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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Radhika Gupta		
Medium Eng./Hindi	English	Registration Number	340797
Center	ORN	Date	3 sept - 19

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	- 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 ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी 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।
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
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5(b)	10		
6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi- 110009

EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

Answer the following questions in not more than 150 words each:

1. (a) Highlighting the attributes of leadership, analyse why it is important for a civil servant. (10)

नेतृत्व (लीडरशिप) के गुणों पर प्रकाश डालते हुए, विश्लेषण कीजिए कि यह एक सिविल सेवक के लिए महत्वपूर्ण क्यों है।

A civil servant by the very nature of his job should possess leadership qualities. Leadership is a quality the entails in a person various attribute which enable him to lead a team in several circumstances.

Leadership is also one of the foundational values given by Nolan committee.

attributes of leadership →

- i) Leader is a team player.
- ii) He is trusted by all.
- iii) He is courageous and leads by example
- iv) Allocates work/task according to calibre and proficiency
- v) optimum utilization of available resources.
- vi) Takes tough decisions when needed
- vii) Gives room for dissent & wider range of opinions.

looking at the attributes of the qualities, the Leadership skill becomes indispensable for a civil servant.

Reason →

- i) A civil servant has to allocate resources for the best optimization.
- ii) work in diverse situation like war, flood, drought to normal circumstances.
- iii) Deal effectively with all class of citizens i.e from socially marginalized to influential.
- iv) Has to be firm & act according to ethical values of Honesty, integrity, Impartiality & commitment to public service.
- v) Has to lead teams for various policy formulation & implementation so being a team sport becomes necessary.

Thus leadership becomes a foundational value for a civil servant who has to lead by example for others.

1. (b) A civil servant needs to be objective as well as empathetic. What do you understand by objectivity? Discuss its relationship with empathy. (10)

सिविल सेवक को वस्तुनिष्ठ होने के साथ-साथ समानुभूति रखने वाला भी होना चाहिए। वस्तुनिष्ठता से आप क्या समझते हैं? समानुभूति के साथ इसके संबंधों की विवेचना कीजिए।

Objectivity as a value means that one needs to act on the basis of facts and merits of case. It is one of the foundational value given by Nolan Committee.

Objectivity in a civil servant ensures that →

- ↳ He would not hesitate on giving any advise even if that is uncomfortable
- ↳ won't ignore certain facts
- ↳ objectivity ensures that a civil servant is working without personal biases.
- ↳ This increase public trust in policy and in system.
- ↳ Has huge probability of enhancing outcomes and hence larger public interest.

↳ Ex: of Lack of Objectivity : Coal block scam
2G spectrum allocation
Scam

Empathy as a value mean that a civil servant is able to put himself in other's shoe and feel their pain.

He can communicate to others that he not just understands their pain but also feels it.

It is one of the foundational value given in 2nd ARC report.

Relationship between objectivity & empathy -

When a civil servant is objective, he would stick to rules & regulations & work in domain of law. But in case of empathy he may have to work around law in order to help someone.

for ex: An old couple does not fit in a scheme criteria but are in dire need of help. so objectively he might not be able to help them but empathetically he might help them by looking for other possible options.

Thus both values are highly important.

2. (a) With rapidly increasing use of information technology, what according to you is the role of ethics in cyber space? (10)

सूचना प्रौद्योगिकी के तेजी से बढ़ते उपयोग के साथ, आपके अनुसार साइबर जगत में नीतिशास्त्र की क्या भूमिका है?

Information Technology (IT) has connected the whole world at the click of a phone.

In one aspect it has reduced barriers but it has also led to compromise on ethical value on the other hand.

Role of ethics in cyber space -

- i) Increasing breach of privacy by data manipulation.

eg: Cambridge Analytica using people's data for personal benefit

- ii) Issues of child pornography,

- iii) Demanding sexual favours from females, uploading morphed photos, Blackmailing, torture etc.

- iv) Use of dark web for drug trafficking, human trafficking, money laundering

- v) challenges like ki-ki challenge, open bottle lap challenge etc. that has compromised on privacy.
- vi) Games like Blue whale that instill a particular psychological behaviour etc.

These are some of the issues that are unethical in nature. These issues entail the role of ethics in cyber space so that these can be dealt with in proper manner.

2. (b) Transparency in government organisations is an essential pre-condition for good governance. Elucidate. (10)

सरकारी संगठनों में पारदर्शिता सुशासन की आवश्यक पूर्वपेक्षा है। स्पष्ट कीजिए।

Government is for public. It works for the welfare of public, to serve public and fulfill their needs and aspirations.

Transparency becomes an important precondition for good governance.

Transparency requires that people have a knowhow about the functioning of the government, can question the way government formulates policies etc.

