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GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	ADITYA BANSAL		
Medium Eng./Hindi	ENG.	Registration Number	36962
Center	ORN	Date	13/8/19

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

1. (a) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

Many of the public services like electricity distribution, water supply etc are increasingly privatised for better efficiency.

At the same time, public sector is sought to be corporatised to improve quality of public services.

In this light, there is increased convergence between values of public and private sector.

Private sector when delivering public services must adhere to public service values like -

- 1) Highest Commitment to public interest -
The price of public services must be based on affordability and not just profitability.

- 2) Transparency - Processes of management, tariff fixation must be open to public scrutiny.
- 3) Accountability - to public / government as representative of public.

Similarly, public sector is also incorporating private sector value like -

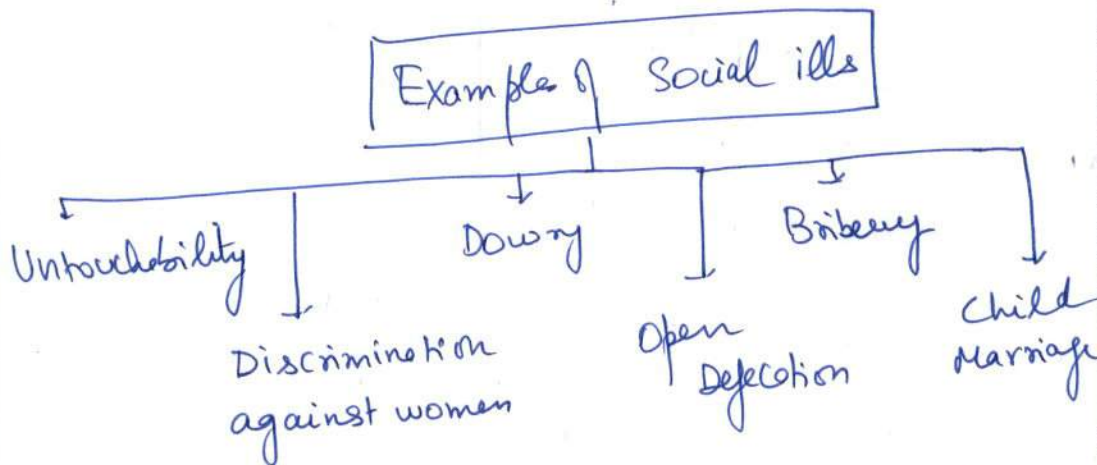
- 1) Competition - in achieving outcome to boost efficiency.
- 2) Flexibility - to give scope for innovation in execution.
- 3) Collaboration and cooperation rather than rigid hierarchy.

"New Public Management" (NPM) highlights the growing convergence between public sector and private sector values.

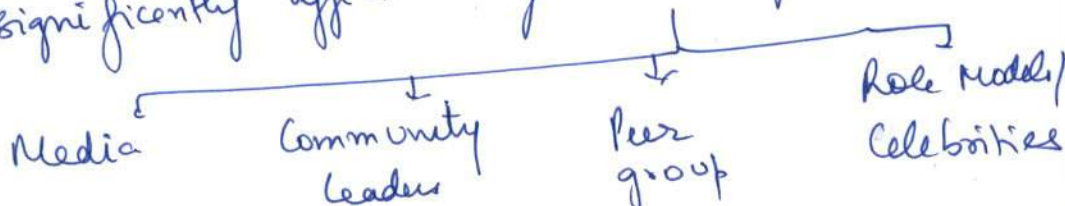
1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)

समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने की एक प्रभावी तकनीक हो सकता है।

Social ills refer to ingrained social practices, customs, traditions, even values that are detrimental to the interests of some or all sections of society.



Social persuasion can be an effective way of changing attitudes and behaviours as an individual being a social animal is significantly affected by social forces like of



For example -

1. Grandhi ji's persuasion to give up untouchability helped reduced the practice.
2. Gender sensitive and inclusive education can further help remove social ill as education is an important part of socialisation.
3. "Beti Bachao Beti Padho", "Selfie with Daughter"; "Ladli Kanya" initiatives have helped change attitudes against women.
4. "Darwaza Band Campaign"; "Toilet Ek Prem Katha" movie have helped reduce open defecation.

However, as history stands witness, ill like Sati, Untouchability, child marriage could be totally abolished when social persuasion was complemented with PENAL LAW.

