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## GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Anendya Raajsshre		
Medium Eng./Hindi	English	Registration Number	549487
Center		Date	

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
1(b)	10		2. There are <b>FOURTEEN</b> questions printed in <b>ENGLISH &amp; HINDI</b> इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
2(a)	10		3. <b>All questions are compulsory.</b> सभी प्रश्न अनिवार्य हैं।
2(b)	10		4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
3(a)	10		5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
3(b)	10		6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
4(a)	10		7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।
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		
<b>Total Marks Obtained:</b>			
<b>Remarks:</b>			

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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।

Leadership is a mixture of ~~some~~ several attributes, like:-

- ① Integrity - not to shy away from your true value, for other interests.
- ② Honesty - remaining always honest and truthful, both with public and also with yourself.
- ③ ~~Kind~~ Compassionate - so that a civil servant is able to understand the pain of the public.
- ④ Empathetic - so that one is able to fully work toward the cause of the public.

Don't write  
anything in  
margin  
(इस भाग में  
कुछ न लिखें)

⑤ Visionary - a civil servant should be able to assess the long term impact of his policies on the nation.

All the are some basic attributes, that a civil servant should have. While integrity, helps the official to not shy away from his duty, honesty helps to maintain public trust with the administration.

Policies which are the most beneficial can be best made by a compassionate, empathetic and visionary leaders as he/she is the one to fully understand the problem and approach it comprehensively.

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 is the trait of seeing the situation in either "black" or "~~grey~~" ~~star~~ "white" standard.

There is no "grey" area.

Objectivity helps us to see the situation practically and assess the situation accordingly. It removes the emotional aspect which can lead to us to a bias solution. For example, it can be seen in reservation situation where most people ~~that~~ don't think objectively. Their selection since, depends on ~~it~~ the

marks, they ~~don't~~ create a negative bias to the ~~top~~ schedule class / other reserved category student who got less marks but still qualified. Objectivity ~~show~~ would help them to see other dimensions too.

Objectivity should be but supplemented with empathy too, as a person who is not empathetic ~~it~~ won't see the feelings attached.

For ex :- if an official who has both qualities ~~who~~ would see that while constructing road by removing temple would bring development but it won't make people happy. So the person would try to achieve a middle path.

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?

There is a boom in the information technology, specially with the advent of ~~its~~ internet. This has also led to various challenges and threats to the cyberspace are like cyberterrorism or recruiting youth for terrorism etc.

ethics are basically the norms set by the society, which if followed would help ~~to be~~ us to be happy. Every technology requires some ethical standards, because if it is not there, then people won't restrain themselves.

Moral values don't have that a  
big impact like ethics, as societal  
resolution is decided by everyone.  
If ethical standards are set  
then we can help secure the  
cyberspace. For example, since  
right to privacy has been declared  
a fundamental right, most people  
have become regarding their informat-  
ion. This ~~has~~ has also led to  
the companies working hard to  
ensure more security is there  
is to maintain privacy of the  
person. Therefore, to secure cybersp-  
ace, ~~we~~ we need ethics.

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।

Good governance has various parameters. It ranges from probity to honesty & accountability.

Governance is actually a process related to allocation of resources

of a country or an organization.

Good governance would lead to adequate allocation of resources to each one without encouraging inequality.

Thus transparency is an essential pre-condition for good governance.

Transparency has its base in

the fundamental right of a person to information. When a person gets information, he/she becomes aware. This also enhances the accountability of the organization or government.

Transparency thus leads to correct disposal of information. The decision making is fully known public.

This also encourages public participation.

Therefore, transparency has a lot of other advantages too which makes the public governance more people ~~at~~ centric.

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

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।

(10)

Nelson Mandela was a freedom fighter in South Africa. He was a very compassionate man who followed Gandhian ideals all his life.

With this quote, he is trying to highlight the basic essence of democracy — welfare of all, especially of the minority.

Nation which only looks after its highest citizen is doomed. This was the reason why many

medieval ~~rules~~ failed, for  
example Nardes. They only  
cared to their needs while their  
kingdoms ~~suffered~~ suffered.

