Ethics.

GS 4(1)

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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Riddhima Shrivastava		
Medium Eng./Hindi	English	Registration Number	55401
Center	ONLINE	Date	20th Aug 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

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 प्रश्न 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।

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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

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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, put simply, is the ability to lead – that is – to guide and direct others, or influence them favourably. One finds leaders in all spheres:-

- Political leaders.
- Role models like successful scientists etc.

ATTRIBUTES of leadership	Need for a civil servant
1. Emotional intelligence – to understand and manipulate emotions	• To control one's own emotions / anxiety in the course of public service. • To understand & manipulate others' emotions. ↳ eg. motivating a team.
2. Positive attitude	• To efficiently perform a task.

	• To tide over any short-term failures. ↳ eg. positive attitude towards ambitious Swachh Bharat targets propels the officers to work hard.
3. Goal-oriented	◦ Helps achieve efficiency ◦ centered around outcomes. ↳ eg. Vaccination drive targets must be fulfilled, and leaders can help do so, if they are goal-oriented.
4. Teamwork	◦ A leader must also be a good teammate. For a civil servant, they can lead by example and become good role models. ↳ eg. officers breaking caste stereotypes

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।

The 2nd ARC report recognises OBJECTIVITY and EMPATHY as core ethics guiding civil servants.

Need for

OBJECTIVITY	EMPATHY
1. In order to understand the situation and take merit based decision. ↳ efficiency and effectiveness.	1. To better serve the citizens with the spirit of service.
	2. To be able to understand the consequences of one's role as a civil servant.
2. In order to take an unbiased view of a situation. ↳ fairness, justice	3. Can deter from unethical acts like corruption ↳ eg. One may not want to deal from poor citizens.

By Objectivity, I understand the ability to take a merit based decision in a

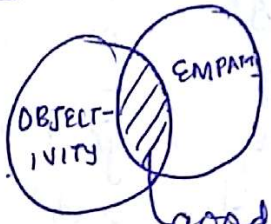
situation. One is unaffected by any fear or favour, affection or ill will.

↳ Putting out tenders for procurement instead of simply awarding the task to 'known' people, is an example.

Objectivity's relation with EMPATHY or the ability to imagine the other's predicament is rather complex :-

1. Might HINDER objectivity:
↳ A civil servant's empathy for marginalised citizens might compel them to grant rations (PDS), even if the rules say no.

2. Might promote objectivity, and by extension, good governance.



good governance.

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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?

The use of Information Technology is rapidly increasing. Digital devices and media have penetrated our lives like never before; as seen in case of

- Political advertisements before elections.
- Targetted online shopping ads.

In this case role of ethics in cyberspace is important considering:-

1. Widespread unethical acts on cyberspace like
   - Cyberbullying / trolling
   - Hate speech.
   - Hacking.
   - Data Theft (eg. Cambridge Analytica scandal)

2. Malafide activity on cybers-

pace like the suicide game BLUE WHALE.

3. Promoting real violence and crime via cyberspace,
   - → ISIS propaganda
   - → Mob lynching
   - → Christchurch bombing

4. Fake news and faulty narratives. ignore the truth.

Ethics can help in cyberspace by democratising the medium, and creating a standard for political and other discourse.

1. Self-regulatory social media code during Indian elections among facebook and Twitter
2. Prosecution for hate speech through sections of IT Act.

It is imperative, lest we fall for SCIENCE WITHOUT HUMANITY, a cardinal sin in Gandhi's view.

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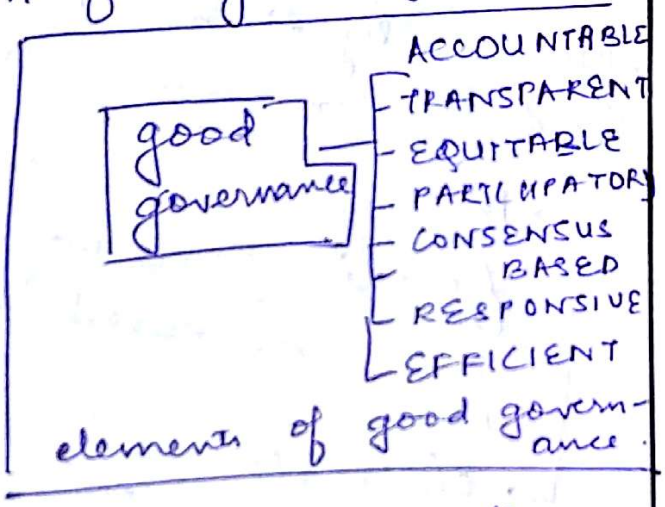
2. (b) Transparency in government organisations is an essential pre-condition for good governance. Elucidate. (10)

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

Transparency is the ability of being open as an organisation and proactively sharing any information to all stakeholders. It is often called an essential precondition for good governance.

