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GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	Vinayak Karbhari Narwade		
Medium Eng./Hindi	English	Registration Number	654693
Center	Delhi	Date	27/8/2019

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।

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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) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

values are principles which guide judgement and influence decision making.

Increasing role of private sector in public service delivery -

- Ex. Health care services
- Non core services of railways,
- ~~air~~
- Airways, mobility in general.
- Education. etc.

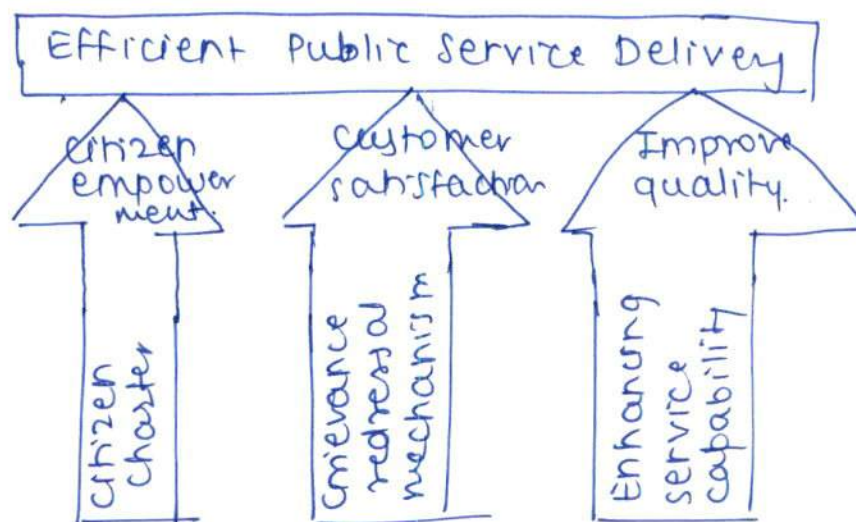
Convergence of values





Public sector and private sector can be seen having convergent interests in public service delivery.

Both ensure quality services being delivered ~~irrespective of~~ without any discrimination. Accountability is another important value adhered by both public sector (through social audits) & private sector (internal mechanism).



Thus public sector & private sector have similar foundation for a satisfactory consumer experience

1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)

समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने की एक प्रभावी तकनीक हो सकता है।

Social ills pose a serious threat to women empowerment, brotherhood and inhibit unity and integrity of nation.

Persuasion involves convincing someone to perform activities against their original thought process.

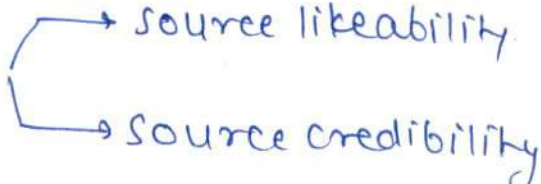
Open Defecation - One of the greatest social ills resulting in mass scale deaths and health problems ~~was~~ is being overcome by Swachh Bharat Abhiyan.

A behavioral change movement based on foundational principles of health and sanitation advocated by Gandhi. The involvement of PM as role model was fruitful in helping reduce this menace uninstitutionalised deliveries

-India faced high rates of per natal

mortality and maternal mortality rates. This was due to ~~that~~ delivery of babies in non institutional setups.

The provision of financial incentives through PM Janani Suraksha program has helped in improving a child & maternal mortality numbers. Incentivising to persuade is another method of social persuasion.

Persuasion principles 

- source likeability
- source credibility.

The use of credible and role model sources can help in bringing attitudinal change in public and curb menace of social evils..

2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक अनुक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

Grievance redressal mechanism is an important foundational pillar for efficient service delivery. It helps accommodate feedback, reengineer process and see results. Simple feedback can help in improving efficiency and increasing citizen satisfaction.

Issues / Barriers

1) Accessibility of grievance redressal mechanism - Absent at most places.

If present, not in relevant format.

Ex. If a grievance redressal involves online form, an illiterate person will consider not registering his complaint / grievance due to lack of accessibility.

2) Low awareness about existence of such mechanisms.

3) Apathy of administration to ~~take~~ ^{think over} to all suggestions.

4) Lack of accountability towards senior officials.

Ex. If a DM is leading to have a meeting every week with top 10 feedback this will promote the ~~lower~~ subordinates to go through feedback diligently.

5) Follow up mechanism non-existent -

If a citizen needs to follow up on actions taken, he finds no avenues.

Structural changes can help improve efficiency of grievance redressal mechanism.

2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

Steps/Recommendations

1) Accessibility - ~~Ensure~~ Provide for both online, offline mechanisms.

