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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Umaharathi	Registration Number	362399
Medium Eng./Hindi	English	Date	6-sept-2019.
Center	Online (Hyp)		

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.

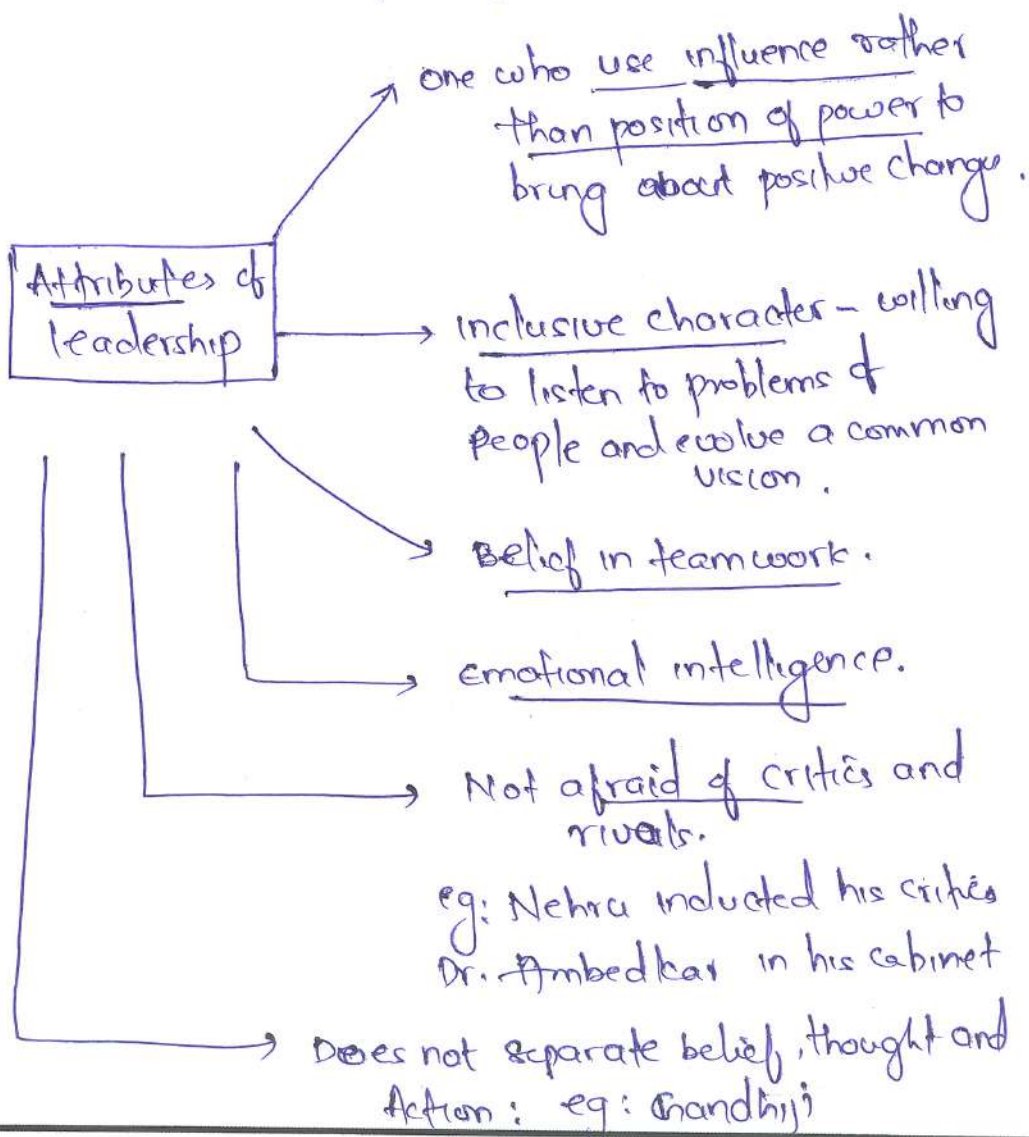
SECTION - A

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

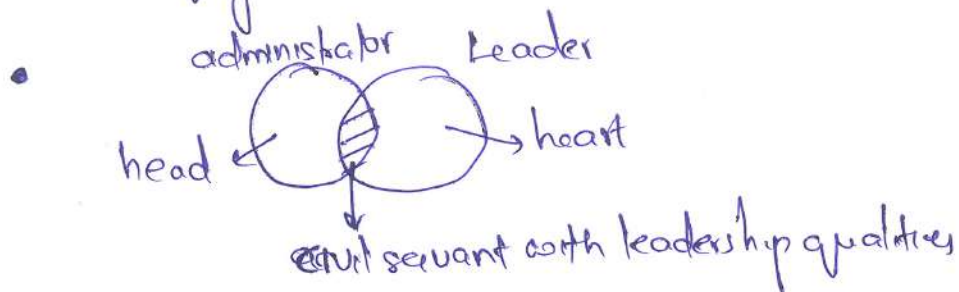
1. (a) Highlighting the attributes of leadership, analyse why it is important for a civil servant. (10)

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

Leadership is an important trait required by a civil servant, as highlighted by Nolan Committee's principles of public life/service.