The kingdom/nation is not only  
run by its highest but has a  
much larger contribution from  
the lowest strata. If we don't  
~~care~~ care to then the ~~strata~~ strata  
(nation) would stop moving. Nation  
should be equally balanced.

For example, in India also,  
government is pushing the MSMEs  
then the big corporates because  
it is the MSMEs because of  
which our economy is running.

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

Rabindranath Tagore was a great  
writer and also an Indian freedom  
fighter.

He was also for spreading  
education and therefore, opened a  
school in his home.

The quote essentially shows how  
important education was for him.

Through it, he means that education  
is not always about getting

all the information. It is

useless, if we don't know how

to use to our advantage

and also for our society.

For example, Hitler was also an educated man, but ~~the~~ his education was not all harmonious. He used it to destroy a whole community ~~the~~ #

Gandhiji was also an educated man. Though, he was not very bright, he was ~~of~~ enlightened because the education he received he used for the benefit of the society. He gave us universal ideals of truth and ~~non~~ non-violence.

Thus, ~~the~~ Tagore, very rightly said that highest education is what helps us to live harmonious with all ~~our~~ existence.

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।

Success requires a lot of things from motivation to the correct attitude and personality.

A person, isn't be successful, if he doesn't have the right attitude. Ability is something that can be easily acquired but it requires attitude to push us to acquire it.

For example :- the ability of answer writing in UPSC is something that no one is born with. Thus, people keep writing tests

to enhance and develop it.

It is not ~~or~~ a hard ability to acquire, but what matters

is our attitude. If my attitude towards <sup>writing and</sup> answer, <sup>practising</sup>

~~and~~  $\mathbb{R}$  is negative, then I'll never push myself to write.

Therefore, I won't be able

to achieve this ability. This

would directly have an impact

on my success in UPSC.

Thus,  $\text{success} \geq \text{Ability} + \text{Attitude}$ .

So one should work on his/her

attitude first and then ~~the~~ other

things will follow.

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.

उच्च भावनात्मक समझ का मूल आत्म-जागरुकता 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।

(10)

Emotional Intelligence (EI) is the ability to be able to understand one's emotions and also of others.

Emotions is something that everyone is born with but the problem occurs when one has to understand it. If we are not able to understand, then we always remain in darkness.

Generally, all of us have some emotional reactions to similar situations.

ions. Therefore, it is of utmost importance to develop self awareness because then only one is able to fully comprehend ~~some~~ other's emotions. For example - since my father also gave engineering exams, he was very well equipped with the ~~same~~ stress that one faces, because he also went through the same phase.

This helped him not only develop knowledge about the emotions but also how to cope with it. Thus, he was able to help me through my stress. Therefore, self awareness is the first step towards high EI.

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 is a value that helps a person to always maintain his or her ground. It avoids duplicity and helps a person to remain determined on his values without getting distracted by other interests.

Integrity pacts are such pacts which tries to ensure that a person or an organization won't go back on his/her words.

They have a major role in transparency as if a person has integrity, then he would always

his value. This would lead him to not be scared of scrutiny thus, ~~helping~~ ensuring transparency as he ~~can't~~ would take decisions publicly with ~~no~~ no fear.

These points are therefore necessary in public contracts, because they ~~we~~ try to ensure that the organizations remain fair and be transparent in all its decision. ~~Since~~, this transparency then helps in more public participation ~~which~~ which further leads to proper utilisation of resources.

Integrity  $\Rightarrow$  Transparency  $\Rightarrow$  Public participation  $\Rightarrow$  Proper utilisation of resources.

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

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

Educational institutions are the initial steps that a child takes towards developing value system.

With rapid technological change, a moral hazard has occurred, as more and more children are now online where the content is not always safe for kids.

So before, they could develop proper value system from their schools, they develop ~~the~~ value system which might be harmful to them.

~~It~~ With changing world, the need to ~~small~~ inculcate moral and ethical values in the children has increased. For example, the recent Christchurch killing shows exactly how wrong value system acquired on net can be so damaging.

