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GENERAL STUDIES (TEST CODE : 1705)

Name of Candidate	Manish	Registration Number	810341
Medium Hindi/Eng.	English	Date	30/12/20
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:

Signature of Examiner

INSTRUCTIONS

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

1. (a) While the Right to Information Act is considered path breaking in promoting transparency and accountability, discuss why some argue that it has not been able to fully achieve its objectives. (150 words) 10

हालांकि, सूचना का अधिकार अधिनियम पारदर्शिता और जवाबदेही को बढ़ावा देने के सन्दर्भ में पथप्रवर्तक माना जाता है, तथापि कुछ लोग यह तर्क क्यों देते हैं कि यह अपने उद्देश्यों को पूर्णतः प्राप्त करने में सक्षम नहीं रहा है। चर्चा कीजिए।

Right to Information Act was passed to promote Information Disclosure which could keep a check on corruption and promote accountability. However it is said to have not achieved its objectives because :-

- ① The Act mandated, compulsory disclosure of 16 types of Information by organisations voluntarily. This desired objective has't been served.
- ② Lack of awareness among citizens about this right (only 30% of citizens & only 10% in Rural areas knew about it)

③ High fees (in some high courts especially) and bureaucratic hurdles in Information disclosure.

④ RTI issue is complicated by poor maintenance of Govt files and Records. Linguistic barriers also pose a challenge.

As per John Locke, Democracy is meant for empowerment and it would be unethical on Govt's part not to empower those, whom it derives its power from.

1. (b) 'The Citizens' Charter sees public services through the eyes of those who use them.' Discuss how emergence of citizens' charters have altered the concept of accountability and improved the delivery of public services.
(150 words) 10

'नागरिक घोषणा पत्र, लोक सेवाओं को उनके उपयोगकर्ताओं की दृष्टि से देखता है।' चर्चा कीजिए कि किस प्रकार नागरिक घोषणा पत्र के उदय ने जवाबदेही की अवधारणा को परिवर्तित किया है तथा लोक सेवाओं के वितरण में सुधार किया है।

Citizen's charter is the document which enshrines an organisation's commitment towards public service delivery, with deadlines and standard operating procedures.

Citizen's charter & accountability Enforcement :-

- ① citizen's charter informs the public about service quality & objectives of organisation.
In this way, it ensures that the citizens make informed choices.
- ② citizens charter could ensure accountability & Transparency in organisation by making the citizens aware of their rights.

- (3) It boosts public participation in administration as the public feels involved and addressed.

2. (a) How can organizational culture impact public service motivation and sustain values in administration? (150 words) 10

संगठनात्मक संस्कृति किस प्रकार लोक सेवा संबंधी अभिप्रेरणा को प्रभावित करती है और प्रशासन में मूल्यों को बनाए रखती है?

organisational culture refers to set of norms and values that workers in an organisation adheres to and which decides how the employees interact with each others & with customers.

- ① A positive work culture would make the organisation consumer friendly and leads to better service delivery. This could motivate the workers (as a reward & happiness).
- ② A positive work culture decreases conflict between employees & make the place more conducive for work. This helps in reinforcing values of team spirit and loyalty in the organisation.

- ③ only a conducive work culture would be comfortable for New-comers employees.

This could ensure handholding is teaching the core values that the organisation throws on (sustaining work culture)

- ④ organisational culture decides Productivity & Efficiency; which in turn could keep the employees economically healthy. This could also sustain values

A good & positive work culture is important for civil services which has the potential of impacting millions of lives

2. (b) It is imperative that civil servants have leadership skills to bring about meaningful change in the present day India. Discuss. (150 words) 10

वर्तमान भारत में सार्थक परिवर्तन लाने के लिए सिविल सेवकों में नेतृत्व कौशल का होना अत्यंत आवश्यक है। चर्चा कीजिए।

Leadership is the act of taking/ carrying forward an organisation and assumes significance in present day Civil Services, which involves complexities and public dealing.

- ① Leaders are characterised by their initiative taking ability.

eg During COVID 19 crisis, if the civil servant is taking new initiatives (eg Awareness through paintings) then it can improve public service delivery.

- ② Leaders lead by example which is of immense importance in Civil Services.

eg The case of people refusing to eat food cooked by Salitcook.

could be learnt by a leader (DM) eating himself & leading by example.

- ③ leaders show Emotional Intelligence
i.e. good control of over own
& other's emotions

eg This could help in managing a riots situation by appealing to emotions & elders of both sides.

