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GENERAL STUDIES (TEST CODE : 1238)

Name of Candidate	AISHWARYA SHEORAN		
Medium Hindi/Eng.	ENG	Registration Number	506755
Center		Date	27/3/19

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:

Signature of Examiner

INSTRUCTIONS

1. 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)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI**
   इसमें चौदह पश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**
   सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
   प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other that 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।
6. Word limit in questions, if specified, should be adhered to.
   प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
   उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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

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

1. **(a)** What does 'publicness' of public sector indicate? Comment on the blurring of lines between public and private sector in the wake of increasing role of private sector to deliver services to the public. **(10)**

सार्वजनिक क्षेत्रक की 'सार्वजनिकता' क्या दर्शाती है? जनता को सेवाएं प्रदान करने में निजी क्षेत्रक की बढ़ती भूमिका के आलोक में सार्वजनिक और निजी क्षेत्रक के मध्य समाप्त होते अंतराल पर टिप्पणी कीजिए।

~~Pb~~ 'Publicness' of public sector indicates the degree of its orientation towards public welfare and provision of public goods for well-being of the society (and not profit motive)

In the post 1991 (LPG era), the demarcation of public, private is no longer black and white as:

1) Private sector → increasing in public utilities and services (via PPP etc.)

2) changing role of state → from commanding heights to indicative planning; more of a facilitator; abolition of license raj etc.

3) ICT development → revolutionalised spread of information, connectivity and globalisation

4) MNCs, FDI, International organisations (WHO, UNICEF etc) Non state actors in society; influence on government and, public and economy

5) Opening up of economy (trade, financial); foreign capital flows, FIIs etc. affecting prices, exchange rates.

Hence the dynamically changing roles of State demands a paradigm shift towards :-

1) facilitating and supporting
2) clearly defining broad objectives
3) collaborative and cooperative
4) Incentive based approach

in line with socio-eco. goals and seeing private sector as complementary (and not substitute) of state's efforts towards providing services efficently, transparently and in public interest (via adequate regulatory oversight and incentives).

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 का एक प्रभावी तकनीक हो सकता है।

Social persuasion involves winning over the heart and mind of an individual via various methods like propaganda, education, advertising, indoctrination etc.

It can be both mild (seeking commitment, educating etc.) or even coercive (forceful) depending on the means used.

Examples of social ills	Use of social persuasion
1) Gender bias	• Education, empowering women to come out • Sensitising men, young children to respect • generating self confidence to take employment etc.
2) Untouchability	• M. Gandhi's 'Harijan' campaign • Raising their self esteem • Changing attitudes of upper castes
3) Crimes	• Reformative justice by educating, counselling criminals etc.

Social persuasion is a powerful tool to
a) change attitudes
b) behavioural change
c) uplifting masses, vulnerable etc.

Hence it should be utilised positively and effectively to bring out egalitarian social order.

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 प्रतिक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

An effective grievance redressal mechanism is a prerequisite ~~for~~ not only for good governance, but also effective participation and feedback of service delivery.

Issues

Political-Admin. :-
1) Lack of will & laxity
2) Lack of cooperation, collaboration
3) Overlapping and unclear objectives and functions
4) Pending cases etc.
5) RTI not effectively enforced

Social
1) Lack of awareness of rights
2) Lack of resources to seek redressal
3) complicated procedure
4) Difficulty to understand language of laws (in rural, uneducated)
5) Socio-cultural barriers

Economic
1) Lack of ICT
2) Infrastructural issues
3) Data deficiency
4) Improper training of staff and skills

Organisational
1) Ineffective citizen charters
2) Non-consultative approach
3) top-down approach
4) Disrespect for core values (transparency, effectiveness etc.)
5) Apathy and insensitivity
6) Delays

These factors impede the progress towards effective feedback & complaint mechanism.

2. (b) What steps should be taken by the government for establishing an effective grievance redressal mechanism? (10)
एक प्रभावी शिकायत निवारण तंत्र की स्थापना हेतु सरकार द्वारा क्या कदम उठाये जाने चाहिए?

Steps needed:-

1) Politico-Admin:
- Collaborative approach
- clearly defining obligations and duties
- Strict enforcement of Sarvottam model
- Holding officials accountable
- Promoting openness, RTI use, dissemination of info.

2) Social :- raising awareness
- involving communities
- social audits
- citizen report cards

3) Organisational :-
- effective citizen charter for each office (2nd ARC)
- Monitoring & review robust mechanism
- performance based promotion (2nd ARC)
- training, sensitising towards public welfare
- building strong and committed work culture of transparency, participation and good governance

4) Economic :-
- facilitating easy procedure and reduced costs to complain
- ICT and infra. development + computerisation
- skill training to staff

These steps are in line with the e-governance, Sarvottam, citizen charter, Right to services initiatives by government to ~~its~~ ensure robust grievance redressal.

