



# VISION IAS

www.visionias.in

## GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Rahul Mishra		
Medium Eng./Hindi	English	Registration Number	363343
Center	Home	Date	23 Aug 2019

### INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
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:

### INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).  
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **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।

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

Plot No. 857, 1<sup>st</sup> 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.

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।

Leadership is a trait in an individual that enables one to envision a mission and lead his fellow citizens to achieve the objectives of the mission.

Attributes of leadership :-

- (i) Good communication skills.
- (ii) Should be a visionary and act to solve issues at hand.
- (iii) Empathy and compassion
- (iv) High emotional intelligence
- (v) Passion for the mission
- (vi) Values like integrity, honesty, openness etc.

Civil servant need to demonstrate leadership skills as :-

- (i) It helps in efficiently carrying out various policies and programmes.

- (ii) It helps in making a civil servant a "change Agent" in society by removing several social ills like dowry, rape etc.
- (iii) It helps in looking at public interest from a wider perspective.
- (iv) Citizens gets enrolled into the vision. Thus, they becomes active participant in governance.

Leadership skill in civil servant is a must, and it was also articulated by 2<sup>nd</sup> ARC and Nolan committee.

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।

Civil servant needs to demonstrate a wide variety of traits while fulfilling his functions. Objectivity and empathy are the two such important values.

Objectivity is a trait that helps in making decisions based on observable phenomenon. It is free from bias, personal prejudice etc.

Empathy is a trait that enables one to understand the feelings of vulnerable & marginalised sections of society.

Objectivity and Empathy for a civil servant :-

(i) Objectivity is necessary for making right decisions based on evidence. When this is linked with empathy, civil

servant takes decisions considering the position of vulnerable section.

(ii) It leads to both inclusive development and social harmony.

(iii) It promotes equity in decision making.

Thus, balancing ~~equity~~ objectivity and empathy is crucial for a civil servant to fulfill his/her function.

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?

With the world witnessing the 4<sup>th</sup> Industrial Revolution, use of information technology is on the rise. This has eased several functions and made life easy. However, it has also led to several problems such as hacking, misinformation, mob lynching, fake news, frauds etc.

Role of ethics in cyber space:-

- (i) Ethical conduct on cyber platform will ensure only moral activities on these platforms.
- (ii) It will help track unethical activities by anti-social elements.
- (iii) Ethical values will raise awareness about the right

uses of the platform.

(iv) Issues such as sexual exploitation, child abuse, hacking etc will be tackled.

(vi) Proper conduct on social media platform will be ensured.

code of conduct containing proper ethical values needs to be formulated for use on the cyberspace.

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

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

Government organisations strive to achieve public welfare through good governance. Moreover, transparency is a must to ensure that government organisations fulfill its obligations.

Use of Transparency in good governance :-

- (i) It ensures that policy decisions are taken based on objective and evidence based criteria.
- (ii) It ensures that citizens are active participant in decision making process.
- (iii) It ensures that proper feedback mechanism in process to reform the process if necessary.

(iv) Better grievance redressal mechanism.

(vi) Key to Business Process Reengineering (BPR)

Several acts and rules have made it mandatory for govt organisations to practice transparency

Ex - Social Audit,  
RTI Act, 2005,  
Citizen Charter,  
Prevention of Corruption Act,  
Lokpal & Lokayukta, etc.

Transparency is key to achieve the objective of "Maximum Governance and Minimum Government."

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।

It is a common phenomenon to judge a nation based on its economic progress. However, as remarked by Nelson Mandela, a nation should not be judged by how it treats its prosperous citizens, but its vulnerable ones.

It is true even in the present context:-

- (i) Concept of ~~an~~ economic development has been replaced by inclusive, sustainable development.
- (ii) In a world of growing inequality & intolerance, this

assumes greater significance.

(ii) It promotes equity, rather than equality.

(iii) World is facing several challenges such as global warming, climate change & disasters, whose impact is larger on these vulnerable communities. Thus, ~~every~~ nation should take steps to ensure their well being.

Thus, the statement of Nelson Mandela holds huge significance in present world and is a key to resolve issues such as marginalisation and underdevelopment of large numbers of poor people.

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। - रवींद्रनाथ टैगोर

The primary goal of education is to impart one with required knowledge and information to live his/hers life to ~~fullest~~ fullest.

Rabindranath Tagore remarked that this education should provide such information to enable us to lead our life in harmony with all its existence.

It is applicable in present context as :-

- (i) In a world which is facing challenges such as extremism, riots, terrorism etc, education can teach one to be in compliant with social values and mutual co-existence.

