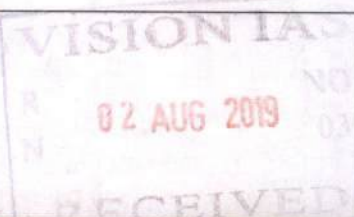




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GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	MAHIPAL SINGH GURJAR.		
Medium Eng./Hindi	ENGLISH	Registration Number	634446.
Center	KB	Date	02/08/2019.

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	1. 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)। 2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. 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। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 7. 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।
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
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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:			

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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?

The increasing complexity of governance has demanded close co-operation between public and private sector. For eg. Corporate Social Responsibility

This is leading to convergence of values between ~~values~~ the 2 sector. This can be understood through following.

i) Increasing stress on ^{Professional} values in private sector for eg. Empathy, Emotional Intelligence etc. which were stressed as values of Social servants in public sector.

ii) Increasingly welfare attitude in private sector. eg. Corporate

Social Responsibility

Moreover they run various funds and institutions eg. Tata Health fund, Suvarni Aayaz Hospital for Differently abled.

Conversely govt sector is giving attention to.

- 1) Efficiency of administration eg Direct Benefit transfers, Address linking the govt services.
- 2) Profitability - eg. Railway ministry taking steps to making the enterprise profitable and sustainable.

Various schemes like - Aayushman Bharat, requires convergence between public and private sectors. In this scenario convergence in values is a good development.

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।

The social ills can be tackled ~~only~~ by persuasion as Gandhi^{ji} said - "that problem of untouchability can be solved only by appealing to the senses of sanatani not by forcing them into any equation"

Social persuasion can solve many social problems effectively by

a) Female foeticide:-

Persuading people about the potentials of girl child instead of 'forcing' them to have & keep one.

eg. Beti Bachao Beti Padhao abhiyaan is more successful than other coercive measures.

b) Communal harmony.

Stiffing people's mind with ~~positi~~
anger and discrimination leads to
disharmony but the other way also
works positively.

eg. Calenders in Kerala show the gods
of all religion in a single poster; effective
way to persuade about oneness of
god.

c) Gender discrimination:-

Instead of threatening people with dire
consequences; the effective way is to
lead by example such as
induction of Avani, Mohana, Bhavani
in Air force as pilots.

All women bikers regiment on Independence
day celebration

The legislations provide the basic sketch
but its implementation requires
colours provided by social persuasion.

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।

The Barriers to Responsive redressal Mechanism are :-

- 1) Over Bureaucratisation of procedure.
makes them incomprehensible by ^{common} ~~local~~ people.
- 2) Absence of proper redressal mechanisms
eg. Internal complaints committee is complicated to redress sexual harassment.
- 3) Resistance within society.
 - a) Absence of will to inform about ordeal. eg. Rape issues.
 - b) Unawareness about the gravity of situation
eg. Corruption in lower rungs of administration.

4) Resistance within Administration .

a) Denying information under RTI.

b) No proper Citizens Charter.

5) Inertia within the complaint redressal mechanism.

eg. long ~~Red~~ days to address an issue such as cases in Courts,
investigation delays.

6) Economic cost of redressal is itself discouraging.

eg. Corporate issues take longer time to settle.

7) Superficiality of redressal.

eg. Issues with Johnson & Johnson redressal in India & Bhopal Gas Tragedy victims care.

Thus a comprehensive uphaul of whole Redressal Mechanism is required, which can solve the problem.

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?

Steps to take for improvement of Grievance Redressal mechanism:-

1. Simplification of procedure. eg. SHE portal to register complaints of sexual harassment.
2. Placing proper mechanism at place.
eg. PM ~~task~~ Fatal Bins Yojana, provides responsibility & liability of each stakeholder.
3. Create sufficient awareness among society.
eg. PM Swasthya Mitra under PM Ayushman Bharat scheme, &
4. ~~check~~ Make Administration people friendly.
eg. E-governance initiatives eg. my gov app

- 5) Proper Justice System overhaul.
eg. e-courts, Arbitration outside courts.
- 6) Ease the economic cost of redressal.
eg. SC runs special schemes for
poor sections of Indian society.
- 7) Proportionality of redressal should be
ensured.
eg. Economic redressal under Banking
Ombudsman Scheme of RBI.

