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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	PARITOSH PANKAJ		
Medium Eng./Hindi	ENGLISH	Registration Number	71337
Center	KAROL BAGH	Date	02/08/2019

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।

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

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

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

SECTION - A

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

1. (a) 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।

Ans:- A leader is a person who knows the way, goes the way and shows the way to masses. Leadership quality is both inherent and could be developed by various means of socialization.

following attributes of Leadership :-

- ① Visionary :- to plan things in advance.
Eg:- Mahatma Gandhi - envisioned role of women and workers in national movements.
- ② Responsible: towards actions.
- ③ Acceptance of failure.
- ④ High persuasive power.
- ⑤ Honesty and Integrity.
- ⑥ Sacrifice personal interests for large social interests.

It is an important value for civil servant as it helps in :-

- a) Trust building in masses.
- b) Set examples to improve work culture.
- c) decision making
- d) Implementation of schemes and programmes
- e) Crisis management.
- f) enforcing law & order.

A Civil servant has to work for public welfare and at the same time to maintain law and order. So, leadership is essential for him.

Eg:- Armstrong Pame → A civil servant of manipur cadre

↳ He constructed sole-handedly 100 km road in manipur - "People's Road".

It shows the leadership quality which helped in the welfare of masses and trust building.

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।

Ans:- Objectivity means taking decision as per set guidelines and procedures and not by emotions.

Empathy:- feeling the emotional condition of others and take action to relieve grievances of others.

A civil servants should have both these qualities. On ~~the~~ one hand, he should be objective in his work because following laws and regulations is his prime responsibility, on the other hand he should also be empathetic to people to ensure them the true spirit of laws and protect their rights.

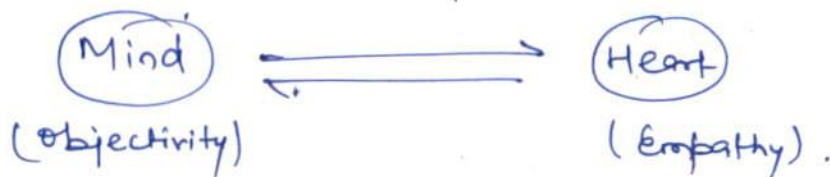


Fig:- Interconnection between Objectivity & ~~the~~ Empathy.

Relationship between Empathy & Objectivity :-

- ① Objectivity helps in the formation of law. whereas empathy helps in implementation of law.
- ② Objectivity helps in maintaining personal integrity whereas empathy helps in "trust building".
- ③ Objectivity relates to "letter of the law" whereas empathy relates to "spirit of the law".

Ex:- Prashant Nair :- A civil servant of "Kerala Cadre"

→ He is having virtue of "objectivity" so that he follows law and works within boundary of civil service rules.

→ He also posses empathy. due to which he initiated "operation Sulemani" :- free food coupons to poor.

So, both these qualities helped him to become a good civil servant.

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?

Ans:- World is moving towards "Industry 4.0"
i.e. fourth industrial revolution.

The growth and rapidly increasing information technology has helped a lot in development. However it has also raised some concerns:-

- ① Cyber warfare
- ② Cyber crime like cyber bullying, cyber sex.
- ③ child pornography.
- ④ Online frauds in banking sectors.
- ⑤ Cyber terrorism



So, the role of ethics has increase in cyber space in following way:-

- ① Inculcating value:- in information technology users to use I.T for the development & welfare works.

- ② Protection of privacy of individuals and I.T users.
- ③ Transparency:- In the I.T system and nothing should be hide from the users.
- ④ Strong policy making:- to curb incidences of child pornography, sexual abuse and strong punishment for these acts.

So, a blend of ethics and law is required to regulate I.T sector and to harness its potential in the development of society.

=

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।

Ans:- As per "World bank"; Governance is the process ~~is~~ ~~by~~ which power is exercised to manage the resources of a nation for its social and economic development:

Transparency is an essential pre-condition for good governance along with others like responsiveness, objectivity, efficiency, productivity, accountability etc.

As per our present P.M Modi, "A R T" → Accountability, responsiveness and "Transparency" is the key of Good Governance.

Benefits of Transparency :-

- ① It builds trust in masses.
- ② Proper Implementation of policies and programmes.

- ③ Strengthens work culture.
- ④ Enhance public participation in governance.
- ⑤ Strengthen "participatory democracy".

Ex:- R.T.I has helped a lot in improvement of governance in India. ARC-II has termed it as a "master key" to good governance."

→ Citizen charter :- helped in improving transparency in governance and is a major step towards 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।

As:- Nelson Mandela has raised the importance of weaker and lower section of society by these lines.

Importance of weaker section and their grievances are often raised in past also by our social reformers and leaders like Raja Ram Mohan Ray, Vivekananda, Mahatma Gandhi etc.

The very basic definition of Democracy is a "Rule for the people, of the people and by the people". So, people consists all sections of

Society and lower sections are included in it.

Importance of lower section in a nation can not be neglected as they are the one who helps in the development as labourer, worker, farmer and service providers. So, their grievances shall be addressed properly. The condition of lower section reflects the effects of policies, programmes, ~~and~~ intention of govt. So, their condition actually represents the true picture of society.

