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GENERAL STUDIES (Test Code : 418)

Name of Candidate	Ananya Das	Registration No.	6378
Schedule	07 Sept 2014	Module	177.
Place	RN.	Time	4.25 pm
Date	02/11/14.		

Classroom ☐ Distance Learning ☐ Classroom & Distance Learning ☐

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Q. No.	Maximum Marks	Marks Obtained
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11	10	
12	10	
13	5	
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15	20	
16	20	
17	20	
18	20	
19	15	
20	10	

Total Marks Obtained

Remarks:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, ID Number and Test Code).
   उत्तर-पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक नम्बर आदि।
2. There are TWENTY-FIVE questions printed both in HINDI and in ENGLISH.
   इसमें पच्चीस प्रश्न हैं तथा हिन्दी और अंग्रेज़ी दोनों में छपे हैं।
3. All questions are compulsory.
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-cum-Answer (QCA) Booklet in the space provided. 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 (क्यू.सी.ए.) पुस्तिका के मुख-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।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. 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।

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Overall Macro comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

All The Best

Section A

Answer the following questions in not more than the word limit specified for each in the parenthesis:

निम्नलिखित प्रश्नों के उत्तर उनके सम्मुख कोष्ठक में निर्दिष्ट शब्द-सीमा से अधिक शब्दों में ना लिखें;

1. Even years after its introduction, the ability of Citizen's Charters in improving the efficiency of public services and making governments more accountable, is found wanting in many areas. In context of this statement, mention the various lacunae in the formulation and implementation of citizen's charters in Ind a and suggest how they can be addressed in light of the Sevottam model. (150 words) 10

इसकी शुरुआत के कई वर्षों के बाद भी, लोक सेवाओं की दक्षता में सुधार और सरकार को अधिक उत्तरदायी बनाने में नागरिक अधिकार-पत्र की क्षमता में कमियां पायी गयी हैं| इस कथन के सन्दर्भ में, भारत में नागरिक अधिकार-पत्र के निर्माण और क्रियान्वयन में विभिन्न कमियों का उल्लेख कीजिये और सेवोत्तम मॉडल के द्वारा उन्हें कैसे दूर किया जा सकता है, सुझाव दीजिये |

VARIOUS LACUNAE IN CITIZEN'S CHARTERS (cc)

(1) Bureaucratic mindset which views citizens as passive beneficiaries rather than active citizens.

(2) Poor awareness among the public

(3) Poor consultation with the people and street level bureaucracy which actually implements policies

(4) Lack of penal provisions. The Right to Time Bound Delivery of Goods and Services Bill has not come into force which would have penalised deviant behaviour

(5) Lack of uniformity in charters. While some are too big, some are too brief; some are too strict and some are too lax

(6) Lack of incentivisation to the different bureaucrats and officials to follow charter.

A charter Marks scheme can be used to gauge performance and give awards.

(7) It does not take care of special needs like for senior citizens or disabled and treats 'citizens' as a 'homogeneous unit'.

(8) It is viewed as a one-step process without any revision or update.

The 2nd ARC has suggested that only 6% of charters have been planned to be revised.

(9) The CCs are difficult to comprehend due to presence of jargon or lack of CCs in vernacular languages

(10) It follows a 'one-size-fits-all' strategy without any customisation for needs of different organisation

(11) Formulation of CCs by a top-down strategy makes them less responsive

Surathan model is aimed at measuring internal processes and gauging their impact on service delivery by focussing on proper implementation of charters; proper grievance redressal mechanisms and time bound service delivery.

The 7-step citizen centric framework ~~can~~ ~~lead~~ given by 2nd ARC also uses these Sevottam principle

1) Define the services provided and identify clients
2) Set standards for services
3) Develop capacities to meet standards
4) Perform to achieve standards
5) Monitor performance through standards
6) Evaluate through external improvement.
7) Continuous improvement through monitoring and evaluation.

These steps along with greater public awareness and incentivization of officials along with better consultations can improve CCs and set foundations for co-governance.

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

2. For the success of Right to Information (RTI), a major challenge is to develop capacities for access to information. Discuss. How can the capacities of both public authorities and citizens be enhanced? (150 words) 10

सूचना के अधिकार (RTI) की सफलता के लिए, एक बड़ी चुनौती सूचना की प्राप्ति के लिए क्षमता का विकास करना है चर्चा कीजिये| सरकारी अधिकारियों और नागरिकों दोनों की क्षमता को कैसे बढ़ाया जा सकता है?

Increasing capacities of citizens will improve the demand-side inefficiencies associated with RTI. This can be done by :-

- Greater public awareness about RTI goals, processes and outcomes
- Making filling up of RTI forms easier
- Making online filling less cumbersome
- Providing RTI applications in simpler languages.
- Promoting RTI in schools, colleges and universities to popularise it among youth.
- Aim to bridge deficiencies — between men and women, rural and urban — for RTI usage.
- Acquainting people with all other procedures of RTI

Increasing capacities of public authorities will help improve supply side inefficiences associated with RTI.

These can be enhanced by :

- Better training of Public Information Officers (PIOs)
- Better record-keeping for responding faster and to improve quality of response.
- Many PIOs cannot conduct proper 'inspection of records' and thus deny citizens information if record is not present in one single site. This needs to be changed by better training and awareness.
- Delays in information dissemination should be reduced.
- International best practices, especially followed in Scandinavian countries like Sweden, should be employed.
- Better coordination between State Information Commissions (SIC) and Central Information Commission (CIC)
- Mandatory annual report submission by all SICs would increase accountability

Thus, a concerted approach for capacity building can improve

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the actual working of RTI

3. Code of Conduct has been criticized as a "coercive, quick-fix strategy" that "reduces ethics to legalism by focusing on both the lowest common denominator and penalties for deviations". Discuss (150 words) 10
आचार संहिता की एक "आक्रामक, फौरी रणनीति" के रूप में आलोचना की गयी है जो "न्यूनतम मापदंड और विचलन के लिए दंड, इन दोनों पर ध्यान केंद्रित कर नैतिकता को विधिपरायणता के स्टार तक कम कर देती है" चर्चा कीजिये |

criticism of code of conduct has been primarily because it reduces ethics only to a legal- rational approach without focussing on the moral aspect. It only speaks about minimum criteria to be maintained and the penalties for not following them.

