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GENERAL STUDIES (TEST CODE : 1238)

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Medium Hindi/Eng.	ENG.	Registration Number	22835
Center	ONLINE	Date	17 July

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:

Signature of Examiner

INSTRUCTIONS

1. 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)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**
सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. 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।
6. Word limit in questions, if specified, should be adhered to.
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) What does 'publicness' of public sector indicate? Comment on the blurring of lines between public and private sector in the wake of increasing role of private sector to deliver services to the public. (10)
- (11) सार्वजनिक क्षेत्र की 'सार्वजनिकता' क्या दर्शाती है? जनता को सेवाएं प्रदान करने में निजी क्षेत्र की बढ़ती भूमिका के आलोक में सार्वजनिक और निजी क्षेत्र के मध्य समाप्त होते अंतराल पर टिप्पणी कीजिए।

The 'publicness' of public sector indicates that it is ~~joint~~ a body owned by public or government elated by public and whose primary target is public welfare.

Example public sector industries like NTPC are owned by central government with main motive of providing cheap and reliable power to all.

In recent times, blurring of lines between public and private sector has been seen. This can be seen from following:

- (1) The aspects of profit, managerial efficiency is being emphasised in public sector bodies too.

- (2) Private sector involving in social welfare through activities like Corporate social responsibility (CSR).
- (3) Public private projects as mode to complete public projects like roads.
- (4) Complete or partial privatisation of public companies.

Benefits of sharing role.

- (1) Increased efficiency of public sector and improved quality of service.
- (2) Adequate utilisation of private sector expertise.
- (3) Role of private sector in nation building through private sector financing etc.

At the same time it should be ensured that increasing privatisation does not lead to public sector becoming excessively profit driven and neglect its goals of social welfare.

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 ills refer to various negative tendencies which impede growth, development, social harmony, individual rights in society.

Various social ills in society are :-

- (1) Discrimination : on basis of caste, gender which lead to exclusion, social tensions, denial of right to equality.
- (2) Corruption : which lead to individual enrichment at cost of social justice/welfare.
- (3) Superstition which impedes rational/objective thinking
- (4) Extreme gratification of wants : which leads to greed (corruption), lust (rapes) etc.

Persuasion refers to use of spoken or written words, cautions, affection, role modelling as means to bring behaviour or attitude change.

Benefits of Persuasion:

- Persuasion brings long term change in attitude by driving internal change in person.
- doesn't require external checks hence easier and cheaper to implement.
- role models can persuade large number of people at once.

But persuasion as a method fails in category of people who are indoctrinated (Sermons) or which have very strong attachment to values. Hence a mixed approach of persuasion-legal approach is required.

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।

The various issues which create barriers are:

- (1) Absence of provisions for grievance redressal in many areas/places.
- (2) Cumbersome process to file grievance and follow the grievance discourages people.
- (3) Lack of ~~no~~ clear cut guidelines for service standards / administration standards which people can expect makes it unclear when grievance be registered.
- (4) Fear of retribution from administration by person filing the grievance.

- (5) lack of follow up on grievance filed by people.
- (6) lack of awareness among people and administration regarding the provisions available for grievance.

The above stated points create barriers to effective grievance redressal mechanism.

2. (b) What steps should be taken by the government for establishing an effective grievance redressal mechanism? (10)

एक प्रभावी शिकायत निवारण तंत्र की स्थापना हेतु सरकार द्वारा क्या कदम उठाये जाने चाहिए?

Steps that should be taken by government are:

- (1) Clear cut guidelines on expected standards of service/administration and below what level a grievance can be filed. (Citizen Charter)
- (2) Ending grievance redressal mechanism with single window for grievance filing and followup.
- (3) Awareness among people regarding redressal mechanism available.
- (4) Training of administration staff to become responsive to grievance redressal mechanism.
- (5) Time bound followup on grievance in terms of punishment/compensation.
- (6) Token system for grievance filing so

identity of person filing grievance is protected to extent possible.

(T) The head of administration should do regular supervision of mechanism.

The government in this regard has taken steps like CPGRAMS, PRAGATI.