It is important for civil servant to be a leader because it improves quality of governance



- To enable people to solve their problems requires motivating, inspiring.
eg: Amishyapuri - people's road.
- In line with principle of minimum government and maximum governance.

Thus leadership qualities in civil servant make administration/governance - citizen friendly, responsive, empathetic and therefore effective.

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।

According to the report of Nolan committee one of the determinants of good governance is civil servant's ability to balance between objectivity and empathy.

Objectivity

↳ It means taking decision based on ^{merit, rules} objective criteria, such as facts, evidence, etc.

↳ The idea is to avoid personal biases, prejudices and experiences adversely affect the quality of decisions.

Empathy on the other hand means trying to understand what other person is going through by taking his/her perspective.

Relationship between objectivity and empathy

→ can they be contradictory?

Sometimes, yes.

Empathy

↓
understand
individual situation
and take
decision accordingly

Objectivity

↓
Take decision based
on established
fact and rule.

Both values are important and therefore
a balance must be achieved for best
outcome.

For eg: Lack of adhar for obtaining ration.

Objectivity

↓
deny ration
based on the
rule of compulsory
adhar

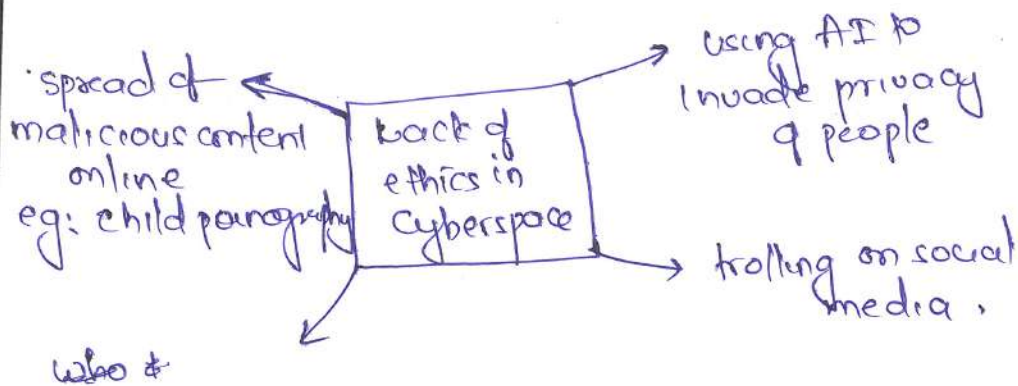
Empathy

↓
Make an exception
considering the
status of person and
ground food.

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?

Ethical issues in IT and cyberspace need deliberation to avoid misuse of technology.



In this context, role of ethics in cyberspace

→ to ensure responsibility among users of cyberspace

eg: unbecoming behaviour such as trolling need to be controlled.

→ Code of ethics and code of conduct should be formulated by social media platform

→ To deal with difficult situations.

→ who should be held responsible for

accidents made by driverless cars

→ To ensure prejudices and stereotypes are not
fed into emerging technologies

For eg:- transparent coding and data
details with respect of machine learning
and AI

Thus as information technology and cyberspace
get merged more and more with physical world,
we must ensure they are backed by
strong ethical standards.

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।

According to the world bank's definition of good governance, transparency is one of the key attributes of good governance.

Transparency = inclination towards being open, disclosure with respect to working, goals, achievement, failure of an organisation

Transparency as an essential precondition for good governance

- Gains public trust and confidence etc.
- Essential to enable public participation in governance.
eg: Fittens charter
- Allows people to make informed decisions.
- Allows people to monitor the governance,
eg: - give feed back etc.
eg: social audit is not possible if administration is not transparent

That is why 2nd Arc calls transparency as master key of governance.

In this context enactment of Right to Information is the right step. Its implementation can be improved through

- Proactive disclosure
- Ease of disclosure.

Besides, transparency should be supported through improving ethical standards of employees.

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।

The given statement talks about
what should be the criteria for a nation to
judge its progress/success.



It should be judged on the basis of how
the poorest and marginalised and vulnerable
sections of society are treated. The
quality of their life and progress should be
yardstick for judging character of a
nation and its citizens

to reg: Treatment of Dalits,
tribals, women,
transgenders,
Below poverty line
population.

This is because, the quality of their life tells us whether or not ~~the theory of~~ social justice is present.

