



VISION IAS

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GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	Aradh Singhla	Registration Number	139489
Medium Eng./Hindi	English	Date	17/8/2019
Center	Online		

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, विद्यापीठ 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 निर्दिष्ट है, का अनुसरण किया जाना चाहिए।
- Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

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

Values refers to the importance that a person, group, organization associate to various aspects of behavior, beliefs.

Convergence in public and private sector values

- ① Data driven decision making

(eg.) Push for digital india which was earlier not seen in public sector

- ② Outcomes oriented approach

(eg.) Push for PSU profitability.

- ③ Private sector taking up social values

(eg.) CSR donations as mandated by companies Act.

- ④ Human resources expertise.

(eg.) Public sector taking up lateral entry

- ⑤ Accountability to stakeholders v/s citizens (eg. social audits, corporate governance)

Gaps that still exist

- ⑥ Ownership in private sector is high
(eg. outcome linked salary in sales in private sector not seen in public sector)
- ⑦ Evaluation and assessment is more objective in private sector
(eg. ACR is still not transparent and ^{not} outcomes linked)
- ⑧ Responsibility for sustainability.
(eg. Public banks capitalized by govt. but airlines like jet airways are ~~not~~ responsible for their own financials.)

Thus, there is a convergence in ways of working but outcomes of public sectors need to be made more accountable.

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

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

Social persuasion refers to deploying society as a tool to effect the attitude of people in society by influencers

Examples

Role of social persuasion

1. Girl education
(lower than boys)
- Safety concerns
 - Assumes it as wastage of money.

- 1.1. Role models - school female DM
↓
1.2. Communicating by
- Charpals at village level
↓ - showing motivational videos
- Conducting street plays.
1.3. Convincing parents / head of family to send girls to school

2. Sanitation
→ After toilets still defecate in open

- 2.1 Using a celebrity like Amitabh Bachchan for advertisement
2.2. Circulating via TVs, mobile videos.

Sanitation
continued

2.3. Ensuring on ground
monitoring by
officials.

2.4. Use name & shame

3. Child labor

3.1 Use local leaders
as communicator

3.2 Provide alternatives
eg. send school in
morning

eg. Use of vocational
to make it lucrative

3.3 Ensuring law is
followed.

Thus, using a credible persuader,
through right media and influencing
right decision maker, social
persuasion can do wonder.

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।

Grievance redressal refers to resolving the challenges that the customer faces in services expected by him.

Key issues

- ① Lack of right user friendly mechanism
 (eg) - use of internet for complaint registration but lack of connectivity
 (1.5 tele density in urban vs 0.5 in rural)
- ② Non-availability of help in local language
- ③ High turn around time
 (eg) Rajasthan CM portal saw 96% unresolved after 3 months

- ③ Complexity in resolution process
(eg) Too many procedures by resolver
- ④ Lack of capability of staff
(eg) MP - Gyandoot experiment showed people in govt. didn't understand internet procedures
- ⑤ Lack of monitoring by authorities
- i.e. by a senior officer like ^{Chief} Secretary
- ⑥ Lack of resources (money etc.) to act on issue.

Thus there are both input and output issues that mars the process of grievance redressal.

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?

As seen in previous parts there are input, ~~output~~ output and process issues.

Input

1. Infrastructure

- Internet (cheap plans).
- Kiosk availability (PPP model eg. UP)
- Operator at kiosks
(GP members or school IT teachers can be used after school office hours)

2. System

- Overhaul as per needs of people
- Ensure availability in local language
- Message / Call centre based service to be adopted

Process

3. Streamline / simplify resolution process
 - Clear chain of command.
 - Guidelines on action
 - KRIs on turnaround time and resolution %.
 - Disciplinary action on non-resolution
4. Tiered monitoring at central, state and local level.

Output

5. Function of input and process but specific focus on key issues like crime, public facilities (PDS)

Thus, the above holistic approach can be adopted to tackle the issue.

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

For me, courage is showing strength in hour of crisis and keep going. This can be understood at multiple levels.

1. Individual level

Understanding that UPSC exam might not turn out to be a successful experience but still having the courage to for start and continue preparation.

2. Family level

A business endeavor that can fail but still having courage to invest balancing risk with hardwork.

