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GENERAL STUDIES (TEST CODE : 1057)

Name of Candidate	Chahat Bajpai	Registration Number	22842
Medium Hindi/Eng.	English	Date	24/06/18
Center	ORN		

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 तथा 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

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

1. (a) Self doubt can both help and hinder leadership. Discuss with examples. 10

आत्म सन्देह नेतृत्व में सहयोग तथा बाधा दोनों उत्पन्न कर सकता है। उदाहरण सहित चर्चा कीजिए।

Leadership is quality of having a vision, showing exemplary behaviour and responsibility towards that vision and ability to motivate others through effective communication and transformational aptt ability.

Self doubt in a leader shows lack of confidence in his/her own vision. This hampers ability to influence/motivate others for it. Like, it is well known in history that a main reason for failure of home rule movement was vacillation or part of Anni Besant who lead the movement.

Moreover if leader herself is not sure of the vision, she will never be able to show full

dedication and commitment towards it. They will soon abandon the people - once met with even small crises. This will affect their credibility and trustworthiness among the followers.

However, it is equally true that a leader needs to adopt a 'dynamic approach' - which should keep evolving with new crises and situation. This ensures adaptability and long term sustenance.

Through 'self doubt' only a better personality can emerge. Like Gandhiji's views kept evolving throughout the freedom struggle. He initially said that religion and politics are intertwined as religion is source of morality to politics however seeing the ill effects of communalism he started advocating completed secularism.

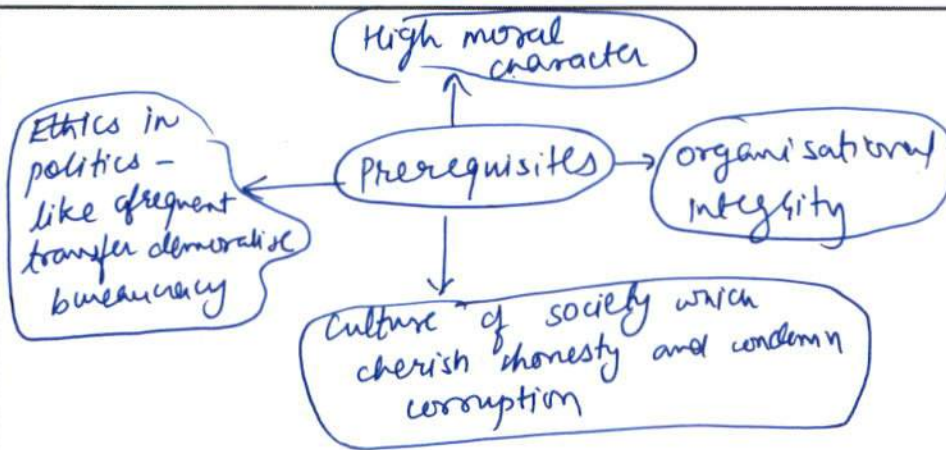
1. (b) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

सार्वजनिक जीवन में ईमानदारी (probity) का महत्व दर्शाइए। शासन में ईमानदारी सुनिश्चित करने की क्या अपेक्षाएं हैं? इस संदर्भ में भारत में प्रमुख चिंताओं का उल्लेख करते हुए, कुछ उपचारात्मक उपायों का सुझाव दीजिए।

Probity is quality of being uncorruptible, righteous, honest even ~~under~~ when there is not external monitoring.

Significances :

- To reduce corruption which is not only needed for proper utilisation of public funds but also a moral necessity for the society.
- To enhance trust of people in the government (Santhanam committee says people view government in low esteem).
- To achieve high standards of governance needed for achieving goal of 'sabka saath, sabka vikas'.



key concerns	remedial measures
<ul style="list-style-type: none"> • colonial mindset of accountability of only those up in hierarchy • sanskritisation of corruption in society. • Lacunae in legal framework 	<ul style="list-style-type: none"> • Reduce power distance by empowering citizens through effective implementation of RTI, citizen's charter • education system should preach moral values • Amend PoCA 1988 - include explicit definition of corruption as 2nd ARC suggest

The most fundamental responsibility of government is to ensure high standards of ethical conduct.

2. (a) While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? 10

जहाँ भ्रष्ट और बेईमान को तत्काल दंडित किया जाना चाहिए, वहीं किसी संगठन की दक्षता और प्रभावशीलता बढ़ाने हेतु दुर्भावनापूर्ण और अभिप्रेरित शिकायतों से ईमानदार लोक सेवकों की सुरक्षा की जानी चाहिए। चर्चा कीजिए। इन दो उद्देश्यों के बीच किस प्रकार सामंजस्य स्थापित किया जा सकता है?

In one of its landmark judgement, SC remarked that each honest and innocent person needs to be protected no matter of the fact that two guilty persons might go scotfree. Else that would be greatest travesty of justice.

Just like a corrupt official rattens the system, a honest public servant forms the steel frame on which the entire burden of the country's administration lies.

He/she needs to be protected to ensure that administration keeps running effectively, welfare schemes reach the needy and system

does not discourage honest and public spirited individuals from joining the service.

Two objectives can be reconciled by -

(i) Effectively using the legal and constitutional safeguards - like POCA 1988 provides for prior sanction while initiating investigation against civil servant. Its 2nd ARC recommends an independent committee headed by CVC should decide this.

(ii) RTI 2005 can be amended to empower PIO to reject malicious, vexatious RTIs with adequate explanation.

(iii) Government should come up with a transparent transfer policy, whistleblower protection act to protect the honest.
Overall the political culture needs to undergo a change so that it rewards honesty.