Further followup on these will help improve efficiency of administration.

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

The above statement emphasises on how fear is inevitable in adverse situation and that courage in face of adversity is bigger attribute than absence of fear.

In any situation, a person who doesn't feel fear is either not understanding the situation's gravity or is not careful enough. Hence absence of fear is not the attribute required in adverse situation.

Alternatively, a person who feels fear understands the various aspects of situation, the risks associated. Bravery in such context involves courage of conviction to one's values.

Effort to find solution and take adversity.

Since courage in face of fear and overcoming
is greater attribute.

Present Context.

- Global issues like climate change, refugee crisis require identification and effort to solve them.
- Courage in modern life is required to meet various challenges and weaknesses like suicide.
- Society requires to identify ills like discrimination, corruption and we should have courage to address them.

Since identification of fear, vulnerabilities
and overcoming them is what Nelson Mandela
emphasised on in statement.

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 means that one's position, status, rank is not determinant of one's greatness. Infact one in personal capacity can achieve greatness by service to society and mankind.

For example, a simple teacher in school can achieve greatness by doing her job of teaching. By doing so, she contributes to development of future citizens of country.

Relevance of Statement in modern context:

(1) Indicates the value of personal effort in driving mass change ex. contribution of individual to sanitation in society begins by cleaning one's own house.

(2) Lesson to present generation which craves
attention more than effort.

(3) Forms basis for dignity of every work
in society even if that work is not widely
recognised one.

(4) Emphasises on service to mankind which promotes
brotherhood, solidarity.

Here in above statement Martin
Luther King emphasises on importance of
individual self effort in achieving greatness
and focuses on means (work) more than
ends (fame and popularity). A similar lesson
is given by Gita in its lesson of Nishkam Karma.

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।

Superstitions refer to beliefs, predisposed ideas among people without any scientific rational basis. ex. cat cross path as bad luck.

Reasons why they are abound in India

- (1) Low level of literacy among people
- (2) Historically these superstitions have been running for long time so have become part of tradition.
- (3) Some of superstitions are linked with one's religious values too.
- (4) Leaders - role models indulging in superstitious acts as motivation to these superstitions. ex. leaders doing hawans for rains.

Importance of inculcating scientific temper

- (1) Helps increase objectivity ~~and~~ in approach and drive off superstitions.
- (2) Prevents people from falling trap of hawk. quacks like 'dhows' which exploit people.
- (3) Many superstitions are base of discrimination in society (ex. against leprosy patients) which can be countered by scientific temper.
- (4) By providing scientific and rational explanation increases faith human capability and reduces dependence on divine intervention.

Have mulkaban of scientific
temper can help counter superstitions.

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।

Liberals or conservatives are various schools of thoughts which take progressive and statusquoist approach to issues respectively.

But the two ideas represent the extreme ends of ideology and most individuals fall somewhere between the two. For ex. a person may be progressive in economic terms (support free market economy) but conservative in family and personal issues.

Hence instead of being a conservative or liberal strictly most people have divergent views on different ~~and~~ issues. It is the specific issue which becomes more important than ideology.

But in recent times, branding of people
for eliciting views like Pseudo-liberals Seculars.

Brackets leads to pigeon holing of people.

Such acts lead to stereotyping of people,
disregard for freedom to opinion and
speech.

