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Medium Eng./Hindi	ENGLISH	Registration Number	503709
Center	ORV	Date	31-8-2019

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) Highlighting the attributes of leadership, analyse why it is important for a civil servant. (10)

नेतृत्व (लीडरशिप) के गुणों पर प्रकाश डालते हुए, विश्लेषण कीजिए कि यह एक सिविल सेवक के लिए महत्वपूर्ण क्यों है।

Leadership means the ability to guide and inspire the individual and groups.

Leadership has following attributes

- ① form and articulate large vision and mission for group.

Importance: Civil servants need to understand the larger goal of their job i.e. service to the people

- ② step forward to lead regardless of their position

~~eg~~ Importance → In civil services, there might be adverse conditions like political pressure, natural disaster, where they have to step forward.

③ strong conviction about their goals and methods

Importance: Sometimes to solve a problem, a civil servant may have to use innovative methods.

eg - Operation Sulaimani in Kozhikode district to reduce hunger.

④ are open to criticism

Importance: help in accurate self assessment and thus, best option is chosen by the civil servants.

⑤ lead by example

Importance: they hold position under which many subordinates work and thus to persuade them, civil servants lead by example.

eg - ^{IAS} M G Rajamanickam without hesitation carried bags of rice on his shoulder during Kerala floods.

Thus, leadership qualities are very important for civil servants.

1. (b) A civil servant needs to be objective as well as empathetic. What do you understand by objectivity? Discuss its relationship with empathy. (10)

सिविल सेवक को वस्तुनिष्ठ होने के साथ-साथ समानुभूति रखने वाला भी होना चाहिए। वस्तुनिष्ठता से आप क्या समझते हैं? समानुभूति के साथ इसके संबंधों की विवेचना कीजिए।

Objectivity means that we reach a conclusion or make a decision on the basis of facts, information, etc.

Importance of objectivity

- ✓ helps in recruitment, promotion
- ✓ best policy
- ✓ rational day to day administrative work like team work, etc.

Empathy → ability to sense others feeling and perspective and pay attention to their needs.

Objectivity and empathy have a correlation:

→ for bringing more objectivity,

It is important that we talk to many people, understand their perspective and thus, in this empathy helps as empathy makes a person good listener.

→ Objectivity also ~~under~~ means that for best policy we have different perspectives and in this empathy helps as ~~mentoring i.e. developing others~~ in sensing others' developmental needs and enhance their capabilities.

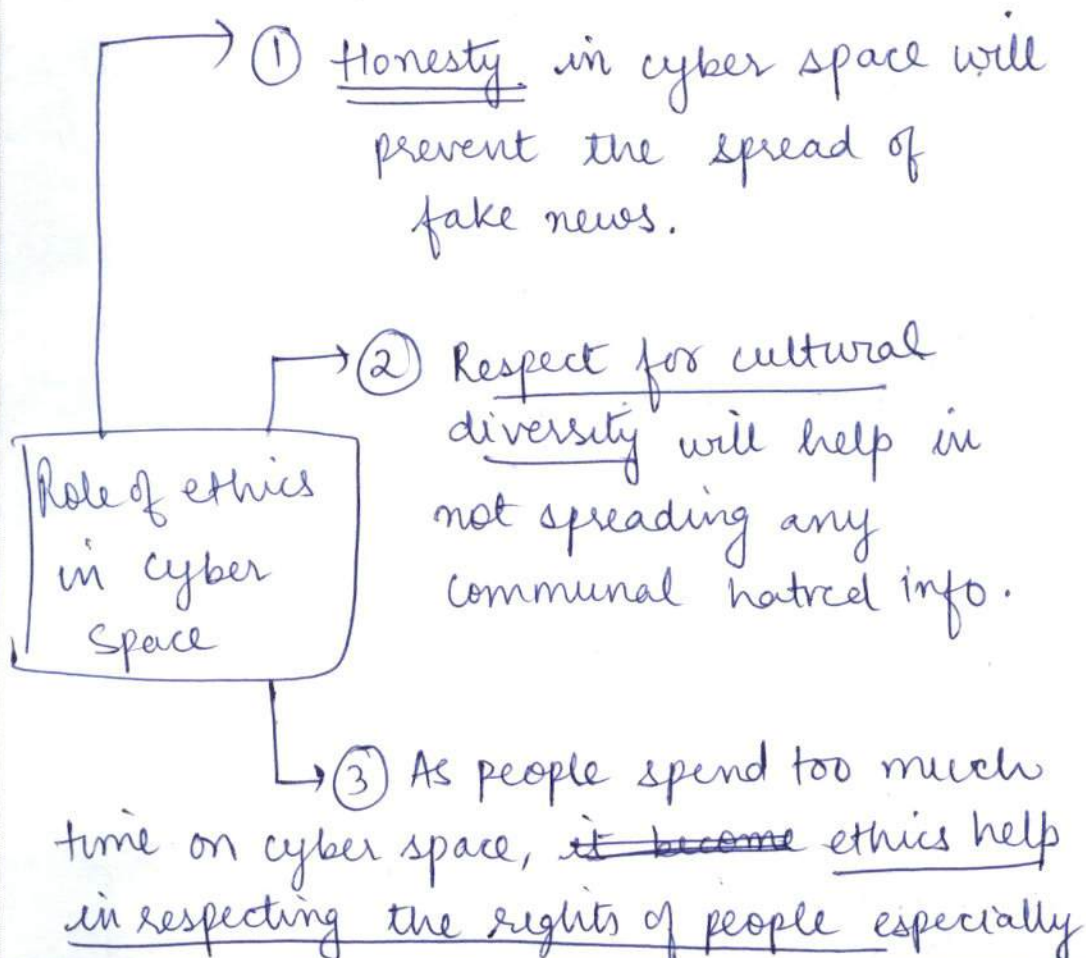
~~For~~ Objectivity and empathy are the foundational values of civil services and they are closely related

