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GENERAL STUDIES (TEST CODE: 1245)

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Medium Eng./Hindi	English	Registration Number	22703
Center	CRN	Date	26 July 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

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are **FOURTEEN** questions printed in **ENGLISH**
3. **All questions are compulsory.**
4. The number of marks carried by a question/part is indicated against it.
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.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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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)

Leadership is the quality through which a civil servant is able to motivate other people towards a common goal.

Attributes of leadership

- 1) Deciding upon a goal which is beneficial to all around.
- 2) Planning for achievement of goal.
- 3) Motivating other people through making them understand importance of goal for themselves.
- 4) Achieving the goal and transforming the society for good.

Importance of leadership for a civil servant

1) To understand the problems of society and ensure the problems are resolved

eg: Gandhiji understood importance of removing untouchability and thus started Haryan movement

2) To motivate people working under and colleagues.

↳ No task can be completed by one alone

3) To ensure policies become successful because citizens understand benefit

↳ eg: use of toilets under Swachh Bharat.

4) Ensuring all resources are utilised in best possible way

↳ leaders show the best way.

Leadership of civil servants would ensure India resolves its problems of today and become world power.

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)

Objectivity means that a civil servant takes action based on facts, law and rules. While empathy means that a civil servant can understand the condition of a person and help him/her in the best possible way.

Need for objectivity

- 1) Ensuring Rule of law is established
- 2) Reduces corruption.
- 3) Policies reach desired objective

Need for empathy

- 1) Civil servant understands suffering of citizen and take best possible steps to remove those sufferings.

2) No-one in society is left behind.

Objectivity and empathy

→ It ensures that although civil servant acts according to laws, facts and rules.

↳ The civil servant uses his/her discretionary powers for benefit of the needy.

eg: Giving Ration card to a poor divorced lady, if not all documents complete

Objectivity along with empathy ensures partiality for the poor and needy. It can only be developed through ethical training and remembering Gandhi's Talisman in case of doubt.

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

India at present has around 50 crore internet users which would increase to 75 crore by 2030.

Challenges Information Technology Pose

- 1) Inequity in access : Poor connectivity in rural areas
- 2) Anonymity : on digital space used for harassment.
- 3) Cyber fraud : being faced by people not so internet savvy.
- 4) Privacy has found new boundaries.
- 5) Data of individuals being sold.

Role of ethics in Cyber Space

- 1) Ensuring equity and democratic

decision making For eg: In
formulating laws regarding data
storage.

- 2) High ethical learning can ensure
anonymity not misused.
- 3) ethics would ensure no misuse
of private data for corporate benefit.
↳ eg: Cambridge Analytics
- 4) Due to changing technologies, rules and
laws would become outdated,
however ethics would ensure
continuity.

ethics can be the solution of
the various challenges of Information
Technology. ethical learning of
individuals and code of ethics for
corporate would help.

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

Transparency ensures that all government decisions are available for the citizens to look into and all government data easy to access.

Transparency pre-condition for good governance

- 1) Ensures financial probity as official ~~made~~ know, their decisions available for public.
- 2) Ensures accountability as citizens use available government data and match them with ground realities.
- 3) Helps awarding ethical civil servant and dismissing corrupt ones.

- 4) Freely available data would ensure ICT services resulting in better governance.
- 5) Citizen participation increases due to transparency.
- 6) Citizen centric governance develops as citizens can ask for better services looking through government decision making

How transparency to be established

- strengthen RTI
 - ↳ Recent amendments a threat on independence of information commissioners
- Provide for e-governance
 - ↳ allow for quick access

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

(a) A nation should not be judged by how it treats its highest citizens, but its lowest ones. Nelson Mandela (10)

Nelson Mandela wanted to convey that although development in terms of GDP growth is important, the most important aspect in ensuring this growth reaches the weakest.

→ In India, the weakest section progress should be progress of our country.