2. (b) The effective implementation of the Right to Information Act will create an environment of vigilance which will help in functioning of a more participatory democracy. Elaborate. 10

सूचना के अधिकार अधिनियम का प्रभावी कार्यान्वयन एक सतर्कता का माहौल तैयार करेगा जिसमें अधिक सहभागी लोकतंत्र के कार्यशील होने में सहायता मिलेगी। सविस्तर वर्णन कीजिए।

2nd ARC describes RTI Act 2005
as master key to good governance.
It is upheld as ~~the~~ as ~~the~~ greatest
milestone in a journey towards
more participatory governance.

Traditionally government functioned
detached from people. People feared
to ask for even basic rights
due to immense asymmetry of
information, but RTI act through
various significant provisions like
section 8, 22 (which have overriding
effect on OSA), section 4 which
calls for voluntary disclosure have
brought a lot of information at
their disposal.

Concerned citizens can now carry out social audits of various government schemes and thus act as continuous vigil on public officials to act ethically. Like in MNREGA scheme.

However there are various impediments to its implementation like procedural requirements of Demand drafts of even small amounts of Rs 10, 20, non appointment of PIO, as well as ~~the~~ culture of suspicion among the officials.

If implemented properly, the act has power to transform the culture of secrecy which had been prevailing since colonial times where ~~and~~ secrecy is a norm and disclosure an exception can be completely transformed.

3. (a) The bureaucracy technically has been an efficient form of organisation but is seen to have exceeded its administrative powers due to its tendency towards self aggrandisement, permanence in employment, and nearness to the political executive. Discuss. 10

तकनीकी रूप से नौकरशाही संगठन का एक कुशल रूप रही है, लेकिन आत्म-उन्नयन, रोजगार में स्थायित्व और राजनीतिक कार्यकारी से निकटता की प्रवृत्ति के कारण यह अपनी प्रशासनिक शक्तियों का अतिक्रमण करता है। चर्चा कीजिए।

Max Weber conceived bureaucracy to be an impersonal, objective, rule bound, rational institution to provide permanence in administrative work. It has been most effective system to deliver day to day administration regardless of political party in power as evident from its presence almost every where in the world.

However, now it is seen as an impediment to growth and development owing to bureaucratic inertia. It is tendency of bureaucratic organisations to continue rules, ~~pro~~ procedures even though they are counterproductive to overall organisational

objectives.

It is also condemned to be expanding to fulfil its own growing needs. Like for example due to presence of corruption, multiple folds of vigilance are created but these vigilance ~~to~~ bodies themselves suffer from same problems.

It has tendency to become complacent due to job security. This is leading to bureaucrats taking similar technical attitudes than private sector counterparts.

Nexus with corporates and political executives to secure future post requisition posting is a grave cause of corruption.

Bureaucracy in traditional sense may have outlived its utility. Now what is needed is tech savvy, citizen friendly and outcome oriented bureaucracy.

3. (b) Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

भारत में सोशल मीडिया ने राजनीतिक मतों और सामाजिक अभिवृत्तियों को प्रभावित करने में महत्वपूर्ण भूमिका का निर्वाह किया है। टिप्पणी कीजिए।

Social media has become a new medium to interact with friends, share political opinions, ideas etc, in this new age of digital revolution.

Role in shaping political opinions

Each political party maintains a IT wing to spread its propaganda, its electoral promises and to reach out to larger number of people.

However, this can ~~now~~ lead to intrusion into individuals' personal details of likes, dislikes as the seen in recent Cambridge analytical case.

It can also lead to a political party targeting a certain section of society like conservatives targeting radicals.

Role in shaping social attitudes

Social media can be a game changer in this regard like social media campaign of #metoo breaking the taboo of victim blaming in any incident of sexual crime,

It can also bring about change in patriarchal ~~and~~ mindset of our society like with selfie with daughter campaign.

However it can be misused to narrowly shape the ideals of society and spread western hegemony. Citizens especially youngsters feel pride in following the ~~world~~ worldwide icons in fields of music, Hollywood while being unaware of their own culture.

Social media itself is ~~an~~ neither good nor evil, ~~the~~ ~~the use of~~ it all depends on use of this platform.

4. (a) "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment. 10

"अहिंसा दासत्व जैसी निष्क्रियता नहीं है बल्कि एक शक्तिशाली नैतिक बल है जो सामाजिक परिवर्तन में मदद करता है।" टिप्पणी कीजिए।

Nonviolence has been a key component of Indian philosophy since the time of Buddha. In ^{contemporary} ~~present~~ times, Gandhi led the greatest struggle based only on this force.

According to Gandhi, the non violence is not a passive force or weapon of the weak as is commonly understood. Rather it employs greatest moral force. A true follower, would not even think of harming the wrongdoer rather only ~~of targeting~~ ^{oppose} the evil to norms.

4. (b) It is at the interface of public action and private interest that the need arises for establishing not just a code of ethics but a code of conduct. In this context, highlight the need for drafting a code of ethics as well as a code of conduct. 10

यह सार्वजनिक कार्रवाई और निजी हित के अंतरफलक (इंटरफ़ेस) पर है, जिससे न केवल नैतिक संहिता बल्कि आचार संहिता तैयार करने की आवश्यकता उत्पन्न होती है। इस संदर्भ में, नैतिक संहिता के साथ-साथ आचार संहिता का प्रारूप तैयार करने की आवश्यकता पर प्रकाश डालिए।

Public officials are bound by a code of ethics and code of conduct in order to effectively contribute to organisational values, and objectives.

It becomes most crucial to guide when there is a conflict between public action and private interest. Like while making an appointment or granting a contract should a public official favour one's kins. On this regard the code of ethics and conduct guides individual to give primary to to public interest (here merit based) rather than private based (nepotism).

Presently civil services in India are governed by conduct rules 1964, & 2nd ARC has recommended for a code of ethics also.

They are necessary so that —

- (i) To deal with growing corruption & financial embezzlement
- (ii) To help tackle any conflict of interest situation
- (iii) To exercise utmost economy in spending public resources.

Overall they are needed to achieve 'good governance' in the country.

