



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1238)

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Medium Eng./Hindi	ENGLISH	Registration Number	30591
Center	ONLINE	Date	5/9/19

### INDEX TABLE

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

Total Marks Obtained:

Remarks:

### INSTRUCTIONS

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

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# EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.



## SECTION - A

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

1. (a) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

Since the 1980s there is greater focus on 'New Public Management' i.e. when the public sector adopts some of the values of the private sector such as:

- efficient public service delivery (eg. using direct cash transfer in PAHAL scheme)
- citizen centric approach (eg. uploading Citizen's Charter)
- encouraging competition between service providers (eg. TRAI's role in telecom sector)
- decentralization - encourage bottoms up governance through 73<sup>rd</sup> / 74<sup>th</sup> Amendment; de-bureaucratization
- reducing human-citizen interface eg. computerization of Railway ticketing

Similarly, private sector is being involved in public service delivery via PPP model (Public Private Partnership) eg. HAM, BOT investment models; PPP in highway construction.

The efficiency and professionalism of private sector can be leveraged to perform public functions.



1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)

समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने का एक प्रभावी तकनीक हो सकता है।

India is rife with social ills which hinder development of society including : (i) open defecation / littering in public spaces (ii) female infanticide (iii) wastage of energy, etc...

Social persuasion can be used to tackle them. This involves persuading people to change behaviour.

Examples :

→ Effective Policy Nudge : Swachh Bharat Abhiyan involved a massive awareness campaign. Local leaders helped convincing villagers about health issues due to open defecation (eg. Banke Bikanro in Rajasthan). This has led to 93% toilet usage rate in rural areas (MoHFW). ~~Also~~ Similarity Beti Bachao, Beti Padhao used positive female role

models (eg. Sakshi Malik in Haryana)  
to help educate people about worth  
of female child.

→ Sensitization Programmes in school:

eg. teaching students about necessity  
to conserve energy and shifting  
to renewables

Recent Economic Survey 2018-19

mentioned importance of Richard  
Thaler's behavioural change theory  
to bring about social change.



2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक प्रतिक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

A grievance redressal system is at the heart of citizen-centric governance.

Barriers to Responsive Grievance Redressal System are as follows:

- Bureaucratic inertia
- In many places, Citizens Charter has not been uploaded → no contact number of ~~not~~ nodal officer posted publicly
- Diffusion of responsibility → due to many layers of bureaucracy no single person can be pin-pointed

- Lack of awareness among people about rights
- Inactive gram sabha
- Absence of social audit → people unable to spot irregularities

Hence, citizens lack proper avenues by which to vent frustration.



2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

The following steps will help  
effectivity of grievance redressal  
mechanism :

Time - Bound

- passing of Public Services Delivery Bill, 2011 making Citizens Charters statutory → requires mandatory publication + penalty for non-implementation
- designating nodal officer for grievance redressal in every dept
- coordination with village leaders + gram sabha to inculcate rights awareness
- Public Services Code outlining specific duties/responsibilities with regard

to citizen-centric governance

→ passing of social audit law (eg. Meghalaya) adds to knowledge of people → will be able to spot irregularities and complain

Through local participation and political will India can improve quality of public service delivery.



3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear"- Nelson Mandela (10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

The psychologist Brene Brown has shown that vulnerability is ~~a key to~~ the basis of our humanity. The ability to feel fear is intrinsic to us as humans. However as Mandela says "conquering fear" is the art of triumph.

In everyday life, those who conquer fear, not only benefit themselves but also society. Arunachalam Muruganatham the "Menstrual Man" of India had to face social stigmatization and threats on daily basis. But his courage over fear brought sanitary

benefits to thousands of women.

whistleblowers like Satyendra Dube conquered their fears to reveal the corruption of political leaders. By conquering their fear, they set an example for others.

As humans we constantly face situations that strike fear in our hearts - from making a public speech ~~on~~ ~~para~~ to facing up to authority - ~~to~~ however, by conquering fears we grow stronger.



3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service"- Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

Martin Luther King's statement reminds that while public glory is limited to a few, individual greatness can be achieved by everyone.

The very art of service - of reaching out to others by temporarily forgetting about the self - is heroic in nature.

