

GENERAL STUDIES (TEST CODE : 1057)

Name of Candidate	Neha		
Medium Hindi/Eng.	English	Registration Number	135596
Center	-	Date	-

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 तथा 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.

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

1. (a) Self doubt can both help and hinder leadership. Discuss with examples. 10

आत्म सन्देह नेतृत्व में सहयोग तथा बाधा दोनों उत्पन्न कर सकता है। उदाहरण सहित चर्चा कीजिए।

Self doubt is the lack of faith in one's own capabilities. It is a manifestation of doubt over one's own knowledge or judgement.

Self doubt can help leadership:

- (1) It will lead the leader to think multiple times before taking any action, thus avoiding impulsive behaviour
- (2) It will make a leader cautious
- (3) It will motivate the leader to work even harder to try and dispel this self doubt
- (4) It will make him more humble and receptive to feedback.

However it can hinder leadership by:

- (1) It will lead to delays in decision making as the leader will not be certain of any

decision or judgement

- 2) It may make the leader prone to manipulations by others
- 3) It will hinder quick thinking and action in emergency situations.

Example :

A leader who is leading a platoon in war → if he is full of self-doubt, he will conduct a recce multiple times and will also check the plan of action many times, before launching an attack.

However, if an attack has ~~to~~ already been launched from the enemy side, this leader will not be able to take quick action and it may hinder the chances in the battle.

1. (b) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

सार्वजनिक जीवन में ईमानदारी (probity) का महत्व दर्शाइए। शासन में ईमानदारी सुनिश्चित करने की क्या अपेक्षाएं हैं? इस संदर्भ में भारत में प्रमुख चिंताओं का उल्लेख करते हुए, कुछ उपचारात्मक उपायों का सुझाव दीजिए।

Probity is the quality of appropriate and ethically correct behaviour.

It is significant in public life, as, in public life one interacts ~~xx~~ with multiple stakeholders and a civil servant is expected to perform his duty without any fear or favour.

The Requisites for ensuring probity in governance are:

- | | |
|--------------------|-----------------|
| (1) transparency | (4) Objectivity |
| (2) accountability | (5) integrity |
| (3) Openness | (6) honesty |
| (7) leadership | |

However, key concerns in India about the same are:

- (1) Cultural acceptance of corruption

- (2) Bureaucrat-political nexus for mutual benefit
- (3) Poor conviction rates and delays in legal proceedings
- (4) Degrading moral standards, which view the end as important and not the means which help achieve it.

Remedial measures to reform the situation are:

- (1) Training and continued reinforcement of the expected Code of ethics and conduct
- (2) Strengthen Whistleblower protection Act
- (3) Strengthen RTI
- (4) Appoint Lokpal, Lokayukta
- (5) Inter-department inquiries to be outsourced to neutral agencies to avoid biasness
- (6) Good role models to be promoted
- (7) No political interference in postings or transfers
- (8) fair appraisals

2. (a) While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? 10

जहाँ भ्रष्ट और बेईमान को तत्काल दंडित किया जाना चाहिए, वहीं किसी संगठन की दक्षता और प्रभावशीलता बढ़ाने हेतु दुर्भावनापूर्ण और अभिप्रेरित शिकायतों से ईमानदार लोक सेवकों की सुरक्षा की जानी चाहिए। चर्चा कीजिए। इन दो उद्देश्यों के बीच किस प्रकार सामंजस्य स्थापित किया जा सकता है?

Corrupt and dishonest public servants should be swiftly punished

However, it is also important to protect the honest against malicious and motivated complaints.

This can be ensured by:

- (1) Departmental permission should be taken before any inquiry is being started against any public servant → This can help identify and prevent a possible witch hunt
- (2) FIRs should also be registered only after prima facie, the case appears to be genuine.

(3) CBI or CVC can take action only after DoPT approval.

(4) Previous records should be referred to, while granting any such approval, and only after prima facie evidence seeming genuine.

(5) The inquiry should be free from any biases.

Such stringent rules may also allow corrupt officials to go scot-free.

However such precautions are needed to ensure that no one is unnecessarily victimized.

A fine balance between approvals and immunity and vigilance is to be maintained.

2. (b) The effective implementation of the Right to Information Act will create an environment of vigilance which will help in functioning of a more participatory democracy. Elaborate. 10

सूचना के अधिकार अधिनियम का प्रभावी कार्यान्वयन एक सतर्कता का माहौल तैयार करेगा जिससे अधिक सहभागी लोकतंत्र के कार्यशील होने में सहायता मिलेगी। सविस्तार वर्णन कीजिए।

RTI Act has empowered the common man and has thus helped in making democracy more participative.

Its effective implementation will ensure:

- (1) Fair and timely disclosure of required data
- (2) Minimum use of Section 8 → where data is not provided citing national security, privacy or such reasons.
- (3) More proactive disclosures which will reduce the need for RTI in many cases.
- (4) Proper paper-work and records of all ~~in~~ decision making and services being provided.

