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05-SEP 2019

NO
03

GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Dnyanesh Singh		
Medium Eng./Hindi	ENG	Registration Number	415810
Center	ORV	Date	5/9/19

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 is the art of inspiring people, organising them, to achieve shared and collective goals
eg the leadership of Mahatma Gandhi in the freedom movement

Attributes of Leadership

1. Clear vision of goals and the path to achieve it
2. Emotional and Social Intelligence
3. Dedication to a cause
4. Courage, Fortitude, Resilience
5. Motivated, Optimistic, Driven by passion.

Importance for a civil servant

1. To fulfill his duties in an efficient and effective manner.

2. To maintain connect and trust with the people as their contributions are necessary
3. For any policy implementation
Compassion and empathy for the poorer sections and an urge to solve their problems
4. Following integrity & honesty even in the environment of corruption & hostility
5. To insure ethics in governance and good work culture.

Leadership has become a necessary trait in the modern times when the objective of state has change from Nightmunt to welfare state.

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 is defined as the process of making decisions based on a fact and objective criteria not on personal opinions, biases, and prejudices.

eg. Jawaharlal Nehru inducted B.R. Ambedkar in his cabinet as law minister despite having personal differences.

On the other hand empathetic means the process of showing empathy towards the weaker sections of the society. It means that the civil servant puts himself in the position of other and sees the issues from his side/opinion.

Relationship between Objectivity & Empathy

Both objectivity and empathy go hand in hand as both are necessary for good governance.

Only by being objective, a civil servant can show empathy in real sense.

Objectivity is necessary to thwart dogmas, prejudice, corruption. which work against the weaker sections

eg. Dalits are historically discriminated in availing benefits & schemes, & public infrastructure in general. (eg Temples)

Now only after being objective, the civil servant can formulate non discriminatory and inclusive policies and thus ensuring empathy to them.

Similarly biases against women can only be corrected by following objective policies thus which showcases empathy towards women in administration.

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?

The use of Information Technology has exploded in the recent years with over 700 million people connected via Internet in India (2018).

The Role of ethics is becoming necessary in the cyberspace

1. To make sure that cyberspace is being used for good of humanity.
2. To protect the vulnerable sections of people like women, children and prevent them from exploitation.
3. To counter hate speech, fake news on the Internet.
4. To decrease cyber frauds, attacks of phishing, scams etc which cause billions of dollars of damage each year.
5. To ensure that the cyber space catalyse the economic development of people, provides

them with necessary information and enhances their choices.

6. To protect the citizens from surveillance and protecting the privacy of citizens

Thus the role of ethics is multidimensional and essential in cyberspace.

Governments of the world should prescribe a necessary code of ethics to be followed by every stakeholder working in cyberspace.

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।

Transparency in government organisations
is defined as openness of decision making
process and the freedom of information
to the local public and media in general

Transparency is an essential precondition
for the good governance

1. Enhances the participation of citizens
in the decision making process
2. Paves way for citizen monitoring through
RTI petitions of government schemes.
eg Social Audit
3. Enhances accountability of administration
4. Makes the governance more responsive
towards the weaker sections of the
society

- 2. Checks grafts fraud, corruption
in the administration
- 6. Enhances the efficiency and accountability
of administration effectiveness

Right to Information, as iterated by
the Supreme Court is a fundamental
right under Article 21 and a
necessary precondition for good governance.

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।

Due to widespread socio-economic diversities in the world, there is a stark difference how the haves and have nots of the society are treated.

