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GENERAL STUDIES (TEST CODE : 1505)

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Medium Hindi/Eng.	English	Registration Number	861690
Center	Delhi	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(a)	10	
6(b)	10	
6(c)	10	
7	20	
8	20	
9	20	
10	20	
11	20	
12	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

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 **TWELVE** questions printed in **ENGLISH & HINDI** इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
- All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
- The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
- Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one.
प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
- Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

1. Contextual Competence
2. Content Competence
3. Language Competence
4. Introduction Competence
5. Structure - Presentation Competence
6. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

SECTION - A

1. (a) Open Government Data (OGD) can be seen as a step towards greater transparency and accountability in India. In this context, discuss the benefits of OGD and the challenges which lie therein. **(150 words) 10**

ओपन सरकारी डेटा (OGD) को भारत में अधिक से अधिक पारदर्शिता और जवाबदेही की दिशा में एक कदम के रूप में देखा जा सकता है। इस संदर्भ में, OGD के लाभों और उसमें निहित चुनौतियों की विवेचना कीजिए।

Ans 1A.

Open Government Data (OGD) is the policy of sharing government data related to schemes etc with public proactively which promotes transparency and a culture of openness. Its key pillars include availability, accessibility and accountability.

Benefits:

- Brings in transparency in the functioning of govt. and its decision.
- Promotes participatory governance.
- Builds trust between govt officials and public

- increase efficiency and reduce time.
- Promotes self-regulation and better vigilance.

Challenges:

- Culture of secrecy prevalent due to laws like OSA etc.
- lack of political and bureaucratic willingness as secrecy makes corruption easier.
- unavailability of data in accessible formats.
- lack of general public awareness and literacy amongst public about their rights.

ODD in vernacular languages must be made an integral component of Digital India mission in order to promote a citizen-centric governance.

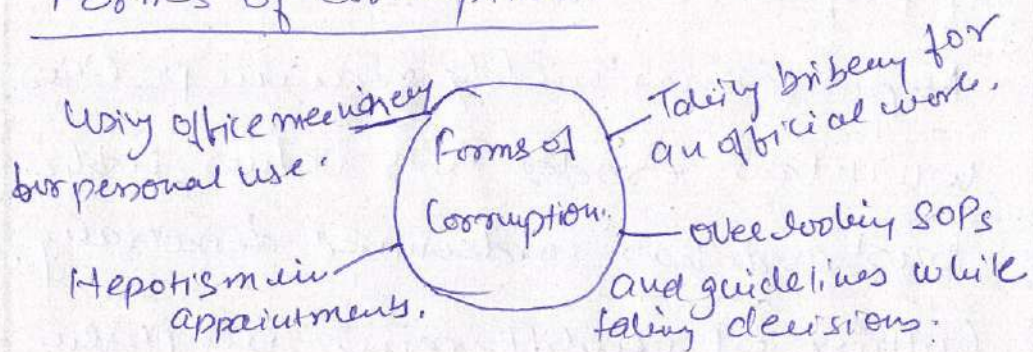
1. (b) "While corruption is never good, not all forms of corruption are equally bad for the economy, nor do they cause the same kind of harm." Critically analyse the statement in the context of India. **(150 words) 10**

यद्यपि भ्रष्टाचार कभी अच्छा नहीं होता है, तथापि सभी प्रकार के भ्रष्टाचार अर्थव्यवस्था के लिए समान रूप से बुरे भी नहीं होते हैं, न ही वे समान क्षति पहुंचाते हैं। भारत के संदर्भ में, इस कथन का समालोचनात्मक विश्लेषण कीजिए।

Ans 113

Corruption is defined as the misuse of an office or position in a manner so as to gain personal favour.

Forms of Corruption.



- Taking bribery for an official work
- Using office machinery for personal use.
- Nepotism in appointments.
- Overlooking SOPs and guidelines while taking decisions.

Demerits of Corruption seen in India;

- Economic or financial corruption has been the major form of corruption seen through scams like 2G, CW etc. It has led to loss of revenue, decay in quality and delays in completion of projects.
- Nepotism is widely seen in politics which has eroded its values, public trust and has undermined democracy.
- Culture of indifference in public offices and insensitivity towards public leads to frustration and loss of faith in these institutions.

Corruption in all and any form is intolerable. Proper values must be integrated in officials to stop it.

2. (a) Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development. Discuss. Also, state ways to enhance probity in governance.

(150 words) 10

शासन व्यवस्था में ईमानदारी (प्रोबिटी) एक कुशल एवं प्रभावी शासन प्रणाली तथा सामाजिक-आर्थिक विकास के लिए एक अनिवार्य और महत्वपूर्ण आवश्यकता है। चर्चा कीजिए। साथ ही, शासन व्यवस्था में ईमानदारी बढ़ाने के तरीकों का भी उल्लेख कीजिए।

Ans 2A

Probity in governance means the circulation of ethical values while performing public duty.

Benefits of probity in governance:

- Brings in transparency, removes mis-trust and improves efficiency.
- Remove moral dilemmas in public places and helps in faster decision making.
- Makes the administration more responsive and empathetic towards weaker sections. Leads to faster socio-economic development of these communities.
- Improves the accessibility of the public offices for the common citizen.

Ways to enhance it :

- Adopt Sevottam Model of governance. Bring out proper citizen charters, setup public grievance redressal cell in all public offices. (2nd ARC 4th report recommendation)
- Develop capabilities in work force to achieve the targets set by the organization.
- Institutionalize the development of ethics in public servants.

Governance without probity is like a car without a driver. It is important that it is instilled into our governance models.