(5) Can help in providing information needed for conducting social audits

(6) Any suspected misappropriation of funds or failure of beneficiaries to get their entitlements can be unearthed.

Thus, RTI has made the masses more aware of their rights and it arms them with data to claim their rights.

This shows an active initiative from people to hold the administration accountable for its failure to perform duties correctly
→ this is nothing but participative democracy.

3. (a) The bureaucracy technically has been an efficient form of organisation but is seen to have exceeded its administrative powers due to its tendency towards self aggrandisement, permanence in employment, and nearness to the political executive. Discuss. 10

तकनीकी रूप से नौकरशाही संगठन का एक कुशल रूप रही है, लेकिन आत्म-उन्नयन, रोजगार में स्थायित्व और राजनीतिक कार्यकारी से निकटता की प्रवृत्ति के कारण यह अपनी प्रशासनिक शक्तियों का अतिक्रमण करता है। चर्चा कीजिए।

Weber claimed that bureaucracy, even with all its faults, was the best system for the current social and political order.

However, it has certain negative tendencies due to which it has exceeded its administrative powers:

1) Self Aggrandisement

The concept of increasing one's own value and power.

Bureaucracy is accused of increasing red-tapism, secrecy and introducing a labyrinth of rules and regulations.

This has increased the importance of bureaucracy, thus exceeding its original mandate.

(2) Permanence in employment

Due to guarantee of timely promotions and increments, a sense of complacency sets in. It also leads to several cases of abuse of power as there is no fear of loss of employment.

It may also lead to lethargy and inefficiency.

(3) Nearness to the political executive

Makes them work together for mutual self benefit.

Criminalization of politics is further aiding this.

Bureaucrats are seeking favours from politicians for formal and informal benefits; while politicians are seeking help for exploiting loopholes in the system.

3. (b) Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

भारत में सोशल मीडिया ने राजनीतिक मतों और सामाजिक अभिवृत्तियों को प्रभावित करने में महत्वपूर्ण भूमिका का निर्वाह किया है। टिप्पणी कीजिए।

India has the 2nd largest number of social media users and they are growing fast.

The social media has played a key role in influencing political opinions and social attitudes in India as follows:

(1) Used for Communication

by the political leaders → through Twitter, FB accounts directly convey message and seek inputs from citizens

(2) To propagate the political manifestoes

(3) Data analytics, big data can be used for micro-targeting the users and spread appropriate, personalized marketing messages: Example: Cambridge Analytica Case.

(4) Social media also serves as a platform for common citizens to voice their grievances, opinions and communicate with other like-minded people → can thus help in organising a social movement

(5) It can reinforce or despel social attitudes → example: towards women, dalits, minorities.

However, negative impact can be:

(1) Can be used to spread fake news, rumours and hate speech

(2) Can be used to radicalize youth and incite violence

(3) Can be used for cyber bullying, trolling, morphing ~~no~~ photos, videos

4. (a) "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment. 10

"अहिंसा दासत्व जैसी निष्क्रियता नहीं है बल्कि एक शक्तिशाली नैतिक बल है जो सामाजिक परिवर्तन में मदद करता है"। टिप्पणी कीजिए।

Nonviolence is often viewed as inaction and the inability to do nothing more than suffer.

However, nonviolence is not servile passivity.

It is a powerful moral force as:

- (1) Only the brave can be non-violent.
- (2) It requires courage in the face of atrocious violence
- (3) It demands that the aggressor must not be defeated through physical acts of violence, but by attacking their moral conscience by appealing to their inner humanity

This can create social transformation as was demonstrated by :

(1) Gandhi led a non-violent struggle against the British.

Even when pitted against the most powerful army of the world, the Satyagrahis did not show any fear.

They suffered the most atrocious acts, but did not retaliate or show hatred for the oppressors.

Thus they attacked the moral conscience of the British.

(2) Martin Luther King Jr used non violent struggle to win civil rights for the blacks in USA

Nonviolence, thus aims at winning over hate and violence with nothing but love and truth.

4. (b) It is at the interface of public action and private interest that the need arises for establishing not just a code of ethics but a code of conduct. In this context, highlight the need for drafting a code of ethics as well as a code of conduct. 10

यह सार्वजनिक कार्रवाई और निजी हित के अंतरफलक (इंटरफ़ेस) पर है, जिसमें न केवल नैतिक संहिता बल्कि आचार संहिता तैयार करने की आवश्यकता उत्पन्न होती है। इस संदर्भ में, नैतिक संहिता के साथ-साथ आचार संहिता का प्रारूप तैयार करने की आवश्यकता पर प्रकाश डालिए।

Public action and private interest may be at conflict many times.

Example: the duty to conduct a fair recruitment process versus accepting bribes for selecting particular candidates.

Hence, there is a need for a code of ethics which will:

(1) list the set of values that a public servant should adhere to

(2) guide the person, who may have personal moral values which are different from the expected ethical values.

However, a code of ethics is often:

- (1) vague and complex
- (2) Uses abstract terms whose meaning may be interpreted differently by different people.