Public office (social organisation)

(eg) Durga Shakti Nagpal showing
Courage by fighting against sand
mafia.

National level

Fight against terrorism which
seems difficult but showing national
resolve and courage to win it
over.

International level

Fight against climate change is
potentially not in human hands give
socio-economic construct but still
showing courage of taking the first
step in form of Kyoto and Paris agreement.

ss. Payal co-founder observes "courage
is ⁱⁿ even shorter supply than genius,"
we all should show courage in public and
private life.

Greatness by service

- ⑤ This part highlights that greatness is actually not in people knowing about you but rather outcomes of your actions (service of others in this case)
- ⑥ This highlights that one can be great even if one does right by his/her own conscience.
- ⑦ Goes beyond extrinsic rewards, and ^{works} calls for intrinsic satisfaction.

As Barack Obama observes - standing in some else's shoes, looking world through their eyes, that's a path to "greatness" which involves compassion and service of others

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)

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

Superstitious beliefs refers to ~~for~~ the thoughts and ideas which are not based on rational thinking but ~~fast~~ and rituals of society eg. beliefs in tantraism

Causes for prevalence

1. Illiteracy: As high as 25%. don't know ~~reading~~ / writing
2. Religious leaders ∴ Propagate the beliefs with negative conotation
3. Family values: Family members place strong value in it, so child also believes.

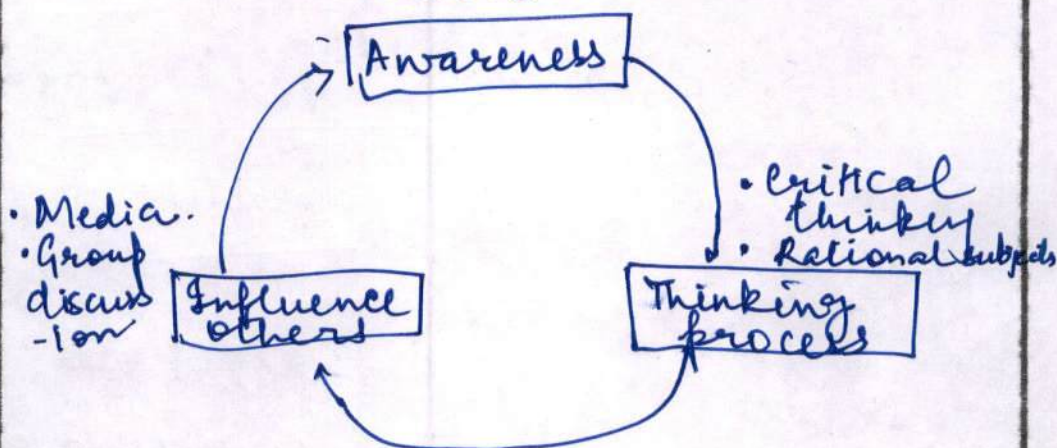
4. Media: News channels and movies promote the concept.
(eg. Bhootnath etc.)

5. Educators: School teachers themselves get involved. - ever

(eg. recent Orissa case of witch hunting)

Role of Scientific temper

- Reading
- School education



We must work towards developing Scientific temper as observed in Art 51A of constitution to eradicate social ills like superstition.

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 refers to the open-minded and progressive approach while conservative refers to holding regressive views.

A person can be both liberal and conservative depending on point of discussion.

- ① SC judge who adjudged homosexuality a crime in 2013 shows conservative approach but in other matters, his approach has been not been same.

- ② My personal views on homosexual relations are liberal but accepting same in family might need some time (conservative)

- ③ Gandhiji's views on caste in BH Ambedkar sense was conservative that he still didn't promote caste exogamy but in terms of women empowerment he was quite liberal.
- ④ View of hindu right wing groups on economy are liberal but on beef consumption is conservative
- ⑤ While village leaders are taking up technology representing liberalism while their apprehension to women participation is conservative
- As it is said Past remains a permanent dimension of human values thus, every individual is both liberal while holding onto few conservative ideas

- 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 'सॉट-गॉट युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Corruption refers to use of public office for personal gains. India recently stood at 78 rank in Corruption Perception Index highlighting rampant corruption in public affairs.

Demand Side issues

1. Demand of bribery by officials.

2. Enforcement by chain of command

> Solution

- 1.1. Innovating tracking mechanism
(eg) Delhi govt. video recording.