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 उनमे 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

Understanding :-

Courage, the spirit of our soul, is one of the highest virtues reflecting our inner zeal to stand for what is right and pursue our moral conscience.

However, there is a thin line between being courageous and being stupid. Courage is not absence of fear i.e our feelings of being afraid, but it lies in :-

1) Rationally thinking
2) Emotionally overcoming
3) firmly resolving
to get over our fears and pursue our goals.

Relevance :- Youngsters today are often misguided by displaced notions of heroism risking their's and others lives like:

1) Taking selfies on dangerous locations
2) Driving fast etc. to show off their manliness and courage etc..

These are instances where people are unable to clearly identify the essence of courage and true bravery as shown by great leaders like M. Gandhi, Martin L King, Nelson Mandela etc. who not only faced their fears but also conquered it by the right virtues for betterment of the society.

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

Understanding:-

fame and greatness is often perceived to go hand in hand, since most of the great leaders (Gandhiji, Nelson Mandela, J. Nehru etc) were also renowned across the world and vice-versa.

However,

fame → implies public popularity, prominent figure, often accompanied by wealth, prosperity etc. These are essentially materialistic and external in nature.

Greatness → • comes from within; inner values, core ~~belief~~ beliefs; zeal to help society; service to mankind; duty over self.

• It doesn't rely on external notions of materialism and is an award in itself for being true to our ethics and moral obligations.

eg → A person serving poor people in his locality selflessly can be great without necessarily being famous.

Relevance:- With dynamically changing trends of:-
1) Seeking social media attention for fame
2) Promotion of charitable works on websites etc.

3) Stiff competition & ratrace to achieve the inner greatness and focus on self-motivated, self-less actions is getting negligible.

There needs to be paradigm shift in thinking and attitudes towards ~~the~~ :-

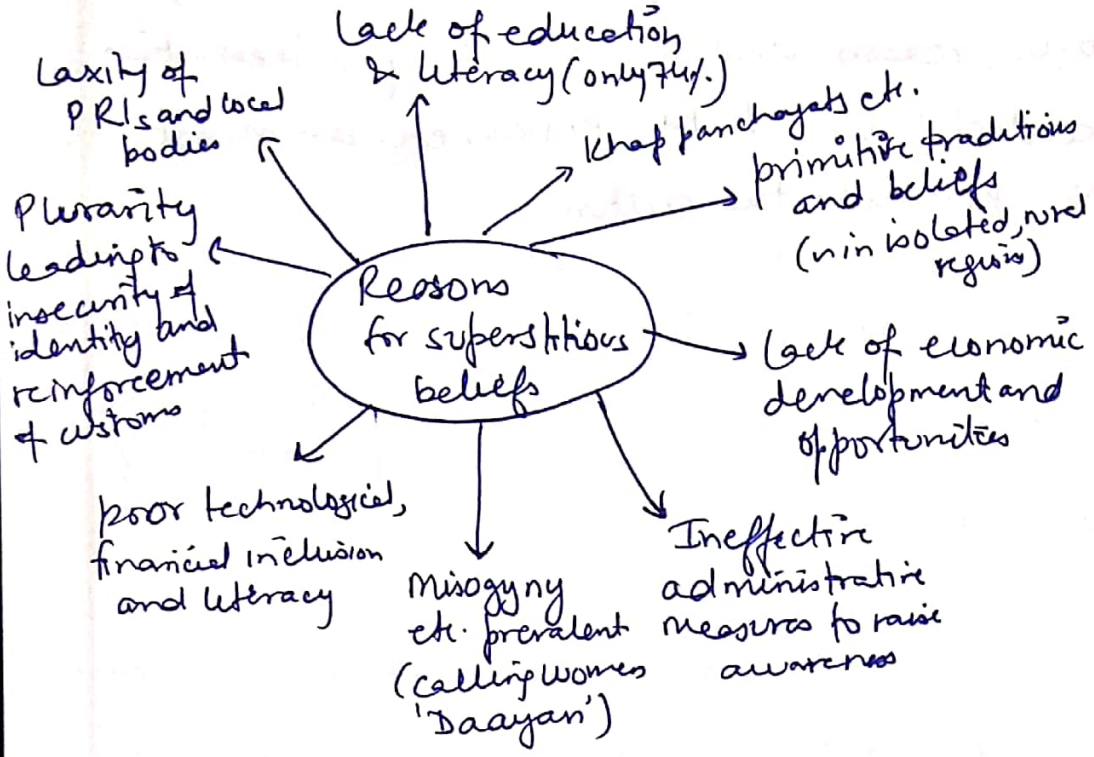
1) The right goals
2) right methods
3) right rewards

for giving recognition to those who actually contribute to society, while ensuring value education etc. right from childhood to orient goals in right direction i.e serving society (based on Gandhiji's Sarvodaya). Also active involvement of masses via NGOs, SHGs, VOs to uplift all.

