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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	Ganesh Kumar Baskar		
Medium Eng./Hindi	English	Registration Number	220239
Center	Online	Date	19/8/2019

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

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 refers to a leader's qualities who envisions a mission, creates a strategy to achieve it and motivates his followers to work in that direction through inspiration.

It is one of 7 values suggested by Nolan Committee

~~Reference~~
How leadership is different from administration

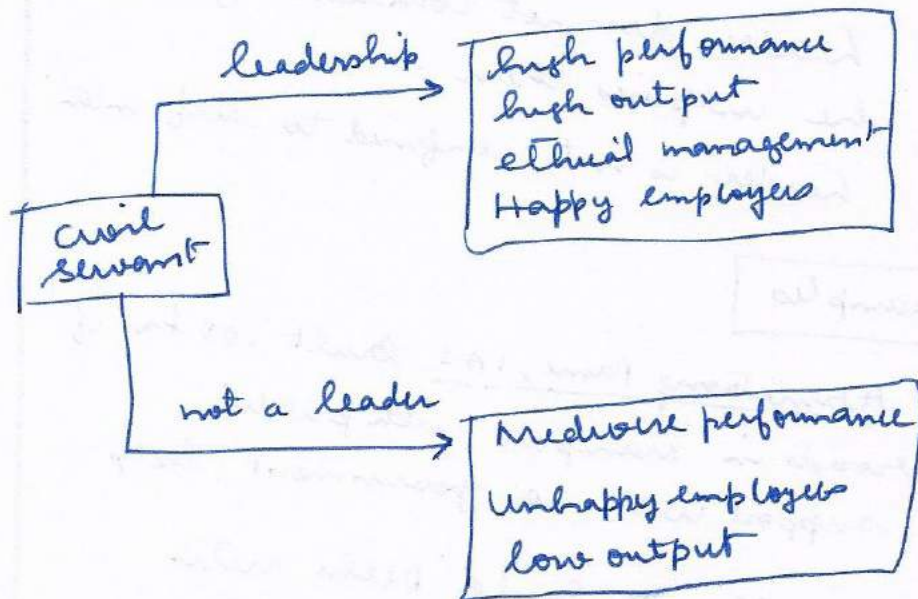
- ① leader goes beyond given mandate
- ② leader does not command followers, he inspires them.
- ③ leader is not confined to self-interest.

Examples

- ① Armstrong Pame, IAS built 100 km of roads in Manipur with public support with no government help.
- ② Sreedham, build Delhi metro in record time before the target date.

Why is leadership needed

- ① leader delivers much more than an ordinary employee
- ② leader is committed to public service not self interest
- ③ leader follows the Kautilyan principle of "Yogakshema" - welfare of others
- ④ leader can inspire employees to achieve more than their capability.
- ⑤ leader has a longer-term vision



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।

Both objectivity and empathy are foundational values of ^{civil} service

Objectivity refers to actions and decisions based on hard evidence and rules instead of being swayed by emotions and biases.

Eg. Giving higher marks in job interview to a relative due to personal liking would be non-objective.

Why objectivity in civil service

- ① To be impartial
- ② Avoid bias against any section of society as India is diverse diverse
- ③ Weberian bureaucratic ethics considers objectivity and procedural decision-making as corner stone for bureaucratic morality.

Empathy refers to the ability to understand the feelings and sufferings of others.

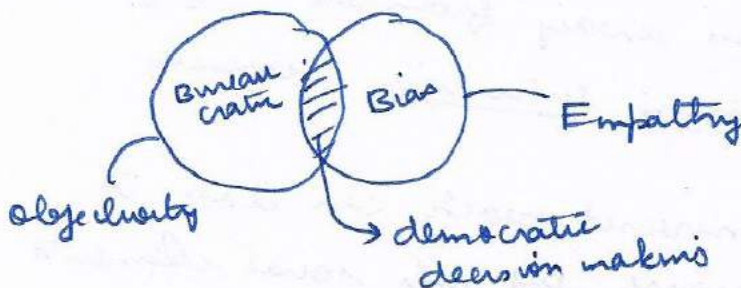
Eg. A CM understanding the woes of drought faced by a common peasant.

Why empathy needed

- ① Needed ~~for~~ for a compassionate society
- ② Gandhi's Talisman suggested it
- ③ To serve the weaker sections with compassion

Relationship - empathy, objectivity

- ① Objective assessment is essential to understand the position of others resulting in empathy.
- ② When objectivity leads to bureaucratic decision making based on rules, it leads to lack of objectivity



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

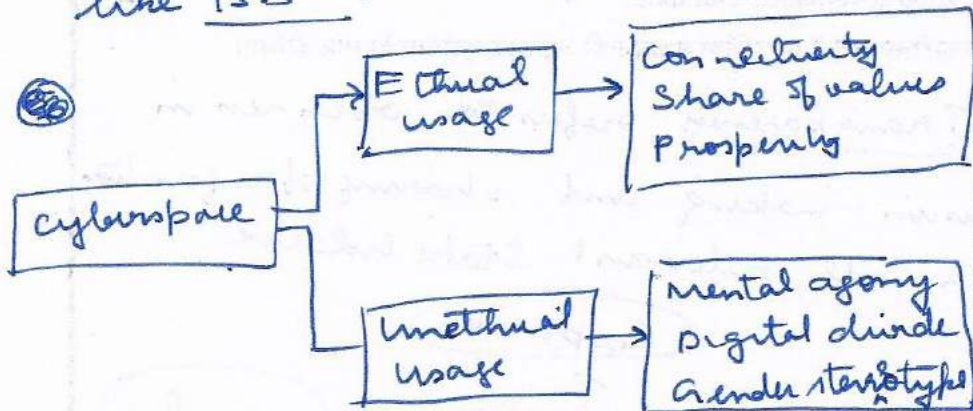
सूचना प्रौद्योगिकी के तेजी से बढ़ते उपयोग के साथ, आपके अनुसार साइबर जगत में नीतिशास्त्र की क्या भूमिका है?