One step ahead, Mahatma Gandhi said that "The progress of a society can be judged by the way it treats its animals". So, our leaders have not only gave importance to weaker sections but also all living beings.

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

Ans:- Education does not means merely knowing some facts about Art and literatures, history or science but means the overall development of an individual. True education should consists values, humanity, and other aspects which helps an individual to live a life in harmony with all existence.

By formal knowledge, we can become a learned person but can't become an educated person.

Eg:- Osama bin Laden was an engineer. but later he became a terrorist. So, what is the purpose of that

education which can't be used
for the welfare of the society.

Education is all about gaining knowledge in harmony with other aspects of life and to use it for peaceful and developmental purpose. It can be achieved through socialization process.

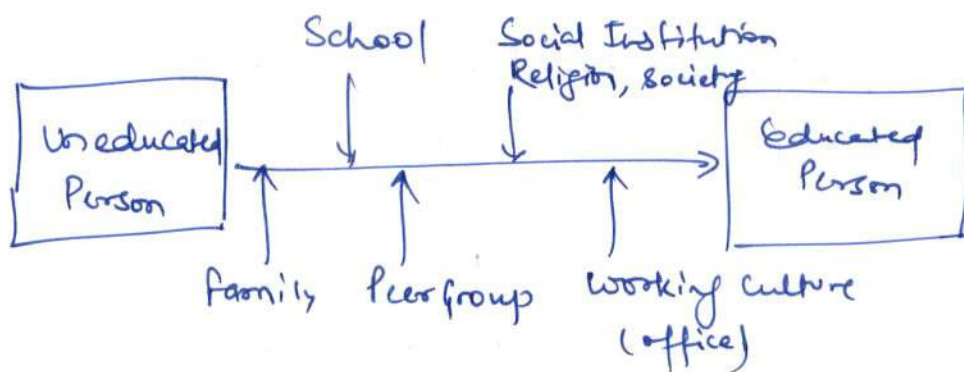


Fig:- Role of Social Agents in Education.

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।

Ans "Attitude is the little thing which can make big differences"

- Mahatma Gandhi

Ability or Aptitude of a person is the innate quality and it helps the person to become successful. Whereas "Attitude" of a person is the predisposition of "values", "ideas", "behaviours" which comes after a process of socialization.

Attitude and Aptitude both are equally important to become successful. ~~A~~ persons with equal aptitude ~~can't become~~ can't achieve equal success.

Ex:- Vinod Kambli } both had
Sachin Tendulkar } equal ability
as per their
Coach.

But, it is the attitude who made Sachin Tendulkar - "God of Cricket".

So, Attitude is the most important factor for success. It comes from different factors like experiences, family factors, peer groups, etc.

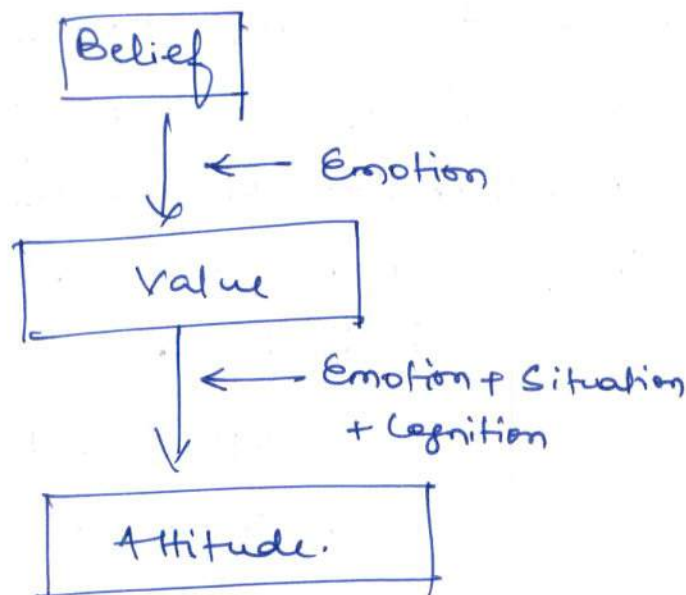


Fig:- Formation of Attitude

→ Ex:- Person with equal aptitude can become successful in different field because of their attitudes.

Ex:- Mr. Narendra Modi → Politician

Mrs. Lata Mangeshkar → Singer

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।

Ans:- As per Daniel Goleman, Emotional Intelligence consists of following factors :-

