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GENERAL STUDIES (TEST CODE : 764)

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Medium Hindi/Eng.	English	Registration Number	19039
Center	DL	Date	13/11/16

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

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EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

Answer the following questions is not more than 150 words each.

1. (a) Cultural diversity has made emotional intelligence crucial for Indian administration. Comment.

10

Emotional intelligence as value in administration ^{is} ability to understand emotions of self and others and controlling the emotions channelising them in positive way.

India is a culturally diverse country in terms of class, caste, religion, language etc. So deal with diversity, an administrator must be emotionally intelligent.

To control caste, religious and language sentiments, the administrator must be able to understand these sentiments without being explicitly mentioned. Also while serving diverse people the administrator must put

aside his/her own sentiments of caste, religion, language etc. and serve the public objectively and indiscriminately.

Major problems Indian administrators face are of caste conflicts, religious riots and language conflicts. By being able to understand emotions, these incidents can be stopped from happening. Also serving the poor requires emotional intelligence to comprehend their needs.

Hence E-I. is an important value for administration in cultural diverse country as India.

1. (b) Family and school are important agents of socialization in a child's life. Comment on the role of family and school as a source of values. Give an example of a situation where these acquired values guided you in a situation of dilemma.

10

Family and schools play an important role in socialisation and value inculcation in child's life. Family is considered as first school of child and parents as first teachers. Through family only a child builds notions about society. During childhood, good or bad is decided as what surrounding permits and family is first surrounding. Like if a child has always heard hatred about certain class of people, he/she will build prejudice against that class of people without even knowing about them.

Next source of value for a child is schooling. In school, he/she

learns about value of equality, liberty and socialises with different class of people. Attitude of fellow students, teachers have very much impact on value system of a child.

My school has taught me values of liberty, equality and freedom. So whenever caste prejudices of society comes as hurdle in decision making, I overcome these by applying these values. Also reporting wrongdoings and getting not involved in wrongdoing are guided by family values of honesty.

2. Given below are two quotations. Bring out what they mean to you in the present context:

(a) "We are what our thoughts have made us; so take care about what you think. Words are secondary. Thoughts live; they travel far."

10

2. (b) "A man's conscience and his judgement is the same thing and as the judgement, so also the conscience, may be erroneous." 10

Judgement of a man depends upon the norms prescribed by society, laws of country, natural laws, rules and regulation and most importantly his conscience.

The conscience of a man is internal control factor in his decision making. When given freedom to take decision, it is the conscience of man which decides his actions. Hence a man's conscience and his judgement can be considered same thing.

But they are not always the same. Sometimes external factors also affect his judgement. Depending on the situation, a person may take erroneous judgement but that cannot be

as error of conscience.

what the statement mean is person's conscience is reflected in his judgement. So while taking judgement, conscience is major factor. In case of erroneous judgement, conscience can also be erroneous like in his conscience he may consider discrimination as right.

3. (a) "The love of one's country is a splendid thing. But why should love stop at the border?" What do you understand by nationalism? What significance does it hold in your life?

10

Nationalism is an emotional phenomena of love for one's country and the fellow countrymen. But currently problem with nationalism is that only love for country is shown at border or while dealing with foreign states. Love for fellow countrymen and their rights is missing in this hollow nationalism.

To me, nationalism is love for country; respecting the law and constitution of country; respecting ideals of freedom struggle; respecting national symbols; promoting harmony among fellow citizens; respecting rights of liberty, equality of fellow citizens; respecting fellow citizens of country

and serving people of my country indiscriminately and expecting nothing in return.

My notion of nationalism helps me in becoming a responsible citizen of my country, being able to present myself in service of country and respecting its unity in diversity.

It will lead to overall wellbeing of India as nation.

3. (b) A 'Good Samaritan' legal protection is vital to encourage people to offer assistance without the fear of any criminal or civil liability. Discuss the statement in the context of India's unacceptably high rate of road accident fatalities due to the inability of victims to get timely medical treatment. 10

'Good Samaritans' are the bystanders and passerby who helps the accident victims.

India has been facing very high rate of road accident fatalities and due to fear of liability and harassment good samaritans are reluctant to help accident victims. Passing a bill for legal protection will encourage people to offer assistance.

Recently introduced bill exempts good samaritan of criminal and civil liability, protects them from any harassment by police and law enforcement and provides them option to hide their identity.

