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GENERAL STUDIES (TEST CODE: 1245)

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Medium Eng./Hindi	ENGLISH	Registration Number	645833
Center	ORN	Date	4/9/2019

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 is a quality of influencing behaviour of others with one's own conduct. Eg. M.C. Gandhi provided leadership in freedom struggle.

Attributes of Leadership

- It leads the group through one's own acts
- Inclusive and participative, as it considers others viewpoint as well.
- Leaders are very good communicators.
- They are empathetic so that they could understand feeling of others.

Importance of Leadership for Civil Servant

↳ Civil servant has to get his

work done from others.

↳ He is more an agent that instills others to do certain tasks

↳ He infuses a sense of ~~accuracy~~ collectivistic among people.

Eg. APJ Kalam after getting failed in Tests of space shuttle, took blame on himself.

↳ A civil servant holds people's trust. He has to uphold it through his subordinated conduct.

Leadership is an important attribute of a civil servant, that enables him to bring a change in organization's work culture.

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 quality of evaluating options on the basis of scientific criteria and merit and not on any prejudice against anybody.

Eg. selection of Hardik Pandya again for Indian Team

Why civil servant needs objectivity

- ↳ He needs to uphold the law and hence objective application of law is needed. Eg. Sabarimala verdict
- ↳ He implements schemes for public welfare without having any regard for popular returns. Eg. Tea Eg. Implementation
- ↳ He has to be equitable while awarding benefits.

Need of empathy for a civil servant

- ↳ He needs to understand people's needs before making schemes for them.
- ↳ He has to take the view of most disadvantaged person while ensuring justice.
Eg. John Rawls Theory of Justice

Objectivity and Empathy

- Both these are important attributes of civil servant.
- Objectivity gives a clear lens to civil servant to understand the feelings of a sufferer. They removes the prejudices.

Eg. While deciding case of eviction of tribals from forests, Supreme Court took Forest Right Act too in consideration.

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 is a subject of study where the rightness or wrongness of an act is decided.

Role of Ethics in cyberspace

→ Right to Privacy

Sharing of user's data to third party without users' consent

Eg. Facebook shared data of users with Cambridge analytica

→ Financial fraud

Taking benefit of one's personal information, to gain financial benefit

Eg. wannacry attack on ATMs

→ Consent-based collection of data

Collection of data that is not required to provide certain services.

→ Right to personal information and get it deleted

Users must have access to personal information stored on servers and get it modified or deleted.

eg. The recent Face App stored photo data of many users

Therefore, cyber space is an emerging field and its use must be ethically conducted to prevent wide scale damages.

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।

Good governance refers to a governance where the users have access to grievance redressal mechanisms and have scope of participation in governance.

Transparency in government organization

↳ It brings a confidence in govern-ment systems.

↳ Makes government more responsive to people's needs.

↳ The people can make use of grievance redressal mechanisms to register their grievances and get it tracked through transparent mechanisms.

Eg The Online RTI system allows to track the actions taken on applications.

It brings confidence in govern-
ment systems

↳ Establishment of objective criteria
to decide things or grant
clearances, brings a good
governance.

Eg publishing of formula used
by SSC for marks normalization
is building trust init.

↳ Citizen's charter displaying
the time limit for service
and costs for service,
brings a sense of right-based
approach.

Therefore, transparency
is a fundamental tenet of a good
governance. Government of India has
taken several steps in this direction
like RTI Act, Citizen's charter,
CPGRAMS, Social Audit etc.

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, himself lived in poverty and understood it deeply.

According to him, all nations will treat its rich which utmost regard as they provide funding and support for country's investment.

However, the lowest people's treatment displays the nation's real character. Since for many poor are not of any use and burden of earth. Therefore, accommodating their interests

needs a nation to be of high character.

Eg. In China, rich enjoy all the rights. But the poor are exploited further.

The poor Uigher muslims are exploited physically.

In myanmar, poor Rohingyas are persecuted.

~~However, in~~

Therefore, a nation of high character like India respects all irrespective of their richness and poorness. Today, "Common but differentiated responsibility" principle need to be implemented at national level also.

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

Acc. to Tagore, Education's primary aim is to instill a sense of enquiry in the people.

merely giving information makes people, recipient and not passive

thinking person. Giving a man a fish could feed him for one day, but teaching him how to fish can feed him for life. Therefore enquiry about surrounding can make one in harmony for all times to time.

