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GENERAL STUDIES (TEST CODE : 1238)

Name of Candidate	Divyansh Singh		
Medium Eng./Hindi	ENG	Registration Number	415810
Center	ORN	Date	31/7/19

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6	10	
7	10	
8	10	
9	20	
10	20	
11	20	
12	20	
13	20	
14	20	

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

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

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

[Earlier] the role of private sector was mainly profit making and ensuring its survival. At the same time neglecting the needs of the people while the public sector was more concerned with the welfare of people and providing them with basic services at a very little cost.

But 'in the present times', there has been convergence of public and private sector values. In which the private sector is also now involved in people's welfare, providing basic services e.g. corporate social responsibility (CSR) by private companies to provide social benefits to the people.

2. Reliance Jio has provided cheap internet to the people which has accelerated financial inclusion in the country.

From the public side, government is now focused on the profit making of PSU, merit based system of promotion, lateral entry $\Rightarrow$ closely related to values of private sector.

Thus there has been an convergence of public and private sector values in the wake of increasing role of private sector in service delivery.

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

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

Social ills are the practices that are detrimental to the people living in the society but are still practised due to various reasons
eg Dowry, Child labor

Examples

1. Dowry - asking bride to provide monetary compensation to groom's family
2. Child labour - employing children in domestic as well as industries
3. Untouchability - caste discrimination due to old varna system

Social Persuasion can be an effective technique to handle social evils

- ① No coercion - thus people are more welcoming of social persuasion techniques

2. Can work where law is not effective
3. Applies pressure to on the individuals
to conform to the new norms
eg Polio vaccine
4. Have been employed in the past and
have achieved successful results.
eg Polio campaign
Swachh Bharat.
5. Provides new information to the
people and tries to alter their
attitude and behavior
social persuasion can be a very
effective technique to plug the
gaps left by law. and can also

2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक प्रतिक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

Grievance redressal mechanism is a formal channel usually present in public offices through which the grievances of the aggrieved citizens can be handled/resolved.

(Issues) for a responsive redressal mechanism.

1. Lack of adequate powers to the redressal authorities
2. collusion between grievance officers and the administration
3. Impugnance and lack of accountability of grievance process
4. Inadequate staff and vacant posts of grievance redressal officers

3. Lack of citizen charters and the lack of standards of public service delivery

6. Further a rigid, hierarchical bureaucracy
which is very averse to change

(Measures) by 2nd ARC

1. Citizen charters compulsory

2. Appointing grievance redressal
officers and giving them required
powers

3. Strengthening RTI and other
transparency mechanisms.

2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

Steps

1. Mentioned in 2nd ARC.

- 1.1. Citizen Charters Mandatory
- 1.2. Appointing grievance redressal officers and giving them necessary powers
- 1.3. Following Bestham Model of public service excellence.
- 1.4. Repealing A-310 and A-311 of the

of

2. Adoption of ICT technologies and drastic improvement in adoption of e-governance measures

3. Strengthening RTI to ensure more transparency and accountability

4. Reforms in bureaucracy so that they

~~It~~ It cooperate with the grievance redressal process rather than opposing it.

5. Faster appointment of staff and providing redressal officers with sufficient powers.

6. Punishment of culprit and the existing faster cases should be expedited

The success of grievance redressal mechanism will depend upon each and every stakeholder. It's the convergence of all of them is necessary to ensure better outcomes

3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear"- Nelson Mandela (10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

Courage can simply be defined
doing something that is one afraid
to do : With the preliminary analysis
it may seem like, courage is the
just the absence of fear, but it's
is not the case. Courage is the
triumph of fear. as stated by Nelson
Mandela.

Fear is an essential part of
our life. It guides our actions, provide
inputs, derive out behavior etc.

Thus the absence of fear is not the
virtue of brave man but it's the use
of fear (triumph) and utilizing.

It judiciously is courage

eg. 1. IPS Officer Durga Shakti Nagpal
despire the fear from illegal mining
mafia. She carried on her work
thus she is courageous, as she
overcame the fear

2. Satyanandendra Nam (IES) Officer.
brought out the discrepancies in
the NNAL project. By overcoming
his fear of loss of life.

Thus in both the two example
the courage showed by the
officers is not due to absence of
fear but due to the triumph over
that fear.

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service" - Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

In the modern world, the emphasis is more on being famous rather than on service or bringing a change in the society.

It's true that not everybody can be famous, but everybody can be great. The greatness of person is determined by outcomes, the changes, the impact he brought in the society. It is decided by the sheer dedication of someone to a cause.

eg. - A soldier fighting for the country may not be famous but he is great because of the ~~are~~ eternal service provided by him to the country.

