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GENERAL STUDIES (TEST CODE : 1238)

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Center	ORN	Date	2-04-2019

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	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)। 2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं। 3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं। 4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं। 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। 6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए। 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।
1(a)	10		
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11	20		
12	20		
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14	20		
Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) What does 'publicness' of public sector indicate? Comment on the blurring of lines between public and private sector in the wake of increasing role of private sector to deliver services to the public. (10)

सार्वजनिक क्षेत्र की 'सार्वजनिकता' क्या दर्शाती है? जनता को सेवाएं प्रदान करने में निजी क्षेत्र की बढ़ती भूमिका के आलोक में सार्वजनिक और निजी क्षेत्र के मध्य समाप्त होते अंतराल पर टिप्पणी कीजिए।

'Publicness' of public sector indicates the dealings of the public sector with common man. The funds being utilised by the public sector is public money. The stakes held by government in it are public since it involves public money. The money collected from public in lieu of taxes is public money. Government stands custodian of the money.

Because of huge burden on the public sector, due to diversified roles adopted by them, there has been an increasing tendency to outsource certain public services to private sector.

This has led to blurring of lines as seen:

↳ private sector implements all back end technological solutions of government schemes, system.

↳ they are at times first point of contact in the provision of service.

Positive fallouts:

↳ rising efficiency

- ↳ faster decision making
- ↳ streamlining of jobs
- ↳ better record keeping

e.g - SAP system implemented by HCL and others has helped streamline procurement activities in many Public Sector Units (e.g - SAIL)

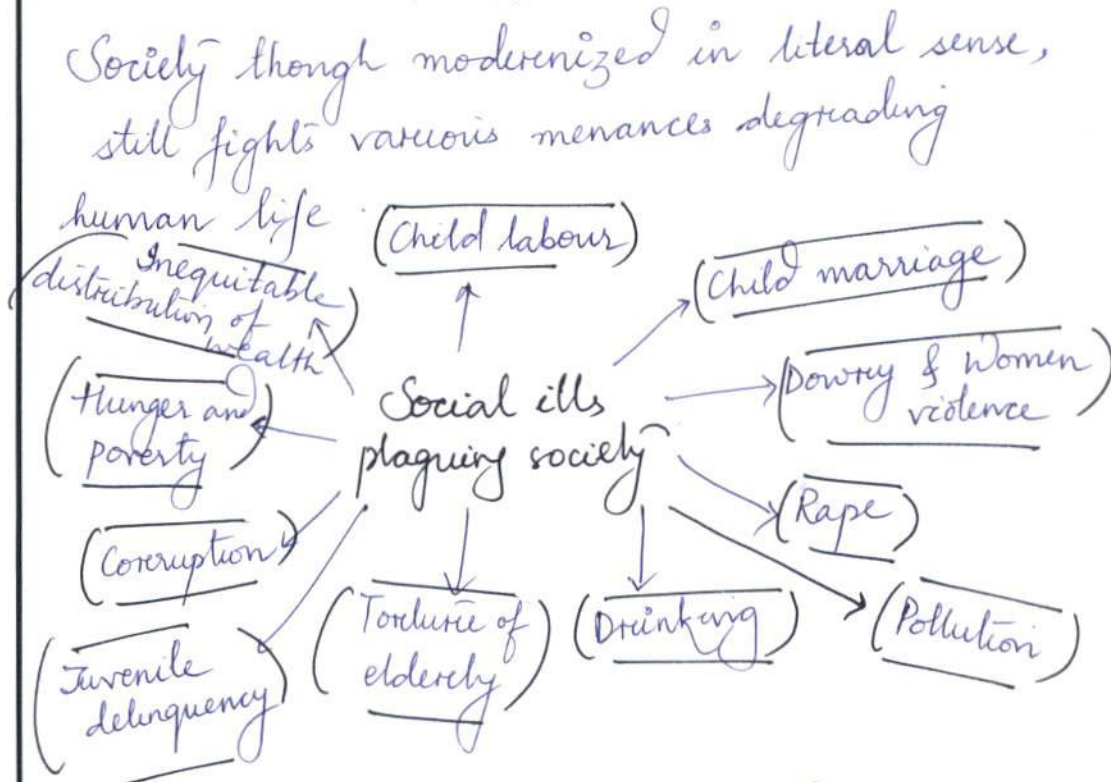
Negative fallouts:

- ↳ private sector is driven by profit motives rather than public interest
- ↳ lack of display of empathy to vulnerable sections.
- ↳ not lending a helping hand to the poor

Though privatization of certain services can bring about efficiency, but it should be rationalized. It should not divalge core activities which deals with most vulnerable people. Else the indifferent attitude of private sector, may lead to loss of trust of public on governance. This would defeat the very purpose of privatizing certain services.