Hence there are significant examples of
significant imp ways in which
redressal mechanisms can be
improved. The govt is taking proper
measures in this direction.

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

Nelson Mandela in the given statement has ^{explained} ~~given~~ a very important but often ignored lesson of life.

The basic human nature gives him qualities such as - fear, love, affection, courage, sadness, triumph etc.

Geeta says :- Abhayan, Satvasanubuddhi means fearlessness and true knowledge is the qualities of divine character.

But we should understand that this fearlessness is not absence of fear altogether, but the courage to

"Truly acknowledge" them and then
conquer them.

Relevance for present world:

As the complexity of societies are increasing,
the so do the complexity of problems
we face today.

Minimal problems like social worthiness,
poverty, discrimination, corruption are
threatening us.

As an individual especially a ~~social~~
civil servant should follow the words
of N Mandela. We shouldn't be afraid
of these problems but triumph over
them.

(Madam curiel said - Nothing in world
is to be feared it is to be understood.)

Reading with Geeta - proper understanding
not fear, of issues helps in conquering
them.

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

The statement of Martin Luther King is of immense importance in present day world, especially for millennials (present young generation).

The generation is confused between fame and greatness as one and the same.

But Mr King brings out the difference.

The greatness is not dependent on fame.

foreg. large number of people fought

for India's independence, & even

today many soldiers die on border

but none of them are as famous as

Sardar Bhagat Singh or Gandhi;

This doesn't make them less patriotic than Gandee or Nehatma.

The confusion between fame and greatness leads to some of the greatest vices of society.

Eg. ~~Next~~ One of my classmates in 10th class wanted to be Don because the Dons are famous.

Geetee explains the concept of Niskama karma which gives stress on greatness of work than fame.

Civil Services should understand the words of Mr King :- greatness lies in the doing smaller works with utmost sincerity not only in doing famous works.

Understanding the words of Martin Luther King will lead to improvement in service delivery across sectors.

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।

The superstitious beliefs are abound in India.

The following reasons:-

- 1) Adhering to past traditions, which are obsolete today.
- 2) Lack of Scientific Temper among societies.
- 3) Growing inequality among society because of which the large section feels deprived and seeks support of religious leaders.
- 4) Lack of proper health resources leads people to seek protection from quacks & dhas (seemans).
- 5) Lack of education.
- 6) Patriarchal mindset leads to discrimination against gender on unfounded grounds.

In this context encouraging scientific temper
hold much importance on following

grounds :-

- 1) Improvement of education status of society.
- 2) Reining in the patriarchal mindset.
- 3) Getting rid of various social vices like,
untouchability, gender discrimination,
- 4) Health improvement - as people would
not depend on magic for cure.

The Indian citizens are urged by
constitution to develop scientific
temper under Duties. It will
help better the common social
good.

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।

The debate around liberalism and conservatism is going for quite some time.

However the branding as liberal/conservative is not representative as people can have divergent views regarding different issues.

The good example of this is recent case of Sabarimala temple entry case.

Though the issue is intricate and cannot be simplified in few lines.

But, the Kerala Society is regarded as the most advanced among various Indian societies. It has

contributed significantly to development across various sectors.

But the view on temple entry is
Kerala society can not be regarded
as liberal one.

On the other hand the tribals are
regarded as the most traditional of all
groups in India.

But many ^{tribes} societies of North East are
highly gender sensitive & some of them
even follow matrilial lineage

Hence labelling anyone as liberal/
conservative by citing one/two
aspects is not true.

- 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।

Anticorruption's measures need to be
more comprehensive as there are 2
sides to corruption.

Collusive corruption

Demand side

1) Officers demanding
bribe

2) Officers delaying
files seeking
favour.
(Red Tapism)

Supply side

1) People giving bribe
to expedite their work
at the cost of others

2) People putting
political pressure
to expedite their
work.