→ We should focus on assuring agriculture development because that is where the poorest find their livelihood.

6 schemes like PM KISAN, PM Kushi, Sinchai etc should be implemented.

→ Providing tax saps for industries

and financing functioning banks should not be sole criteria of government achievement.

→ A person should not be judged on how he interacts with his/her seniors but how with his inferiors.

→ India should ensure that its policies ensure ~~more~~ that weaker sections benefit as much if not more.

[How it can be done?]

→ Ensuring values like empathy are developed in civil servants.

- Increasing citizen participation in governance for ensuring all sections are benefitting

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)

Rabindranath Tagore when made the above statement wanted us to focus on moral education as much as we focus on other aspects

→ Ideal education not only tells us about the issues, problems and challenges of the country

→ The education shows us the path to go forward and resolve these issues.

- A man can only be happy when what he thinks, what he speaks and what he does are in harmony.

→ Highest education answer such harmony is achieved.

→ Highest education provides us with ethical education which helps us take the best possible decision in difficult situation.

↳ Such decisions increase the welfare of all people around

↳ And such act ensures we live in harmony with our existence.

What needs to be done for ensuring school provides highest education

→ Focus on continuous learning instead of exams.

→ Including moral education in curriculum.

→ Including task based education as Mahatma Gandhi proposed.

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)

Attitude is the value which makes us react to particular person, object or situation in a desired way.

Importance of attitude for achieving success

- 1) Positive attitude of 'Yes One Can' ensures a person is not afraid of challenge any big it be.
- 2) Never giving up attitude ensures that small failures do not demotivate him/her.

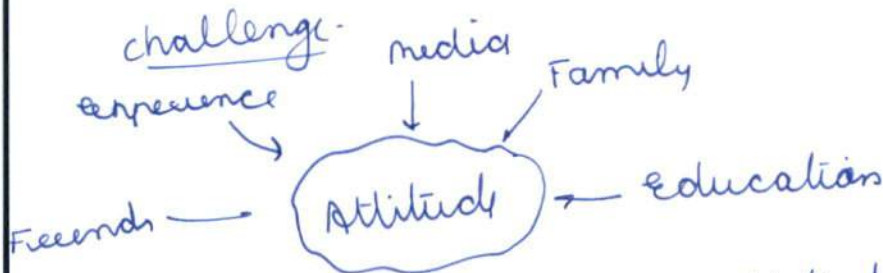
↳ eg: During my college days I could not clear job interview for first 5 days but I persisted and cleared interview for my dream company.

3) Attitude of cooperation assures a person works with his/her team mates to achieve success.

↳ eg: I lead a small team of people who did not like each other, but through my cooperation attitude success was achieved.

4) Attitude ensures that we are not biased against any particular gender, religion or caste.

5) Attitude also ensures that once success is achieved, we do not overcelebrate and keep start focussing or next challenge.



Thus for a good attitude, ethical education along with highlighting of leaders who held a positive attitude is important.

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)

Emotional Intelligence helps us in receiving, identifying, controlling and using ones and others emotions to achieve ones goal.

Emotional Intelligence and self awareness

→ If one does not understand ones own emotion and how these emotion affect ones action, one would not be able to understand someones else emotion.

eg: If one does not understand that failing in exam makes one sad, he/she would never be able to cheer up someone who just failed.

→ It is only when we understand our emotions, we get to know how to control them

↳ eg: I was able to help my brother with interview stress because I knew how I felt in that situation and what was going through my mind

→ All successful orators are so good, because they understand emotions of their public, as they learnt through their own experience.

↳ eg: Malin Luther King in his speech was so successful because he had gone through same emotions as his audience and learnt from them.

Thus emotional intelligence starts from oneself and should be developed there on.

- 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)

Integrity pacts are set of values or ethical conduct which needs to be followed by private contractors and the contract can be nullified if the contractor does not abide by it.

