

Time Allowed : Three Hours
समय : तीन घंटे



Maximum Marks : 250
अधिकतम अंक : 250

GENERAL STUDIES / सामान्य अध्ययन

Name Of Candidate परीक्षार्थी का नाम	Manil Bejotra		
Roll No./अनुक्रमांक	19100757981	Medium/माध्यम	English <input checked="" type="checkbox"/> हिंदी <input type="checkbox"/>
Center Code/परीक्षा केंद्र		Date/दिनांक	29/08/2024

*Center Code : For Online - 1900 / Delhi : Karol bagh - 1901, ORN - 1902, Mukharji Nagar - 1903 / Patna : Boring Rd. - 2001 / Hyderabad : Jawahar Nagar - 210

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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Examiner's Discretion/मूल्यांकन कर्ता का विवेक :			Start Time/प्रारंभ करने का समय : 05:15 PM	End Time/समाप्त करने का समय : 08:30 P.M	
Total Marks/कुल अंक :			Mode Of Examination/ परीक्षा की विधि :	Online/ऑनलाइन <input checked="" type="checkbox"/> Offline/ऑफलाइन <input type="checkbox"/>	
*Examiner's Discretion is the marks awarded at the discretion of the examiner 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 इन्हीं तक सीमित नहीं) पर दिए गए अंक हैं।			For Office Use Only / केवल कार्यालय प्रयोग हेतु		
			ECN CODE/ ईसीएन कोड :	EG/ईजी : ① ② ③ ④ ⑤	Evaluation Date/ मूल्यांकन तिथि :

Note: Students are expected to incorporate suggestions from the feedback provided in the answers. Discussion classes the tests are also available online in your portal to aid in your preparation. Further, students are requested to see the g
3011937142351910075791 (2024-08-30 03:30:16) discuss your copy with a Mentor and discover ways and means
improve your answers, or if you have any issues with this test / copy. Ask specific questions, to get specific answers.

EXAMINER'S REMARKS

CRITERIA FOR THE FEEDBACK SECTION AT THE END OF EACH QUESTION

1. **AWIS = Answered What is Asked.** This means whether you have addressed the core demand of the question or not. Addressing the core demand of question gets you an objectively fair score. It is examiner's perception if you have understood the question and if you know the answer in the first place. Creative answer writing, sometimes missing the core demand, may fetch very high or very low scores, and exposes your answer to the subjectivity of examiner.
2. **CD & VA = Content Density & Value Addition.** Examiner will evaluate the quality and quantity of your content in the answer. In the same word limit space limit have you (a) written what is asked (b) gone beyond what is asked (c) enriched answers through combination of (but not all!) suggestions, id quotes, flowcharts, diagrams, facts and figures, data etc. This affects objective components of assessment.
3. **S & F = Structure & Flow** = Whether you have structured your answer properly or not. Whether the answer has been broken into parts and sub-parts each part has been addressed appropriately or not. Whether the flow of the answer is maintained. Affects both subjective and objective components of assessment.
4. **P & R** = How your answer performs on the criteria of **presentation, ease of read, clarity and apparent effort** in writing the answer. This affects subjective components of assessment.



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Section - A

Q.1) a) It is often said that politics and ethics belong to different worlds. What is your opinion in this regard? Justify your answer with illustration. Also, highlight the consequences of divergence between politics and ethics. (10 marks, 150 words)

अक्सर कहा जाता है कि राजनीति और नैतिकता अलग-अलग विश्व से संबंधित हैं। इस संबंध में आपकी क्या राय है? अपने उत्तर को उदाहरण के साथ पुष्ट करें। साथ ही, राजनीति और नैतिकता के बीच मतभेद के परिणामों पर प्रकाश डालें। (10 अंक, 150 शब्द)

Grandhiji said that politics without principle is one of the seven social sins. This underlines importance of politics & ethics.

⇒ Politics & ethics belong to different world →

① Good for society need not be ethical.

e.g. Retributive criminal justice system to create deterrence

② Winning election through votes requires balancing varied needs & interests.

e.g. Promoting populist policies to gain votes.

③ Fier & passionate speech to influence voting behaviour of people.

e.g. Use of hate speeches at time, communally charged speeches.

However, politics & ethics go together as →

① Politics require trust building which is developed

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through truth, integrity & responsibility.

② ~~Politics~~ requires moral legitimacy to govern.
Ethical standards are necessary for gaining consensus.

③ Ethics promotes empathy & emotional intelligence that help build support between diverse interest groups.

④ Caters to all sections of society, influences people thus ethical conduct is very important.
e.g A.P.J Abdul Kalam's uprightness & honesty.

⇒ Convergence of politics & ethics leads to:→

① Increased criminalisation of politics & weakens rule of law

② Promotes corruption & unholy nexus between businessman & bureaucrats - politicians.
e.g Crony Capitalism.

③ Violence & social unrest - e.g Hitler's persecution of Jews;

④ Impacts service delivery & attitude of Civil Servants.

According to me, politics & ethics goes hand in hand to inspire & transform society towards new soaring heights.

Feedback

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b) "Those who would give up essential liberty to purchase a little temporary safety, deserve neither liberty nor safety." In the context of this statement, bring out the ethical issues involved with creating a surveillance state for the sake of national security. (10 marks, 150 words)

"जो लोग थोड़ी सी अस्थायी सुरक्षा प्राप्त करने के लिए आवश्यक स्वतंत्रता छोड़ देंगे, वे न तो स्वतंत्रता के पात्र हैं और न ही सुरक्षा के।" इस कथन के संदर्भ में, राष्ट्रीय सुरक्षा की खातिर एक निगरानी राज्य बनाने से जुड़े नैतिक मुद्दों पर प्रकाश डालें। (10 अंक, 150 शब्द)

Liberty refers to freedom of thought, expression, belief, worship etc.. It is recognised as fundamental right of citizens.

Ethical issues involved in creating surveillance state for sake of National security:

① Promote thought police & thought crime.
e.g. Orwellian big brother.

② Used for snooping & intruding into privacy & daily life of citizens.

e.g. Stasi police force in East Germany in 1980s.

③ Used for political vendetta & settling scores.

e.g. Stalin's Great Purge.

④ Quell dissent & anti government voices

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② Balancing National Security with constitutional & human rights.

e.g. UAPA, 1967; PoTA, 2002 providing for preventive detention.

Thus, ~~the~~ liberty is linked with human dignity & respect. If essential liberty is sacrificed at cost of safety will lead to decline in ethical standards, quality of discourse, fairness & justice in society.

Thus, need is to strike a balance b/w liberty & ~~Nati~~ Security by: →

① Using principle of proportionality as underlined in Anwarudha Bhasin & K. Puttaswamy case.

② Generating awareness among citizens regarding social media, digital literacy, cyber security.

③ Effective regulation of Big data analytics.

Thus, liberty is core human value that cannot be sacrificed for little temporary safety and gain.

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Q.2) a) Family plays a prominent role in the value development of an individual. Elucidate. Also, examine the impact of the changing nature of families on children's moral development.

(10 marks, 150 words)

किसी व्यक्ति के मूल्य विकास में परिवार एक प्रमुख भूमिका निभाता है। स्पष्ट कीजिए। साथ ही, बच्चों के नैतिक विकास पर परिवारों के बदलते स्वरूप के प्रभाव का परीक्षण कीजिए। (10 अंक, 150 शब्द)

Family is an informal but primary institutions of socialisation with mother & father acting as first teachers.

⇒ Prominent role of family in value development

① As per T. Kohlberg help in development of pre-conventional morality through:-



①(i) Instrumental learning i.e. reward & punishment mechanisms.

e.g. Reward for being truthful, honest, hardworking
punishment for lying, laziness & apathy.

It can shape attitude of an individual towards society.

(ii) Familiarity through deliberate or non-deliberate observation through hearing & watching parents e.g. can inculcate tolerance, compassion,

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empathy.

Negatively, may lead to caste bias & communal feelings.

⇒ Changing nature of families : →

Joint Family → Nuclear Family → Working Family → Single parent household → Digital Parenting

Positive impact : → @ More focussed, informative & knowledge based parenting have accelerated educational & health status; competitiveness, & self exploration for individual.

Negative impact : → ⇒ led to too much pressure & expectations on children; Impacted collectivity, togetherness, compassionate values of Joint family promoting individualism, commodification & materialism.

Family along with school are primary institutions that shapes & imprints individual's attitude which is determinant of success & happy life in long run.

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b) Different individuals have different conceptions of patriotism. What does patriotism mean to you? Narrate in brief any two real-life incidents when you displayed patriotism. (10 marks, 150 words)

देशभक्ति के बारे में अलग-अलग लोगों की अलग-अलग धारणाएँ होती हैं। आपके लिए देशभक्ति का क्या मतलब है? संक्षेप में ऐसी दो सत्य घटनाओं का वर्णन कीजिए जब आपने देशभक्ति दिखाई हो। (10 अंक, 150 शब्द)

Patriotism refers to feeling of affection, love, care & pride for one's country.

⇒ Different conceptions of patriotism : →

- ① ~~For~~ Considering supporting all actions of government as considered to be more informative & in best interest of society.
- ② Benjamin Franklin ⇒ Patriotism means right to question authority in order to promote nation's best interest. e.g. Critics of government
- ③ Working to be a contributing member in Nation's development
- ④ Helping & uplifting fellow citizens to improve nation's human resources.

