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GENERAL STUDIES (TEST CODE: 1249)

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Medium Eng./Hindi	English	Registration Number	125597
Center	Rajendra Nagar	Date	8/9/2019

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

1. (a) What do you understand by cultural sensitivity? Identify the ways in which individuals and organisations can benefit from cultural sensitivity in India. (10)

आप सांस्कृतिक संवेदनशीलता से क्या समझते हैं? उन रीतियों की पहचान कीजिए जिनसे भारत में व्यक्ति और संगठन सांस्कृतिक संवेदनशीलता से लाभान्वित हो सकते हैं।

'cultural sensitivity' means having a tolerant, open and inclusive attitude about different cultures and believing in the ethos of 'unity in diversity'.

cultural sensitivity is the bedrock of Indian philosophy, which is enumerated in our constitution also through various articles (Art 25, 26, 27, 28, 29, 30, 51(A) etc).

How individuals can benefit from it?

- ⇒ By having open attitude, individuals develop temperance, compassion and empathy towards other cultures and sections of society.
- ⇒ strengthens principles of humanism and universal brotherhood.

⇒ growing cases of intolerance like :
lynchings, riots, fake news,
exclusion can be better controlled and
dealt with.

How organisations can benefit?

⇒ different cultures bring in different
ideas, opinions and open ways for
new creativity.

⇒ Increases investors' confidence and
develops brand image of the organisation.

⇒ Cohesiveness, efficiency and productivity
boosts.

Thus, cultural sensitivity teaches
core values of ethics and helps in
betterment of society as a whole.

1. (b) In the quest for scientific and technological development, ethical values should not be neglected. Discuss in the current context. (10)

वैज्ञानिक और तकनीकी विकास की तलाश में, नैतिक मूल्यों की उपेक्षा नहीं की जानी चाहिए।
वर्तमान संदर्भ में चर्चा कीजिए।

Science and technology are those tools which if used in a good way can transform a society to highest levels of development, and if misused can ruin and destroy a developed society within seconds.

Why are ethical values important?

- ⇒ Rising technological advancements have led to widescale inequality, poverty and certain classes of dominant society.
- ⇒ Indiscriminate use of technology can harass various vulnerable sections of society, like cyber bullying aiming at women and children.
- ⇒ Wars, genocides, hacking are one of the worst forms of misuse of science.

[How ethical values will help?]

- ⇒ Values of compassion and empathy will help to address the grievances of all stakeholders.
eg use of e-governance by current institutions
- ⇒ help in innovation of new drugs & methods to emancipate masses.
eg new vaccines, robot-surgeons etc.
- ⇒ Help in inclusive development.
eg Apps like 'Blue whale', would be discouraged.
- ⇒ Ethics impart rational, critical thinking, thus help to towards conserving environment.
eg new recycling techniques.

Just like Tesla has put all its inventions in open domain, such open & inclusive use of science & technology will make world a better place to live in.

2. (a) In a plural society like India, education should help the individual to celebrate the plurality and visualize the inherent unity of cultures and values. Analyze the statement in the present context with examples, (10)

भारत जैसे एक बहुलवादी समाज में, बहुलता की प्रशंसा करने एवं संस्कृतियों व मूल्यों की अंतर्निहित एकता का दिग्दर्शन करने में शिक्षा को व्यक्ति की सहायता करनी चाहिए। उदाहरण सहित वर्तमान संदर्भ में इस कथन का विश्लेषण कीजिए।

India is a diverse country with variety in geography, history, economy & cultures. In such diversity, education has a great role to play in binding all.

Now education is the most important factor?

⇒ Value education which is both intrinsic & instrumental helps develop critical thinking, provides an unbiased opinion for development and inclusivity.

⇒ Education in lines of 'mother tongue', as also propagated by Gandhiji in Wardha scheme on education, help develop traditional knowledge, and leads to better cognitive development.

⇒ History education tells how intolerant societies crumbled, thus education is

inherent in realising the goals towards compassionate humanistic development.

- ⇒ Education with focus on physical training also, helps both mind & body to develop in a synergistic manner,
- ⇒ Value education is the core educational requirement of present times, helps overcome eg ^{prejudices} knowledge about our earth tells us to preserve the environment,

Ideas of 'Dir i-Ilahi', 'Sarvadharm Sambhavi', can come only from ~~an~~ a value based intrinsic education.

2. (b) Elucidate Swami Vivekananda's ideas on nationalism.

(10)

राष्ट्रवाद पर स्वामी विवेकानंद के विचारों का विशदीकरण कीजिए।

Swami Vivekananda's nationalism was way different from the current definition of nationalism.

current definition of nationalism pertains to favouring one's nationalistic identities over others.

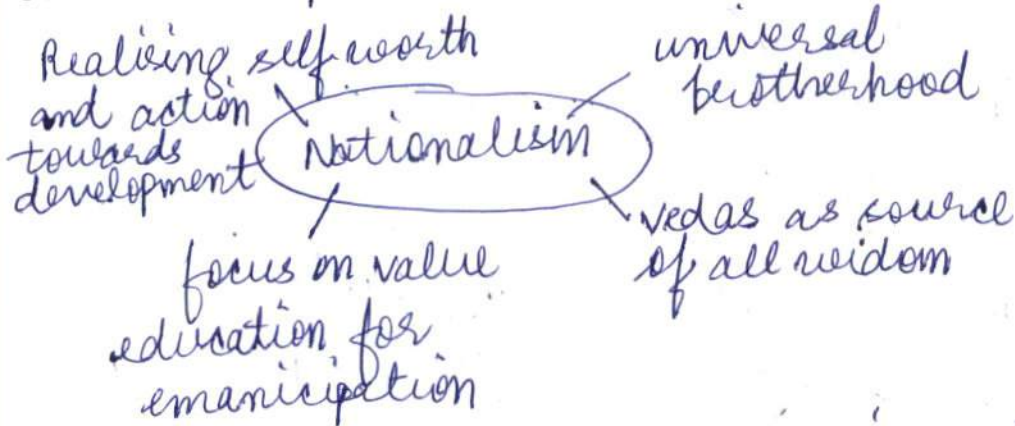
eg in form of demand of different flags, different languages etc.

Swami Vivekananda's nationalism was based on humanism & spirituality. His ideas of nationalism were based on awakening the rural masses who were ignorant of their rich traditional knowledge.

He had visited many parts of world, and realised the significance of having knowledge about one's own culture. eg 1893 Chicago convention,

he used 'brothers and sisters', which made him very famous instantly.

Vedas, according to him, were the reservoir of spirituality, and one must shun the 'materialistic influences of the west', to realise one's own potential.