5. (a) Income inequality is a matter of grave concern for the Indian society. In this context, examine the relevance of Gandhiji's concepts of 'Sarvodaya' and 'Trusteeship'. 10

भारतीय समाज के लिए आय असमानता एक गंभीर चिंता का विषय है। इस संदर्भ में, गांधीजी की 'सर्वोदय' और 'न्यासिता' (ट्रस्टीशिप) की अवधारणाओं की प्रासंगिकता का परीक्षण कीजिए।

Inequality is a situation of haves and have-nots in terms of any physical, social, digital, economic resources.

It is a matter of grave concern as it limits capability of people by denying them equal access in quality education, healthcare and thus self perpetuates itself from generation to generation.

When 1% of the country's population own 58% wealth of nation (Oxfam about India) it raises question on legitimacy of government effectiveness to ensure equality and social justice.

In this context, Gandhi's ideas of sarvodaya and trusteeship shone the light.

Sarvodaya or upliftment of even the last individual directs government to take special measures ~~like~~ to uplift the poor. In response to it, government has enacted several schemes like PDS, MNREGA, Janani Suraksha Yojana etc.

Ideas of trusteeship says that wealthy owns resources of society as trustees of people. This forms basis for corporate social responsibility.

5. (b) It does not take long for conflict to turn violent when deep seeded prejudices and discriminatory attitudes are not addressed. Discuss in the context of communal and caste-based violence in India. What role should the state play in this context? 10

गहरे पूर्वाग्रहों और भेदभावपूर्ण अभिवृत्तियों के दूर नहीं होने की स्थिति में टकराव को हिंसात्मक होने में लंबा समय नहीं लगता है। भारत में सांप्रदायिक और जाति आधारित हिंसा के संदर्भ में चर्चा कीजिए। इस संदर्भ में राज्य को क्या भूमिका निभानी चाहिए?

Prakasa

6. Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

उदाहरण सहित व्याख्या कीजिए कि किस प्रकार भावनात्मक समझ (बुद्धि) एक सिविल सेवक में नेतृत्व कौशल की प्रभावशीलता में वृद्धि करती है।

Emotional intelligence is ability to understand one's emotions and emotions of others and to manage them effectively in a given situation

Role in enhancing
Effectiveness of leadership skills in
civil servant

(i) Enhances public-administration
trust - an effective civil servant is able to deal with people, bring about change in their attitudes through display of exemplary behaviour like Nepal gangi DM who made the widow serve him food in order to wipe out superstitions.

(ii) Helps stay motivated and even under difficult situations like

frequent transfers, political interference etc. and keeps others motivated as well.

(iii), Respond effectively as a crises manager - understanding emotions of people and not ~~using~~ doing anything to hurt them.

(iv), Respo delivers the best in various welfare schemes and to innovate to increase their effectiveness. Like the popular Ladli Laxmi Yojana of MP government was actually the idea of a mid level bureaucrat.

7. A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric. 10

सिटीजन चार्टर उन लोगों की दृष्टि से सार्वजनिक सेवाओं को देखता है जो इनका उपयोग करते हैं। इस संदर्भ में, सार्वजनिक सेवाओं को नागरिक केंद्रित बनाने में सिटीजन चार्टर के महत्व का विश्लेषण कीजिए।

Citizen's charters are the documents which codifies the services, their quality and stipulated time within which a citizen is entitled to receive a service.

Importance

It is an important document to bring about transparency in public institution and to reduce the asymmetry of information which had been prevalent since colonial days.

It can transform the maibacp attitude of bureaucracy — or tendency to view citizens as subjects rather make them clients

who are entitled to ~~these~~ services.

It addresses all issue a citizen can face ~~that~~ right from approaching for a service to ~~the~~ seeking guidance & redressal. Thus ~~citizen's~~ though made by organisation, it is a document from citizen's perspective.

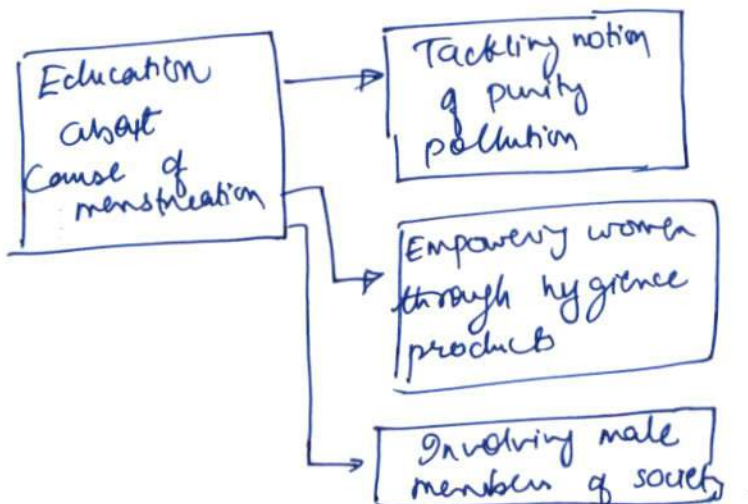
However in order to be effective instrument it needs to be updated regularly and popularised through uploading on website.

8. Given the effects that cultural attitudes about menstruation have on women, there is need to follow a strategic approach in combating these. Discuss. 10

महिलाओं पर पड़ने वाले रजोधर्म के सांस्कृतिक अभिवृत्तियों के प्रभावों को देखते हुए, इनसे निपटने में रणनीतिक दृष्टिकोण का अनुसरण करने की आवश्यकता है। चर्चा कीजिए।

Since ancient times, menstruating women are seen as unhygienic, impure and sign of some bad omen. Women are forbidden from entering into sacred places, go to public place and even made to sit on the floor.

To bring about this cultural attitude a detailed strategic approach is needed addressing following aspects.



People need to be made aware
of biological causes of menstruation.
Women's health should be prioritised
through giving them affordable
safety napkins like by being done
under 'stree swachhiman' yojana.

