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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	NONGJAI MOHD ALI AKRAM Shah		
Medium Eng./Hindi	English	Registration Number	
Center	online	Date	18-08-2019

INDEX TABLE

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

Total Marks Obtained:

Remarks:

INSTRUCTIONS

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

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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

For Nongjai Mohd Ali Akram Shah(akramnongjai@gmail.com)

SECTION - A

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

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

(10)

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

Leadership is quality of an individual that enables him or her to lead & guide people toward achieving goals & aspiration

Attributes

↳ Honesty → treat everyone equally & fairly so as to remain truthful & gain trust

Integrity → Congruence of one's word, thought & action. It ensure that the Leaders remain committed, incorruptible, dependable & accountable even at the most difficult

Situation

Adversity → face adversity with hope & determination

Attitude → Always positive attitude & Never give up Attitude giving 100% always

Communication

↳ Communicate his idea & listen to the grievance of other.

Courage → to stand up & stand firm in what is right & correct.

Humility → Ability to admit mistake, take more of the blame & less of praise

Leaders like Gandhi, Mandela, Martin Luther King, etc also display such qualities enabling them to achieve goal & change world

Importance to civil servant

Leadership enable a civil servant to ensure that governance is delivered in an ethical, impartial, accountable, transparent & responsible manner

→ An ethical leader breeds trust, loyalty, commitment, dedication & motivation in work place improving workplace culture.

→ It will enable civil servant to overcome corruption, political interference, procedural issue & deliver governance with

empathy & improve trust & legitimacy in decision making. Hence ensuring good governance & welfare of citizen.

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)

निष्पक्ष 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।

Objectivity means that the decisions are taken in a fair manner without any discrimination on the basis of race, religion, culture, gender, region etc.

It means that decision are taken on the basis merit based on based available evidence rationally without any partiality

↳ It is one of Cornerstone of Good governance

~~today~~ ~~today~~ Objectivity can overcome nepotism, favouritism, conflict of interest etc that plagued civil service today. thereby ensuring trust & legitimacy in decision making, upholding constitutional values & welfare of People.

Relationship with empathy

↳ Empathy is the ability to understand the feeling & emotion of other by imagining yourself in their shoes.

① Objectivity doesn't mean lack of ~~real~~ emotions but absence of biasness. Empathy enforces & upheld objectivity

② It goes hand in hand in governance as empathetic civil would be sensitive enough to remain objective & fair in decision making

Objectivity doesn't mean complete detachment but ability to recognise what is right & correct & it is through empathy that people can understand what is correct. Thus, countering favouritism, nepotism, partiality etc.

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?

→ The world has become more interconnected & interdependent than ever before in wake of rapid rise of IT.

→ Role of ethics in cyber space

Ethics has key role in cyber space as it is imperative that cyber space are use in such a manner that it doesn't leads to harming anyone.

(i) Privacy → privacy is key to maintaining integrity of an individual. It is ethical important to ensure privacy is respected.

(ii) Equity → Every human being has a right to ensure that

there is accessibility

Justice

↳ Any Intimidation through cyber space need to be countered.

~~Threat to~~ Injustice anywhere is threat to justice every.

Fairness

→ fairness in availability, spread, & dispersions

Humanity

→ cyber space should be used to counter bigotry, hatred, racism & promote tolerance, love, compassion & kindness.

PEACE & STABILITY

↳ shouldn't be weaponised & used as a collective measure to ensure welfare of all the society.

Thus, cyber space should be a medium to ensure welfare of all & change live of people & making world a better place.

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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 is the principle of making information and dates of governance government available to those who are affected by the decision making.

According to world bank it is one of the cornerstone of good governance.

essential pre condition

Transparency of decision making ensure that that it is done in an open & accessible manner thereby promoting openness.

It incentivise the civil servant to be ethical & maintain high standard.

further it act as a deterrence to unethical conducts like corruption, Nepotism, favouritism, partiality.

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→ Thus, it enable the public servant to remain committed to goal of service delivery, responsive to the need of people & upheld the principle of accountability with a positive attitude & motivation.

Further transparency ensure that people are aware of decision making thereby empowering people. A Vigilant Citizenry fully aware of its right & duties are most powerful tools to ensure that government does not break its promised.

↳ It improve the trust & Legitimacy in decision making thereby upholding the institutional integrity & upheld spirit of good governance.

