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GENERAL STUDIES (TEST CODE : 1238)

Name of Candidate	Abhinav Tyagi	Registration Number	22703
Medium Eng./Hindi	English	Date	20 Aug 2019
Center	Online		

INDEX TABLE

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

Total Marks Obtained:

Remarks:

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।

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. Mukherjee Nagar
Delhi- 110009

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?

Various public service delivery
such as education and health have
seen increased role of private sector

Convergence of Values

- Both public and private sector
try to provide best quality
of service.
- Both try to provide services which
are best value for investment /
spending.
- Both try to win public perception
for success.
- Both assure areas of limited service

get service

Dissonance in Values

→ Private sector is more focussed on making profit while public sector ensures best possible service

→ Transparency and Accountability of private sector is limited

↳ eg: Hospitals charging lakh even in case of death due to Dengue in NCR

→ Private sector only want to operate in areas where they feel can get maximum profit.

↳ eg: most hospitals in urban areas

Thus although role of private sector in providing public service can not be neglected. Government should assure their accountability and fill gaps

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 evils which
a society follows / acts upon and
it leads to negative consequences
for the whole society.

Social ills and social persuasion

① Lack of respect towards women
→ leads to violence, exploitation,
sex teasing and limiting
opportunity for women.

→ making people understand that
women and men are equal.
Assuming they understand women
deserve same treatment as men
would result in development
of whole country

→ however would only succeed one

social attitude change.

(ii) Distrust in people of other religion

- leads to communal violence -
vote bank politics and terrorism
- making people understand the value
of humanism - tolerance, mutual
respect and equality would
help a multi-religious country
like India to succeed.

(iii) Open defecation

- Toilets built not used
- using social issues such as
dignity of women and affect on
children's health can help in
increasing use of toilet.

Social persuasion can help
change behaviour which would help
supplement government policies

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

assures citizen participation in governance which leads to accountability and transparency.

Issues which have created barriers for a responsive redressal mechanism

① Negative Attitude towards these mechanism
of civil servants who prefer status quo

② limited capacity of judiciary

↳ high number of pending cases: 3.5 crore

↳ long delay.

③ Lack of information with public
regarding such mechanism

↳ Citizen's Charter not created by
all offices.

④ Beathely Attitude of civil servants
when complaint redressal authority
is internal.

⑤ Techinical process of finding guilty

⑥ Lack of regular updates through
messages / mail leads citizens
losing interest

⑦ High illiteracy in country.

⑧ Power diversion between a citizen
and government official

Thus multitude of reasons

have created barrier for responsive
redressal system.

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?

Grievance redressal mechanism
the backbone of good governance
can be made effective by :-

- ① Grievance Redressal Mechanism should be clearly highlighted in the citizen charter.
- ② Timely updates regarding the grievance should be provided to citizen on website.
- ③ Easy mechanism for filing grievance
 - ↳ Online
 - ↳ Minimal cost
 - ↳ Payment facility if any online
- ④ Independent grievance redressal bodies.
 - ↳ Free from bias and

- ⑤ Punishment for grievance if proved ~~found~~ ^{proved}
 out should be made public
- ⑥ Reward for citizen filing grievances
 and bringing out corruption
- ⑦ centralised grievance redressal
 portal at 3 stages
 - ↳ for central government officials
 - ↳ state government officials
 - ↳ local government officials
- ⑧ Informing public through ICT
 regarding grievance redressal
 mechanism.

Grievance Redressal Mechanism if
 not efficient would reduce
 corruption - delays and lead to
 efficiency, reality and accountability

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 above statement of Nelson Mandela encourages one to be courageous when faced with adversity because courage is not getting afraid by it but fighting it.

[Not absence of fear but triumph]

→ Fear is an emotion felt by everyone

↳ eg: when one sees a group of hooligans assaulting a person, everyone gets afraid

→ However courage ensues one

overcome our fear and act by our
values

↳ A courageous person stands
up to a mob and stops
lynching of person.

Brave man feels afraid but conquers it

→ Brave man does not lose his path
of values even when afraid.

↳ Lt. Commander Abhimondan even
when captured by enemy
remained courageous and did
not divulge any information
harmful for India.

courage assures that we stand
by the poor and weak of society. As a
civil servant we do not come under
pressure of politicians and seniors and
work according to our values.

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 today's society there seems to a race to get famous, however Martin Luther King states that becoming famous is not in our hands but becoming great is and we should focus on it.

→ A civil servant's final aim should be becoming great and not famous.