2. (b) Highlighting the importance of whistle-blowing in an organisation, discuss the systemic factors that determine whether a person would become a whistle-blower. (150 words) 10

किसी संगठन में व्हिसल-ब्लोइंग के महत्व पर प्रकाश डालते हुए, उन प्रणालीगत कारकों की विवेचना कीजिए जो यह निर्धारित करते हैं कि कोई व्यक्ति सूचना-प्रदाता (व्हिसल-ब्लोवर) बनेगा या नहीं।

Ans 2B

Whistle blowing can be defined as the act of going public by an employee about an apparent breach of public trust by the organisation.

Importance :

1. Has led to unearthing of several scams in the past like Nyapom Scam.
2. Forces the organisation to change its course of action and bring in corrective steps.
3. May start public debate around the matter leading to wider implications like passing of law.

Factors leading to whistle blowing:

- Repeated commission of an offence by organisation.
- Lack of internal grievance redressal mechanism.
- Intensity of top officials towards the matter.
- High sense of public duty and moral values in the employee.

Whistle blowing although useful, must be used as a last resort as it leads to other problem like breach of trust, loss of jobs, loss of public faith in organisation etc.

3. What do each of the following quotations mean to you?

निम्नलिखित में से प्रत्येक उद्धरण का आपके लिए क्या अर्थ है?

(a) "Strive not to be a success, but rather to be of value." - Albert Einstein
(150 words) 10

"सफल व्यक्ति बनने का प्रयास मत कीजिए, बल्कि सिद्धांतों वाला व्यक्ति बनने का प्रयास कीजिए।" - अल्बर्ट आइंस्टीन

Ans 3A

The above statement points out the principle of being useful to the society and the idea of giving back to the world instead of just mindlessly chasing success.

Success may be of different types and can come in differing ways, both moral and immoral. But being of value to the world is a quality that is rare and is a product of conscious nurturing. It is also more difficult as it requires empathy, selflessness and humility.

People who strive for adding value to the world often develop great EI and social skills. These qualities in turn help them to

achieve success in life.

One of the biggest reasons that
I choose to be a civil servant
is that it allows me to bring
of value to the best of the
society as it puts me in a
position to change their lives
positively.

3. (b) "Facts are many, but the truth is one." - Rabindranath Tagore

(150 words) 10

"तथ्य कई हैं, पर सत्य एक है।" - रवीन्द्रनाथ टैगोर

Ans 3B.

The above statement shows Tagore's modernist thoughts about truth being universal. It also shows that there are various aspects to an issue all of which ultimately lead to the final truth.

A civil servant is often confronted with many issues with various facts that need proper analysis. It is the job of a civil servant to separate the shell from the hull and bring the truth to life.

In my opinion such a task requires personal integrity, honesty and a sense of commitment towards duty. By following these principles

one can come to the correct conclusion free from any external obligation or force.

It can be understood from the story of the blindman and Elephant. They all said their facts about the elephant but only by putting them all together one can describe the true image of an elephant.

4. (a) Analyze the significance of appointing ethics officers in the light of strengthening corporate governance in India. (150 words) 10

भारत में कॉर्पोरेट शासन को मजबूत करने के आलोक में एथिक्स ऑफिसर्स (नैतिकता अधिकारियों) की नियुक्ति के महत्व का विश्लेषण कीजिए।

Ans 4A.

An ethics officer is tasked with the job of developing a code of ethics for the organisation and ensuring that the company adheres to it in letter and spirit.

Significance:

1. Strengthens corporate values like equality, fairness and objectivity.
2. Improves business ethics like fair competition, environmental justice, honesty etc.
3. Creates healthier work environ-
ment in office with less politics
4. Builds employee trust in the organi-
sation due to high transparency
and hence improve employee

Satisfaction, efficiency and output.

5. Improves product line by rejecting sub-standard materials thereby greater customer satisfaction.
6. Benefits the nation by following regulations and proper tax assessments.

With the increasing role in private sector in India, it is important for Companies to develop a COE in consultation with all its stakeholders.

4. (b) Transparent governance promises an accountable state but a balance has to be achieved between disclosure requirements and administrative privileges for efficient governance. Discuss. **(150 words) 10**

पारदर्शी शासन एक जवाबदेह राज्य का भरोसा दिलाता है, लेकिन कुशल शासन व्यवस्था के लिए प्रकटीकरण आवश्यकताओं और प्रशासनिक विशेषाधिकारों के बीच संतुलन बनाए रखने की आवश्यकता है। चर्चा कीजिए।

Ans 4B:

A right balance between transparency and secrecy for administrative convenience must be maintained in order to maintain efficiency in work.

Over transparency may lead to over scrutiny by public leading to interference and lack of independent decision making. It may also deter heads from taking any bold decision.

Administrative privileges of secrecy etc. often lead to corruption and sluggish work. It has also led to apathy amongst public servants. But it is required to maintain independence, proper national security etc.

hence a balance between them is required.

For example, the process of decision making must not be made public but once a decision has been taken the ground on which it was taken can be made transparent. This is not only enhances public trust but also improves efficiency.

5. (a) Citizen empowerment is a natural outcome of a Citizen Charter. Critically evaluate in the Indian context. (150 words) 10

नागरिक सशक्तीकरण सिटीजन चार्टर का एक स्वाभाविक परिणाम है। भारतीय संदर्भ में समालोचनात्मक मूल्यांकन कीजिए।

Ans:-

A citizen charter is a document outlining the rights of the citizens as well as the quality of service they can expect from the organization.

Benefits:

1. Brings in transparency, removes discretion.
2. Helps in participatory governance and public awareness.
3. Improves the efficiency and quality of public services.

