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GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	NIDHI	Registration Number	24237
Medium Eng./Hindi	ENGLISH	Date	3-08-2019
Center	-		

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 (क्यूआर) 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

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 can be defined as the ~~not~~ promoter and propeller of a society/organisation/institute to a desirable goal.

Attributes of leadership :-

- i) A leader is one who has will power and strength to take tough decisions

Ex: Calling off Non-Violence movement after Chauri-Chaura incident by Gandhiji

- ii) A leader is one who is all-inclusive & does not impose his viewpoints.

Ex: Jawahar Lal Nehru after independence adopted mixed economy

- iii) A leader is one who can see the problems & identify them

and rectify them.

Ex : K. Sivan called off Chandrayaan-2 mission due to glitch.

iv) A leader is one who sees the interest of poor sections of our society.

Ex :- Gandhiji's Talisman.

Importance for civil servant:

2nd ARC report rightly identifies the importance of leadership for a civil servant as he has:

- ↳ discretionary powers.
- ↳ role of implementation of policies
- ↳ Vast resources at his disposal
- ↳ Expectation from people.
- ↳ Facilitator of growth and development of society.

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)

मिविल 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।

A civil servant with huge discretionary powers and responsibility towards state and imp is expected to be objective & empathetic.

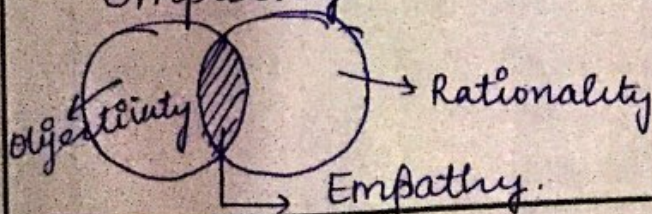
OBJECTIVITY: means a person values merit and rationality in taking his/her decisions.

Ex:- A civil servant not favouring relative of political official under pressure or pecuniary gains.

Empathetic: means valuing compassion & taking our decisions in accordance with righteousness.

Ex:- Helping an injured person.

Relationship between objectivity & empathy:-



Whenever we take our decision,
some external & internal factors
work.

Objectivity + Empathy where both
are working in same direction.

Ex :- A scheme for welfare of
disabled, old-age, etc.

Objectivity Vs Empathy → Sometimes
they're in conflict with each other

Ex :- An old woman asking for
help without required documents

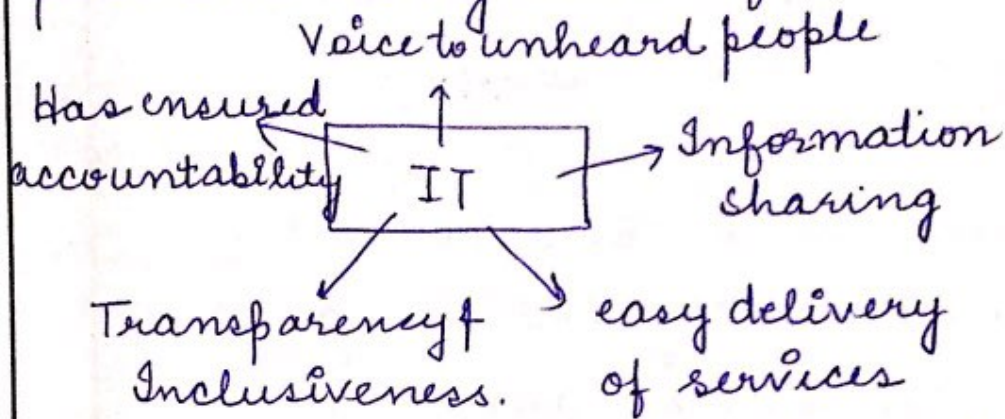
Objectivity - Empathy → When we
fail to act in accordance with
compassion just to follow rules &
regulations.

Ex :- Weberian bureaucracy
classic case.

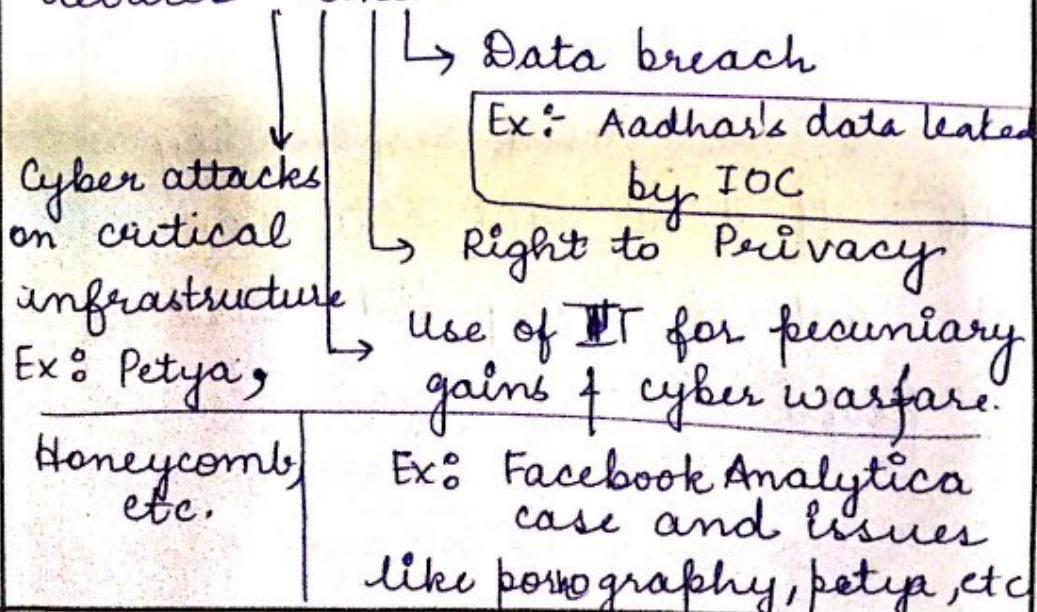
2. (a) With rapidly increasing use of information technology, what according to you is the role of ethics in cyber space? (10)

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

In the present context of digital era, Information technology has penetrated every arena of our life.



