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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	TARUN BANSAL		
Medium Eng./Hindi	ENGLISH	Registration Number	71246
Center		Date	5/9/2019

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।

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

1. (a) Highlighting the attributes of leadership, analyse why it is important for a civil servant. (10)

नेतृत्व (लीडरशिप) के गुणों पर प्रकाश डालते हुए, विश्लेषण कीजिए कि यह एक सिविल सेवक के लिए महत्वपूर्ण क्यों है।

Kautilya, in his work Arthashastra has highlighted role of leadership and strong leader in Saptang theory where a strong king can protect national interest.

Leadership is an ability to lead by front and guide others to achieve desired objective. It involves motivation, lead by example, and presence of mind to deal with unexpected situations.



Some of examples include Mahatma Gandhi, Sardar Patel who played role in freedom struggle &

integration of India.

Civil Servant must possess Leadership

Qualities as:-

- ① He will have to lead by front to bring transformative changes in governance. Eg. TN Sesan, former CEC brought electoral reforms
- ② Motivate people during situation of crisis to cooperate and be responsive Eg. During Natural disasters at time of relief & evacuation.
- ③ He is lynchpin of governance and implementation of executive actions like welfare schemes
- ④ Control and do crowd management. Eg. during festival celebration → Kumbh Mela, or Communal violence
- ⑤ Agent of change in bringing socioeconomic changes Eg. Armstrong Pannu, officer of Manipal for people's road.

Leadership helps in effective & efficient administration.

1. (b) A civil servant needs to be objective as well as empathetic. What do you understand by objectivity? Discuss its relationship with empathy. (10)

सिविल सेवक को वस्तुनिष्ठ होने के साथ-साथ समानुभूति रखने वाला भी होना चाहिए। वस्तुनिष्ठता से आप क्या समझते हैं? समानुभूति के साथ इसके संबंधों की विवेचना कीजिए।

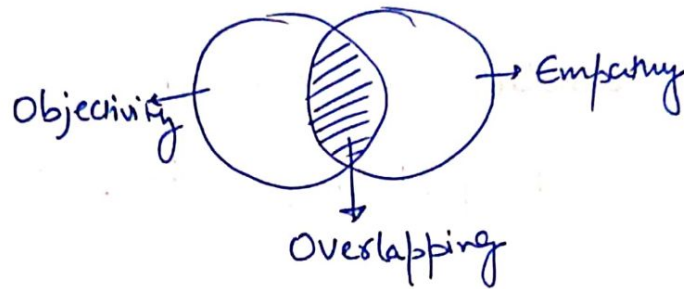
Objectivity means rule based ~~decision~~ decision making based on facts of the matter rather than biased perceptions. It is an essential attribute and foundational value of Civil Services as highlighted by Nolan Committee & 2nd ARC.

For example, A Civil Servant while carrying out quasi-judicial proceeding regarding land dispute needs to be objective in his conduct based on merit of the case rather than emotions or biased perception even if person is of his Community.

Empathy refers to feel the emotions of others i.e. keep oneself in other's situation and realise the state of that person. It is necessary for civil servant to bring

humane face to governance. eg. Empathy towards vulnerable sections and be responsive to alleviate their sufferings & hardship.

Relation of Empathy & Objectivity



Though Objective & Empathy sound mutually exclusive but there can be instances when both overlap.

For example; An old ^{dutiful} woman comes for welfare scheme benefit but is denied because of lack of updated Certificate.

A civil servant can ~~come~~ display objectivity as well as empathy. by helping her update document and then get benefit in a rule based manner.

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

सूचना प्रौद्योगिकी के तेजी से बढ़ते उपयोग के साथ, आपके अनुसार साइबर जगत में नीतिशास्त्र की क्या भूमिका है?

Ethics are standards & guidelines for social conduct that helps in distinguish between right & wrong. The present era, is known as Cyberage, where ICT technology has entered in every sphere of human life.

Role of Ethics in Cyberspace

① With increasing incidents of Cyber fraud like Petya & WannaCry ransomware, phishing, ethics & moral conduct can help in reducing these CyberCrimes

② Digital divide seen between Urban-Rural, Men-Women, Developed Country & Developing can be bridged by equal distribution of benefits, access, affordability & availability through display of Social Justice for all.

③ Privacy breach has become Common Concern
eg. Cambridge Analytica. So ethical Code of
Conduct by social media network &
technological giants can help in it.

④ Fake news, Paid media, influence in elections
can be curbed using Ethical Code eg.
Code of Ethics by social media giants during
Indian election.

⑤ Cyberstalking, Child pornography & other
issues like racial discrimination by AI
algorithms can be solved by Ethical & high
moral value display.

Ethics can bring fruits of good governance
using ICT to all for inclusive
development.

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

सरकारी संगठनों में पारदर्शिता सुशासन की आवश्यक पूर्वपेक्षा है। स्पष्ट कीजिए।

Transparency refers to openness in any conduct. Transparency is sin-qua-non for good governance.

Transparency in governance means display of public information & access to it in public domain. 2nd ARC report on Ethical governance highlights role of transparency as pre-condition for good governance.