↳ Greatness is determined how the civil servant works according to ethics, values and assures best possible service to public.

↳ Eg: E. Sridharan was so dedicated that did not

love his duty to save his daughter.
This took him on the path of
greatness.

↳ Gandhi's only aim was swaraj
for country through ahimsa.
↳ Even when he felt his decision
made him unpopular (infamous)
such as Chauri Chaura he took
them

→ when a person tries to become famous
he loses his dedication to public
service and he loses his/her path.
↳ eg: many serial killers killed just
to get fame.

Thus we should aim to become
great by doing our best in our
job and not focus on fame.

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।

Our constitution under Fundamental Duties encourage all citizen to develop a scientific temper, however it has not been successful.

Reason for abundance of superstitious beliefs and practices

- ① Illiteracy : India has a large illiterate population at 25% of whole population
- ② Uncritical education : where students are only taught facts and figures and not critical thinking
- ③ Failure of media : which promotes superstitions for TRP.
- ④ Failure of political leaders who take support of superstitions to win

values.

- ⑤ Culture of fake news which has developed through social media has strengthened superstitions.

Importance of inculcating scientific temper

- ① Technologic progress of country which would help reach \$5 billion GDP target.
- ② strengthening democracy - as citizens would vote on development.
- ③ equitable development as civil servants would act for the weakest.
- ④ Debate and discussion would lead to better policies.
- Government should promote scientific temper through updated curriculum and ensuring Freedom of Speech

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 लेवल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

Today's society is seemed to be getting divided in two spheres one being liberal and other being conservative.

Individual can have divergent views

→ A person who supports learning from past and status quo in any field gets labeled conservative

↳ However a person may have divergent views on different issues

↳ eg: Gandhiji was liberal in social sphere and conservative in economic sphere.

→ He supported secularism

→ Was opposed to industrialism

→ simply a person who supports
changes and learning from developed
countries termed liberal

Lala Lajpat
~~Khurana~~ was liberal in economic
sphere but conservative in
secular sphere

Issue with such labelling

→ when labeled a individual feels
unsupported by other side

↳ All his views in all spheres
become liberal / conservative

eg: Youth teased for his ^{conservative} religious
belief no will become
conservative even in social
sphere

↳ liberals made fun of Trump
supporters in elections and
they became even more
conservative

Thus we need to listen to all without
becoming angry

- 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 = Monopoly + Dissection - Accountability

Corruption is defined as use of public office for private benefit.

Anti-corruption measures need to focus on both demand and supply side.

Demand side

→ Demand side of corruption arises when a individual has to pay bribe, ^{offer bribe} for getting procurement order. Leads to collusive corruption.

→ If the rules are made objective then this side would reduce.

→ Using of e-governance for regular updation and transparency.

- minimal interaction between a bidders and civil servant through use of ICT.
- Fixed performance criteria for projects
 - ↳ clear points for each objective factor

Reducing supply side corruption

- Punishing corrupt officers in time bound manner.
- Reducing discretion with officials
- ↳ eliminating monopolies to encourage corruption.
 - ↳ eg: competition in telecom
 - ↳ corruption in getting land lines perished.
- Reducing ethical learning
- collusive corruption lead to benefit of both official and private party. Focusing on objective criteria - minimal interaction and accountability would eliminate corruption.

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।

Healthy work culture ensure
effectiveness and best possible service
delivery.

Traits of a healthy work culture

- ① Team work to ensure all
departments work with each other
↳ eg: seen in success of JAM
- ② encouragement to best workers by
promotion based on work and
monetary reward.
- ③ Public oriented and outcome oriented
working to ensure public get
best possible result and accountability
is ensured.

4. Holistic planning with officials at all levels included.
- 5 Removal of low performers
- 6 Openness with each official able to give his input.

Ways to create a healthy work culture in India

- ① Reducing hierarchical working
 - ② Rewarding performers and removing laggards
↳ Regular holistic assessment
 - ③ Removing nepotism through open recruitment and promotion based on merit.
 - ④ Annual Report to be supplemented by feedback from public.
- Indian bureaucratic system could become more efficient and accountable by adopting a healthy work culture.

