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GENERAL STUDIES (TEST CODE : 1505)

Name of Candidate	SHRADDHA GOME	Registration Number	833853
Medium Hindi/Eng.	ENGLISH	Date	31/10/2021
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(a)	10	
6(b)	10	
6(c)	10	
7	20	
8	20	
9	20	
10	20	
11	20	
12	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

- Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
- There are **TWELVE** questions printed in **ENGLISH & HINDI** इसमें बारह 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.

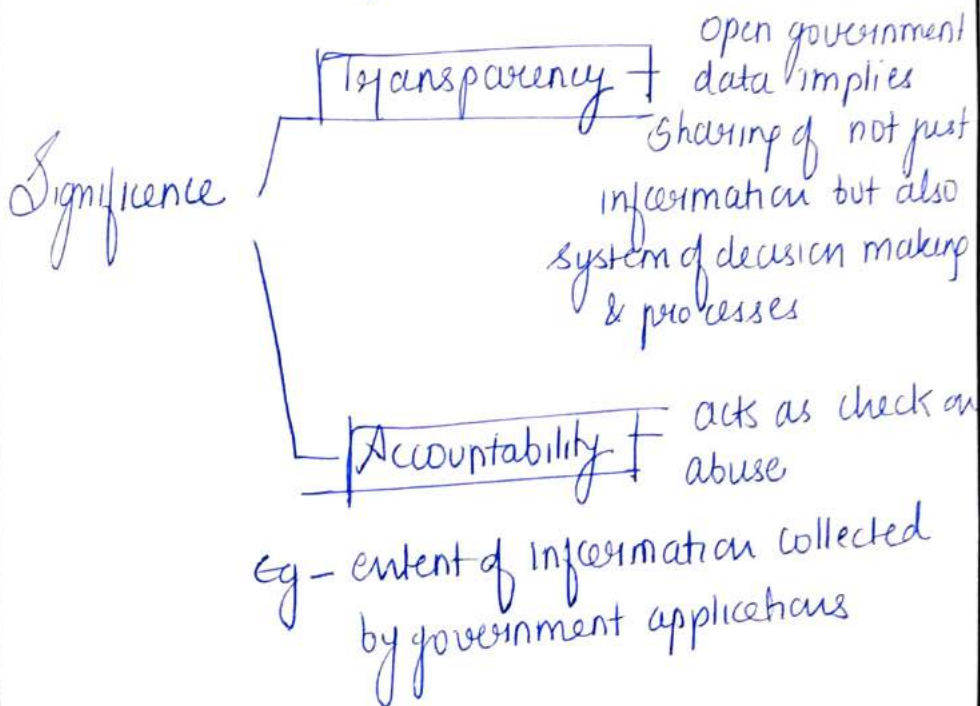
SECTION - A

Don't miss anything this strategy is for you

1. (a) Open Government Data (OGD) can be seen as a step towards greater transparency and accountability in India. In this context, discuss the benefits of OGD and the challenges which lie therein. (150 words) 10

ओपन सरकारी डेटा (OGD) को भारत में अधिक से अधिक पारदर्शिता और जवाबदेही की दिशा में एक कदम के रूप में देखा जा सकता है। हम संदर्भ में, OGD के लाभों और इसमें निहित चुनौतियों की विवेचना कीजिए।

Open government data
Signifies free flow of reliable information
to stakeholders including public, industry.
Example - Arogya Setu app API



Benefits

1. Key to Innovation
2. foundation for effective and

Efficient public service

eg- Kris Gopalan Committee favours
disclosure of non-personal data for
same reason

3. Strengthen public trust

eg- greater subject control over their
information → increase satisfachan
(Key aspect of Data Regulations)

Challenges

- * Open data reach risks violation of privacy in absence of stringent data protection regime
- * Digital literacy inadequate - unable to unleash potential
- * Violation of IPR (software processes)

Key to addressing these challenges
lies in comprehensive data protection
framework and greater industry-government
collaboration in Spirit of "Team India"

1. (b) "While corruption is never good, not all forms of corruption are equally bad for the economy, nor do they cause the same kind of harm." Critically analyse the statement in the context of India. (150 words) 10

यद्यपि भ्रष्टाचार कभी अच्छा नहीं होता है, तथापि सभी प्रकार के भ्रष्टाचार अर्थव्यवस्था के लिए समान रूप से बुरे भी नहीं होते हैं, न ही वे समान क्षति पहुंचाते हैं। भारत के संदर्भ में, इस कथन का समालोचनात्मक विश्लेषण कीजिए।

Corruption is manifestation of failure of ethics (2nd ARC-Report 6)

Corruption is a plague

- Corrosive effects on all aspects - individual, society & nation
- Undermines values, public interest & even national security

However, Some form of corruption are more dangerous

1) Corruption of values

- deeper malaise - translates into corruption in public sphere

[eg - person without integrity more prone to indulge in bribery]

2) Corruption in discharge of public duties

(unlike corruption in form of breach of trust in private relations like family)

— betrays public trust, leads to
misuse of national resources

[eg — Corruption in Judiciary — undermine
rule of law]

Why Worse?

"Public morality require higher calibre
than private morality; it inhibits
public trust" — Douglas Adam

Consequences manifold —

- + Individual — loss of credibility, legitimacy.
- + Society — culture of secrecy, corruption
- + Organisation — bring to disrepute.
- + Nation — developing countries lose over
\$ 1.26 trillion due to corruption
(Transparency International)

India has the potential to
overcome its image as soft state by taking
stringent measures against such forms of
corruption especially corruption of values like
through value education, sensitisation and
promoting culture of integrity.

2. (a) Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development. Discuss. Also, state ways to enhance probity in governance.

(150 words) 10

शासन व्यवस्था में ईमानदारी (प्रोबिटी) एक कुशल एवं प्रभावी शासन प्रणाली तथा सामाजिक-आर्थिक विकास के लिए एक अनिवार्य और महत्वपूर्ण आवश्यकता है। चर्चा कीजिए। साथ ही, शासन व्यवस्था में ईमानदारी बढ़ाने के तरीकों का भी उल्लेख कीजिए।

Probity implies strict adherence to highest principles like integrity, honesty, compassion.