In India, it is ensured by the provisions of the RTI Act.



elements of good governance.

1) Transparency promotes the elements of good governance.

a) Proactive sharing enforces ACCOUNTABILITY or answerability for actions.

b) Participation and consensus is ensured when people are aware of the information

c) Equity is promoted in providing the information to all, in a democratic fashion.

d) Responsive and efficient governance is ensured if the civil servants are aware of the transparency needs.

2.) Not only this, it deters bad governance.

- Many scams like 2G, fodder scam in India were uncovered through RTI
- Officials are more conscientious when they know that disclosure will happen.

3) Transparency is itself an element of good governance.

Thus, transparency is an essential precondition for good governance.

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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।

This statement by Nelson Mandela, a doyen of the anti apartheid and discrimination struggle in South Africa mentions that nations must and by extention, governance should be judged by how the lowest citizens are treated, not the most privileged.

Almost all nations tend to treat their aristocracy well.

- → Hitler's Germany and the privileged Aryans.
- → Kim Jong Un's North Korea and the royalty.
- → The rich in America.

Thus, it is seldom a hallmark of good governance, what is good for the privileged may wreck havoc for the marginalised. Mandela puts forth a powerful argument in favour of social justice for all.

In India, we still suffer from caste and gender based marginalisation.

- manual scavenging among the Dalits primarily.
- Poor female representation in politics and literacy.

An essential element of good governance is to bring the marginalised to the mainstream, through equity and inclusion.

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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

Guru Rabindranath Tagore, an avid educationist himself, puts forth a powerful argument in favour of a holistic system of education.

Problems with a merely knowledge-giving education system are:-

1. Gandhi's cardinal sin of KNOWLEDGE WITHOUT CHARACTER

2. Might cause misuse of knowledge in anti-social activities like creating nuclear bombs.

3. Social evils like crime, rising abandonment of aged parents are promoted

A holistic education system promotes harmony with

all existence and is desirable.

1.) Moral education and training in empathy, integrity and spirit of service.

2.) Sustainability.
- kindness towards other creatures.
- Benevolent use of ~~fatter~~ resources.

3.) Knowledge, both theoretical and practical.

For a civil servant, these elements are even more important, considering the impact that they can have on the public.

Thus, to educate the mind without educating the heart is no education at all.

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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, or the milestone that we consider desirable, can be achieved through a trinity of attitude, aptitude and right circumstance.

Having the right aptitude without attitude or the predisposition to act a certain way might hinder success.

1. Having the ability to run, but not the right attitude, will seldom make a sportsperson.

2. The aptitude to acquire knowledge but not the attitude to follow through.

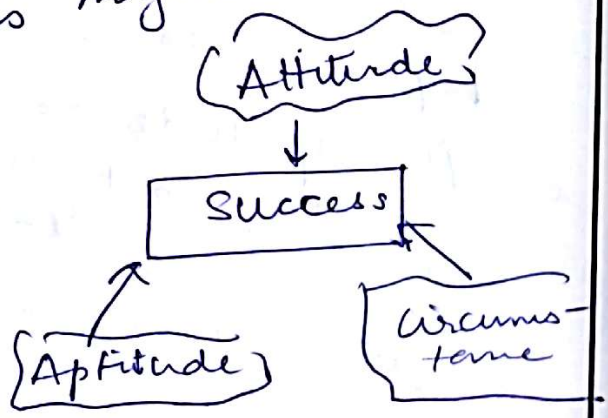
3. Civil servants who take bribes have the aptitude to be a good civil servant but the wrong attitude.

Yet the correct attitude may not be enough. Attitude can help a person practise, become dedicated, and interested in a task. But other elements matter too:-

1) ABILITY / APTITUDE:-
↳ Despite the right attitude, every star gazer does not end up as an astronaut,

2) CIRCUMSTANCE:-
↳ A poor child who has the ability to learn and the attitude, but not the resources might not succeed

Thus, success is a complex mix of the three -



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4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

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

Emotional intelligence is the ability to understand and manipulate ones own and others' emotions in ome's favour. It's the unique inter-section of the mind and heart.

