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GENERAL STUDIES (TEST CODE: 1245)

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Medium Eng./Hindi	ENG.	Registration Number	627140
Center	ORN	Date	08/06/2019

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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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

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

Leadership refers to the ability to guide, influence and motivate one's subordinates towards a particular set of goals.

① Attributes of a Leader

1.1 Must be empathetic so as to attune with the wills and aspiration of the people

1.2 Must communicate effectively

1.3 Must lead by example and thus motivate subordinates

1.4 Emotional Intelligence allows a leader to guide subordinates effectively

1.5 Must Command respect through
virtuous behaviour i.e. courage,
justice, temperance and behaviour

2 Leadership and Civil Service

2.1 Civil servants don't only lead
the office staff but also communicate
with locals regularly

2.2 Effective communication ensures the
staff is accountable and not corrupt

2.3 Empathy towards people shows staff
how to behave and sets an example

2.4 Builds Trust and faith in governance
among public

Eg T. N Sethan, Election Commissioner in
1990 showed tremendous leadership and
integrity which led to clean elections.

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

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

Objectivity refers to the principle of judging a situation based on its merit alone based on observable phenomenon and to not be influenced by personal emotions, biases or interests.

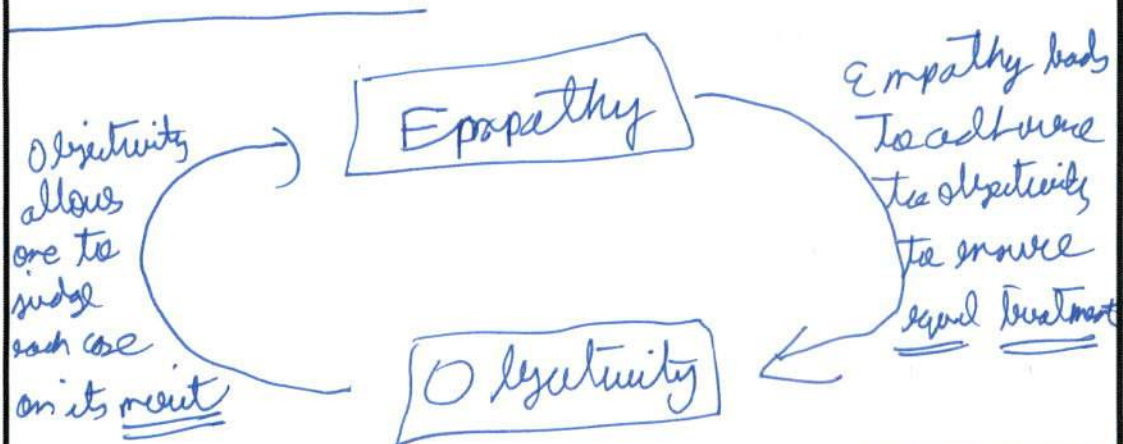
Empathy refers to the ability to put oneself in someone else's position to understand their situation.

A civil servant needs to be objective to ensure his duty is not influenced by external malicious factors and also to maintain neutrality, non partisan behaviour.

Thus objectivity precludes nepotism,
favoritism or any preferential
treatment.

Empathy ~~is~~ is a source of motivation
according to Immanuel Kant and
it is an aptitude that must be developed.

In civil services empathy leads to
compassion, kindness and thus precludes
corruption as the civil servant who is
truly empathetic with the condition of
the poor will never be corrupt.



Circular self reinforcing relation between both

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?

Ethics refers to a set of principles, values and philosophies that are evolved by society which direct individual thought, behaviour and action.

Cyber Space, today is replete with unethical uses such as

- ① Pornography and Child Pornography
- ② Cyber stalking and Cyber Bullying which lead to depression and suicide
- ③ Use of Cryptocurrency for drugs, illegal activities eg arms trade etc
- ④ Cyber Terrorism which spreads hate among people

Thus there is a need to develop an ethical Framework for Cyber space

Role of ethics in Cyber Space

① Internal Ethical Conditioning

1.1 → People must be educated on the rules and norms of usage

1.2 → Internal ethical education ensures voluntary deviation from such behaviour

1.3 → Awareness Campaigns, part of school education etc.