Significance

I. Vital for good governance

- effectiveness – ability to reach desired goal – dependent upon values like perseverance, dedication and honesty

eg – Rehabilitation of tribals displaced by dam –

- Efficiency – optimal use of resources – anti-thesis to corruption & abuse of power
- ∴ probity is crucial

eg – Durga Shakti Nappal IAS – recovered over 150 cr in hushy from sand mafia

II Socio-economic development

- Idea of welfare state dependent upon emphasis on value of public service, Integrity
 Eg - undertaking public works in minimal cost - save taxpayer money
- Proper utilisation of public funds, welfare measures etc rely on probity
 Eg - PDS distribution - check leakages

Ways to Enhance

1. Promote culture of transparency and accountability
 eg - Citizen charter, Integrity Pacts
2. Value education since formative years of child
 eg - emphasis under NEP 2020
3. Among public servants - field visit, sensitisation training

As highlighted by 2nd Administrative Reforms Commission, one must inculcate values like probity and respect for human rights along with traditional values of Integrity, efficiency.

2. (b) Highlighting the importance of whistle-blowing in an organisation, discuss the systemic factors that determine whether a person would become a whistle-blower. (150 words) 10

किसी संगठन में व्हिसल-ब्लोइंग के महत्व पर प्रकाश डालते हुए, उन प्रणालीगत कारकों की विवेचना कीजिए जो यह निर्धारित करते हैं कि कोई व्यक्ति सूचना-प्रदाता (व्हिसल-ब्लोवर) बनेगा या नहीं।

Whistle blowing
refers to act of employee within an
organisation raising an alarm over
unethical and corrupt conduct or abuse
of process.

Eg - Edward Snowden in American
Intelligence Agency.

Importance

1. effective system of checks and balance
2. Act as deterrent to unethical conduct
3. Higher employee morale and satisfaction
- ability to resist unlawful demands
4. Serve larger public interest
5. key to realising the goal of compassionate
capitalism and sound corporate
governance

Systemic Factors

1. Promoting whistle blowing

- Institutional and organisation protection against vengeance/backlash
eg- Whistleblower Protection Act, 2014
- Anonymity and respect for privacy
- Culture of openness, strong grievance redressal

[Eg - Company with effective protection see greater willingness among employees]

2. Factors hindering whistle blowing

- Poor culture - secrecy, resistance to dissent
- Inadequate safeguards - threat to life, job or even family

Eg - Attack on Satyendra Dubey for highlighting corruption in NHAI quadrilateral project

Whistle blowers, therefore, must be strengthened in their courage through institutional and social safeguards.

3. What do each of the following quotations mean to you?

निम्नलिखित में से प्रत्येक उद्धरण का आपके लिए क्या अर्थ है?

(a) "Strive not to be a success, but rather to be of value." - Albert Einstein
(150 words) 10

"सफल व्यक्ति बनने का प्रयास मत कीजिए, बल्कि सिद्धांतों वाला व्यक्ति बनने का प्रयास कीजिए।" - अल्बर्ट आइंस्टीन

The quote by Albert Einstein re-emphasises the fact that an individual (no matter how successful) without values is like a ship without compass, merely wandering nowhere.

Tunnel vision of Success

- We often equate it to fame, wealth, professional excellence
- In the process, focus is solely on goals

[eg - doping to win olympic medal
bribing for getting contract]

Consequences → corruption of values
→ disastrous impact on society
Such as abuse of authority,
national resource wastage.

Importance of being a person of Value

True success is :-

1) Be of Value — further public interest

Eg — Mahatma Gandhi's role in Indian freedom struggle and reshaping Rajniti into Lokniti

2) Imbibe Values — only are with strong sense of morality can be of value to society and oneself

Eg — Mr. Abdul Kalam Azad — known not just for his academic excellence but more for his humility, dedication

Realising this true nature of success requires breaking free from artificial constructs of society and living life in spirit of 'Sarvodaya for all'.

3. (b) "Facts are many, but the truth is one." - Rabindranath Tagore

(150 words) 10

"तथ्य कई हैं, पर सत्य एक है।" - रवीन्द्रनाथ टैगोर

The quote by Rabindranath Tagore emphasifies Supreme and universal nature of truth.

Facts are many

• Facts are statement or proven reality eg - there is one earth.

Several facts may co-exist, some complementing each other or some challenging

Eg - [India] { Symbol of multiculturalism
[such diversity]
[relevance] Birthplace of 3 major world religion

[India] { Pluralist society [eg - secularism]
[challenging] Increased divisive nature
(eg - mob lynching)

Despite the multiplicity, the truth is one i.e. the idea of 'India' beholds co-existence of several communities in spirit of Vasudev Kutumbakam.

The quote, however, in contrast to belief that truth is nothing but perception and hence, varies from time-to-time and across space.

Eg { Hinduism — truth — Multiplicity of God
 another form
Sikhism — truth — there is one, God

Nevertheless, as remarked by Grandhiji, ~~the~~ truth is powerful force, equivalent to God. It should therefore guide our way and conduct.

4. (a) Analyze the significance of appointing ethics officers in the light of strengthening corporate governance in India. (150 words) 10

भारत में कॉर्पोरेट शासन को मजबूत करने के आलोक में एथिक्स ऑफिसर्स (नैतिकता अधिकारियों) की नियुक्ति के महत्व का विश्लेषण कीजिए।

Corporate governance refers to systems and processes through which company is directed and governed [Cadbury Committee].

Strengthening Corporate Governance

- Imbibe the idea that shareholders are true owners and board is merely trustee
- focus on transparency, accountability and creating value for all Stakeholder
- Responsible business through responsible conduct (eg- compassionate capitalism by Narayan Murthy)

In achieving these goals, ethics officer can play significant role :-

1. Act as proactive vigilance mechanism

Eg - role of Independent monitors in public organisations under Integrity pact

2. Strengthen accountability and transparency

3. Deterrence to abuse of authority

Eg - check Scams like PNB, Satyam

4. Strengthen culture of ethical conduct, Integrity

[Eg - 2nd ARC - recommended ethics officer in office of PM and CM as well due to this]

Ethics officer, therefore, can act as load star guiding the way of organisation towards sound corporate governance.