Hence a Code of Conduct is drafted which:

- (1) Guides behaviour in particular situations
- (2) Explains the exact expected behaviour without any scope for even interpretation
- (3) Through case studies, shows the possible situations that may arise, and tells what is to be done.

Thus, while a code of ethics is like a theory book, code of conduct demonstrates the practical application.

5. (a) Income inequality is a matter of grave concern for the Indian society. In this context, examine the relevance of Gandhiji's concepts of 'Sarvodaya' and 'Trusteeship'. 10

भारतीय समाज के लिए आय असमानता एक गंभीर चिंता का विषय है। हम संदर्भ में, गांधीजी की 'सर्वोदय' और 'न्यायिता' (ट्रस्टीशिप) की अवधारणाओं की प्रासंगिकता का परीक्षण कीजिए।

The top 1% of Indians own 43% assets in India.

This points to the huge income inequality in India.

It is a matter of grave concern because:

- (1) Increases relative deprivation
→ may create social unrest
- (2) Hinders social mobility
- (3) Creates a dominance of nepotism and oligarchy over meritocracy.

Gandhi's concepts of 'Sarvodaya' and 'Trusteeship' can be relevant here as:

Sarvodaya

Talks about the welfare of all. It says that a society

can develop only when every single person has developed.

It encourages redistribution of wealth and land to help the poor enjoy a better living standard.

Trusteeship

This model proposes that the rich do not own the properties or businesses, but only act as its trustees on behalf of all fellow human beings -

Thus being a trustee, one should not focus on the accumulation of wealth for oneself, but redistribute the profits among the community.

These models thus can reduce inequality

5. (b) It does not take long for conflict to turn violent when deep seeded prejudices and discriminatory attitudes are not addressed. Discuss in the context of communal and caste-based violence in India. What role should the state play in this context? 10

गहरे पूर्वाग्रहों और भेदभावपूर्ण अभिवृत्तियों के दूर नहीं होने की स्थिति में टकराव को हिंसात्मक होने में लंबा समय नहीं लगता है। भारत में सांप्रदायिक और जाति आधारित हिंसा के संदर्भ में चर्चा कीजिए। इस संदर्भ में राज्य को क्या भूमिका निभानी चाहिए?

Deep seeded prejudices and discriminatory attitudes surface when any conflict, no matter how minor, takes place.

And once they surface, the conflict can turn violent in very little time.

This is seen in the context of caste-based and communal violence in India as follows:

- (1) Argument over seat in train escalated into communal fight and a minority was lynched.
- (2) When a fight between school kids, escalated due to their different castes, it

led to killing of a Dalit family.

Such and many more news demonstrate the problem.

The State can play the following role in such cases:

- (1) Identify trigger points and act quickly to prevent further escalations
- (2) Talk to leaders from both sides to calm down tensions
- (3) Create a communal harmony atmosphere through initiatives during peace time
- (4) Create hotlines and intelligence gathering networks to report any possible issue.
- (5) Fight caste-based discrimination through social awareness.

Most importantly, a serving officer himself should be free from such prejudices and perform duty in a fair manner.

6. Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

उदाहरण सहित व्याख्या कीजिए कि किस प्रकार भावनात्मक समझ (बुद्धि) एक सिविल सेवक में नेतृत्व कौशल की प्रभावशीलता में वृद्धि करती है।

Emotional Intelligence is the ability to identify and manage the emotions of oneself, and also of others.

It is an important quality for leadership and can increase effectiveness of a leader as follows:

- (1) Such a leader will be in control of his emotions even in the most volatile and trying situations.
- (2) Will be able to take quick decisions without being affected by emotions → will ensure fairness and impartiality.
- (3) Will be able to identify the emotions of others and show empathy with them.

(4) Will go an extra mile to perform their responsibility due to the ability to empathize.

(5) Will be able to calm down an angry mob by identifying and reasoning with the leader.

(6) Will understand the plight of vulnerable sections like minorities, dalits, women due to EI.

(7) Will not lead to any error in judgement due to being swayed by emotions.

(8) Especially helpful in police forces where split second judgement is sometimes needed.

Thus, EI will enable a leader to perform his role more effectively.

7. A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric. 10

सिटीजन चार्टर उन लोगों की दृष्टि से सार्वजनिक सेवाओं को देखता है जो इनका उपयोग करते हैं। इस संदर्भ में, सार्वजनिक सेवाओं को नागरिक केंद्रित बनाने में सिटीजन चार्टर के महत्व का विश्लेषण कीजिए।

Citizens Charter is a document that lists the promised timeliness, quality of services and processes that a public service organization claims.

It is aimed at making public services citizen centric.

The importance of citizen charter is as follows:

- (1) Informs citizens about what their entitlements are about the service delivery
- (2) Includes a grievance redressal mechanism for any issues that may arise
- (3) It makes the public servants more accountable

(4) It helps improve the timeliness and quality of service delivery.

(5) It reduces bureaucratic delays.

(6) It demonstrates the commitment to public service.

However, the issues are:

(1) Vaguely worded

(2) Over ambitious.