Spoon feeding cannot teach an individual how to tackle to dynamic circumstances in the surrounding. It is the understanding of ~~the~~ surrounding that makes existence ϕ more harmonious.

Example: Earlier men used to fear the nature. However after understanding its processes, man started to respect and love nature.

Therefore, highest education makes one critical individual and hence more harmonious.

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 is the way one perceives the ~~st~~ certain events, objects and persons and how one acts over it. eg. Society's attitude toward women may be negative.

How attitude ability helps success

- It makes one competitive to get the desired position
- The ability can give one meet the eligibility criteria of required job.
- It makes one confident about success

How attitude helps achieving success

- ↳ Problems during journey of success are taken as

Challenge and helps me to fight with it, rather than surrendering.

↳ Attitude, if negative, can sink one from top to bottom given his lack of confidence in himself.

↳ Attitude makes one act.

Example: Recently I had to catch a train, but I got late due to traffic jam. I took it as a challenge to reach railway station in time. I left the bus I was travelling and ~~made~~ ran towards railway station. It was my attitude towards the issue that made me ~~go~~ catch that train. Simply having capability to run could not have got me that train.

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।

According to Daniel Goleman,
Emotional intelligence is ability to
Understand one's and other's emotions
and acting ~~accors~~ according to it.

It has 5 components

- ① Empathy
- ② self-awareness
- ③ self-motivation
- ④ ~~self~~ social relations
- ⑤ self-regulation

Importance of self-awareness

As EI needs to re-experience
-nce in oneself the feelings of
others, one cannot do this without
having had experienced by him-
-self.

One cannot create a
condition where he could

Observe feelings of others, without having suffered himself

Eg. Mahatma Gandhi was thrown out of train in South Africa for being Black. Therefore, later he could oppose the British in India against their racial supremacy.

Eg. Similarly the moderates in 1890-1910 were elites. So could not understand the ~~power~~ power of masses. Later, after Gandhi came, ~~the~~ the mass movement began, because he knew power of masses through protests in south Africa.

Therefore, one need to be self-aware ~~about~~ to be highly emotionally intelligent; otherwise it is almost impossible.

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 an agreement between two contracting parties to abide by conditions laid down in contract. It was introduced by Transparency International. It reinforces fiduciary responsibility.

Role of integrity pacts in bringing transparency in allotment of contracts.

- ↳ They establish an objective framework to allot public contracts.
- ↳ The criteria is visible to all and adhered in all respects.
- ↳ No access is given to any third party to negotiate and undermine the set criteria.
- ↳ They establish a trust in the system.

Role of integrity pact in proper utilization of funds in India

- ↳ The expenditure takes place under separate heads and every transaction is recorded
- ↳ The outcome is mapped against the expenditure occurred.

Therefore, an integrity pact brings more transparency and economically better practices into work.

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।

Moral values are those that guide one in deciding wrong & right:

Significance of inculcating moral values in educational institutions

↳ Moral values guide them to pursue socially-relevant research

↳ They prevent them from doing unethical research
Eg. He Jiankui in China conducted ~~ex~~ 'birth of designer babies'

↳ The young children get education on moral subjects hence avoid immoral actions in real life as well.

Significance of inculcating spiritual values

↳ The students remain in

line with their own self-consciousness.

↳ They remain attached to their
ownself.

↳ The spirituality instills moral
action among them.

Eg Ramakrishna Mission Schools
teach spiritual values and the
graduates of these school are
more caring for others

Therefore, moral value
and spiritual values have potential to
guide future generation and hence
bringing more peace.

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।

Integral humanism refers to a belief where the whole humanity is considered one and the inequalities are denounced.

Its Main elements

- Bringing an equitable world
- Not treating downtrodden badly and striving for their upliftment
- Antyodaya is one of its component as the last disadvantaged person should be brought to main-stream
- It strives to remove inequalities in social, political and economic respects.

Its Contemporary Relevance

→ Today, Gender Inequality is there in India. 34% wage gap between genders is there. It needs to be removed ~~to~~ through the Integral Humanism.

→ 58% of wealth was earned by 1% of people in India in 2017. It displays economic disparities.

Integral humanism, provides way to eliminate this.

SDG 5 and 10 aims at removing inequalities. Therefore, Integral humanism can guide us in achieving these SDGs.

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 broad guideline for behaviour, which needs to be followed while conducting oneself.