(ii) Environmental degradation, pollution, etc is on a rise. This Education system that teaches students to live in harmony with nature will promote sustainable development and environmental conservation.

(iii) It will promote equity, inclusiveness, empathy, compassion, tolerance etc in present world.

Thus, educational system and its methodology is key to ensure the concept of mutual co-existence, social harmony, sustainable development and environmental conservation.

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।

For achieving success in life, both attitude as well as ~~amplitude~~ aptitude are important.

Attitude ensure that one has the requisite characters and values to ~~successful~~ succeed.

Whereas, aptitude/ability is the cognitive aspect that ensures that one has required competency.

Importance of attitude vis-avis ability:-

- (i) Both act in synergy with one another. Positive attitude and high competency lead one to achieve one's goals.
- (ii) Lack of either attitude or ability, will lead others to turn ~~irrelevant~~ redundant.

(iii) If attitude & ability are anti-thetical, then this can be dangerous to individual.

Example from my life :-

I have the ability to understand concepts and ~~hard~~ work hard to achieve the goal of clearing UPSC CSE exam.

Also, I have the right attitude of working for the society, helping my fellow citizens, to work hard, passion for to be IAS officers etc.

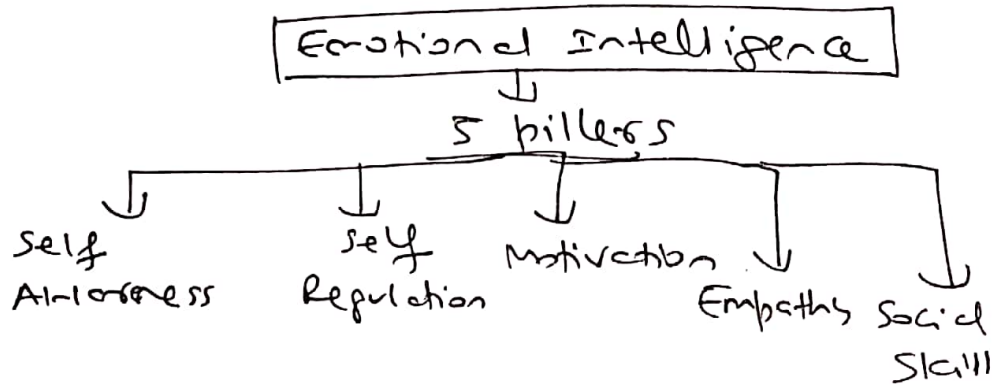
Thus, this two will definitely work in synergy ~~for~~ to lead me to become a civil servant

Thus, attitude & ability are equally important for one to succeed.

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 to understand one's emotion, regulate these emotions and use these emotions for better individual & social outcomes.



self awareness is the first component for high Emotional Intelligence.

Importance:-

- (i) Important to be aware about one's own feeling
- (ii) Help in self-regulation to check arbitrary emotions.

- (iii) Helps one in using these emotions to perform constructive activities
- (iv) Enables one to be open to for constructive criticism.
- (v) Enables one to be motivated and also to be able to understand the emotions of others.

For example:- A businessman who is self-aware about his habit to procrastinate, would resolve to take steps to be punctual. This will enhance his performance.

Thus, self-awareness is a basic foundation on which EI of a person is based.

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 statements of values that illustrates one's commitment to the concept of integrity, honesty and sincerity.

~~Role in bringing~~

Role of Integrity Pacts:-

(i) Brings transparency in allotment of public contracts:-

- Guidelines are followed regarding the procedure to be followed in allotting contracts
- Core ethical values & public interest guide the decisions

(ii) Ensure proper utilisation of public funds:-

- Checks corruption and illegal means of fund

distribution.

- Promotes accountability and book keeping.

Integrity pacts raises one's conscience ~~to~~ follow the steps that are ~~the~~ ethical to achieve public good.

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

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

Educational institutions are key to developing scientific temper and skills to achieve one's physical needs.

But, they also play a key role in inculcating moral & spiritual values in individuals.

Significance of inculcating moral & spiritual values in educational institutions :-

- (i) It enables students to make rational decision making, thus, removes social dogma & ills like dowry, etc.
- (ii) It enables in moral nourishment of students.
- (iii) It brings in social harmony and inclusive development by promoting integrity, honesty,

compassion, truthfulness etc.

(vi) It enables a balance between our technological progress and spiritual requirement.

(vii) Peace of mind & heart.

(viii) Ethical activities gets promoted.