- ④ A leader is a good listener ~~listen~~ and takes valuable feedback for a new civil servant, posted in new area, local wisdom could help.

These civil servants need to have good leadership skills.

3. (a) Digitization of service delivery and online public interface have the potential to transform governance in India. Elaborate. (150 words) 10

सेवा वितरण का डिजिटलीकरण और ऑनलाइन पब्लिक इंटरफेस भारत में गवर्नेंस को रूपांतरित करने में सक्षम है। सविस्तार वर्णन कीजिए।

Digital Revolution has transformed governance & service delivery in multiple ways and it still holds immense potential.

⑥ Digitisation & Governance Transformation

- ① Fast Grievance Redressal of public can be ensured by digital technology.

eg State of Haryana's e Disa Kendras.

- ② Improves access to services in remote areas. For example, digital financial inclusion by PM-JAN DHAN Yojana could ensure DBT to a remote location, which would've been left out earlier in the absence of physical Infrastructure.

- ③ Enforces accountability and Transparency - Digital disclosure of public Information ~~to~~ (voluntary provisions under RTI Act) could hold the govt accountable.
- ④ Improving Service Quality as done by digitisation of health record and private involvement under Ayushman Bharat
- ⑤ Public Information dissemination & awareness by online Interface

However, concerns like Digital divides need to be addressed in order to make digital governance more inclusive

3. (b) Identify the various factors, which shape the political attitude of a person. ✓ (150 words) 10

किसी व्यक्ति की राजनीतिक अभिवृत्ति को आकार प्रदान करने वाले विभिन्न कारकों की पहचान कीजिए।

Political attitude is the positive and negative evaluation of political currents & ideologies by an individual.

Political attitude is shaped by

① Socialisation and upbringing
for example: a person brought up in a conservative household will have a positive attitude towards conservative parties.

② Self-vested interests of the individual shapes his political opinion.

eg A corporate businessman would favour a Capitalistic political Ideology that favours him & his business.

③ Influence of leaders & personalities

eg A Gandhian like TB Kripplani

would have a moderate attitude
supporting peace loving parties.

- (4) Socio cultural values as political
opinions are often driven by
religious interests. especially
in Theocratic states.

However, for ^{establishing} a more progressive
and rule based society, politics
without principle as per Gandhi
is a ~~big~~ ~~great~~ sin and should
be avoided by voters as well as
politicians.

4. 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। वर्तमान संदर्भ में आपके लिए उनके क्या अर्थ हैं, स्पष्ट कीजिए:

(a) To educate a person in the mind but not in morals is to educate a menace to society. — Theodore Roosevelt (150 words) 10

किसी व्यक्ति को बौद्धिक रूप से शिक्षित करना, किंतु नैतिक रूप से नहीं, समाज के लिए एक खतरे को शिक्षित करना है। - थियोडोर रूज़वेल्ट

Education is the empowerment of an Individual so that he could function as a member of Society.

Education of Mind helps a person earn livelihood, which is essential, but it is only the education of Mind which will establish a moral and ethical society.

Today, Recruitment of Engineers and Scientists (~~all India~~ Educated in Minds) by ISIS & Al Qaeda is a manifestation of poor Education of Morals in these Minds.

Similarly, A Civil Servant who ~~has~~ ^{has} aptitude or mind to be a civil servant may opt to take bribe if he is not Educated in Morals

Such Civil servant or such Engineer & Scientists are, as Theodore Roosevelt said, Menace to a Society.

4. (b) Right is right even if no one is doing it; wrong is wrong even if everyone is doing it. — Saint Augustine (150 words) 10

सही सही है, भले ही कोई भी ऐसा न कर रहा हो; गलत गलत है भले ही हर कोई ऐसा कर रहा हो। - सेंट ऑगस्टीन

The popular saying that 'Two wrongs doesn't make a Right!'
If every person is committing some wrong, it doesn't make it right.

5. (a) As interactive technologies such as Artificial Intelligence penetrate peoples' lives, the lack of understanding of their social influence carries a risk of them doing more harm than good. Discuss. (150 words) 10

कृत्रिम बुद्धिमत्ता जैसी अन्योन्यक्रियात्मक (इंटरैक्टिव) प्रौद्योगिकियां लोगों के जीवन में अन्तःप्रवेश करती हैं, हालांकि, सामाजिक प्रभाव के संबंध में उनमें समझ के अभाव के कारण उनसे लाभ के स्थान पर हानि अधिक पहुंचाने का जोखिम रहता है। चर्चा कीजिए।

Industrial Revolution 4.0 i.e AI, machine learning, Blockchain, holds significant potential to Transform lives. But one needs to be averse of their consequences that may arise due to lack of their understanding :-

- ① Artificial Intelligence can lead to penetration into ~~Real~~ lives of individuals & undermine Privacy Rights

eg Deepfakes could undermine women's dignity by creating Pornographic material.