Challenges in India:

1. Lack of awareness and illiteracy amongst public making the endeavour moot.

2. Resistance to bringing out such charters and improving their accessibility in public offices.
3. Lack of capacity to deliver on promises in officials.
4. Insufficient grievance redressal mechanisms to address public complaints in case of breach of charter.

As suggested by 2nd ARC, CCs must be available in vernacular languages as well as capacity building needs to be undertaken for public officials.

5. (b) Discretionary power by itself is not pure evil but gives much room for misuse. Discuss in the context of administration in India. (150 words) 10

विवेकाधीन शक्ति अपने आप में कोई बुराई नहीं है, लेकिन यह दुरुपयोग की अत्यधिक संभावना उत्पन्न करती है। भारत में प्रशासन के संदर्भ में चर्चा कीजिए।

AnsSB.

Discretionary power comes into action in a place where rules and guidelines about a certain function are not clear. Public Servants in India are vested with large discretion.

Here ∴

India is diverse country with huge poverty. It is not possible to design a protocol for every situation that a public servant may encounter. While Autodaya is the principle on which civil servant are expected to work upon, discretion hence becomes important to provide justice and timely delivery of services.

Harm:

large discretionary powers have often lead to corruption and nepotism. They drive secrecy and breed apathy without accountability. They have led to wastages and inefficiencies in the system.

Proper protocols must be designed where possible and accountability must be fixed in cases of discretion for better governance.

6. (a) Emotional Intelligence is an important trait to imbibe in a highly competitive and achievement-oriented environment. Elucidate.

(150 words) 10

भावनात्मक बुद्धिमत्ता एक अत्यधिक प्रतिस्पर्धी और उपलब्धि-उन्मुख परिवेश में आत्मसात किया जाने वाला एक महत्वपूर्ण गुण है। विशदीकरण कीजिए।

Ans 6A:

Emotional intelligence is defined as the ability to understand and manage other people's feeling and emotions by developing empathy towards them.

Benefits :

- Helps manage other people better, hence improves output.
- Decreases the chances of confrontation between employers thus creates better work environment.
- Improves public service delivery by making an empathetic administration more responsive towards people's needs.
- Faster resolution of problems

that the company or employees might face.

It is often said in today's highly competitive environment, emotional intelligence is more important than IQ as:

- Provides good leadership.
- Success entails not just being good at a task but also being able to work well with others.

Therefore, inculcation of EI at primary stage itself is important for long term success in life.

6. (b) Emotional Intelligence is an essential ingredient for successful implementation of pandemic induced emergency response. Comment in the light of COVID-19 pandemic. **(150 words) 10**

भावनात्मक बुद्धिमत्ता महामारी जनित आपातकालीन अनुक्रिया के सफल कार्यान्वयन हेतु एक अनिवार्य घटक है। कोविड-19 महामारी के आलोक में टिप्पणी कीजिए।

Ans 6B

The Covid-19 pandemic has devastated millions of life all across the world with a disproportionate impact upon the poor and marginalised.

Usefulness of EI in response to Pandemic

1. Empathy helps in understanding the position of others better, hence take better and more thoughtful decisions.
2. Social skills help manage people around us better in times of extreme stress like corona pandemic.
3. Large discretion required in this situation. EI helps in ethical application of it.

4. Helps to build morale and confidence of corona warriors who would otherwise succumb to despair seeing so much death all around them.

5. Provides efficient and motivating leadership required in these times.

Emotionally intelligent people can not only manage their emotions better in such times but also provide shoulder for others to cry upon.

6. (c) Enumerate the decisive factors behind moral attitude. Also, discuss any incident from your life wherein you brought about a change in someone's attitude around an important social issue. (150 words) 10

नैतिक अभिवृत्ति के लिए उत्तरदायी निर्णायक कारकों को सूचीबद्ध कीजिए। साथ ही, अपने जीवन की ऐसी किसी भी घटना की विवेचना कीजिए जिसमें आप किसी महत्वपूर्ण सामाजिक मुद्दे पर किसी व्यक्ति की अभिवृत्ति में परिवर्तन लाने में सफल हुए थे।

Ans: 6c.

Moral attitudes are the attitudes that are shaped by the moral beliefs of a person. They are stronger than moral principles as they are constantly seen in his actions and hence are reinforced.

Factors affecting attitude :

- Socialization :

At various levels the values imbibed by an individual by his family, teachers, peers etc. like sharing, respect towards elders etc.

- Religion :

Values are also taught by religion charity, tolerance etc.

- Ideological:

Person believing in certain ideology like communism may have a certain attitude towards things like riches etc.

- Past Experiences:

They lead to formation of an opinion on a subject leading to attitude development.

- Conformational:

A person may carry attitude in order to be better accepted in his peers.

I once saw my friend^{mis} behaving with a third gender on street. I confronted him and informed that even they are a part of our society as equals. Through proper persuasion I was able to change his attitude towards such marginalized people.

SECTION – B

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

7. You are a single mother and work as a school counsellor for the psychological well-being of primary and secondary school children at a reputed school. Recently, you have found through your interactions that several students have been facing emotional trauma and mental health issues. Realising the gravity of the situation you want to discuss this with the school authorities and the board of trustees and come up with an advanced plan that can help parents get better involved. However, during the meeting, concerns are raised regarding your findings and the lack of supporting evidence is also cited by some. Moreover, senior members who are present express a sense of displeasure at what this might mean for the reputation of the school.

You are thoroughly appalled with this approach of the school authorities, yet you are mired down in your own financial circumstances.