Patriotism for me means to improve myself to promote spirit of enquiry - & excellence in life that can be valuably contributed to

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nation's growth - At same time respecting & following rich cultural heritage & diversity along with ideals of freedom struggle.

Example 1 : → Participating in providing Shram -daan in old age home in order to show compassion, empathy for our elders that have contributed to nation building through their hardwork, dedication & sacrifice.

Example 2 : → As a cadet of NCC to inculcate discipline, participate in prade at SDM office, Baijnath to show my love to freedom fighters and diverse heritage.

Patriotism can be a driving force for citizens to accelerate India's journey towards Vishwaguru, through personal sacrifice, hardwork & dedication.

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Q.3) a) Moral behaviour is not only good for the community in which one is a part but also for the individuals who profess it. Comment. (10 marks, 150 words)

नैतिक आचरण न केवल उस समुदाय के लिए अच्छा है जिसका कोई सदस्य है, बल्कि उन व्यक्तियों के लिए भी अच्छा है जो इसका पालन करते हैं। टिप्पणी कीजिए। (10 अंक, 150 शब्द)

Moral behaviour refers to expression of one's emotions, feelings, values about good & bad; right & wrong through actions & inaction.
e.g. Reporting wrongdoing, crime to official indicate moral behaviour.

⇒ Moral behaviour is good for community as it promotes:-

1) Ensure peaceful & stable society:-

e.g. Promote tolerance & compassion leading to syncretic heritage.

2) Helps in reforming social evils.

e.g. Ram Mohan Roy played showed moral behaviour to help end Sati;

③ Develops social capital through mutual trust and harmony.

e.g. Gandhi's Moral behaviour brought masses into

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⇒ Moral behaviour is also good for individual. →

① Help in shaping one's attitude throughout life.

e.g end procrastination to excel in UPSC exam.

② Adaptability to every situation.

e.g Viktor E. Frankl moral behaviour to help others after being in Auschwitz.

③ Develops character & helps in self-improvement.

However, issues like corruption, riots, crimes, etc. indicates that moral behaviour should be supplemented by :-

a) Strong state based on consensus through social contract.

b) Effective criminal justice system.

c) Value oriented Civil Services through Code of Conduct & Code of Ethics.

It is combination of moral behav & good governance that will ensure personal good along with social transformation.

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b) Discuss the important teachings of Swami Vivekananda. Bring out their relevance in the contemporary world. (10 marks, 150 words)

स्वामी विवेकानंद की महत्वपूर्ण शिक्षाओं पर चर्चा कीजिए। समकालीन विश्व में उनकी प्रासंगिकता का वर्णन कीजिए। (10 अंक, 150 शब्द)

Swami Vivekananda was an important religious leader & social reformers who played an important role in inculcating value based teachings.

Important teachings of Swami Vivekananda:→

- ① Karma theory :→ To become a man of action, hardwork & dedication towards pursuit of goal, objective.
- ② Devotion to duty :→ Every duty is holy & devotion to duty is highest form of worship.
- ③ Uplifting poor :→ Well off sections of society should work to ameliorate pains of poor. Total upliftment will lead to true freedom.
- ④ Tolerance :→ Focused on teaching of various religions & their underlying unity.

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① Quest for truth through interpretation, reinterp-
retation.

⇒ Relevance in contemporary world:-

① Help people find meaning in their work
Thus, helping growth of society & economy.

② Uplifting poor ~~will~~ will lead to inclusive
growth, reducing inequality & development of
true democratic spirit.

③ Tolerance can help in deal with issues of
communalism, regionalism etc.

④ Quest for truth help in inculcate morality
& ethical based society.

Teachings of Vivekananda are
highly relevant to manifest perfection
that exists in each & every one of us.

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Q.4) a) "Knowing yourself is the beginning of all wisdom." Discuss the importance of emotional intelligence in self-realisation. Do you think emotional intelligence can be learned? (10 marks, 150 words)

"स्वयं को जानना सभी बुद्धिमत्ता की शुरुआत है।" आत्म-साक्षात्कार में भावनात्मक बुद्धिमत्ता के महत्व पर चर्चा कीजिए। क्या आपको लगता है कि भावनात्मक बुद्धिमत्ता सीखी जा सकती है? (10 अंक, 150 शब्द)

Emotional intelligence refers the ability to control & manage one's emotion in socially desirable manner.

Knowing yourself is beginning of all wisdom's

- Help us understand about our motives, emotions, drives, strengths & weakness.
- This will lead to self-awareness & honesty with oneself.
- One can know about one's strengths & weaknesses thus helping in self-improvement in their journey towards wisdom.

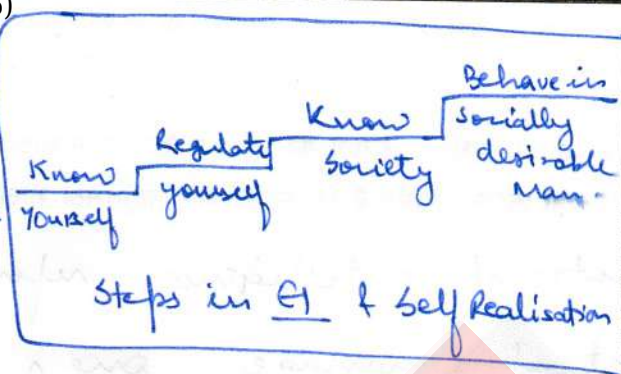
⇒ Importance of Emotional Intelligence in Self-realisation:

- ① Involves self awareness & self control which can help us escape from being prisoners of

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our own emotion.

e.g. Ignore temptations when ultimate goal is known.



② Helps in understanding society that develops tolerance, compassion & empathy.

e.g. EI of Gandhi helping in Freedom movement.

③ Take step to develop social skills like listening, communicating & network building.

Yes, I believe that emotional intelligence can be learned through following: →

① Socialisation & Child rearing process.

e.g. Marshmallow experiment shows that delayed gratification in childhood leads to high EI in future.

② Role of leader through social influence & persuasion.

③ Philosophies, past experiences & social norms.

Daniel Goleman has said that success is 80-1 of Emotional Intelligence & 20-1 of Intelligence quotient.

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b) What do you understand by environmental ethics? Examine the ethical concerns in 'phase-down versus phase out debate' in the use of coal by developing countries. (10 marks, 150 words)

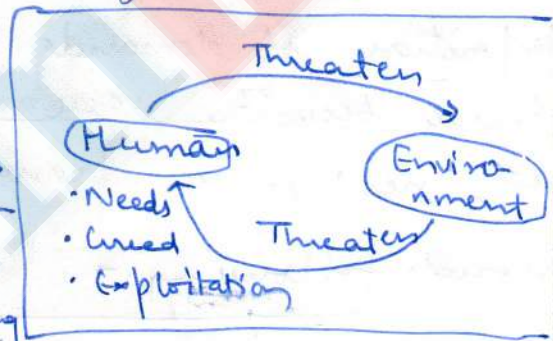
पर्यावरणीय नैतिकता से आप क्या समझते हैं? विकासशील देशों द्वारा कोयले के उपयोग में 'फेज़-डाउन बनाम फेज़ आउट बहस' में नैतिक मुद्दों का परीक्षण कीजिए। (10 अंक, 150 शब्द)

Environmental ethics refers to beliefs, decisions and action based on standards that seek to conserve, sustain & promote environment.

e.g. Geocentrism :→ All living & non-living beings have rights.

Biocentrism ⇒ All living beings have rights.

⇒ Ethical concerns in phase-down approach:



a) Breach target of keeping global temperature rise within 1.5°C.

b) Impact small developing land developing nations though they have contributed very less.

c) Impact future generations right for fulfilling their needs.

d) Increase global warming, pollution leading

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to climate refugees.

⇒ Ethical concerns regarding phase-out debate:-

- ① Ignore historical injustice through excessive emissions by Industrialised nations.
- ② Impacts developmental capacities of developing nations hampering inclusive growth.
- ③ Against 'Common but differentiated responsibilities - ties.
- ④ Imposition of demands on developing nations.
- ⑤ Energy security issue for developing nation.

Thus, need is to promote environmental justice through following:-

- ① Net negative emission by developed nations to create emission space for developing nations.
- ② Provide grant of \$100Bn/year as promised in Paris Climate Agreement.
- ③ Technology Transfer to promote clean energy & Industry.

It is important for developing nations to persuade developed nations to fulfil their promise to promote environmental ethics in world.

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Q.5) a) "Two things define you: Your patience when you have nothing and your attitude when you have everything." What roles do attitude and patience play in the personal and professional lives of civil servants? (10 marks, 150 words)

"दो चीजें आपको परिभाषित करती हैं: आपका धैर्य जब आपके पास कुछ नहीं होता और आपकी मनोवृत्ति/व्यवहार जब आपके पास सब कुछ होता है।" सिविल सेवकों के व्यक्तिगत और व्यावसायिक जीवन में मनोवृत्ति और धैर्य क्या भूमिका निभाते हैं? (10 अंक, 150 शब्द)

Attitude refers to positive & negative evaluation of things, people, issue, opinions or just about anything in one's environment.