- ② Artificial intelligence could give rise to cyber crimes (due to their increased use) bullying, Trolling and associated

mental torture are examples of such technological harms.

(3) Artificial Intelligence as per Professor Hawking could surpass human intelligence & achieve Super Intelligence. This could pose a threat to humanity.

(4) Ethical issues related to data are also a consequence of lack of understanding of AI's ~~the~~ influence.

A robust regulatory framework guided by Rule of Law & Ethics is the way ~~way~~ forward.

5. (b) Examine the role of media in promoting probity in governance.

(150 words) 10

शासन व्यवस्था में ईमानदारी (प्रोबिटी) को बढ़ावा देने में मीडिया की भूमिका का परीक्षण कीजिए।

media is called the 4th pillar of democracy and forms the basis of public opinion in modern societies :-

Media's Role in promoting probity

- ① Media can act as a deterrent by exposing any corruption in government's activities.
- ② Media could bring to limelight issues that aren't addressed by the government, nor are they in their eyes. They could in this way act as a pressure group.
- ③ Media could generate awareness among citizens and ensure their reasoned political attitude.

eg The efficacy of Media was
utilised by freedom fighters
like Tilak in bringing probity
in governance of Britishers

- ④ Media could provide voice to
unheard sections of Society like
SCs, Marginalised etc.

Media could ensure that
the government remains
accountable, Honest and
righteous to the citizens i.e.
Probity of government

6. A civil servant's conduct is expected to be a model of ethical behaviour. Discuss. (150 words) 10

एक सिविल सेवक के आचरण से यह अपेक्षा की जाती है कि वह नैतिक व्यवहार के आदर्श के रूप में हो। चर्चा कीजिए।

Civil Services form the functioning arm of ^{govt &} public service delivery agency.

Sardar Patel in his speech to first batch of Civil Servants asked them to be ethical & Non partisan in their conduct.

① Since their office is provided with immense discretionary powers, they are required to be ethical, to prevent the misuse of powers.

② Ethical behaviour by display of impartiality could serve the purpose of improving efficiency and reach.

eg A Impartial public servant would not favour his own

relative and instead give the benefit of welfare scheme to deserved person.

③ Ethical behaviour like displaying Non partisanship could prevent Crisis of conscience that may arise due to immense political pressure

④ Ethical behaviour i.e compassion, Empathy, Accountability could boost the trust deficit.

for a developing country like India where suffering is a matter of daily living, it becomes moral responsibility of a civil servant to be ethical.

7. Given the importance of inculcating emotional intelligence from an early age, discuss how schools can play a prominent role in this regard.

(150 words) 10

छोटी आयु से ही भावनात्मक बुद्धिमत्ता को विकसित करने के महत्व के आलोक में, चर्चा कीजिए कि किस प्रकार विद्यालय इस संबंध में प्रमुख भूमिका निभा सकते हैं।

Emotional intelligence is the ability of a person to manage his/her own emotions as well as that of others. It is required in all walks of life.

Role of Schools in inculcating Emotional intelligence

- ① Schools could develop listening ability in children which could make children more accepting and tolerant.

This could help them in understanding and developing EI.

- ② Teaching that human beings are fundamentally different could help them recognise trigger factors and control

~~relative and instead give
the benefit to deserved person
i.e. better targeting~~

their emotions

③ Team Games and leadership
roles could be used to
inculcate the thinking that
cooperation is required to
achieve the desired aim.

As David Goleman wrote, IQ
can help you get to a position
but EQ can help you sustain
it. Therefore, schools must
emphasize on EQ aspect.

8. The utilisation of public funds in a democracy like India must be based on the principles of transparency, accountability and efficiency. Examine. (150 words) 10

भारत जैसे लोकतंत्र में लोक निधियों का उपयोग अनिवार्य रूप से पारदर्शिता, जवाबदेही और दक्षता के सिद्धांतों पर आधारित होना चाहिए। परीक्षण कीजिए।

The Govt of India collects Tax money from its subject and is ethically & legally responsible for effective utilisation of public funds. This use should be based on transparency, accountability & efficiency.