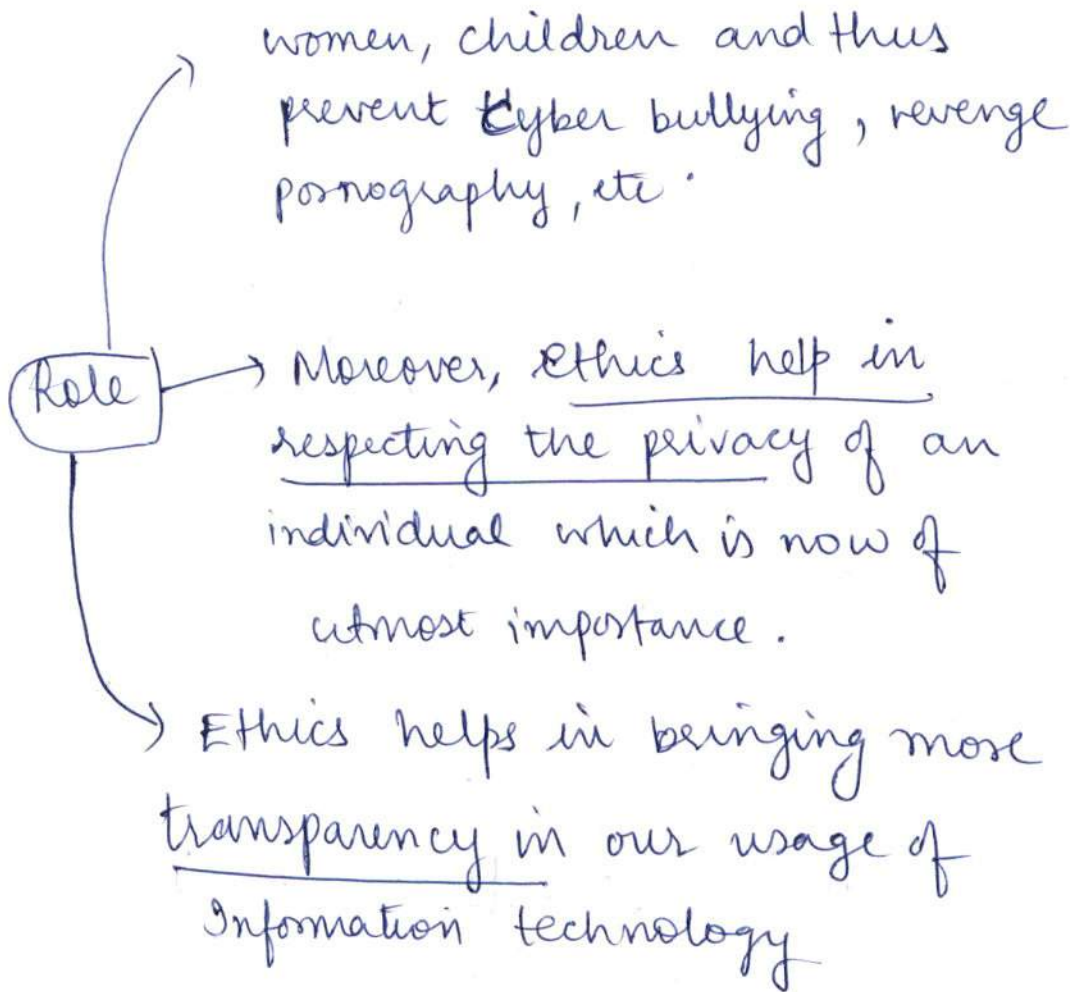
2. (a) With rapidly increasing use of information technology, what according to you is the role of ethics in cyber space? (10)

सूचना प्रौद्योगिकी के तेजी से बढ़ते उपयोग के साथ, आपके अनुसार साइबर जगत में नीतिशास्त्र की क्या भूमिका है?

Information technology has impacted all the spheres of life — political, social, economics. B

People of all age groups are using information technology and ethics in cyber space has emerged as a new dimension.





Because of the excess use of information technology, google has come up with code of ethics for cyber space —

- socially acceptable
- privacy should be inbuilt
- used for public good.
- transparency and accountability are of utmost importance.

Thus, it is important that all the people and companies follow these code of ethics.