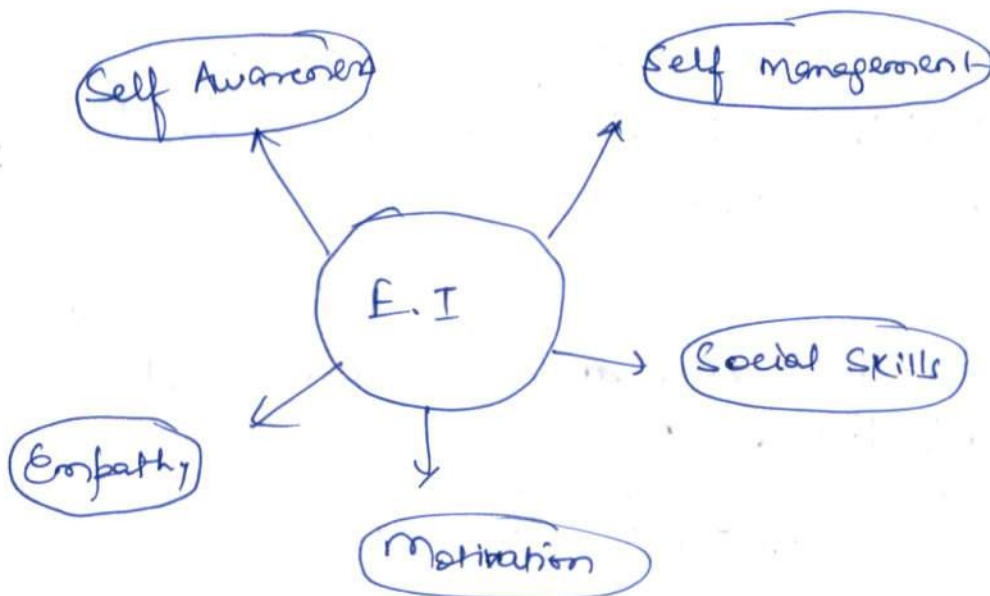


Fig:- determinants of E.I.

Self awareness is most important in all these determinants which helps a person to know about his emotions

and use them positively to enhance his efficiency and to improve his personality.

Ex:- "Railash Satyarthi" → Nobel winner.

↳ He told that "All his great ideas were born of Anger".

It shows that he knows the strength of his anger and converts it in positive direction to change the social condition.

So, It is important to know about ~~the~~ our emotions and motivations.

Ex:- "Gandhiji" ^{was aware} ~~knows~~ about the strength of truth and non-violence. That is why all his movements were centered on this ideas.

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।

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।

As:- Deendayal Upadhyay gave the concept of "Integral humanism" and today it is the main ideology of B.J.P (earlier "Jansangh")

Main Elements:-

- ① It focuses "human being" as a centre of all developmental aspects.
- ② It rejects all other ideologies like Capitalism, Communism and Socialism.
- ③ It provides a "middle path" between all these ideologies.
- ④ It is inspired by the "Gandhian idea" of "Sarvodaya".
- ⑤ It gives "philosophy of Antyodaya".

Contemporary Reference :-

- ① Raise the importance of weaker and lower section of society.
- ② " Govt. Logo "Sabka Saath Sabka Vikaas" is inspired by this.
- ③ It stresses on holistic and sustainable development.
- ④ It focuses on "Exclusive development" formula.
- ⑤ In the events of Global warming and climate change, sustainable devpt. has become essential need.

So, this ideology
is still relevant at present.

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।

As:- Apart from Neutrality and Impartiality, "Anonymity" is also an important basic value for a civil servant.

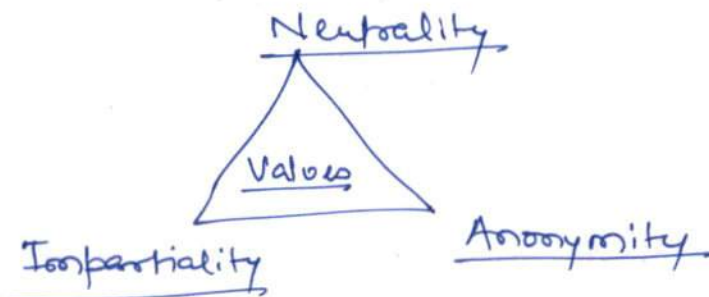


Fig:- 3 basic values of Civil Servants

Today need of "Code of Ethics" for civil servants on social media platform is also arose due to following :-

- ① Use of social media by civil servants to become famous.
- ② To 'show off' work done by him in masses.

② To use social media as a platform to gain "public sentiments."

Ex:- An "I.A.S. officer of U.P Cadre" was very famous on social media ~~in~~. Later she found indulged in corruption case.

IInd ARC has also recommended a "code of Ethics" for civil servants to check their behaviour and improve governance in the country.

//

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।

Ans:- Corporate governance is related to the effective management of Corporate offices by keeping in mind the welfare and benefits of all stakeholders.

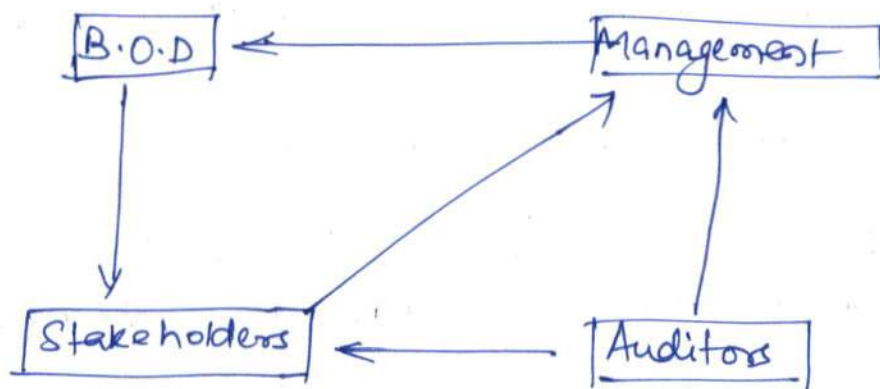


Fig: Structure of Corporate Governance

Effective Corporate Governance can ensure equitable treatment of all stakeholders in following way:-

- ① Shareholders of the company will have trust in the company. So, more investment.