Thus, Vivekananda's nationalism is what we need in present times, to remove away all provincial, subnationalistic tendencies & move towards an inclusive, enlightened society.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए उनके क्या मायने हैं:

(a) The best way to find yourself is to lose yourself in the service of others.
Mahatma Gandhi (10)

स्वयं को खोजने का सबसे अच्छा तरीका यह है कि आप स्वयं को दूसरों की सेवा में खो दें -
महात्मा गांधी

Mahatma Gandhi has very aptly described the core values of humanism and how helping others helps understand and discover about ourselves.

His 'Talisman' is one of the greatest guiding light, helping others to follow the path of compassion and empathy.

Relevance in present context?

⇒ In present era of cut throat competition, people are moving towards illegal and immoral methods like: predatory pricing, false advertising, selfish motives, cheating & hatred.

⇒ All this is leading towards consumerism, commodification of nature & human beings.

How will helping others will help
finding ourselves?

- ⇒ Emotional intelligence talks of realising self worth, essence of confidence & self esteem can grow only by helping someone in need.
- ⇒ By serving others, we get closer towards humanism, realising service to others is actually service to God.
- ⇒ Current refugee crisis, human trafficking, climate change can be tackled effectively.

Once we understand the role of humans in spreading humanity, and following cardinal principles of love, compassion, world will grow into a cohesive society.

3. (b) So long as you do not achieve social liberty, whatever freedom is provided by the law is of no avail to you. B.R. Ambedkar (10)

जब तक आप सामाजिक स्वतंत्रता प्राप्त नहीं कर लेते, तब तक कानून द्वारा प्रदत्त स्वतंत्रता का आपके लिए कोई मायने नहीं है - डॉ. बी. आर. आम्बेडकर

B.R. Ambedkar has very rightly depicted the true meaning of liberty and how it can help in realising the freedom provided by constitutional & legal methods.

Liberty means choice to adopt means which one likes and wants to do.

It can be in form of :

economic liberty → to take up any job

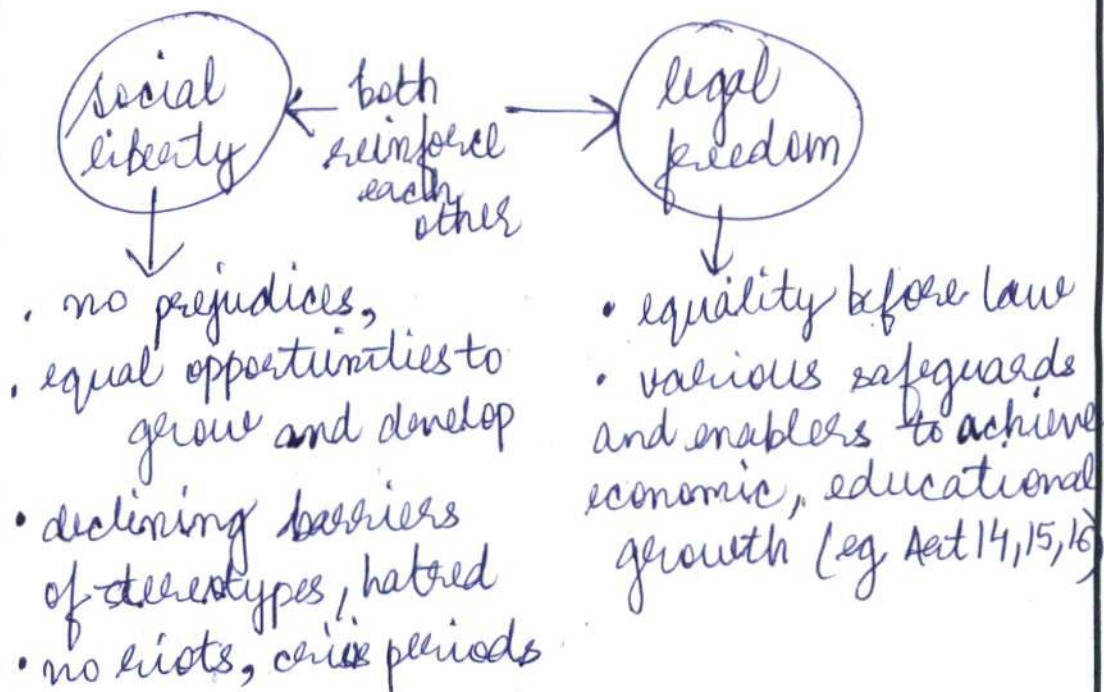
social liberty → to have not societal barriers and prejudices

political liberty → to choose any political ideology.

In this, social liberty holds value of temperance and openness. It is a move towards shunning regressive, parochial traditions & cultures which are against social mobility.

eg caste, class, gender, racial biases have not let one enjoy greater constitutional rights.

How social liberty & legal freedom are related?



Thus, until change comes from family and society within, a top-down legal approach does not succeed holistically. People must learn ethical values of empathy, equality, liberty and make no way for prejudices for all to grow together, because;

'I am because we are'.

4. (a) Explaining the concept of moral attitude, discuss how social media is shaping moral attitudes of people. (10)

नैतिक अभिवृत्ति की अवधारणा को समझाते हुए, चर्चा कीजिए कि सोशल मीडिया लोगों की नैतिक अभिवृत्ति को कैसे आकार दे रहा है।

Moral attitude refers to righteousness and following righteous manner, i.e. 'dharma' in all instances of life.

Moral attitude of people focuses on two aspects

↓
in congruence with
ethics of society

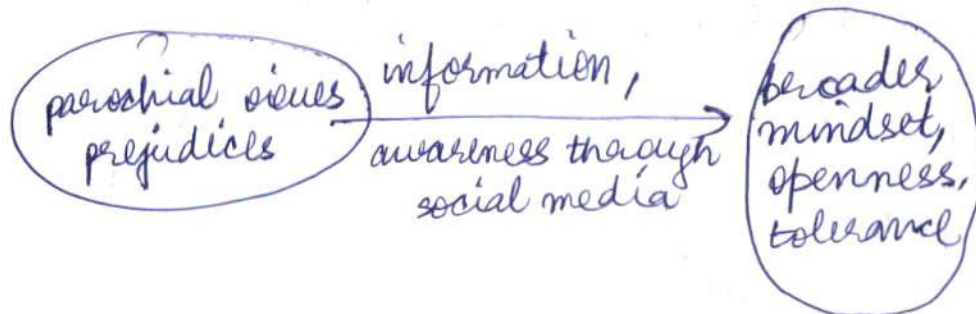
↓
believes in self benefit
with altruism.

Role of social media in shaping moral attitudes of people.

⇒ Social media has brought the world closer by enhancing the mode of communication making it faster, affordable and accessible.

⇒ People get sensitised over burning issues, and resolve to work together, eg. online petitions against rapes, child abuse.