- 1.2. Implementation of Corruption prevention Act 1989 strictly. (PCA)

- 2.1. Providing fair vigilance/complaints dept.

- 2.2. Action w/o loss of life (eg) NHA Mr Dubey

3. Culture of organization

Supply side issues

- 2.1 Social audits
- 3.2 Public pressure
- 3.3 Disciplinary action

Solution

4. Forceful provision of bribe for benefits

4.1 Strict police act on reporting

4.2. Protection to public servants

4.3. New provision of PCA to be implemented.

5. Profit-making motives of firms eg. Tenders

5.1. Reducing avenues of person contact eg. recent digital taxation

5.2. Screening through CCTVs etc.

Corruption not only affects the public service delivery but also promotes other crime thus there is a need to act on both supply and demand side of issues -

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

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

Work culture^(WC) refers to the virtues/ vices that define the way of working in an organization.

Various traits of WC in bureaucracy

1. Openness → That is public access to information

Way to
create

- 1.1 Implement RTI
1.2. Improved social audits

2. Punctuality → Working for official of hours and doing work as per schedule

ways

- 2.1 Biometric attendance.
2.2 CCTV supervision
2.3 Penalty on late coming

3. Data driven decision making

- Ways >
- 3.1 Improving infrastructure
 - 3.2. Digital literacy.
 - 3.3 Using RPI led dashboards
 - 3.4 Moving away from file-based systems.

4. Honest and corruption free admin

- Ways >
- 4.1 Close monitoring
- CCTVs, public interviews
 - 4.2. Strict action against perpetrators.

5. Inclusive and respectful behavior

- Ways >
- 5.1 Defining code of conduct
 - 5.2 Complaints against harassment (eg. She-boy)

Work culture has a direct bearing on output of an organization - on this, govt must ensure a healthy work-culture.

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

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

Citizen charter is a public statement that defines entitlements of a citizens, standards of service and remedies in case of non-fulfilment.

Stimulus for raising standards

its charter is defined it work in 2 ways

Making public servants aware of goal

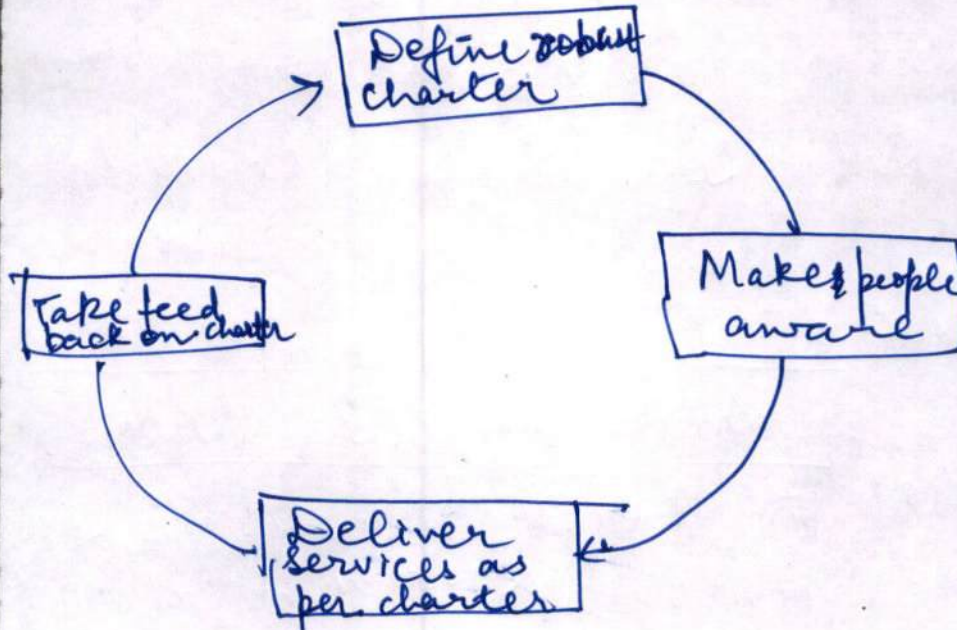
- Objective goals
- Defined time lines
- Defined standards

Making public aware of their rights

- Know what to expect
- Know by when to expect delivery
- Raise concerns if standards not met

Accountability Awareness Acknowledgment

Means to raise standards



Thus charter can be used for enhancing public service delivery.