This leads to :-

- Too much focus on procedural matters with no importance to substantive issues. For example - an officer may always be punctual and not be deviant, but he may not be working towards organisational goals effectively or looking at moral issues.
- The lack of morality would make man very mechanical and out of sync with society.
- It may make people materialistic without any concern for the collective good.
- This approach does not ensure 'probity' as probity is not simply the absence of dishonesty, but the presence of personal and societal values and should involve efforts to establish mechanisms which ensure integrity.
- Coercion and short-term fixes may not be the solution. Long term training and value education would make code of conduct truly functional

So, code of conduct should be supplemented by training modules internal consultation mechanism to helps resolve moral conflict and also greater ethical sensitation to develop not only a legal knowhow but also a moral culture in professions

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4. Define Work Culture. Suggest how an efficient work culture could be developed in the Indian scenario. (150 words) 10
कार्य संस्कृति को परिभाषित कीजिये | भारतीय परिदृश्य में एक कुशल कार्य संस्कृति कैसे विकसित की जा सकती है, सुझाव दीजिये |

Work Culture means the systems, norms processes and mechanisms through which people interact with each other and carry out their duties. Work culture determines the overall framework and environment in which employees discharge their respective functions.

An effective work culture can be developed in the Indian scenario by :-

- Greater gender parity of men and women at workplace and encouraging women participation of women.
- Learning social and cultural biases is very important in a multicultural society like India.
- Promoting diversity at the workplace
- Zero tolerance to sexual harass-ment according to the Vishakha guidelines against harassment of women at workplace.

- Encouraging good performance of team members.
- Building team spirit through greater interactions and events
- Building a sense of responsibility in every employee.
- Even in informal sector, which employs 93% of India's labour force, contracts for employment and social security benefits should be encouraged.
- Greater delegation of work will lead to better ownership of tasks.

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5. Open government is an even more comprehensive concept than transparency and freedom of information. Elaborate. (150 words) 10
खुली सरकार, पारदर्शिता और सूचना की स्वतंत्रता से भी अधिक व्यापक अवधारणा है | विस्तार से बताएं |

Open government goes beyond transparency and freedom of information

- ~~It~~ An open government would suo moto disclose all its activities to the public.
- It would propound the idea of 'participatory government' which would involve citizens too. Thus, it would be 'open' for them to take part
- It would take feedback from citizens and lower level functionaries

and frame policies based on wide consultations.

- It would treat citizens as partners protectees and not beneficiaries and ~~protectees~~.
- All decisions are placed in public domain.
- Open government treats it as a duty to keep citizens informed and not as a mere procedure to respond to demand for information

Many Scandinavian countries and countries of Western Europe follow the policy of maintaining an open government as the focus shifts on citizens as equal stakeholders in a nation's growth and development.

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

6. If corruption exists even in rich, economically successful countries, why should developing countries like India be worried about it? (150 words) 10
यदि भ्रष्टाचार धनी, आर्थिक रूप से सफल देशों में भी व्याप्त है, तब भारत जैसे विकासशील देश को इसे लेकर चिंतित होने की आवश्यकता क्यों है?

- Global economies are very inter-connected at present. Corruption in developed countries may lead to economic loss or financial crisis which can spread through global markets.
  Thus, due to self-interest developing countries would be concerned.
- With corrupt practice being followed anywhere, ignoring it would be immoral.
- Such practices may give undue advantage to some companies over others. For example> insider Trading or stealing sensitive company data of a MNC can affect all countries.
- Such practices may be detrimental for global security For example> US courts charged HSBC of being involved with Saudi clients who had also funded Al Qaeda.

- It can cause black money generated in India to be invested in corrupt practices abroad.

Thus, in this globalised world where capital flows so easily across continents, corruption can have a widespread impact.

Morally also, a wrong act needs to be universally condemned. Corruption causes suffering of many for the pleasures of a few. Thus, from a humanist and utilitarian perspective also, we can safely say that it should be opposed globally, irrespective of origin.

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7. "There are many causes I would die for. There is not a single cause I would kill for." In context of this statement by Mahatma Gandhi, explore the relevance of his concept of non-violence in dealing with the menace of Naxalism. (150 words) 10

"ऐसे कई कारण हैं जिनके लिए मैं बलिदान दे सकता हूँ। ऐसा एक भी कारण नहीं जिसके लिए मैं किसी की हत्या कर सकूँ।" महात्मा गांधी के इस कथन के सन्दर्भ में, नक्सलवाद की समस्या से निबटने में उनकी अहिंसा की इस अवधारणा की प्रासंगिकता की जांच करें।

Naxalism involves a violent attempt to overthrow the state to establish a ~~state~~ society on the basis of communist ideology. This is in stark contrast to Gandhiji's stand of never using violence to kill for any cause whatsoever.

The concept of non violence involves use of peaceful ways to protest. It does not hate the

evil doer and only opposes the innate evil. In contrast, Naxalism does not hesitate to cause harm if anyone stands before the realisation of their cause.

While non violence espouses the transformation of evil-doer through 'Satyagraha', Naxalism aims at annihilation of the evil doer.

Naxalism ignores that 'an eye for an eye' would make the world blind. Thus, it leads to a vicious cycle of conflict. 'Non violence' ensures purity of means and thus would lead to good ends. A state established by violent means would also perpetuate violence.

Thus, the menace of Naxalism should be dealt with while keeping the above views in mind, use of force against force may not yield desired results.

There needs to be a focus on development, promotion of public confidence in government, community empowerment, sensitization of public officials and prevention of arms proliferation.

This coupled with strong intelligence operations and calibrated use of force ~~to~~ can be effective. Also, the 'evil doer' should be given a chance to rehabilitate himself.

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

8. **(a)** Is behaviour always a reflection of one's attitude? Explain with relevant examples. (100 words) 5
क्या किसी का व्यवहार सदैव उसकी अभिवृत्ति का प्रतिबिम्ब होता है? प्रासंगिक उदाहरणों सहित स्पष्ट कीजिए।

Behaviour is often determined by one's attitude. However, it may not always be the case.