Overall the male members
of society need to be involved so
that talking about menstruation doesn't
remain a taboo.

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

9. As the District Magistrate you are posted in a district that had been infamous for girl-child marriages. The government introduced a contributory scheme two decades ago, where the government contributed the same amount as the parents, into an account, for their girl child of age 0 to 7 years. The total sum could be withdrawn only when the girl turns eighteen and is unmarried. Due to this scheme, a new pattern has emerged. All girls are married as soon as they turn eighteen and incidents of dowry have increased substantially – because the community customs require paying the sum commensurate to the age of the girl. Further, parents now tend to save money for the scheme instead of investing in girl's education. As the local administration tries to tackle the current situation it looks up to you for ideas and leadership:

(a) Identify the factors which have led to such outcomes.

20

(b) Devise a strategy, keeping in mind the multiple aspects of the situation.

जिला मजिस्ट्रेट के रूप में आप एक ऐसे जिले में तैनात हैं जो बालिका-बाल विवाह के लिए बदनाम रहा था। सरकार ने दो दशक पहले एक अंशदायी योजना आरंभ की थी, जिसके अंतर्गत 0 से 7 वर्ष की बालिका के लिए खोले गए खाते में, सरकार उनके माता-पिता जितनी राशि का योगदान देती थी। बालिका के 18 वर्ष की आयु के हो जाने और अविवाहित रहने पर ही कुल राशि निकाली जा सकती थी। इस योजना के कारण, एक नया पैटर्न उभरा है। सभी बालिकाओं की 18 वर्ष के होते ही शादी कर दी जाती है और दहेज की घटनाएं काफी बढ़ गई हैं- क्योंकि समुदाय की प्रथाएं बालिका की आयु के अनुरूप राशि का भुगतान करने की मांग करती हैं। इसके अतिरिक्त, अब माता-पिता बालिका की शिक्षा में निवेश करने के स्थान पर योजना के लिए पैसा बचाने लगे हैं। चूंकि स्थानीय प्रशासन वर्तमान स्थिति से निपटने का प्रयास कर रहा है, अतः वह आपसे आपके विचारों और नेतृत्वशीलता की अपेक्षा कर रहा है:

(a) उन कारकों की पहचान कीजिए जिसके कारण ऐसी परिस्थितियां उत्पन्न हुई हैं।

(b) इस स्थिति के बहु-आयामों को ध्यान में रखते हुए, एक रणनीति तैयार कीजिए।

This case highlights how government schemes intended to cure some social evil, might have some unintended consequences.

In the case, the scheme initiated by government succeeded in curbing girl child marriage but increased demands of dowry and secondly, parents investing primarily in scheme and not in the girl's education.

Stakeholders of the case are:

- (i) District magistrate and other officials
- (ii) girls
- (iii) their parents
- (iv) government
- (v) civil society
- (vi) country at large.

(a) Possible factors which have lead to the above mentioned consequences are:

Firstly, bringing about a social change is a process and not

an event. Society displays inertia and resistance to change which is seen in fact that though now girls are married at 18 years but yet it is only because law mandates so. People themselves have not realised significance of girl's education and delayed marriages.

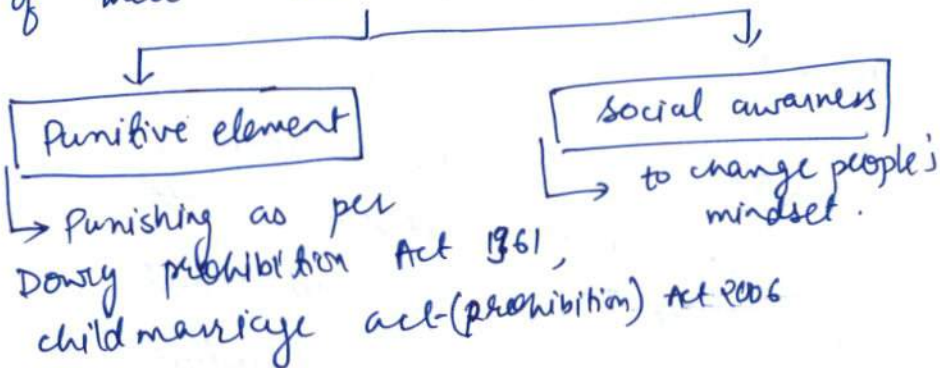
Secondly, on the part of administration it shows lack of dynamic perspective. If the scheme was having unintended consequences of neglect of girl education, they could have made it mandatory that girl should be educated atleast upto class XII.

Thirdly, girl child marriage is not a standalone problem rather it is a small part of wider net of patriarchal mindset. Therefore,

even if it is cured, dowry continued. Therefore a holistic approach at gender sensitivity is needed.

(b) As a DM, it would be my responsibility to quickly respond to newly new emerging issues. First of all, a meeting of officials of all departments including health, education, skill development etc needs to be convened due to multifaceted nature of the problem.

Strategy should focus on both of these elements :



④ An education plan for the district needs to be formulated identifying issues like lack of school within 2-5 km, separate toilets for boys and girls, quality of teachers etc. It should aim to achieve universal education upto class XII. Funds from Beti Bachao, Beti Padhao can be used in it.

Civil society needs to be mobilised to create public awareness about importance of women's self reliance. Nukkad natak, local radio can be used for it.