(ix) Technological changes are used for social progress and not to disrupt social life.

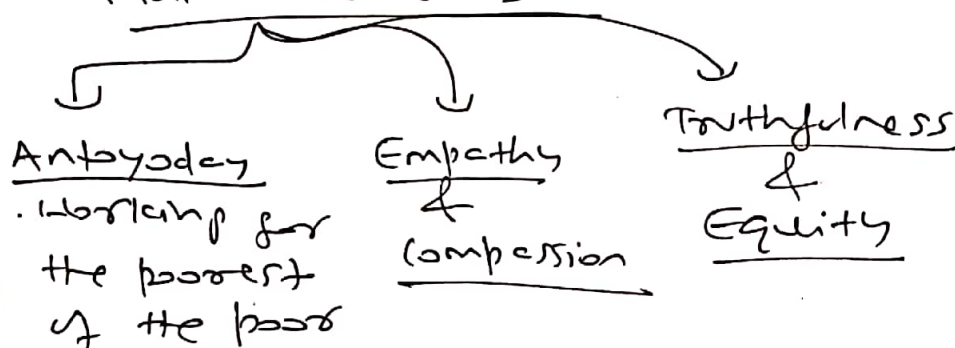
Technological progress has warranted the need for moral values.

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।

The concept of integral humanism was propounded by Deen Dayal Upadhyay to make this world more inclusive & sustainable.

Main elements



Its contemporary relevance:-

(i) For peace & harmony:-

Due to rising extremism & terrorism, this concept can prove to be the solution.

(ii) For environmental conservation:-

(iii) For inclusive growth based on equity principles:-

11) For the development of the  
marginalised & deprived  
sections of the society.

The concept of "Integral Humanism"  
will thus make the world a  
peaceful, prosperous, sustainable  
and equitable.

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।

With the rise of social media platforms, public administration is contemplating a code of ethics on social media also for civil servants.

~~Import~~ Need of a code of ethics on social media platform:-

- (i) To regulate activities on social media with a view to have ethical conduct on these platform.
- (ii) To prevent misinformation from spreading.
- (iii) For better implementation of civil servants conduct rules.
- (iv) To make civil servants liable for their actions.
- (v) To increase awareness for about the right use of

social media platforms

Several incidents like criticizing  
govt policies on social media by  
civil servants has come to  
light. Thus, proper code of  
conduct will ensure ethical  
conduct on these platform  
for better monitoring the  
activities of civil servants

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 can be defined as the policies and actions that are taken in a business environment for the attainment of objectives of the institution concerned.

Effective corporate governance is essential for the equitable treatment of all stakeholders as:-

- (i) It will promote active engagement of all stakeholders in decision making.
- (ii) It will help carry out required activities equally efficiently.
  - This will promote growth  
Equitable development.

- (ii) Effective grievance redressal mechanism will promote justice.
- (iv) The gains of business will be equitably distributed among the stakeholders
- (v) Inclusive & sustainable development is at the core of effective corporate governance.

Thus, effective corporate governance is key to ensure equitable treatment of all stakeholders.

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 आवकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जप्त 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 बोटलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आवकारी 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 जप्त 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।

This case illustrates the nexus between politicians and government official for smuggling illicit liquor.

Stakeholders :-

- (i) Me (the SP)
- (ii) The District Magistrate. (DM)
- (iii) Politicians involved.
- (iv) Government officials of district excise department.
- (v) Media
- (vi) other agents involved in liquor trade.

Steps/  
Options that I have :-

(1) Report my finding to the DM:-

Merits

- It will fulfill my obligation & duty.
- DM might take corrective actions to resolve the issue.

Demerits

- There might be no action taken due to political pressure.
- Public & media might remain unaware about the nexus.

(ii) Charging all accused :-

Merit

- Law will take its own course
- Matter will be raised in public domain.
- Blocking of smuggling routes will take place.

Demerit

- I might be targeted by local politicians
- I will be crossing my responsibility of investigation.
- Slow judiciary but might take time & they can get released due to want of evidence.

(iii) Putting the detailed investigation report in the public domain :-

Merit

- (a) It will raise public awareness of the matter.
- (b) Media will get the detailed report and will publicize it.
- Judiciary might take active & fast approach

Demerit

- I might endanger my job.
- Against my lawfulness & responsibility.
- Damage to the reputation of the image of political party & government dept.

Final course of action that I will take:-

- I will give my detailed assessment report to the DM
- I will ask him to take action against the culprits under the given legal provisions.
- If the matter is resolved at the District Magistrate level, then its ok, otherwise, I will raise the matter before higher authorities at state government level.
- As a SP, I can even take legal course of action, if the action is delayed at the state level.