2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक अनुक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

Effective public grievance redressal is
a key component of GOOD GOVERNANCE.

The issues which have created barriers
for a responsive redressal mechanism are—

1) Lack of well published Citizen Charters— so
that citizens are aware of their rights
and the standards of public services that
they are entitled to.

2) Harassment of complainant— when grievance
filed is known to the concerned official
in complaint who resorts to vendetta.

3) Lack of simple, effective, digital grievance
redressal platform— so that citizens can

file complaints in real time.

4) Administrative attitude - against public grievance is negative and is treated as allegation rather than constructive criticism to improve quality of public services.

5) Lack of awareness among citizens - about existing public grievance redressal mechanisms.

DoPT has launched a PG portal for grievances against Central Government departments.

2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)
 शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

Effective Grievance Redressal mechanism is one of the parameters in SEVOTTAM model developed by DoPT to judge and rank public service delivery.

Following steps may be taken to increase effectiveness of grievance redressal mechanisms -

- 1) Social Audit - of key beneficiary oriented schemes and also of functioning of people centric departments may be made mandatory.
- 2) All organisations must publish Citizen Charter in multiple languages.
- 3) Public grievances should be dealt with by independent nodal officials to prevent conflict of interest and a fair redressal of the grievances.

4) Online public grievance redressal mechanism
with the progress of the complaint being
tracked in real time

5) Making inputs from public grievances an
important part of policy making.

Every department / organisation should
strive to develop an effective grievance
redressal mechanism.

3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear" - Nelson Mandela

(10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

Fear is a natural human emotion. Courage does not mean its absence as it is not possible in real life. Courage, as Aristotle said is a virtue that one has to develop within one's own moral character to overcome fear.

At the start of Kurukshetra War, even Arjuna experienced fear. That does not make him weak. His bravery lies in overcoming that fear with help of Sri Krishna's guidance and facing the situation wisely.

Relevance in present context

In public services, civil servants are often faced with threats to life of

oneself and also that of family. Courage lies not in not having fear but wisely overcoming it. This comes through indomitable faith in principle of "Satyameva Jayate" - That ~~one~~ when one earnestly performs his duty in pursuit of righteousness, his victory is definite.

Ajit Doval, our NSA, once mentioned in his interview that as a spy while conducting covert operations it is not that one does not experience fear. The courage lies in overcoming it by clearing the mind of all narrow attachments for the sake of service to nation.

Courage, as Lord Krishna says in Bhagavad Gita, comes from detachment when action is performed for the sake of duty rather than in pursuit of its results.

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service" - Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

It is true that everybody cannot be famous as then the meaning of "famous" itself would be rendered hollow and meaningless.

Greatness undoubtedly is determined by devotion to service of other. Everybody instinctively pursues self interest. But, it is only great people who can rise above narrow self interest to think and work for others.

We consider Gandhi^e, A.P.J. Abdul Kalam, Mother Teresa, Ramakrishna Paramahansa great because they dedicated their lives for the service of mankind.

It is RELEVANT even today in that all of us - in whatever we do - should do it with a spirit of service of society

For example - Politicians should see

politics as an instrument of social welfare

Administrators should use their power for the welfare and upliftment of the most vulnerable and disadvantaged.

Teachers in schools and colleges can be great by devoting themselves in service of society by inculcating good values in their students and enabling them to live a life of dignity.

Thus, everyone should aspire to inculcate the values and spirit of service in order to be great. He may not be famous but that does not matter for great people who are satisfied by their service alone.

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाइए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Superstitious beliefs and practices are those that cannot be rationaly justified.

Such beliefs and practices are abound in India because of -

- 1) Illiteracy and low education attainment levels leading to lack of exposure to modern scientific knowledge.
- 2) Poverty - is directly linked to low information acces. and low information leads to continuation of old superstitions.
- 3) Culturally ingrained - superstitions have been part of Indian society since time immemorial. Its extent only varies with time.
- 4) All societies are irrational to some extent even educated and economically

advanced ones.

One of the fundamental duties under Article 51A is to inculcate scientific

temper. It is important because -

1) Scientific temper means an attitude of questioning everything and not accepting any irrational dogma.

2) It will lead to progress and growth -
for example - superstition of not crossing sea in medieval times impeded growth of trade and development of Navy leading to India's downfall.

