

Section A

①. (a) The given statement is a famous quote by Nelson Mandela, leader of the South African independence movement.

- It states that courage is the quality that allows the people to do the right thing even in the face of fear, loss, destruction.

- ex - Ashok Khemka as whistleblower despite being aware of consequences due to political bosses.

ex - Rani of Jhansi, fighting till her last breath to safeguard her kingdom.

ex - Malala Yousafzai continuing her work for girl child education even after being shot by Taliban.

- The above examples are those people who overcome their

fears and yet faced the adversaries,
irrespective of the circumstances.

⑥ The above statement makes a
distinction between fame and
greatness.

→ Being famous is being well known
or popular. It could be for both
good or bad reasons.

↓
Mother Teresa for
her charity work

→ Christchurch
shooter for
mass killing.
- Adolf Hitler for
Jewish atrocities.

Whereas, Greatness is achieved
by performing "good" deeds,
serving society and earning good
will of people.

ex - Mahatma Gandhi; got title of
"Mahatma" which translates to
great for his selfless work for
downtrodden and non violent ways.

② (a) Weberian bureaucracy was an ideal model of administration. Its features were-

- rule bound
- hierarchy.
- Impersonality
- Instrumentality.
- Specialisation.

⇒ Impersonality / Impersonal management refers to

- lack of fear or favour in performing duties.

- It was proposed to promote

Impartiality

non-partisanship

- BUT, in developing nations such as India, due to

- lack of political will
- colonial attitudes of officers
- prevalence of social evils
- elect formations, groupism, favouritism.

⇒ Led to indifference of administration.

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ex - Apathy of state led to death of girl in Jharkhand due to unavailability of Asdhar.

ex - Lack of long term planning and corruption led to recurring, yearly floods in Bombay, Chennai - resulting in death of many.

ex - Due to influence of dominant classes in society, denial of justice to common man ex - Unnao rape case.

ex - Disregard of human rights led to violation under AFSPA.

(b) Aim of Politics is to win elections and retain power. In pursuit of this aim many across the world resort to unethical practices -

ex - Collusion with Russia of the President of United States for winning elections.

ex - Rise of criminalisation of politics in India due to money power.

- Such practices are adopted by ALL parties to ensure winning.
- Due to lack of any clean, honest parties and candidates, Trust and faith of public is tarnished.
- ~~His~~ Manifestation of this can be seen in ADR report since 2013, 1.33 crore NOTA votes have been recorded.

③ Issues for grievance redressal mechanism.

- ~~1)~~ 1) Poor feedback mechanism.
- 2) Unresponsive administration.
- 3) Far from reach of common man.
- 4) Excessive delays and red tapism.
- 5) Ivory tower mentality of bureaucracy
 - ↳ Elitist
 - ↳ Babuism
 - ↳ Status quoist.

- 6) Lack of citizen awareness.
- 7) No public pressure for reform in system.

⑥ Steps for effective grievance redressal -

- 1) Citizen centric approach.
- 2) Promote participation of people.
- 3) Awareness generation.
- 4) Information dissemination, strengthen RTI as well.
- 5) Systems approach by creating a strong feedback loop.
- 6) Fix a time limit for redressal of grievance.
- 7) Follow up after the complaint is resolved.

① a) Citizen charters are a promise or a contract to the citizen for timely delivery of services by state.

(i) It acts as a stimulus because it increases accountability externally.

- fixes responsibility of departments
- makes people aware of rights / claims
- creates a binding compulsion.
- Puts image of department at stake.

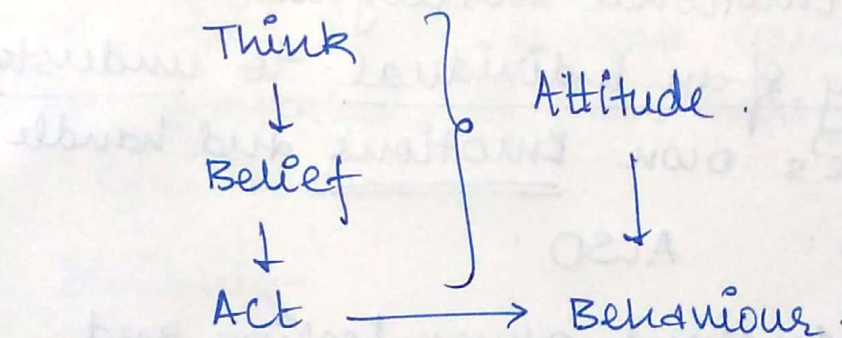
(ii) Raises standards.