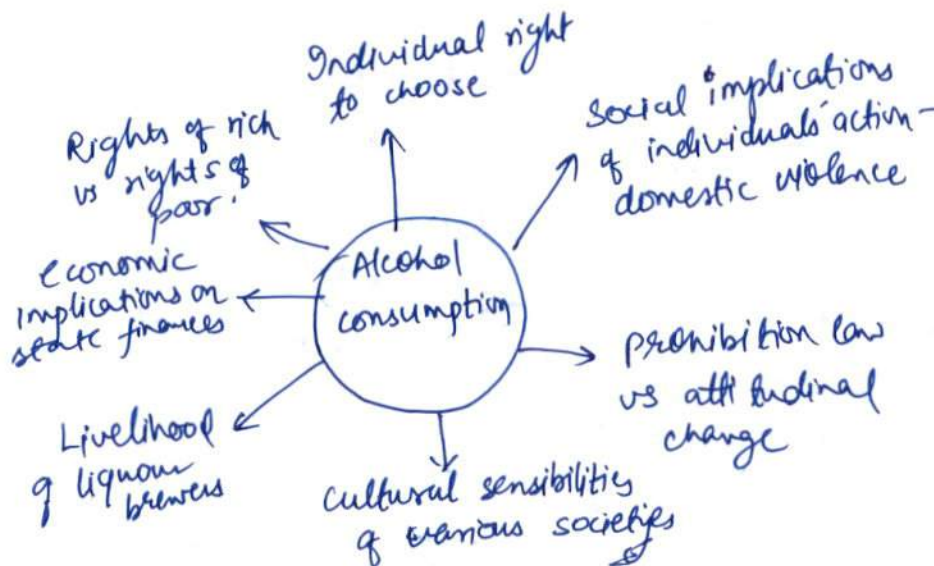
The recommendation can be made to higher level about inculcating an element of minimum educational attainment of girl for withdrawal of money under the scheme.

Overall the aim should be to target patriarchal society mindset and not just one of its manifestation.

10. While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involves aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture? 20

एक और जहाँ कुछ राज्य सरकारों ने मद्यपान निषेध कानून लागू किए हैं, वहीं अन्य राज्यों में इसकी अनुमति है। इस मुद्दे पर बहस में प्रायः व्यक्तिगत अधिकार, सांस्कृतिक अभिवृत्ति और सामाजिक कल्याण जैसे पहलु सम्मिलित होते हैं। एक शिक्षक के रूप में आपको युवा श्रोताओं को इसमें सम्मिलित महत्वपूर्ण मुद्दों को समझाना है। ये मुद्दे क्या हैं? आप आपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

This case tries to bring to light core issues involved in liquor prohibition. This issue needs to be looked from following perspectives:



As a teacher, I would start my address to young audience by highlighting how this liquor prohibition is once again gaining traction.

Several states like Kerala, Gujarat, Bihar have imposed partial or complete ban on liquor consumption.

Gandhiji was a strong critic of liquor consumption and attack on liquor shops was a key component of non cooperation and civil disobedience movement. However despite this this ideal was included only in DPSPs under article 47 and constitution did not support complete prohibition. ~~As~~ As a tribal leader in constituent assembly argued that liquor brewing and consumption is a key component of tribal society celebration. Thus a pluralistic democracy of ours must respect cultural sensibilities of people.

Secondly, on constitution grounds, every individual elaborate right to freedom under article 19 and as SC and HC at many instances have ruled right to choose is a key component of it as an individual must have control over his/her life.

Thirdly, prohibition has severe implications on state finances and reduce capacity of state to spend in social welfare schemes.

Fourthly, some states like Kerala have permitted liquor in three star hotels and above this raises a question are rights of rich and poor different.

Lastly, right to life and livelihood is also a fundamental right under article 21 and any such prohibition is bound to affect life livelihood of thousands of families. Rather than ~~cutting~~ reducing problem,

it can aggravate issue of hooch
tragedies as was already seen in
2008-09 in ~~Karnataka~~ Andhra Pradesh.

The teacher also needs to
present the other side of the
coin to the young minds.

Alcohol consumption is not an
action which has implications only
for the individual rather it has
much wider implication. Domestic violence
and abuse, neglect of children is
directly related to it. This calls for
state intervention for defending
rights of vulnerable sections.

Moreover the loss of revenue to
the state can be ~~be~~ more than
compensated by ~~impro~~ general
improvement in health of citizens.

However the prohibition law
must be accompanied by attempts
at attitudinal change. This can

be achieved by opening more
deaddiction centres, creating alternate
employment opportunities for those
who lost their livelihood etc.

It is said that state comes
into existence to make it easy
for people to do good and difficult
to do evil. If action of an
individual is causing harm to
family and society, it is moral
obligation of state to intervene.

The ~~app~~ intervention should not
stop at merely prohibiting liquor
rather must address the ~~greater~~
more grave issues of poverty, hunger,
unemployment which push many
people towards liquor consumption.

11. As a concerned citizen you have been engaged with the issue of persons employed in manual scavenging. You notice that despite laws and strictures from the highest court of the land the practice of employing human labour to clean sewers continues. While the administration has to ensure the cleanliness of the urban localities, those who are employed also have to earn to sustain themselves and their families. The death of few workers recently due to asphyxiation while cleaning a septic tank has caused much consternation in your locality. You would like to engage with the situation by writing to the administration, for which you need to find an answer to the following:

- (a) Identify the stakeholders involved and state their conflicting interests.
(b) What challenges does the administration face in curbing this social evil?
(c) Enumerate the steps to deal with the problem. 20

एक चिंतित नागरिक के रूप में आप हाथ से मैला उठाने (मैन्युअल स्कैवेजिंग) में नियोजित लोगों के मुद्दे से जुड़े हुए हैं। आप पाते हैं कि देश के कानून और उच्चतम न्यायालय की कठु आलोचना के बावजूद सीवर साफ करने हेतु मानव श्रम नियोजित करने की प्रथा जारी है। जहां प्रशासन को शहरी क्षेत्रों की सफाई सुनिश्चित करनी है, वहीं जो लोग नियोजित हैं उन्हें अपना और अपने परिवारों का भरण-पोषण करने के लिए रोजी-रोटी भी कमाना है। हाल ही में सेप्टिक टैंक की सफाई करते समय श्वासवरोधन के कारण कुछ कर्मचारियों की मृत्यु ने आपके क्षेत्र में अत्यधिक संत्रास पैदा किया है। आप प्रशासन को लिखकर इस स्थिति से जुड़ना चाहते हैं, जिसके लिए आपको निम्नलिखित का उत्तर देना होगा:

- (a) इसमें सम्मिलित हितधारकों की पहचान कीजिए और उनके परस्पर-विरोधी हितों का वर्णन कीजिए।
(b) इस सामाजिक बुराई पर अंकुश लगाने में प्रशासन को किन चुनौतियों का सामना करना पड़ रहा है?
(c) इस समस्या से निपटने के उपायों को सूचीबद्ध कीजिए।

The core idea of this case is prevalence of manual scavenging in the society. The practice continues despite being prohibited by law and the fact that every year manual scavengers die due to asphyxiation.