2. (b) Transparency in government organisations is an essential pre-condition for good governance. Elucidate. (10)

सरकारी संगठनों में पारदर्शिता सुशासन की आवश्यक पूर्वपेक्षा है। स्पष्ट कीजिए।

Good governance focuses on various aspects of governance—

- efficiency
- equity
- accountability
- quality delivery of service

clear functioning of government
And in this, transparency in government organisation is essential precondition—

→ lack of transparency will lead to distorting or withholding public information which is blow to principle of good governance.

→ required to make the system of public service delivery effective. eg— PRAGATI initiative, RTI.

- helps in knowing where the government is utilising the funds and hence it leads to effective utilisation of funds.
- efficiency is increased and corruption is lowered.
- makes it easy for the common people to hold the officials accountable if they have information

Thus, Transparency is really important and without it good governance is not possible.

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 इनके क्या निहितार्थ हैं:

(a) A nation should not be judged by how it treats its highest citizens, but its lowest ones. Nelson Mandela (10)

राष्ट्र का आंकलन इस बात से नहीं किया जाना चाहिए कि वह अपने श्रेष्ठतर नागरिकों के साथ कैसा व्यवहार करता है, बल्कि इस बात से किया जाना चाहिए कि वह अपने निम्नतर नागरिकों के साथ कैसा व्यवहार करता है। - नेल्सन मंडेला।

Compassion towards weaker sections
is a foundational value of civil services.

And this compassion defines
what kind of a nation we are living
in.

Compassion towards weaker sections
have following features:

- reduces disconnct between people and public servant.
- address the issues of citizens in unbiased manner.
- seeks information from all sections of society, taking into consideration their needs.

The highest citizens are always treated ^{with} special conditions.

However, it is important to understand that lowest citizens in a country like India are in higher number and that is why compassion to weaker sections becomes important quality for civil services.

Hence, the government has started various schemes —

- children: ICDS, Midday meal, POCSO Act.
- Women: better health facilities, Indira Gandhi Matritva Sahyog Yojna, etc.
- SC/ST: Prevention of atrocities Act, Step up India, Eklatya school.

However, in recent times, this foundational value is affected by crony-capitalism, nexus between officials and rich. And hence it becomes duty of civil servant to address these issues.

3. (b) The highest education is that which does not merely give us information but makes our life in harmony with all existence. Rabindranath Tagore (10)

श्रेष्ठतम शिक्षा वह है जो न केवल हमें जानकारी प्रदान करती है, अपितु सभी के अस्तित्व के साथ हमारे जीवन का सामंजस्य भी स्थापित करती है। - रवींद्रनाथ टैगोर

Education is the most important human right and it can bring changes in each and every sphere of life.

Education plays various roles—

- (1) It provides us with information which makes us more rational and helps in making decisions in an objective manner.

However, with the increase in issues of today's world like refugee crisis, communalism, gender stereotyping, etc the role of education has to change.

It has to focus on the following aspects

→ Inculcate a feeling of compassion in children. This can be done through usage of stories with high

and ethical morals of the story

→ Teachers have to teach children the need to respect each and every individual because we are social beings and hence environment ethics and feminist ethics should be a part of education.

→ Moreover, there has to be a focus on spirituality in education so that we can become aware of ourselves

Happiness curriculum in Delhi school is an example.

Thus, highest education is not dependent on information only but attaining highest goals in life like respect, compassion, spirituality, etc -

4. (a) For achieving success, attitude is equally, if not more important than ability. Discuss with the help of examples from your daily life. (10)

सफल होने के लिए, अभिवृत्ति क्षमता से अधिक नहीं तो, क्षमता जितनी ही महत्वपूर्ण है। अपने दैनिक जीवन के उदाहरणों की सहायता से विवेचना कीजिए।

Success depends on two factors

$$\boxed{\text{Success} = \text{attitude} + \text{Ability}}$$

Attitude → refers to more or less permanent (positive or negative)

evaluation of an object, idea, etc.
eg - self confidence, respect, etc.

Ability → It is our innate capability toward a certain thing. eg - verbal fluency, mathematical capabilities.

To become successful, ability is important.

We have examples of musicians like AR Rahman who are famous because they have ability to compose music.

- athletes like Usain Bolt who can run very fast.

However, ability is also dependent on our attitude.

Attitude defines our success —

- (1) If a person is good in mathematics, but he loses in competition because he lost his confidence and was nervous. Confidence would have helped him win.
- (2) Moreover, positive attitude helps in making a come back. Come back ~~has~~ is being made by only few people in athletic history for example Sandeep Singh (Hockey player); Lance Armstrong (Cyclist). They had the ability but their positive attitude towards life made them successful.

Thus, both ability and attitude defines our attitudes of success

4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

उच्च भावनात्मक समझ का मूल आत्म-जागरूकता है। यदि आप स्वयं की अभिप्रेरणाओं और व्यवहार को नहीं समझते हैं, तो दूसरों की अभिप्रेरणाओं और व्यवहारों की समझ विकसित करना लगभग असंभव है। उपयुक्त उदाहरणों की सहायता से विवेचना कीजिए।

Emotional intelligence is the ability to be aware of our emotions, understand them and use them for our purpose.