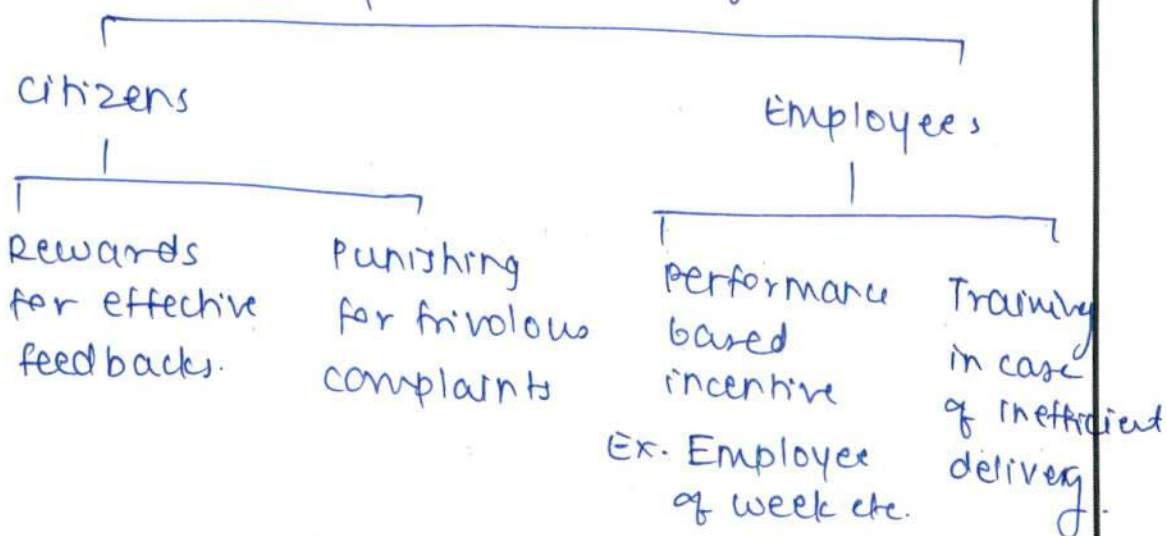
2) Awareness creation - ~~Ex~~
Ex. Posters at doorways and easy to notice places can help citizens be aware of the mechanism

3) Simplicity -
The forms should be simple and easy to comprehend.

4) Accountability -
Ensure accountability of officials by having regular discussions on important feedback.

5) Follow up mechanism for citizens to garner knowledge of ~~feedback~~ work done.

6) Instrumental conditioning



7) Robust mechanisms & institutionalisation Avoid ad-hoc arrangements.

3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear" - Nelson Mandela

(10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

Courage is usually conciered as absence of fear. No human can be devoid of fear. The importance of courage lies in the fact of overcoming fear by taking relevant steps.

Ex. A civil servant who fears punishment postings may take a step back from exposing corrupt elements. However if he is courageous he will overcome the same fear and take diligent steps to expose corruption and ensure greater public good.

~~Similarly~~

Values define the judgement of a person and influence decision making.

A strong value system inculcates a strong character.

"~~As~~ Values are like anchor in the ship. When a storm comes, the ship is not swept away but remains intact on shore".

A person with courage will not bend to pressure. He will look forward to overcome his difficulties and fear.

E. Sreedharan - the mehsman of India demonstrated bravery by standing tall against numerous politicians in his project.

T.N. Seshan overcoming his fear of removal and ~~pun~~ shunning helped make Election commission a democratic body involved in free and fair elections.

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service" - Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

Life provides opportunities to all.

It is upto the person to accept those opportunities knocking at the door and make a change. Fame usually is achieved by simple tasks benefitting public at large.

~~For example take~~

Createness of individual lies in how he treats his peers and what he does to be the driver of affirmative change. ~~A~~ Not everyone can achieve a ^b job but what one does after failing to get that job is test of character.

For example ~~with~~ around a million students appear for UPSC CSE exams and only a 1000 get ~~set~~ selected. The remaining instead of giving up can find alternate

avenues for public service and achieve greatness. This can be as simple as getting involved with NGOs and influencing change. Greatness lies in being of some public utility.

~~A wants to be cricketer who so far~~

A person whose dreams to be a cricketer were shattered due to a road accident later goes on to open the best cricket club and admit numerous students in the national team is a great personality.

Greatness thus lies in improving the existing situation and maximising utility to public.

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाइए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Superstitious beliefs are a social evil which hinder progress of the nation and prevent integration of different communities by radical practices.

Reasons for superstitious beliefs

- 1.) Illiteracy rates are high. Thus increases gullibility of masses.
- 2.) Fear of retribution of supreme authorities which is imbibed by orthodox elements.
- 3.) Lack of rational thinking and understanding of basic concepts.
Ex. Women being blamed for girl child when it is the male chromosome which determines the sex of child.
- 4.) Nexus of spiritual gurus - who claim to have achieved nirvana and affect

public mentality.

Scientific thinking and temper can play a significant role in curbing the menace of superstitions by imbibing following values

1) Rational thinking

2) Evidence based approach

3) Improve basic understanding of phenomena.

Ex. A child who has learnt the evaporation cycle leading to rainfall would find it difficult to understand role of Lord Indra in frequent droughts in a region.

4) It is contagious - scientific temper instigates interests which can be spread among masses by those who possess it.

Scientific temper along with sensitisation of elders in rural areas and legal measures to curb tantiric practices can help curb superstitions.

4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

Tolerance is the value of accomodating different view points even if they are opposed to yours.

