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GENERAL STUDIES (TEST CODE : 1705)

Name of Candidate	SHIVAKSHI DIXIT	Registration Number	754932
Medium Hindi/Eng.	ENGLISH	Date	18/11/2020
Center	LUCKNOW		

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

- 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 छपा है।
- 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 उचित माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-उत्तर 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 उसका अंश को स्पष्ट रूप से काटा जाना चाहिए।

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SECTION - A

1. (a) While the Right to Information Act is considered path breaking in promoting transparency and accountability, discuss why some argue that it has not been able to fully achieve its objectives. (150 words) 10

हालांकि, सूचना का अधिकार अधिनियम पारदर्शिता और जवाबदेही को बढ़ावा देने के मन्दर्भ में पथप्रदर्शक माना जाता है, तथापि कुछ लोग यह तर्क क्यों देते हैं कि यह अपने उद्देश्यों को पूर्णतः प्राप्त करने में सक्षम नहीं रहा है। चर्चा कीजिए।

RTI Act, 2005 is a path breaking legislation for it ~~oper~~ helps operationalize Article 19 better for the citizen. Freedom of speech and expression is assisted meaningfully by right to information.

The Act effectuates ideas of Transparency - openness in decision making & free access to information to public
Accountability - Answerability of the authorities for their acts and decisions concerning public service delivery.

Yet, 15 years down the line an evaluation of Act suggests it hasn't been able to achieve its full mandate -

REASONS

→ Illiteracy and Unawareness - Among the masses to use it constructively.

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- Act Attitude of Bureaucracy - The Act did not create a fresh machinery for its implementation. Some bureaucrats who were used to secrecy > disclosure, are expected to enact it.
- Malafide & Desperation - RTI is often used for settling political scores, desperation for information keeps machinery occupied and genuine RTIs be pending.
- Appointments & Vacancies - P.H. Posts of PIOs, Information Commissioners are often left vacant (lately at center) fueling pendency.
- Recent Amendments, RTI Amendment Act, 2019
 - ↳ Give more powers to the Union government in determining service conditions of Central Information Commissioners - Affecting their independence.
- A constant tussle between discretion protecting individual officers' Right to Privacy over public interests by disclosure.

The Act aimed at making disclosure the norm and secrecy exception and has achieved a lot so far yet some concerns need addressing. →x←

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1. (b) 'The Citizens' Charter sees public services through the eyes of those who use them.' Discuss how emergence of citizens' charters have altered the concept of accountability and improved the delivery of public services.

(150 words) 10

'नागरिक घोषणा पत्र, लोक सेवाओं को उनके उपयोगकर्ताओं की दृष्टि में देखता है।' चर्चा कीजिए कि किस प्रकार नागरिक घोषणा पत्र के उदय ने जवाबदेही की अवधारणा को परिवर्तित किया है तथा लोक सेवाओं के वितरण में सुधार किया है।

Citizens charters are undertakings given by public ^{service} organization to the citizens to deliver high level service while adhering to the performance standards mentioned therein.

- ↳ They enable citizens to ~~and~~ set expectations from quality of public service delivery.
- ↳ Also hold public organization accountable when standards are not met.

Main advantage

- ↳ citizen is placed at the center of administration ~~and not~~, not treated as a passive recipient of services without consideration for quality, timeliness.
- ↳ often designed with public consultation

so people's expectations are factored in.

→ A good citizens charter has specific provisions about standards and how to hold authorities accountable when standards not met.

→ Improves public faith in public ~~or~~ service delivery organizations.

→ Boosts morale of public servants to work harder to deliver the promised standards.

→ Thus citizens charter coupled with effective feedback mechanisms from public places citizen at the center of public service and ~~satisfy~~ deliver the welfare mandate

— x —

2. (a) How can organizational culture impact public service motivation and sustain values in administration? (150 words) 10

संगठनात्मक संस्कृति किस प्रकार लोक सेवा संबंधी अभिप्रेरणा को प्रभावित करती है और प्रशासन में मूल्यों को बनाए रखती है?

Organizational culture refers to the 'ethos' within the organization.

It is the sum total of values, beliefs, foundational principles, interpersonal relationship designs, work ethics, and codes in an organization.

→ This can impact the public service motivation via -

- A competitive and collaborative culture motivates people to achieve their fullest potential, learn from each other and perform.
- An org. culture resting on commitment to service - forces people to imbibe that idea.
- Exemplary behaviour - of courtesy and respect in public dealing infuses some ideas in public servants and motivates them to deliver better.

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This culture upheld in an organisation helps sustain key values in the administration vis

- compliance to established rules.
- responding to continuity & change
- duty to serve
- Integrity, honesty, uprightness
- Empathy, compassion
- Disclosure over secrecy be the norm and confidentiality an exception = ensures transparency & accountability.

These values, when become a part of the org. culture itself sustain themselves beyond the service tenures of people who effect them. Thus org. culture motivates public servants & sustains key admin. values

— x —

2. (b) It is imperative that civil servants have leadership skills to bring about meaningful change in the present day India. Discuss. (150 words) 10

वर्तमान भारत में सार्थक परिवर्तन लाने के लिए सिविल सेवकों में नेतृत्व कौशलों का होना अत्यंत आवश्यक है। चर्चा कीजिए।

A leader is best understood as one among the equals who is admired, followed and respected for his ~~per~~ character and potential. civil servants have a much space that is as wide as the society itself. - they do need to be effective leaders to serve their mandate.

↳ To 2 set of people
 { Their co-workers
 { Their clients / the citizen.

