudes lead to discrimination as it shows the conflict in interest of different genders and gives a false impression of gender superiority.

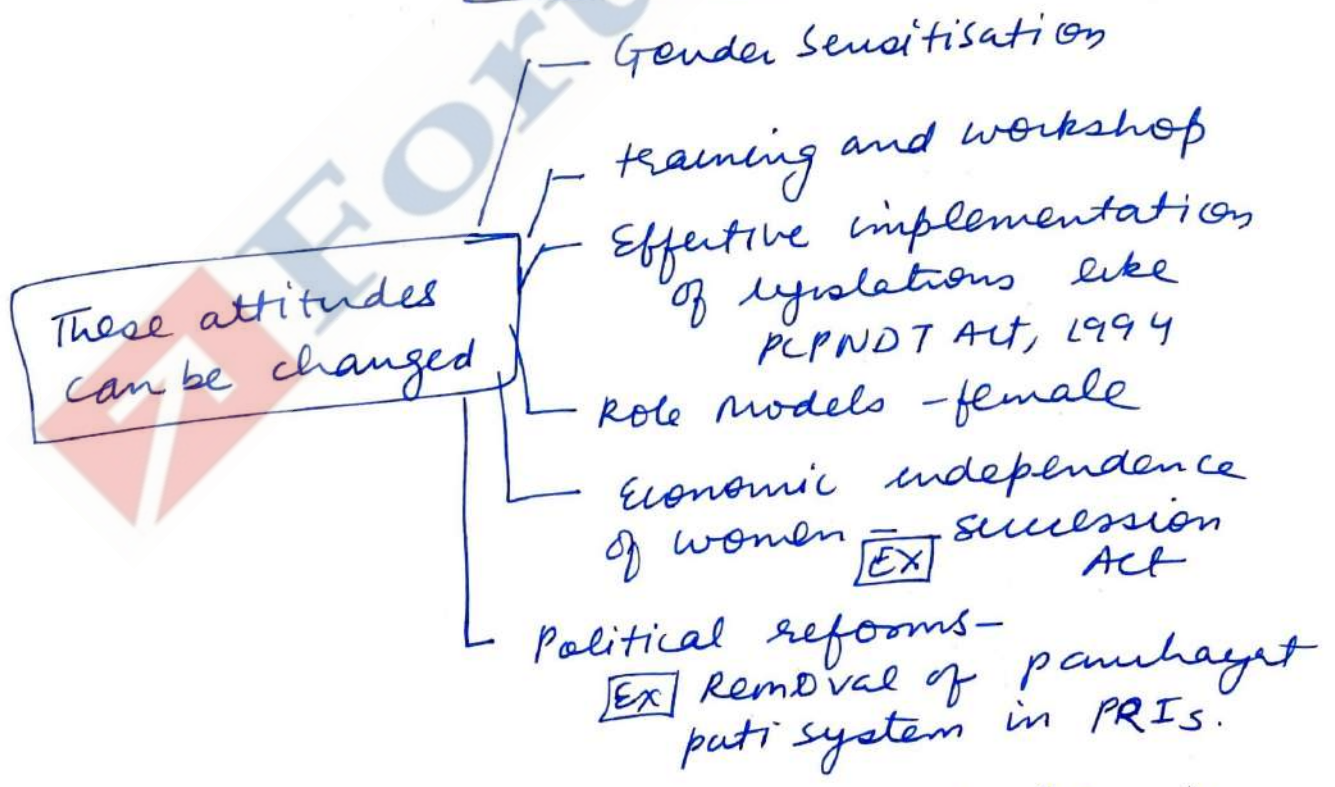
Ex - Orthodox and patriarchal subordinates not paying heed to orders of lady boss.

