



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 748)

|                   |                        |                     |        |
|-------------------|------------------------|---------------------|--------|
| Name of Candidate | Soumyadip Bhattacharya |                     |        |
| Medium Hindi/Eng. | Eng                    | Registration Number | 13978  |
| Center            |                        | Date                | 4/9/16 |

### INDEX TABLE

| Q. No. | Maximum Marks | Marks Obtained |
|--------|---------------|----------------|
| 1(a)   | 10            | 4½             |
| 1(b)   | 10            | 4              |
| 2(a)   | 10            | 4½             |
| 2(b)   | 10            | 5              |
| 3(a)   | 10            | 5              |
| 3(b)   | 10            | 4½             |
| 4(a)   | 10            | 4              |
| 4(b)   | 10            | 4½             |
| 5(a)   | 10            | 5              |
| 5(b)   | 10            | 5              |
| 6      | 10            | 4              |
| 7      | 10            | —              |
| 8      | 10            | 4              |
| 9      | 20            | 10             |
| 10     | 20            | 7              |
| 11     | 20            | 8½             |
| 12     | 20            | 9½             |
| 13     | 20            | 8              |
| 14     | 20            | 8              |

Total Marks Obtained:

Remarks:

Signature of Examiner

105  
250

### INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).  
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are FOURTEEN questions printed in HINDI and ENGLISH.  
इसमें चौदह प्रश्न हैं तथा हिन्दी और अंग्रेजी दोनों में छपे हैं।
- All questions are compulsory.  
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.  
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- 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. No marks will be given for answers written in medium other than the authorized one.  
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.  
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.  
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

75, 3<sup>rd</sup> Floor, Old Rajinder Nagar Market, Near Axis Bank, New Delhi – 110060

103, 1<sup>st</sup> Floor, B/1-2, Ansal Building, Behind UCO Bank, Dr. Mukherjee Nagar, Delhi – 110009

## EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1. Dear Soumyadip, your effort to write this paper is worth praising. You have tried to attempt all the questions except one.
2. Contextual clarity regarding the Subject and the ability to structure answer was very good.
3. Smooth flow of language, underlining of keywords and good handwriting made your representation even better. Maintain this tempo in your exam also.
5. One thing I would advise you is try to list out all the facts and ethical dilemmas involved in the case studies in the beginning of your answer - this shows your understanding of the case.
6. You have no dearth of knowledge just keep practicing and maintain your discipline you will really do very good in the exam.

All the Best

All the best from the  
VISION IAS TEAM!

Answer the following questions is not more than 150 words each.

1. (a) The crux of ethical behavior lies not only in standards, but in their adoption in action and issuing sanctions against their violation. Illustrate. 10

नैतिक व्यवहार का मूल आधार/निचोड़ न केवल मानदंडों में निहित है, बल्कि उन्हें अपने व्यवहार में अंगीकार करने और उनके उल्लंघन को प्रतिबंधित करने में निहित है। उदाहरण सहित व्याख्या कीजिए।

Ethical behavior is the result of the value system which help an individual to behave in an ethical, moral way.

For ethical system or behavior of an individual or organisation the standard, value system, should be intrinsically set on moral ground. But only setting standard does not guarantee the duplication of ethical behavior in practices. Rather the practice of ethical standard in

4½

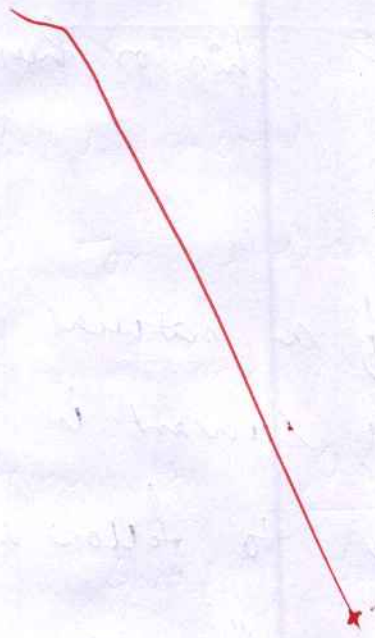
conceptual clarity is good, flow of language is also good!

*good illustration*  
 day to day's work make them  
successful. For- e.g- various  
government departments through their  
citizen charters, vision & mission  
statement set high ethical standards.  
 but the officers are indulged in  
unethical practices.

It is also observed that many  
people follow ethical standards but  
 generally don't oppose against the  
violation of ethical standards by the  
others in daily life and within  
 an org. organisation. e.g- honest employees  
not taking any action against  
dishonest subordinates. It can be said

that the person who is unethical in his  
work and the one who isn't remain silent,  
 are guilty according to ethical standards.

*[Faint, illegible handwritten text in Hindi, possibly bleed-through from the reverse side of the page.]*



1. (b) Ethical qualities of a civil servant come handy in times of a crisis. Elucidate using the example of a natural disaster. 10

किसी लोक सेवक के नैतिक गुण संकट के समय काम आते हैं। किसी प्राकृतिक आपदा का उदाहरण देते हुए इसे स्पष्ट कीजिए।

The ethical qualities of a

civil servant is most important

at the time when he or she

has to act in his or her

discretion.

In case of a natural

disaster, a civil servant is

not in a position to follow any

rule book. The course of action

is mainly guided by ethical

values and qualities—

Ethical qualities help him/her

↳ In light of these disaster explain the role of C.S in different phases of it

4

very well structured answer. however,

addition of examples would have

improved the quality further

you can take examples of Jharkhand flood, Chennai flood, Nepal

to decide the priority in which  
rescue operation should take  
place. Such as patients and  
senior citizens should be given  
first priority, followed by women  
and children and then others.

flow of  
request  
is good

(ii) work without any bias and  
prejudice. For e.g. - distribution  
of relief material irrespective  
of political consideration.

(iii) Deciding course of action without  
any political influence. For e.g. -  
certain political party may  
force the civil servant to do

the evacuation of some of  
their supporters on priority  
basis.

Thus the time of crisis  
is the moment to show —  
'Where the mind is without  
fear'.