⇒ social media has led to introduction of new thoughts & opinions, helping people do away with parochial mindset & prejudices.



⇒ social media is also at the same time attacking at vulnerable minds of children, thus it is having both types of effects.

↓
+ve moral attitude
↓
benevolence, helping
the Thai children stuck
in cave ~~ins~~ for 12 days

↓
~~un~~ moral attitude
↓
cyber crime,
bullying eg
blue whale, hacking
etc.

Thus social media has become an important weapon which can enable & disable moral attitudes of people.

4. (b) Analyse the importance of both influence and persuasion for effective leadership. (10)

प्रभावकारी नेतृत्व के लिए प्रभाव और अनुनय, दोनों के महत्व का विश्लेषण कीजिए।

Leadership is a quality by which one can motivate, enthuse and propel others to do challenging tasks and help realise one's potential and worth.

Leadership works through 2 important ways :

↓
Influence

• It is act of changing someone's view deliberately or unknowingly

eg leader leads by example

→ coming on time → punctuality
→ takes up work and then allots the rest to others
→ follows discipline, honesty & integrity,

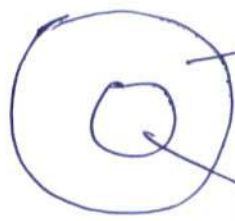
eg An honest civil servant will inspire his/her staff to do the same.

↓
Persuasion

• It is act of deliberate influence where a leader uses his/her powers of communication.

eg Swachha Bharat Mission to make India open defecation free.

#Dauwaza Band campaign for toilets.



Influence \Rightarrow one motivates
by his/her acts

Persuasion \Rightarrow one motivates
by directly asking others
to do something.

Both aim at changing one's
attitude & behaviour and ultimately
improving thought process that
would change someone's values for
greater good.

(Civil servant)
eg. A leader would persuade others
to do public service by first making
their surroundings happy, energetic
by enough lights, ventilation & jovial
environment.

He/she would ~~per~~ influence by
proactively taking up cases and
work for betterment of masses.

Thus, both these tools make a
person good leader.

5. (a) Analyze the significance of adopting a code of ethics for creating a healthy work culture in an organization. (10)

किसी संगठन में एक स्वस्थ कार्य संस्कृति के सृजन हेतु आचार संहिता को अपनाने के महत्व का विश्लेषण कीजिए।

code of ethics are a broad framework of values which guide the behaviour & conduct of an organisation and thus improving its work culture.

Work culture refers to the thoughts, beliefs and working lifestyle of any organisation.

Significance of code of ethics in healthy work culture



when code of ethics encapsulates such features, the work culture improves by

- increased confidence among employees
- increased cohesiveness, operational efficiency
- less conflicts, better decision making
- increased investor confidence and trust of masses, hence better brand image.

Thus, code of ethics helps an organisation grow into a close, cohesive ecosystem with safety, security & benefits to all.

5. (b) Ethos, ethics, equity and efficiency are key criteria on the basis of which the competency of civil servants should be judged. Analyse. (10)

लोकाचार, नीतिशास्त्र, समता और दक्षता वे प्रमुख मापदंड हैं, जिनके आधार पर सिविल सेवकों की कार्यनिर्वाह-क्षमता का आकलन किया जाना चाहिए। विश्लेषण कीजिए।

Civil servants are important pillars of administration and act as a bridge between government & society.

Key criteria of civil servant competence:

Ethos ⇒ It refers to the temperament, attitude of a civil servant.

If the ethos are high, then the civil servant would be optimistic, solution seeker and handle challenging situations with calmness.

eg crowd management, handling riots, clashes need great ethos.

Ethics ⇒ It helps a civil servant have the values of public service, and not get corrupt.

eg integrity of E. Sreedharan, T.N. Seshan,
compassion of operation Sulamani of Prashant Nair.

Equity → It decides whether the civil servant follows rules of natural justice ensuring the fulfillment of constitutional goals of socio-economic justice.

eg PDS ration reaches to all the real beneficiaries, correct expenditure made in all projects, listening grievances of public.

Efficiency → It ensures that the civil servant is not mired in procedural bottlenecks and

takes enough steps for quick delivery of services.

eg using e-governance, updating citizen charters, working within deadlines.

Thus, these 4 criteria decide how competent & effective a civil servant is in delivering his/her duties.

6. The mandatory nature of Corporate Social Responsibility goes against the notion of philanthropy. Discuss. (10)

निगमित सामाजिक उत्तरदायित्व की अनिवार्य प्रकृति परोपकारिता की धारणा के विरुद्ध है। चर्चा कीजिए।

Corporate social responsibility is a duty of organisations to donate/use 2% of their profits from last 3 years in benefit to society.

Why is CSR required?

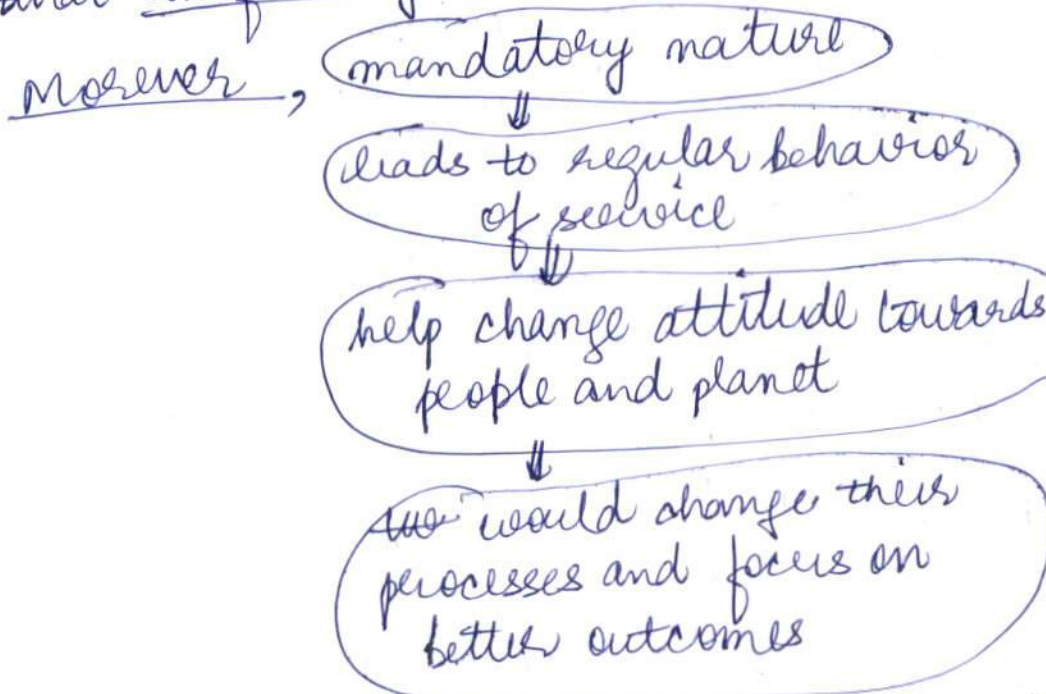
- ↳ the organisations use various resources of society — land, water, civic utilities, thus it is important to pay them back.
- ↳ keeps the organisation effective & responsive to people's needs.
- ↳ helps develop 'compassionate capitalism' and ethical corporate governance.