The legal protection will take away the fear from minds of people and they will come forward to help the accident victims. This will prove much helpful in saving life of many accident victims who die because of unavailability of timely treatment.

4. (a) "There may be times when we are powerless to prevent injustice, but there must never be a time when we fail to protest." Discuss the significance of this statement in present day India. 10

4. (b) Around the world, more than 125 million people need humanitarian aid. With special reference to financial assistance, discuss the various ethical issues involved in addressing the needs of those in dire circumstances. What measures can be undertaken to ensure that donations and aids for such purposes are thoroughly channelled to meet their targets.

10

Today, most people in least developed countries are in need of humanitarian aid. But there are various ethical issues involved in providing financial assistance-

- Most financial helps from World Bank and IMF come with conditions of opening economies for global world. This is causing a phenomena of neo-imperialism. Those countries are overcrowded by MNCs and local industries can't develop.
- Equitable distribution of assistance
- Many NGO involved for this are suspected to be involved in anti-national activities
- Local resources are exploited

for purpose of donors.

Hence, benefit of intervention mostly can't reach the needy. Measures that can be undertaken are—

- Involving locals in process of development, skilling of local people.
- Indian investment in Africa can be an example for this.
- Conditions beneficial for locals should only be imposed upon.
- Liberty and freedom of local population should of utmost concern.

5. (a) While discretion is necessary for effective discharge of duties, it is also a major factor responsible for corruption in administration at all levels. Comment. In this context, suggest some ways in which smooth execution of responsibilities can be ascertained while minimising corruption. 10

In administration, though conducts of administrators are controlled through rules and regulations, emerging concept of welfare state and diverse roles to administrators leave enough discretion to administrators.

Also for effective administration, local conditions needs to be taken into consideration which can not be controlled by rules and regulations. In concept of welfare state, administrators have to take decision in discretion to best serve the people.

Hence discretion is important in discharge of duties, but it is also major factor for corruption. While working in discretion, administrators

Indulge in wrongdoings and personal gains causing corruption.

ways to minimise corruption-

- Prescription of code of ethics
- Delegation of services, taking decision making near people
- transparency
- accountability through social audits etc.
- Decentralisation
- Involving people in decision making
- Value training of administrators

5. (b) What do you understand by corporate ethics? Giving examples, highlight the ethical issues faced by CEOs in the current competitive environment, with special reference to government owned enterprises. 10

Corporate Ethics:- While being in corporate world, companies must work for best interests of their stakeholders. Customer satisfaction should govern the decision making in corporate world.

In current competitive environment, many instances of corporate frauds are coming into practice. So CEOs of companies face many ethical issues.

Maintaining transparency, involving stakeholders in decision making and taking decision in best interest of stakeholder should guide a CEO of company.

Especially in government owned enterprises issues of

social security, being less competitive
are prominent.

6. Government employees are often considered by many as being unresponsive, insensitive and corrupt. What, according to you, are the factors that cultivate such a negative attitude towards civil servants? As a young civil servant, what would be your approach to change this attitude? 10

Factors cultivating negative attitude towards civil servants-

- indifference of civil servants towards public concerns
- civil servants mostly belong to urban culture, difficult for them to comprehend rural conditions
- Lack of empathy and compassion
- Low public involvement in administration
- Political influence over civil servants.
- Low interaction with public

Approach to change this attitude ⇒

- involvement of public in decision making
- ensuring transparency and accountability.

- continuous public interaction
- enhancing role of civil society organisation
- effective communication between public and civil servants, awareness about policy measures
- social media as platform can be taken to interact and grievance redressal of public
- leading by example.

If more people are aware about policy decisions and are involved in decision making, this problem can be overcome.

7. Many of the present social conflicts arise due to prejudices and discrimination. Illustrate. What can be done to curb discrimination and handle prejudices?

10

India's diversity is often misused by different actors causing social conflicts. Prejudices and discrimination is at the core of these conflicts.

Prejudices and discrimination avoids certain sections from equal opportunity causing their repression. This repression later emerges as disharmony in society and resulting conflicts.

Like in India, dalits are avoided from various opportunities in economic and social sphere. This causes resentment among dalits and resulting tensions and conflicts. Caste conflicts, religious riots all are caused by discrimination and prejudices.

To handle discrimination and prejudices :-

- Inculcation of constitutional and modern values among children through schools
- Mohalla sabhas, continuous interaction between different social group promoting social harmony
- Education spreading and awareness generation has larger role to play.

