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GENERAL STUDIES (TEST CODE : 1238)

Name of Candidate	ARCHIT NIGAM		
Medium Eng./Hindi	ENGLISH	Registration Number	104282
Center	ORN - DELHI	Date	31/8/2019

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

The role of private sector in India has increased substantially since the economic reforms of 1991.

The public sector and private sector have been seen as mutually exclusive and different with different ideologies and motives.

Areas of disconvergence

- ① Profit motive is important to private sector leading to monopolisation and high prices of commodities
- ② Competitive advantage → where labours are hired and fired leading to contractualisation
- ③ Outsourcing and quality management → seen in private sector where continuous efforts are towards efficiency.

- ④ Social justice element is missing in private sector

Areas of Convergence

- ① Corporate social responsibility
- ② PPP → Public private partnerships.
- ③ Lateral entry in bureaucracy, PSUs, RBI, SEBI, etc
- ④ Research and development, collaboration
- ⑤ PSUs today are going for profits and efficiency learning from private sector
- ⑥ Mid career training for bureaucrats and 360° Appraisal mechanisms are borrowed from private sector.

Despite differences in ideologies the end goals of private & public sector are similar. They differ only in the means and degree to which means are modified to achieve the goals. Thus an intrinsic convergence with extrinsic differences is seen.

1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)

समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने का एक प्रभावी तकनीक हो सकता है।

Social persuasion is the process by which a person/group is coaxed and reasoned with to change their views.

It requires effective communication, rationale, emotional connectivity and empathy.

Social ills such as female foeticide, crimes against women, alcoholism and substance abuse, communalism, dowry, child marriage etc can be effectively tackled by persuasion.

- ① Patriarchy is the most common root cause of all forms of exploitation of women.

Persuasion can lead to attitudinal shifts in men and women. Women become more assertive and aware of their rights and men become sensitized
eg:- Seminars in MNCs against workplace harassment

- ② Alcoholism and drug abuse seen in urban youth, parts of Punjab and Haryana is a social evil that eats away the youth. Family counselling, use of religious leaders, famous celebrities etc help in giving direction, motivation and determination to come out of its grasp.

Persuasion is very effective in attaining long term sustainability of social change as it instills voluntary change in behaviour. It brings everyone on the same page, clarifies doubts, resolves concerns, gives confidence and makes a person capable of making an informed decision through new viewpoints.

2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

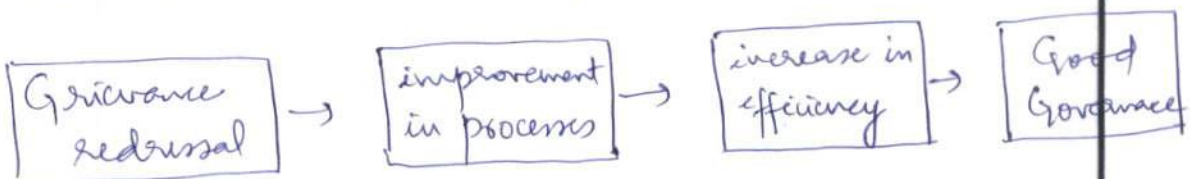
शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक प्रतिक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

Grievance redressal system is like a safety valve that releases the internal tension of a system maintaining its ~~best~~ health & efficiency.

Grievance redressal is one of the main pillars of good governance.



Issues that have created barriers to responsive redressal

① Lack of Bureaucratic will and red tapism.

② Culture of elitism that goes against the notion of public service. Grievance redressal is seen as a nuisance that creates delays.

- ③ Low restructuring and ~~restructuring~~ reengineering of processes to make them amenable to grievance redressal
- ④ Lack of proper oversight mechanism and audits of performance of redressal system
- ⑤ Poor infrastructure such as manpower, digital platforms etc
- ⑥ Digital illiteracy makes access to grievance redressal ~~not~~ available only to a few
- ⑦ Colonial hangover of secrecy as seen in dilution of RTI Act, Official Secrets Act, dilution of whistleblower Act etc

It is important to resolve these barriers. Various Commissions such as Law Commissions, 2nd ARC, NCRWC etc have given various recommendations that can be revisited to improve grievance redressal architecture.