However, without self-awareness or understanding ones own emotions / motivations, EI is nearly impossible.

1) Our emotions help us understand those of others. A civil servant in a conflict zone might not be able to understand public anger of protesters if s(he) is not in control of ~~their~~ her own. Without empathising, s(he) can't show EI or understand others.

2) Self awareness allows us to tide over self-centricism.

↳ Only if one knows how to tackle one's own emotions, can one understand others.

Thus, self awareness is an important component of Emotional intelligence.

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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।

An integrity pact is a signed commitment between the bidder and the contracter (usually government in case of public procurement) to not use unfair practices during procurement.

Role in transparency and allocation of public funds:-

1. Usually involves disclosure of information publicly, so that civil society (public, NGOs) can hold the parties accountable.
   ↳ promotes transparency.

2. Promotes awareness about the stakeholders in the bid.
↳ For instance, it can concern the public if an unethical practices accused company like 'Maggi' (Nestle) acquires contract for midday meals.

3. Helps the civil society enforce accountability regarding the usage and economy of public funds, since they may be aware of prices floated by all bidders.

4. Two-way commitment ensures that even if one side falters, the other might not.

Thus, integrity pacts can ensure accountability, transparency and proper use of public funds.

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।

As technology advances, the significance of moral and spiritual values in education increases :-

1. New ethical threats that might emerge from technology need to be stemmed
   ↳ Cyberstalking, child porn etc.

2. The potential of technology to be used in destructive activity
   ↳ School shooting in USA at Sandy Hook Elementary by a child perpetrator.

3. Riding over one's own emotional state of alienation and depression
   ↳ Rising suicides in the

technology driven age are testament to the impact on mental health.

→ Spirituality can help center an individual, and resolve this stress

Thus, moral and spiritual education is important, and even more so in the fast-paced technology driven era.

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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।

Deendayal Upadhay's Integral Humanism was based on an individual's unwavering commitment to the nation.

↳ In contemporary times, it represents the spirit of service that we expect out of civil servants.

It had many Gandhian features, that gave importance to the cultural-natural factors.

1. SARVODAYA [Benefit of all].

↳ Relevance :-

- Uplift of marginalised eg. women's reservation, tribal education,
- Community development Programmes and government schemes.

2. SWADESHI [indigenous].

↳ Relevance

- Rising trade wars and flooding ~~exports~~ imports.
- Indigenous values of respecting nature, the aged can be upheld.

3. GRAM SWARAJ [village self-rule].

↳ Relevance :-

- Panchayati Raj

Thus, this model was an perspective of what India of the future should look like. In many ways it is still relevant.

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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 प्लेटफॉर्म्स पर भी सिविल सेवकों हेतु आचार संहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।

In a country like India, with its monumental diversity of identities and opinions, social media also reflects this diversity.

However, for a civil servant, who is concerned with public service a code of ethics for social media is needed; because :-

1) Impact of civil servants on the minds of the people
   - → As role models
   - → As representatives of the welfare state.

- What civil servants express, affects the public perception of the government.
- It might also affect society: eg. civil servant espousing bigoted views might reinforce

the same in society.

2. Tendency to express partisan or political opinions goes against the ethic of non-partisanship expected from them.

3. Instances of hacking and 'honey-trapping' of officials
↳ Security concerns for civil servants taking bold decisions like cracking down on the sand mafia are extensified.

4. Airing of grievances with employer in a public capacity might violate the oath of secrecy.

Thus though social media is useful in many ways, it can be regulated through a code of conduct for civil servants.

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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।

Effective corporate governance implies ethical, accountable and transparent decision-making in the corporate sector. Though corporates don't perform public functions, they can impact the public

- → eg. Dam/mining project.
- → eg. Resource exploitation.
- → eg. Bhopal gas tragedy

Effective corporate governance benefits all stakeholders ~~equally~~ in an equitable fashion.

Stakeholders

	SHAREHOLDER	COMMUNITY	GOVERNMENT
Concern →	• profit. • safety of their investment	• development. • No adverse impact.	• taxation. • public responsibility

If effective corporate governance is carried out, these stakes are protected:-

① Shareholders benefit from safe investment and profit
↳ MINORITY shareholders are represented, as cited by Uday Kotak committee.