Role Integrity pacts play in bringing transparency & proper utilisation

- 1) Only attend private companies with high ethical conduct
 - ↳ These companies are themselves following highest corporate governance standards.

- 2) Private companies signing such pact work under the values of such pacts which ensure highest level of

efficiency.

3) Ensure that any company which
takes part in immoral / corrupt
practices can be punished.

↳ No need for long lasting
court dispute.

4) Bring about competition among
private contractors resulting in
best utilisation of funds.

5) ~~The~~ ethical

Thus 2nd ARC had recommended
that integrity pact should be
made compulsary to ensure transparency
and best utilisation of public funds

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

Rapid technological changes in today's world make education of facts and figures irrelevant very fast. However moral and spiritual values in education can assure solutions to problems arising due to technological changes.

→ moral values assure that a person ensures help give to their best at work.

↳ New changes being new learning of new technologies.

— ensures autonomy / anonymity is not misused.

→ ensures one tries to use new

technology has good instead to
go doing harm.

↳ eg: AI can be used both for
electoral beamforming (Cambridge
Analytics) and solving
health issues (Watson of IBM)

→ moral education ensures no changing
technology does not result in
monopoly of few big MNCs and
lack of equal access.

→ moral education would also ensure
sources for support for people who
lose job due to technological
changes. (eg: UBI)

Thus ethics moral and spiritual
values have even a bigger role to
play in today's world of changing
technologies.

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

Deen Dayal Upadhyay was a social reformer and thinker who propounded humanism for benefit for all.

Main elements of integral humanism

- 1) Non-discrimination against any person based on caste, religion or class.

↳ In today's time resolve the trends of Hindu-Muslim clash.

- 2) Tolerance which ensures understanding condition views of other and trying to change condition views instead of removing them.

↳ eg: issue of mob lynching can be resolved.

- 3) Mutual respect and progress of all people.

↳ can be used in international relations - specially Indian relation with neighbouring small countries eg: Nepal

4) Focus on inclusuality i.e. give everyone chance to develop in relative way helps work.

↳ In today's time respect for LGBT community

5) Focus on unity of all for progress of community as a whole.

↳ In today's time against terrorism and climate change.

Dr. B. R. Ambedkar

integral humanism is of utmost importance even in today's society and should be promoted.

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)

code of ethics provides the civil servant ~~for~~ with ethical values which he/she needs to keep in mind when taking any decision.

Need of code for social media platform

→ government has been encouraging outreach through social media
↳ civil servant should follow ethical conduct while doing

So.

→ Private life of civil servant as shared on social media may influence his/her working

↳ eg: criticising a particular ideology if goes against

present government can make
functioning of civil servant biased.

→ misbehaviour / using of foul language
on social media may undermine
public trust in authority

→ social media is also being used for
tracking citizen complaints thus
make it part of government
working machinery

↳ eg: ministry of railways use
twitter for complaint
redressal

Thus a code of ethics focussed
on Honesty, Objectivity, Accountability,
dedication To Public Service, Integrity, &
leadership should be implemented for
civil servant on social media
platforms as well.

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

corporate governance are governance guidelines which help corporate in decision making