Good Governance is when the people who are governed feel good.

various examples which have brought transparency in the system -

- 1) RTI → Through this various data, files, informations that were hitherto lying in offices came to public domain.

Transparency ↑↑ ⇒ Accountability ↑↑ ⇒ Good Governance

ii) Increasing role of Technology →

- ↳ ~~not~~ Making things (forms / applications) online. (License)
- ↳ Implementing citizen charters
- ↳ ~~the~~ Making single window clearance portals. (PARIVESH)

iii) Grievance redressal system (eg: Railway App)

for any govt aspiring for good governance

Transparency forms a foundational pillar

This reduces trust deficit, ensures

people's participation & hence better public service delivery.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनके क्या निहितार्थ हैं:

(a) A nation should not be judged by how it treats its highest citizens, but its lowest ones. Nelson Mandela (10)

राष्ट्र का आंकलन इस बात से नहीं किया जाना चाहिए कि वह अपने श्रेष्ठतर नागरिकों के साथ कैसा व्यवहार करता है, बल्कि इस बात से किया जाना चाहिए कि वह अपने निम्नतर नागरिकों के साथ कैसा व्यवहार करता है। - नेल्सन मंडेला।

No Nation in this world is entirely homogenous or equal. Every nation has some sort of diversity in terms of economic, social, political, religious or cultural.

This heterogeneity brings a sort of hierarchy among the citizens. In this content ~~for~~ ^{how} a nation ~~treats~~ ^{treats} its lowest and most marginalised sections is something that shows whether there is tolerance, empathy, compassion or not.

eg: 1) Mob lynching that targets a particular minority community.

2) The way prisoners are kept in subhuman conditions in jails.

- iii) The way untouchables/ socially discriminated citizens are treated.
- iv) Nations denying rights to LGBTQ for decades altogether.
- v) Human rights violations, Genocide etc. (Rohingya crisis)

These examples show that Nations where these incidents happens, are Nations where there is lack of tolerance, empathy, compassion towards each other.

On the contrary a Nation now is judged on the basis of GDP figures, Growth rate %, Rising foreign reserves, Nuclear clout or hegemonic stature.

In the present context Nelson Mandela's statement all the important to reflect upon the directions where we as Nations are heading to.

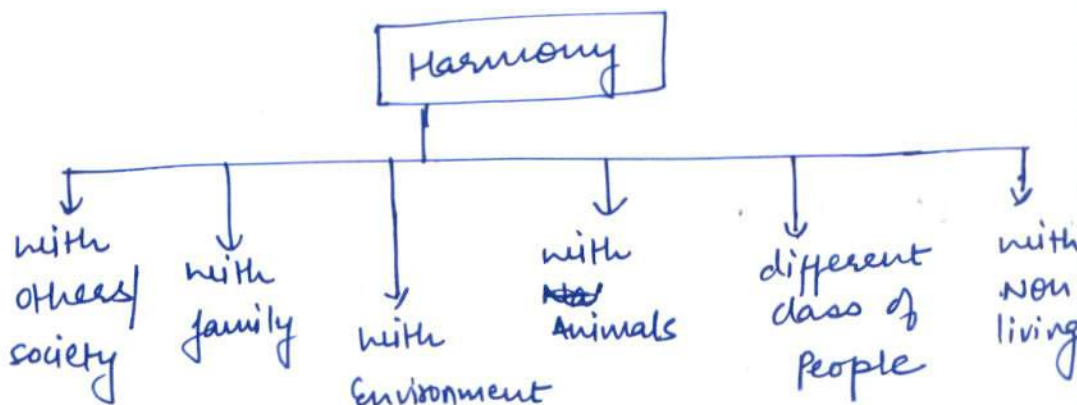
3. (b) The highest education is that which does not merely give us information but makes our life in harmony with all existence. Rabindranath Tagore (10)

श्रेष्ठतम शिक्षा वह है जो न केवल हमें जानकारी प्रदान करती है, अपितु सभी के अस्तित्व के साथ हमारे जीवन का सामंजस्य भी स्थापित करती है। - रबींद्रनाथ टैगोर

Education, in an individual inculcates not just knowledge but also various values like rationality, empathy, compassion, integrity, love for others, tolerance etc.

An education without such moral values would develop an individual with only information & not character. This in turn would cease to develop the harmony with all existence.

When education is provided with values it leads to developing Harmony



It is only when we live in harmony with all existence in our surrounding, we lead a meaningful life.

An education with mere information would make us robots and won't let our emotions ^{get} involved ~~it~~ with our surroundings.