2. (a) The bailout package offered to large financial corporations in response to global financial crisis raised important ethical questions. Discuss the ethical issues involved in giving bailout packages to financial corporations using taxpayers' money. 10

वैश्विक वित्तीय संकट की अनुक्रिया में बड़े वित्तीय संस्थानों को दिया गया बेल आउट पैकेज महत्वपूर्ण नैतिक प्रश्न खड़े करता है। करदाताओं के धन से वित्तीय संस्थानों को दिए जाने वाले बेल आउट पैकेजों से जुड़े नैतिक मुद्दों पर चर्चा कीजिए।

4/2 Historically it was observed that government had many time given bail out packages to many financial and other corporates at the time of global financial crisis. The ethical issues involved in such cases are as follows —

↳ The money which is given to the corporation, belongs to tax payer, and the executive on its discretion can not give it to any particular private company.

very good understanding of the topic. however try to give some recent bail out that govt has taken eg. DISCOM, Sugar industries

(i) The standard by which a financial corporation is selected for bail out package is often unclear.

(ii) The politico-bureaucrat-corporate nexus often come into play in deciding such bail out packages.

(iii) The loss incurred by the company may be due to its own faults and wrong decision and it is not ethical by the government to compensate the loss by public money.

But at the same time it is argued that

financial corporation helps in  
moving capital for infrastructure,  
generating employment etc. Thus  
such type of package should  
be determined based on equal  
standards backed by legislation  
and with support of  
general public.

The only  
ethical  
justification  
for bailouts  
could be  
if they  
aid  
economic  
recovery  
and are  
targeted  
for the  
vulnerable.

2. (b) There is an entrenched perception in our country that the police is biased against the minority community. Why does such a perception exist? Suggest steps to bridge the police community gap. 10

हमारे देश में एक मजबूत धारणा है कि पुलिस अल्पसंख्यक समुदाय के विरुद्ध पक्षपाती होती है। ऐसी धारणा क्यों विद्यमान है? पुलिस और समुदाय के बीच की खाई पाटने हेतु उठाए जा सकने वाले विभिन्न कदमों को सुझाइए।

5

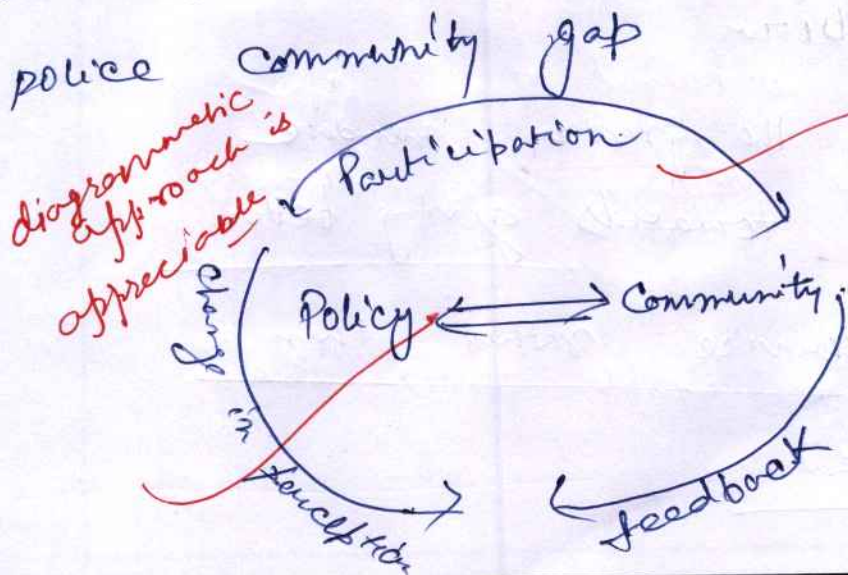
At the moment we hear  
the term 'police', a  
sense of fear comes into  
our mind. Such type of  
fear is more among the  
minority communities, as the  
common perception about police  
is mostly negative among them—  
i) Closed social system followed  
by some minority community,  
make police suspicious about  
their activities.

good

(i) The employment of members of minority communities in police force is negligible.

(ii) Previous instances where some minority people may be wrongly treated by police.

Policing is a public service, and it is the right time to take proper measures to bridge the police community gap.



Structure of your answer is very good however you can mention the reports of some comm or data from NCRB etc. to reinforce your argument

i) To bridge the communication gap regular interaction must be organised. Schemes such

as neighbourhood watch scheme

can make participation greater.

A feedback system should be developed.

ii) To change the perception of a community about police,

the force should be given proper training of attitude and behaviour.

iii) Lastly, the greater mandate should be towards giving better public service rather than a fear appeal.

you can also add  
→ police reform  
→ Indian systems reform  
→ sensitive training should be given to the police etc

3. (a) India's abysmal record in sex ratio and gender violence reflects the general attitude of the society towards women. Discuss. In this context, how could an attitudinal change be brought about? 10

लिंग अनुपात और लैंगिक हिंसा के मामले में भारत का बेहद खराब रिकॉर्ड महिलाओं के प्रति समाज की सामान्य अभिवृत्ति प्रदर्शित करता है। चर्चा कीजिए। इस संदर्भ में, लोगों की अभिवृत्ति में कैसे परिवर्तन लाया जा सकता है?

5 We worship the goddess  
Surga as symbol of power, but  
when it comes the question of our  
daughter, wife or daughter in laws,  
all of them have to face the  
menace of gender violence in  
their day to day life.

The attitude of the society  
towards women mostly contributed  
towards the lower sex ratio and  
gender violence -

is the high rate of female  
feticide mainly, due to the  
attitude, that daughters can't

Very  
comprehensive  
and  
well  
structured  
answer.  
Conceptual  
clarity  
is also  
good.

to take forward the family and  
will be unable to perform  
'last rights'.

ii) Daughters are mostly viewed as  
'financial burden'.

Vijaya  
iii) After marriage, women are  
either viewed as object of sex  
or only for carrying out domestic  
works.

iv) The patriarchal mindset of taking  
dowry is another reason for  
violence.

The attitudinal change can  
be brought around by following  
methods →

i) sensitizing people about the



Contribution of women towards  
family, society and nation,

i) Including gender sensitive issues in  
education curriculum.

ii) More participation of women in  
our democratic system.

The time has come,  
when the women power will  
make India proud on world arena.