② External Ethical Enforcement

2.1 → Ensure that activity of people is traceable to deter unethical behaviour

2.2 → Punishment and fines for behaviour that is unethical

Thus a global cooperation will be required to ensure ethics in cyber space

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।

Transparency refers to the principle of adhering to openness in the actions and duties by a public servant.

Good governance as defined by UNDP is a set of 8 parameters



Transparency is the cornerstone of good governance as it ensures that all other conditions are duly achieved.

- ① Transparency i.e. open disclosure of information is the purest sense of accountability
- ② It ensures Consensus approach as people have the information available and can hold public meetings to discuss
- ③ Transparency precludes corruption as the fear of open scrutiny ~~acts~~ acts as a deterrent for unethical behaviour
- ④ Transparency ensures equity as there is no room for partisanship as it may be detected
- ⑤ Transparency leads to legitimacy and rule of law as no civil servant would risk their job and "fear getting caught"

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।

Nelson Mandela brings out the essence of governance through this quotation.

A Nation has several duties

- ① National duty to Secure Sovereignty
- ② Political duty to run state affairs
- ③ Economic duty to run business
- ④ MORAL duty towards providing its citizens with a fully free life with maximum opportunities to develop.

Thus as poor people do not have the capacity and ~~so~~ thus cannot

Establish entitlement to basic goods and services, the role of the state becomes seminal in ensuring their welfare and growth.

The "Highest Citizens" are self sufficient and are not dependent on the state, yet, they are often catered to due to corruption and poor ethical standards in administration.

Thus the poorest "lowest citizens" lose out as their entitlements are covered by the rich and their deprivations are accentuated.

Thus N. Madhava brings out the primary duty of the state towards welfare of the most needy through the quote

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

R. Tagore brings out the importance of education and its usage as end as well as a means of life.

Role of Education

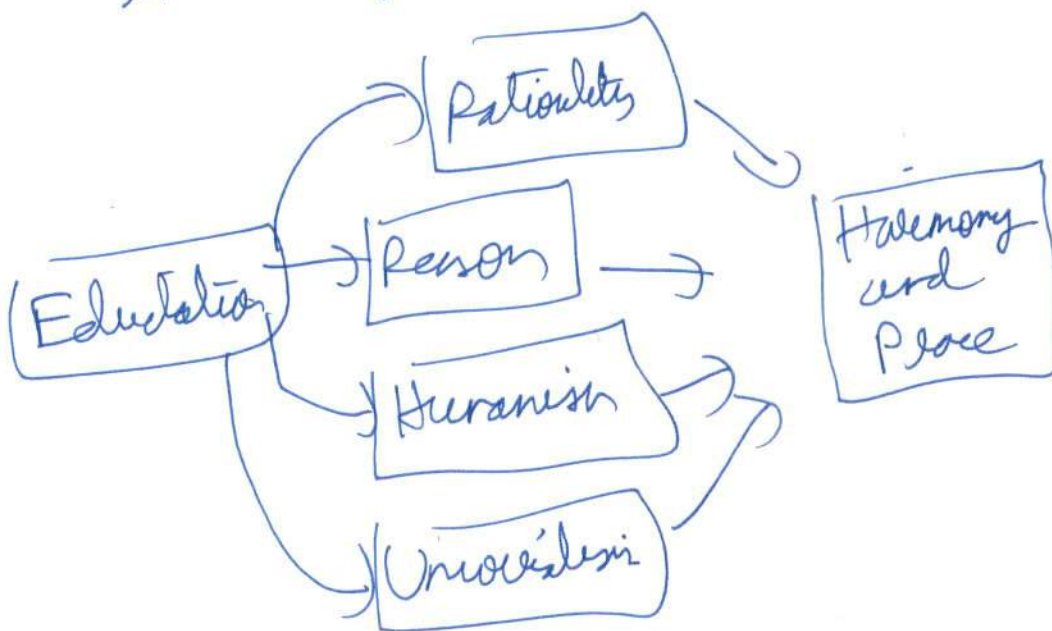
1.1 Knowledge was called a '2nd Birth' by Tagore who said it means opening of the Mind

1.2 Ethical basis of reason is cultivated

1.3 Better decision making based on reason alone

1.4 People are more of their decisions
and thus make overall better
rational choices

1.5 Harmonize the public view as
it ensures that the best
intent of all is met



Thus education not only opens the
mind to information but also the
idea of harmony and peace.