Devotion to duty is required in every field of life - ~~from~~ in farms, on the battlefield, in the bureaucracy. Every profession performs a service, and those who do it with devotion, ~~can~~ achieve greatness.

Studies show that the advent of modern plumbing has saved millions of lives from diseases globally. The competence of individual plumbers was a service to humanity.

Today we remember ~~the~~ our freedom fighters not for the things they said, but the things they did. We ~~are~~ may not remember the names of the martyrs who died in wars, but we acknowledge their service to the nation.

In today's fame-hungry society we must ~~remember~~ remember the virtue of compassionate service.



4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाईए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Experiments with 'black magic' and purchase of 'amulets' is an unnecessary drag on individual incomes. Regardless, many continue to do this, ~~at~~ risking emotional and financial security.

Superstitious beliefs and practices abound in India for the following reasons :->

- > low prevalence of quality education - poor inculcation of scientific principles
- > high prevalence of fraudulent godmen and posing saints (some with criminal background)
- > Strong hold of rituals ~~on~~ on public imagination

→ feeling of belonging in particular  
sect or 'dera'

Importance of Incubating Scientific

Temper :

- learning to base opinions on fact
- incubation of reasoning skills and  
critical ability
- in areas where scientific temper  
is developed (eg. Europe), superstition  
is low

In this context, efforts by  
rationalists should be valued.



4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

In today's polarized society, labelling of people as "liberal" or "conservative" is common. However, this misses the complexity of reality where people form various shades of opinion which cannot be neatly defined.

Use of stereotyping, prevents a person to listening what the other has to say. According to Aatish Taseer, the liberal media in India took on an elitist view considering any expression of ~~hindu belief~~ religious belief <sup>to be a sign of</sup> 'backwardness'. <sup>and right-wing</sup> This led to an accumulation of resentment among people, leading to the rise of a

right wing party, successfully  
mobilizing religion to its cause.

Similarly, Amartya Sen lamented  
absence of a secular right in India.

Anyone professing a belief in  
economic liberalism was seen as  
part of the "right wing"?

Hence use of labels can prevent  
seeing a clear vision of reality.



- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)

भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Collusive corruption refers to corrupt dealings between two parties both of which benefit from the act of corruption (eg. bribe giver gains contract, bribe taker gains cash)

Due to the close nexus between babu - neta - businessmen

there is a large demand and supply for corruption (eg. government procurement, recruitment, etc).

### Ways to Reduce Demand

→ Simplification of procedures : eg. with single window clearance, businessmen no longer have to bribe several depts to obtain timely clearance

→ ~~Code of Ethics~~ → Rationalization of laws eg. > 30 central laws merged into 4 Labour Codes ; helps in compliance w/ inspections