Thus an attitudinal change is  
the need of the hour so that  
nation can produce, number of

Sakshi, Sindhu & Deepa

from her daughters.

addition  
of  
examples  
have  
added  
value  
in your  
answer

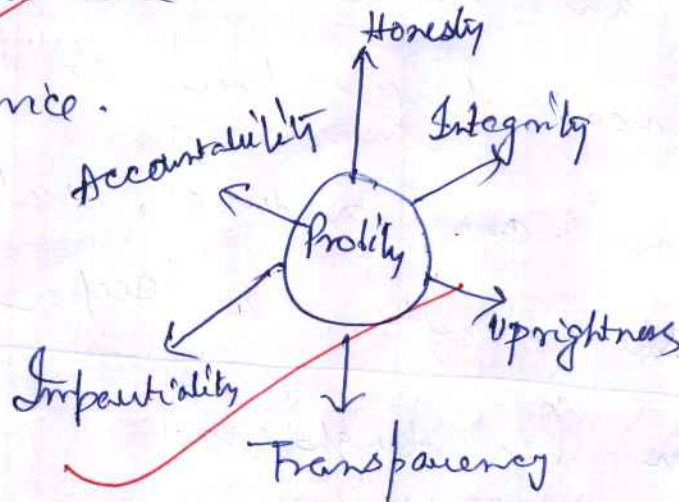
3. (b) In the parlance of governance, probity is often used in conjunction with integrity. How do you differentiate between the two? What is their importance in public life? What measures can help promote these values in governance? 10

शासकीय भाषा में, ईमानदारी (प्रोबिटी) को प्रायः सत्यनिष्ठा के संयोजक के रूप में उपयोग किया जाता है। आप इन दोनों के बीच कैसे भेद करते हैं? सार्वजनिक जीवन में इनका क्या महत्व है? शासन में इन मूल्यों को बढ़ावा देने में कौन-से उपाय सहयोग कर सकते हैं?

4!

appropriate definition of Probity is the highest quality of honesty which included the values of impartiality, uprightness, transparency, accountability and integrity along with honesty. Thus integrity is a part of probity in case of public service.

It is adherence to standards, values, principles in personal and professional life



The importance of probity and accountability in public life are as follows —

i) These values help to make an effective, efficient public service delivery system.

ii) Make the system accountable and transparent

iii) Help to work public service with any bias and prejudice

iv) Establishing 'rule of law'.

v) Most importantly it helps to build trust among the public about the system.

Measures that can help to promote these values in governance —

i) Increasing interaction among various stake holders taking feedback and implementation of value system.

ii) Promote the environment of transparency, changing the bureaucratic mindset of Secrecy.

iii) Replication of best practices from private sector.

iv) Encouraging the honest one, and punishment for the dishonest.

v) 'Be the change that you want others to be' — thus changing the mindset of bureaucratic system.

Suggestions  
listed  
out  
are  
quite  
relevant

4. (a) How does the use of social media influence political participation and civic engagement? Discuss with examples. 10

सोशल मीडिया का प्रयोग राजनीतिक भागीदारी और नागरिक-संलग्नता को कैसे प्रभावित करता है? उदाहरण सहित चर्चा कीजिए।

4

'social media' had started,  
taking a prominent role in  
shaping political mindset and civic  
engagement in recent days —

i) social media had used by  
various political parties in recent  
elections for their campaigning.

For e.g. — Political parties used  
Facebook, twitter for their  
campaign.

ii) Leaders had used their social  
media accounts for interacting  
with public.

Give a  
one  
line  
definition  
of S.M.

by using  
examples  
you have  
nicely  
brought  
out  
how  
S.M. is  
being used  
in political  
participation  
and  
civic  
engagement

iii) Social media had also used  
for solving public grievances.

Many examples are there, where  
railway minister had promptly

responded to tweets posted  
by passengers.

iv) Many social groups are formed  
to discuss, debate about the  
political, social agendas.

v) Social media had also used for  
generating & moving public,  
supporting or opposing any particular  
issue.

You have only mentioned five aspects of S.M. You should also highlight the +ve aspect of S.M. to complete your answer.

~~With~~ With this fast pace  
of life, we get hardly any time  
to engage in a debate with  
~~our~~ own friends in real life.  
Social media had given the  
stage for constructive debates,  
discussion regarding the socio-  
political issues concerning national  
and international subjects.

4. (b) What are the objectives behind the creation of Citizens' Charter? How does a Citizens' Charter ensure transparency and accountability in governance? What are the impediments in its effective implementation? 10

'सिटीजन चार्टर' के निर्माण के पीछे क्या उद्देश्य हैं? सिटीजन चार्टर किस प्रकार शासन में पारदर्शिता और जवाबदेहिता सुनिश्चित करता है? इसके प्रभावी कार्यान्वयन में कौन-सी बाधाएँ हैं?

4 1/2  
Appropriate  
definition  
of  
CC.

Citizen Charter is a  
temporal, qualitative document  
describing the role of an  
organisation towards the service  
delivery. The objectives behind  
creation of citizen charter are  
as follows —

- i) To ~~and~~ generate awareness about the goals of the organisation.
- ii) Ethical values, beliefs followed by organisation.
- iii) Detail of service delivered by the organisation.



i) Detail of stakeholders, clients involved.

ii) Grievance redressal mechanism and the procedures.

iii) Any expectation from the clients.

Citizen charters ensure transparency and accountability in following ways.

i) It gives the summary detail about the organisation.

ii) Broad ethical guidelines and concerned authority for any grievances.

iii) describes the services offered, penalties and punishment in case of not deliving in proper time and method.

Ability  
of  
C.C.  
in the  
good  
governance  
nicely  
explained

Impediments in its effective  
implementation!

- Lack of  
public  
awareness

- Govt  
agencies  
formulate  
C.C  
without  
adequate  
ground  
work

- end users  
and  
not  
consulted

↳ Taken as copy-paste work  
of existing brochures by various  
government departments

↳ bureaucratic mindset of  
Secrecy.

↳ One stop exercise and no  
revision at regular intervals

5. (a) RTI is termed as a master key to good governance. Highlight the role of RTI in making the administration and governance of our country more ethical and responsive. 10

आर.टी.आई. को सुशासन की मास्टर कुंजी करार दिया गया है। हमारे देश के प्रशासन और शासन को अधिक नैतिक तथा उत्तरदायी बनाने में आर.टी.आई. की भूमिका पर प्रकाश डालिए।

5

Second Administrative  
Reform Commission had  
rightly described Right to  
Information as master key  
to good governance. The role  
of RTI in making governance  
more ethical and responsive are  
as follows —

i) It helps in creating an  
environment of transparency  
and accountability.

Introduction  
to RTI  
and its  
importance  
is making  
admini-  
stration  
and gover-  
nance  
more  
ethical  
has been  
explicitly  
articulated.

Smooth  
flow  
of  
language  
and  
excellent  
hand  
writing

has increased  
the

ii) Public have given the right to question the authority in case of denial of services, thus making the system more

responsive

iii) Judicious and ethical use of public money, as all details are available in public domain.

iv) It helped in tackling twenty first century problem by the bureaucratic system, which had a mind set of 19th century.