① It reduces Corruption, nepotism & Crony Capitalism

② It empowers Citizen & make Citizen Centric governance. Eg. RTI Act, has empowered people

③ It ensures Accountability of government for its action & reduce scope of

Arbitrariness in action.

- ④ It increases & improves business sentiment in the nation that leads to ease of doing business & inflow of FDI
- ⑤ It builds trust between Citizens & Government System. & imparts legitimacy to their action.

Way Ahead

Transparency ensures Accountability, Reduction in Corruption, Citizen Centric, participatory governance and ensure basis for good & ethical governance through mechanism like e-governance, Social Audit, RTI

3. Given be they me नीचे नैति आपके लि (a) A na its lowe राष्ट्र का कैसा व्य के साथ

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

नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनके क्या निहितार्थ हैं:

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

राष्ट्र का आंकलन इस बात से नहीं किया जाना चाहिए कि वह अपने श्रेष्ठतर नागरिकों के साथ कैसा व्यवहार करता है, बल्कि इस बात से किया जाना चाहिए कि वह अपने निम्नतर नागरिकों के साथ कैसा व्यवहार करता है। - नेल्सन मंडेला।

The above quote by Nelson Mandela highlights that nature & character of a nation can be judged about its treatment to vulnerable & marginalised section of society.

For example, Apartheid policy of South Africa nation displayed the discriminatory nature towards Black citizens. Similarly, Hitler's Germany massacred Jews and represented authoritative regimes & exclusivist government.

On the other hand, we can see other nations, that embrace multiculturalism & just & humane treatment to all & care welfare state in true sense.

- ① India represents multicultural, multiethnic, multireligious nation that protects rights of its citizen and has special provision for minorities & is welfare State in true sense.
- ② Scandinavian Countries are known for equal treatment to all citizens & apt example of good governance.

Relevance: With rising intolerance, protectionism, ethnic conflicts, it is necessary for a nation to establish Rule of Law & Justice for all for an inclusive society where there is "Saka Satm & Sabka Vikas" → for "Sabka Vishwas"

3. (b) The highest education is that which does not merely give us information but makes our life in harmony with all existence. Rabindranath Tagore (10)
श्रेष्ठतम शिक्षा वह है जो न केवल हमें जानकारी प्रदान करती है, अपितु सभी के अस्तित्व के साथ हमारे जीवन का सामंजस्य भी स्थापित करती है। - रवींद्रनाथ टैगोर

"Education without morals is menace to Society"

Education that only gives information is not true education rather just literacy.

The above quote by Tagore shows that education that is devoid of ethical & moral values of peace, love, compassion, tolerance cannot be called highest education. Rather the one which comprise all attributes of integrity, compassion, tolerance & love is a meaningful & true education.

For Example:-

- ① Mythological Character of Ramayana, Ravana was very learned person but lacked integrity & ethical display & was not educated in moral & ethical values.

- ② Environmental education makes us live with harmony and go for sustainable development is form of highest education
- ③ Gandhi's Naiya Talim & Tagore's Shantiniketan emphasised on ethical & moral education of love, tolerance, peace & non violence.

Today, we need to reorient our education system & our draft new education policy should also emphasise on this form of highest education as destiny of a nation is made in class/ classrooms.

4. (a) For achieving success, attitude is equally, if not more important than ability. Discuss with the help of examples from your daily life. (10)

सफल होने के लिए, अभिवृत्ति क्षमता से अधिक नहीं तो, क्षमता जितनी ही महत्वपूर्ण है। अपने दैनिक जीवन के उदाहरणों की सहायता से विवेचना कीजिए।

Ability is inherent Capability to do a task whereas attitude refers to pre disposition of towards an object due to underlying value system.

For Success in life, ability alone is not sufficient but attitude needs to be positive.

For example:

① In Swachh Bharat Abhiyan, it was not just effort & resources of government i.e. ability but change in attitude of behavior people that resulted in its success.

② A hard working Civil Servant having pessimistic attitude for cause cannot bring change & result but only positive attitude that motivates him & others can help in social transformation.

③ The Story of hare & tortoise where hare had ability but it was tortoise positive attitude that made him win.

4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

उच्च भावनात्मक समझ का मूल आत्म-जागरूकता है। यदि आप स्वयं की अभिप्रेरणाओं और व्यवहार को नहीं समझते हैं, तो दूसरों की अभिप्रेरणाओं और व्यवहारों की समझ विकसित करना लगभग असंभव है। उपयुक्त उदाहरणों की सहायता से विवेचना कीजिए।

Emotional intelligence refers to ability to understand one's emotion & control over them & also able to comprehend others emotion for utilising them in constructive manner.



Fig: Components of EI.

Self Awareness refers to understand about one self → strength, weakness, behaviour, motivation & it is of core value of

EL.

For example:-

① A Civil Servant Cannot Carry out mitigation & rescue process during disaster if he is not ~~aware~~ Self Aware of his resources, lacks motivation & courage to act in time.

② Mahatma Gandhi was able to mobilise mass movement because of Self awareness about his ~~attitude~~ emotion values & motivation. that help in understand others emotion. and adopted Struggle - Trust - Sanggh Strategy.