① Transparency could help the people know about exact utilisation and thus prevent corruption & misuse of funds

② Accountability of ~~pub~~ govt towards public is use of funds will prevent further misuse.

eg The people could hold the govt accountable in next elections and vote accordingly in case of misuse of funds

(3) Efficiency is required as
the country is already
short of funds

Efficiency could help the
govt achieve Inclusive growth

SECTION – B

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

9. A manufacturing company is located in a small town where it is not easy for people to find jobs otherwise. The company has stayed in the town even though it could find cheaper workers elsewhere, because workers are loyal to the company due to the jobs it provides. Over the years, the company has developed a reputation in the town for taking care of its employees and being a responsible corporate citizen, owing to its CSR activities.

The manufacturing process used by the company produces a by-product that has been flowing into the town river for some time now. According to some media reports people living near the river have started reporting illnesses off late and there is also damage to aquatic life. People, however, have refused to come forward as their livelihood depends on the company.

You being the Sustainability Officer of the company believe it to be your duty to report this to the higher management. You are of the opinion that this matter is associated with the prestige of the company and should be taken seriously. In the meanwhile the new CEO, who has just joined the company, has called you for briefing and understanding the local issues.

On the basis of the above case, answer the following:

- (a) Identify the stakeholders in the case above.
(b) What arguments would you put forth to the CEO to convince him to act on this matter? (20)

एक विनिर्माण कंपनी एक छोटे से शहर में स्थित है, जहां लोगों के लिए रोजगार खोजना अन्यथा सरल नहीं है। कंपनी ने उस शहर में बने रहकर अपने कार्य संचालन का निर्णय किया है, क्योंकि कंपनी द्वारा रोजगार देने के कारण यहां के कामगार कंपनी के प्रति निष्ठावान हैं, जबकि इसे अन्यत्र यहां से सस्ते कामगार मिल सकते हैं। अपनी कॉर्पोरेट सामाजिक उत्तरदायित्व (CSR) गतिविधियों के कारण, इन वर्षों में कंपनी ने इस शहर में अपने कर्मचारियों की देखभालकर्ता और एक जिम्मेदार कॉर्पोरेट नागरिक के रूप में प्रतिष्ठा अर्जित की है।

कंपनी द्वारा उपयोग की जाने वाली विनिर्माण प्रक्रिया से एक उप-उत्पाद भी उत्पन्न होता है जो हाल ही में कुछ समय से शहर की नदी में बहाया जाता रहा है। कुछ मीडिया रिपोर्टों के अनुसार विगत कुछ समय में नदी के पास रहने वाले लोगों के रोगग्रस्त होने की खबरें आनी आरंभ हो गई हैं और जलीय जीवन को भी क्षति पहुंच रही है। किन्तु लोगों ने इस समस्या का विरोध करने से मना कर दिया है क्योंकि उनकी आजीविका कंपनी पर निर्भर है।

कंपनी के मंथारणीयता प्रबंधन अधिकारी (सस्टेनेबिलिटी ऑफिसर) होने के नाते आप यह मानते हैं कि उच्च प्रबंधन को यह जानकारी प्रदान करना आपका कर्तव्य है। आपका यह भी मानना है कि यह मामला कंपनी की प्रतिष्ठा से जुड़ा हुआ है और इसलिए इसे गंभीरता से लिया जाना चाहिए। इसी बीच, अभी-अभी कंपनी में नियुक्त किए गए नए मुख्य कार्यकारी अधिकारी

(CEO) ने आपको स्थानीय मुद्दों को समझने और उसकी जानकारी देने के लिए कहा है।

उपर्युक्त प्रकरण के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उपर्युक्त प्रकरण में हितधारकों की पहचान कीजिए।

(b) इस मामले में कार्रवाई करने हेतु सहमत करने के लिए आप CEO के सामने क्या तर्क देंगे?

The above case involves an issue of Environmental Sustainability, maintaining the respect of the company and preventing the livelihood of people.

Stakeholders +

- ① He, as the sustainability officer.
- ② CEO of the company.
- ③ Higher management of company.
- ④ workers, as their livelihood is dependent on company.
- ⑤ Society OR Villagers, whose health has been compromised.
- ⑥ State Govt Authorities like Pollution control Boards and Forest & Wildlife Ministry.

My behaviour and action in the course of persuading the CEO should be guided by Responsibility and Accountability, & Environmental Ethics.

Environmental sustainability & local health should be my priority and I would use the following arguments:-

- ① Ethical argument that the company cannot put public health in danger because it is the customer that holds the company functioning
- ② Acting on the matter would earn goodwill of the society and can earn the company indirectly. As Henry Ford said
A business that just does business doesn't make a good business.