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 persuasion is a tool used to persuade people to bring about a change in their attitude or behaviour towards a certain thing, an idea or a person. Here social refers to the usage of societal influence to bring about the change.

Social persuasion as an effective tool:

- ↳ awareness generation among all stakeholders about the various menace of the society.
- ↳ showcasing people how it negatively affects the development of a just and inclusive society.

↳ using mass media, social media, print media.

↳ engaging children, youth to spread awareness.

↳ Using the technique of societal influence, wherein some public figures accept a certain way of life which in turn might persuade the followers to do the same.

e.g - speaking against violence to women.

Satyameva Jayate, a series on Star Plus, used mass media to generate a social persuasion to make people understand the various abuse in the society.

↳ involving schools, revamping curriculum, developing a positive attitude at home and school.

Thus social persuasion can act as a great tool to generate great societal influence to curb social evils.

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 the feedback mechanism where in the service availed lodges any dissatisfaction arising due to the service provided. It helps in reforming the system accordingly.

The issues that have created barriers for a responsive system are:

- i) lack of awareness among consumers of existence of such a mechanism because of inadequate advertisement of the same.
- ii) lack of interest shown by the officials dealing with the mechanism.
- iii) delay in prompt response further demotivates the consumer.
- iv) at times much time and money is wasted in lodging the complain and following it up - demotivates consumer.
- v) complex procedure of the mechanism, which a layman finds difficult to understand.

- vi) the logical conclusion of the complaint is not always reached further frustrating the consumers.
- vii) the back end infrastructure of the mechanism is not strong enough.
- viii) the officials at all level are not very responsive.

2. (b) What steps should be taken by the government for establishing an effective grievance redressal mechanism? (10)

एक प्रभावी शिकायत निवारण तंत्र की स्थापना हेतु सरकार द्वारा क्या कदम उठाये जाने चाहिए?

An effective grievance redressal mechanism is a *sine qua non* for efficient public delivery system.

Steps government ~~must~~ should take for establishing an effective grievance redressal mechanism are:

- ↳ a strong, robust back end and front end infrastructure of the mechanism
- ↳ simple, lucid, easy to understand system
- ↳ designation of proper responsibility to the officer dealing with grievances.
- ↳ ensuring designated officer is empathetic and can handle the grievances.
- ↳ ensuring faster resolution of grievances.
- ↳ ensuring the feedback is incorporated in the system after grievance redressal.

↳ a largely popularizing existence of the grievance redressal system, so that people can avail it.

↳ encourage people to avail it by being empathetic towards it and resolving them at the earliest.

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

The famous lines of Nelson Mandela depicts the unique dichotomy between courage and fear. As he said a brave man is not one who is not afraid. But is the one who has the courage to win over his fear.

e.g - I am a person who is too scared of darkness and ghosts (yes I do believe in them). But my obligations have forced me to stay all alone in a secluded house. I used to run from one room to other to get a glass of water because of my fear. But here I am today living all alone, fighting my fear everyday.

Hence it is not needed that a brave man simply cannot have fear. We are humans. We fear death. We fear loss of loved ones. We fear being ~~the~~ lost. But then one who rises all above it and wins over them

is one who is hailed as a brave person.

We can have our fears. But they should never be so overpowering that they subdue us. That they defeat us. The conviction to fight the fear is what makes us brave.

Mandela spent '27 years' in jail leaving behind family friends in a tiny room. afraid of being cut off, dying alone. But then he never lost hope. He triumphed on them. He marched to victory. He feared backlash against whites, but appealed to his countrymen and they reciprocated.

Brave is one who can have his own fears but never let them take the front seat.

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

Famous is one who is well known throughout, may be because of one's riches, pursuits, actions etc. Greatness is a virtue. And great is a person who exudes greatness.

A person becomes great because of his deeds. Mahatma Gandhi, Nelson Mandela, Jawaharlal Nehru, Mother Teresa and so many more were great people. Yes they were famous. But famous because of their greatness.

When one performs selfless dedicated service for the benefit of the mankind, is one hailed as great. He dissolves himself. He is concerned only for the welfare of the people.

Gandhiji's 'Sarvodaya' model is the benchmark upon which he based his complete philosophy of life.