John Rawls

↓
responsibility of
state towards
lowest sections

↓
responsibility of
the well off towards
poorer sections
of society

Thus we must focus on improvement on living standard of the lowest sections, rather than becoming happy about increasing wealth of millionaires in the country

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 given statements highlight the true scope of education.



Education doesn't simply mean students gain information about different aspects. It is also about inculcating values - such as tolerance, compassion, respect, towards all entities on earth.

Education that focuses on information alone



Doesn't ensure protection of environment, respect for diversity and social harmony



collapse of humanity and society

Inclusive education that focuses on harmony.



- Ensures sustainable development.
- Ensures zero tolerance for social ills such as caste discrimination

In today's world of increasing information everywhere, education must focus on inculcating values among students.

This ensures that information is put to collective welfare, and helps in development of holistic individuals.

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 acquired predisposition to act in certain matter (favourably or unfavourably) towards an object or a situation.

— Ability on the other hand is the aptitude or natural potential ~~latent~~ or developed skill.

Both are important for success.

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

For eg: one has ability in a sport - say cricket.
But if he doesn't have attitude of hardwork, dedication, it wouldn't be possible to achieve success.

For eg : A person has great ability for coding.
 $\begin{matrix} \text{Ability} \\ \text{(Coding)} \end{matrix} + \text{attitude} \begin{cases} \xrightarrow{\text{good}} \text{use of skills for improving educational outcome} \\ \xrightarrow{\text{bad}} \text{Hacking into others account} \end{cases}$

Thus it is important to support our ability
with right attitude.

ability + right attitude $\Rightarrow$ success

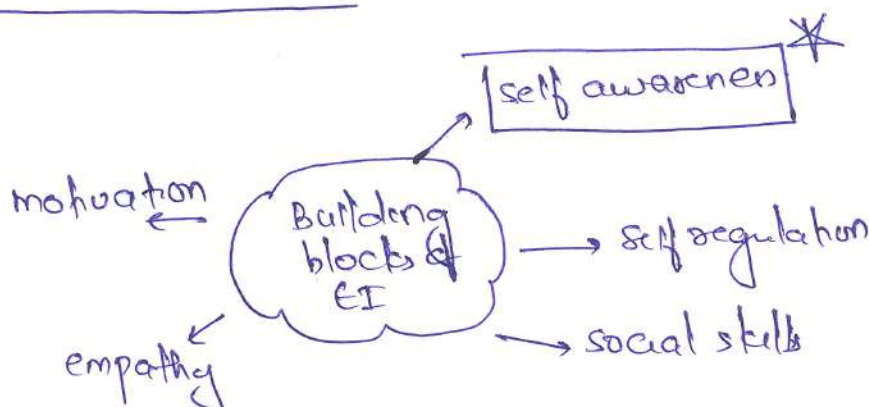
&

- $\rightarrow$ hardwork
- $\rightarrow$ patience
- $\rightarrow$ tolerance
- $\rightarrow$ commitment

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 means being able to identify and manage emotions in oneself and those in others. ~~But~~ better relationships and positive outcomes.