5. (a) What do you understand by Integrity Pacts? Highlight the role they can play in bringing transparency in allotment of public contracts and ensuring proper utilization of public funds in India. (10)

सत्यनिष्ठा समझौता (इंटीग्रिटी पैक्ट्स) से आप क्या समझते हैं? भारत में सार्वजनिक अनुबंधों के आवंटन में पारदर्शिता लाने और सार्वजनिक निधि के समुचित उपयोग को सुनिश्चित करने में इसके द्वारा निभाई जा सकने वाली भूमिका पर प्रकाश डालिए।

Integrity Pacts refers to formal document signed between government and seller agency to ensure ethical conduct & probity in procurement process.

Role in bringing Transparency

- ① 2nd ARC recommends Integrity Pacts as means to ensure ethical conduct & display transparency in public contract & utilization of fund
- ② Violation of Integrity Pacts bring negative image & action on

for sale of law.

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

दुत गति से हो रहे तकनीकी परिवर्तनों के संदर्भ में, शैक्षणिक संस्थानों में नैतिक और आध्यात्मिक मूल्यों को अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Rapid technological Change has made monetary value & Consumerism in Society as important values & decline of moral & spiritual value.

Significance

- + It can help in address inequality in Society
- + Reduce Corruption, nepotism
- + Check Communal Violence, Riots & discrimination against vulnerable Sects.

Moral values can act as
vanguard to preserve
humanity & welfare of
all, inclusive growth &
Sustainable development

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

दीनदयाल उपाध्याय द्वारा प्रतिपादित एकात्म मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

Integral humanism was philosophy
of Deen Dayal Upadhyay
based on ethical & moral conduct
in governance, promoting self
reliance in economy,
inclusive growth & development
for all.

Relevance

- + Sustainable Development goals
Can be achieved
- + Ensure Social Cohesion
- + Bring good governance
- + Transparency & Accountability
in System.

7. It is imperative for a country like India, that code of ethics should be implemented for civil servants on social media platforms as well. Discuss.

(10)

भारत जैसे राष्ट्र में, सोशल मीडिया प्लेटफॉर्म पर भी सिविल सेवकों हेतु आचार संहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।

Code of ethics refer to guidelines
& Standards for ethical
Conduct & ensure good &
Ethical governance.

Code of ethics for Civil Services

- Ensure transparency & accountability
- Promote Probity & Check Corruption
- Utilisation of funds in prudent manner.

Social Media Platform

- Check Cyber Crim
- Control Hate Speeches, Violence
fake news & paid media
- Ensure respect of Privacy
Laws

8. Discuss how effective corporate governance can ensure the equitable treatment of all stakeholders. (10)
- चर्चा कीजिए कि किस प्रकार प्रभावी कॉर्पोरेट गवर्नेंस सभी हितधारकों के साथ न्यायसंगत व्यवहार सुनिश्चित कर सकती है।

Corporate Governance refers to adoption of guidelines & management practices as per Code of Conduct & Rules of Organisation.

- ① It can ensure that a promoter are not benefitted arbitrar
- ② Aeth Insider Trading
- ③ Independent Director Can bring transparency & Accountability

(h) Public Disclosure of reports
acts as Checking Corruption
& benefit for all.

SECTION – B

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

9. You are posted as the Superintendent of Police (SP) in a district of a state where alcohol prohibition has been imposed recently. The District Excise department has conducted many raids and seized liquor in large quantities, for which it has received state-wide public appreciation. A few months later reports surface in the media that in this district, hundreds of seized bottles of illicit liquor are missing from the government malkhanas or stores. As a result, the government is left red-faced. You are asked by the DM, who is the overall in-charge of the district excise setup, to investigate the matter. Upon investigation, you unearth a nexus of politicians and government officials who smuggled seized liquor and sold it through spurious means both inside and outside the state.

In this context, evaluate these options:

1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation report in the public domain and expose the nexus.

Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. (20)

आप हाल ही में मद्यपान निषिद्ध करने वाले एक राज्य के एक जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित किए गए हैं। जिला आवकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जब्त की है, जिसके लिए उसे राज्यव्यापी सार्वजनिक सराहना मिली है। कुछ महीनों बाद मीडिया में यह खबर आई कि इस जिले में, सैकड़ों अवैध शराब की बोटलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आवकारी ढांचे के समग्र प्रभारी DM द्वारा आपको इस प्रकरण की जाँच का कार्य सौंपा गया है। जाँच करने पर, आपको उन राजनेताओं और सरकारी अधिकारियों के बीच सांठगांठ का पता चलता है, जो जब्त की गई शराब की तस्करी करते थे और अवैध माध्यमों से उसे राज्य में तथा राज्य के बाहर बेचते थे।

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।

साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप बरीयता देंगे।

Ans

Facts of the case:

- 1) Total Prohibition of alcohol in state
- 2) Nexus of politicians & government officials in liquor smuggling.

Values involved

- Lack of integrity & Probity in officials
- Transparency & Accountability is missing
- Personal vs. Professional interest
- Display of objectivity, Courage & adherence to Rule of law.

Option L: Reporting findings to DM & Seek instructions

MERIT

- Integrity & Objectivity in conduct maintained
- Respect hierarchy & Conduct rules & procedure
- Making corrupt officials accountable to rule of law

Demerit

- DM may not take action or dilute report
- May himself involved in nexus
- Threats from those involved
- Delay in Justice due to red tapism may occur.