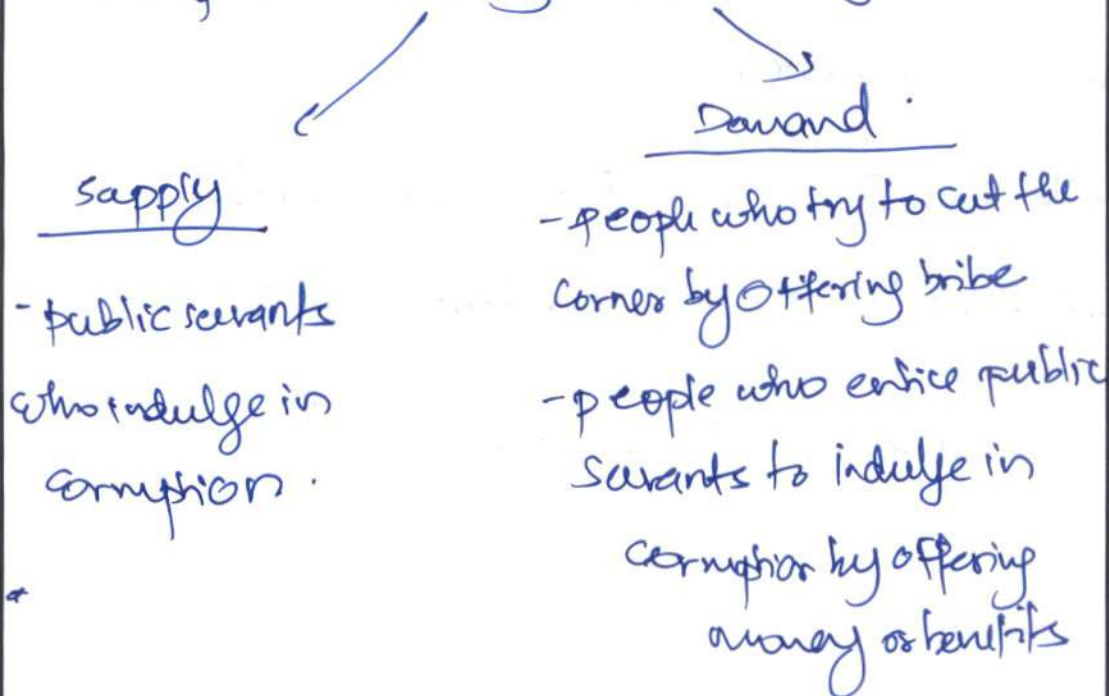
There instead of labelling people,
importance to individual views on issues
and acceptance of diversity of ideas is
progressive path for society.

- 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।

Excessive enrichment of oneself in monetary or non-monetary terms by person in authority is known as corruption.

Corruption in society is driven by two sides.



Collusive Corruption :

refers to when both the bribe giver and receiver benefit from corruption and it is the

public welfare that is best. ex. contractor
paying public servant to get public contract.

~~Set~~ Anti Corruption measures required.

(1) Differentiation between collective and coercive
corruption. (CNAARC also suggests this)

(2) Penalty for both bribe giver and taker in
case of collective corruption.

(3) white code of conduct for public servants
to not take bribe, 'Integrity Pact' so that
other side also doesn't indulge in corruption.

5. (b) Identify the various traits of work culture associated with government organisations in India. Also, suggest ways in which a healthy work culture can be created to meet the objectives of good-governance. (10)

भारत में सरकारी संगठनों से जुड़ी कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनसे सुशासन के उद्देश्यों को पूरा करने हेतु एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

The various traits associated with government are :

- (1) Ethos : Bureaucratic ethos which emphasise on rule following, record keeping & hierarchy.
 - (2) Value : Bureaucratic value which promote public welfare over profit.
 - (3) Objectives : to fulfil public interests.
 - (4) Security of tenure for workers over accountability to performance.
 - (5) Elitist culture among people with power.
 - (6) Rule conformity over innovation.
- ways to improve work culture.

- (1) Accountability : in form of regular evaluations,

Punishment for improper performance, incentive for exemplary work.

(2) Adoption of Citizen charter and grievance redressal mechanism.

(3) Code of Conduct and Code of Ethics for people to guide behaviour.

(4) Greater coordination with private sector to improve productivity.

(5) Adoption of Jan Sunwai, grass root visits to remove elitist attitude.

Government in recent times has taken

Steps like 'Performance Pairs', 360°

Appraisal, Biometric Attendance which are welcome steps in this regard.

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's Charters refers to document which lay down the services, standards of services, grievance redressal mechanism available to people.

Citizen Charter as stimulus.

- (1) Induces accountability among public servants.
- (2) Involves people as active stakeholders by involving them as participant in grievance redressal.
- (3) By providing clear cut targets of service delivery, public servants are motivated.

Citizen Charter as means.