7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)

अभिज्ञान और व्यवहार इतनी घनिष्ठता से गुंथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitude refers to ^{learned} predisposition which determines someone beliefs, emotions and hence behavior.

Few examples

1. Leopard in hostel

<u>Belief/Attitude</u>	→	<u>Emotion</u>	→	<u>Behavior</u>
Leopard can kill me		Threat, Fear		I run away

2. Capital punishment

<u>Attitude</u>	→	<u>Emotion</u>	→	<u>Behavior</u>
Don't find it useful as I read law commission report		On hearing HC capital punishment judgment I feel bad		Open criticism of judgment

3. Corruption

<u>Attitude</u> →	<u>Emotion</u> →	<u>Behavior</u>
Rebty corruption is healthy for democracy efficiency	Dislike small bribe for work	Work only when offered bribe

4. Girl education

<u>Attitude</u> →	<u>Emotion</u> →	<u>Behavior</u>
Girl needs to marry one day hence no return	Dislike towards her	Don't send her to school Involve her in daily chores.

As Buddha says, We are shaped
by our thoughts. We become,
what we think thus our attitude
defines our behavior

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^(EQ) refers to be able to monitor, distinguish our own and other emotions and use the emotional information to guide behavior.

Important as one moves higher

It is generally said, IQ gets you placed but EQ^{IE} gets you promoted as:-

- ① People with EI are self-aware
 - Act with as per situation
 - Know their strengths & weaknesses
- ② People with EI can regulate emotions
 - Maintain calm - Key quality of a leader

- ③ Shows empathy towards co-workers
- people like a manager
who understand their
feelings
- ④ Can motivate others
- ⑤ EI person can communi
-cate as per need of
hour.

As Dalai lama observes.

"Key to transforming our
hearts and minds is to have
understanding of how our
thoughts and emotions work"

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 दुरगामी 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 (धमकियाँ) के प्रति अधिक सुभेद्य है।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) 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?

As per CERT-In India experiences
1 cyber crime every 10 min. this
highlighting the need of
developing a robust framework
for a secure cyber space in India.

(a) Cyber threats are frightening communication to a person using digital channels (eg. facebook, sms). While everyone faces it in some sense, few are more vulnerable as.

1) Social culture of patriarchy due to which women are subjugated

2) Laxed laws (eg. for ^{perverts} transgenders and ~~before~~ Sec 377 scrapping - gay / homosexual) make them vulnerable

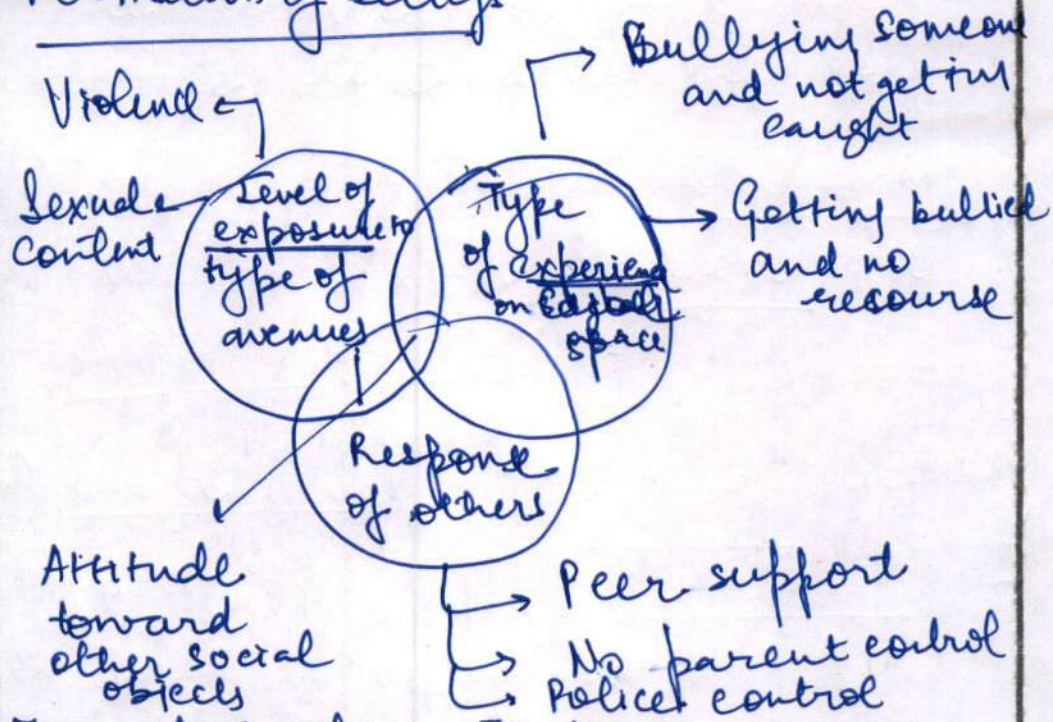
3) Poor implementation / attitude towards certain sections (eg. police officer towards rape victims - Annao) make them vulnerable.

