



# VISION IAS

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## GENERAL STUDIES (TEST CODE: 1245)

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Medium Eng./Hindi	ENGLISH	Registration Number	468073
Center	D.R.N.	Date	10/1/2020

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		<p>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)।</p> <p>2. There are <b>FOURTEEN</b> questions printed in <b>ENGLISH &amp; HINDI</b> इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. <b>All questions are compulsory.</b> सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>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 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।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>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।</p>
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		
<b>Total Marks Obtained:</b>			
<b>Remarks:</b>			

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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।

The attributes of an effective leadership are

- a. motivating others
- b. lead by examples / practice what preaching
- c. Give credit to the team for success and take the blame for failure
- d. Promote healthy communication for better dissemination of ideas
- e. Respect each member
- f. Empathy and compassion
- g. Goal oriented with short term and long term strategies
- h. Emotional Intelligence and Social Intelligence
- i. Transparent in actions
- j. Trustworthy and courageous.
- k. Keeping morals over self interest
- l. Positive outlook.

It is important for a civil servant to possess such qualities as :

- a. It will help him gain trust and respect from his subordinates and seniors.
- b. They would co-operate willingly
- c. Positive outlook and energy will ~~lead~~ deliver positive outcomes
- d. Would have objectivity in decision making thus will be fair and neutral
- e. Will uphold the ethos of the profession and will discharge his duties without fear.

Thus, these attributes were also kept as a part of recommendations by Nolan Committee in U.K and 2<sup>nd</sup> ARC when looking for foundational values in a civil servant.

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 decision making <sup>while</sup> taking into consideration all facts and stakeholders alike. It goes by the course of taking fair and just judgements without any bias.

Empathy on the other hand is feeling what the other person feels by understanding his emotions.

It is rightly said that -

'Don't judge a person before you have walked a mile in their shoes'

Thus empathy plays an effective role in an objective and rational decision making -

- Empathising with people enables us to look at the situation from

other's perspective.

- The more perspectives are thought of while decision making, the more problems can be taken into account and tackled.
- Thus it becomes easy to come up to a decision which takes account of all stakeholders and their concerns.
- Such decisions being fair are also find wide acceptance.
- Thus even if one has to deviate from the path of facts and figures, while making decision, one can do so for doing better good for the society on a whole.
- If empathy is missing from decision making, it might become impractical and difficult to follow. A calculative policy or programme is no good if it is not followed.
- Empathy can also be dangerous as it might sometime act as a roadblock in quick decision making or justice.

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 penetration of information technology is increasing day by day across the globe. Be it financial transactions, governance, social media, etc. it is impacting human lives in more ways than one.

With such great power comes great responsibility. Thus ethics has to be incorporated in cyberspace to make it open and inclusive for all.

The role ethics plays in cyberspace are

- Enable and environment of tolerance and co-existence on social media platform
- Discourage malpractices like hacking, malware - spyware attacks.
- Respect for freedom of speech and liberty without hurting anybody's sentiments.

- d. Empathy can make use of ICT to do good for the society. eg fund raising
- e. Prevent frauds and cyber threats
- f. Promote privacy of people and their freedom to express themselves as they are.
- g. Prevent fake news or post truth circulation
- h. Keep radical/anti national ideology spread under check.

Thus an ethical cyberspace is the optimum cyberspace. This seems like a distant reality seeing at the wide spread misuse of this technology.

Thus awareness, persuasion can slowly change people's attitude towards it and soon one day fulfil the dream of open, respectful and inclusive cyberspace.

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

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

'Transparency' refers to disclosing working of an institution to its officials and people. This not only creates a sense of being watched over but also prevents misappropriation of authority.

It can be a pre-condition to good governance as :

- Transparency in working reflects the honesty of the organisation as well as its officials. If everyone works with integrity good governance eventually happens.
- Transparency also ~~helps~~ promotes fearlessness of officials. If they are doing right they might not fear.
- It increases efficiency of working of the organisation and service delivery can be at an optimum.

- d. It creates deterrence among officials thus curbing away possible chances of corruption.
- e. It ~~will~~ ensures faith of the public in the organisation.
- f. It creates channels for input by people if anything appears wrong to them. In turn ~~is~~ encouraging openness in the organisation.

Thus the above qualities of courage, openness, honesty, dedication towards work, trustworthiness & accountability etc are stepping stone for good governance. Transparency can gradually help to achieve them all.