Reducing Supply

→ Reducing human-citizen interface  
→ Code of Ethics among public servants



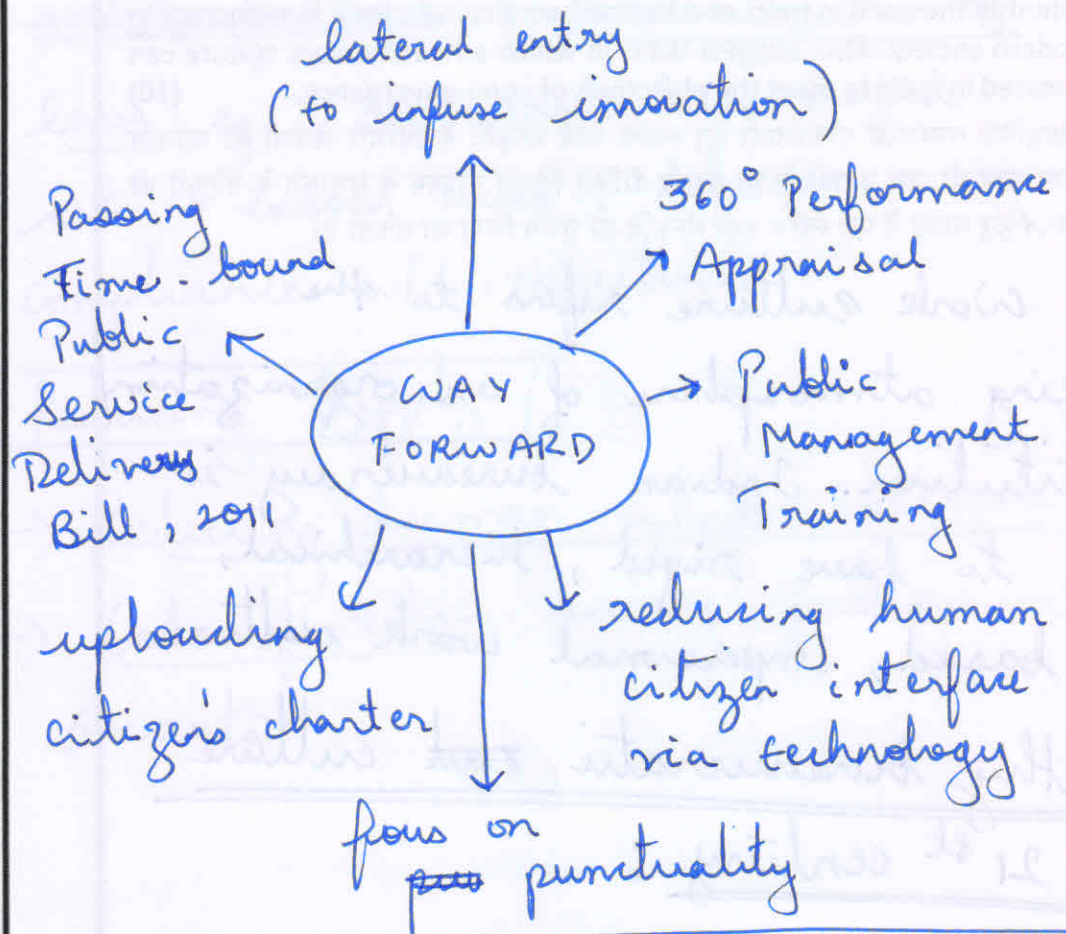
5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)

एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture refers to the working atmosphere of an organization/institution. Indian bureaucracy is said to have rigid, hierarchical, rule based, impersonal work culture.

Healthy bureaucratic culture for 21<sup>st</sup> century :

- bottoms up governance
- citizen-centric governance
- focus on merit (performance based incentives)
- ensuring transparency (obtaining feedback from employees)
- accountability to public
- efficiency in public service delivery



2<sup>nd</sup> ARC recommendations can be relaxed for workplace improvements.