How to improve transparency

- ↳ Rule of law: strict & effective
- ↳ Awareness of citizen
- ↳ Social accountability tools
 - Social audit
 - RTI
 - Citizen charter
 - Time bound delivery of service

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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 stayed 27 years in
jailed in his struggle against
Apartheid]

But he doesn't seek revenge
but forgiveness and built an inclusive
South Africa where every treated equally

[Thus],

A good nation is one where every
are treated alike irrespective of their
religion, race, caste, gender etc. It

means, that no matter what majority
does not subjugate the minorities.

~~A~~ Nation should be judged by
how it treat the most downtrodden,
minorities, whether it treat them

with love, compassion, tolerance,
respect

In present context, above quote
is very relative in face of rising
intolerance, racism, hatred, radicalism,
Communalism, lynching, honour killing,
Homophobia etc

Rising tides of war, ethnic conflicts,
unethical crime Capitalism, casteism,
Corruption, ~~shows~~ shows lack of
Compassion, Kindness, tolerance.

Relevance of above quote in civil service
In a multilingual, multireligious, &
multiethnic & pluralistic society, it is
absolute necessity that civil servant
shows highest qualities of integrity,
honesty, loyalty, attitude, accountability,
& responsiveness so as to ensure
welfare of all citizen & attain the
Gandhiji dream of poornima swaraj: A
nation free of illiteracy, poverty, hatred.

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

Education today unfortunately is focused on career building rather than character building

The highest education is not just about gathering of information but it is about making a good human being. It should to ensure that the character of the individual is mould into a good human being

According to Gandhiji, Education goal is intelligence plus character.

The philosophy of next generation depends upon the classroom of today. The destiny of a nation is shaped in its classroom.

Thus, goal of education is to
inculcate the ideas of tolerance,
humanity, kindness, spirit of
brotherhood rather than just
getting a job or future.

[Today] the issue of corruption,
criminalisation, [Casteism], 'intolerance',
racism are all manifestation of
failure of education.

It is the education that
will ensure that the ~~government~~ citizen so that
can empower them would seek change in
governance.

[Way Forward]

- indoctrination of ethics in education
through curriculum
- reward good behaviour & punish
bad conduct
- Role of father, mother & teacher key to
a integrity of nation

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

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

Attitude is a way of feeling about something positively or negatively.

Attitude is how you feel about yourself, your outlook, your behaviour or conduct toward others.

Ability is the talent or competence of an individual to perform a task.

Attitudes is the mirror of our minds. It reflects our thinking. If an individual has a positive attitude he or she would give all their abilities in achieving their goals.

↙ A positive attitude would ensure that the individuals face adversity with hope & determination. They would see

Possibility is problem comes up with
Solution. The never die attitude
of enable them to push the extra
effort

However if the attitude is poor
than it often leads to poor character.
No matter how talented an individual
is, ~~but~~ it is the attitude that ~~push~~
determine how successful you would
be. example → With a positive outlook,

I will be able to dedicate, give my
hundred 100% to achieve the goals.
If my attitude is weak, lazy, arrogance
than it would lead to failure & lack
of commitment.

Example from Civil servant: According to
2nd ARC, the attitude of civil servant is
insensitive, inward looking, status quoist,
& they act as they are dispensing favour
instead of service. As a consequence
dispite their ability they are not
able to delivery services and faces
issue of red tapism, corruption, loss of
trust etc.

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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 असंभव है। उचित उदाहरणों की सहायता से विवेचना कीजिए।

Emotional intelligence is ~~not~~ the ability to understand the feeling, emotions of others of self in order to use the emotion for positive purpose & effectively



It is imperative that an individual is able to understand their own emotion in order to understand the emotion of other. For example → if you are not able to understand sadness then you wouldn't be able to understand sadness in other.

Self awareness enables an individuals
to see other as they see themselves
& relates effectively.

Self awareness enable you to treat
other in the same ways as you
would like to be treated with
kindness, love, understanding &
Compassion

For instances → If you know what
injustices then only you would
stand up for justice and relate with
people who are victims.

Two, knowing your own behaviour
motivation & behaviour you relate &
understand issue of others, relate to
it & appreciate & respect it thereby
increases the interpersonal relationship
motivation, dedication & productivity.