Advent of internet, social media and other IT platform has created cyberspace which has existed for a less than a century.

Hence a totally new set of ethics is needed to tackle this novel invention.

Why ethics in cyber-space?

- ① Guide users ~~on the~~ and educating them on appropriate cyber-behaviour
- ② Tackle issues like cyber-bullying, child pornography, stalking on social media etc.
- ③ Creating a tolerant and safe cyberspace ~~away~~ from the angry and bullying behaviour currently
- ④ Increased reach can lead to misuse by anti-social elements

like ISIS.~~How to enforce ethics~~

Examples of lack of ethics

- ① Using morphed videos of females for blackmail
- ② Shreya Singhal case SC judgement on improper use of IT Act, 2008

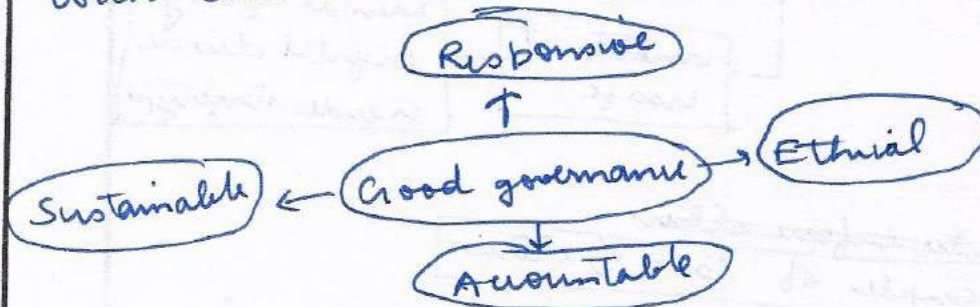
How to enforce ethics in cyberspace

- ① Arrive at multilateral and multi-stakeholder consensus
- ② Publish explicit code of cyber ethics under UN umbrella
- ③ Model legislation to enforce breach of laws related to cyberspace

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

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

Transparency refers to openness in decision-making and sharing of information with all relevant Stake holders



Transparency and good governance

- ① open decision making leads to less chances of discretionary misuse of resources
- ② Participatory decision making results in more citizen-centric governance
- ③ Practices like social audit lead to democratic behaviour among civil servants
- ④ Reduction in corruption due to fear

of exposure

- ⑤ Empowerment of citizenry by
transparency leads to political
mobilization resulting in good
governance

⑥ Examples

- ① RTI actions led to dropping of
plans of privatisation of Delhi
Jal Board
- ② Social audit as a part of MGNREGA
led to reduction in siphoning off
of money

Way forward

- ① Reduce exemptions under RTI
in section 11 etc
- ② Make social audit mandatory in
all government schemes.

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।

Nelson Mandela talks about the equality of rights and dignity for all citizens irrespective of any artificial like wealth.

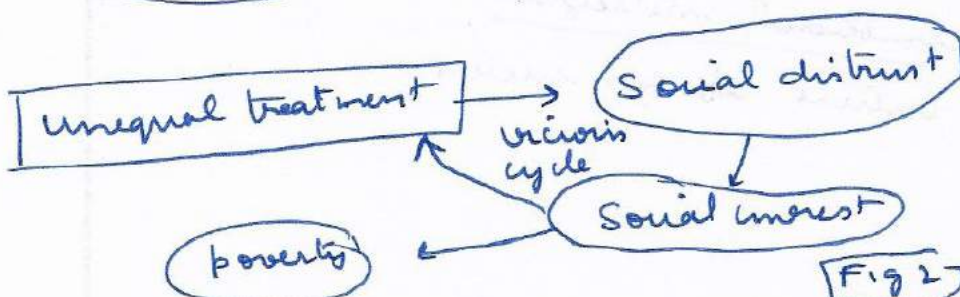
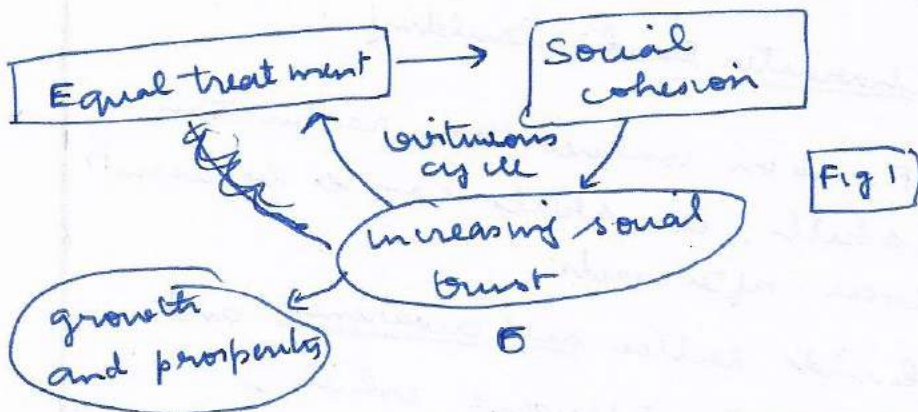
Philosophical justification

- ① Kant argued that intrinsic rational beings are an end in themselves
- ② John Rawls principle of equal liberty provides the same argument.

Why needed in current times

- ① Leads to higher form of civilization
- ② To counter the rising Xenophobia in recent times. Eg. Racist attacks in Europe.

- ③ To satisfy the constitutional principles of equality and other fundamental rights
- ④ Reduce anger against rising inequality that leads to social unrest. E.g. Occupy Wall Street movement.
- ⑤ Avoid misadventures like Naxalites who emerged due to non-equal treatment meted out to tribals in central India.