(3) Not legally enforceable.

(4) No legal or punitive action in case of non-compliance

(5) Not many citizens are aware of it

(6) Not all employees are aware of how to stick to the commitments.

Thus, there needs to be further refinement, to ensure true customer centric service.

8. Given the effects that cultural attitudes about menstruation have on women, there is need to follow a strategic approach in combating these. Discuss.

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महिलाओं पर पड़ने वाले रजोधर्म के सांस्कृतिक अभिवृत्तियों के प्रभावों को देखते हुए, इनमें निपटने में रणनीतिक दृष्टिकोण का अनुसरण करने की आवश्यकता है। चर्चा कीजिए।

Menstruation is viewed as 'impure' in many cultures and women face some form of segregation due to it.

The effects that these cultural attitudes have on women are:

- (1) Arises a feeling of Shame and secrecy about it
- (2) Discourages open conversations about issues or medical problems being faced due to it
- (3) Reduces the attendance in schools, colleges.
- (4) Not adequate importance is given to spending money on sanitary napkins, pads.
- (5) May lead to self-imposed isolation due to such attitudes

The correct way to combat such attitudes are:

- (1) Raising awareness about it being a normal biological process
- (2) Teaching adolescent girls about the importance of the process and the need to maintain cleanliness and hygiene.
- (3) Promote usage of safe options like sanitary napkins instead of age old practices like cloth, etc.
- (4) Work towards cultural change in attitude that forbids menstruating women from certain activities.

Thus, a combination of awareness and empowerment is the right way forward.

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

9. As the District Magistrate you are posted in a district that had been infamous for girl-child marriages. The government introduced a contributory scheme two decades ago, where the government contributed the same amount as the parents, into an account, for their girl child of age 0 to 7 years. The total sum could be withdrawn only when the girl turns eighteen and is unmarried. Due to this scheme, a new pattern has emerged. All girls are married as soon as they turn eighteen and incidents of dowry have increased substantially – because the community customs require paying the sum commensurate to the age of the girl. Further, parents now tend to save money for the scheme instead of investing in girl's education. As the local administration tries to tackle the current situation it looks up to you for ideas and leadership:

(a) Identify the factors which have led to such outcomes.

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(b) Devise a strategy, keeping in mind the multiple aspects of the situation.

जिला मजिस्ट्रेट के रूप में आप एक ऐसे जिले में तैनात हैं जो बालिका-बाल विवाह के लिए बदनाम रहा था। सरकार ने दो दशक पहले एक अंशदायी योजना आरंभ की थी, जिसके अंतर्गत 0 से 7 वर्ष की बालिका के लिए खोले गए खाते में, सरकार उनके माता-पिता जितनी राशि का योगदान देती थी। बालिका के 18 वर्ष की आयु के हो जाने और अविवाहित रहने पर ही कुल राशि निकाली जा सकती थी। इस योजना के कारण, एक नया पैटर्न उभरा है। सभी बालिकाओं की 18 वर्ष के होते ही शादी कर दी जाती है और दहेज की घटनाएं काफी बढ़ गई हैं- क्योंकि समुदाय की प्रथाएं बालिका की आयु के अनुरूप राशि का भुगतान करने की मांग करती हैं। इसके अतिरिक्त, अब माता-पिता बालिका की शिक्षा में निवेश करने के स्थान पर योजना के लिए पैसा बचाने लगे हैं। चूंकि स्थानीय प्रशासन वर्तमान स्थिति से निपटने का प्रयास कर रहा है, अतः वह आपसे आपके विचारों और नेतृत्वशीलता की अपेक्षा कर रहा है:

(a) उन कारकों की पहचान कीजिए जिसके कारण ऐसी परिस्थितियां उत्पन्न हुई हैं।

(b) इस स्थिति के बहु-आयामों को ध्यान में रखते हुए, एक रणनीति तैयार कीजिए।

This case reflects a scheme that was well-intentioned but had unforeseen impacts.

The Stakeholders are:

- (1) Local administration
- (2) Families of girl child
- (3) Families of boy child
- (4) Local community
- (5) Girl child

The Issues are:

- (1) Child marriage was prevalent
- (2) Saving scheme, with partial contribution from government was introduced → from birth of girl child
- (3) Withdrawal only at age 18, on remaining unmarried
- (4) However, now marriages happen as soon as the girl turns 18, and the scheme money acts as dowry
- (5) Parents are saving for the scheme, instead of education
- (6) Dowry increased due to increased age.

A

The factors that have led to such outcomes are:

- (1) Failure of administration to foresee the impact of such a scheme.
- (2) Belief that only monetary assistance will change the cultural attitude
- (3) Lack of any corresponding measures to create a change in the society about its attitude towards women and marriage.
- (4) Girl child's parents only viewing the scheme as a saving option for dowry.
- (5) Girl child's parents refusing to see any value in educating the girl child.
- (6) Boys parents feeling entitled to demand dowry

(7) Girl child not being empowered enough to fight for educational rights.

(8) Low status of women in the society → thus viewing them as an economic burden.

