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GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	Dipankar choudhary		
Medium Eng./Hindi	English	Registration Number	14177
Center	OKN	Date	1 Sept 2019

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

- 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।

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi- 110009

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?

The private sector is now involved in public projects through mechanisms like PPP, contracting out etc.

Traditionally the values of public and private sector have been at odds

Private sector (traditionally) → Profit making, inward looking, efficiency and effectiveness etc.

Public sector (traditionally) → Welfare oriented, social justice, equality, equity, service motive etc.

However, of late the convergence

- can be seen in areas such as
- Increasing corporate social responsibility.
 - Its effort at nation-building.
 - Promoting rights of LGBTQ, Ex - Levis jeans.
 - Promoting women empowerment -
Many scooter/automobile manufacturers
 - Promoting innovativeness, upward mobility, social justice. Ex - companies like Youtube, Facebook, Jio who have brought everyone online and given them opportunity.
 - Environment protection Ex - Volkswagen apology etc.

While the basic motive is still business expansion and profit, new avenues have opened up.

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।

Every society has some undesired practises, conventions etc which it would want to get rid of.

Some of India's major social ills are → caste system, Dowry, child labour, open defecation, sexual harassment, untouchability, manual scavenging, female foeticide etc.

Social persuasion :- Its effect will be based on 3 important factors.

i) Source characteristics :- People connect better with those who come from similar socio-economic background.

Ex - Phogat sisters campaign for

Beti Bachao, Beti padhao.

ii) Message characteristics : - A well balanced, both side message is better. Ex - Don't just tell why open defecation is bad. But first say that you understand why ^{they} ~~you~~ do it and then say why its bad.

iii) Audience characteristics → Right message should be given to right people. Ex - Message against or criticising Khap panchayats in 5-star hotel conferences does not good. It has to be done at the village level.

Thus, Haryana has seen a increase in sex ratio, ODF villages have increased to 95%. All would depend on

who said (source)	what (message)	to whom Audience.
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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।

In India the grievance redressal is primarily done by →

→ Central public grievance management system (CPGRAMS) under DoPT.

→ Directorate of grievance redressal under cabinet secretariat.

→ Acts like RTI, citizen charters, Right to public service guarantee acts.

→ Various departmental and institutional mechanisms etc.

Problems :-

i) Poor publicity

- ii) Non-availability in local language.
- iii) Sitting over complaints.
Ex- Some RTIs have remained pending for years.
- iv) Red-tapism and bureaucratic attitude.
- v) Attitude of grievance disposal rather than grievance redressal by simply giving non-operative general solutions like, "This matter will be looked into".
- vi) No time-frame.
- vii) No quality control.
- viii) No punishment for erring officials.
etc.

Grievance Redressal still remains one of the weakest links of good governance.

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?

The government should make grievance redressal a top priority.

This can be done via :-

i) Presence of well defined procedures in vernacular.

ii) Time frame, quality control, rewards and punishments for erring officials.

iii) Use of IT and e-governance.
Ex - MyGov.in, Umang app etc.

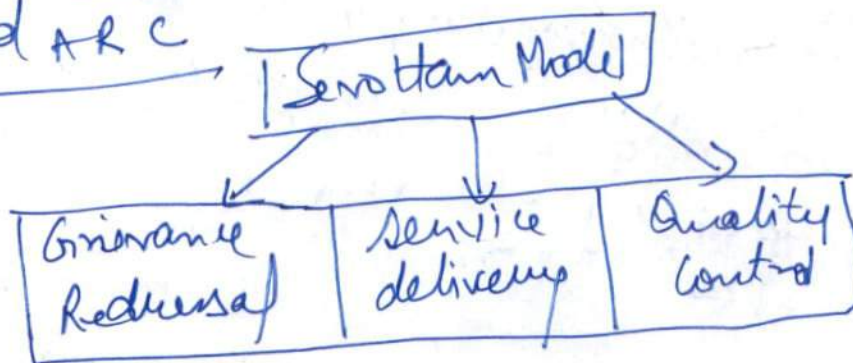
iv) Many states like Madhya Pradesh and Maharashtra have legislated a right to Public service act.