Option 2: Charge all accused under legal provision & let law take own course

Merit

- Integrity both personal & professional
- Ensure Rule of law
- Bring Accountability, Probity & Transparency

Demerit

- Retribution & Threat from affected officials & politician
- Undue pressure & interference from political class.
- Future prospects may get jeopardised.

Option 3: Being aware of the seriousness of the matter, discreetly put investigation report to public

Merit

- Media pressure to ensure Justice & Rule of law in high profile case
- Case may reach to logical end.

Demerit

- Spoil work culture of Organisation
- Against Conduct Rules

The above 3 options have their own merits & demerits that result in suboptimal Outcome. So the best approach would be. Combination of them.

- ① Prepare a detailed report with utmost Objectivity & integrity representing facts of matter ^{that can with-} stand in Court of law.
- ② Submit the report to DM & initiate proceedings as per law and procedure.
- ③ In Case, no action is taken or interference, proceed to superior authority with necessary facts & if needed to the Court of law.
- ④ Exposure to Public & Media as an act of Whistleblowing, should be action of last resort if all checks & balances in a democratic structure fail to get

Justice done.

The above Case will be test of my
Emotional intelligence, Courage, fortitude
and desire to get justice done for Public
Interest. It will impart Self
Confidence & guide me for future
Challenges in administration

10. You are posted as a District Magistrate in a Left Wing Extremism (LWE) affected district. The district has witnessed many instances of violence by the naxalites in the past. It has been observed that instances of violence increase as the elections approach. You, as a Returning Officer, are responsible for the smooth conduct of elections. Soon after the announcement of elections, the naxalites gave a call for their boycott and have been threatening people to stay away from them. The people of the district are eager to exercise their voting rights but are scared of the impending acts of violence. Further, with threat to their lives and a low expected turnout, the other electoral officers are also reluctant to go to these areas.

In this context, answer the following:

- (a) Identify the civil service values that are crucial for working in such adversities.
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation. (20)

आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी हैं। चुनावों की घोषणा के शीघ्र बाद, नक्सलियों ने चुनाव के बहिष्कार का आह्वान किया है और लोगों को मतदान से दूर रहने की धमकी दे रहे हैं। जिले के लोग अपने मताधिकार का प्रयोग करने के लिए उत्सुक हैं, लेकिन हिंसा द्वारा रोड़े अटकाने के कार्यों से भयाक्रांत हैं। इसके अतिरिक्त, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।
(b) ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।

10/ (a) Any Civil Service Values essential for working in such adversities.

① Emotional Intell Intelligence

A Civil Servant must possess Value of Emotional intelligence i.e. Self Awareness, Self Control, Social Skills, Empathy & Motivation in such difficult conditions.

Self Awareness:- about one's Strength, resources, Emotions, to conduct impartial elections.

Self Control:- about negative emotions like threat, fear to life

Social Skills - to interact with People & Officials & involve them in electoral process

Motivation - to other electoral officers to come forward & display courage.

Empathy - with victims of Naxalism & ensure good governance.

② Other qualities include



(b) Plan of Action for Conduct of free & fair election

- (i) Involve Local Community & Local bodies to prepare a map of Vulnerable hotspots prone to Naxalite violence
- (ii) Increase Deploy of Security forces & technology like Drones, Camera for monitoring

these hotspots & also electoral booths

(ii) Information, Education & Awareness
Campaign against Naxalite propaganda
for ~~s~~ emphasizing safety & security during
election process for people using social
media, news/paper, Radio & Television.

(iv) Identify Sensitive booths & a remedial
plan in Case of emergency situation like
keeping extra force readily available.

(v) Motivate & boost fellow officials towards
Duty for Public & Conduct smooth election.

(vi) Announcements for Naxalite to Shun Violence
& Strict Action in case of non Compliance.

(vii) Mock Drills for Safety and
Security of the Area.

(viii) Special Cell for Secret information
On naxalite movement & plans.

As a DM, it is necessary for me to display emotional intelligence, Courage and Conduct the festival of democracy i.e. elections in a free, fair and transparent manner.

In the long term, good Governance & address trust deficit can address the problem of Naxalite Violence in my district.

11. You are posted as a District Magistrate in a district, where many large factories and commercial establishments are located. One such factory is owned by one of your close friends. You visit each other's home frequently and are often seen in public together.

Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your proximity with the owner of the factory. With reference to the facts of the case, answer the following questions:

- (a) Identifying the stakeholders and public cause, discuss the ethical issues involved in the case.
- (b) As the District Magistrate, what appropriate course of action will you take? Give reasons for the same. (20)

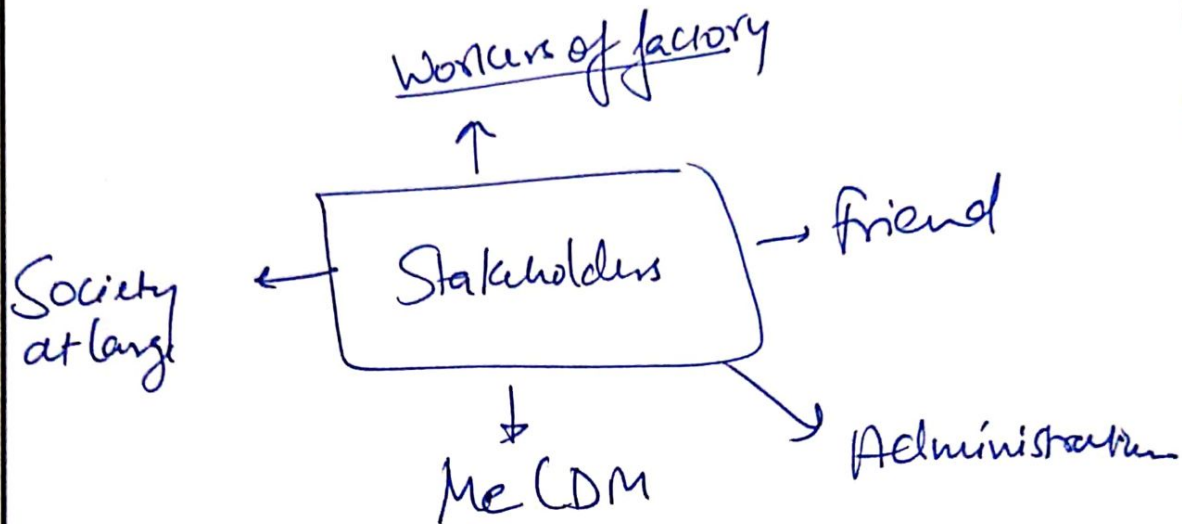
आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

हाल ही में, मीडिया में आपके मित्र के कारखाने में कार्य की खराब स्थितियों के संबंध में खबरें आई हैं। श्रम कार्यालय से पूछताछ करने पर, आपको पता चलता है कि इस कारखाने में अतीत में बार-बार श्रमिक अशांति देखी गई है। हालांकि, श्रम अधिकारी द्वारा आपको बताया जाता है कि कारखाना मालिक के साथ आपकी निकटता के कारण वह कोई कार्यवाही करने में संकोच कर रहा था। इस प्रकरण के तथ्यों के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हितधारकों और सार्वजनिक हेतु की पहचान करते हुए, इस प्रकरण में सम्मिलित नैतिक मुद्दों की विवेचना कीजिए।
- (b) जिला मजिस्ट्रेट के रूप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

11 Ans

(a) Stakeholders & Public Cause



Public Cause:

- + Poor Working Condition
- + Violation of human & worker rights
- + Negative impact on health & denial of Justice.

Critical Issues

- ① Personal Interest vs Professional duty
- ② Integrity vs Friendship
- ③ Probity & transparency in governance.

② Justice & Human Rights of workers.

⑥ Course of Action

① Conduct a preliminary inquiry into the matter of violation of labour laws.

② Send Notice to the friend regarding Violation of conduct

③ Ask Labour department, to initiate action as per law provisions

④ As a friend, advise by fellow to follow rule of law, ensure proper working Condition & take remedial steps to prevent further

action

- ⑤ Increase awareness among labour
regards & Condition in society.

It is necessary as PM to
display Integrity, Objectivity,
Transparency & Accountability in
Conduct. Spirit of Public Service is
most important than personal
relationship. And friend should
be guided to move in right
direction in accordance with
Rule of Law.

12. You are a resident of a remote tribal district, where there is high incidence of malnutrition. As a remedial measure, the District Magistrate has initiated a programme to promote millet cultivation, especially on the lands currently lying fallow in the district.

However, this well-intentioned move of the officer receives flak from the local tribals as this may not only change their age-old food habits, but also alter their traditional agricultural practices. They further cite lower remunerative prices of millets as another reason for continuing with their existing crop production pattern.

As a civil servant aspirant, who has a keen interest in development of tribal areas, answer the following questions:

- (a) What according to you are the key issues and challenges involved in the above situation?
- (b) Identify the key stakeholders and their respective interests.
- (c) Suggest a course of action that the District Magistrate can take keeping in mind the larger tribal interests. (20)

आप एक ऐसे दूरस्थ जनजातीय जिले के निवासी हैं, जहाँ कुपोषण व्यापक रूप से विद्यमान है। उपचारात्मक उपाय के रूप में, जिला मजिस्ट्रेट ने विशेषकर वर्तमान में जिले में परती पड़ी भूमि पर बाजरा की खेती प्रोत्साहित करने का कार्यक्रम आरंभ किया है।

हालाँकि, अधिकारी का यह सुविचारित कदम स्थानीय आदिवासियों की ओर से कठोर आलोचना का विषय बन गया है, क्योंकि इससे न केवल उनकी युगों पुरानी खान-पान की आदतें परिवर्तित हो सकती हैं, बल्कि उनकी पारंपरिक कृषि पद्धतियाँ भी बदल सकती हैं। वे अपने वर्तमान फसल उत्पादन पैटर्न को जारी रखने के लिए एक और कारण के रूप में बाजरा की कम लाभप्रद कीमतों का भी उद्धरण देते हैं।