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

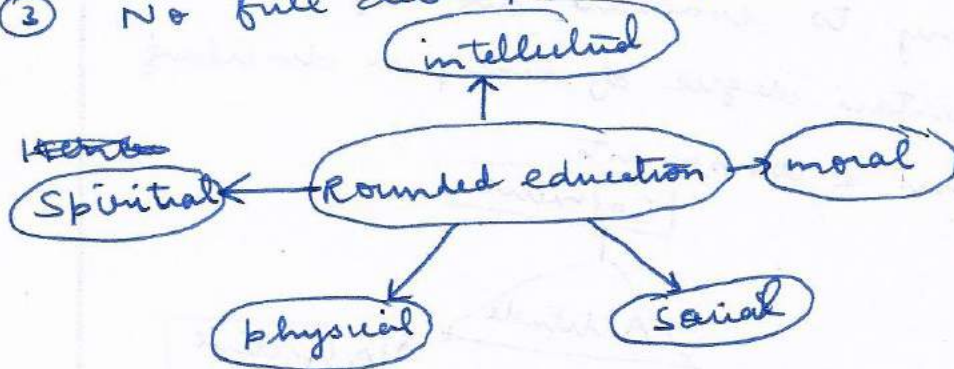
The above statement highlights the importance of holistic and value based education instead of simply focussing on rote learning.

Need for holistic education

- ① Builds a better person valuable to society rather than self only.
- ② Leads to ethical learnings and society.
- ③ Character ~~builds~~ building.
- ④ Focus on values ~~than~~ rather than skills, as skills can ~~a~~ be learnt even afterwards.
- ⑤ Builds better self awareness and emotional intelligence which is critical ~~to~~ for success.

Disadvantages of rote learning

- ① Disconnect from society
- ② Decline of values
- ③ No full development of mind



Hence rounded education leads to harmonious individual, society, nation and ultimately humanity.

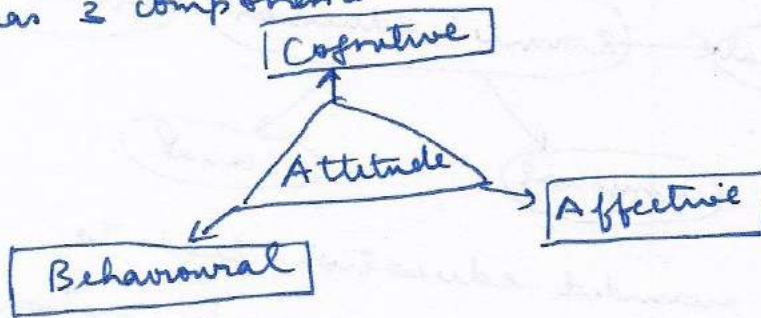
Gandhiji rightly pointed out that "Education is the parallel development of hand, head and heart".

It can avoid educated anti-socials like Osama Bin Laden, Christchurch shooter in Mosques etc.

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

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

Attitude refers to the psychological tendency to evaluate an object with a certain degree of liking or disliking. It has 3 components



In modern day, only ability is not sufficient - it needs to be backed up by right attitude

Reasons

- ① Ability can be used destructively as well. Hence right attitude is needed for using it constructively.
- ② ~~Ability alone does~~ attitude to win is required for success which is not related to ability.

③ Examples from Daily life

① During the course of my job of marketing, I tried to avoid public speaking as I felt unprepared.

My Boss pointed out that I was good at addressing small groups. So I, had ability but it was my attitude that needed changing.

By pushing myself, I was able to address, a sales - seminar attended by 1000 employees from all-over the world.

② During school days, I was not involved in physical activities. I did not succeed in them due to my attitude. However in college, encouragement from friends ~~in~~ changed it and I was able to represent my college in inter-city Basketball competition.

Gandhiji rightly said - "You ~~become~~ ^{are} what a product of your thoughts".

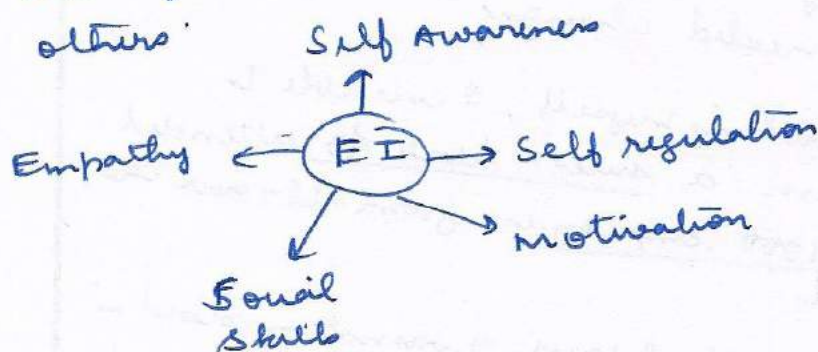
Hence attitude determines the success warranted by ability.

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 refers to the ability to manage one's own emotions, as well as that of others, motivating oneself and influencing behaviour of others.



Self awareness refers to the ability to understand one self and is the beginning point from which other components of EI are developed.

Examples

- ① I became self-aware about my tendency to dominate the my conversations with topics of

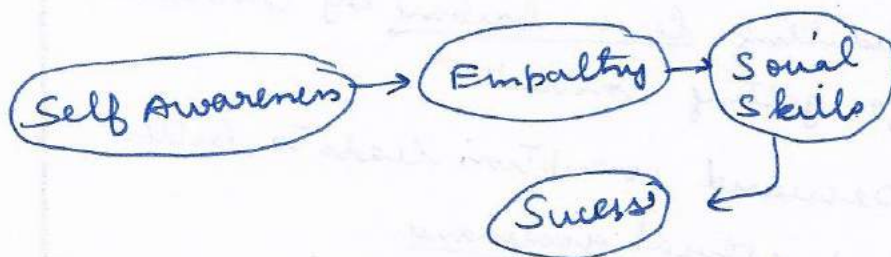
my own interest. Which did not allow me to hear others.

once I changed this behaviour post awareness, I understood the perspectives of others will

② In my job as a marketing executive, I would always pitch the top-class performance of our computer hardware as I personally liked that.