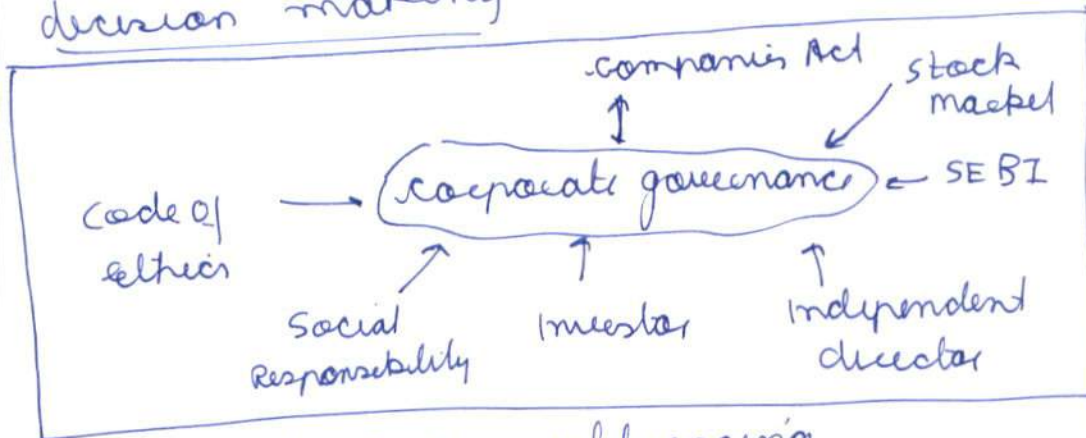


Fig: Factors influencing corporate governance

corporate governance can ensure equitable treatment

- 1) corporate governance focuses on protecting minority investors and thus help them.
- 2) Issues the company directors take decision for welfare of all

stakeholders and not just themselves

- 3) SEBI ensures no corporate is
able to defraud investors -
however small.
- 4) corporate governance ensures
transparency which result in
equitable stakeholder relection.
- 5) corporate governance influenced
by code of ethics abets by
equality as a value.

Weakness of corporate governance in
India

- weak independent directors
- Family run business have less
accountability.
- social corporate Responsibility is not
fulfilled.

Thus we need to strengthen corporate
governance for ensuring benefit for
all investors.

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)

Stake Holder

- DM
- me as SP
- Politicians involved
- Government officials involved
- General public
- Government ~~which~~

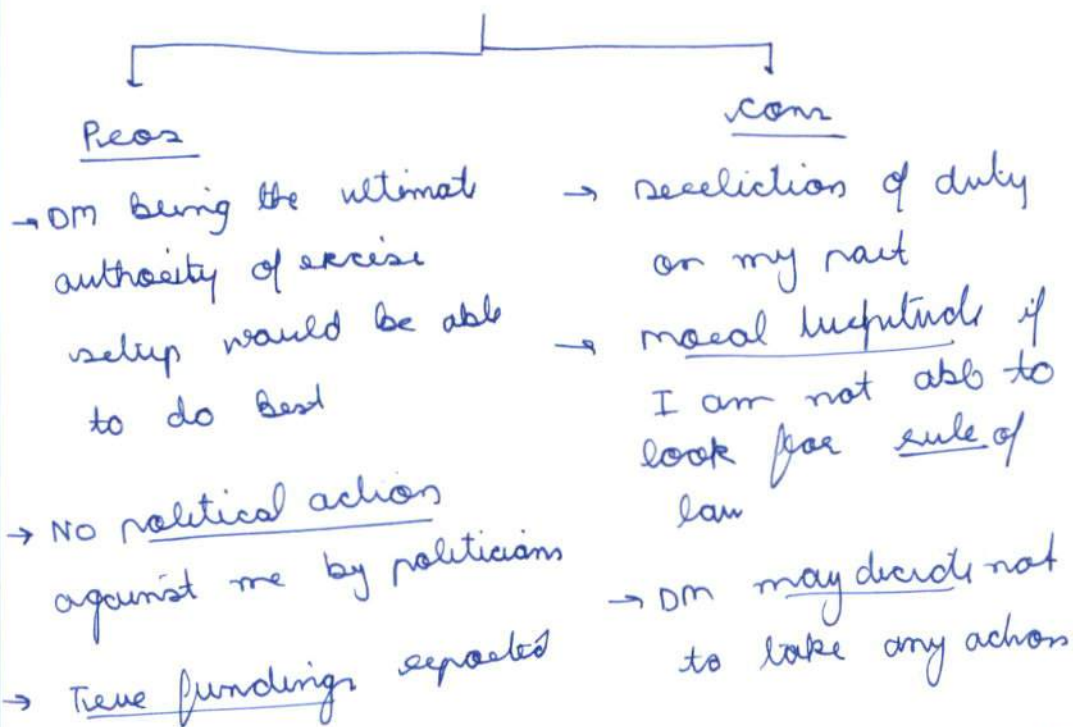
ethical Issue

- Fulfilling one's duty as SP
- Ensuring report is fair

- Politicians may act against me if true report is submitted
- Plan for long term reforms