Greatness is a result of a person's attitude towards work, his dedication level,

how one performs the work. His impartial, dedicated, welfareist approach leads to his greatness.

Sardar Patel with his untiring dedication to his professional duties prevented Balkanisation of India. He is hailed as a great-leader.

Hence in today's world one should aspire to be great rather than famous. Fame is ephemeral. It may fade away when someone else ~~comes~~ becomes more famous. But-greatness is eternal. It is to last forever.

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।

As K M Munshi pointed out - "India is a place where people have deep religious moorings." Religion in India particularly is held very closely to people's heart.

But the advent of modernization and westernization has created a social dislocation. Where in Britain, America the modernization process was a long drawn affair of some centuries, in India it was quite abrupt. This created chaos. And the resulting effect we see as mutual co-existence of modernity and tradition.

e.g - 'Subh muhurat' to be taken out for inauguration of most hi-tech plants.

Along with the above the lack of literacy in people, led to slow diffusion of ideas. Education was always isoteric and hence religious. It is only recently that it has become esoteric and secular.

The chaos of modernization has also

resulted in instability in society. People are stuck in the conundrum of modernity. They at times fail to understand the modern world.

All of the above factors have amalgamated leading to persistence of beliefs, superstitions and practices. When science has no answer, modernity is quite, people try to find refuge in such superstitions to calm their mind and give them certainty.

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।

"Black and white", "yes or no", "male or female" - binary propositions which have bound our life. We have to understand life is not just revolving around two binaries. Rather is a mix of different factors resulting in a awesome variety.

There is something in between - something grey.

liberal is one who doesnot strictly confirm to status quo.

Conservative is one who strictly adheres to status quo.

But a liberal person doesnot necessarily be liberal in all spheres of life.

e.g - a liberal person may have liberal thoughts in political sphere and not in personal sphere.

One may agree that democracy is good, freedom is paramount, but may strictly restrict to vegan habits just because he is a Brahmin.

A conservative on the other hand may disallow certain practices. But at times he may display leniency to certain aspects.

e.g - a person who is strictly anti-modern and tries to restrict himself into indigenous indulgence, may at times allow his children to enjoy 'Dominos' pizza.

Hence an individual is a sum of various viewpoint. One cannot simply be this or that. One is a mixture of ideas. Depending on the situation, one expresses himself. Labelling someone defeats the purpose of variety and makes us biased. Because everything the person is seen as through the lens of liberal or conservatism.

- 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 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Corruption is basic social menace which is eating away the foundations of the society. Corruption is like a collaborative affair. One gives hence another takes. You can never clap using a single hand. Hence anti-corruption measures need to cut-off the supply and curb the demand. Then only it can address the menace.

The Prevention of Corruption Act (Amended), 2018 is a right legislation which penalizes the bribe giver as well but with requisite safeguards.

Collusive corruption refers to collaborative corruption where in various stakeholders come together and are a part of the menace.

One of the prime example of it is crony capitalism. The triple alliance of politicians, bureaucrats and corporates and the ensuing corruption has become the

hallmark of Indian Corruption.
It has created a bad name for India.

5. (b) Identify the various traits of work culture associated with government organisations in India. Also, suggest ways in which a healthy work culture can be created to meet the objectives of good-governance. (10)

भारत में सरकारी संगठनों से जुड़ी कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनसे सुशासन के उद्देश्यों को पूरा करने हेतु एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture refers to the ambience, the values, the beliefs, the structure of the working environment in any organisation. It is a product of histories, beliefs, values etc of the organization.

Various traits of work culture associated with government organisations in India;

- ↳ slow response time
- ↳ secretive, non-transparent decision making
- ↳ strict following of hierarchy
- ↳ excessive focus on maintaining secrecy
- ↳ indifference towards consumer
- ↳ lack of dedication on part of officials
- ↳ presence of smooth talkers and who try to influence others
- ↳ dilapidated working environment with heaps of files on table

Healthy work culture leads to :

- ↳ gain of confidence among officials
- ↳ trust, openness in working promote creativity and innovativeness.
- ↳ seniors being approachable, officials feel empowered.
- ↳ grievance redressal mechanism ensures officials feel listened to.
- ↳ fair, merit based work culture promotes dedication to duty.
- ↳ everyone is infused with energy to perform better.

Hence a healthy inclusive work culture goes a long way to ensure effective governance.

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 Charter is an undertaking provided usually by a public service enterprise about the types of services to be provided and the quality of service e.g. - the time taken to resolve a query etc.