Mandatory nature — Against Philanthropy?

⇒ It is often debated that organisations are not philanthropic bodies, hence mandatory nature forces them to do some society.

- ⇒ The main aim of organisations is profit & efficiency, hence mandatory nature be removed.
- ⇒ Social service is duty of government and not private sector.

But, the organisations have an obligation towards society which must be fulfilled at all costs, thus by making CSR, it is ensured that uniformity remains.



Thus, mandatory nature at present is required, which may be diluted when compliance & self-regulation of organisations improves

7. There have been arguments that rich countries owe an obligation to people living in poor countries. In this context, discuss the issues associated with foreign aid. (10)

ऐसे तर्क दिए गए हैं कि समृद्ध राष्ट्र निर्धन राष्ट्रों में रहने वाले लोगों के प्रति दायित्वाधीन हैं। इस संदर्भ में, विदेशी सहायता से जुड़े मुद्दों की विवेचना कीजिए।

Foreign aid in form of official development assistance (ODA), technology transfer, setting up green projects etc are a move towards equitable distribution of resources and following common but differential responsibilities (CBDR).

why the obligation is required?

- ⇒ Historical reasons of exploitation
- ⇒ developed countries grew at expense of poor countries
- ⇒ today poor countries are most vulnerable to climate change, new disease outbreaks, poor technological growth.
- ⇒ discriminative trade rules, non-tariff barriers etc further weaken developing countries.
eg 'amber box' misuse by developed countries

Issues associated with foreign trade

→ Developed countries unwilling to take responsibility & acknowledge the damages by climate change.
eg US withdrew from Paris Climate deal.

→ Protectionism and trade wars is making developed countries decrease investment & donations.
eg Green Climate Fund still not formed.

→ Misuse of foreign aid by developing countries due to weak government institutions and corruption.
eg several sub-Saharan countries.

→ Growing pollution by many developing countries. eg India, China.

Thus, it is time a ~~world~~ global consensus is developed and all must come together to work towards sustainable development goals with developing countries building their own potential.

8. It is essential that people have access to information if they are to have the capacity to exercise other rights. Discuss the statement with focus on importance of RTI in governance. (10)

यदि लोगों को अन्य अधिकारों का उपयोग करने की क्षमता प्राप्त करनी है, तो सूचना तक उनकी पहुँच होना अनिवार्य है। शासन (गवर्नेंस) में RTI के महत्व पर ध्यान केन्द्रित करते हुए इस कथन की विवेचना कीजिए।

RTI, ^{Act, 2005} is a path breaking legislation which has helped the march from darkness to of secrecy to an era of openness in our country.

Why Right to Information is so basic requirement?

→ with information, people get the option of exercising agency, and help development of



→ Information empowers the people and thus help avail other civic rights and if any right gets violated, they get chance for redressal.

⇒ Right to information helps in better service delivery, and even the marginal sections get the rights promised to them in constitution.

eg Information has led to development of

- citizen charter
- better record keeping
- e-governance
- social audits
- business process reengineering

all this has made the public institutions move towards good governance.

⇒ Right to information has made the public active agents & participants, which have helped evolve governance by :

- continuous monitoring
- improvement
- changes
- evaluation
- feedback

Thus, Right to information is the bedrock of good & ethical governance.

SECTION – B

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

9. You have been recently appointed as the head of tourism department of a state in India that has many places of great historical importance. In the past few years, the state has witnessed a decrease in tourist inflow. Upon enquiry, you come to know that this decrease is largely attributed to the influence of touts and harassment of tourists, including unwanted advances and grossly overcharging them for various services. You also did a quick search about your state on leading travel advisory websites and found that it has earned a dubious reputation for being particularly unsafe for women tourists.

Given the situation, answer the following:

(a) Do you think that such a state of affairs can be attributed to insensitivity prevailing in the society? How can the community be made more sensitive towards tourists?

(b) Suggest some measures to make a quick turnaround in terms of reputation, employment generation and rebuild the reputation of the state as a safe haven for tourists. (20)

आपको हाल ही में भारत में ऐतिहासिक महत्व के कई स्थलों वाले एक राज्य के पर्यटन विभाग का प्रमुख नियुक्त किया गया है। विगत कुछ वर्षों में, राज्य में पर्यटकों के आगमन में कमी देखी गई है। पूछताछ करने पर, आपको पता चलता है कि इस कमी का कारण मुख्य रूप से दलालों का प्रभाव और पर्यटकों का उत्पीड़न है, जिसमें अवांछित अग्रिम एवं विभिन्न सेवाओं के लिए उनसे अत्यधिक शुल्क वसूलना सम्मिलित है। आप प्रमुख यात्रा सलाहकार वेबसाइटों पर अपने राज्य के संबंध में त्वरित खोज भी करते हैं और पाते हैं कि इस राज्य की छवि ने महिला पर्यटकों के लिए विशेष रूप से असुरक्षित होने की छवि बन गई है।

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

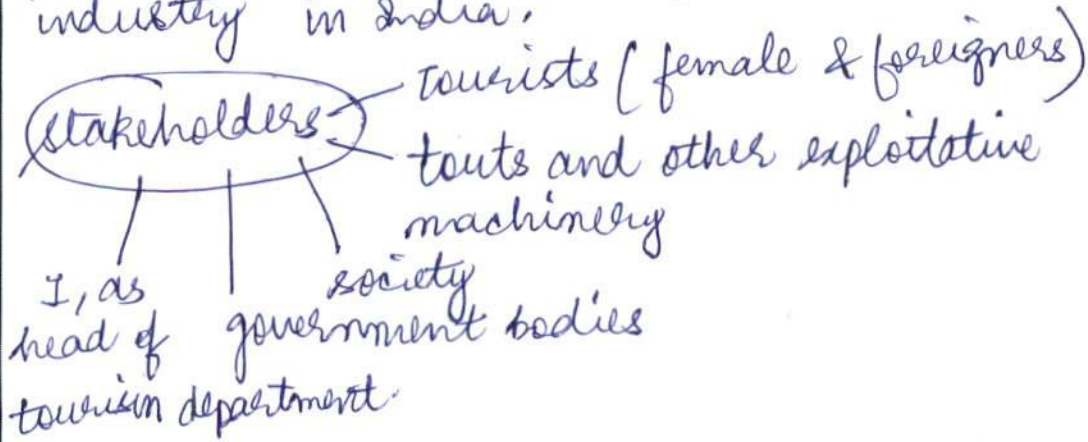
(a) क्या आप मानते हैं कि इस प्रकार की स्थिति के लिए समाज में व्याप्त असंवेदनशीलता को उत्तरदायी ठहराया जा सकता है? समुदाय को पर्यटकों के प्रति और अधिक संवेदनशील कैसे बनाया जा सकता है?