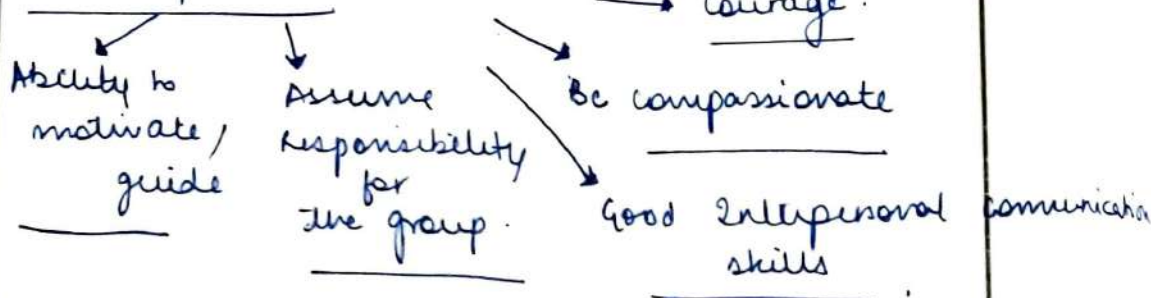
The key difference between an administrator and a leader is the source of authority.

- Administrator derives ~~some~~ authority from his position / established order
- leader - from followers out of their free will.

Civil servants with ~~the~~ are vested with authority to command a position as administrator, it is when they become

people's leaders that they "serve" the people best.

Leadership skills include:



With these qualities in its/her stride, a civil servant can:

- ↳ Motivate co-workers and the people ~~for~~ to adapt to or respond well to changes.
- ↳ Understand their concerns and influence policies from people's lenses.
- ↳ Implement policies with an eye for people's sensitivities.

These leadership skills are a key characteristic necessity in any civil servant to bring meaningful change in modern day India that is beset with a dynamic socio-economic society.

— X —

3. (a) Digitization of service delivery and online public interface have the potential to transform governance in India. Elaborate. (150 words) 10

सेवा वितरण का डिजिटलीकरण और ऑनलाइन पब्लिक इंटरफेस भारत में गवर्नेंस को रूपांतरित करने में सक्षम है। सविस्तार वर्णन कीजिए।

The digital age is alive and kicking and its most important ~~application~~ facet is how it is changing the lines of those untouched by ICT so far. Public service delivery through ICT or, "e-governance" is a panacea for many of India's governance woes.

TRANSFORMATIONAL GOVERNANCE - e-Governance

* E-governance can transform public service delivery via :

↳ Ease of access - No long queues, specific locations for offices, time & day restrictions..

- online public service delivery offers ease of access in terms of place & time for citizens.

↳ Avoidance of Corruption - Digital service delivery is easier to track & trace thus

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opaqueness is done away with.

Transparency → effects leaves little space for fudged accounts, payment leakages.

- ↳ Public service values of Integrity, Accountability can be enforced.
- ↳ Faster - than desk based / offline services.
- ↳ Sensitive to the needs of old & dis specially abled.

Thus digital public service delivery is a promising reform in Indian governance space. Concerns like digital illiteracy, digital infrastructure - devices, Internet connectivity need upgrading for this to fully materialize. Government is awakened to that cause through schemes like PM Digital Saksharta Abhiyan, Common Service Centres & Bharatnet inter alia.

— X —

3. (b) Identify the various factors, which shape the political attitude of a person. (150 words) 10

किसी व्यक्ति की राजनीतिक अभिवृत्ति को आकार प्रदान करने वाले विभिन्न कारकों की पहचान कीजिए।

Attitude is a predisposition to respond in a particular way to a specific stimulus. When that stimulus - is a political object viz- person, idea, activity etc., it is the political attitude.

→ Simply political attitude is one's attitude towards political objects.

Factors affecting / shaping political attitude:

→ Nature of state - where a person is born & brought up & organization of its polity.

→ born in a Republic / Monarchy etc.

→ Political sensitiveness of immediate society

→ how far is one's place of work / home is politically charged. Interested in electoral politics etc.

- All these things combine to form a political opinion and attitude of a person - a predisposition that will guide their behaviour in political domain. - eg - participate in elections, electioneering, discussions or keep away from it etc.

Everything that is political, concerns a person some or the other way & influences their attitudes

4. 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। वर्तमान संदर्भ में आपके लिए उनके क्या अर्थ हैं, स्पष्ट कीजिए:

(a) To educate a person in the mind but not in morals is to educate a menace to society. — Theodore Roosevelt

(150 words) 10

किसी व्यक्ति को बौद्धिक रूप से शिक्षित करना, किंतु नैतिक रूप से नहीं, समाज के लिए एक खतरे को शिक्षित करना है। - थियोडोर रूजवेल्ट

The above words coming from a stalwart of civil and personal liberties assume a lot of importance in this day and time.

Education indeed is a tool to traverse from despair to hope. In this day and time it is important to understand various contours of education and how to deliver them to our people to help them develop to their fullest.

- Modern Education is focused around academic knowledge of domains that make one 'employable'.
- This education alone, cannot suffice to lead a fulfilled life.
- ~~spiritual~~ Moral education is as much

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important to the individual's ability to contribute constructively -

As Mahatma Gandhi said - "Educating the mind and not educating the soul is no education at all".

- In fact according to Roosevelt, a man only educated in mind can be a menace to the society rather than constructive contributor.
- eg - An educated, qualified, ^{technically} competent civil servant devoid of morals - integrity, an innate sense of the right & the wrong ^{can} ~~will~~ prove more corrupt. An educated thief will be a better at hiding the corrupt activities and be a menace to the society.