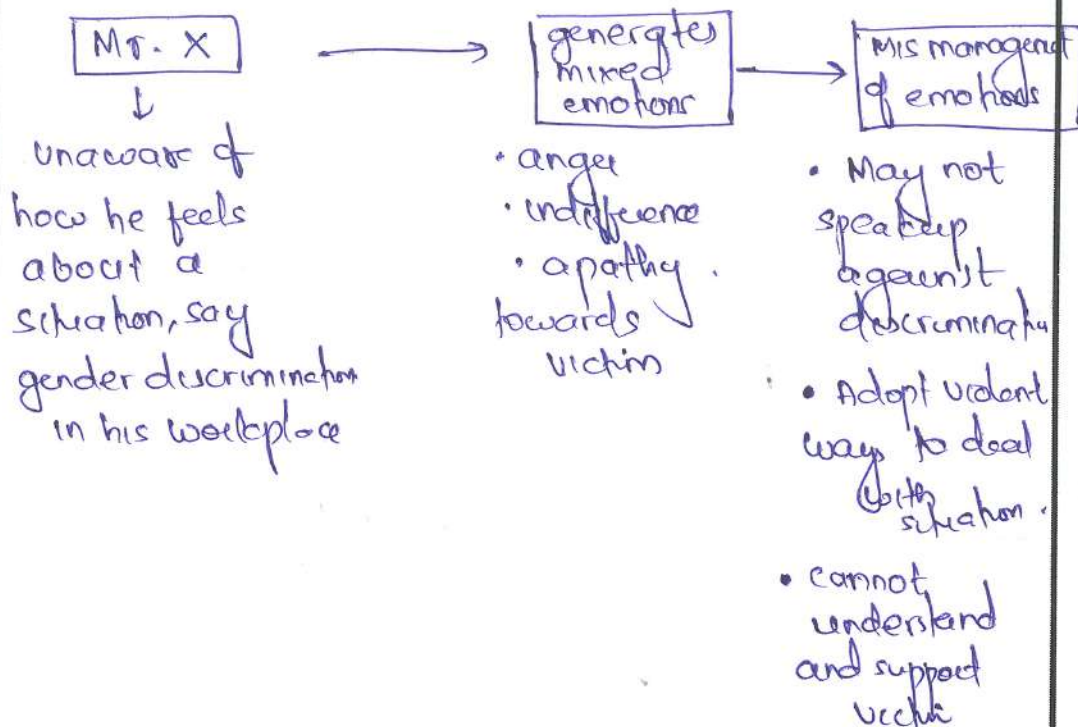


Self awareness is the primary building block of EI. It means person being aware of oneself — ~~strengths~~, weaknesses, emotions, values etc.



without self awareness, it becomes difficult to identify and recognise emotions one is

experiencing *



This it is important to develop self awareness especially in today world of technology that threatens our self awareness ~~by~~ ^{through} distraction.

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।

The 2nd APC Commission recommends integrity pacts to improve ethical standards in private sectors role in governance.

Integrity pact → Signed between by the private party, in case of public projects and PPP project.

↓
Promise to follow highest standards:
- transparency,
- accountability,
- ensure high quality,
etc

Role of integrity pacts

Transparency → clearly lay down what is expected and what is not.

→ remove ambiguity between perceived and intended outcome.

→ public is made aware of terms of contract clearly.

Proper utilization of funds

→ The private party can be held accountable for misuse of funds and violation of the pact

~~There, as~~ The role of private sector is increasing in governance. It is important to ensure that their value of profit motive doesn't overshadow ethical and legal considerations. Effective implementation of integrity pacts is key to ensuring private sector makes profits legally and ethically.

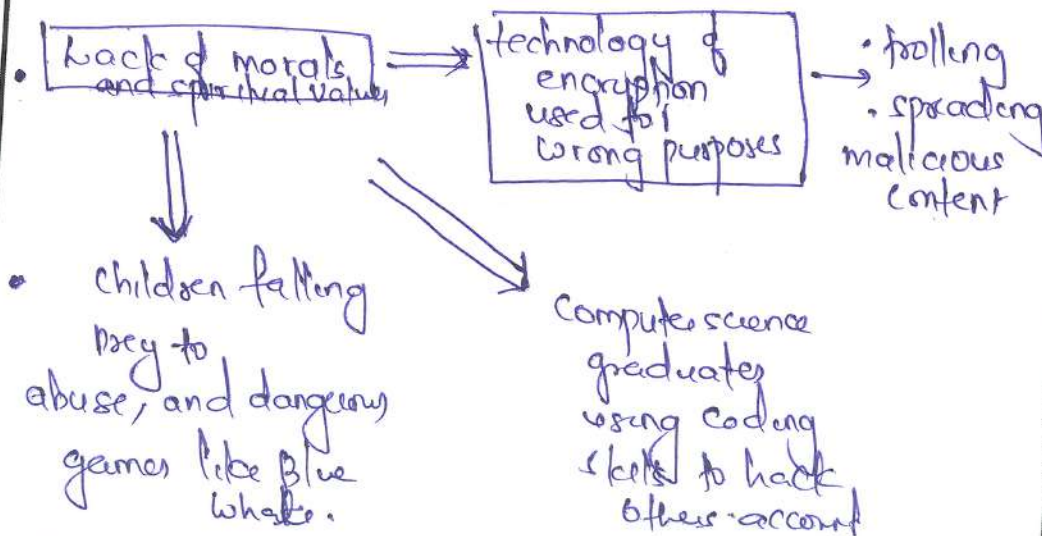
5. (b) In the context of rapid technological change, discuss the significance of inculcating moral and spiritual values in educational institutions. (10)

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

World is undergoing rapid technological changes. children from very young age are exposed to several types of technology.

↳ In this context there is need to inculcate moral and spiritual values in educational institutions — to prevent misuse of technology and protect oneself from adverse effects of technology

For eg:



Thus Moral values and spiritual values are needed

⇓

use technology for
collective benefit

values of tolerance,
public service, altruism
etc.

⇓

- To not lose self awareness
because of distraction
by technology
— social media
etc.

- Gandhi's concept
of ^{living based on} ~~earning~~ need
rather than greed.

⇓

so not get
drowned by
technological advances
etc.