Intolerance about even small proportion of values lead to labelling people as possessing different ideologies altogether. Radical mindsets play an important role in this process.

Ex. A Hindu proposing a Muslim cause out of humanity is termed as an outcaste (or Pakistani at times) due to radical nature of thoughts.

India is a multicultural society. We practice different religions, beliefs, ideologies. There are bound to be difference of opinions.

Truth ~~is~~ is fragmented and only

when these fragments came together
can there be a wholesome experience.

For example - An educated male who
knows the importance of women empowerment
and advocates the same may be termed
effeminate and thus ridiculed by
patriarchal society.

Thus having accommodating stances
towards divergent attitudes can help
in a more tolerant society and prevent
labelling of persons as liberalist / conservative.

- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)

भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Corruption is the use of public resources for private gains.

Corruption
 ↳ systematic causes
 ↳ systemic causes.

systematic causes -

- culture of corruption - people willing to pay bribes to get work done.
- Supply side of corruption.

Systemic causes - Demand side.

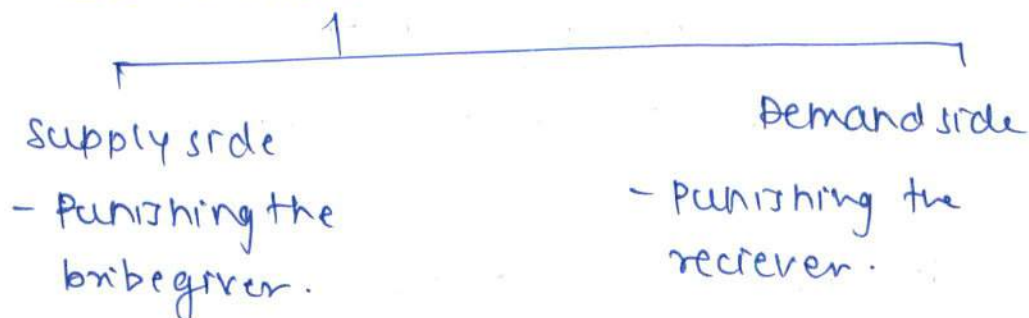
- Colonial relic -
- ~~back~~ fee
- Crony capitalism - Funding of political parties who later practice quid pro quo.

- Criminalisation of politics -
Due to need of money &
criminal-money laundering nexus.

- Rent seeking attitudes

Collusion between investors,
businessmen & politicians.

- ~~Pro~~ Anti corruption measures thus
need to focus on



• Nexus between administrator, politicians
and ~~the~~ capitalist/criminal class needs
to be addressed. The recent step to
punish bribe giver is a positive step forward.
However ~~giving~~ permission before
investigation is a step back.

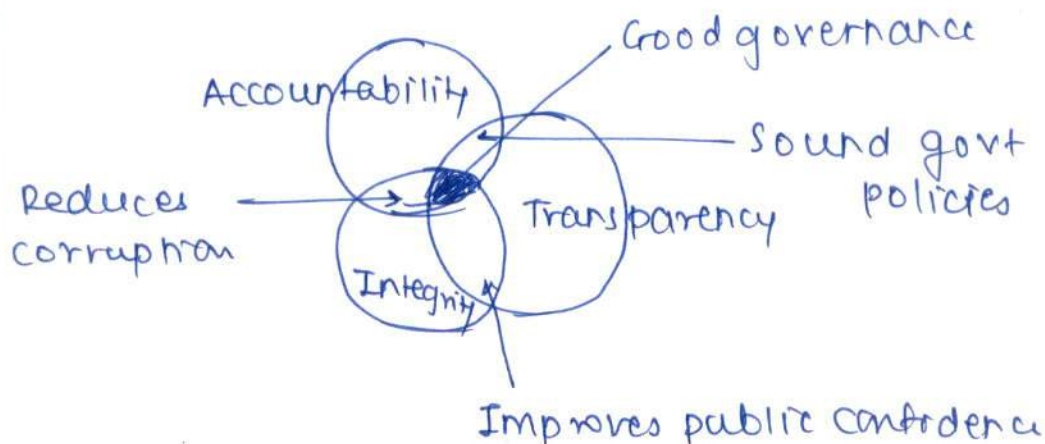
5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)

एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Healthy work culture can
infuse work satisfaction and improve
public service delivery.