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)**

समझाईए 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।

India is a multi-religious, multi-cultural land presently a medley of beliefs, faiths, communities and practices.



Importance of scientific temper:-

1) Constitutional values → part of FDs
2) Social development → awareness and inclusion
3) Economic benefits → via skills, more opportunities
4) cultural shifts towards entrepreneurship, reason, rationality etc.

5) Internetorial → In line with global beliefs and dynamic world.

6) Technological → advancement and financial inclusions, utilising talent.

7) Political → more voice and understanding of rights, laws.

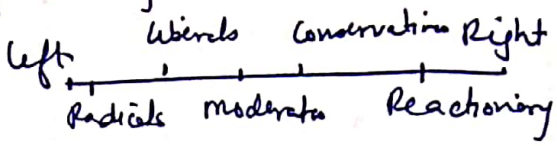
Hence to boost the social, economic and technological and political advancements, logic, reason and scientific temper is essential. Recent steps like AIM, PMKVY etc. are meant to promote this culture.

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।

Different political ideologies coexist within an individual depending on:-

1) Place
2) Pace of development
3) Status quo
4) Degree of dissent etc.



Liberalism	Vs	Conservatism
• Leftist approach		• rightist approach
• change status quo gradually and peacefull		• resistant to change due to belief of status quo as best option

However situation matters for eg:-

1) somebody may ~~have~~ want to change the education systems (liberal) towards practical learning, but may be hesitant to change the position of women (conservative) within it

2) A conservative view on religion eg → Triple talaq. but liberal view on LGBTQ rights.

Hence non absolutist principle holds strong for political ideologies, which depend on several factors (age, place, religion, culture, caste etc) and are different for different topics.

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।

Collusive corruption i.e corruptees willingly and actively involved in ~~the~~ promoting inaction or wrong action by public authorities for personal gains (deliberately and intentionally).

2nd ARC also pointed out the menace of it leading to rottening of our social, cultural and polical fabric by misallocation, inefficiency, loss of public trust etc.

Measures needed :-

1) ~~DD~~ Demand side

- Political funding & Political parties → 2nd ARC recommended partial funding of elections; parties in RTI
- Admin. oversight → Empowering CVC, CBI (independent); robust mechanisms etc.; CAG
- Parliamentary oversight → Strengthening control via committees etc.
- Social audits and community monitoring of expenditure (Ugandan model).
- RTI → opaque provisions, OSA needs to be repealed + culture of openness.
- ICT → using GeM, e-gov. etc. for transparency

- Disclosure of assets / liabilities by public officials
- Repealing Art-311 (2nd ARC)
- Strict penalties and exemplary punishment to guilty (while ensuring safeguards for honest ones)
- Training, sensitising of public officials + code of ethics (2nd ARC)

Supply side :-

- Enforcing recent Prevention of Corruption (A) Act → bribe giver also guilty
- Cultural change → changing notions of accepting corruption as inevitable
- Awareness and education → about rights
- Grievance redressal
- Social media + media + civil society to actively participate.

These measures are needed to root out corruption from its core, along with political leadership and will (Since fish always rots from the top).

5. **(b)** Identify the various traits of work culture associated with government organisations in India. Also, suggest ways in which a healthy work culture can be created to meet the objectives of good-governance. **(10)**

भारत में सरकारी संगठनों से जुड़ी कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनसे सुशासन के उद्देश्यों को पूरा करने हेतु एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture is the mix of beliefs, ethics, principles, processes and framework of any organisation defining ties between employees, with organisation and with the society.