(b) प्रतिष्ठा (साख) व रोजगार सृजन के संदर्भ में त्वरित बदलाव लाने और पर्यटकों के लिए एक सुरक्षित स्थल के रूप में राज्य की प्रतिष्ठा को पुनर्बहाल करने हेतु कुछ उपायों का सुझाव दीजिए।

Case Involved:

The present case pertains to the tourism industry challenges in India, and have despite Act 50 and Act 51(A) urge for

preserving and protecting historical sites, various societal problems have led to inadequate development of tourism industry in India.



(a) Such dismal state of affairs and dwindling tourism industry has so its reasons in some deep rooted systemic societal issues, largely insensitivity of people.

How insensitivity is a big issue?

- ⇒ People lacking general concern for such, traditional past heritage.
- ⇒ lack of formal sector, intermediaries as informal sector and corruption as a way of life.
- ⇒ sexual harassment due to deep rooted patriarchy & regressive traditions.

- ⇒ Lack of cleanliness, sanitation and general behaviour towards safe, clean environment.
- ⇒ Lack of respect towards tourists, and diluting the ethos of 'Atithi Deo Samaan'.

How to make community sensitive?

- ⇒ Firstly, community needs to realise importance of rich cultural heritage, thus campaigns, awareness drives in schools, colleges and through NGOs.
- ⇒ Try to formalise tourism sector, by registering the shops, registered trained & skilled tour guides with badges all the time during duty.
- ⇒ Police machinery to insure law & order, sexual harassment cases be dealt with firmly.
- ⇒ Proper branding to improve image of the tourism sector, like 'Incredible India' campaign.
- ⇒ Increasing culture of homestead tourism, so that community directly interacts with tourists and a

Smooth cultural exchange takes place.

(b) Quick measures to be taken:

To increase reputation of state tourism:

- ⇒ Branding : proper specific taglines, awareness among state people.
- ⇒ Assurance of quick law and order and grievance redressal through online systems.
- ⇒ cleaning the vicinity and making it a 'Jan Andolan'.

To increase employment generation:

- ⇒ Tourism industry can be a great employment generating sector with its focus on— linked value chains, labour intensive nature.
- ⇒ Soft skills, training program to youth & tour guides.
- ⇒ Shops and establishments with sale price set at market price level, transparency in business.

⇒ Focus on boosting local handicrafts
and ~~cotton~~ ^{cottage} industry to promote
wide scale employment → added attraction
feature for tourists

⇒ Focus on wide scale formalisation,
include all stakeholders to revive the
sector.

To improve safety standards:

⇒ Talk with the state police, and arrangements
of regular patrolling, especially at
night time.

⇒ Helpline numbers, connected with 24x7
call centres and respective government
departments.

⇒ Update and make tourism website
tourist friendly, and added option of
grievance redressal.

⇒ sensitise masses and inculcate in them
feature of serving our tourists.

Thus, such steps will help move
towards a safer, better, booming
tourism industry.

10. A private company has proposed a large-scale hydel power project to tap the potential of a fast-flowing river in a state predominantly occupied by indigenous tribal groups. The state is backward and badly needs funds for socio-economic development. The state government is deliberating on the issue and is yet to take a final decision on the matter.

While the project is expected to generate substantial revenue and employment, it will submerge the surrounding areas eventually displacing the tribals. Another issue of concern is that the tribal community regards this land and the river as sacred and integral to their cultural heritage. Thus, the tribals are not in favour of going ahead with the project and are already protesting against it. Their leader has threatened to initiate a hunger strike if the government goes ahead with the project. This has caught the attention of the mainstream media and social activists.

Based on the information given above, answer the following:

(a) Identify the stakeholders involved in the case and their respective interests.

(b) Keeping in mind the issues involved, how can differing interests be reconciled for ensuring sustainable development in the area? (20)

एक निजी कंपनी ने मुख्यतः देशज आदिवासी समूहों की आबादी वाले राज्य में एक तेज बहाव वाली नदी से प्राप्य संभावनाओं का दोहन करने के लिए एक बृहद् जल विद्युत परियोजना का प्रस्ताव दिया है। यह राज्य पिछड़ा है और इसे सामाजिक-आर्थिक विकास हेतु अत्यधिक धन की आवश्यकता है। राज्य सरकार इस मुद्दे पर विचार-विमर्श कर रही है और इस प्रकरण पर अभी अंतिम निर्णय लेना शेष है।

जहां इस परियोजना से पर्याप्त राजस्व और रोजगार सृजन की आशा है, वहीं इससे आस-पास के क्षेत्र जलमग्न हो जाएंगे, जिससे अंततः आदिवासियों को विस्थापित होना पड़ेगा। चिंता का एक और मुद्दा यह है कि आदिवासी समुदाय इस भूमि तथा नदी को पवित्र एवं अपनी सांस्कृतिक विरासत के लिए अभिन्न मानते हैं। इस प्रकार, आदिवासी इस परियोजना को आगे बढ़ाने के पक्षधर नहीं हैं और पहले से ही इसका विरोध कर रहे हैं। उनके नेता ने सरकार द्वारा इस परियोजना को आगे बढ़ाए जाने की स्थिति में आमरण अनशन आरंभ करने धमकी दी है। इसने मुख्यधारा के मीडिया और सामाजिक कार्यकर्ताओं का भी ध्यान आकर्षित किया है।

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

(a) इस प्रकरण में सम्मिलित हितधारकों और उनके संबंधित हितों की पहचान कीजिए।

(b) सम्मिलित मुद्दों को ध्यान में रखते हुए, क्षेत्र में संधारणीय विकास सुनिश्चित करने हेतु विभिन्न हितों के बीच कैसे समन्वय स्थापित किया जा सकता है?

Case Involved:

The case depicts the very problem of maintaining balance between economic development human rights environment

such issues have often led to consequences of 'development led displacement'; violation of fundamental rights of tribals, stalling of projects leading to NPA problem in banks, and poor Ease of doing business culture. Also, environmental concerns remain.