- People working in NCHS helping poor and down trodden, addressing their needs may not be famous, but they are great. Because they are providing a service without expecting anything

The Indian old text, Bhagavad Gita also emphasizes on this issue. The philosophy of Nishakama Karma is essentially based on this i.e. doing ones duty without expecting any fruits in return.

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

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

Superstition in the modern day
India is huge issue, under it people
are compelled to do unethical acts
for private gain.

Why these practices are still prevalent?

1. Lack of scientific temper in the population
2. Ignorance, illiteracy, lack of awareness
among the people
3. Conservative culture of Indian society
which places too much importance
on religion
4. Poverty, lack of socio economic development
compell. people to do such practices
for instant material gain.
5. Historical - continuing since old ages
so they have gained legitimacy.

Importance of Inculcating Scientific temper

1. Guards against these superstitions and dogmas in the society
2. Makes people more rational and humanistic
3. Generates awareness and there are lower chances of people being involved in such superstition

Thus ^{inculcating} scientific temper can be transformate step to get rid of superstitions beliefs in India. Further Article 51(A) also places a duty on citizens to inculcate scientific temper

4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

• Liberal is the political ideology which advocates for more rights, to workers, & society, better protection of workers, etc. Liberals are also called as Left wings.

• Conservatives, on the other hand, are called the right wing and advocate for traditional values, a bit averse to change, etc.

Simply labeling people as liberal or conservative is to miss the point that an individual can have divergent views

eg. Abortion vs. Religious - A woman who can be religious and advocate for traditional values (conservative) but at

the same time supports rights of abortion (liberal).

workers rights vs investment. a person can support both workers rights (liberal) as well as well as promoting faster development through some changes in labor code (conservative)

Thus branding a person as liberal and conservative leads to dividing people on ideological lines. and hence it restricts their views on individual issues.

- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)

भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'सॉठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Collusive corruption - is a practice in which both the bribe giver and bribe taker are willing to involved in the corruption.

eg Nexus between corporate houses and administration to get better deals

Anti corruption measures must focus on both demand side and the supply side

Demand side.

1. first stage of corruption - officials asking for corruption to do their official duties and grant some favours
2. Most of the number of corruption cases are due to demand side.
3. Non payment of bribes leads to policy

Paralysis and reluctance of officials to
move files

(Supply side)

1. Prevalent in higher lunge. In which
the interested party asks for favor
2. Main component in political parties
and corporate nexus
3. Difficult to detect because it is the
supplier who is asking for corruption

Thus due to the twin challenges of
demand side and supply side.
There is a need to ensure that anti-
corruption measures are focus on
both

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

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

work culture - is a set of practices, beliefs, conduct, rules to which an organisation and its employees adhere to. It is a product of cultural, historical and economic factors in the company.

Traits of Healthy work culture

1. Openness of decision making and involvement of employees in the process
2. Healthy work environment, with adequate opportunities of growth
3. Motivated and passionate employees
4. Employers respecting the management and leadership of the company
5. Interests of shareholders are upheld, companies conform to audit & financial scrutiny

6. Strong accountability and transparency mechanism

(ways) to create a healthy work culture

1. Adoption of ICT technologies to ensure citizen participation and to increase responsiveness of administration
2. Sensitivity training and workshops for the employees.
3. Strict action against the employees engaged in corruption and fraud
4. Open transparent policy and adoption of citizen charter
5. Making work environment free from harassment for women employees

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

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

Citizen Charters are voluntary agreement/document provided by the public service agency highlighting the standards of service delivery, time taken and an efficient grievance redressal mechanism.

[As a Stimulus]

1. Highlights the goals and minimum standards of service delivery
2. Creates a responsibility on authorities to complete tasks
3. Provides an accountability mechanism through a grievance redressal process
4. Judges the bureaucrats to change their attitude and inculcates a culture of responsiveness and dedication to public service

Means

1. Through Citizen Charter government can introduce further reforms -
2. Encourages healthy work culture and thus raises productivity
3. Through citizen charter government can increase effectiveness and economy in the administration

Citizen Charter can bring a transformative change in administration, but their effective implementation is necessary first

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

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

Attitude is a feeling, belief, and
predisposition that one has towards
people/group/or events. which is
expressed ~~toward~~ as a certain
degree of favor or disfavor towards
them.