8. Adhering to high standards of transparency is often in conflict with the duty towards maintaining confidentiality. With examples, elaborate on the problems faced by public servants in effective discharge of duties during such situations. Also, discuss the ethical framework that should guide the decisions in these circumstances.

10

Transparency or openness is quality of administrator of being open to public in decision making. People have right to know about the process of decision making and decision taken.

Confidentiality is keeping secrecy of official functioning in public. Certain decision making processes are kept secret by public servants even after retirement. Official secrets acts prescribe for some of these.

Hence Transparency and Confidentiality are conflicting values in public administration.

Like while conducting business with ministers, civil servants have to adhere with ministerial

decisions and true findings of case are kept confidential for harmonious relation between administrators and ~~pubb~~ political class.

ethical framework - RTI

Act in section 8 provides for the information which can't be made public. Official secrets Act also provides for the same. Public servants can share information relevant to public interest. Confidentiality should guide even after retirement.

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

9. You get your first posting as a District Collector in a predominantly rural area. Recently, the office of Registrar General of Births, Deaths and Marriages registered an inter-caste marriage of a young couple. On hearing the news, villagers and family members of the married couple attacked the Registrar's office and are holding their respective children in captivity. One group also enjoys immense political power in the state and have warned you against taking any action.

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Based on the above information, answer the following questions.

- (a) What is/are the ethical dilemma(s) that an administrator faces in such situations?
- (b) Enumerate your priorities and steps that you will take to handle the situation.
- (c) What are the social and attitudinal factors at play? What will be your role in bringing about a change in these?

Facts of the case-

- issue of inter-caste marriage, caste prejudices in society
- attacked on registrar's office
- children of registrar in captivity.
- political influence

Stakeholder -

District collector, Registrar General and his family, married young couple, society as whole.

a) Ethical Dilemma -

- i) caste prejudice vs constitutional values of liberty, equality.

- ii) Dealing with political power
- iii) values of empathy, compassion towards young couple v/s personal interests.

- b)
- Talking with village elders and commencing assembly of villagers, discuss with them issue.
 - Maintaining law and order, ensuring safe custody of children of Registrar general.
 - Ensuring safety of married couple.
 - Those involving in violent activities should be strictly dealt with.
 - As political issue is involved, I can take advice from my seniors.
 - In long term, my priorities will be bring about attitudinal change among people of villages.

- c) Social and attitudinal factors –
- Caste prejudice, social exclusion, caste hierarchy violating the constitutional rights of married couple.

To bring about change in attitudes

- Commencing seminars through village panchayats to spread awareness about liberal values.
- School curriculum should include negative implications of caste system and highlighting constitutional liberal values.
- Arrangement of Mohalla Sabha including stakeholders from both sides, discussion on caste issues and their implication
- Strong implementation of laws against caste system.

As a collector of a district,
it is my duty that constitutional
values are respected in my district.
So my actions will reflect the
same.

10. A group of educated young men is caught trying to leave the country to fight for a terrorist organization overseas. It was found that they were radicalized online through social media by the handlers of that terrorist organization. These boys have not committed any act of terror till now and have no criminal background. 20

(a) What could be the reasons for radicalization of educated youth?

(b) As a senior intelligence official, what approach would you follow to deal with such cases? Give arguments in support of your stand.

(c) Suggest a feasible strategy to prevent further radicalization of youth in the country.

Facts of Case-

- Radicalisation of young men
- Travelling to join terrorist organisation
- social media as tool of radicalisation.

Stakeholders - Youths caught and society as whole

a) Reasons for radicalisation of educated youth-

- Unemployment
- Social isolation because of working parents and nuclear families.
- Resentment against state due to various policies.

- Religious doctination, as in case of Wahabism in Kerala.
- Brainwashing by terror organisations.
- Discriminations faced in society.

b) The approach followed in this case should be as follows-

- As they have committed no terror act, they should not be kept in captivity. This is violation of their rights and may further cause radicalisation.
- But they should be kept under watch regularly and strategy should be adopted for deradicalisation.
- As social media is used, such content on social media should be tracked and brought down.
- strong vigil on airports and border to avoid them leaving for joining terror organisations.