2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

As a healthy grievance redressal system makes the administration effective, flexible, inclusive and goal oriented its reach must be expanded.

Steps that can be taken

- ① Strengthen mechanisms of Citizen charters, social audits, feedback systems etc
- ② Business process reengineering to make the systems & processes leaner
- ③ Proactive disclosure under mandatory disclosures of RTI Act
- ④ Providing adequate manpower, infrastructure to Information officers, vigilance officers etc
- ⑤ Centralised and digitised grievance redressal platform like CPGRAMS that helps in maintaining transparency and accountability.

- ⑥ Providing Safeguards to Chief Information Commissioners & Information Commissioners, to whistleblowers & witnesses under witness protection scheme.
- ⑦ People's education and awareness programs so that they maintain oversight
- ⑧ Proper 3rd party audit system.

The govt has already taken various steps but there is scope for improvement as quoted in various studies and reports such as Transparency international's corruption perception Index. It needs collaboration between the govt, the people and civil society organisations.

3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear" - Nelson Mandela (10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

Nelson Mandela the hero and symbol of anti apartheid movement in South Africa was known for his fearlessness, determination and indomitable spirit.

The above statement puts into context the dilemma, fear and self doubt created in a person when they try to overcome certain challenging situations.

Mandela states that the ~~was~~ ^{were} absence of fear does not make a man courageous rather how he deals with it is what is important.

- ① A courageous man overcomes apprehension, self doubt and anxiety to stand for what they believe in.

② A courageous person is involved in a constant struggle of self preservation and self advancement where he yearns for both status quo and change.

③ A courageous person does things that he normally would not, to alter the homeostasis in the system.

He is involved in a continuous process of dialectics of ideas

Finally Mandela concludes that a person who faces what he fears, who challenges adversities and does not bow down to things that made him afraid before is courageous in the true sense.

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service"- Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

The above statement by Martin Luther King underlines the dichotomy between being famous and being great.

Being famous is synonymous to being popular, where people try to emulate their idols or inspirations.

It portrays a larger than life image where certain characteristics of a person are used to establish their superiority.

But everything famous is not great nor is everything great famous.

Martin Luther King ~~is~~ here tries to convey that being famous is not something that is achieved by everyone as it depends on many factors. However being great is as it requires a conscious effort of ~~a~~ service which is in the hands of the individual.

Being famous fetches you recognition, have, fame, money etc but being a humble service oriented person brings self peace, inner happiness and contentment that are true manifestations of greatness.

Hence a person must not chase fame but must try to become great through his deeds and contribution to the society

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाईए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

India is a land of paradoxes where tradition and modernity, superstition and science coexist.

On one hand we are making strides in science, technology, space missions etc and on the other we see superstitions also.

eg:- ISRO chairman despite being a scientist goes to Tirupati temple before every launch to pray for good omens.

Reasons

- ① The educated go for superstitions to deal with anxiety, tension, stress etc
- ② The uneducated go for superstitions due to knowledge deficit.
eg:- Menstruating women is impure.

- ③ High degree of religiosity keeps superstitions alive.
eg:- Creation of horoscopes on birth
Bhoomi puja before construction at site
- ④ Absence of scientific temper and failure of people to assimilate to technology
eg:- Even today people use e-matrimony websites & go for endogamy.
- ⑤ Prevailing misconceptions, stereotypes, biases lead to superstitions.
eg:- Even today dalits are discriminated.

Role of Scientific temper

- ① Evaluating superstitions on the touchstone of rationality and logic.
- ② Development of Utilitarianism
- ③ Detachment from religious / cultural myopia
- ④ Rectification of flawed world views, biases etc

Science is the answer to rid the dependence on superstitions. It would empower those who are disadvantaged and face the negative externalities of these acts.