Traits

Expected

1) Cordial ties b/w employees
2) Public interest and accountability
3) clearly defined goals and objectives
4) Info-sharing and openness
5) Effective, Economic and efficient use of funds
6) Empathy
7) Dynamic and evolving
8) motivating employees

Reality

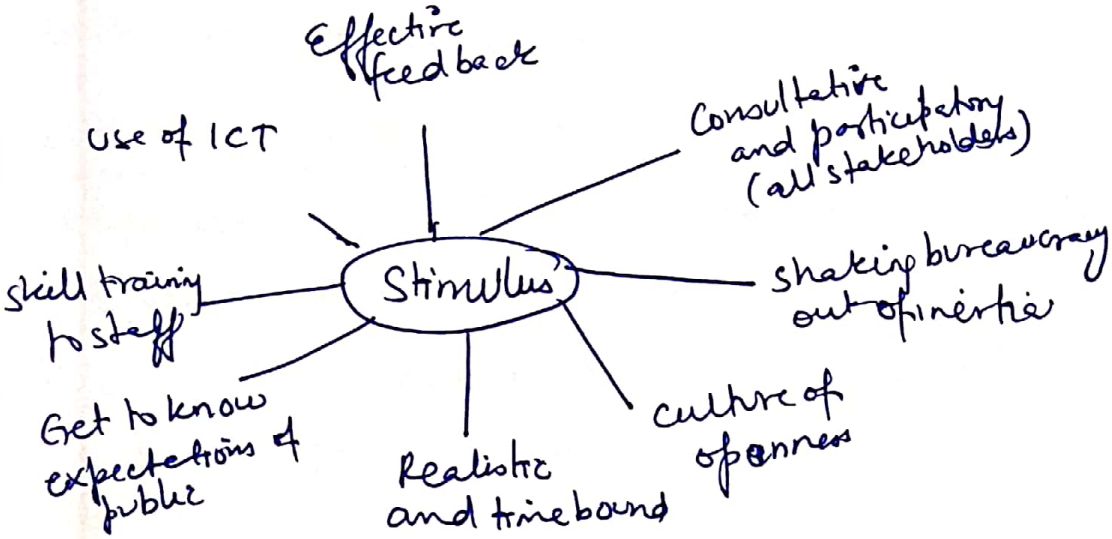
1) Back biting
2) Lack of transparency
3) Unclear agendas and overlapping jurisdictions
4) Culture of secrecy and non-cordination
5) misallocation, leakages, corruption etc.
6) Not sensitive
7) Inertia
8) Lack of incentives and will.

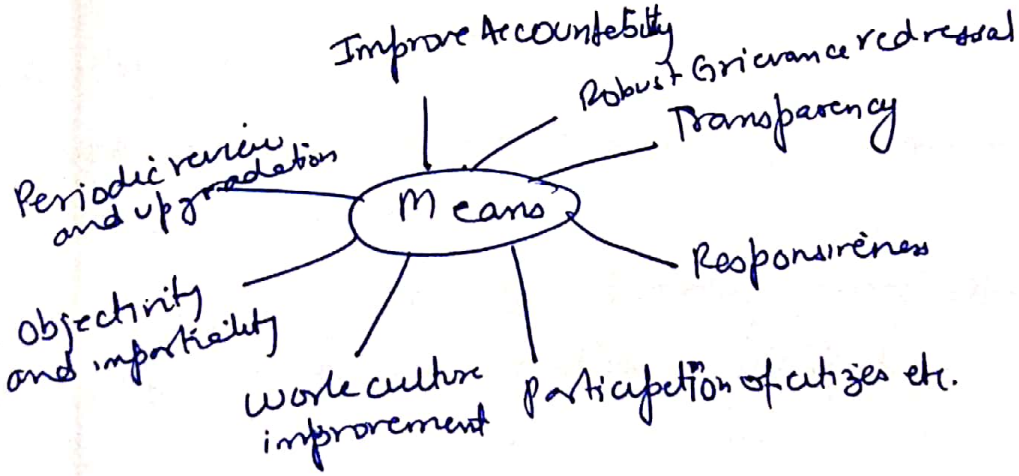
These measures will ensure a robust, healthy and cordinated work culture built on foundations of good governance.

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 मानक को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen charter are an initiative to improve the quality of service delivery to the citizens for effective and efficient utilisation of funds and robust feedback.

Stimulus :-





Hence citizen charters are like the master keys to good governance provided they are implemented in letter and spirit with adequate training and ~~senti~~ sensitisation of staff + collaborative approach.

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 :- predisposition to act, think and behave in a certain way (favourably/unfavourably)

Behaviour → values + external influences in action i.e external expressions of beliefs, attitudes etc.

Both are interwoven as:-

1) Attitude ⟹ Behaviour

Depending on time, place, motivation, opportunity, degree of attitudinal influence.

Eg → Positive attitude towards fitness leads to playing sport everyday.

2) Behaviour ⟹ Attitude

Actions repeated over time do influence our beliefs, feelings, likings etc.

Eg → Debating about cons of smoking changes attitude of a smoker (as he realises its ill effects).