3) Social empowerment of women, SCs - who are often victims of superstitions e.g. - impurity of women during menstruation.

Modern education inculcating scientific temper, thus must spread throughout India.

4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

Liberalism and Conservatism as ideologies are lens through which one sees, interprets and responds to the outer world.

To label an individual as liberal or conservative is to say that he views all situations, no matter what, through the same lens. It is an insult to human intelligence - which has the ability to see different things differently.

For example - an individual supporting ban on women entry in Sabrimela may be labelled as conservative for opposing women's rights.

But actually, he may be basing his opinion on liberal temperament to allow religious denominations to regulate their

own affairs.

The same individual may support rights of LGBT community and scrapping of Section 377 of IPC because it infringes on one's right to freely express his/her sexuality.

Thus, it is not appropriate to blanketly label individuals as liberal and conservative.

Another example can be, an individual can be liberal in economic sphere supporting free market economy but conservative in social sphere supporting community rights over individual rights.

- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)
- भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Collusive corruption means where both bribe giver and receiver mutually and voluntarily enter into an illicit deal that benefits both.

For example - A Contractor offer bribe to Civil servant to win contract for a public work. Here bribe is like a Commission given to the official.

Such collusive corruption is widely prevalent in India in

- ↓ Awarding of Government ~~work~~ Contract.
- ↓ Sanctioning of loans
- ↓ Public recruitments etc.

Anti Corruption measures thus need to focus both

- ↓ Demand
 - ↓ Deter bribe taker (Govt. officials)
- ↓ Supply
 - ↓ Deter bribe givers.

Based on recommendations of 2nd
ARC (Ethics in Governance) and also
UN Convention Against Corruption, Prevention
of Corruption Act (Amendment) - 2018 -
punishes collusive corruption by making
bribe giving a penal offence.

If the bribe giver does not report the
case to enforcement agencies within stipulated
time period, it would be considered as
collusive corruption.

To deter demand, stricter provisions
have been added -

Confiscation of
property brought
from proceeds of
bribe

Fixed
time limit
for special
courts to
give decision

Lokpal
+
independent
ombudsman

5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)

एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture of an organisation the way in which work is carried out. In it - the processes involved; the relationship among employees etc.

TRAITS of a Healthy Work Culture

1. Collaboration - rather than rigid hierarchy - collaboration + team based approach in achieving work outcomes.
2. Honesty - zero tolerance for corruption.
3. Transparency - Work processes should be open for public viewing.
4. Public dealing - should be humble and service oriented rather than heavy handed approach.
5. Accountability - should be fixed for order in organisation.

6. Flexibility and autonomy - to innovate.

Healthy work culture can be created in India by -

1. Training - of government officials to inculcate public service values for a healthy work culture.

2. Digitisation - and use of modern technology to reduce discretion, simplify processes and hold officials accountable.

3. Easing of vigilance and conduct rules - that give flexibility to honest officials without compromising on integrity in the organisation.

4. Strict action against indiscipline - to maintain order and effectiveness.

Work outcomes are to a large extent decided by work culture.

6. Citizen's charters can be both a stimulus and a means for government to raise the standards of Public Service delivery. Discuss. (10)

नागरिक चार्टर सार्वजनिक सेवा वितरण के मानकों को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen Charter is ^{binding} non-legally document that a organisation releases to declare the public services that it delivers and the quality standards that it commits to.

As 2nd ARC (in Citizen Centric Governance Report) says, Citizen charter can be both a stimulus and a means for govt. to improve public service delivery.

1. Once an organisation publicly declares the quality of service to be expected, it is a stimulus for it to live up to its commitment.

2. It is also a means because, it can take corrective steps to improve public service delivery in case public grievances indicate a dissatisfaction.

with quality of public services,

Thus, all organisations should mandatorily release citizen charter such that -

1. It is simple, legible and effective.
2. Available in multiple language and in digital format.
3. given wide publicity for people to be aware of it.
4. An effective public grievance redressal system to take effective action.

7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)
अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitude refers to the way of looking at life. It refers to how we perceive and respond to the outer world.

Behaviour means a sum total of our actions. ~~our actions~~

Attitude Affects Behaviour

The way we act in a given situation depends on how we perceive it and interpret it. That is our behaviour is determined by our attitude. For example - One would stop at red light even in the absence of a traffic policeman only if he has a law abiding attitude deeply ingrained in him.