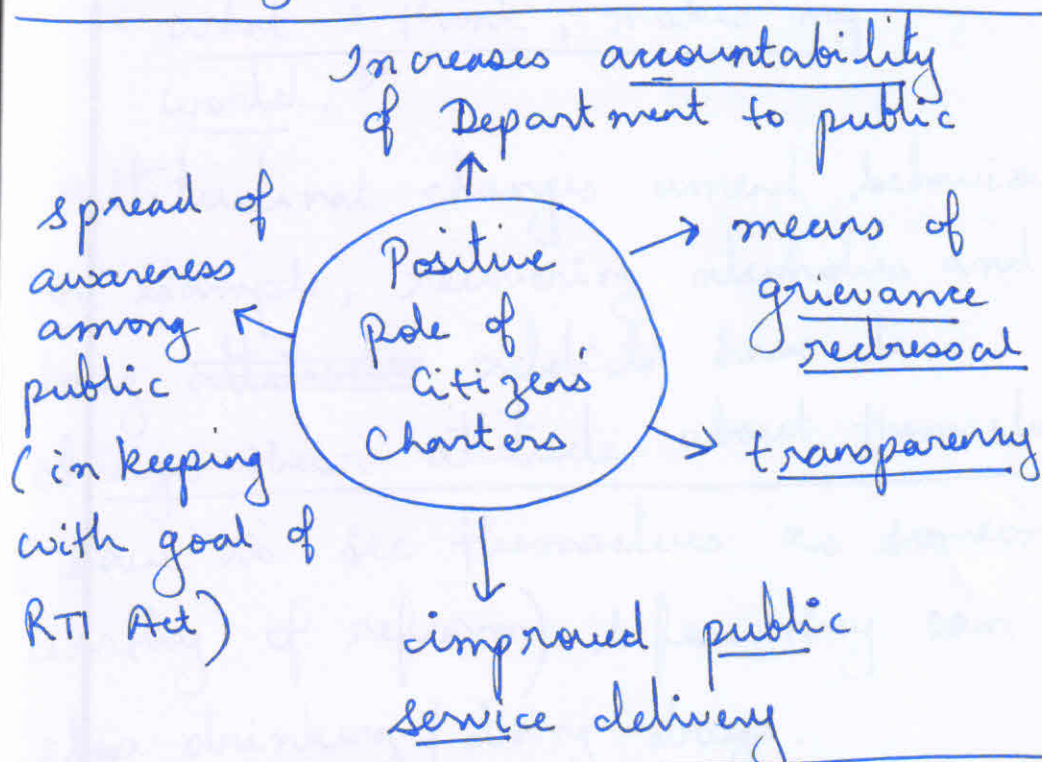


6. Citizen's charters can be both a stimulus and a means for government to raise the standards of public service delivery. Discuss. (10)

नागरिक चार्टर सार्वजनिक सेवा वितरण के मानक को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizens Charters are a statement of objectives and functions of an organization. It contains the following:

- vision statement
- role
- timings of office; contact number



It also helps government officials develop confidence in the vision of their department.

Pro-active use of citizens charters  
can help bring about goal of  
participative democracy and  
improve scheme functioning.



7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)

अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

Attitude refers to a mental orientation towards a particular set of beliefs viz. a way of thinking / feeling. Our attitude determine our actions which constitutes our behaviour.

As Buddha said,

“what I think, makes my world.”

Attitudinal changes amend behaviour. For example, recovering alcoholics and drug ~~attitudes~~ addicts have to change their attitude about themselves (have to see themselves as someone worthy of reform) before they can stop drinking / doing drugs.

Similarly a change in behaviour also effects attitude. Studies show

engaging in social work reduces cynicism among people. According to Buddhists, practicing Compassion allows us to have a peaceful attitude.

Hence, the two are closely inter-related.



8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए। (EI)

Emotional intelligence refers to the ability to manage one's own emotions as well as to influence that of others.

EI is vital for personal achievement in a competitive environment due to following reasons :-

- Conflict Resolution is an important trait among leaders; ensures team achieves goal together
- Importance of Human Relations in Modern Workplace - ensuring gender sensitivity, cooperation between employees & team spirit helps in organization's effectivity

- Persuasive Communication eg. able to demand raise without seeming aggressive
  - Handling daily work pressures calmly
  - ~~Handle~~ Creating work-life balance
- As a result, EI is just as important as cognitive ability when gauging chances of ~~success~~ success.



## SECTION - B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences.

The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:

(a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.

(b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?

(c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

(a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य हैं।

(b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोजर) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?

(c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

(a) Some people are more vulnerable to cyber-bullying to due to a variety of reasons:

→ lack of attention from parents  
creates feeling of loneliness →

- find respite online
- low self-esteem - <sup>eg.</sup> constantly comparing personal appearance with that of others
  - Desire to project alternate identity in cyber space - find sanctuary in anonymity
  - Lack of friends ~~is~~ and supportive social circle
  - Poor performance in school/workplace → seek validation online