Bringing the culprits behind the bar is essential to enforce rule of law and ensure the

liquor ban is enforced in  
letter & spirit.

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 भयान्कृत 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।

The Left Wing Extremism (LWE)  
areas are often marred  
with violence and they are  
against the principles of  
democracy such as elections.  
In this case, I have to  
ensure smooth conduct of

elections in LWE areas.

Stakeholders:-

- (i) Me, the Returning officer.
- (ii) Other electoral officers.
- (iii) Naxalites.
- (iv) Local people.
- (v) Local politicians.
- (vi) Election Commission of India (ECI)
- (vii) Police.

(a) Civil service values:-

- (i) Leadership :- I need to show leadership skill to get other electoral officers on board for the conduct of elections.
- (ii) Empathy & compassion :- I need to show compassionate attitude towards the local people about their fear against violence.
- (iii) Responsibility :- I have been entrusted with the responsibility to conduct smooth elections.

(iv) Integrity & courage :- I need to show my integrity & courage against the nexals.

(\*)

(b) Plan of Action :-

- I will try to get the local people with me about the need to participate in election. As they are already eager to participate, but are afraid of violence, they can be assured of their safety.
- I will try to motivate other electoral officers to conduct elections. They need to be told about public interest and welfare. Also, they need to be made sure that their security will be maintained.
- Local police needs to be tipped about the <sup>possibility of</sup> violence incidences. Thus, improving,

their intelligence network and proactive steps will counter the nexels approach.

- Nexels will be asked to return to mainstream and join the democratic election to raise their demand.
- ECI will need to be kept in loop about the proceedings.

Proper security and public interest over selfish interest will be key 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 हेतुक 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।

This case is a classic example of a public servant who is facing dilemma between public interest and private relationship.

(a) stakeholders:-

(i) Me, the District Magistrate (DM)

- (ii) My friend, the owners of the factory.
- (iii) Labour in my friend's factory.
- (iv) Media
- (v) Labour officers

~~Public Cause~~

Ethical issues involved are:-

- (i) Labour Welfare
- (ii) Promoting public interest by improving the working condition in factory.
- (iii) Delineating public interest and private relationship
- (iv) Ensuring Justice to Labour.

Public Cause :-

To improve the working condition of labour in my district and ensure rule of law.

(b) Plan of Action :-

(b). I will ask the labour officer to make a detailed report about the working condition in the factory.

- I will ask my friend informally about the labour strikes. If he is aware of such poor working conditions, then I will ask him to improve those conditions.
- Based on the ~~step~~ assessment report of the Labour Offices, I will ask the factory owners (my friend) to take remedial actions immediately.
- I will also engage with labour unions about their wellbeing.
- I will inspect the factories, and will see if the actions are being taken or not.
- If the action is not taken, then I will put a stoppage notice to the factory and will take actions based on the Labour codes on Industrial Safety, and will penalise the factory owners.

Reason for such a step:-

- Firstly, I want to employ every means to resolve the matter amicably & in informal manner, so that factory runs as usual, labours are benefitted and my personal relationship is not strained.
- If this is not delivering results, then I have no other option but to follow legal course of action.



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:

- (a) What according to you are the key issues and challenges involved in the above situation?
- (b) Identify the key stakeholders and their respective interests.
- (c) 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:

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

The case involves issues related to malnutrition, traditional practices and livelihood generation.

(a) key issues and challenges:-

- (i) High incidence of malnutrition due to lack of nutritional food in tribal areas.
- (ii) Age old traditional agricultural practices running counters to modern solution of malnutrition.
- (iii) Lack of remunerative prices for millets is limiting its adaptability.
- (iv) Illiteracy and ~~to~~ lack of awareness limiting the production of millets.
- (v) Lack of communication channel between district administration and tribals is causing them the fear of alienation.

(b) stakeholders & their interest:-

- (i) me, a resident in tribal area:-  
To understand the issues & suggest steps to DM to take appropriate actions

(i) District Magistrate :-

To solve the issue of malnutrition.

(iii) Tribal people :-

To protect their age old practices and promote their earning.

(iv) District administration :-

To implement the policies.

(v) Food Corporation of India (FCI)

To procure excess food crop production.

(vi) Ministry of tribal affairs :-

To promote the well-being of tribal people.

(vii) Anganwadi centres and Ministry of Health & Family

Welfare :-

To improve nutrition of children.