4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

The above statement tries to reject the ^{someone} ~~someone~~ notion of absolutism where ~~someone~~ is labelled as totally liberal or conservative.

Differing degrees of value orientation are missed or overlooked. A person can have differing views on various issues making them hybrids that do not fit in this binary classification.

Example :-

- ① Modern Hindu Man → Educated and progressive in all outlook but still practices vegetarianism due to religious preferences.
- ② ISRO chairman → goes to Tirupati before every launch.
- ③ Modern working class educated women under taking Karvachauth fasts as it is in fashion or is a fad.

- ④ Roman Catholic Church → Supports woman rights, literacy, participation in labour force etc but opposes abortion.
- ⑤ Indian state → Differential treatment of women through the ages.
eg:- Adultery case → women are seen secondary to men.
- ⑥ Technology → Internet and dish TV are modern elements but they are used for religious propagation & radicalization.

As reality is vast & diverse
we need to move away from myopic
binary way of classification and try to
evaluate the varying degrees of
assimilation of liberal ideas

- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)

भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Corruption is the practice of illegal exchange of money, perks or other incentives in return for certain service, favour or benefit. It presupposes a quid pro quo arrangement.

Collusive corruption is where the bribe giver is not forced, rather he voluntarily gives the bribe on own accord.

Demand side Measures

- ① Improving process, removing redtape and use of discretion in discharge of functions.
- ② Better regulatory and oversight mechanisms and keep vigilance on the officers.
- ③ Better salaries to officers to make the charm of bribes less intense.
- ④ Use of technology, digitisation to balance the information asymmetry.

Supply side Measures | →

- ① Awareness generation, use of social audits & citizen charters
- ② Grievance redressal mechanism
- ③ Digitisation to remove physical interaction.

Both are needed to tackle both coercive & collusive corruption holistically and effectively.

5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)

एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Features of Healthy work culture in Bureaucracy.

- ① Diversity → of cultures, traditions, religions, regions, languages & ideologies.
- ② ~~Accom~~ Accomodating & listening to counter arguments.
- ③ Grievance redressal mechanism
- ④ Goal oriented approach
- ⑤ Professional group dynamics.
- ⑥ Meritocracy in recognising efforts
- ⑦ Bottom up approach. So that talents across the spectrum are tapped into.
- ⑧ Good communication, decentralised jurisdiction and transparent decision making process

Ways to instill good work place culture |

- ① Good recruiting practices to tap talent.
- ② Effective leadership that aligns goals, motivates & gives direction in times of crisis.
- ③ Standard operating procedures to keep all processes efficient
- ④ Grievance redressal mechanism
- ⑤ Avenues for upward mobility in bureaucratic structure to give competition
- ⑥ Lateral entry into civil services.
- ⑦ Workshops, seminars, mid career training modules
- ⑧ Business process reengineering to make it smooth, leaner and collaborative

Bureaucracy is the steel frame of the country and a good work culture injects steel into the steel frame making it more robust.

6. Citizen's charters can be both a stimulus and a means for government to raise the standards of public service delivery. Discuss. (10)

नागरिक चार्टर सार्वजनिक सेवा वितरण के मानक को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen charters are documents / declarations of certain standards and quality of goods and services promised to the Users / Customers. ~~which~~ It lay down Standards, specifications, grievance redressal and penalties in case of violations.