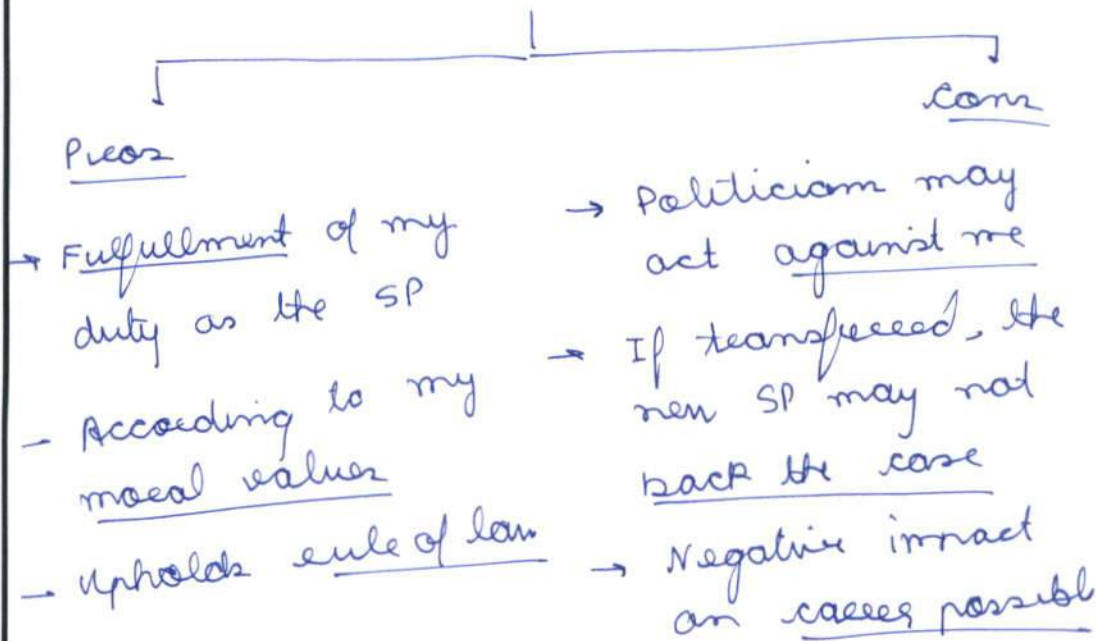
→

- ① Report your findings and seek instruction



In this option although I fulfil part of my duty to submit a true report. However not taking any action on the report undermines my post.

② Charg: all accused under legal
recursion



This action ensures that I fulfill my responsibility to fullest, however it may lead to a my transfer and the new SP may not back my investigations

③ Putting report in public domain
and exposing recur

→ Pros → Once made public - action needs to be taken against the

corrupt politicians and officials

- I may not bear the burden of political vendetta.

Com

- Against civil services conduct rules as I lack government functioning
- Politicians may use paid media to stun narrative against other
- media trials which undermines our formal judicial system.

my course of action

- I would prepare a letter correct and truthful report and forwarded it to DM.
- simultaneously I would forward the report to the government of state, specially cabinet members

- I would hold a press conference and give a outline of my findings.
- Parallelly I would charge all accused and back my findings in court.