Factors for Negative Attitude towards women -

(1) Patriarchy - Male superiority,

And the ^{notions} ~~notions~~ of patriarchy is
is biggest cause

- (ii) Belief of female gender being weak - which has no scientific basis.
- (iii) Historical reasons - mention of practices like sati, slavery etc
- (iv) Prevalence of practices like dowry, domestic violence etc leads to meta-son preference and female foeticide



Thus, it is rightly said, "One is not born women, one is made women"
so socialization and awareness is basis for this change

(1)

~~Ethics in public institution -~~

~~✓ focus more on trust,
credibility and~~

Work culture of both public and private institutions are different as they have different aims. Private sector focuses more on high production and better profits

Yet Public sector focuses more on the inclusive and sustainable aspect. It takes

a more balanced approach. Public sector aims at pro-public delivery rather than pro-profit delivery.

The ethical concern in private sector looks at balancing interests of stakeholders, consumers and promoters. They aim at balancing marketing expenditure and profits. They give less regard to its social and environment impact.

Public sector primarily aims at interest of people and takes holistic approach. Trust of citizen is the teleology in this.

Adoption of Private work culture

Yes

- ✓ Goal oriented
- ✓ Speedy delivery
- ✓ Professionalism
- ✓ better grievance redressal

No

- ✓ ~~four~~ lack of inclusivity
- ✓ costly
- ✓ lack of accountability

Q5

(a)

Ethical dilemma refers to a situation in which a person has to choose between two equally competing values.

Ex - A SP of city enforcing lockdown during covid.

(Ethical dilemma between personal and professional/public interest)

Objectivity which means decision on the basis of reason/logic/merit helps in solving

ethical dilemmas -

✓ Upholds the rulebook.

✓ Upholds the accountability and transparency in action

✓ helps in resolving guilt
and crisis of conscience

[Ex] - A DM finalising tender in
which his relative has also
applied on the basis of
merit ⇒ resolves dilemma

But, only objectivity is not
enough as rule-bound, hierarchical
and office-based bureaucracy
becomes apathetic to citizenry. (weber)

So, Empathy and compassion is
also required

✓ brings humanistic
angle

✓ special regard to
vulnerable sections

[Ex] - PwD / Divyang.

✓ role-based solutions,
not just rule-based

✓ gives a holistic
picture to problem

(1)

Leadership is regarded as an important civil service value and persuasion is an important component of it -

(i) to deliver clear order to subordinates \Rightarrow brings Efficiency

(ii) in conflict resolution

(iii) satisfaction of subjects - grievance redressal

(iv) amicable relations with the temporary executive i.e. political leaders

(v) Persuasive leads to democratic leadership - thus better work culture and comfortable office environment

Qualities that make civil servants an effective persuader

- ✓ credibility - which comes overtime
- ✓ charismatic personality - which does not refer to physical appearance
- ✓ power enjoyed by the civil servant
- ✓ Objective brings clarity in message and increases trust
- ✓ Effective communicator - to deliver the message clearly

persuasion thus helps a leader to convince its colleagues, ~~subject~~ citizens and bosses towards desired direction

Q6

(a) Peace is not a unidimensional concept which just mean absence of war. It is a multi dimensional concepts including -

① Enforcement of rights of individual.

[Ex] Right to Education will give child dignified employment and hence lead to justice

② Removal of discrimination whether it is based upon caste, gender or religion.

[Ex] Upholding women's concern will lead to distributive justice

③ Growth should not be "for few" rather it should be inclusive

Ex inclusive growth will uphold justice for marginalized like SC/ST.

④ Presence of trust, harmony will ensure social fabric and moral justice

⑤ Sustainable development and adoption of minimalism will lead to environmental justice

Ex - I try to avoid using plastic straws

Thus, peace is a holistic concept and does not just has political aspect of war yet include moral, societal, environment etc aspects

(4)

Inaction during the evil is equally and in fact bigger sin than the evil. Humanity as a species has survived because of cooperation and feeling of fraternity.