[B] The Strategy to address the situation can be:

(1) Ensure correct implementation of the RTE Act → the girl child till age of 14 should receive free and compulsory education.

(2) Provide scholarships, fellowships and other support for continuing education of girl child till age of 18.

(3) Train in vocational skills so that girl child can be capable and empowered to

seek employment options.

Self employment can be focussed upon through training in beauty parlour, fashion designing. MUDRA loans can help set up the initial activity.

(4) Dowry is a cultural phenomenon. Hence conduct awareness campaigns and workshops to spread the information about the Dowry laws. Provide hotlines to complain about dowry demands.

In schools, encourage girl child to refuse dowry payment and boy child to refuse dowry demand.

(5) Immediate action if any complaints on dowry are received → Name & Shame them.

(6) Scheme can be made conditional → payment only after finishing Class 12.

10. While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involve aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture? 20

एक और जहां कुछ राज्य सरकारों ने मद्यपान निषेध कानून लागू किए हैं, वहीं अन्य राज्यों में इसकी अनुमति है। इस मुद्दे पर बहस में प्रायः व्यक्तिगत अधिकार, सांस्कृतिक अभिवृत्ति और सामाजिक कल्याण जैसे पहलु सम्मिलित होते हैं। एक शिक्षक के रूप में आपको युवा श्रोताओं को इसमें सम्मिलित महत्वपूर्ण मुद्दों को समझाना है। ये मुद्दे क्या हैं? आप आपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

Article 47 of the DPSP makes it a directive for the state to prohibit consumption of tobacco, alcohol and other intoxicants.

Some state governments like Gujarat and Bihar have implemented prohibition.

The issue covers the following dimensions:

Individual rights

(1) The right to consume any item comes under right to life

(2) However, the actions of a person who has consumed

alcohol → like drunk driving
or domestic violence or
creating public nuisance
violate the right to life
of fellow citizens.

Cultural attitudes

- (1) Islam considers alcohol
as haram
- (2) Christianity involves certain
rituals in which wine is
used. Wine is not forbidden
- (3) Tribal cultures use locally
brewed alcohol in festivals
and religious rites.
- (4) In Hinduism, worship of
Shiva is associated with
'Bhaang' and 'Ganja'.

Social Welfare

- (1) Prohibition in Bihar has
resulted in:
 - a) Reduction in domestic
violence

- b) More savings
- c) More money being spent on nutrition and healthcare
- d) Improved indices of child health and education
- e) Reduced child labour.

However, it has also led to:

- a) Smuggling across the state borders.
- b) Brewing of spurious liquor → many have died due to consuming locally brewed illicit liquor.
- c) Bootleggers - criminals - administration - politician nexus → money from liquor blackmarket is funding crimes, corruption + revenue loss to state

(2) Gujarat has prohibition right from independence, however a thriving black market exists in the state.

As a teacher, the key issues that I will explain to the young audience are:

- (1) Right to choose v/s affecting the rights of others
- (2) Economic implications of alcoholism
- (3) Health impact due to alcohol → liver cirrhosis.
- (4) Effect on family life, particularly on women and children.
- (5) Serving as a wrong role model to the children of the family.
- (6) Crimes that may happen due to impaired judgement under the influence of alcohol.
- (7) Harm to self and to others that may result.
But prohibition only leads to Black marketing

(8) However, I will also explain about the cultural practices that involve the consumption of alcohol.

(9) I will explain how they emerged and what is their importance.

(10) I will then explain about the alcohol consumption laws → age limit, required permits, no driving, etc.

I will conclude with:

Anything in moderation and as long as it does not affect others is acceptable.

Even if you choose to drink, drink responsibly.

Do not lead your family to economic ruin or cause permanent damage to your health. Cheers!

11. As a concerned citizen you have been engaged with the issue of persons employed in manual scavenging. You notice that despite laws and strictures from the highest court of the land the practice of employing human labour to clean sewers continues. While the administration has to ensure the cleanliness of the urban localities, those who are employed also have to earn to sustain themselves and their families. The death of few workers recently due to asphyxiation while cleaning a septic tank has caused much consternation in your locality. You would like to engage with the situation by writing to the administration, for which you need to find an answer to the following:

(a) Identify the stakeholders involved and state their conflicting interests.

(b) What challenges does the administration face in curbing this social evil?

(c) Enumerate the steps to deal with the problem.