2) The provision of disclosing  
information, if it serves the  
greater public purpose, has made  
~~the~~ RTI, applicable for achieving  
the greatest good.

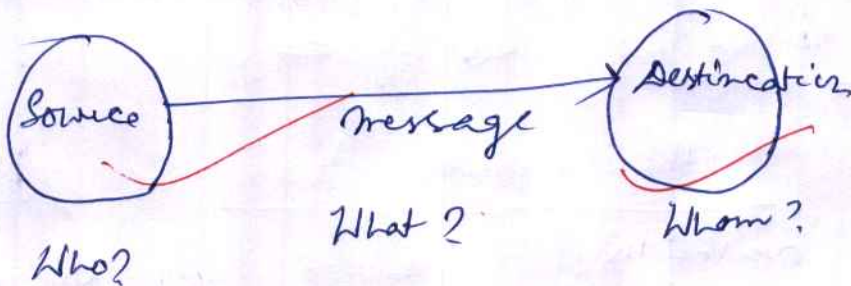
It is the high time to  
complement the provision of RTI  
in letter & spirit. to unlock  
all the benefits of good governance.

5. (b) Differentiate between persuasion and social influence. How can persuasion be made effective to bring about an attitudinal change? Give two examples where you brought about a positive attitudinal change through persuasion. 10

अनुनय (समझाना-बुझाना) और सामाजिक प्रभाव के बीच अंतर बताइए। किसी की अभिवृत्ति में परिवर्तन लाने हेतु अनुनय को कैसे प्रभावी बनाया जा सकता है? ऐसे दो उदाहरण दीजिए जहां आप अनुनय द्वारा अभिवृत्ति में सकारात्मक परिवर्तन लाने में सफल रहे हों।

V. good  
definition of  
the  
two  
values  
It shows  
the  
understanding  
you  
possesses

Persuasion is generally  
made by an individual to  
another or a group of  
individual by some communication  
or action about an object or  
purpose.



It generally does not  
involve any change in value  
or belief system.

But, in case of social influence a change in value system or belief can be brought by one's or a group's actions behaviour, communication, moral pressure to other individual or group.

Persuasion can be made effective to bring attitudinal change in following ways

i) Giving positive examples about the purpose. For e.g. practicing martial arts by women for self defense.

ii) Citing previous incidences which had ~~bring~~ brought better changes. For e.g. - Making toilets, <sup>had</sup> made easy in finding a bride.

Using experts to deliver message

Persuasion should generate strong emotions etc.

Two examples of positive attitudinal change:

i) I was working in the project of Aadhar Card as an engineer and a certain community was not ready for giving their personal details. I had made them comfortable by describing the technical details and the future benefits.

ii) As an officer in election duty I had successfully changed the attitude of supporters of certain political party about the functioning of electronic voting machine and the fact that it can not be falsified.

Very realistic example



6. In spite of the existence of a Code of Conduct for public servants, its implementation has been tardy and of limited success. Discuss. Further, suggest steps which could be taken to improve the efficacy of the Code of Conduct. What role can Code of Ethics play in reinforcing the Code of Conduct in public life. 10

लोक सेवकों के लिए आचार संहिता के अस्तित्व में होने के बावजूद इसका कार्यान्वयन धीमा रहा है और इसमें सीमित सफलता ही प्राप्त हुई है। चर्चा कीजिए। साथ ही, ऐसे कदम सुझाइए जो आचार संहिता की प्रभावशीलता को बढ़ाने हेतु उठाए जा सकते हैं। सार्वजनिक जीवन में आचार संहिता को लागू करने हेतु नैतिक संहिता क्या भूमिका अदा कर सकती है।

4 Code of conduct is a set of guidelines to regulate the conducts of employees in an ethical moral way. It generally contains set of "do's" and "don't's".

'Code of conduct' is an inseparable part of public servants and their duties. But its limited success are due to following reasons →

i) Implementation is paper not in practice.

ii) Bureaucratic mindset of departmental actions against any behaviour of

→ Legally not binding  
→ poor awareness  
lack of proper training etc

public servant not following  
code of conduct, is just a  
formality.

iii) Use of vague words and lack of  
transparency.

The following steps can be taken

for its proper implementation

i) Exemplary punishment for  
breaking code of conduct.

ii) Making the code of conduct  
more visible through booklets,  
hoarding in public places,  
social media etc.

iii) Reciprocating best practices in

following code of conduct in various departments.

iv) Proper training, periodic evaluation and attitudinal change of public servants.

Code of ethics provides for the value system that public servants can look upto in times of crisis and dilemma

Second ARC had recommended that a broader guidelines about 'Code of ethics' should be implemented to reinforce the code of conduct among public servants. It will help in generating a value system, which will intrinsically help oneself to follow the code of conduct.

7. Given below is a quotation. Bring out what it means to you in present context.

"The intellect has sharp eye for methods and tools, but is blind to ends and values." –Einstein. 10

नीचे एक उद्धरण दिया गया है। बताएं कि वर्तमान संदर्भ में यह आपके लिए क्या महत्व रखता है?

"बुद्धि (प्रज्ञा) की दृष्टि विधियों और उपकरणों के लिए तीक्ष्ण होती है, लेकिन प्रयोजनों और मूल्यों के लिए अंधी होती है।" – आइंस्टीन।





8. Your 16 year old cousin, Leena, loves to play basketball but her peers mock her short height, so much so that Leena has developed a negative attitude towards all sports. As a responsible elder cousin, how will you convince Leena to take up sports once again? 10

आपकी 16 वर्षीय चचेरी बहन, लीना, बास्केटबॉल खेलना पसंद करती है लेकिन उसके साथी उसकी कम लंबाई की इतनी अधिक हंसी उड़ाते हैं कि लीना ने सभी खेलों के प्रति नकारात्मक दृष्टिकोण बना लिया है। एक जिम्मेदार बड़े भाई के रूप में, आप लीना को एक बार फिर से खेलों में भागीदारी करने के लिए कैसे मनाएँगे?

In our day to day  
experience many of us are  
mocked by our friends, colleagues,  
team members for the different  
physical attributes such as height,  
voice, shape of ear nose and  
even on skin color.

As a responsible citizen we  
should not only ignore these  
comments but also take these as  
a challenge to achieve success  
in life.

As an elder cousin, I will

4

Problem  
of  
attitude  
nicely  
explained  
here.