- Behaviour may be true or expressed. True behaviour denotes acting according to one's real attitude however expressed behaviour means acting due to external coercion
- Behaviour may be individual or aggregate. Individual ~~ag~~ behaviour may be because of temporary issues while aggregate behaviour shows the overall disposition of a person

For example:

(1) One may actually wish to support Australia in a cricket match as he believes it to be a more meritorious team (true behaviour)
But is forced to support Indian team for social pressure (expressed behaviour)

(2) One may be a religious person (attitude) and regularly goes to the church (aggregate behaviour)

However, he may choose to skip the visit because of ill-health or laziness on one sunday (individual behaviour)

So attitude does not always determine behaviour.

8. **(b)** Discuss the effectiveness of "fear" in changing people's attitudes and behavior. 5

लोगों के अभिवृत्ति और व्यवहार के बदलने में "भय" की प्रभावशीलता पर चर्चा कीजिये।

Fear can be an effective coercive tool in affecting free behaviour and expression of attitude.

It reduces the voluntarism of human actions and thus makes them forced and not deliberate. It is a very commonly used tool for persuasion.

True behaviour may not be displayed in case of fear in the short term.

Also, expressed behaviour, altered by fear, can often become a way of thinking and transform one's predisposition towards a stimulus. This would cause an attitude change.

For example - Though a student may like to study but is not encouraged by his family and scolded, he may lose interest towards it.

Thus, fear is an effective tool for changing attitude and behaviour.

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

9. Empathy is not only an important ingredient but also an indicator of one's emotional intelligence. Elaborate. (150 words) 10
समानुभूति, किसी भी भावनात्मक बुद्धि (EQ) का महत्वपूर्ण घटक ही नहीं, बल्कि यह उसका एक सूचक भी है| विस्तार से बताएं |

David Goleman regards empathy as one of the most important determinants of emotional intelligence. The ability to perceive other's emotions and to view their problems through their eyes constitutes empathy.

Emotional intelligence cannot be expressed in a vacuum and needs to viewed in the respect of the society as a whole. In such a set up understanding others' ~~reactions~~ emotions, giving calibrated reactions and maintaining relationships remains the crux of emotional intelligence.

So possessing these qualities not only acts as an element of emotional intelligence but also acts as its determinant.

It may depend on many factors like the amount of social exposure, cognitive ability, communicative ability and natural or cultural barriers. Understanding others' emotions also helps one to understand own emotions better and enhanced self-awareness. Thus, empathy and its significance cannot be undermined

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

10. (a) IQ helps you getting selected, EQ helps in getting promoted. Discuss. (100 words) 5

बुद्धिलब्धि (IQ) आपके चयन में मदद करता है, भावनात्मक बुद्धिमत्ता (EQ) आपकी पदोन्नति में मदद करता है | चर्चा कीजिये |

Recruitment involves aptitude tests which test one's intelligence quotient (IQ). It may involve other steps like personality tests too but cannot effectively gauge how an individual can perform in an organisational set-up. Thus, while getting selected, IQ helps one to get selected.

However, to work effectively in an organisational set-up, EQ is more important. Perceiving others' actions and marshaling one's own actions for greatest productivity through self-awareness and motivation require high EQ. It is these actions that help in moving up the organisational ladder.

Better alignment with organisational goals, promoting positive work culture and positive work ethic are offshoots of EQ and lead to higher productivity than pure technical prowess or IQ. Thus, while IQ gets one selected, EQ helps in getting promoted.

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

10. (b) Why do people obey orders, which they know are ethically wrong? (100 words) 5
लोग ऐसे आदेशों का पालन क्यों करते हैं, जिसके विषय में वे जानते हैं कि यह अनैतिक हैं?

People may follow unethical orders, despite knowing so, because:-

- They may fear the consequences of refusal
- They may not understand the large scale impact of such actions
- They may stifle their inner voice in expectation of reward for obeying orders.
- They may do so because others are doing the same. This is called BANDWAGON EFFECT.
- There may not be enough external mechanisms — laws, regulations, societal control — to deter such action.
- social sanction and apathy towards unethical acts can override moral sanction.

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

11. List down some of the characteristics of an emotionally intelligent administrator. How can emotional intelligence help civil servants? (150 words) 10

एक भावनात्मक रूप से बुद्धिमान प्रशासक की कुछ विशेषताओं को सूचीबद्ध कीजिये। भावनात्मक बुद्धिमत्ता लोक सेवकों की मदद कैसे कर सकती हैं?

Characteristics of emotionally intelligent administrator :

1. Can perceive emotions of negotiating parties effectively
2. Can act sensitively and reduce conflicts.
3. If conflicts happen, he can control them effectively.
4. Promotes positive work culture.
5. Can gauge his own emotions, actions effectively.

6. Can manage emotions well and gives calibrated responses.
7. Can keep himself self-motivated through trying times without succumbing to external pressures or internal doubts.

Ways in which EI can help civil servants:

1. To resolve conflicts
2. In successfully concluding negotiations
3. To empathise with the public and understand their problems
4. To be sensitive and responsive to people's demand.
5. To exude positive energy and to promote public confidence in the government.

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

12. Bring out what this statement means to you in the present context: "There comes a time when one must take a position that is neither safe, nor politic, nor popular, but he must take it because conscience tells him it is right."- Martin Luther King (150 words) 10

वर्तमान सन्दर्भ में निम्नलिखित कथन का आपके लिए क्या निहितार्थ हैं, दर्शाएं:
"एक ऐसा समय आता हैं जब व्यक्ति को ऐसा स्थान ग्रहण करना चाहिए जो न तो सुरक्षित हो, न ही राजनीतिक हो, और न ही लोकप्रिय हो, लेकिन उसे इसे इसलिए स्वीकार करना चाहिए क्योकि उसकी अंतरात्मा उसे कहती है कि यह सही है।" - मार्टिन लूथर किंग

Martin Luther King's statement which was given at the time of the civil rights movement for African Americans in USA still remains relevant.

While our attitudes are often determined by external stimuli and conditioning, we also possess a moral voice. According to Kant, man is a moral being. ~~Att~~ Human actions may be affected by compulsions of safety or politics or popularity but man being moral ~~ca~~ must at some point look at it through his conscience as right or wrong.

In the present context, when widespread evils like corruption, fundamentalism, inequality plague the society, we should not be

influenced by fear or need for approval alone. There is a need to listen to one's inner voice to resist these temptations. It may mean that one is swimming against the current, but it will provide inner satisfaction.

When Martin Luther King led the civil rights movement, the society and political structure stood against him. However, he moved ahead with fortitude. In the same way, in the present world too it is necessary to act conscientiously. We may be alone sometimes in doing so, but even one lamp can shed away the darkness.