4) Kids who are not mature enough (eg. Blue whale conspiracy)

5) Illiterates / less educated as they are gullible.

- (D) As per CAB model attitude forms due to our beliefs which guide our emotions and behavior.

Formation of beliefs



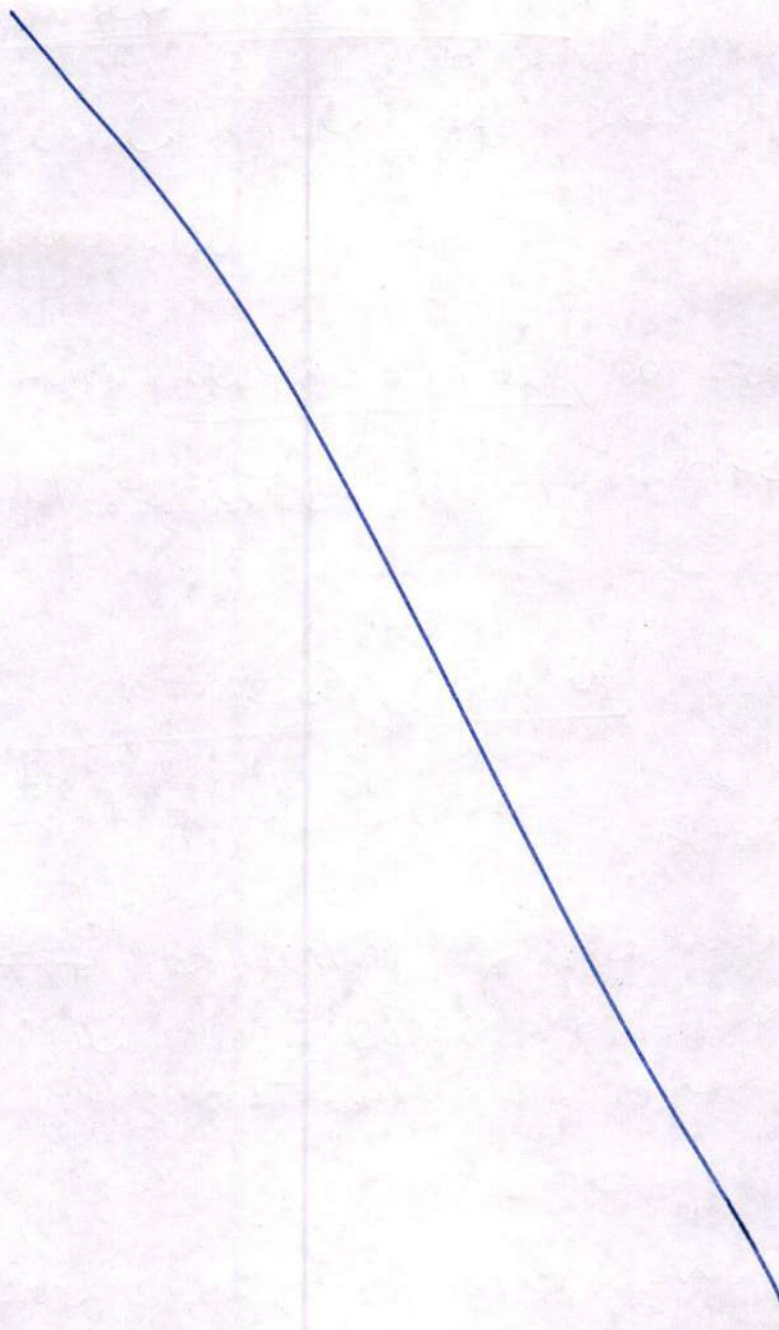
Thus it is clear that

exposure and experience and people's response goes long way in shaping other behavior.

