

221



# VISION IAS

www.visionias.in

VISION IAS

R  
N  
18 AUG 2019 NO. 03

RECEIVED

## GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	RICKY AGARWAL		
Medium Eng./Hindi	ENGLISH	Registration Number	15500
Center	ORN	Date	18/08/19

### 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:

### INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).  
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.**  
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.  
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.  
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.  
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.  
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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

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

## EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

## SECTION - A

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

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

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

Leadership is the ability to show direction, inspire others and take others along, in the realisation of a common goal or vision.

### ATTRIBUTES

- 1) should have a vision
- 2) Have good communication skills
- 3) Be a good motivator
- 4) Be a role model
- 5) Have empathy and compassion
- 6) Understanding and knowledge be good
- 7) Have credibility

Example —

- Gandhi
- Nehru
- Bapu / Mahatma / King Jr.

IMPORTANCE FOR A CIVIL SERVANT

Civil servant work to deliver services and address public good. Importance of leadership is:

- 1) It will help in inspiring others.
- 2) Have vision to work for collective interest of society.
- 3) Can motivate others, junior, public.
- 4) Will be integral to his duties, address corruption issues effectively.
- 5) Would take proactive steps, innovation for public interest.

Example → Armstrong gave leadership in building road in Manipal.

- 6) work culture and organizational efficiency would be high.
  - 7) Will be able to take people along.
- So, leadership is important for a civil servant, to be able to discharge his duties, with best interest of people.

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

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

Civil servant need to follow rule of law, to discharge public interest. So a combination of objectivity and empathy is required.

### OBJECTIVITY

→ Objectivity is making decision and advice based on merit, fact and rigorous analysis

→ Objectivity is absence of bias in policy making and implementation

Example.

- data based policy making
- objectivity in contract judgement
- decision without political pressure, peer, bias.

### EMPATHY

→ It is ability to understand the feelings of others and experiencing it in reality.

RELATIONSHIP

→ Objectivity is decision based on merit and fact of the case. Having empathy for others, would bring in concerns for others.

In a democracy, objectivity involves, having children's perspective. So, objectivity and empathy usually are aligned together

Example

empathy for marginalised like scheduled tribe, and objective behaviour in reporting atrocity against them.

ISSUE

At time there can be issue between the two - when rule or law suggest certain action, which may not be empathetic -

Example

deporting tribe as per law;  
(Objectivity may contradict empathy towards tribe)

So, there exist reconciliation of the two. Objectivity cannot be compromised. Rule of law has to be upheld, and within its framework, empathy should be accommodated.

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

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

Information technology has connected individual, society, economy and nations. There has been ever increasing use of IT at various sphere:

With the increase & penetration of it, to ensure its usage, conduct are right, ethics is essential.

### ETHICS ROLE

1) Ethics to ensure that there is no cyber or digital divide in access of IT.

2) To ensure that IT is used for progress of humanity.

3) To check malafide usage of IT

Example — cyberstalking  
cyberbullying  
cyberterrorism

4) To ensure that human rights, women  
childrights etc, are not harmed

[example] — child pornography  
women harassment

5) To ensure that children use  
cyberspace for productive engagement,  
and not destructive usage

[example] — Blue whale challenge.

6) There is open cyberspace without  
fragmentation

[example] — net neutrality

7) State don't use it, for surveillance

[example] — Edward  
Snowden  
revelation

8) cyber warfare.

So, to set the standard of conduct of  
various stakeholders, and ensure  
best, equitable usage of cyberspace  
ethics is essential.

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 is openness in governance system, institutions and processes. It is essential to ensure good governance, i.e. governance which is people centric, outcome driven, efficient, and effective.

### TRANSPARENCY AND GOOD GOVERNANCE

- 1) Transparency opens up the system for accountability ~~and~~ scrutiny.
- 2) Transparency ensures that, there is visibility in system's process. That helps in checking corruption, inefficiency, leading to good governance.
- 3) Transparency, helps people to understand about the system. So, helps in

participatory governance, which is core of good governance.