Thus, more focus should be given to inculcating moral values in the schools / educational institutions, because at this stage, kids have a clay like mind which can be easily moulded in the right direction. This can then be perfected so much that wrong values from internet doesn't let the kids further

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।

Deen Dayal Upadhyay is renowned name in the Indian freedom struggle. He always pushed for welfare of all - "Sabka Saath, Sabka Vikas".

He propounded integral humanism as the main quality that would help in welfare of all.

Integral humanism talks about inclusivity. Everyone is part of a collective society. We should always try to help each other and our national human values of love, care

and compassion to everyone.  
No body is independent and  
therefore, no one can flourish  
without others. ~~Thus~~ Thus, integral  
humanism is important for everyon  
e, and everyone should practise  
it. &

This concept has become all the  
more relevant in contemporary  
world with increasing hedonistic  
needs of people and hate towards  
each other. With limited resources  
and our ever increasing needs,  
it has become imperative to follow  
the path of integral humanism as  
then only all world welfare along  
with the conservation and welfare of the  
nature.

VISION IAS™  
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 are the standard code with all the basic ethical values that a civil servant should follow. It is not legally binding.

With increasing use of social media, it has become easy to reach people, but this has also led to a lot of challenges and issues. Fraud, cybercrime, spread of hate messages etc also occur easily. Therefore, it has become important that

Code of ethics are implemented on social media platforms for civil servants. This would help them to understand as to ~~what~~ how should a public servant approach people on these platforms. This would help them to make people aware of the administration's decisions and working while also listening and helping the public in their problems. These code would act as a guideline to ensure that the behavior of the civil servant remains within the limit and his/her message doesn't ~~cause~~ offend others.

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

Corporate governance relates to how the corporate sector is governed and regulated, so that optimum utilisation of resources occurs.

Effective ~~of~~ cooperative governance would lead to :-

- ① Optimum utilisation of resources.
  - ② Adequate allocation of it to all
  - ③ Efficient productivity of the workers.
  - ④ Welfare of all the stakeholders involved - workers, public and government
- ⑤ If the corporate just focuses on the

profit and welfare of a few people than the people who are the backbone of the organization would suffer. This won't be healthy for the corporate in the long run. Therefore, effective corporate governance is required because it would lead to adequate allocation of resources among all. This would lead to equitable treatment of all the shareholders as it would be better transparency and accountability thus building public's confidence in it. It would lead to optimum utilisation of resources which would increase profit and thus revenue of the government. Thus, it would be beneficial to 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 आबकारी 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 बोतलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आबकारी 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 साठगांठ 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 साठगांठ का खुलासा करेंगे।
- साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप वरीयता देंगे।

- Stakeholders involved →
- ① Government
  - ② Administration
  - ③ People - district
  - ④ You as SP
  - ⑤ Politicians

In the first option, although, it is the correct process because it was the DM who told me to conduct the investigation, but still doing it is a bit risky. Since, there is a huge nexus between politicians and government officials, so ~~we~~<sup>we</sup> can't trust anyone. Leaving everything on the DM might lead to brush off of the whole incidence if the DM is also involved.

The ~~second~~ <sup>third</sup> option is a ~~partly~~ legally apt and correct, but if seen from the larger perspective of public, then it would lead to erosion of the public trust on the government machine. The people might then never listen to the administration which would not be really good for governance as it requires public participation.

The second option is also correct lawfully but doing this means circumventing the PM as he is the overall in-charge. It is necessary to tell him

of the situation, because, he would be the one who would be questioned first in the public. This move would the hierarchical nature followed and can lead to indiscipline as other junior employees might circumventing senior in charge.

In my opinion, the correct way would be to first tell all the details to the DM like in the first option, but I would assess the instruction given by him<sup>or her</sup>; if he/she also favours pressing

charges, then I would support  
the DM, but if his/her instruc-  
tion are to brush off the case,  
then I would contact officials  
senior to him and get full of  
the situation and ask for their  
instruction. If the same thing  
occurs, then I would ~~to~~  
choose the second option and  
charge all accused and let  
the law take its own course,  
while also keeping a close  
watch on the investigation.