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 public documents which list down the services provided - quality of service which can be accepted and method of grievance redressal if such services are not provided to citizens

stimulus and means for government to raise standards

- ① ensure accountability as citizens can compare services received and ideally provided.
- ② Transparency is upheld as citizens know their rights and way to assert rights are upheld.
- ③ ensure social audits which provide

stimulus to good governance

- ⑤ citizen centric governance is assured
which ensures standards
- ⑥ citizens become right holders instead
of passive beneficiaries
- ⑦ Assures internal as well as external
accountability
 - ↳ officials & can compare their
work with equity standards
 - ↳ citizen can complain

Issues with citizen charter

- verbose
- Not updated
- quality standards unmeasurable
- created without citizen participation

Swachh model as recommended
by 2nd ARC should be followed to
ensure charter become stimulus and

mean to ensure standards.

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 refers to the response of an individual towards a particular situation. Behaviour is the outcome of attitude of an individual

Attitude and Behaviour closely interweave

- Attitude dictates how a particular individual will act when a particular situation arises.

eg: If an individual has never give up attitude he would not let failures affect his behaviour and act for best of all around here.

eg: Aamir Khan positive

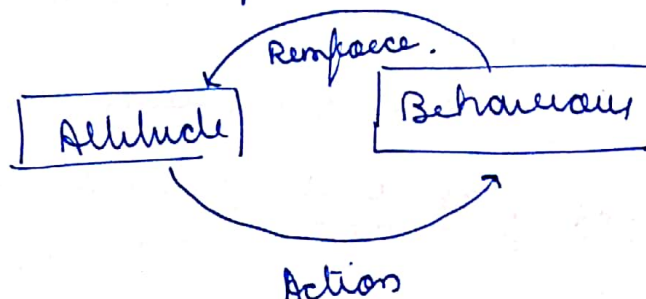
attitude lead him getting funding
for road for local.

→ However behaviour also affect
one attitude

↳ If one's behaviour is of respect
and helping, his attitude will
change to support it.

eg: Gandhiji ensured all his
actions were non-violent
and tearful and removing
harm of all

↳ His attitude of simple living
developed



Thus both Attitude and Behaviour
are closely related.

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 refers to how someone understands, perceives, controls and uses one's own emotion and emotion of others.

Important parameter in success

→ Goleman believes that Emotional Intelligence is 50% responsible for success in competitive environment.

→ Emotional Intelligence asserts that one is able to handle pressure

- ↳ Not let his emotions hamper progress.
- ↳ balance work and life

→ Emotional Intelligence also ensures
one is able to use emotions
of others to his/her benefit

↳ helps in team work

↳ understands and uses emotions
of working under him/her to
motivate and lead

— Emotional Intelligence provides
opportunity for using one's intelligence
with ~~an~~ a stable frame of mind i.e. one
can make best use of one's
capabilities.

Thus Emotional Intelligence is
very important and should be
developed from very young age.

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.

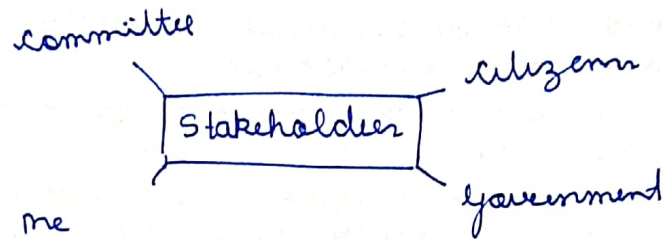
The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

- (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 (एक्सपोजर) 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?

Information and communication technology
in form of social media, online forums
and e-reviews have become part of our
lives. Along with this has arisen number
of new challenges which need new policy.



(a) I feel the following group of people are more prone to bullying and vulnerable to cyber threats

(i) Women

- Threats in form of morphed images looking, threat of sexual violence, threat to life are common.
- more vulnerable because patriarchal attitude of society gets a veil of anonymity
- Delay on police side in noting complaints, lack of expertise in IT and delay in judicial system ensure continuous suffering

(ii) Religious and cultural minorities

- Singled out for their views, culture, language or how they look.
- majority culture seen as only the accepted norm.
- People afraid to stand by them because fear of themselves getting bullied.

(iii) LGBT community

- Though supreme court struck down section 377, social attitudes have not changed.

(iv) People of differing viewpoint

- labelled anti-nationalist, traitor and threat to life.

(v) old people

- not very aware of technology
- get threats and scammed and cheated online.

(b) Yes I think experiences and exposure
in cyberspace are an important
influence in a person's attitude and
behaviour

- If a person gets exposed to
material of his/her ideology,
becomes blind to opposite side
- getting threats and teased names
when opposing something makes
him/her afraid of expressing views
- Trolling can have impact on
mental health and even may lead
to suicide
- Attitude of confirmation is developed
through online exposure.
- Belief in law and order is minimised
as police not active in such cases
- However safe debates and respectful
discussions open minds.