One of the main component of Emotional intelligence is self awareness

Self awareness - is our ability to observe and monitor our inner experience including emotions in an objective manner.

Self awareness has 3 components

① Emotional awareness

- recognises how our emotions affect our performances.

Those who understand this can control

their emotions and be successful.

ex - Zinedine Zidane during the final
could not control his emotion and
was shown red card and hence his team
lost

② Accurate Self assessment

- ability to know our limitations ,
④ strengths . Candid to criticism.

eg - ~~Abraham Lincoln made his competitors
as his own~~

eg - Many people clear UPSC exam because
they work more on their strengths and
weakness .

③ Self confidence

- ability to have strong sense of self worth
and capabilities .

eg - IPS officer Kiran Bedi during her
service could take steps only because of
her self confidence .

Thus, only because of these abilities , we
judge our emotions and take steps which are
for benefit of others

5. (a) What do you understand by Integrity Pacts? Highlight the role they can play in bringing transparency in allotment of public contracts and ensuring proper utilization of public funds in India. (10)

सत्यनिष्ठा समझौता (इंटीग्रिटी पैक्ट्स) से आप क्या समझते हैं? भारत में सार्वजनिक अनुबंधों के आवंटन में पारदर्शिता लाने और सार्वजनिक निधि के समुचित उपयोग को सुनिश्चित करने में इसके द्वारा निभाई जा सकने वाली भूमिका पर प्रकाश डालिए।

5. (b) In the context of rapid technological change, discuss the significance of inculcating moral and spiritual values in educational institutions. (10)

द्रुत गति से हो रहे तकनीकी परिवर्तनों के संदर्भ में, शैक्षणिक संस्थानों में नैतिक और आध्यात्मिक मूल्यों को अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Rapid technological changes in each and every sphere of life of human beings has made it important that moral and spiritual values are inculcated in educational institutions.

→ With the increase in fake news, there have been incidence of communalism, regionalism, mob lynching and hence there is a need to develop compassion, tolerance, among students. This can be done with the help of story telling, cultural exchange programme.

→ Families have changed and the relationship b/w parent and child has changed as both engrossed in technology thus, the place of family and its role in

Inculcation of values have to be taken by the educational institutions -

→ There are cases of suicides especially games like blue whale, etc among children. There has been diffusion of morality. Thus, the educational institutions have to develop spirituality in ~~people~~ students through Yoga.

Happiness Curriculum by Delhi government is a good initiative.

→ Cyber bullying, cyber crime, trolling of females have increased. Thus, educational institutions need to develop values like gender equality through role playing etc, women respect in children.

Hence, educational institutions need to step forward for inculcating values in children.

6. Explain the main elements of integral humanism as propounded by Deen Dayal Upadhyay and highlight its contemporary relevance. (10)

दीनदयाल उपाध्याय द्वारा प्रतिपादित एकात्म मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

Integral humanism as propounded by Deen Dayal Upadhyay means that all aspects of human life - soul, body etc are one. In political sphere this means, that there is only one nation and the nation is not divided on religious, caste, lines. Moreover, he wants middle path b/w socialism and western liberalism.

Relevance of Integral Humanism

① Political context

→ emphasis of morality in politics can be a game changer - resulting in less divide among people due to

political leanings.

→ Less focus on caste based politics, religious lines.

② Economic Context

→ He conceived the idea of national sector where right to work and safety net for the disadvantaged went hand in hand with economic development.

→ He opposed centralisation of ownership which leads to corruption and hoarding of commodities.

③ Social Context

→ There is only one nation. Thus, there is no minority in this nation.

→ Religious and social communities were to exist as an organic whole like the parts of same body.

These values are truly important in today's context.

7. It is imperative for a country like India, that code of ethics should be implemented for civil servants on social media platforms as well. Discuss.

(10)

भारत जैसे राष्ट्र में, सोशल मीडिया प्लेटफॉर्म पर भी सिविल सेवकों हेतु आचार संहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।

Code of ethics refers to various principles of expected behaviour from a person as per the organisation in which he/she working.

With the advent of technology and social media, there is a need to development of code of ethics for civil servants —

- Only correct news should be given by civil servant as incorrect may lead to mob lynching, etc.
- The civil servants should click like button or not that should depend on the foundational values of civil servants. They should most of the times refrain from doing so.

→ They should not post anything against any community, lower caste which demean the dignity of civil servants -

→ Following on twitter and instagram should be done carefully keeping in mind the foundational values of civil services -

→ If there is any act of cyber bullying then it should be stopped by civil servants and steps should be taken by them -

Thus, with the spread of social media and civil servants very active on social media, Code of ethics is very much required but that should not be extensive. It has to be simple worded.

8. Discuss how effective corporate governance can ensure the equitable treatment of all stakeholders. (10)

चर्चा कीजिए कि किस प्रकार प्रभावी कॉर्पोरेट गवर्नेंस सभी हितधारकों के साथ न्यायसंगत व्यवहार सुनिश्चित कर सकती है।

Corporate governance means that the interest of all the stakeholders is taken into consideration in an open and transparent manner.