(a) Stakeholders :

- ① private company → wants to ^{set} ~~step~~ up a hydel plant, generate revenue and earn profit.
- ② tribal groups → they consider the natural resources as cultural heritage, also will be displaced, and fear of non rehabilitation, leading to further misery.
- ③ tribal leader → who has taken initiative to vouch for tribal rights & put up their demands.
- ④ media & social activists → who would cover the matter, and cause further delay in project, if the government doesn't listen to tribal demands.

⑤ Government ⇒ who is in a fix between economic development of state vs tribal rights.

⑥ State people and society at large ⇒ who would benefit from project, but if tribals not rehabilitated properly, various societal issues will occur, disturbing all.

(b). Issues involved:

⇒ The state is backward and needs employment opportunities, energy resources for growth

⇒ Tribal rights are also paramount, basic fundamental & human rights must be respected.

⇒ Private company would incur losses, which may further cause financial slowdown due to banks involved.

⇒ Environmental concerns

How to achieve sustainable development?

Sustainable development in itself means, the concerns of all are heard and a balance is achieved.

Thus following steps should be taken:

- 1) For socio economic development of state, other features like solar energy, wind energy harnessing options can be also looked for.
- 2) If hydel power project is the only option, then proper \Rightarrow environment & social impact assessment is required. Chances to see, if small hydel plant could be sufficient.
- 3) For EIA and social impact assessment, all stakeholders including tribal groups be actively consulted with in all planning, decision making & impact assessment process.
- 4) Concerns of all must be very earnestly heard and a [minutes of meetings]

be made and circulated to all civil society groups & concerned citizens.

5) Also, rehabilitation process must be actively planned for before starting the project.

6) Minimum destruction of natural environment be ensured.

7) In dam construction, employment to tribals on a priority basis, and also open avenues of ~~tour~~ ecotourism and skill them to tap their cultural potential.

8) Economic viability of project be ~~so~~ scrutinised ~~early~~ before hand.

9) Ensure no grievances go unheard and quick action be taken.

Such collaborative steps can ensure holistic development of the state.

11. You are posted as Superintendent of Police (SP) in a district, which has a bustling market in the district headquarters with a high footfall. The area has traditionally been occupied by street vendors and hawkers. They form an intrinsic part of the market system in the area and derive their livelihood from it. Recently, you got reports that the policemen posted in the area harass the hawkers and also extort 'hafta' – a weekly bribe - from them despite complying with the laws. It has been brought to your notice that while those who comply with this arrangement are allowed to carry on with their daily operations, those who do not are being evicted from the market area. In the process of eviction, they are even physically assaulted and their saleable items are often confiscated and destroyed. As a result, some street vendors have been staging protests against the local administration in the market and have blocked the normal market passage. They have also threatened to intensify their protest over a period of time. The local police, however, has been in denial of any such wrong doings and argue that they are merely removing illegal encroachments, which were causing traffic jam in the area. In this situation, answer the following:

(a) Mention the stakeholders and ethical issues involved in the case.

(b) As the Superintendent of Police, what course of action would you adopt for diffusing the tensions in the area? Also, suggest some policy recommendations, which will help resolve the issues in the long-term. (20)

आप एक ऐसे जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित हैं, जिसके जिला मुख्यालय में भारी आवाजाही वाला व्यस्त बाजार है। इस क्षेत्र में पारंपरिक रूप से पटरी दुकानदारों और फेरीवालों का कब्जा रहा है। पटरी दुकानदार और फेरीवाले, क्षेत्र में बाजार प्रणाली का स्वाभाविक भाग हैं तथा इससे अपनी आजीविका चलाते हैं। हाल ही में आपको सूचना मिली है कि क्षेत्र में तैनात पुलिसकर्मी कानूनों का पालन करने के बावजूद फेरीवालों को परेशान करते हैं और उनसे 'हफ्ता' (साप्ताहिक रिश्वत) भी वसूलते हैं। आपके संज्ञान में लाया गया है कि इस व्यवस्था का अनुपालन करने वाले लोगों को अपने दैनिक कार्य करने की अनुमति है, जबकि अनुपालन न करने वाले लोगों को बाजार क्षेत्र से बेदखल किया जा रहा है। बेदखली की प्रक्रिया में, यहां तक कि उन पर शारीरिक रूप से हमला भी किया जाता है और उनकी पण्य वस्तुओं को प्रायः जब्त कर लिया जाता है और नष्ट कर दिया जाता है। परिणामस्वरूप, कुछ पटरी दुकानदार स्थानीय प्रशासन के विरुद्ध बाजार में विरोध प्रदर्शन कर रहे हैं और उन्होंने बाजार का सामान्य मार्ग अवरोध कर दिया है। उन्होंने समय बीतने के साथ अपना विरोध और तेज करने की भी धमकी दी है। हालांकि, स्थानीय पुलिस ऐसे किसी भी गलत कार्य से इनकार करती है और तर्क देती है कि वे केवल अवैध अतिक्रमणों को हटा रहे हैं, जो क्षेत्र में ट्रैफिक जाम का कारण बन रहे थे। इस स्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) इस प्रकरण में सम्मिलित हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।

(b) एक पुलिस अधीक्षक के रूप में, क्षेत्र में तनाव को कम करने हेतु आप क्या कार्रवाई करेंगे? साथ ही, कुछ नीतिगत अनुशंसाओं के भी सुझाव दीजिए, जो दीर्घावधि में इन मुद्दों का समाधान करने में सहायता करेंगे।

Case Involved :

This case shows the plight of informal and unorganised sector of our country, as how they are not covered under any social assistance program, and how high-handedness of police has led to mismanagement of a bustling market places, with haphazard growth, crowds, traffic issues and other concerns.

(a) Stakeholders Involved

- street vendors & hawkers
- policemen harassing & extorting bribe
- other shopkeepers in the area
- customers and people visiting the place
- I, as SP
- local administration

Ethical Issues involved :

- Right to livelihood of hawkers under Art 19 and Art 21.

- Problems of traffic created, thus a general problem to all.
- Dilemma of policemen in removing encroachments & managing hawkers
- lack of integrity, empathy, probity in policemen extorting bribe.
- general custom of bribery & corruption, as some of hawkers sustain by bribing.
- Decline of public service attitude in policemen.

(b) My course of action as SP:

→ Firstly, I would sternly deal the issue of corruption in form of harassment and extortion.

→ I would set up a probe, to look how deep seated and how up in hierarchy this 'bribe' culture exists.

→ For this I would take help from local intelligence and setting up a committee, with all punitive

measures to be taken against all those involved.