Thus exposure in cyberspace can have both positive and negative effects.

(c) Reasonable Restrictions that can be applied :-

→ Removing anonymity - although against Privacy needed to ensure accountability.

→ Self censorship by social media platforms in case of vulgar, or threatening messages / videos.

→ Sharing of IP addresses with police by companies if any complaint.

→ Restriction on number of messages which can be forwarded by individuals.

Government, civil society and social media platform should come together to draw on reasonable restrictions.

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।

The above case study highlights the importance of supplementing social infrastructure with change in perception of public so that the public becomes a partner in

social changestakeholder

- me as Public Health officer
- Government
- People of the district

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

- 1) concept of pollution and purity where people believe that toilets at home lead to pollution.
- 2) lack of awareness about negative consequences of open defecation
- 3) Habit of open defecation and needs some positive or negative push to change.
- 4) Women feel that the time of

open defecation is the only time they get to get out from house and minge with other female.

5) Issues with single pit toilets which have to be cleaned after the pit is full.

↳ Toilet cleaning seen as demeaning activity due to historical class/caste differentiation.

6) Lack of continuous water supply for flushing and cleaning of toilets.

7) Constructed toilets due to monetary reasons given by government without any motives to use

(b) Principles to be kept in mind

- Nudging people towards using by reminding positive rewards or highlighting negative consequence.
- Focusing on children and women who can have highest impact in household.
- Using community pressure for assuring usage of toilets
- campaign should be delivered by someone villagers trust.

Action plan to address the problem

- IEC campaigns highlighting how open defecation leads to diseases
- highlighting how women open

defecating is against prestige of
whole household

↳ as women prestige impacted
factor in Indian households

→ Including celebrities like Sachin
Tendulkar and Amitabh Bachchan

↳ Success of radio campaigns

→ creating a mass revolution through

ICT

↳ Dussehra Band campaigns

→ Focussing on children through
posters in school

→ Highlighting villages and communities
using toilets as winners.

ICT campaigns should work
on behavioral change to achieve
success.

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.

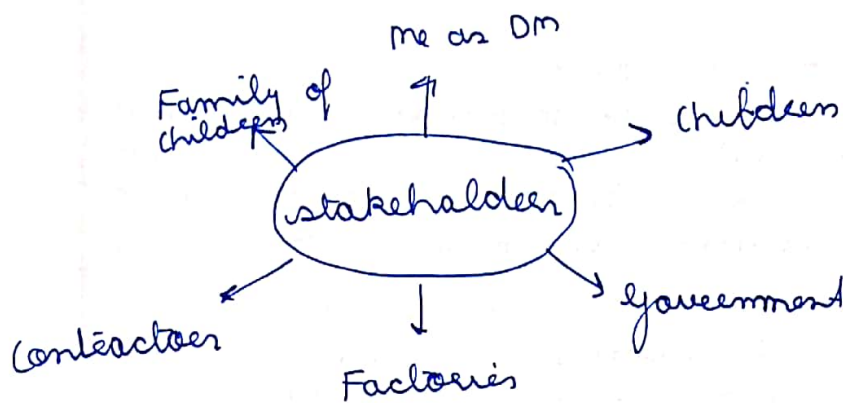
(b) How would you approach the problem and what would be the main elements of your action? (20)

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 अधिमूचना 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?

child labour has been prevalent in India even after various legislations. child labour takes away opportunity from children to learn and develop and is against their right.



(a)

ethical issue in this case

- whether parents of a child should be able to decide how a child utilises his time.
- Responsibility of a factory even when they outsource this work

and it is being done by children

- children rights beings taken away by not giving them opportunity to learn and play.
- Should profit motives trump the rights of children
- whether working of children is important for survival of their family.
- child labour law provides for children working in family enterprises and if this situation is covered under it.
- Issue of informal labour in India.

(b) My approach to problem

I would ensure:

- Upholding rule of law by ensuring law is implemented in spirit
- Assuring children rights are upheld.
- Punishing the concerned perpetrators

Main elements of my action

- I would set up a committee to enquire regarding the complaint
- If the report supports my the complaint, I would first go and talk to families
 - ↳ make them understand importance of children to learn and play
 - ↳ Alternate livelihood opportunities available to them such as MGNREGA
- I would possibly file complaint

against such contractors

→ I would also blacklist such
contractors and freeze them
to companies

↳ so that such contractors are
banned from hiring

→ Parallelly I would create a task
force for regular audits
and check.