CoE for civil servants on Social Media

Favour

- It makes the conduct of Civil servants ethical on social media as well.
- Social media can equally demolish the loyalty of civil servant as other media
- There is no difference in code of ethics for social media and for general conduct.
- Young generation use social media, hence can get influence

- It can be misused by them for voicing genuine issues.

Against

- It has chilling effect on freedom of expression.
- It stifles dissent and hence undermine democratic rights.
- Makes civil servants completely mechanical.

Way Forward

↳ As there is existent a code of conduct for their conduct, ~~the~~ its extension to social media will not harm much, it can be brought in.

A balance has to be made between ~~genuine concerns~~ genuine concerns raised by civil servant and undermining of government trust.

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 is a set of practices that are followed to make administration of private corporates ethically prudent and non-discriminatory, social and economically justifiable.

Ensuring equitable Treatment of all stakeholders

↳ The accountability of the board and management is ensured and hence their ethical act is ensured.

↳ Annual General meetings consider voice of general stakeholders

↳ The minutes of meetings are made public, it reflects the discussion on issues raised by stakeholders.

- ↳ Smaller shareholders are given proportionate vote in deciding management.
- ↳ Independent directors are there to protect interests of minor stakeholders.
- ↳ women directors ensure the interest of women shareholders.
- ↳ Independent financial auditor is there to prevent any financial impropriety.

Therefore, a good and effective corporate governance could provide equitable treatment of all stakeholders. Listing agreement Clause 49 of SEBI and Company Act 2013 provide for better corporate governance practices.

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।

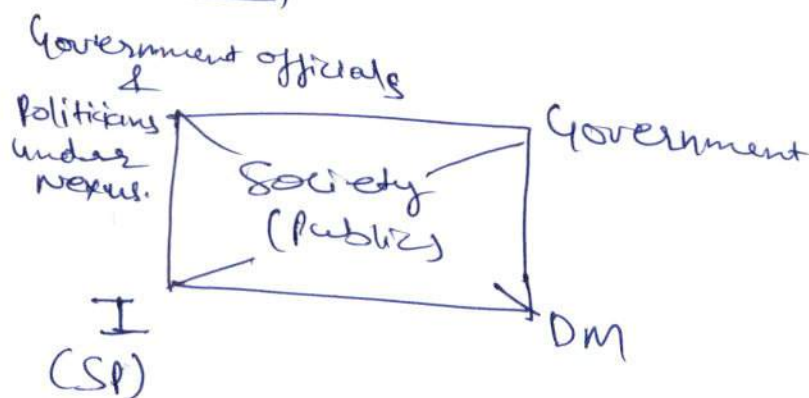
इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

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 involves an issue of probity in governance and upholding personal interest before public welfare.

Stakeholders



Ethical issues involved

- Integrity vs. profit
- Public's right to know vs. Government's reputation
- Legality vs. Government's Reputation

Evaluating options

Option ①

Merit
→ It is appropriate as investigate is setup by the DM

Demerit
→ DM may hide the facts.

→ DM is incharge of excise setup so he has to file an FIR before action

→ It will hurt my right to disclose the issue.
→ may create dissonance in me.

Option 2

Merit

- Immediate prosecution and faster justice
- In conformity with the law
- creates deterrence for future

Demerit

- DM, the head of excise setup may not get his say in the case
- Undermine DM's authority.

Option 3

Merit

- Public's right to know is upheld.
- Justice may be brought after an FIR is filed.

Demerit

- may cause disrepute to government
- ~~that~~ DM's authority is undermined

Final course of Action

I. I would report the findings to the DM, stating clearly the criminal offences committed. I would ask him to file an FIR.



II If he files an FIR, then the investigation will be carried on ~~and~~ in accordance with the law.



III If DM does not file an FIR, I would intimate the senior authorities about it in written, and as the matter is of corruption. I would become a whistleblower.



IV Appropriate authority or the DM would take ~~app~~ action by filing FIR.

Reason for these action

→ Because the investigation is setup by DM about his department, there is not point desirable to ~~the~~ disclosing information to public without his knowledge and permission.

→ Further, DM is head of department of excise, he can cause to file and an FIR; if he does not, I in the capacity of a Citizen will become a whistle-blower. Because, I cannot force DM to file an FIR or conduct an FIR on myself.

The problem of leakage and Corruption in India is prevalent like in subsidy leakage. It needs to be tackled through e-governance, and IT monitoring of warehouses.