On the basis of the above situation, answer the following:

- (a) Identify the most relevant stakeholders in the case.
(b) What are the dilemmas in the case?
(c) Discuss how stigmatisation of mental health issues can be addressed in schools. (20)

आप एक अकेली माँ हैं और एक प्रतिष्ठित स्कूल में प्राथमिक एवं माध्यमिक कक्षाओं के बच्चों के मनोवैज्ञानिक कुशलक्षेम के लिए स्कूल काउंसलर के तौर पर काम करती हैं। हाल ही में, आपने अपनी बातचीत के माध्यम से पाया कि कई छात्र भावनात्मक आघात और मानसिक स्वास्थ्य के मुद्दों का सामना कर रहे हैं। स्थिति की गंभीरता को समझते हुए आप स्कूल के अधिकारियों और न्यासी बोर्ड के साथ इस पर चर्चा करना और एक उन्नत योजना तैयार करना चाहती हैं जिससे माता-पिता को बेहतर तरीके से शामिल होने में मदद मिल सके। हालांकि, बैठक के दौरान, आपके निष्कर्षों के संबंध में चिंताएँ व्यक्त की जाती हैं और कुछ लोगों द्वारा समर्थनकारी साक्ष्यों के अभाव का भी हवाला दिया जाता है। इसके अतिरिक्त, मौजूद वरिष्ठ सदस्य इस बात पर नाराजगी व्यक्त करते हैं कि इसका स्कूल की प्रतिष्ठा पर प्रभाव पड़ सकता है।

आप स्कूल के अधिकारियों के इस दृष्टिकोण से पूरी तरह से हतप्रभ हैं, मगर आप अपनी वित्तीय परिस्थितियों में फंसी हुई हैं।

उपर्युक्त स्थिति के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) इस प्रकरण में सर्वाधिक प्रासंगिक हितधारकों की पहचान कीजिए।
(b) इस प्रकरण में कौन-सी दुविधाएँ हैं?
(c) चर्चा कीजिए कि स्कूलों में मानसिक स्वास्थ्य के कलंकिकरण मुद्दों का समाधान कैसे किया जा सकता है।

Ans 7.

The above case represents an example of repeated sidelining of mental health issues rampant in our society.

Ans A:

The most relevant stakeholders in this case are:

1. The students who are facing emotional trauma and mental health issues. Ignorance of such issues may lead to greater psychological damage in future.
2. Parents as they are guardians of their children. It is their right to be informed about the state of their children. They may also help in finding the root cause of the problem.
3. Teachers and senior members of management, as it is their

School and poor mental health of students will reflect in their scores.

It may also bring a bad name to school if not handled properly.

4. I, myself am a stakeholder as it is my duty to care of mental health of students. My timings have been questioned as well as my job might be under danger.

Ans.

The various ethical dilemmas in this situation are:

- My duty towards my profession and students is in connection with my duty towards my school organisation. Pressing upon a solution to the problem might bring a bad name to the school and its environment. The students might also be stigmatised in the society.

Furthermore, I might end up loving my job due to it.

- My duty towards my students is in contradiction with my duty as a mother. As a mother I am required to provide for my children which would not be possible if I lose my job.
- Furthermore, the self interest of school management is in contradiction with their duty towards their student's welfare.

Ans:

In the above case, I would go on to convince the senior management to approve the advance plan which would include:

- Holding private meetings one on one with the parents of affected students.
- Starting a private therapy session for students. Keeping in mind their

Privacy, such sessions would not be publicised.

- circulating curriculums on mental health issues in school textbooks and encouraging more public debate on it
- organising voluntary workshops on the subject.

These steps would help me solve my dilemma as well as can be generalized to address mental health issues in all schools.

8. You are an IPS officer on your first posting in a very poor and isolated rural area of one of the most backward states of the country. In your office complex, of which you are the incharge, there is a frequent sewage related problem, causing inconvenience to the employees in your office complex and severely affecting the efficiency of the workplace. It might also lead to health disorders and diseases such as cholera, diarrhoea etc.

To resolve it, the cleaning workers are made to do manual scavenging work without due regards to their safety. Most of these workers are from marginalised castes and are discriminated against socially. You are aware of the laws banning manual scavenging and the loopholes around it. In this context, answer the following questions:

(a) What are the issues which you need to address in this situation?

(b) Present your course of action to deal with the given situation.

(20)

आप एक IPS अधिकारी हैं। देश के सबसे पिछड़े राज्यों में से एक राज्य के एक बहुत ही निर्धन और अलग-थलग ग्रामीण क्षेत्र में आपकी पहली तैनाती होती है। आपके कार्यालय परिसर में, जिसके आप प्रभारी हैं, अक्सर सीवेज से संबंधित समस्या उत्पन्न होती है, जिससे आपके कार्यालय परिसर के कर्मचारियों को असुविधा होती है और कार्यस्थल की दक्षता भी बुरी तरह से प्रभावित होती है। इससे स्वास्थ्य विकार और हैजा, दस्त आदि जैसी बीमारियां भी पैदा हो सकती हैं।

इस स्थिति का समाधान करने के लिए, सफाई कर्मियों से उनकी सुरक्षा का उचित ध्यान रखे बिना मैनुअल स्कैवेजिंग (हाथ से मैला ढोने) का कार्य कराया जाता है। इनमें से अधिकतर श्रमिक हाशिए पर रहने वाली जातियों के हैं और उनके साथ सामाजिक रूप से भेदभाव किया जाता है। आप मैनुअल स्कैवेजिंग को प्रतिबंधित करने वाले कानूनों और उनमें निहित कमियों से अवगत हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) वे कौन से मुद्दे हैं जिन्हें आपको इस स्थिति में समाधान करने की आवश्यकता है?