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।

Attitude refers to the psychological tendency of a group or individual which affects thoughts and beliefs and is reflected in behaviour and action.

Thus Attitude of an individual or group shape their beliefs which forms the core of action and thus determines the success of the person/group.

eg. Saudi Arabia despite having ~~so~~ high levels of military, economic and technological ability is not considered to be successful as its "attitude" toward base

ideas of freedom, justice, women etc
remains achieve.

Thus ability reflects the rational aspect
of success while attitude reflects the
moral aspect of success.

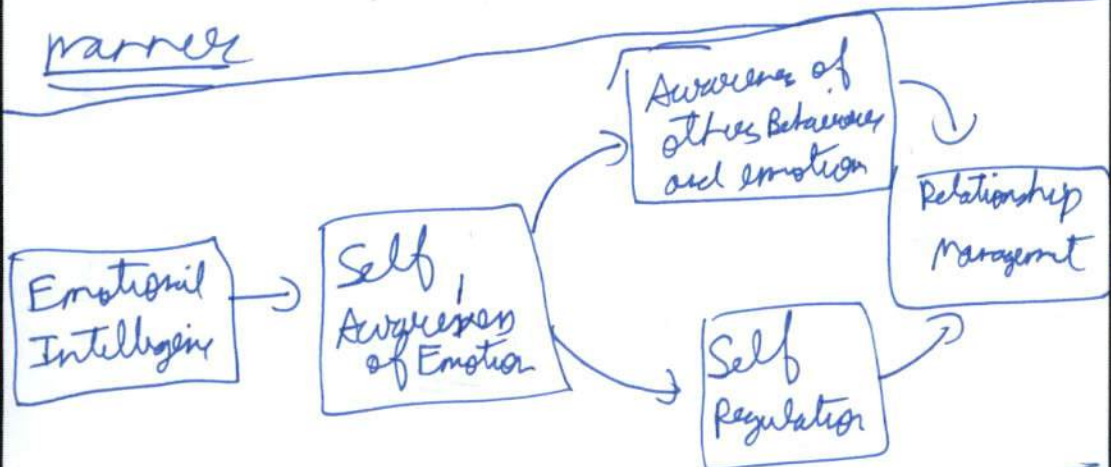
eg. In a race in school, I was
competing for the 4000m title
but chose to give up the race
midway to help a friend who
had collapsed due to dehydration.

I did not get a medal but my
selfless and helpful attitude was
announced in the school assembly
which was a greater success than
any medal.

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 ~~Awareness~~ Intelligence refers to the ability to be consciously aware of one's own and others emotions and emotional responses and thus regulate one's behaviour in a socially desirable manner.



Thus the most important step in emotional Intelligence is self awareness of ① emotions and ② Behaviour.

Emotional understanding of oneself allows one to remain calm, objective and not display weakness.

eg. If a person gets frustrated while getting adhaar card updated due to ~~the~~ casual attitude of employees, he will be further delayed as he ~~is~~ will be rude and offensive in behavioural traits.

Thus if one controls their emotion of frustration then one can positively sweet talk the employees to ensure the work is done quickly.

Thus self awareness ensures self regulation and is the prerequisite to understanding and modifying others behaviour in a socially desirable manner.

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 Pact is a concept that was introduced by Transparency International to ensure ethical behaviour between any 2 parties with contractual obligations

Q1] What is an Integrity Pact

1.1 It ensures that if government is giving a contract to a company or contractor they make a pact to promise no corruption or unethical practices will happen

1.2 Thus in India where most public contracts are awarded by

poor quality and corruption in the works and materials, integrity pact can ensure positive change.

It puts a binding compulsion on the company to detour from any unethical practices thus mitigating the possibility of corruption or fund mismanagement.

Transparency in such public contracts will also make the company liable to the public and media and thus they will not indulge in unethical practices to save reputation and share price. This will ensure maximum utilization of funds and efficiency in contract completion.

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

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

The World Economic Forum has recently pointed out the need to develop morality for the 4th Industrial Revolution as technological change due to robots, self driving cars, designer babies etc requires harmonized global morality.