Inaction during evil

① Shows lack of empathy on the part of individual

② It leads to moral-spiritual degradation in the society

③ Inaction promotes the perpetrator of the evil

[Ex] - Recent case of Noida video, where other resident did not acted while person was

abusing and hurting women.

④ It is against both deontological as well as teleological approach.

⑤ Inaction makes the individual also as a means to evil.

[Ex] ① Gandhiji took the issue of "registration certificate" of indentured labour to the British Government.

② Jorav Chand Vidyasagar seeing the discrimination against women, acted against it and become the change-maker.

Status-quoist approach during evil shows hollowness of personality. Inspiration from role models should drive towards it.

(C) Happiness is a subjective value.
One person who is homeless on the road sees happiness in just being with his family.
One billionaire on the other hand might be sad because of challenges in his firm.

It is described as madhyam marg (rejection of extremes) by various thinkers like Aristotle (Golden Mean), Buddha-

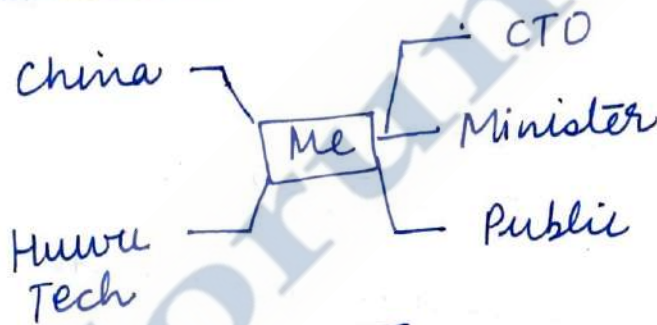
- ① It balances wantlessness and selfishness
- ② It brings contentment and thus leads to happiness
- ③ It stops ^{from} going towards ill means. like corruption.

- ④ It helps in better decision making and thus stability in life
- ⑤ Balanced approach also helps in reforming the work culture and relations with colleagues \Rightarrow professional satisfaction \Rightarrow happiness.
- ⑥ Sri Anubindo has also promoted a balance between spiritualism and materialism as the means to divine \Rightarrow happiness

Thus, happiness in Indian tradition has been referred as a median value

(1) This case pertains to case of political trust among the people and the corporate governance and transparency expected from the companies

Stakeholders



Ethical dilemmas

- ✓ Privacy of customer v/s Economy of company
- ✓ Trust of Public v/s Professional ethics
- ✓ security of the nation v/s image of political dispensation.

✓ Crisis of conscience - if I
hide this fact

✓ Lack of transparency
and breach of trust
with customer v/s
loss of image and
money to company.

(2) Principles of corporate Ethics
Used in decision making

✓ Truthfulness and complete
information to customers

✓ Profit without principle -
Gandhi's Sin

✓ Trust, Credibility and Image
of company

(3) Options available

- ✓ Postponing the Event
- ✓ Going forward with the Event
- ✓ Organizing the Event on time and delaying the ~~project~~ product delivery.

Postponing the Event

Merit

- ✓ trust uphold of customer
- ✓ upholding corporate ethics

Demerit

- ✓ image of company will tarnish
- ✓ against the professional ethics

Going forward with Event

Merit

- ✓ Profit to company
- ✓ Professional ethics

Demerit

- ✓ Privacy at stake
- ✓ security - unity & integrity (ART 51) will be at stake

Organizing event at time but
delay in product delivery

- This option, I will
adopt along with apology
letter to customers for delay
in delivery - along with -
- ✓ finding another chip
supplier
 - ✓ communicating the details
with Govt.
 - ✓ stopping further orders

In following this
option, I will ensure the
rights of citizens along with
upholding corporate ethics

(1)

This case highlights the nexus of political leaders - criminals \Rightarrow criminalisation of politics. due to which governance is compromised and sometimes even lead to loss of life (DSP)