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

13. Your friend eats too much junk food, how would you be able to bring about a change in her/his attitude about food? (100 words) 5
आपका मित्र अत्यधिक अस्वास्थ्यकर खाद्य पदार्थों का सेवन करता/करती है। आप इस खाद्य को लेकर उसके दृष्टिकोण में बदलाव कैसे ला सकते हैं?

- By introducing him to journals, studies ~~with~~ which show the ill-effects of junk food
- To convince others close to him - family and friends to acquaint him of its ill-effects and constantly tell him so.
- To take him to a doctor or nutritionist who would give him expert opinion ~~to~~ ~~not~~ on demerits of junk food

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

- To introduce him to people who have quit junk food or ~~to~~
- To tell him about those people who have suffered from over eating junk food.

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

Section B

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

निम्नलिखित प्रश्नों में, दिए गए मामलों का ध्यान से अध्ययन करें और उसके बाद दिए गए प्रश्नों का उत्तर दें (लगभग 250 शब्दों में) :

14. You are a young DM in a district, which is seeing rapid mushrooming of private Drug de-addiction centres. The centres are known to function in an unethical manner and their business model involves a specific consideration for cases of relapse victims. Although these centres charge at high rates, they are known to give families of addicts hope and institutionalisation of addicts has ensured maintenance of law and order, not seen in neighbouring districts.

Analyse the following options for their positive and negative impact on the various stakeholders of the society.

(a) Shutting down of the private rehab centres altogether

(b) Petitioning the higher authorities to deploy funds for opening up of government centres

(c) Setting up a medical team to delve into the matter more deeply and acting only after their report

(d) Letting the centres function in the same manner as earlier 20

आप एक ज़िले में युवा जिलाधिकारी हैं जहाँ पर निजी नशा मुक्ति केन्द्रों की तेज़ी से वृद्धि हो रही है। ये केंद्र अनैतिक तरीकों से चलाये जाने के लिए जाने जाते हैं और उनके व्यापार के मॉडल में पुनः नशे के शिकार होने वाले पीड़ितों के लिए विशेष प्रावधान शामिल हैं। यद्यपि ये केंद्र अत्यधिक शुल्क लेते हैं, फिर भी ये पीड़ितों के परिवारों को एक आशा देने हेतु जाने जाते हैं और नशे में लिप्त लोगों के संस्थानीकरण से कानून व्यवस्था सुनिश्चित हुई है, जो कि पड़ोसी ज़िलों में नहीं दिखती है।

निम्नलिखित विकल्पों द्वारा समाज के विभिन्न हितधारकों पर पड़ने वाले सकारात्मक और नकारात्मक प्रभाव का विश्लेषण कीजिये:

(a) निजी पुनर्वास केन्द्रों को पूर्णतया: बंद किया जाना

(b) सरकारी केन्द्रों के खोलने हेतु धन की उपलब्धता के लिए उच्च अधिकारियों को प्रार्थना किया जाना

(c) अधिक गहराई से इस मामले में छानबीन करने के लिए एक चिकित्सा दल की स्थापना और उनकी रिपोर्ट के बाद ही कार्यवाही करना

(d) केन्द्रों को पहले की ही भांति कार्य करने देना

a) Merits

- This would prevent some people availing of profits from the disability of many.
- It can pave way for more affordable and more regulated de-addiction which

are affordable for all sections of society
- It can act as a deterrent against any further spread of such unethical practices.

Demerits
- It would leave addicts without any hope and they may get re-addicted
- It may disrupt social order as addicts may get involved in anti social activities.
- It may be detrimental for addicts' families who will have to bear the burden alone.

(b) MERITS.
- Government centres will be cheaper and affordable for all sections of society
- They will be well spread out throughout the district.
- It will be well-regulated and have competent authorities.

DEMERITS
- Government agencies often become inefficient and complacent.
- They may not pursue relapse victims as effectively as it requires persistent tracking and monitoring

- Absence of adequate number of health officials which is a major issue for primary health centres, public hospitals will be a concern too.
- It may cause delays in setting up of new agencies.

(c) MERITS

- It will give an authoritative view on the matter.
- It can give comparison with established best practices.
- It will lead to well-reasoned and non-arbitrary action, giving it more legitimacy.
- The technical glitches pointed out can be gauged as corrigible or incorrigible.

DEMERITS

- It may cause further delays
- It may focus only on medical discrepancies and not administrative discrepancies.
- It may have too generic stand, not specific to the district.
- Addicts may get used to the current institution and any change recommended may be difficult to adapt

(d) MERITS

- ~~Du~~ Addicts' families may feel more reassured
- Addicts can continue being hopeful and involved.
- The district can remain free from social disorder.

DEMERITS

- Corrupt practices and unethical behaviour will continue.
- Actions of private bodies will remain opaque.
- It may lead to further spread of such de-addiction centres harbouring malpractices in this district and the neighbouring ones.

15. Surbhi had a job at the local mall as an employee at Play-Around. The Play-Around has different Play equipment and a little kid section. Her job included working the front desk, making sure that people paid as they entered, also informing them of the rules of Play-Around, hosting birthday parties, and watching the children.

One rainy Saturday when Play-Around was particularly crowded, a mother and her mentally disabled son came to Play-Around. Play-Around does not discriminate and all children are allowed on as long as they meet the height requirements. However, adults are not allowed on the Plays because they are not covered by Play-Around's insurance. The mother was informed about the rules verbally by Surbhi as well as by the posted lists of rules.

This woman disregarded the rules and chose to follow her son onto the Plays. This is dangerous and against the rules because there is the possibility that an adult could slip and fall, and if either she or another child got hurt due to her actions the insurance would not cover it. This woman believed that her son needed special attention and constant supervision.

When it came to Surbhi's attention that the woman was on the inflatable, Surbhi told the mother that she would have to get off, however, her child could stay. The woman responded by yelling at Surbhi, telling her that her child had every right to be on the inflatable as any other child. Surbhi agreed and reminded the woman that she had not told the child to get off but only the mother herself. The woman then responded by saying that she had to stay with her son in order to help him.

The following are some suggested options. Please evaluate the merits and demerits of each of the options:

1. Surbhi should refer the matter to the manager of the Play-Around.
2. Surbhi should make it clear to the woman that either she should move out or she has to force her son out as well.
3. Surbhi should make an exception considering the special needs of the child in question.