- C) Strategy for deradicalisation of youths in country-
- involving youths in creative activities as sports etc.
 - Mandatory involvement with NCC or Bharat Scouts etc.
 - Increased parent-child interaction
 - Mandatory religious education in schools and colleges clearing the myths causing misinterpretation.
 - Highlighting values of democracy and liberty, showing negatives of authoritarianism.
 - Religious institutions can also take steps in providing youth with correct religious interpretation.
 - Improved employment opportunities
 - Promoting social harmony

11. You are the CEO of a pharmaceutical company that has monopolized the manufacture of an anti-allergen device, which is used by millions who suffer from different kinds of allergic reactions: life threatening as well as non-threatening. Your company that was initially facing significant losses has increased the price of the device and since then has been witnessing huge profit margins. While the stakeholders of the company are pleased with your decision, there is a public backlash against the price rise. Politicians too have begun criticizing the policies of the company. 20

(a) What are the ethical issues involved?

(b) Enumerate the values that are under question in the mentioned scenario?

(c) As the CEO of the company, would you retrospectively change your decision in light of the public backlash?

Facts of the case:-

- monopoly in anti-allergen device
- increased price to overcome losses
- public backlash against price rise
- political Pressure

Stakeholders Involved:-

CEO of company, company stakeholders and society at large.

a) Ethical issues involved:-

i) Stakeholders interest v/s public service — As mine is the only company manufacturing anti-allergen device, price rise may hurts people at large. Without price rise company and Stakeholders

are at loss.

ii) Political Pressure:- politicians have started criticising the policies of company. It may hurt stakeholders interest in long run.

- b) Values that are under question-
- Professionalism - Running company in best interest of stakeholders
 - Public Empathy - People, especially poor, are affected at large due to increased price rise.
 - Objectivity - As a CEO of company, my ~~inter~~ decision should be taken considering merit of sides and balancing interest of all stakeholders.

c) As a CEO, before ~~ret~~rospectively changing the decision, I should objectively analyse the scenario ⇒
Merits of retrospective change ⇒

- People's interests at large will be protected
- This will show my value of empathy towards public

Demerits of retrospective change -

- Compromise on professionalism
- Giving emotions more emphasis than objectivity.
- This may lead to loss of stakeholders in company, it may affect functioning of company which will be detrimental for society.

So instead of changing my decision retrospectively, I would consult with representatives of people and reach an amicable price for drug balancing interests of both stakeholders and people at large.

12. You are a Public Information Officer (PIO) in Public Works Department. An RTI is filed to know about the allotment of tender to a company for construction of a bridge. While collecting information about the allotment process you came to know that the tender was under-priced. However, you also came to know that it was unintentional and was due to a calculation error which could not be detected during the scrutiny.

The under-secretary of the department who is an honest official with an impeccable record and is the final authority for passing the tender has requested you to iron out the deficiencies in your response. His argument is that elections are to be held soon and the company which has got the tender belongs to a relative of senior minister. He fears that his reputation and job as well as of others involved in the process of allotment is at risk. You sympathise with your colleagues and understand that such consequences are possible.

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(a) What are the options available to you?

(b) Evaluate each of these options and choose the option you would adopt, giving reasons.

Facts of the case

- RTI regarding tender in PWD.
- Unintentional calculation error causing under-pricing by an honest civil servant.
- elections are soon, political involvement of receiver of tender.

Stakeholders

PIO, Information Commission, honest under-secretary, political establishment, receiver of tender, information seekers and public as whole.

a) Option available to me

- I) Iron out the deficiencies and give the false information.
- II) Give the correct information, investigate the issue and report correct findings.

b) Option(I)

Merits -

- saving job of presumably honest officers and other involved
- saving my position from political jeopardy.
- ss error is cause of underpricing

Demerits -

- compromising my values of objectivity, honesty and public interest.
- Loss to public at large
- It may set a wrong precedent in manipulating informations
- Trust of people in information Commission is at stake.

Option (II) :-Merits -

- Keeping with values of public service, professionalism and honesty
- Public trust in information commission
- True facts can be brought forward

Demerits -

- politically jeopardising position of under secretary, may cause loss of his job.

My course of action will be option (2) as in this case I am holding public faith in RTI. RTI is an important legislation to ensure transparency in administration. This will also ensure that in future such mistakes are not repeated.

Though under-secretary may be at trouble but by representing true facts he can ensure his innocence.