- ② A Good work culture in corporate office can raise the efficiency and productivity of company.
 - ③ Transparency in the governance generate trust among masses.
 - ④ Social responsibility, Environmental Concern shown by corporate offices can improve the condition of masses in general and also of environment.
 - ⑤ Effective Corporate Governance will help in the profit making of company and alongwith 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:

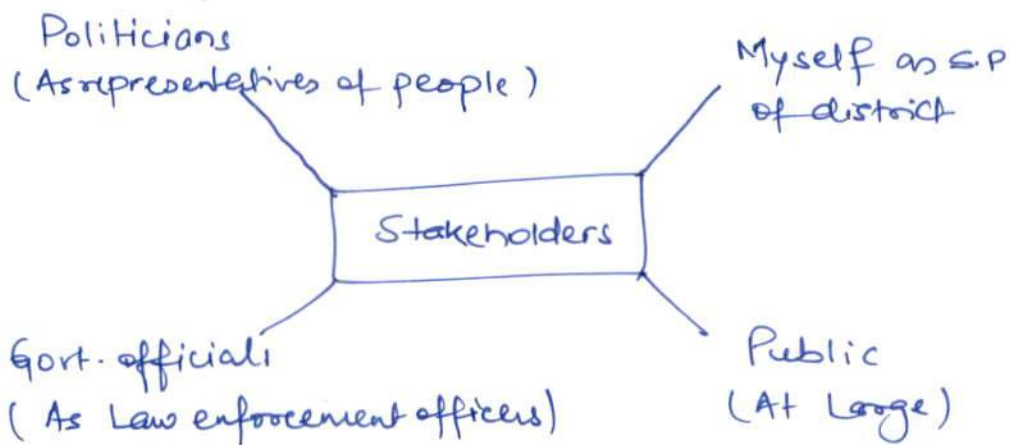
1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
3. इस प्रकरण की गंभीरता से अवगत होने के नाते,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

Ans:-

The above mentioned case states how corruption and lack of values in public servants and politicians can ruin the noble initiatives of Govt. It clearly shows the deficiency in our policy implementation system.

In the given case, following are the "stakeholders."



→ Evaluation of the given options :-

① Report findings to D.M. and seek instruction

Merit :-

- follow-up of proper channel in administration.
- It promotes co-operation in the system.

Demerits :-

- a) Being S.P of the district, It is my responsibility of maintaining law and order.
- b) It shows lack of confidence and dependency in case any challenges comes.

② Charge all accused and let the law take its own course :-

Merits :-

- a) Proper follow-up of legal procedure.
- b) Culprits will be punished as per law.
- c) Personal satisfaction and Integrity maintained.
- d) follow-up of law in letter and spirit.

Demerits :-

- a) Not informing D.M may build lack of trust in the system.

- b) No proactive decision to prevent such incidents may lead to other incidents in future.

③ Being Putting report in public domain

Merit :-

- The matter and exact findings will be known to people.
- It can raise awareness in masses and social organizations.
- It sends a strong message to system that people are aware of all practices. so a sense of responsibility in public officials.

Demerit :-

- It may erupt violence and problems of law and order.
- Loss of trust in public regarding public offices.

Final Course of Action :-

- ① Inform D.O. regarding the situation.

Reason :- It will enhance trust between different stakeholders of public system.

② Book all culprits under law

- Reasons:-
- positive message in public that no one can be spared
 - building of trust in system.

③ Let the law take its course

- Reason:-
- proper follow-up of established procedure.
 - Guilty will get chance to ~~proof~~ state their facts.

④ Take pro-Active measures to stop further occurrence :-

- Reason:-
- It will build trust in masses
 - will stop further occurrences.

- Measures:-
- Use of ICT to detect movement of liquor
 - Proper recordkeeping of godowns
 - Raise awareness among masses by using social media, NGOs.

⑤ Put the matter in public domain :- It will build trust and transparency in the system.

So, a blend of all conventional and non-conventional measures is best suited to deal such problems.

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।

Ans:-

Conducting free and fair election
in left wing Extremism (LWE)
affected districts, ~~is~~ is always a
challenge ~~is~~ for our administration.

However, It is the duty and responsibility of a D.M to conduct free and fair election in his district and to take all possible measures for this.