- Citizens demand for raise in service delivery standard.
- CC are very successful in UK
- Increases efficiency in process.
- Promotes effectiveness and equity.
- Improves financial management and professionalism of government.

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(b) Attitude is perlearned disposition of an individual on the basis of which he/she evaluates everything.

↳ It contains (3) components



- It impacts behaviour as,

- the manifestation of attitude is seen in actions of person

ex- A person with positive attitude towards women will.

- respect

- treat them as equals.

while a misogynistic person may resort to violence, name calling to women.

ex- A positive attitude towards refugees/migrants leads countries to open their borders ex- Canada.
while negative attitude leads to

strict border controls / detentions
ex - USA - Mexico border.

(5) a). Emotional intelligence is the ability of an individual to understand and one's own emotions and handle them. ALSO.

→ understand others feeling and practice good interpersonal relations.

→ It is an important quality for competitive environment because -

- At a stage where all candidates are equally talented, the one that gets the job is one with good inter-personal skills.
- showcases dedication to service.
- empathetic to subordinates.
- Highly responsible.
- Emotionally stable.

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b). Ethics is defined as a set of standards that society places upon itself. In IR it is specially necessary as -

ex - Refugee crisis of Syria / Iran can be solved in European countries. be sympathetic of their needs and open borders.

Similarly -

India and Bangladesh catering to Rohingya refugees.

ex - Climate change crisis can be tackled if developed nations take

- more responsibility
- disburse funds.
- empathetic to conditions of developing nations.

ex - UNSC reforms can be brought about, if all nations put aside differences and come together to promote this common good.

ex - China must be respectful of territorial ocean sovereignty of other nations, to issue freedom of seas (UNCLOS)

⑥ Ethics at workplace are a set of common standards b/w employee & employer that they agree to. It impacts the work culture -
ex - Google has a democratic and creative culture due to freedom to employees.

→ Corporate Governance has its limitations as it is only a set of guidelines.
BUT true change comes from

- values.
- attitudes.
- behaviours.
- Good leadership

ex - Rivalry usually leads to downfall of companies - ex - Tata motors.
removal of Cyrus Mistry.

ex - Lack of Probity on part of Chanda Kochhar (CEO of ICI))

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⑦ Compassion is defined as the ability to understand and feel the emotions of others. It leads to

- Affirmative action.
- Empathic response.

- It must not be considered as a weakness, emotional or unstable.

Only an emotionally intelligent individual is capable of being compassionate.

ex - Mother Teresa towards downtrodden

ex - Pema Tendu - Trekking & hill to hear grievances of tribals.

- DM Gopalganj, ate food cooked by a widow to dispel notion of unlucky.

- It leads an individual/organisation to bring transformative changes.

- It leads to dedication to service instead of just performing duty.

ex - Inclusiveness and ensuring no one is left under PDS, will come only through state empathy and compassion.

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⑧ Public values and Private values have certain inherent differences.

<u>Public</u>	<u>Private</u>
- equity	- User pay.
- democratic.	- consumer based.
- fair / just	- Profit making.
- inclusiveness.	- Cater to needs of clients
- welfareism.	- exclusive.

Post the era of Globalisation and Privatisation, efforts to include

Private values to public service delivery have been made such as -

- ① Citizen charter, time based service delivery.
- ② Entreprising government.
ex - Delhi metro.
- ③ Ease of doing business, Professionalism.
- ④ Performance evaluation.
ex - 360° evaluation.
- ⑤ Merit based promotions. ex -
Voluntary retirement of Joint-Secretary level officers for non-performance.
- ⑥ Cost effectiveness ex - Rationalisation

- of centrally sponsored schemes.
- Hence it can be seen from above that certain good private values are adopted by public sector.

⑪. Industrial emission adds a significant amount to air pollution in India. One of the important targets under climate treaty is to control carbon emissions.

- India is second largest carbon emitter after China now.

= Considering the above, the emission control rules are ineffective in controlling pollution.

- Consequently the leather industry, specially in areas of Kanpur, Hathras and along Ganga are locally very important for the economy.

= The following options are to be considered.

a). Shutting down industries.

Merit

→ will reduce industrial emission to zero.

→ also curb. sound, water pollution in region.

Demerit

→ render thousands of people jobless.

→ May crash the local economy.

ex - shutdown of steel in Tamil Nadu

→ Harm ease of doing business sinking of

state.