(c) Reasonable restrictions

- 1) Special care / resource for vulnerable sections (eg. women, LGTBQ) (Hb etc).
- 2) Asking intermediaries to track and remove objectionable content
- 3) Strict penalty against certain content (eg. violence, child pornography)
- 4) ~~Con~~ Monitoring by intermediaries if one is accessing objectionable content.

Cyber crime is becoming a key challenge. With NASSCOM predicting internet users to reach 75Mn by 2020, strict framework is needed.



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 प्रयासों 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।

India dreams to be open defecation free (ODF) by 150th birth anniversary of Mahatama Gandhi. (2nd Oct. 2019).
Even though toilet construction has happened at a very fast pace in last 3-5 years their usage still remains a challenge

in multiple places. as indicated
by CMIE data survey

Reasons for low adoption

① Religious beliefs

As highlighted in movie Toilet - Ek
prem katha, people (old age)
feels it is defecating in house pollutes
the home.

② Inertia against change

As the tradition to defecate
openly has been ongoing for
years, sudden change is difficult

③ Infrastructural issues

Even after availability of water
and toilets, the disposal of waste

remains a challenge.

④ Usage for other purposes
As indicated by govt surveys
(eg. NABARD rural), toilets are
being used as store room

⑤ Lack of public monitoring

The officers responsible for
monitoring don't visit
on ground and give
wrong data (World Bank)

⑥ Communication is challenge
as top-down push. Sometimes
don't work.

⑦ Model issues ! Doors are
sometimes not available.

(b) As economic survey lays out an approach for behavioral change, following steps can be taken.

① Making choice easy for them

- Availability of drainage
- Construction of doors etc.
- Dual seat toilet

② Emphasize social norm

- Making women and men who are using discuss about its positives.
- Put up a list of non-users

③ Disclose outcomes

- Data of villages who have gone ODF
- (eg) results of UNICEF study

- Data on harms of open defecation

- ④ Reinforce repeatedly
- Public functions
 - TV advertisements
 - Videos and messages.
 - Using social/religious leader

- ⑤ Leverage loss aversion
- Convincing people that Cholera etc. is due to open defecation using local ACHA etc.

- ⑥ Make message match mental model
- Long language videos.
 - Using a language/means that people understand.

India faces 1/4 global burden of diseases. Working on open defecation can spur behavioral change that goes long way in changing other behavior as well.

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?

As per census 2011, there are ~ 10 Mn
child labor working in India. Thus
a sound local approach becomes key
to tackle the challenge.

Key facts of case(a) Ethical issues

- 1) Child labor against law (Child Labor Act)
- 2) Poverty pushing people to take up jobs that harm them and their children
- 3) Law ~~to~~ being moulded to achieve profits by companies showing greed as lack of civic sense.
- 4) Contractors acting as conduct of illegal activity
- 5) Poor law implementation is a sign of misgovernance in district
- 6) Children losing their crucial time of cognitive development ~~not~~ protected by Art 21A.

(b) options to take:-

- 1) Not acting as law is faulty. This will not affect the situation and illegal activities will continue in region. Also, it is not fair to child's future.
- 2) Clamp down on contractors and firecracker makers. This will solve the immediate issue but is a short sighted approach. Also, it will lead to loss of jobs of poor people pushing them into poverty's vicious cycle.
- 3) A better approach would be to ensure that ^{law enforcement} authorities closely monitor the contract work and not allow child employment.

- 4) Additionally, appropriate fine to be levied against contractors who are legally at violation of law
- 5) The fire cracker makers should be warned appropriately.
- 6) The loopholes need to be also addressed and thus will ensure appropriate authorities are informed
- 7) Children education must also be taken up on priority, so I will work closely with DEO to ensure their enrollment in local govt. schools.

In doing so, I would have ensured that jobs are not lost, and child's dignity and rights are preserved and illegal activities are stopped in district while addressing local term issues like ^{lack of} education which drives vicious cycle of poverty.