A world without harmony

- ↳ It breeds intolerance
- ↳ hatred & violence
- ↳ apathy towards others & environment
- ↳ non responsible attitude
- ↳ self centered world

Gandhiji too emphasis on education with values. Thus an education should be such that it holistically inculcates in a man values that bring harmony all around.

4. (a) For achieving success, attitude is equally, if not more important than ability. Discuss with the help of examples from your daily life. (10)

सफल होने के लिए, अभिवृत्ति क्षमता से अधिक नहीं तो, क्षमता जितनी ही महत्वपूर्ण है। अपने दैनिक जीवन के उदाहरणों की सहायता से विवेचना कीजिए।

Ability as a quality is capability of a person. It is partly genetic & can partly be developed with practice.

for any person to succeed, ability is an ~~are~~ important trait but if attitude is not right, then the behaviour of a person would not be guided to the right path. Success then becomes less probable

for eg:

while in my 11th & 12th class, i was preparing for IITJEE. I had the ability to grasp things in comparatively faster manner but my attitude towards the exam was not right. I was overconfident & this led me to not work as hard as required.

eventually it did not achieve the desired goal.

A second instance from my life comes from 2nd year of my collage. I was assigned a project in a team to make an ATV for a competition.

with practice i developed the required ability and with right attitude helped team build the ATV.

we eventually stood 7th all over the country.

Thus both ability & attitude are very much necessary for success to be achieved.

4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

उच्च भावनात्मक समझ का मूल आत्म-जागरूकता है। यदि आप स्वयं की अभिप्रेरणाओं और व्यवहार को नहीं समझते हैं, तो दूसरों की अभिप्रेरणाओं और व्यवहारों की समझ विकसित करना लगभग असंभव है। उपयुक्त उदाहरणों की सहायता से विवेचना कीजिए।

emotional intelligence is an ability through which a person can manage his emotions along with others emotions.

It is by understanding one's own emotions, the individual is able to manage them.

Self awareness lies at the core of it. This is so because ~~as~~ when one constantly thinks about one's actions guided by emotions, there is an internal corrective mechanism. This enables the person to be aware of his emotional control and behaviour.

This enables him to understand not just his own motivations but also of others. Because he is able to make smart & intelligent guess about how others would react.

Example:

↳ A person who has seen floods around him understands how another person who is suffering now would behave.

↳

5. (a) What do you understand by Integrity Pacts? Highlight the role they can play in bringing transparency in allotment of public contracts and ensuring proper utilization of public funds in India. (10)

सत्यनिष्ठा समझौता (इंटीग्रिटी पैक्ट्स) से आप क्या समझते हैं? भारत में सार्वजनिक अनुबंधों के आवंटन में पारदर्शिता लाने और सार्वजनिक निधि के समुचित उपयोग को सुनिश्चित करने में इसके द्वारा निभाई जा सकने वाली भूमिका पर प्रकाश डालिए।

Integrity pacts are a kind of pact signed between the state and the company who is allotted contracts.

This ensures that there is no element of conflict of interest.

Role in bringing transparency & proper fund utilization-

↳ By integrity pact, it comes in writing as to who all are involved in assigning and allotment of contract. Collusive corruption can be checked.

↳ Nepotism & favouritism can be curbed.

↳ This in turn would ensure that there is no conflict of interest.

↳ Integrity is maintained.

↳ results in proper utilization of funds.
due to increase transparency,
objectivity & integrity.

5. (b) In the context of rapid technological change, discuss the significance of inculcating moral and spiritual values in educational institutions. (10)

द्रुत गति से हो रहे तकनीकी परिवर्तनों के संदर्भ में, शैक्षणिक संस्थानों में नैतिक और आध्यात्मिक मूल्यों को अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Technology is fast changing the way we are perceiving the world around us. with just one click away, there is an entirely new world filled with content that is vast in scope and ambit.

Today's children are exposed to technology as a very formative age. This gives them access to details that they probably shouldn't have at that age.

In this context inculcating moral & spiritual values in educational institutions becomes significant -

- i) values that help them differentiate between right & wrong.
- ii) values like tolerance that would help

them be open & accepting towards other culture, ideas & beliefs.

- iii) Values of Integrity to help them make right decisions & ~~in~~ stand by what is right.
- iv) Respecting the other gender
- v) Not getting swayed by ^{what} others' say rather apply their own knowledge in finding the truth.

Educational Institutions have a long lasting effects for children are like clay when they enter school. If they're molded in proper shape they becomes finest individuals in their later life.

6. Explain the main elements of integral humanism as propounded by Deen Dayal Upadhyay and highlight its contemporary relevance. (10)

दीनदयाल उपाध्याय द्वारा प्रतिपादित एकात्म मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

Deen Dayal upadhyay's integral humanism propounds oneness of all beings.

Meaning thereby, all humans, plants, animals are part of one ^{larger} whole.