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 भयान्कान्त 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।

(a) The values which are crucial in such a situation are:-

① Integrity - so that the civil servant

doesn't shy away from his  
value of always serving the  
public.

② Bravery - is a must to conquer  
all the fears that a civil  
servant might feel. He <sup>or she</sup> should  
always be ready to put  
his life on the ~~so~~ line for  
public service. This is what  
is taught to all officials -  
"Sheela Param Bhushan" is  
their academy that "duty is  
first."

③ Empathy - so that the official  
is able to understand the grievance

no fear of people, and is able to help them see why their voting is much more important to remove ~~the~~ such unscrupulous elements.

④ The public servant should also have the qualities of a leader so that he is able to influence his juniors to do their duty and don't get scared. To make them realize that, it is their work which would help people in the district.

(b) I would first contact the ~~the~~ Ministry of Home Affairs and notify them of the danger. I would then request them for extra CRPF soldiers to so as to maintain proper law and order. I would then contact the SP to coordinate with CRPF cadre and investigate if any plan has been made by ~~the~~ <sup>the</sup> insurgents, and would ask him/her to check if any such plan has been made.

Then, I would try to ~~and~~ arrange emergency services during the polling day. Services like emergency ambulance, fire brigade, and tell them to remain alert for any incident.

Then I would personally go and talk to the community, that the danger has been handled perfectly and would encourage them to vote. I would help them to understand the value of their vote. I would command my juniors to do their job perfectly.

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 हेतुक 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।

Stakeholders :-

- ① Your friend
- ② His factory workers
- ③ Government
- ④ People - district
- ⑤ You - as a friend and DM of the district.

Public cause would be to  
take proper action against the  
factory as if not taken then  
it might lead to death / injury  
to workers who are government's  
responsibility

Ethical issues involved :-

① Personal vs Public interest →  
as since the factory is of  
my friend, my friendship is  
at stake but for public,  
it is necessary to take action  
against it.

② If strict action is not taken

then. ~~the~~ people might not trust  
the administration of the district.

③ A balance has to be maintained  
between the perished that is  
adequate and it ~~is~~ also maintain  
→ public confidence in the  
system.

④ As a ~~to~~ DM, I would first  
get a detailed investigation  
done of the factory to know  
the whole situation and  
conditions.

I would also sever my  
contacts while the investigation  
is going on with my friend.

After the investigation, if all the reports come true I would ~~also~~ ask the labour ministry to take appropriate action on the factory without thinking of his contact with me.

I would also try to open up other employment avenues for the factory workers in case the factory is shut down or ~~stop~~ suspended. I would make sure that skill training is given to them for their other ventures.

Also, I would look into the provident fund of the workers so that they have adequate money for the time being.

After actions have been taken, I would also contact my friend and try to explain ~~to~~ <sup>him</sup> ~~that~~ as to what he did was wrong and therefore, it was necessary for me to take such stringent actions.

I would make him aware of the regulations that he would have to follow if he starts afresh again and encourage him to do good for the public.

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।

② Key issues and challenges -

① Issue of high incidence of malnutrition - need to tackle it.

- ② Issue of making the tribals aware of the negative of modernisation and also the problem with their saving ~~habit~~ habit.
- ③ Challenge of not disrespecting their culture and tradition while disseminating the information
- ④ Challenge of low remunerative price for millet
- ⑤ Challenge of taking tribals' confidence in the administration's decision.
- ⑥ Key stakeholders -

① Tribals - their interest is to keep their tradition and preserve their culture from outside forces. They ~~also~~ also want good remunerative price for their crops.

② Government - their interest is to keep the tribals healthy while also respecting their culture. Therefore, the main focus is to remove their malnutrition through growing millet.

③ Nature/environment - as to ~~the~~ promote its conservation through

planting millets on fallow land and  
reverse its degradation. Also  
ensuring that the tribal agricultur-  
al practices are sustainable in  
nature.

(c) I would first ~~and~~ go and  
talk to the villagers to  
know all their concerns.