This can be emulated.

v) Revise Citizen Charter every year with a bottom up consultative approach.

vi) Economic Survey ~~has~~ 2016-17 had suggested a Transparency & Rules act (TORA)

vii) Sevottam model as suggested by 2nd ARC



Good governance begins with effective grievance redressal and it must be given the highest priority.

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 outcome of a situation which is — uncertain, threatening of life/limb/mental peace, and undesired. It is a result of a biological and evolutionary process.

Thus, there can never be anyone who doesn't fear anything. The real triumph lies in countering that fear.

To counter fear: —

— One needs great mental control and emotional stability. & — A big

financial loss can make people act irrational or in depression.
But a courageous man will focus on the task at hand.

→ One needs to plan ahead and in advance.

→ One needs adaptability and innovation to counter rapidly changing situations

→ One needs self-confidence that he can win.

→ Commitment to goal.
All these qualities can be dubbed under courage. Thus a brave like

counters fear. Ex → A soldier at enemy line is no doubt fearful for his life, but these mental capabilities make him courageous even at the toughest odds.

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

Fame is external to us. It depends partly on us via things we do such as acting, singing, playing a sports etc.

But a large part of it is external as it depends on the audience too.

~~the above~~
Moreover, people with money, inherited wealth, natural gifts like a good singing voice etc are more likely to be famous.

Thus not everyone is equally placed when it comes to fame.

However, when ~~ever~~ it comes to greatness, everyone ~~can~~ has an equal opportunity.

Greatness requires that we -

- Treat everyone with respect
- value the humanity in everyone as an end in itself.
- Show compassion, love and care.
- Help the needy.
- Give service to our family, community and country when called to do so.
- Respect and love our nation.
- Be selfless etc.

Thus, in any of these domain one can be great.

For ex- Many Grandhiji followers are not as famous as him but their greatness is almost equal. Similarly, a soldier dying for nation or serving it may not gain fame but he certainly is great.

Thus, it depends on our service. There can be fame without greatness and vice versa too.

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।

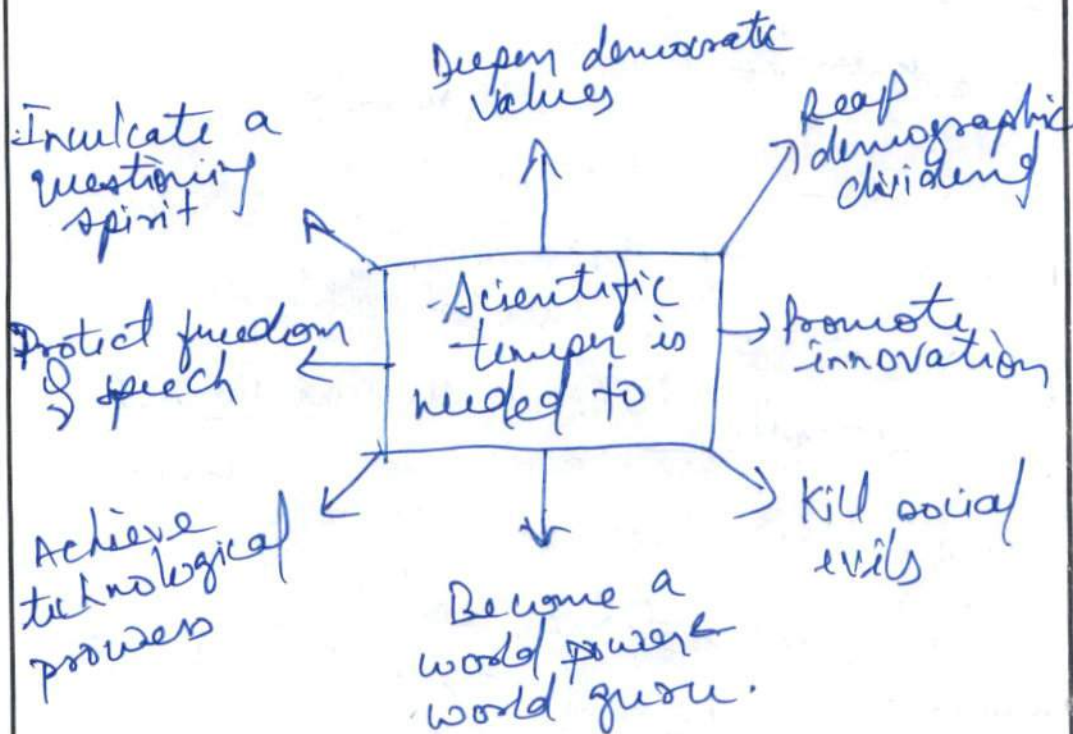
India is abound with superstitions. Some are harmless like eating mud before an exam. Whereas some can be fatal, like a child sacrifice to please the gods.