Elements of integral humanism -

- ↳ rejects individualism → talks about sacrificing one's ~~own~~ ^{own} goals for welfare of the larger whole
- ↳ keeps culture in consonance with economic, social and political development.
- ↳ Antyodaya idea → welfare of even the last person on receiving end.

Contemporary relevance →

- ↳ There is growing idea of consumerism, individualism. This principle can become a guiding light here.
- ↳ Heterogenous countries like India when ^{consider} ~~keep~~ culture in ~~to~~ while thinking of development → it becomes more sustainable & inclusive.

In a country where there are millions of poor people, this principle ensures wellbeing of all along with environment, ecology & surrounding.

7. It is imperative for a country like India, that code of ethics should be implemented for civil servants on social media platforms as well. Discuss. (10)

भारत जैसे राष्ट्र में, सोशल मीडिया प्लेटफॉर्म पर भी सिविल सेवकों हेतु आचार संहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।

Code of ethics a set of rules that employees of organisation follow while conducting business.

In recent times that have been growing debate over whether the code of ethics for civil servants should be extended to social media as well.

~~This is to~~ Recently there were cases where civil servants aired their personal views on social media accounts, news channel debates etc.

Civil servants are required to maintain integrity in public life. They ought to be honest, accountable & professional.

Though they too enjoy right to freedom of speech & expression but since they are civil servants there is a reasonable restriction.

Need for code of ethics in social Media →

- ↳ This would ensure that there is political neutrality, impartiality & integrity.
- ↳ There is decorum & in public space and professionalism is maintained.
- ↳ a distinction between public account & private account of civil servants can be maintained.

A civil servant always represents government even while giving his/her opinions in public space. It becomes imperative to maintain highest levels of Professionalism & Neutrality there.

8. Discuss how effective corporate governance can ensure the equitable treatment of all stakeholders. (10)

चर्चा कीजिए कि किस प्रकार प्रभावी कॉर्पोरेट गवर्नेंस सभी हितधारकों के साथ न्यायसंगत व्यवहार सुनिश्चित कर सकती है।

corporate governance involves how a corporate is being governed. It involves its code of conduct which gives guidelines for its internal mechanism

Effective corporate governance is one step further in the line of corporate governance where all stakeholders get equitable treatment.

Stakeholders for corporate -

- ↳ corporate employees
- ↳ other corporates with whom it is in business
- ↳ environment of the surrounding & ecology
- ↳ The people who receive services from the corporate.

In effective corporate governance, the policies and guidelines focus on all stakeholders.

- ↳ When a firm takes care of how its negative externalities are affecting the environment.
- ↳ Effective grievance redressal for people who takes services.
- ↳ Effective internal mechanism to cultivate happy & conducive work culture.
- ↳ Avoiding conflict of interest by sharing details when needed.

Thus an effective corporate governance not just treats all stakeholders equitably but also ensures its sustainability in longer run.

SECTION – B

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

9. You are posted as the Superintendent of Police (SP) in a district of a state where alcohol prohibition has been imposed recently. The District Excise department has conducted many raids and seized liquor in large quantities, for which it has received state-wide public appreciation. A few months later reports surface in the media that in this district, hundreds of seized bottles of illicit liquor are missing from the government malkhanas or stores. As a result, the government is left red-faced. You are asked by the DM, who is the overall in-charge of the district excise setup, to investigate the matter. Upon investigation, you unearth a nexus of politicians and government officials who smuggled seized liquor and sold it through spurious means both inside and outside the state.

In this context, evaluate these options:

1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation report in the public domain and expose the nexus.

Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. **(20)**

आप हाल ही में मद्यपान निषिद्ध करने वाले एक राज्य के एक जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित किए गए हैं। जिला आबकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जब्त की है, जिसके लिए उसे राज्यव्यापी सार्वजनिक सराहना मिली है। कुछ महीनों बाद मीडिया में यह खबर आई कि इस जिले में, सैकड़ों अवैध शराब की बोतलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आबकारी ढांचे के समग्र प्रभारी DM द्वारा आपको इस प्रकरण की जाँच का कार्य सौंपा गया है। जाँच करने पर, आपको उन राजनेताओं और सरकारी अधिकारियों के बीच सांठगांठ का पता चलता है, जो जब्त की गई शराब की तस्करी करते थे और अवैध माध्यमों से उसे राज्य में तथा राज्य के बाहर बेचते थे।

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।

साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप वरीयता देंगे।

The case study deals with the roles
of politicians and bureaucracy.