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एक चिंतित नागरिक के रूप में आप हाथ से मैला उठाने (मैन्युअल स्कैवेजिंग) में नियोजित लोगों के मुद्दे से जुड़े हुए हैं। आप पाते हैं कि देश के कानून और उच्चतम न्यायालय की कठु आलोचना के बावजूद सीवर साफ करने हेतु मानव श्रम नियोजित करने की प्रथा जारी है। जहां प्रशासन को शहरी क्षेत्रों की सफाई सुनिश्चित करनी है, वहीं जो लोग नियोजित हैं उन्हें अपना और अपने परिवारों का भरण-पोषण करने के लिए रोजी-रोटी भी कमाना है। हाल ही में सेप्टिक टैंक की सफाई करते समय श्वासावरोधन के कारण कुछ कर्मचारियों की मृत्यु ने आपके क्षेत्र में अत्यधिक संत्रास पैदा किया है। आप प्रशासन को लिखकर इस स्थिति से जुड़ना चाहते हैं, जिसके लिए आपको निम्नलिखित का उत्तर ढूंढना होगा:

(a) इसमें सम्मिलित हितधारकों की पहचान कीजिए और उनके परस्पर-विरोधी हितों का वर्णन कीजिए।

(b) इस सामाजिक बुराई पर अंकुश लगाने में प्रशासन को किन चुनौतियों का सामना करना पड़ रहा है?

(c) इस समस्या से निपटने के उपायों को सूचीबद्ध कीजिए।

The case reflects the harsh necessity of earning a livelihood, even in most degrading occupations. It also shows the weakness in implementation of laws.

5. [A] The Stakeholders involved:

- (1) Manual scavengers.
- (2) Families of manual scavengers
- (3) Citizens of the Urban locality
- (4) Administration responsible for cleanliness
- (5) Court

The conflicting interests are:

- (1) Manual scavengers do this work because they want to earn money for the family
- (2) Administration wants to maintain cleanliness. They may or may not have other options like mechanical cleaners. Hence they are forced to use manual cleaners.
- (3) Supreme Court and judiciary wants to uphold the right to life of dignity and abolition of the degrading practice.

B) Challenges faced by the administration in curbing this social evil are:

- (1) Lack of awareness of such a law
- (2) No possible technological solutions are available → example: due to choking by plastic and other debris, mechanical cleaners are not able to function properly.
- (3) Not enough budget to purchase the technologies.
- (4) Low cost and fast cleaning possible by manual cleaning → demand for such a job exists and this demand is exploited, irrespective of the legal, ethical and moral issues involved.
- (5) Cleaning needs to be regular, cannot be delayed till solution is found.

[C] The Steps to deal with the problem are :

- (1) Make the citizens aware about waste disposal and segregation → will avoid plastic and other debris from choking the drains.
- (2) Then, required budget is to be sanctioned and the technology should be purchased at the earliest.
- (3) If needed, R & D efforts and innovation should be funded to create a more robust and efficient mechanical cleaning mechanism.
- (4) Startups can be funded through Swachh Bharat Cess to design such solutions.
- (5) The rehabilitation of the current manual scavengers

is to be initiated.

(6) They should be provided adequate skill training → technical skills, soft skills to empower them for other vocations.

(7) Soft loans can be provided to help them start their own entrepreneurship venture if so desired.

(8) Cultural attitudes about the manual scavenging castes needs to be changed.

Most are from the 'Adivasi' communities and also face caste discrimination even when they seek other vocations.

A holistic approach is thus needed to help the manual scavengers lead a life of dignity and independence.

12. You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

(a) What are the dilemmas that you face in this situation?

(b) Highlight the course of action that you would adopt and give reasons for the same.

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आप एक प्रतिष्ठित कॉलेज के विज्ञान विभाग में एक शिक्षक हैं। आपके विभागाध्यक्ष आपके अच्छे परामर्शदाता रहे हैं और आपके करियर की प्रगति में उन्होंने आपका मार्गदर्शन किया है। आपको अपने एक छात्र से पता चलता है कि विभागाध्यक्ष अपने निवास पर निजी ट्यूशन प्रदान करते हैं, जिसे विभाग में कई अन्य लोगों द्वारा नापसंद किया जाता है। इस बात की भी अफवाहें हैं कि वह अपना ट्यूशन लेने वाले छात्रों को अतिरिक्त अंक दे रहे हैं। पूछे जाने पर उनका उत्तर है कि वह अकेले नहीं हैं और साथ ही कुछ अन्य शिक्षक भी निजी ट्यूशन दे रहे हैं। वह आपको आश्वासन करते हैं कि यह छात्रों के लिए लाभदायक है क्योंकि उनमें से कुछ पर अतिरिक्त ध्यान देने की आवश्यकता है। वह आपको इस संबंध में हंगामा न मचाने का परामर्श देते हैं और अप्रत्यक्ष रूप से आपको मूल्यांकन रेटिंग के संबंध में याद दिलाते हैं, जो इसी सप्ताह नियत है। आप जानते हैं कि अच्छी रेटिंग से निश्चित रूप से आपको उचित पदोन्नति मिलेगी। विभागाध्यक्ष चार महीने में रिटायर होने वाले हैं।

(a) इस स्थिति में आप किन दुविधाओं का सामना कर रहे हैं?

(b) उस कार्यवाही पर प्रकाश डालिए जिसे आप अपनाएंगे और इसके कारण बताइए।

The case presents a dilemma between reporting a possible wrong activity and loyalty to a mentor.

It also talks about the commercialization of education.

Stakeholders are :

- (1) HoD and my mentor
- (2) Students
- (3) Other teachers
- (4) Me, a teacher. Also the HoD does my appraisal which is due this week.