For this, following Civil services values are crucial in this situation :-

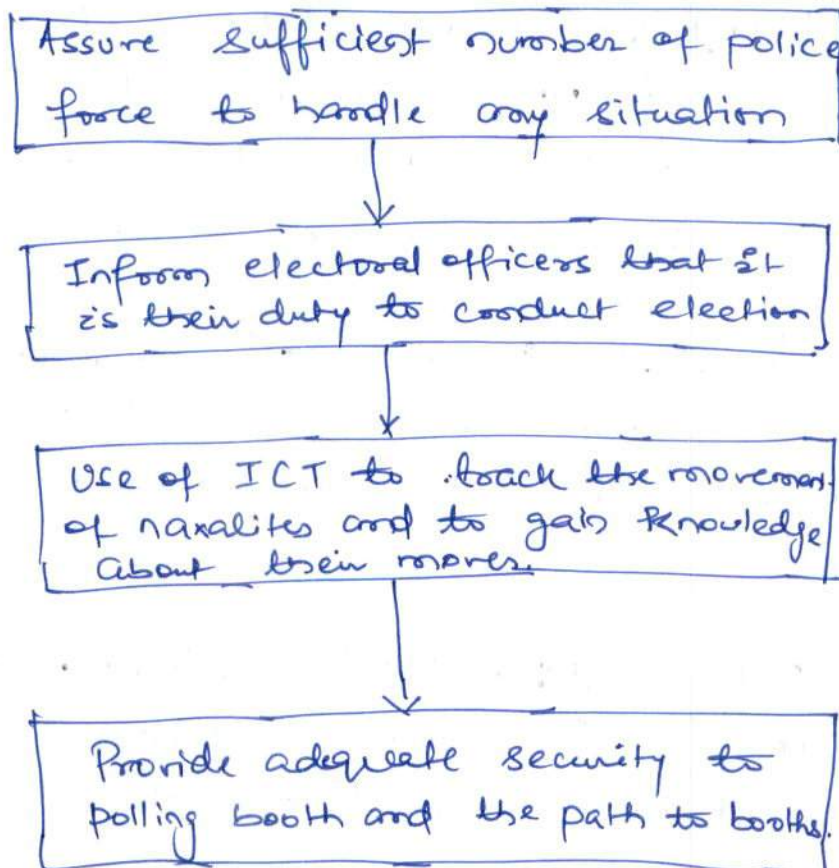
- (i) Leadership :- An effective Leadership requires in this to boost the confidence of other electoral officers and to build trust in the system.
- (ii) Empathy :- towards people of the district and understanding of their fear and to make them believe that system will take care of all threat.
- (iii) Compassion :- to take early measures to tackle any type of incidents which can harm the full process of election.
- (iv) Transparency :- while taking protective measures for conducting election, It should be informed to other

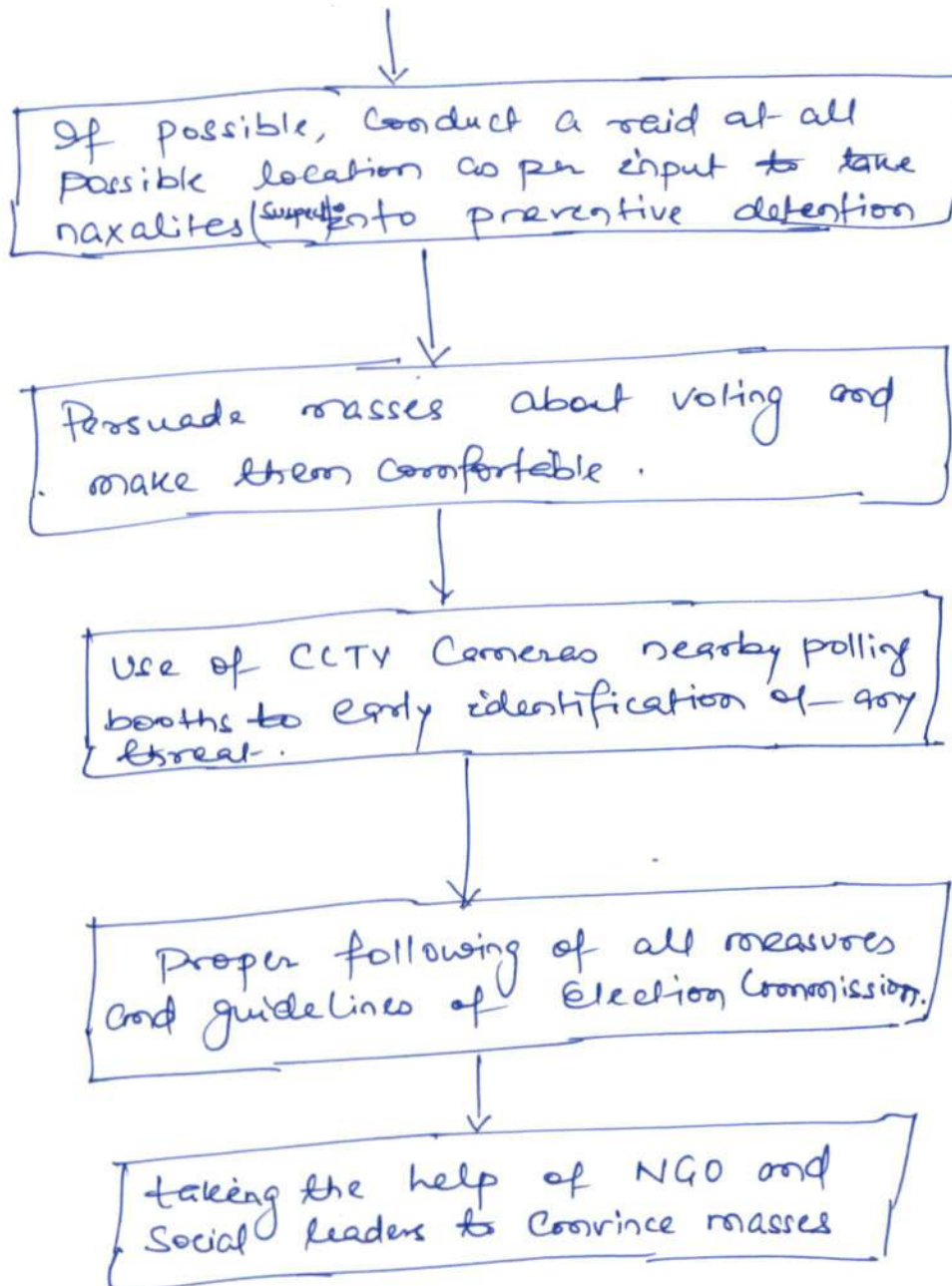
electoral officials to motivate them towards their work.