13. You are a government official supervising the maintenance and upkeep of juvenile rehabilitation centres all over country. You are a strong advocate for preventive services such as counselling and parenting skill education as an alternative to the placement of neglected children in rehabilitation homes. You have convinced your minister about the stand and he has taken a public position on the same and declared that he will scrap the scheme of rehabilitation homes altogether. Believing that a reputable study of the cost-effectiveness of preventive services would bolster your position, your department enters into a contract with a top university to conduct a series of evaluation studies. The first study involves a controlled experimental evaluation of government sponsored preventive services. To your dismay, the findings show no evidence that preventive service is a cost effective alternative to placing children in rehabilitation homes. You are worried that the results, if published, would not only compromise the position of the minister but also yours. What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of each of these options and suggest what course of action you would like to take, giving reasons.

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- (a) Keep silent on the report and continue advocating your stand with the minister.
- (b) Cancel the contract with the university and conduct a fresh study with a new agency.
- (c) Report the results to the minister and follow his orders.
- (d) Conduct further research and be prepared to accept the results and declare them publicly.

Facts of Case -

- Replacing juvenile rehabilitation homes with preventive care
- Convinced the minister and he had made the decision public
- Finding shows the opposite, no cost effectiveness
- Dilemma in reporting true findings or not.

Stake holders -

Me as government official, minister and political party, juveniles, public exchequer and public at large.

(a) Merits:-

- better relations with minister, no risk to my job
- With by believing of preventive care.

Demerits-

- Loss to public exchequer
- My values of objectivity and political neutrality are being compromised
- May cause concerns in future.
- ⑩ - Breach of trust between public servant minister relation.

(b) Merits :-

- Univariate findings may be erroneous so new agency can brought about correct facts.

Demerits -

- Loss to public excheques
- Compromising objectivity, rejecting study without even evidences.

(c) Merits -

- Upholding values of political neutrality and professional conduct
- Harmony in minister-public servant relations.

Demerits -

- Decision will cause more cost to state excheques, so public interest is being compromised.

(d) Merits :-

- Further research can bring clarity on results
- Upholding Public interest

Demerits -

- Breaching trust of minister
- Jeopardising minister-public

servant relation
- may set wrong precedent, concern
for my job.

My course of action in
this scenario will be to further
conduct research and bring out
correct facts. I will accept
these facts and convey these
to minister and convince him
to take decision in public
interest. But if after considering
facts, minister goes with his
decision my duty at public
servant will be to implement
them honestly without any
political bias.

14. You are a young IAS officer posted as SDM of a flood prone sub-division. There is an old dam in your area which protects about 2 dozen villages from floods. Though the dam is weak, it is expected to hold up as repair works are being carried upon by the villagers. One day you receive a call that the villagers in the area had abandoned repairs and were running away from the work site because the dam was about to collapse as the force of water was building up. You quickly reach the site and see the fear and panic induced villagers. Systematised evacuation will take 2 days and if the dam collapses now, there will be great loss of life and property. You noticed several geo-bags (synthetic bags which are used to protect hydraulic structures and river banks from severe erosion) lying at a construction site near the dam which could hold the dam for some time. You realized that all you needed now was manpower to place these bags on the dam in such a way as to prevent water from entering the village. But the people are fear stricken and are preparing to flee. 20

Based on above information, answer the following questions:

- (a) Elaborate on the qualities of a civil servant that are essential in such circumstances.
- (b) What options do you have to handle this situation? Evaluate each of them with their merits and demerits.

Facts of the case -

- SDM of a flood prone district
- Old dam, about to collapse
- Public panic and fear
- Geo-bags - material - is available but ~~the~~ requirement of manpower

Stakeholders

SDM, villagers, biodiversity and economy of nearby areas.

- a) Qualities required in civil servant
- Leadership - As people are fear

stricken and panicked, SDM needs to bring confidence and make them help repair the dam.

Public Service - as collapse of dam can cause large damage to public, quick decision making is required in public interest.

Emotional Intelligence - to understand fear of people and help them overcome this fear.

Efficient administrator - taking help from other sources and managing the disaster efficiently.

b) Options available -

Option 1 - Do nothing to repair the dam, make arrangement for evacuation of people

Merits - Life of people will be saved

Demerits - Loss of economy, bio-diversity, running away from duties as public administrator.

Option 2: Convince people of the situation and make them help repair the dam

Merits:- Evacuation will take at least 2 days, so effective evacuation can take place
- showing leadership quality

Demerits - No apparent demerit of the option.