- Bring bad name and image to the industrial prospects of states. ex - WBengal after Singur fiasco.
- May lead to increase in crime rate, disturbance to public order due to joblessness.
- May start a parallel black economy and illegal leather business.
ex - Illegal fake electronics bazaar.

b) Relocating the industry.

Merit

- reduce industrial emission in that particular region.
- will lead to prosperity of another region.

Demerit

- The issue of emission remains and now another part of state will experience pollution.
- Issue of unemployment remains.
- Indicates a shoddy industrial location policy.
- Shows an after thought in policy making discouraging investors.

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c). Making emission control rules stricter.

Merit:

- If industries comply, can reduce emissions.
- Will ensure job security of workers.

Demerit:

- Make business unprofitable and unsustainable.
- May push industry owners to adopt illegal compliance means.
ex - Bribing inspection officers.
- May lead to reduction in productivity and lower goods.
- Dissuade future industries from establishing in the state.
ex - No industries in Bhutan due to strict environmental norms.

d). Providing incentives to industry.

Merit

- More chances of compliance.
- Increase ease of doing business.
- Reduce emissions, hence, leading to alignment with nationally determined contribution (NDC) under Paris treaty.
- Ensure job security of workers.

- Showcases positive industrial environment in country hence improving international perception.
- Indicates. "Good Governance" (+) adhering to Sustainable development Goals (SDG)

Demerit

→ will increase cost of operation.

course of action

⇒ Provide industry owner with incentives -

- (i) in the form of tax cuts
- (ii) subsidy support for new technology.
- (iii) Giving status of Environmental compliance → thus creating good market image and increasing business.

WHY this action ?

- ↳ It will maintain continuity of industry that supports many livelihoods.
- ↳ show benevolence of state towards industrial sector.
- ↳ Adhering to socialist principle of worker concerns

- ↳ Progressive, supportive state machinery.
- ↳ Commitment to sustainable development and environment protection.
(DPSP → Protection of lakes, forests, clean air, water to citizens)
- ↳ will be able to attract more aid and loans from Climate fund, World Bank if compliance successful.

⑩ ~~Ethical~~ Issues.

④. The rapid growth of Internet post the 1992 era of liberalisation, has brought with it many associated risks. such as - Cyber stalking, Cyber bullying, Child Pornography, hacking, phishing etc.

a) Certain group of people are more vulnerable to cyber bullying -

ex - Women.

b) Due to inherent patriarchy in society.

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↳ The added advantage of anonymity.

↳ The societal acceptance to women as second class citizens.

ex - continuous trolling of famous actresses on twitter.

ex - character assassination of a Bollywood actress when she spoke about Me Too movement in India.

ex - Violent threats to women leader of opposition party, when she gave unfavourable opinion of Prime Minister.

ex - Children.

↳ Easy to dupe and lure.

↳ Most vulnerable as innocent.

↳ ex - Blue whale challenge, Momo challenge leading to death of many teenagers.

↳ ex - Blackmail, child pornography

↳ ex - victimisation of victim.

↳ Kathua rape case victim.

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ex - shift to online modes of payment
creates many threats as well.

↳ Leakage of personal data.

ex - Data breach of lake of customer
of SBI bank.

↳ Online frauds, hacking of accounts etc

⑥ Internet has revolutionised the
way people today consume informa-
tion. It has wide impact on.

↳ Attitudes.

- Movements like Me Too, Not in my name
have raised awareness about
issues like - Women harassment
caste violence.

- Forming an online community of
like minded people. helps shape ideas.

- It can reinforce negative attitudes as
well.

↳ Like -

- supporters of "white supremacy"
promote anti blackness and reinforce
stereotypes.

↳ Behaviours

- Perpetrators of gun violence in US, NZ are said to be motivated by online propaganda sites.
- Internet is used by Jihadis to radicalise youth ex- Burhan Wani in Kashmir
- Exposure to negative trends such as Blue whale challenge had children to suicide.

Positive behaviours

- Trends of sustainable living over the world has kick started movements of Veganism.
- Couples influenced by others are conducting Plastic free weddings.

↪

③ Freedom of speech is not absolute & hence certain reasonable restrictions are necessary.

→ To make cyberspace safe and friendly.

Legislative.

→ Data Protection Laws.

→ strengthened laws against child.

Pornography, online harassment, stalking.