Patience, meanwhile, refers to restrain & wait for one's goal, desired result in face of persistent efforts.

⇒ Role of attitude in lives of civil servants

① Professional lives : → ① Improve adaptability in situations thus helping in resilience, mental fortitude.

e.g IAS Kirthi Tali ~~was~~ conducting field visits in Cachar district during extreme flood.

② Positive attitude finds opportunities amidst problems & issues e.g T.N Sheshas transforming

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electoral process by strengthening Election Commission

b) Personal lives : → 1) Help avoid conflict of interest by keeping personal & public affairs separate.

② Helps to serve in multiparty governance by committing to impartiality & neutrality through behavioural conditioning

⇒ Role of patience in Civil servant's life : →

a) Public life : → 1) Helps in team building that will ensure sustainable result at groundlevel requires patience.

2) Patience is necessary to practice emotional intelligence to avoid impulsive & rash decisions.

b) Personal life : → 1) can help tide over time of high work pressure due to no fixed working hour.

2) Helps in developing interpersonal relationship.

Patience & Attitude are sine qua non for Civil servants to perform their duty with conscientiousness, efficiency & effectiveness

Feedback

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b) Gendered attitudes convert differences in sexes into discriminations. Examine the factors responsible for negative attitudes toward women in the Indian society. How can these attitudes be changed? (10 marks, 150 words)

लैंगिक दृष्टिकोण लिंग संबंधित भेद को भेदभाव में बदल देता है। भारतीय समाज में महिलाओं के प्रति नकारात्मक दृष्टिकोण के लिए उत्तरदायी कारकों का परीक्षण कीजिए। इन दृष्टिकोणों को कैसे बदला जा सकता है? (10 अंक, 150 शब्द)

Gendered attitudes refers to evaluation of issues, person, things etc. from the perspective of gender based differences.

e.g Margaret Atwood says that strong man is seen as born leader but strong woman as an aberration.

⇒ Gendered Attitude leading to discrimination

① Inadequate access to resources, education to girls as girls are perceived to be more suited to domestic work.

② Biological difference are used to determine power structure leading to oppression, violence etc.
e.g Rape in R.G.Kar Medical college.

⇒ Factors responsible for negative attitude towards women →

① Faulty socialisation through parent's teachers.
e.g Girls are more visible in domestic work shaping

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child's attitude.

- ① Historical & economical factors with men seen as breadwinners while women's public life is confined to kin members. e.g. Purdha Pratha.
- ② Patriarchal mindset leading to son-meta preference. e.g. Female Infanticide.
- ③ Commodification of women through media, entertainment e.g. Item Songs.
- ④ Class ceiling & inadequate representation at decision making level.

⇒ These attitudes can be changed through following

- ① social influence & persuasion. e.g. Selfie with Daughter
- ② Legal representation e.g. Women's Reservation Bill
- ③ Role of Judiciary. e.g. Balita Puniya Judgement.
- ④ Promoting Scientific temper through rational education e.g. D.K Kame, Khuwar Chand Widyasagar.
- ⑤ Promoting Successful woman like PV Sindhu, Mithali Raj, Draupadi Mummu etc.

It is imperative to realise that women's are equal members of our society without which we cannot attain true growth & development.

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Q.6) What does each of the following quotation mean to you?

निम्नलिखित उद्धरण आपके लिए क्या मायने रखते हैं?

a) "Happiness is when what you think, what you say, and what you do are in harmony." - Mahatma Gandhi. (10 marks, 150 words)

"प्रसन्नता तब होती है जब आप जो सोचते हैं, जो कहते हैं और जो करते हैं, सबमें सामंजस्य हो।" - महात्मा गांधी। (10 अंक, 150 शब्द)

Happiness is a state of cheerfulness, positivity resulting from one's sustained effort towards goal, value, objective.

According to me, this quote means that happiness can only be realised through upright actions. It is because person can only synchronise one's thinking, speech & actions if he/she is an integral person.

e.g. Buddha, recognising his thought & value rejected royal life and then acted upon his thoughts & values to attain nirvana.

Thus, Happiness requires courage & sustained effort so that one can resist temptations and act in a way that

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resonates with that person / organisation / entity.

e.g. Jonas Salk resisted temptation of money
through filing patent for his polio vaccine.
Instead, he allowed others to produce polio
vaccine leading to his own happiness &
happiness of billions of people around the
world.

Happiness is a state of mind
that is not altered by result or fruit.
One cannot attain happiness by winning,
purchasing something. Rather, happiness lies
in full effort with one's thought, speech
& action in particular situation.

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b) "The price good men pay for indifference to public affairs is to be ruled by evil men." – Plato.

(10 marks, 150 words)

"सार्वजनिक मामलों के प्रति उदासीनता की कीमत अच्छे लोगों को बुरे लोगों द्वारा शासित होने के रूप में चुकानी पड़ती है।" - प्लेटो।

(10 अंक, 150 शब्द)

Modern state is based on the principle of social contract whereby government represents will of the people.

Through this quote, Plato emphasises that apathy, non-caring attitude of good men to governance can lead to detrimental impact on social life.

e.g Rise of Mussolini & Hitler's Nazi due to apathy of good men & neighbouring nations led to World War II & holocaust.

⇒ Similarly, lower voter turnout in elections indicate growing apathy among citizens.

This can ~~give~~ result in important public offices coming in hand of corrupt & criminal persons that can hamper peace,

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stability in society.

e.g. Rising criminalisation in Indian politics is attributed to good men indifference to public affairs.

This quote can also be applied to cases of domestic violence, casting couches, nepotism, favouritism seen in society.

e.g. Recent finding of Henna Committee Report in Kerala film industry.

⇒ It is important that good men take initiative to enter public offices to promote public interest, ethical conduct and socially transform society to make it more inclusive, just and forward looking.

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c) "Whatever is begun in anger, ends in shame"-Benjamin Franklin.

(10 marks, 150 words)

"जो कुछ भी क्रोध से शुरू होता है, वह शर्मिंदगी पर समाप्त होता है" - बेंजामिन फ्रैंकलिन। (10 अंक, 150 शब्द)

Anger is state of perplexity, chaos & resentment occurring due to distressed emotion & high level of tension.

This quote signifies that decisions or actions that are taken in distress are devoid of any rationality leading to undesirable results that often leads to humiliations & shame.

e.g. Will Smith hitting Chris Rock at Oscars lead to global shame & condemnation.

• During anger, individual is not forming a balanced & practical opinion. But rather becomes 'prisoner of his/her emotions' losing self-control & self knowledge. It becomes important to check these emotions in order to prevent future chaos.

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e.g. Chauri-Chaura incident began in anger but its
chaos was prevented from spreading further by
Gandhiji through withdrawal of Non-cooperation
Movement.

⇒ Anger can be regulated by promoting emotional
intelligence that can help individual to realise
tendencies that make him angry. This will
enable him/her to rechannel their disruptive
emotions towards more fruitful & productive
areas.

In an organisation it can help in building
trust, retaining talent & promoting fairness,
loyalty & mutual respect.

Thus, Buddha have also said that "Anger is
like drinking poison & waiting for other
person to die".

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Section - B

Q.7) Prahlad is a climate conscious and responsible citizen, who left his well-paying job as a senior manager in a multinational company to start a small firm that would manufacture eco-friendly products. The motto of his company is "no waste, all green". His firm makes bio-degradable polymer which can be used as an alternative to plastic bags, bottles, plates etc. Prahlad thinks that this will promote a healthier environment and will have a positive impact on people's health. It will also help address the problem of climate change by reducing one's carbon footprint. For this to be achieved, he believes that not just products, but the process too should be less polluting. This is why, he invested heavily in non-polluting machinery. These machines are certified as "green machines". In fact, some of them were even imported from other countries. All of this has gained him a good reputation in the eyes of critics and environmentalists. But as the technology used in manufacturing these products is new, imported and expensive, the products made by Prahlad's firm is costlier than conventional plastic products. Prahlad has proved that his product is environmentally benign, but he was unable to scale up production because of he ran out of funds. Prahlad knows that if he could start manufacturing the polymer at a large scale and leverage economies of scale his product would become more price competitive to conventional plastics. Prahlad used last of his funds to publicize his product. Prahlad thought that with this publicity, raising funds from the market would be easy.

Prahlad reached out to many investors, and they showed great interest in Prahlad's product. But none of them were willing to invest money in this product. They feared that this new product, being much expensive, would not be able to compete with the conventional plastic products. Prahlad's firm is also losing his existing customer who complain about very high cost of his products. Both Prahlad's prospective investors and past customers know that this technology is less polluting and environmentally benign and has a positive attitude towards it. But consumer concern and attitude about the environment does not readily translate into the purchase of environmentally friendly products. Academic research has also identified this gap between purchase intentions and behaviors.

Prahlad knows that if he changes the production procedure, things can look better for the company on the financial front, but that can take away his reputation and will also be against his own beliefs. The only possible hope is to expand his consumer base, sell his products at full capacity and convince investors to invest in his eco-friendly venture to keep his green industry running.