The highest citizens are better equipped with the necessary resources which the lowest ones are deprived of their even basic rights. Thus the responsibility of the state should be to treat the lowest ones with necessary compassion and empathy and provide them with a hand to overcome their issues in life.

eg Affirmative action given by the government to the SC/ST/OBC in reservation

National Food Security Act to ensure
Proper nutrition etc

On the other hand, the highest
citizens are often self-sufficient and
require little interventions from the
nation

Thus the nation which treats the
lowest citizens with respect is great
because it is knows the responsibility
of its to ensure the welfare of the
lowest sections of the population

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

The highest education is not the one which provides us with just material information but it is the one which instills values, character, tolerance, & compassion in the students. It is the existence of these latter values which makes our life in harmony with all existence by promoting a peaceful, just, fair and equitable society. The goal of education is not about the material gain but it is to live in a harmony with others.

eg. MANU's Getting just information about nature is not sufficient. But utilizing this information in protecting nature and biodiversity is the goal of true education.

of Similarly just learning about Political Rights is not enough. But using these political rights for the upliftment of poor and down trodden sections of the society. This brings the harmony of all the existence.

Thus goal of true education should not only be information But to use that information to bring decisive positive change in society

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।

Attitude is the feeling/belief that one hold towards events, challenges & opportunities in his life.

Further the ability is the innate or acquired tendency to accomplish certain goals and success.

For achieving success, the role of both attitude and ability is important as attitude provides the necessary self-confidence, motivation and power to tackle the challenges and embracing opportunities. The Ability provides the necessary skills and infrastructure to achieve the success.

examples - Despite, myself being a novice in playing Basketball, due to my positive attitude, I was able to cultivate the ability.

to play it proficiently and ultimately which ensured my success in the college competition.

2. The maid in our house was able to teach her kids despite being illiterate because of her attitude towards contributing in her children's education which helped her.

Thus in achieving, attitude plays an equally important role as what ability does.

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, express and control the emotions to handle our inter and intra personal relationships judiciously and empathetically.

The core of Emotional Intelligence is Self awareness as it deals with understanding one's emotions and finding out how one feels about / in certain circumstances. It is vital in developing an understanding of others as it provides a necessary base to understand other people concerns and behaviours.
eg. In an heated conflict, if you know properly why are you angry, it helps in understanding other people's view - points / interest person.

which can be used to calm down the situation.

- ② In an event of a loss of loved ones, if you the emotions you are feeling it would be easy for you to maintain your private & public relations properly

- This self-awareness forms the core of high Emotional Intelligence

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।

Integrity pacts were proposed in 2nd ARC, 4th Report (Ethics in Governance) to bring transparency and accountability in the allotment of public contracts

Integrity pacts is a mechanism in which the contractors pledge to not use illegal means to acquire tender and government officials promise a fair and transparent allocation of contracts

[Role played by Integrity Pacts]

1. checking grafts, corruption, and kick backs which promotes proper utilization of funds
2. Enhances trust among the contractors and the government which further decreases the use of illegal means
3. The & pacts promotes, transparent and

Fair allocation of contracts

4. It also ensures the participation of other stakeholders in monitoring of the parts
3. It is a tool to promote good governance and promoting efficiency and economy in awarding contracts.

Integrity Parts should be adopted as the role played by them can bring a transformational change in the administration.

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।

The education imparted to the students are the building blocks of the future of any country. In the modern era and rapid technological change, the modern education is increasingly moving towards competition, cheating, rote learning, cramming, selfishness etc.

There is a declining presence of moral and value education imparted to students.

In this backdrop the role that can be played by moral and spiritual values is very significant.

1. Inculcating humanism and tolerance among the students
2. Inculcating values of sacrifice and selflessness to ensure the development of not only individual but also of the society -

3. Imparting scientific thinking and spirit of inquiry
4. Maintaining the stress and tension of the modern life through Yoga, etc
5. Cultural education so that the students appreciate the diversity and heritage of the country.
6. Lastly, spirit of brotherhood and fraternity

Thus in these changing times, spiritual and moral values can play a dominant role in correcting the ills of society.

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।

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 are a set of broad guide-
lines ~~to~~ issued by an organisation to
guide the conduct of the stakeholders
involved.