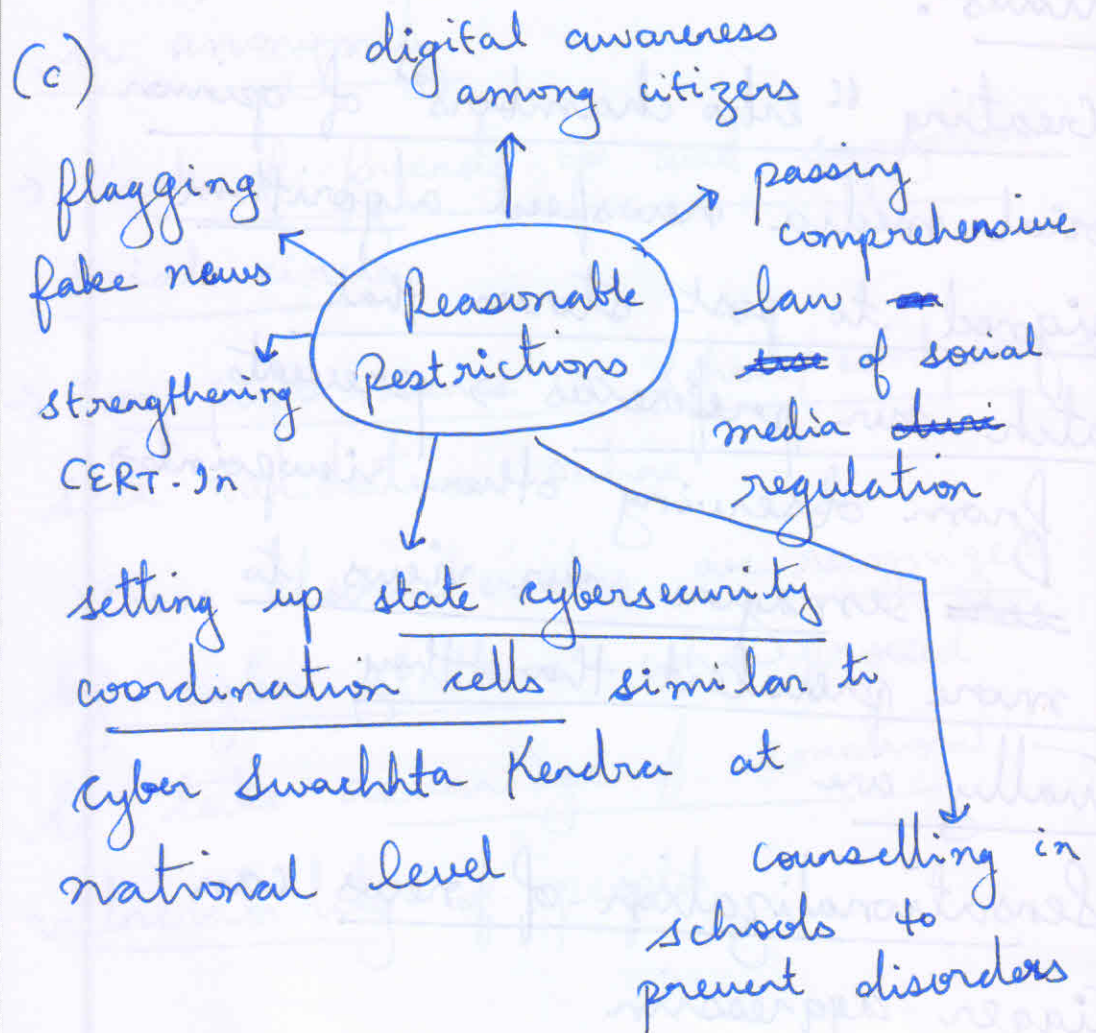
These characteristics are recognized by cyber-stalkers who proceed to take advantage of emotional vulnerability of people.



(5) Effect of cyberspace on a person's attitude / behaviour depends on the time spent on cyberspace. For people with little exposure, offline world exercises stronger hold. For others, cyberspace can influence as follows:

- Creating "echo chambers" of opinion. Social media newsfeed algorithm designed to post stories that match our preferences → prevents us from observing other viewpoints → we ~~can~~ imagine our views to be more prevalent than they actually are
- Sensationalization of news can trigger aggression

- Hate speech/ fake news leading to mob. lynching
- Can create feelings of alienation and disconnect from real world
- Creates habits of distraction + desire for 24x7 stimulation







10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ा रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभार प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

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

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

*The given issue ~~gave~~ deals with a grave public health concern.*

*(a) Reasons behind low usage and adoption rates of toilets in India:*



- traditional practice of open defecation
- notion of 'pollution' associated with cleaning toilets ; toilets generally built outside house in rural areas to avoid pollution
- unawareness about health issues (eg. stunting, low birth weight) caused by open defecation
- unfamiliarity with using modern-style toilets
- unwillingness to "dirty" newly built toilet by actually using it
- defecating outside in fresh air considered more pleasant and enjoyable

(b) An effective Information, Education & Communication

strategy can help overcome above barriers.