Behavior is the action component
of our attitude. Thus it highlights
our interactions with peoples/society
in a day-to-day life

Attitude & Behaviour

If an attitude is changed, the behavior
of a person will be altered as well
because they influence each other

eg. If I have a fear attitude towards
spider, my behaviour will be
negative that is avoiding spiders

If I like a sports team, my behavior towards the team will be positive i.e. I will openly support the team.

But some time attitude and behavior can contradict each other as well. People often hide their attitudes to conform to the social group that they are in.

If in the above case, if I am surrounded by players of other teams

I may not express my support for my team (due to social pressure)

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

Emotional Intelligence - is the capacity to be aware of, control and express the emotions, and to handle interpersonal relationships judiciously and empathetically

EQ is an important parameter as one aspires to move up the ladder in

1. Creates cordial and amicable relationships with peers
2. Promotes empathy and compassion which is an essential trait of leaders
3. Inculcates positive attitude and growth mindset in an individual
4. Person with EQ will be able to manage the personal life as well as the private life well even in stressful circumstances

5 . It inculcates Integrity and accountability in the individual.

eg. Microsoft CEO Satya Nadella
is known for his leadership
skill and his cordial relation with
employees, management and stake
holders (High EI)

Thus EI is necessary to move
up the ladder in a competitive
environment even more so in
public administration

SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences.

The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

- (a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.
(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?
(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

- (a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य हैं।
(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?
(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

Growth in Information and communication is a double edged sword. On one hand it has promoted financial inclusion provided accessibility of basic services etc. On the other, it has led to the threat of privacy, cyber bullying and cyber frauds.

c) Some people are more vulnerable to cyber threats

1. Vulnerable Sections

1.1. women particularly face a lot of harassment online

1.2. Children due to their age

1.3. Physically Disabled, Transgenders etc

2. People unaware of cyber technologies

like senior citizens, rural population etc

[Why?]

1. Lack of digital literacy in the country leaving population vulnerable to such attacks

2. IT provides anonymity thus it is easier to commit crimes and getaway

3. Open and free Internet - thus anyone can participate all around the world leading to cross-jurisdiction issues

4. Cyberbullying of minorities and women
as a form of

5. Weak accountability and lack of cases
registered in I I

b) [Yes], experiences and exposure in cyber-space is an important influence in a person's attitude and behavior

1. When people are interacting online, they are simultaneously learning and providing information. Thus their attitude is influenced by the observational learning.

If people online encounter a positive news about something, they are very likely to form a positive attitude towards it and simultaneously when encountered with a negative news, they tend to form negative attitude and behavior

for eg. mob lynching cases, the mob is usually agitated by the fake news consumed online thus impacting its attitude and behavior.

c) To ensure sustainability of cyberspace and its utility to propel economic growth in the country, there is a need to apply at least some reasonable restrictions

1. Making the content online conform to restrictions as provided in A.19(2)
So that it does not harm public order, morality
2. Strict action and penalties against culprits accused of harassment and cyberbullying online.
3. Law and order agencies must be empowered to access information handled by private corporations

4. Regulations must be put in place so that vulgar and provocative content must be removed by content providers at the earliest.
5. Further, encryption or encrypted information should also be made available to law and order agencies.

Cyberspace is & has a potential to transform Indian society in the 21st century but it should be used judiciously so that its ill effects can be minimised.

10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभार प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

This case study is a classic example of conflict between the societal values (defecating in the open) vs the government aims (to stop defecation in the open). We find similar scenarios in our day to day lives like Dowry, Family planning etc.

a) Reasons behind low usage and adoption rates of built toilets

1. Historical. - many people in rural areas are not accustomed to toilets
2. Cultural. Defecating in open is considered to be the norm and society sees no harm in it
3. Accessibility of water and other infra-structural issues in already built toilets
4. Lack of awareness generation & people still don't know the ill effects of open defecation and the problems arising from it.

b)

Stakeholders

- Me (Public Health Officer)
- People (reluctant to use toilets)
- Government
- Society.

The principles to be focused is 3 fold

1. Information
2. Education
3. Communication

Action Plan

1. Arrange a meeting with the Gram Sabha and Gram panchayat officials to know the root cause of the problem as to why people are reluctant to use the toilet.
2. Based on the inputs received, I will design my ~~star~~ strategy. which will be broadly based on persuasion and social influence
3. Persuasion - I will arrange a meeting for all the village members and invite influential members of the area like DM, MP, MLA's to give the message to the people

3. The message delivered will focus on educating the people the benefits of toilet use, making them aware about the bacteriological contamination and water borne diseases, about issues of women safety etc
4. Further, a reward can be also set up for the blocks in the district, to speed up the adoption process and promote internal competition
5. Social influence - I will also invite some members of nearby districts who have achieved ODF status. They will talk about their success stories and benefits of ODF's. That will create a social pressure on the existing villagers further hearing from people like them, there are high chances of adoption of toilets in this village as well.