Also please indicate (without necessarily restricting to above options), what you would like to advise, giving proper reasons. 20

सुरभि एक मॉल में बच्चों के क्रीड़ा स्थल में कर्मचारी के रूप में कार्यरत थी| क्रीड़ा क्षेत्र में विभिन्न खेलों के उपकरण हैं और छोटे बच्चों का एक अनुभाग है | उसकी ज़िम्मेदारियों में, स्वागत कक्ष का कार्य, सभी लोग प्रवेश के समय भुगतान करें ऐसा सुनिश्चित करना, इसके अलावा क्रीड़ा क्षेत्र के नियम समझाना, जन्मदिन के समारोह आयोजित करना, और बच्चों की देखरेख करना शामिल हैं| एक बार शनिवार के दिन जब वर्षा हो रही थी तब क्रीड़ा स्थल में विशेषतयः भीड़ थी, एक माँ और उसका मानसिक रूप से विकलांग पुत्र क्रीड़ा क्षेत्र के पास आ गए | क्रीड़ा स्थल में भेदभाव नहीं होता और सभी बच्चे यदि ऊंचाई के मापदंड को पूरा करते हैं तो उन्हें अंदर जाने की अनुमति होती है | हालाँकि, वयस्कों को क्रीड़ा स्थल में जाने की अनुमति नहीं होती क्योंकि वो क्रीड़ा स्थल के बीमा के अंतर्गत नहीं आते | बच्चे की माँ को सुरभि ने मौखिक तथा सूचना पट्ट पर चिपकी हुई सूची से नियमों की जानकारी दे दी थी |

उस महिला ने नियमों का उल्लंघन किया और अपने बेटे के साथ क्रीड़ा स्थल में पीछे- पीछे चली गयी | यह खतरनाक है और नियमों के खिलाफ भी है क्योंकि ऐसी सम्भावना है कि कोई वयस्क उसमें फिसल सकता है और गिर सकता है और यदि उसके इस कार्य से वह या कोई बच्चा घायल होता है तो यह बीमा के अंतर्गत नहीं आएगा | इस महिला का ऐसा मानना है कि उसके बेटे को विशेष ध्यान और लगातार निगरानी की ज़रुरत है |

जब सुरभि को इस बात की जानकारी हुई कि वह महिला हवा भरे हुए गद्देदार स्थान पर थी, तो सुरभि ने उस महिला से कहा कि उन्हें बाहर आना होगा, यद्यपि उनका बेटा वहां पर रह सकता है | उस महिला ने सुरभि से चिल्ला कर जवाब दिया और कहा कि उसके बेटे को भी अन्य बच्चों कि तरह उस हवा से भरे हुए स्थान पर रहने का हक़ है | सुरभि ने सहमति प्रकट की और उस महिला को याद दिलाया कि उसने बच्चे को बाहर जाने के लिए नहीं कहा बल्कि, सिर्फ उन्हें ही बाहर जाने के लिए कहा है | उस महिला ने फिर यह कहते हुए जवाब दिया कि उन्हें अपने बेटे की मदद हेतु वहां रहना होगा |

निम्नलिखित कुछ सुझाव दिए गए हैं | विकल्पों में से प्रत्येक के गुण और दोषों का मूल्यांकन करें:

1. सुरभि को इस मामले की जानकारी क्रीड़ा स्थल के प्रबंधक को देनी चाहिए |
2. सुरभि को उस महिला से साफ शब्दों में कहना चाहिए कि या तो उसे बाहर आना होगा या फिर उसके साथ उसके पुत्र को भी बाहर मजबूरन निकलना पड़ेगा |
3. सुरभि को उस बच्चे की विशिष्ट ज़रूरतों के लिहाज़ से एक अपवाद के रूप में इसे स्वीकार करना चाहिए |

इसके अतिरिक्त, कृपया उचित कारण देते हुए बताएं कि आप क्या सलाह देना चाहते हैं (ऊपर दिए गए विकल्पों तक सीमित हुए बिना)

1. MERITS

(a) It would rid Swebhi of the moral dilemma

(b) Her manager may have a better idea as to how to deal with such a situation.

(c) She would not get embroiled in complicated policy matters of Play Around.

DEMERITS

(a) It can mean that Swebhi has been incapable of performing her duties

(b) It may not change much as the manager may also ask the customer

to follow company policy and get off the inflatable.

(c) There may be too much complication and the disabled child may also get disturbed.

(2) MERITS

(a) This would avoid any possible accident which can hurt the child and others.

(b) This would ensure that company rules are followed.

(c) As adults are not covered by PlayAround's insurance, the mother will be spared of any possible damage which may be physical and financial

DEMERITS

(a) It would be discriminatory as all children are treated equally by playaround

(b) It would mean punishing the child for no fault of his

(c) It may give PlayAround and hence Surbhi a bad name for being insensitive

(3) MERITS

(a) It would be a sensitive reaction as the disabled child needs special care and constant monitoring.

(b) It would be compliant with Play-Around's policy of non discrimination

(c) It would peacefully end Sunbhi's altercation with the child's mother

(d) The child would be able to enjoy the same benefits as other children

DEMERITS

(a) As the plays are not meant for adults, ~~the~~ the child's mother may slip and fall, injuring herself and others.

(b) As she is not covered by Play Around's insurance, it would be a financial burden too if she gets hurt

(c) If she suffers any damage, it may be difficult for the child to manage on his own

(d) It would also ~~be~~ reflect badly on PlayAround's reputation and safety policy.

f) In case of an accident, Swebhi may be implicated for the same.

In light of the above arguments, it is clear that allowing the woman to continue sitting on the inflatable as it puts her and others at risk.

Swebhi should try and persuade her by explaining that it may be risky for her child too. She can then call her manager and try to accomodate the child in some other safer play.

In the long term, play Ground should develop systems and special plays and employ helpers who can take care of such children with special needs.

16. Sandhya recently completed her B.Com and was extremely excited to be hired for her dream job working for a Public Sector Bank. During her initial days, she began to notice that funds from grants were being mismanaged and misallocated. Some of her co-workers were also using bank property materials, including cars, for personal business.