- 4) Transparency helps in enforcing accountability of the system.
- 5) It ensures rule of law, basic guidelines are followed in governance.
- 6) It makes system efficient and effective, by cutting delays, and inefficiency.

### Example

↳ RTI helped in opening up system and helped in exposing corruption like Adarsh Housing, 24 spectrum.

So, there exists need for transparency in government system, to be able to ensure good governance, ~~RTI~~ and ensure participation and confidence of people to governance.

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।

In any society or nation, there would be certain differences of high and low citizens. It may be in terms of certain access, resources, skills etc.

The quote highlights that nations which treat low citizens are better ones,

as:-

1) The <sup>fact</sup> treatment to lowest one, ensures that nation progresses ~~long~~ towards inclusivity

2) It ensures justice in society.

3) It addresses diversity, inequality in society.

4) That society has moral character.

5) Society remains peaceful.

PRESENT CONTEXT

1) In society with rising inequality, treating poor with fair opportunity become crucial in contemporary times.

Orfm → 1% have 73% wealth

2) The marginalised section like scheduled caste, scheduled tribe, women, minority, deserved fair treatment in society

Example → Tribal indebtedness  
land alienation  
Muzangiri (Dargah khat)

3) Taxing richer more than poor to ensure redistributive justice; in contemporary time

4) Subsidy to poor, small, farmers,

so, Gandhi's trustees, to account for last man in queue had relevance to understand the progress of any nation

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

Rabindranath Tagore quoted highlights the idea, that purpose of education is to beyond giving information to individual.

#### PURPOSE OF HIGHER EDUCATION

- 1) To ensure that individuals are at peaceful state with all other beings
- 2) The conflict between various human being, animal can be reduced.  
 As education provides vision, value, compassion, to understand that one individual is just part of the an one unified system
- 3) So, to embrace all experience, ~~but~~ highest education holds relevance.

RELEVANCE TODAY

1) There exists conflict between various society, caste, community, nation, etc.

↓

To address all these highest form of education is required

→ There exist crime by ~~not~~ educated.  
This is because of lack of highest education which fails to make individual harmonious

Example → Insider trading  
→ kidney racket doctor  
→ cheating by IPS officers.

3) Educated individual destroying for economy; the economy.

4) There exist rote learning with values, deeds

So, there exist need to make education holistic, where ethical, humanistic values are taught. This would help in making world a better, harmonious place.

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।

Success is the fulfilment or  
realisation of what we aim for or desire  
for.

It requires ability, skillset, aptitude  
to undertake certain task to realise  
our aim. Ability brings requisite skills.

**EXAMPLE** → to earn money, one should have  
ability to work hard  
→ to win a race, one should have  
ability to ride fast.

### ROLE OF ATTITUDE

1) Attitude is learned enduring predisposition  
towards something

2) Attitude is important as

→ It helps to discipline oneself to  
realise success

→ It helps in withstanding failure.

- It brings dedication to work
- To sustain success and not get  
overawed by it, attitude is essential
- It brings desire to always learn.

### EXAMPLES

- 1) Sachin was success, because he had  
ability as well as positive attitude to work  
hard
- 2) Tortoise won and rabbit lost, because  
rabbit had ability to run fast but  
not positive attitude.
- 3) If ~~we~~ wants to clear exam, need  
to have ability, but also attitude to  
sustain pressure with dedication.
- 4) For me wanting to ~~learn~~ win in  
drama, I had to have ability to perform  
but also attitude to learn.

So, these secrets need to have positive  
attitude, which fuses with ability to  
ensure success of an individual.

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

Emotional intelligence is ability to understand emotions of self and others, and regulate them and manage them.

### SELF AWARENESS

It is one important component of EI. It implies understanding emotions, feelings of one ~~and~~ oneself.