Issues involved are :

- (1) HoD has been a good mentor and his retirement is due in 4 months.
- (2) He gives private tuitions.
- (3) This is disliked by others in the department.
- (4) Rumours of giving extra marks to his tuition students.
- (5) My appraisal is due this week and a good rating will get me a promotion.

A

Dilemmas faced in the situation are:

- (1) Do I ~~escalate~~^{investigate} the issue of private tuitions by the HoD (and other teachers) or do I ignore it?
- (2) ~~Do I~~ If private tuitions are not allowed, as per the college rules, do I report this to the concerned authorities?
- (3) Especially do I report the HoD when he has only 4 months to retire? and he has been a good mentor too.
- (4) My assessment rating is due this week. Further investigation may affect my rating.
- (5) Why are private tuitions needed? What are the viewpoints of the students?
- (6) Is it true that HoD awards extra marks to tuition students or just a rumour?

[B] Course of Action :

(1) First, I will check the college rules and see if taking tuitions is allowed or not.

ALLOWED?

(2) If it is allowed, I will check ~~Speak to the HOD about~~ the rumours about HOD granting extra marks to students who take tuition from him.

(3) If my investigation shows that this is indeed true, I will bring it to the notice of the HOD and hear his explanation, and also cross check the papers.

(4) If his explanation is not satisfactory and on cross checking, the marks indeed seem unfairly given, I will bring this to the notice of the college authorities.

(5) The appraisal may be put on hold for some time.

NOT ALLOWED?

(2) If taking tuitions is not allowed - I will ask the HoD if he is aware of the rule.

(3) If he was not aware and agrees to stop tuitions, I will not pursue the matter further.

(4) However if he was aware and yet continues, I will give him one chance to stop the same.

(5) If he does not, I will report it to the college authorities.

His being a good mentor should not bias my decision. Appraisal should not affect my sense of responsibility towards the education sector.

Also, solution is needed for students who do need tuitions

13. While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

(a) Identify the key areas you would focus on?

(b) What are the challenges that you foresee?

(c) How do you propose to overcome them?

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यद्यपि भीड़-भाड़ की वजह से होने वाली भगदड़ और दुर्घटनाओं के कारण कई अवसरों पर जीवन की क्षति हुई है, तथापि यह केवल किसी त्रासदी के घटित होने के उपरांत ही चर्चा किया जाने वाला एक मुद्दा बनकर रह गया है। हाल ही में आपको लाखों श्रद्धालुओं को आकर्षित करने वाले एक पूजनीय धार्मिक स्थल के निकट एक मेला के संचालन का उत्तरदायित्व सौंपा गया है। मेले में प्रति वर्ष संख्या बढ़ती रही है और इस वर्ष कुछ विशेष खगोलीय संरेखण के कारण अभूतपूर्व भीड़ होने की आशा है। पिछले वर्ष प्रभारी अधिकारी की आलोचना हुई थी और धार्मिक स्थल पर पहुंच को प्रतिबंधित करके धार्मिक संवेदनाओं को आघात पहुंचाने के आरोप में उनका स्थानांतरण कर दिया गया था। मेला की तैयारी करने हेतु आपके पास तीन महीने हैं।

(a) उन महत्वपूर्ण क्षेत्रों की पहचान कीजिए जिन पर आप ध्यान केंद्रित करेंगे?

(b) आप कौन-सी भावी चुनौतियां देख पा रहे हैं?

(c) उन पर काबू पाने हेतु आपका क्या प्रस्ताव है?

The case talks about ~~crowd~~ crowd management and required precautions to avoid any mishap and ensure smooth conducting of the religious event.

Background

Key areas to focus upon :-

- (1) Mela is to be conducted around a revered religious place which attracts millions of devotees
- (2) This year, unprecedented crowd is expected ~~to~~ due to auspicious events.
- (3) The previous year's officer incharge was criticised for hurting religious sentiments by restricting access to the religious place.

A → Key Areas to focus :

- (1) Crowd management
- (2) Enable access to the religious place, while not compromising on safety and order.
- (3) Line and queue management
- (4) Traffic of vehicles
- (5) Time and place for the rituals

- (6) Adequate cleanliness - toilets, Bathrooms, changing rooms, dustbins, facility to dispose the floral offerings
- (7) Clean and safe drinking water
- (8) Food facilities
- (9) Lost and found centres
- (10) Special assistance → for elderly, disabled devotees
- (11) Child safety

[B] → [Challenges] that I foresee:

- (1) Managing the huge crowd such that the access is given, religious sentiments are not hurt, and no stampede or mishap happens.
- (2) Traffic congestion of vehicles
- (3) Long queues and waiting time which may lead to untoward incidents
- (4) Fire safety hazard → due

to usage of oil lamps and presence of inflammable substances like cloth.

- (5) Waste management.
- (6) Disposal of religious offerings
- (7) Inadequate facilities for hygiene
- (8) Food, water supply.
- (9) Thefts
- (10) Missing persons.
- (11) Attempted molestations
- (12) Difficulty for elderly and disabled devotees to visit.