"Children are the most innocent creation of nature, We must collectively ensure their rights are preserved and they get a dignified Childhood.

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?

Recent Lok Sabha elections saw many unethical acts on part of political parties as observed by SC as well, thus a civil servant's conduct during elections become crucial.

a) Values that would guide my response are:-

1) Political neutrality

→ As a civil servant I am expected to not favor and/or be biased for a particular party

2) Objectivity

→ I will look into matter from various angles and based on written requests

3) Public welfare/Duty

→ My duty towards public will also guide my behavior

4) Integrity and Courage

→ Irrespective of uncalled for pressures from seniors, I will stay steady on my honest stance.

5) Public Trust in Government Institutions

(b) As BDO, following options are available to me.

1) Going as demanded by CDO.

This will ensure that there is no friction between me and my senior.

But this will work against larger interest of society and democracy. Also, I would have shown political bias.

2) Leaking news to media and stop the action. This would possibly help reversing the action order but is against public conduct rule. Also, public confidence in democracy will reduce. It is against public service ethics of secrecy and confidentiality.

- 3) Raise concerns to CDO and higher authorities. I will try to explain my stance and how it harms the democracy and public service value

(c) Course of action

As discussed above, I will try to rationally explain the values that will be harmed. I will also explain that if media gets to know, it will bring a lot of shame to party as well as administration.

If after all efforts CDO doesn't budge, I will not act on the oral order. I would demand a written order.

I might be transferred for doing
so but I shall ~~take~~^{suffer} personally
sacrifice to protect democratic
and public service values while
holding on to my personal values of
integrity and courage.

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 बिगाड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

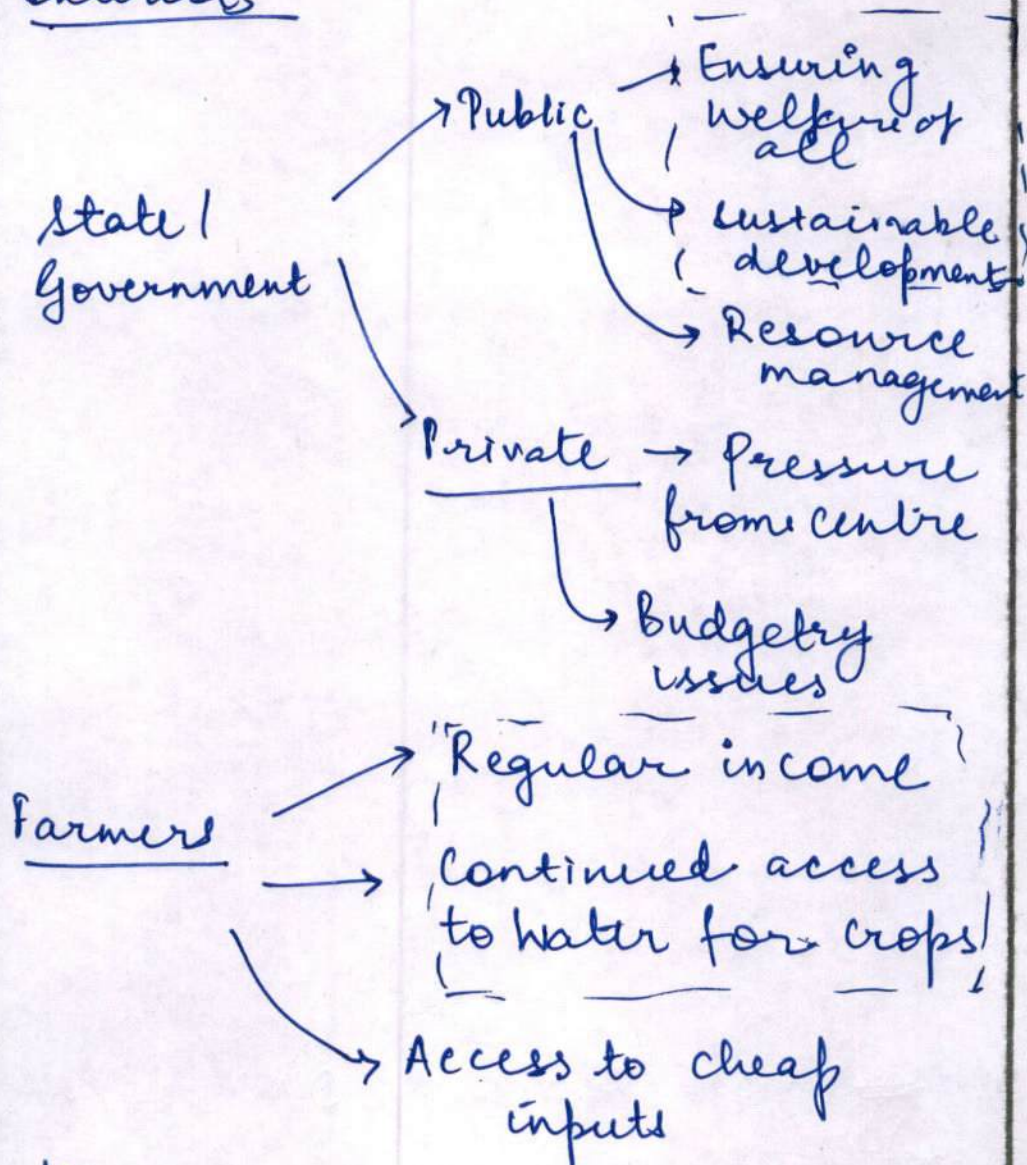
(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