Due to the rapid rise in social media
There is a need for code of ethics on social
Media as well

1. Major channel of interaction in the present
times
2. No accountability Mechanisms exists on
social media
3. To protect the interests of the general public
and government institution, it necessary
to have some form of guidelines
4. Limited applicability of Civil Service Conduct
Rule on social media
5. Civil servants in the past have made
controversial remarks on social media

eg Shah Faesal (on Je Kisse)

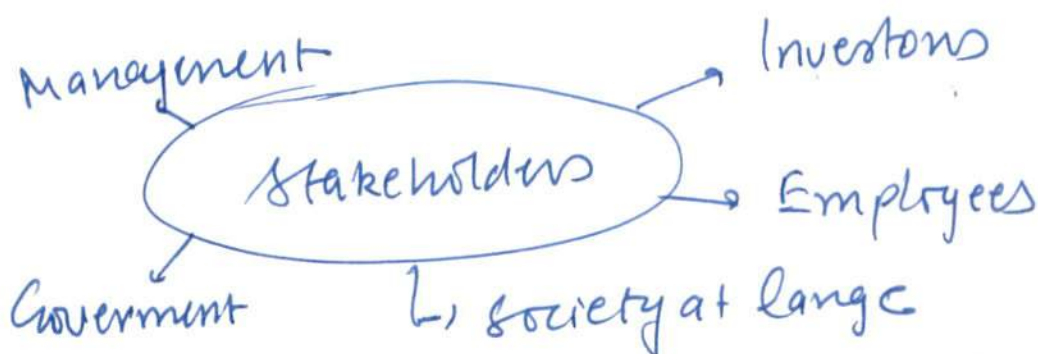
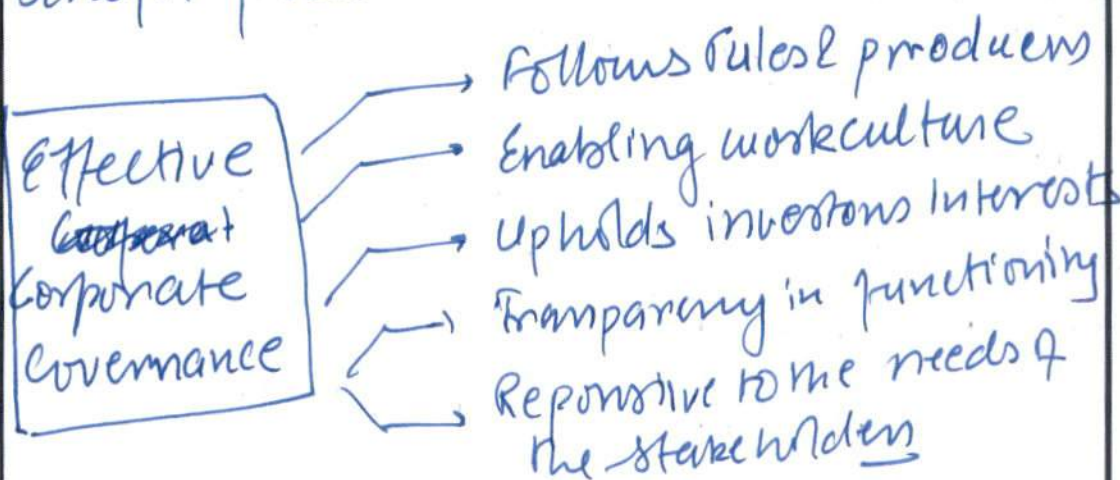
6. To ensure the activity of civil servant are
in tandem in both social media & real life

Hence, either a new code of ethics for
social media is required or necessary
changes must be brought in existing
Civil Service conduct rules.

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 is the method through which the powers and functions of corporates are managed for the benefit of all stakeholders.



How effective corporate governance can benefit all stakeholders

1. Protecting the right of employees by giving them a fair living wage as well as

Providing an enabling environment for their growth

2. Protecting the interests of ~~shareholders~~ investors and public by following transparent mechanism in governance
3. Society will be benefitted by the productivity of the company and well as by the employment
4. Management will be benefitted by better profits and recognition

Thus Effective corporate Governance can ensure the equitable treatment of all stakeholders.

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.