- (1) Creation of Citizen Charter involves brain-storming which helps public servant learn.
- (2) Training of public servant according to Charter helps improve skills.
- (3) Grievance and feedback mechanism can be used to reform public service standards.

In this regard the Scottish
model by 2nd ARC of formulation -
implementation - evaluation - improvement
is a good guide to improve public
service delivery standards.

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।

The predisposition of an individual to act favourably or unfavourably is known as attitude.

How the person actually acts in a situation is behaviour.

ex. A person has fear of spiders but in a place where everyone is not afraid of spiders ~~show~~ ^{show} courage he may not show fear of spiders.

Influence of attitude on behaviour.

(1) Attitude forms basis for behaviour. ex. a person with careless attitude is expected to behave in careless manner.

(2) Long term behaviour is shaped by attitude.

Behaviour or attitude.

- The result of behaviour can shape attitude. ex.

Careless person once failing in exam can get careful in future.

- Shapes attitude by indicating what desirable or undesirable behaviour is. ex. a liberal person over time seeing emphasis on conservative ideas in conservative society may develop conservative attitude since it's desirable.

Have attitude and behaviour

are interlinked and both influence each other.

But other than attitude, circumstances, social

conformity also decides behaviour.

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 one's ability to gauge and regulate emotions of oneself and that of others.

Others Emotions -

- compassion
- empathy
- leadership
- motivation

Aspects of EI

Self Emotions

- regulate and avoid extreme emotions
- don't let emotions dictate one completely

Importance of EI in competitive environment

- (1) By governing extreme emotions protects one from extreme emotional vulnerabilities and keep one focus on goal.
- (2) Helps one stay strong through adversities and avoid extreme steps like suicides.
- (3) Helps develop leadership skills in oneself -

(4) Through compassion, empathy helps one identify limitations of others also.

(5) People who stay calm and composed are respected in society. ex. Dhoni-captain cool.

(6) Helps one interact and manage with various kinds of people. Hence EI plays a major role in helping one climb the ladder in competitive world.

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?

Issues involved in the case :

(1) Identifying risks associated with growth of cyber platforms

(2) Protecting the interests of various users of internet

(3) Maintaining proper balance between regulation and freedom for internet.

Stakeholders :

- Public
- Internet companies
- Government.

(a) Various groups more vulnerable to cyber threats and reasons behind are:

Children :

- inexperienced hence vulnerable to fall in wrong traps
- still growing and learning hence vulnerable to learning wrong habits off internet.
- issues like child pornography, self damage games like Blue whale.

Women :

- vulnerable to issues like body shaming, bullying due to societal practice of objectification of women.
- vulnerable to threats like sexual harassment,

revenge porn etc.

New Internet users :

- like old people, middle aged people are vulnerable cause they are not aware/experienced about issues like malwares, online extortion, safe internet practices etc.

Cyber Bullying :

refers to use of internet as medium to coerce a person to do something they are not willing to. Internet has become medium of cyber bullying by image morphing, public shaming giving online threats.

(b) Yes, they are important influence due to following reasons :

- social life in modern day has moved to digital platforms like facebook.
- a considerable amount of time spent on internet

- Internet is now source of news, information hence affecting cognitive part of one's behaviour.
- Impact of ~~social~~ social ~~media~~ media experience is profound on one's mental health.

(c) Following restrictions can be applied :

- (1) Menace like child porn, suicide videos etc should be strictly regulated and banned from internet.
- (2) Search engine websites to be required to put filters to counter threats in their searches.
- (3) Provisions related to IT Act like against image morphing, fake crimes should be implemented.

- (4) Curb on spreading ~~so~~ rumours, take news through instant messaging apps if required.
- (5) Innovations like Bitcoins if say used to promote crimes like drug trade should be restricted.

Above limitations will help ensure the balance between quality and freedom on internet for growth while putting justified limitations.