(v) Dedication :- towards work. A public official has to work in all adverse situations for the welfare of the masses.

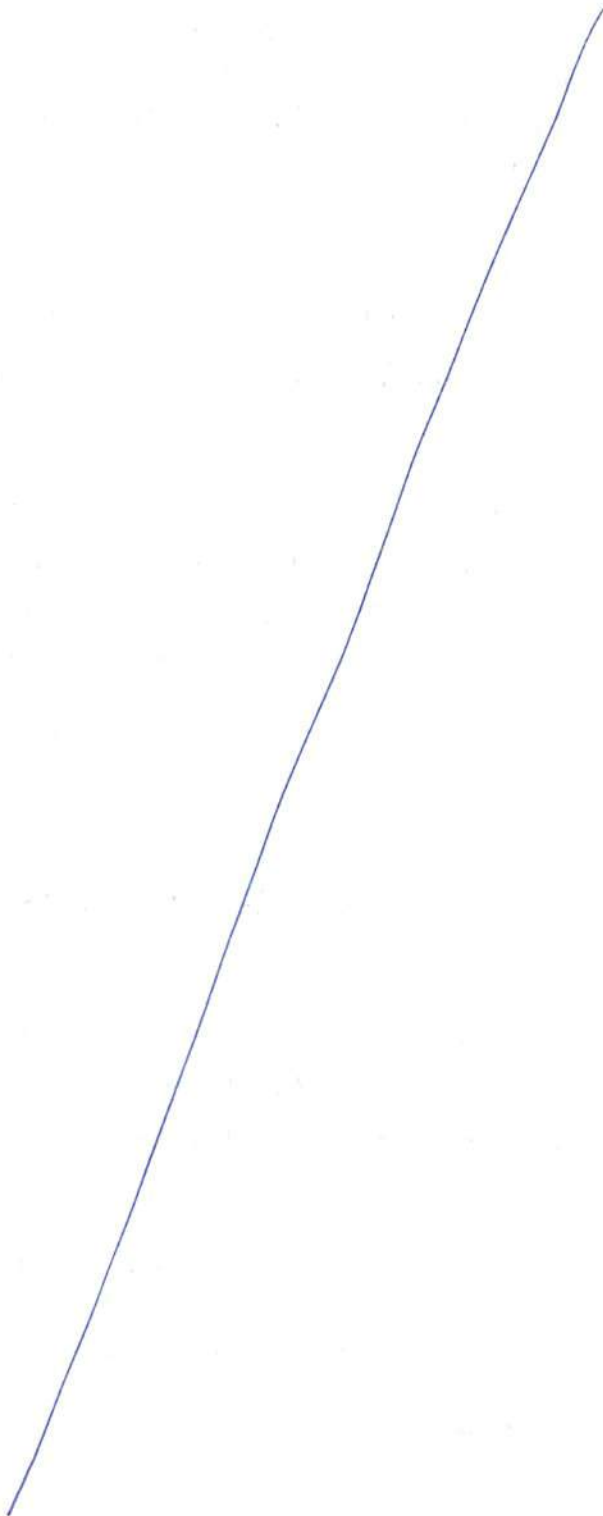
So, these are some basic values which are required for handling these situations.

b) Plan of Action :-





So, in this manner
a free and fair election can be
conducted in these areas.