Citizen Charter as a stimulus:

- ↳ lays down the obligation of the government towards the public.
- ↳ makes government take pro-active step to ensure efficient public service delivery
- ↳ formation of proper grievance redressal mechanism to ensure implementation of citizen charter
- ↳ alerts the public official about his duties and obligations.
- ↳ makes the citizen more aware of their rights
- ↳ forms a pressure system to ensure efficient public service delivery.

Citizen Charter as a means to raise standards of Public Service delivery:

- ↳ as people are more aware, they demand the fulfillment of their rights.

- ↳ public officials become more transparent, responsible and accountable.
- ↳ the charter helps government to monitor any shortcomings.
- ↳ the grievance redressal system helps in addressing any loopholes and thus forms an efficient feedback mechanism.

Public Service delivery touches millions of life. An efficient Public Service delivery can lift millions out of poverty, promote effective governance and repose people's faith in the system. This encourages participative development. And Citizen Charter ensures all the above.

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 the psychological tendency which is expressed towards an object (an event, or person, thing) with a varying degree of favour or disfavour.

Behaviour is the way one reacts to any given situation or person.

The three components of attitude are :

- ↳ Cognitive
- ↳ Affective
- ↳ Behavioural

Interweaving of attitude and behaviour :

Attitude of a person is a combination of his previous beliefs, values or may be due to instrumental conditioning based on societal influence.

Behaviour is an expression of the attitude. For example - if a person is very extrovert, has a happy-go-lucky attitude, he would behave very free, frank and have a positive body language.

But if one has a pessimistic attitude, his behaviour would be that of being dismissive.

Attitude both positively and negatively affects one's behaviour. Attitude itself is a result of influence of various factors.

Attitude ^{is} always ~~does not~~ reflect ^{by} true behaviour.

At times people act deceptive. They may portray manipulative behaviour clouding their real attitude towards any thing. This may be done in order to gain trust of some, persuade or manipulate someone or simply to gain acceptance.

For example — one may have a strong reservations against Muslims, but when in a group of colleagues who are condemning the Christchurch attack, he may behave as if he sympathizes as well. Hence it is not true completely.

Thus they inevitably influence each other but are not always the true reflection of each other.

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।

As per Daniel Goldman, Emotional Intelligence (EI) refers to :

- i) Self realisation - i.e understanding one's own emotion
- ii) Self management - managing one's own emotion
- iii) Motivation : - to do his/her job with dedication
- iv) Empathy : - to understand other's emotion
- v) Social Skills : - to maintain good cordial relationships.

In today's competitive environment mere possessing of intelligence and skills is not sufficient to excel in the field.

One needs EI in order to understand and manage emotions of oneself and the other.

Humans are not passive being, they are people with emotions. And when these emotions are positively channelized, then one can harness true power.

Gandhiji displayed huge EI when he could empathize with the masses and drive them towards achieving common goal.

To climb up the ladder one has to show EI because:

- ↳ EI helps in keeping one calm and composed
- ↳ helps him find a solution to the problems
- ↳ makes him a good listener - people respect you more.
- ↳ ensure having good social rapport with all stakeholders - thereby making one approachable and accessible.
- ↳ As Goleman put it - "EI is a sine qua non to be a great leader"
- ↳ people / colleague feel connected and hence repose faith on the person.

Mechanical execution of duties can be done by a machine as well. But when working in an environment with 'humans', EI goes a long way to display a humane as well as a strong character of the person. He is respected, trusted and acknowledged. And hence seen as a leader.

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?

Technology is no more a part of our life, but is a way of our life. Every aspect of life has the mark of technology in it. Hence technology is inseparable in our life.

But like every other thing, technology has its dark side too! Technology is impartial, it does not discriminate. But the people who misuse it.

- a) Set of people ^{more} vulnerable to cyber threats :
- ↳ children
 - ↳ women
 - ↳ elderly / old aged people
 - ↳ youth
 - ↳ illiterate rather digitally illiterate people
 - ↳ people with weak ~~on~~ morals and conviction, who are easily pliable.

Reasons for their enhanced vulnerability :

- i) lack of holistic knowledge about any issue - hence they tend to agree or follow an one-sided view.
e.g - political propaganda forwarded by youths
- ii) Children due to their tender age and immaturity fall prey to bullying.
- iii) the desire to be acceptable to the society, hence going on for normative influence, without verifying facts.
- iv) Women are bullied because of their vulnerability, where some section ~~feels~~ nourish their patriarchal mindset and degrade women.
- v) Elderly people are unaware of the everchanging technology and may accidentally open sites getting exposed to cyber threats.

vi) Illiterate people may also be unaware of the spurious links, mails and open them.

e.g - sms claiming they have won huge lottery and to provide them bank details for sending the prize.

b) Experience and exposure in cyberspace has both positive and negative influence on a person's attitude and behaviour.