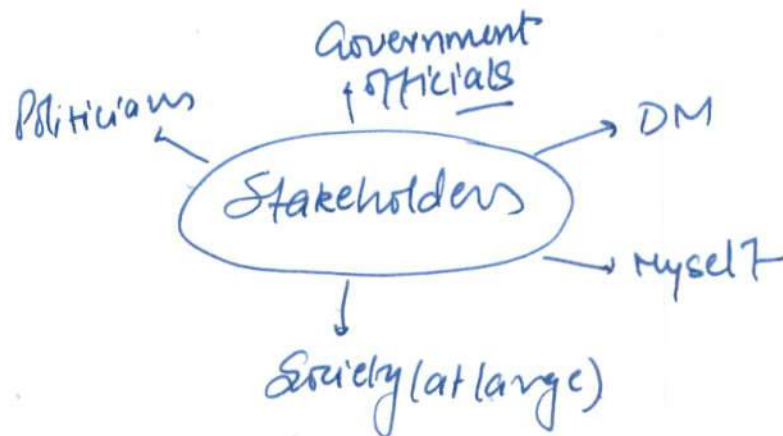
Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. (20)

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।



Available options

1. Report the findings to the DM and seek instructions for further action

Merits → following the official structure and chain of command

- (ii) Fulfilling my public duty as my duty is just to investigate the matter
- (iii) Being the DM, he has the necessary power & resources to take the matter forward

Demerits

- (i) The DM may not take any action on my findings
- (ii) DM may be complicit in the scandal.

(ii) Further, due to pressure of politician, the actions of DM may not be strict

2. Charge all accused under legal provisions.
And let the law take its own course

Merits

- (i) Accused will be charged and a proper case would be initiated
- (ii) due to this, my report will come in public domain. which will further raise awareness among the issue
- (iii) Following my duty of responsibility, and dedication to the public service

Demerits

- (i) Not my place as I was only instructed to investigate
- (ii) The office of DM may have future plans which will be impeded
- (iii) unnecessary public gaze

3. Discretely put the detailed investigation report in the public domain

Merit

1. Action will be taken against the accused
and report will come out in public domain
2. As I am clearing the report directly it
will not lead to any professional jeopardy
3. Media will raise awareness about the issue

Demerits:

1. Against my values of anonymity and
secrecy in civil service
2. May lead to media & web trial
3. If any investigation happens, may lead
to disciplinary action against me.

Final course of Action

1. First, I will submit my report to the
DM highlighting the nexus between the
politicians and government officials. and
urge him to take necessary actions against
them
2. I will personally follow up with the DM
to see that proper steps are being followed

3. If not, I will be forced to contact the district police and judicial authorities and ask them to intervene as the matter is very serious.
4. After providing the necessary inputs to them from them, I will ~~to~~ let law take its own course.
5. Releasing the report to the public will be my least preferred option as it is against the values of civil services and civil service Conduct Rules.

By following this action plan, I will ensure that justice is being done ~~to~~ and the guilty are punished.

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.

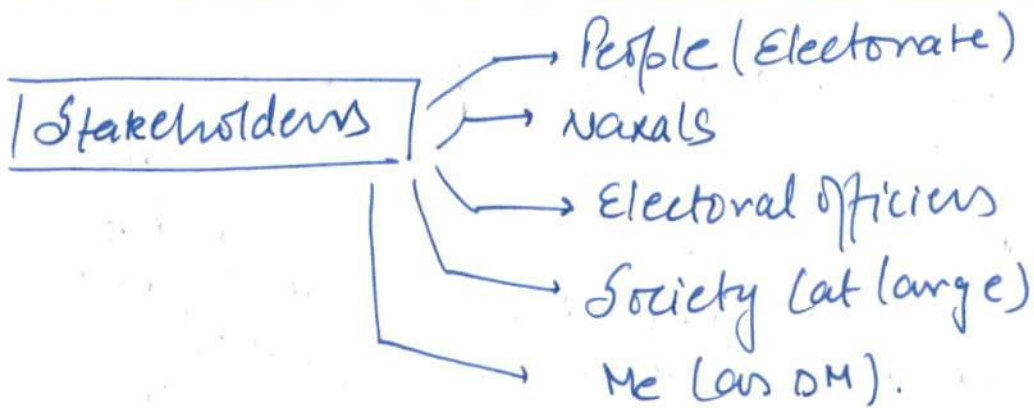
In this context, answer the following:

- (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)

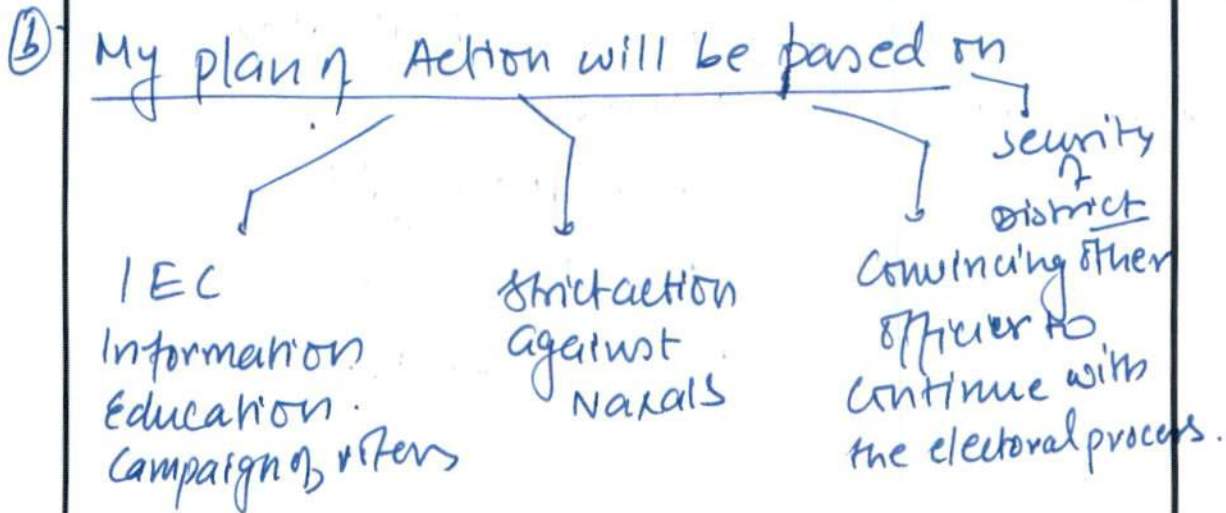
आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी 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।



- (G) Civil service values crucial for working
in such adversities
1. Integrity - so that the electoral process is
conducted with due rules & procedures
 2. Courage & Conviction against the threats
posed by naxals
 3. Dedication to Public Service to ensure that
people cast their democratic rights
 4. Emotional Intelligence to convince may the
other electoral officers to conduct the process
 5. Resilience & Fortitude against the adverse
conditions posed by Naxals.



8. Plan of Action

1. First, I will coordinate with the police and security agencies to find a solution of this Naxal problem. I will request additional troops for the districts as the acts of violence have increased
2. Secondly, I will persuade the police agencies for additional checks on roads, and patrolling during the night time to further cementify the security protocol
3. Then I will arrange a meeting with the Panchayats and municipalities and communicate the elaborate security mechanisms that are put in place to ensure their safety

Further, I will try to build more trust by inviting local policemen given a speech or presentation about the arrangements.

4. Lastly, I will try to convince the other electoral officers to continue their work as conducting elections is vital for any democracy. and by not doing so, they will not be fulfilling their official duties.

5. At last, I will communicate to all the stakeholders about the importance of free and fair elections in a democracy and only after the participation of all the stakeholders, it can be made successful.

By doing so, I would be upholding the values of integrity, responsibility and dedication to my duty and public service.

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.