However I later realised that most customers are interested in cost-cutting.

This self-awareness helped in increasing my sales significantly.



As Daniel Goleman pointed out, "IQ can get you hired, but EQ can get you promoted."

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 pact refers to the agreement between a private vendor and an organisation like government ~~which~~ during transactions. The pact requires that the party will not indulge in an unethical action to gain contract. It also agrees to severe penalty in case of breach.

Role in public contracts

- ① Resulting lesser bribing by contractors for getting contracts.
- ② Decreased corruption leads to better and ethical governance.
- ③ Fiscal improvement as cost of contract decreased due to no corruption.
- ④ Leads to free competition ^{and fair} among vendors resulting in awarding contracts on merit.

⑤ Remove inscrupulous vendors who might give worse products due to need to beat the market.

⑥ Saves taxpayer money.

How to implement them

- ① make them mandatory in all large contracts
- ② Enforcement of integrity pact with Central Vigilance Commission (CVC)

Examples

- ① Coalgate scam companies could have been punished had they signed integrity pact
- ② Augusta Westland Chopper could have been avoided if defence contractors had been forced to sign integrity pact

Way forward

- ① Rigorous implementation and compliance
- ② Incorporation of other governance principles into the procurement process

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

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

Winston Churchill said - "The first job of university is not to ^{teach} ~~teach~~ trade but wisdom, not skills but character"

The above quote brings out the necessity of spiritual and moral values in education.

Impact of technological change on values

- ① Penetration of technology has led to withdrawal from society which taught values
- ② Social media leads to cyber-bullying and bad behaviour at young age
- ② Television, and movies glorify bad behaviour and values like - stalking hara etc.
- ④ Video games especially violent ones have led to desensitisation desensitization

Examples

1. Christchurch mosque shooter live streaming on facebook
↳ Show bad values + Technology
2. Hate speech and racism harassment on social media

Significance of inculcation^{of values} in educational institutions

- ① Inculcate tolerant and spiritual values to counter negative effects of technology
- ② Teach children on how to avoid bad influence of technology
- ③ As 1st place of socialization - set up role models - positive ones who can inspire them
- ④ Build character of students - This will reduce cyber-bullying and stalking.

Changing technology requires changing approach to ethical education. Hence there should be incorporated in national education policy.

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।

Deen Dayal Upadhyaya is one of the stalwarts of contemporary Indian thoughts on humanism.

Integral humanism propounded by Deen Dayal Upadhyaya refers to the ~~well~~ welfare of weakest section and their progress along with the national mainstream.

Elements

- ① Equal dignity and rights to all humans.
- ② Special care towards weaker sections of ~~society~~ society.
- ③ Reliance on self-help rather than dole.
- ④ ~~Care~~ Incorporated ~~theory~~ the ethics of stewardship and trusteeship.

Contemporary relevance

- ① Withdrawal of government from social sector post-1991 LPG changes and dominance of private sector.
- ② Poverty and malnutrition still not eliminated.
- ③ Weaker section especially rural areas lack opportunities of growth and coming out of poverty.
- ④ Increasing inequality due to technological changes and automation.
- ⑤ Continued displacement of tribals and farmers without sufficient rehabilitation in the name of development.
- ⑥ Environmental degradation and climate change.

Clearly the principle of integral humanism applies even today and will guide our path towards progress of India.

7. It is imperative for a country like India, that code of ethics should be implemented for civil servants on social media platforms as well. Discuss. (10)

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

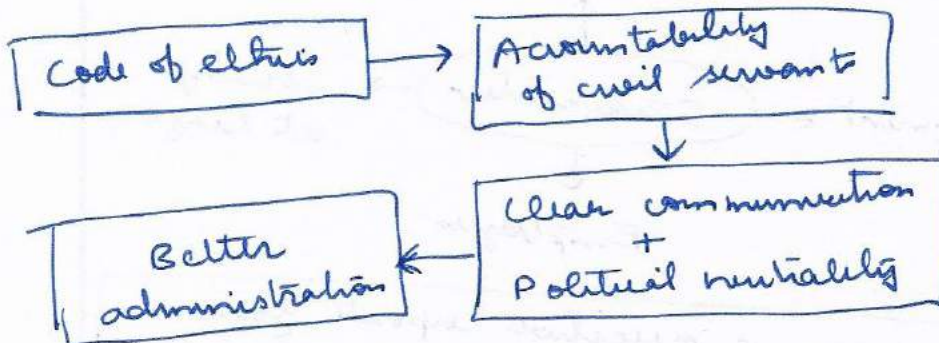
Code of ethics refers to a set of values and moral codes laid down by government to guide the behaviour of civil servants.

Currently India does not have a code of ethics. But India has ~~to~~ conduct rules like central services (conduct) Rules, 1964.

Code of ethics for social media - Why?

- ① Reduce chances of miscommunication of policy and resulting confusion.
- ② Ensure non-partisanship and political neutrality of civil servants.
- ③ Guidance to civil servants on what is acceptable and what is not.