① Moral Education in Educational Institutions & Spirituality

1.1 It ensures a strong moral fabric among all the children and thus also leads to peace and harmony as they share common beliefs

1.2 Parents are not necessarily good moral educators ~~eg.~~ a drunkard father who beats his wife is not

to be taught morally. Thus schools
can moderate such negative influences

1.3 Handling Robotics in the future will
need a harmonized morally to prevent
misuse eg. Use of robot to kill someone

1.4 Biotechnology will bring up the moral
question of "playing god". Thus
a spiritual understanding will help
the students make nature decisions.

1.5 A moral framework will also need
to be inculcated in machines of the
future thus harmony in morals
is a prerequisite

1.6 Future Technology will be developed
by the next generation and must be
done responsibly and sustainably
to ensure welfare of humankind

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

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

Deen Dayal Upadhyaya used the philosophy of Dvait Advaita to propound integral humanism as a universal philosophy based on the principle of "Vasudha Kutumbakam" i.e. The Whole World is one

① Elements of Integral Humanism

1.1 All Races are equal

1.2 All Humans share the same rights and obligations

1.3 Differences in the world are natural and man-made

1.4 Man must promote peace among others by recognizing the NON-DUALISTIC nature of Humankind

1.5 All religions preach the same tenets of peace, harmony etc and differences are not relevant

② Relevance of Integral Humanism today

2.1 World is marked by hate and protectionism eg. Violence against refugee Rohingyas of Myanmar

2.2 Immigration crises in Europe since the 'Civilised' world reject the refugees in need of support

2.3 Chances of Wars are present

Thus Integral Humanism will ensure a global awareness of the universal oneness of humans and thus pre-empt any conflict or war.

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

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

Code of Ethics is a value based broad-based ethical framework that delineates the expectations of the organization viz. ethical behaviour of its employees.

Social media has recently been use by Civil servants in ways that are ostensibly unethical thus requisiting the demand for an ethical framework to regulate the same.

Eg. Some Civil servants openly criticize the government on the platforms to ensure personal political gain

eg. Others blantly defend and condone unethical acts of government to ensure personal welfare and success

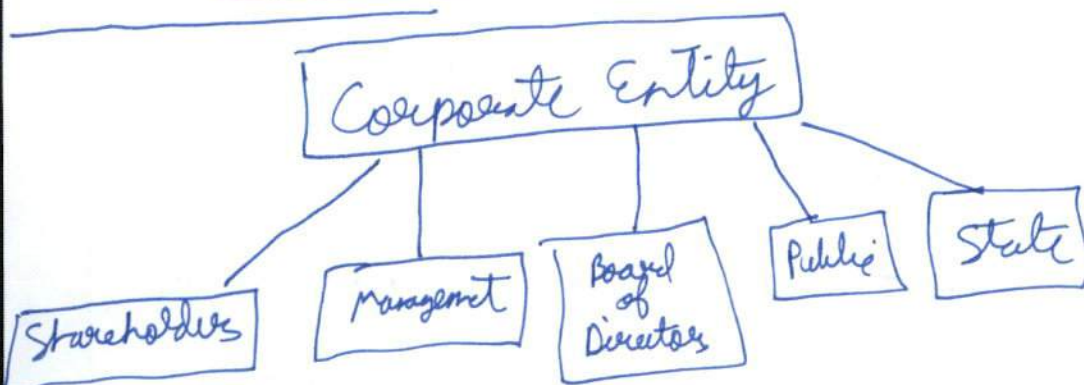
Thus Civil Servants need an ethical framework to ensure ethical behaviour on Social media as:-

- ① Civil Servants should be politically neutral and non-partisan
- ② As trustees of the public they should respect the dignity of the office they hold
- ③ It undermines the credibility of the executive and Civil Service
- ④ It may lead to erosion of public trust and faith in governance.

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।

UNIDO has defined Corporate governance as the set of practices that ensure the best interests of all stakeholders are fully addressed.



Stakeholders of a Corporate entity

Thus Corporate governance ensures :-

① Accountability

- 1.1 → Company to State through annual reports and financial audit
- 1.2 → Company to public through Corporate social responsibility (CSR) and annual reports

1.3 Management to shareholders via independent board, annual general shareholder meeting and Audit Committee

②. Fairness

2.1 → Fair behaviour is ensured by regulatory auditors and Competition Commission

2.2 → Internal Fairness is ensured by audit mechanisms and transparency

③ Responsibility

3.1 → Company is responsible to state and public for any liability

3.2 → It is responsible for welfare of shareholders

Thus Corporate governance has ensured ethical behaviour by the companies.