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

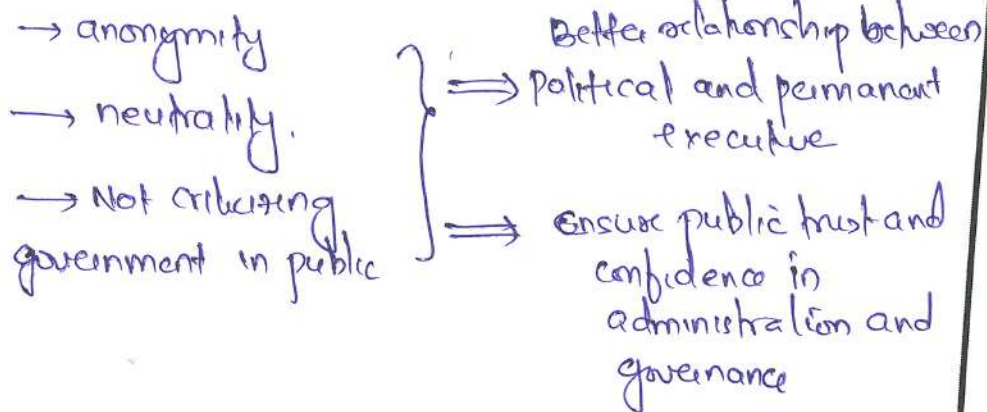
दीनदयाल उपाध्याय द्वारा प्रतिपादित एकात्म मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

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।

The conduct and behaviour of civil servants has critical implications on quality of governance. ✖

Civil servants

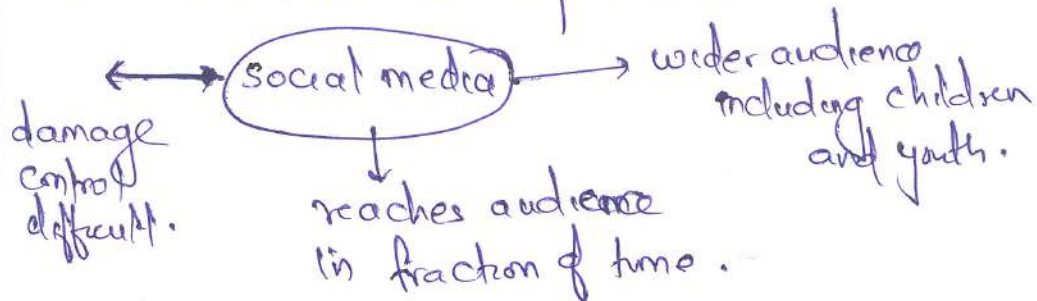


• In this context, civil servants are expected to follow/adhere to code of conduct and code of ethics.

With rise of social media and its crucial role in governance, civil servants presence on social media is increasing as well. Therefore, their conduct on social media should be

are backed by code of conduct and ethics.

It is all the more important because



Thus an effective code of ethics is needed, which does not overly restrict their freedom of speech.

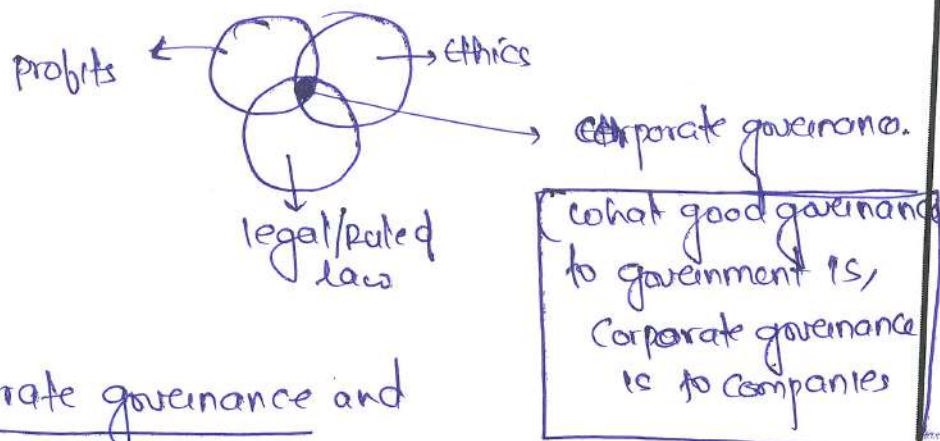
↓
This would avoid instances where civil servants use social media to criticise government (eg. Shah Faesal tweet row). while at the same time allows better use of social media for quality governance.

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 refers to structures and mechanisms that allow a company to balance the following aspects.



Corporate governance and
Equitable treatment of all stakeholder

- shareholders — small and large

→ small stakeholders interests should not be compromised for those of promoters and large share holder.