Reasons: —

- i) Traditionally an agrarian society with poor education and low literacy rate (74% as per census 2011)
- ii) Superstitions being a part of social conventions, belief, family traditions etc.
- iii) Superstitions being enforced by fear of the divine in almost all religions.

iv) Breaking such practices is considered bad and uncultured due to strong sanctions against them.

The importance of scientific temper, in such a scenario is vital.



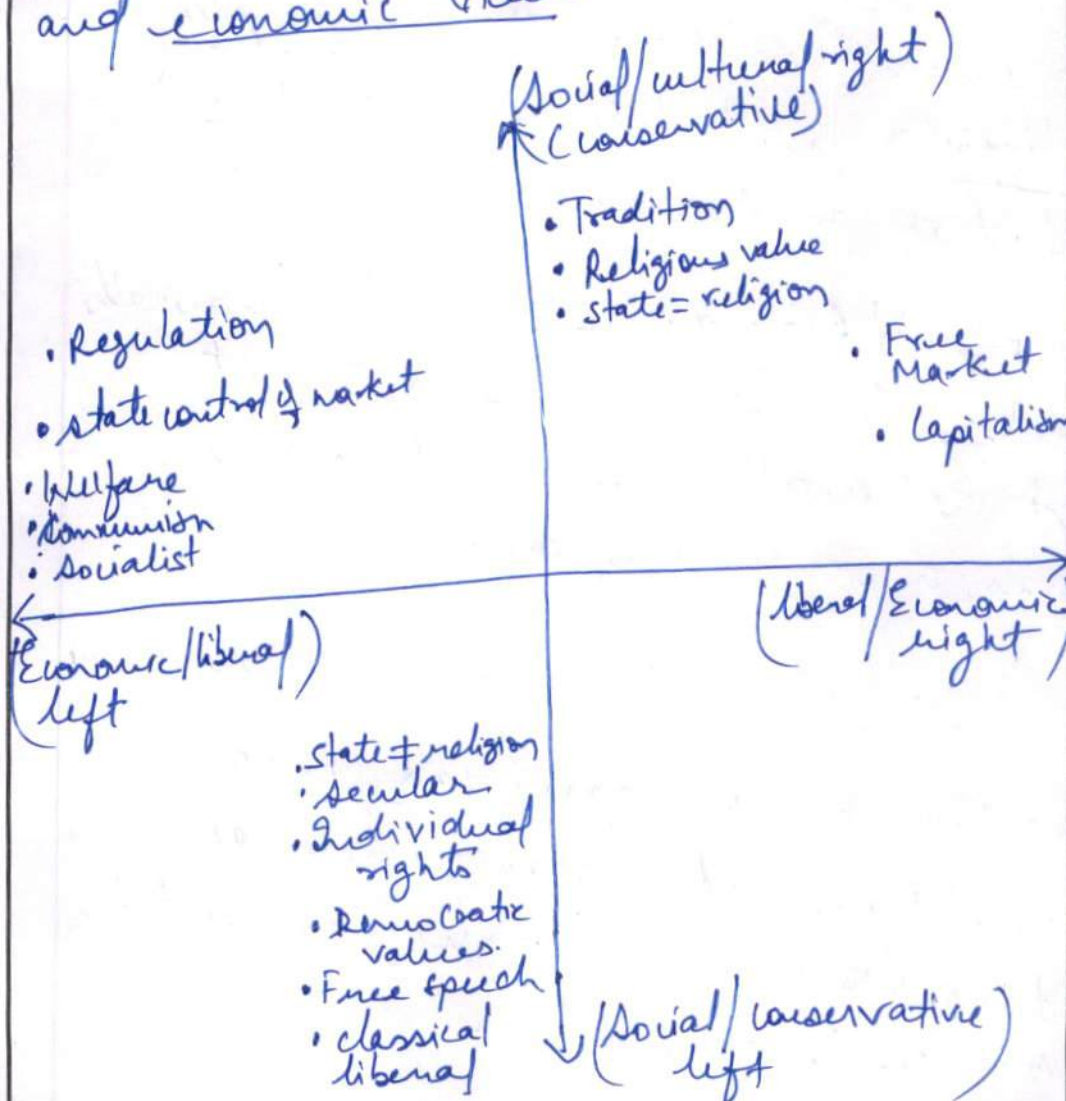
Thus, starting from the very beginning of education, everyone including school, teachers, siblings, elders, parents etc should work towards it.