- ③ If the matter and news further travels, it might ~~destroy~~ the reputation earned over the years.

This will have economic fallouts as well as loss of wellbeing.

- ④ The news when it reaches concerned authorities will lead to penalisation on the company for violation of laws ~~and~~ ~~and~~.

- ⑤ ~~This may~~ No action on the matter ~~could~~ promote irresponsible behaviour in the company and degrade work culture.

This would hamper company's interests in longer run.

- ⑥ About the health of society, I could ask the CEO to utilise the CSR funds for their healthy well being.

- ⑦ Self Reporting to the authorities and serving a lesser fine or penalty would still be a better option.

This could ensure that the interests of company, livelihood of workers and health of society are preserved.

The company should stay away from pursuing a business with out morality, which Gandhi called one of 7 sins.

10. A recent phenomenon called as 'Deepfakes' has gained media attention. It has been found to be a powerful technology through which programmers can manipulate a video or audio content and make them look real. While the technique can be used to have some harmless fun, it is rife with possibilities of misuse. From creating fake pornographic videos to making politicians appear to say things they did not, the potential for damage to individuals, organisations and societies is vast.

(a) Identify the potential damaging effects of such a technological tool?

(b) What steps are required to minimise the impact and adequately deal with the misuse of such technologies? (20)

'डीपफेक्स' नामक एक नवीनतम परिघटना ने मीडिया का ध्यान आकर्षित किया है। यह पता चला है कि यह एक ऐसी सक्षम तकनीक है जिससे प्रोग्रामर्स किसी वीडियो या ऑडियो सामग्री में हेरफेर कर उसे वास्तविक प्रतीत होने वाला स्वरूप दे सकते हैं। यद्यपि, इस तकनीक का उपयोग कुछ हानिरहित मनोरंजन के लिए किया जा सकता है, किन्तु इसके दुरुपयोग की संभावनाएं अधिक हैं। इसमें फर्जी अश्लील वीडियो बनाने से लेकर राजनेताओं को ऐसे वक्तव्य देते हुए दिखाना जो उन्होंने कभी नहीं दिए, इत्यादि जैसे दुरुपयोग की व्यापक संभावनाएं हैं जो व्यक्तियों, संगठनों और समाज को क्षति पहुंचाने में सक्षम हैं।

(a) ऐसे प्रौद्योगिकीय उपकरण के संभावित हानिकारक प्रभावों की पहचान कीजिए।

(b) इस प्रकार की प्रौद्योगिकियों के प्रभाव को कम करने और उनके दुरुपयोग से समुचित रूप से निपटने के लिए क्या कदम उठाए जाने की आवश्यकता है?

manipulating video and audio content, with social media's wide reach and lightening speed has the following damaging effects on society:-

- (i) Rumour mongering where some credible source or person is seen to be saying something which persuade people towards some actions, harmful for the society.

② Defamation :- Defaming some one by making their fakes has been another damaging impact. This is more common for politicians.

③ undermining women and child dignity by the acts of creating Pornographic Materials.

This highlights the moral breakdown of Society

④ Rise to crimes, and riots by making 'fake' incitement speeches.

⑤ challenges the credibility of authentic sources which are hard to distinguish from deep fakes

⑥ Deep fakes in business spheres could lead to Economic fallout. Rumours using fakes about mergers and acquisitions could

manoeuvre ~~the~~ Stock Markets

Steps for Minimising Impacts and
Dealing with the misuse

- ① A more aware citizenship with
a responsible and self verification
culture should be the primary
focus.
- ② Empowering local police author-
ities and cyber crime cells
to deal with such issues.
- ③ Emphasising on the Role of
Mainstream media and news
channels in delivering accurate
and accurate news.

media house on their part
should be accountable to the
society.

- ④ Social media giants could
change their algorithms to
make dispute & news less
reachable.

Incitement
Videos.

Twitter's latest move of displaying "Disputed" OR "Unverified" claims below a tweet is welcome step.

- ⑤ Ethical and Moral foundation of Society should be strong to prevent misuse of Technology for defamation and undermining women's dignity.

Technology being a Double Edged sword should be used in a responsible and ethical way

11. You come across a report in the newspaper wherein during the drive undertaken by a Municipality to demolish dilapidated buildings one of the government servants has been assaulted publicly by the local MLA. The MLA belongs to the ruling party in the state. The MLA has blamed the official for taking bribes to illegally demolish houses, which are in good condition in the pretext of the drive to demolish dilapidated buildings. The MLA has claimed that few families were living in the houses and that the demolition drive was at the behest of some vested interests to grab the land.