Effective corporate governance ensure the equitable treatment of all stakeholders in following manner—

→ According to Kotak Committee, there should be diversity in the board membership especially independent directors like women.

This ensures that all stakeholders taken into consideration

→ Common people who are part of the corporate should be vigilant and hold the company accountable

→ This would prevent ILFs kind of Situation -

→ Moreover, government should ensure that proper mechanisms are developed to bring transparency in corporates.

This will help in equitable distribution of profits.

Thus, effective corporate governance is the need of the hour -

SECTION – B

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

9. You are posted as the Superintendent of Police (SP) in a district of a state where alcohol prohibition has been imposed recently. The District Excise department has conducted many raids and seized liquor in large quantities, for which it has received state-wide public appreciation. A few months later reports surface in the media that in this district, hundreds of seized bottles of illicit liquor are missing from the government malkhanas or stores. As a result, the government is left red-faced. You are asked by the DM, who is the overall in-charge of the district excise setup, to investigate the matter. Upon investigation, you unearth a nexus of politicians and government officials who smuggled seized liquor and sold it through spurious means both inside and outside the state.

In this context, evaluate these options:

1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation report in the public domain and expose the nexus.

Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. (20)

आप हाल ही में मद्यपान निषिद्ध करने वाले एक राज्य के एक जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित किए गए हैं। जिला आबकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जब्त की है, जिसके लिए उसे राज्यव्यापी सार्वजनिक सराहना मिली है। कुछ महीनों बाद मीडिया में यह खबर आई कि इस जिले में, सैकड़ों अवैध शराब की बोतलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आबकारी ढांचे के समग्र प्रभारी DM द्वारा आपको इस प्रकरण की जाँच का कार्य सौंपा गया है। जाँच करने पर, आपको उन राजनेताओं और सरकारी अधिकारियों के बीच सांठगांठ का पता चलता है, जो जब्त की गई शराब की तस्करी करते थे और अवैध माध्यमों से उसे राज्य में तथा राज्य के बाहर बेचते थे।

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।

साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप बरीयता देंगे।

Alcoholism is a serious issue. It not only affects the physical health of an individual but all the people dependent upon him suffer psychologically, economically, healthwise.

Hence, many states have gone for alcohol prohibition. However, it is evident through various cases, that still illegal distribution of alcohol takes place.

This case involves various Stakeholders—

- (1) People drinking alcohol.
- (2) me, the SP
- (3) the District magistrate
- (4) the district excise department.
- (5) the government of state
- (6) Society.

Options	Merits	Demerits
(1) Report findings to DM and seek instructions for further actions	→ A proper order → a proper procedure is followed. → the criminals will be identified → the DM would give permission to take further action. → law and order situation will be in control.	→ the DM may delay the course of action. → There may be press political pressure on DM. → No effect on society if the action is delayed.
(2) Charge all accused under legal provisions and let the law take its own course	→ Rule of law is maintained → The criminals will be out in public → Nexus of politicians and officials broken. → Such incidents may decrease	→ The law and judgement may take many years to for justice → Other officials may crop up in the nexus.

(3) Discretely put the detailed investigation report in public domain and expose the nexus

→ The people will be aware of these criminals.

→ a strong message for the Corrupted officials

~~People will again have trust in the justice police system~~

→ Speedy justice

→ affects would be seen quickly

→ Whistle blowing should be the last option

• used.

→ May affect my Integrity if it is known that I put out the report in public domain.

→ The police officials may never trust me if they ever come to know about this

As an SP, the following course of action will be taken by me —

(1) a thorough enquiry will be done and I will find out who all were involved.

- (2) Submit my findings to the DM, and request him/her to take swift action.
- (3) If the DM gives the permission then ~~a chargesheet~~ all the accused would be arrested and chargesheet would be filed and the law will take its own course for their offences.
- (4) If the DM does not give permission, then I will go to higher authorities for permission and do the corrective action.
- (5) Moreover, there is a need to persuade people to quit drinking and hence will use media, NGOs etc to persuade them. ~~people still drinking to quit it.~~
- (6) The action would be such that it will give a strong message to the corrupt official so that the nexus can be broken.
-
-

10. You are posted as a District Magistrate in a Left Wing Extremism (LWE) affected district. The district has witnessed many instances of violence by the naxalites in the past. It has been observed that instances of violence increase as the elections approach. You, as a Returning Officer, are responsible for the smooth conduct of elections. Soon after the announcement of elections, the naxalites gave a call for their boycott and have been threatening people to stay away from them. The people of the district are eager to exercise their voting rights but are scared of the impending acts of violence. Further, with threat to their lives and a low expected turnout, the other electoral officers are also reluctant to go to these areas.

In this context, answer the following:

- (a) Identify the civil service values that are crucial for working in such adversities.
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation.