Hence corruption is demand & supply
affected enterprise.

Prevalence of collusive corruption is India.

- 1) Economic inequality creating power disturbance between people.
- 2) The ~~is~~ overbureaucratization of procedures leading to delays.
- 3) The public seeing corruption as legitimate way to expedite the process.
- 4) Unethical elements in govt establishment demanding favours.
- 5) Political interference.

The govt has recently passed the improved version of Prevention of corruption Act in which bribe giving & taking both are crime. However comprehensive measures dealing with all aspects is needed.

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।

Traits of Healthy work culture :-

- 1) Professionalism.
- 2) Open mindedness.
- 3) Lack of negative office politics
- 4) Gender sensitivity.
- 5) Protection to whistleblowers.
- 6) Responsible leadership open to problematic situation handling.

The ways to develop healthy work culture.

- 1) The inculcation of core values in servants.
- 2) Proper ~~to~~ value statement for an institution
eg. Impartiality, Service mindedness etc.

- 3) Proper procedures — code of ethics & code of conduct to ensure compliance
- 4) Incentives and disincentives to ensure compliance.
- 5) Proper legislative framework to hold the guilty responsible.

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's charter is the statement of mission by the institution which states the services to be expected by people.

CC as stimulus

- 1) Make the people aware about their rights.
- 2) The officials becomes conscious of their duties.
- 3) It leads to development of cohesiveness in policy measures.
- 4) It improves the governance standards.

CC as means

- 1) People can hold the institute responsible for discrepancies.
- 2) The aware public asks for more rights.

→ The improvement in CC leads to overall improvement in services.

→ Issues with CC.

- 1) Not given adequate publicity.
- 2) RU defined.
- 3) Sometimes absent altogether.

CC is a good tool to improve governance.
It includes giving proper publicity to the CC.

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 the way in which a particular person approaches the problem / issue / person or situation. If Attitude is the cause behaviour is its effect.

Attitude has 3 components -
Cognitive
Affective
Behavioural

The Cognitive and Affective components refers to intellectual & emotional aspects of attitude.

Together these 2 components influence the behavioural component thus they are interwoven.

Exeg.

If a person is taught from ~~there~~ his

Childhood that all religions are equal and there is no discrimination/difference between 2 persons of different race, caste, religion, sex etc.

The chances of such a person behaving in communal, patrician or gender biased manner ~~are~~ are rare.

Hence attitude & behaviour are interwoven and affects

Consequently habits (behaviour) influence people's attitudes. eg. Constant use of abusive words in friend circle can make a person tolerate ~~for~~ this when his friends abuse his own father also.

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 (EI) ~~is a concept~~ refers to knowing and controlling your and sometimes others emotions, so as to bent them for your & others benefits.

EI becomes all the more ~~more~~ important when one moves up the ladder of competitive environment.

- 1) It helps dealing with people of different backgrounds.
- 2) It makes one aware about his own state of mind and that of others to deal with present situation in fruitful way.

- 3) Helps in managing stress, especially in hostile work environment and office politics.
- 4) EI person will be more aware about the needs of his clients and can address their problems in better way.
- 5) EI ~~lead~~ generates other qualities required in Administration like Empathy, Sympathy, Compassion etc.

EI will play Significant role as a component of overall success of person in present day. EI can be developed through conscious effort.

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?

Information and communication technology
(ICT) has become an important part of
life - ranging from internet enabled
to non-internet enabled technologies
like :-

TV, Radio, Whatsapp, facebook, gaming
apps, dating apps etc.

It has eased a lives a lot but has serious concerns on other side as every other technology has. eg. Cyber bullying, etc.

- 1) Some people / set of people are more vulnerable to cyber threats. They include children, women, and cyber security insensitive people.

Reasons:-

- 1) Children are in impressionable age and they are gullible to believe whatever they are offered online.
- 2) Growing social distances (changing family structures) make them dependent on ICT to severe levels.
- 3) Peer pressure coupled with conformity to social attitudes; makes them key

Seriously damaging daredevils eg. keke
challenge, what's challenge etc.