② Community benefits from Corporate Social responsibility (CSR) and non-malefescience.
↳ Consultation and Environmental Impact assessment (EIA) before launching projects to assuage concern.

③ Government benefits from taxation, and maintainance of law and order by the corporate.

Thus effective corporate governance benefits all stakeholders.

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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 रुप 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। फलस्वरुप, 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:

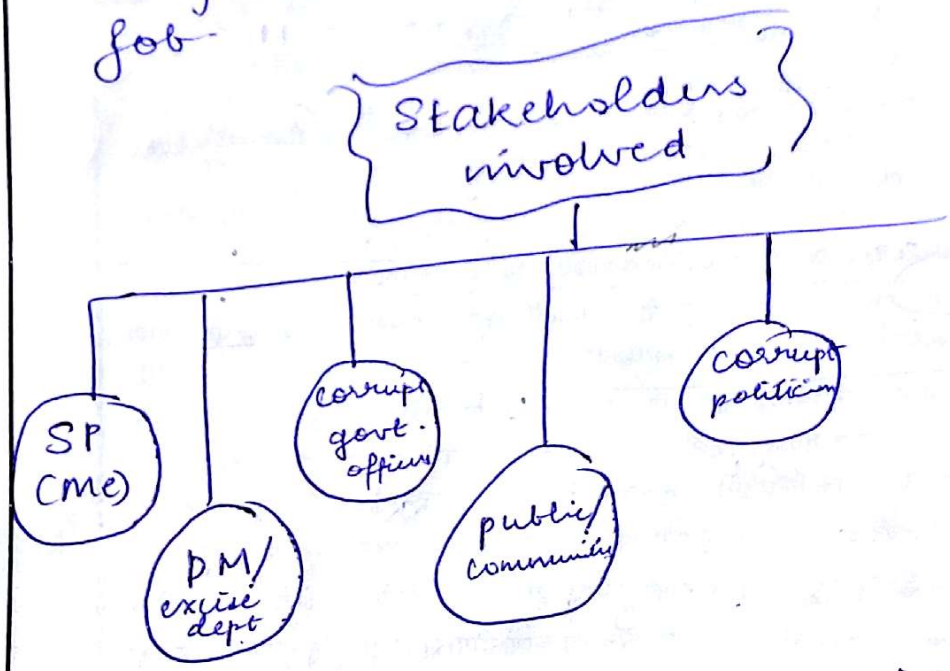
1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रुप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।

2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।

3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।

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

This case reflects the unethical practices of politicians and officers. It also poses an ethical dilemma for the honest officer - to fall in line, or do one's job.



On considering the given options :-

1) OPTION-1 : Report findings to DM and seek instructions.

a) MERITS :-

- Consultative approach might

lead to better decisions.

- Nexus is still exposed to the administration.

b) DEMERITS :-

- Possibility of disagreement with the DM on future course.
- Transparency for the public is not upheld.

2) OPTION-2 : Charge the accused

a) MERITS :-

- The nexus is now in public eye.
- Justice and law prevails
  ↳ Constitutional morality of 'no person above the law upheld'

b) DEMERITS :-

- Might invite political pressure for the DM and SP (me).
- Excess public and media outrage might derail the

investigation.

3) OPTION-3: discreetly reveal to the public.

a) MERITS:-
- Right to know of people (Art-14) is upheld.
- The nexus is exposed.

b) DEMERITS
- Might violate the Civil Service (Conduct rules)
- mob justice on media is a possibility.

Considering the above evaluation, my future course of action will be broadly guided by ① and ②. Option ③ is rejected, since it is not the course of justice; and I have not exhausted other institutional options.

Future Course of Action :-

1) Clearly recording my findings to the DM stating the offense committed.
   - It puts the crime on record.
   - Since the DM requested the investigation, s(he) should be intimated.

2) Charge the accused using relevant sections of the IPC and let the law take its course.
   - ensures justice is delivered.
   - Equality before law. (Art. 14)

3) Any disciplinary proceedings against errant civil servant can occur now.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

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 रुप 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 रुप 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।

Left wing extremism affected areas provide highly adverse and hostile conditions for an administrator.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

a) For working in such adversaries, the following civil services values must be upheld.