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 is an agreement before a contract between a government agency & contractor to deal with Honesty, integrity, honesty, transparency & Accountability

↳ Further a third party civil society can be brought into to check case of violation of pact

Role they can bring in transparency in allotment of public contracts:

- ensure that information are freely available
- Stakeholder interest are uphold.
- Win-win Situation for all parties
- Competition are fair & objective

uphold the ideas of objective, rationality & impartiality

→ key way to ensure good governance

Ensuring proper utilisation

- Corruption is minimised
- act as deterrence to crony capitalism
- Leakage & wastage is checked
- efficiency & effectiveness of utilisation
- responsive to the present & future needs of the society

Thus in order to ensure effective integrity pact:

- ① reinvention of government, reengineering of bureaucracy, rejuvenation of civil society with ethics & social motives
- ② social accountability mechanisms:
 - (i) social audit (ii) RTI (iii) citizen Charter (iv) time band delivery services

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

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

"An education that cent ~~on~~ mould the character of the people is no education at all" → MK Gandhi

Rapid technology changes ~~has~~ disrupt the societies!

- (i) Media → unfiltred media
- (ii) detachment → from society due to video games, internet social media etc
- (iii) Rising insensitiveness, ~~low~~ Lack of empathy, high competition, bullying etc
- (iv) Generation Gap between parent & children.

Thus in face of above, the significance of inculcating moral & spiritual values:

→ Moral values of Kindness, empathy, Humanity, generosity enables the Student to overcome the

issue of intolerance, bigotry, hatred, bullying, Communalism etc.

The philosophy of tomorrow depends upon the philosophy of classroom today. So it is imperative that we imbibe the children with the ideas of integrity, honesty, kindness, compassion so as to ensure a fruitful future.

Moral & Spiritual values enables the Student to realise their own potential, improve their confidence, and help develop a good human being who can tell what is ~~right~~ right & wrong, and become a ethically aware citizen.

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 Upadhyay propounded the ideals of integral Humanism to ensure spiritual, emotional, social & economic welfare of all sections of Society.

Main elements

- focus on the strength of our individual & society and avoid blind imitation of the west.
- Focus on duty to the nation and give 100% commitment.
- imbibe good traditional values and improve scientific temper.
- focus on oneness of Human being irrespective of race religion, Customs.
- treat everyone equally.

Contemporary relevance

- ↳ At the face of the presence issue of communalism, Casteism, Corruption and Criminalism → Integral Humanism can acts a binding moral forces
- In face of Increasing inequalities & prevalence of poverty.
- Further → will effect globalisation & dual materialism, Commodification can be countered through, Commitment to integral Humanism

Relevance to civil servant

- ↳ Would enable civil servant to act in fair & transparent & Objective manner irrespective of race, religion, caste, etc.

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। तर्क कीजिए।

Code of ethics is ethical values of the organisation that highlight the missions & values of organisation.

↳ It act as a guide to ensure ethical conduct & maintain high moral standard.

→ Impertative of Code of ethics for Civil servant on social media

→ It is imperative that the Civil Servant act in accordance with institutional guideline & interest.

→ In a multilingual, multireligious & multicultural countries like India, A Civil servant should act in an impartial, fair, Countable, dependable manner both in office & social media.

Social media is indispensable as a medium of communication & dissemination of information.

Any unethical conduct in Social media would lead to questioning of the decision making & people's faith in decision making would be lost.

~~This~~ In order to ensure functioning civil service, with good policy for planning, impartial delivery of service, responsive & empathetic governance we should ensure that a code of ethics for social media is developed.

8. Discuss how effective corporate governance can ensure the equitable treatment of all stakeholders. (10)

बता कीजिए कि किस प्रकार प्रभावी कॉर्पोरेट गवर्नेंस सभी हितधारकों के साथ न्यायसंगत व्यवहार सुनिश्चित कर सकती है।

Corporate governance are rule, regulation, framework, processes by which the director ensure accountability, transparency & fairness in company administration

Corporate Governance & its effectiveness & equitable treatment?