You should  
also  
convince  
her that  
she is  
too young  
to think  
that she  
will not  
grow  
in  
height

Convince Leena to take sports  
again by following ways—

i) giving example of Martin Luther  
king, how he became a greater  
orator, despite failure in early  
days

ii) Example of Brazilian footballer  
Kaka, who had broken his  
spinal chord in childhood.

iii) It is not the height, rather  
the practice which makes  
one perfect.

At last success story  
of Seepa Kaumaras in Olympic  
from a country like us, where

You should  
also give  
some  
example  
of short  
heighted  
people  
who  
have  
done  
well  
in  
the sports



there is no infrastructure for  
gymnastic, will be enough to  
make her convinced, so that she  
can start playing once again.

In the following questions, carefully study the cases presented and then answer the questions that follow (in around 250 words) :

9. You are the dean of an engineering college. You have received a complaint regarding prejudice against students from lower castes by some senior professors. These professors have contributed a lot academically to the university. However, this particular instance has disturbed peace and harmony in the campus.
- (a) Discuss the immediate steps you would take to contain growing discontent among some students.
- (b) Discuss the action to be taken if the professors are found to be guilty and also evaluate the steps if it comes out to be a false case against the professors.
- (c) What should be the responsibilities of professors and students to create positive social ambience in the campus?

20

आप एक इंजीनियरिंग कॉलेज के डीन हैं। आपको निचली जातियों के छात्रों के विरुद्ध कुछ वरिष्ठ प्रोफेसरों के पूर्वाग्रह के संबंध में एक शिकायत प्राप्त हुई है। इन प्रोफेसरों ने विश्वविद्यालय में शैक्षणिक दृष्टि से काफी योगदान दिया है। हालांकि, इस विशेष घटना ने परिसर में शांति और सद्भाव के वातावरण को अशांत कर दिया है।

- (a) कुछ छात्रों के बीच बढ़ते असंतोष को शांत करने के लिए आप तत्काल क्या कदम उठाएंगे, चर्चा कीजिए।
- (b) प्रोफेसरों को दोषी पाए जाने की स्थिति में उठाए जाने वाले कदमों की चर्चा कीजिए। साथ ही, यदि प्रोफेसरों के विरुद्ध एक झूठा मामला निकलता है तो उसके बाद उठाए जाने वाले कदमों का भी मूल्यांकन कीजिए।
- (c) परिसर में सकारात्मक सामाजिक वातावरण निर्मित करने हेतु प्रोफेसरों और छात्रों की क्या जिम्मेदारियाँ होनी चाहिए?

10

For the healthy environment of a colleges, the social harmony among students and professors, is the basic need. The immediate steps that can be taken are as follows —

a)

i) Engage in a discussion with all the students and hear their concerns

ii) Students from the lower castes and their representative if any, should be asked to discuss the problem in separate.

iii) View of the professors, against whom the complaint has been received, should also be considered.

iv) A statement from the college authority should be issued that college does not support any bias and prejudice against any class and action will be taken.

Start your answer by writing the facts and ethical issues involved in the case.

against those, engaged in such unethical behaviour.

(i) A committee taking participation from all the stakeholders, should be prepared to investigate the matter.

(b) Actions to be taken if the professors are found guilty!

(i) Professors should be temporarily barred from taking classes

(ii) Disciplinary action according to rules should be started.

(iii) The case should also be communicated to higher authorities and university, so that proper action can be taken.

But, in case of a false case, the students who had tried to malign the images of the professors should also be punished. A separate committee, taking participation from students and student union, professors should be made to find out the students who had tried to disturb the harmony of the college.

Lastly, it is the duty of professors and students to create a healthy social ambience in the college -

i) by organising open classes about social problems, caste prejudice etc.

ii) Arrange a get together where foods are served by students

irrespective of castes.

ii) Using Drama Clubs, Debates,  
Story writing competition etc.

- Students should not get into  
divisive politics
- should keep the admin  
abreast with the issues
- Student Union must be  
active and address the  
grievances of the  
Students

10. You are working in the Ministry of Social Justice and Empowerment and posted in a rural area. There are many government programs being run by your Ministry under which people are given financial help after verification of the required documents. Every day you encounter some cases, in which people from weaker section are not able to avail the benefits due to faulty or insufficient documents. However, there are also some instances of people trying to forge documents, which makes verification important. What will be your approach towards cases wherein those from the weaker section are not able to avail the benefits due to insufficient documents - will you go by the rule book or exercise discretion in selected cases based on your experience. Discuss both options available to you and evaluate them.

20

आप सामाजिक न्याय और अधिकारिता मंत्रालय में कार्य कर रहे हैं एवं ग्रामीण क्षेत्र में नियुक्त हैं। आपके मंत्रालय द्वारा कई सरकारी कार्यक्रम संचालित किए जा रहे हैं जिनके अंतर्गत लोगों को वांछित दस्तावेजों के सत्यापन के बाद वित्तीय सहायता दी जाती है। आपके पास प्रतिदिन कुछ ऐसे मामले आते हैं जिनमें कमजोर तबके के लोग दोषपूर्ण या अपर्याप्त दस्तावेजों के कारण लाभ प्राप्त नहीं कर पाते हैं। हालांकि, कुछ ऐसी घटनाएं भी सामने आती हैं जहां लोग जाली दस्तावेजों का प्रयोग करने का प्रयास करते हैं, इस कारण सत्यापन महत्वपूर्ण हो जाता है। उन मामलों के प्रति आपका दृष्टिकोण क्या होगा जिनमें कमजोर तबके के लोग अपर्याप्त दस्तावेजों के कारण लाभ नहीं प्राप्त कर पाते हैं - क्या आप नियम पुस्तिका के अनुसार चलेंगे या चुनिंदा मामलों में अपने अनुभव के आधार पर अपने विवेक का प्रयोग करेंगे। अपने लिए उपलब्ध दोनों विकल्पों पर चर्चा कीजिए और उनका मूल्यांकन कीजिए।

The very basic problems  
faced by the rural people in  
availing the benefits of government  
programs is non-availability of the  
required documents.

identification  
of ethical  
dilemma  
his  
is  
good

As the main objective of any social programme is to inclusion of all the people qualified under given criteria,

so the approach will be to exercise discretion in selected cases under following circumstances -

i) the denial of service make the life living difficult for the beneficiary

ii) Taking suggestions from the neighbourhood, if he or she is really in the need of the scheme.

iii) Special cases of differently abled, scheduled castes and economically

You may avoid this

very hectic process

good



backward people.