Consider yourself in Prahlad's position and answer the following questions:

- How will you induce behavioral change to nudge people to move towards eco-friendly products?
- What factors will you have to consider while inspiring such a change? (20 marks, 250 words)

प्रहलाद जलवायु के प्रति एक जागरूक और उत्तरदायी नागरिक हैं, जिन्होंने एक बहुराष्ट्रीय कंपनी में वरिष्ठ प्रबंधक के रूप में अपनी अच्छी तनखाह वाली नौकरी छोड़ दी और एक छोटी सी फर्म शुरू की जो पर्यावरण अनुकूल उत्पाद बनाती है। उनकी कंपनी का आदर्श वाक्य है "कोई अपशिष्ट नहीं, सब पर्यावरण अनुकूल"। उनकी फर्म बायो-डिग्रेडेबल पॉलीमर बनाती है जिसका उपयोग प्लास्टिक की थैलियों, बोतलों, प्लेटों आदि के विकल्प के रूप में किया जा सकता है। प्रहलाद को लगता है कि इससे एक स्वस्थ वातावरण को बढ़ावा मिलेगा और लोगों के स्वास्थ्य पर सकारात्मक प्रभाव पड़ेगा। यह किसी के कार्बन पदचिह्न को कम करके जलवायु परिवर्तन की समस्या को हल करने में भी मदद करेगा। इसे प्राप्त करने के लिए, उनका मानना है कि न केवल उत्पाद, बल्कि प्रक्रिया भी कम प्रदूषणकारी होनी चाहिए। यही कारण है कि, उन्होंने गैर-प्रदूषणकारी मशीनरी में भारी निवेश किया।

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इन मशीनों को "ग्रीन मशीन" के रूप में प्रमाणित किया गया है। वास्तव में, उनमें से कुछ को दूसरे देशों से आयात किया गया था। इन सभी ने उन्हें आलोचकों और पर्यावरणविदों की नज़र में अच्छी प्रतिष्ठा दिलाई है। लेकिन चूंकि इन उत्पादों के निर्माण में इस्तेमाल की जाने वाली तकनीक नई, आयातित और महंगी है, इसलिए प्रहलाद की फर्म द्वारा बनाए गए उत्पाद पारंपरिक प्लास्टिक उत्पादों की तुलना में महंगे हैं। प्रहलाद ने साबित कर दिया है कि उसका उत्पाद पर्यावरण के लिए अच्छा है, लेकिन वह उत्पादन बढ़ाने में असमर्थ था क्योंकि उसके पास पैसे नहीं थे। प्रहलाद जानता है कि अगर वह बड़े पैमाने पर पॉलीमर का निर्माण शुरू कर सकता है और बड़े पैमाने की अर्थव्यवस्थाओं का लाभ उठा सकता है, तो उसका उत्पाद पारंपरिक प्लास्टिक की तुलना में अधिक कीमत प्रतिस्पर्धी हो जाएगा। प्रहलाद ने अपने उत्पाद के प्रचार के लिए अपने अंतिम धन का उपयोग किया। प्रहलाद ने सोचा कि इस प्रचार के साथ, बाजार से धन जुटाना आसान होगा। प्रहलाद ने कई निवेशकों से संपर्क किया और उन्होंने प्रहलाद के उत्पाद में बहुत रुचि दिखाई। लेकिन उनमें से कोई भी इस उत्पाद में पैसा लगाने को तैयार नहीं था। उन्हें डर था कि यह नया उत्पाद बहुत महंगा होने के कारण पारंपरिक प्लास्टिक उत्पादों का मुकाबला नहीं कर पाएगा। प्रहलाद की फर्म अपने मौजूदा ग्राहकों को भी खो रही है जो उसके उत्पादों की बहुत अधिक लागत के बारे में शिकायत करते हैं। प्रहलाद के संभावित निवेशक और पिछले ग्राहक दोनों जानते हैं कि यह तकनीक कम प्रदूषणकारी और पर्यावरण के लिए अच्छा है और इसके प्रति उनका रवैया सकारात्मक है। लेकिन पर्यावरण के बारे में उपभोक्ता की चिंता और व्यवहार आसानी से पर्यावरण के अनुकूल उत्पादों की खरीद में परिणत नहीं होता है। अकादमिक शोध ने भी खरीद के इरादे और व्यवहार के बीच इस अंतर की पहचान की है।

प्रहलाद जानता है कि अगर वह उत्पादन प्रक्रिया में बदलाव करता है, तो वित्तीय मोर्चे पर कंपनी के लिए चीजें बेहतर हो सकती हैं, लेकिन इससे उसकी प्रतिष्ठा समाप्त हो सकती है और यह उसकी खुद की मान्यताओं के भी खिलाफ होगा। एकमात्र संभावित उम्मीद अपने उपभोक्ता आधार का विस्तार करना, अपने उत्पादों को पूरी क्षमता से बेचना और अपने हरित उद्योग को चालू रखने के लिए निवेशकों को अपने पर्यावरण-अनुकूल उद्यम में निवेश करने के लिए राजी करना है।

खुद को प्रहलाद की स्थिति में रखें और निम्नलिखित प्रश्नों के उत्तर दें:

- a) आप लोगों को पर्यावरण-अनुकूल उत्पादों की ओर बढ़ने के लिए प्रेरित करने के लिए व्यवहार में बदलाव कैसे लाएंगे?
- b) इस तरह के बदलाव को प्रेरित करते समय आपको किन कारकों पर विचार करना होगा? (20 अंक, 250 शब्द)

*Above case study highlights
a classic dichotomy whereby economical
considerations overpower environmental
interest despite approval & encouragement*

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of environmental justice.

Prahlad is facing ethical dilemmas with respect to changing production procedure which will not be as environmentally benign as current process. Thus, most optimum step here is to induce behavioural change among people.

a) I will induce people to move towards eco-friendly products through following :-

1) Use of Social Media handles with factual evidence to create widespread ~~spee~~ awareness among masses at relatively lower cost.

2) I will try to hire famous personality that ~~can~~ for campaign purposes. This will create credibility and will be more effective in driving social influence & persuasion for people to move towards eco-friendly products.

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3) Use of government initiatives like Lifestyle for environment programme in order to create authenticity about utility of eco-friendly products.

4) Engaging with Civil Society Organisation to conduct Nukkad Natak, Dramas & plays about impending threat of climate change & individual responsibility to address such challenges.

5) International collaboration with organisation like UNESCO, UNICEF etc. can lead to enhanced credibility and wider coverage, resources in order to promote use of environmental friendly products.

b) I will consider following factors while inspiring such a change: →

a) I have to select target audience in batchwise bases so that I can

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make effective message that can resonate with specific section to drive behavioural change.

(b) Economic consideration is of utmost importance so that business become self-reliant & self-sufficient. This can be done by :-

In Short term

(a) Loan under extended Tarun Scheme [PM Mudra]

(b) Crowdfunding through Social Media.

(c) Influence through negotiations with suitable venture capitalists & investors believing in environmental cause.

(d) Selecting suitable influencer that can be seen as authentic & credible source

In Long term

(a) Process reengineering to ensure economies of scale.

(b) Effective pricing to create sustainable demand of product.

(c) Diversify products to enhance resilience & self-reliance & export of products.

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by people.

d) Engaging with local administration that can help collaborate with NGOs, CSO & local regional head of UNESCO, UNICEF etc.

Such issues are being faced by various social entrepreneurs. Government have also come with Green Credit Scheme, Social Stock Exchange and have included Renewables & environmental friendly products under Priority Sector Lending.

However, mission mode importance should be given to Life campaign to achieve Panchamrita goals along with sustainable developed economy by 2047.

Feedback

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Q.8) A gaming website dedicated to chess has gained popularity in recent times due to its online lessons and tips for improving skills in the game. You have recently started playing chess at the platform. The platform provides you analysis of your games and suggests areas of improvement. The online lessons have helped you improve your game a lot over a very short time. You are amazed at the ability of competing with players of all levels of skills from across the world. While testing and improving your chess skills on the platform, you have made friendship and acquaintances with many competitive chess players from different parts of the world. Recently, you have been encountering racial, religious and stereotypical remarks during the games from the other players. Initially you ignored such things as childish tactics by an opponent to distract you from your gameplay. Later you would try to engage with such people to dispel stereotypes. But increasingly such experiences are making you sad and bitter. Now you block such people as you encounter them.

What started as a fun and stimulating experience for you has become a source of negativity in your life. In your discussions with other people, you come to realize that they have also experienced similar racial and religious slurs, and many people have left the platform to avoid the abusive experience. You also sense that this is not an issue specific to this gaming website but is part of the generally seen behaviour on social media. You used to consider online trolling as harmless puns that could not create actual harm, but after experiencing its dark side as a victim you are realizing its negative impact.