Hence attitude, comprising of :-

a) cognition
b) Affective
c) Behavioral

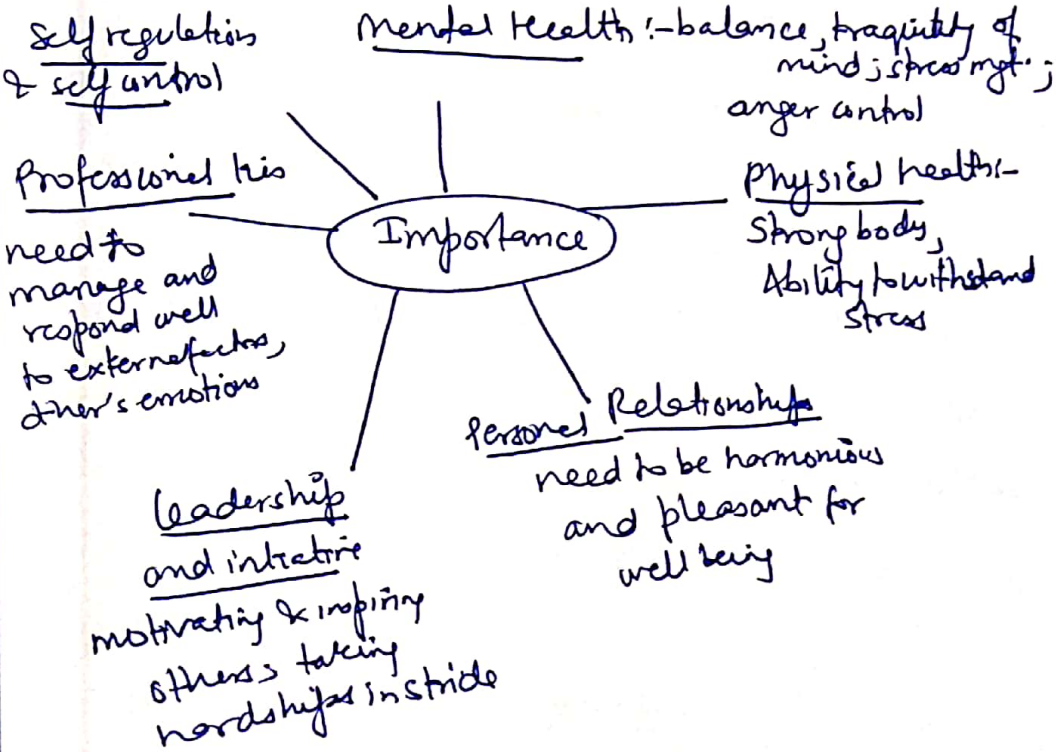
components is both affected and at the same time influences our action and behaviour

Attitude
+ Intention → Behaviour
surroundings

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 ~~ident~~ recognise, understand, realise, manage and respond effectively to the emotions of self and others.

With cut throat competition, dynamically changing relationships, social-economic pressures, one needs to maintain a balanced and calm mind and generate EQ.



The EQ plays crucial role especially for a public servant to ensure a well balanced mind and firm resolve to core values of transparency, impartiality, conflict of interest management, neutrality and empathy.

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 हैं।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) 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?

With revolutionary advancements in ICT and cyberspace, the world is not only getting globalised, but also the risks and privacy concerns of individuals are getting accentuated (compelling govt. to form Srikrishna Committee on Data Privacy).

~~(a) How~~ Stakeholders in cyberspace:-

a) Netizens
b) Communities
c) States
d) Nonstate actors
e) Social media, media platforms
f) e-commerce
etc.

(a) Like any innovation, cyberspace comes with its sets of pros and cons divided assymetrically across individuals due to:-

Reasons for vulnerabilities

Social →
- gender bias
- caste bias
- class divides
- race/ethnic differences targeting few
- lack of awareness about cyber safety

Misc.
- Public figures, political leaders etc. more targeted

Economic ←
- Inadequate means to seek redressal
- powerful groups paying money for advertisements (in Elections etc)
- micro targeting
- Individual targeting by brands, MNCs, without consent/knowledge

Technological
- ~~most~~ network, hence difficult to track
- End to end encryption
- fast forwarding etc. (spread of mob violence)

Political →
- propaganda
- subjugation of minorities
- ideological hegemony etc.
- ineffective regulatory oversight
- Role of non-state actors (eg → ~~by~~ IS etc.)

(b) Attitude (predisposition to act, think and behave) is composed of 3 components:-

a) Cognitive b) Emotive/Affective c) Behavioral

Social media influences attitude as:-

1) Cognitive :- impacts our beliefs, prejudices, stereotypes, values etc. (+ve or -ve way)

Eg:- #Metoo empowered women.