- It put the interest of the shareholder ahead
- ensure that there are transparency & accountability in decision making
- Objective & Rational decision making their earning best interest of the institution

Shareholder → interest upheld as decision are based on the owner interest but interest all it

→ Corporate governance enhance
productivity, efficiency & effectiveness
their ensuring growth

→ Further it acts as an avenue
to address fraud, corrupt capitalism
etc overcome

→ ~~gandhi~~ Gandhiji Sino {
Commerce without
morality
↳ waste
without work

Intelectuwness

↳ often the Shareholders are
unaware
→ 2008 crisis, Subprime crisis
are manifestation of failure of
~~the~~ Corporate governance & failure
failure of moral to fibre

Conclusion

↳ Corporate governance uphold the
principle of profit maximisation but in
an ethical & sustainable manner

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:

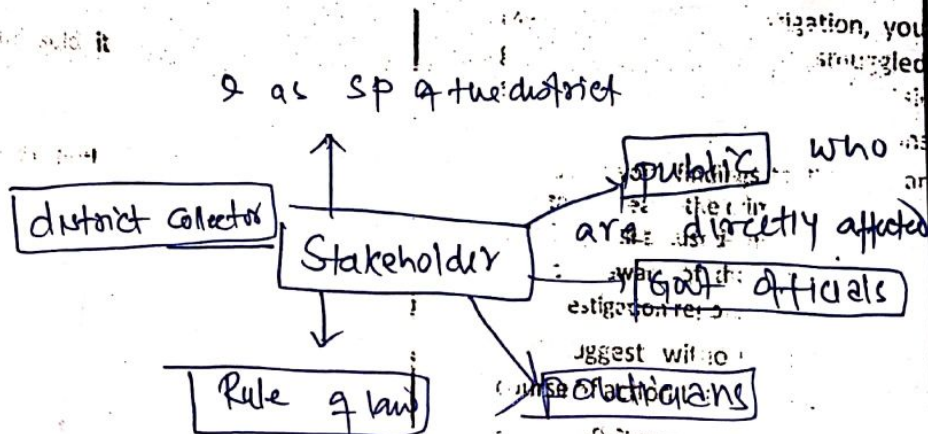
1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation 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 आवकारी 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 आवकारी ढांचे के समग्र प्रभारी DM द्वारा आपको इस प्रकरण की जाँच का कार्य सौंपा गया है। जाँच करने पर, आपको उन राजनेताओं और सरकारी अधिकारियों के बीच सांठगांठ का पता चलता है, जो जब्त की गई शराब की तस्करी करते थे और अवैध माध्यमों से उसे राज्य में तथा राज्य के बाहर बेचते थे। इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
 2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
 3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।
- साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप वरीयता देंगे।

The given case pertains to Collusions
of politicians, government officials &
Smugglers leading to institutional corruption
and crisis of governance & dangers
of losing faith in the government
decision making



① As a procedural demand i will make
an impartial, truthful, fair & objective
reports on the issues of collusion between
the politicians & government stating
clearly the dangers & nature of
criminal activities

→ then waiting for the direction of
the DM for further actions

ment

→ It will enables the DM to take the stock of the matter of the situations & advise the appropriate.

→ Rational wellthought & Concise Planned can be taken up as the per the necessity.

→ Often → the DC is also key

Stakeholder in the issues as it concerns with welfare of the society, governance & institutional integrity & trust of the people.

Demerit

→ It may leads to delays as DM may take more time leading to more smuggling & strengthening of the nexus which may have detrimental effect on the governance, polity, economy & welfare of society.

— Further → The delay may bought time for the criminal to intimidate

increased & obstruct the investigation which may Leads to loss of trust of the people in decision making

↳ The Report from DM may come with an direction of remaining silent & status quo which may altogether derail the justice & investigation of the crimes

(2)

↳ Charging of all the accuse under legal provision

→ ment → It enforce the principle of rule of law that everyone is equal in the eyes of law no matter how powerful.

→ ensure proper justice commensurate of their crime & misdemeanour

→ Justice → ensure that the conscience of the people is strengthened & act as a deterrent

→ It will instil faith of people in decision making & impartial police

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Demand

Justice delayed is justice

denied

→ power imbalance means that often the powerful get away with it
→ issues of low conviction rate & often police found incompetent

→ As there is clear case of collusion between higher officials & politicians → fair & transparent investigation & justice delivery

different

③

→ whistleblowing The serious nature of the issue,

Next → ① public are the most important stakeholder to enforce accountability & transparency

② people has the right to know that their elected members are indulged in the unfair & unethical conduct so that they can take informed decision

③ As Gandhi said "knowing what is right to do not doing it worst form of cowardice"

Demand

→ may lead to civil service activism
→ issue of political neutrality, loyalty to Code of conduct & ethics violated

My step

→ I would ensure that fair investigation is done on the basis of rational, object, fair & transparent criteria. They book all the accused as per the relevant IPC & then if there is

any charges

Investigation being initiated

then, it wouldn't be permitted to disclose the

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.