- Big corporate governance — prevents illegal accumulation of wealth.
transparency accountability fairness

Nirav modi fraud → poor corporate governance
kingfisher airlines
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- Effective auditing mechanism prevents & highlights malpractices of management
- Ensures companies adhere to corporate social responsibility

Thus corporate government is crucial to implement concepts of social license to operate and Triple bottom line.

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.

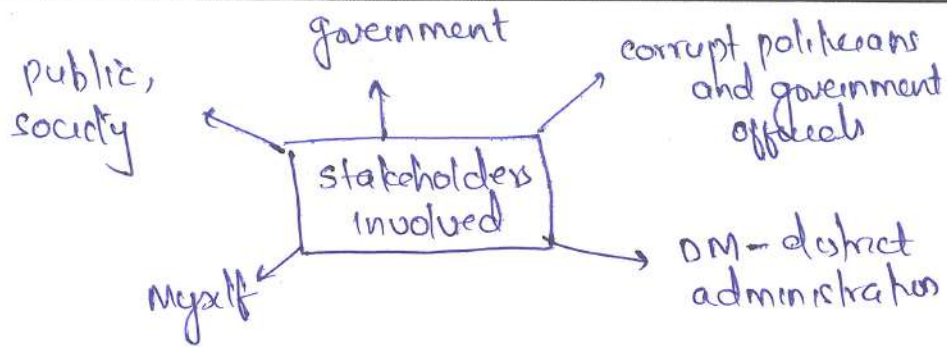
In this context, evaluate these options:

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।



- As an SP it is my responsibility to
- investigate the matter and provide report to DM
 - ensure that the guilty are punished.
 - ensure public do not lose confidence in the administration.

Q)

Merits

- obeying the order of the higher official.
- Gathering of evidence is done.
- Doing my duty

Demerits

- The DM may or may not act on the report.

2.

Merit

- Following the rule of law.
- Given the seriousness of the offence, immediate action is needed.

Demerit

- Affects public confidence in administration because of few unethical persons.
- Lack of coordinated approach by working as a team with DM.

3.

Merit

- The issue gets public notice as there is high chance that investigation report can be fiddled by powerful officials.

Demerit

- Against the code of conduct
- can seriously damage reputation of the administration
- accused must be given free and fair trial.
- Issue of "media trial"

Keeping the merits and demerits of different options in mind, I would follow the following course of action.

Course of actionReason

1. Gather the appropriate evidence and file investigation report and submit to the DM.

DM is the overall incharge of the issue and exercise department. The ground reality should be communicated to him.

2. seek further ~~course of~~ action.

DM is likely to have the a holistic perspective rather than looking it as a simple law and order problem.

Depending on DM's
reply

Do nothing

||

persuade the DM to change his mind and take action.

Taking appropriate legal legal

Follow DM's direction.

Reason:-

It is important to obey the order of DM. But at the same time as a civil servant it is my duty

to uphold justice. The issue may
be cause embarrassment for the
administration, but that is
no excuse for not taking
action.

Considering the sensitivity of the issue, appropriate
-action should be taken, where 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:

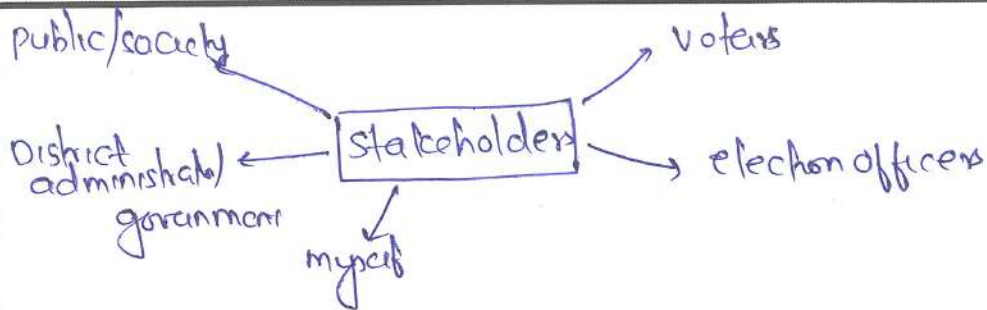
- (a) Identify the civil service values that are crucial for working in such adversities.
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation. (20)

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।

*As a returning officer it is my responsibility
to ensure
→ free and fair elections
→ peace and law and order in the
district.*



a) The following values are needed to deal with such challenging situation.

Leadership → To motivate the electoral officers to do their duty

↓
To motivate and inspire public to come out and vote.

Courage → To not fall prey to propaganda of violence by the naradites.

empathy → understand the situation of voters and not adopt any coercive means.

emotional intelligence → To stay motivated even when the entire system seems to be demotivated

Integrity → Doing one's duty without fearing consequences. (Nishkama Karma)

The following plan of action will be adopted.

1. Improving the ^{vigilance} security situation by deploying more forces.

→ It is important to convince the voters to come out and vote.