However, Sandhya was most shocked by the hiring practices she witnessed at the office. Applicants to the jobs were supposed to take exams that were invigilated by bank employees. Sandhya began to notice that the invigilators were allowing applicants to cheat on the tests because the applicants had already been chosen for the job. Many of these pre-chosen applicants were friends of current employees.

Sandhya reported what she witnessed to Mahesh, the Branch Assistant Manager, who was second-in-command to the Branch Manager. Mahesh told her, "You heard nothing, you saw nothing, and you say nothing." Sandhya was absolutely shocked; not only by the corruption, but that it was deliberately being swept under the rug.

Sandhya I was in a dilemma. She really needed the job to pay off loans, and she loved the actual content of the work she was doing. She was also concerned that it would look bad to leave her first job out in less than a year, as well as tarnish future chances to work in a government organization. On the other hand, she felt extremely uncomfortable in her work environment due to the culture of corruption.

1. What are the options available to Sandhya?
2. Evaluate each of these options and choose the option you would adopt, giving reasons. 20

संध्या ने हाल ही में अपना बी.कॉम पूरा किया था और अपनी कल्पना के अनुसार एक सार्वजनिक क्षेत्र के बैंक में कार्य करने हेतु अपनी नियुक्ति को लेकर अत्यंत उत्साहित थी | अपने शुरुआती दिनों में उसने यह देखा कि अनुदान के धन का कुप्रबंधन और त्रुटिपूर्ण आवंटन किया जा रहा था | उसके कुछ सहकर्मी भी अपने व्यक्तिगत कार्यों हेतु कारों सहित, बैंक की संपत्ति सामग्रियों, का प्रयोग कर रहे थे |

हालाँकि, संध्या को सबसे ज्यादा हैरानी कार्यालय में होने वाली भर्ती के तरीकों को देख कर हुई | नौकरियों के आवेदकों को परीक्षा में बैठना होता था जिसकी निगरानी बैंक के कर्मचारी करते थे | संध्या ने देखा कि परीक्षा नियंत्रक ही स्वयं आवेदकों को नक़ल करवा रहे थे क्योंकि इन आवेदकों को पहले से ही चुन लिया गया था | पूर्व चयनित बहुत से इन आवेदकों में से कई बैंक के कार्यरत कर्मचारियों के मित्र थे |

संध्या ने जो देखा था वह महेश को बताया जो कि शाखा का सहायक प्रबंधक हैं और जो शाखा प्रबंधक के बाद द्वितीय स्थान के पद पर हैं | महेश ने संध्या से कहा, "आपने कुछ नहीं सुना, आपने कुछ नहीं देखा और आप कुछ नहीं कहेंगी"| संध्या एक दम हैरान थी; केवल भ्रष्टाचार के कारण से ही नहीं बल्कि इस कारण से भी कि इसे जानबूझकर दबाया जा रहा था |

संध्या दुविधा की स्थिति में थी | उसे अपने ऋणों की भरपाई के लिए नौकरी की अत्यंत ज़रुरत थी और उसे यह कार्य पसंद भी आ रहा था | उसे इस बात की भी चिंता थी कि एक वर्ष से भी कम समय के अंदर ही नौकरी छोड़ना गलत होगा, साथ ही भविष्य में किसी सरकारी संस्थान में नौकरी की सम्भावना को भी धूमिल कर देगा | वहीँ दूसरी तरफ, वह भ्रष्टाचार के इस माहौल में अत्यंत ही असहज महसूस कर रही थी |

1. संध्या के पास में कौन-कौन से विकल्प उपलब्ध हैं?
2. इन विकल्पों में से सभी का मूल्यांकन करें और उचित कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार्य हो।

OPTIONS AVAILABLE and EVALUATION

Option 1: Sandhya can directly report it to the Branch Manager.

Merits:

(i) It can end the vicious cycle of corruption
(ii) It will lead to saving of public funds
(iii) It can lead to better practices and the organisation will be benefitted.
(iv) Sandhya would then work in public interest and uphold the ideals of uprightness, honesty and integrity

Demerits:

(i) The Branch Manager may be directly involved.
(ii) Sandhya may be reprimanded
(iii) He Assistant manager may make ~~it~~ difficult for her to work there.
(iv) Other employees may distance themselves

Option 2 To inform the Vigilance Officer of the Bank.

MERITS :
(i) It would initiate a detailed probe
(ii) Corrupt practices would end
(iii) Other malpractices may be revealed

DEMERITS :
(i) It can tarnish the branch's name.
(ii) It can send many of her fellow employees to jail or ruin their career prospects.
(iii) Her superiors may consider to be a tell-tale and make the environment hostile for her in office.

Option 3: She may write to an external agency like an investigative journal or newspaper.

Merits :
(i) They can unearth the whole scam through sting operations etc.
(ii) They will put the findings in public domain
(iii) The blame may not be on Sandhya as they would protect the whistleblower.

Demerits:
(i) The journal / newspaper may or may not follow up the story.
(ii) The probe may not be accepted as fool-proof in public domain.
(iii) If they reveal Sandhya's identity she may face difficulties.

Option 4 She can sweep the issue under the rug and continue with her work.

MERITS:
(i) She can continue with the job and pay off her loans
(ii) As she likes the work content, she can continue doing it
(iii) Continuing with the job will look good on her resume.

Demerits:
(i) Malpractices will continue
(ii) She would continue feeling uncomfortable in that environment.

Option 5: She can quit the job

Merits:
i) She can escape the moral dilemma.
ii) She cannot be implicated in any scam later

Demerits: (i) Malpractices and corruption continues
ii) She wont be able to pay off loans.
iii) She will not be able to work on her choice of work content
iv) It would look bad on her resume if she quits before a year.

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

17. You have been appointed as a General Manager in a Public Sector Undertaking, a new chemical plant for which is to be designed and then constructed. Your responsibilities included hiring the staff for this new plant, ensuring a safe design and then starting the plant up after construction.

During your previous experience you had noted that a new type of technology could be used in the plant in place of conventional technology employed in public sector plants till now. The new technology is less expensive and has more safety features. You have convinced the project designer to employ this new technology.

This is a unique technology and only one manufacturer provides it. After this technology has been specified by the designer and purchased, the salesman of concerned company visits you and invites you to a lavish party in a foreign land with air tickets. You have not known the salesman, Jayesh, prior to the visit. You had also no direct purchasing responsibilities; you had just wanted the new technology for better safety in the plant.