- For hawkers and street vendors, there should be fixed allotted public spaces to operate and clear guidelines on encroachments be issued
- Awareing the hawkers about rules, and asking them not to flout any.
- For encroachments, systemic town planning guidelines be dealt with, and accordingly cleared off.
- For rehabilitation, and alloting the hawkers specific places, some-time period be given to operate.
- sensitise police force to deal such situations with humanity & integrity.

Some long term policy recommendations

- Formalisation of hawkers and street vendors must be done in a well planned manner,

- Proper police training and modes of grievance redressal be made robust to tackle such situations of protests.
- Specific town planning, keeping in mind the demand growth and futuristic growth in mind, with delineated open spaces where vendors could work & operate.
- Licensing of vendors, setting up time limits of operation and their training & skilling for setting up permanent establishments.
- Better emotional intelligence training in police department.

Thus, with such steps, I would handle the menace of encroachments, also respecting livelihood rights of vendors.

12. A mid level manager in a food and beverages firm has been assigned the responsibility to deal with tensions arising in a rural area between the firm and the local farmers. These farmers supply the company with bananas, which are used exclusively by the company in its niche products. The banana plantations are growing a variety developed by the firm. The core issue revolves around the perceived violation of company's IPR as many of the farmers in the neighbouring areas have also started growing the same variety of banana. It is suspected that the farmers with whom the company had a contract have shared the breed with others in the region. The legal department of the firm is of the opinion that a legal complaint against the farmers is the only way to protect the IPR of the company. It would also set a precedent for the future. However, many in the firm also believe that such a step would escalate the matter.

In such a scenario, identify the key issues to be addressed. What measures would you suggest to deal with these issues? (20)

खाद्य एवं पेय पदार्थ से संबंधित एक फर्म के मध्यवर्ती स्तर के एक प्रबंधक को फर्म और स्थानीय किसानों के बीच ग्रामीण क्षेत्र में उत्पन्न होने वाले तनावों से निपटने का उत्तरदायित्व सौंपा गया है। इन किसानों द्वारा कंपनी को केले की आपूर्ति की जाती है, जिनका विशेष रूप से कंपनी द्वारा अपने आला (उच्च दर्जे के) उत्पादों में उपयोग किया जाता है। केले के बागानों में उक्त फर्म द्वारा विकसित एक किस्म उगायी जा रहा है। मुख्य मुद्दा कंपनी के IPR के कथित उल्लंघन के इर्द-गिर्द है क्योंकि पड़ोसी क्षेत्रों के कई किसान भी केले की यही किस्म उगाने लगे हैं। यह संदेह व्यक्त किया गया है कि जिन किसानों के साथ कंपनी का अनुबंध था, उन्होंने क्षेत्र के अन्य लोगों के साथ यह किस्म (ब्रीड) साझा की है। फर्म के विधि विभाग का विचार है कि किसानों के विरुद्ध कानूनी शिकायत ही कंपनी के IPR की रक्षा करने का एकमात्र उपाय है। यह भविष्य के लिए भी एक पूर्व उदाहरण स्थापित करेगा। हालाँकि, फर्म के कई लोगों का यह भी मानना है कि इस प्रकार के कदम से मामला और आगे बढ़ेगा।

ऐसे परिदृश्य में, संबोधित किए जाने वाले प्रमुख मुद्दों की पहचान कीजिए। इन मुद्दों से निपटने के लिए आप किन उपायों का सुझाव देंगे?

Case Involved :

The case rotates around the general lack of awareness among farmers, and lack of sufficient agreement and communication between the farmers and firm, which has led to growing tension over IPR.

Stakeholders involved

- farmers
- banana (value processing) firm
- legal department of firm
- mid level managers to solve the issue
- rural area and adjoining district

Key issues to be addressed :

- ⇒ The issue of violation of IPR, which has not been finalised and proved, but perceived.
- ⇒ For IPR protection, farmers may face legal action ^{for} something they would be completely ignorant of.
- ⇒ Growth and profit of company is at stake.
- ⇒ Growing tension may lead to annulment of agreement & lead to rural distress.

Measures to deal with these issues:

- ⇒ Foremost ~~issue~~ step would be to check, whether in reality farmers have shared the breed with others in region, for this a committee could look into actual 'leak source' and it could be from the company employee itself.
- ⇒ Secondly, the farmers should be made aware of the IPR policy and also, the details of contract be made clear to them, so that know the importance of a deal, and how they are partners in protecting IPR policy.
- ⇒ Farmers leaders should be called and matter be discussed, if in reality they have shared the breed, then looking at whether it was bonafide or malafide,

action could be taken.

⇒ For bonafide action, it would be unfair to take punitive action against them, and options like including the newly growing regions in contract, and awarding them of IPR, so that no further dispersal happens.

⇒ For malafide action, they can be ~~asked~~ to take legal action only after trying to first solve it by compensation methods and mutually consultative process. Further contract could be annulled or warning of same may be given.

⇒ If any competitor is found to be involved in manipulating the farmers, strong legal action

against it could be taken.

Thus, IPR awareness and knowledge is the ultimate key to protect the genuinity across supply chain. Farmers, mostly ignorant, should be given a chance of redemption. Further Research and development in newer varieties be done to remain a step ahead in market.

13. You have recently been posted as a probationary officer in the District Magistrate's office in a tribal district. During one of the fieldtrips, while interacting with the tribals, you come to know about a private company, established a few years back, which has transformed their lives. The company, using the traditional knowledge of tribals, had launched a series of products and provided numerous livelihood opportunities to the tribals.

Upon further enquiry, you come to know that while the lives of tribals had indeed improved, the distribution of profits however, has been quite disproportionate. The company has seen a huge growth in its operations and its owners have amassed huge wealth. It is also planning to file for IPR, which may further hinder the interests of the tribals.

You feel that tribals have been left short changed and there has not been an equitable sharing of benefits arising out of the use of their resources. When you tried to approach the Gram Sabha and voice your concerns, the tribals requested you not to intervene as they do not have any alternatives. They also argue that governments in the past have failed to protect their interests.