- ④ Avoid rumour-mongering in sensitive areas like J & K and North East
- ⑤ Promote ethical use of social media in society as a whole
- ⑥ Ensure accountability of civil servants for their actions online



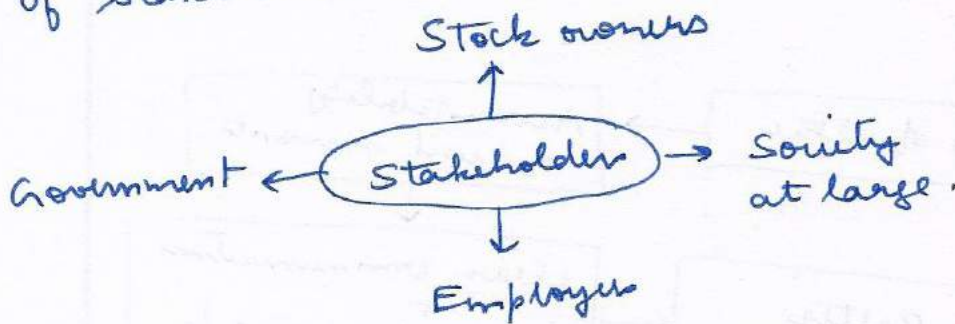
Code of ethics will help avoid controversies that affect credibility of government.

Draft Public Service Bill, 2007 calls for a code of ethics. This initiative should be taken forward and implemented with special emphasis on social media related issues.

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 the set of principles, processes and mechanisms by which the administration of a company is brought in line with interest of stakeholders.



Advantages of Effective corporate governance

- ① Reduces Principal-agent problem by aligning interests of investors and management
- ② Ensures proper accountability of fiduciary duty of management
- ③ Ethical management as all information is disclosed publicly.

Example - Corporate submit sexual harassment list to SEBI every year.
This leads to less sexual harassment

- ④ Results in long-term outlook instead of short-term policies
- ⑤ Better treatment and fair wages for employees
- ⑥ Compliance of tax and environmental laws leads to betterment of society (CSR included)

Poor corporate governance

- ① Ramalinga Raju scandal led to collapse of Satyam IT company
- ② Unethical practices of Theranos, led to fall from value of \$ 1 Billion to 0.

Way forward

- ① Implement recommendations of Narayana Murthy Committee, and Kumar Mangalam Birla Committee on Corporate governance.
- ② SEBI to implement global best practices under company's act, 2013

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.

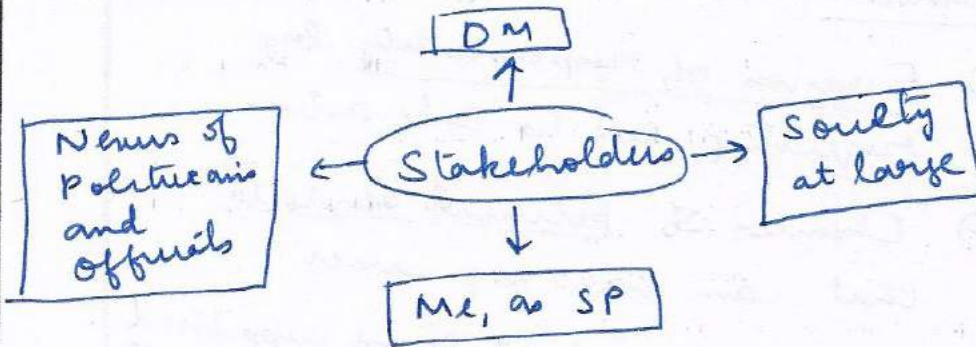
Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer.

(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।

The case is a classic example of breach of public trust by public representatives and public servants.



Principles involved here

- ① Doctrine of public trust
vs Corruption
- ② Self-preservation
vs Dedication to public service
- ③ Law vs Conscience.

Option 1

Merits

- ① Fair and transparent investigation is completed.

- ② Team work with DM instead of individualistic option

③ Demerits

- ① Evasion of responsibility by requesting DM to take action
- ② Chances of political vendetta that can halt my career
- ③ Chances of report being suppressed to avoid embarrassment to government.

Option 2

Merits

- ① Courage of ~~conviction~~ conviction to being accused to justice
- ② Follows rule of law
- ③ Lesser chances of investigative report being suppressed

Demerits

- ① May affect work culture and collegiality as DM may feel excluded from the process.

- ② May lead to tussle ~~lets~~ between departments due to lack of team work.