1. What are the options available to you?
2. Evaluate each of these options and choose the option you would adopt, giving reasons. 20

आपको एक सार्वजनिक क्षेत्र के उपक्रम का महाप्रबंधक नियुक्त किया गया है, जिसके लिए एक नए रासायनिक संयंत्र का प्रारूप तैयार करना है और उसे निर्मित करना है | आपकी ज़िम्मेदारियों में इस नए संयंत्र के लिए कर्मचारियों की भर्ती करना, एक सुरक्षित प्रारूप सुनिश्चित करना और उसके निर्माण के पश्चात उसे प्रारंभ करना शामिल हैं |

अपने पूर्व अनुभव से आपने ऐसा देखा है कि अब तक सार्वजानिक उपक्रमों में प्रयुक्त की जाने वाली पारम्परिक तकनीकि की जगह सयंत्र में एक नयी तकनीकि का प्रयोग किया जा सकता है| इस नयी तकनीकि का दाम भी कम है और इसमें सुरक्षा की अधिक विशेषतायें भी हैं |आपने इस तकनीकि के इस्तेमाल हेतु परियोजना के डिजाइनर को आश्वस्त कर लिया है |

यह एक तरह की अनूठी तकनीकि है जिसे सिर्फ एक ही निर्माता प्रदान करता है| जब इस तकनीकि को डिजाइनर द्वारा निर्दिष्ट कर दिया गया और खरीद लिया गया, तब उस कंपनी का विक्रेता आपके पास आता है और आपको विदेश में हवाई यात्रा के टिकट के साथ एक शानदार समारोह में शामिल होने के लिए आमंत्रित करता है | आप उस विक्रेता, जयेश को इस मुलाकात से पहले नहीं जानते थे | सीधे तौर पर खरीद फरोख्त में आपकी कोई ज़िम्मेदारी नहीं भी थी; बल्कि आप तो संयंत्र की बेहतर सुरक्षा की दृष्टि से नयी तकनीकि का इस्तेमाल करना चाहते थे |

1. आपके पास में कौन-कौन से विकल्प उपलब्ध हैं?
2. इन विकल्पों में से सभी का मूल्यांकन करें और कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार्य हो |

Option 1 : To accept the tickets.

Merits :

1) As there was no ill-motive associated, the tickets can be considered a legitimate gift

2) A free trip to foreign land

(iii) The machinery had already been purchased, so there was no conflict of interest

Demerits:

(i) The salesman can consider this to be a tacit approval and may demand favours in future.

(ii) People may perceive that the recommendation was based on mal-intentions of quid pro quo.

(iii) Good intention can be perceived as corrupt practice.

(iv) As I have not known the salesman before this visit, the acceptance may raise questions.

Option 2 Refuse to take the tickets

Merits:

(i) It insulates me from any possible implications of corruption

(ii) Prior actions will not be perceived as quid pro quo.

(iii) salesman cannot ask for undue favours in future.

Demerits:

1) Further requisitioning of machinery can be a problem if salesman is not kept in good humour

(ii) As there is only one manufacturer, finding replacement or parts may be difficult.

(iii) Missing a free foreign trip for no concrete reason

Option 3: Explaining that I cannot accept the tickets and I had recommended the new technology for its merit.

Merits:

(i) It will be a satisfactory explanation to the salesman

(ii) It will not lead to any doubts regarding quid pro quo actions.

Demerits:

(i) Missing out on the foreign trip.

(ii) Offending the salesman who may have approached with it as a legitimate gift

Option 3 is the best option among these and I would hence choose it.

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

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

18. You have been studying for the past two weeks for your final exam in the college. Your grade in the class is much lower than it should be, and your father has warned you to improve it or there will be consequences. So declining invitations for parties, restricting you time with friends, and spending hours in the library, you have done a lot to prepare for this exam. On the exam day you sit next to a mutual friend of yours that lives on the same floor in the hostel. Talking with him before the test begins, you notice that this friend has hidden a cheat sheet at the top of his backpack. Ordinarily, you wouldn't be concerned about it; however, the professor has already announced that only limited students would pass the exam. Even if everyone does really well, the professor will divide up the grades to make sure there's a limited amount of A's and B's.

1. What are the options available to you?

2. Evaluate each of these options and choose the option you would adopt, giving reasons. 20

आप कॉलेज में अपनी अंतिम परीक्षा के लिए पिछले दो हफ्तों से अध्ययन कर रहे हैं | कक्षा में आपकी श्रेणी जो होनी चाहिए उससे अत्यंत निम्न है और आपके पिता ने इसके सुधार हेतु चेतावनी दी है अन्यथा इसके दुष्परिणाम होंगे | अतः समारोहों में शामिल होने से मना करके, दोस्तों के संग बिताये जाने वाले वक़्त में कमी करके और पुस्तकालय में अपना समय व्यतीत करके आपने परीक्षा के लिए काफी तैयारी कर ली है |

परीक्षा वाले दिन, आप छात्रावास में आपके ही तल पर रहने वाले एक आपसी दोस्त के बगल में बैठते हैं | उस दोस्त से परीक्षापूर्व बातचीत से पता चलता है कि उसने अपने बैग के ऊपरी हिस्से में नक़ल छुपा रखी है | सामान्यतः आप इससे परेशान नहीं होते, लेकिन, प्रोफेसर ने पहले ही घोषणा कर दी है कि कुछ सीमित संख्या में बच्चे ही उत्तीर्ण होंगे | भले ही सभी अच्छा प्रदर्शन करते हैं, फिर भी प्रोफेसर, यह सुनिश्चित करने के लिए कि सिमित संख्या को ही "A" और "B" श्रेणी प्राप्त हो, श्रेणियों को बाँट देंगे|

1. आपके पास में कौन-कौन से विकल्प उपलब्ध हैं?

2. इन विकल्पों में से सभी का मूल्यांकन करें और कारण सहित ऐसे विकल्प का चुनाव करें जो आपको स्वीकार हो |

Option 1 : Reporting the matter to the professor.

Option 2 : As he is a friend, let the matter go and focus on my test.

Option 3 : Asking him to help me out with the cheat sheet as well.