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

(20)

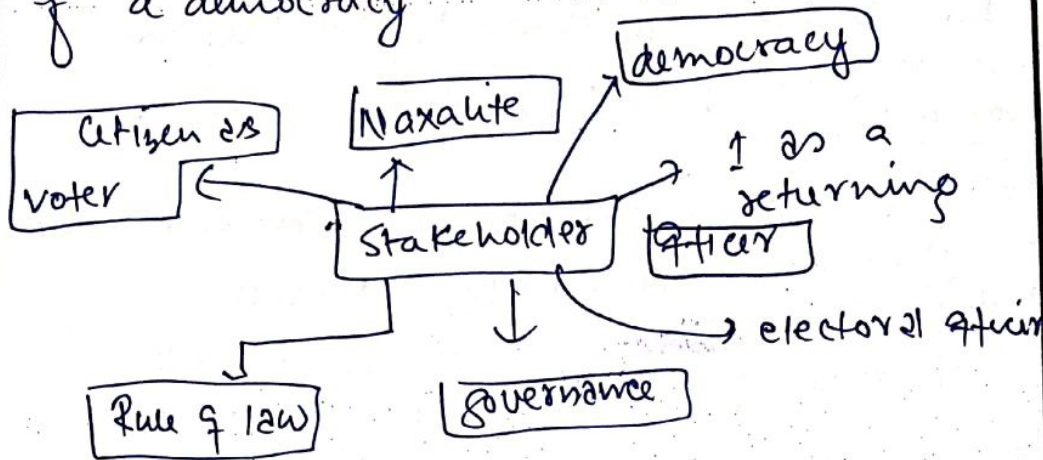
आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी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

- सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।
- ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।

Above case pertains to situation where non-State extremist organisation are threatening to intimidate citizen not to vote using violence thereby creating a situation of lawlessness & governance deficiency, fear mongering & preventing people to exercise their

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right to vote which is a backbone
of a democracy



(a) Adversity → is the ability to face
difficulties & challenge with hope &
determination

→ Civil service value that counsel in such
Situation :

(i) Rule of law → an impartial judiciary
→ smart & incorruptible police
→ just & fair legal framework

→ violence by Naxalite would be
prevented & not tolerated and then
ensure safety of voter upheld.

(ii) Emotional intelligence → would help civil
servant to understand their emotion
& emotion of other → thereby able to
overcome difficulties & find solutions

(iii) Courage

↳ Courage is ability to stand up for what is right & justice in the face of fear

→ Courage will enable public servant to face challenge effectively, remain motivated & dedicated. Further, it will gain confidence & trust of people.

(iv) Communication & empathy → Build a connection & trust with people so that anger of the people, intimidation of the maximals, indoctrination here can be countered with love, kindness, empathy, mutual understanding

(v) Efficiency & effectiveness → Thereby ensuring resources are use effectively & efficiently thereby ensuring trust & Legitimacy in decision making

(vi) Leadership → The civil servant should always lead by example & shows highest ethical & moral standards. Integrity, honesty, Courage, Commitment & loyalty of the Civil servant is Key to ensure that team &

Subordinates work with right
attitudes, motivation, dedication

(b) → Plan of actions

(i) election in free & fair is indispensable
So the first steps is to bring in
Confidence of people → that they could
be protected no matter what

(ii) → Strict rule of law → through coordination
with law enforcement, administration &
Civil society

(iii) take swift action against any untoward
incidence to act as deterrence

(iv) → ensure that electoral officers do not
neglect their duty through strict enforcement
of code of conduct, incentives &
punishment

(v) → Always remain proactive, responsive
& dedicated to need of the people

(vi) Awareness of citizen → A vigilant
~~aware~~ citizenry who is aware of
their rights & duty who ensures
that the ~~the~~ ~~the~~ elections are

Conducted in free & fair manner

(iv) → Responsive, Empathetic & Committed
Governance to built trust

In the long terms →

(i) first address the issue of 4C →
Casternism, Communalism, Criminalism &
Corruption

(ii) developmental effort like poverty
reductions, infrastructure development,
employment etc.