→ I would talk to local NGO's
and ask them to talk to
families and parents after
school activities for children.

These steps would ensure the
perpetrators are punished. families
livelihood are not taken away and
children get 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 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:

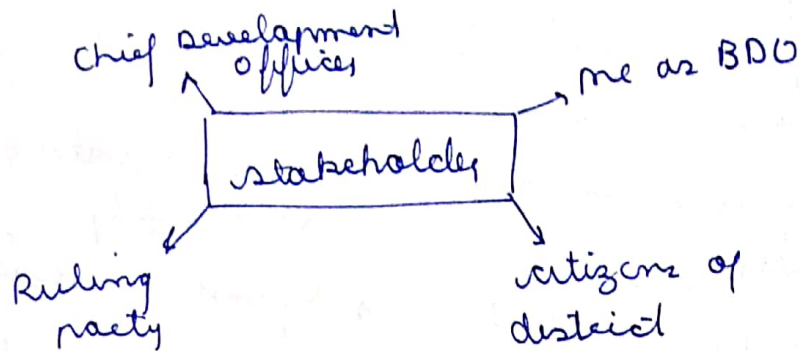
(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?

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

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

The above case is a case where a civil servant can be asked to participate in political or favours. Civil servant should remain impartial, courageous and

stand by his/her values and rules
and ethics of service.

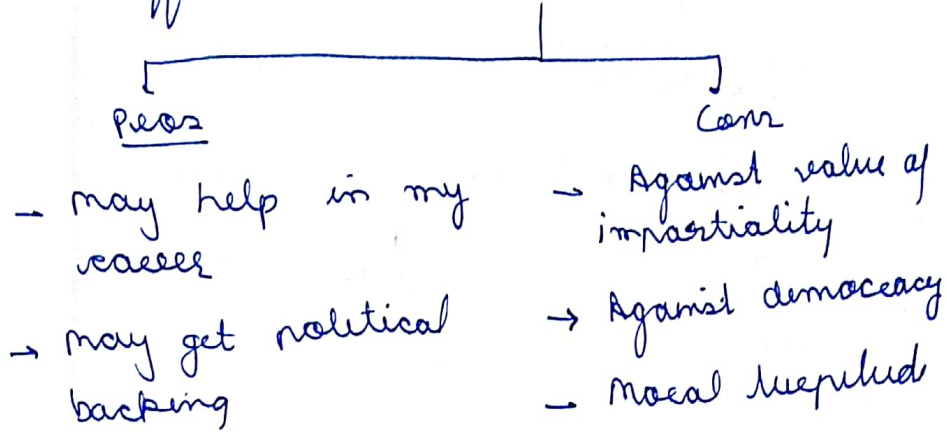


(a) Values which would guide me
are:-

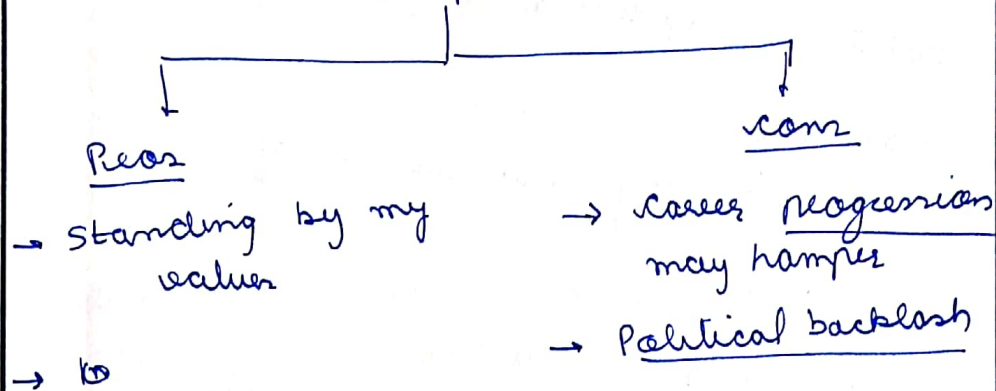
- Political impartiality
- courage
- standing by my rules of service.
- impartiality
- standing against order if the order is against ethics.