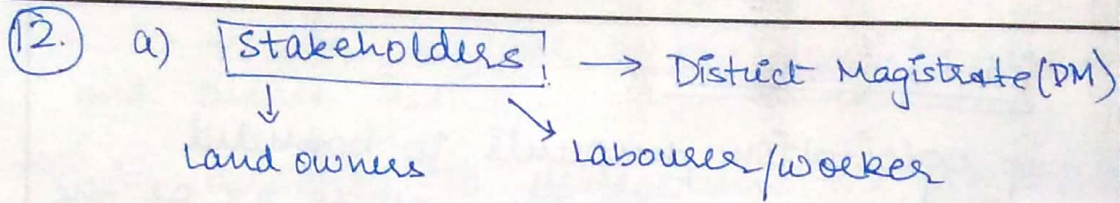
→ Ban on groups, sites inciting violence & radicalisation.

Moral.

→ ~~See~~ Respect for woman.

→ Raise humanity, scientific temper.

AR 51 (A) (h)



Interests

Land owners.

- ① Increase in agricultural productivity.
- ② Prosperity in region.
- ③ Cheap and low cost of labour.
- ④ Ease of domestic help.

Labourer / Domestic help.

- ① Basic needs of Roti, Kapda, Makan.
- ② Freedom to make choices, diversity in life.
- ③ Improved standard of living.
- ④ Aspirations for future.

DM

- ① Ensuring legal compliance of labour laws / domestic help regulations.
- ② No exploitation or discrimination with workers.
- ③ Ensure growth and prosperity of region in equitable manner.
- ④ Balance concerns of land owners.

Ethical Issues.

- ① If exploitation amounts to bonded labour, then violation of Ar 23 of the constitution.
- ② Misuse of position of power by socially economically powerful landowners.
- ③ Personal ease of land owners. vs Poor quality of life of workers.
- ④ Workers being trapped in an intergenerational cycle of labour.
- ⑤ Prosperity of region at the expense of violation and exploitation of workers.
- ⑥ As Gandhi ji said "Taint of on conscience of perpetrator of crime"
- ⑦ Ethical dilemma of DM.
 - Professional duty of development of area. vs Personal ethics of empathy and concern for workers.
 - Objectivity to growth of region vs Impartiality in dealing with both powerful and powerless.

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- To act as saviour of the down-trodden and ensure justice.

⇒ (b) An analogy to understand the situation can be the flourishing of the trade between America and UK. BUT on the back of the "slave trade".

while it led to economic prosperity, it was also gross violation of human rights and inequity.

↳ This explains how denial of choice, leads to forcefulness of an action, hence violation of human rights.

ex - No rights of Palestinians for self-determination.

ex - Malala Yousufzai being shot by Taliban, when she exercised her right to choose to study.

ex - Denial of rights of refugees from Iraq and Syria to enter safe countries.

③ ⇒ Appeal to Cognition

↳ Inform landowners of consequences of violation of Art 23.

↳ Explain the possibility of conviction under the Human Rights Act or Protection of Civil Liberties Act.

⇒ Persuasion.

↳ Explaining how productivity can increase if workers are properly treated.

⇒ Inform seniors.

↳ Write a report explaining the situation.
↳ Asking for guidance as they may have dealt with same earlier.

13. Indian society has suffered from Patriarchy and toxic masculinity from time immemorial. The racist and misogynistic comments were the manifestation of same.

a). Public figures such as the national level sports persons have an additional responsibility to the society because.

↳ They hold sway and influence on the people of India.

ex - It can be seen how Anil Ambani heading Pulse Polio campaign led to its success.

↳ Youth specially teenagers tend to emulate and follow their idols.

↳ They are an inspiration to a whole generation of future cricketers.

ex - Personalities like Sachin Tendulkar and R. Dravid, lived upto cricket being a Gentleman's sport.

↳ They have the power to create positive or negative enforcements of behaviours

ex - ~~the~~ Involving Sonia Nehru in Swachh Bharat Awareness campaign.

b.) Movements such as Me Too have given us an idea of inherent misogyny and patriarchy existing in society. It brings to fore the attitudes and thinking patterns of ~~some~~ both men and women.

↳ Public figures seem to get away due to

↳ Societal acceptance

↳ Ideas such as "boys will be boys"

↳ High status and importance accorded to men in family.

↳ Support to ideas of masculinity and women as "weaker sex".

ex - Comments of leading director on his movie "Kabir Singh" claiming violence is okay in love.