(iii) Counter - terrorism & strict action
against the unlawful activities

Smooth

Conduct of election is
indispensable for a democracy and
it can ensure through Rule of law,
strong institutions, independent ECI,
integrity politics & adherence to
Constitution in letter & spirit

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. ^{+ Nepotism}
 → 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: ^{→ conflict of interest} ^{→ any objective}

- Identifying the stakeholders and public cause, discuss the ethical issues involved in the case.
- As the District Magistrate, what appropriate course of action will you take? Give reasons for the same. (20)

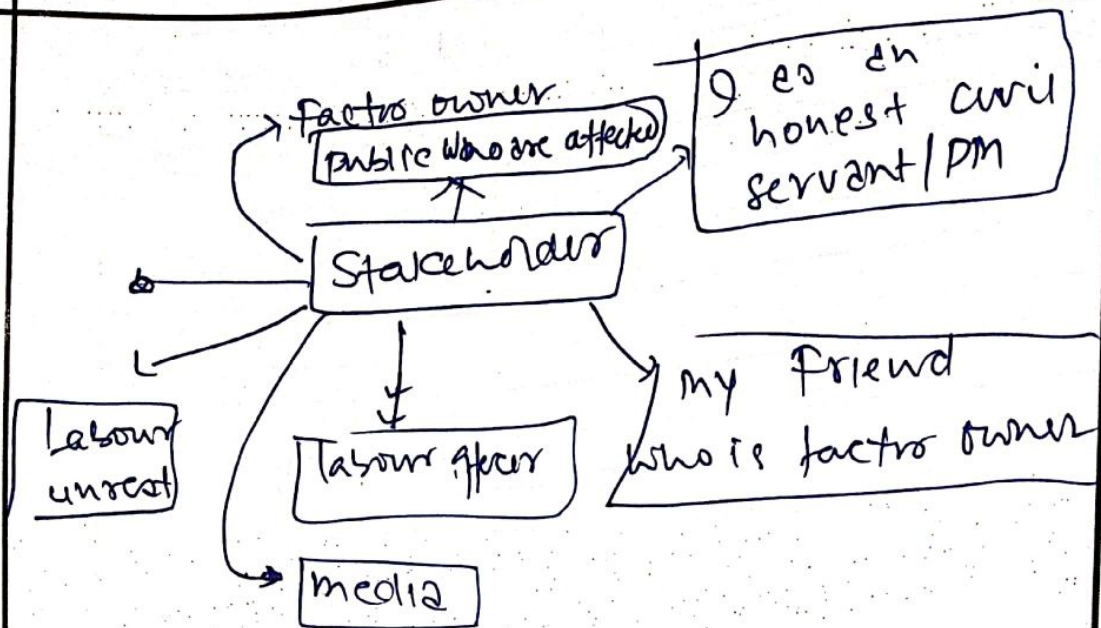
आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

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:

- हितधारकों और सार्वजनिक हेतुक की पहचान करते हुए, इस प्रकरण में सम्मिलित नैतिक मुद्दों की विवेचना कीजिए।
- जिला मजिस्ट्रेट के रूप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

→ The above case pertains to situation where a close relationship with a owner of factories ~~leads to~~ ^{leads to} situation that may lead to issue of allegation of favoritism, Nepotism, partiality & abuse of power

P.T.O



public Cause

- Welfare of the worker
- Fairness of Government rule & Regulation
- Human working condition which is a fundamental rights
- Public trust & Testimony in decision making

ethical issue involves

- Abuse of power
 - ↳ without my knowledge, the factory owner is abusing my position as a DM to detrimental of the welfare of the people & government trust & testimony

Conflict of interest → A potential conflict of interest, as my friendship with the

Owner may leads to questioning
of integrity of me, organisation &
Government

Right to Clean & fair workplace;

Abuse of worker amount to injustice
& violation of human right

Issue of accountability & transparency

↳ As it leads to question of lack
of accountability in decision making.

Government image & public trust →

Good governance rest on the bedrock of
public trust & legitimacy in
decision making. Even the appearance
of impropriety question the legitimacy
media misreport negatively affected the
governance image.