4. (b) Transparent governance promises an accountable state but a balance has to be achieved between disclosure requirements and administrative privileges for efficient governance. Discuss. (150 words) 10

पारदर्शी शासन एक जवाबदेह राज्य का भरोसा दिलाता है, लेकिन कुशल शासन व्यवस्था के लिए प्रकटीकरण आवश्यकताओं और प्रशासनिक विशेषाधिकारों के बीच संतुलन बनाए रखने की आवश्यकता है। चर्चा कीजिए।

If corruption is a disease, transparency is its vaccine.
Transparency refers to free flow of reliable and accessible information to all stakeholders [2nd Administrative reform Commission]

Promise of accountable state

• Open information sharing coupled with transparency in system, processes act as check against abuse of power or corruption.

[Eg - RTI Act - emphasis on holding state accountable for its conduct]

• deterrence to betrayal of public trust
• fear of consequences can check illegal & unethical act

[Eg - citizen charters can counter red tapism]

Need for Balance }

↳ Excess of transparency, manifesting in illegal leakages such as commercial secrets or personal sensitive information can upset the balance.

↳ Effective governance requires protection of certain privileges like Secrecy of cabinet proceedings (Art 74(2)).

RTI Act is prominent example — despite emphasis on transparency like S. 4 (suo moto disclosure); it provides exceptions under S. 8 (when no public interest involved or hurt national interest).

As remarked by Aristotle, Moderation is key to any virtue and balance must therefore be struck in light of underlying public interest.

5. (a) Citizen empowerment is a natural outcome of a Citizen Charter. Critically evaluate in the Indian context. (150 words) 10

नागरिक सशक्तीकरण सिटीजन चार्टर का एक स्वाभाविक परिणाम है। भारतीय संदर्भ में समालोचनात्मक मूल्यांकन कीजिए।

Citizen charter is an innovative governance tool conveying nature and quality of services provided by organisation coupled with strong grievance redressal mechanism.

Role in citizen Empowerment

- Reinforce idea of government as trustee of public interest

- Emphasis on role of people as true sovereign

- know of what services provided, at what level, expected standard
- raise alarm when conditions violated
- hold organisation accountable

Eg → Only when citizen knows what services provided, can it exercise approach right under Article 32 for its violation such as right to know

Empowerment achieved via focus on
Quality, Value, Accountability,
Transparency, choice.

Concerns

- Despite early beginning in 1990s in UK, lack statutory backing
- Honored more in breach than compliance (most organisations see it as mere formality)
- Lack of uniformity

To achieve true purpose of citizen charter, emphasis on clarity, regular monitoring, value consensus and effective grievance redressal holds the key.

5. (b) Discretionary power by itself is not pure evil but gives much room for misuse. Discuss in the context of administration in India. (150 words) 10

विवेकाधीन शक्ति अपने आप में कोई बुराई नहीं है, लेकिन यह दुरुपयोग की अत्यधिक संभावना उत्पन्न करती है। भारत में प्रशासन के संदर्भ में चर्चा कीजिए।

Dicey's notion of Rule of Law abhorred the idea of discretion. For him, discretion implied arbitrariness and abuse.

However, discretion is inevitable in administration :-

- 1) Generality of law falters before Specificity of life
- 2) In welfare state - impossible to account for all contingencies
(eg - Ordinance making by executive recognises it)
- 3) Crucial for goal of substantive equality and justice
eg - freedom to treat unequal as unequal like removal of encroachment in elite colony v. Slum rehabilitation

Concerns behind discretion

- enables arbitrary conduct — breeding ground for corruption
[eg — discretion in awarding contracts — bribery]
- Violate rule of law (ie equality before law)
- facilitate abuse
[eg — discretion in appointment to public office — fear of nepotism]

Striking balance

- Discretion be circumscribed by sound legal & institutional framework — 'Administrative law' is one such instance.

Eg — Arbitrariness can lead to striking down of action as illegal under Article 14

- Emphasis on values of public service — no greater court than court of conscience

6. (a) Emotional Intelligence is an important trait to imbibe in a highly competitive and achievement-oriented environment. Elucidate.

(150 words) 10

भावनात्मक बुद्धिमत्ता एक अत्यधिक प्रतिस्पर्धी और उपलब्धि-उन्मुख परिवेश में आत्ममान किया जाने वाला एक महत्वपूर्ण गुण है। विशदीकरण कीजिए।

"Emotional Intelligence is not a win of heart over head. It is unique synthesis of both"

Emotional intelligence is the ability to perceive, ^{recognise} ~~negotiate~~, understand and regulate our emotions [Mayer & Salovey]

- Perceive — Identify
- Recognise — channelise for purpose
- Understand — relation with thought & action
- Regulate — for better intra & inter personal interaction

Importance

1. Highly competitive world & Outcome oriented world
 - Race to the top
 - focus on ends only
 - no inhibition in compromising on values
 - Uncertainty of circumstances

Emotional Intelligence can empower one not just to sustain but also thrive in such environment by :-

1) Being a problem solver

2) Use inter personal skills to check tensions in team; drive goal directed behaviour

3) Keep positive Outlook

[Eg - El of IAS Pame Armstrong led him to construct 100 km road via Crowdsourcing]