(20)

आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी हैं। चुनावों की घोषणा के शीघ्र बाद, नक्सलियों ने चुनाव के बहिष्कार का आह्वान किया है और लोगों को मतदान से दूर रहने की धमकी दे रहे हैं। जिले के लोग अपने मताधिकार का प्रयोग करने के लिए उत्सुक हैं, लेकिन हिंसा द्वारा रोड़े अटकाने के कार्यों से भयाक्रांत हैं। इसके अतिरिक्त, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।
(b) ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।

Left wing extremism is a security issue which has impacted the economic, political and social life in the country.

In this case too, left wing extremism has

impacted the democratic and constitutional rights of the people. It has hampered their right to vote.'

(a) To make sure that people do come out for voting, civil servants need to take steps which will be based on following values —

- empathy → civil servants have to understand what the common people are facing and thus proper steps can be taken.
- compassion for weaker sections → civil servant also need to understand that in these areas, mostly the vulnerable people live and thus it becomes important for them to enjoy their political freedom which ultimately will have better economic and social freedom.

- Responsibility → It is the moral responsibility of civil servants to hold elections and motivate the common people to do so.
- Spirit of service → In such situations, civil servants have become dedicated for the service of the people and thus they can take action even in adverse conditions.
- Trust → Civil servants need to develop public trust with people so that common people can understand the civil servants and come for help whenever they want.

(b) Plan of action to ensure the conduct of free and fair elections in such a situation :

- Security of the people is of utmost importance and hence request the

government to deploy more forces.

- Bomb detecting squad will be used so that no adverse steps can be taken by naxalites.
- Awareness campaigns for the people will be held to make them understand that the government has taken all steps to ensure their safety and they can freely come out.
- Moreover, local leaders and elders can be used to spread the message about the importance of voting.
- Notice will also be sent to public officers that they can't take a leave on the day of election.

- Moreover, a request to election commission would be made so that polling booth can be set up near to the homes of people.
- Also a request to the people will be made so that they transfer any information regarding covert actions of naxalites to me or to the police.
- Use media to spread a message to the naxalite that strict action will be taken against them if they try to affect the free and fair conduct of elections.
- In the long run, ~~step~~ development steps would be taken so that naxalite problem can be solved.

11. You are posted as a District Magistrate in a district, where many large factories and commercial establishments are located. One such factory is owned by one of your close friends. You visit each other's home frequently and are often seen in public together.

Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your proximity with the owner of the factory. With reference to the facts of the case, answer the following questions:

- (a) Identifying the stakeholders and public cause, discuss the ethical issues involved in the case.
- (b) As the District Magistrate, what appropriate course of action will you take? Give reasons for the same. (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

हाल ही में, मीडिया में आपके मित्र के कारखाने में कार्य की खराब स्थितियों के संबंध में खबरें आई हैं। श्रम कार्यालय से पूछताछ करने पर, आपको पता चलता है कि इस कारखाने में अतीत में बार-बार श्रमिक अशांति देखी गई है। हालांकि, श्रम अधिकारी द्वारा आपको बताया जाता है कि कारखाना मालिक के साथ आपकी निकटता के कारण वह कोई कार्यवाही करने में संकोच कर रहा था। इस प्रकरण के तथ्यों के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हितधारकों और सार्वजनिक हेतुक की पहचान करते हुए, इस प्रकरण में सम्मिलित नैतिक मुद्दों की विवेचना कीजिए।
- (b) जिला मजिस्ट्रेट के रूप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

A civil servant many times faces situation where there is a conflict between the personal ~~relation~~ and ~~private~~ ~~si~~ and public ethics.

⊗ In this case also, there are various ethical issues involved.

(a) Stakeholders involved —

- Me, District Magistrate
- My friend
- Labour officers
- Workers in the factory
- government

In this situation the public cause is the
→ Improvement in working conditions in
my friend's factory. ~~Also~~,

→ Rights of the workers who need ~~minimal~~
~~and~~ good working environment which is
a duty of the state to provide so. [Directive
Principles of State policy]

→ Compassion towards weaker sections of
Society is the duty of the civil servants
and thus, compassion towards workers is
important.

ETHICAL ISSUES

- Private interest vs Public interest
whether to protect my friend or
the rights of the workers
- Rule of law vs special treatment to
my friend
whether my friend should be treated
like others or I can use my
position to protect him
- Rights of the rich vs Rights of the
poor
~~whether~~ ~~how~~ Companies, factories
necessary for development process
but can they do so with less
rigorous labour laws.
- Economic interest vs ethical
interest
whether money is of significance
or the rights of the poor, workers
and their working conditions is
also important.

(b) As the district magistrate, I will take the following action:

- Persuade the labour officer to take any action he thinks is fit for the public interest without thinking of my relationship with ~~the~~ my friend.

- As the labour officer is taking his action, I will also ask my friend to clear his stand on the issue.

advantage: will get his perspective and protect our friendship.

- If he has done anything wrong, then ask him to cooperate with the labour officer and also mend his ways.

advantage: → Rule of law
→ Corrective measures will be taken by my friend in favour of workers.