Traits of healthy work culture

- 1) Responsibility & allocation.
- 2) Effective feedback mechanism.
- 3) Transparency.
- 4) Leadership qualities.
- 5) Integrity



ways to ensure healthy work culture

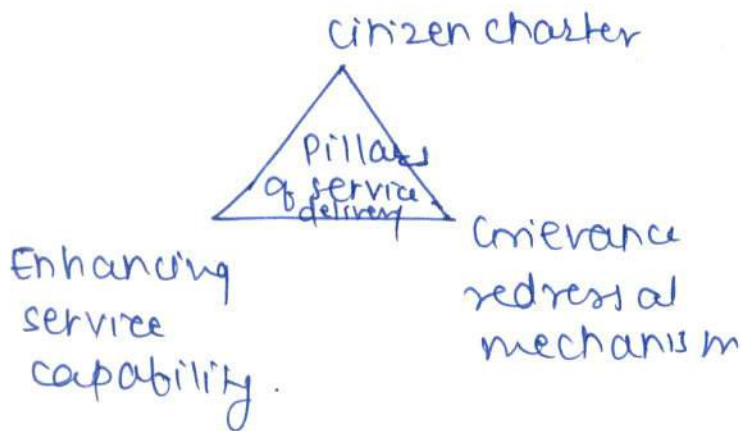
- 1) Social Audits to ensure accountability.
- 2) Emotional intelligence training to promote empathy.
- 3) Performance based incentives.
- 4) Robust institutional arrangements for feedback mechanisms.
- 5) Customer satisfaction by quality delivery
- 6) Employee retention & satisfaction by ~~indulging in~~

A healthy work culture will not only benefit employees but also public at large.

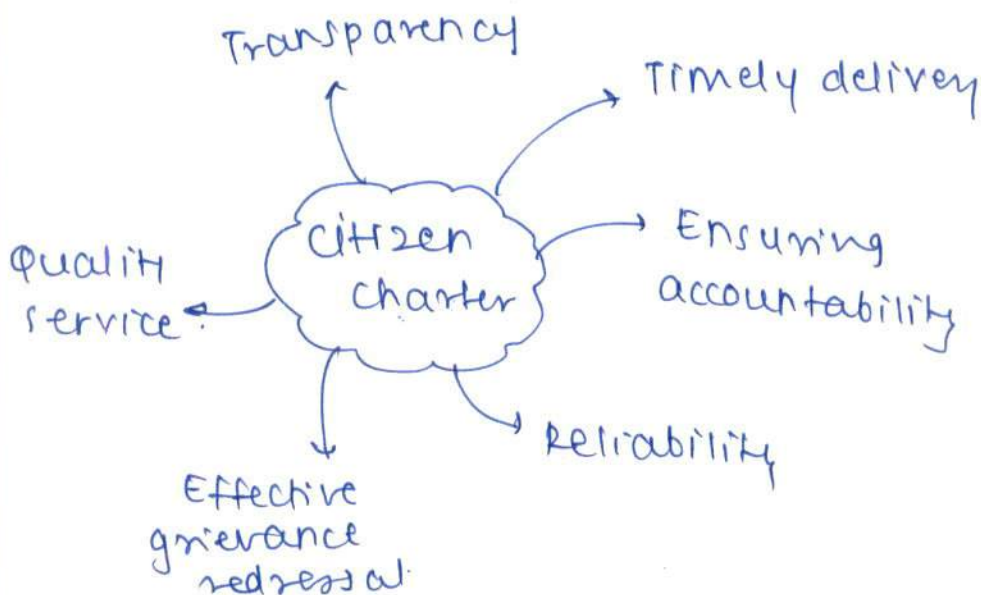
6. Citizen's charters can be both a stimulus and a means for government to raise the standards of Public Service delivery. Discuss. (10)

नागरिक चार्टर सार्वजनिक सेवा वितरण के मानकों को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen charter is a policy document that lists the quality of services provided and ensures accountability of the corporate.



Citizens charter help in



Accountability can help encourage officials in better service delivery.

Transparency will allow citizens to understand the benchmarks of public service delivery. Thus providing for participative democracy.

Reliability will encourage customer satisfaction. Thus Citizen charter can work both as a stimulus and means

7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)
अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitude is the predilection to act towards a particular thing or a particular ~~or~~ person in a particular way.

Behaviour is the manifestation of emotions and attitudes.

Cognitive dissonance occurs when your attitude is not in sync with behaviour.

Ex. If an employee does not like his boss but praises him on his face all the time. This will gradually change his behaviour which will be seen ~~in~~ in terms of lost productivity, irritation towards peers. etc.

Similarly a change of attitude or of behaviour can influence the other because of interwovenness.

Change of attitude → change of behaviour

- A radical minded Hindu who was helped by a Muslim can see a change of attitude. This will eventually change his behaviour towards all muslims in sync with his changed attitude.

Change of behaviour → change of attitude

A person practising yoga and meditation will see a change in his behaviour in terms of better handling of stress, less anger. This will influence his attitude towards numerous things that irritated him in first place.

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

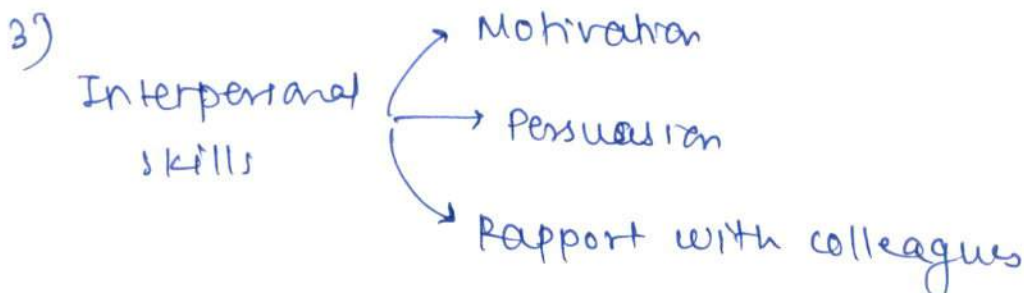
Emotional Intelligence is the ability to identify, assess and manage emotions of oneself and that of others.