But, it's a double-edged sword which has given rise to many debates like :-



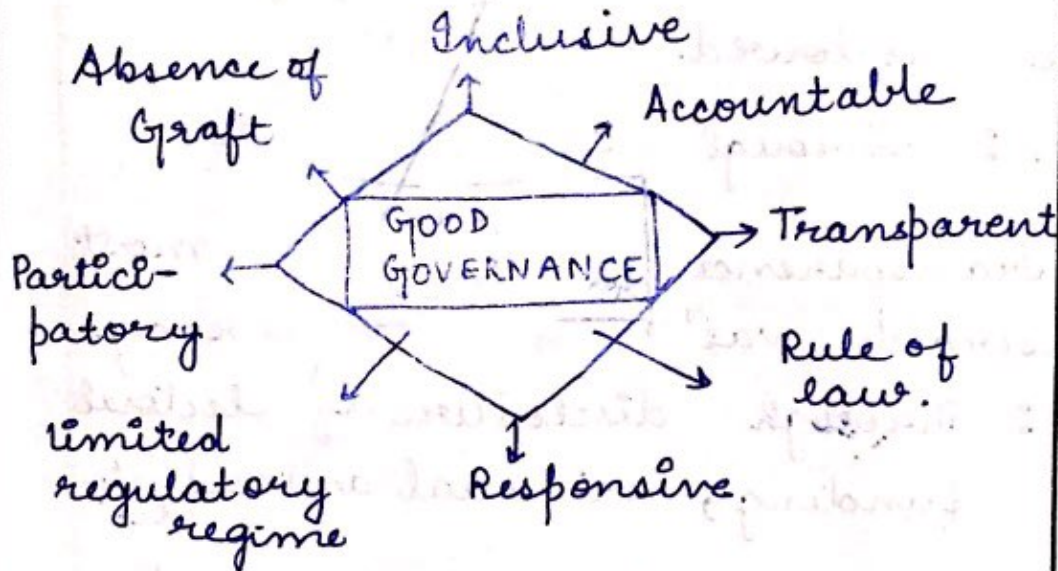
Role of ethics in cyberspace thus get enhanced to prevent such attacks and handle IT responsibly.

- Ethics can help us to decide right and wrong.
For ex :- Punishing the cyberattackers
- Ethics will help to act transparently and in an accountable manner.
- Cyber ethics will help to reduce digital divide, digital illiteracy.

Thus, this double-edged sword need to be used responsibly with effective law enforcement and robust safeguards available to people.

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

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



Transparency, as defined as the openness in decision-making and actions taken.

Ex :- Right to Information Act, 2005 has led to participatory governance & hence act as deterrence for any wrong-doing.

> Transparency ensures citizens are well-informed about policies of the government of the day.

Ex: Through Social Audit.

> Transparency ensures government has defined standards & goals to be followed.

Ex: Through Citizen's Charter.

> Transparency is one of the most desirable value in any democracy.

Ex: Through disclosure of electoral funding, criminal antecedents, etc.

Therefore, transparency can act as deterrent as well as propeller for corruption & growth respectively.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

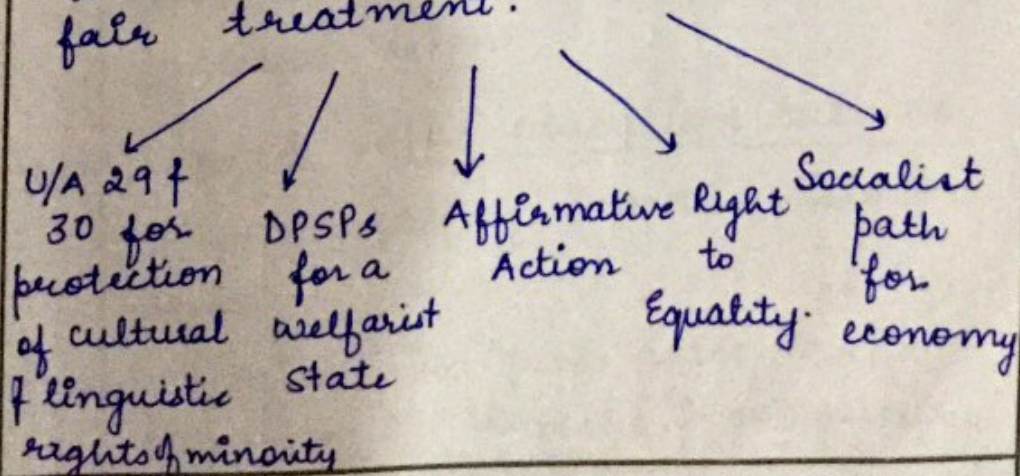
नीचे नैतिक विचारकों/दार्शनिकों के उद्धरण दिए गए हैं। स्पष्ट कीजिए कि वर्तमान संदर्भ में आपके लिए इनके क्या निहितार्थ हैं:

(a) A nation should not be judged by how it treats its highest citizens, but its lowest ones. Nelson Mandela (10)

राष्ट्र का आकलन 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।

In the present context of rising Income Inequality, Digital divide, Rights of minority being undermined, etc. brings out the importance of given statement.

A nation is known through its safeguards available to the weak & meek in their lowest times. India took this task & provided effective safeguards to ensure the fair treatment.



This is the reason why India is counted in successful democracies ensuring equal rights to everyone. While, China's policies in Taiwan, recent handling of HongKong protests, Uighur's treatment in Xingxiang province or the South Africa's Apartheid policies or Slavery in Europe & America in earlier times are blot on these nation states.

'Individual dignity' is a must for any nation's policies.

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)

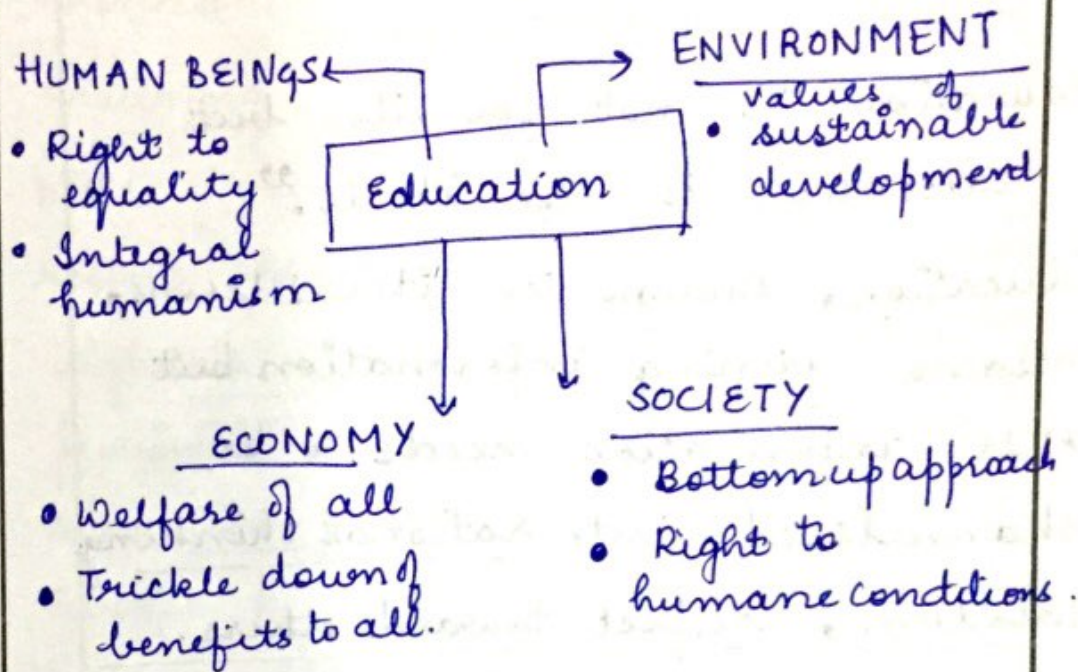
श्रेष्ठतम शिक्षा वह है जो न केवल हमें जानकारी प्रदान करती है, अपितु सभी के अस्तित्व के साथ हमारे जीवन का सामंजस्य भी स्थापित करती है। - रबींद्रनाथ टैगोर