4) Create Value for Organisation/Society

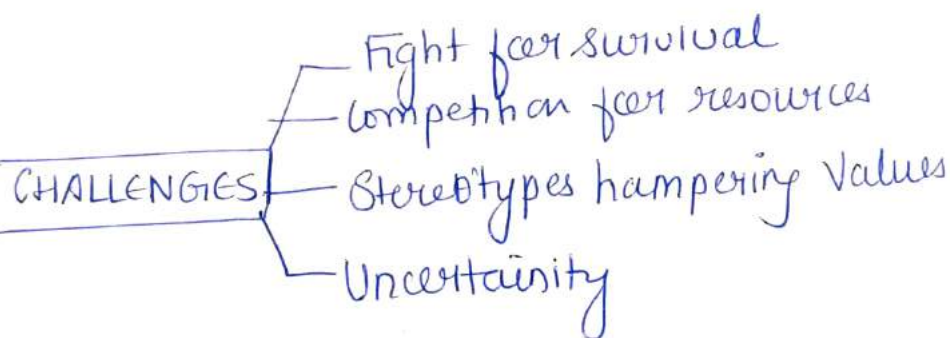
Eg - Innovation in emergencies like seen in COVID-19

Emotional Intelligence can therefore be among foremost values in such competitive world driven through practices like mindfulness, field visits and value training

6. (b) Emotional Intelligence is an essential ingredient for successful implementation of pandemic induced emergency response. Comment in the light of COVID-19 pandemic. (150 words) 10

भावनात्मक बुद्धिमत्ता महामारी जनित आपातकालीन अनुक्रिया के सफल कार्यान्वयन हेतु एक अनिवार्य घटक है। कोविड-19 महामारी के आलोक में टिप्पणी कीजिए।

COVID-19, the black Swan event, had disastrous impact on all aspects of our lives - physical, emotional and societal.



Under these circumstances, emotional intelligence has been the most potent weapon

1) Keep positive outlook & compassion

- ability to understand circumstances, negative impact of it on one's mental well-being and seeking help if needed

[Eg] - Containment zones but with essential services
Schemes like MANOPARPAN (on mental health)

2. Overcoming Uncertainty
- No one knows the end of pandemic
 - Some time ago no one knew of cure either
 - Admst such times, emotional intelligence fosters innovation, ability to bring resources together through value consensus
- Eg - GAVI Alliance

3. Keeping hope alive
- be it regular press briefings, address by PM reigniting hope - emotional intelligence is what kept society going
- eg - Thali Bajao - one such strategy

4. Fighting all odds
- being a problem solver admst resource constraint
- Eg - mobile ICU, COVID-kavach

Thus, Emotional intelligence as part of administration as well as public emerged as powerful vaccine to diseases of uncertainty, gloom.

6. (c) Enumerate the decisive factors behind moral attitude. Also, discuss any incident from your life wherein you brought about a change in someone's attitude around an important social issue. (150 words) 10

नैतिक अभिवृत्ति के लिए उत्तरदायी निर्णायक कारकों को सूचीबद्ध कीजिए। साथ ही, अपने जीवन की ऐसी किसी भी घटना की विवेचना कीजिए जिसमें आप किसी महत्वपूर्ण सामाजिक मुद्दे पर किसी व्यक्ति की अभिवृत्ति में परिवर्तन लाने में सफल हुए थे।

Moral attitude implies affective state of mind wherein things are looked at through prism of right or wrong.

Decisive Factors

1. Socialization

- Powerful tool of dissemination and entrenchment of moral attitude

Family - first agent { values of diversity, respect for elders
vice of patriarchy

School - first formal agent { virtue of team player, compassion
vice of negative competition

2. Conditioning

- Patriarchal norms are prominent example

3. Observational learning -

Teacher - Value dissent - shape democratic behaviour in child

Thus moral attitude moves social values and influences on individual

Life Experience }

During my survival stint as Management Trainee, I took regular classes for local youth on subjects like Career opportunities, need to pursue education beyond 10th by girls.

During one such class, boy remarked that girls must leave school to focus on family responsibilities and get married by 18. I took it as an opportunity to help them identify biases, share examples of girls excelling in various fields and responsibility of each of us in giving these opportunities to girls.

The person not only understood but also got his sisters in sessions and encouraged her to continue studies

SECTION – B

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

You are a single mother and work as a school counsellor for the psychological well-being of primary and secondary school children at a reputed school. Recently, you have found through your interactions that several students have been facing emotional trauma and mental health issues. Realising the gravity of the situation you want to discuss this with the school authorities and the board of trustees and come up with an advanced plan that can help parents get better involved. However, during the meeting, concerns are raised regarding your findings and the lack of supporting evidence is also cited by some. Moreover, senior members who are present express a sense of displeasure at what this might mean for the reputation of the school.

You are thoroughly appalled with this approach of the school authorities, yet you are mired down in your own financial circumstances.

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

- Identify the most relevant stakeholders in the case.
- What are the dilemmas in the case?
- Discuss how stigmatisation of mental health issues can be addressed in schools.

(20)

आप एक अकेली माँ हैं और एक प्रतिष्ठित स्कूल में प्राथमिक एवं माध्यमिक कक्षाओं के बच्चों के मनोवैज्ञानिक कुशलक्षेम के लिए स्कूल काउंसलर के तौर पर काम करती हैं। हाल ही में, आपने अपनी बातचीत के माध्यम से पाया कि कई छात्र भावनात्मक आघात और मानसिक स्वास्थ्य के मुद्दों का सामना कर रहे हैं। स्थिति की गंभीरता को समझते हुए आप स्कूल के अधिकारियों और न्यासी बोर्ड के साथ इस पर चर्चा करना और एक उन्नत योजना तैयार करना चाहती हैं जिससे माता-पिता को बेहतर तरीके से शामिल होने में मदद मिल सके। हालांकि, बैठक के दौरान, आपके निष्कर्षों के संबंध में चिंताएँ व्यक्त की जाती हैं और कुछ लोगों द्वारा समर्थनकारी साक्ष्यों के अभाव का भी हवाला दिया जाता है। इसके अतिरिक्त, मौजूद बरिष्ठ सदस्य इस बात पर नाराजगी व्यक्त करते हैं कि इसका स्कूल की प्रतिष्ठा पर प्रभाव पड़ सकता है।

आप स्कूल के अधिकारियों के इस दृष्टिकोण से पूरी तरह से हतप्रभ हैं, मगर आप अपनी वित्तीय परिस्थितियों में फंसी हुई हैं।

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

- इस प्रकरण में सर्वाधिक प्रासंगिक हितधारकों की पहचान कीजिए।
- इस प्रकरण में कौन-सी दुविधाएँ हैं?
- चर्चा कीजिए कि स्कूलों में मानसिक स्वास्थ्य के कलंकीकरण मुद्दों का समाधान कैसे किया जा सकता है।

The case study exemplifies poor understanding, neglect and even apathy towards focus on mental health issues.