4) WHO has officially recognised - GAMING
DISORDER

5) Women are vulnerable owing to patriarchal
mindset and tendency to control women
eg. by disgruntled lovers

6) The menace of revenge porn

7) The ignorant women also upload their
intimate pictures online which becomes
problem when relations ~~are~~ become
raput.

8) General public.

owing to nascent stage of cyber security in
India.

9) The huge data theft and other issues
eg. facebook case,

6) Experience and Exposure in Cyberspace are important in developing attitudes.

It has both positive and negative aspects.

Positive aspects:

1. Awareness about surroundings,
eg. Effects of climate change around world.

2. ~~Dissemination~~ Quick dissemination about disasters can help leveraging help.
eg. Kerala floods.

Negative aspects:

1. Propaganda directed towards youngsters.
eg. Radicalisation.

2. It can also prove disastrous
eg. False/fake news regarding theft lead to lynchings in our country.

Thus Cyber ICT has both negative and positive influences on human attitude. The need is to regulate the content flow to ensure positive outcomes.

Though ICT is offered protection under right to freedom of expression under article 19, reasonable restrictions are necessary,

following can be applied :-

1. Ensuring net neutrality and ^{check on} ~~avoid~~ directing particular content towards specific audience.
-eg. Child porn towards children/adults.
2. Specific law to protect privacy; ^{Data privacy} the ~~draft~~ ^{government} law ~~published~~ ^{published} by ~~Ministry of Information & Public Relations~~ ^{government} should be passed.
3. Holding the OTC services like whatsapp twitter, responsible for propagation of fake news.
4. Banning porn sites, dangerous games & challenges (Revision of Indecent Representation of Women Act is step in right direction).
SC has held whatsapp responsible.
RBI has ordered for localisation of private data. ; However structured law regulating ICT is need of the hour.

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 the serious efforts by the government under Swachh Bharat Mission (Both Rural & Urban) the success of the mission is not on the expected line.

a) Reasons behind low usage and adoption rate are manyfold.

Socio cultural issues.

1. There is stigma attached to toilets build inside houses; they are seen as contaminating.
2. The behavioural inertia of not using the toilet.
3. The single toilet is not used by man & women; resultantly man still go out for defecation.
4. The ignorance about ill effects of open defecation; they fail to connect the relation between open defecation & diseases.

ECONOMIC ISSUES.

5. Many families do not have sufficient space to build toilet.
6. In my village people ask for money instead of built up toilet; suggests diversion of funds.
7. Shortage of water; proper cleaning is also

an issue (especially in public toilets)

8) The coverage in tribal areas is still meagre.

9) Moreover the villages in forest range are left out because they are not in revenue map.

10) In Urban areas :- the problems are same for private toilets and public toilets are in pathetic situation.

⑥ Principles to be kept in Mind while drafting effective Information, Education Communication (IEC) and Action Plan should include.

1. Behavioral change.

a) The message should appeal to common people, which would include demonstrating

the dissemination of disease through feces and insects.

b) Addressing the patriarchal mindset & appealing to their pride eg. the campaign by Vidya Balan - "Jahan Soch Rahan Sochaleya".

c) Bringing in celebrities - eg. Daruoja Band campaign by Amitabh Bachchan

2. Case of Utilization

a) type of toilets according to requirements eg. many argue about cleanability of seats.

b) Proper water facilities.

Water & Sanitation is under state & immediate responsibility lies with local govt. Proper incentives and promotion through rankings eg. City & State ranking would help in creating competitive spirit.

2. Proper social / Economical / political incentives and disincentives.

eg. Recognising families / block / villages for their cleanliness based on above mentioned ranking framework will help.

Toilet construction and utilization is a complex socio-cultural & economic phenomenon hence requires multi pronged approach.

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?

The problem is a complex genesis of
a) legislative loopholes.
b) Corporate governance.

- c) Informal employment.
- d) Economic compulsion to work.
- e) Child labour.

Ethical Issues Involved.