Given this information, what are your thoughts on the following :

- How should one deal with the issues of on-line abuse such as in the case above? What options are available to you?
- What values should guide online behaviour? Do these values differ from values governing offline conduct? (20 marks, 250 words)

शतरंज को समर्पित एक गेमिंग वेबसाइट ने हाल के दिनों में अपने ऑनलाइन पाठों और खेल में कौशल सुधारने के सुझावों के कारण लोकप्रियता हासिल की है। आपने हाल ही में इस प्लेटफॉर्म पर शतरंज खेलना शुरू किया है। यह प्लेटफॉर्म आपको आपके खेलों का विश्लेषण प्रदान करता है और सुधार के क्षेत्रों का सुझाव देता है। ऑनलाइन पाठों ने आपको बहुत ही कम समय में अपने खेल को बेहतर बनाने में बहुत मदद की है। आप दुनिया भर के सभी स्तरों के कौशल वाले खिलाड़ियों के साथ प्रतिस्पर्धा करने की क्षमता से चकित हैं। प्लेटफॉर्म पर अपने शतरंज कौशल का परीक्षण और सुधार करते हुए, आपने दुनिया के विभिन्न हिस्सों के कई प्रतिस्पर्धी शतरंज खिलाड़ियों के साथ दोस्ती और परिचय बनाए हैं। हाल ही में, आपको खेलों के दौरान अन्य खिलाड़ियों से नस्लीय, धार्मिक और रुढ़िवादी टिप्पणियों का सामना करना पड़ रहा है। शुरू में आपने अपने खेल से ध्यान हटाने के लिए प्रतिद्वंद्वी द्वारा बचकानी चालों जैसी चीजों को नज़रअंदाज़ किया। बाद में आप रुढ़िवादिता को दूर करने के लिए ऐसे लोगों से जुड़ने की कोशिश करेंगे। लेकिन धीरे-धीरे ऐसे अनुभव आपको दुखी और कड़वा बना रहे हैं। अब आप ऐसे लोगों से मिलते ही उन्हें ब्लॉक कर देते हैं।

जो आपके लिए एक मज़ेदार और उत्तेजक अनुभव के रूप में शुरू हुआ, वह आपके जीवन में नकारात्मकता का स्रोत बन गया है। अन्य लोगों के साथ आपकी चर्चाओं में, आपको पता चलता है कि उन्होंने भी इसी तरह की नस्लीय और धार्मिक गालियों का सामना किया है, और कई लोग अपमानजनक अनुभव से बचने के लिए मंच छोड़ चुके हैं। आप यह भी महसूस करते हैं कि यह इस गेमिंग वेबसाइट तक सीमित मुद्दा नहीं है, बल्कि सोशल मीडिया पर आम तौर पर देखे जाने वाले व्यवहार का हिस्सा है।

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मानते थे जो वास्तविक नुकसान नहीं पहुँचा सकता, लेकिन पीड़ित के रूप में इसके अंधेरे पक्ष का अनुभव करने के बाद आपको इसके नकारात्मक प्रभाव का एहसास हो रहा है।

इस जानकारी को देखते हुए, निम्नलिखित पर आपके क्या विचार हैं:

a) किसी को ऑनलाइन दुर्व्यवहार के मुद्दों से कैसे निपटना चाहिए, जैसा कि ऊपर के केस अध्ययन में है? आपके पास कौन से विकल्प उपलब्ध हैं?

b) ऑनलाइन व्यवहार को किन मूल्यों द्वारा निर्देशित किया जाना चाहिए? क्या ये मूल्य ऑफलाइन आचरण को नियंत्रित करने वाले मूल्यों से भिन्न हैं? (20 अंक, 250 शब्द)

Above case study reveal the deep rooted issue of racism, prejudice & stereotype present in the society, which have increased in it's length & breadth due to social media.

This shows how real life bad behaviour has entered into digital arena leading to psychological & mental challenges.

a.) Issue of on-line abuse can be dealt through: →

① engaging with perpetrators to have a meaningful conversation regarding sources, impacts of such abuses. It can lead to enhancing 'threshold of tolerance' and can

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Transform behaviour of accused.

② If abuse persists, legal channels can be used to file complaints with gaming website; legal provisions of state e.g. IT Act, 2008; ~~Not~~ ITC coordination centre; National Cybercrime reporting portal.

③ Role of gaming website to develop a safe place for its users is very important. They must provide an effective grievance redressal mechanisms along with use of AI to detect habitual offenders to cancel their accounts and participation.

④ Education, scientific temper, sensitivity & awareness are major tool to deal with issue of such on-line abuse.

⑤ Issues regarding child & gender abuse require most seriousness and must be handled proactively by gaming platform & security agencies.

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⇒ Following options are available to me: →

- ① Have the platform to avoid the abusive experience
- ② Combat abuse by directly engaging & fighting with abusers through online channel.
- ③ File complaint regarding the complicit user with gaming website.
- ④ Filing legal case against abusers through relevant sections to ensure justice.
- ⑤ Can create a movement through social media to highlight rampant abuse prevalent in gaming website, thereby generating awareness & creating moral pressure and influence for gaming website to take decision.

b.) Following values should guide online behaviour: →

- Respect & dignity for fellow users.
- Compassion & empathy to enhance cross-cultural sensitivity among global users.

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- Integrity - does not change with time, position etc. Thus, integrity is necessary for ensuring consistency of value systems.
- Develop tolerance & social skills in order to interact & engage in meaningful conversation with users from different regions, culture having different worldviews & values.
- Ensuring proper safety - and security of one's digital gadgets and avoiding sharing sensitive personal information online.

Although, these many of above values are same that governs offline conduct. However, anonymity -, lack of contact, long distance connectivity spanning across borders add an enhanced risk and challenge to such situations.

Thus, need is to focus on following: →

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- ① Improving digital literacy among users.
- ② Strengthening cybersecurity Infrastructure to quell cyberattacks like ransomware, phishing attacks, digital prison etc.
[India is 4th most attacked Nation by cybersecurity]
- 3) Enhance awareness among masses to avoid sharing & posting sensitive information
- ④ International collaboration to develop a global agreement to deal with issue of online abuse & theft.
- ⑤ Data localisation & Informed consent to ensure personal freedoms [B.N. Srikrishna report].

With the emergence of AI led Deep fake tech, issue of regulating digital space have become more complex & myriad. Thus, global leaders must come forward to ensure rule based regulation of such industry.

Feedback

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Please put tick marks in the above table.		
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Q.9) You are working as Director (Human Resource) in a software company. Various factors such as economic slowdown in some of the major trade partners of India and disruptive technological changes like generative Artificial Intelligence require rapid adaptive measures from businesses to survive. The marketing department has reported that there is lack of demand for the services provided by your company in the market and business-as-usual scenario could spell doom for the company. Your company has decided to take a slew of measures to tread through a tough phase of the business which include technological rejuvenation of the company and streamlining the workforce. A significant number of employees in your organization are above fifty years of age and are finding it difficult to adapt to the new working conditions and the rapid upskilling required by the company. After proper training, the employees were subjected to a test, and a list was prepared of those who are above fifty years of age and who did not do well in the test. You have been told by the board of directors that they have plans to lay off approximately 25% of the employees. This is essential for the efficiency and survival of the company. You have been given a list of employees who are to be laid off and you have been told to communicate to them the decision of the company to terminate them.

In the above list, there is an employee who has been working in the company for twenty years. He is known for his discipline, integrity, and loyalty to the company. His financial situation is not good at present as he applied for personal loan a few months ago in order to meet the expenses of his ailing father who was hospitalized. He is sole breadwinner of the family and has two dependent daughters. Marriage of one of the daughters is scheduled for next month.

- a) What are the ethical issues involved in the above case?
b) As the head of the HR department, what ethical dilemma do you face?
c) Do you think that the company's decision is appropriate? According to you what should have been the ideal course of action in the given scenario? (20 marks, 250 words)

आप एक सॉफ्टवेयर कंपनी में निदेशक (HR) के पद पर कार्यरत हैं। भारत के कुछ प्रमुख व्यापार भागीदारों में आर्थिक मंदी और जनरेटिव आर्टिफिशियल इंटेलिजेंस जैसे विघटनकारी तकनीकी परिवर्तनों जैसे विभिन्न कारकों के कारण व्यवसायों को जीवित रहने के लिए तेजी से अनुकूली उपायों की आवश्यकता होती है। विपणन विभाग ने रिपोर्ट दी है कि बाजार में आपकी कंपनी द्वारा प्रदान की जाने वाली सेवाओं की मांग में कमी है और व्यवसाय-जैसा-हमेशा परिदृश्य कंपनी के लिए विनाशकारी हो सकता है। आपकी कंपनी ने व्यवसाय के कठिन दौर से निपटने के लिए कई उपाय करने का फैसला किया है जिसमें कंपनी का तकनीकी कार्याकल्प और कार्यबल को सुव्यवस्थित करना शामिल है। आपके संगठन में कर्मचारियों की एक महत्वपूर्ण संख्या पचास वर्ष से अधिक आयु की है और उन्हें नई कार्य स्थितियों और कंपनी द्वारा आवश्यक तेजी से अपस्किलिंग के अनुकूल होने में कठिनाई हो रही है। उचित प्रशिक्षण के बाद, कर्मचारियों को एक परीक्षा के अधीन किया गया, और उन लोगों की एक सूची तैयार की गई जो पचास वर्ष से अधिक आयु के हैं और जिन्होंने परीक्षा में अच्छा प्रदर्शन नहीं किया। आपको निदेशक मंडल द्वारा बताया गया है कि उनके पास लगभग 25% कर्मचारियों को निकालने की योजना है। यह कंपनी की दक्षता और अस्तित्व के लिए आवश्यक है। आपको उन कर्मचारियों की सूची दी गई है जिन्हें नौकरी से निकाला जाना है और आपको उन्हें कंपनी द्वारा उन्हें नौकरी से निकालने के निर्णय के बारे में बताने के लिए कहा गया है।