Relevant Stakeholders

- ① Students facing mental health challenges
- ② Parents and families
- ③ School authorities including board of trustee
- ④ Counsellor (myself)
- ⑤ Society
- ⑥ Government

Ethical dilemma

1. Right to health (Students) vs.
Right to reputation (School)

- 2. Duty as professional (Counsellor)
 - ✓ Loyalty towards School (Employer)

- 3. Duty as mother (financial well being)
 - ✓ Duty to one's vocation (uphold professional ethics)

- 4. Apathy ✓ Compassion
- Conflicts translate into —

- Whether School should act on recommendation of counsellor or be a passive spectator fearing backlash?
- Whether as professional, Counsellor should express her disappointment with authorities openly or keep mute fearing repercussions on her job
- Most importantly, Should health and well being of students be compromised on grounds of scientific certainty.

Addressing Stigmatisation

1. Institutional Measures

- focus on all around development including mental well-being
- accessible help mechanism like encouraging regular visit to counsellors
- Respect - to ones seeking help, be compassionate
- Value education to include mindfulness exercise,

2. Government Efforts

- Initiatives like MANDARPAAN (by Ministry of Education), KIRAN (Ministry of Social justice) for school children
- Starting counselling sessions in public school
- Involving ^{School &} parents through tools of social influence like reward & reverent power (French & Raven)

3. Behavioural changes

- driven by deeper understanding of the challenges, causes and manifestation
- Promote help seeking behaviour like active dissemination of helpline, sharing of experiences (by Actor Deepika Padukone)
- Strengthening community cohesion — e.g. well being clubs etc.

4. Legal Measures — strict implementation of existing laws by schools including banning discrimination on ground of any disability, stigmatisation

Stigmatisation, being a social issue cannot be addressed merely by infrastructural changes like appointment of counsellor as seen in the case study.

It requires culture of compassion, understanding of problem and societal mindset change

8. You are an IPS officer on your first posting in a very poor and isolated rural area of one of the most backward states of the country. In your office complex, of which you are the incharge, there is a frequent sewage related problem, causing inconvenience to the employees in your office complex and severely affecting the efficiency of the workplace. It might also lead to health disorders and diseases such as cholera, diarrhoea etc.

To resolve it, the cleaning workers are made to do manual scavenging work without due regards to their safety. Most of these workers are from marginalised castes and are discriminated against socially. You are aware of the laws banning manual scavenging and the loopholes around it. In this context, answer the following questions:

- (a) What are the issues which you need to address in this situation?
(b) Present your course of action to deal with the given situation.

(20)

आप एक IPS अधिकारी हैं। देश के सबसे पिछड़े राज्यों में से एक राज्य के एक बहुत ही निर्धन और अलग-थलग ग्रामीण क्षेत्र में आपकी पहली तैनाती होती है। आपके कार्यालय परिसर में, जिसके आप प्रभारी हैं, अक्सर सीवेज से संबंधित समस्या उत्पन्न होती है, जिससे आपके कार्यालय परिसर के कर्मचारियों को असुविधा होती है और कार्यस्थल की दक्षता भी बुरी तरह से प्रभावित होती है। इससे स्वास्थ्य विकार और हैजा, दस्त आदि जैसी बीमारियां भी पैदा हो सकती हैं।

इस स्थिति का समाधान करने के लिए, सफाई कर्मियों से उनकी सुरक्षा का उचित ध्यान रखे बिना मैनुअल स्कैवेजिंग (हाथ से मैला ढोने) का कार्य कराया जाता है। इनमें से अधिकतर श्रमिक हाशिए पर रहने वाली जातियों के हैं और उनके साथ सामाजिक रूप से भेदभाव किया जाता है। आप मैनुअल स्कैवेजिंग को प्रतिबंधित करने वाले कानूनों और उनमें निहित कमियों से अवगत हैं। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) वे कौन से मुद्दे हैं जिन्हें आपको इस स्थिति में समाधान करने की आवश्यकता है?
(b) दी गई स्थिति से निपटने के लिए अपनी कार्रवाई का विवरण प्रस्तुत कीजिए।

Manual Scavenging
is manifestation of deeper malaise i.e.
denial of opportunities, poverty and
Social Exclusion.

The case study emphasises

upon similar considerations and
ensuing dilemma.

Issues to be addressed

1. Proper Implementation of
existing laws including Prohibition on
Manual Scavenging
2. Addressing the Sewage problem
through alternative measures like
trained workforce with equipped safety
gear, possible mechanisation (like
BANDICOOTS)
3. Rehabilitation of manual scavengers
in light of government mandate
 - alternate employment
 - Skill training
 - check eligibility for other welfare
schemes

Suitable course of Action

I would adopt rule based objective and compassionate approach, in accordance with my duty as law enforcer and State representative.

- ① Prohibit any further violation of law on manual scavenging
(law prohibits any person from engaging into it without due regard for safety & in absence of safety gear)
- ② Take Action against ongoing violations
such as Contractors employing
- ③ Immediately address Sewage problem of office by arranging for trained workforce making available safety gear

Being a poor & isolated area, resource may be a constraint but life is paramount & cannot be overridden by convenience.

No life will be allowed to be risked for mere convenience.

- ④ If problem persists for longer duration, temporary arrangements to office employee in alternate place may be undertaken.
- ⑤ Long-term efforts be initiated to not only check this practice but also promote rehabilitation of these workforce through self help groups (NRLM), skill training (Aajeevika Scheme).
- ⑥ Awareness generation among the people as well as officials against this social ill.