SECTION – B

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

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

In this context, evaluate these options:

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

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

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

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
 2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
 3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।
- साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप वरीयता देंगे।

As the SP in the district my action should be guided by the overall maintenance of law & order and should at all times be in line with the rules and the law

Option ①

The DM is the fountainhead of administration in the district and as I was instructed by the DM to investigate the matter it is my duty to report the criminal findings to the DM. However, this should not mean that one is bound by the DM's orders and thus as a sign of mutual respect and good relations for future purposes one should

First go to the DM and then seek advice, ~~not~~ instructions for future action. However, if such advice is found to be "unethical" or inadequate to ~~sets~~ being justice then one must carry out an independent course of action.

Option 2

As the SP one has the power to charge all the accused under the charge of crimes committed. Although this move is ideally correct if may not have desired consequences as the political leaders and officials will get out of jail by contacting senior officers whose order I will have to

follow. This will also lead to my teacher as the politicians will get an SP who will "go easy on them". Thus one must act with tact and not let idealism mitigate justice or ethics in the long run.

Option ③

Putting the investigation report in the media will expose the politicians hypocrisy to the public but it will also lead to increased rational scrutiny on the case and thus limit one's discretionary options as then the 'high profile' case will be handled by senior officers. Also there is a risk of people finding out that one leaked the report which will lead

to several lack of trust within the government thus dampening future career prospects.

Course of action I will take is :-

- ① Give report to the DM and discuss future course of action
- ② If DM is honest then carry out a thorough investigation and make a waterproof case against the accused to mitigate any possibility of judicial subjectivity
- ③ If DM is not honest then do this alone
- ④ After finalizing case arrest the perpetrators and release the news in a formal press conference to ensure transparency, dedication to duty and report rule adherence.

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 भयानक हैं। इसके अतिरिक्त, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

This situation presents a direct challenge to the basic fabric of the state i.e. democracy and as the executive representative it is my primary duty as per the All India Services (Conduct) Rules 1967

to not only uphold the integrity and sovereignty of the nation but also defend the ethos of the government

① Values crucial for the situation

① Leadership

1.1 → As the DM one must lead by example and personally go to the villages to motivate people to vote.

1.2 → This will motivate other electoral officers to do justice to their duty

1.3 → Effective communication among all the electoral officers and the security forces to ensure maximum efficiency and no slip in duty

② Fortitude

2.1 LWE districts are infamous for

Violence and killing officials

2.2 I will motivate the troops to show courage and not fear the enemies

2.3 Moral Courage and Intellectual integrity is as important as this will ensure one does the duty to the best of one's abilities

③ Emotional Intelligence

3.1 Used to dispel fear among employees

3.2 Used to connect with the populace and inspire them to vote for a government that will give them freedom

④ Empathy

4.1 Empathy towards the troops and electoral officials who are risking their lives will ensure adequate

reconciliation between duty and safety

4.2 empathy to people's concerns will ensure best possible method to solve the problem

⑥ Plan of Action for Free & Fair Election

- ① Call a meeting of all the local Panchayat leaders and ~~use~~ motivate them to ensure voting by the people
- ② Adequate mapping of the area via computer maps to determine optimum safety places to set up election booth
- ③ Attempt to diffuse the situation through dialogue with the Nocal leaders by giving them the opportunity to vote and bring change
- ④ Massive awareness campaign through

schools and videos in the GSC to sensitize people about the importance of democracy and freedom.

⑤ Coordination with Intelligence Bureau to ensure that new age technology such as drone are used to track Naxal movement to pre-empt and deal with any violence

⑥ Requisite more armed personnel not only for the election booths but also for the journey from villages to booths to ensure the public feels safe and secure.

—————X—————X—————

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.