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।

Liberal and conservatives are political stamps imported from the west.

Moreover, liberal and conservative can is also split along social, religious and economic views.



The entire spectrum shows how people can have differing views

Ex →

i) Grandhi → An economic liberal as he wanted state control of blatant capitalism, a communist type self sufficient village republic. But a cultural ~~side~~ or conservative when it comes to religion. He was deeply religious and differed from Dr. Ambedkar on Annihilation of caste.

ii) Ronald Reagan :- Liberal economically as he believed in free market but culturally conservative as he was a pious christian.

Thus people's beliefs can lie anywhere on the entire spectrum and one should respect and argue with all ideas without necessarily forcing them or putting labels.

- 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।

In India corruption is both a systemic and a systematic problem. Even the 2nd ARC has differentiated between collusive and co-erive corruption.

Collusive corruption occurs - when both the law enforcer and law breaker are equally involved.

Examples - 2G scam with collusion with private companies and the government -

- Coalgate where private mining companies got mining rights while government made money

How to tackle collusive corruption:-

i) Recent amendments ~~the~~ in

Prevention of Corruption Act which criminalises both bribe giving and bribe taking.

- ii) Independent bodies like Lokpal and Lokayuktas, CAG etc.
- iii) Citizen activism through social media, whistle blowing, citizen journalism.
- iv) Acts which empower citizens like RTI.
- v) Activist role of NGOs, civil society etc.

Many such examples like leaking of question papers, diversion of funds from MGNREGA etc have come to light using such mechanism.

Thus more transparency is the way ahead when it comes to collusive corruption.

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।

A healthy work culture in bureaucracy is needed for :-

- i) Increasing the personal satisfaction and commitment of the civil servants.
- ii) Promoting accountability and transparency.
- iii) Better delivery of services for the people.

The various traits would include: -

- i) Organisational justice
- ii) Distributive justice - ~~the~~ people getting what they deserve without biases.
- iii) Respect for diversity based on caste, ~~etc~~ socio-economic background, gender, sex, religion, race etc.

- iv) Rewarding merit and innovation.
- v) Social justice by looking after the requirements of needy etc.