(b) दी गई स्थिति से निपटने के लिए अपनी कार्रवाई का विवरण प्रस्तुत कीजिए।

Ans:

Manual scavenging unfortunately still remains a sad reality in our country.

The facts of the case are:

- Office is in a remote village in backward state.
- Sewage related problems causing problems to the workforce.
- Manual scavenging being done to mend it.

Ans 9

The issues in this case are:

1. Issue of manual scavenging as it is against the law. Also against Constitutional value of dignity of life under Art 21.
2. Marginalised and discrimination of people which is against Art 14, 15 and 17 of the Constitution.
3. Health and safety issue of the cleaning workers.
4. Flouting of rules in government premises itself which is a serious offence.

5. Issue of sewage problem which if not resolved may lead to health issues in my workforce.

Ans.

The various steps that I would take to resolve the problem are:

1. Put an end to manual scavenging immediately by providing them with proper equipments and safety gear to work. Employ technologies like robots to clean the sewage.
2. Discuss with the municipality to find a more permanent solution to the problem. Start a STP nearby, cover drains in the area etc.
3. Constitute an enquiry into how manual scavenging was allowed in the premises. If needed look into similar issues from elsewhere in my area.

4. Take strict action against people found guilty of the crimes.
5. Provide for government schemes like Atal pension yojana, PDS etc. to rehabilitates the workers properly in the long term.
6. Institutionalise a process of attitude change in my organisation on treating people from marginalised sections with proper sensitivity.

In this way, I would not only save workers from inhumane working conditions but also solve the sewage problem permanently.

- Law and order situation may arise if the confrontation continues for any longer and the police may have to step in.

Ans.

The course of action I will follow is:

1. Ask the railway authorities to delay the expansion for some time untill the situation is resolved or till the summer sets in.
2. Talk to slum dwellers and persuade them to carry out their protests elsewhere as this is unnecessarily causing trouble to innocent passengers. If required, provide them a place for the same. Peaceful protest is their right and the administration should allow it as long as it doesn't get violent.

Ans 12.

The above case represents the rapid unplanned urbanisation leading to development of slums in our cities.

Ans 9.

The various issues and stakeholders involved are:

- Unauthorized encroachment upon government land by slum dwellers. The railways has a right to use its property as it deems fit.
- Issue of lives and livelihoods of the slum dwellers as they have been living ^{their} for long and removing them will cause them hardships along with facing the brunt of the cold wave. Many might also lose their lives.
- Issue of passengers facing difficulties due to protests as they have no role to play in this situation but they are suffering unnecessarily. They also have the right to better facilities owing to the expansion and development of railway station.

12. You are the Superintendent of Police of a city where a large slum has developed in recent decades on the property of Indian Railways. The Indian Railways has prepared a plan for expansion of the city railway station for which they want to get the slums demolished. They have requested the assistance of local police for the same, however, the people residing in those slums have responded angrily to this step and have occupied the railway tracks, resisting any action by the officials. Slum dwellers are asking for a suitable rehabilitation, citing that the city is under the grip of a cold wave as the month of December is in progress. This has not only halted the railway traffic on the route causing immense hardships to railway passengers but also posing risk of violence between slum-dwellers and the police.

Given the situation

- (a) Identify various issues involved in the case along with different stakeholders.
- (b) What course of action would you follow to end this situation of confrontation and resume normal functioning of the Railways? (20)

आप एक शहर में पुलिस अधीक्षक हैं जहाँ हाल के दशकों में भारतीय रेलवे की संपत्ति पर एक बड़ी मलिन बस्ती (झुग्गी) विकसित हो गई है। भारतीय रेलवे ने शहर के रेलवे स्टेशन के विस्तार की योजना बनाई है, जिसके लिए वह झुगियों को ध्वस्त करवाना चाहती है। रेलवे ने इसके लिए स्थानीय पुलिस की सहायता का अनुरोध किया है, हालांकि इन मलिन बस्तियों में रहने वाले लोगों ने इस कदम पर गुस्से से प्रतिक्रिया दी है और अधिकारियों द्वारा किसी भी कार्रवाई का विरोध करते हुए रेलवे ट्रैक पर कब्जा कर लिया है। इन मलिन बस्तियों में रहने वाले लोग, यह हवाला देते हुए उपयुक्त पुनर्वास की मांग कर रहे हैं कि शहर शीतलहर की चपेट में है क्योंकि दिसंबर का महीना चल रहा है। इससे न केवल उक्त मार्ग पर रेल यातायात ठप हो गया है जिससे रेल यात्रियों को भारी परेशानियों का सामना करना पड़ रहा है, बल्कि मलिन बस्तियों में रहने वाले लोगों और पुलिस के बीच हिंसा का खतरा भी उत्पन्न हो गया है।

इस स्थिति को देखते हुए-

- (a) विभिन्न हितधारकों के साथ-साथ इस प्रकरण में शामिल विविध मुद्दों की पहचान कीजिए।
- (b) आप टकराव की इस स्थिति को समाप्त करने और रेलवे का सामान्य कामकाज फिर से शुरू करने के लिए क्या कार्रवाई करेंगे?