2) Affective :- influence on our emotions (fear, panic, joy)
Eg:- cyber bullying causing fear,
mob violence due to aroused emotions

3) Behavioural :- depending on the degree of influence, situation etc., cyber space can lead to changes in behaviour (external expression).
Eg:- Person becoming depressed due to cyberbullying etc.

(c) While respecting freedom of speech and expression, there is a need to balance it with privacy rights and national security via reasonable restrictions like :-

1) Net neutrality
2) Compliance with law → instructions of Home ministry to social media platforms
3) Effective tracking mechanism (to find perpetrators)
4) Self regulations and observance of ethical values on social media
5) Respect for dignity and privacy → seeking consent (as per Sriknishna ammittee)
6) Special priority to ensure safety of children :- action against child pornography, targeting etc.
7) Pre certified political ads (during elections)
8) Data localisation.

These will ensure an equitable, transparent and accountable syber space respecting rule of law and rights of netizens simultaneously.

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 मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ 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 गंभार 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।

Despite earning laurels internationally for striding efforts towards ODF India by launching SBM (Darwaza Band) and various initiatives, yet the adoption rates and usage continues to be low (<40% in smaller areas) due to:-

Reasons:-

1) Policy-Administrative:-
   a) Lack of coordination and convergence (centre-state)
   b) Overlapping jurisdictions
   c) Laxity by Administration
   d) No strict penalties for non compliance

e) PRIs, ULBs not very involved
f) Top down approach

2) Socio-cultural
- lack of awareness
- cultural-historical norms
- Religious beliefs
- toilets never integral to housing traditionally
- Taboo of to manual scavenging, caste based cleaning etc. continues.

3) Economic
- Inadequate resources
- Poverty, inequality (n in SC/ST/OBC)
- Ineffective state support
- Problems with compensation etc. (Aadhaar, DBT issues)
- lack of private participation.

(b) Principles of IEC strategy:-
- Inclusive
- community based
- Behavioural change (mass movement)
- SHGs etc.
- use of ICT (for review, monitoring)
- pvt. participation + CSR + PPP
- collaborative
- capacity building

Action Plan:-

1) Identifying:- the vulnerable areas and surveing

2) Planning:- via convergent approach (with water resource ministry etc.) for integrated plan to tackle health + sanitation concerns at local level (distt. & PRIs)

3) Implentation → • spreading awareness (via swachha-grahis)
• NGOs, VOs etc.
• incentivising private sector for CSR, PPP.
• timely delivery of sanitation etc. material
• Effective use of KVKs, CSCs for information dissemination.
• Awareness in schools etc. + student volunteers.

4) Review and monitoring → • seeking reports from PRIs
• using ICT, remote sensing
• periodic inspections & field surveys.

The action plan ~~pa~~ based on core principles of IEC would be an integrated, comprehensive strategy to inclusively tackle menace of sanitation and health issues via community led movement and development.

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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 करनी 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?

Given facts :- 1) Abolition of child labour legally via legislation for hazardous industries
2) Lopholes in law being misused
3) Economic deprivations of families
4) Administrative lopholes

Stakeholders:- a) children (employed) (U-18)
b) owners of factories
c) Government (legislation)
d) Distt. authorities
e) families (in poor)
f) society at large (pollution, safety risk etc)

(a) Ethical issues

① Disrespect for rule of law by owners
- misusing loopholes in law
- lack of business ethics and accountability
- lack of workers safety concerns
- moral obligations and responsibility ignored
- exploitation of poor families – inadequate compensation, wages

② Economic deprivation of families
- poverty, inequality → leading to lower wages and exploitation
- lack of alternatives
- employing children (instead of sending to schools) due to poor incomes

③ Socio-cultural :-
- lack of awareness of rights (min. wages etc)
- lack of social security
- lack of education and skills
- lack of respect for life of poor → risking safety

(a) Politico administrative

- failure of state to provide alternatives, employment
- adhoc ban without consultation
- Legal loopholes
- Apathy and ignorance towards plight of poor
- Ineffective review, monitoring
- Inaction and lack of regulatory oversight on outsourcing
- Stringent labour laws encouraging outsourcing & further informalisation, also lack of their effectiveness.

(b) Steps needed:-

Approach:- Should be bottom-up, participatory, consultative and keeping all stakeholders in mind.

Elements:-

1) Regulatory oversight:- Strict implementation, inspection supervision
2) Respecting higher authorities to fix loopholes
3) Identifying vulnerable families and providing them with skills (via PMKVY etc.)
4) Collaborative and convergent approach for rehab of poor families providing them with effective social protection, entrepreneurship skills under various schemes.

5) Penalising owners misusing the law and strict action for wrong reports.

6) Empowering child care homes, ICDS etc. + ~~Enta~~ encouraging families to send children to schools.