एक सिविल सेवक अभ्यर्थी के रूप में, जिसकी जनजातीय क्षेत्रों के विकास में गहरी रुचि है, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) आपके अनुसार उपर्युक्त परिस्थिति में सम्मिलित प्रमुख मुद्दे और चुनौतियाँ क्या हैं?
- (b) प्रमुख हितधारकों और उनके संबंधित हितों की पहचान कीजिए।
- (c) आदिवासियों के व्यापक हितों को ध्यान में रखते हुए, जिला मजिस्ट्रेट द्वारा की जा सकने वाली कार्यवाही का सुझाव दीजिए।

The Case Study represents negative attitudes of tribals towards a change in their way of life and trust gap between Administration & people

(a) Key issues & Challenges

- (i) Negative Attitude to change food ^{& change agriculture practice} habit, i.e. adopt Millet as food crop
- (ii) Neglect of health & nutrition as priority in tribal region
- (iii) Communication gap between government & local tribals - hence unable to understand benefits of locals
- (iv) Lack of involvement in policy making & consultation by administration
- (v) Low remuneration prices to other crops than millets.

VISION 1A

(b) Stakeholders

→ District Magistrate Administration

Interest: → good governance
nutrition & health to tribals especially
women & children
→ healthy workforce & district
→ reduce incidence of disease &
malnutrition.

→ Local Tribals

Interest → Continue same habits &
agricultural practice
→ Preservation of local culture & custom
→ Remunerative price for crops

→ Me

Interest → Bring social change in society
& life style
→ Adopt healthy food habits &
practice among my community
→ See a better price & fulfil
goal of good governance by helping

(4) Course of Action:

This requires Social influence & Persuasion to change the attitude of local tribals

- (i) Involve Community leaders, School Children and convey benefits of millet in addressing malnutrition.
- (ii) Make them agents of change & bring changes in their community
- (iii) Introduce millets in Midday meal Scheme in schools
- (iv) Incentivise production & ensure remunerative prices i.e. MSP is extended as per government provision.
- (v) Connect them with eNAM & graminate for better price discovery.
- (vi) Information & Education & Awareness Campaign to adopt healthy lifestyle while ensuring preserve culture.

Way Ahead

DM should display emotional intelligence & use power of persuasion & social influence to change attitudes behaviour of local tribal & make health a priority issue in the district & region

13. You have recently been posted as a District Labour Officer in a state, which derives a substantial revenue from tourism. You come to know that a big hotel in the area has not been paying wages as per the Minimum Wages Act. The hotel owner is a powerful local leader having contacts with many influential officials of the state. You have the power to take suo-moto cognizance of such violations and accordingly you initiate a preliminary enquiry into the matter. However, no worker is willing to come forward to lodge a formal complaint because they fear loss of employment. Meanwhile, your action has attracted notice of the higher authorities, and you are advised to drop the matter altogether. You are deeply concerned about the situation as it involves not only violation of the Minimum Wages Act but also denial of basic human rights of the worker.

(a) Identify the issues involved in the given case.

(b) Consider the options given below:

1. Follow the informal advice of the higher authorities.
2. Convince the owner of the hotel to take note of these violations and take appropriate remedial measures.
3. Submit a detailed report on the matter highlighting violations of workers' rights and seek formal directions from the competent authority.
4. Serve a notice to the hotel owner and initiate action as per your powers under the Minimum Wages Act.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. **(20)**

आपको हाल ही में पर्यटन से अच्छी मात्रा में राजस्व प्राप्त करने वाले एक राज्य में जिला श्रम अधिकारी के रूप में पदस्थापित किया गया है। आपको पता चलता है कि क्षेत्र का एक बड़ा होटल न्यूनतम मजदूरी अधिनियम के अनुसार वेतन का भुगतान नहीं कर रहा है। होटल स्वामी राज्य के कई प्रभावशाली अधिकारियों से संपर्क रखने वाला एक शक्तिशाली स्थानीय नेता है। आपके पास ऐसे उल्लंघनों का स्वतः संज्ञान लेने की शक्ति है और तदनुसार आप प्रकरण की प्रारंभिक जाँच आरंभ करते हैं। हालांकि, कोई भी श्रमिक औपचारिक तौर पर शिकायत दर्ज कराने के लिए आगे आने को तैयार नहीं है क्योंकि उन्हें अपने रोजगार से हाथ धोने का डर है। इस बीच, आपकी कार्यवाही ने उच्च अधिकारियों का ध्यान आकर्षित किया और आपको इस प्रकरण को पूर्णतया छोड़ देने का परामर्श दिया गया। आप इस स्थिति को लेकर गंभीर रूप से चिंतित हैं क्योंकि इससे न केवल न्यूनतम मजदूरी अधिनियम का उल्लंघन हो रहा है, बल्कि यह श्रमिकों के मूलभूत मानवाधिकारों का हनन भी है।

(a) दिए गए प्रकरण में सम्मिलित मुद्दों की पहचान कीजिए।

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

1. उच्च अधिकारियों की अनौपचारिक परामर्श का पालन करेंगे।
2. होटल स्वामी को इन उल्लंघनों पर ध्यान देने के लिए मनाएंगे और उचित उपचारात्मक उपाय करेंगे।
3. श्रमिकों के अधिकारों के उल्लंघन पर प्रकाश डालते हुए इस विषय पर विस्तृत रिपोर्ट प्रस्तुत करेंगे और सक्षम प्राधिकारी से औपचारिक निर्देश मांगेंगे।