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:

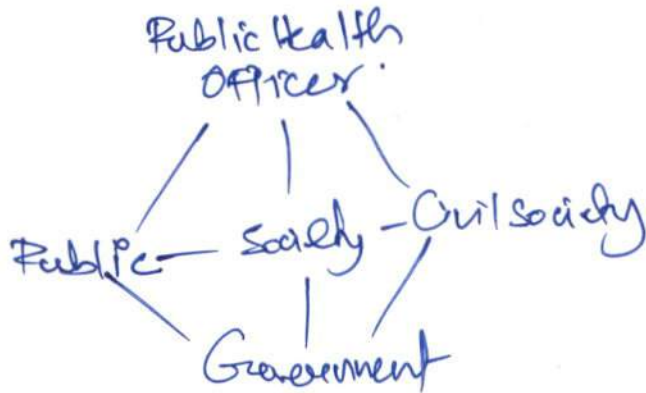
(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(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।

Issues Involved :

(1) Rampant open defecation despite government efforts to provide access to sanitation and water.

(2) Instances of bacteriological contamination and water borne diseases.

Stakeholders :Values :

- Innovation.
- Social welfare
- Patience
- Collective Effort.

(a) Reasons behind low adoption rate of built toilets :

- (1) Lack of awareness regarding ~~been~~ involved in open defecation.
- (2) Long running habit of open defecation that takes time to change
- (3) Arranging flushwater and tank cleaning seems a burden for people.
- (4) Built toilets used for other purposes like storing grains. Keeping cattle ~~hence~~ not used as toilets.

(b) Principles to be kept in mind while designing Information, Education and Communication Strategy :

- (1) Involving grass root level leaders, civil society who have better understanding at local level and with local people.
- (2) Focus on tangible benefits of sanitizing open defecation like reduced cost on health etc.
- (3) Involvement of women, religious leaders to have greater impact than just words.
- (4) Incentive structure to promote use of toilets like awarding them on weekly basis.
- (5) Promoting use of toilet as investment by relating it to biogas plants etc.

(G) Keeping local religious and cultural practices in mind.

Action Plan :

- (1) Gauge the usage level of toilets built and focus on areas with lowest usage first through independent studies.
- (2) Involvement of local NGOs, SHGs as bodies to promote TFC Campaign.
- (3) Community leaders, district officers to go to people to make them aware of benefits.
- (4) Awarding adoption of toilets at regular basis through small prizes, certificate of appreciation.
- (5) Regular studies to evaluate performance by action plan and tweak accordingly.

The above steps if taken can help

addresses the issue of ~~open~~ defections
by bringing behavioural change and help achieve
the goal of sanitation that our father of
Nation had for our country.

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 a 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?

The case involves companies using a loophole in the law to circumvent the spirit of law which is to prohibit use of ~~the~~ child labour in hazardous industries.

(a)

Ethical issues involved.

- (1) Disregard of companies towards their social duties and focus on profits only.
- (2) Compulsion of poor people to employ ^{their} children for economic reasons.
- (3) Ineffectiveness of law due to loopholes and focus on letter rather than spirit of law.
- (4) Economic goals versus societal development.

(b) Approach to tackle the issue.Immediate Approach.

- (1) An enquiry to evaluate supply chains of these companies to gauge the magnitude of problem.
- (2) Though Child Labour law has loopholes,

use of child labour is also against other laws like Right to Education which requires children to go to school compulsorily. Such other laws can be utilised to prohibit these activities.

(3) Present a report to government on loopholes and request for adequate amendment.

(4) A meeting with families involving children to make them aware of their wrongdoing and penalise repetition of offence.

(5) Meeting with companies regarding the issue and reminding them of their wrongdoing.

Long term approach.

(1) Awareness among families regarding regards to child health and importance of education for child career work.

(2) The corporate culture in the area needs to shifted towards compassionate capitalism.

(3) Fixing the loopholes in the various laws provided

(4) Work with companies to improve their process to increase efficiency so that their profits can be increased without wrong practices.

(5) Economic condition of families needs to be improved through proper application of government schemes so they are not compelled to employ their children.

The issue of child labour is a pervasive one in our country. It needs to be tackled so proper space for their development can be ensured which will help

prepare productive standards for future
development of country .