Option 3

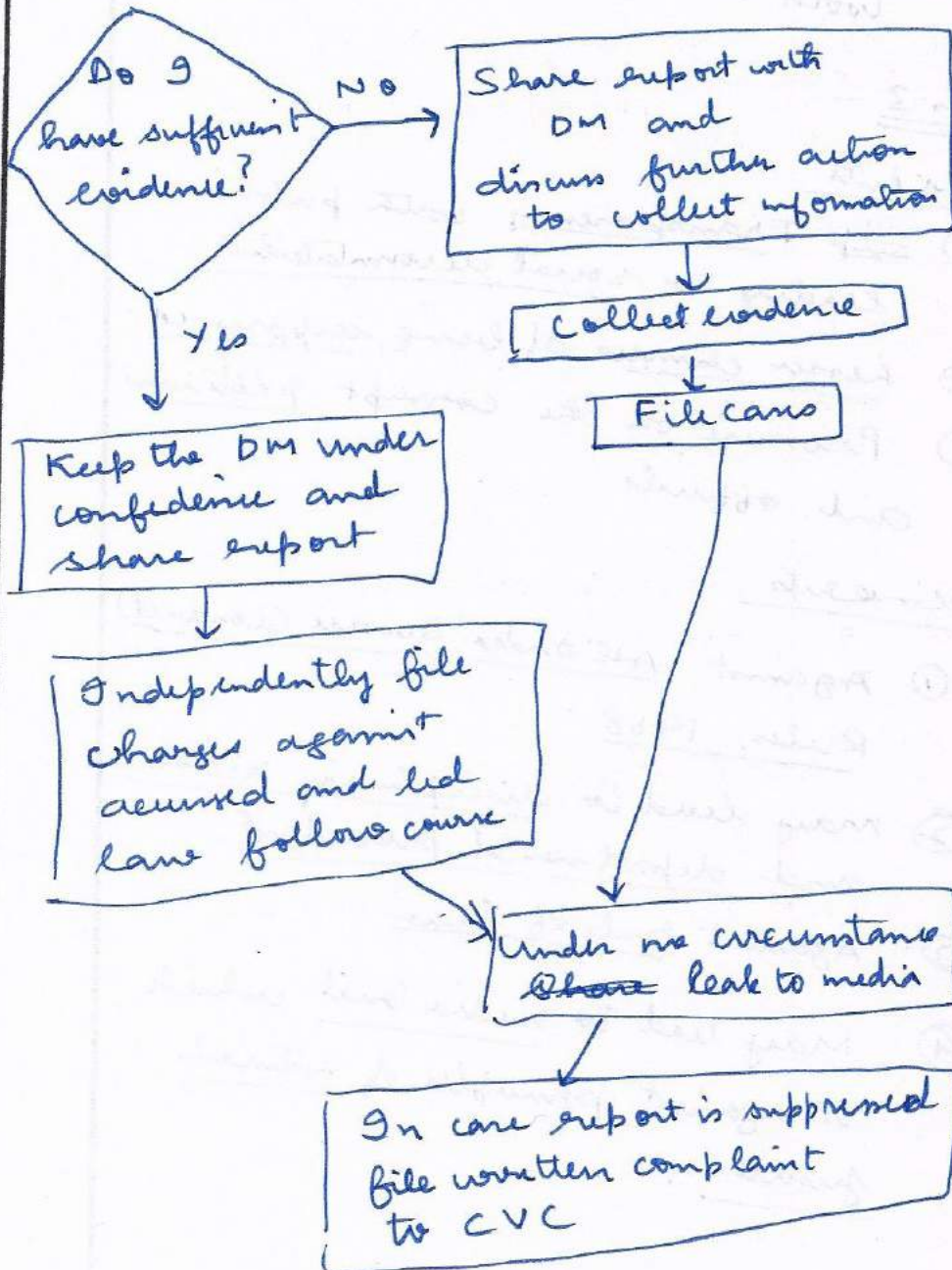
Merits

- ① ~~Step~~ Transparency with public leading to social accountability
- ② Lesser chances of being suppressed.
- ③ Pressure on the corrupt politicians and officials

Demerits

- ② ① Against All India Service (Conduct) Rules, 1968.
- ② May lead to disciplinary action and departmental proceedings
- ③ Against rule of law.
- ④ May lead to media trial which is against principles of natural justice.

My course of action



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)

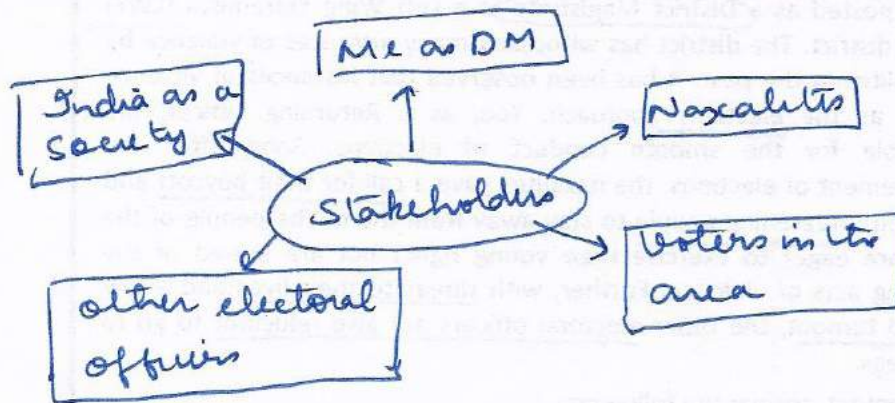
आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी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

Here, an insurgent group is preventing public from their constitutional right to exercise vote in a democracy.

This act can be considered an act of war against the democratic framework of India.