### ITS IMPORTANCE

1) Without understanding self, regulation of emotions cannot take place

⇓

So, without regulating or managing one's own emotions, we cannot manage or understand other emotions.

EXAMPLES

- 1) If someone gets angry on seeing violence. ~~He cannot~~ and if is unaware of it, he would not be able to control violence with angry or agitated mind.
- 2) If someone <sup>hates/</sup> gets loves a person, and is unaware of it, he would not be able to give unbiased opinion to them.
- 3) With hatred towards a gender/caste/ community, unbiased policy implementation by civil servant cannot take place.
- 4) Angry parent often abuse children.
- 5) Unaware mob, of their emotion attack, fights.
- 6) Angry senior, ~~cannot~~ explaining subordinate.  
So, one should be aware of their emotions to be able to manage them. Only when we can manage ~~them~~ ourselves, they can manage others emotions.

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

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

Integrity pacts are certain type of contract which would be signed between various stakeholders. Integrity pacts are contract of integrity to ensure that ethical uprightness is followed in the process.

### ROLE IN ALLOTMENT OF PUBLIC CONTRACT

→ Integrity pact would ensure that integrity and fairness is followed in allotting contract of the public

→ So, ~~any~~ any nepotism, favour, corruption in such process can be reduced.

→ It would bring openness and transparency in process.

ENSURING PUBLIC FUND UTILIZATION

1) Integrity Pact, would ensure that fund are used in best interest of public, and adhering to integrity standards.

2) Effectiveness and efficiency of fund utilization would increase.

3) Wastage of public resource would decrease.

So, integrity pact as envisaged by 2nd ARC, has potential to ensure transparency and efficiency in administration.

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

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

Technology has been witnessing rapid change, with newer technology, information technology, revolution, artificial intelligence evolving everyday.

In this context, having moral and spiritual values in educational institutions, becomes important, as: -

- 1) Moral values would help in making right choices in technological world.
- 2) To protect oneself from excess consumerism, materialism such values are essential.
- 3) Connect between human being, relationship are decreasing. To help individuals experience human emotions and spiritual connect, such values required.

4) With technology, the divide between  
haves and have-nots are increasing,  
moral and spiritual values can bridge  
the divide -

5) Individual at times become self  
centre, obsessed with technology. To  
counter this value essential.

6) To enrich being with compassion,  
empathy, humanism, essential

7) To use technology for best interests  
of humanity

So, there has to be holistic learning,  
where moral, spirituality is  
inculcated in being. In technological  
world, ~~but~~ having such values for  
allround human development is  
essential.

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

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

Deen Dayal Upadhyay was a social political philosopher, who gave the concept of integral humanism.

### INTEGRAL HUMANISM

Human <sup>welfare is</sup> ~~being~~ integral and central to all endeavours. Its element are:-

1) Humanistic value and welfare to be accounted for in action

2) Every human being is integrally linked. So, welfare and development should take into account all.

3) Every being is part of the holistic system.

4) Love, compassion and welfare are important component.

RELEVANCE

- 1) In era of inequality, to ensure inclusive growth and development, it is relevant.
- 2) To address discrimination like communal violence, casteism this is relevant.
- 3) To address women discrimination, deep entrenched patriarchy.
- 4) for regional equality and address exploitation.

So, to take everyone along,  
and "Sakhe Sakhe Sakhe" and  
realise constitutional vision, integrate  
humanen is essential

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 <sup>broad</sup> guideline  
which lays down values to be followed.

India is a diverse country,  
with developing economy, and the  
growth of social media has been  
increasing.

NEED FOR CODE OF ETHICS

1) With developing country, the  
impact of any social media  
activity is far reaching. So, code  
of ethics is required.

2) People tend to believe social  
media post, as there is law in  
country. To check adverse effect,  
code necessary.

3) Civil servant have seen abuse on social media.