(a) stakeholders involved and their conflicting interests are :

Stakeholders	Interests
1) Citizens	many citizens are moved by this evil practise and condemn it, however they also yearn for a <u>clean safe environment</u> - no matter how it is cleaned.
2) Manual scavengers	They are forced to live on outskirts of villages, their <u>dignity</u> as a human is hurt when they have to manual clean faeces of other humans but they continue to engage to earn their <u>livelihood</u>
3) Administration	<u>Duty bound</u> to enforce laws strictly including prohibition of manual scavenging act however is also responsible for clean and environment, sanitation, to control

epidemics etc.

(b) Challenges that administration face to curb this social evil are -

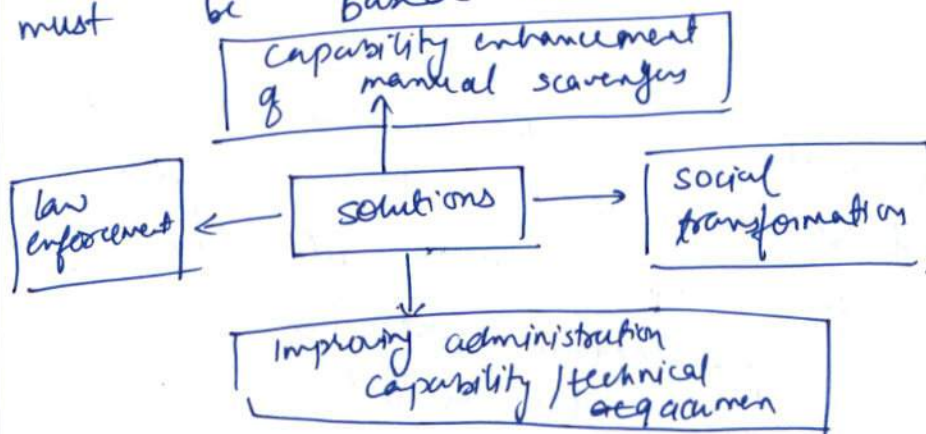
Firstly, the origin of manual scavenging is rooted in much deeper problem of caste system. Various social reformers like Ambedkar, B.R. Ambedkar have struggled to eradicate the evils of caste system, however bringing about change in social institutions take time.

Secondly, due to discrimination faced in all spheres, & manual scavengers ~~face~~ discrim laga behind in all socio-economic parameters like health, education etc. This restricts their capability for alternate livelihood opportunity.

Thirdly, there is challenge of social attitude towards manual scavengers. Even if they leave the practice they continued to be branded as untouchable and outcaste.

Fourthly, administration lack adequate technical acumen to ensure sanitation without direct human involvement.

(c) steps to deal with the problem must be based on 4-dimensions.



(i) capability enhancement → Near the residential areas of manual scavengers, facilities of education,

health care needs to be ensured.
It must be enforced strictly that
not child is denied education by
virtue of being belonging to family
of manual scavengers.

Alternate skill training needs to
be given to manual scavengers

② Law enforcement → strict law enforcement
of prohibition of manual scavengers; and
protection of human rights act 1994.

③ Improving administrative capabilities -
Learn from best practises in foreign
countries. Dry latrines needs to be
replaced with ~~the~~ double pit latrines etc.

④ Social transformation - people
responded enthusiastically to the
call of swachh bharat as a mass
movement given by PM from
ramparts of Red fort. This needs
to extend by vowing to not employ any
manual scavenger.

12. You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

(a) What are the dilemmas that you face in this situation?

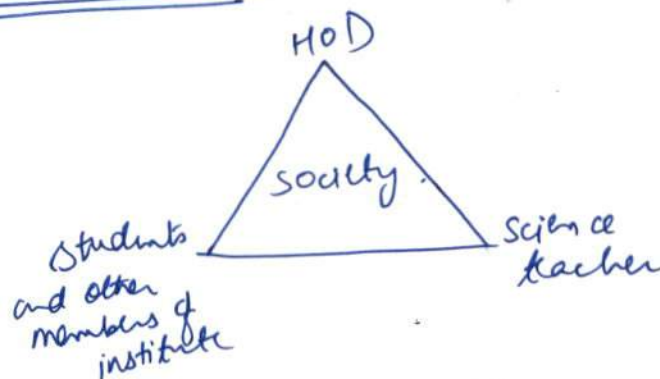
(b) Highlight the course of action that you would adopt and give reasons for the same. 20