[C] ⇒ How to overcome?

Plan of Action

- (1) Conduct mock drills to note the time required for the religious rituals
- (2) Plan the line management such that the access is provided but in least possible time →

quick but complete darshan.

(3) Restrict the line that goes to the religious place → the others in waiting can be asked to queue at a & slightly far away place.

(4) Adequate dry and solid waste management system.

(5) Special mechanism to handle offerings of flowers.

(6) Fire Safety audit of the entire area. No kerosene, petrol, diesel allowed. Only oil lamps.

(7) Dustbins and water at adequate distances.

(8) Only pre-cooked food stalls, to avoid safety hazard.

(9) Adequate parking arrangement.

(10) Facility of ramps, wheel chairs, medical vans.

(11) Lost and found facility.

(12) Continued coordination on

Speakers.

14. You are a senior official at a government agency that is responsible for collection, storage and protection of biometric data of citizens. Due to the expanse of operations, the agency employs third parties for collection of data. There have been reports of security breach and leakage of data by third parties in exchange of money. A journalist from a prominent newspaper carries a sting operation and releases some data in the public to show the ongoing corruption and highlighting the inability of the agency in protecting public data. You are asked by the chairperson of the agency to file an FIR against the journalist and pursue criminal proceedings against him considering it an act of unauthorized access.

(a) Do you agree with the action sought by the chairperson against the journalist? Give appropriate reasons for your answer.

(b) If you disagree, what would be your course of action?

(c) Do you think the action of the journalist is justified?

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आप नागरिकों के बायोमेट्रिक आंकड़ों के संग्रहण, भंडारण और संरक्षण हेतु उत्तरदायी एक सरकारी एजेंसी के एक वरिष्ठ अधिकारी हैं। परिचालन विस्तार के कारण एजेंसी, आंकड़ा संग्रहण हेतु तृतीय पक्ष को नियोजित करता है। तृतीय पक्ष द्वारा पैसा के बदले सुरक्षा उल्लंघनों और आंकड़ों के लीकेज की सूचनाएं मिली हैं। एक प्रमुख समाचार पत्र के एक पत्रकार द्वारा एक स्टिंग ऑपरेशन किया जाता है और चल रहे भ्रष्टाचार को प्रदर्शित करने वाले एवं सार्वजनिक आंकड़े सुरक्षित रखने में एजेंसी की अक्षमता उजागर करने वाले कुछ आंकड़े आम जनता के सम्मुख जारी किए जाते हैं। आपको एजेंसी के अध्यक्ष द्वारा इसे अनधिकृत पहुंच वाला का एक कार्य मानते हुए पत्रकार के विरुद्ध एक FIR दर्ज कराने और उसके खिलाफ आपराधिक कार्रवाई करने के लिए कहा जाता है।

(a) क्या आप पत्रकार के विरुद्ध अध्यक्ष द्वारा चाही गई कार्रवाई से सहमत हैं? अपने उत्तर के लिए उचित कारण बताइए।

(b) यदि आप असहमत हैं, तो आपकी क्या कार्यवाही होगी?

(c) क्या आप मानते हैं कि पत्रकार का कार्य उचित है?

This case talks about data privacy, journalistic ethics and governments response to data fiduciaries' breach of trust.

Issues :

- (1) Agency has employed third parties for collection of biometric data of citizens.
- (2) Reports of security breach and data leak by the third parties in exchange of money.
- (3) A journalist carried out a sting operation exposing the leak and released some data in the public.
- (4) Chairperson of the agency has asked me to file an FIR against the journalist and pursue criminal proceedings for unauthorized access.

Stakeholders :

- (1) Government agency
- (2) Third party
- (3) Journalist
- (4) Citizens whose data is being collected.

A \Rightarrow **Yes** I agree with the action sought by the chairperson against the journalist.

However, it is only the partial action and further action is needed as follows:

(1) I will initiate action FIR against the journalist because he be released some data in the public

(2) Corruption and showcasing the inability of the agency in protecting public data could have been done without releasing the data in public

(3) He could have raised the issue with the agencies' grievance redressal system or even escalated it to the ministry level.

(4) Even if he wanted TRPs, he could have only reported the leak, instead of releasing the data.

(5) Using personal data of citizens for sensationalism is incorrect and hence FIR is justified.

(6) However, I will also file an FIR for unauthorized data sharing and breach of contract against the third party.

(7) The persons responsible for ensuring data safety should be booked.

(8) I will also investigate if any other such leaks have happened through any of the third parties or even from the agency itself.

[C] \Rightarrow The action of the journalist is NOT justified.

(1) There were other avenues and alternatives to report the leakage of data, instead of releasing sensitive public data on national media.

(2) Sting operation helped identify the issues with the third party vendors.

(3) However, it should have been reported without the attempt to create distress to those affected by data leak.

(4) By releasing the data in public, he is as guilty as the third party vendor who leaked it first.

A wrong to unearth another wrong does not make it right. Ethical considerations should have been followed.