उपर्युक्त सूची में एक कर्मचारी है जो बीस वर्षों से कंपनी में काम कर रहा है। वह अपने अनुशासन, ईमानदारी और कंपनी के प्रति वफादारी के लिए जाना जाता है। वर्तमान में उसकी वित्तीय स्थिति अच्छी नहीं है क्योंकि उसने अपने बीमार पिता के खर्च को पूरा करने के लिए कुछ महीने पहले व्यक्तिगत ऋण के लिए आवेदन किया था, जो अस्पताल में भर्ती थे।

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वह परिवार का एकमात्र कमाने वाला है और उसकी दो आश्रित बेटियाँ हैं। बेटियों में से एक की शादी अगले महीने होने वाली है।

- उपरोक्त केस अध्ययन में नैतिक मुद्दे क्या हैं?
- मानव संसाधन विभाग के प्रमुख के रूप में, आपको किस नैतिक दुविधा का सामना करना पड़ता है?
- क्या आपको लगता है कि कंपनी का निर्णय उचित है? आपके अनुसार दिए गए परिदृश्य में कार्रवाई का आदर्श तरीका क्या होना चाहिए था?

(20 अंक, 250 शब्द)

According to ILO report, around 40-1 of global workforce is at risk from generative AI and require rapid reskilling & upskilling. This case study also emphasise on myriad impacts of disruptive technology on organisation workculture & individual livelihood.

a) Ethical issues involved in the case : →

- ① Role of disruptive technology such as AI, IoT in posing threat to economic livelihood & thereby increasing unemployment.
- ② Difficulty faced by older aged workforce & population in general to deal with rapid changes in market place.
- ③ Interconnected nature of globalised world

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increases vulnerability of domestic economy & companies due to global shocks.

④ Ethical dilemma & crisis of conscience while communicating termination to loyal & disciplined employees.

⑤ Intergenerational effect on loss of employment of family member.

b) As the head of HR department, I will face following ethical dilemma: →

① Efficiency & survival of company vis-a-vis loyalty & integrity of employee.

e.g Employee failing test is known for his commitment to work/company for past 20 years.

② Objectivity/Merit vis-a-vis compassion/empathy

e.g Father of employee is hospitalised with two dependent daughters.

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③ ~~Equity~~ ^{Merit} vis-a-vis Justice.

e.g Aged employees are being tested on flawed nature of skilling as it does not take physical & cognitive decline into account.

④ Means vis-a-vis ends.

e.g Dilemma regarding achieving efficiency & goal of company by using people as means i.e by terminating them

(Against Kant's Universal & Categorical Imperative principle)

⑤ Organisational Interest vis-a-vis ^{ethics} Personal

e.g to uphold company's decision while personally believing in compassionate capitalism

Ans-c) I believe that company's decision is not fair & impartial. It is based

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on discriminatory criteria, whereby loyal & discipline long term employee are being sacrificed for survival of the company.

- Short term, ad-hoc decisions cannot deal with such structural issues.
- Such decisions can affect loyalty, trust of other employee towards company & its future conduct.

Ideal course of action : →

- ① Providing time bound skilling, reskilling & upskilling of existing workforce by identifying different potential areas for different workers.
- ② Advocating compassionate capitalism as given by Narayan Murthy : → Changes should come at top with reduced benefits, incomes & having cap on highest salary.
- ③ Improving & diversifying software product

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to reduce vulnerability to external shocks.

- ④ Providing adequate social security benefits for employee & their family to ensure that company caters to all stakeholders.

According to India Skills Report 2023, only 4.9-1 of Indian workforce is formally trained. This highlights need to develop skilling, reskilling & upskilling of Indian workforce in order to ameliorate the impact of automation & disruptive technology.

Recent steps like employment incentive scheme & internship at top 500 companies and goal of skilling 4 Cr workforce will help not only in livelihood protection but also in enhancing worker productivity that will help India become a developed economy by 2047.

Feedback

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TOTAL MARKS		



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Q.10) Mr. A is travelling by road with his family to attend a marriage ceremony. His grandfather, who is the head of the family, is also travelling with him. On the way to their destination, all of them stop at a roadside restaurant for lunch. This is a well-known restaurant owned by one of the friends of Mr. A. The place is known for its tasty and hygienic food.

However, the grandfather notices a picture on the wall of the restaurant and enquires about the religion of the restaurant owner. Mr. A's friend belongs to a religion different from his grandfather's religion. The grandfather has a negative attitude towards the religion of Mr. A's friend, and he insists that he will not eat in that restaurant. He demands that the entire family leave the restaurant immediately, as they are travelling for a happy occasion and eating at this particular restaurant will pollute them. Mr. A tries to calm down his grandfather and explain to him that religion has nothing to do with purity or pollution. He also reasons that several travel magazines have rated the restaurant highly, especially for its superior hygiene standards. Also, he points out that there is no restaurant in the way for the next 100 km, and it will be difficult for all to make do without food for that long. However, his arguments fall on deaf ears, and more specifically, his grandfather admonishes him for bringing the family to the restaurant despite being aware of the religion of the owner. Mr. A's friend feels insulted and discriminated against due to his religion. Mr. A's father is upset but refuses to say anything out of respect for the grandfather. The entire family is embarrassed by the attitude of the grandfather, and they are getting ready to leave the restaurant. Mr. A is confused regarding how he should act in this situation.

- What are the various ethical issues in the above case study?
- Imagine yourself in the place of Mr. A. Evaluate the different courses of action available to you. What is the most suitable course of action? (20 marks, 250 words)

श्री A अपने परिवार के साथ एक विवाह समारोह में भाग लेने के लिए सड़क मार्ग से यात्रा कर रहे हैं। उनके दादा, जो परिवार के मुखिया हैं, भी उनके साथ यात्रा कर रहे हैं। अपने गंतव्य के रास्ते में, वे सभी दोपहर के भोजन के लिए सड़क किनारे एक रेस्तरां में रुकते हैं। यह श्री A के दोस्तों में से एक का प्रसिद्ध रेस्तरां है। यह स्थान अपने स्वादिष्ट और स्वच्छ भोजन के लिए जाना जाता है। हालांकि, दादाजी ने रेस्तरां की दीवार पर एक तस्वीर देखी और रेस्तरां के मालिक के धर्म के बारे में पूछताछ की। श्री A के दोस्त अपने दादा के धर्म से अलग धर्म को मानते हैं। दादाजी का श्री A के दोस्त के धर्म के प्रति नकारात्मक रवैया है, और वह जोर देकर कहते हैं कि वह उस रेस्तरां में खाना नहीं खाएंगे। वह मांग करते हैं कि पूरा परिवार तुरंत रेस्तरां छोड़ दे, क्योंकि वे एक खुशी के अवसर पर यात्रा कर रहे हैं और इस विशेष रेस्तरां में खाना उन्हें प्रदूषित करेगा। श्री A अपने दादा को शांत करने की कोशिश करते हैं और उन्हें समझाते हैं कि धर्म का शुद्धता या प्रदूषण से कोई लेना-देना नहीं है। वह यह भी तर्क देते हैं कि कई यात्रा पत्रिकाओं ने रेस्तरां को उच्च रेटिंग दी है, खासकर इसके बेहतर स्वच्छता मानकों के लिए। इसके अलावा, वह यह भी बताता है कि अगले 100 किलोमीटर तक रास्ते में कोई रेस्तरां नहीं है, और इतने लंबे समय तक बिना भोजन के रहना सभी के लिए मुश्किल होगा। हालांकि, उसके तर्क अनसुने रह जाते हैं, और खास तौर पर, उसके दादा उसे मालिक के धर्म के बारे में जानते हुए भी परिवार को रेस्तरां में लाने के लिए डाँटते हैं। श्री A के दोस्त को अपने धर्म के कारण अपमानित और भेदभाव महसूस होता है। श्री A के पिता परेशान हैं, लेकिन दादा के सम्मान में कुछ भी कहने से इनकार करते हैं। पूरा परिवार दादा के रवैये से शर्मिदा है, और वे रेस्तरां छोड़ने के लिए तैयार हो रहे हैं। श्री A इस बात को लेकर उलझन में हैं कि उन्हें इस स्थिति में कैसे कार्य करना चाहिए।

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a) उपरोक्त केस अध्ययन में विभिन्न नैतिक मुद्दे क्या हैं?

b) खुद को श्री A की जगह पर रखकर कल्पना कीजिए। दी गई विभिन्न कार्यवाही का मूल्यांकन कीजिए। सबसे उपयुक्त कार्यवाही क्या है? (20 अंक, 250 शब्द)

This case study reveals hidden challenges faced in multi-religious society. It indicates parochial mindset that can foster intolerance, mistrust leading to fragile social fabric.

a) Various ethical issues involved in the case study are: →

① Stereotype & prejudicial attitude of Mr. A's grandfather due to religious differences.

② Superstitious attitude in which 'so' called pollution is more important than hygienic conditions.