Emotional Intelligence benefits in Career development

1.) Leadership

- Allocation of responsibility based on emotional competence
- Empathy & sympathy for peers
- Dealing with stress

2) Effective communication skills resulting in win win situations.



- 4) Effective management of conflicts
- 5) self regulation of anger ~~and~~ and pressure.

Q "What kind of a job you get depends on your IQ
How long you'll stay in that job depends on your EQ"

SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences. The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

(a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.

(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?

(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? **(20)**

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

(a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य है।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोजर) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?

(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

Technology is a double edged sword.
Like every coin has two side technology
too can be of immense benefits on one
end and at times pose huge risks related
to privacy, sovereignty of nation, and
terrorism. The govt as a result has
to offer some restrictions and regulate
activities to promote useful utilisation
of technology

ICT is one such field for regulation. ICT has tremendous benefits in terms of data exchange, communication enhancement and promotes economic development. However associated risks include propagation of terrorism, cyber bullying, spread of hoax etc.

(a) Since the committee is looking for public opinions, as a concerned citizen I will have following thoughts

Vulnerability of people to cyber threats

1) Digital illiteracy — <10% of Indian population is digitally illiterate.

It - Digital illiteracy also manifests as underutilisation of technology just for social networking.

2) Lack of reasoned & rational thinking -

3) Persuasive skills of the perpetrator.

4) Cyber bullying involves coercive measures

by cyber perpetrators to convince people to perform activities against their choice.

Reasons -

- i) Predisposed attitudes
- ii) Fear of retribution - Impact on family, etc
- iii) Lack of accessible mechanism for complaint & grievance redressal.
- iv) Lack of consumer awareness.
- v) Gullibility of rural masses.

b) Experiences and exposure in cyberspace do play an important role in person's attitude. Since behaviour is a manifestation of attitude, ~~same~~ it gets affected too.

Ex. i) A person who was bullied in cyberspace will have constant fear of bullying in real life. Such a person will have trust deficit towards others. This may affect his interpersonal

and communication skills.

2) Similarly a person who is able to make efficient use of cyberspace will find ~~more~~ time for leisure and pursuing hobbies. Such a person will have a joyous attitude and can influence his surroundings. He will be prompted to spread use of cyberspace.

Experiences in any field are important for confirming values which shape attitude. values inculcate character which influences attitude.

The strength of attitude is also defined by intensity of experiences.

c) Reasonable restrictions

1) Age Limits - Min age requirements should be made compulsory for advanced use of cyberspace

2) Minimum qualifications to prevent

gullible public from being extorted by bullies.

3.) Agents and dealers should require certification from a known agency.

4.) Standard operating procedure for banks, startups etc for efficient use of cyberspace. Compliance can be checked through audits.

5.) ~~Core~~ Compulsary Ombudsman for sectors using ICT as provided by RBI for online payments.

cyberspace has an important role in economic & behavioral development of human. Therefore a balance approach is necessary.

10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. **(20)**

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच से मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ा रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभीर प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

Open Defecation Free Status can help villages reduce disease burden due to waterborne & other pathogenic diseases. In this case even after provision of extension services & water services, public is not willing to use the toilets.

Stakeholders

Me as
a responsible
Public Health
Officer

Government
for inducing
behavioral
change.

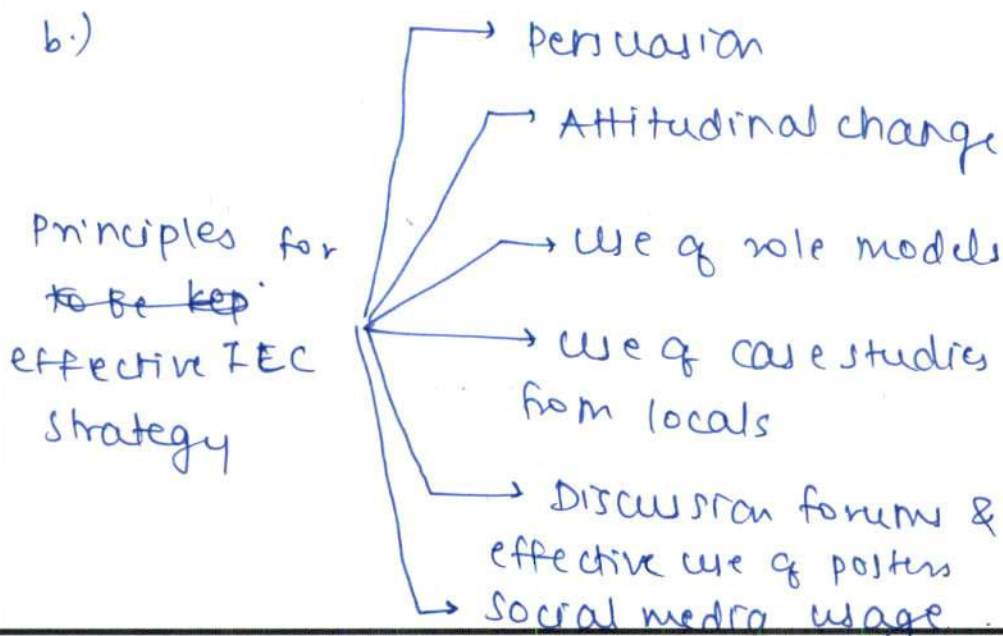
Public-to
use existing infra.
for disease free &
defecation free status.