The course of action that I will take is:

1. Arrange a meeting with the religious groups and politicians and dissuade them from continuing the course. I will explain them the court order properly and also the sensitive situation of the district.
2. I will also recommend them to move to higher court if they are dissatisfied with the lower court's order instead of taking law and order in their hands.
3. If they do not listen, I will take strict action against them on grounds of attempting to incite violence in my district.
4. I will also go for preventive detention of politicians before demolishing the structure so that they are unable to create havoc.
5. Put out messages through mass media and social media to maintain communal harmony in the area. Rope in local influential people for this appeal.
6. Finally, demolish the structure within the time frame with proper security arrangements, outside of public vigil. Also provide the person with police security if needed.

In this way, I will solve the dilemma

my district from any violent clashes.
I also maintain a good reputation
with the local politicians. But
this step also reflects contempt of
Court and dereliction of duty.

2. Go ahead with the demolition
regardless of the warnings!

In this option,
I obey the court's order and fulfill my
duty towards the same. The person
from minority community gets justice.
But this may also leads riots and
communal clashes in the district
causing injury to life and property.
It is also my duty to maintain law
and order in the area and ensure
safety of its people. This also reflects
immaturity to an extent.

protesting against it. They fear minority appeasement at the hands of administration.

3. Local politicians who are using this situation for their petty political gains.
4. Citizens living in that area as any violent clashes will impact their lives as well.
5. Law enforcement agencies and civil administration as it is duty bound to carry out Court's order as well as maintain peace in the area. Any mishandling of the issue will bring a bad name to the administration.

Ans.

The various options available with me

1. Give into the demands of the religious groups and politicians:

Doing this saves

Facts of the Case :

- District has seen communal violence in the past.
- Lower court has given verdict in the favour to demolish a religious building situated in his property.
- Religious groups are upset with it.
- Politicians are supporting these groups.
- Deadline to demolish the structure, nearing soon.

Ans.

The various stakeholders in this situation are:

1. The person from minority community who won the case in court as it is his choice to use his property in manner he deems fit.
2. Religious groups who are communalizing the environment and

11. You are posted as the District Magistrate in a district, which has witnessed communal clashes in recent years. The lower court has given a verdict in favour of a person from the minority community who seeks demolition of a religious building situated in his personal property. The district administration has been instructed to fulfil this verdict. Despite the judicial verdict, there is some anger simmering in the people from the majority community regarding this verdict. Some groups have demonstrated protests against the verdict and publicly warned of serious consequences if the verdict is allowed to be implemented. Local politicians are also supporting them and are taking advantage of the situation for political gains. You have three days left to demolish the religious building as per the court's direction.

Given the situation, answer the following:

(a) Identify the stakeholders in the given situation and their respective interests.

(b) Highlight the options available to you and the course of action you will take, giving reasons for the same. (20)

आप हाल के वर्षों में सांप्रदायिक झड़पों के साक्षी रहे एक जिले में जिलाधिकारी के रूप में तैनात हैं। निचली अदालत ने अल्पसंख्यक समुदाय के एक व्यक्ति के पक्ष में निर्णय दिया है जो अपनी निजी संपत्ति में स्थित एक धार्मिक भवन गिराना चाहता है। जिला प्रशासन को यह निर्णय कार्यान्वित करने का निर्देश दिया गया है। न्यायिक निर्णय के बावजूद इस निर्णय के संबंध में बहुसंख्यक समुदाय के लोगों में अंदर ही अंदर कुछ गुस्सा है। कुछ समूहों ने इस निर्णय के विरुद्ध विरोध प्रदर्शन भी किया है और न्यायिक निर्णय को कार्यान्वित किए जाने पर सार्वजनिक रूप से गंभीर परिणामों की चेतावनी दी है। स्थानीय राजनेता भी उनका समर्थन कर रहे हैं और राजनीतिक लाभ के लिए इस स्थिति का फायदा उठा रहे हैं। अदालत के निर्देशानुसार धार्मिक भवन को गिराने के लिए आपके पास तीन दिन का समय बचा है।

इस स्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) दी गई स्थिति में हितधारकों और उनके संबंधित हितों की पहचान कीजिए।

(b) आपके पास उपलब्ध विकल्पों और की जाने वाली कार्रवाई पर प्रकाश डालते हुए, ऐसी कार्रवाई के लिए उचित कारण भी बताइए।

Ans 11.

While tolerance is one of the core Indian value, communal clashes have also been frequent. The above case represents an example of the same.

happen guidelines and externally
regulating mechanisms need to be
developed by social media
companies and government
alike in order to ensure free
and fair elections in the
country.

forms. Own up the responsibility
and not use fake accounts.

3. If this does not work, Complain
to the ECI about it especially about
fake news and provocative online
content. This would help it to
take punitive steps and ensure a
free and fair elections which is in
the best interest of the country.

4. If even ECI does not take bold steps
due to the fear of the party being
in power at the centre, then I will
become a whistle blower and inform
the media about such practices
within the party. My ultimate legality
lies with the people of India. and
hence. I will take such steps to
ensure their benefit.

4. Overall unethical electoral behaviours being shown by the party in order to gain the system violation of moral code of conduct.
5. Difficulty associated with bringing the perpetrators to justice as they belong to the ruling party at the centre.

Ans:-

Steps that I will take in this situation:-

1. Approach the inner party forums and dissuade them from taking such steps. I will explain them that this constitutes cheating with the trust of the voters and will only harm the party in the long term. Not to mention, this is also violating the laws and guidelines set by ECI.
2. Suggest alternate strategies like, informing the online receivers of forms about the sources of those

(a) इस प्रकरण में सम्मिलित प्रमुख नैतिक मुद्दे क्या हैं?

(b) आपके द्वारा की जाने वाली कार्रवाई क्या होगी? इस तरह की स्थिति में अपनी अनुक्रिया के कारण बताएं?

Ans 10.

Social media and its misuses have started casting a huge shadow on the free and fair election system.