"Education is not for life, but education is life itself."

Education, though in literal terms, means gaining information but this information needs to be channelised into rational thinking, wisdom, respect towards others.

In the present context, meaning of education as gain of information has led to :

- Rote learning, Perfect-10 phenomenon quantity & not quality is focused upon.
- Eroded value education culture thus creating moral crisis in society.
- Education is just seen as gaining of degrees & not gaining

wisdom and values.

Human beings, interdependent on its surroundings for its survival need to ensure RESPECT for all, faith in equality and giving back to society what it takes.

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।

Success is basically dependent on a person's APTITUDE and ATTITUDE.

Aptitude, which can be defined as the ability and intelligence of a person. While, attitude is defined as the outlook of a person towards his/her surrounding.

For ex:- When I failed in a relay race, I, ~~it~~ instead of crying over failure, identified where I was lacking & worked upon those areas.

→ Attitude helps us to make our career choices & propel^{us} to work towards them.

Ex: Belief & Values of patriotism helped me to choose my career.
Fortitude & courage involved helped

me to identify my mistakes & work upon them.

→ Positive attitude is a pre-requisite to be emotionally intelligent.

Ex: Negative attitude has always backfired me in my presentations, exams, etc.

Thus, a right mix of attitude and aptitude helps to achieve desirable goals.

4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

उच्च भावनात्मक समझ का मूल आत्म-जागरूकता है। यदि आप स्वयं की अभिप्रेरणाओं और व्यवहार को नहीं समझते हैं, तो दूसरों की अभिप्रेरणाओं और व्यवहारों की समझ विकसित करना लगभग असंभव है। उपयुक्त उदाहरणों की सहायता से विवेचना कीजिए।

Emotional Intelligence being defined as aware of one's emotions as well as understanding other's emotions. ¶

~~but~~ Daniel Goleman argues his emotional intelligence theory on a mixed-model based on :-



Failure to understand one's motivation & behaviour exemplified by case of Hitler led to destruction and failure to understand other's behaviours.

Even, during disrobing of Draupadi, Bhishma failed to understand his emotions & thus couldn't take a stand for draupadi & righteousness.

Thus, to be emotionally intelligent, we need to be SELF-AWARE → i.e. what we want from ourselves & only then we can identify emotions of others.

Ex :- Gandhiji understood this & was able to tap the energy of masses during freedom struggle.

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 pacts are defined as the agreements between the public authority and the bidder for public contract. This is an effective tool of ensuring openness & transparency in the public contracts.

ONGC was the first public agency to enter integrity pact with Transparency International & CVC in 2006.

ROLE of Integrity pacts:

1. Under the agreements, the bidders are allowed to bid fairly without any prejudice & nepotism.

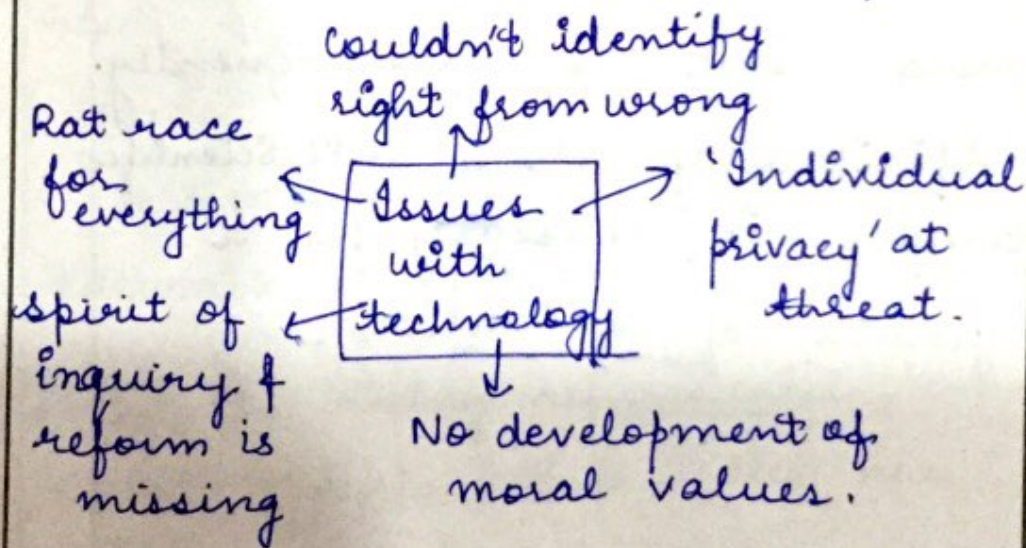
2. They help in reducing the discretionary roles of public officials.
3. They ensure that there's no BACK DOOR Agreement with the bidders & officials
4. They help to ensure faith of people in the governance.
5. Integrity pacts have led to reduction in asymmetry of power.

Thus, Integrity pacts along with steps like Government e-Marketplace and Womeniya on GeM are an effective step for ensuring transparency.

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

द्रुत गति से हो रहे तकनीकी परिवर्तनों के सदृश में, शैक्षणिक संस्थानों में नैतिक और आध्यात्मिक मूल्यों को अंतर्निविष्ट करने के महत्त्व की विवेचना कीजिए।

Rapid technological change in the 21st century has led to the proliferation of IoT, Artificial Intelligence, everything at home at a click & thus an overhaul in education is required.



significance of inculcating moral and spiritual values :-

- > with rising inequalities, Value education propagating compassion, Integrity, Empathy is required.