Thus I will also coordinate with
other public health officials and
my seniors to make this event a
success.

This is a behavioral issue it will
take some time to people to adopt
the toilets fully. But sustained efforts
from the administration should continue.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

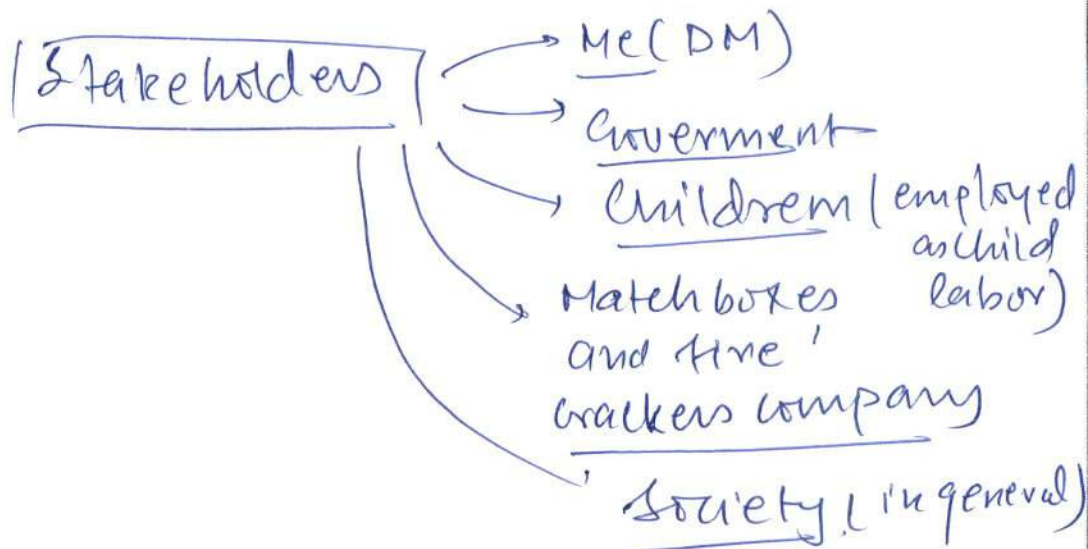
(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करनी होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?

This is a case in which the law or legal provisions of the state are being circumvented through the use of subsidiary companies. (using outsourcing)



Ethical Issues

1. Negligence of existing laws and indulging in child labor indirectly
2. ^{Contractor} Families employing child labor
3. Right of child to ~~live~~ live a life with liberty and dignity
4. Loopholes in the existing laws
5. Issue of contract labour and their exploitation.

Approach

1. I will adopt a two fold approach which will be based on
 - [1] Relief and Rehabilitation of children employed in child labor
 - [2] strict action against contractors and companies employing child labor

Action

1. First, with the help of my administration, I will do a preliminary analysis of the situation. About the extent of child labour? which age group children are being employed? etc.
2. I will contact the District SP to let him/her know about the issue and urge him to take strict action against the perpetuators
3. The locations of the contractors can be found via the annual returns submitted by companies.

4. With the help of police, I will ~~as~~ conduct simultaneous raids ~~of~~ on the offices and book the company officials under the Child Labor (Protection and Regulation Act), 2016.
5. An FIR will be filed and police will take the matter from there.
6. I will also try to arrange the rehabilitation of the saved children through the administration. They can be accommodated in child shelter homes for the time being.
7. Further, I will contact some NCOs and Child Development Officer to help me thru legend.
8. I will follow the matter personally, till the children are returned to their home safely.

By doing this, I will be upholding
the values of empathy, compassion,
and dedication to the public service
as well as protect the rights of
the children employed

12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

(a) As a civil servant, what values should guide your response in such a situation?

(b) Identify the various options that are available to you?

(c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस सन्दर्भ में उपयुक्त व्यवस्थाएं की जाएं।

इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?

(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?

(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

In this case study, the public resources (buses) are being used for private gains (rally of the leader).

Further, my senior (CDO) has also issued oral instruction to do the same.

Values that should guide my
response

1. Integrity
2. Honesty
3. Dedication to Public Service
4. Courage / Fortitude
5. Impartiality and Neutrality

Various options available -

1. To send the 5 buses full of people.

Merits

1. No harm to my professional career
2. Good books of CDO and leader from political party.

Demerits.