Without a code of ethics, some post may compromise code of conduct, or political neutrality

[Example] - share false post on South Asia

4) Civil servant may disclose sensitive information on social media

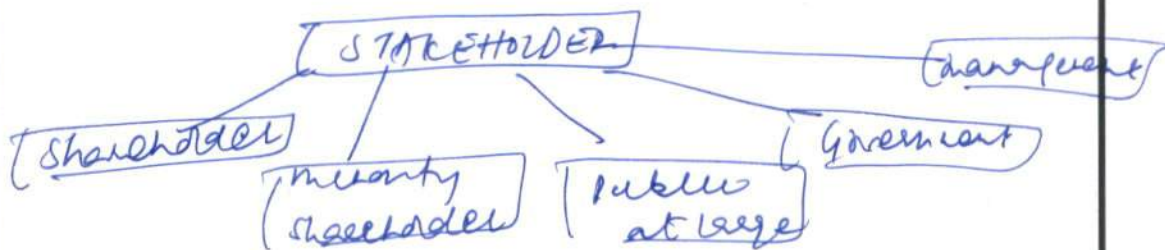
5) There have been cases of honey trap of Army personnel.

So, code of ethics, defining broad contours is necessary for civil servant, so that they can leverage power of social media in best interest of people.

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

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

Corporate governance are system, process, and procedure, through which a company is governed in the interest of all stakeholders.



### EFFECTIVE CORPORATE GOVERNANCE

Effective corporate governance ensures transparency, accountability, and decision are taken objectively

So, interest of all is protected

2) effective corporate governance  
avoids any conflict of interest,  
nepotism, insider trading etc

↓

So, economy, shareholders, Public  
at large ~~are~~ interests are  
preserved by such  
governance.

3) Issues like SARADHA scam, Rize  
valley scam, Satyam scam don't  
occur, when all laws, rules,  
system of corporate governance are  
followed in letter and spirit.

So, ~~when~~ interest of all  
stakeholders is taken into account,  
through effective corporate governance  
by following due processes

## SECTION – B

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

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

In this context, evaluate these options:

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

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

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

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

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

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

The case presents the issue of  
nexus between police and government  
official. As a police officer, my duty  
was in upholding the rule of law and  
maintaining public order.

1)

Merits are

- ↳ DM would be in loop, regarding the matter
- ↳ ~~sup~~ advice of DM would be essential and sought
- ↳ backlash by politician can be avoided.

Demerit are

- ↳ ~~may be~~ This may not lead to filing case against those involved
- ↳ may amount to dereliction of duty.

2)

merits are

- ↳ Rule of law would be upheld
- ↳ strong deterrence may be created.

Demerit

- ↳ This may ~~appear~~ cause backlash from politicians and officials involved.

3)

merit

- ↳ Public would know about the issue
- ↳ Public pressure would increase
- ↳ Issue of news would be exposed.

Demerit

- ↳ may impact free and fair enquiry
- ↳ may set wrong precedent.

COURSE OF ACTION

- 1) Conducting detailed investigation about the matter, freely.
- 2) Report the findings to the DM, and take his views along.
- 3) As a responsible police officer, would also file a case for the same.
- 4) If political pressure increases, would seek support from seniors within the organisation.
- 5) As a last resort, would disclose the report, in public interest.

REASONS

Proper and due course of law and organisation hierarchy needs to be

followed. Along with it, rule of law,  
and public interest has to be  
upheld and wrongdoing exposed  
for ensuring public good.

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

In this context, answer the following:

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

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

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

a) The case present a scenario, whereby people are intimidated to exercise their democratic right. Civil servant also are intimidated to facilitate these people in exercising adult franchise; and reluctant to work here

In this context, civil services values which are crucial are:

- 1) Dedication - commitment to duty, despite hardship, fear.
- 2) Empathy - to be able to understand the issues, fear of people.
- 3) Courage - to be able to face the challenge, and stand with the people.
- 4) Constitutionalism - following constitutional values, and ensuring rights of people are preserved.