Positive influence:

↳ enhanced connectivity with people - help fight loneliness and depression - develops happy and positive attitude.

↳ exposure to various positive developments around the world - has a ~~can~~ positive effect. The person gets hope.

↳ global villages ~~no~~ lets a person widen up his parochial viewpoint - this ~~has a~~ makes his attitude and behaviour extrovert, open to all.

Negative influence

↳ i) the propaganda, radical ideas, destructive views published on cyberspace radicalizes a person.

e.g - the recent Christchurch attacker was a radicalized youth where cyberspace played a great role in modifying his attitude and thought process.

ii) Too much off show-off, show biz on the cyberspace, makes people believe in a make-believe world which is unreal. Hence this leads to a superficial attitude development.

e.g - the glamorous world of superstars widely publicized but may not be completely true.

iii) Cyberspace bullying may even make a person an introvert and demoralize him.
e.g - Bluewhale game.

c) Reasonable restrictions to make cyberspace more safe and friendly to all citizens:

i) Formulation of a National Policy of safe cyberspace conduct addressing the accountability of the service producers along with specifying their conduct.

ii) Taking all stakeholders into account, forming a holistic code of conduct to ensure prevention of misuse of cyberspace.

- iii) Service providers can be asked to further curate their cyberspaces as per the consumer to prevent any exposure to cyber-threats and bullying.
- iv) Educating all citizens ~~there~~ about safe usage of cyberspace
 - ↳ parents can be educated to monitor children's cyber activity.
 - ↳ illiterate people can be educated as being done through Pradhan Mantri Digital Saksharta Abhiyan.
- v) Asking service providers to take a more pro-active approach.
- vi) Government can strengthen its cyber security with additional manpower and resources to monitor unscrupulous elements.

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 पिछड़ा रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभीर प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता 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।

In spite of 7 decades of Independence, India still holds the dubious distinction of having the largest no. of people practicing open-defecation. This has severe health effects on the entire populace.

Stakeholders

*Public Health officer
people of the district-
government-
Society as a whole.*

Ethical dilemma:

To respect people's religious and cultural moorings but at the same time making them understand the importance of adopting safe and hygienic practices.

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

i) Religious belief - which considers the waste out of human body as a pollution, hence building toilets inside the house premises, naturally pollutes the environment.

ii) Financial constraint - to build toilets. Even though government has provided sum for building toilets, it is at times either inadequate or delayed which demotivates the people.

iii) Water availability constraint is the biggest impediment faced by people in the remote area.

iv) the safe disposal of sewerage without adequate supporting infrastructure e.g. complete sewerage connection.

- v) the twin-pit sanitation system is also not usually used by people as per a recent report - because of lack of availability of water and safe disposal facility of the same.
- vi) Mindset-blockage - which prevents people to accept a change. People resist to come out of their comfort zone and adopt something new.
- b) Principles to be kept in mind while preparing an effective IEC strategy:
- ↳ Respect to people's cultural belief and values.
 - ↳ Persuasion is the key and not coercion
 - ↳ Educating people, bringing awareness and not enforcing.
 - ↳ being logical, rational, transparent
 - ↳ policy to be formed to serve public interest and not to achieve any target.
 - ↳ Using factual, real life examples to aware people and not scare them

- ↳ strategy to be public oriented
- ↳ strategy should be lucid, simple and easily understandable by everyone.
- ↳ strategy to take into account all stakeholders.

Action plan to address the problem:

- ↳ first of all the public health officer has to gather the complete data of toilet construction in the district.
- ↳ then focus on those pockets where the concentration is very low.
- ↳ have a direct interaction with Panchayat leaders, elders to find out the main impediments in acceptance.
- ↳ after understanding the problems, he can involve the District Administration for resolving issues related to water and finance availability.
- ↳ at the same time he can organise small performances, involve NGOs, community workers to raise awareness about use of toilets and hygienic practices.
- ↳ he can even invite people from nearby Panchayats to highlight how disease rates have gone down due to ^{adopting} safe and hygienic practices.

↳ he can invite community leaders for a dialogue and make them aware of the widespread diseases befalling because of the lax implementation of toilet facilities.