The only way to check this is prioritise moral education as much as technical education, to create better more honest, compassionate and sensitive contributors to the society.

— X —

4. (b) Right is right even if no one is doing it; wrong is wrong even if everyone is doing it. — Saint Augustine (150 words) 10

सही सही है, भले ही कोई भी ऐसा न कर रहा हो; गलत गलत है भले ही हर कोई ऐसा कर रहा हो। - सेंट ऑगस्टीन

The above quotation highlights the importance of being righteous, and the power & force behind the 'right' path. That 'truth' and 'right' do not need following they are self sustainable. The 'wrong' is weak and may not survive even when it has a support of everyone.

In the present day and time this quotation holds a lot of water as it encourages people to stand up for what's correct, even if they are the only ones doing it.

On the contrary, not follow the herd if it is wrong just because 'everyone' is doing it and following a herd comes with 'acceptability'.

The quotation gives one, the courage to stand up, even when alone.

for the right cause.

In the specific context of public service delivery, this could mean something as simple as not accepting bribes / illegal gratification just because one is a 'part of the system' and that's how the 'system' functions. One must have the courage to resist and stand up for the right ideals, even if they're the only odd man out!

————— x —————

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5. (a) As interactive technologies such as Artificial Intelligence penetrate peoples' lives, the lack of understanding of their social influence carries a risk of them doing more harm than good. Discuss. (150 words) 10

कृत्रिम बुद्धिमत्ता जैसी अन्योन्यक्रियामय (इंटरैक्टिव) प्रौद्योगिकियाँ लोगों के जीवन में अलग प्रवेश करनी हैं, हालाँकि, सामाजिक प्रभाव के संबंध में उनमें समझ के अभाव के कारण इनमें लाभ के स्थान पर हानि अधिक पहुँचाने का जोखिम रहता है। चर्चा कीजिए।

Artificial Intelligence is a technology that enables machines / software to think and take decisions like humans would.

It has many applications today -

- ↳ Text to speech technology using AI benefits differently abled and the old.

Yet, like any other technological advancement it comes with some caveats:

- ↳ It could make humans more sedentary - depending more on technology for what can be done by us.
- ↳ curbing creativity, free thinking and even analytical decision

making.

- Over-use of such tech and lack of its understanding can have implications for users' data privacy and security.

Misuse of data and overdependence of on AI can do more harm than good.

← X →

5. (b) Examine the role of media in promoting probity in governance.

(150 words) 10

शासन व्यवस्था में ईमानदारी (प्रोबिटी) को बढ़ावा देने में मीडिया की भूमिका का परीक्षण कीजिए।

Probity in governance is the sum total of acting with integrity, honesty, uprightness and sincerity, duty to serve.

- Probity in governance has a key role to play in quality of public service delivery and seeing the welfare mandate to people.

- Media — print, electronic or digital — is the "Fourth" pillar of democracy has a key role to play in promoting probity in governance: via

- It can expose corrupt practices of the public officials.
- Gives wide publicity to citizens issues and brings them to the notice of public servants.
- Highlights laws restrictive to speedy

public service delivery.

- Ensure better management of public funds when its security is feared.

- It can give wide publicity to citizens charters, social audit programmes to promote people's participation.

- ~~can~~ Promotes debates, discussions on actions & policies of the executive thereby building public opinion & awareness about policies & schemes.

As a vital platform for free information dissemination, media promotes accountability and transparency which in effect realise the goal of probity in governance. by keeping the public servants on their heels, and the citizen empowered with power of information. This mandate must be served by media through factually correct & responsible reportage.

6. A civil servant's conduct is expected to be a model of ethical behaviour. Discuss.

(150 words) 10

एक सिविल सेवक के आचरण से यह अपेक्षा की जाती है कि वह नैतिक व्यवहार के आदर्श के रूप में हो। चर्चा कीजिए।

A civil servant is the face of the executive to the common man accessing a public service. In this capacity, their conduct ~~behaviour~~ is a clear reflection of the ethics upheld by the executive.

Besides, owing to a responsible and respected position in the society, their behaviour also becomes a model for people to emulate - both

Co-workers & the citizen. Thus

very high standards of ethical behaviour, worth emulation and must be followed by civil servants.

Some desirable components in a civil servant's conduct: The 'MODEL OF ETHICAL BEHAVIOUR'.

- Integrity - should be synonymous with their conduct. for its centrality in public service delivery.

- Discipline - To adhere to established norms. Enables him/her to ensure compliance by all by leading by examples.
- Compassion - For the citizens, special ~~etc~~ focus on the vulnerable & marginalized.
- Sincerity & Impartiality - To keep the personal & professional lines apart & public interest always primary.
- Transparency & Readiness for accountability to public at all times.

Thus, conduct of a civil servant must be a 'model of ethical behaviour' ^{is} worth emulation in both personal & public life. Upholding key public service values is its biggest mandate and must include courteous, compassionate and respectful public dealing as the basics.

—————X—————

7. Given the importance of inculcating emotional intelligence from an early age, discuss how schools can play a prominent role in this regard.

(150 words) 10

छोटी आयु से ही भावनात्मक बुद्धिमत्ता को विकसित करने के महत्व के आलोक में, चर्चा कीजिए कि किस प्रकार विद्यालय इस संबंध में प्रमुख भूमिका निभा सकते हैं।

Emotional Intelligence is the ability to ~~understand~~ perceive, understand & manage the emotions of self and gauge to those of others.

→ It helps people empathize with others, to become more sensitive and mindful of their actions since they can gauge their impact on others.