① Selflessness, that is, public before one's own concerns.
↳ The electoral officers must go and conduct elections, despite threat, to uphold public good.

② Integrity: Thought is not to be separated from practice.
↳ Officers believing in democracy must now help enfranchise the voters.

③ LEADERSHIP: to lead by example as the Returning officer, I will go to the districts so that other officers can follow.
↳ Requesting security, since goal of conducting election

must be upheld.

(4) HONESTY: to counter any fake propaganda, that might deter voters.
↳ Also, honesty over the threat that voters face, so that they make an informed choice.

(5) ACCOUNTABILITY and TRANSPARENCY: To generate public trust, without which operating in this hostile environment is difficult.

(6) SPIRIT OF SERVICE: To go the extra mile and ensure that election is conducted.
↳ eg. providing secure transport for voters / disabled voters.

b) Possible plans of Action

1) Reassuring the voters that their right to life will be upheld through campaigns

2) Requesting necessary protection for the administrators:-
- Bullet-proof jackets.
- Mine-proof vehicles,
- Police protection.

— This allows officers to work fearlessly.

3) Protection for voters:-
- transport provision if need be..
- Maintainance of law and order.
- Any preventive detention of extremists if needed.

~~In this way, the ballot might beat the bullet.~~

4) Proper conduct of elections.

→ Secret ballot should be upheld.
→ Strict monitoring of any lapses.

5) Crackdown on voter intimidation through relevant sections of the law.

In this way, the ballot can beat the bullet.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

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 रुप 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 प्राय: एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रुप 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 रुप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

This case is an example of the public v/s private dilemma that one might face in the course of duty.

a) The stakeholders are

- DM (Me)
- My close friend (factory owner)
- Labour unions & workers.
- My labour officer.
- Administration
- Community (General public).

Public causes :-

1. Conditions for factory workers.
2. Concern for an administration that seems partisan in favour of the factory owner.
3. Image of the DM as a supporter of this situation.

Ethical issues involved :-

1. Labour rights.
   - → Constitutional morality [Fundamental Rights and Directive Principles].
   - → Labour code laws.

2. The work culture in the DM's office, where the labour officer feels compelled to not take action.

3. The factory worker's apathy.
   - → Justice must be served.
   - → All are equal under the law.

4. My image as DM.

5. Perception of the administration suffers.

6. Possibility of mob justice.

7. Impact on the people.
   - → mistrust for administration.

8. Possibility of violent labour unrest.

Don't write anything in margin (कुछ भी न लिखें)

As a DM, my course of action will be:-

1.) Immediatly direct my labour offrier to take action
↳ emphasise that the course of law must take place.

2.) Personally reassure the labour unions and the public (media) that thei-
→ Action has been initiated.
→ The law will take its course.

3.) Investigate into previous lapses and punish the perpetrators.

4.) Proactive disclosure and transparency with regard

to the progress of the case.
- ↳ prevents spread of rumours.
- ↳ reassures the public.

5.) Submit myself to any departmental investigation if initiated against me.
↳ The law will protect honest officers.

6.) On a personal level, judging my future friends better and not making such controversial friends.

7.) Directing staff in my office to not protect anyone in the future, no matter who they are close to.

In this way, the dilemma is resolved in the interest of all stakeholders.

Don't write anything in margin (इस भाग में कुछ ना लिखें)

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 रुप से विद्यमान है। उपचारात्मसक उपाय के रुप 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 रुप में बाजरा की कम लाभप्रद कीमतों का भी उद्धरण देते हैं।

एक सिविल सेवक अभ्यर्थी के रुप 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।

In this case, the measures for malnutrition are competing against age old traditions and economic

Don't write anything this margin

calculations.

1) As a civil services aspirant, the following are evident to me:-

Key Issues :-

1. Cultural change < food habit / agriculture

2. Risk aversion of the tribals in avoiding any change for fear of economic loss.

3. Massive malnutrition burden
   ↳ Right to life (Art: 21) of tribals.

4. Usage of fallow land.
   ↳ Economic prudence.
   ↳ Environmentally sound (reversing land degradation)

5. The input v/s output cost of millet cultivation might be

less, and tribals might be unaware.

Key Challenges):-

1.) Creating change in age-old traditions.

2.) Cultural autonomy of tribals must be maintained.

3.) Alienation of tribals

4.) Poor record of compensatory afforestation in the past.