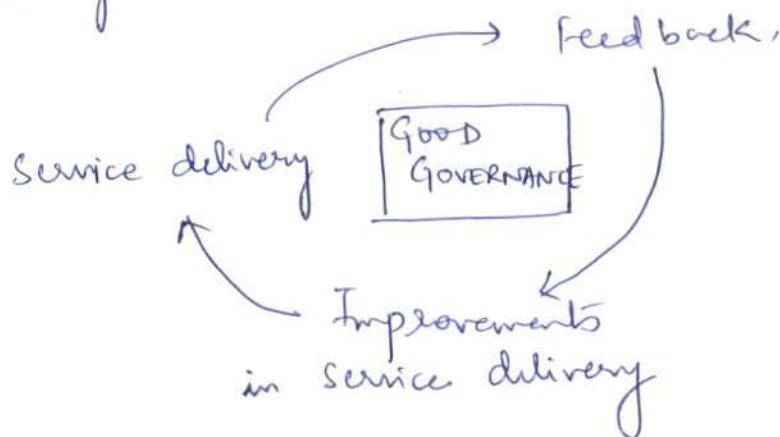
It creates a collaborative arrangement between the citizens & public service delivery system.

As a Stimulus

- ① Creates the compulsions to improve standards
- ② Threat of penalties, public backlash & negative publicity acts as an incentive to improve.
- ③ Raises public expectations which acts as a buffer against slacking off after a few months of implementation.

As a Means →

- ① Creates channels to gain constructive feedback that helps in improvement
- ② Collaborative partnerships, sharing of experiences and best practices.
- ③ Induces Healthy competition between departments and even states
- ④ Creates a closed loop system of good governance.



7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)

अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitudes refer to mental predisposition that reflect a person's affinity and inclination towards certain values.

eg:- Positive attitude gives optimism in all situation.

Public service attitude respects social service and act of serving.

Behaviour on the other hand is the physical manifestation of how a person acts/responds/reacts to social stimulus.

It is guided by many factors such as attitudes, norms, values, environment etc.

Both attitudes & Behaviour are interlinked with mutual give and take relationships.

eg:- when attitudes shape Behaviour
public service attitude → philanthropy/charity.

Religious attitudes → Communalism,
conservative attitudes → Religious revivalism

when Behaviour influences attitudes.

- Ancient vedic times → women worked in homes → led to emergence of patriarchal attitudes
- Consumption of technology → Consumeristic attitudes.
- Indulgence in delinquency → Utilitarian attitudes.

Hence both are ~~same~~ different sides of the same coin where one cannot be studied without the other.

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

Emotional intelligence refers to the use of emotions in an intelligent and logical manner to create better decision making.

It is the ability to reason with emotions & use them in ~~reasoning~~ reasoning.

Use of EI in a competitive environment

- ① Self Regulation → regulation of behaviour based on changing circumstances.
- ② Self perception → helps to improve one's perception to improve prospects
- ③ Goal orientation → dedication towards the goals
- ④ ~~Tact~~ Tactfulness
- ⑤ Flexibility
- ⑥ Team spirit

- ⑦ listening to constructive criticism
- ⑧ Accomodating diversity

SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences.

The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

(a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.

(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?

(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

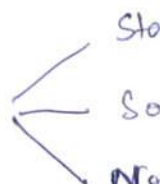
सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

(a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य हैं।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?

(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

(a) Cyber threats are a new dimension of confrontation & warfare in today's modern world.

Stakeholders  State
Society (people at large)
Non state actors & MNCs.

Reasons why some people are more vulnerable to ~~the~~ cyber threats.

- ① Lack of digital literacy → Many people are unaware of the threats, ignorant of how to respond making them easy targets.
- ② Lack of protective safeguards → The poor & illiterate are the most needy of safeguards. Absence of such hampers their digital experience.

- ③ Cyber bullying → is a type of harassment, ridicule or bullying seen in cyber space.

Most vulnerable sections:-

- ① Children especially adolescents
- ② Religious / linguistic minorities
- ③ Deprived sections eg:- Dalits
- ④ Political leaders especially through trolls.
- ⑤ Movie actors, celebrities etc

Reasons → ① Majoritarianism

- ② Anonymity
- ③ Poor regulation/penalties
- ④ Instant fame
- ⑤ Creation of propaganda.

- ⑥ Ideological warfare
- ⑦ Perpetuation of biases & stereotypes leading to propagation of hate & intolerance.