Values at stake

- 1) Behavioral change required - which will require change of attitudes.
- 2) Dignity of women - who defecate openly
- 3) Health of children - who are most vulnerable
- 4) Sanitation - Promote healthy & clean lifestyles.
- 5) Leadership - To make people do the right thing.

a) Reasons behind low usage & adoption rate of built toilet

- 1) Lack of availability of water resources.
- 2) cleaning of pits and toilets
- 3) stigma against having toilets and "
- 4) Attitudinal inclination & predisposition towards defecating in open.
- 5) lack of separate toilet facilities for men and women in public spaces.



Action plan

- 1.) First and foremost Teach them young
Imbibe sanitation values at ~~the~~ school.
- 2.) Provision of separate facilities at places like schools, etc.
- 3.) Use of role models to effectively imbibe the value of sanitation.
- 4.) Awareness program for sensitisation of public - These would include poster competition, essay competition,
- 5.) Use of social media with actors from village and local ~~spaces~~ ^{sites} for promoting sense of personal ~~and~~ feeling.
- 6.) sensitisation of elders in family to promote toilet use.
- 7.) Provision of treatment facilities etc for sustainable treatment of municipal solid waste.

According to WHO, an ODF village saves 50,000 ₹ per family per year due to reduced disease burden.

Improving accessibility & promoting awareness can help in reducing malnutrition and enhance human development index.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of a loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करना होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?

The following problem is associated with outsourcing of jobs hiring process to contractors who employ families including their children. child labour is against law

and strict action is needed.

Stakeholders involved

- 1) Me as responsible DM to ensure constitutional & legal compliance.
- 2) factory owners who absorb their responsibility towards community & practice immoral business.
- 3) ~~factories~~ contractors using deceitful means for hiring.
- 4) Families looking to supplement their income.
- 5) Children losing out on education & play time.
- 6) Society at large.

Ethical Issues

- 1) Against Art 23 of constitution - which bans child labour.
- 2) Immoral business practices.

- 3) probability of health hazards
- 4) Dishonesty in reporting compliance to government
- 5) Profiteering by involving cheap labour.

Approach to problem

- 1) I would first set up a committee to look into details in this case and gather evidence.
- 2) After having significant evidence, I will try to do field visits to the factories ~~for~~ and ensure the findings.
- 3) I will invite a meeting of factory owners and discuss the issue by providing them a significant overview of the case.
- 4) I will ask them to change their hiring practices and provide for a better

compliance mechanism.

5) I will look into the contractors in my district and try to understand their ~~use~~ hiring practices.

6) A meeting with contracting groups on similar lines as that of factory owners would be next step.

7) I will contact ~~my~~ the police department and ensure stringent compliance of ~~the~~ ban on child labour.

8) After talking to ministry concerned, I will issue rule & regulations with enhanced compliance measures & try to fix loopholes in existing system.

9) Institutionalisation of social audit, empowering of Gramsabhas and other urban & rural local bodies to check immoral practices.

10.) Families involved in these activities will be contacted to sensihre about importance of education.

11.) Ensuring that existing schemes like ICDS, MDM scheme etc are running efficiently. ~~This will help in recognising~~ ~~the~~ This is because if these schemes are not implemented properly families might ask children to indulge in supplementary activities.

~~Flow~~

A holistic approach along with stringent ~~etera~~ implementation of laws and mechanisms will be the main elements.

~~These~~ sensitisation of all the stakeholders is important for understanding the nuances of issue at hand.

12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

- (a) As a civil servant, what values should guide your response in such a situation?
(b) Identify the various options that are available to you?
(c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस संदर्भ में उपयुक्त व्यवस्थाएं की जाएं।

इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?
(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?
(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

Mega rallies often involve boasting of public participation. ~~the~~ Ensuring contribution of people from my block ~~can~~ is the direction provided by my chief development officer.

Stakeholders

- 1) Me as responsible BDO ~~who~~
- 2) People from my village who are forced to join rallies.
- 3) Political parties who want to ensure people participation
- 4) Senior officials blindly following political orders not related to governance.

~~As~~ As a civil servant ~~for~~ I consider following values at stake.

- 1) Integrity - Use of government machinery (in this case buses) for private / political purposes.
- 2) Political neutrality - A civil servant should be politically neutral in governance matters. ~~not~~ This should also reflect ~~an~~ indifference in extra

governance matters.