- With rising destruction of the environment, values like conservation, recycling are required in curriculum.
- Educational institutions need not be seen as just propagators of information, rather as AGENTS OF CHANGE, ^{youth} who're going to rule tomorrow need to make more Inclusive, Gender-friendly.
- Spirituality along with Scientific temper is necessary for a growth of a nation.

6. Explain the main elements of integral humanism as propounded by Deen Dayal Upadhyay and highlight its contemporary relevance. (10)

दीनदयाल उपाध्याय द्वारा प्रतिपादित एकान्त मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

'Integral humanism' can be defined as the model of growth where HUMAN BEING dignity is at the core.

Contemporary relevance :-

- 'Exclusionary nationalism' as propounded by Industrial revolution has breded narrow definition of nation states. While 'Vasudhev Kutumbkam' can be beacon light here.
- In the rising refugee crisis, Yemen war, Syria crisis, etc. has led to 'MORAL CRISIS' in society. 'Integral humanism' asks for rising above such petty interpretations for growth.

- AMERICA FIRST policy, closure
of Mexico border, Nuclearisation
policies of N.Korea puts

'Individual dignity' aside.

Thus, this world with ever
rising moral crisis, needs

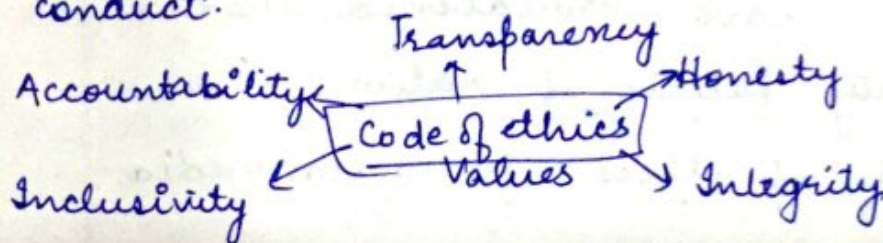
'Integral humanism' policies
manifested in the form of

- ↳ UN working for health, education
- ↳ Environmental ethics
- ↳ UN declaration for human rights
- ↳ Sustainable development Goals.

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 अनिवार्य है। चर्चा कीजिए।

Code of ethics being defined as the standardisation & institutionalisation of ethics in an organisation's conduct.



Recent case of tweet by Shah Faesal on twitter handle criticising aspects of Indian culture.

It brings out the code of ethics' importance for social media platforms as well.

→ Civil servants are accountable to people & their irresponsible tweets/posts can create chaos in the society.

- Social media platform has gained importance in the digital era & hence, a domain which needs to be handled in transparent and inclusive manner.
- Cases of hate speech, fake news, etc. have threatened the unity fabric of nation. Thus, code of ethics for social media become all the more important

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

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

Corporate governance can be defined as effective functioning of corporates keeping in mind stakeholder's interests, following rules and regulations.

Corporate governance is an effective tool of EQUITABLE TREATMENT of stakeholders through:

- i) Appointment of Independent board directors.
- ii) Rule-based functioning of corporate.
- iii) 'YOGIAKSHEMAM' aspect of governance which means social security is kept in mind.
- iv) Timely elections of board members.

Corporate governance, thus leads to cogent and worker friendly organisation.

Stakeholders' Interests are at centrality of corporate governance.

Ex :- Infosys, TATA → due to corporate governance, values of shares don't vary much due to trust & faith of citizens.

While due to failure of corporate governance, YES Bank is suffering decline. Similarly, Kingfisher's case can be cited where stakeholders' interest was harmed.

SECTION - B

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

9. You are posted as the Superintendent of Police (SP) in a district of a state where alcohol prohibition has been imposed recently. The District Excise department has conducted many raids and seized liquor in large quantities, for which it has received state-wide public appreciation. A few months later reports surface in the media that in this district, hundreds of seized bottles of illicit liquor are missing from the government malkhanas or stores. As a result, the government is left red-faced. You are asked by the DM, who is the overall in-charge of the district excise setup, to investigate the matter. Upon investigation, you unearth a nexus of politicians and government officials who smuggled seized liquor and sold it through spurious means both inside and outside the state.

In this context, evaluate these options:

1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation report in the public domain and expose the nexus.

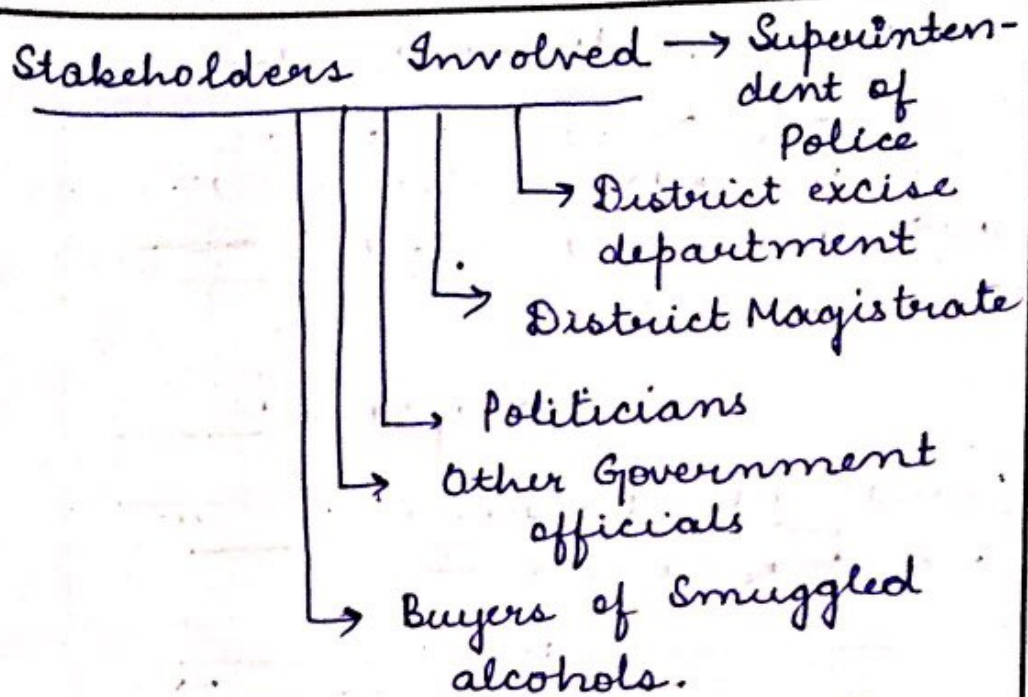
Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. (20)

आप हाल ही में मद्यपान निषिद्ध करने वाले एक राज्य के एक जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित किए गए हैं। जिला आबकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जब्त की है, जिसके लिए उसे राज्यव्यापी सार्वजनिक सराहना मिली है। कुछ महीनों बाद मीडिया में यह खबर आई कि इस जिले में, सैकड़ों अवैध शराब की बोतलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आबकारी दफ्ते 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 साठगांठ 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 साठगांठ का खुलासा करेंगे।

साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप वरीयता देंगे।



Ethical Issues involved here:

1. Dereliction of public duty.
2. Violation of law and rules
3. Misuse of political power and muscle power for pecuniary gain.