- Stringent action will be taken against my friend if he is found guilty.
advantage → Spirit of public service maintained
 → public interest taken into consideration.
 → Public image that I work impartially.
- Make the workers aware of their rights
advantage → they can file complain
 → they will assert their rights in terms of better working conditions.
- I will also make sure that my subordinates understand that I don't mix my personal and public life.
advantage → will ~~be~~ be an example for everyone in case such as situation arise.

If these actions will be taken, then the ethical issues will be resolved —

	→ want better remunerative prices for the millets , → want to reduce the level of malnutrition
• District magistrate	→ action is well intentioned, people not able to understand the importance → reduce malnutrition but that too within the constitutional framework.
• government	→ Malnutrition, a serious issue plaguing a large section of society → very important to get the tribals which are the most vulnerable section out of malnutrition . → positive impact on the integration process and protect their dwindling numbers -
• Society	→ Improving the nutrition status will improve the working of Society as whole. @

(C) The district magistrate can take the following course of action.

- Involve the environmentalist and the older people from tribal society who can do environment as well as social impact assessment of the growing of millets in the area.
- ~~of the~~ Read the report and take the necessary course of action.
- ~~If millets are to be grown, then this can be done in a very~~
- Make tribals aware of the importance of millets — withstand the drought, have very high nutrition status.
- ~~Make~~ Tribals need to be taken into confidence that the growing of millets is just to increase the nutrition status and not for the cultural imperialism.

- If they agree to grow, then there is a need to make sure that they get better remunerative prices and the government of India can help in it through increasing their MSP.
 - The district collector can involve some companies who can purchase their produce at a better price, thus in a way starting a form of contract farming. But the need to maintain the tribals' rights has to be kept in mind.
 - However, if the tribals don't agree of growing millet, then the district collector should not force his/her will rather should find the other alternatives of the tribal produce which can improve the nutrition status.
 - Moreover, with the crops, the focus should also be on providing better health and education facilities.
- These steps can help in avoiding the challenges.

13. You have recently been posted as a District Labour Officer in a state, which derives a substantial revenue from tourism. You come to know that a big hotel in the area has not been paying wages as per the Minimum Wages Act. The hotel owner is a powerful local leader having contacts with many influential officials of the state. You have the power to take suo-moto cognizance of such violations and accordingly you initiate a preliminary enquiry into the matter. However, no worker is willing to come forward to lodge a formal complaint because they fear loss of employment. Meanwhile, your action has attracted notice of the higher authorities, and you are advised to drop the matter altogether. You are deeply concerned about the situation as it involves not only violation of the Minimum Wages Act but also denial of basic human rights of the worker.

(a) Identify the issues involved in the given case.

(b) Consider the options given below:

1. Follow the informal advise of the higher authorities.
2. Convince the owner of the hotel to take note of these violations and take appropriate remedial measures.
3. Submit a detailed report on the matter highlighting violations of workers' rights and seek formal directions from the competent authority.
4. Serve a notice to the hotel owner and initiate action as per your powers under the Minimum Wages Act.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आपको हाल ही में पर्यटन से अच्छी मात्रा में राजस्व प्राप्त करने वाले एक राज्य में जिला श्रम अधिकारी के रूप में पदस्थापित किया गया है। आपको पता चलता है कि क्षेत्र का एक बड़ा होटल न्यूनतम मजदूरी अधिनियम के अनुसार वेतन का भुगतान नहीं कर रहा है। होटल स्वामी राज्य के कई प्रभावशाली अधिकारियों से संपर्क रखने वाला एक शक्तिशाली स्थानीय नेता है। आपके पास ऐसे उल्लंघनों का स्वतः संज्ञान लेने की शक्ति है और तदनुसार आप प्रकरण की प्रारंभिक जाँच आरंभ करते हैं। हालांकि, कोई भी श्रमिक औपचारिक तौर पर शिकायत दर्ज कराने के लिए आगे आने को तैयार नहीं है क्योंकि उन्हें अपने रोजगार से हाथ धोने का डर है। इस बीच, आपकी कार्यवाही ने उच्च अधिकारियों का ध्यान आकर्षित किया और आपको इस प्रकरण को पूर्णतया छोड़ देने का परामर्श दिया गया। आप इस स्थिति को लेकर गंभीर रूप से चिंतित हैं क्योंकि इससे न केवल न्यूनतम मजदूरी अधिनियम का उल्लंघन हो रहा है, बल्कि यह श्रमिकों के मूलभूत मानवाधिकारों का हनन भी है।

(a) दिए गए प्रकरण में सम्मिलित मुद्दों की पहचान कीजिए।

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

1. उच्च अधिकारियों की अनौपचारिक परामर्श का पालन करेंगे।
2. होटल स्वामी को इन उल्लंघनों पर ध्यान देने के लिए मनाएंगे और उचित उपचारात्मक उपाय करेंगे।
3. श्रमिकों के अधिकारों के उल्लंघन पर प्रकाश डालते हुए इस विषय पर विस्तृत रिपोर्ट प्रस्तुत करेंगे और सक्षम प्राधिकारी से औपचारिक निर्देश मांगेंगे।

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।

इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

It is the human right of a person that he/she should get at least minimum wages for the work done. It is important not from economic perspective only but it also has a positive impact on the dignity and self respect of an individual.