(b) Impact of cyberspace experience on attitudes & behaviour

- ① Gives pride, sense of achievement & endorses such behaviour for the perpetrators / bullies.
- ② Creates skepticism towards technology and social media in the minds of those that suffer.
- ③ Reinforces stereotypes
eg:- objectification of women
Strengthening caste system
- ④ Gives rise to culture of impunity
eg:- Rise in lynchings & vigilantism through spread of fake news in cyberspace
- ⑤ Reinforces deprivation → as those that are deprived [illiterate, poor, old etc] bear the brunt of cyber crimes.

(C) Cyberspace is a space for articulation of thoughts, ideas etc & governed by the right to freedom of expression [Art 19] & right to privacy [Art 21]

But in the interest of public order and social harmony it is on the state to create reasonable restrictions

① Restrictions against fake news circulation.
[i.e. a person / social media platform can be held accountable]

② Balancing privacy and security of state as most non state terrorists actors use cyberspace to radicalize people.

③ ~~Limit~~ Restrictions on spreading hate, communal tranquility & peace.
Right of freedom of expression is not absolute.

④ State's intervention to monitor cyber crimes, use of Aadhaar for DBT, e-governance etc.

- ⑤ Restrictions against tooling, defamation, incitement to violence, impeding justice in certain matters .etc
- ⑥ Things that objectify women, child pornography, voyeurism etc.

Cyberspace is a complex issue to tackle and needs a holistic and collaborative approach to make it a good experience for all.

10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ा रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभीर प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

(a) Over the past few years there has been a great thrust towards toilets & safe sanitation practices for socio economic upliftment. However many reports have cited problems of adoption and high relapse rate towards open defecation.

Reasons for low adoption/usage rates

- ① Old habits seldom die out completely.
Cultural inertia & resistance.
- ② Notions of purity and pollution associated with toilets. As toilets in homes impact the purity of household.
- ③ Poor literacy rates and awareness levels regarding the harms of open defecation.
- ④ Absence of flush & sewage facilities.
Hence the open pit toilets need to be manually cleared after they fill up.
This practice is seen as expensive and filthy for most.
- ⑤ No access to water in certain cases makes them difficult to use.
- ⑥ Poor pay to women in households. As women are greatest beneficiaries they ~~must~~ must push for adoption but due to low empowerment are unable to do so.

(b) Action Plan to address the problems.Important principles :-

- ① highlight the problems & disadvantages of open defecation
- ② highlight the benefits of good sanitary practices.
 - Health → low incidence of diseases
higher life expectancy
 - Economic → less expenditure on medicine
Better efficiency, high labour
force participation & incomes
 - Social → Women empowerment,
less crimes against women as
they don't have to venture
out in the dark.

- ③ listen to the issues and problems that hamper adoption. Adopt new strategies to overcome them.

eg:- use of twin pit system in latrines to convert excreta into manure & boost agri productivity.

- ④ Subtle persuasion, gaining their confidence, using people from the

region who are celebrities, actors etc to spread the message as the possibility of acceptability rises.

- ⑤ Creating model households for others to emulate and act as inspiration for others
- ⑥ Incentives towards more adoption.
eg:- Buying organic manure from
latrine pits incentivises their usage.
- ⑦ Social audit, use of grass root AASHA workers to check adoption ~~o~~ rates.
- ⑧ Use of dramas, skits, plays etc to spread the message.

Multipronged strategy of persuasion based on people's apprehensions is best suited.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करनी होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?

(a) Ethical issues involved in this case.

① Procedure established by the law v/s
Spirit of the law

On paper the manufacturing units are complying with the safeguards in laws but at the same time bypassing them through loopholes to make the law redundant.

It reveals a superficial compliance but internal deviance towards laws.

② Impact on childhoods of children v/s
livelihood opportunities for families.

On one hand child labour provides competitive work to families leading to economic growth and income but at the same time it is scarring the children impacting their future prospects.