Analysis of course of actions given:

- 1] Reporting to DM and seeking instructions

+	Following of clearly mentioned hierarchy and rules & regulations
+	Discretion of one person will be reduced as viewpoints of

other public officials being taken.

- It might delay the actions taken against the nexus.
- Politicians might also try to pressure DM to not take punitive actions against them.

2.] charge all accused & let law take the action.

- + Seems an appropriate strategy to punish violators of law.
- + Charging the accused will deter the further sale of liquor.
- Judicial proceedings get delayed due to protection offered under
- Also, the nexus might try to influence public officials and administrative machinery. ^{Const^m.}

3.] Putting the report in public arena.

- + Seems to be an appropriate whistleblowing act.
- + It'll help to bring real face of politicians in front of public.

- It might alert other smugglers & hence they won't get caught.
- Report might create law & order problem due to public anger.

Course of action :-

1. Upon investigation, submitting the report to ^{all} the states where smuggling is done.
2. Charge the accused involved till further instructions from DM.
3. Would report to higher authorities to start the investigations against the public officials & politicians.
4. Would form an intelligence team in cooperation with other state's intelligence officials to look into the

issue thoroughly.

5. Would ask the ~~DM~~ DM to refer the matter to special courts to do the justice without delay.
6. Not putting the report alone in public but would take appropriate actions against the accused.

10. You are posted as a District Magistrate in a Left Wing Extremism (LWE) affected district. The district has witnessed many instances of violence by the naxalites in the past. It has been observed that instances of violence increase as the elections approach. You, as a Returning Officer, are responsible for the smooth conduct of elections. Soon after the announcement of elections, the naxalites gave a call for their boycott and have been threatening people to stay away from them. The people of the district are eager to exercise their voting rights but are scared of the impending acts of violence. Further, with threat to their lives and a low expected turnout, the other electoral officers are also reluctant to go to these areas.

In this context, answer the following:

- (a) Identify the civil service values that are crucial for working in such adversities.
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation. (20)

आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी हैं। चुनावों की घोषणा के शीघ्र बाद, नक्सलियों ने चुनाव के बहिष्कार का आह्वान किया है और लोगों को मतदान से दूर रहने की धमकी दे रहे हैं। जिले के लोग अपने मताधिकार का प्रयोग करने के लिए उत्सुक हैं, लेकिन हिंसा द्वारा रोड़े अटकाने के कार्यों से भयाव्रान हैं। इसके अनिश्चित, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

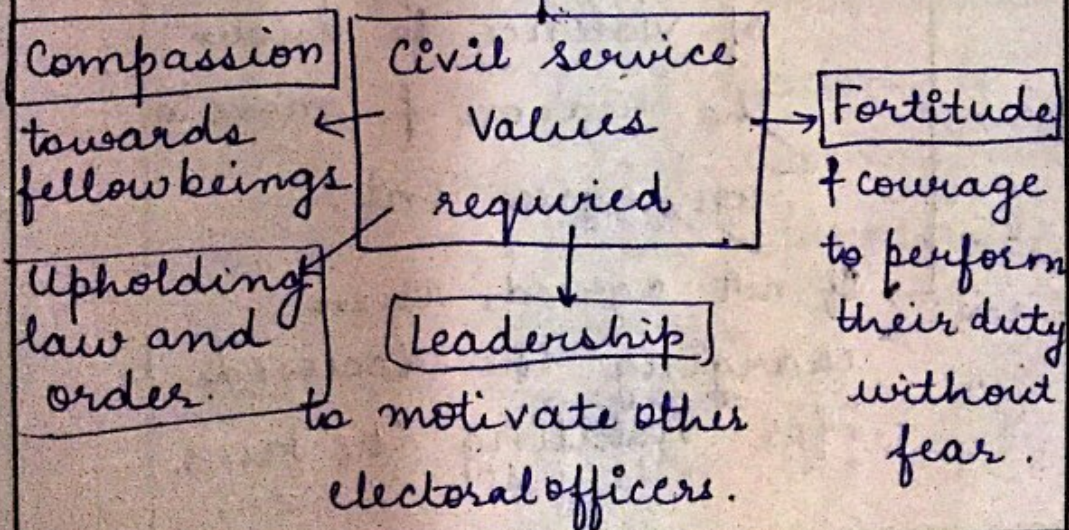
- (a) सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।
(b) ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।



a) Adversities presented in this case are :

- Law & order problem posed by violence perpetrators.
- Damage to democratic right to vote.
- Fuelling of sentiments of public of crying 'relative deprivation'.
- Dereliction of duty by electoral officers to not go there.

Integrity i.e. being unaffected by circumstances and performing duty diligently



Civil service presents such adversities as well as opportunities where we can transform the lives of people through our acts of courage & honesty.

b) Plan of action in this scenario:

> To curb violence

- ↳ Mobilise police forces and security officials
- ↳ Providing training & awareness to perpetrators of violence to know the reason & move to an agreement.
- ↳ If not agreed, then charging the accused for violating the laws.

> Safety of electoral officers

- To provide security to them.
- Appropriate sensitisation training before sending to these areas
- Extra Remuneration to officers deployed.

> Safety of people & ensuring free & fair elections.

- by curbing violence & providing security in booths.
- Preventing mobilisation of local leaders to not fan the sentiments of people to perpetuate violence.