↳ Positions of power

↳ Men misuse their influential positions to shut down allegations or suppress women.

ex - Azam Khan's distasteful comments towards speaker.

ex - Donald Trump disrespecting women in his election rally.

↳ Resistance to attitude change.

- ↳ Promotion of inside-outside distinction of job ⊕ Pink collared job.
- ↳ If women go beyond these set ideas, they are ridiculed as it does not conform to societal standards.
- ex - Outrage of over woman breastfeeding on Geeh Laxmi magazine. ⊕ support of conservative members of Kerala.

↳ Lack of accountability.

- ↳ India being a soft state does not have strong laws, rules, regulations against such behaviour.
- ↳ Failure of families, schools to teach young boys and girls moral values.

③ To enquire into the conduct, the following factors must be considered.

- ↳ Impact and implication of words.
 - ↳ will it influence youth behaviour?
 - ↳ Is it setting bad precedent?

Q, Can it cause societal harm in any way?

↳ Intent

Q, The ~~was~~ tone and context in which the comments were made.

↳ Does it align with the societal morality, or outrages modesty of women?

↳ Do the comments violate reasonable restrictions 19(2), of freedom of speech?

→ As Art 51(A) of constitution states that all actions that are derogatory to woman must be denounced.

Hence, punishment must be prescribed if found guilty.

Q, Public apology.

- To send the right message across to fans, to showcase maturity in actions.

Q, Ban for few tournaments

- Justice must not only be done but also seem to be done.

- Time to reflect on actions and correct past mistakes

14. @ The issue of open defecation has plagued Indian society for a very long time. Despite efforts, there is resistance witnessed from people for adopting hygienic practices. This can be explained as follows.

① Traditional reasons.

- ↳ The idea of pollution and purity leading to avoidance of construction of toilets in the house.
- ↳ The presence of Tulsi plant and "pooja ghar" in the compounds.

② Behavioural reasons.

- ↳ Not considered an important need, as have been defecating in open for centuries.
- ↳ Due to caste hierarchies present in India, it is considered job of lower caste to deal with it and clean it.

③ Lack of education and awareness

- ↳ No understanding of how unhygienic conditions further impact health of children and families.

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↳ As women are the ones who traditionally have to defecate in open, lack of interest due to patriarchal discrimination.

↳ No concern for environmental pollution as there is lack of feeling of ownership among people.

④ Half hearted government efforts

↳ Previous "Nirmal Bharat Abhiyan" was poorly planned and executed.

↳ Lack of political will.

⑤ Attitudinal change

↳ Even though many districts have been declared ODF free, there is still reports of limited toilet usage. Due to

↳ Societal acceptance to men urinating in public.

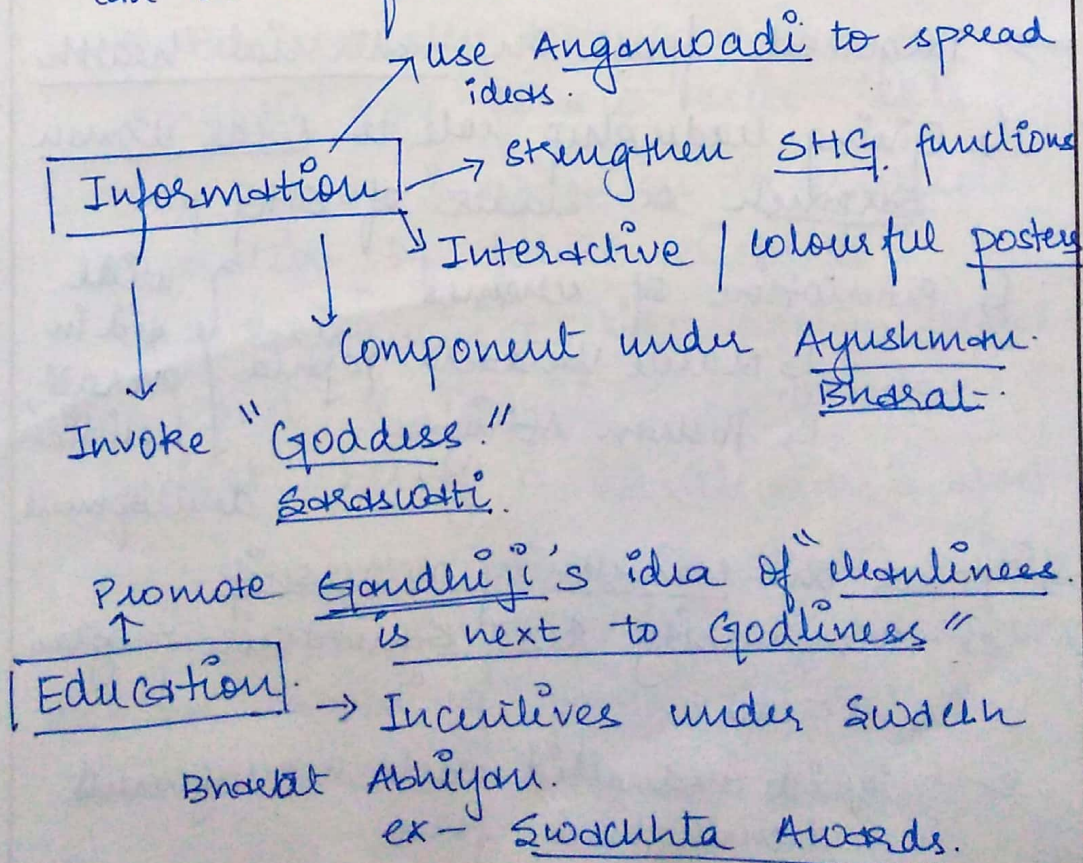
↳ Lack of sustainable efforts for attitude change