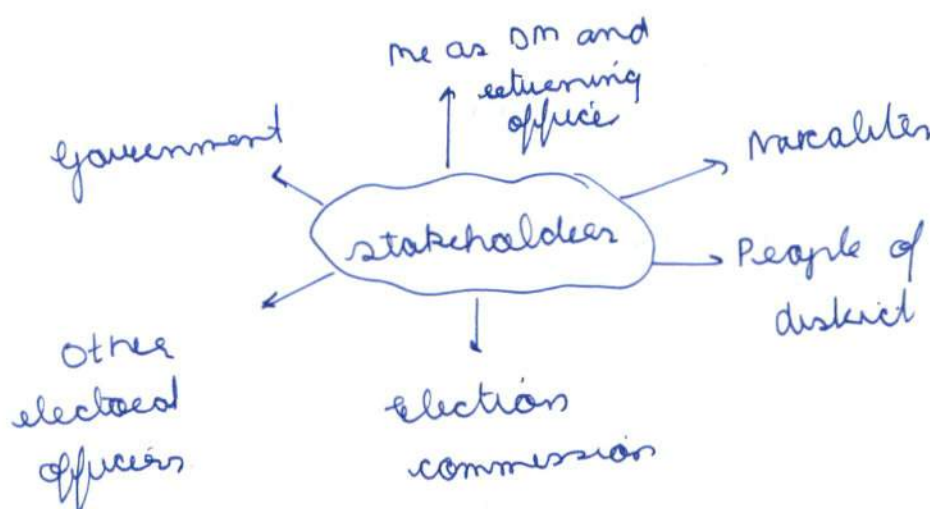
Reasons for my course

- The above steps would ensure that not only do I act against perpetrators but also get support from media, public and government
- This would allow me to uphold rule of law and minimise backlash from corrupt politicians
- gandhiji said that true character of a person comes to light in difficult situation and this is such a situation where I would feed to my courage.

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)



- (a) values that are crucial to work in such adversities

1) courage to ensure that one does not get fearful and assues

completion of ones duty.

- 2) Dedication To Public Service . as it would motivate a civil servant to ensure free voting.
- 3) Leadership to not only do his/her personal duty but ensure other electoral officers also do the same.
- 4) Emotional Intelligence to understand the fear of public and other officials and make them see the other picture.
- 5) Empathy as one needs to be empathetic to the condition of public in such situation.

(b) Plan of action

- 1) Request the election commission for extra force for ensuring safety.
- 2) call a meeting of all government officials on election duty and make them understand their responsibility.
Also highlight the importance of democracy and of free and fair elections.
- 3) Meet with public and ensure them that all security precautions would be done to ensure their safety.
- 4) Use media, radio and social media to announce elections would happen on time and give confidence to public that government is in control of the whole situation.

- 5) mock drills on the path which would be taken by election officials to polling booths and back.
- 6) ensure meeting with local police officials and other security official to plan for fail-proof security measures.
- 7) send officials to various polling areas to reassure confidence to public to vote.

Reasons for such actions

- would reassure for security to public and gives election officials
- motivate other officials and lead them towards completion of duty.
- use of communicational devices to

spread message of confidence

Nakalim speaks in areas with
weak governance. Free and fair elections
~~are~~ is first step towards ensuring
accountable governance machinery. Thus
I would do all things in my hand
to ensure conduct of free and fair
elections.

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)

(a) Stakeholders

- me as DM
- my friend who owns factory
- labour office
- labourers of factory
- general public

Public Cause

- constitution provides for decent working condition for public in DPSP and should be upheld.
- Rule of law as many laws provided for labour welfare eg: Recently

passed code of labour welfare

- ensuring transparency and non-relationship is upheld, in public eyes.