But, at the other hand, rules should also be followed in some cases —

i) If it is clear that one is economically and socially strong, but document is forged only to avail the

benefits

ii) His or her appearance, behaviour clearly shows that he or she does not deserve the benefits and only there to take free services.

iii) If any one try to use political influence.

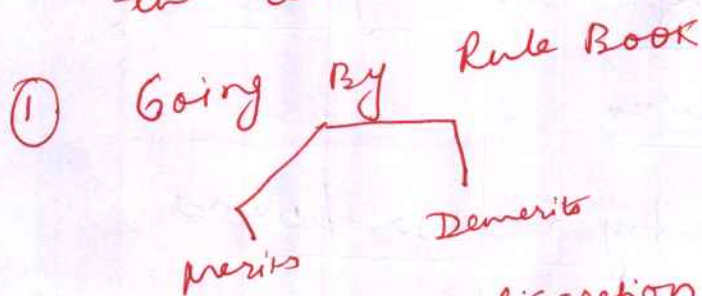
The object of any government scheme is to achieve

You can improve your answer

the greatest good within  
the limited resources. Thus the

aim of the public servant  
should be deliver the benefits  
to ~~as~~ many no. of people as  
possible with the permissible  
financial resources.

In this case, it is better to  
list the merits and demerits  
of the options and then analyse  
the alternatives.



Propose your own solution with  
explanation

*Handwritten signature*

*Handwritten signature*

11. You have been recently posted as Superintendent of Police of a district which has a famous temple. Shortly thereafter you found that there is considerable tension in your district on the issue of allowing entry of women in the temple. The women were trying to break the allegedly 400-year-old tradition of the temple, which banned women from entering its inner sanctum. Recently a 350-strong group of women was stopped by the temple administration from entering the temple. This led to a scuffle wherein few women participating in the protest were manhandled. There is a pressure on you from local politicians who want you to prevent any such forced entry as elections are approaching.

- (a) Do you think there is a dichotomy between progressive values guaranteed to women by the Constitution and regressive traditions which continue in the garb of religion? How can this dichotomy be resolved?
- (b) How would you manage the law and order situation created by the forced entry?
- (c) How would you manage and mould patriarchal attitude of the temple administrators and male elders to ensure harmony.

20

आपको हाल ही में एक ऐसे जिले का पुलिस अधीक्षक नियुक्त किया गया है जहां एक प्रसिद्ध मंदिर है। नियुक्ति के कुछ दिनों बाद ही आपको ज्ञात होता है कि आपके जिले के मंदिर में महिलाओं को प्रवेश की अनुमति देने के मुद्दे पर काफी तनाव व्याप्त है। कथित रूप से महिलाएं, मंदिर की उस 400 वर्ष पुरानी परंपरा को तोड़ने का प्रयास कर रही थीं जो महिलाओं को इसके गर्भगृह में प्रवेश करने से रोकती है। हाल ही में 350 महिलाओं के विशाल समूह को मंदिर प्रशासन द्वारा मंदिर में प्रवेश करने से रोका गया था। जिसके कारण हाथापाई की घटना हुई, जहां विरोध में शामिल कुछ महिलाओं के साथ मारपीट हुई। आप पर ऐसे स्थानीय नेताओं द्वारा दबाव बनाया जा रहा है जो आपसे चाहते हैं, कि आप इस प्रकार के बलपूर्वक प्रवेश को रोकें क्योंकि चुनाव निकट आ रहे हैं।

- (a) क्या आप समझते हैं कि यहां महिलाओं को संविधान द्वारा प्राप्त प्रगतिशील मूल्यों तथा धर्म की आड़ में जारी रहने वाली प्रतिगामी परंपराओं के बीच एक विरोधाभास है? इस विरोधाभास का समाधान किस प्रकार किया जा सकता है?
- (b) बलपूर्वक प्रवेश से उत्पन्न हुई कानून और व्यवस्था की स्थिति को आप किस प्रकार प्रबंधित करेंगे?
- (c) क्षेत्र में सद्भाव सुनिश्चित करने हेतु आप मंदिर प्रबंधन और पुरुष बुजुर्गों की पितृ सत्तात्मक अभिवृत्ति को किस प्रकार प्रबंधित एवं परिवर्तित करेंगे।

81  
82

The progressive values guaranteed to women by the constitution is in harmony with the basic religious culture and heritage, prevalent from the ancient times. The dichotomy rather is between the constitutional values and the traditions made by the patriarchal society to grab religion and use it as a tool against women.

Thus to resolve this conflicts the basic values of all religion should be discussed through various public platforms, social medias, mass media etc.

You should list out the constitutional values enshrined in our preamble in support of your answer

According to consti law which is supreme, unless temple has consti rights to prohibit women, it can not prevent them from doing so.

Mass movement by various  
organisations has immense power  
and should be allowed for  
peaceful protest.

The law and order situation  
should be handled in following  
ways —

i) Engaging in dialogue with  
temple authority and try to  
convince them to allow women  
in entering the temple premises.

ii) Convince the ~~temple~~ woman group,  
so that they only stage a peaceful  
protest outside the temple  
campus, as long as they are

denied by the temple authority

iii) Arranging sufficient numbers  
of female police force, to tackle  
any situation of forced entry, so  
that a situation of conflict can  
be handled

c) The ultimate aim is to  
change and mould patriarchal  
mindset of temple administrator  
so that safe entry can be  
ensured →

d) Rescribing them, the bad  
image they are gathering in  
the mass media and social  
media.

Traditional  
notion of  
purity and  
impurity  
of menstruating  
Women  
should  
be  
challenged  
through  
sex  
education

→ you should  
role in  
religious  
leaders  
to  
campaign  
for you  
→ ancient  
text  
which  
exhorts  
equal  
rights  
for women  
should  
be  
distributed  
in the  
village

(i) Legal provisions and  
Constitutional provisions

(ii) lastly, police has all the  
power to manage a safe  
entry but co-operation for

their side will only ensure  
a good name for themselves.

Every where, in world it  
is the time of women power.  
So, let us open our religious  
places for women and practice  
the basic value of equality  
enshrined in constitution.



12. You are a manager in a sales firm. Mr. A and Mr. B are two juniors working under you. Mr. A is a hardworking person who completes his work before time and hardly takes a leave. His work is meticulous and you have never received any complaint about his work. However, in your personal meetings with Mr. A, you realized that he kept to himself and spoke only when required. You received similar feedbacks from his colleagues as well. Mr. B is not as hard working and completes his work at the very last moment. You also come to know that using his rapport with his colleagues he gets his work done by them. In your meetings with him, he comes across as a confident person but lacking in sincerity. Both are expecting promotion this year, but you can promote only one of them as you have only one vacant position. In this context, answer the following questions:

- (a) Discuss the merits and demerits of choosing one amongst the two for promotion.
- (b) Based on your evaluation, whom will you choose for the job?
- (c) What steps will you take to keep all the employees motivated who did not get promotion on expected lines?