5) PATIENCE - In engaging with people and facing hardship

6) TRUST - Trust in the system, in people and process.

7) Commitment towards duty.

8) Integrity towards profession.

b) Plan of action to ensure free and fair election would be:

i) Firstly ensuring that instances of violence can be checked

↓  
security plan involving police, forces, administration, and local would be carried

ii) Discussion with locals to bring

Confidence in them to go out and  
cope.

ii) Ensuring their security & life.

iv) Team of dedicated electoral  
officers would be identified

v) adequate protection would be  
given to them.

vi) local leaders help can be sought  
to generate confidence among people.

viii) Proper deployment of security  
forces, on election day

ix) Transportation facility can be arranged.

All these planning and  
security measures would be  
undertaken to ensure that  
basic structure of Indian constitution

of free and fair election is  
realised in a democracy.

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

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

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

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

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

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

a) The case presents possible conflict of interest between personal and professional duty of a district magistrate.

[STAKEHOLDER]

- 1) Company of a friend
- 2) Other competitive factories
- 3) labours working in the factory
- 4) ~~Other~~ People of district and region, dependent on ~~products~~ factory directly or indirectly
- 5) District magistrate
- 6) District administration
- 7) society at large
- 8) Labour office

[PUBLIC CHOICE]

- 1) ensuring economic development of the region
- 2) working condition & proper for labour.
- 3) rule of law is followed
- 4) conflict of interest is avoided.

[ETHICAL ISSUE]

- 1) Poor working condition for labourer factory.
- 2) labour unrest and their issue
- 3) lack of action taken by labour office
- 4) hesitancy in taking proactive action
- 5) Possible conflict of interest

b) As a district magistrate, holding a constitutional office, the course of

action would be:

- i) conducting an independent enquiry into the matter, freely and fairly
- ii) taking action as per the merit of the case.
- iii) would speak to labour officers, and others in administration, to take action based on merit of case, rather than personal relationship.
- iv) would issue clarification for the same, and guidelines about it for the future.
- v) would also personally talk to my friend, to ~~explain him~~ begin without hampering objectivity of the case.

REASON

Professional integrity, fairness  
are cardinal principles of civil  
services, which has to be followed,  
without any partiality -

So, independent enquiry would  
be conducted to ensure that there  
exists objectivity and any  
conflict of interest can be avoided

Moreover, would talk to  
friend, so that friendship also remains  
intact while discharging duty.

So, the course of action  
would be followed.

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

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

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

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

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

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

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

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

a) The case present dilemma before district magistrate to address nutrition needs accounting for losses caused by tribals.

### KEY ISSUES AND CHALLENGES

- 1) malnutrition among tribals
- 2) cultural and traditional practice of tribal of age-old food habit
- 3) Tradition bound address with agricultural practice
- 4) lower price for millet (issue of pricing and procurement policy)
- 5) lack of consent building between tribal and administration
- 6) challenge in taking tribal along, without hampering their culture.
- 7) challenge of communication strategy.

b) Stakeholders

# <sup>General</sup> Tribals people → malnutrition among them

↳ Preserving their cultural practice

↳ economic benefit by creating crop products

# administration

↳ to ~~ensure~~ address malnutrition

↳ effective development of tribal area.

# malnourished people → to address malnutrition

# existing tribal France → to preserve their economic interest

# General tribal

g) In the larger interest of addressing malnutrition, overall development and without cultural shock, the course of action can be:-

i) organise a meeting with tribals to explain them the situation

ii) Take help of malnourished tribal ~~peo~~ to persuade tribal to adopt ~~the~~ millet

iii) Can bring in experts, to be able to persuade tribal to change cropping pattern.

ix) For initial period, only fallow land can be used, so that existing crop production ~~can~~ does not get disturbed.

v) can find additional markets for crops, so that remunerative prices ~~is~~ received.

vi) local leaders can be tried to  
to explain tribals.

vii) fortification of crops can be tried to  
address malnutrition

viii) local NGO can be used to  
conserve tribal.