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।

The morality of a person is not judged by how he treats influential people but by how he treats the weaker and marginal sections of society. Similar logic holds true to judge a nation as well.

Treating the highest citizen well might not always be out of service to public. It can also be because of fear, economic interest, personal benefits and lot more.

Whereas treating the people <sup>good</sup> who can provide no personal gains is the real test of integrity and selflessness. True service to public is to serve the poorest and most destitute well.

In present context this can be cited as in case of:

- **MYANMAR** where Aun San Mye Thar gained laurels on the international platform for the struggles for establishing a democracy.

The cause of Myanmar was internationally recognised and helped upon.

But recent incidents of fleeing away of Rohingya Muslims in the name of ethnic cleansing is condemned by the international community.

The leader once applauded is now questioned.

- **SAUDI ARABIA** : treats high officials well but another example can be seen as <sup>breathes under</sup> **gender inequality** a working professional in a private organisation. He would always be respectful towards his seniors because they can give him appraisals, projects, promotions But he is called moral in true sense

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

The difference between knowledge and education is that knowledge is mere knowing of facts and experiences of others whereas education is also about how to imbibe this knowledge in our lives to progress and prosper as well beings

Thus ~~but~~ studying has no point until it can serve the good of all in any manner.

Qualities of such education :

a. inclusion of moral education inculcating in people ideas of selflessness, tolerance, neutrality, objectivity and integrity.

b. includes the application of equality and teaches team work

c. Inculcates respect for all and respect for their liberty.

- 1d. Promotes openness to ideas not only academically but also culturally, religiously, etc.
- e. Driving towards inclusive growth and sense of giving back to the society.

Or education like this does not only good to the person receiving such education but also brings positive changes in all the people connected to him.

It creates a respectable citizen and a compassionate selfless human being well capable to doing good to the society thus making the most of his education.

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 and Ability both  
are important to climb the ladder  
of success in life. One is incomplete  
in bringing the outcome without the  
other.

### # ATTITUDE and ABILITY BOTH POSITIVE

An able person with a positive  
attitude is an asset to the nation

eg: An able doctor with right  
attitude i.e., to serve the people  
and ~~use~~ give ailment,  
can be an asset to the  
society. He will provide his  
services selflessly and his  
actions would spread ~~via~~<sup>via</sup>  
experiences and praises by the  
patient.

This would able him to find a  
good support in the society and

more patients will be drawn towards him. In the long run his work will be acknowledged by all making him climb the ladder of success.

### ## ABILITY WITH NEGATIVE ATTITUDE

It undermines the very ability of a person

eg: An employee who is pessimistic in thinking and demeorates the member of his team would create an environment of negativity. This would not only create self doubt in him but also in his entire team. As a result people would already surrender and restrain from putting full efforts.

### ## ATTITUDE WITHOUT ABILITY

A person with positive attitude but less abilities wants to do good but finds it difficult to do so.

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।

The 'Emotional Intelligence' refers to the ability to know one's emotions and that of the others and take decisions that would take in account both of these.

It has 4 components

Awareness	Self Awareness	Awareness about society
Management	Self management	Management of behaviours & others
	SELF	SOCIETY

Out of these self awareness forms the core value as.

- unless one is aware about his own feelings, he will not be able to bring out objectivity in his decision.
- knowing emotions is very important from <sup>for</sup> controlling it to effect person

the decision making.

eg. If a person is not aware that he has short temper, it is difficult for him to control it while dealing with a situation where he has to stay neutral with an issue the unlikes anger in him.

A woman ~~deputy~~ Superintendent of Police has to control her anger and rage that ~~was~~ she would had for women centric crimes. ~~and~~ she has to keep her self neutral and treat all cases alike.

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 the instruments signed by the ~~various~~ person or organisation who is awarded a public contract. It states that the company would function with utmost integrity and treat government's asset as their own.

Role played by Integrity Pacts :

- Creates an environment of trust among government and private organisation
- Upholds good faith
- As it is signed by the organisation it acts as a motivation for judicious functioning.
- It would oblige the company to the bond and makes it difficult to misuse the authority.
- It dumps away reputation and bias

f. It enables transparent working environment as iderrence is created of actions that might follow on guidance of the pact.

Thus these obligations bind the company to work judiciously. Any company willing to follow it only enters and thus it acts as a filter at the very first step too.

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

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

Science without morals is termed as a sin under 7 SINS elaborated by Gandhiji.