Principles to be kept while designing IEC plan

- Participative approach : involving village elders and panchayat leaders (eg. as done in Bans Bikano in Rajasthan)
- Explaining risks of poor sanitation and benefits of good sanitation → using examples from nearby districts + data to back up claims
- Vivid examples : people should be able to see risks eg. flies that are attracted by excrement, later sit on food
- Demonstration of hygiene eg:



Telangana based officer cleaned  
twice pit toilet himself

→ Use of lucid, interesting language

Social persuasion can help  
bring about behavioural change.

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

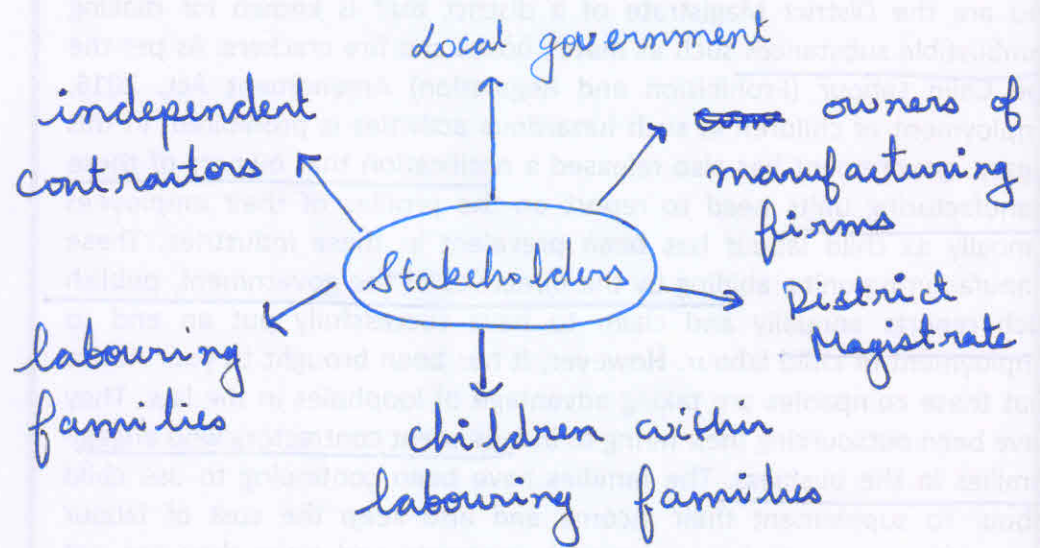
आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करनी होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?



(a)



### Ethical Issues Involved :

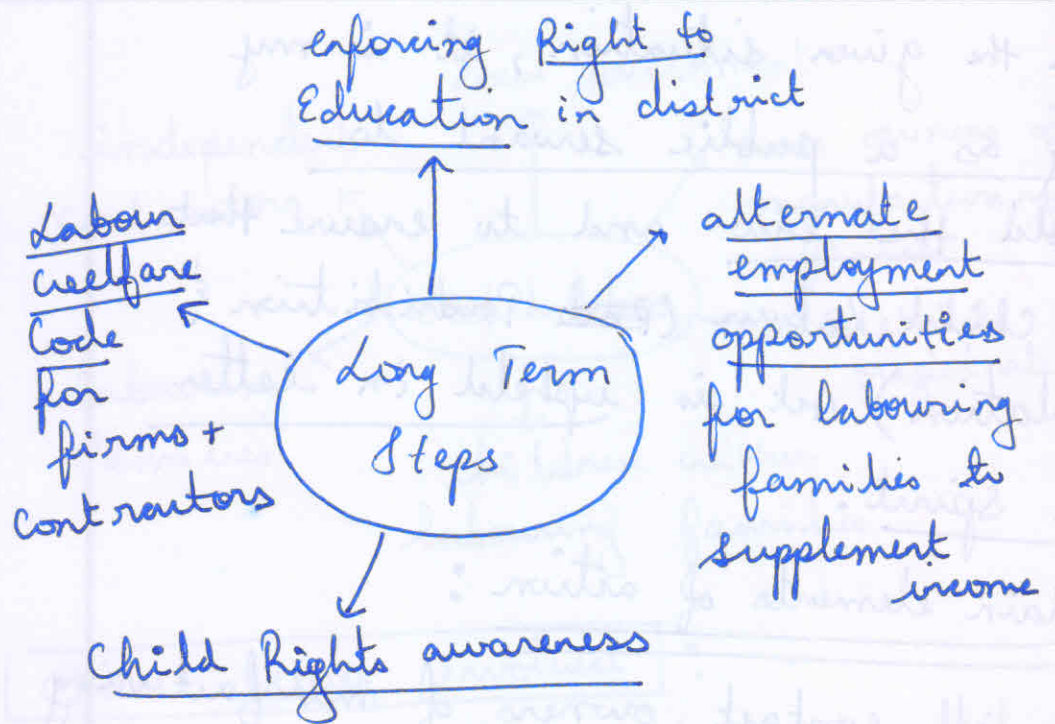
- indirect avoidance of government notification. (by not actually breaking law) by manufacturing firms.
- exploitation of labour by independent contractors ; disobedience of law
- necessity of families to earn income  
vs.  
denial of child rights (including healthy development)
- growth of industry vs. ensuring labour welfare regardless of costs