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. *(Public vs Personal)*

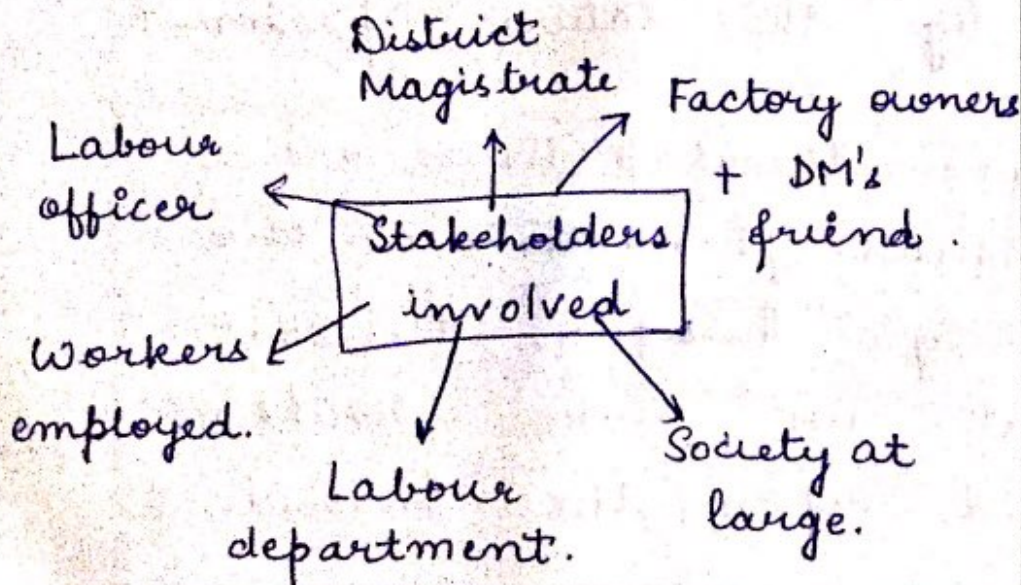
Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your proximity with the owner of the factory. With reference to the facts of the case, answer the following questions:

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

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

हाल ही में, मीडिया में आपके मित्र के कारखाने में कार्य की खराब स्थितियों के संबंध में खबर आई है। श्रम कार्यालय से पृष्ठनाट्य करने पर, आपको पता चलता है कि इस कारखाने में अतीत में बार-बार श्रमिक अशांति देखी गई है। हालांकि, श्रम अधिकारी द्वारा आपको बताया जाता है कि कारखाना मालिक के साथ आपकी निकटता के कारण वह कोई कार्यवाही करने में संकोच कर रहा था। इस प्रकरण के तथ्यों के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

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



ethical issues presented by
the above case study :-

- i) Rights of workers employed in the factories.
- ii) Violation of law and rules by the factories & commercial establishments.
- iii) Personal Interest Vs Professional conduct.
- iv) Right to humane working conditions as provided under constitution.
- v) Right to Deviation of duty by the labour department.

Above ethical & issues are a common phenomena in our society. Therefore, decisions that we make should be based upon the Individual

dignity , greatest good of greater
number and ensuing welfare
of all.

b) Course of action :

- > Investigation And Inspection
of the factory & commercial
establishments located in the
district to see the working
condition
- > e-Inspection so that no one get
alerted before.
- > Those guilty , filing charge-
sheet against them and
asking factories to form
labour welfare departments
to ask the grievances of
workers & address them
in time.

- > No special treatment to anybody even if it's my friend as 'RIGHT TO EQUALITY' is a fundamental right.
- > To impose Penalty on all the establishments who're not complying with the regulatory standards.

As a district magistrate, it's my duty to ensure smooth implementation of policies.

Also, Impersonal management will be the key here to efficiently manage my conduct without any bias.

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)

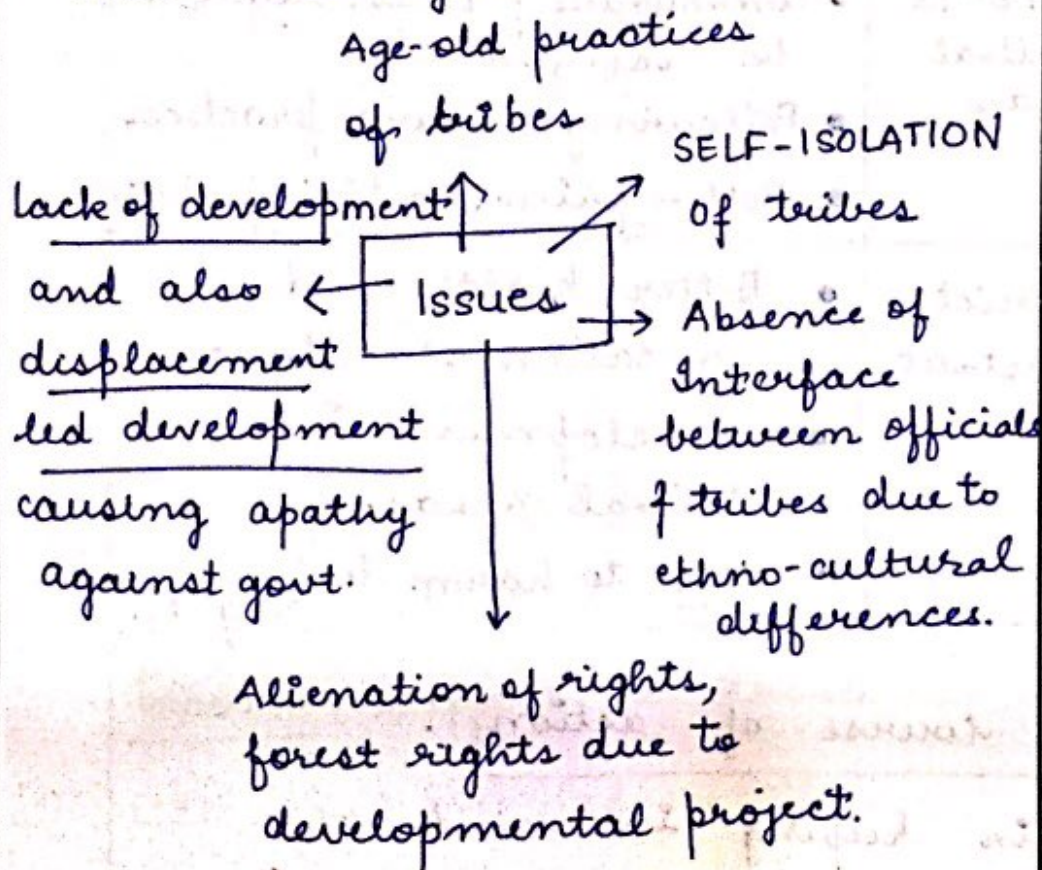
आप एक ऐसे दूरस्थ जनजातीय जिले के निवासी हैं, जहाँ कुपोषण व्यापक रूप से विद्यमान है। उपचारान्मसक उपाय के रूप में, जिला मजिस्ट्रेट ने विशेषकर वर्तमान में जिले में पड़ी पड़ी भूमि पर बाजरा की खेती प्रोत्साहित करने का कार्यक्रम आरंभ किया है।

हालाँकि, अधिकारी का यह सुविचारित कदम स्थानीय आदिवासियों की ओर से कठोर आलोचना का विषय बन गया है, क्योंकि इसमें 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।

- a)  Tribal areas, are secluded and under-developed areas in India posing variety of issues and challenges.