Thus with rapid technological advancements the value system of the society is under going an overhaul as a result questions over ethical acceptance of technologies like :

- Triple Parent Baby
- Cloning
- Nuclear warfare Technology
- Bioweapons
- Surrogacy
- Robots in Army, etc are questioned

Thus, it is important for the future generation to be prepared to use this technology for the welfare of the humankind and not for the benefit of few.

This can be done by

- inculcating moral education and value education in education curriculum.
- students taught to respect humankind above all.
- Empathy and Compassion should be promoted so that they were aware of their own emotional intelligence.
- Teaching about tolerance and peaceful co-existence not only among humans but of humans and science.

It is highly important to draw a line for usage of the advanced technology in order to prevent science from becoming Boon to Bane for humans.

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 is the theory establishing that all humans are alike and must thus be treated alike.

Humans must not be judged under the considerations of caste, color, creed under any circumstances. It upholds the principle of integrity i.e., coherence in thought, speech and action towards anyone.

It is relevant in contemporary times:

- a. To bring Equality to all (Art 14)
- b. To bring neutrality and objectivity in decision making
- c. To ward away bias and restore justice
- d. It promotes unselfish development
- e. It helps to clear the smokescreen of stereotypes and look into the matters rationally.



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।

Implementation of Code of Ethics  
for civil servants on social media  
can be adapted because:

- a. Increased incidences of whistle blowing on social media despite going through proper channels
- b. Expressing things on social media does not require permission, thus it enables the civil servants to post their ideas. These either can be reflecting a particular ideology or can be misinterpreted as one  
this might affect neutrality and non-partisanship
- c. This breaches the value of anonymity and thus civil servants start to take decision thinking about popular reaction and not what's national.

id. Publishing content on print media, as book or interviews are not permitted without prior permission. So, the same should follow to social media as well as both carry same impact.

However, the code of ethics <sup>have</sup> adoption over social media do following disadvantages :

- a. Prevent optimum utilization of technology
- b. discourage <sup>this</sup> channel to be used for constructive purposes as well
- c. Strip off freedom of expression of public servant
- d. It will demotivate honest servants who would expose the wrongdoings for the larger good of society.

Therefore it is not imperative however, it can be a thoughtful idea to do so after evaluation of its pros and cons.

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 way  
a corporate workplace is sure to  
achieve the desired outcomes.

An effective corporate governance is  
much more than earning profits or  
achieving targets. It is about  
growth of the officials along with  
growth of the company.

A good example of corporate governance  
can be :

- Healthy work environment
- Transparency and Trust Building
- Motivation of employees
- Rewarding good work as <sup>an</sup> incentive
- Openness and neutrality
- Corporate Social Responsibility.
- etc.

It can do good to :

a. **EMPLOYEES** by creating a neutral

merit based growth which would incentivise them to work without any emotional hurdles

- well being of employees will also come in the ~~usage~~ long run

**CONSUMER OF THE SERVICES** : with proper grievance redressal mechanism, the receiver of services would be satisfied even if something inappropriate happens

**OWNERS** : their workers would work optimally and consumers would be happy. This would earn them profit.

Goodwill and marketing will increase if corporate social responsibility<sup>(C.S.R.)</sup> is undertaken

**SOCIETY AND NATION** : C.S.R. would help in growth of society. It would promote inclusive growth. A well working company would also boost the economy of the nation

## 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 बरीयता देंगे।

1. Report your findings to the DM and seek instructions for further actions, stating clearly criminal offences committed *prima facie*

### MERITS

- a. Upholding truthfulness and integrity.
- b. Will build an environment of trust between DM and me (SP) and would receive inputs by the DM.
- c. Bursting of bubble created by the nexus
- d. Veil would be removed and because of working with DM more credibility of the case would be on our side

### DEMERITS

- a. Threats by the people in power
- b. Delay in punishment
- c. The other officials may also be involved in the nexus

↳. charge all accused under legal provisions and let the law take its course

### MERITS

- The case would draw law's and people's attention
- Respect for rule of law and trust for the judicial institutions by following proper channel.
- Findings of report would help establish the crime in court
- Justice to people and its society
- Faith in government machinery is restored.

### DEMERITS

- The proper channel may take time to grant punishment.
- In the mean time either the business or destruction of government's property can be done
- People with money and muscle power may change the course of the case
- With professional help, they may get away with.
- Threat to job and life because government officials are also involved.