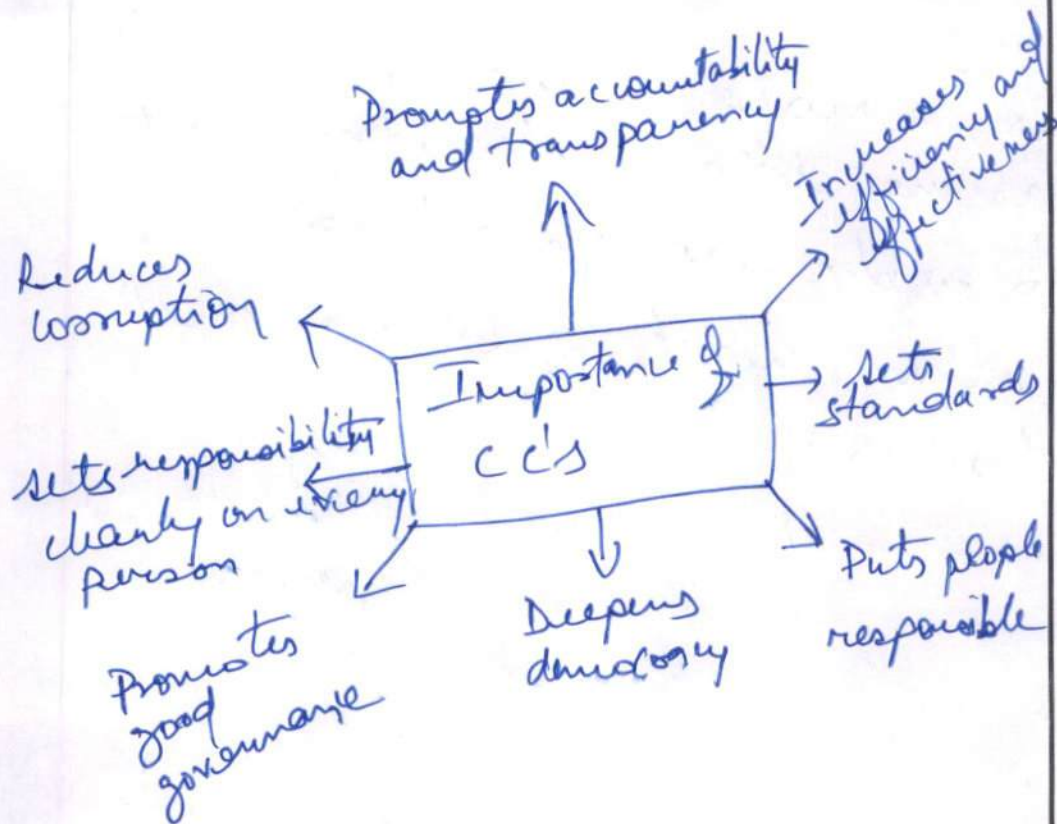
How to achieve it:-

- i) Organisation must have a well declared vision and mission statement.
- ii) Basic material and non-material needs should be met. Ex- salary, promotions etc.
- iii) There should be a policy of Zero tolerance for intolerance.
- iv) Serious should lead by example.
- v) Values like transparency, accountability, responsiveness etc should be promoted as a part of work culture.
- vi) Innovation should be appreciated.
- vii) Lastly, if any punishment is to be applied it should be applied uniformly and without delay.

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 charters (CC's) were introduced in India as a means to promote good governance. Its importance as a stimulus and means can be seen as:-



However, despite such noble intentions, CC's have not progressed well because:-

- set in history, they're hardly even revised.
- No punishment for violating it.
- Doesn't confer a legal right.
- Doesn't assume validity.
- People are not aware etc.

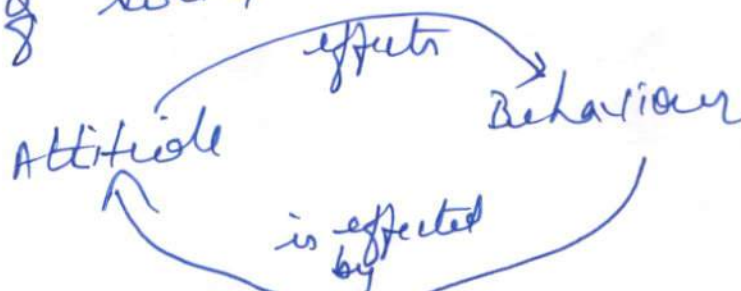
Thus, a move towards better measures like a statutory right to public services act, or Servotama model is being proposed all across.