(a) Civil service values crucial in this case

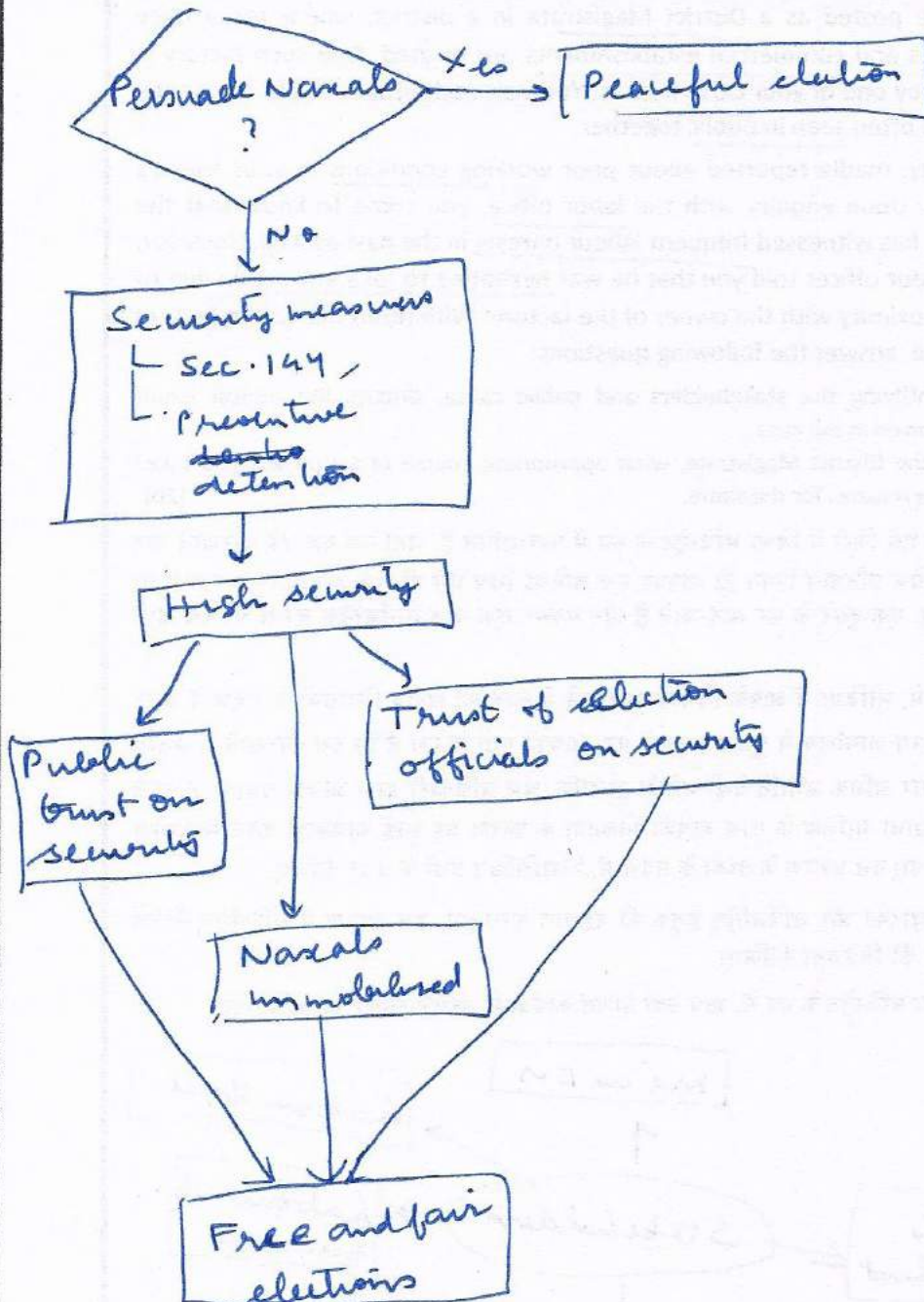
- ① Empathy with electoral officers to understand their fears and convince them to join duty.
- ② Objectivity to analyse the Naxal issue without positive/negative bias and solve it within framework of Indian constitution.
- ③ Dedication to public service is required by me and other officials to put oneself at grave physical risk of ~~their~~ life to ~~at~~ uphold constitutional rights of public.

- ④ Companion towards voters of the district to enable them to ~~get~~ exercise their voting rights.
- ⑤ Respect for rule of law and not breaking the law to target Naxal issue.

Plan of Action

- ① Invite Naxal leadership for talks and convince them to participate in elections to serve people and not obstruct it.
- ② Use Dillard's theory of fear appeals against Naxals by threatening with use of force if they don't negotiate.
- ③ Additional deployment of paramilitary forces in sensitive areas and polling booths.
- ④ Use social influence and pressure of public and intellectuals to force naxals to allow elections.

- ⑤ Ensure personal security to electoral officers conducting elections.
- ⑥ Visit remote areas personally along with local leaders to encourage people to vote using persuasion.
- ⑦ Ensure adequate transportation for public on voting day and guard them by paramilitary convoys.
- ⑧ Issue prohibitory order under Section 144 of CrPC (1973) to bring area under control.
- ⑨ Use ~~para~~ preventive detention under national security act to detain known trouble makers.
- ⑩ Increase the number of polling booths in distant areas to ensure that people don't have to travel far away.



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.

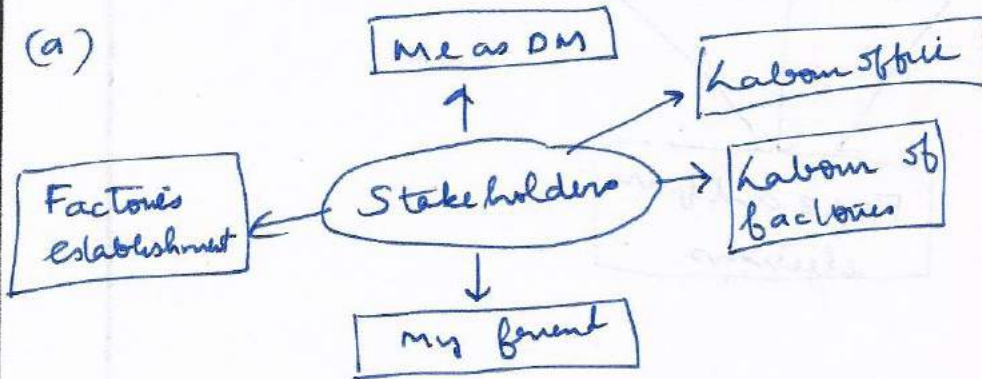
Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your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

- ① Labour laws violated due to poor working conditions
- ② Violation of ~~DESP~~ directive principles of state policy under Art. 43 which promises humane working conditions
- ③ Partiality and partisanship of labour office due to factory owners relationship with friend.
- ④ Frequent labour disputes resulting in low production and worker discontentment.
- ⑤ Perception of misuse of powers by the DM for a personal friend
- ⑥ Media reporting on district brings disrepute to reputation of district which may affect economic growth of district.

Ethical issues involved in the case

- ① Breaking of rule of law.
- ② Improper corporate governance
- ③ Favouritism by public servants.
- ④ Injustice to workers
- ⑤ ~~also~~ violation of ethics of
~~stewardship~~ stewardship by ~~a~~ factories.
- ⑥ Non-implementation of Sarasodaya
principle as the weaker section -
labourers are being suppressed.

Course of Action

- ① Collect hard evidence via an
inspection by labour office to
understand facts on ground
- ② Clearly communicate to labour office

that I do not mix personal life with
public service.