Challenges in the tribal areas :-

- Neglect of health & education.
- Lack of understanding between mainstream people and tribes.
- Shifting cultivation posing soil-degradation problems.

b) Key Stakeholders & their interests

Stakeholders	INTERESTS
RESIDENTS of tribal areas	• Community & forest rights to be safeguarded. • Following cultural practices. • Better price for their products
District Magistrate	• Better health and education standards. • Development in tribal areas. • Not to harm tribal rights.

c) course of action :

e In keeping in mind the larger interests of tribes?

→ Training & awareness sessions in the district to sensitise tribes regarding benefits of millets.

- Also, remunerative prices for millets has increased under MSP of government, therefore sensitising is key here.
- Roping in local tribal leaders to create awareness.
- Also, skills of tribal people to be enhanced & improved so that tribal products get a new market & additional income support to tribes will be provided in this manner.
- Flexible approach is the key here to not make tribals uncomfortable with administration & rather, they be here as catalyst for development.

13. You have recently been posted as a District Labour Officer in a state, which derives a substantial revenue from tourism. You come to know that a big hotel in the area has not been paying wages as per the Minimum Wages Act. The hotel owner is a powerful local leader having contacts with many influential officials of the state. You have the power to take suo-moto cognizance of such violations and accordingly you initiate a preliminary enquiry into the matter. However, no worker is willing to come forward to lodge a formal complaint because they fear loss of employment. Meanwhile, your action has attracted notice of the higher authorities, and you are advised to drop the matter altogether. You are deeply concerned about the situation as it involves not only violation of the Minimum Wages Act but also denial of basic human rights of the worker.

(a) Identify the issues involved in the given case.

(b) Consider the options given below:

1. Follow the informal advice of the higher authorities.
2. Convince the owner of the hotel to take note of these violations and take appropriate remedial measures.
3. Submit a detailed report on the matter highlighting violations of workers' rights and seek formal directions from the competent authority.
4. Serve a notice to the hotel owner and initiate action as per your powers under the Minimum Wages Act.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

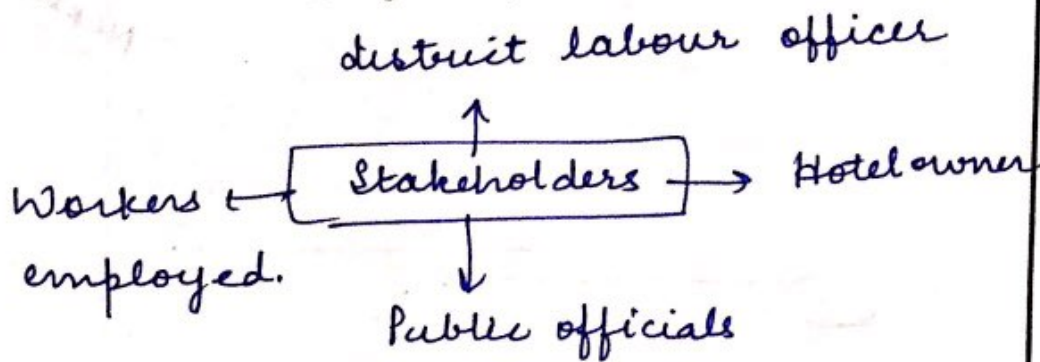
आपको हाल ही में पर्यटन से अच्छी मात्रा में राजस्व प्राप्त करने वाले एक राज्य में जिला श्रम अधिकारी के रूप में पदस्थापित किया गया है। आपको पता चलता है कि क्षेत्र का एक बड़ा होटल न्यूनतम मजदूरी अधिनियम के अनुसार वेतन का भुगतान नहीं कर रहा है। होटल स्वामी राज्य के कई प्रभावशाली अधिकारियों से संपर्क रखने वाला एक शक्तिशाली स्थानीय नेता है। आपके पास ऐसे उल्लंघनों का स्वतः संज्ञान लेने की शक्ति है और तदनुसार आप प्रकरण की प्रारंभिक जाँच आरंभ करने हैं। हालांकि, कोई भी श्रमिक औपचारिक तौर पर शिकायत दर्ज कराने के लिए आगे आने को तैयार नहीं है क्योंकि उन्हें अपने रोजगार में हाथ धोने का डर है। इस बीच, आपकी कार्यवाही ने उच्च अधिकारियों का ध्यान आकर्षित किया और आपको इस प्रकरण को पूर्णतया छोड़ देने का परामर्श दिया गया। आप इस स्थिति को लेकर गंभीर रूप से चिंतित हैं क्योंकि इससे न केवल न्यूनतम मजदूरी अधिनियम का उल्लंघन हो रहा है, बल्कि यह श्रमिकों के मूलभूत मानवाधिकारों का हनन भी है।

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

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

1. उच्च अधिकारियों की अनौपचारिक परामर्श का पालन करेंगे।
2. होटल स्वामी को इन उल्लंघनों पर ध्यान देने के लिए मनाएंगे और उचित उपचारात्मक उपाय करेंगे।
3. श्रमिकों के अधिकारों के उल्लंघन पर प्रकाश डालते हुए इस विषय पर विस्तृत रिपोर्ट प्रस्तुत करेंगे और सक्षम प्राधिकारी से औपचारिक निर्देश मांगेंगे।

4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।
इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।



Issues involved in the case!

- ① Abuse of muscle-power.
- ② Denial of basic human rights to workers.
- ③ Violation of Minimum Wages Act.
- ④ Political leaders-businessman nexus leading to ASYMMETRY of power.
- ⑤ Dereliction of duty by higher officials.

b) ① Following Informal advise

Merits	Demerits
• Good relations with higher authority. • Pecuniary benefits from hotel owners.	• Dereliction of duty on my part. • Denial of justice to workers. • Setting a wrong precedent.

② Convince the owner of hotel & take appropriate remedial measures.