Change in attitude leads to change in behaviour -

For example - Arjuna refused to fight the Kurukshetra war because of his attitude when he was not willing to fire arrows at his

relatives. However, after Krishna's Gita Upeesh, Arjuna's attitude changed. He saw Kauravas as perpetrators of injustice and was ready to fight against them.

Behaviour Affects Attitude

Our attitude in turn is formed by actions repeated over a period of time. Repeated change in behaviour lead to change in attitude.

For example → An attitude of discipline, Obedience is built in soldiers of armed forces through rigorous training that aims at enforcing desired behaviour repeatedly.

Thus as Margaret Thatcher said

Watch your thoughts as thoughts become action

Watch your actions as your actions decide

your Character

Watch your Character as character

determines DESTINY.

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

Emotional intelligence means wise use of one's emotions in furtherance of one's goals.

Emotions undoubtedly are powerful drivers of human actions. If used intelligently, they can help one succeed in present competitive environment. However, unintelligent emotional leakage can undermine one's prospects.

Emotions: As enablers of success

1. Motivation - Emotions motivate individual to perform better and better if he is emotionally identified with his cause - e.g. a sportsman like Phogat sisters determined to win a medal for the country.
2. Interpersonal relations - Positive emotions like empathy, compassion, love help build

Strong relationships. As Abraham Lincoln said, friendship is the biggest source of strength.

3. Leadership - Wise use of one's emotions as well as those of others give him an edge in leadership. e.g. - MS Dhoni was a successful Captain because of his ability to remain cool in difficult situations.

Emotions as Dampeners

1. Anger - Buddha said, anger is like a coal block that one picks to throw at others. But reality is, it first burns one's own hands.
2. Jealousy / Envy - e.g. - of Duryodhana destroyed him in Mahabharata.
3. Fear - leads to under valuation of one's true potential.

Thus, in order to be successful, it is not enough to be just intellectually sharp; one must also be emotionally intelligent.

SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences. The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

(a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.

(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?

(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

(a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य है।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोजर) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?

(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

Cyber space has emerged as a key domain of human activity as quintessential as the physical realm. Its effective regulation is important for cyberspace to be democratic, safe and inclusive.

(a) Some people are more vulnerable to cyber threats because —

1) Celebrities - being publically well known are more vulnerable to trolls, abuse, threats. It is human psyche that more famous and successful one is, more he is at receiving end of bullying.

2) Women - are traditionally vulnerable to bullying, ~~rag~~ stalking. Cyberspace has just extended it to include social media platforms.

3) Critical views - as opposed to those of majority also bring indignified criticism from some of the intolerant sections of society.

4) Lower castes, Dalits - are also more vulnerable as they are more vulnerable to social abusers.

(le) Man is a social animal. His experiences and exposures do influence a person's attitude and behaviour.

Negative

1. Radicalisation spread by ISIS through social media
2. Communal hatred promoted through digital media does create negative and intolerant social attitudes and behaviour.
3. Burhan Wani in Jammu + Kashmir - was a result of social media influence.
4. Greater prevalence of crimes against women due to objectification of women promoted through digital media.

POSITIVE

1. Platform like Ketto have enabled individuals to play their part in social service by donating to needy. -
2. Swachh Bharat Ashrayan's cyberspace outreach has helped create positive

attitude towards sanitation.

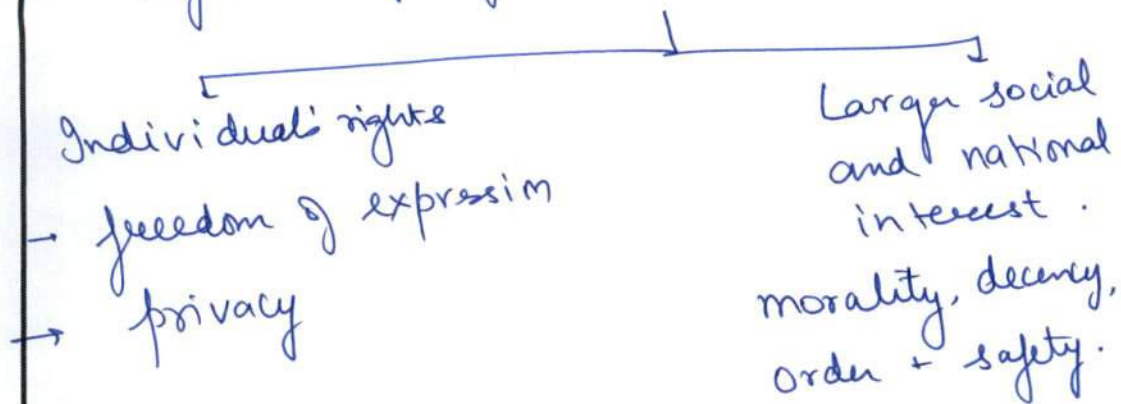
3. Me Too Campaign has promoted awareness for securing work place from sexual harassment.