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 is said to have
3 components.

- i) Cognitive component → What we know about the attitude object, factual information, data etc.
- ii) Affective component → How we feel about it.
- iii) Behavioural component → How we react to it.

Ex → If one has a positive attitude towards a certain leader, he/she will show it via his/her behaviour such as attending their rallies, listening to their speeches, following them & social media.
Thus



Similarly, Behaviour too affects attitude.

Example— Say one has a negative attitude towards morning walk.

But if she is forced to go for it by parents/superiors/teachers etc. slowly if she discovers the benefit of it and starts liking it.

Hence we see that a forced behaviour (morning walk), caused a change in one's attitude.

Logically both attitude and behaviour want to be in sync ~~Forcing~~ i.e. either positive or negative towards an object.

Changing one will, thus, inevitably change the other.

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।

It is estimated that Intelligence quotient (IQ) of $2/3$ of world's population is between 95-120. Thus after a while, it stops helping in success as everyone around you has similar IQ.

Hence, Emotional intelligence (EI) becomes all the more vital. While all IIT graduates will have similar IQ but varying EI leading to varying success.

How EI helps in success :-

- i) It helps us understand our inner emotions, strengths, weaknesses (self-awareness)
- ii) ~~It~~ One can then work on

those strengths and weakness.

iii) It helps us in controlling our negative thoughts and emotions (self regulation and discipline)

iv) It can keep us optimistic in face of a challenge and motivate us.

v) It can help us understand other emotions and feelings (empathy)

vi) Based on that one can understand political undercurrents, social networks etc and be a part of it.

vii) This will further improve our trustworthiness and bring more opportunities.

People like Steve jobs, Bill gates etc may not be the most intelligent people ever. But their EI has taken them to heights of success.

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)

मूचना 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?

The 21st century is the information age and IT and communication technology play a huge role in it. Thus it is vital that the 750 million internet users of India are given its benefit while reducing its negative effects.

a) Reasons as to why some people are more vulnerable:-

- i) Illiteracy, specially digital illiteracy. (only 18% are digitally literate as per NITI Aayog)
- ii) Certain vulnerable sections like teenagers, children, old people who don't understand the itty bitties and are prone to cyber crime.
- iii) Targeted approach of cyber-criminals

on cyber-bullying:-

- i) There's little restrictions online. Anyone can be anonymous and say anything.
- ii) Almost impossible to trace and punish so many people.
- iii) Aggressive patriarchal mindset of people specially for women.
- iv) The desire to prove others wrong by having fun at their expense (trolling)
- v) Dehumanising cyber world as

you never come face to face with
your bullying victim.

b) Influence of cyberspace: - Yes
I think it has a very profound
impact as:-

- i) Names like 'Blue whale challenges'
have led people to commit suicide.
- ii) People's ego and self esteem are
now dependent on how many
followers they have or how
many likes they get.
- iii) The "selfie, viral, tik-tok"
phenomena as seen all around.
- iv) Public opinion and voting pattern
can be influenced by it as seen in
Cambridge analytical scan.
- v) Fake news about child deaths
have led to mob-lynchings
across India.

While a few enlightened ones may be able to escape it, ~~if~~ but for many it affects their attitude and behaviour.

c) Reasonable restrictions! -

i) The best regulation is self-regulation so citizens proactively cutting and unsupporting such activities is primary.

ii) The government can within the ambit of Article 19(1)(a)

→ ask for information on a case to case basis.

→ Have a special cyber-cell division at every police station.

→ Recruit Man force to deal with it.

→ Legislate such as IT act 2008, section 69, 79 etc.

iii) Lastly, social media giants

like facebook, twitter, internet companies etc ~~would~~ should all be forced to declare their privacy, cyber security and content policy.