(a) What are the issues involved in the case in your opinion?

(b) What are the options available in your view with the relevant actors to redress their concerns? (20)

एक समाचार-पत्र में संयोगवश आपको एक ऐसी सूचना प्राप्त होती है जिसमें जर्जर इमारतों को ध्वस्त करने के लिए नगरपालिका द्वारा चलाए गए एक अभियान के दौरान एक सरकारी कर्मचारी के साथ स्थानीय विधायक द्वारा सार्वजनिक रूप से अभद्रता किए जाने की बात रिपोर्ट की गई है। वह विधायक राज्य के सत्तारूढ़ दल का सदस्य है। विधायक ने अधिकारी पर यह आरोप लगाया है कि उसने जर्जर इमारतों को ध्वस्त करने के अभियान के बहाने ऐसे मकानों को अवैध रूप से गिरवाने के लिए रिश्तत ली है, जो अच्छी दशा में हैं। विधायक ने यह दावा किया है कि उन मकानों में कुछ परिवार रह रहे थे और इमारतों को ध्वस्त करने का अभियान भूमि हड़पने के लिए कुछ निहित स्वार्थों से प्रेरित था।

(a) आपकी राय में इस प्रकरण में कौन-से मुद्दे समाविष्ट हैं?

(b) आपकी दृष्टि में संबंधित कर्ताओं की चिंताओं का निवारण करने के लिए क्या विकल्प उपलब्ध हैं?

The above case of building demolition and assault of public servant involves the following issues :-

- ① Assault of a public servant performing his/her legal functions

- ② Alleged corruption and bribery by the public servant
- ③ Issue of Housing of people whose houses were demolished
- ④ Issue of public trust in Admin istration due to dispute between two arms of public Administration (publically)
- ⑤ Issues related to "Vested Interests"

The dispute between the Elected Representative (MLA) & permanent Executive leaves the with the following options:-

① Options with the MLA

→ If he is convinced that the official is definitely indulged in acts of corruption, he has the option of filing complaint, as the prevention of corruption Act, 1988 prohibits such acts.

this could clean the ~~the~~ bureau
cray off such officials and
improve Public Service Delivery

→ Approaching the ~~the~~ official in
person, and warn him of
strict actions ~~and~~ if such
behaviour manifests again.
this could give the official
an opportunity to correct himself.
However, this leaves him with
an opportunity for doing it again
and plague the system

→ Apologising to the official, if the
MLA is not convinced (after
his findings) about the corruption
charges.

② Options with the official

→ Ask the MLA about his source
of information and proofs
about the allegation.

He could follow the legal
procedure ~~of~~ followed on preventing

govt official from ~~presenting~~
his duty. pursuing

→ Approaching the higher authorities
about the alleged misbehaviour
of the M.A., in case he is clear.

The effective coordination of
elected heads and bureaucracy
is the first pillar of ensuring
a ~~the~~ welfare state and efficient
governance

12. Disciplining children remains a pertinent challenge for educational institutions across India. Often, it is found that potentially dangerous forms of disciplining are frequently resorted to in India. These include physical and emotional punishment and in some cases, negative reinforcement by the teachers.

Although these are old forms of school violence, they have only recently started to be looked upon systematically as a problem. Until now, corporal punishment and negative reinforcement and the forms these take, were frequently dismissed, and ignored in India. However, it is now being realized that their effects are quite concerning.

Further, it is also in light of a cultural acceptance of such harmful and ineffective disciplining processes, that issues as serious as bullying, teasing and ragging in schools escape scrutiny and redressal.

In the light of the aforementioned observations, discuss the following questions:

(a) What are the effects of such processes of disciplining on the growth and development of children?

(b) Suggest some alternate ways to ensure disciplining of school children. (20)

बच्चों को अनुशासित करना संपूर्ण भारत में शिक्षण संस्थानों के लिए एक प्रासंगिक चुनौती बना हुआ है। बहुधा यह देखा जाता है कि भारत में प्रायः अनुशासन के संभावित खतरनाक रूपों का सहारा लिया जाता है। इनमें शारीरिक और भावनात्मक दंड तथा कुछ मामलों में शिक्षकों द्वारा नकारात्मक सुदृढीकरण सम्मिलित हैं।