For the benefit of other members the child's autonomy is negated exposing them to exploitation.

(b) Approach. to Resolve the problem.

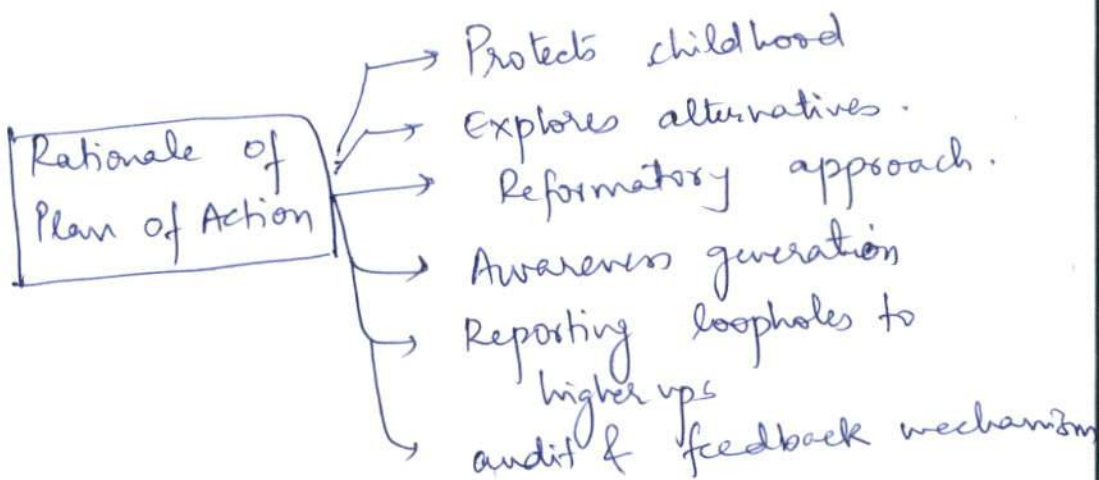
Combination of Structural changes and awareness generation focusing on both preventive and curative approach.

Plan of Action :-

- ① Report the loopholes & misuse to the higherups so that requisite changes to the laws are made as soon as possible.
- ② Engage with manufacturing unit owners and warn them of blatant misuse of technicalities of law. Giving them time bound directive of putting an end to this practice.
- ③ Interacting with the families engaged in this production system. Bring to their notice the misuse of law and how it impacts the childhood of children.
- ④ Enlist the help of NGOs and civil society organisations for rehabilitation of children and also provide

alternate skills to families for livelihood

- ⑤ Mass awareness campaign to spread to new legal provisions and what it means & entails.
- ⑥ Focus on better educational facilities, alternative employment opportunities for family members and end the outsourcing of work from manufacturing units.
- ⑦ Periodic checks and follow up surveys to ensure sustainability of measures.



Proactive efforts on warfooling are needed. Recommendations of Nobel laureate Kailash Satyarthi can be looked into to end the scourge

of child labour once & for all.

12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

- (a) As a civil servant, what values should guide your response in such a situation?
(b) Identify the various options that are available to you?
(c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस सन्दर्भ में उपयुक्त व्यवस्थाएं की जाएं।

इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?
(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?
(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

- (a) As a civil servant my primary motive is to render service in the best interests of the public.
To achieve my role expectations the following values would guide my response →

- ① Use of public exchequer for non political activities.
- ② Free and fair elections where equal/level playing field is given to everyone
- ③ Misuse of authority by the ruling party in state is unacceptable.
- ④ Honesty towards the constitutional principles and Model code of conduct
- ⑤ Dedication towards the code of conduct where the bureaucracy needs to be apolitical
- ⑥ Distortion of public perception, hampering effective decision making process is not the mandate of bureaucracy.