(A) Stakeholders in this case -

- i) The Government officials who colluded
- ii) The politicians
- iii) The society at large
- iv) Me as SP
- v) DM

(B) Report to DM -

Merits:

- ↳ since my duty requires me to be objective and politically neutral reporting to DM who's overall incharge of district would be in consonance to that.
- ↳ This ensures that rules of hierarchy are maintained.

Demerits:

- ↳ It might take a longer time and culprits might use this to clear the air.

(2) charge all accused under legal provisions

Merits:

- ↳ This will fasten the process of Justice delivery
- ↳ sends a loud & clear message to public that administration won't go soft on any wrongdoers

Demerits:

- ↳ without preparing detailed report charging the accused directly is against the integrity & objectivity.
- ↳ This amounts to bypassing the rules of hierarchy which are also mentioned in central civil services conduct rules.

(3) Putting investigation report in public domain

Merits:-

- ↳ might build public trust in system as it gives the message that wrongdoers won't get a free hand.

Demerits:

- ↳ Putting report in public should be the last resort as this violates the code of conduct rules, by bypassing hierarchy.
- ↳ The investigation report might lead to media trial.

Final Course of action -

As a civil servant i am supposed to make a detailed report or based on the findings & facts of the case.

This i will do ~~not~~ maintaining my objectivity & Integrity & Impartiality.

The code of conduct rules Mandate following the rules of hierarchy. so i will submit the report to DM, who is the overall incharge and seek

instructions further.

In the long run to ensure that
such instances don't repeat their
course i will get curv's installed
in government offices + some other
probable ways for safety.

10. You are posted as a District Magistrate in a Left Wing Extremism (LWE) affected district. The district has witnessed many instances of violence by the naxalites in the past. It has been observed that instances of violence increase as the elections approach. You, as a Returning Officer, are responsible for the smooth conduct of elections. Soon after the announcement of elections, the naxalites gave a call for their boycott and have been threatening people to stay away from them. The people of the district are eager to exercise their voting rights but are scared of the impending acts of violence. Further, with threat to their lives and a low expected turnout, the other electoral officers are also reluctant to go to these areas.

In this context, answer the following:

- (a) Identify the civil service values that are crucial for working in such adversities.
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation. (20)

आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी हैं। चुनावों की घोषणा के शीघ्र बाद, नक्सलियों ने चुनाव के बहिष्कार का आह्वान किया है और लोगों को मतदान से दूर रहने की धमकी दे रहे हैं। जिले के लोग अपने मताधिकार का प्रयोग करने के लिए उत्सुक हैं, लेकिन हिंसा द्वारा रोड़े अटकाने के कार्यों से भयाक्रांत हैं। इसके अतिरिक्त, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।
(b) ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।

This case involves a district affected by LWE where elections are about to be held. Anticipation of rising violence is there which is demotivating people & officers to conduct elections & vote respectively.

(a) stakeholders in this case are →

- ↳ People → want to exercise their vote but are scared of violence
- ↳ Naxalites! → threatening free & fair election.
- ↳ officials: responsible for conducting elections, who too are afraid of threat to their lives.
- ↳ Me: As an RO responsibility to conduct election.
- ↳ Govt: Needs people's participation & exercising of their right.

Civil services values that are crucial for working in such adverse situations are courage, emotional intelligence, leadership, persuasion and Integrity & dedication to public services.

In a situation where the officials don't feel motivated to conduct elections due to threat to their lives → I ~~need~~ would

use persuasion technique. and

↳ for people to come & vote i will again use persuasion by telling/assuring them that enough safety measures are taken.

↳ Use of force in case law & order situation arises. This demands courage.

↳ using emotional intelligence with all stakeholders to understand their issues & convince them about the well being & safety.

(b) Action plan

i) First i will make necessary arrangement of all equipments needed for election.

ii) I will take a personal session of all the officials to be involved

and make them aware about the anticipated situation.

- iii) I will arrange necessary security measures in case there is violence
- iv) After all these basic arrangement i will try to meet Naxalites and their leaders & use persuasion to make them understand that free & fair election is everyone's right. & that by violence they're hurting their own people.
- v) Motivate people to come & cast their vote by ensuring them that enough safety measures have been taken.
- vi) constant vigilance and coordination with officers and posted guards to check any miscreants.

This would be my action plan to ensure free & fair elections.

11. You are posted as a District Magistrate in a district, where many large factories and commercial establishments are located. One such factory is owned by one of your close friends. You visit each other's home frequently and are often seen in public together.

Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your proximity with the owner of the factory. With reference to the facts of the case, answer the following questions:

- (a) Identifying the stakeholders and public cause, discuss the ethical issues involved in the case.
- (b) As the District Magistrate, what appropriate course of action will you take? Give reasons for the same. (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

हाल ही में, मीडिया में आपके मित्र के कारखाने में कार्य की खराब स्थितियों के संबंध में खबरें आई हैं। श्रम कार्यालय से पूछताछ करने पर, आपको पता चलता है कि इस कारखाने में अतीत में बार-बार श्रमिक अशांति देखी गई है। हालांकि, श्रम अधिकारी द्वारा आपको बताया जाता है कि कारखाना मालिक के साथ आपकी निकटता के कारण वह कोई कार्यवाही करने में संकोच कर रहा था। इस प्रकरण के तथ्यों के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हितधारकों और सार्वजनिक हेतु की पहचान करते हुए, इस प्रकरण में सम्मिलित नैतिक मुद्दों की विवेचना कीजिए।
- (b) जिला मजिस्ट्रेट के रूप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

(a) The stakeholders in this case are-

i) labourers in the factory:

↳ They are made to work in poor working conditions

↳ Proper working conditions is a part of Directive principles in constitution

which is getting violated here.

↳ Right to life (Art 21) is also getting compromised due to poor conditions.

ii) owner of the factory :-

↳ Being my close friend there is a dilemma as to whether I should take action against him or not.

(Objectivity & Integrity V. Personal relations)

↳ Public cause: Providing employment to people but at the same time poor conditions in factory.

iii) Me

↳ My duty as a DM to ensure the wellbeing of all.

↳ That constitutional values are upheld.

↳ There is no violation of someone's

fundamental rights.

Ethical dilemma:

Integrity, objectivity v. Personal relationship
Impartiality

(b) Course of Action →

As a DM my duty demands me to
act objectively & impartially with
utmost integrity towards public services.

As a civil servant I am committed
to work for the betterment of people
and not indulge in my personal
benefits or biases.

I would ask the labour officer to
take necessary action according to
due procedure keeping in mind
the facts of the case.

I will also inform my senior officials about my friendship and that my involvement in the case is unbiased & neutral.

This would ensure that there is no conflict of interest.

~~I will~~

Going according to the legal procedure to bring justice to labourers cause would be my action course.

12. You are a resident of a remote tribal district, where there is high incidence of malnutrition. As a remedial measure, the District Magistrate has initiated a programme to promote millet cultivation, especially on the lands currently lying fallow in the district.

However, this well-intentioned move of the officer receives flak from the local tribals as this may not only change their age-old food habits, but also alter their traditional agricultural practices. They further cite lower remunerative prices of millets as another reason for continuing with their existing crop production pattern.

As a civil servant aspirant, who has a keen interest in development of tribal areas, answer the following questions:

- What according to you are the key issues and challenges involved in the above situation?
- Identify the key stakeholders and their respective interests.
- Suggest a course of action that the District Magistrate can take keeping in mind the larger tribal interests. (20)

आप एक ऐसे दूरस्थ जनजातीय जिले के निवासी हैं, जहाँ कुपोषण व्यापक रूप से विद्यमान है। उपचारात्मक उपाय के रूप में, जिला मजिस्ट्रेट ने विशेषकर वर्तमान में जिले में परती पड़ी भूमि पर बाजरा की खेती प्रोत्साहित करने का कार्यक्रम आरंभ किया है।

हालाँकि, अधिकारी का यह सुविचारित कदम स्थानीय आदिवासियों की ओर से कठोर आलोचना का विषय बन गया है, क्योंकि इससे न केवल उनकी युगों पुरानी खान-पान की आदतें परिवर्तित हो सकती हैं, बल्कि उनकी पारंपरिक कृषि पद्धतियाँ भी बदल सकती हैं। वे अपने वर्तमान फसल उत्पादन पैटर्न को जारी रखने के लिए एक और कारण के रूप में बाजरा की कम लाभप्रद कीमतों का भी उद्धरण देते हैं।

एक सिविल सेवक अभ्यर्थी के रूप में, जिसकी जनजातीय क्षेत्रों के विकास में गहरी रुचि है, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- आपके अनुसार उपर्युक्त परिस्थिति में सम्मिलित प्रमुख मुद्दे और चुनौतियाँ क्या हैं?
- प्रमुख हितधारकों और उनके संबंधित हितों की पहचान कीजिए।
- आदिवासियों के व्यापक हितों को ध्यान में रखते हुए, जिला मजिस्ट्रेट द्वारा की जा सकने वाली कार्यवाही का सुझाव दीजिए।

This case involves a conflict between age old traditional tribal agricultural & food practices v. issue of malnutrition for which millet cultivation is suggested.

(a) Key issues^{& challenges} in the case study -

i) High incidence of Malnutrition -

↳ This is causing health problems for all i.e. children, women, elderly etc.