हालाँकि, ये विद्यालयी हिंसा के पुरातन रूप हैं, परन्तु एक समस्या के रूप में इनका व्यवस्थित अवलोकन हाल ही में आरम्भ हुआ है। अभी तक, शारीरिक दंड और नकारात्मक सुदृढीकरण व इनके अन्य रूपों से सम्बंधित मामलों को भारत में प्रायः अधिक महत्व न देकर उपेक्षित किया जाता रहा था। हालाँकि, अब यह अनुभव किया जा रहा है कि उनके प्रभाव नितांत चिंतनीय विषय हैं।

इसके अतिरिक्त, यह तथ्य भी भलीभांति प्रकट हो रहा है कि इस प्रकार की हानिकारक और अप्रभावी अनुशासनात्मक प्रक्रियाओं की सांस्कृतिक स्वीकृति की आड़ में, विद्यालयों में बदमाशी, छेड़खानी और रैगिंग जैसी गंभीर समस्याएं सूक्ष्म परीक्षण और निवारण जैसी प्रक्रियाओं से बच जाती हैं।

उपर्युक्त प्रश्नों को ध्यान में रखते हुए, निम्नलिखित प्रश्नों पर चर्चा कीजिए:

(a) अनुशासन की ऐसी प्रक्रियाओं का बच्चों की वृद्धि और विकास पर पड़ने वाले प्रभाव क्या हैं?

(b) स्कूली बच्चों को अनुशासित करने के लिए कुछ वैकल्पिक उपायों का सुझाव दीजिए।

School being the first formal agency of socialisation lays the foundation of a civic society. Corporal & physical punishment can have the following effects on growth and development of children :-

- ① Physical punishment e, beating and slapping could internalise violence in children which could potentially jeopardise social order.
- ② They could make a child less accepting and reduce his sphere of accommodation.
- ③ They can cause mental trauma apart from physical impacts on the body. There have been incidents where teachers count numbers of slaps.
This hampers their sociopsychological developments.

④ This could legitimise beating and negative reinforcement strategies and can lead to intergenerational transfer.
eg children who are punished physically today, may not be very democratic parents tomorrow.

⑤ Fights among students, bullying, slugging & teasing, which are ~~are~~ result of such measures leads to fear psycy & anxiety due to social contacts.

This could reduce learning ability.

Alternate ways of ensuring discipline

① Positive Reinforcement or Reward mechanism is a better way of incorporating discipline
(Ivan pavlov's studies)

Things are more student friendly and makes them learn better.

- ② Role Model Theory - children could learn by mimicking their role models.

eg Examples of famous athletes ~~could~~ be given to improve children's physical fitness and discipline.

- ③ Sports and Team games have been proved as a very effective way of ensuring discipline. The concept of 'Play Schools' is also based on this concept. Sports could ensure -
- discipline
 - punctuality
 - Trust building
 - etc.

- ④ Providing more flexible and less rigid teaching environment.

- ⑤ Not forcing the will of society or parents on them, and letting them be who they are ~~the~~ dream to be could help in enabling self discipline.

Since destiny of a Nation is
shaped in school, school's
curricula, ways of teaching
and punishment needs to be kept
in mind ~~of~~ while formulating
policies

13. You are a member of a High-level Committee that has been formed to monitor discrimination and violence against Scheduled Castes (SCs) and suggest measures to curb them. When you delve deeper into the issue, you come across many recent incidents, which confirm the widely held belief that SCs are consistently humiliated on a daily basis.

On the basis of the above information, answer the following:

- Discuss why there is widespread discrimination and violence against SCs despite enactment of suitable legislations to prevent such instances.
- As a member of the High-level Committee, suggest legal and administrative measures to prevent atrocities against the SCs.
- State the role of media and civil society in bringing about behavioural change in this regard.

(20)

आप अनुसूचित जातियों (SCs) के विरुद्ध भेदभाव और हिंसा की निगरानी करने तथा उन पर अंकुश लगाने हेतु उपायों का सुझाव देने के लिए गठित एक उच्च स्तरीय समिति के एक सदस्य हैं। जब आप इस समस्या का सूक्ष्म निरीक्षण करते हैं, तो आपको हाल ही में घटित ऐसी कई घटनाओं की जानकारी प्राप्त होती है, जो इस व्यापक मान्यता की पुष्टि करती है कि अनुसूचित जातियों का निरंतर अपमान किया जाता है।

उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- चर्चा कीजिए कि इस प्रकार के मामलों को रोकने के लिए उपयुक्त कानून अधिनियमित किए जाने के उपरांत भी अनुसूचित जातियों के विरुद्ध व्यापक भेदभाव और हिंसात्मक घटनाएं क्यों होती हैं?
- उच्च-स्तरीय समिति के एक सदस्य के रूप में, अनुसूचित जातियों के विरुद्ध होने वाले अत्याचार को रोकने के लिए विधिक और प्रशासनिक उपायों का सुझाव दीजिए।
- इस संबंध में व्यवहारात्मक परिवर्तन लाने में मीडिया और नागरिक समाज की भूमिका का उल्लेख कीजिए।