Given the situation, answer the following:

- (a) Identify the different stakeholders and their interests involved in this case.
- (b) Present a case to convince the District Magistrate for the need of government intervention in the situation. (20)

आपको हाल ही में एक जनजातीय जिले में जिला मजिस्ट्रेट कार्यालय में एक परिवीक्षाधीन अधिकारी के रूप में पदस्थापित किया गया है। एक क्षेत्र भ्रमण के दौरान, आदिवासियों से बातचीत करते हुए, आपको कुछ वर्ष पूर्व स्थापित एक निजी कंपनी के बारे में पता चलता है, जिसने उनके जीवन का कायापलट कर दिया है। आदिवासियों के पारंपरिक ज्ञान का उपयोग करते हुए, कंपनी ने उत्पादों की एक शृंखला आरंभ की थी और आदिवासियों के लिए आजीविका के कई अवसर उपलब्ध कराए थे।

अधिक पृष्ठताछ करने पर, आपको पता चलता है कि जहां आदिवासियों के जीवन में वास्तव में सुधार हुआ है, वहीं लाभ का वितरण अत्यंत असंगत (अननुपातिक) रहा है। कंपनी के परिचालनों में भारी वृद्धि देखी गई है और इसके स्वामियों ने अत्यधिक धन-संपत्ति अर्जित की है। कंपनी IPR भी फाइल करने की योजना बना रही है, जो आदिवासियों के हितों में आगे बाधक भी बन सकता है।

आप अनुभव करते हैं कि आदिवासियों को वंचित रखा गया है और उनके संसाधनों के उपयोग से उत्पन्न होने वाले लाभों का एक समान बंटवारा नहीं हुआ है। जब आपने ग्राम सभा से संपर्क करने और अपनी चिंताओं से उन्हें अवगत कराने का प्रयास किया, तो आदिवासियों ने आपसे हस्तक्षेप न करने का अनुरोध किया, क्योंकि उनके पास और कोई विकल्प नहीं है। उनका यह भी तर्क था कि अतीत में सरकारें उनके हितों की रक्षा करने में विफल रही हैं।

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

- (a) इस प्रकरण में सम्मिलित विभिन्न हितधारकों और उनके हितों की पहचान कीजिए।

(b) इस स्थिति में सरकारी हस्तक्षेप की आवश्यकता है, जिला मजिस्ट्रेट को यह समझाने हेतु प्रकरण प्रस्तुत कीजिए।

case involved :

The case revolves around the rampant misuse of 'access and benefit sharing' clause mentioned in Convention of Biological diversity and Nagoya Protocol. The ignorant, innocent natives are unmindful of the rich knowledge, often get exploited at hands of ~~xx~~ capitalistic companies working only for profit, and flouting basic human rights.

(a) stakeholders :

↳ company : Misusing the general laws, exploiting tribals, without paying proportional remuneration.

↳ tribals : ignorant of their powers, rights, and powers of their knowledge, satisfied with little benefits.

↳ administration : unable to probe in the case and protect interests of tribals

↳ I, as a probationary officer : Trying to provide them justice, but facing resistance from the tribals themselves.

↳ Gram Sabha : To look into the rights of tribals, but has been ignorant too.

(b) . To present the case, I will look into the ethical issues ⇒

⇒ rights of tribals

⇒ violation of laws by company

⇒ I would first of all assure the tribals, that they are privileged to get a lot more than they are getting at present. Also, ~~will~~ reveal the selfish motives of the company trying to fill IPR.

Case details would be :

- Tribals have complete ownership of their traditional knowledge, thus appropriate returns must be provided.
- Private company if is so immoral, it must be misusing other laws also, and such actions must be probed effectively & dealt with.
- This would lead to holistic regional development, and with options of skill training, these tribals could harness more revenue from their knowledge.
- Such actions would lead to better awareness creation in the region, and chances that other tribals may also be facing such issues.

→ corporate governance in general should be improved, and this can be ensured by government.

Thus, by specifying the duty of government for welfare of marginalised and regulating such organisations, it is imperative that DM takes quick action, to restore faith in masses.

14. Various studies have found out that cases of depression and mental illness have increased exponentially in the recent past. Also, in the age group of 15-30 years, this problem is further pronounced. Furthermore, the rising trend of suicides in this age group has been attributed to depression.

Given the situation, answer the following questions:

(a) Present an ethical critique of the prevalent societal attitude towards mental illness.

(b) Given the magnitude of the problem among younger generation/young adults, analyse the role of the following:

i. Parenting

ii. Social Media

iii. Video Games

(20)

विभिन्न अध्ययनों से पता चला है कि हाल के दिनों में अवसाद और मानसिक रोगों के मामले तेजी से बढ़े हैं। साथ ही, 15-30 वर्ष के आयु वर्ग में, यह समस्या और स्पष्ट है। इसके अतिरिक्त, इस आयु वर्ग में आत्महत्या की बढ़ती प्रवृत्ति के लिए अवसाद को उत्तरदायी ठहराया गया है।

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

(a) मानसिक बीमारी के प्रति प्रचलित सामाजिक अभिवृत्ति की नीतिशास्त्रीय आलोचना प्रस्तुत कीजिए।

(b) युवा पीढ़ी/युवा वयस्कों के मध्य इस समस्या की भयावहता को देखते हुए, निम्नलिखित की भूमिका का विश्लेषण कीजिए:

i. परवरिश (Parenting)

ii. सोशल मीडिया

iii. वीडियो गेम

(a) ethical critique of prevalent societal attitude towards mental illness :

Supreme Court in Gian Kaur case and M. Rathinam case has dealt with suicide issues and has decriminalised it, and asked government to frame policies on it.

As a result, National Health Policy and National Mental Health policy have dealt with mental illness and growing suicide issue. But still of all suicides 33% are from 15-30 age group!

This is because, despite laws & rules, there has not been much change within society, which still treats mental illness and depression as a taboo, and refrain from discussing it, or getting it diagnosed.

Also, changing society structures, like nuclear families, cut throat competition, individualism, cyber bullying have led to increased cases of depression and mental illness.

(b) i) Parenting

The first stage of socialisation,
values and habits build at
the family level.

Today, parenting has changed
a lot from past,

nuclear → joint families

collectivism → individualism

more interaction → all busy in mobile
phones and virtual
world

focus more on
development → increasing competition,
has led to more pressure
to perform & get good
results

grand parents,
or one parent
stayed at home → culture of father
homes, crèches as no
one from family to
take care of children.

In changing world, everyone
tries to pace faster, and socio-
economic status has taken a big role.

with less time towards children, more expectations from them, appeasing them with gifts and valuable gadgets has eroded basic values of like ~~more~~ developing courage, showing respect & concern etc.

This is one of the greatest cause of depression, as children do not find anyone to talk and share with.

ii) social media : today, cyber bullying, race towards #selfies, blue whale challenges, fake virtual world has created a general disconnect and disillusion among children,

They are not able to decipher between reality & virtuality, and often want to compete with

their 'happy' looking 'virtual friends' on social media.

one may have 700 friends on facebook, but not a reliable single person to talk with in depression. Such is the social media!

ii) video games: WHO has termed it as a 'disease and disorder'.

Excessive video gaming has led to

- increase in aggression, violence
- increased sexual harassment due to message and storyline in video games
- excessive time waste, thus not able to cope up with studies, & get bad results,
- Addiction and other physical & mental disorders.

Thus all these mediums have a great role. they can help ease depression and aggravate it too.