Hence by appealing to their conscience and showcasing them the ill-effects of the unsafe practices, Public Health officer can try to make them adopt the practice and bring about a behavioural change.

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

(a) Identify the ethical issues in this case.

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

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत 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।

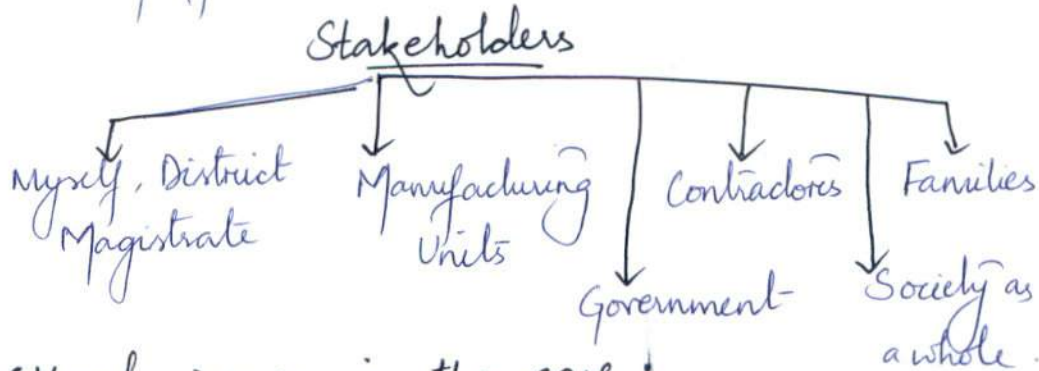
(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

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

The case facts of the case are:

- ↳ the manufacturing units are using loopholes in the law to exploit child labour.
- ↳ contractors using families to fulfill their obligations.

↳ manufacturing firms are showcasing unethical professional behaviour.



Ethical issues in the case:

- ↳ Rights of a child being exploited.
- ↳ Unethical unprofessional behaviour by manufacturing units.
- ↳ Dilemma of poor families to eke out a living by employing children.
- ↳ Irresponsible behaviour on part of contractors
- ↳ exploiting legal loopholes in the law of land.
- ↳ destroying moral fabric of society by exploiting the child.
- ↳ Denial of rights, freedom to the child, robbing her/his of her childhood innocence.
- ↳ failure of society as a whole to undo this wrong rather turn a blind eye.
- ↳ failure on part of Government to effectively

enforce the rule of law and the law of land.

↳ failure of government to effectively ensure equal protection of rights of all its citizen.

b) The way I, the District Magistrate would approach the problem ^{will} ~~would~~ be:

- i) Getting the list of all contractors employed ^{or} the manufacturing units.
- ii) Doing random surprise inspections and checks at the places of work to verify the claims of exploiting of the law.
- iii) After gathering sufficient evidence supporting the violation of Child Labour Act by the contractors, I would ensure they are adequately punished as per rule of law.
- iv) the families of the children would again be warned to not employ their own child and in case of repeat violation they too are liable to prosecution under Child Labour Act.
- v) In case of orphaned children rescued from the workplaces will be rehabilitated in shelter homes.
- vi) the manufacturing firm owners will be summoned and strictly instructed to refrain

from such dubious deals or else they can even be punished for abetting a crime.

vii) the owners can be asked to renegotiate prices with the families/contractors such that minimum wage is ensured and they don't have to employ their children in the work anymore.

viii) the children will be made to attend schools.

ix) the families counselled about the importance of child education and repercussions of using child labour.

Main elements of my action:

↳ strict dealing with violators of law.

↳ warning and counselling the parents and families.

↳ initial admonishment to firm owners and giving them warning as not to repeat the offence.

↳ rehabilitating the children and ensuring they get proper education and enjoy their rights.

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 grand 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 arrange five buses each full of people, who are also beneficiaries of a government's flagship scheme, from their development block to be sent to the rally. The BDOs have to bear the cost of the buses out of the government fund earmarked for development purposes and motivate the people to participate in the rally, so that maximum possible participation level can be ensured. In this context, 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 भव्य रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDO को मुख्य विकास पदाधिकारी से एक मौखिक आदेश मिला है, जिसमें उन्हें निर्देश दिया गया है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए सरकार की प्रमुख योजना के लाभार्थी लोगों से भरी पांच-पांच बसों की व्यवस्था करें। BDOs को विकास कार्यों के लिए निर्धारित सरकारी निधि से इन बसों का व्यय वहन करना है और लोगों को रैली में भाग लेने के लिए प्रेरित करना है, ताकि अधिकतम भागीदारी सुनिश्चित की जा सके। इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