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)

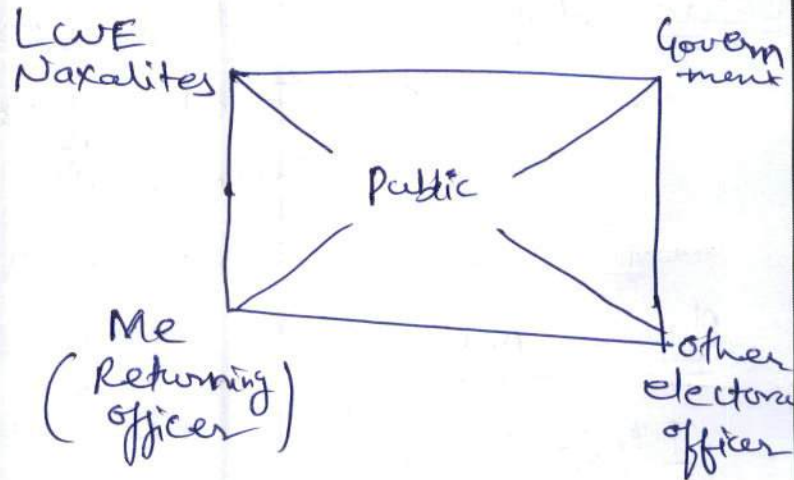
आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी 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।

The case involves an issue of
undermining people's right to vote
and dereliction of duty by
other electoral officers.
Free and fair election is a
democratic right.

Stakeholders



(a) Civil service values in this case

Integrity: It makes one to stand for free and fair ~~etc~~ elections

Objectivity: The legal right of people to vote is to be uphold.

Empathy: The other electoral officer's concern about threat to their life is to be considered
: Also the Naxalites' view point for boycotting elections is also to be understood.

Dedication to public service: To work fearlessly

for public welfare.

Leadership : To influence fellow electoral officers to get their work done in adverse conditions.

(6) Plan of Action

I would give an invitation to Naxalites for understanding the reasons for boycott. I would tell them about NOTA option if they don't like any candidate.

Simultaneously the people of area will be ~~en~~ assured about their safety and security while exercising their right to vote.

~~I would right to~~
If Naxalites agree to withdraw boycott, its

the most desirable thing.

If they don't agree,
I would write to state govern-
ment and Election Commission
to send additional security
force to conduct free and
fair elections. The suspected
naxalites will be put under
vigilance ~~detection~~ for the election
time.

The electoral team
will be provided enough security
cover to carry out their
mandated task.

In this way, I
believe conduct of election could
be conducted.

Reason for these actions

↳ Including Naxalites in talks

Create confidence among them.

↳ Providing assurance & safety of people is also essential to get them out of house and earn their confidence.

↳ Right to life of people and right to vote of people's to be ensured.

↳ Right to life of electoral officers is also to be upheld.

Free and fair election is a part of basic structure of our constitution. Therefore, no other thing can be superior to it. It must be upheld in all situations.

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।

Issue involves the undue advantage taken by aides of officials to subvert the lawful requirements

(a) Stakeholders

- Me as DM
- Friend
- Other Factory owners
- Public
- Labourers
- Labour officer.

Public Cause

- Labour welfare ~~vs. for~~ through good working conditions under Factory Act
- Public perception about DM's personal relations.

Ethical issues

- ↳ Personal interest vs. Public welfare
- ↳ Nepotism vs. Legality
- ↳ Undermining of human rights of labourer
- ↳ Exploiting public official's proximity

- ↳ Public relation vs. Personal relation
- ↳ Public perception about government officials

(b) Course of Action

I. The concerned labour officer will be asked to take action against the friend's company. Also, he will be issued a show cause notice for not taking action till now



II. Friend will be asked to cooperate in enquiry of labour office.



III. I will personally see ~~at the~~ that all the procedural guidelines are followed in

the enquiry

Reasons

- ↳ Since the ~~con~~ factory is doing wrong is not sure, it must be enquired into to get present details and status.
- ↳ Labour officer may have his another interest, so he should be issued an official show cause notice to get actual cause of not taking action.
- ↳ As public perception is of close proximity between us, I would leave no stone unturned to display complete transparency in enquiry. It will uphold the public

trust in the office.

Public trust in the
Government office is of utmost
importance. Hence, I believe the
enquiry report and all relevant
facts must be brought before
public and if possible, include
a public representative in the
enquiry team.