① Motivating task force to work with honesty

✓ Persuasion and reminding them their duty

✓ Strict action on the perpetrators and

unbiased investigation to DSP's case

✓ Protection to the
members of task
force

✓ requesting the HQ to
send more forces

✓ activation of intelligence
sources to tap on these

② Justification of putting
family at risk

✓ Civil services requires
dedication, sacrifice and
duty beyond duty ~~which~~

✓ A huge amount of trust
is entrusted in civil
servants

✓ Also, I will enquire them
about the faith in me
~~that~~ about fair investigatⁿ
as well as bringing
criminals to justice

(3) dimensions of Crisis

✓ Criminalization of
Politics

✓ Right to life of officers &
their family

✓ Right to safe environment
to citizens of Asanpur

✓ My professional ethics
v/s personal ethics

✓ Crisis of conscience

My course of Action

- ✓ Speedy & fair investigation in BSP case
- ✓ requesting more forces \Rightarrow Ensuring security of ~~tasks~~ security of family members of task force

✓ Strictest action on miners

✓ close coordination with revenue department, mining department

✓ actionable intelligence \Rightarrow action on criminals

This, course of action will ensure peace and security in Assam and also ensure justice to BSP

Q9

This case highlights the situation of a backward class Bhojan-mata who is fired from her job due to nexus of political and administrative dispensation.

This case also shows how corruption has led to poor delivery of services on the ground - ~~and~~ ~~too~~

Ethical Dilemmas

- ✓ Right of fair trial of
Bhojan Mata v/s political pressure
- ✓ Right to healthy and
hygienic food of students
- ✓ v/s professional repercussions

✓ poor delivery of services v/s value of honesty

✓ Political nexus v/s Integrity

(2) Options

(a) I abide by chairman's
advice

Merit

✓ professional gains

✓ No material loss

Demerit

✓ crisis of conscience

✓ moral degradation

I report matter in Media

Merit

✓ Right to Education of Student upheld

✓ Right of Bhojan mate to fair investigation

Demerit

✓ Political sensationalism

✓ Professional repercussions

Option (c) - which I will take

↳ I will report my findings on the Commission's report and would request chairman also to state the true facts.

If chairman does not pay heed to my advice and reports ~~as~~ under political pressure - I will take

my personal findings and submit to Govt. on personal

level or will take this

to court with help of

villagers and Bhojan - Meli

Q10

This case highlights the state of government institution and the nature of employment and promises made

④ Ethical Issues

✓ Breach of trust by health

department as she was
promised ^{preference in} permanent job

✓ Resources in temporary
staff v/s resource in
health infra

✓ The spirit of service - which she showed as Corona warrior is neglected and not rewarded

(2)

There can be two opinions
on whether it is justified
or not for her to
ask for job

Yes

- ✓ Verbal promise
- ✓ sacrifice during
covid wave
- ✓ poor remuneration
as compared to
service given
by her

No

- ✓ No rules
as such.
- ✓ Against
the rights of
aspirants
preparing
- ✓ Resources
can be used
in health
care.

(3) Govt's termination is justified -

Yes

- ✓ No where it was
promised on
contract

No.

- ✓ It was
promised to
Rashmi -
violation
and breach

✓ Quality of workers were not in focus then

✓ Covid warrior have put their life on line - needed reward.

(4) Me being health secretary, will take this course of action -

✓ Assessment of vacancy and Covid warrior

✓ thinking about one time package and continuing of contracts - can be utilised where there is vacancy

✓ can approach to Govt if there is possibility of getting permanent job in future after completion of basic tenure.

✓ Persuasion with Covid warrior and sending their demands to Govt.

In this way, I will
~~pay~~ listen to issue of
Covid warrior and will
try to reward their
sacrifice in best possible
manner.



This case study highlights the prevalence of caste discrimination in Indian society and also the political empowerment just on papers, not on grounds. It also shows the weak enforcement of the Panchayati Raj Act, 1973.