आप एक प्रतिष्ठित कॉलेज के विज्ञान विभाग में एक शिक्षक हैं। आपके विभागाध्यक्ष आपके अच्छे परामर्शदाता रहे हैं और आपके करियर की प्रगति में उन्होंने आपका मार्गदर्शन किया है। आपको अपने एक छात्र से पता चलता है कि विभागाध्यक्ष अपने निवास पर निजी ट्यूशन प्रदान करते हैं, जिसे विभाग में कई अन्य लोगों द्वारा नापसंद किया जाता है। इस बात की भी अफवाहें हैं कि वह अपना ट्यूशन लेने वाले छात्रों को अतिरिक्त अंक दे रहे हैं। पूछे जाने पर उनका उत्तर है कि वह अकेले नहीं हैं और साथ ही कुछ अन्य शिक्षक भी निजी ट्यूशन दे रहे हैं। वह आपको आश्वासित करते हैं कि यह छात्रों के लिए लाभदायक है क्योंकि उनमें से कुछ पर अतिरिक्त ध्यान देने की आवश्यकता है। वह आपको इस संबंध में हंगामा न मचाने का परामर्श देते हैं और अप्रत्यक्ष रूप से आपको मूल्यांकन रेटिंग के संबंध में याद दिलाते हैं, जो इसी सप्ताह नियत है। आप जानते हैं कि अच्छी रेटिंग से निश्चित रूप से आपको उचित पदोन्नति मिलेगी। विभागाध्यक्ष चार महीने में रिटायर होने वाले हैं।

(a) इस स्थिति में आप किन दुविधाओं का सामना कर रहे हैं?

(b) उस कार्यवाही पर प्रकाश डालिए जिसे आप अपनाएंगे और इसके कारण बताइए।

Cox idea of case : Relation between
personal interest and organisational
interest and what should prevail
if the two conflict -

Stakeholders

(a) The science teacher in the case faces following ethical dilemma:

(i) Personal interest vs organisational value - The teacher needs good assessment rating for promotion but for larger interest of college he/she needs to disclose about private tuitions by HOD.

(ii) Loyalty to HOD who has been a good mentor and assured that private tuitions benefit the weak students vs loyalty to college.

(iii) commitment of self career/family happiness vs commitment to larger number of students who might be getting unjustly

Rewarded/punished.

(iv) Moral values which direct prompt action vs pragmatic approach to wait for 4 months when the HOD rebizes

(b) The cause of action that needs to be taken is -

(i) Take a close look of the issue at hand : taking any action in a hurry ~~will~~ ^{may} be counterproductive. It needs to be identified :

- How many teachers taking private tuitions?
- Are students attending tuitions really getting unfairly rewarded
- Are teachers unjustly encouraging more students to join private tuitions or mostly weaker students involved.

(ii) Based on the outcomes of this study, further course of action needs to be decided.

In any case the management of the college needs to be made aware of the issue so that it clarifies what the college policy is regarding private tuitions.

If the students attending tuitions are getting unfairly rewarded, the situation is serious and demands quick response. However if the private tuitions mostly for weaker students then ~~managing~~ it should be left to management to come up with such policy.

The teacher should not fear downfall in assessment rating, as it is temporary but values and commitment to organisation is the most important priority.

Moreover the HOD is due to retire in 4 months and cannot stop career progression for long.

This is most appropriate
 action as through this the
 teacher will set a right precedent
 in front of ~~children~~ students. He/she
 will also set up a firm
 reputation of 'cruisers of corruption',
 so that the ~~feel~~ in future the
 students will feel comfortable to
 contact him/her about any wrongdoing.
 Moreover, by doing this he/she
 saves the larger interest of the
 college.

13. While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

(a) Identify the key areas you would focus on?

(b) What are the challenges that you foresee?

(c) How do you propose to overcome them?

20

यद्यपि भीड़-भाड़ की वजह से होने वाली भगदड़ और दुर्घटनाओं के कारण कई अवसरों पर जीवन की क्षति हुई है, तथापि यह केवल किसी त्रासदी के घटित होने के उपरांत ही चर्चा किया जाने वाला एक मुद्दा बनकर रह गया है। हाल ही में आपको लाखों श्रद्धालुओं को आकर्षित करने वाले एक पूजनीय धार्मिक स्थल के निकट एक मेला के संचालन का उत्तरदायित्व सौंपा गया है। मेले में प्रति वर्ष संख्या बढ़ती रही है और इस वर्ष कुछ विशेष खगोलीय संरेखण के कारण अभूतपूर्व भीड़ होने की आशा है। पिछले वर्ष प्रभारी अधिकारी की आलोचना हुई थी और धार्मिक स्थल पर पहुंच को प्रतिबंधित करके धार्मिक संवेदनाओं को आघात पहुंचाने के आरोप में उनका स्थानांतरण कर दिया गया था। मेला की तैयारी करने हेतु आपके पास तीन महीने हैं।

(a) उन महत्वपूर्ण क्षेत्रों की पहचान कीजिए जिन पर आप ध्यान केंद्रित करेंगे?

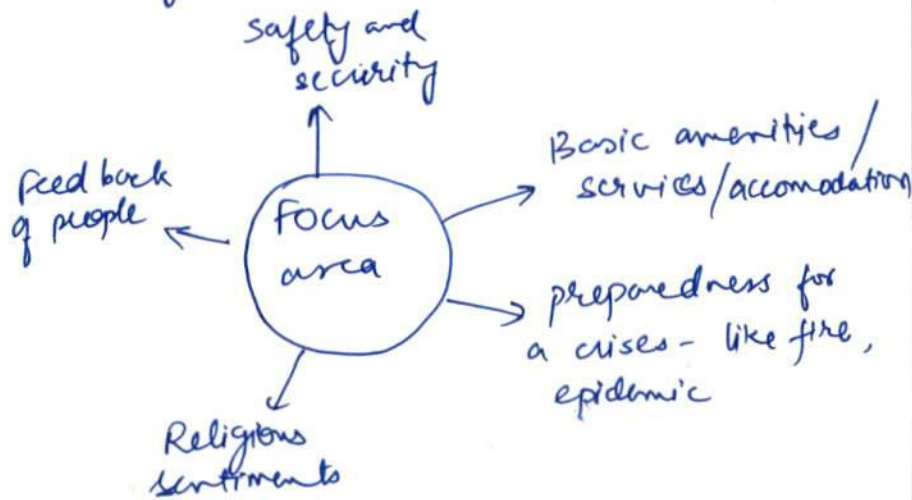
(b) आप कौन-सी भावी चुनौतियां देख पा रहे हैं?