(b) In the given situation, it is my duty as a public servant to uphold the law and to ensure that the child labour (~~and~~ Prohibition & Regulation) Act is upheld in letter and spirit.

Main elements of action :

- 1) I will contact owners of manufacturing firms ~~that~~ informing them that their actions are an indirect violation of law, and they can be charged for complicity with contractors. I shall personally appeal to them from refraining to do so.
- 2) I shall inform my authorities regarding actions of contractors illegal
- 3) In case no action is taken, I shall draw media attention to issue





Given that crackers manufacturing is a hazardous employment it can create severe health issues among children (eg. asthma, early blindness, injury, etc). Therefore, I shall take all steps to ensure early end to ~~the~~ menace.

- Various options available:
- 1) Agreeing to CDD's final order
  - 2) Refusing to
  - 3) Waiving or upholding international arrest limit
  - 4) Seeking assistance with withdrawing from international extradition
  - 5) Seeking assistance regarding extradition or absence of individual



12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

- (a) As a civil servant, what values should guide your response in such a situation?  
 (b) Identify the various options that are available to you?  
 (c) What course of action would you choose and why? (20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस सन्दर्भ में उपयुक्त व्यवस्थाएं की जाएं।

इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?  
 (b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?  
 (c) आप किस कार्यवाही का चयन करेंगे और क्यों?

### Ethical Issues Involved

- obeying superior's orders vs. commitment to democratic principles  
 → discipline in services vs. ensuring level playing field

(a) As a civil servant, I must maintain allegiance to Constitutional values. During an election, I must ensure that all parties have a level playing field and that citizens are exposed to multiple points of view.

I must maintain impartiality in the entire process.

(b) Various options Available

- 1) Agreeing to CDO's oral order
- 2) Refusing to obey CDO's oral order
- 3) Insisting on written instruction
- 4) Faking sickness and withdrawing from ~~situation~~ official duty
- 5) Speaking to CDO regarding ~~to~~ violation of democratic fairness



6) Looking at what other BDOs and deciding accordingly

(c) Although my only job is to ensure participation, by sending people to a particular ~~parting~~ party's rally, I am indirectly showing bias which goes against values of objectivity and impartiality. Hence, I cannot comply with the order. Since the order is oral in nature, it ~~is~~ removes burden of accountability from CDO. I shall talk to CDO explaining that I do not want to be caught in future on charges of Model Code of Conduct Violation (MCC).

By staying resolute in my decision, I will convey my faith

in democracy, acting as an example  
for other BDOs.

~~I shall also speak to~~

In the given situation there is a  
conflict of interest between the  
citizens and government ONLY if



(c) Judgement not to be given to the government in  
deciding accordingly. 2008 note ref

(d) Although my ~~at large~~ ~~scale~~ ~~alliance~~

participation, by sending people to  
a particularly good party rally.

an intensely showing signs which

go against the values of ~~objectivity~~

and impartiality. Here, I ~~shall~~

comply with the order. Since the

order is not in violation of the

principles of accountability

from 2008. I shall talk to the

explaining that I do not want

to be caught in future on

charge of a ~~violation~~ ~~(MCI)~~

By staying neutral in my

decision, I will convey my faith

13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

(a) In the given situation there is a divergence of interest between the farmers and government ONLY if



Short-term interest of farmers is taken into account.