(c) Following reasonable restrictions may be applied.

- 1) Should not defame any individual without any substantive reason.
- 2) Adherence to public morality and decency
- 3) Punishment for Contempt of Court
- 4) Should not affect friendly relations among states.
- 5) Should not incite any offence or threaten sovereignty, security, territorial integrity of India.
- c) Maintenance of public order.

Also state may devise non-intrusive
means to monitor cyber space to detect,
prevent and act against anti-social
and anti-national element.

Regulation of cyber space calls for balancing



10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच से मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभीर प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

The job of administration lies not only in building physical infrastructure but also promoting desired behavioural change for better community health.

(a) The reasons behind low usage and adoption rates of built toilets in India are—

- 1) Water scarcity - in water starved regions of interior peninsular regions because of which modern toilets cannot be functioned.
- 2) Lack of cleanliness / functionality - of public toilets.
- 3) Old Habits - are usually ingrained to form part of attitude and takes time to change.
- 4) Socio-cultural / religious Taboos - around use of toilets or building of toilets in homes. It is seen as spreading impurity in the house.

(ii) An effective IEC strategy is required to bring about behavioural change in society. The principles that need to be kept in mind are -

- 1) Appealing to conscience of people - so

that they realise the inherent wrong in open defecation especially with respect to dignity of women

2) Utilitarianism - showing people the real utility of toilets in preventing diseases and thus saving expenditure on healthcare.

3) NOT to hurt their socio-cultural sensibilities
but to address their socio-cultural concerns without hurting their sentiment as that may make attitude more rigid.

4) Invoking self-pride - to make our district ODF and march alongside other progressive districts of nation.

ACTION PLAN

1. Maximum Public Involvement - of community leaders, public representatives, teachers, respectable members of society in building - public campaign for use of toilets.

2. Involving youth from school and colleges - to spread awareness using innovative ways like folk songs, local theatre, etc.
3. Focussing on women - as women are agents of change in family and society. They can be easily convinced as use of toilet will better protect their dignity. Also women are more concerned about family's health.
4. Involving doctors and Community Health providers - to spread awareness among people that most diseases and malnutrition is due to ~~a~~ open defecation. There is greater chance of doctors' advice being followed.
5. Promoting local religious leaders - to allay socio-religious concerns

of people regarding use of toilets.

6. Innovative use of mass media - Radio, TV, social media to drive message to every home.

7. Making open defecation - socially unacceptable such that it invites social censure and shame.

If public opinion supports, a fine on open defecation may also be imposed.

Social changes can be brought about only by relentless information, education, communication movements supported by wide public participation.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of a loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करना होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?

(a) The case involves following ethical issues —

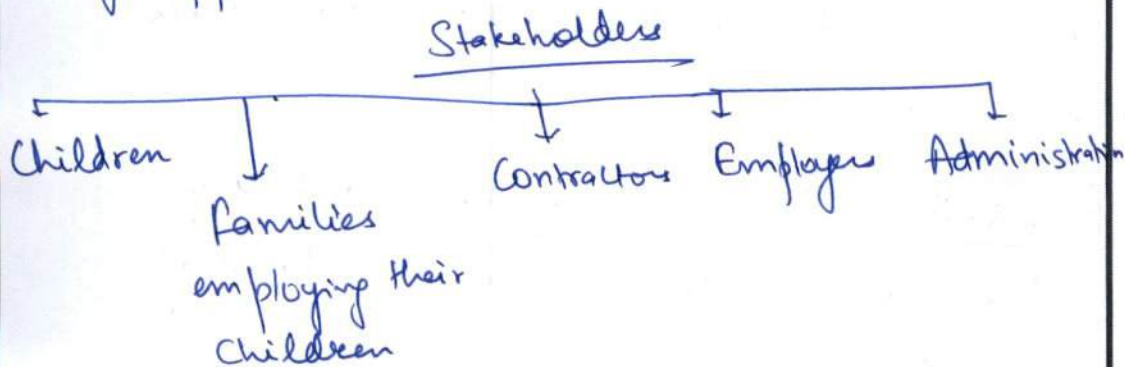
1. Right of Children to a dignified, stress free, joyful childhood with fair learning opportunities is being grossly violated.