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 grand 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 arrange five buses each full of people, who are also beneficiaries of a government's flagship scheme, from their development block to be sent to the rally. The BDOs have to bear the cost of the buses out of the government fund earmarked for development purposes and motivate the people to participate in the rally, so that maximum possible participation level can be ensured. In this context, 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 भव्य रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDO को मुख्य विकास पदाधिकारी से एक मौखिक आदेश मिला है, जिसमें उन्हें निर्देश दिया गया है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए सरकार की प्रमुख योजना के लाभार्थी लोगों से भरी पांच-पांच बसों की व्यवस्था करें। BDOs को विकास कार्यों के लिए निर्धारित सरकारी निधि से इन बसों का व्यय वहन करना है और लोगों को रैली में भाग लेने के लिए प्रेरित करना है, ताकि अधिकतम भागीदारी सुनिश्चित की जा सके। इस संदर्भ में, निम्नलिखित का उत्तर दीजिए:

(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में किन मूल्यों को आपकी अनुक्रिया का मार्गदर्शन करना चाहिए?

(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?

(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

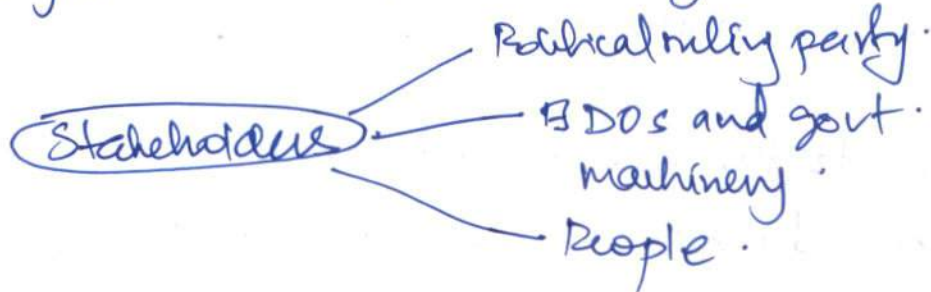
Issues Involved . .

(1) Use of government funds for political motives

(2) Use of government machinery for political motives

(3) Coercing people into participation since

targets about attendance are given



(a) The civil services foundational values that should guide response are :

- (1) Neutrality : civil servants are required to be committed to goals of public welfare, contribution and not any single party.
- (2) Public welfare : which requires public funds to be used for public use.
- (3) Free will and democratic rights of people who should have freedom to participate in policy according to choice, not coerced to fulfill participation target.
- (4) Objectivity and fairness in assessing one's superior officers orders and directions.

(b) Various options available are :-

- (1) Agree to the order and arrange for people and vehicles to send (Escapist Approach)
- (2) Refuse the order since it goes against civil services values (Confrontationist approach).
- (3) Explain the issues involved to the superior regarding the order, If the superior persists ask for a written order for same otherwise refuse order.

(c) The BDO should choose course of action based on the (3) options above.

- The superior should be made aware of issues involved in order like violation of neutrality.

- If the superior persists, the superior should be asked to give written orders for same or refuse.
- If written orders are received, fulfil the order but make sure that the order is later scrutinised by ~~people~~ public and law.

The above approach ensures that the BDO absolves oneself of the legal wrongdoing by taking a written order. If written order is received, the BDO is required to act on it to avoid insubordination. But by putting the use of funds to public ~~control~~ scrutiny it is ensured that political party is accounted for its wrongdoing and required legal steps taken.

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 surplus rainfall, the district has witnessed droughts, 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 conflict between interests of the farmers and the state?

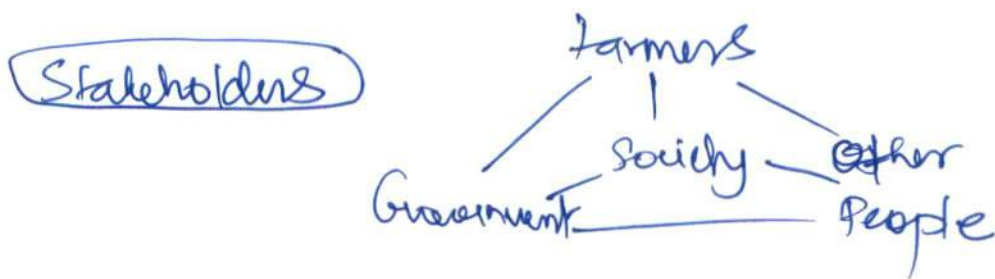
(b) What immediate steps can be taken by the government in pursuance of public interest as identified above? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो लगातार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि अधिशेष वर्षा के वर्षों के दौरान भी, मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण जिले में सूखा देखा गया है। यह स्पष्ट है कि जल की कमी जिले के पिछड़ेपन का एक मुख्य कारण 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, ऐसे समय में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का सहारा लिया है। सरकार के ऐसे सोदेश्यपूर्ण 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 किसानों के हितों और राज्य के बीच वास्तविक टकराव है?