By withdrawing incentives given to water-guzzling crops, government is ensuring a more sustainable pattern of agriculture for the future. By planting crops with low water intensity, ground water levels will rise, improving soil quality and overall farm productivity. This will also lead to conservation of local farm varieties.

Effective utilization of water ensures energy savings and adequate drinking water supply benefitting farmers and the community as a whole.

Therefore the long term interests of farmers is in line with decision.

(b) Suggested measures of relief

- Equivalent cash transfer for incentives withdrawn to be used for low water intensity crops as a relief measure for first 5 years
- Water Conservation measures:
  - mandatory rainwater harvesting
  - use of traditional methods
  - percolation pits
- Convergence of schemes aimed at farmers development
- Informing farmers about long term benefits of move to ensure cooperation



The first step is to identify the problem. In this case, the problem is the lack of water supply to the crops. This is due to the fact that the water supply is not sufficient for the crops to grow. The second step is to identify the cause of the problem. In this case, the cause is the lack of water supply. The third step is to identify the solution. In this case, the solution is to provide water to the crops. The fourth step is to implement the solution. In this case, the solution is to provide water to the crops. The fifth step is to evaluate the results. In this case, the results are that the crops are growing well.





14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue. (20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

(a) Reasons for Public Apathy

→ perception of public spaces as separate from 'home' → do not have to be clean like homes;

public spaces seen as common  
dumping ground

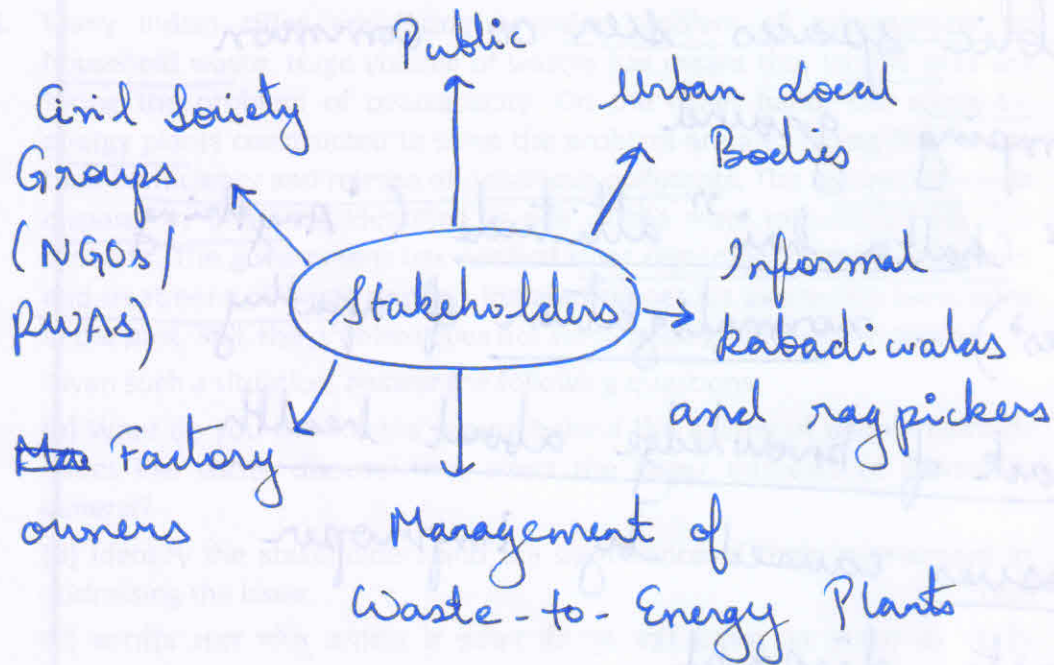
→ "Chalta hai" attitude ('Anything  
goes') - normalization of apathy

→ Lack of knowledge about health  
issues caused by improper  
waste disposal

→ Cynicism - belief that streets  
will 'always' be dirty

→ Religious beliefs of dominant  
Hinduism focus on personal  
salvation rather than societal  
good





### Significance of involvement

Participation of all parties necessary for city-led effort to waste management.

Implementing Extended Producer Responsibility (via ~~Buy~~ Buy-back collection of waste), ensuring public awareness

Regarding waste segregation, integration of informal waste-pickers into waste management chain, ensuring good management of waste-to-energy plant is must.