• Immediate relief to the workers being provided. • It'll help me to maintain good relations with hotel owners & higher officials	• Officials involved in the nexus and the owner will not be punished • Also, other hotels might be involved in this nexus who'll go unpunished.
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③ Submit detailed report & seek formal directions

Merits	demerits
• Following rules and regulations. • Investigation will help unearth the entire nexus. •	• It might lead to delay in effective remedial measures. • Competent authority might also be involved in the nexus.

④ Serving notice to the owner
+ initiate action

Merits	Demerits
• Effective and immediate relief to the workers. •	• Hotel owner might start to harm workers in rage. • It can lead to transfer orders from higher authority.

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- Identify the principles and values that would guide your recommendations in this regard.
- Suggest some ways in which quality of education in state-run schools can be improved. (20)

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

- a) As per Kautilaya, there are 4 duties of a king and one of them is 'Yogakshemam' which means welfare of all & social well-being. Thus, Government is the 'king' here which needs to work for the rise of living standards, growth & development.

Government's role as per Constitution!

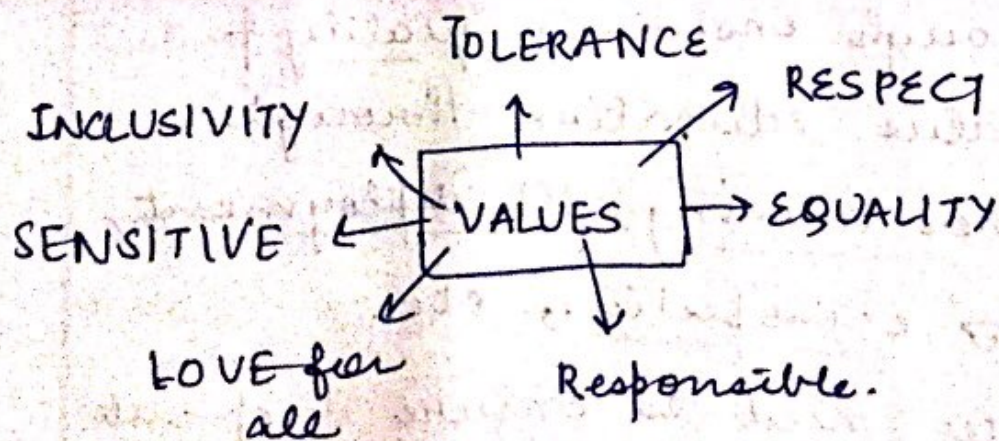
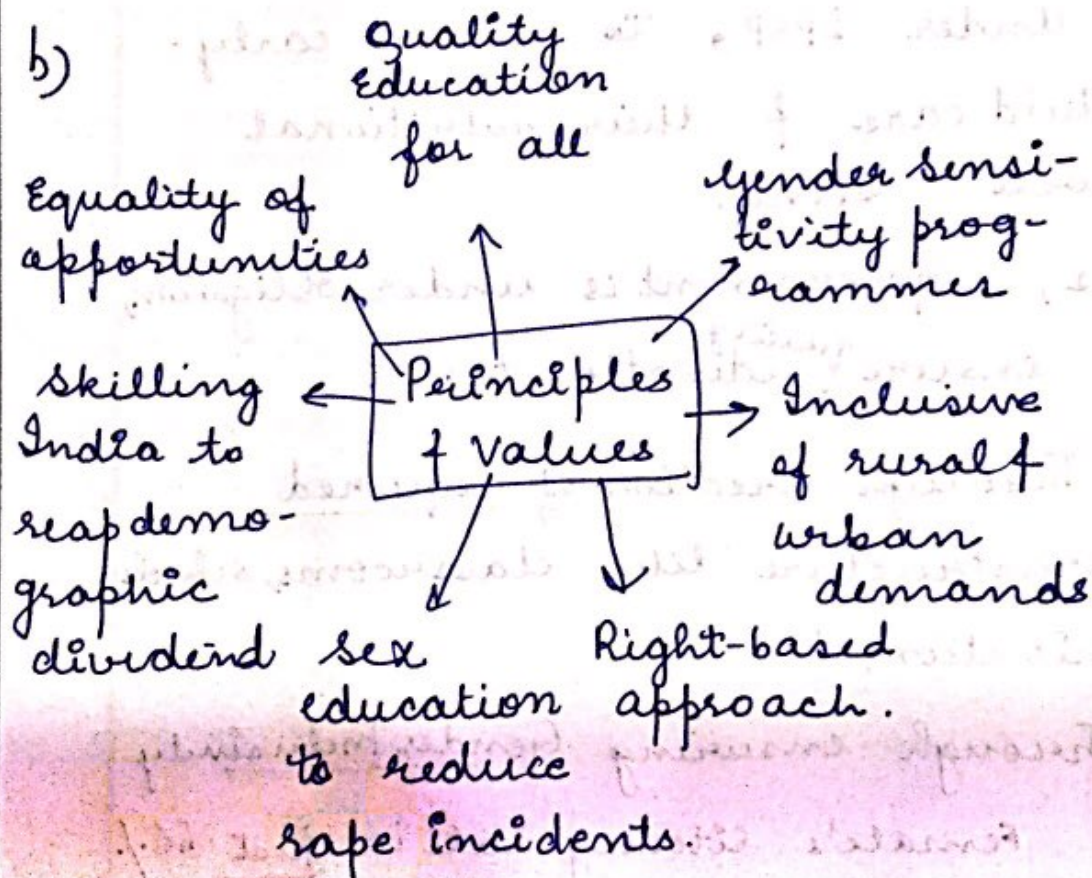
- i) U/A 21(A) → Right to education to all
- ii) Under DPSP, to ensure early-child care & their nutritional well being.

Thus, Government is under obligation, to ensure ^{quality} education to all:

- Thorough creation of required infrastructure like classrooms, schools, sanitation, etc.
- Thorough ensuring Gender Inclusivity as Female's literacy rate is just 66%.
- Thorough ensuring quality & value education through Teacher training, ICT deployment, ~~state~~ e-inspection, etc.
- States need to ensure drop-out rates decrease through better employment opportunities, reducing

skill-gaps and ensuring equitable opportunities for all.

b)



c) ways to improve education in public schools!

① E-Inspection at all-India level as it has shown desirable results in MP.

② Programmes like SIQE being implemented in Rajasthan where individual's performance is tracked & activity-based approach can be helpful.

③ Ensuring teacher training & using ICT for their attendance

④ Responsible ~~and~~ citizens & their participation is necessary for desirable outcomes.

⑤ state's expenditure on education from current 2-7% of GDP need to be increased.