Even after 70 years of Independence the historical injustice continues and Scheduled Castes (SCs) are discriminated :-

① Reasons, despite constitutional provisions (Article 14-18) and Prevention of Atrocities Act :-

- (i) Historically held belief of purity and pollution
- (ii) Poor Economic growth of SCs further degrades their social position.
- (iii) The belief among 'upper castes' that Affirmative action is discriminating against them.
- (iv) Lack of understanding of ethical and constitutional values.
- (v) Rigid social structures resulting in poor social mobility.
(India ranks 76/82 countries in social mobility by WSF)

② Measures to prevent Atrocities

- i) Social sensitisation ~~among~~ ^{about} Human rights, and making the SCs aware of their constitutionally safeguarded rights.
- ii) Stricter implementation of Prevention of Atrocities Act, 1988. (as there have been issues of refusal to write FIRs)

- iii) better targetting of welfare schemes for SCs; this will ensure their Economic Empowerment and social mobility.
- iv) Maintaining police stations with enough no. of cameras to decrease cases of custodial violence. (most of them involve SC people)

Role of Media and Civil Society

- ① Information dissemination among SC about their rights
- ② Media houses could telecast examples of successful SC people to boost morale of people.
- ③ Programs and Events could be organised about Human Rights and Equality principles
- ④ Print media could cover the selected works of Dr Ambedkar and the atrocities that he faced

the generate behavioural change
in the people

Along with legal and policy
frameworks, the society at large
could progress only when it
has strong moral foundation
guided by Rationality, Compassion
and Equality.

14. You are waiting at a red light of a traffic signal while driving a car. A poor teenage boy, who is looking sick and weak, approaches you and starts begging for money. Looking at his situation, you out of compassion take out your wallet and start looking for some money to give it to him. But suddenly the boy, who was standing very near to you, snatches your wallet and starts running. Another man standing next to your car watches this act and catches the boy. He starts beating him badly. Few other people also join him.

(a) What are the issues involved in this case?

(b) What course of action will you take and why?

(20)

आप कार चलाते समय ट्रैफिक सिग्नल की लाल बत्ती पर रुके हुए हैं। एक निर्धन किशोर लड़का, जो बीमार और कमजोर दिख रहा है, आपके पास आता है और भीख माँगने लगता है। उसकी दशा को देखते हुए, आप करुणा से द्रवित होकर अपना बटुआ निकालते हैं और उसे देने के लिए कुछ पैसे खोजने लगते हैं। परंतु अचानक वह लड़का, जो आपके बहुत पास खड़ा था, आपका बटुआ छीनकर भागने लगता है। आपकी कार के निकट खड़ा एक अन्य व्यक्ति उसकी इस हरकत को देखता है और लड़के को पकड़ लेता है। वह उसकी बुरी तरह से पिटाई करने लगता है। कुछ अन्य लोग भी उसे पीटने लगते हैं।

(a) इस प्रकरण में सम्मिलित मुद्दे क्या हैं?

(b) आप क्या कार्रवाई करेंगे और क्यों?

a) The above case involves the following issues :-

- ① Act of Theft committed by boy.
- ② Vigilante justice by the society.
- ③ Right to Education and good parenting / socialisation of child
- ④ Absence of Empathy in the society (beating a weak & sick)
- ⑤ Breach of trust & compassion by the boy.

b) My course of Action in this case would be guided by Responsibility, Empathy & Compassion and my respect for Rule of law.

① Requesting the crowd and first ensure that the child is safe from the crowd.

The crowd doesn't have the right to decide the punishment, that too in a case in which they have no locus standi.

② Understanding the compulsion of the child, the conditions that forced him to resort to this unethical act of stealing.

③ Informing the family of the child and the local authorities about this act.

If he is a frequent offender, He could be put in a Juvenile Home for Reformation.

He, If this was, a one time act could be warned about the consequences of such acts.

- ④ Asking the parents and persuading them about the importance of sending the children to school. A good & enabling support from parents could turn the children's behaviour from this anti social act.

I would follow this action because, this will not only deal with the symptoms but also the cause (not just the act of stealing but also the cause - Poor Value system & lack of Education)

Additionally, a long term benefit of this would be ~~that~~ the boy

could uplift the family's
situations if he is Educated.