Then I would help them  
understand of the decision  
taken by the administration.

I would ensure them they  
can keep growing their crops  
while also growing millet  
in on the fallow land as this  
would solve 2 problems -

malnutrition and environmental conservation. I would then talk to my seniors to help the farmers in their millet subsidy through some subsidy ~~on~~ on seed/water or through an interest subvention program on credit. I would also ask the government to try a pilot project of the scheme PM-AASHA as it would help the farmers also in their ~~own~~ income through millet procurement while the government could use it in their PDS system to solve malnutrition problem elsewhere also.

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 advise 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।

- ★ Stakeholders —
- ① Hotel owners
  - ② Hotel workers
  - ③ Government / Administration
  - ④ Public - District
  - ⑤ You - District Labour Officer.

Issues involved →

- ① Issue of nexus between the leader and the officials.
- ② Issue of violation of the Act and of basic human rights.
- ③ Issue of lack of proper ~~and~~ witness
- ④ ~~to~~ Issue of loss of employment

⑤ Issue of pressure from senior authority to drop the matter.

② (1) Following the informal advice is against the basic principle of civil services, i.e., to work in the interest of the public. This option would only lead to further empowering the owner to keep on ~~doing~~ violating such norms and might encourage others ~~at~~ also to do the same. But this option would lead to the employees still having the job. This is the only merit that one can obtain which is also only temporary.

② Merits - the hotel owner might work towards improving the conditions. This would be beneficial to the workers as ~~as~~ along with job they would get better salary and conditions.

Demerit - but it ~~is~~ would lead to hotel owner to go free without getting punished. ~~This~~ There is also no guarantee that the owner would take the remedial measures. ~~Therefore~~

③ Merit - following the procedure appropriately along with full investigation. The competent authority might take an

action against the owner. ~~But~~  
 This ~~supremacy~~ might likely  
 lead to better conditions.

Demerits - the competent authority  
 could also be involved and thus  
 shy away from taking an  
 action. Also, even if they take an  
 action it could lead to loss  
 of job of the workers.

④ Merit - the violator is punished  
 and it also ~~sets~~ sets an example  
 to others that "Rule of Law" is  
 followed in this country and  
 no one is above it. It would  
 act as deterrent.

Demerit - might lead to loss of  
 job of the workers.

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:

- (a) Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- (b) Identify the principles and values that would guide your recommendations in this regard.
- (c) 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:

- (a) 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।
- (b) इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- (c) कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

(a) Role of government is the most important while imparting education. It <sup>has</sup> is the main responsibility <sup>providing</sup> as education is a welfare system and that is

the work of government ~~is~~ majorly  
with government's push, & students  
are able to get primary and second  
ary education in remote ~~or~~ or  
village areas.

Since private models are mostly  
based on ~~a~~ profit system,  
therefore, they don't take any  
interest in setting up schools  
in far-off places or in  
rural areas.

Moreover, through government's  
help, poor students and  
socially & educationally backward  
kids are able to get education

and too free. It was through government and parliament's effort that Right to Education became a reality.

Thus, government plays a major role in education sector both through regulating private schools to provide 25% seats to poor kids and also through its state run schools.

(b) Principles and values that one should focus on is of providing ~~welfare~~ opportunity to all equally. Thus equality is

one of the major values that should be focused upon. Equal opportunities helps in the welfare of all thus helping the nation as a whole.

We should also focus on our patriotic values as if we are patriotic then we would want equal development of all for the development of the nation.

Lastly, we should always honour the universal value of humanity and love. If we act according to it then we would help the underprivileged children and listen to their basic problems while

finding a comprehensive solution.

- ① He ~~could~~ should first get a comprehensive evaluation done of the quality of education.
- ② Then we should focus on filling the teacher vacancies present.
- ③ We should try for teachers who are of the same community in a particular area so that students are able to develop a better bond.
- ④ Stringent qualification criteria of teachers along with performance appraisal based on outcome.
- ⑤ We should try to improve the application value of what is taught and also update the curriculum to changing needs.