2. Poverty of families used to force them to employ their children in hazardous work.

3. Inhumanity of contractors and employers who value profit over human values and concern for the rights of children.

4. Separation of Law and Ethics - Law is meant to promote ethical behaviour. But this case shows, how law is reduced to technicality to use its loopholes to continue unethical actions.

(b) The job of executive is to enforce law not just in letter but also in spirit and also to protect the rights of vulnerable and marginalised sections.

My Approach →

I will approach the problem as a violation of law and seek to secure the rights of children.

My Action →

1. Carry surprise inspection at the manufacturing units
2. Video recording of children working in the units as a proof.
3. Calling the employer(s) concerned and Contractors and asking for an explanation under Child Labour Act.
4. In absence of satisfactory explanation,

filing a FR against employer and contractors and initiating legal proceedings against them.

5. Rehabilitation of children in child care/ shelter home with access to education/ vocational skill training.

Medium Term Actions

1. Calling a Meeting of Industries' Association and making them aware of their social responsibilities. Also, strictly warn them of tough measures, in accordance with law, if any violation is detected.
2. Asking labour department to periodically conduct surprise inspections and send me regular report of their outcome.
3. Involving civil society and general public by promising them to report

any incident of child labour through social media / digital platform to the labour department.

4 - Improving quality of rehabilitation centres for proper grow environment for rescued child labourers.

Children the reflection of God and the future of a nation. Protection of their rights should be high priority of the administration.

12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

- (a) As a civil servant, what values should guide your response in such a situation?
(b) Identify the various options that are available to you?
(c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस संदर्भ में उपयुक्त व्यवस्थाएं की जाएं।

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

- (a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?
(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?
(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

This case highlights the dilemma faced by civil servants between pressure from seniors and political bosses, and in doing what is right and ethical.

- (a) Civil Services Values that should guide the response —

1. Political neutrality - Civil servant is expected to be away from politics. Moreover, a neutral and fair administration is central to conduct of FREE and FAIR

ELECTIONS

2. Allegiance to Constitution and Laws - rather than political loy. It is the dharmo of Civil servant to ensure RULE OF LAW.

3. Integrity and Fortitude - to follow what is right in even adverse and difficult circumstances.

4. Devotion to public interest - above all considerations - even of self interest.

(b) Various Options Available

1. Accept CDO's direction
2. Refuse CDO's orders outrightly
3. Asking for written orders

4. Reporting to media the unfair use of administrative machinery by ruling party.

(C) Course of Action

1. I will try to humbly explain CDO my view point that it is blatantly illegal and immoral and does not befit a civil servant.
2. If CDO insists, since he is a senior officer, I will ask for written orders to implement.

Reasons

1. Accepting CDO's directions is outrightly rejected because -
 - 1.1- it would be immoral and would prick my conscience
 - 1.2- it is also illegal and can lead to a departmental inquiry and action against me in future especially if opposition party comes to power.

2. I also cannot just simply reject CDO's direction. If he is willing to give written orders, then it is my bounden duty as his subordinate to implement them.

Then, it would not be illegal for me.

3. Reporting to media would not be correct as it is against code of conduct of government servants.

4. I will be satisfied of having performed my duty with diligence.

Demerit of my course of action may be-

1. Invite acrimony of seniors and the ruling party.

2. May lead to my victimisation.

However one must be prepared to face difficulties while walking on the path of righteousness.

Mehobherate says "Dhermo Rakshohi Rakshitah" - Law protects when it is protected
I must have faith in law of the land
which will not allow injustice to be inflicted
upon me.

Further, in case of victimisation. I can
also report to the ELECTION COMMISSION
which is responsible for conducting free and
fair elections.

As Aristotle said, One must endeavour
to follow what is right, not what is
established.