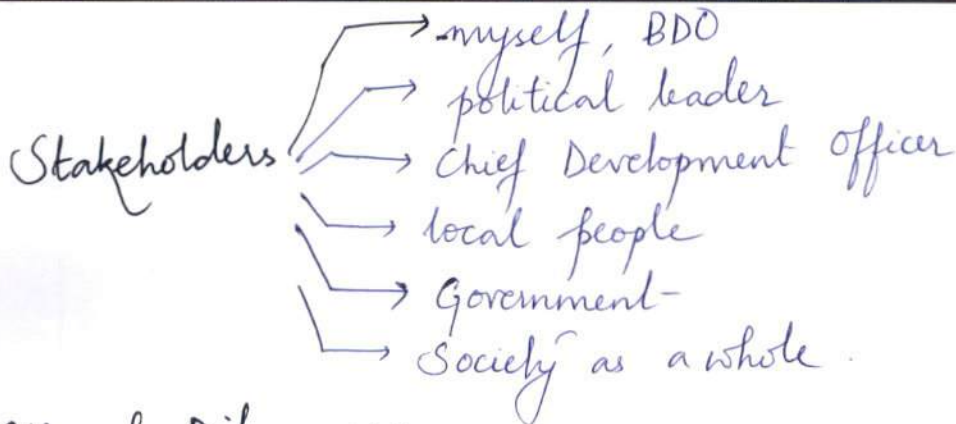
(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में किन मूल्यों को आपकी अनुक्रिया का मार्गदर्शन करना चाहिए?

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

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

Facts of the case :

- ↳ grand rally of a leader from political party
- ↳ Chief Development Officer has asked to arrange 5 buses full of people to each BDO
- ↳ the cost to be borne out of government fund earmarked for development purposes.



Ethical Dilemmas:

- Usage of public money for the benefit of any particular leader of a particular party -
- To obey the order of seniors or listen to one's own conscience.

a) The values that should guide my response in such a situation are:

- i) Impartiality and non-partisanship.
- ii) Dedication to my duty i.e public service
- iii) Integrity, honesty and objectivity; being rational.
- iv) Listening to my own conscience.
- v) Upholding the faith and trust of public reposed on me by being transparent, accountable and responsible.
- vi) Preventing misuse of public money - ensuring probity in governance

b) The various options that are available to me are:

- i) Accept the order of Chief Development-officer (CDO) and arrange 5 buses of people and using development money.
- ii) Disobey the order of CDO and not-arrange the buses.
- iii) Request CDO to provide with a written order for arranging the buses.
- iv) Obey the order of CDO, but letting him know my inability to arrange people using public money and to motivate them since I have a non-partisan approach.

c) I would choose the (iv) course of action.

As the senior in command has requested to do a job, I would not disobey the same. But at the same time I would request him to arrange for the funds from an alternate source.

And I would also let him know that I cannot motivate people to participate since I hold a non-partisan approach.

I would try to reprimand my senior about the huge importance of public money in development of backward people.

And that the usage of this money, may set a wrong precedent in future with every other party demanding the same treatment.

This would have a catastrophic effect and development fund would be grossly misused.

I would reprimand him that partisanship would be detrimental to a public servant in the long run as - it would result in loss of faith of public as well as political bosses with different affiliations.

Hence diverting public money would lead to:

- ↳ gross misuse of public money
- ↳ break public's trust
- ↳ defeat the purpose of duty of a public servant

Thus, I would respectfully ^{but with conviction} decline my senior's orders of using public money. Rather I would request ~~the~~ him to ask party leaders to arrange it from their political funds.

And also request them to engage their grassroots workers to motivate people to attend the rally.

A public servant cannot display a partisan approach.

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 surplus rainfall, the district has witnessed droughts, 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 conflict between interests of the farmers and the state?

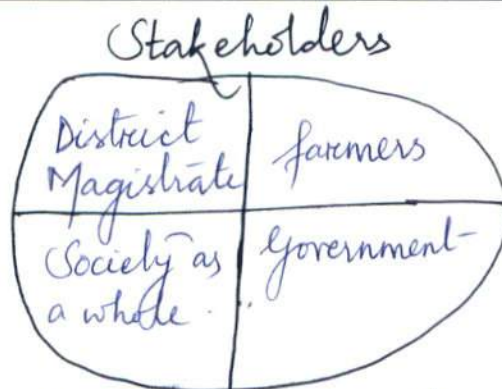
(b) What immediate steps can be taken by the government in pursuance of public interest as identified above? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो लगातार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि अधिशेष वर्षा के वर्षों के दौरान भी, मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण जिले में सूखा देखा गया है। यह स्पष्ट है कि जल की कमी जिले के पिछड़ेपन का एक मुख्य कारण 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, ऐसे समय में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का सहारा लिया 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 किसानों के हितों और राज्य के बीच वास्तविक टकराव है?