↳ reduces both physical as well as cognitive capacities of people who suffer from malnutrition.

ii) Traditional agricultural practices -

↳ Tribals have traditional practices which are in relation to their belief & practices. (supernatural beliefs & practices)

↳ there is reluctance on part of tribals in adoption of new practice

iii) Food habits -

↳ something that gets ingrained over the time and is difficult to change

iv) Lower remunerative prices of millets
which disincentivizes shifting in cropping pattern.

✍

(b) key stakeholders & their interesti) ~~Tribals~~ People suffering from Malnutrition →Interest:

- ↳ To get nutritious, affordable & accessible food so that the problem gets eradicated eventually.

ii) Tribals:↳ Interest:

- ↳ Traditional agricultural practices which they don't want to change
- ↳ Don't want to shift to new food habits.
- ↳ continue growing crops that are offering remunerative prices.

iii) Administration↳ Interest:

- ↳ eradicating Malnutrition
- ↳ To spread awareness that the program is envisaged on

follow land & not on land that is
fertile.

↳ maintaining overall interest of tribals
in parity with the people suffering
from malnutrition. (finding a balance)

IV) Me as a resident:-

Interest:

↳ To keep interest in development
of the area i come from.

C) Course of Action

i) First of all, there is a clear misunderstanding
regarding millet cultivation on which land,
since it is planned mainly on
fallow land → Awareness generation
through meeting can be done.

This might solve the problem of
reluctance to a great extent.

ii) Parallely, there needs to be campaign
to let tribals know the benefits of

millet cultivation & food habit in elimination
Malnutrition,

They can be persuaded by bringing
emotional aspect that their children
die due to malnutrition.

iii) Requesting the govt officials responsible
for setting MSP to set MSP higher
for some time for millet to
incentivize adoption.

iv) Basic inputs for agriculture can be
provided.

* Larger tribal interest lies not
just in their traditional habits
but also in their health &
well beings.

By building trust & instilling
confidence the millet cultivation
can be promoted.

13. You have recently been posted as a District Labour Officer in a state, which derives a substantial revenue from tourism. You come to know that a big hotel in the area has not been paying wages as per the Minimum Wages Act. The hotel owner is a powerful local leader having contacts with many influential officials of the state. You have the power to take suo-moto cognizance of such violations and accordingly you initiate a preliminary enquiry into the matter. However, no worker is willing to come forward to lodge a formal complaint because they fear loss of employment. Meanwhile, your action has attracted notice of the higher authorities, and you are advised to drop the matter altogether. You are deeply concerned about the situation as it involves not only violation of the Minimum Wages Act but also denial of basic human rights of the worker.

(a) Identify the issues involved in the given case.

(b) Consider the options given below:

1. Follow the informal advice of the higher authorities.
2. Convince the owner of the hotel to take note of these violations and take appropriate remedial measures.
3. Submit a detailed report on the matter highlighting violations of workers' rights and seek formal directions from the competent authority.
4. Serve a notice to the hotel owner and initiate action as per your powers under the Minimum Wages Act.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आपको हाल ही में पर्यटन से अच्छी मात्रा में राजस्व प्राप्त करने वाले एक राज्य में जिला श्रम अधिकारी के रूप में पदस्थापित किया गया है। आपको पता चलता है कि क्षेत्र का एक बड़ा होटल न्यूनतम मजदूरी अधिनियम के अनुसार वेतन का भुगतान नहीं कर रहा है। होटल स्वामी राज्य के कई प्रभावशाली अधिकारियों से संपर्क रखने वाला एक शक्तिशाली स्थानीय नेता है। आपके पास ऐसे उल्लंघनों का स्वतः संज्ञान लेने की शक्ति है और तदनुसार आप प्रकरण की प्रारंभिक जाँच आरंभ करते हैं। हालांकि, कोई भी श्रमिक औपचारिक तौर पर शिकायत दर्ज कराने के लिए आगे आने को तैयार नहीं है क्योंकि उन्हें अपने रोजगार से हाथ धोने का डर है। इस बीच, आपकी कार्यवाही ने उच्च अधिकारियों का ध्यान आकर्षित किया और आपको इस प्रकरण को पूर्णतया छोड़ देने का परामर्श दिया गया। आप इस स्थिति को लेकर गंभीर रूप से चिंतित हैं क्योंकि इससे न केवल न्यूनतम मजदूरी अधिनियम का उल्लंघन हो रहा है, बल्कि यह श्रमिकों के मूलभूत मानवाधिकारों का हनन भी है।

(a) दिए गए प्रकरण में सम्मिलित मुद्दों की पहचान कीजिए।

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

1. उच्च अधिकारियों की अनौपचारिक परामर्श का पालन करेंगे।
2. होटल स्वामी को इन उल्लंघनों पर ध्यान देने के लिए मनाएंगे और उचित उपचारात्मक उपाय करेंगे।
3. श्रमिकों के अधिकारों के उल्लंघन पर प्रकाश डालते हुए इस विषय पर विस्तृत रिपोर्ट प्रस्तुत करेंगे और सक्षम प्राधिकारी से औपचारिक निर्देश मांगेंगे।

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।

इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

(a) Issues involved in this case -

i) The labourers who are working in the big hotel are not paid minimum wages

↳ legal violation on part of hotel.