Ans 9.

The issues involved in this case are:

1. Issue of privacy of the voters as their data would be used without their permission for electoral benefits.
2. Issue of fake news and misleading advertisements on social media. Also, hate speech and unethical means of influencing the voters. If unchecked it may have heavy repercussions for democracy.
3. Unethicality associated with fake accounts being used to propagate messages on social media.

10. Party X has a clear majority in the Lok Sabha. However, because of it falling short of majority in the Rajya Sabha, a large number of its bills are getting stalled in the Upper House. Elections of a key state are around the corner and the party desperately needs to win, for it to secure a majority in the Rajya Sabha. As part of its campaign strategy, the social media head of the party suggests an insidious strategy to make electoral gains. A part of the strategy involves sending out questionnaires online and promoting them using ads. The response filled by people to these online questionnaires will help reveal their key personality traits to the social media team of the party. These behavioral science insights would be important in helping candidates tailor their campaign messages according to the recipient's personality traits. However, because the content of the questionnaire is incendiary and polarizing, the social media team decides to use fake accounts to administer data collection on social media platforms to avoid getting penalised. In addition, the strategy also involves sending out provocative content through online ads and fake news reports. This goes against the spirit of free and fair elections and violates the Election Commission guidelines on multiple levels.

As one of the key members of the social media team of the party, you have been entrusted with carrying out this campaign successfully.

(a) What are the key ethical issues involved in this case.

(b) What is the course of action you would take? Give reasons for your response in a situation like this? (20)

लोक सभा में एक राजनीतिक दल X का स्पष्ट बहुमत है। हालांकि, राज्य सभा में बहुमत की कमी के कारण उच्च सदन में बड़ी संख्या में इस दल के विधेयक अवरुद्ध होते जा रहे हैं। एक प्रमुख राज्य में चुनाव होने वाले हैं और राज्य सभा में बहुमत जुटाने के लिए इस दल के लिए जीतना अत्यंत आवश्यक है। अपनी अभियान की रणनीति के हिस्से के रूप में, दल के सोशल मीडिया प्रमुख चुनावी लाभ प्राप्त करने के लिए कपटी रणनीति का सुझाव देते हैं। इस रणनीति का एक भाग ऑनलाइन प्रश्नावली भेजना और विज्ञापनों का उपयोग करके उन्हें बढ़ावा देना है। इन ऑनलाइन प्रश्नावलियों के लिए लोगों द्वारा दिए गए जवाब, राजनीतिक दल की सोशल मीडिया टीम के समक्ष लोगों के व्यक्तित्व के प्रमुख लक्षणों को प्रकट कर देंगे। व्यवहारात्मक विज्ञान की ये अंतर्दृष्टियाँ (सूक्ष्म दृष्टि), संदेश प्राप्तकर्ता के व्यक्तित्व के लक्षणों के अनुसार उम्मीदवारों को अपने चुनाव अभियान का संदेश/रूपरेखा तैयार करने हेतु सहायता करने में महत्वपूर्ण होंगी। चूंकि, प्रश्नावली की विषय-वस्तु उत्तेजक और धुवीकरण करने वाली है, इसलिए सोशल मीडिया टीम दंडित होने से बचने के लिए सोशल मीडिया प्लेटफॉर्म पर डेटा संग्रह प्रशासन के लिए नकली खातों का उपयोग करने का निर्णय लेती है। इसके अतिरिक्त, इस रणनीति में ऑनलाइन विज्ञापनों और फर्जी समाचार रिपोर्टों के माध्यम से उत्तेजक सामग्री भेजना भी शामिल है। यह स्वतंत्र और निष्पक्ष चुनाव की भावना के विरुद्ध है और कई स्तरों पर निर्वाचन आयोग के दिशा-निर्देशों का उल्लंघन करता है।

दल की सोशल मीडिया टीम का एक प्रमुख सदस्य होने के नाते, आपको सफलतापूर्वक यह अभियान चलाने का उत्तरदायित्व सौंपा गया है।

and its benefits to people so that they no longer consider girls as financial burden.

4. Apart from these, I will also try to talk to the pregnant women in my area and provide them with proper counselling so that they have the agency to oppose such measures.

In this way I seek to solve the issue.

Ans b:The steps that I will take next are:

1. File an FIR with the police to investigate into the matter of female foeticide. I will urge for a speedy investigation. Take strict actions under law against people found guilty like cancelling licensing of doctors involved in this.
2. Work towards opening girl school in the district for better girl child education.
3. Launch a huge awareness campaign on this issue. It will involve
 - spreading awareness about benefits of girl child.
 - rope in female role models like Sakshi Malik, Lata Phogat etc.
 - spread awareness about government schemes like Beti Bachao Beti Padhao

development cannot be sustainable if it's not holistic. Development of women is an important part of my duty as DDO. It involves taking stock of practices like female foeticide as well.

Moreover, female foeticide is banned under law in India. People encouraging it and doctors practicing it must be brought to justice. Crime cannot go on unabated.

Furthermore, to renounce practices derogatory to women is my fundamental duty as a citizen of India under Article 51A of the Constitution. Therefore, I should take steps to correct the situation.

Ans 9.

The above case represents the common condition of patriarchy prevalent and normalised in our society.

Facts of the case :

1. The district has seen rapid economic development in recent years.
2. Very low sex ratio in the district
3. Suspicion of female foeticide rampant in the area as most births are of males. Similar situation in school as well.
4. Colleagues and civil society like doctors, politicians etc. indifferent towards this problem.

Ans 9.