1. The loopholes in legislation are utilized by the industries which amounts to denegating the Rule of law.
2. The case is of "Commerce without conscience" which creates exploitative environment for labour.
3. The failure of state to generate enough economic opportunities forces the poor people to employ their children and to informalisation of employment.
4. The lax attitude towards corporate governance leads to unethical attitudes towards labour.

1) The approach towards problem would include.

The points that should be kept in Mind.

1) The companies ~~the~~ are ^{law} compliant as per the records.

2) They provide employment to people.

3) But the issue of child labour and informalisation is against the law.

Hence approach would include

1) checking the breach of law.

2) Sustaining the employment of poor.

The main elements of my action would include

1) Collecting sufficient information regarding the misuse of law, and employment of child labour.

- 2) Taking the people into confidence to substantiate the facts without fear of loss of employment.
- 3) ~~The~~ Next step is to file formal complaint about the companies and other actions would follow.
- 4) Meanwhile the companies should be offered compromise by formalising the employment of all the uncontractual workers.
- 5) On long term - the committee should be established to examine the socio-economic conditions of the region and suggest measure to
 - a) Provide meaningful employment to people may be through Co-operative.

- b) Proper Implementation of Right to Information & provision of other services to children like Anganwadis, ICDS etc.
- c) The long term measure to improve the - Anti child labour legislation -
The ways to check misutilization of loopholes
- d) Proper machinery to ensure corporate responsibility.

The misutilization of laws are based on Supply & Demand scenario; both sides are to be tackled if one needs to control the problem.

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?

Q. The following values should guide an officer in such a situation.

1) Impartiality & unbiasedness

The officer should be neutral and

should not favour any political

party against the other.

2) Accountability.

It is ensured when proper chain of command is followed.

It requires that the WRITTEN ORDERS under due authentication should be passed.

3) Loyalty versus duty.

In this case they are in conflict but reacting with accountability the cause should be crystal clear to the officer.

4) Selflessness & Service mind :-

The officer when upright should not be afraid about consequences, as the service to the people is his first duty not following the unreasonable orders of superiors.

b) The following options are available to me.

- 1) following the orders of Superior (CDO).
- 2) Rejecting the Superior orders altogether
- 3) Asking the other officials for advise.
- 4) Asking the CDO to give me WRITTEN ORDER.
- 5) Not going on duty ~~the~~ on that particular day. (taking sick leave).

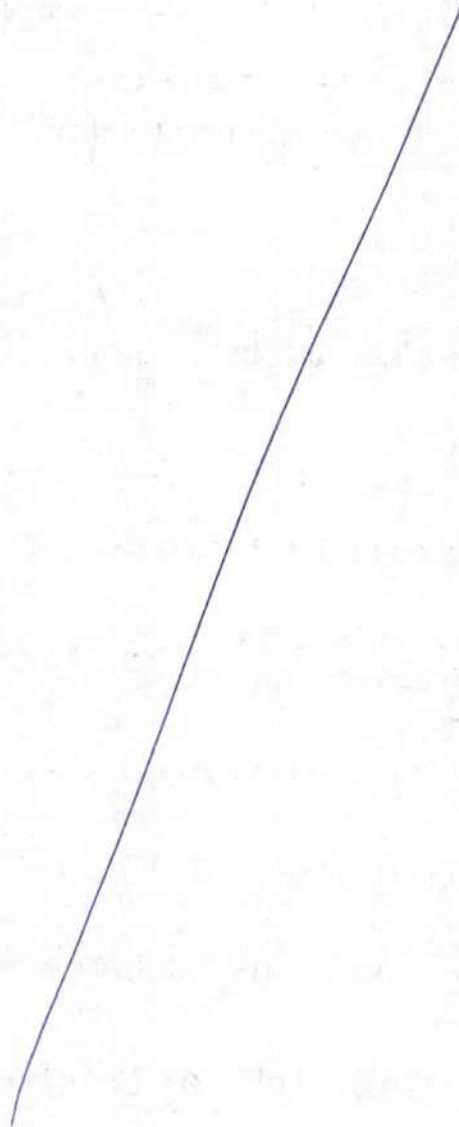
c) I would rather choose the mixture of 3 & 4 in above para.