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।
इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

(a) Any

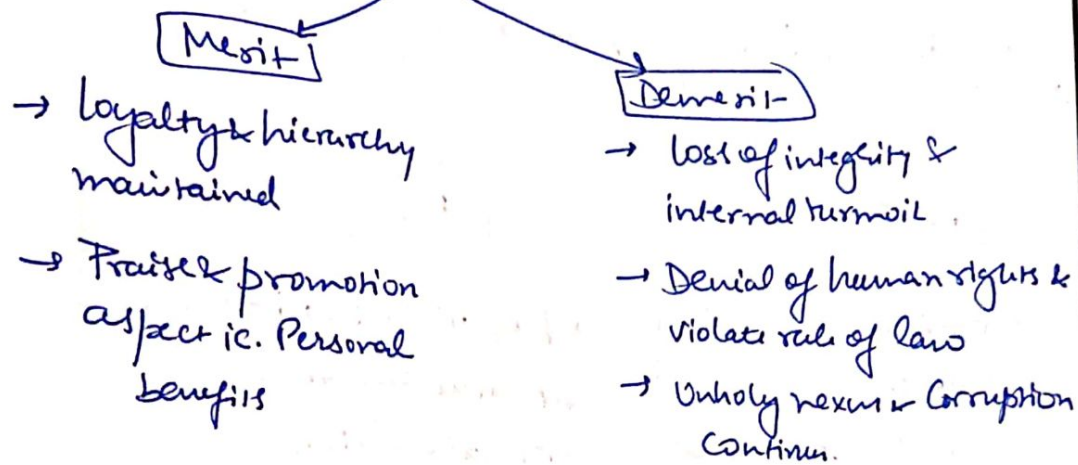
Issues Involved

- Professional ~~etc~~ duty vs loyalty to Superior
- Corruption & Nexus between Officials & owner of hotel
- Disregard of human rights & law of land. by owner
- Professional Career & progression may be threatened
- Lack of transparency, Accountability & probity in governance
- Livelihood issue for workers & fear to come out & complain against owner

(b) Options

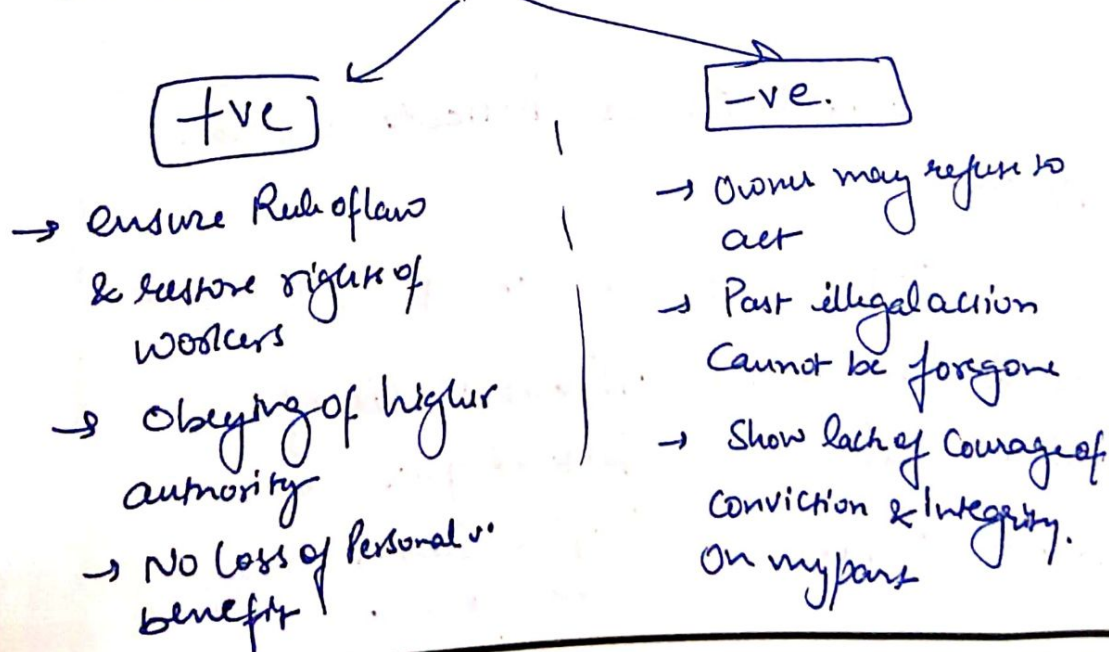
margin
(इस भाग में
कुछ ना लिखें)