Through it, I will not only uphold the law of the land but also my duty as trustee of public interest especially marginalised section of society.

9. You have recently been posted as a District Development Officer in a traditionally rural area that has seen rapid economic development in the past few years. You notice that there is a huge disparity between the number of male and female children in the area. When you go to the hospital and check the birth registry, you realise that registered new-born babies are mostly males. On further investigation, you notice a similar pattern in the village primary school, which has more male students than females.

When you raise the issue with your colleagues, they ignore it and carry on with their work. You suspect that the practice of female foeticide may be entrenched in the area as you had read about the issue in the context of this state while studying for the Civil Services Examination. It seems to you that respected members of the community like doctors, politicians and government officials have chosen to ignore the issue, given the prevalence of patriarchy and mind-set of voters in the area. Thus, despite rapid economic development, preference for male child continues to persist.

Based on the information above, answer the following:

(a) Do you have any ethical duty in this scenario? Justify your views.

(b) What would be your next steps and why?

(20)

हाल ही में आपको एक पारंपरिक ग्रामीण क्षेत्र में एक जिला विकास अधिकारी के रूप में तैनात किया गया है। इस क्षेत्र में पिछले कुछ वर्षों के दौरान तेजी से आर्थिक विकास हुआ है। आप पाते हैं कि उक्त क्षेत्र में बालक और बालिकाओं की संख्या में अत्यधिक असमानता विद्यमान है। आप अस्पताल जाकर जब जन्म की रजिस्ट्री की जाँच करते हैं, तो आप पाते हैं कि पंजीकृत नवजात शिशुओं में ज्यादातर बालक हैं। आगे जांच करने पर, आपको गांव के एक प्राथमिक स्कूल में भी ऐसा ही पैटर्न नज़र आता है जिसमें बालिकाओं की तुलना में बालक अधिक हैं।

जब आप अपने सहयोगियों के समक्ष यह मुद्दा उठाते हैं, तो वे इसकी अनदेखी कर अपना काम जारी रखते हैं। आपको संदेह है कि इस क्षेत्र में कन्या भ्रूण हत्या की प्रथा व्याप्त हो सकती है जैसा कि आपने सिविल सेवा की परीक्षा हेतु अध्ययन करते समय इस राज्य के संदर्भ में इस मुद्दे के बारे में पढ़ा था। आपको लगता है कि चिकित्सकों, राजनेताओं और सरकारी अधिकारियों जैसे समुदाय के सम्मानित सदस्यों ने पितृसत्तात्मकता की व्यापकता और इस क्षेत्र के मतदाताओं की मन:स्थिति को देखते हुए इस मुद्दे की अनदेखी की है। इस प्रकार, द्रुत आर्थिक विकास के बावजूद, बालकों के प्रति वरीयता जारी है।

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

(a) क्या इस परिदृश्य में आपका कोई नैतिक कर्तव्य है? अपने विचारों का औचित्य सिद्ध कीजिए।

(b) आपका अगला कदम क्या होगा और क्यों?

San-meta preference
and gender discrimination attain
myriad forms in society including female
foeticide, denial of right to education to
girl child. The case study highlights the
Same.

Whether ethical duty exists?

As a district development
officer, I have both professional and
ethical duty as -

- ① DDO - in a welfare state - tasked
with paramount task to uphold
social-economic well being of people
- ② Duty even as professional extends
beyond merely upholding the law - it
implies respect for true spirit of law
- ③ 'Duty' connotes idea of dedication,
commitment. It is not merely fulfilling
what law expects; it is fulfilling what

role & goal expects i.e. uphold public trust, voice against social ills.

- (4) Infact, duty of DDO complements duty as responsible citizen to check growing menace of gender based violation, sex-selective practices

Duty's Nature

1. Duty to inspect health facilities and ensure compliance to laws like prohibition on sex selective practices, Sonography before birth etc
2. Duty to work towards behavioural change through measures like implementation of scholarship for girl child,
3. Duty to take strict action against violation of laws on such practices — 0/zero tolerance policy

Next Steps

Pursuant to my duties,
my next steps would be :-

① Undertake independent survey
of all existing health, institutional &
informal facilities to understand
the cause

— such high disparity could not be a
mere coincidence.

② Interacting with ASHA workers,
village head to understand nature and
extent of problem.

③ Depending upon the causes :-

3.1 Violation of law on Sex-selection — Seal such facilities
— take legal action
against ones
responsible

3.2 Son-preference — worth for
behavioural change

3.3 Poor Infrastructure — If high
mortality due to
poor mother health, adolescent birth
rate etc.

— focus on implementation of schemes
like PM Matru Vandana Yojana

4. In driving behavioural change

- Positive societal norms like respect
for girl child, reward structure for
families, subsidised education
- Enforcement mechanism for violation
- Stakeholder participation — briefing
school authorities to reach to parents &
promote enrollment of girl child

like a bird cannot
fly on one wing; nation cannot thrive
when almost 50% of its population deprived
for even right to life. Taking urgent
measures on par with footing shall be my
efforts.

10. Party X has a clear majority in the Lok Sabha. However, because of it falling short of majority in the Rajya Sabha, a large number of its bills are getting stalled in the Upper House. Elections of a key state are around the corner and the party desperately needs to win, for it to secure a majority in the Rajya Sabha. As part of its campaign strategy, the social media head of the party suggests an insidious strategy to make electoral gains. A part of the strategy involves sending out questionnaires online and promoting them using ads. The response filled by people to these online questionnaires will help reveal their key personality traits to the social media team of the party. These behavioral science insights would be important in helping candidates tailor their campaign messages according to the recipient's personality traits. However, because the content of the questionnaire is incendiary and polarizing, the social media team decides to use fake accounts to administer data collection on social media platforms to avoid getting penalised. In addition, the strategy also involves sending out provocative content through online ads and fake news reports. This goes against the spirit of free and fair elections and violates the Election Commission guidelines on multiple levels.

As one of the key members of the social media team of the party, you have been entrusted with carrying out this campaign successfully.