20

आप एक बिक्री फर्म में प्रबंधक हैं। श्री A और श्री B आप के अधीन कार्य करने वाले दो कनिष्ठ कर्मचारी हैं। श्री A एक मेहनती व्यक्ति है जो समय से पहले अपने काम पूरा करता है और शायद ही कभी छुट्टी लेता है। उसका कार्य दक्षतापूर्वक किया गया होता है और आपको उसके कार्य के संबंध में कभी कोई शिकायत प्राप्त नहीं हुई है। हालाँकि, श्री A के साथ आपकी निजी वार्ताओं में, आपको मालूम हुआ कि वह अपने को स्वयं तक सीमित रखता है और केवल आवश्यकता पड़ने पर बोलता है। आपको उसके सहयोगियों से भी इसी प्रकार का फीडबैक प्राप्त हुआ है। श्री B उतना मेहनती व्यक्ति नहीं है और अपना कार्य बिल्कुल अंतिम क्षणों में ही पूरा करता है। आपको यह भी ज्ञात होता है कि अपने साथियों के साथ अपने तालमेल का उपयोग करके वह उनसे अपना कार्य करा लेता है। जब आप उसके साथ वार्ता करते हैं तब आपको वह एक आत्मविश्वासी व्यक्ति तो प्रतीत होता है किन्तु उसमें सत्यतायुक्त गंभीरता की कमी नज़र आती है। दोनों ही इस वर्ष प्रोन्नति की अपेक्षा कर रहे हैं, लेकिन आप उनमें से केवल एक को प्रोन्नति दे सकते हैं क्योंकि आपके पास मात्र एक ही पद रिक्त है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) प्रोन्नति देने के लिए दोनों के बीच से एक को चुनने के गुणों और दोषों की चर्चा कीजिए।
- (b) अपने मूल्यांकन के आधार पर आप उक्त पद के लिए किसका चयन करेंगे?
- (c) जिन कर्मचारियों को आशा के अनुरूप प्रोन्नति प्राप्त नहीं हुई, उन्हें प्रेरित करने के लिए आप कौन-से कदम उठाएँगे ?

a) The merits and demerits choosing Mr 'A' for promotion are as follows-

Merits!  
- Dedicated to the company and work.

- Sincerity to complete within time frame, is required to manage various projects

Demerits!

i) As Mr 'A' is introvert in nature, he may not be success in case of pursuing new customers

ii) Less communication with colleagues, will not make him a good team player.

Very smartly you have explained

merit and demerit of selecting either Mr. A or Mr. B

Start your answer highlighting the facts involved in the case. You should also figure out ethical issues involved

9 1/2

Merits for promoting Mr B :

- He is a good team player.
- May easily convince new customers and bring new businesses to company.

Demerits

- Lack of dedication, sound knowledge, sincerity may create problems in facing difficult situations.
- Habit of completion of task in very last moment, may result in failure of time line in some cases.

b) In case of giving promotion, 'Mr A' should be given priority, because of his hard work, sincerity

Although for

obvious  
reason  
you have  
chosen  
Ms. A

But  
according  
to  
another  
theory  
by E. Mayo

as we  
move  
up the  
organizational  
ladder,  
technical  
skill  
is  
replaced  
by the  
management  
skills.  
for the  
betterment  
of the  
org's.

For this  
reason

and dedication. The and the  
basic value which comes from  
one's belief system and

can not be generated through

training. But the quality

which ~~is~~ he lacks - that

communication gap, and

team work can be  
developed through grooming

and training.

① The employee who did not get  
promotion, should be motivated  
in following ways -

— explaining the reasons due

Ms. B may also be promoted

to which help has not given  
the promotions.

(i) the improvement required,

(ii) Any help from company side,

if they require for professional  
training and grooming.

(iii) Wishing them a good luck

for next time and keeping the tempo.

high and work hard for future

success.

→ Make them  
feel  
that  
they  
are  
invaluable  
to  
the  
company

13. Mr. A is an honest senior bureaucrat who retired some time back. He has worked across many positions and wields immense influence in the corridors of power. His wife was working in a consulting firm. She has now quit her job and started her own consulting firm that will bid for government contracts also. Mr. A himself intends to contribute his experience and insider knowledge about the government operations to prepare for the bid. When prodded about any conflict of interest, Mrs. A argued that she always wanted to own her own consulting firm and bid for government projects so that she could improve the quality of government operations through her services. But earlier she could not since her husband was a bureaucrat in the same city and various government rules prevented her from doing so. As he has now retired she can take up this job.

- (a) What are the ethical issues involved in this case?  
 (b) What are steps that can be taken by Mr. A to resolve these ethical issues?  
 (c) What is the best option for Mr. A? Support your answer with appropriate reasons.

20

श्री A एक ईमानदार वरिष्ठ नौकरशाह हैं। वह कुछ समय पहले ही सेवानिवृत्त हुए हैं। उन्होंने कई पदों पर कार्य किया है और सत्ता के गलियारे में असीम प्रभाव रखते हैं। उनकी पत्नी एक कंसलटेंसी फर्म में कार्य कर रही थीं। उन्होंने अब अपनी नौकरी छोड़ दी है और अपनी स्वयं की कंसलटेंसी फर्म आरम्भ कर दी है। वह फर्म सरकारी निविदाओं के लिए भी बोली लगाएगी। श्री A, निविदाओं में बोली लगाने की तैयारी हेतु सरकार की कार्यवाहियों के बारे में अपने अनुभव और अंदरूनी जानकारी का योगदान करना चाहते हैं। जब हितों के टकराव के बारे में पूछा गया तो श्रीमति A ने तर्क दिया कि वह हमेशा से अपना कंसलटेंसी फर्म खोलना चाहती थीं और सरकारी परियोजनाओं की निविदाओं के लिए बोली लगाना चाहती थीं जिससे वह अपनी सेवाओं के माध्यम से सरकारी कार्य-प्रणाली की गुणवत्ता में सुधार कर सकें। किंतु पहले वह ऐसा नहीं कर सकती थीं क्योंकि उनके पति उसी शहर में नौकरशाह थे और कई सरकारी नियम उन्हें ऐसा करने से वर्जित करते थे। चूंकि अब वह सेवानिवृत्त हो गए हैं, इसलिए वह यह काम कर सकती हैं।

- (a) इस मामले में सम्मिलित नैतिक मुद्दे क्या हैं?  
 (b) इन नैतिक मुद्दों का समाधान करने के लिए श्री A द्वारा क्या कदम उठाए जा सकते हैं?  
 (c) श्री A के लिए सर्वोत्तम विकल्प क्या है? उचित कारणों सहित अपने उत्तर का समर्थन कीजिए।

The ethical issues concerned in such a case, are as follows —

(i) 'Conflict of interest' faced by the retired bureaucrat, between the interest of his wife's consulting firm and valuable insider information, which he have as a retired public servant.