2) Leadership - setting a wrong precedent to junior officials.

4) Accountability - of the loss of time at work of the people in village/block.

5) Non partisanship - favouring ~~pub~~ political party in power

6)

b) Options available

1) ^{Ignore} ~~Reject~~ the oral order

~~cons~~ Pros - upholds my integrity.
- prevents hassle of villagers.

Cons - May put me in bad books of seniors & politicians

- Affect my career prospects

- Seek retribution of politicians

- ~~Interested~~ Interested villagers will

have a negative attitude towards me.

2) Ask for a written order

Pro - I can hold the senior official responsible

- Fear of written order may prevent him from asking me to do the task altogether.

Cons - It still will create a bad image

- It may be ~~perused~~ perceived as arrogance.

3) ~~comp~~ Order a meeting of block and ask for volunteers interested in rally -

Pro - Would not affect the villagers disinterested in rally. & save their work time.

- Will keep me in the good books of seniors and officials.

Cons - Still involves use of ~~pub~~ govt machinery for private purposes.

- Against political neutrality

4) I would eventually ask for a written order for diversion of buses to the rally. This will ensure accountability of the senior officials. I would then convey a meeting of the block and ask for volunteers interested in joining rally.

This balanced approach will help ensure accountability & keep me in good books.

13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district?

(20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

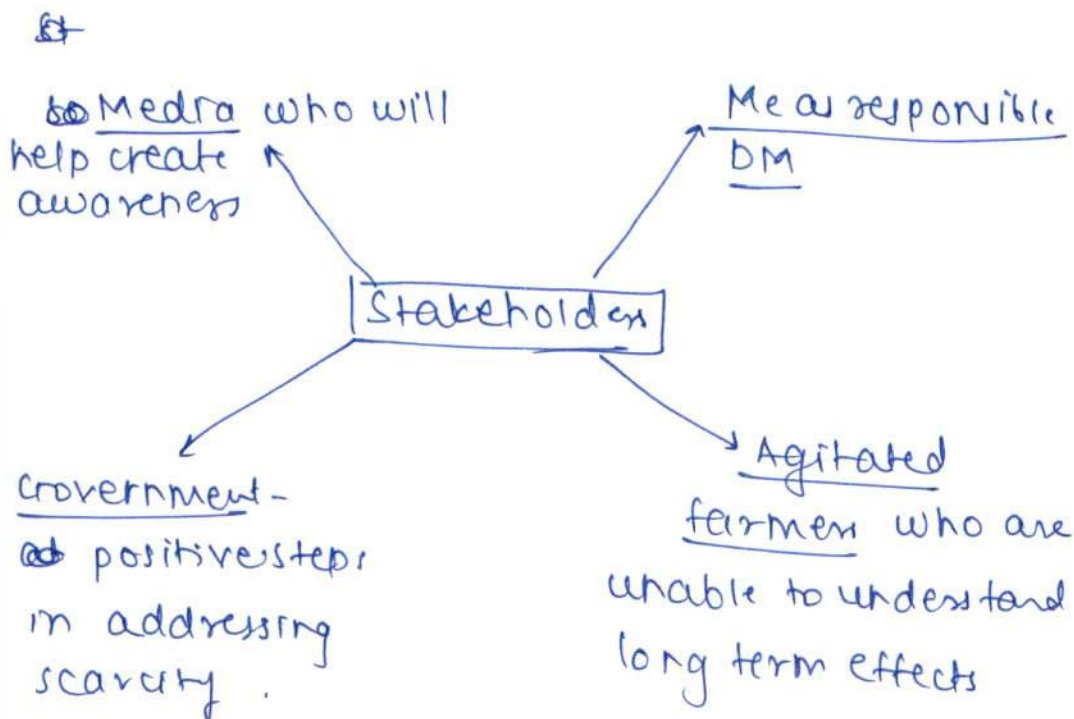
water shortage is a serious issue

for an agrarian economy like India.

As per Ashok Mehta committee

availability of water should be the foundation

for cropping patterns in various regions.
The current step ~~and~~ by govt is a positive
one.



The ~~current~~ agitations of farmers are mainly because feeling of deprivation and isolation. They are not able to understand the crux of the reforms for long term sustainability. There does not seem to be a real divergence in the interests. The govt is ~~pro~~ right in incentivising a

cropping pattern based on agro climatic conditions.

Ethical values

- 1) Leadership - To help farmers understand the crux of the reforms
- 2) Teamwork - Farmers and govt will have to work together for long term benefits
- 3) Objectivity - Use of rationale & evidence based approach for policy formulation & implementation.
- 4) Empathy - Some immediate measures are needed to address the plight of farmers.
- 5) Persuasion - Convince the farmers that the policy is in their interest.

Immediate steps

- 1) Calling a meeting of farmer organisations

- I will lead the meeting and provide the farmers an overview of the long term benefits.

2) sensitisation through social media with local actors.