Rule of Law → is a cornerstone of
good governance. The present case is
a clear case of violation of rule of
law: treating everyone equally

Fairness, Objective & impartiality

↳ The present case prima facie may

Looking as impartial, untair,
neutrality & favouritism.

inaction of the Labour officer concerns.

(b) → As a district magistrate is
its morally & ethically incumbent
upon me to ensure that I
deliver public service in an
impartial, fair, transparent, accountable
& uphold highest level of integrity
& probity

Course of actions

(i) first I will reprimand the labour
officer for dereliction of duties &
direct him to conduct the
investigation fairly

(ii) → If the report indicates any
instance of violation of rule &
regulation, then strict action

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would be taken up as per the cost of law.

Further, As a capacity of DM, the affected labour would be made aware of the provision of skilling, pension, insurance & wellbeing opportunities under the government.

Reason

- Putting public interest always ahead
- As a ~~best~~ person of integrity, honesty & probity it is my duty & responsibilities to ensure that the interest of citizen are always taken just
- Accountability, transparency, rule of law, procedural fairness, act as an antidote to corruption, nepotism, favours, partiality and ensure that people trust are restored, good governance ensure.
- As Gandhi said "be the change you want to see in the world"
- It would be in line with Code of Conduct, Code of ethics & professional code.

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।

Above case study pertains to a situation where there is a conflict between the Government development plan comming is Conflict with the tribals life, livelihood Culture, ways of & traditions

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For Nongjai Mohd Ali Akram Shah(akramnongjai@gmail.com)

(a)

Key issue involves

- (i) Issue of poverty → leading to malnutrition, hunger & hardship
- (ii) Issue of governance → Responsibilities of the governance to ensure welfare & wellbeing of tribes
- (iii) Tribal rights, and customs: long held lifestyle, culture, productivity -
- (iv) Conflict of traditions & governance
- (v) Lack of incentives of the tribal to shift to markets due to structural issue

Key challenge involved

- (i) Issue of changing markets
- (ii) Issue of ensuring effective delivery of basic resources
- (iii) taking into confidence the

tribal and ensure trust in the decision making

(iv) Attitude of the tribals toward newer production methods.

(v) (b) Key stakeholders involved and their interest

Tribals

↳ Interest

→ to ensure that enough food is produced

→ balance production with age old customs, livelihood pattern

PM

↳

morally & ethically disambiguate the issue of malnutrition and devise solutions to address the problem

→ ensure effective, responsive & proactive governance & delivery of service

I as a responsible, aware tribal
with aspiration to be a civil servant

→ As a responsible and aware citizen to ensure the best possible steps are taken up that ensure that malnutrition is addressed but ensuring that the ecological & traditional integrity of tribals are not affected

→ An ameliorating the fears & lack of confidence of the tribals & ensure that they are convinced about the need & necessity of the millet production by persuasion

Course of actions

- DM → first need to investigate the underlying cause of the malnutrition
- ② involve the elders of the

A the tribals to ensure participation & convince the need of the tribals

→ (iv) Allaying the fear of loss of traditions by reasoning that production would be done in ecological & sustainable manner

→ (v) Addressing the issue of enumeration of millet so as to incentives shift

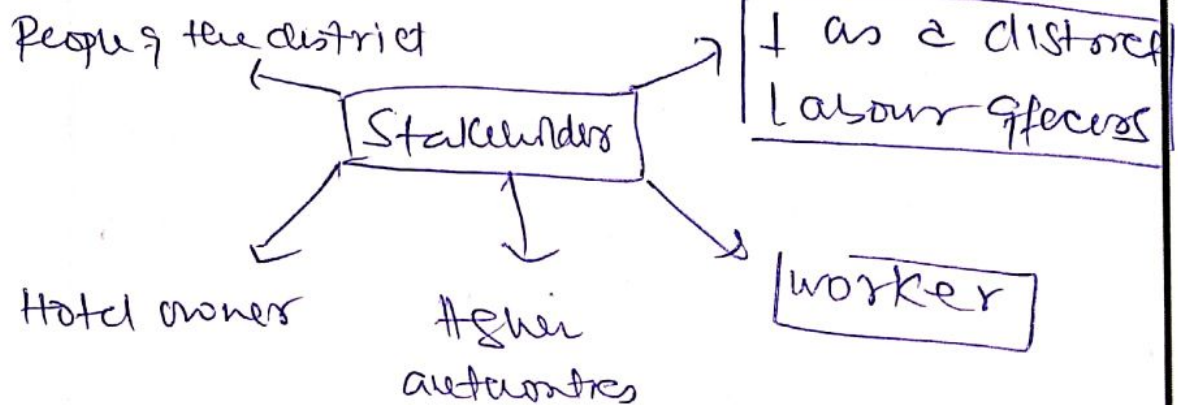
(v) Education & Healthcare improve so as to ensure that malnutrition is reduced.