(ii) If the insider information may give his wife's firm an edge over others in the bid, thus violating the principle of equality.

(iii) Even as a retired public servant he is accountable to the public and above all to his mind and ethical values.

Start your answer with brief intro-duction of the case and the facts involved

Very clear understanding of the subject

Good



b) The steps that can be taken by 'Mr A' are as follows —

i) Helping his wife in preparing for the bid from legal perspective without evaluating Confidential information.

ii) Gathering informations which are already available in various public domain.

iii) Help her in explaining the exact requirement of the bid.

c) The best option for 'Mr A' will be to help her wife to prepare the bid, because it

The best way for A will be to excuse himself from any engagement with her from at all levels. Make sure that Mrs. A bids only for those projects whose process is transparent and before public scrutiny.



→ this will not be an ethical way to do public service

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Don't write anything this margin  
(इस भाग में कुछ ना लिखें)

we'll even after retirement, give him a chance to contribute in public service. But he should not cross any legal boundaries by exploring insider information and trying to influence through his contacts.

Rather, ~~only~~ By years of experience, he can help his wife to prepare a bid, which if selected will improve the quality of governance.

*[Faint handwritten notes in Hindi, mostly illegible due to fading and bleed-through. A prominent red diagonal line is drawn across the page.]*

14. You are an undergraduate student in a leading Law University. You go with your college friend Surender to his village to attend his sister's marriage. Surender's parents are farmers and are financially very poor. They have somehow managed to send him to the university by selling their land. After interaction with the family relatives attending the marriage, you find out that the bride is not of marriagable age, which makes it a case of child marriage. The family wants early marriage of the daughter to avoid huge demands of dowry in the future. You are well aware that child marriage is illegal in India. So, you discuss the issue with your friend who says that he is helpless and can't do anything. Your friend feels that his family is already doing too much for him and he cannot argue and change his parents' decision. In this situation, what are the possible actions you can take? Evaluate the merits and demerits of each of them. 20

आप एक प्रसिद्ध विधि विश्वविद्यालय में स्नातक छात्र हैं। आप अपने कॉलेज के मित्र सुरेंद्र के साथ उसकी बहन के विवाह समारोह में भाग लेने के लिए उसके गांव जाते हैं। सुरेंद्र के माता-पिता किसान हैं और वित्तीय तौर पर बहुत गरीब हैं। उन्होंने अपनी जमीन बेच कर किसी प्रकार उसे विश्वविद्यालय में प्रवेश दिलाया है। विवाह समारोह में आये परिवार के अन्य संबंधियों से मिलने के बाद, आपको पता चलता है कि बधू विवाह योग्य आयु की नहीं है, जिससे यह एक बाल-विवाह का मामला हो जाता है। यह परिवार भविष्य में अत्यधिक दहेज की मांगों की संभावना से बचने के लिए अपनी बेटी का शीघ्र ही विवाह करा देना चाहता है। आप इस तथ्य से भली-भांति अवगत हैं कि भारत में बाल-विवाह गैर-कानूनी है। फलतः, आप इस मुद्दे पर अपने मित्र से चर्चा करते हैं जो कहता है कि वह लाचार है और कुछ नहीं कर सकता। आपका मित्र अनुभव करता है उसका परिवार पहले से ही उसके लिए बहुत अधिक करता रहा है और वह उनसे तर्क कर अपने माता-पिता के निर्णय को बदल नहीं सकता। इस परिस्थिति में आप कौन-सी संभावित कार्रवाईयाँ कर सकते हैं? उनमें से प्रत्येक के गुण और दोषों का मूल्यांकन कीजिए।

The menace of child  
marriage is haunting us even  
after 70 years of independence.  
In such a situation the  
possible actions are as follows -

i) Convince Sunder's parents to change their decision by saying the physical and mental problems this daughter may have after marriage.

ii) Saying them, about the various governmental schemes, which will help them in securing education of their daughter, which will help her to stand economically on her own feet.

iii) Various legal provisions against child marriage, which they may face if the news is leaked to police.

A good and realistic point

But all these options have their merits and demerits —

i) It is prevalent in several areas, and they may not be convinced by the argument of physical problem.

But if they are concerned about their daughter's health and can be influenced by citing examples, it will be easier to change their mindset.

ii) The prospect of education will further increase the fear of future problem, because

Structure your answer such that merits and demerits follow the each options.

then only you will filter out which option is the best one.

You must  
persuade  
the  
family  
by all  
means  
to stop  
the child  
marriage  
from happening.

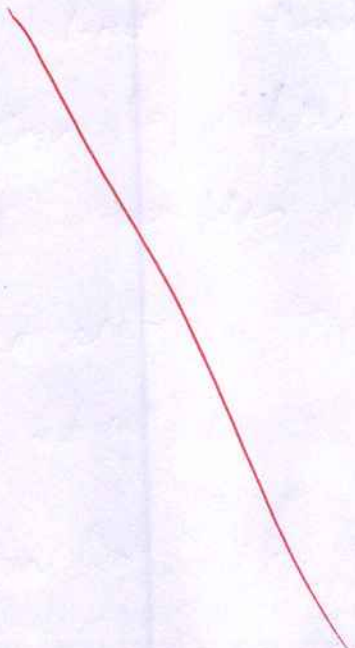
It will be difficult for them  
to have a bridegroom - for  
their educated daughter.

In this  
process  
we can  
involve  
all  
educated  
reform

But at the other hand  
will economically increase  
standard of the family and  
the problem of dowry will  
not be there.

and  
oriented people.  
(ii) they may not care about the  
legal problems, as the machinery  
of police is not visible in rural areas  
case should  
be the last  
resort

But 'An appeal of fear'  
may be taken as a last resort.



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PHYSICS DEPARTMENT

PHYS 441

LECTURE 1

1.1

1.2

1.3

1.4

1.5

1.6