There is no hiding from the cyber world in 21st century. The best one can do is to make the best of it.

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 पिछड़ा 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।

Despite having a 95% ODF free India in rural areas, few areas remain very difficult. The government might be doing its best and still people would not adopt such measures.

Reason for low usage and adoption:

- i) Poor quality of toilets.
- ii) They soon start overflowing and become unsanitary.
- iii) No piped water supply.
- iv) Insufficient knowledge about how to use a toilet.
- v) Unscientific beliefs that toilets lead to more diseases.
- vi) Traditional and "Vaastu" (art of home building) beliefs that toilets should be far away from the living space.
- vii) Tradition and culture of going outside since generations.
- viii) Temporary compliance to show the authorities while they revert back to their old ways soon.

b) Effective information, education and communication strategy :-

i) People having the below characteristics should be ~~are~~ brought in to spread the message -

- Well known personalities like Amitabh Bachchan, Vidya Balan etc.
- People having similar socio-economic background, language, culture, religion etc.
- Local leaders, elected representatives etc. (This job is not well suited for a bureaucrat who may be an outsider)

ii) The message should be 2-sided.

- First explain that you understand why they deferate in open and what in their thought process,

- Do not discount or criticise their ideas openly.
- Rather give new and better ideas and justification.
- Use of examples from nearby villages can be done to show how they improved in health, education, finances etc. by using toilets.
- The message should be in local language, possibly pictorial, using audio-video aids and as humorous, and emotional and interesting as possible.

iii) Lastly, one can first target small kids, housewives etc.

- They would be easy to convince.
- They can be appealed to easily specially emotionally.
- They can bring a larger change in the head of the family.

Thus, a skit, a role play, posters across the villages, announcement on TV radio, stalls in local melas (village fair) etc can be used by keeping the above given principle in mind, to bring a behavioural change.

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 होगा 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?

child labour is a social evil which has refused to die despite tough laws. ~~and~~ This is largely because of loopholes in laws and social sanction to it.

a) Ethical issues:-

- i) Rights of children such as education, liberty, dignity ~~has~~ suffering due to capitalist economic concerns.
- ii) My duty to rectify the situation despite, as law being technically broken.
- iii) Government's responsibility for their dignified life as opposed to the individual freedom of parents and kids to do what they want.

The various stakeholders and their interests are:-

- i) Company/Manufactures → Earn profit
- ii) Parents/Kids → Income generation-

- iii) Government :- Implement law.
iv) G, as collector :- stop this social evil.

b) Approach and my action :-

While the law is being followed by letter, it is violated in spirit. Thus there is procedural compliance without substantive compliance. Keeping this in mind, legal recourses for me are limited. So my first and primary action would be :-

- Talk to parents of such children.
- Take a concerted effort to make them aware of the evil and long term consequences of such practises.
- Make them aware of the legal rights of their children

such as Right to education -

- Make available to them alternative sources of employment via skilled development, MGNREGA etc.

- Bring to the world through social media and mainstream media such practises.

To the government I would appeal to :-

- Plug and rectify the loopholes in laws -
- Take a declaration from the manufacturers that no child labour has been used in any form for the manufacturing.

Lastly, one would need the help of NGOs, civil society etc, Movements like 100 million for

100 million by श्री कौलेश
Satyarthi can be roped in
to bring the desired ground
level changes.

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?

Elections are a hall mark of any democracy. However only ~~at~~ regular elections are not enough, they should be free and fair as well.

a) Values that guide my action :-

i) Protecting the sanctity of

the election

ii) Legal guides such as Representation of people's act (1951), Moral Code of conduct etc which say that government machinery should not be used for political campaigns.

iii) Civil services neutrality - whereby I am supposed to treat all political parties at an equal footing.

b) The various options available to me are: -

i) Follow the order and supply the buses.

ii) Go to the media and opposition party.

iii) Ask for a written order ~~to~~ from my seniors.

iv) Refuse to abide ~~without~~.

v) Ask for a clarification from the election commission itself.

c) Course of Action :-

- As per Supreme court orders, all orders should be in writing, so I am well within my rights to ask for it.