(c) उन पर काबू पाने हेतु आपका क्या प्रस्ताव है?

Core idea of case : crowd management
and role of district administration.
Every year millions of devotees visit holy places, revered sites like Kumbh mela due to their immense faith. It is duty of administration to not only ensure their safety but also not hurt their religious sentiments.

Stakeholders - officer in charge, ~~and~~,
devotees, ~~and~~ other administrative wings,
service providers in the region,
government and society at large.

(a) Key focus areas should be -



(b), (c) challenges and solutions

	challenges	solutions
Safety & security	<ul style="list-style-type: none"> stampedes, mishaps due to rumors like 'gate of temple is open and crowd start gushing towards it' 	<ul style="list-style-type: none"> effective information dissemination through loud speakers

Basic
AmenitiesPreparedness
for crisesReligious
sentiments

- Increased cases of thefts

- Hotels, service providers start charging extra

- Fire hazards, epidemics

people come from long distances and sometimes don't even get to take a glimpse of God

- Prewarning to the people

- provide mechanism for people to complaint so that issue can be resolved as soon as possible

- ~~see~~ low supply & high demand is bound to push prices - temporary shelters, tents can be setup.

- First aid, fire extinguishers, multiple exits need to be ensured

- At Railway stations, bus stands people can be provided map of location

- Pre inform people through websites, news channels about arrangements made

- some restrictions might be needed

Feedback of
people

- people might not get adequate opportunity to vent grievances

while handling
the crowd.

- provision through various help desk or mobile app.

As a chief crises in manager, the officer in charge needs to adopt a dynamic approach. A request can be made to prominent dignitaries to avoid visiting the shrine & in order to insure convenience to people at large.

Overall such a mammoth task requires team building as task of every individual from a police constable to chief medical officer becomes crucial in managing such huge events.

14. You are a senior official at a government agency that is responsible for collection, storage and protection of biometric data of citizens. Due to the expanse of operations, the agency employs third parties for collection of data. There have been reports of security breach and leakage of data by third parties in exchange of money. A journalist from a prominent newspaper carries a sting operation and releases some data in the public to show the ongoing corruption and highlighting the inability of the agency in protecting public data. You are asked by the chairperson of the agency to file an FIR against the journalist and pursue criminal proceedings against him considering it an act of unauthorized access.

(a) Do you agree with the action sought by the chairperson against the journalist? Give appropriate reasons for your answer.

(b) If you disagree, what would be your course of action?

(c) Do you think the action of the journalist is justified?

20

आप नागरिकों के बायोमेट्रिक आंकड़ों के संग्रहण, भंडारण और संरक्षण हेतु उत्तरदायी एक सरकारी एजेंसी के एक वरिष्ठ अधिकारी हैं। परिचालन विस्तार के कारण एजेंसी, आंकड़ा संग्रहण हेतु तृतीय पक्ष को नियोजित करता है। तृतीय पक्ष द्वारा पैसा के बदले सुरक्षा उल्लंघनों और आंकड़ों के लीकेज की सूचनाएं मिली हैं। एक प्रमुख समाचार पत्र के एक पत्रकार द्वारा एक स्टिंग ऑपरेशन किया जाता है और चल रहे भ्रष्टाचार को प्रदर्शित करने वाले एवं सार्वजनिक आंकड़े सुरक्षित रखने में एजेंसी की अक्षमता उजागर करने वाले कुछ आंकड़े आम जनता के सम्मुख जारी किए जाते हैं। आपको एजेंसी के अध्यक्ष द्वारा इसे अनधिकृत पहुंच वाला का एक कार्य मानते हुए पत्रकार के विरुद्ध एक FIR दर्ज कराने और उसके खिलाफ आपराधिक कार्रवाई करने के लिए कहा जाता है।

(a) क्या आप पत्रकार के विरुद्ध अध्यक्ष द्वारा चाही गई कार्रवाई से सहमत हैं? अपने उत्तर के लिए उचित कारण बताइए।

(b) यदि आप असहमत हैं, तो आपकी क्या कार्यवाही होगी?

(c) क्या आप मानते हैं कि पत्रकार का कार्य उचित है?

Core Issue : ethical issues involved
in sting operations and responsibility
of government agency to uphold
right to privacy.

Stakeholders - senior official, chairperson, journalists, citizens, media at large.

The senior official is asked to file FIR against the journalist. The values that should guide his/her conduct include:

- (i), Free and fair media - necessity for vibrant democracy.
- (ii), Right to privacy - a fundamental right under article 21
- (iii), Emotional intelligence to deal with difficult situations

(a) The action sought by the chairperson is based on the premise that the journalist carried sting operation using unethical means of bribing a public servant and then accessed some data which is out of public domain.

However the action ~~was~~ sought
is not justified as -

- (i) Journalists through this story operation
served larger interest of society by
exposing how their biometric details
and other critical data could be
easily accessed.
- (ii) He/she also exposed weakness of
existing system - giving a reason
to improve immediately.
- (iii) Possibly averted a much serious
fraud by terrorists or other
such groups

(b) Course of action should be -
 (i) officer should give to the
chairperson in written his/her concerns
and demand a written order
for action against journalists.

cii) If orders are given, the ~~cas~~ FIR may be filed under civil offence of offering a bribe to public servant.

(C) Action of journalist is justified as foundational value of media is free and fair news and views and ~~the~~ investigative journalism is an important tool for it.

Media is a fourth pillar of democracy and it by its proactiveness it empowers citizens and indirectly strengthens other three pillars.

Thus only under grave situations, ^{those} action ~~may~~ ^{must} be taken ~~eg~~ which curtail freedom of media. ~~Else~~ a vibrant media should be allowed to function for a vibrant democracy.

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