→ Become disciplined, by keeping their emotions in check and managed.

As a personality trait, it ~~can be~~ is both innate and acquired, shaped very strongly by one's upbringing and education and thus the role of schools can be very vital in inculcating EI among children from the an early age.

This can be done by making school curriculums more personality centric - with a vital component of sensitivity training.

- children must be given opportunities to engage with each other in a free & unregulated (yet monitored environment)
 - Must have visits & interactions with the old & specially abled.
- Must be taught to engage with animals rather than fear them.

A good childhood exposure to the diverse social participants help children observe, feel and develop their own sensitivities & emotional intelligence.

Schools can do this in a structured & planned way for every child as they come from different family backgrounds where they may not necessarily have those opportunities.

— x —

8. The utilisation of public funds in a democracy like India must be based on the principles of transparency, accountability and efficiency. Examine.

(150 words) 10

भारत जैसे लोकतंत्र में लोक निधियों का उपयोग अनिवार्य रूप से पारदर्शिता, जवाबदेही और दक्षता के सिद्धांतों पर आधारित होना चाहिए। परीक्षण कीजिए।

Public funds just like any other component of a democracy are for and of the people.

Governments are mandated to "manage" these funds on behalf of people in the best interest of the people.

→ Why ?

In a democracy - ~~how~~

→ Large no. of people depend on facilities / utilities provided out of public funds. — Their embezzlement can ~~be~~ affect the precarious lives of the indigent & vulnerable beyond repair.

→ Tax Payers — entrust their hard earned ~~no~~ incomes in the hands of the state for common welfare measures. most importantly for their disadvantaged

brethren. Their faith will be
utilized by improper management.

↳ Improper management of funds i.e.
without transparency - can encourage
Tax Avoidance / Tax evasion.

↳ Widen ^{Economic} Income Inequalities - Corruption
in public funds management will
benefit the public servants, making
them prosper at cost of the indigent.

↳ Efficient utilization requires 'optimum
use' of funds. Sound policies, without
frequent changes with changing
govt (causing wastage of public money)
needed.

↳ Accountability & Transparency ~~excess~~
can be ensured through social audits,
Parliamentary devices like Questions,
motions.

Thus, Utilization of public funds in
a democracy like India must be efficient,
transparent & based on accountability to
benefit "the people" and uphold the welfare
mandate.

SECTION - B

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

9. A manufacturing company is located in a small town where it is not easy for people to find jobs otherwise. The company has stayed in the town even though it could find cheaper workers elsewhere, because workers are loyal to the company due to the jobs it provides. Over the years, the company has developed a reputation in the town for taking care of its employees and being a responsible corporate citizen, owing to its CSR activities.

The manufacturing process used by the company produces a by-product that has been flowing into the town river for some time now. According to some media reports people living near the river have started reporting illnesses off late and there is also damage to aquatic life. People, however, have refused to come forward as their livelihood depends on the company.

You being the Sustainability Office of the company believe it to be your duty to report this to the higher management. You are of the opinion that this matter is associated with the prestige of the company and should be taken seriously. In the meanwhile the new CEO, who has just joined the company, has called you for briefing and understanding the local issues.

On the basis of the above case, answer the following:

- ✓ (a) Identify the stakeholders in the case above.
(b) What arguments would you put forth to the CEO to convince him to act on this matter? (20)

एक विनिर्माण कंपनी एक छोटे से शहर में स्थित है, जहां लोगों के लिए रोजगार खोजना अन्यथा सरल नहीं है। कंपनी ने उस शहर में बने रहकर अपने कार्य संचालन का निर्णय किया है, क्योंकि कंपनी द्वारा रोजगार देने के कारण यहां के कामगार कंपनी के प्रति निष्ठावान हैं, जबकि इसे अन्यत्र यहां से सस्ते कामगार मिल सकते हैं। अपनी कॉर्पोरेट सामाजिक उत्तरदायित्व (CSR) गतिविधियों के कारण, इन वर्षों में कंपनी ने इस शहर में अपने कर्मचारियों की देखभालकर्ता और एक जिम्मेदार कॉर्पोरेट नागरिक के रूप में प्रतिष्ठा अर्जित की है।

कंपनी द्वारा उपयोग की जाने वाली विनिर्माण प्रक्रिया से एक उप-उत्पाद भी उत्पन्न होता है जो हाल ही में कुछ समय से शहर की नदी में बहाया जाता रहा है। कुछ मीडिया रिपोर्टों के अनुसार विगत कुछ समय से नदी के पास रहने वाले लोगों के रोगग्रस्त होने की खबरें आनी आरंभ हो गई हैं और जलीय जीवन को भी क्षति पहुंच रही है। किन्तु लोगों ने इस समस्या का विरोध करने से मना कर दिया है क्योंकि उनकी आजीविका कंपनी पर निर्भर है।

कंपनी के संधारणीयता प्रबंधन अधिकारी (सस्टेनेबिलिटी ऑफिसर) होने के नाते आप यह मानते हैं कि उच्च प्रबंधन को यह जानकारी प्रदान करना आपका कर्तव्य है। आपका यह भी मानना है कि यह मामला कंपनी की प्रतिष्ठा से जुड़ा हुआ है और इसलिए इसे गंभीरता से लिया जाना चाहिए। इसी बीच, अभी-अभी कंपनी में नियुक्त किए गए नए मुख्य कार्यकारी अधिकारी (CEO) ने आपको स्थानीय मुद्दों को समझने और उसकी जानकारी देने के लिए कहा है।

उपर्युक्त प्रकरण के आधार पर निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) उपर्युक्त प्रकरण में हितधारकों की पहचान कीजिए।

(b) इस मामले में कार्रवाई करने हेतु सहमत करने के लिए आप CEO के सामने क्या तर्क देंगे?