(a) What are the key ethical issues involved in this case.

(b) What is the course of action you would take? Give reasons for your response in a situation like this?

(20)

लोक सभा में एक राजनीतिक दल X का स्पष्ट बहुमत है। हालांकि, राज्य सभा में बहुमत की कमी के कारण उच्च सदन में बड़ी संख्या में इस दल के विधेयक अवरुद्ध होते जा रहे हैं। एक प्रमुख राज्य में चुनाव होने वाले हैं और राज्य सभा में बहुमत जुटाने के लिए इस दल के लिए जीतना अत्यंत आवश्यक है। अपनी अभियान की रणनीति के हिस्से के रूप में, दल के सोशल मीडिया प्रमुख चुनावी लाभ प्राप्त करने के लिए कपटी रणनीति का सुझाव देते हैं। इस रणनीति का एक भाग ऑनलाइन प्रश्नावली भेजना और विज्ञापनों का उपयोग करके उन्हें बढ़ावा देना है। इन ऑनलाइन प्रश्नावलियों के लिए लोगों द्वारा दिए गए जवाब, राजनीतिक दल की सोशल मीडिया टीम के समक्ष लोगों के व्यक्तित्व के प्रमुख लक्षणों को प्रकट कर देंगे। व्यवहारात्मक विज्ञान की ये अंतर्दृष्टियाँ (सूक्ष्म दृष्टि), संदेश प्राप्तकर्ता के व्यक्तित्व के लक्षणों के अनुसार उम्मीदवारों को अपने चुनाव अभियान का संदेश/रूपरेखा तैयार करने हेतु सहायता करने में महत्वपूर्ण होंगी। चूंकि, प्रश्नावली की विषय-वस्तु उत्तेजक और ध्रुवीकरण करने वाली है, इसलिए सोशल मीडिया टीम दंडित होने से बचने के लिए सोशल मीडिया प्लेटफॉर्म पर डेटा संग्रह प्रशासन के लिए नकली खातों का उपयोग करने का निर्णय लेती है। इसके अतिरिक्त, इस रणनीति में ऑनलाइन विज्ञापनों और फर्जी समाचार रिपोर्टों के माध्यम से उत्तेजक सामग्री भेजना भी शामिल है। यह स्वतंत्र और निष्पक्ष चुनाव की भावना के विरुद्ध है और कई स्तरों पर निर्वाचन आयोग के दिशा-निर्देशों का उल्लंघन करता है।

दल की सोशल मीडिया टीम का एक प्रमुख सदस्य होने के नाते, आपको सफलतापूर्वक यह अभियान चलाने का उत्तरदायित्व सौंपा गया है।

(a) इस प्रकरण में सम्मिलित प्रमुख नैतिक मुद्दे क्या हैं?

(b) आपके द्वारा की जाने वाली कार्रवाई क्या होगी? इस तरह की स्थिति में अपनी अनुक्रिया के कारण बताएं?

Social media,
due to its democratic presence and
deep influence, has emerged as potent tool
for misinformation and political
propaganda.

Key ethical Issues

1. Upholding spirit of free and fair elections v. responsibility as social media team member of party
2. Duty towards employer v. Duty towards one's values
3. Political and public acceptance of unfair means in winning elections
4. Right to privacy of public v. Freeflow of information / consented theory

Course of Action

As a member of social media team member, it is my duty to uphold interest (legitimate) of my employer and fulfill my responsibilities to best of my capabilities.

However, my sense of duty does not permit me to adopt illegal and unethical conduct [obedience to authority cannot override by conscience].

I would, therefore uphold the constitutional values of free and fair election (Art 324) and discharge my obligations keeping in mind public interest and personal values of integrity, respect for privacy and transparency.

1) Raise the concerns with my other team members and Seniors.

- highlight the consequences of such teleological narrow sighted approach on public trust, legitimacy of party and one's own conscience

2) If the team/authority persists, withdraw from the team.

- evidence suggests that all means sought to be adopted are clearly illegal and unethical

- breach privacy, autonomy of voters as well as integrity of election process

My duty as responsible citizen and my conscience will never permit me to be part of such incendiary campaign.

11. You are posted as the District Magistrate in a district, which has witnessed communal clashes in recent years. The lower court has given a verdict in favour of a person from the minority community who seeks demolition of a religious building situated in his personal property. The district administration has been instructed to fulfil this verdict. Despite the judicial verdict, there is some anger simmering in the people from the majority community regarding this verdict. Some groups have demonstrated protests against the verdict and publicly warned of serious consequences if the verdict is allowed to be implemented. Local politicians are also supporting them and are taking advantage of the situation for political gains. You have three days left to demolish the religious building as per the court's direction.

Given the situation, answer the following:

(a) Identify the stakeholders in the given situation and their respective interests.

(b) Highlight the options available to you and the course of action you will take, giving reasons for the same. (20)

आप हाल के वर्षों में सांप्रदायिक झड़पों के साक्षी रहे एक जिले में जिलाधिकारी के रूप में तैनात हैं। निचली अदालत ने अल्पसंख्यक समुदाय के एक व्यक्ति के पक्ष में निर्णय दिया है जो अपनी निजी संपत्ति में स्थित एक धार्मिक भवन गिराना चाहता है। जिला प्रशासन को यह निर्णय कार्यान्वित करने का निर्देश दिया गया है। न्यायिक निर्णय के बावजूद इस निर्णय के संबंध में बहुसंख्यक समुदाय के लोगों में अंदर ही अंदर कुछ गुस्सा है। कुछ समूहों ने इस निर्णय के विरुद्ध विरोध प्रदर्शन भी किया है और न्यायिक निर्णय को कार्यान्वित किए जाने पर सार्वजनिक रूप से गंभीर परिणामों की चेतावनी दी है। स्थानीय राजनेता भी उनका समर्थन कर रहे हैं और राजनीतिक लाभ के लिए इस स्थिति का फायदा उठा रहे हैं। अदालत के निर्देशानुसार धार्मिक भवन को गिराने के लिए आपके पास तीन दिन का समय बचा है।