13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

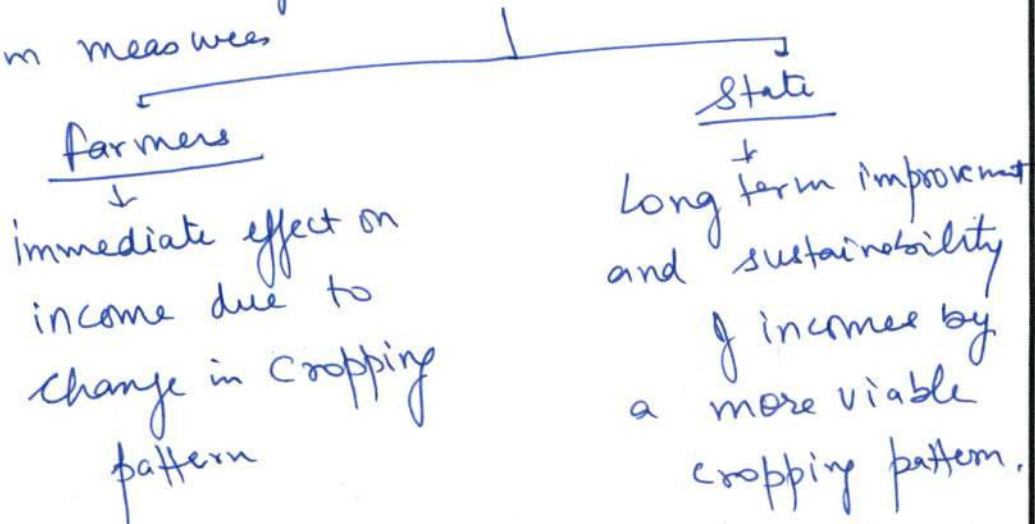
(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

As JS Mill said, in the interest of the individual lies the interest of the state and in the interest of the state lies the interest of the individual.

- (a) There is no real divergence between interests of farmers and the state —
1. Both want a sustainable livelihood
 2. The state by reducing water demand due to water guzzling crops aims to increase economic productivity in the state that is suffering because of water scarcity.
 3. Water intensive crops may give better income returns in short term but water scarcity threatens sustainability of that income in long term.

The only divergence is in the short term measures



(b) Immediate steps in the interests of farmers —

1. Explain to farmers - the effect of water conservation on increasing income through

increasing crop productivity Allied agricultural activities Sustainability

2. Assure them of steady income - through new cropping pattern by availability of quality planting material, assured procurement.

3. Promoting animal husbandry, fishing - to improve and supplement farmers' income.

4. Promote watershed management - through construction of ponds/tanks, canals etc for more efficient and productive use of water in increasing economic activity.

5. Incentivising spread of micro-irrigation - that will further enhance efficiency of water use.

6. Use Gram Panchayats and public representatives - in explaining to farmers the benefits of adopting new cropping pattern along with holistic water management.

7. Working to state government - to introduce financial incentives like Cheaper credit, better procurement prices to facilitate shift to new cropping system.

A steady and reasonable income of farmers is essential for the economic growth and progress of the entire state.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

Proper waste disposal is essential for utilisation of economic value of waste; environmental protection; and safeguarding of human health from environmental pollution caused by improper waste disposal.

(a) The reasons behind apathy of people are -

- 1) Lack of awareness - about importance and ways of proper waste disposal.
- 2) Lack of urban infrastructure - segregated collection, transport and processing that can incentivise and promote people for proper waste disposal.
- 3) Lack of financial incentives - in proper waste disposal
- 4) Lack of strict enforcement by administration in ensuring right manner of waste disposal.
- 5) Poor condition of public dustbins and collection mechanisms.

(b) Stakeholders and their significance

1. People - They are the most important stakeholders since they are the major waste generators as well as are most affected by improper waste management.

Significance → Segregation at source
→ Aware people will generate political pressure on government for proper waste management.

2. Government → has the responsibility of ensuring proper functioning of all stakeholders

→ In setting ~~and~~ waste management infrastructure and promoting awareness among people.

3. Private sector - is very important to make investments in organised

waste disposal for greater efficiency.

4. Institutional Waste generators - like public and private offices need to properly segregate and dispose off waste.

5. Manufacturers and Producers - have Extended Responsibility - to process and ~~may~~ manage the waste generated from the use of their products.

6. Vendors - should play a role in ensuring eco-friendly carrybags and packaging materials and avoiding plastic.

Effective waste management thus requires collaborative and multi-stakeholder approach.