The government has implemented several schemes (ICDS, PENCIL etc.) to implement the constitutional dream of abolition of child labour (Art 23), however, actual implementation and effectiveness also depends on the society and the socio-economic vulnerabilities.

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 grand 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 arrange five buses each full of people, who are also beneficiaries of a government's flagship scheme, from their development block to be sent to the rally. The BDOs have to bear the cost of the buses out of the government fund earmarked for development purposes and motivate the people to participate in the rally, so that maximum possible participation level can be ensured. In this context, 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 भव्य रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDO को मुख्य विकास पदाधिकारी से एक मौखिक आदेश मिला है, जिसमें उन्हें निर्देश दिया गया है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए सरकार की प्रमुख योजना के लाभार्थी लोगों से भरी पांच-पांच बसों की व्यवस्था करें। BDOs को विकास कार्यों के लिए निर्धारित सरकारी निधि से इन बसों का व्यय वहन करना है और लोगों को रैली में भाग लेने के लिए प्रेरित करना है, ताकि अधिकतम भागीदारी सुनिश्चित की जा सके। इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में किन मूल्यों को आपकी अनुक्रिया का मार्गदर्शन करना चाहिए?

(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?

(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

Given facts:-

1) Rally of influential ruling party leader
2) Election period coming
3) CDO's oral orders
4) cost of people sent borne by public exchequer.

Stakeholders:- The ruling party, CDO, I as the BDO, people (rallying, not rallying), Government (funds), Election Commission (approaching elections) and society at large

(a) As the BDO, my prime duty is to:-

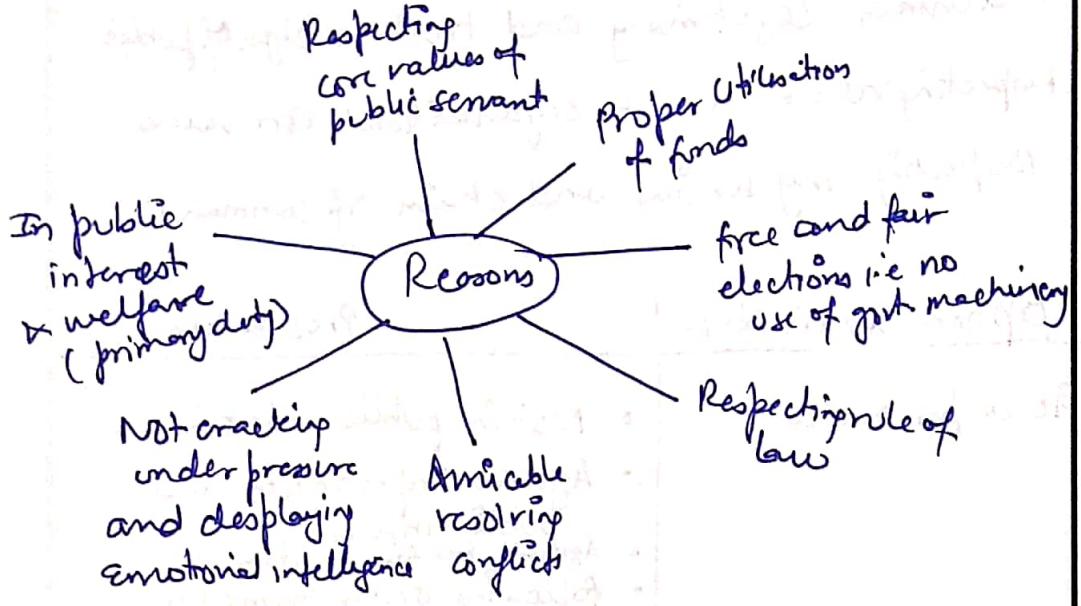
1) work in public interest
2) Accountability, transparency, responsibility, impartiality
3) Exemplify good governance
4) Eliminating socio-eco. issues via development
5) ~~Effice~~ Effective Utilisation of public funds.
6) Maintain legitimacy and trust in eyes of public
7) Respecting rule of law + organisational core values.
8) Respecting my seniors and chain of command.

(b) Options Available:-	Pros & Cons
1) GO as per order	• Not in public interest • Against impartiality and public interest • Against free-fair elections • following orders from CDO • be in good book of state government • misallocation of funds
2) Report to higher authorities or ECI	• Sticking to my core values • Respecting principle of public interest • funds for development • free & fair elections But can lead to • conflict with CDO, State government • possible transfer etc.
3) Politely declining the request, consulting seniors and strictly mentioning	• Listening to inner self • Sticking to org. values • upholding rule of law & democracy

to use party funds for elections as per ECI rules and expenditure restrictions	• Not cracking under pressure • Resolving issue amicably but firmly • ECI will be rigid about rally Cons → 1) Possible backlash by ruling party 2) Personal loss (transfer etc).