(b) जैसा कि ऊपर पहचान की गई है, लोक हित के अनुसरण में सरकार द्वारा क्या तात्कालिक कदम उठाए जा सकते हैं?

Recurrent droughts and unsustainable farming practices have colluded to create a nightmare for the farmers, who are the worst affected in the fiasco. And in the ensuing chaos, they feel let down by the state.



a) Here from the case it seems ~~so~~ as if there is a conflict of interest between the farmers and state.

But it is a superficial aspect.

In reality deep down - both the interests are aligned for the betterment of farmers and the environment.

Because if environment is rejuvenated - productivity will increase - farmers will be profited.

The concern of farmers:

- ↳ recurrent drought
- ↳ falling productivity
- ↳ falling profits
- ↳ rising cost of living
- ↳ poverty

Concern of government:

- ↳ degrading situation of farmers.
- ↳ degrading environment

↳ rising poverty

↳ increasing vulnerability of farmers.

Hence government is solely concerned about resolving the vulnerability of farmers and that can be achieved by changing the agricultural pattern.

But lack of intimation and awareness among farmers has resulted in creating a false anti-farmer image of state.

The need is alignment of government's efforts and farmers concern. Both need to be on same page.

6) Immediate steps government can take:
↳ instead of abrupt immediate withdrawal of incentives, a gradual phased withdrawal plan to be formulated - this will prevent aggravation of farmer's condition.

↳ holding an immediate talk with the farmers representative regarding the condition of the district and appraising of the looming crisis.

- ↳ the farmers need to be given a patient-hearing.
Without communicating, all schemes fall flat as being coercively imposed on them, rather than considering as a partner in the development process.
- ↳ talks can be initiated with nearby districts and states to release more water to augment the water capacity of place in the short term.
- ↳ deploying experts, agricultural sector to have a dialogue with farmers explaining the need for change in crop pattern
- ↳ ensuring the farmers of availability of all help for undertaking the change.
- ↳ establishing a common service centre at block level and panchayat level for direct access to farmers for any query.
- ↳ flashing hotline number for resolving any query on call and sending regular SMS for helping the farmers.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes have 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।

Waste management has emerged as one of the biggest problem in the modern world. Improper collection, disposal and treatment of waste has resulted in ~~an~~ huge problem for the people as well the state.

a) Reason behind the apathy of people towards waste disposal:

↳ people are very careless when it comes to waste disposal. It is 'just a waste'. It doesnot matter how "I dispose it" - that's our underlying mentality.

↳ lack of awareness among people how their irresponsible habits create huge impact on the planet as a whole.

e.g - everytime asking for polythene when going for vegetable shopping. One can always carry a bag. And this single use polythene end up in the stomach of a dead whale washed ashore.

↳ ~~Societal upbringing and mentality~~ - Earlier because of undeveloped parts and ethical consumerism, the waste generated was sustainable. But with hedonism, mindless consumerism the waste menace has grown into a demon.

↳ Societal upbringing and mentality accords no importance to waste disposal.

e.g - In Delhi there are 3 different types of waste collectors :

- i) who comes to your house every morning to collect waste for a nominal charge
- ii) a free vehicle to collect waste
- iii) the sweepers who sweep waste from streets.

Still people throw garbage on the streets. And no one feels disgusted about it as well. We are not attuned to accept that waste disposal is also needed to be civilized.

b) The stakeholders involved and their significance :

- i) People - the largest stakeholder. Only their difference in attitude can bring about sea-change. When they realise their habit of proper waste disposal e.g segregating bio-degradable and non-biodegradable waste can have a great effect.

- ii) Government - ^{(District administration).} facilitating ^{proper} waste collection, treatment. Generating awareness among people. Formulating policies to re-energize

the Waste-to Energy plants

Make policy to include ragpickers into the formal system.

(ii) Waste-collectors, ragpickers - they are the point man in scavenging the area and thereby keeping it clean. They need to be incentivized and recognized.

(iv) Waste-to Energy plants - revamped, adapted state-of-art technology, making them viable to help generate treat waste