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

(a) दी गई स्थिति में हितधारकों और उनके संबंधित हितों की पहचान कीजिए।

(b) आपके पास उपलब्ध विकल्पों और की जाने वाली कार्रवाई पर प्रकाश डालते हुए, ऐसी कार्रवाई के लिए उचित कारण भी बताइए।

*Communal clashes
can erode the social fabric and
therefore, must be judiciously tackled.*

Stakeholders

1. Minority member in whose favour judgement has been pronounced
2. Majority Community - voicing concerns over the decision
3. Judiciary pronouncing verdict
4. District administration with duty to enforce law
5. Society at large

Interests

- Minority Community
 - respect for decision in their favour
 - objective enforcement of decision
- Majority
 - non-enforcement & even reversal of verdict
 - keeping structure intact
 - Mobilise public support to check administrative action

- Judiciary — Implementation of its decision (Art 141)
- District administration
 - Maintenance of law and order
 - Uphold law of the land
 - arrangements to tackle untoward incident / preventive vigilance
- Society at large — Peace and harmony
— respect for rights of all

Options Available

1. Uphold law of the land & take immediate measure for removal

Merit → Objective, right based approach

Demerit → hurt majority, escalate conflict

2. Uphold law of the land &
Utilise the 3 days period to create
Value consensus

Merit — objective, check escalation of conflict

Demerit — delayed enforcement (in spirit)

3. Maintain Status Quo

though a possible option but beyond
my contemplation since law cannot be
held hostage to popular opinion.

My Course of Action }

I would choose approach 2
in light of my professional obligation of
ensuring social harmony as well as personal
values of respect for law, rights of vulnerable
and constitutional morality.

- it will ensure my impartial, objective functioning
- Politician views / influence shall have no impact on my decision - being public representative, they have duty to espouse larger interest, Similarly as DM, I have duty to uphold law of the land

- in consonance with my value of impartiality i.e. partiality towards vulnerable - in positive aspect, implies standing for right even when weight against it.

Focus on corrective justice and respect for law shall be my guiding light.

12. You are the Superintendent of Police of a city where a large slum has developed in recent decades on the property of Indian Railways. The Indian Railways has prepared a plan for expansion of the city railway station for which they want to get the slums demolished. They have requested the assistance of local police for the same, however, the people residing in those slums have responded angrily to this step and have occupied the railway tracks, resisting any action by the officials. Slum dwellers are asking for a suitable rehabilitation, citing that the city is under the grip of a cold wave as the month of December is in progress. This has not only halted the railway traffic on the route causing immense hardships to railway passengers but also posing risk of violence between slum-dwellers and the police.

Given the situation

(a) Identify various issues involved in the case along with different stakeholders.

(b) What course of action would you follow to end this situation of confrontation and resume normal functioning of the Railways? (20)

आप एक शहर में पुलिस अधीक्षक हैं जहाँ हाल के दशकों में भारतीय रेलवे की संपत्ति पर एक बड़ी मलिन बस्ती (झुग्गी) विकसित हो गई है। भारतीय रेलवे ने शहर के रेलवे स्टेशन के विस्तार की योजना बनाई है, जिसके लिए वह झुगियों को ध्वस्त करवाना चाहती है। रेलवे ने इसके लिए स्थानीय पुलिस की सहायता का अनुरोध किया है, हालांकि इन मलिन बस्तियों में रहने वाले लोगों ने इस कदम पर गुस्से से प्रतिक्रिया दी है और अधिकारियों द्वारा किसी भी कार्रवाई का विरोध करते हुए रेलवे ट्रैक पर कब्जा कर लिया है। इन मलिन बस्तियों में रहने वाले लोग, यह हवाला देते हुए उपयुक्त पुनर्वास की मांग कर रहे हैं कि शहर शीतलहर की चपेट में है क्योंकि दिसंबर का महीना चल रहा है। इससे न केवल उक्त मार्ग पर रेल यातायात ठप हो गया है जिससे रेल यात्रियों को भारी परेशानियों का सामना करना पड़ रहा है, बल्कि मलिन बस्तियों में रहने वाले लोगों और पुलिस के बीच हिंसा का खतरा भी उत्पन्न हो गया है। इस स्थिति को देखते हुए-

- (a) विभिन्न हितधारकों के साथ-साथ इस प्रकरण में शामिल विविध मुद्दों की पहचान कीजिए।
(b) आप टकराव की इस स्थिति को समाप्त करने और रेलवे का सामान्य कामकाज फिर से शुरू करने के लिए क्या कार्रवाई करेंगे?

The case study magnifies the conflict between development needs and duty in a welfare state towards public.

Various Issues & Stakeholders

1. Slum dwellers
 - Right to shelter and proper rehabilitation
 - Hasty removal during cold wave - magnifies difficulties
2. Railways
 - Need of land for railway expansion
 - Upholding interest of general public v. opposition by slum dwellers
3. Government Authorities
 - Check illegal encroachment
 - Unlock public land value for benefit of all
4. Common Public
 - Right to safe commute, free of violence (Art 21)
 - Uphold public interest & larger benefit through rail expansion instead of giving into unreasonable demands

5. Superintendent of Police (Myself)
- uphold law & order - check breach of peace and violence of public property
 - facilitate proper rehabilitation of slum dwellers when ordered by administration

Course of Action

As Superintendent of police, Maintenance of law and order coupled with safety of common lives and public property are my paramount duties.

1. Usher the railway tracks of people and persuade them to resort to legal means of raising grievance such as peaceful protest, challenging decision in court

2. Strict action against the ones engaging into public violence
3. Facilitate meeting to generate consensus with slum dwellers when requested by district administration

Since, the decision on rehabilitation lies within exclusive jurisdiction of government / administration, my role would be to facilitate exercise of such discretion.

4. Put necessary arrangements in place to check escalation of crisis such as force being stationed at sight; have vigilance by local volunteers

Through this, I will not only uphold my duty as law enforcer but also facilitate exercise of fundamental rights by both slum dwellers and common public