Intn & protecting the tribal tradition Sustainability & ecological motives thereby ensuring production + preservation of tradition

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।

इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

The above case pertains to a situation where there is violation of Statutory wage, Abuse of power, Political intimidation, & denial of Basic rights.



(a) Issue involved in the case

(1) Rule of law → violation of rule of laws by the factory owner by non adherence to the Statutory Code.

(2) Abuse of power → By the Hotel owner thereby enabling him to subjugate the worker paying low wage.

(iii) Human & Basic right of worker for a minimum wage

(iv) likelihood of the workers

(v) Direction of the higher authorities to drop the issue

(vi) My duties as a labour officer and ~~basic~~ belief of humanity, fairness, integrity

(b)

① follow the informal advice

↳ Threats → No merits as such as it is unethical, unjustifiable, against my duty.
Higher authorities can't asked me to

~~not do~~ drop.

demit → It would amount to violation of professional Code, Code of conduct, Code of ethics & personal ethics.
↳ Knowing what is right to do & not doing is worst form of cowardice.

→ It would leads to breakdown
of rule of law & people trust
in decision making would decline

→ It would leads to subjugation of
worker violating their rights &
entitlement.

→ Against my duty as a servant / officer
② Convince the owner of the hotels;

① Merits → It possible than it
would leads to payment of minimum
wage & enforcing the rule of
law

— Further the employee would
still have jobs

Dement → most likely the owner wouldn't
be convince
→ No guarantee that he would
keep his promise

→ Further, No punishment for violation
of the norms of minimum wage.
→ As he is powerful masterly like he

would continue. Trusting him into his reputation is difficult.

③

ment → It would result in proper mechanism & enforcement of necessary steps

→ Further Competent authority would be able to convince

Dement

→ Slows & often collusion as the higher authorities advise to drop

→ Chances that case may not be initiated causing us power.

④

→ **ment** → As saying goes "justice delayed is justice denied". Justice should be seen to be served

→ My responsibilities & power enable me to take own moto

→ enable the ~~higher~~ bypass the higher authorities & pressure

→ uphold rule of law

Dement

→ may lead to use of unilateral
↳ the worker may not cooperate

My steps

① **First** will investigate, detect & response as per my powers & abilities

② then tell the higher authorities &

if the authorities doesn't respond then I will directly under the

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।

→ This case pertains to the responsibilities of the government to provide quality education & necessary steps to be taken up:

(a) Role of Government:

Quality education → based on quality outcome & developing overall character & behaviour

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④ Infrastructure

→ Ensure that proper infrastructure is form of schools, teachers, Classroom etc.

③ equity & accessibility: ensure that there is universal access to education

② address the unemployment issue so as to reduce drop out rate

① Focus on developing skills & personal rather than rote learning

⑤ values & principles

As a chairman my focus will be to produce an ideal citizen who are committed to ideals of Constitution, intelligent but with Character, Humility, Kindness etc.

as the saying goes "the destiny of the nation shaped in classroom"

↳ so focus on overall, 'all round' development of children

Equity & Justice

↳ access to a basic education is human right & fundamental right

So we need to ensure that there is universal accessibility, availability and affordability of education

Progressive → A weapon to change the society: fight orthodoxy, injustice, gender violence, communalism, racism etc.

Competence → Competent to face the world with confidence & personality and Innovation

Some measures to improve education:

- (i) Philosophy: from rote learning to Quality learning
- (ii) Poverty → often poverty leads to deprivation of education
- (iii) Funds → atleast 6% of GDP
- (iv) Skills → make the student Competent.
- (v) Infrastructure → investment on School, teacher training, Classroom etc
- (vi) invoke curiosity, innovation and art of asking question.

Thus, education is the best weapon ensure poorna Swaraj.
 A India free of illiteracy, poverty, orthodoxy & Communalism. An India where

is based on equality, justice,
fairness, secularism, liberty
& Fraternity:-