(1) Caste discrimination in India still present -

- ✓ Lack of sensitisation in the society
- ✓ Conflict between interests of so-called lower and upper castes
- ✓ Lack of conviction rate in caste based violence

✓ Presence of caste as a parameter in every aspect of living

✓ Reservation - seen by so called upper caste as anti-meritocracy

✓ Our society has yet failed to dispense the false notion of impunity

These reasons have led to constant exploitation of dalits and lack of empowerment despite various institutional measures.

(2) Ethical Issues

✓ Right of sarpanch - not uphold

✓ Against the constitutional
value of Equality

✓ It hinders the delivery
of justice in society

✓ Against the values like
selflessness, cooperation,
justice

(3) Various Stakeholders

DM

✓ Effective enforcement of
laws

✓ better investigation of
caste based crime

✓ upholding right of Sarpanch.

Sarpanch

✓ courage of conviction - to
demolish these notions

✓ going beyond the fear

People

✓ Sensitization

✓ knowing the individual's worth

✓ Equal treatment

Abolition of these social evils like caste discrimination will ensure an egalitarian society and upholding constitutional ideal of justice (Art 46) and inclusive growth (SDG 8)

Q12

This is a case of balance between personal and professional life. Challenging and demanding job of civil services require sacrifice on various fronts.

(1) In this case, we being mutual friend of Jayant and Sarita will suggest these options -

a) Jayant should shift with Sarita to Bangalore

b) Ask Jayant to convince Sarita with him at his job

c) Both pursue their career and wait for sometime.

Option a)

Jayant shift to Bangalore

merit

✓ Sarita may

Demerit

✓ Jayant has to give up

✓ higher pay

✓ Jayant has to find new job

(b) Sarita to stay with Jayant

Merit

- ✓ Jayant will pursue his childhood dream
- ✓ They can start family

Demerit

- ✓ lower pay
- ✓ Sarita has to live in remote district

(c) Both pursue their careers and

wait

Merit

- ✓ more income
- ✓ satisfaction of both professionally

Demerit

- ✓ lack of time together
- ✓ they will not be able to build their relationship/family at one place.

(2)

As a mutual friend, following is expected from me -

✓ High GI

✓ adequate regard to choices of both

✓ look at immediate solution along with long term consequences

- I would talk to them separately and try to persuade how their relationship and bond is important along with the professional aspirations

- means and choices of both holds equal relevance

- If one of them is able to sacrifice his aspiration for time being then it will be my suggestion

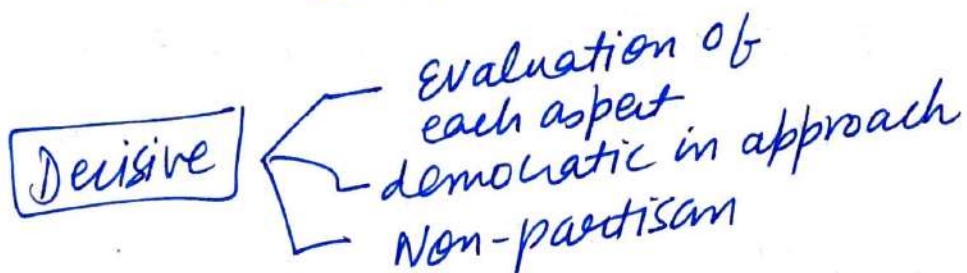
Otherwise, they both can pursue their career along with -

(i) later try at deputation by Jayant

(ii) Sarita can also parallelly look for job which have work from home

~~(iii)~~

(3) Jayant can develop the qualities required.



Thus, This case requires respect to other's choice and approach (Golden

Mentor Feedback Questions

1

2

3

4

5

Test Goal

1

2

3

Outcomes

.....

.....

.....

.....

Marking Scheme

Mark	Good	Average	Below average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0
✓✓	Key / Relevant Point		
✗	Vague / Irrelevant		

* Subject to change without prior notice.