(a).

The above case is a classic example of how modern livelihood choices require a trade off between development and environment.

A company, an entrepreneurship - despite its ~~economic~~ explicit economic outlook is a social entity. It operates by taking inputs from the society and giving outputs that are consumed in the same society. It does not have an independent ~~and~~ ~~unassisted~~ existence in a vacuum. Various stakeholders in a company & this particular case would be -

- a) The company - The organization with its economic interests, brand image - affected by particularly when it is a "popular" brand for its "people's welfare attitude".

If such an issue comes to the fore later or even if it doesn't come to the fore, the company's own institutional value of people's welfare is defeated if it continues to allow its by-product & its waste discharge affect people's health.

b) EMPLOYEES. They have a 2 fold interest
 ↓
 livelihood
 ↓
 economic
 ↓
 health
 ↓
 Much more important,
 neglected and invisible
 to many.

c) SO OTHER RESIDENTS - Even without any tangible economic interests - they are stakeholders in Co- & its activities.
 ↳ could face health concerns.

d) GOVERNMENT → Taxes for the local govt - from Co.
 → Public health - key concern for local govt.

e) RIVER ECOSYSTEM - The aquatic life bearing the

burden of human activities.

- Pollution & ecological degradation can have long term severe impacts on health as well as larger environment.

(b)

As the sustainability officer who has come to know of the situation and has a mandate to ensure 'sustainability' of the organization.

I will offer following arguments to convince the CEO:

- Act as a 'brand' that is known for promoting employees interests we ~~do~~ must act for our employees & welfare - their health.
- It is not ethical to capitalize on the dependence of employees for livelihood. They won't speak up, but their health could be in jeopardy.
- The society is large - People in the area cannot be left to suffer for our actions.

- It is a completely solvable problem - disposal of the by-product needs to be managed and can be done by installing ~~sewage~~ Treatment Plants or diverting the discharge.

The economic cost no matter how tangible will still be less than the intangible benefits of employee, society & environment, ^{welfare} provision.

This will contribute to well being and sustainability of the company in the longer run. It can operate with loyal employees, in a healthy society without damaging the environment. Thus the need to act is pronounced.

— X —

10. A recent phenomenon called as 'Deepfakes' has gained media attention. It has been found to be a powerful technology through which programmers can manipulate a video or audio content and make them look real. While the technique can be used to have some harmless fun, it is rife with possibilities of misuse. From creating fake pornographic videos to making politicians appear to say things they did not, the potential for damage to individuals, organisations and societies is vast.

(a) Identify the potential damaging effects of such a technological tool?

(b) What steps are required to minimise the impact and adequately deal with the misuse of such technologies? (20)

'डीपफेक्स' नामक एक नवीनतम परिघटना ने मीडिया का ध्यान आकर्षित किया है। यह पता चला है कि यह एक ऐसी सक्षम तकनीक है जिससे प्रोग्रामर्स किसी वीडियो या ऑडियो सामग्री में हेरफेर कर उसे वास्तविक प्रतीत होने वाला स्वरूप दे सकते हैं। यद्यपि, इस तकनीक का उपयोग कुछ हानिरहित मनोरंजन के लिए किया जा सकता है, किन्तु इसके दुरुपयोग की संभावनाएं अधिक हैं। इसमें फर्जी अश्लील वीडियो बनाने से लेकर राजनेताओं को ऐसे वक्तव्य देते हुए दिखाना जो उन्होंने कभी नहीं दिए, इत्यादि जैसे दुरुपयोग की व्यापक संभावनाएं हैं जो व्यक्तियों, संगठनों और समाज को क्षति पहुंचाने में सक्षम हैं।

(a) ऐसे प्रौद्योगिकीय उपकरण के संभावित हानिकारक प्रभावों की पहचान कीजिए।

(b) इस प्रकार की प्रौद्योगिकियों के प्रभाव को कम करने और उनके दुरुपयोग से समुचित रूप से निपटने के लिए क्या कदम उठाए जाने की आवश्यकता है?

Technology is man's single biggest invention of the bygone century. With every passing day, as technological advancements progress, they are aiming to solve human issues and make their lives easier, they come with their own share of caveats.

(a) The technology 'Deepfakes' is a

video & audio manipulator.

It can have applications in creating fun videos / audio but the possibilities for misuse are many.

→ The misuse can have following potential damaging effects:

→ Tampering Judicial evidence -

Courts will have a tough time verifying the genuineness of evidence presented to them.

This can affect - even discharge of justice
Innocents may be convicted & perpetrators
still be at large.

→ Women & Child sexual Abuse - Through morphed pornographic content, it will promote new avenues for extortion, blackmailing and other crimes.

→ Rumour Mongering - Misinformation & rumours will compound. Various ^{law &} public order

issues like - mob lynching,
caste, communal violence,
specially targetting the vulnerable &
marginalised communities will
compound.

→ Public service delivery → Not Honest
civil servants can be
implicated by miscreants. Public
servants' morale affected.

The technology can be
critically misused to spread
social media hate, travelling given
the propensity of such content to
be shared using instant messaging
services.

(b) As long as tech advancements happen
we will have to allow the good in
them to continue and eliminate
the possibility of a misuse.

The text.

Steps to check misuse →

- ↳ Regulate access — To verified users.
— Age appropriate access.

Design changing &.

- ↳ Information sharing — sharing of such a media must be only allowed on its specific application and with a water mark - disclaimer.