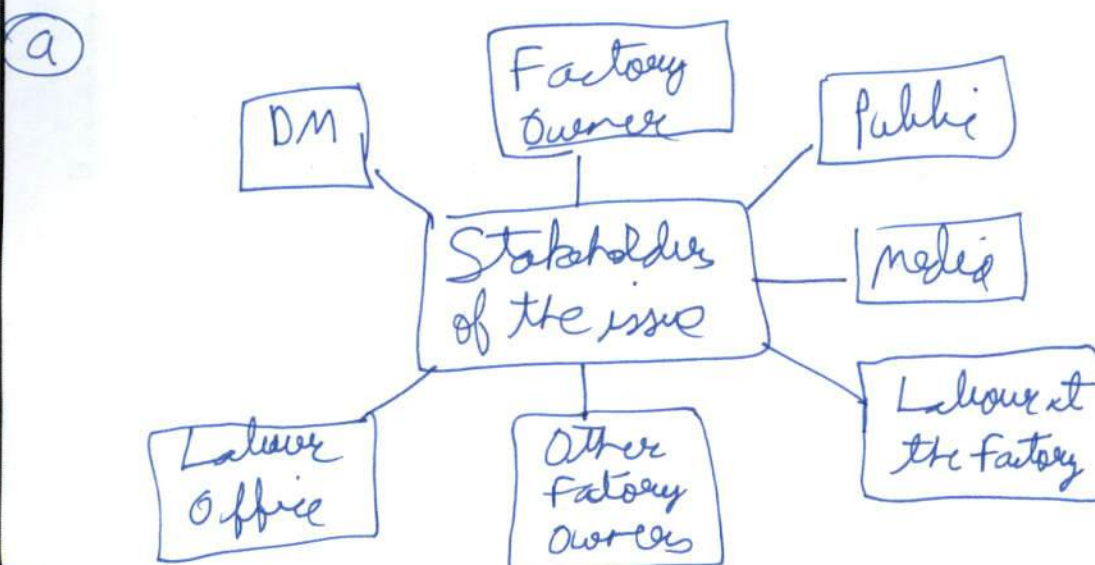
Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your 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।



The Ethical issues involved are:-

- ① Personally, one must ensure that duty and personal life are divorced completely and the Conduct Rules (1967) EXPLICITLY state that one should not be under any obligation financial or otherwise with any person dealing with government or any friend or family member.
- ② Factory owner has found to be ethically lacking as he has not ensured welfare of the people and workers for his own profit motive and may also have contravened in respect to labour laws.
- ③ Labour office must carry out a thorough investigation and

report any issues to the concerned authority. The choice of not reporting is an ethical dereliction of duty and shows poor cowage of conscience and poor devotion to duty

④ Media has done a good job in line with ethical responsibility of ensuring a check on any governance malpractice

⑤ Other factory owners also have a social responsibility to ensure welfare of society and should have reported such a case. Also this means they also indulge in such methods of exploitation, otherwise they would have hired the workers distressed in the other factory.

- ⑥ Course of Action will be:
- ① Issue a public statement regarding the case and reassuring the people that justice will be done along with extending ~~thanks~~ gratitude to the media house for their action.
 - ② Report your friendship to the higher authority in order to declare conflict of interest before investigation.
 - ③ Begin a thorough investigation in all factors equally with no special treatment given to the friend.
 - ④ Based on any contravention of law take the required action.

but within one's discretion one should try and avoid arrest of factory owners or closing factory and should ~~try~~ stick to fine and warnings as factories are the source of livelihood of all the locals and any closure will lead to very bad conditions for the locals.

- ⑤ Issue a district wide notice to ensure commitment of duty and not shy off due to any reason to avoid the ~~to~~ labour office situation in future
- ⑥ Support friend ONLY as a friend emotionally and try to limit public interaction in the future.

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।

*This situation presents a mismatch between the needs and supplies of the locals and the government and thus requires harmony between the two

(a) Key issues and Challenges

- ① Tribal mindset of insecurity with respect to government action due to past misfortunes.
- ② Lack of education among tribals which prevents them from understanding the benefits of millet
- ③ Lack of Trust between both parties as government does not trust tribals to take decisions for themselves while tribals don't trust government
- ④ Cultural inertia and spiritual attachment of Crops to tribals may be an issue
- ⑤ Overall poor MSP coverage for millet makes it economically less remunerative.