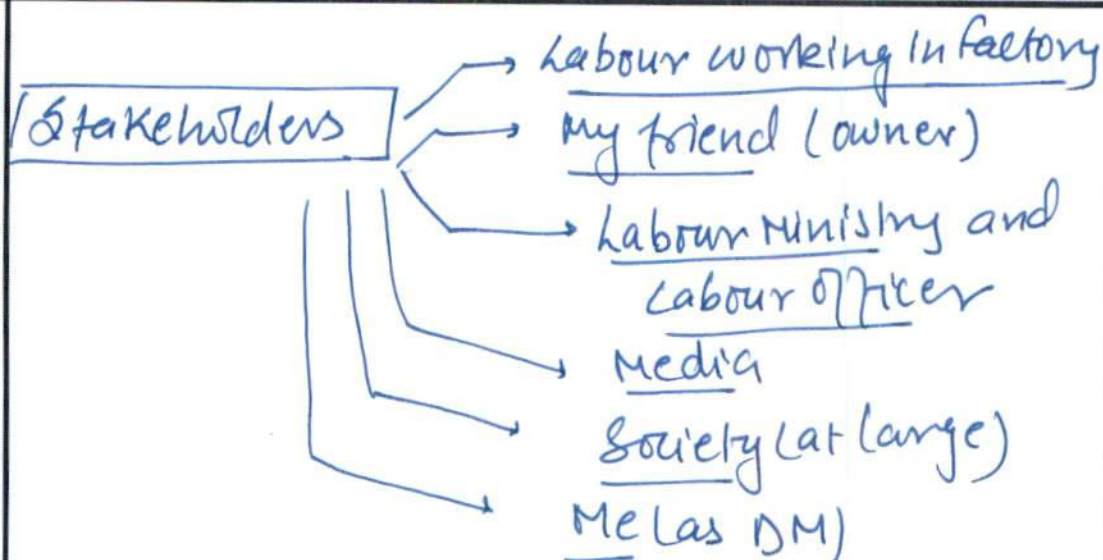
Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your 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।



Public Cause

The public cause here is to ensure proper working conditions in the factories. Since Right to work is an essential part of Right to life & liberty, the conditions of workers is of utmost importance to any country and society.

Further it is the duty of Labor office and labor Ministry to uphold the value of compassion, empathy and gratitude towards the labor.

Ethical Issues

1. Poor working conditions of the working labour
2. My close proximity to my friend and this relationship is hindering an action against him
3. Failure of Labour Officer and Ministry to ensure compliance with labor laws
4. No action being taken by administration in earlier protests and arrests

Appropriate Course of Action.

1. First, I will arrange a meeting with the labor officer and other officials from Labor Ministry to let them know that they are absolutely free to take any action and my proximity to my friend should be not act as hindrance
2. As there is a conflict of interest & here I will remove myself from any investigative committees and deliberation against my friend's factors

3. I will let my friend know about the poor working conditions and media reports and the lapses that are done in his factory.
Further, I will ask him to cooperate in any • investigations that will be conducted.
4. I will ~~be~~ arrange a meeting along with the labour officer with the labourers working in the factory. This will help me in understanding their concerns and expectations from the administration to guide future policies and rules in factories.
6. Further, I will make sure that these conditions are not prevalent in other factories and will urge the labour officer to conduct audits in other nearby factories as well.

By following this, I will be upholding the values of objectivity, integrity, compassion, responsibility.

12. You are a resident of a remote tribal district, where there is high incidence of malnutrition. As a remedial measure, the District Magistrate has initiated a programme to promote millet cultivation, especially on the lands currently lying fallow in the district.

However, this well-intentioned move of the officer receives flak from the local tribals as this may not only change their age-old food habits, but also alter their traditional agricultural practices. They further cite lower remunerative prices of millets as another reason for continuing with their existing crop production pattern.