These systems can be embedded by tweaking the softwares.

- ↳ other social media platforms can be tweaked to disallow their sharing.

- ↳ Besides, the developers must gather functional location & data of the users, protect it through encryption but share it with the intelligence agencies in case of a misuse.

↳ such sharing of users' data can be only allowed after a judicial sanction.

Thus, the technology should not be banned for its potential misuse as it would stifle innovation, creativity and competence of developers to come up with something productive. It should be regulated suitably with due regards to users data privacy and security to and be allowed to function. The use can be monitored for some time and corrective actions taken accordingly.

—————X—————

11. You come across a report in the newspaper wherein during the drive undertaken by a Municipality to demolish dilapidated buildings one of the government servants has been assaulted publicly by the local MLA. The MLA belongs to the ruling party in the state. The MLA has blamed the official for taking bribes to illegally demolish houses, which are in good condition in the pretext of the drive to demolish dilapidated buildings. The MLA has claimed that few families were living in the houses and that the demolition drive was at the behest of some vested interests to grab the land.

(a) What are the issues involved in the case in your opinion?

(b) What are the options available in your view with the relevant actors to redress their concerns? (20)

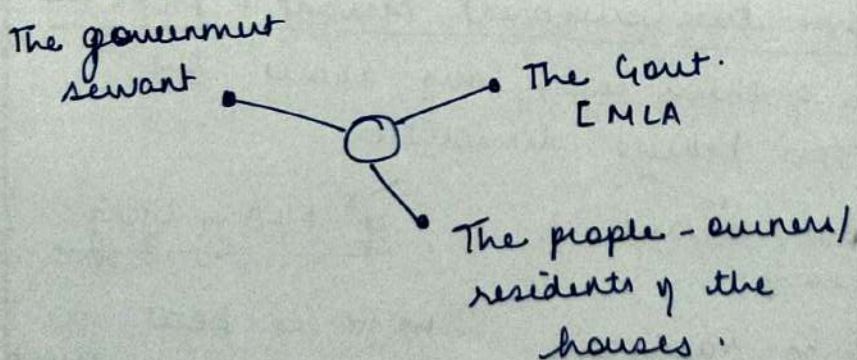
एक समाचार-पत्र में संयोगवश आपको एक ऐसी सूचना प्राप्त होती है जिसमें जर्जर इमारतों को ध्वस्त करने के लिए नगरपालिका द्वारा चलाए गए एक अभियान के दौरान एक सरकारी कर्मचारी के साथ स्थानीय विधायक द्वारा सार्वजनिक रूप से अभद्रता किए जाने की बात रिपोर्ट की गई है। वह विधायक राज्य के सत्तारूढ़ दल का सदस्य है। विधायक ने अधिकारी पर यह आरोप लगाया है कि उसने जर्जर इमारतों को ध्वस्त करने के अभियान के बहाने ऐसे मकानों को अवैध रूप से गिरवाने के लिए रिश्तत ली है, जो अच्छी दशा में हैं। विधायक ने यह दावा किया है कि उन मकानों में कुछ परिवार रह रहे थे और इमारतों को ध्वस्त करने का अभियान भूमि हड़पने के लिए कुछ निहित स्वार्थों से प्रेरित था।

(a) आपकी राय में इस प्रकरण में कौन-से मुद्दे समाविष्ट हैं?

(b) आपकी दृष्टि में संबंधित कर्ताओं की चिंताओं का निवारण करने के लिए क्या विकल्प उपलब्ध है?

The ~~issue~~ point in case has some critical issues involved.

There are 3 fold stakeholders.



→ The From People's end

- ↳ Is it justified to demolish houses where people live without securing their rehabilitation?
- ↳ If dilapidated condition was the real reason - people's safety must be prime. They should have been rehabilitated first.
- ↳ If ~~that~~ was not vested interests are at work - People Innocent people will lose their houses that may be compensated for with money but houses are knit with memories - a loss that cannot be compensated for. Also landlessness perpetuates if vested interests work like this.

→ From the Government servant & MLAs end

- one of them is wrong about the reason behind demolition.

If govt servant wrong

- he is sacrificing the

↳ MLA is lying

↳ he is betw saving mistrust

mandate of
public service
for vested
interests
= will erode
public faith
in bureaucracy &
embitter public
against public
servants.

between the
governed & the
governing

+ Defaming a
honest civil
servant = demoralising
public servants.

+ Assaulting a civil
servant on duty is
any way outrageous.

As an MLA of the ruling party he had
necessary resources to stop the civil
servant. Public servants like -

Assaulting by a people's representative is not
well becoming.

+ showcases lawlessness where - govt.
officers & elected representatives are
exchanging assault in public.

- (b) The solution lies at the root of
the problem. The charge against
the public servant
There are the following options available
to the various actors:

↳ Public servant - seek ~~as~~
- Explain his case with
evidence of dilapidation

- seek action against the MLA for
assault and public defamation
for the sake of protecting morale of
the public servants & upholding
people's faith in the services.

↳ MLA - To seek investigation into his
to prove his charge and
explain his case with what
'vested' interests are at work -
with evidence.

- A judicial enquiry can be ~~ordered~~ ^{sought}
by the government into the
actions of the Municipality.

- ↳ People - Bring legal action against demolition of their homes and seek - rehabilitation - if homes were generally disapitated
- restitution
 - suitable compensation for being deprived of their houses.