3. Being aware of the seriousness, discreetly put the report on public domain

### MERITS

1. Truth will be exposed.
2. The people in power will lose the popular support
3. Investigation agencies like CBI, CVC might thereafter look into the matter
4. Public pressure would be created and ~~new~~ fast track court can be negotiated

### DEMERITS

1. Not following the proper channel
2. Tainting of one's own image and threat to life (SP)
3. The faith of people in government machinery will be lost.

As a matter of fact the due course of action that I would prefer to take is to first prepare the report as asked and submit it to the DM.

I would then know what his ~~best~~ take

is. I would pursuade him to file a case and will let law take its course.

With legal help I would also seal the malkhanas where the liquor is stored so that the illegal selling stops right away.

I will create an investigation team and will try putting all evidence in place to support the case.

With this action I would not only abide by the job given to me but also the rule of law of the country.

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

In this context, answer the following:

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

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

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

a. The civil service values that ought to find action in this case are:

a. Honesty and Integrity - towards the responsibility of returning officer whose

job is to conduct smooth elections.

b. Courage - to stand up to such threats to institutional machinery

c. Dedication toward Public - so that they can cast their vote and give political representation without fear of violence.

d. Empathy - to understand the eagerness of people both the moderate citizens and extremists

e. Leadership - to lead the electoral offices and persuade them to go and deliver their duties in such areas.

f. Objectivity - in decision making evaluating the pros and cons as it makes lives of individuals.

b. Conduction of election and political participation is the essence of democracy. It is a constitutional provision <sup>also</sup> and so will be respected in any case.

I would take the help of youth volunteer to take up the message on social media, newspaper, posters etc. that how important it is to vote and what impact may have to our future

I would also try to create awareness about None of the Above (NOTA) option. This will help people to show that they are unpleased not by staying away from the process but by showing disapproval.

I would persuade them that this would have more impact and would send their message effectively.

I would ask the Police department and Reserve Armed Forces to tighten up security. I would also ask the

Police machinery to take up Intelligence  
Bureau's help to prevent and mishappening

I would persuade the electoral officers  
to conduct their duty and how  
important this event is for the people  
of the area and their future.

All the stakeholders must be  
kept in mind in order to bring  
rationality in decision making.  
I would take help of all machinery  
possible and fulfill my utmost duty  
- serving the public.



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।

1a. The stakeholders involved in the above case are.

- The labour working in the factory
- The owner of the factory
- The labour officer
- District Magistrate (I)
- Society at large (+Media)

The public cause being cited in the labour case is the poor working condition of labourers & their human rights).

The ethical issue involved in the case:

- Public welfare (labour) [Human Rights] vs. Friend's interest
- Justice and Fairness vs. Bias
- Rule of law vs. Unethical practices
- Job vs. Friendship

b. As the district Magistrate, I would first constitute a committee to overtly look into the case and ask them to give reports fearlessly.

In the mean time, I would inform my friend that I know about the wrongdoings that are going on in this factory.

I would persuade him to understand the plight of the workers and uphold their dignity as they are not the means to his ends but are end in themselves.

As he is a good friend, he would be convinced, I would ask him to change his behaviour towards the labourers and change policies determining their work.

If he is not persuaded, I would warn him about the committee and what will wrong that can happen if allegations were proven to be true.

I would look at the presented report ~~to~~ without bias and take proper action as per law. If ~~the~~ my friend has changed after my persuasion the court of justice might give him some despite looking at his dedication to same.

I would keep the cause of public as priority even if it costs better relations with friends.





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।

a. The key issues involved in the situation are.

- health of the community
- traditions and cultural aspects

- Cultivation and economic gain of the tribals and their growth.

The challenges however are

- Rising incidence of malnutrition which is to be tackled
- Implementation of the launched programme for millet production
- Tribals are not willing to cultivate
- Not enough remuneration keeping them idle.
- Respect for the traditions are costing health of their own people.

~~As per scholars~~ b. The key stakeholders in the above case are:

- The tribal farmers and cultivators
- The malnourished children and adults.
- The District Magistrate

2. As a District Magistrate I would take the following course of action.

- a. Ask the healthcare workers to run an awareness drive on malnutrition and its ill effects.
- b. Take up help of NGOs and youth volunteers to spread the word word to word on what harm it does to the future of the tribal community and try to persuade them.
- c. Call in to talk to the leader or representatives of tribal people and assume a negotiation that they would be allowed to carry on their cultural practices of cultivation on fertile land and cultivate millet on left over fallow land.

convince that all it demands is an extra effort for the sake of the

health and happiness of the community while they can earn by sowing high remunerative crops. I would also make them aware of schemes that can be brought to their help like Minimum Support Price, Public Distribution System, DDU Antyodaya Yojana, etc. which could kill two birds with one arrow.