As a civil servant aspirant, who has a keen interest in development of tribal areas, answer the following questions:

- (a) What according to you are the key issues and challenges involved in the above situation?
- (b) Identify the key stakeholders and their respective interests.
- (c) Suggest a course of action that the District Magistrate can take keeping in mind the larger tribal interests. (20)

आप एक ऐसे दूरस्थ जनजातीय जिले के निवासी हैं, जहाँ कुपोषण व्यापक रूप से विद्यमान है। उपचारात्मक उपाय के रूप में, जिला मजिस्ट्रेट ने विशेषकर वर्तमान में जिले में परती पड़ी भूमि पर बाजरा की खेती प्रोत्साहित करने का कार्यक्रम आरंभ किया है।

हालाँकि, अधिकारी का यह सुविचारित कदम स्थानीय आदिवासियों की ओर से कठोर आलोचना का विषय बन गया है, क्योंकि इससे न केवल उनकी युगों पुरानी खान-पान की आदतें परिवर्तित हो सकती हैं, बल्कि उनकी पारंपरिक कृषि पद्धतियाँ भी बदल सकती हैं। वे अपने वर्तमान फसल उत्पादन पैटर्न को जारी रखने के लिए एक और कारण के रूप में बाजरा की कम लाभप्रद कीमतों का भी उद्धरण देते हैं।

एक सिविल सेवक अभ्यर्थी के रूप में, जिसकी जनजातीय क्षेत्रों के विकास में गहरी रुचि है, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) आपके अनुसार उपर्युक्त परिस्थिति में सम्मिलित प्रमुख मुद्दे और चुनौतियाँ क्या हैं?
- (b) प्रमुख हितधारकों और उनके संबंधित हितों की पहचान कीजिए।
- (c) आदिवासियों के व्यापक हितों को ध्यान में रखते हुए, जिला मजिस्ट्रेट द्वारा की जा सकने वाली कार्यवाही का सुझाव दीजिए।

④ Key Issues and challenges involved.

Issues

1. Issue of high incidence of malnutrition
2. Reluctant Tribals to shift towards other methods of cultivation
3. Lower remunerative prices of millets
4. Issue of currently lying fallow land with no agricultural productivity

Challenges

1. Transforming age old habits & culture of tribals
2. Low socio economic development of tribal regions
3. Geographical isolation and poor governance in tribal areas.

⑤ Key stakeholders and their interests

<u>Stakeholder</u>	<u>Interests</u>
1. <u>Tribals</u>	<u>Following age old customs</u> <u>at the same time having</u> <u>essential food security &</u>

2.	DM	① to reduce incidence of malnutrition and utilizing fallow land. ② promoting millet cultivation
3.	Society	① ensure socio economic development of tribals ② food security of tribals
4.	Myself (civil service aspirant)	To see the development of tribal areas.

③ Course of Action that DM should take

1. First, He ^{should} coordinate with the agricultural department of the district, to understand the matter in detail and to find out the best agroeconomic practices to ensure maximum remuneration in cultivation of millets
2. Secondly, He ^{should} arrange a meeting with the Gram Sabha of tribal area and ask some local celebrity to come and deliver

the message of cultivating millets and its nutritional advantage. Further Hewitt ^{should} also communicate the best practices that can be used by the Tribals to ensure maximum return.

3. Thirdly, to overcome their fear of losing their age old tradition. He should ask them to adopt a hybrid cultivation system like Mixed & Inter cropping so that both their nutritional and cultural demands are fulfilled. (Both millets & traditional crops are grown)

4. Fourthly, he should provide the necessary support under the existing schemes to tribals to ensure the smooth transition to millet crops

By doing so, Hewitt be upholding both his ~~my~~ dedication to official duty and the interests of tribals. Eradicating & limiting the effect of malnutrition will give ^{him} ~~me~~ enough satisfaction as well personal

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 advice 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।