Thus, first and foremost the charge must be investigated into by an independent judicial enquiry to bring out the truth and the people wronged must be suitably compensated. Assault against a civil servant on duty is not something that must be encouraged, it will perpetuate lawlessness. If the public servant is found ~~was~~ defaulting, must be brought to the books to deter others - but through legal means.

_____ x _____

12. Disciplining children remains a pertinent challenge for educational institutions across India. Often, it is found that potentially dangerous forms of disciplining are frequently resorted to in India. These include physical and emotional punishment and in some cases, negative reinforcement by the teachers.

Although these are old forms of school violence, they have only recently started to be looked upon systematically as a problem. Until now corporal punishment and negative reinforcement and the forms these take, were frequently dismissed, and ignored in India. However, it is now being realized that their effects are quite concerning.

Further, it is also in light of a cultural acceptance of such harmful and ineffective disciplining processes, that issues as serious as bullying, teasing and ragging in schools escape scrutiny and redressal.

In the light of the aforementioned observations, discuss the following questions:

- (a) What are the effects of such processes of disciplining on the growth and development of children?
- (b) Suggest some alternate ways to ensure disciplining of school children.

(20)

बच्चों को अनुशासित करना संपूर्ण भारत में शिक्षण संस्थानों के लिए एक प्रासंगिक चुनौती बना हुआ है। बहुधा यह देखा जाता है कि भारत में प्रायः अनुशासन के संभावित खतरनाक रूपों का सहारा लिया जाता है। इनमें शारीरिक और भावनात्मक दंड तथा कुछ मामलों में शिक्षकों द्वारा नकारात्मक सुदृढीकरण सम्मिलित हैं।

हालाँकि, ये विद्यालयी हिंसा के पुरातन रूप हैं, परन्तु एक समस्या के रूप में इनका व्यवस्थित अवलोकन हाल ही में आरम्भ हुआ है। अभी तक, शारीरिक दंड और नकारात्मक सुदृढीकरण व इनके अन्य रूपों से सम्बंधित मामलों को भारत में प्रायः अधिक महत्व न देकर उपेक्षित किया जाता रहा था। हालाँकि, अब यह अनुभव किया जा रहा है कि उनके प्रभाव नितांत चिंतनीय विषय हैं।

इसके अतिरिक्त, यह तथ्य भी भलीभांति प्रकट हो रहा है कि इस प्रकार की हानिकारक और अप्रभावी अनुशासनात्मक प्रक्रियाओं की सांस्कृतिक स्वीकृति की आड़ में, विद्यालयों में बदमाशी, छेड़खानी और रैगिंग जैसी गंभीर समस्याएं सूक्ष्म परीक्षण और निवारण जैसी प्रक्रियाओं से बच जाती हैं।

उपर्युक्त प्रेक्षणों को ध्यान में रखते हुए, निम्नलिखित प्रश्नों पर चर्चा कीजिए:

- (a) अनुशासन की ऐसी प्रक्रियाओं का बच्चों की वृद्धि और विकास पर पड़ने वाले प्रभाव क्या हैं?
- (b) स्कूली बच्चों को अनुशासित करने के लिए कुछ वैकल्पिक उपायों का सुझाव दीजिए।

Discipline is a conditioning of mind and body where a person learns to keep their actions & emotions in check and adhere to what is expected.

→ Disciplining children is a key concern given every child is different, comes from a different home & family, has a different level of emotional development.

→ Resorting to corporal punishments, & negative reinforcements can lead to discipline children can have detrimental impact in their development process -

a) Fear and scared for life - Impact of punishments & raging, bullying can have life long impact on a child's mind.

b) affects their free thinking & action -

fear of being checked through physical harm restricts free expression among children.



- This can stifle their creativity.
- affect their emotional development - They have tough time sharing their feelings and may keep things bottled up, thus becoming adults with mental health issues of anxiety, depression.

~~→~~ →

- c) striking degree of punishment ~~most~~ ~~not~~ if very severe, for small mistakes - Children fear making mistakes.

Mistakes are the most effective way of academic, social & functional learning.

- d) Insecurity / Inferiority Complex - Due to ragging, bullying, constant punishments.

(b) Disciplining children is important but it must be done in a way that helps them become disciplined & competent individuals.

- ↳ Positive Reinforcements for being disciplined credit points etc., awards etc.
- ↳ Experiential learning of the right behaviour in a group process.
- ↳ Teachers / Parents leading by example - Violence begets violence
 - ↳ Talking to children about what makes them unruly and ~~set~~ sorting it out for them.
- ↳ Allowing children to make mistakes but make them draw lessons out of those mistakes so as not to repeat them.

children are a blank slate, their impressionable minds must

be impacted by positives through love, care, compassion and a consideration for their age!

↳ children that are brought up with love, are able grow up into individuals that give it back to the society.

← X →

13. You are a member of a High-level Committee that has been formed to monitor discrimination and violence against Scheduled Castes (SCs) and suggest measures to curb them. When you delve deeper into the issue, you come across many recent incidents, which confirm the widely held belief that SCs are consistently humiliated on a daily basis.