1. Public Resources being used for private gain
2. Won't be able to stand a departmental enquiry in future.

2. I will not send the buses.

Merits

- Maintain my personal integrity
- No wastage of public resources and money

→ Able to justify my decision later.

(Dilemma) → Some consequences for my Career
 → If the leader gets elected,
 friction between the two of us

Course of Action - I will choose option
 (2).

1. I will will not send any buses to the mega rally of the leader from political party. as it is a dereliction of duty and break of public trust.
2. I will ask for written instructions from the Chief Development Officer and chances are that he won't comply. Because he also knows that this is illegal.
3. Further, I will try to persuade him ~~to~~ against sending buses to the rally because it is against the law, and in future he won't be able to justify himself if any

enquiry happens.

3. If he provides a written instruction I will report to the vigilance officer in my office/department. and show him the necessary proof.

4. Further, I will cooperate fully in the department enquiry and ensure that enquiry is completed in time.

By doing this, I will uphold my values of integrity, honesty and dedication to public service. Further it will provide me immense satisfaction, as I stood my ground and helped save the taxpayers money.

13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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

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

५१

This is a case study, in which there is an information asymmetry between the intended consequences of the government initiatives vs the perceived consequences by the people.

Stakeholders and their interests

1. Government - to ensure welfare of the people and to ensure availability of water
2. Farmers - to ensure to continuance of existing practices and to ensure their adequate livelihood
3. Me (DM) - to ensure farmer welfare and the government schemes are implemented properly.
4. Society

(4). No, there is no real divergence between the interests of the farmers and the state.

Both of them want to ensure the welfare of the farmer as well as adequate means of livelihood available to them.

The issue is not divergence between interests but the lack of information / awareness among farmer side about the intents of the government initiatives.

Government is trying to promote water availability through withdrawing some incentives which will be beneficial for the farmers in long run as it will ensure availability of water and sustainability of agriculture.

③ Immediate steps

1. First immediately, I will try to arrange a meeting with the state farmers to better know about their concerns.

2. I will urge them to halt the protests and I will ensure them that the administration is doing everything to resolve their concerns.
3. Next, I will contact officials of water board and agriculture to provide data about the crisis and the ill effects of it on agriculture.
4. Then, I will arrange a meeting with the state officials and the representatives of the farmers. and I will try to persuade them by providing relevant data, figures and highlight the good intentions of the government.
5. If they still don't call off the protests I will rope in police department to manage the issue and let them know, that what they are doing is illegal. and an FIR could be registered against them.

6. I will also contact the state departments to reconsider the decision of withdrawing subsidies at least for an year. So that in mean time a favorable opinion could be formed.

7. If the situation becomes more aggravated, I will have to use law, Sec 144 to contain the situation. But this will be my least preferred option.

Using the above steps, I have to try to balance the interests of the farmers, as well as their right to protest in peaceful way. Through this I have showcased courage, resilience, integrity and compassion to the farmers.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

Due to 'growing consumption and needs of the people', waste generated has exploded in the major Indian cities. eg Delhi, Mumbai, Kolkata are working with the generated waste by these cities households.

Q) Reasons behind the apathy of people towards issues like waste disposal

1. Attitude - Ignorant attitude towards waste disposal, cleanliness in general

2. Societal values - In India, cleanliness is preferred only inside homes and thus people don't bother about what they throw and where they throw it outside.

3. The sheer amount of waste that is generated is also huge

4. Lack of information dissemination by the government about the best practices of waste management

5. Poverty, ill health, poor socioeconomic development also plays a role in. Apathy of people towards these issues

6. Further the use of polythene, non biodegradable plastics, also aggravates the problem.

7. narrow mindedness - People are concerned about themselves and think little of themselves.

③ Stakeholders and Significance.

1. Government - primary force in tackling this issue

1.1 Information dissemination

1.2 Creating and maintaining waste disposal infrastructure

1.3 Providing incentives and stimulating investment

2. People (citizens)

2.1 Without their involvement success of the waste disposal is limited

2.2 Following government policies and participate in implementation

2.3 Moral responsibility to save the environment

3. Administration -

3.1 Implement the policies / schemes
formed by the government

3.2 Ensuring citizen participation in
the addressing the issue

3.3 Maintaining the necessary
infrastructure and information
dissemination.

waste management can only be
addressed when ~~the~~ all the
stakeholders come together and
take a pledge to resolve the issue