2. convincing / ~~the~~ motivating the officers

→ They must be doing their duty with courage and dedication. Otherwise the narratives would have a leverage.

↓
It would ~~entirely~~ motivate the voters.

To this end, I would remind them of their duty, their commitment to service. I would use examples from the department to highlight my point.

3. convincing the voters

↓
Taking help of local leaders to persuade voters

→ Appeal to voters on the need to exercise their franchise, as they have moral responsibility as a citizen.

→ Tell them about the security arrangements
put in place.

→ making available separating
mechanisms to tackle disputes
if any.

Based on the interactions with different stakeholders
vulnerability maps will be prepared in advance.

→ extra layer of vigilance and
protection.

In this manner I would try to ensure
elections occur without any inconvenience to the
voters. It is important that electoral
process take place in LWE areas to
defeat the naxalite ideology. As a result
public officials in such areas should cultivate
exemplary civil service values to deal with
difficult situations.

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) stakeholders

- Factory workers.
- labor office
- owner of the factory (my friend)
- district administration
- government and society
- myself (DM)

Public cause

↳ Treatment of workers in factories

↳ adherence to labour laws by the factory owner.

The workers in the factory have right to be treated with dignity.

Ethical Issues

↳ conflict of interest situation — ~~proximity~~
District magistrate's personal relations affecting official actions of the administration (labour office)

↳ Ensuring my friendship with owner does not affect the action taken.

↳ ~~Ensuring that the owner is not framed on false report while~~

Giving the owner chance to prove innocence, while not appearing as helping him cover up the mistake

The following course of action will be
taken.

Reason

- | | |
|---|--|
| <ul style="list-style-type: none"> • Determine the authenticity of media report and discussing the issue with labour office • order an official enquiry into the issue. Meet the workers and know their grievances. | <ul style="list-style-type: none"> • In order to know and inform myself about the issue better. • It is important to gather evidence before taking any action. |
|---|--|
- in the mean while discuss the issue with the friend and persuade him to address the discom of workers immediately.
- | | |
|---|---|
| <ul style="list-style-type: none"> • The labour office will be told to take necessary action | <ul style="list-style-type: none"> • My personal relation should not dictate actions of the labour office. |
|---|---|

Before initiating legal action, I would try for
a compromise and or out of court settlement.

↳ by persuading the owner

↳ Arranging for a meeting between
workers and owner mediated by labour office

In case the owner refuses to address concern,
the legal course of action will be taken.

In this manner, I would ensure that
my friendship does not come in the way of
doing my duty and my commitment to
public service values. At the same as a responsible
friend I will try to change my friend's
behaviour for better outcomes.

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।

(a)

Key issues

→ Low levels of malnutrition among a vulnerable and marginalized section of society - Tribals.

→ Changing age old food habits and traditional agricultural practices to improve nutrition levels.

Challenges

- Tackling above two issues ~~without~~
 not hurting/disrespecting the
 cultural considerations of tribals
- keeping in mind the low awareness levels of tribals
 - gaining trust and confidence of tribals and ensuring participation

(b)

Stakeholders

Tribal cultivators.

Tribal population in general

District administration

Interest

- Remunerative crops
- Their culture, practices they want to conserve
- Overall wellbeing.
- Improving the nutritional levels of tribals
- gaining confidence and trust of tribals
- Improving tribal participation in program

Government and
society

moral
responsibility towards the
vulnerable sections of
society.

c) Course of action.

- ① convince the tribals on the need to improve nutritional levels, which could be done by changing agricultural/cropping pattern.

↳ To this end, the tribal leaders and other respected persons in the society must be approached. Tribals are more likely to get convinced through them.

- ② Design a cropping pattern that is in sync with their food habits.

↳ For eg - selecting certain crops from their own foods, that can immediately improve nutrition.

This can be done by discussed the issues with tribal bodies.

This will help gain trust and entust participation and prevent any backlash.

- ③. Ensuring that tribals receive remunerative prices - through effective implementation of procurement scheme.

↳ If needed, suggest to higher officials the need to change the incentive structure eg: procurement for millet.
This takes care of their economic concern.

- ④. preparing a broader strategy for malnutrition tackling.

↳ Food production is only one ^{reason} aspect of malnutrition. Other reasons such as.

- ensuring availability (PDS)
- effective implementation of midday meal scheme
- strengthening public health care needs to be addressed.

It is important to improve socioeconomic development levels of the tribals. It is essential aspect of principle of social justice (John Rawls) However, while doing so, the administration must take into consideration their circumstances. Their culture must be respected, and our programmes should be aligned with their way of life. This ensures their overall wellbeing and their confidence in government.