(c) Plan of action that can be taken are :-

- Engaging the tribal people through the Gram Sabhas and local leaders in understanding

their needs & concern.

- Engaging with Ministry of Health in providing fortified food & hot cooked meal to children of these areas ~~for~~ through Anganwadis centres.
- Making a programme for millet production with the active participation of tribal people, entitling its benefits. Food Corporation of India (FCI) should procure it at remunerative prices.
- District administration needs to be sensitised about the needs and interests of tribal people. They should implement policies with active participation of tribal people.
- Launching of awareness campaign in schools, hospitals & local areas about the

needs of nutritious food.

- Incentivising local anganwadis centres for better distribution of hot cooked meals.

~~Thus, multi-pronged~~

Thus, multi-pronged steps needs to be taken to resolve the issue of malnutrition & securing tribal interest.

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 sou-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 advise 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:-

- (i) Labour are not paid wages according to the law and thus ~~it~~ is against labour welfare.
- (ii) Rule of law is violated.
- (iii) Higher authorities has ignored the requirement of labour welfare.
- (iv) Workers afraid of losing their job.

(b) (i) Follow the informed advice of higher authorities:-

<u>Merit</u>	<u>Demerit</u>
<ul style="list-style-type: none"> <li>• AI will save my job</li> <li>• A human situation for me, higher authorities &amp; hotel owners</li> </ul>	<ul style="list-style-type: none"> <li>• Against rule of labour</li> <li>• Not respite for labour</li> </ul>

(ii) Convincing owners of the hotel to take note of violations & take remedial measures:-

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none"> <li>• Owners might improve &amp; increase the wages of labourers.</li> <li>• Rule of law will be established.</li> <li>• No favour is granted.</li> </ul>	<ul style="list-style-type: none"> <li>• Might displease higher authorities &amp; can remove me from the post.</li> <li>• Owners might reject the actions.</li> </ul>

(iii) Submitting a report to the concerned authority:-

<u>Merit</u>	<u>Demerit</u>
<ul style="list-style-type: none"> <li>• My responsibility will be executed.</li> <li>• concerned authorities might take decision improving the working condition of labourers.</li> </ul>	<ul style="list-style-type: none"> <li>• Higher authorities might take no action at all.</li> <li>• I might be victimised by higher authorities.</li> </ul>

(11) Serving notice to the hotel  
owner & using my powers  
under Minimum Wages Act

Merits

- Labour Welfare  
is ensured.
- Rule of law  
is established
- culprits are  
put behind the  
bar.

Demerits

- might cause  
personal issues  
due to displeasure  
of my higher  
authorities.
- slow judiciary  
& labour  
unwillingness  
can come to  
the rescue of  
the owner

My course of action :-

- I will provide a detailed  
report of my assessment  
to higher authorities.
- I will wait for their  
suggestion & will ask for the  
speedy recommendations.

- I will talk to the labour union leaders about the need to come ahead to ensure the fair wage to labours
- If the concerned authorities unnecessarily delay or if they disapprove of my steps, then I will take action under the powers as envisaged under Minimum Wages Act
- I will also report about ~~big~~ higher authorities corrupt attitude to ~~big~~ concerned authorities.
- Will take help of media & NGOs.

A labour welfare is must for justice, rule of law & inclusive development.

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।

Improving education outcome is a must in government run schools.

(a) Stakeholders :-

- (i) Me, the chairman of committee to reform education in state-run schools
- (ii) Staff of state-run schools.
- (iii) students & their parents
- (iv) Government.

(a) Role of govt in education sector:-

- State-run schools is critical to providing universal education to children from poor & vulnerable families.
- For inclusive development by educating poor children.
- Ensures quality in education.
- Provides education free of cost.

(b) Principles & values that I need to consider:-

- (i) Empathy & compassion towards children & their parents.
- (ii) Ensuring accountability of government teachers in improving the learning outcome.
- (iii) Improving the drop out rate among students
- (iv) Improving the quality of education to bring it par with private schools.

(C) Measures to adopt :-

- Ensuring that government teachers are adequately trained & motivated.
- Engaging with parents of the ward and understanding their concern. Persuading them to send their children to schools for better future.
- Involving local NGOs working in the field of education.
- Awareness generation through the use of mass media.
- Ensuring regular inspection in government schools to monitor the attendance of students and the learning imparted at schools.
- Incentivising and rewarding schools with better attendance and better learning outcomes.

A vibrant state-run education is essential to achieve the objective of Article 21-A of the ~~const~~ constitution and will ensure inclusive & educated society.