Rejecting the orders of superior without explaining would pervert the work environment and goes against loyalty.

But following the oral orders would fix the responsibility on me and if anything goes wrong my job will be in danger.

Moreover the people's belief from the unpolitical nature, and integrity of office of BDO would vanish.

Hence after informing and taking advice from my immediate seniors I would request the CDO to pass the written orders. In absence of such order, I would politely express by inability to follow.



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?

Q Given the situation of the district, I do not think that there is any

divergence between farmers interest
and ^{that of} State govt.

Given are the rationale behind govt
move:-

- 1) District is water scarcity prone.
- 2) The high rainfall fails to benefit the area because of cropping system.
- 3) The govt aims to check the growing of pesticides use to stabilize the degradation farmers income in long run.
- 4) There is congruency between govt's aim and farmers welfare.
- 5) However, the immediate situation might seem against farmers which is needed to be tackled through proper and comprehensive measures.

The Immediate actions would include.

1. Arranging meeting between farmers representatives and govt representatives including scientists.

2. The long term goals of govt should be explained in appropriate & comprehensible way.

3. The awareness generation about the issue should be on real footing.

4. ~~There are~~ Proper incentives to switch to other crops like crop support, electricity subsidy, fertilizer subsidy etc should be offered.

5. The long term measures would include :-
→ generating proper storage structures

→ alternate incomesources, eg.
livestock farming, under initiatives
such as Gokul Mission

7. The district administration should
develop comprehensive schemes, ways to
achieve outcomes, giving proper
weightage to.

- a) economic requirements of farmer.
- b) Environmental safeguard &
- c) sustainability of farming in long
term.

8. Once prepared this report should be
passed to higher institutions of state
govt.

9. Following, approval; the report should
be given wide publicity to

develop acceptance among farmers.

10. Implementation of schemes such as
PM Kaishi Sinchayee Yojana.

Microwatershed Fund etc

district specific
Thus comprehensive approach taking
farmers into confidence is required.

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 हिੱतों 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।

a) The major reasons for apathy are spread over various aspects.

Social

b) The general lack of awareness about the ill effects of improper waste

disposal.

2. The passive participation of people in society. eg. thinking that it is govt's Job

4. Infrastructural issues

1. Lack of waste collection points eg. In the Indapur area of Delhi there is only 1 big bin for the whole area.
2. Accessibility and affordability becomes issue in densely packed colonies;
3. Haphazard colony development devoid of municipal facilities. adds to problem.

Awareness issues

1. People are not aware of ill effects because.
 - a) Landfills are usually situated outside cities.
 - b) They are unable to connect waste

with diseases and other problems.

2. This is coupled with general apathy towards social cause it is evident from.

a) throwing waste on road even
when there is bin.

b) The stakeholders in the issue.

- i) National government.
- ii) state govt.
- iii) local govt (Panchayat & Municipality)
- iv) local people
- v) ~~institutions~~ institutions like Hospitals

Significance of their involvement.

- i) National govt should up'date the waste disposal rules and regulations. eg.
Plastic waste disposal regulations 2016.
It creates obligations on states to follow the same.

ii) State government should participate actively as sanitation is a state subject. which would include :-

- a) Proper financial and manpower deployment in concerned area.
- b) Developing capacity of lower tier of govt. - eg. Panchayats Municipality.

iii) Panchayats & Municipality are the immediate responder to people they should aim at :-

- a) Enough publicity about the rules and regulations.
- b) Proper infrastructure provisions eg drain bins etc.
- c) Proper waste treatment and disposal.

i) local people & migrants have larger role to play as they are immediate waste generator. & social.

→ There should be proper incentives & disincentives to follow the rules & regulations.

ii) The hospital generated waste is highly toxic and dangerous.

→ Proper staff awareness about disposal of medical waste should be generated.
→ tackle hospital waste separately from general waste.

The waste collection & disposal problem is complex one. The govt has launched Swachh Bharat Mission to generate co-operation between state & people to tackle this problem.