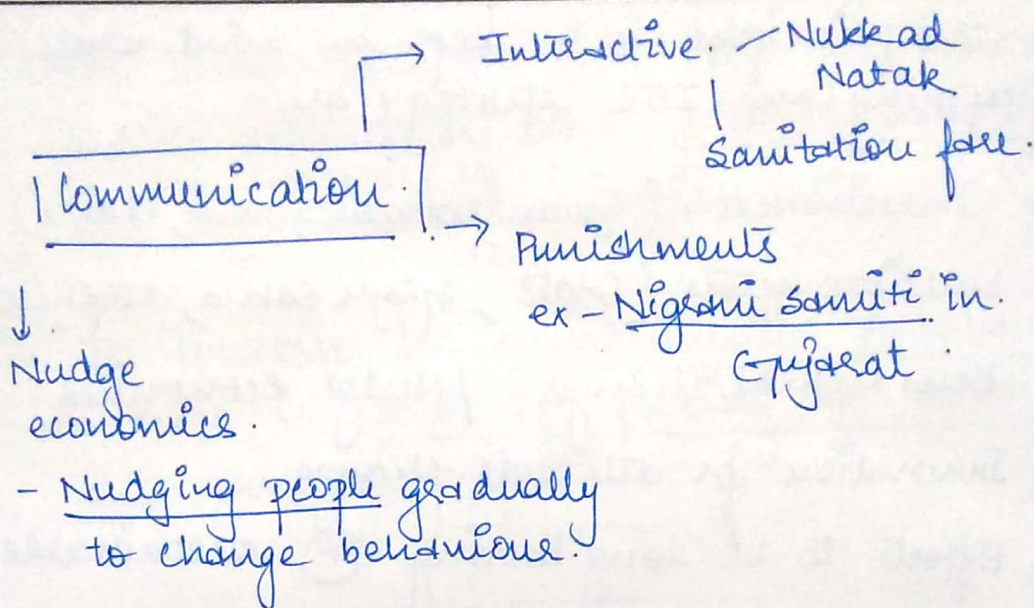
↳ No social sanctions or pressures.

⑥ The principles to be kept in mind while preparing an IEC strategy are -

- ↳ Inclusiveness (Youth, women, men, elders)
 - ↳ Multiple actors (State, Gram Sabha, NGO, CSO)
 - ↳ Behavioural change. / Nudge economics.
 - ↳ Innovation for attitude change.
 - ↳ Efforts to be long lasting ⊕ sustainable
 - ↳ Connect efforts with multidimensional aspects
 - ↳ Hygiene.
 - ↳ Water
 - ↳ Sanitation
- } WASH. strategy.

⇒ Based on the above the ACTION Plan can be as follows -





⇒ Targetting removing caste distinction.

(, ex - By reminding people of Shabai belonging to lower caste and sharing food with Lord Ram.

⇒ Targetted focus on maternal health.

(, Giving leadership role to local women sarpanch or leader of SHG.

(, Promotion of schemes -

- ↳ Mahila Vandana Yojana
- ↳ Poshan Abhiyan

 } will aid in overall holistic development

⇒ Focus on community ownership.

ex - community-led sanitation program in Kerala.

ex - Liquid and solid waste management in decentralised form.