③ Obedience & submission of Mr. A's father towards Grandfather. This also highlights issue of traditional norms of non-questionable authority & modern norm

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of questioning irrationally (Mr. A's trying to calm down grandfather)

④ Issue of hunger as other restaurant is over 100 km far.

⑤ Loss of dignity & respect felt by Mr. A friend that can cause cognitive dissonance / intolerance.

Ans.b.) Different courses of actions available to me are as follows: →

Option 1

I will leave the restaurant with my family.

Merit	Demerit
1.) It will pacify grandfather.	1.) Crisis of Conscience as <u>core value</u> challenged.
	2.) Impact <u>friendship</u>
	3.) Perpetuate grandfather's negative attitude
	4.) Family remain hungry.

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Option 2

I will talk with my father & other family members. We will collectively convince & create moral pressure on grandfather to eat in that restaurant.

Merit

- ① It may influence & re-orient ~~his~~ ^{grandfather's} attitude
- ② Friend will not feel humiliated
- ③ No suffering from crisis of conscience
- ④ Family will not suffer from hunger.
- ⑤ Promote tolerance / goodwill in society.

Demerit

- 1) It may increase anger of grandfather and can create sense of alienation from other members.

Option 3

I will refuse to leave & stay adamant in having food at that

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particular restaurant, without trying to convince others & grandfather.

Merit

Demerit

- ① No crisis of conscience
- ② Friendship will remain intact.
- 3.) I will not suffer from hunger.

- 1.) May strain relationship with grandfather & other family members.
- 2.) Perpetuate grandfather's negative attitude
- 3.) Other family members will remain hungry.

I will choose Option 2, as it seeks to address not only immediate issue through short term measure, but also have potential to drive long term change in attitude of my grandfather towards people of other religion. This,

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option provides an opportunity to bring change that can get internalised in my grandfather.

Such issues of negative attitude are due to faulty socialisation & prejudices that have embedded in psyche of people.

Here, role of state through inclusive development, neutrality, partiality and importantly through agency of social influence & persuasion is very important to deal with such issue.

Messages of great leaders & reformers like Gandhiji, Ram Mohan Roy, Swami Vivekananda need to be emphasised to develop goodwill, fraternity, mutual trust & harmony in multireligious society like India.

Feedback

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S & F		
P & R		

Please put tick marks in the above table.

Here G is Good, A Average and P is Poor.

TOTAL MARKS	
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Q.11) On a cold and foggy night in December, Arun and Seema, both unknown to each other, boarded a train for Lucknow at the Delhi junction. Both were going to their home town on the weekend. It was supposed to be a routine train journey of 7-8 hours. Arun, a first-year graduate from a reputed institute in Delhi, aspires to join DRDO and make a career in the R&D field. Seema, a national-level volleyball player, had dreams of joining the paramilitary forces. Both checked their tickets and got comfortable in their respective seats in the coach S7.

The train gave the final horn and slowly started leaving the station. Amidst the chugging of the engine and the train wheels clacking on the tracks, both Arun and Seema fall asleep. But as fate would have it that night, a routine train journey turned out to be a nightmare for the passengers of coach S7, including Arun and Seema. The train was on its scheduled two-minute halt at an outskirt station when suddenly 4-5 robbers entered the coach S7. They asked all the passengers to hand over their valuables without any fuss. None of the passengers could gather the courage to confront them, as they had country-made pistols and sharp-edged weapons. But somehow, Arun and Seema mustered the courage and resisted the robbers. The robbers threatened them with dire consequences and asked them to comply with their command. But both remained adamant and even refused to hand over their valuables to the robbers. To teach them a lesson and set an example for the other passengers, both Arun and Seema were thrown out of the moving train. At that very moment, another train was approaching on the parallel track, and both were hit by it; Arun lost his right arm, Seema lost her left leg, and she had multiple fractures in the spinal cord.

Both met somewhat similar fates that night, but both faced the 'tragedy' that unfolded with them in a completely different manner. In spite of full support from his family, Arun lost all hope and got disenchanted with life. He couldn't accept the new reality and went into depression. Also, the thoughts of committing suicide would often come into his mind. Seema, on the other hand, after completing her treatment, decided to pursue her dreams. She was also encouraged by his family and friends to start a new life. She started training with a prosthetic leg and resumed playing volleyball. Not only this, she decided to push boundaries and chose mountaineering. And around two years later, she became the world's first female amputee to scale Mount Everest.

The stories of Arun and Seema highlight the importance of the adversity quotient. But it is also evident that different people possess different levels of adversity quotient. Based on your understanding of the above case study, answer the following:

- Examine the importance of the adversity quotient in life, citing examples. How can the adversity quotient be developed?
 - As a friend of Arun, what suggestions would you give to him to overcome the aftermath of the tragedy?
- (20 marks, 250 words)

दिसंबर की एक ठंडी और धुंध भरी रात में, अरुण और सीमा, दोनों एक दूसरे से अनजान, दिल्ली जंक्शन पर लखनऊ के लिए ट्रेन में सवार हुए। दोनों सप्ताहांत में अपने गृह नगर जा रहे थे। यह 7-8 घंटे की एक नियमित ट्रेन यात्रा होनी थी। दिल्ली के एक प्रतिष्ठित संस्थान से प्रथम वर्ष का स्नातक अरुण, DRDO में शामिल होने और R&D क्षेत्र में अपना करियर बनाने की इच्छा रखता है। सीमा, एक राष्ट्रीय स्तर की वॉलीबॉल खिलाड़ी, अर्धसैनिक बलों में शामिल होने का सपना देखती थी। दोनों ने अपने टिकट चेक किए और कोच S7 में अपनी-अपनी सीटों पर आराम से बैठ गए। ट्रेन ने अंतिम हॉर्न दिया और धीरे-धीरे स्टेशन छोड़ने लगी। इंजन की गड़गड़ाहट और पटरियों पर ट्रेन के पहियों की खट-पट के बीच, अरुण और सीमा दोनों सो गए। लेकिन जैसा कि उस रात किस्मत में था, एक नियमित ट्रेन यात्रा कोच S7 के यात्रियों के लिए एक बुरे सपने में बदल गई उन्होंने सभी यात्रियों से बिना किसी शोर-शराबे के अपना कीमती सामान सौंपने को कहा।

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कोई भी यात्री उनका सामना करने की हिम्मत नहीं जुटा पाया, क्योंकि उनके पास देसी पिस्तौल और धारदार हथियार थे। लेकिन किसी तरह अरुण और सीमा ने हिम्मत जुटाई और लुटेरों का विरोध किया। लुटेरों ने उन्हें गंभीर परिणाम भुगतने की धमकी दी और उनसे उनकी बात मानने को कहा। लेकिन दोनों अड़े रहे और लुटेरों को अपना कीमती सामान सौंपने से भी इनकार कर दिया। उन्हें सबक सिखाने और दूसरे यात्रियों के लिए एक उदाहरण पेश करने के लिए अरुण और सीमा को चलती ट्रेन से बाहर फेंक दिया गया। उसी समय, समानांतर ट्रैक पर एक और ट्रेन आ रही थी, और दोनों उसकी चपेट में आ गए; अरुण ने अपना दाहिना हाथ खो दिया, सीमा ने अपना बायां पैर खो दिया, और उसकी रीढ़ की हड्डी में कई फ्रैक्चर हो गए। उस रात दोनों की किस्मत कुछ हद तक एक जैसी थी, लेकिन दोनों ने अपने साथ हुई 'त्रासदी' का बिल्कुल अलग तरीके से सामना किया। अपने परिवार से पूरे समर्थन के बावजूद, अरुण ने सारी उम्मीदें खो दीं और जीवन से निराश हो गया। वह नई वास्तविकता को स्वीकार नहीं कर सका और अवसाद में चला गया। इसके अलावा, आत्महत्या करने के विचार अक्सर उसके मन में आते थे। दूसरी ओर, सीमा ने अपना इलाज पूरा करने के बाद अपने सपनों को पूरा करने का फैसला किया। उसे अपने परिवार और दोस्तों से भी एक नई ज़िंदगी शुरू करने के लिए प्रोत्साहन मिला। उसने एक कृत्रिम पैर के साथ प्रशिक्षण शुरू किया और वॉलीबॉल खेलना फिर से शुरू किया। इतना ही नहीं, उसने सीमाओं को लांघने का फैसला किया और पर्वतारोहण को चुना। और लगभग दो साल बाद, वह माउंट एवरेस्ट पर चढ़ने वाली दुनिया की पहली महिला विकलांग बन गई।

अरुण और सीमा की कहानियाँ प्रतिकूलता के महत्व को उजागर करती हैं। लेकिन यह भी स्पष्ट है कि अलग-अलग लोगों में प्रतिकूलता के अलग-अलग स्तर होते हैं। उपरोक्त केस स्टडी की अपनी समझ के आधार पर, निम्नलिखित का उत्तर दें:

a) उदाहरण देते हुए जीवन में प्रतिकूलता के महत्व की परीक्षण कीजिए। एडवर्सिटी कोशंट (AQ) को कैसे विकसित किया जा सकता है?

b) अरुण के मित्र के रूप में, आप उसे संकट के बाद के परिणामों से उबरने के लिए क्या सुझाव देंगे?