IV)

(c) I would go with the 3rd option because:-



The above reasons would compel ~~to~~ me to perform my duties as ~~per~~ ~~the~~ my inner values, ethics and moral obligations, while respecting the law and authority at the same time.

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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 surplus rainfall, the district has witnessed droughts, 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 conflict between interests of the farmers and the state?

(b) What immediate steps can be taken by the government in pursuance of public interest as identified above? **(20)**

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो लगातार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि अधिशेष वर्षा के वर्षों के दौरान भी, मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण जिले में सूखा देखा गया है। यह स्पष्ट है कि जल की कमी जिले के पिछड़ेपन का एक मुख्य कारण 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, ऐसे समय में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का सहारा लिया 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 किसानों के हितों और राज्य के बीच वास्तविक टकराव है?

(b) जैसा कि ऊपर पहचान की गई है, लोक हित के अनुसरण में सरकार द्वारा क्या तात्कालिक कदम उठाए जा सकते हैं?

Given is the situation highlighting several issues simultaneously:-

1) scarcity of water (irrespective of rainfall) and drought

2) misplaced incentives towards water intensive crops

3) ~~Dis~~ Mistrust between state administration and farmers due to adhoc move (though with right intention).

Stakeholders :- Residents, farmers, State government, Distt. administration

(a) The case represents a common concern today regarding the need for watershed development and right incentives for crops given the growing scarcity, climate change and extensive use of water in irrigation.

Interests of :-

farmers	State
1) Economic • Stable income • standard of living • better prices • ~~profe~~ Lower costs and risks • Productivity increase in irrigation 2) Social • better health • better education and basic needs • social security from crop loss etc. • Drinking water 3) Political • Voice to their concerns • Right to protest	• working in public interest • Stable incomes and decent living for population • lowering poverty, inequality, hunger (SDGs) • Doubling farmer's income by 2022 • Better facilities and provision of basic needs to vulnerables • Disaster (drought) management • Watershed development and inform management • Promoting water efficent (drip etc) irrigation • Right incentives to balance conflicting interests

Don't wr anything margin (इस भाग कुछ ना लि

Thus, we see that while the interests of the state and farmers are aligned in long run, due to the adhocism in policy changes, ~~and~~ lack of consultation, cooperation and top-down approach, there seems to be mistrust ~~betw~~ between the two.

(b)

Steps Needed

① Political - Admin :-
1) Consultative process
2) Involve PRIs etc.
3) Cooperation and participation in policy making
4) Negotiations and talks to pacify protests
5) Water harvesting etc.

Economic
1) Insurance and subsidy scheme for right incentives
2) Public investment in farming, seed improvement of coarse grains etc.
3) MSPs, procurement aimed towards suitable crops
4) Social security coverage
5) Promoting exports, FPOs, agro based industries, dairy to supplement income

Social
1) Awareness of the long run benefits
2) Skill development for alternative means
3) R&D + Extension services to support (via KVKs, CSCs
4) Using ICT + remote sensing to identify suitable land use & croping patterns

These holistic measures are needed for community led developmental process to tackle the twin burdens of drought + water use inefficiency.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes have 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।

Household and municipal waste management is increasingly becoming one of the key concerns today leading to poor health, pollution and various socio-economic concerns hitting most vulnerables the hardest despite steps like SBM, Hazard waste rules 2016, Beat plastic pollution campaigns by Government.

(a)

(b)

Stakeholders	Involvement significance
1) Urban residents	• need bottom up and participatory approach • inclusiveness • social audits / citizen report cards • Promote good health and well-being • Protection of migrants (often compelled to live near landfills) • Can seggregate wastes for ease of disposal • behavioural change (using dustbins etc). • Spirit of entrepreneurship (partnership in waste to energy plants)

2) ULBs	• Dynamic democracy and Collaboration • Increased resources and powers to take action and proactive measures • Performance based budgets to incentrise • Grassroot planning and awareness
3) Managers of waste plants	• Need efficency + economy + effective use of waste • Reduce pollution and ill health effects • Private participation and investment • Innovative techniques • Entrepreneurship and expertise (via PPPetc) • Accountability and efficency in working
4) National large	• Environment and climate related issues of waste and pollution need to be prioritised. • Economic benefits of utilising waste to generate power (biofuel etc) + meeting SDGs 2030. • Land use and landfill management (like using waste for making roads etc.)

Hence a cooperative and collaborative approach involving all stakeholders needs to be emphasised for efficent waste management to overcome the social, economic and environmental concerns.