① Follow Informal Advice



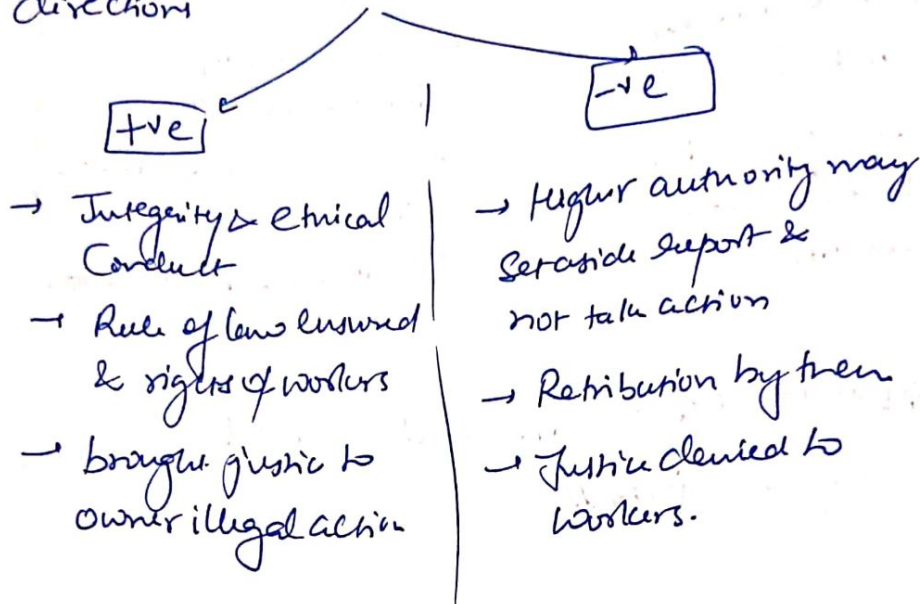
Demerits outweigh merits and should outrightly be rejected.

② Convince owner to take note violations & do remedial steps



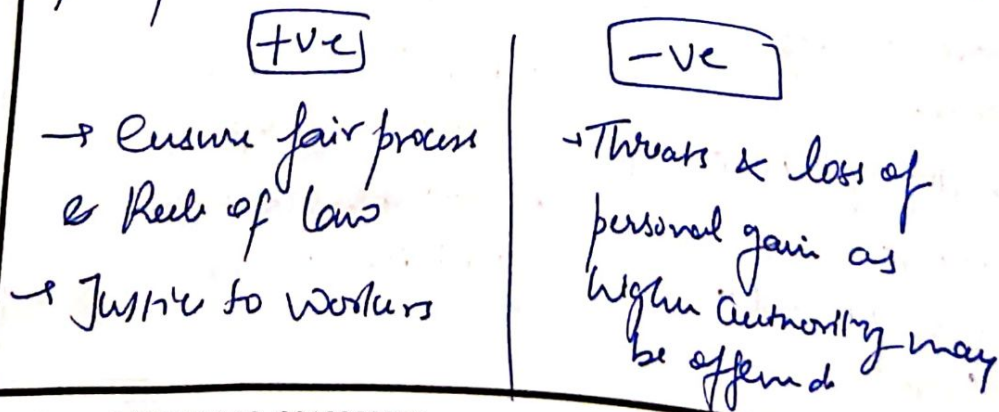
Unethical act as *clement* outweigh merit & should be rejected.

(3):- Submit detailed report & seek formal directions



Chances of negative outweigh positive & hence must be rejected

(4):- Serve notice to owner & initiate action as per power



→ Integrity in
Conduct

→ Justice in
time bound
manner

The fourth option is best possible to
act and display Courage of Conviction
& exercise power
that has been given as per
law. It will ensure human
rights & justice to vulnerable
section of workers, bring justice to
lawbreaker. One must not get
threatened for loss of personal benefit
and convey to higher authorities
of illegality of action & display of
Civil Service Values in one's conduct
rather than just preach

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- Identify the principles and values that would guide your recommendations in this regard.
- Suggest some ways in which quality of education in state-run schools can be improved. (20)

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

ASER reports highlight the poor quality of education & learning outcomes especially in State run-schools.

The above Case Study represents the bad condition of education system.

(a) Role of government in primary & secondary education

- ① RTE Act, 2009 makes Right to education imperative for State to guarantee to All ~~people~~ students in rural & Urban Areas as per Art 21A of Constitution.
- ② Government can act as bridge important institution to ensure literacy for all due to its wide reach & social security objective
- ③ Various Schemes like Sarv Shiksha Abhiyan, Sangra Shiksha Abhiyan, Rashtriya Madhyamika Shiksha Abhiyan, SWAYAM are means to provide primary & secondary education by government
- ④ However, poor condition of infrastructure, lack of funds, teacher absenteeism & vacancy

have imparted quality of education & learning outcome.

(b) Principles & values:-

- (i) Equal treatment & fair opportunity to all to improve education standard.
- (ii) Objectivity in identifying underlying causes & bring them to notice for resolution.
- (iii) Enhance transparency & accountability in Education Sector.
- (iv) Compassion towards vulnerable & disabled students & friendly provision for them.

- ① Some ways to improve.
- ① Fair Recruitment process & induction of positive & high spirited people in Education system
- ② Introduction of Modern methods like demonstration method; happiness Curriculum &
- ③ Feedback mechanism involving parents & teachers for Constructive solution
- ④ Monitoring, Ranking & Spirit of Competitiveness Among schools
- ⑤ Bringing Transparency & Accountability in Education Governance