However it is unlikely it would be forth coming.

- Similarly going to media or opposition without exhausting internal mechanisms ~~is~~ first also is also not wise.

Thus, I would first:-

- Make sure that I warn and advise seniors and

ask for a clarification in
the orders as to kindly
explain how this is not
a violation of law

- If without any clarification,
the order is insisted upon,
I will refuse to act on it.
- If that happens, I should
also prepare to argue my
case in front of the
election commission and
courts.

Thus, for the fulfillment of
democratic ideals and a
substantive democracy, these
orders can't be blindly followed.

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?

Policies are made for various reasons, some of which can be too technical for lay-men to appreciate immediately. However, good governance is not merely populism and needs tough decisions too.

In this case the stakeholders are:-

- the farmers,
- The government
- Entire city population facing the yoke of water scarcity.

a) The divergence between the interests of farmers and government is:-

- Only temporary as in the long run farmers will too

benefit with such a move as
 → their income increase.
 → water scarcity ends.
 → Better crop production
 due to agro-climatic agriculture
 → Better groundwater level
 and healthier crop

→ Also the current practice is
 unsustainable. So before the
 situation deteriorates beyond
 recovery, it is imperative
 that steps be taken to prevent the
 impending doom.

b) Immediate steps to be taken:-

i) Rope in NGOs, civil society,
 extension officers, agriculture
 department etc, to explain:-
 — the unhealthy impact

of current farming practices
 — the long term beneficial
 impact of newly adopted
 agro-climatic agricultural
 practices

— Teach methods for faster
adoption of new techniques
 so that recovery is fast.

→ Furthermore, to assuage the
 current anger, I would advise
 the government to —

- Go for direct benefit transfer
 of aid unless the technology
 is completely adopted.
- Provide income support
 to compensate for losses.

→ Lastly, awareness generation about how other farmers who have adopted agro-climatic farmers can be popularised, so as to assuage the apprehensions of farmers.

Farmers are the ones who sustain this country. Any issues related to them should be handled with utmost care, empathy and sincerity.

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।

India generates more than 150,000 tonnes of waste per day and hardly 30% of it gets treated. This problem is acquiring unmanageable scale with each passing day. The

reason why people have a lax attitude towards it are:-

- ~~a) i)~~ i) It doesn't affect their immediate self-interest.
- ii) They've been used to such an attitude for long without any repercussions and it is very difficult for ~~them~~ them to change it now.
- iii) Lack of empathy and respect for the future generations who will have to face this problem.
- iv) Weak laws and its enforcement with poor consequences have led them to behave with impunity.
- v) Lack of empathy for plight of sanitation workers and garbage

collectors since they belong to the lowest rung of the society.

vi) Their lax "chalta hai" (that's the way it is) attitude.

b) The major stakeholders and their significance are:-

i) Government:- Its responsibility to

- Formulate rules.
- Implement them.
- Punish violators.
- Run schemes - Ex - Swachh Bharat Mission

ii) Garbage collectors - Primarily responsible for
- collection and disposal.

However they carry the added responsibility of
- Awareness generation.

- Tell people about good practises such as segregation at source.

iii) Civil society: - The should

- Collaborate and cooperate amongst themselves

- NGOs ~~can~~ can also help in awareness.

- Generate peer pressure for violators through social sanction. Ex - Asking people politely to follow good practises if they are found littering in the open.

iv) Private sector - It should come up with innovative ideas to

- Make their products environment friendly and recyclable.

- Many producers

responsibility organisations
~~to~~ (PROs) like Terrapac
are helping collect and
dispose waste.

- Many companies have started
treating waste as a resource
and making money from it
by recycling it.
- Adopt new green technology

Waste management will be a
collaborative effort if it is to
be successful. A multi-actor
networked strategy is needed
to counter this menace.