(a) In this case, following issues are involved:

- Nexus between politicians and the officials
- Actions will have affect on tourism sector.
- violation of legal and human rights.
- Violation of Emp' workers fearing the loss of their employment if they complain.
- Follow the laws vs follow the advice of the higher authorities.
- private interests vs public interest.

(b) There are various options available to me —

Action	Advantage	disadvantage
Follow the informal advise of higher authorities	→ maintenance of bureaucratic ideals → come in the good books of higher authorities → The working of hotel will continue and hence the tourism sector will flourish.	→ the rights of the workers would be violated. → Violation of SC guidelines of receiving the advise in written format → Violation of the service codes of helping the needy. → Strengthening of the nexus between politicians and officials.
Convince the owner of hotel to take note of these violations and take appropriate remedial measures.	→ workers will get the minimum wages. → higher authorities will be satisfied.	→ the hotel owner may or may not take action. → Many such incidents may crop up and this can lead to slippery slope.

	→ No inconvenience to the travellers.	→ put a wrong example that such people can take law in their hands without facing punishment.
• Submit a detailed report on matter highlighting violation of worker's rights and seek formal report directions from competent authority.	→ maintenance of bureaucratic ideals. → Prevent the friction between me and the higher authorities. → Higher authorities may understand the gravity of the matter.	→ The actions by the competent authority may take long time and process. → Conflict between → The competent authority may not take any action even if violations are there.
• Serve a notice to hotel owner and initiate action as per my powers under Minimum Wages Act.	→ The hotel owner will have to take action to reform his activities. → Rule of law → The workers will get their right. → formalisation of labour.	→ This may affect the tourism sector and many such cases may crop up. → The owner may fire employees to take revenge.

My preferred course of action will contain the following —

- (1) Serve a detailed report on the matter highlighting the violation of workers' rights so that they know what is going on.
- (2) Serve a notice to the hotel owner and initiate action as per my powers under Minimum wages Act.
- (3) Encourage the workers so that they can tell truth and make sure that the owner does not fire them.
- (4) Persuade the tourists to put pressure on owners so that there is not violation of human rights. This will have a great impact on the owners and they will mend their ways.
- (5) Issue guidelines in the newspaper regarding minimum wages act.
- (6) Strict actions against the owners who don't follow these guidelines so that this can act as an example for others as well.

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- (a) Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- (b) Identify the principles and values that would guide your recommendations in this regard.
- (c) Suggest some ways in which quality of education in state-run schools can be improved. (20)

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- (b) इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- (c) कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

Article 21A of the Indian constitution states that right to education is a fundamental right. Though there has been a substantial increase in the gross enrollment ratio in primary and secondary level, however this has not resulted in the ^{substantial} improvement of quality of education as has been reported in ASER report by Pratham.NGo.

(a) It is the duty of the government of India to provide free and compulsory education to all children between 6-14 years of age group.

In India, in primary level there has been an almost universal gross enrollment ratio and this has increased substantially in secondary level too.

The government of India through its scheme of Mid day meal has improved the nutritional level of children as well as the learning capabilities of them.

Moreover, through programme like Sarwa Shiksha Abhiyan, there has been an increase in the no. of schools in the neighbourhood of children. And there has been an improvement in the pupil : teacher ratio.

However, the role of government has not been upto the mark. Most of the teachers

in the state run schools are on contract basis which hampers the quality of education.

Moreover, there are many posts which are lying vacant and the government is not filling them.

Moreover, the percentage share of GDP spent on education is very less which has an adverse impact on the infrastructure facilities of the school.

Also, the curriculum set up by the government for the primary and secondary level does not focus on the environment around children. It is based on rote learning and ~~this~~ thus increase the pressure on them.

(b) As a chairman of the committee, the following values will be ^{kept in} ~~important~~ ^{mind} ~~while~~ ~~recommend~~ —

(i) Principles

- ~~principle of~~ innovation and experimentation
- ~~principle of~~ compatibility between surroundings and curriculum.
- ~~principle of~~ ~~maximisation of skill development~~
- education should focus on development of values like empathy, appreciation, truthfulness, etc.
- Right to equality
- Cultural and educational rights of the minority students
- Safety of the children.
- Integrity between national and educational values
- development of moral values like respect, equality, etc.

(c) The recommendations to improve the quality of education in state run schools are as following —

- (1) Vacancies of the teachers need to be filled and teachers should be well trained.
- (2) Education should be provided in mother tongue compulsorily till primary level.
- (3) Curriculum based on surroundings and thus the stakeholders like parents, Panchayats, teachers, students should be part of curriculum framework.
- (4) Increase in spending by the government in the education sector. For example, Delhi government has increased the spending and this has shown ⁱⁿ better results of government schools as compared to private schools.
- (5) Focus on the physical and moral development of children so that they are happy and stress free. The initiative of Happiness Curriculum is a good example.
- (6) Tutoring and mentoring of the students who are left behind. Peer Tutoring can also be emphasised.
- (7) Better security facilities like CCTV, toilets, etc can also improve the quality of education.