Persuasive method with  
taking tribal along, would be done  
to gradually change and diversify  
cropping and eating pattern. so that  
development comes along with their  
cultural ethos, without bringing  
cultural shock.

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

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

(b) Consider the options given below:

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

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

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

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

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

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

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

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

a) The case presents violation of statutory procedure and dilemma before district labour officer to follow rule of law or advise of senior.

### ISSUES

- 1) Legal issue of violation of law.
- 2) Nexus between official and hotel owner
- 3) Lack of integrity in civil servant.
- 4) Workers under fear
- 5) Lack of other employment avenues
- 6) Denial of human right
- 7) Higher authorities displaying nexus
- 8) Neepotism in administrative functioning.

b)

Following the informal advice has

merit

- ↳ avoid personal harm
- ↳ avoid unemployment of workers
- ↳ In "good books" of seniors

benefit

- ↳ subversion of law
- ↳ succumbing to pressure
- ↳ human right being denied

2)

merit

- ↳ persuasive method may avoid backlash, and issue may be addressed

benefit

- ↳ owner may not be concerned

3)

merit

- ↳ process could be followed
- ↳ organisational hierarchy would be followed
- ↳ workers issue may be highlighted

Demerit

- ↳ without taking due-care action, the issue may not be resolved
- ↳ may amount to dereliction of duty.

4)

Merit

- ↳ labour issue and human right violation would be addressed
- ↳ strong deterrence would exist
- ↳ statutory law would be upheld

~~merit~~ demerit

- ↳ may face backlash from higher authority.

COURSE OF ACTION

- 1) would use combination of option 2, 3 and 4.
- 2) first try to convince owner
- 3) would submit a detailed report
- 4) If option 2 and 3 do not bring intended result would send notice to owner and initiate action as per law

REASON

would try to use persuasive method initially, so that tourism, employment of region is not impacted, and issue is also resolved.

If they fail, would use suo-moto powers, as law must be upheld to preserve rule of law. However human right is fundamental, and as a integral, dedicated civil servant would face any pressure to uphold rights of people.

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:

- Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- Identify the principles and values that would guide your recommendations in this regard.
- 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:

- 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।
- इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

9) The case present- abysmal state of state-run-school, with high dropout, and decreasing learning quality. In this context the role of government in education sector for providing primary & secondary education through state run schools are:

- i) to ensure access of quality learning to all.
- ii) Ensure equity, so that all sections gets same learning
- iii) opening schools in areas which may be unviable for private sector.
- iv) fulfilling the obligation of Right to education (Article 21A)
- v) ensuring that learning is holistic and all round.
- vi) sections like SC/ST/OBC/women get equal opportunity of education without deprivation. ~~and d.~~
- vii) making education affordable.
- 4) The principles and values that would be followed are: -

- i) Right of all to have quality education
- ii) Equity value in access of education
- iii) Basic value based all round education be provided.
- iv) Education should be affordable
- v) should be universal.
- vi) should be matter of right
- vii) No commodification of education
- viii) at curriculum and pedagogy in line with the local culture
- ix) Local teachers involvement

1)

WAYS TO IMPROVE QUALITY

- i) Introducing volunteers, who are inspired and motivated to teach in schools.
- ii) Introducing ~~teacher~~ parent in committee to ensure effective functioning of schools.
- iii) Bringing technology to improve quality of learning.
- iv) constant training of teachers.
- v) inspections in schools can be increased.
- vi) Tracking of learning outcomes.
- vii) Rationalisation of government schools to increase resource efficiency and quality.

VII) NGO, civil society can be involved in learning process

ix) CSR funds can be tapped to increase resources

All these measures, like VIDYANITAZI, SWAYAM can help in ensuring that public school learning outcome are improved. Success in Delhi government school is a case at point. With good education, nation progresses.