Ethical Issues Involved

- my duty as dte DM to the workers.
- my friendship with owner.
- Issue of public versus private life
- maintaining transparency and non-relationship.
- Ensuring my conflict of interest are well documented and don't not affect the action taken.

b) Course of Action

- 1) I would firstly declare my conflict of interest and give command to

Some other senior official

- 2) I would create a committee to look into the complaints of poor working conditions and of labour unrests.
- 3) I would forward the report of committee to my senior and tell the labour department.
- 4) If found to be at on wrong side of law, I would instruct the labour department and commanding official to take penal actions.
- 5) I would excuse myself from proceedings of penal action, due to my conflict of interest.
- 6) In the meantime I would ensure, that no part of report before being finalised.

teaches my friend -

Reasons for my course of action

- 1) Ensures my conflict of interest is taken care.
- 2) Workers get their due right through action on report.
- 3) My values of integrity and objectivity are upheld.
- 4) As I do not take part in judicial proceedings, my personal relations are maintained to some level.

Conflict of interest in a real servant line of work are common and such situations need to be tackled in such a way one's duty towards job is not undemeaned.

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)

stakeholders in the case

- Tribals
- ~~people~~ DM
- government
- me as resident.

(a) Key Issues and challenges

1) Fighting malnutrition, which affects life of tribal children

2) Ensuring tribal customs can continue in one form or another

- 3) Providing for sufficient consumption for millet.
- 4) making tribals understand the importance of millet in their diet and to their wellbeing.
- 5) Nudging tribals towards millet cultivation with positive policies instead of forcing tribals through threat or penal action

(b) Stakeholders and their interest

1) Tribals :

- ↳ want to continue their tradition
- ↳ want high consumption
- ↳ welfare children.

2) NGOs :

- ↳ ensuring welfare of tribals or whole and children in particular

3) Government

↳ ensuring benefits of their
scheme reach tribals

↳ Fulfilling SDGs targets - no poverty
(SDG 1), no hunger (SDG 3) and
equitable development

(c) measures of action SM can take

1) making sure tribals get informed
about the benefits of millets
for their children and the
environment around.

2) meeting with tribals and understanding
their customs.

↳ If possible for them to continue
custom with millet

↳ else cultivating common
traditional crops of land being

cultivated at present and millet
on the fallen land.

- 3) changing food habits slowly, with
introduction
replacement of millet flour as additive
to traditional flour

↳ Taking help of renowned cooks
for introducing millet in
traditional dishes.

- 4) Ensuring irrigation facilities under
PM Krushki Sanchai Yojana are
available for fallen land

- 5) Procurement of millet under PDS
for handsome remuneration
for tribals.

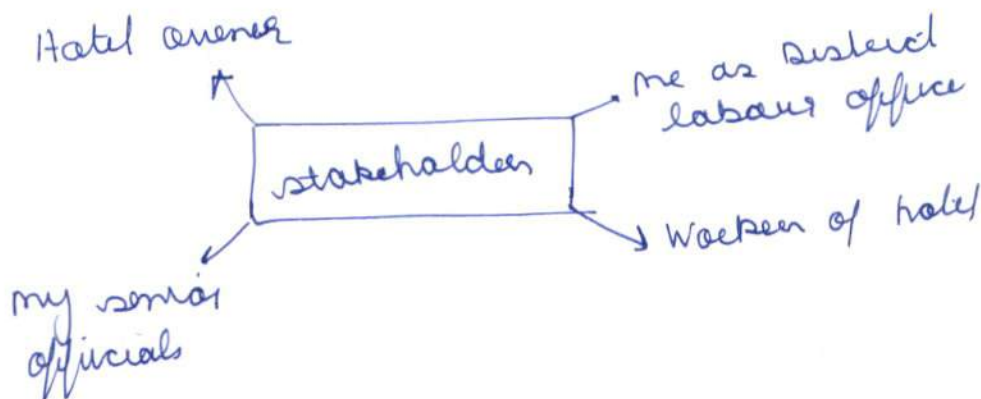
Tribals of the country have
their unique culture and the

Resident magistrate has to ensure
that the change in diet and
in cultural practices should
come through participation of tribal
keeping their interest in mind.

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)



(a) Issues involved in the case

- 1) Undermining basic human rights of the workers.