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)

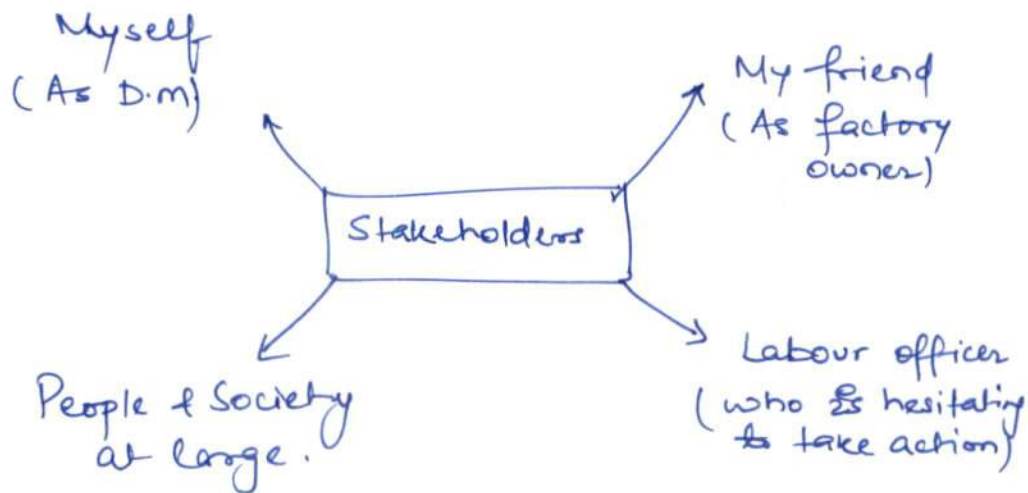
आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

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।

Ans:-

Collusive Corruption is a threat to the development of nation. The given case also has potential to become a type of collusive corruption if I myself (as a D.M.) do not take any action in this case.

Stakeholders in the given Case :-→ Public Cause Involved :-

- (i) Labours are being exploited.
- (ii) Loss of trust ~~between~~ of masses in the system.
- (iii) Ineffectiveness of administration to curb such incidents in past.

→ Ethical dilemma Involved :-

- (i) Integrity Vs loyalty
(Personal) (towards friend)
- (ii) Social interest Vs personal interest

→ Ethical issues involved are:-

- (i) Labour Laws are being violated frequently
- (ii) Administration is not taking any action even after reports in past.
- (iii) A wrong work culture is being forced to people.
- (iv) Abuse of power by public officials.
- (v) Exploitation of lower section of masses.

b) As a District Magistrate, I will follow the laws and conduct rules of services and will put societal interest above all my personal interest. I will follow the law and will not compromise my personal integrity and neutrality.

My course of action will be as follow:-

- ① Will collect all the evidences against the factory and will go through all media reports.

- ② Will constitute a committee to investigate the matter at earliest.
- ③ Simultaneously, will take an inspection round to factory and will talk to labours.
- ④ Will check whether all the instructions and guidelines of "Companies Law" and "Labour Laws" are being followed or not.
- ⑤ If proper evidence will be found then will take legal action against my friend. I will also allow labour officer to take action freely.
- ⑥ Will issue circulars and clear guidelines for prevention of further incidents like this.
- ⑦ Will develop a "Grievance redressal mechanism" by using ICT which can be used by public to complain about such incidents.

So, at

any cost I will not compromise in this case and will take strict legal action to build trust in public.

Advantage: -

- ① It will build trust in public towards system.
 - ② Will send strict message to other factory owners.
 - ③ Rights ~~and~~ of Labours will be protected.
 - ④ Strong work culture like transparency, openness, rule of law will be established.
- 

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:

- What according to you are the key issues and challenges involved in the above situation?
- Identify the key stakeholders and their respective interests.
- 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:

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

Ans: -

In the given case, the tribals are resisting to change their age-old food habits and traditional agricultural practices. However, the initiative of D.M

is for the welfare of tribals. To solve this problem, an effective "persuasion" is required. ~~and~~

a) Issues and Challenges :-

Issues:-

- ① malnutrition in the district.
- ② lying fallow lands in the district.
- ③ Low remunerative prices of millets.

Challenges:-

- ① Convincing tribals to grow millets.
 - ② Persuade them to change food habits and to take nutritional foods.
 - ③ Providing better returns to tribal on millet production.
 - ④ Purposeful utilization of fallow lands.
 - ⑤ Convincing tribals to use modern technologies of agriculture.
- ~~b) Ans:~~

b) Ans:- Stakeholders : and their interests

- ① Tribals :-
- a) want to maintain their traditional agriculture system.
 - b) want to maintain their food habits.
 - c) want to maintain "status quo".

- ② District Magistrate :-
- a) wants to solve the issue of malnutrition
 - b) want to use fallow lands of district.
 - c) Try to give good governance in tribal area.

③ Myself :- As an Aspirant :-

- a) wants a govt. action to curb malnutrition.
- b) wants development of tribals.
- c) wants judicious use of fallow lands in my district.

(C) Following course of action should be taken by D.M :-

- ① He should take the route of persuasion to convince tribals towards millet production. For this he can take help of Anthropologists, NGOs and social groups.
- ② He should talk to the educated ~~tribals~~ tribals to convince them about benefits of millet production.
- ③ Also, He can send this message that they have to grow this millet on fallow lands which are not being cultivated in the district.
- ④ To provide "appropriate price" of millets, the "procurement system" and "MSP provision" can be established.
- ⑤ Simultaneous use of modern technology on fallow land and traditional method on regular land. The difference in productivity will be a quite helpful to convince tribals about modern practices.