(20 अंक, 250 शब्द)

Above ~~case~~ case study highlight myriad security challenges faced in Indian transportation sector, along with lack of collective effort in the face of adversity. But, most importantly, highlight how adversity can create strong characters to tide

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over wave of tragedy & loss.

- Adversity quotient refers the ability to face challenge, losses & tragedy in life through mental fortitude, courage in order to bounce back better in life.

e.g. Hellen Keller despite being deaf & blind became a source of global inspiration & woman empowerment.

Ans. a) Importance of adversity quotient in life: →

- ① Develop resilience, dedication & persistence towards goals despite myriad challenges & obstacles.

e.g. Thomas Alva Edison said that he found 10,000 different ways that don't work before succeeding in making Light Bulb.

- ② Gives true sense of freedom & liberty as help maintain positive attitude in

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all stages & conditions of life.

e.g Nelson Mandela being imprisoned for 27 years. but never lost hope.

③ Helps in living an honest, dignified & life full of integrity.

e.g Adversity Quotient can help withstand temporary obstacles leading to consistency in value system.

④ People with high AQ becomes source of inspiration for masses, helping in social influence & persuasion.

e.g Dr. B.R. Ambedkar suffered caste based untouchability but it could not stop him from framing Indian constitution.

⇒ Adversity quotient can be developed through following. →

① Importance of Child Rearing — process
→ Proper balancing between rewarding & punishing as per action.

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- ② Strong positive attitude through help of leaders, influencers.
- ③ Ethical philosophies, self analysis & control can lead to strong inner motivation leading to higher Adversity quotient.
- ④ Marshmallow experiment → Delayed gratification, recurrent challenges can lead to stronger Emotional Intelligence and thus stronger adversity quotient.
- ⑤ Exploring meaning of life. e.g. Viktor E. Frankl survived Auschwitz to become a successful writer.

Ans. b) As a friend of Arun, I would give following suggestion to overcome affects of tragedy: →

- ① To take small incremental steps to adapt new life by consulting psychiatrist to deal with depression.

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- ② Create a positive atmosphere by generating awareness about depression among his family members.
- ③ Will show him is that his aspiration to join DRDO is still possible.
- ④ Slowly & steadily help him come back to his older way of life.
- ⑤ Use of Accessible India programme & related scheme to secure prosthetic for his right arm.
- ⑥ Establish contact between Arun & Seema, so that both can learn from each other's loss, resilience & new journey.

Such tragedy requires a strong attitude. It is attitude that can develop strong adversity quotient. Thus, Winston Churchill said that "Attitude is a little thing, that makes a big difference"

Feedback

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Please put tick marks in the above table.		
Here G is Good, A Average and P is Poor.		
TOTAL MARKS		



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Q.12) Nestled in the lap of the Himalayas, Purabkashi is a town located on the way to major pilgrimage destinations. The town is traversed by a section of the Panch-Dham Road Project, whose objective is to improve connectivity to the five major pilgrimage centers in the region. The project aims to develop and widen nearly 900 km of national highways in the Himalayas, making journeys to these centers safer, faster, and more convenient. The project is being constructed at a very high cost and is expected to boost tourism in the region and reduce road accidents occurring in the hilly region. The project is also important from a security point of view, as these roads can act as strategic feeder roads that connect the border with the Army camps in the nearby areas. The roads may facilitate quicker movement of troops and supplies and can serve as a strategic asset in connecting the border regions.

However, from the conception stage of the project itself, various NGOs have raised several fault lines regarding its environmental sustainability. It has been noted that the project may destroy about 690 hectares of forests, and an estimated 20 million cubic meters of soil need to be removed. Experts raise concern that such a high-impact activity may aggravate erosion and destabilize the slopes. Large-scale uprooting of vegetation can prove to be perilous for biodiversity and regional ecology. Indiscriminate blasting during road construction creates cracks in soil and rocks that may enhance the possibility of landslides and associated disasters in the future. In 2018, the project was challenged in the Supreme Court by an NGO for its potential impact on the Himalayan ecology due to felling trees, cutting hills, and dumping excavated material. The Supreme Court then constituted a high-powered committee that warned against widening the road by 12 meters. It had suggested that the widening stay between 5.5 and 7 meters. However, this recommendation by independent experts was opposed by government officials and ultimately sidelined. The worst fears of the local and scientific communities came true when about 40 workers got trapped inside a tunnel after the under-construction tunnel structure collapsed in Purabkashi. Overnight, Purabkashi became the talk of the country.

The project was awarded to the contractor, PQR Enterprises. Mr. Vinay Kumar, who has experience completing many such projects in the past, was appointed as Project Director, overseeing the smooth completion of the project and monitoring the contractor's work. Mr. Vinay is known for his honesty and dedication. Prior to the mishap, he had successfully overseen this project to meet its timeline. But after the mishap, the higher authorities are privately requesting the project director, Mr. Vinay, to take responsibility for the mishap. To manage the growing resentment in the locality and nationwide, he is being asked to step down as project director. But Mr. Vinay feels that he is being unfairly blamed. To alleviate the pressure from the public, he is being scapegoated. The project had issues right from the conception stage, given the ecological fragility of the region.

Various ecological experts and geological scientists think that the incident has exposed not only the project's vulnerabilities but also the lapses in the safe tunnel construction mechanisms carried out, like the failure to construct an escape tunnel. Several experts have pointed out this incident as a warning for future disasters, as now questions have been raised about the fragility of the Himalayas in sustaining massive infrastructure projects like the Panch-Dham project. The government, despite many voices against the project, is treating the incident as an isolated incident and moving on with the further construction of the project. There is a protest happening in the state with a demand by the people to consider the project's environmental consequences and also the operations of the contractor, PQR Enterprises, in the particular project.

- a) What are the various ethical issues involved in the above case study?
- b) As the head of the Panch-Dham Project, what are the options available to Mr. Vinay? Analyze the advantages and disadvantages of each.
- c) In your opinion, between the twin objectives of development and conservation, what should be given more priority and why? (20 marks, 250 words)

(20 marks, 250 words)

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अलग घटना के रूप में देख रही है और परियोजना के आगे के निर्माण के साथ आगे बढ़ रही है। राज्य में लोगों द्वारा परियोजना के पर्यावरणीय परिणामों और विशेष परियोजना में ठेकेदार, PQR एंटरप्राइजेज के संचालन पर विचार करने की मांग के साथ विरोध प्रदर्शन हो रहा है।

- उपरोक्त केस अध्ययन में शामिल विभिन्न नैतिक मुद्दे क्या हैं?
- पंच-धाम परियोजना के प्रमुख के रूप में, श्री विनय के पास क्या विकल्प उपलब्ध हैं? प्रत्येक के फायदे और नुकसान का विश्लेषण कीजिए
- आपकी राय में, विकास और संरक्षण के दोहरे उद्देश्यों के बीच, किसे अधिक प्राथमिकता दी जानी चाहिए और क्यों?

(20 अंक, 250 शब्द)

Ans.) The above case studies shows challenges associated with development in fragile Himalayan region. It was recently witnessed in Tashimath, Silkarya tunnel in Uttarakhand. However, such issues are widespread posing myriad of challenges & ethical issues.

a) Ethical issues involved are as follows.

① issue of environmental sustainability of the project in fragile Purabkshi town in Himalayas.

② Mass scale deforestation (~690mn hectares) & biodiversity loss. [Eco-centrism]

③ loss of life & property due to threat

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of landslide.

④ Issue of cost, strategic importance, employment generation through tourism but going against finding of SC appointed committee.

⑤ Issue of abuse of power as Mr. Vinay is pressurised to become scapegoat.

b) Options available to Mr. Vinay are: →

Option A: → Take the responsibility for mishap to step down as Project director.

Merit	Demerit
① Help quell the protest.	① Crisis of Conscience as unfairly blamed
② Crain <u>goodwill</u> of employees.	② Made Scapegoat that will not lead to <u>required</u> <u>changes</u> in project.
③ Promote Organisational Interest.	③ More such Incident occur in future.

Option B: → Refuse to take the responsibility for mishap

Merit	Demerit
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① Remain <u>true</u> + <u>honest</u> to himself	① Impact Organisational relation + Interest.
② May lead to Substantial changes.	② Protest will increase

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Option C: → Take responsibility but also highlight issues right from conception stage.

Merit

Demerit

- ① Help quell protest.
- ② Honest to oneself as main reason given.
- ③ Can result in discussion on conception of project leading to changes.

- ① May impact relation with seniors as not ready to simply become scapegoat.
- ② May not lead to ^{change in} any effective _{ground} reality.

Ans c) In my opinion, development & conservation are not mutually exclusive objectives.

For a long term, cost effective, Inclusive, clean & sustainable development, environ-
mental component should become a part of every developmental plan.

This can be done by conducting Environment Impact Assessment, social Impact Assessment in order to evaluate that development is sustainable and will lead to benefit of masses. Thus, both should be given utmost priority based on objectives, needs & impacts.

Feedback
(For OFFICE use)

#	ⓐ
AWIS	
CD & VA	
S & F	
P & R	
Please put tick marks in the table.	
Here G is Good Average and P Poor.	
TOTAL MARKS	