⑥ Stakeholders and their interests

- ① Tribals : Interests are to ensure a good harvest and adequate remuneration along with a healthy life while maintaining cultural history and other local practices.
- ② Government : To reduce voluntarism and ensure welfare of all the people in the district.
- ③ Other Residents : ~~It~~ Their faith in governance can be increased by seeing proactive efforts to ensure local development and better quality of life.

① Course of Action

- ① Call a meeting of the local tribal leaders who are educated and explain to them the issue of nutritious and the benefits of millet
- ② Be receptive and patiently listen to their side of issues to not only build mutual trust but also to ascertain the local interests to come up with a solution
- ③ Any land held to be 'sacred' by the tribal shall not be used as cultural integrity should be respected and also this will

build trust between tribals and the government

④ Participatory and Consensus based approach to choosing land to cultivate millets

⑤ Explain how social cost of millets
ie. less water use, better for soil, less fertilizer use, Use of straws as feed for animals
is ~~is~~ better overall than economic remuneration

⑥ Write to state government to suggest a scheme for millet promotion by increasing MSP to promote use

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।

③ Issues involved in the case are:-

① Basic deprivation of Human Rights of the labourers by not giving minimum wage

② Issues between the higher authorities and the local hotelier which shows corruption in the system

③ Ethical issue of the hotel owner not only disobeying the law but also lacking a sense of responsibility towards the society

④ Issue of fear among the workers who are willing to work for

lesser than minimum wage shows the extent of deprivations and the failure of the state to ensure welfare through opportunity of employment.

(b) Following the informal advice of the authorities will not only be a severe breach of ethics wherein one does not show empathy for the workers, respect for the duty, obligation toward welfare. It is also in DIRECT contravention of Service Conduct Rule, 1967 which says one must always act in best interest of public. However, a direct negative response to higher authorities is not in self best interest and requires tact and diplomacy.

② ~~Telling~~ Telling the source to take notice is not effective as :-

(a) ~~No~~ No guarantee of Compliance

(b) He is already aware and that's why he contacted higher authorities

(c) ~~Does not~~ Does not cure post injustice

③ A detailed investigation is a must to ensure procedural compliance and to build a strong case against the source to ensure he pays for his crimes. As part of propriety one should submit the report to higher authority and in case of inaction one should follow up suo motu.

- ① Sewing a note is idealistic and will not secure long term interests as the owner will get out of jail and get retransferred and the injustice will continue.

Course of Action

- ① Ask the higher officials to give order in writing to ensure I am not liable for any unethical behaviour and shift burden of responsibility.
- ② Detailed investigation to ensure owner is not able to escape the charges.
- ③ Start the case and ensure the workers get post compensation also.

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।

As the Chairman of the Committee I will ensure democratic and rule based order within the working of the committee and assure all the members that their voice will be heard to ensure maximum

Representation and ideas are
used.

(a) It is the Constitutional duty
of the state to provide ~~secondary~~
primary education to children and
thus it should be done seriously
Thus the state has a ~~to~~ moral
and legal responsibility to give
adequate opportunity to the children
for education.

Thus the role of the government
involves :-

- ① Setting up schools in all districts
- ② Ensuring adequate enrolment

- ③ Ensuring teachers come and join and are of high quality
- ④ Proper infrastructure and services
- ⑤ Outcome of good level of education is also state's responsibility

② Principles and Values

2.1 Ensure that children are at center of education which is currently dominated by rules and procedures

2.2 Value of responsibility of the state to ensure best possible quality to children

2.3 Outcome Oriented learning and not a Casual attitude of

only ensuring basic services

2.4 Inclusion and overall benefit
of all stakeholders irrespective of
Costs and Class to be ensured

2.5 Even the last-mile child
should be ensured of quality
education either directly or
virtually

2.6 Use of technology must be ensured
to give proper high quality
low cost education to all

③ How to improve Quality

3.1 Increase the quality of teachers
to be employed by ensuring
objectivity, fairness and transparency

3.2 Motivate parents to send children to school by awareness programme about benefits of school.

3.3 Ensuring Infrastructure building is done with help of NGOs and local act school to make it attractive

3.4 Curriculum should be conducive to local eg. Tribes should not be given same curricula as city schools

3.5 Local language should be used to not only improve understanding but preserve local culture :