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।

Case involves an issue of Persuasion of local people. It is based on information asymmetry among tribals about millet's advantages.

(a) Key Issues

- Right to choose their food vs. ensuring nutrition.
- Right to preserve their culture of traditional agriculture
- Low remuneration for millet crops
- Malnutrition among tribals

Challenges

- Making tribal's aware about benefits of millets cultivation
- Persuading them to allow to shift from traditional ~~practices~~ crops to millets for food
- Allowing to use fallow land by tribals for millet cultivation

(b) Key Stakeholders

- ① Tribal population
- ② Me as a resident
- ③ DM as programme manager

④ ~~Society~~ Government

Interests

- ① Tribal population → Right to good nutrition
Right to conserve their culture
Access to fallow lands (forests)
- ② Me (resident) → Better ~~nutrition~~ nutrition of fellow tribals
- ③ DM → Implementation of scheme
Getting nutritional status of tribals better
- ④ Government → Improving tribals' nutrition

⑤ [Course of Action]

I. Getting tribals know about advantages of millets through me, as I am their community person.



II. Providing them with any nearby successful case

Study to prove ~~my~~ point of
Scheme.



III. A pilot land could be first
cultivated and benefits
shown to the tribals



IV. Then the mass scale full
implementation could be done
after taking them into
full confidence.

Reasons

→ I am the community person, so
they will believe me more
easily.

→ Nearby case study could
instill more confidence
among them

→ Further, pilot land project would prove the advantages of millets to tribals in their own area.

Malnutrition in tribals is a big issue. ~~only~~ Around 50% of tribals are suffering from malnutrition. Therefore, government must intensify its efforts to improve their nutritional level in long-term.

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)~~ Case involves issue of flouting of law by powerful people and of testing integrity of the official to public welfare.

(a) Issues involved

1. Legality vs. Profitability
2. Morality vs. Profitability
3. violation of basic human rights
4. Suppression of facts
5. Public welfare vs. Personal welfare
6. Integrity vs. ~~to~~ obedience
7. Livelihood vs. basic human rights
8. Social injustice

(5) Option (1) Follow advice of authorities

merit

- No further escalation of issue, so revenue is maintained
- No troubles for me and for labour

Demerit

- Crisis of conscience in me
- Breach of law
- violation of human rights
- Disobedience of authorities.

Option (2) Convince the owner

merit

- Address human rights issue
- ~~No punishment for past wrong~~
- Livelihood of labourer is maintained
- State's revenue intact

Demerit

- owner may not take proper action
- No punishment for past wrong

Option (3) submit a detailed report

merit

- Ensure justice to labourers

Demerit

- Loss of jobs for labourers

→ Adherence to the law

→ Higher authorities may reject the report

Option (c)

serve a notice and action as per minimum wages Act

Merit

→ Compliance with the law

→ ~~Conflict~~ the crisis of conscience is resolved.

Demerit

→ May cause loss of jobs of labourers

→ loss of revenue to State

Course of Action

I. Notice will be served to owner and action as per the minimum wages Act shall be initiated.

↓
II A detailed report after proper enquiry shall be

Submitted to higher authorities
about violation of human rights.



IV. Rehabilitation and skilling
plan for workers will be
initiated to provide them
legitimate livelihood.



IV If authorities don't agree
with actions, a written direction
will be sought.

Reasons

- As law has been violated,
punishment must be given.
- worker's right to work need
to be upheld through skill
upgradation
- Authorities' informal directions are
not official, hence ignored.

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।

(a) Government's role

- o In remote and rural areas, private schools are not reached hence govt. supply this service.
- o RTE 2009, mandates state to provide education to all. Therefore, it is a legal requirement.

- Govt. gives ~~enough~~ funding to fulfil child's development needs
- AS per ASER report, Students' learning outcomes have slightly improved.
- Gross enrollment rate has almost reached 100%.

(5) Principle and values guiding me

- Children's right to education
- Role of school in development of values
- moral and ethical education
- Developing scientific temper
- Focus on employability in higher classes.

(C) ways to improve quality of education

- ↳ Continuous training of teachers
- ↳ Performance-based-payment for teachers.
- ↳ Children's 360° appraisal.
- ↳ Including mandatory basic numeracy and linguistic skills
- ↳ vocational education to be introduced.

New National Education Policy address few of these issues. Hopefully, the whole life-cycle approach of NEP 2019 will improve educational outcome

In our schools.