3) I will ensure internal order by deploying forces and ~~also~~ confirming other civilian activities are unhindered. due to protests.

4) Involvement of Krishi Vigyan Kendras to sensitize farmers on the policy.

5) I will talk to government officials in the ministry to provide for some immediate relief measures to address the plight of farmers & issue a notification.

6) Social Media, print media & doordarshan etc can be involved in spreading awareness.

Long term measure

- Use of MGNREGA scheme for creating facilities for water storage. This will help water availability during heavy rainfall.
- provide advice to government to ~~uniform~~ ensure a uniformity in incentives like MSP to promote crop diversity.
- provide for nonconventional irrigation techniques like sprinkle, drip irrigation
- promote rainwater harvesting on a community level.

The way forward lies in addressing immediate concerns as well as developing structures for sustainable water use.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

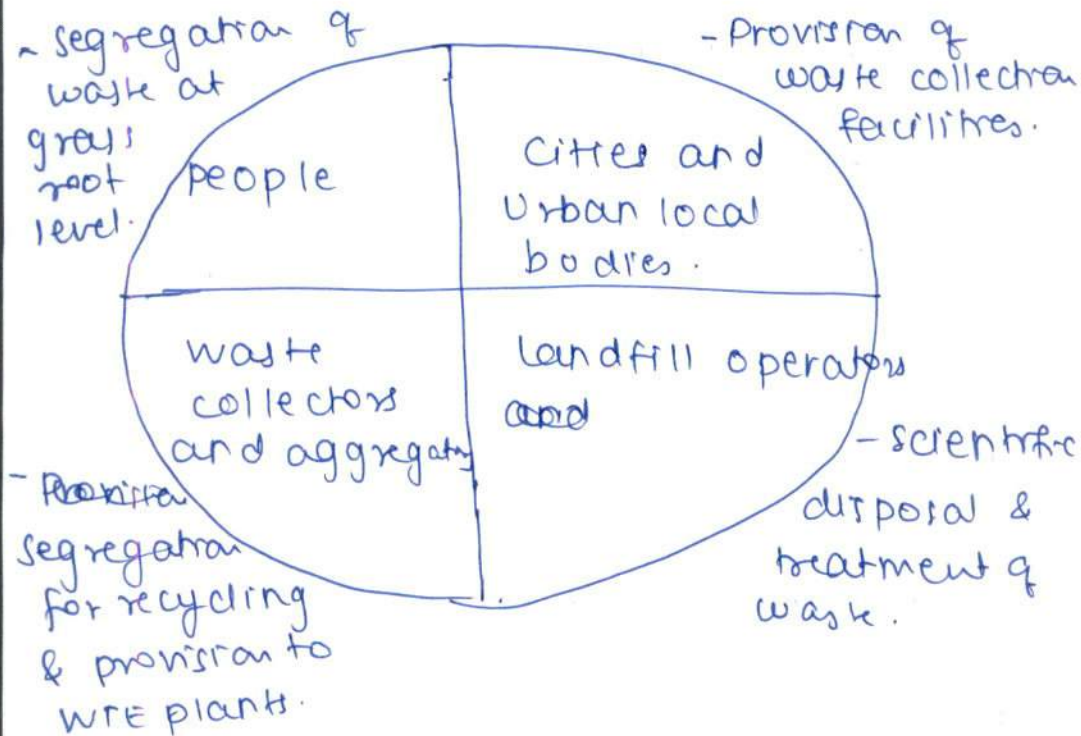
कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

Waste disposal and management is a major issue in India. This results in polluted air, water and soil thus affecting the productivity of humans as well as natural resources.

Stakeholders



Apathy of people

- 1) People are unaware about the disastrous effect of improper waste disposal.
- 2) Behavioral aspect - Culture of throwing waste out in open plots.
- 3) Urban inefficiency of urban local bodies
Irregular pickup mechanisms further

peoples frustration in waste management.

4) lack of sensitisation at schools about waste disposal, management.

5) urban bodies unwilling to charge for waste collection & disposal - creates a culture of waste generation & improper disposal.

Significance of stake holders

1) PEOPLE

1) Proper segregation at home into
• landfill, recyclable & compostable
waste will enhance efficiency.

2) Reduce waste generation by
3 Rs - Reduce, Reuse, Recycle

3) Proper disposal mechanisms will
prevent haphazard waste management.

Landfill operators

- Scientific disposal of waste will prevent health issues & build public confidence

Waste collectors

- Regular and frequent collection of waste will create a culture of proper disposal
- Secondary segregation to provide waste to respective stakeholders like WTE, landfills, composters etc

Urban local bodies

- charging for waste collection & penalties for inefficient disposal will promote proper management
- provision of sites for effective waste disposal away from residential areas.

- Engaging with entrepreneurs for development of technology other than WTE.

Other stakeholders

- Schools for effective conditioning of students @ waste management
- Media - for creating awareness @ effective waste disposal.
- Government, CSO, NGOs - organising competitions at various age group levels and among different stakeholders.

Efficient waste management can not only help in human health improvement but also in achieving the sustainable development goals.