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

As per CWC, India has become
a water stressed country (1000-
1700 ppm)
and moving towards water
scarce mark. ~85% water is used

in agriculture thus a close look
at water subsidies and related
issues ^{become a} keep contemporary need.

(A) Interests



Thus it can be seen that
there is not really a divergence

between ~~bo~~ state's and farmers interests. Both are interested in sustainable access to resources and increase ~~continued~~ income for welfare of farmers. While farmers agitations are driven by short term losses, government actions are driven by long term sustainability.

- (b) To address farmers key concern government needs to address ~~cont.~~ that their incomes are not affected in short run and increase in long run.

Short term measures

1. Assurance of MSP for new incentivized crops.
2. Continuation of buying the already harvested crops at ~~pre~~ earlier policy rates (MSP)

3. Grievance redressal help desks in every block which can help farmers encash ^{any} ~~benefit~~ related benefits in quick time
 4. Awareness and communication by CM to bring confidence
 5. In person meet with farmers and ensuring that jams and blockades are removed.
- Long term
6. Improving quality of seeds and inputs more suited to new crops.
 7. Building marketing infrastructure under schemes like GRAM.
 8. Access to external markets by using portals like E-NAM
 9. Extension services for improving farmers water efficiency

10. Institutionalize grievance redressal mechanism to avoid future instances.

~~Thus~~

Increasing farmer unrest in country demands key government attention as per the recommendations of Ashok Dilwai Committee recommendations

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 produces 69 MT of solid waste annually but only 12 MT of it is processed properly highlighting the scale of issue.

Reason for people's apathy

1. The waste ^{production} accumulation happens primarily at urban / rich locations and dumped at poor localities thus producers are not harmed by their actions
2. Lack of clarity in guidelines. as for a regular household it becomes difficult to distinguish between green (biodegradable) and ~~blue~~ (non-biodegradable) and hazardous substances.
3. Poor collection infra in many top cities (eg. gurgaon, chennai) where collection itself happens in one container.
4. Lack of penalty on non-adherers.

5. Narrow view of cleanliness
→ limited to individual household
6. Low moral radar -
→ no empathy for poor
→ Ignorance remains bliss
7. Poor → poor sense of duties (अर्थात्) while enjoying civil facilities
8. Lack of role models and initiative
↳ People ~~don't~~ act as ^{per} herd mentality

(b) 4

Stakeholders	>	Their involvement
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1. Regular households

1.1. Segregating waste

1.2. Social persuasion

1.3. Name and shame to those who don't follow

2. Municipal
authorities

2.1 Developing
infra

2.2. Creating pressure
on people to
segregate

2.3. City wide
campaigns

⑧ Indore
Swachh Bharat
Campaign

3. State /
legislature

3.1 Ensuring right
law in place

3.2. Enforcing
law

~~3.3~~ ~~By~~

4. Media

4.1 Motivational
media / videos

4.2. Publishing
data on best
localities

As Gandhiji has said "where there
is both inner and outer
cleanliness resides godliness"

We must work towards ODP++ to
achieve the goal