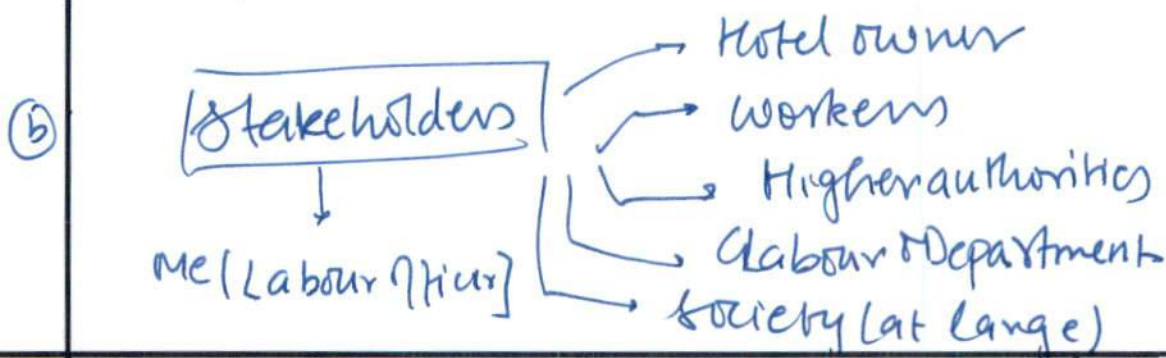
4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।

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

This is a case study of non payment of proper wage to the staff working in the hotel and due to this the Right to life and liberty of workers are being compromised.

(a) Issues

1. Non payment of wages as per Minimum Wages Act
2. Direction by my senior officers to drop the case altogether
3. Fear among the workers and absence of proper whistle blowing mechanism
4. Role of powerful hotel owner & his influences



(b) i Follow informal advice of the higher authorities

(Merit) - In Good books of higher authorities
No personal & professional jeopardy

(Demerit)

- Against my values of integrity & honesty
- Hotel owner may go scout free
- This process of non pay payment of wages may further aggravate

2. Convince the hotel owner to take note of these violations and take measures

(Merits)

- workers get their due rights
- No personal & professional harm to career
- Easy & fast implementation

(Demerits)

- He may not take any remedial measures
- Non punishment of the acts committed by him
- Justice not done to the labourers.

(3) Submit a detailed report and seek formal directions from the authority

(Merits)

- Following official command

(Demerits)

- Bringing in higher authorities in the matter
- Investigations will be done & accused may be punished
- Higher authorities are complacent and asking me to drop the matter
- There are high chances that no action will be taken on my report

4. Serve a notice to the hotel owner and
enforce action as Minimum wage Act

Merits

- Justice will be done
- Hotel owner will be charged.
- Unemployment

Demerits

- Unemployment of workers due to hotel closure
- Professional threat to my career

Preferred course of Action

1. First, I will prepare a detailed report
and submit to the higher authorities
for it and ask them to take necessary
directions.

If they again advice me to drop
the matter, I will tell them, I cannot do

So, its against my duties.

2. Based on their inputs, I will serve the notice to the hotel owner and initiate actions as per my powers under the Minimum wage Act.
3. I will further coordinate with the workers to come forward as there are suitable workers protection systems are in place and they need not to worry about their employment.
4. I will follow the matter personally to ensure that justice is being done to the staff.

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।

Q. Role of the government in the education sector

1. Provide free, cheap and accessible primary and secondary education
2. To improve the learning outcomes of the schools
3. To Bridge the rural-urban gap and private and government run schools gap
4. To provide adequate infrastructure, teachers, labs, & equipments for the smooth functioning of schools

Q. Principles & values that would guide my recommendations

1. Official Duty and Integrity to provide the recommendation in an unbiased and proper manner
2. Compassion & Empathy towards the students
3. Rights Based approach that should be followed by the government in providing education

4. Citizen Participation & CSO involvement in preparing the report to ensure its inclusiveness
5. Finally, the values of financial prudence, economy & effectiveness to help the administration for the implementation of recommendations

⑥ ways in which the quality of education can be improved

1. Building better infrastructure like electricity, laps, proper classrooms etc
2. Improving the teachers education and appointment process of teachers to increase the learning outcomes
3. A regulatory board must be set up at district, state and national levels to exercise monitoring of the education initiatives
4. consolidation of schools to improve their coverage and usefulness in imparting education

5. Expanding RTI to lower secondary schools as well i.e. from 0-18 yrs completely
6. Hastily promoting, ICT technologies, value based education can drastically improve the quality of education

Right to Education is a fundamental right, the government has recently released the Draft National Educational Policy to make this the education in the country, inclusive & accessible & even more.