(b) जैसा कि ऊपर पहचान की गई है, लोक हित के अनुसरण में सरकार द्वारा क्या तात्कालिक कदम उठाए जा सकते हैं?

The above case presents a situational dilemma where the economic interests of farmers are colliding with long term objectives of water security.



(A) Is there real conflict between interests of farmer and state ?

(1) Short term.

Yes there is a conflict due to following reasons :

- Farmers prefer the water intensive crops due to better market, price realisation for these crops.
- rising incentives increase the cost of inputs for farmers.
- their investment into crops like seeds, crop specific fertilisers will go waste.

(2) Long term.

too, in long term, the conflict is not there because:

- the state step is aimed at reducing water usage which to ensure water availability which farmers require for cropping.
- adoption of agroclimatic appropriate crop will ultimately reduce input cost for farmers too.
- the incentives taken bank can be applied to more agroclimatic appropriate crops and to technologies like micro irrigation (drip agriculture).

(b) Immediate steps -

- (1) Meeting with farmer leaders to discuss the issue with them, hear their grievances and explain policies of government. They will send message to farmers that government is

responsive to their needs too.

(2) For the seasons, the incentives can be continued but clear timeline to remove incentive so farmers get time to adopt.

(3) To address requirement of water, immediate steps for water harvesting, restoring water bodies under programs like KARNDEGA.

(4) Government assistance in adoption of new technologies like drip agriculture for farmers.

(5) Incentives in terms of prices of alternative less water intensive crops to increase their adoption.

The above approach will ensure that a sudden burden is not put on farmers and they are given time and incentives for adjustment.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes have 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 हिੱतों 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।

With growing development of 'material culture' among humanity, the issue of waste generation has also increased in magnitude.

Issues Involved :

(1) Large amount of waste generation.

(2) Overflowing landfill sites

(3) Low efficiency of waste to energy plants
due to improper waste disposal by people.

(4) Lack of success of government efforts.

(A) Reasons behind the apathy of people
towards waste disposal:

- Lack of awareness regarding the issues
caused by improper waste disposal

- People do not want to bear expense of
waste collection (like buying dustbin).

- Popular culture (cinema and models)

who promote material culture but not
waste disposal.

- social practices which assign handling waste
to one caste.

- Long running habit of lack of concern towards
waste disposal.

- People not aware of best practices like waste segregation of waste, separating liquid and solid waste, economic value that can be derived from recycling.

(b) Various stakeholders and significance of their involvement:

(1) Domestic waste generators

- Can be encouraged to promote reuse, recycle so quantum of waste reduced.
- good practices like waste segregation at source will help make waste disposal easier
- collection of waste and reducing waste litter.

(2) Corporate waste generators

- applying principles like ^{extended} producers responsibility can help tackle industrial waste, hazardous waste
- they can invest in recycle facilities to reduce input cost for themselves.

(3) waste collectors :

- formalisation of waste collection will help improve efficiency of collection and better health for collectors.

(4) waste disposals

- Investment into modern waste disposal techniques, recycling techniques like pyrolysis to treat waste safely and derive greater value from it.

(5) Civil Society and schools :

- civil society to increase awareness among people regarding importance of waste disposal.

- schools to drive behaviour change among students regarding waste right from childhood.

(c) Government

- proper waste management policies and their enforcement.

The above stated stakeholders if involved can help foster the message of waste generation and help ensure proper waste management.