On the basis of the above information, answer the following:

- (a) Discuss why there is widespread discrimination and violence against SCs despite enactment of suitable legislations to prevent such instances.
 (b) As a member of the High-level Committee, suggest legal and administrative measures to prevent atrocities against the SCs.
 (c) State the role of media and civil society in bringing about behavioural change in this regard. (20)

आप अनुसूचित जातियों (SCs) के विरुद्ध भेदभाव और हिंसा की निगरानी करने तथा उन पर अंकुश लगाने हेतु उपायों का सुझाव देने के लिए गठित एक उच्च स्तरीय समिति के एक सदस्य हैं। जब आप इस समस्या का सूक्ष्म निरीक्षण करते हैं, तो आपको हाल ही में घटित ऐसी कई घटनाओं की जानकारी प्राप्त होती है, जो इस व्यापक मान्यता की पुष्टि करती है कि अनुसूचित जातियों का निरंतर अपमान किया जाता है।

उपर्युक्त जानकारी के आधार पर, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) चर्चा कीजिए कि इस प्रकार के मामलों को रोकने के लिए उपयुक्त कानून अधिनियमित किए जाने के उपरांत भी अनुसूचित जातियों के विरुद्ध व्यापक भेदभाव और हिंसात्मक घटनाएं क्यों होती हैं?
 (b) उच्च-स्तरीय समिति के एक सदस्य के रूप में, अनुसूचित जातियों के विरुद्ध होने वाले अत्याचार को रोकने के लिए विधिक और प्रशासनिक उपायों का सुझाव दीजिए।
 (c) इस संबंध में व्यवहारात्मक परिवर्तन लाने में मीडिया और नागरिक समाज की भूमिका का उल्लेख कीजिए।

Caste discrimination is a sad legacy from India's otherwise rich cultural heritage. It is a poor / demeaning manifestation of a system of occupational division of labour that now festers our society.

a) Reasons for discrimination against the SCs and regular humiliation;

→ The entrenched idea of 'purity & impurity', despite being constitutionally denied - still finds place & acceptance in our society.

→ Education & job opportunities have benefitted only few from the entire SC community. Most of them continue to face illiteracy, low income jobs - including sanitation & labour. This perpetuates the age old bias against them.

→ SCs have not been able to fully use the laws against the perpetrators due to

- Illiteracy, ignorance
- Lack of faith in public offices.
- Fear of victimization
- Inferiority complex entrenched in the community due to years of subjugation.

① Legal & administrative measures
To prevent atrocities against SCs.

- SC majority villages ^{must} have
designated police & admin staff
as nodal officers for their grievances.
- Regular patrolling of SC majority villages &
their community spaces in other areas.
- Feedback mechanisms at local
ration shops from SC community -
largely oral, verified through
ration card seeding.
- 'SC audit' of schemes implementation
by panel of people drawn
from the community by rotation.

② Media and Civil society have so
far played key roles in
bringing atrocities against the

community into the open.

They can play key role in

- ↳ Awareness generation through media campaigns
- ↳ CSO's can represent SC groups at key policy levels.
- ↳ CSO & Media must be provided a representation in the Ministry of Social Justice & empowerment consultative process.
- ↳ The National Commission for SCs should also engage with CSOs as representatives of SCs.
- ↳ CSOs can fill in gaps where executive has fallen short:
 - ↳ delivering digital literacy } To benefit from ICT
 - ↳ Functional literacy
 - ↳ and not be duped & cheated. - e-governance

Media can expose the gaps
left by the legislative & executive
and help them fill it.

————— X —————

14. You are waiting at a red light of a traffic signal while driving a car. A poor teenage boy, who is looking sick and weak, approaches you and starts begging for money. Looking at his situation, you out of compassion take out your wallet and start looking for some money to give it to him. But suddenly the boy, who was standing very near to you, snatches your wallet and starts running. Another man standing next to your car watches this act and catches the boy. He starts beating him badly. Few other people also join him.

(a) What are the issues involved in this case?

(b) What course of action will you take and why?

(20)

आप कार चलाते समय ट्रैफिक सिग्नल की लाल बत्ती पर रूके हुए हैं। एक निर्धन किशोर लड़का, जो बीमार और कमजोर दिख रहा है, आपके पास आता है और भीख माँगने लगता है। उसकी दशा को देखते हुए, आप करुणा से द्रवित होकर अपना बटुआ निकालते हैं और उसे देने के लिए कुछ पैसे खोजने लगते हैं। परंतु अचानक वह लड़का, जो आपके बहुत पास खड़ा था, आपका बटुआ छीनकर भागने लगता है। आपकी कार के निकट खड़ा एक अन्य व्यक्ति उसकी इस हरकत को देखता है और लड़के को पकड़ लेता है। वह उसकी बुरी तरह से पिटाई करने लगता है। कुछ अन्य लोग भी उसे पीटने लगते हैं।

(a) इस प्रकरण में सम्मिलित मुद्दे क्या हैं?

(b) आप क्या कार्रवाई करेंगे और क्यों?

(a) Issues involved in the case:

- ↳ Child - Trained to beg and steal
- will grow up with little concern for people's genuine compassion and little value for hard earned labour.
- Assaulted - scaring him for life.

→ My genuine

→ Me - Is it right to give money to a begging child - rather give him food or other supplies, ~~get~~ get him admitted to a school etc.

- My genuine compassion made a mockery of. I may have trust issues while being compassionate the next time.

→ The Man beating the child - Thinks assault will solve the problem and punishment is enough to stop him from stealing.

⑧ I will free the child of the punishment and would want to talk to him to know more about him -

→ Where does he come from?

→ Who has asked him to do this?

→ What will he do with the money?

Most probably he would have been trained to do this by his family or any other adult operating a nexus.

→ I will try to report the nexus if I can find credible information.

→ Most importantly, I would give the child some supplies and give him a 2 cents about how this stealing is very temporary means to meet his ends.

→ He has a lot of time and ability to develop into someone who can afford things on his own through his hard earned labour.

→ I will try to get him enrolled at a school and take care of his expenses if I can.

↳ Also, - enrol him at a vocational course / internship where he can learn some hands on skill and work part-time to make some money if he must.

_____ X _____