Based upon the facts of the case I have a ethical duty in this scenario. As an IAS officer and DDO it is important to understand that

9. You have recently been posted as a District Development Officer in a traditionally rural area that has seen rapid economic development in the past few years. You notice that there is a huge disparity between the number of male and female children in the area. When you go to the hospital and check the birth registry, you realise that registered new-born babies are mostly males. On further investigation, you notice a similar pattern in the village primary school, which has more male students than females.

When you raise the issue with your colleagues, they ignore it and carry on with their work. You suspect that the practice of female foeticide may be entrenched in the area as you had read about the issue in the context of this state while studying for the Civil Services Examination. It seems to you that respected members of the community like doctors, politicians and government officials have chosen to ignore the issue, given the prevalence of patriarchy and mind-set of voters in the area. Thus, despite rapid economic development, preference for male child continues to persist.

Based on the information above, answer the following:

(a) Do you have any ethical duty in this scenario? Justify your views.

(b) What would be your next steps and why?

(20)

हाल ही में आपको एक पारंपरिक ग्रामीण क्षेत्र में एक जिला विकास अधिकारी के रूप में तैनात किया गया है। इस क्षेत्र में पिछले कुछ वर्षों के दौरान तेजी से आर्थिक विकास हुआ है। आप पाते हैं कि उक्त क्षेत्र में बालक और बालिकाओं की संख्या में अत्यधिक असमानता विद्यमान है। आप अस्पताल जाकर जब जन्म की रजिस्ट्री की जाँच करते हैं, तो आप पाते हैं कि पंजीकृत नवजात शिशुओं में ज्यादातर बालक हैं। आगे जांच करने पर, आपको गांव के एक प्राथमिक स्कूल में भी ऐसा ही पैटर्न नज़र आता है जिसमें बालिकाओं की तुलना में बालक अधिक हैं।

जब आप अपने सहयोगियों के समक्ष यह मुद्दा उठाते हैं, तो वे इसकी अनदेखी कर अपना काम जारी रखते हैं। आपको संदेह है कि इस क्षेत्र में कन्या भ्रूण हत्या की प्रथा व्याप्त हो सकती है जैसा कि आपने सिविल सेवा की परीक्षा हेतु अध्ययन करते समय इस राज्य के संदर्भ में इस मुद्दे के बारे में पढ़ा था। आपको लगता है कि चिकित्सकों, राजनेताओं और सरकारी अधिकारियों जैसे समुदाय के सम्मानित सदस्यों ने पितृसत्तात्मकता की व्यापकता और इस क्षेत्र के मतदाताओं की मनःस्थिति को देखते हुए इस मुद्दे की अनदेखी की है। इस प्रकार, द्रुत आर्थिक विकास के बावजूद, बालकों के प्रति वरीयता जारी है।

उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या इस परिदृश्य में आपका कोई नैतिक कर्तव्य है? अपने विचारों का औचित्य सिद्ध कीजिए।

(b) आपका अगला कदम क्या होगा और क्यों?

INDIAN AIRLINES EMPLOYEES SELF CONTRIBUTORY PENSION SCHEME
AIR INDIA LTD. "AIRLINES HOUSE" 113 GURDWARA RAKAB GANJ ROAD, NEW DELHI - 110001.

Member's SA Statement for the year:2020-2021

Provisional Statement

NAME : SANJAY JAIN
 LOCATION : CDG

EMPCODE : 81000432
 Int Rate : 7.25%

LIC ID : 1766

1. Opening Fund as on 01-04-2020
2. Contribution for Mar 2020 Feb 2021
3. Interest on Opening fund
4. Interest on Yearly Contribution
5. Closing Fund as on 31-03-2021

Amount (Rs.)

495675.88
 12168.00
 35936.50
 395.63
 544176.01

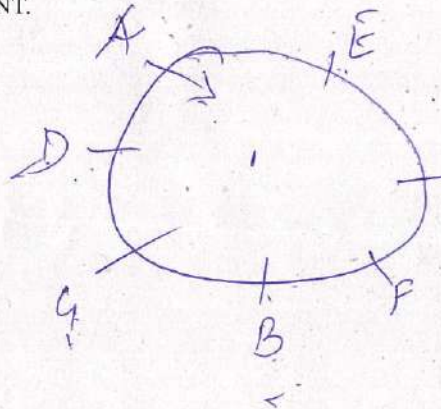
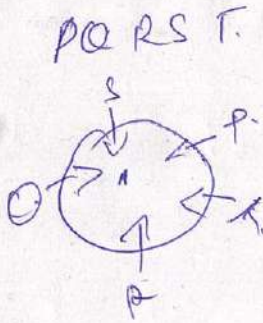
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 4057.94

1439.22
 1439.22

2968.79
 2968.79

Note :-

THIS IS A COMPUTER GENERATED STATEMENT, NO SIGNATURE IS REQUIRED. DISCREPANCY IF ANY MAY BE REPORTED TO PENSION SECTION ON Email Id : ial.pension@airindia.in WITHIN 30 DAYS OF RECEIPT OF THIS STATEMENT.



- ① - 2
- ② - 4
- ③ - 2
- ④ - 1

4.12
 3.87
 1.25
 3.60
 3.31
 29.

2.64
 2.23
 41

900 4482899

New note

New note

Mabonal

9948511

59168

164255

39886
 264141

432250

5782693
 6841

89180
 10881

10840165

Pharmen
 Sarens

3. locate alternate land for slum dwellers to rehabilitate.. The location should be as close to the original location as possible
4. Also check if they are eligible for PMAY scheme and provide them housing under the same.

Thus, the matter can be resolved peacefully and amicably.