5.) Forest officials might exercise control over community land.

b) Key stakeholders

STAKEHOLDER	INTEREST
1. DM & government	• Maintain law & order, peace. • Tackling malnutrition (POSHAN Abhiyaan).

	○ Promoting millet cultivation (2018 - year of millets). ○ Perception.
2. Local tribals	○ Reluctance to change tradition. ○ Hostility towards outside interference ○ Scared of potential economic outcome
3. Community	○ Cultivation of fallow land can restore it ○ Malnutrition is averted.

c) The DM can take the following course, keeping in mind tribal interests :-

1. Reassuring the community of the governments' commitment to their cultural rights and rights

over land.
↳ The programme will be VOLUNTARY, not coercive.

2.) Generate an awareness campaign, involving local leaders, tribal elders and consentrions citizens (like me).
↳ Benefit of millets.
↳ cultivating fallow land.

3.) Tweaking the scheme to provide for economic compensation in case of any losses.

4.) Other initiatives for malnourishment like community health centers, fortified food to also be encouraged.

Thus, all stakeholders are placated in this way.

Don't write anything this margin (इस भाग में कुछ ना लिखें)

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 रुप 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 स्वत: 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 रुप 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 मांगेगे।

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

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

a) Issues involved in the case:-

1.) Human, legal and fundamental rights of the workers.

2.) My duty as per constitution and the law.

3.) Exploitative powerful leader.
↳ Unethical exercise of power.

4.) Intimidation of workers.

5.) Jobs for the workers can be lost if they testify.

6.) Role of welfare state

Don't write anything this margin (इस भाग में कुछ ना लिखें)

Evaluation of Options.

1) OPTION-1: informal advise:-

a) Merits:

- As per precedents and previous cases.
- Seniors might be better experienced to make decisions like this.
- Consultative approach

b) Demerits:-

- Shirking of my own duty and outsourcing it.
- Seniors may be unaware of the ground situation.

2) OPTION-2: Convince owner.

a) MERITS:

- Workers are not intimidated and have their jobs.
- Action is taken quickly

b) Demerits:-

- Against justice

- perpetrator goes unpunished.

OPTION - 3: detailed report.

a) Merits
- Constitution upheld.
- My obligation as an officer upheld.
- Consultative approach.

b) DEMERITS:-
- might be slow

OPTION - 4: notice and proceedings

a) MERITS:-
- Justice served.
- Workers rights respected.

b) DEMERIT:-
- factory might shut down & workers may lose their job.
- Perception of the factory & loss of business.

Preferred course of action will be guided by option 2. and 4.

1) Try to convince the hotel owner to take action.
↳ In case s(he) doesn't agree,

2) Exercise my powers (suo-moto) under the act, after ensuring due compensation and arrears for the workers.

This way, all stakeholders are placated; and justice is also served.

Don't write anything in margin (इस भाग में कुछ ना लिखें)

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 रुप 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।

The quality of education is a matter of grave concern. Surveys like ASER aptly indicate the gap in learning outcomes.

1) Role of government in education sector :-

1.) Setting minimum standards for all institutions :

↳ eg. No corporal punishments, fee caps etc.

2.) Provision of services :-

→ Accessible : A primary school at every 5 km under Sarva Shiksha Abhiyaan.

→ Equity - Minimal fee charged, Reservation and fee concession for weaker section.

3.) Setting quality guidelines.

→ Teacher ratio

→ curriculum

b) Principles and values to guide my recommendations :-

1) SARVODAYA (Benefit of all)
↳ inclusion of weaker sections

2) Equal access even in remote areas.

3) Ceaseless activity :-
↳ Update the system from time to time.

4) Quality should be paramount
↳ Learning outcomes based.
↳ Monitoring.

5) Ethical education :
↳ Teaching of moral science
↳ Community service.

6) Holistic education : extra-curriculars like sports

?) Ways to improve our education system:-

1) Strict codification of ethical standards and enforcement of the laws.

2) A good governance based approach
↳ Teacher's audits by students.

3) Quality improvement
↳ curriculum updation
↳ Teacher testing.

4) Public private partnership

5) Technology-led:-
↳ digital board
↳ e-education.
eg portals like SWAYAM.

Children are the future of the nation. Education must ensure that

Don't write anything this margin (इस भाग में कुछ ना लिखें)

they can fulfill their potential