(b) Various options available
to me are

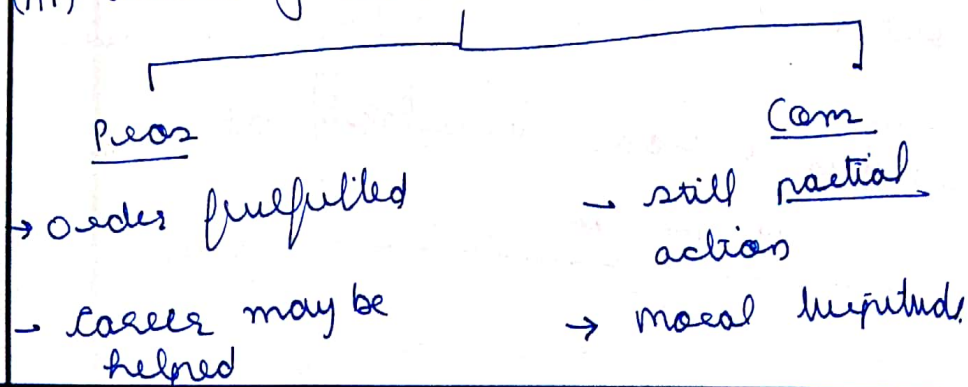
(i) Accept the order of chief development officer and send 5 buses of people



(ii) Rejecting the order and not sending people



(iii) sending people who are interested



(C)

My course of action

- I would request Chief Development officer for a written order and if sent write my dissent note when complying.
- If no written order sent, I would politely tell the CDO that this would be against my values and rule of service and I won't abide by the order.
- If some other official from my block uses government resources to abide by order, I would complaint to Anti-Corruption authority.

This course is taken as this helps me upheld my values, rules of service and ensure no misuse of government funds.

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?

(13)

The above case highlights situation where a civil servant needs to diffuse situation by using emotional intelligence and leadership.

Stakeholders

- Farmers
- Me as DM
- Government
- General Public

(a) Real Svergence between interests of farmers of district and state

Yes

- state's decision to withdraw incentives would hurt farmer livelihood and their finances.
- Farmers already suffering from dearth may end up making losses.

/However

- These disregard is only short term
- As in long term incentivising crops suitable for local agro-climatic conditions would help in resolving issue of continuous drought
- Once issue of drought is resolved agriculture would become more sustainable and profitable.
- Though in short term farmers would need to learn about new crops and would be forced to change habits.
- In long term it would be beneficial for both farmers

and state.

b) Immediate steps which I would advocate are:-

1. I would advocate for ICT campaigns to make farmers understand the benefit of government action in long term.
- 2) I would also assure that local Kaishi Vigyan Kendras hold conferences and discussions about the new crops - how to sow, crop - fertiliser used, water need etc.
- 3) I would advocate for announcing high MSP price for the suitable crop so that farmers do not face losses.

- 4) I would ensure infrastructure is provided for storage and buying of crops under MSP.
- 5) I would assure bank provided loans for buying of seeds for new crops and fertilisers and pesticides suitable for the crop.
- 6) I would share stories of farmers in other places gaining the maximum crop and benefitting

India is a water scarce country and agriculture uses 70% of total water consumed. It is high time we move towards more suitable local crops but this should be done taking farmers in confidence.

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।

solid waste management is becoming a herculean task for Indian cities. Only 25-30% of waste gets recycled and majority of rest goes

to landfills which have limited capacity. In such scenario waste to energy plant can be viable solution.

(a) Reasons for apathy of people

- ① lack of knowledge about the waste disposal rule and the negative consequences of not following the same.
- ② Urban municipalities due to their limited capabilities have not been able to enforce the regulations.
- ③ lack of ethics where people if not getting rewarded do not want to do good for society
- ④ Resource commonly issues

where every person thinks that
it is the responsibility of other
people and not his/her.

- ⑤ lack of ICT campaign enforcing
behavioural change as done under
Swachh Bharat Abhiyan for
toilet usage

(b) stakeholders and significance of
their involvement

- (i) and waste generators / public
- scientific separation of waste
and proper disposal would
make recycling and energy
from waste generation easier.
 - can encourage others around

for the same.

(i) Municipalities

→ Issuing fines societies
households not following
regulations for separation
and disposal.

→ Running ICT campaigns to
encourage people for proper
waste disposal

(ii) Informal waste collectors

→ Collected 90% of waste in India
at present

→ Formalisation would assure
better collection and safety.

→ would also be able to collect
various types of waste instead
of limited type they do today.

iv civil society

- organising discussions - nukkad natak and information campaign.

(v) Residence Welfare Associations (RWAs)

- can ensure all households within society follow regulations
- small plants for organic waste disposal can be set up in societies

(vi) Government : Central and state

- improving urban local bodies financially
- updating regulations according to international standards

Thus waste disposal needs a multi holistic approach supported by various stakeholders to be successful