The power of persuasion with emotional quotient is to be utilised to bring the compassion into action.



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

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

(b) Consider the options given below:

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

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

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

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

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

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

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।  
इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

The issues involved here is:

- a. Illegal actions by hotel owner by not abiding by minimum wages act
- b. Human rights of the people are violated
- c. People are coerced to suppress their voice due to fear of unemployment
- d. Abuse of money power and muscle power.
- e. Honesty and integrity of the District Labour Officer is asked to be given away to support illegal actions
- f. Cognitive dissonance of labour officer might in longer run make him indifferent
- h. Tourism of the area and the revenue generated from it will be affected severely.

to 1. Follow informal advise

### MERIT

1. The revenue will keep flowing normally
2. Tourism will not be affected.
3. No controversies + threats will be raised against me.

### DEMERITS

1. The oppressed will lose a voice forever
2. Exploitation of human rights would continue
3. Faith in government machinery will be lost
4. Cognitive dissonance to me
5. I might be discouraged and demotivated as I cannot keep my foundational values intact.
6. I would be party to illegal act and might be scared for life

2. Convince the owner to take note of these actions and improve it

### MERITS

1. The owner will get a chance to

### DEMERITS

1. He might object to change.

- undo all wrongs
2. Remedy might uphold the dignity of workers
  3. The tourism will go unaffected

2. Continuance of exploitation of worker.
3. He might use his money power to suppress me of my authority and prevent any action to be taken against him

3. Submit a detailed report highlighting violation of rights and seek formal directions

### MERITS

1. Following proper channel of action
2. A written evidence to prove the matter will not be ignored and action would be taken by the authority
3. The rights of the workers will be preserved and the

### DEMERITS

1. He might reject my report or maybe suggest me to stay aloof like other seniors
2. Long time of justice might demotivate me/ labours
3. Money power can be used by the

case will get due attention.

owner to change the course of the case

4. Issue a notice and initiate actions

### MERITS

1. would uphold rule of law
2. Courts can take proper action
3. Integrity, objectivity and Public service first values will be upheld
4. satisfaction of actions and fulfilling my responsibility towards people

### DEMERITS

1. It might not be liked by the authorities who are in collusion with the owner and job might be under threat.

I would speak to the competent authority about the whole matter and would persuade him to support the report and take appropriate actions. If he does not agree to it I would initiate action as per my powers.

I would also arrange for skill melas, job melas for workers.

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- (a) Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- (b) Identify the principles and values that would guide your recommendations in this regard.
- (c) Suggest some ways in which quality of education in state-run schools can be improved. (20)

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- (b) इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- (c) कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

1a. Role of Government in education sector.

- Government is obliged to provide free and fair education under the Right to Education Act, 2005 (5-14 yrs)
- It is also obliged under the Directive Principles of state Policy to provide quality education to children under 5 yrs of age.

The primary education and secondary education thus becomes the responsibility of the government toward the welfare of the society.

They have to provide quality education in order build the future of the nation especially among the underprivileged sections which cannot afford to pay for education on their own.

The recruitment and introduction of such school thus falls under the government.

b. The values that would guide my recommendations :

- Empathy and Compassion towards the students and their families of state run schools.
- Neutrality among both private runs schools and state run schools.
- Upholding the principle that equals should be treated equally and unequals unequally.

- Objectivity and rationality in formulation of recommendation
- Truthfulness and honesty in depiction of facts and proof.

c. The ways in which quality education in state run schools can be improved:

1. Renamping recruitment process of teachers. No nepotism or bias should guide the recruitment except for merit
2. Proper training of teachers before induction (eg. <sup>samagra</sup> ~~sastra~~ shiksha Abhiya)
3. sensitivity training of teachers from time to time
4. Setting up standards of evaluation of children across the country
5. Motivating children to study in order to get bright and independent futures by:
  - movies
  - guest lectures
  - motivational sessions

6. Proper implementation of mid day meal is a healthy mind resides in a healthy body.

7. Encouraging ~~parents~~ parents to take interest in education of their children rather than forcing them into labour.

Thus positive outlook among all stakeholders can be created so that they don't play their parts for the sake of doing but take a goal oriented approach, only then can a positive change be expected.