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।

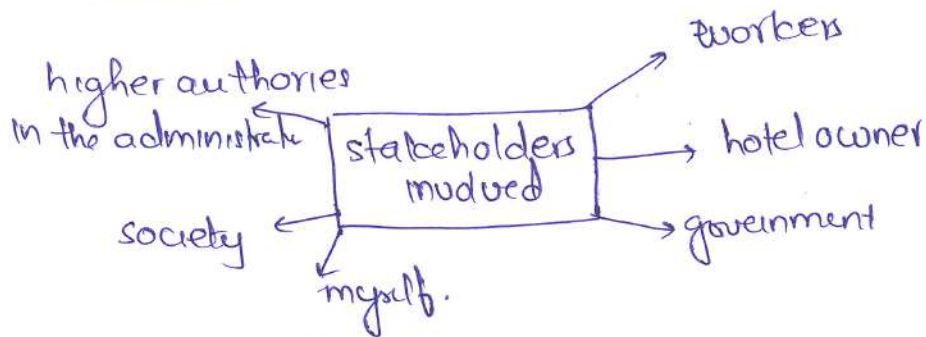
(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

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।

The given case study highlighting ~~set~~ a difficult situation that demands from a public servant - courage of conviction, commitment to duty and public service values, compassion to ameliorate distress.



a)

issues involved in the case:-

- Violation of law.
- Violation of human rights of workers
- state failure to ensure basic rights of its citizens against powerful vested interests
- nexus between criminals/corrupt persons and government officials.

→ Victims unable to come forward and complain.

→ ^m officer's commitment to duty despite lack of support from the system.

(b)

option I

Merit

- obeying the higher authorities
- No private cost incurred - such as transfer, harassment etc.

demerit

- Failure to uphold public service values
- Failed as a moral citizen
- The ~~crime~~ ^{offence} continues to happen.

option II

Merit

- Not necessarily taking long legal course
- Out of court settlement
- Doesn't annoy higher authorities

demerit

- May not be convinced
- Not held accountable for the previous violations.

option III

Merit

- necessary evidence is gathered for proper action.

Demerit

- against order of my higher authorities
- May face harassment from within and outside system
- May take long

option IV

Merit

- Doing my duty
- may initiate certain action from owner.

Demerit

- The notice may not be honored
- The higher authorities may force me to take it back

the following course of action will be

taken

- prepare a detailed report and present it to higher authorities and convince them take note of issue.

↳ It is possible that they were unaware of the issue / ground reality.

A detailed report may help them change their mind.

→ In the mean while convince the owner to change his ways or face legislation.

~~base~~ In case there is no change in stand

→ I would approach the competent authority with ~~all the evidence~~ the detailed report

→ convince the workers to come forward and report the issue.

↳ They will be told about the need to speak up and change the ~~status quo~~

↳ they will be reminded of alternative job opportunities and assistance from the government

↳ their moral responsibility to fight against such malpractices

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।

अ) providing education is one the core functions of the government.

Role of government in public education

→ providing equity in access to education

• commercialization or privatization can exclude by making education unaffordable for few.

→ providing quality education at affordable cost so that there is equality of opportunity for development

→ state must keep in mind diverse family backgrounds of children and provide necessary support

→ Regulation Effective regulation of sector is needed for

↳ preventing commercialisation of noble service such as education

↳ academic freedom is not throttled by undue influences — market forces etc.

↳ maintain uniformly high standards of education.

(b)

principles and values guiding recommendation.

General

• responsibility of government to ensure social welfare (social contract theory)

• concept of social justice ~~or~~ differential treatment to the lowest sections of society
eg: addressing dropouts which tend to be higher among women, tribals etc.

- involving participation of parents, civil society along with administrator.

specific principles

Transparency → in mechanism & functioning of school

Accountability → of teachers &

inculcating better work culture in schools.

improved teacher-student relationship.

(c) way to improve:

→ Shifting focus from quantity to quality.

↳ benchmark expected outcomes

→ Better governance of schools through

↳ controlling teacher absenteeism

↳ initiatives such as teacher report cards — as done in case of Karnataka

↳ Committees involving parents, civil society for better management, as

already mentioned in RTE act.

→ Focussing on better pedagogy,

↳ better teacher training

↳ teaching at the level of understanding of student

↳ innovative projects and activities to engage children

↳ taking help of technology to augment classroom learning.

→ case by case handling of dropout.

↳ teachers should try to find out common reasons behind drop outs — by talking to the student, his family.

↓
This can become valuable and personalised inputs to administration and can result in targeted actions.

It is important that students stay in schools and colleges, and remain interested in education. Achieving this is not ~~just~~ only government's responsibility but also that of parents, society and the students themselves.

A collective effort can ensure that
India can effectively reap its demographic
dividend and improve human development
level.