- 2) Illegal actions as paying below minimum wage goes against labour legislations.
- 3) My taking action may result in my transfer or promotions in future.
- 4) Not taking action may embolden other hotels to follow suit and not pay minimum wage.

b) ① Follow the informal advice

Pros	Cons
<p>→ my <u>future promotion</u> may benefit.</p> <p>→ No <u>pressure</u> of any kind would be placed by me.</p> <p>→ <u>Hotel owners</u> may start <u>paying minimum wages</u> on its own</p>	<p>→ <u>selection of duty</u> on my part.</p> <p>→ <u>Moral inconsonance</u> for me as acting against my values.</p> <p>→ <u>Workers</u> will mostly keep on suffering</p>

② Commence the owner

Pros	Cons
<p>→ <u>suffering of worker</u> may stop if owner <u>commenced</u>.</p> <p>→ I do not act against <u>my services</u> adhere</p>	<p>→ <u>Rule of law</u> is undermined as penal action is not taken for <u>illegal conduct</u></p> <p>→ Owner may not <u>heed to be adhere</u> and suffering of worker would continue</p>

③ submit detailed report and seek formal directions

Pros	Cons
<p>→ If <u>formal direction</u> come for action against owner, rule of law would be upheld.</p> <p>→ I would be excused from <u>moral dilemma</u></p>	<p>→ <u>Hotel owner</u> may use <u>political connection</u> to ensure the <u>report</u> stay enacted upon</p> <p>→ <u>Deceitful</u> of duty or my part as I am the <u>contempt</u> authority.</p>

④ seize notice and initiate action

Pers	com
→ upholding <u>rule of law</u>	→ <u>negative consequences on my career.</u>
→ suffering of <u>workers would stop.</u>	→ If <u>no worker comes</u> forward due to fear, the case would <u>crumble.</u>
- Upholding my <u>value system.</u>	

My preferred course

- 1) compute a report after thorough investigation regarding the hotel not paying minimum wages.
- 2) send the report to seniors. and to call a press conference to tell about findings.
- 3) Approach the workers to make them file complaint by insuring them

total secrecy and anonymity so
the workers don't lose jobs.

- 4) Take action based on report and
complaints and under the
minimum wages Act

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)

(a) Role of government in education sector

1) Education is the basic necessity for welfare of public so that the children and learn, which would help them fulfil their potential.

2) Private schools are unaffordable for large sections of our society and government schools ensure access to education for all sections.

3) Government's basic functioning

is need of public and under it
education is the ultimate necessity
along with health

4) Though government schools,
government can ensure basic
educational standards.

5) Public schools create a feeling
of harmony, equality and non-
discrimination as students from
all sections, classes and religion
come together to study.

6) Public schools provide educational
opportunities in far off areas where
private schools do not find it
profitable to operate.

b) Principle and values which would guide my recommendations

- 1) equitable education for all sections and all gender
- 2) quality over quantity in our educational system.
- 3) Providing basic facilities such as computers and separate toilets.
- 4) making teachers part of transformational process.
- 5) Education based on educational levels and not age.

(c) ways for improving quality of education

- 1) Teachers should be appointed after central level test and continuous training and certification.

- ↳ Use of technology such as finger based authentication for reducing absenteeism.
- ↳ ~~encouraging~~ encouraging teachers by yearly Best Teacher Awards
- 2) Providing basic infrastructure in schools
 - ↳ libraries
 - ↳ computers
 - ↳ separate toilets for boys & girls
 - ↳ clean drinking water.
- 3) Focus on outcome instead of attendance of students.
 - ↳ continuous evaluation
 - ↳ sharing of best practices
 - ↳ Use of ICT for student specific lessons.
- 4) Right To Education Act to be

implemented in spirit

↳ 30:1 student-teacher ratio

↳ continuous evaluation till Vth
standard.

↳ chance of reappearing in exams
if fail.

Education is backbone of
tomorrow's India and need to be
strengthened.