Option 4 : Ask him to not use the cheat sheet as it is unfair

2. Option 1: Reporting to professor.

~~Demerits:~~ Demerits:

- The friend may not be allowed to give the test.
- Others may consider me to be a tell-tale and traitor, as I gave away a mutual friend.
- He may not have secured a grade A and threatened my position anyway.
- Distraction can ruin my own test

Merits

- It puts a ~~step~~ step backward for educational malpractices.
- The professor may appreciate my vigilance and honesty.
- The friend may realise his mistake and not do this the next time
- It ~~to~~ increases the changes of me securing a good grade.

Option 2: Letting the matter go and focussing on my own test.

Merits

- No distractions can help me maximise my own performance.
- The friend also does not get offended.
- Other mutual friends will not criticize too.

Demerits

- Friend may secure an A, while I miss it despite the hard work.
- It would amount to agreeing to such malpractices.
- The friend may continue such bad practices in the future too.

Option 3: Asking him to help me out with the cheat sheet as well.

Merits

- Both can get an A.
- It would satisfy my father's expectations.
- As I was well prepared anyway cheat sheet would give extra boost

Demerits

- If caught, I ~~may~~ will be considered as partner-in-crime too.
- It would also mean that I am taking part in unjust practices for self-interest.
- Cheating may become a habit for me and erode my moral integrity in the long run.
- As a friend I should tell him not to engage in such activity. So, I would be betraying him too.

Option 4: Ask him to not use cheat sheet as it is unfair.

MERITS

- Friend realises his mistake.
- Corrupt practices are avoided.
- A fair competition takes place
- The granting of grades will be on legitimate basis.
- My dignity of labour will not be undermined by unfair practices
- Friendships remain intact

Demerits

- Friend may get offended
- He/She may not listen.
- He/She may miss the grade and thus lose out because of me.

Option 4 is the most balanced of all these options, so I would employ it. However, if the friend does not listen, I would be forced to report the issue to the professor as unfair practices should not be encouraged.

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

19. Richa and Ankit are two employees of Kathi's organisation. One day the two were talking in the hallway about the employee benefits program. Ankit, who has had some recent financial trouble, explains to Richa how the benefits program has a loophole that will allow him to receive some financial assistance that he really needs to help pay health care costs for his mother. Kathi overhears the conversation. Later, Kathi is approached by her supervisor who says he heard a rumor that some people were taking advantage of the company benefits program.

1. What are the options available to Kathi?

2. Evaluate each of these options and choose the option, which you recommend Kathi to adopt giving reasons. 15

ऋचा और अंकित, काठी के संस्थान के दो कर्मचारी हैं। एक दिन दोनों दालान में कर्मचारी लाभ कार्यक्रम के बारे में बात कर रहे थे। अंकित, जिसे हाल ही में कुछ वित्तीय समस्याएं हुई थी, ऋचा को बताता है कि कैसे लाभ कार्यक्रम में एक कमी के चलते उसे वित्तीय सहायता प्राप्त हो जाएगी जो उसे अपनी माँ के स्वास्थ्य कि देखभाल में आने वाले खर्चे के भुगतान हेतु चाहिए। संयोगवश, काठी इस बातचीत को सुन लेती है। बाद में काठी का पर्यवेक्षक उससे संपर्क करता है जो कहता है कि उसने कुछ ऐसी अफवाह सुनी है कि कुछ लोग कंपनी के कर्मचारी लाभ कार्यक्रम का गलत लाभ उठा रहे हैं।

1. काठी के पास क्या विकल्प हैं?
2. इन सभी विकल्पों का मूल्यांकन करें और कारण सहित ऐसा विकल्प चुने जिसे आप काठी को अपनाने हेतु सलाह देंगे।

(1) Option 1: To deny knowledge about such practices.

Option 2: To report the conversation that Kathi overheard.

Option 3: To indicate there may be possible loopholes in the program, without naming anyone.

Option 4: Suggest other legal benefits

2) Option 1: To deny knowledge about such practices

Merits:

(i) It would not lead to implication of any fellow employee in the malpractice

(ii) It would leave Kathi out of the problem

(iii) Ankit can successfully treat his mother

Demerits:
(i) It may cause loss to the organisation
(ii) Long term loss can be bad for employees themselves, including Kathi

Option 2 To report the conversation

Merits:
(i) It will help in weeding out bad practices
(ii) It would save company's revenues.

Demerits:
(i) Ankit would not be able to get his mother treated.
(ii) Other employees may get implicated due to Kathi and lose their jobs

Option 3 To indicate possible loopholes or to advise an investigation

Merits:
(i) No one in particular gets punished
(ii) Company also manages to put into place better system
(iii) Investigation would not put the blame on Kathi.

Demerits:
(i) Many employees, including Ankit, lose out on benefits.
(ii) Offenders will not be punished

Option 4 To suggest that more legal benefits be given

Merits:

(i) Employees' needs will be met through benefits like health insurance for dependents.

(ii) It may reduce the misuse of current schemes.

(iii) Anjali can continue to treat his mother, but now through legal means.

Demerits (i) It may not stop misuse of current schemes.

(ii) Loss of company revenues.

(iii) Offenders of past misuse would not be punished.

Option 3 should be employed first. If after investigation, loopholes are found, they should be eliminated. If the benefits are found to be inadequate, possibility of more benefits should be deliberated, subject to funds availability.

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

20. You are a young reporter who has unearthed the case of the government secretly pledging gold to a foreign country. Reporting of the said activity would trigger a downward spiral for the economy as trust in the government would decrease, domestic and foreign investors will pull out investments from the country. The reporting of the incident would definitely improve your career prospects. You are still to share this information with anybody.

What will you do and why? 10

The case for reporting the matter would be driven by self-interest. It would lead to better career prospects for me. However, if reporting the matter leads to an economic down-turn even then it would hurt my interests and of others around me. Thus, not reporting the matter would be justified by enlightened self-interest or interest of an individual viewed as a part of society.

However, as a reporter it is also my duty to intimate the public about the events. Thus, it would, according to Kant's categorical imperative be my duty to report the same without thinking of the ends (deontologically).

But, this will lead to large scale loss and hence will not be supported by the utilitarian argument

of greatest good of greatest number.

Further, it is also the duty of the government to keep public informed of such activity. So, morally, the government should be bound to do so.

Keeping above arguments in mind, I ~~am~~ can report a slightly watered down version once the economy stabilises a little to ensure a public debate which forces the government to report the issue. It will also maintain the boost to my career and be the 'golden mean' of all the available options.

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