(b) Options available:

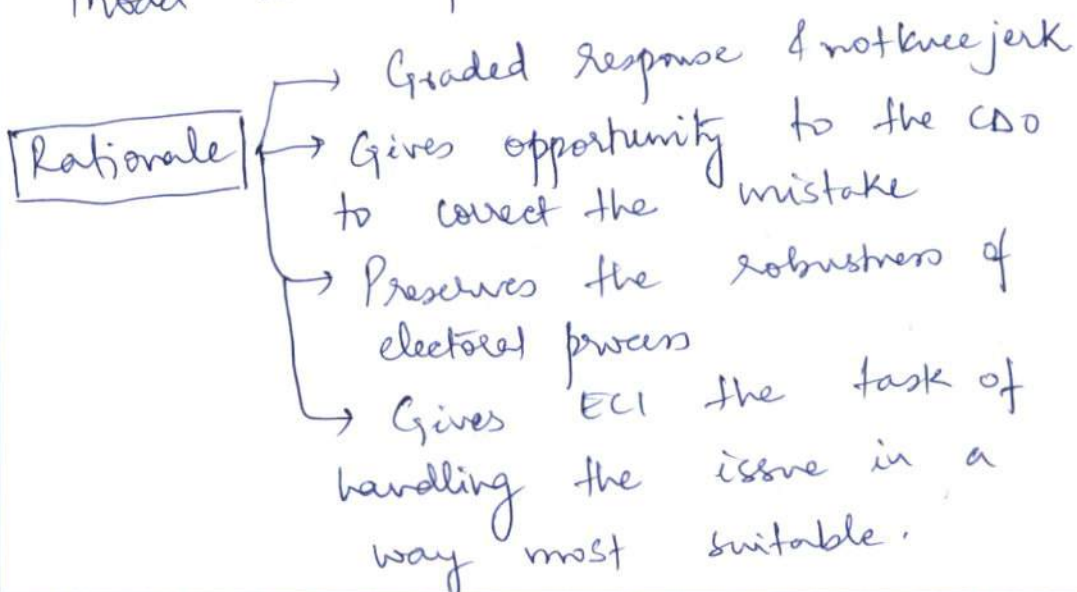
- (i) Comply with the order
- (ii) Do not comply with the order and report the misuse of power to the election observer on duty in the state.
- (iii) Ask the CDO to reconsider the

the option, explain the conflicts of interest & misuse of power so as to prevent undesirable problems.

Ask him to give the order in writing & not orally.

(c) Course of Action

- ① Ask the CDO to reconsider. Explain the problems and possible pitfalls, detrimental effects of such a decision.
- ② Ask him to give the order in writing if he still insists.
- ③ Report the issue to the officer on duty on behalf of the election commission as it violates the Model Code of Conduct.



13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

(A) There is no real divergence between the interests of the farmers and the State what is divergent is the priorities of the farmers & State govt.