- ⑥ Apart from millet production, other method to remove malnutrition should also be adopted with the help of anthropologist.

Ex:- "Jeevan Bindi":- for iodine supplements in tribal area.

So, a holistic approach is required. After all, as per "Tribal Panchsheel", Nothing should be imposed on tribals forcefully.

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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।

Ans:-

a) In the above given case, following are the issues involved:-

- (i) "Minimum wage Act" is not being followed.
- (ii) Exploitation of workers by hotel owner.
- (iii) "Nexus" between higher authorities and political leader (Hotel owner)
- (iv) No action being taken by system.
- (v) "Negligence" of past officers.

→ following ethical dilemma in this case:-

- ① Integrity vs loyalty
(Personal) (to seniors)
- ② Personal interest vs Social interest
- ③ Cognizance vs inefficiency of system

b) Ans:- Merits and demerits of given options:-

(i) Follow the informal advice of higher Authorities

Merit

- a) No violation of seniors order.
- b) May be it will be rewarded by political leader in future.

Demerit

- a) "Violation of my personal integrity".
- b) Violation of law in my knowledge.
- c) Exploitation of workers continue.

(ii) Convincing the owner:- If he agrees! =>

Merit

- a) Violation of Act may stop.
- b) Exploitation of workers may stop.
- c) Seniors will not become unhappy.

Demerit

- a) Injustice happened in past will be ignored.
- b) No punishment to Hotel owner.
- c) My work culture will not go per law and conduct rules.

(iii) Submit of report and seeking directionMerit.

- a) the more appropriate solution/advice may come.
- b) Seniors will not become unhappy.
- c) I will be saved from taking any strict action against politician.

Demerit.

- a) I am avoiding my responsibility.
- b) Delay in decision making.

(iv) Serve a Notice and take ActionMerits

- a) law will be followed in letter and spirit.
- b) proper justice will happen to aggrieved and politician will be punished.
- c) my personal integrity will be maintained.
- d) job satisfaction.

Demerits

- ^{Seniors} a) ^ May become unhappy.
- b) Political leader (Hotel owner) may take revenge.
(Doesn't matters to me)

My final course of Action:-

- ① Collect evidence and Submit detailed report to competent authority
- ② Take workers into confidence and convince them to speak out.
- ③ Take action as per law and use power ~~against~~ under the Act.
- ④ Issue further notice and guidelines to prevent such occurrence in future.

⑤ Benefits:-

- ① My personal integrity will be protected.
- ② It will send strong message in society.
- ③ Trust enhancement in public towards public offices.
- ④ Strong work culture and follow up of law in letter and spirit.

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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।

Ans:

The recent "ASER" report regarding our education system has raised many questions to govt. It is seriously a cause of concern for India who is experiencing a phase of "Demographic Dividend".

a) Ans:- R.T.E-2009 has made primary

education a "fundamental right" under "Art. 21". So, It is the responsibility of Govt. to provide primary education (upto Class VIIIth) to all children.

Role of Govt :- In "Primary Education"

- ① To provide quality education.
- ② To provide adequate infrastructure in primary schools. ~~in~~
- ③ Toilet facilities in school for girls and boys.
- ④ Quality and responsible teachers.
- ⑤ Student friendly and value laden education / syllabus.
- ⑥ Proper implementation of "mid day meal" scheme.

Role of Govt :- In "Secondary Education"

- ① Connectivity between "primary educational institution" and "secondary educational institutions".
- ② Quality of education and Quality of teachers
- ③ Competitive exams oriented education.
- ④ Skill development and Vocational

trainings".

- ⑤ Adequate infrastructure and implementation of schemes like RISE.
- ⑥ Preparing a skilled and qualified workforce.

b) Ans:- Principles and Values involved in recommendations:-

- ① Empathy :- towards weaker section of society and to provide them quality education through public run schools.
- ② Confession :- to provide weaker section of society those facilities which are at par with private schools
- ③ Objectivity :- to prepare a well educated, values laden and skilled workforce for "New India."
- ④ Service Provider :- People should be treated as "customers" and It is the responsibility of Govt. to provide essential services.

- ⑤ Good Governance :- to recognize rights of citizens and protect them and facilitate them their entitlements.

c) Ans:- following measures can be taken to improve quality of education

- ① Merger of primary and secondary (Nearby) Institutes as done in "Rajasthan". It will help in providing better infrastructure facilities.
- ② Motivate public officials to send their wards in govt. schools. as done in "Uttar Pradesh". It will ensure :-
equality, responsibility of school mgmt., motivation among parents.
- ③ Improve and revise syllabus and make them more attractive and useful.
- ④ Provide "vocational training" in schools so that more skilled students can be produced.
- ⑤ Awareness campaign in rural areas to promote education.

- ⑥ Proper Implementation of "mid-day meal" to attract students.
- ⑦ Quality of teachers to be ensured by "TET" exams and training of teachers through govt. schemes.
- ⑧ Use of ICT, NGOs and social organisations to raise awareness.

Ex:- "Arunpragha" TV channel in North East
- "Digishala" scheme etc.

So, a holistic approach is needed to improve primary & secondary education system.

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