↳ Human right violation of labourers

↳ Art 21 right to life and liberty of workers is violated.

↳ Minimum wages is also mentioned in DPSP.

↳ fear loss of employment

ii) District derives Max revenue from Tourism.

↳ contribution to economy of district might suffer in short run.

↳ Unemployment of labourers working in big hotel.

↳ Their lack of alternate employment opportunity.

- iii) Probable collusion of higher authorities with the hotel owner, who are advising to drop the matter altogether.
- iv) My duty which demand me to act with Integrity, objectivity, Non partisanship
- v. following seniors orders
- v) whether i should take suo moto action?

(b)

1. following informal advise of higher authorities.

merits

- ↳ economy of village doesn't get affected
- ↳ labour unemployment won't be there
- ↳ friction in within the organisation not there.

Demerits

- ↳ This amounts to collusive corruption.
- ↳ The Human rights violation would continue.
- ↳ set a very bad precedent for future.

2. convincing the owner -

Merits:

- ↳ Jobs of labourers wont be compromised
- ↳ organisational friction would be avoided.
- ↳ economy of district not affected

Demerits

- ↳ He would go unpunished for legal violations of such high nature.
- ↳ He might do the same in future.
- ↳ other hotels might take this course.

3. Detailed report :-

Merits:-

- ↳ This would involve senior competent authority too
- ↳ HR violations checked.

Demerits

- ↳ economy of district
- ↳ labour who doesn't have alternate means of livelihood.

4. serve a notice & initiate action →

Merits

- ↳ most appropriate course
- ↳ set a good precedence
- ↳ my objectivity, integrity, along with conscience satisfied.

Demerits —

- ↳ might bring friction between me & my seniors
- ↳ I might get transferred.

Course of Action

- ↳ I would go with 3rd & 4th option.
- I would present a detailed report to competent authority & wait for directions.
- If it doesn't happen, I would serve the notice & use my suo moto powers under the act.

After due legal actions I will make sure that rehabilitation of the unemployed labourers is done properly.

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- (a) Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- (b) Identify the principles and values that would guide your recommendations in this regard.
- (c) Suggest some ways in which quality of education in state-run schools can be improved. (20)

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- (b) इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- (c) कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

(a) Role of government in providing education through primary & secondary schools—

India has world's largest number
of poor people in the in terms
of numbers.

This makes it imperative for the

state to take up the role of providing Education through state run schools.

Also if we put the limit of ₹ lakh, around 80-90% of our population comes under it.

This means it is not affordable for even the middle class to provide good private education that is increasingly becoming costly.

Role of state

- ↳ providing equitable, affordable education
- ↳ Improving literacy rates of its population
- ↳ Providing social justice enshrined.

In preamble

↳ Right to Education - Art 21(A)

- ↳ since private sector holds around just a quarter of share of education student, it is largely the responsibility of state to provide education.

(b) Principles & values that would guide my recommendations -

i) Accessible & Affordable -

- ↳ schools should be near the locality so that they are accessible.
- ↳ sufficient number of school as per the need of the area
- ↳ current free education is till primary. This can be recommended to cover the ambit of secondary also.

ii) Quality -

- ↳ The Quality includes Quality of Teachers ~~infrastructure~~ of school. ⇒ Teacher training
- ↳ Quality of curriculum that is in consonance with modern needs
- ↳ (eg: Happiness curriculum - Delhi Government)
Their state run schools are at par with private institutions.

iii) Attractiveness

- ↳ Infrastructure, aesthetics, resources

for extra curricular activities etc.

IV) Equity -

↳ focus on groups that are currently not doing well.

↳ Eg: Rural-urban divide
gender divide

State run - v. Private school divide

socio-economically backward

} focus on these divide to improve learning outcomes

V) Value Education

↳ Teaching values of team spirit, compassion, tolerance, honesty, integrity, leadership, respect for others etc.

(c) ways to improve quality of education:-

↳ fixing the course curriculum in consonance with needs of the contemporary times.

↳ Timely teacher training

↳ Monitoring & evaluation. Eg: Teachers Parent meeting for feedback.

↳ focus on extra curricular activities, moral education for holistic education.

- ↳ Building infrastructure properly.
- ↳ 'learning by fun' : Activity based learning in formative years to inculcate curiosity.