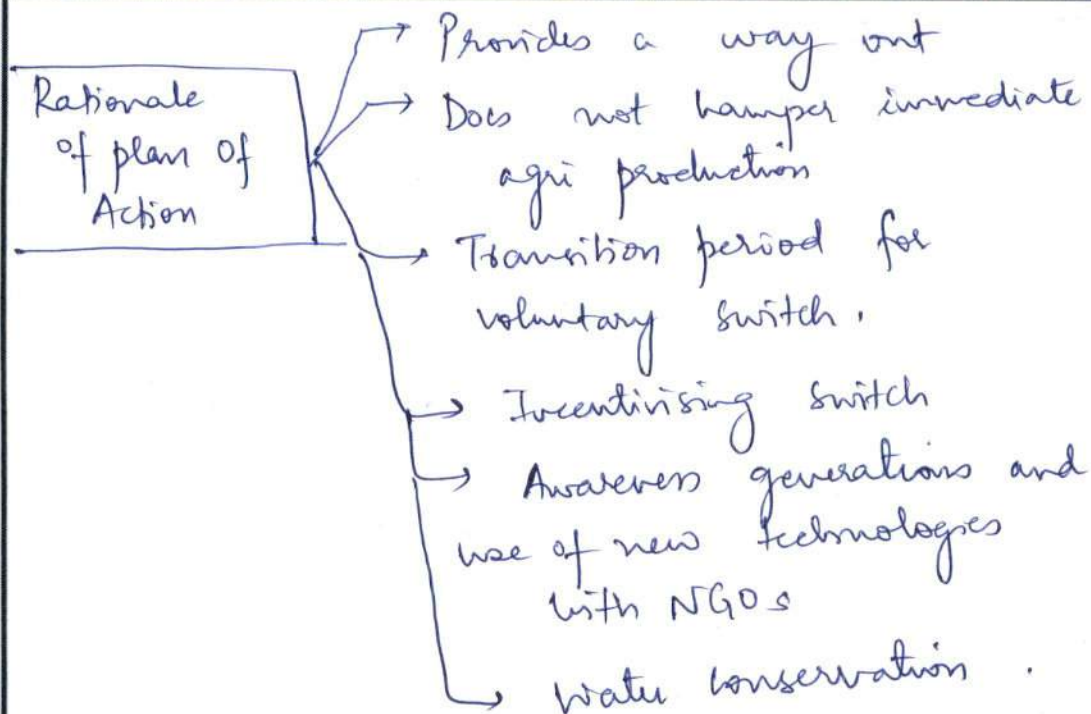
Both are interested in socio economic development of agriculture, increased incomes and productivity.

Further both are also dependent on the principle of water conservation which is in the best interest of both groups.

The issue here is the knee jerk reaction of the State to disincentivise water consuming crops as substantial economic cost & livelihood cost of the farmers are associated with it evoking resistance from farmers.

(b) Immediate steps to alluviate the concerns of farmers.

- ① Give them a transition period of 1-2 years to transition to other crops suited to agroclimatic conditions.
- ② Increase incentives for other suitable crops so that they are more attractive, enough to undertake transition costs.
- ③ Access to cheap formal credit to make the switch.
- ④ Make the farmers stakeholders in the process of water conservation. Using water harvesting, micro irrigation & other traditional systems to alluviate the water crisis in the region.
- ⑤ Roping in experts, NGOs, civil society organisations to assist & augment the efforts of the state



14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

(a) The above case underlines the problems of urbanisation that are compounded by resistance from people and institutional inefficiency.

Reasons behind Apathy of People

- ① Lack of awareness and knowledge related to waste disposal and handling
- ② Landfills are located away from the cities thus creating a situation where out of sight becomes out of mind.
- ③ Lack of incentives which help in proper segregation
- ④ No culture of environmental protection
- ⑤ Lack of ownership of own waste, waste handling is considered as a task for inferiors and ~~not~~ self. Thus even today most scavengers, rag pickers & Khabadi wallas are SC/ST/OBC.
- ⑥ Internalisation of problems of bad air quality and foul smell as a new normal associated with urban cities. This leads to indifference towards the problem.

(b) Stakeholders in this situation

- ① State / Govt
- ② People at large.
- ③ Environment
- ④ Sanitation workers.

Significance in involvement

- ① State / Govt. →
 - (i) New landfills.
 - (ii) Ramping up waste to energy plants.
 - (iii) Awareness generation for waste disposal
 - (iv) Tackling environmental pollution & emissions.
- ② People →
 - (i) Segregation of waste for better outcomes.
 - (ii) Reduce, Reuse & Recycle culture to minimise generation
 - (iii) Shift from plastics to bio degradable.

- ③ Environment → ① Methane emissions lead to green house effect
② Problems of pollution, diseases, chemical leading etc.
- ④ Sanitation workers → ① Proper segregation & disposal ② Awareness generation & grass roots level work.

A concerted effort towards this is needed due to growing rate of Urbanisation. A convergence of existing schemes like Smart Cities, AMRUT, INDCs for Paris Agreement, NAPCC etc along with public participation [Jan Andolan] will lead to sustainable outcomes.