- ③ Send show cause notice to labour official why he shouldn't be investigated by departmental proceedings for derelection of duty.
- ④ Request meeting with labour union leaders to collect evidence and ask opinion for participatory decision making. It will also create trust and correct perception.
- ⑤ In case, it is found that labour laws are violated, file cases under provision of labour laws, and Industrial disputes act, 1947 against establishment.
- ⑥ Communicate transparently the actions to media and public to enhance trust in administration.

- ⑦ In future ensure that my personal relations do not take undue advantage of my public office.

⑧

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।

P.T.O.

a) Key Issues and Challenges

- ① Reduction of malnutrition as per Sustainable development goals.
- ② Preservation of tribal culture and practice
- ③ ~~Don't do not~~ Intervention in tribal culture is against Tribal Panchsheel promised by Nehru.
- ④ Agricultural development by bringing fallow land under cultivation
- ⑤ Implementation of government policy of promoting nutritious and drought resistant crops like millet
- ⑥ Development vs Tradition
- ⑦ Freedom of choice of tribals
- ⑧ Economic issue of unremunerative price

(A) Stakeholders and their interests

① Tribals

- Protection of traditional practices
- Income protection
- Freedom of choice
- Reduce malnutrition

② DM and government

- Reduce malnutrition
- Increase agricultural production by expanding cultivation
- Implement policy of encouraging millets

③ India as a society

- Keeping promise of tribal panchsheel
- Reduce malnutrition
- Support for tribal culture

Course of action

- ① Persuade tribals on benefits of millet using scientific examples.
- ② Use schemes like FCI procurement and price deficiency payment to make millet remunerative.
- ③ Show tribals how millets reduce malnutrition by organizing trip of village elders to other tribal areas which were successful with millets.
- ④ If tribals don't agree, then they shouldn't be forced. Find out other ways of improving malnutrition like fortified food grains, encourage milk consumption.

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 sou-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।

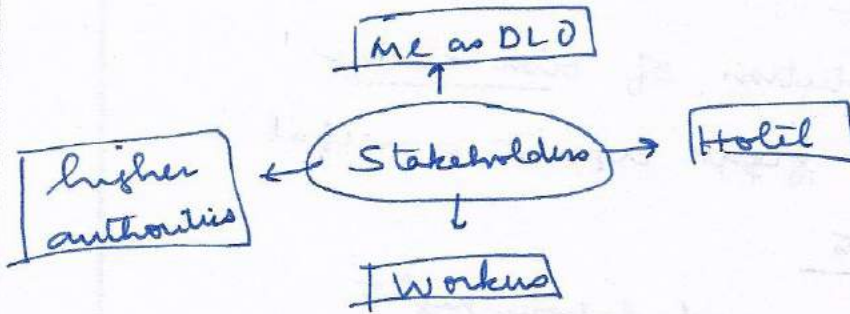
(a) दिए गए प्रकरण में सम्मिलित मुद्दों की पहचान कीजिए।

(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।



(a) Issues involved

- ① Violation of Labour rights
- ② Bonded labour due to violation of Minimum wages act
→ Fundamental right under Art 24 violated
- ③ Public office misused for private interest
- ④ Interference of higher officials against rule of law

⑤

option 1b) Merits

- ① Protection of own career
- ② No fight against powerful

Demerits

- ① Violation of labour rights
- ② Leads to crisis of conscience

option 2Merits

- ① does not lead to confrontation
- ② Solves labour issues.

Demerits

- ① Illegal to ignore past violations
- ② Could be held in departmental proceedings for dereliction of duty
- ③ Taking law on ones own hands.

option 3Merits

- ① Legal option followed
- ② Conscience saved

Demerits

- ① Evasion of responsibility to higher officials
- ② Labour violations may continue as higher authorities are in compliance with hold

option 4merit

- ① Shows courage of conviction
- ② Relief to labourers
- ③ Shows integrity

Demerits

- ① Case without evidence. May lead to no conviction
- ② may lead to departmental action ~~and to go~~ due to lack of evidence

Course of action:

- ① Work with NGO's and unions like AITUC to convince workers to give evidence. ^{like SEWA}
- ② Provide protection to workers who give evidence. Encourage them through a certificate of commendation
- ③ Use Labour welfare Fund to incentivise whistleblowers within legal provision
- ④ File cases against the hotel ~~for~~ using survivor's cognizance and use raids to collect further evidence
- ⑤ once case is filed, let law take its course

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:

- Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- Identify the principles and values that would guide your recommendations in this regard.
- 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:

- 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।
- इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

(a) Role of government in education sector

① Equality of opportunity for education irrespective of financial or social status

② Implementation of Right to Education Act, 2009

③ Using education as means of social mobility.

④ Create skilled labour for future economic growth and employment by vocational education in secondary school

⑤ Uproot social evils like gender/
~~discrimination~~ caste discrimination, donors,
child labour etc.

⑥ Inculcate moral and constitutional
values.

(10) Principle and values to guide
recommendation

① Affordability - zero cost option

② Accessibility - close to children
in remote areas

③ Quality - equivalent to private
run schools

- ④ Increase gross enrollment and reduce dropout.
- ⑤ Emphasis on value education as suggested by Ramamurthy committee.
- ⑥ Based on constitutional values of tolerance, secularism, equality
- ⑦ Reduce disparities among weaker sections SC/ST etc.

Ways to improve quality of education

- ① Ensure quality teacher recruitment without any corruption.
- ② Ensure adequate teaching infrastructure
- ③ Maintain required Teacher: Student ratio.
- ④ Enhance curriculum to make it student friendly and create to immediate social environment.

- ⑤ Use of mother-tongue for primary education for better understanding especially for tribal children
- ⑥ Provide sufficient environment like toilets for girls, safe non-violent environment to reduce drop outs.