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GENERAL STUDIES (TEST CODE : 1057)

Name of Candidate	<i>Himadree Kaustik</i>		
Medium Hindi/Eng.	<i>English</i>	Registration Number	<i>10605</i>
Center	<i>JORV</i>	Date	<i>17/08/18</i>

INDEX TABLE		
Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
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4(b)	10	
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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 तथा 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।

16-B, 2nd Floor, Above National Trust Building, Bada Bazar Marg, Old Rajinder Nagar, Delhi-110060

M-1/4, Plot No-A-12/13, 1st Floor, Ansal Building, Dr. Vidya Sagar Homoeopathic Clinic, Mukherjee Nagar, Delhi-110009

EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

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

1. (a) Self doubt can both help and hinder leadership. Discuss with examples. 10

आत्म सन्देह नेतृत्व में सहयोग तथा बाधा दोनों उत्पन्न कर सकता है। उदाहरण सहित चर्चा कीजिए।

Self doubt occurs when there is ambiguity regarding one's own belief and opinion and consequently the right course of action isn't very clear.

Self doubt can help leadership by making the individual flexible, adaptive and open to suggestions. It can make a leader receptive to opinions of peers as well as subordinates. For instance on failure to achieve a target a leader naturally has self doubt.

There if he or she uses this constructively with inputs from all spheres they can convert this failure into an opportunity. Dr. Satish Dhawan in-charge of India's space mission was unsuccessful at the first go but constructive introspection made the second attempt a success.

However self doubt can be a hinderance if it causes the leader to become indecisive and pessimistic. For example if the captain of a cricket team starts doubting one's credentials and ability of the team itself it can create a very negative environment.

1. (b) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

सार्वजनिक जीवन में ईमानदारी (probity) का महत्व दर्शाइए। शासन में ईमानदारी सुनिश्चित करने की क्या अपेक्षाएं हैं? इस संदर्भ में भारत में प्रमुख चिंताओं का उल्लेख करते हुए, कुछ उपचारात्मक उपायों का सुझाव दीजिए।

Probity in public life implies utmost standards of honesty and integrity. It requires ethical management of public funds and upright behaviour of officials.

PROBITY IN GOVERNANCE:

→ ART of good governance:
Accountability, Responsiveness
and Transparency ensure
probity by establishing mechanisms
for ethical action.

→ Involvement of citizens is a
key pre-requisite as it enforces

accountability of public officials to the people.

→ Sprung from laws, institutions and regulations a work culture with clear standards of right conduct ensures probity.

In the Indian context the key concerns are building governance that is citizen centric rather than present clint-patron relations.

There is also a need to strengthen institutional and legal framework.

This can be achieved by:

- Creating awareness and making CITIZEN CHARTER functional.
- Reverencing right conduct and speedy disposal of cases of corruption.

2. (a) While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? 10

जहाँ भ्रष्ट और बेईमान को तत्काल दंडित किया जाना चाहिए, वहीं किसी संगठन की दक्षता और प्रभावशीलता बढ़ाने हेतु दुर्भावनापूर्ण और अभिप्रेरित शिकायतों से ईमानदार लोक सेवकों की सुरक्षा की जानी चाहिए। चर्चा कीजिए। इन दो उद्देश्यों के बीच किस प्रकार सामंजस्य स्थापित किया जा सकता है?

The purpose of government is to make it easy to do good and difficult to do evil: as has been pointed out by Goodman.

Punishing dishonest officials and protecting honest officials will:

- i) Set up an effective incentive mechanism to be honest.*
- ii) Build public trust when dishonest officials are punished.*
- iii) Build correct attitude in public servants when they can be assured that honesty is protected.*

Thus efficiency and effectiveness can only be achieved by reconciling the two. This can be done by:

① LEGAL MEASURES: Recent ammendments to Prevention of Corruption Act, ensure punishment if public official is caught red-handed and prior sanction on the other hand ensures honest officials aren't harassed

② ETHICAL AUDIT AND APPRAISAL: as recommended by 2nd ARC ethics appraisal of each individual will ensure correct reward and punishment mechanism.

Ultimately greater transparency and civil society involvement can ensure appreciation of honesty

2. (b) The effective implementation of the Right to Information Act will create an environment of vigilance which will help in functioning of a more participatory democracy. Elaborate. 10

सूचना के अधिकार अधिनियम का प्रभावी कार्यान्वयन एक सतर्कता का माहौल तैयार करेगा जिससे अधिक सहभागी लोकतंत्र के कार्यशील होने में सहायता मिलेगी। सविस्तार वर्णन कीजिए।

Right to Information Act, 2005 makes citizen's right to knowledge regarding function of public authority a legal claim. Its effective implementation ensures:

- ① TRANSPARENCY: access to information is the first step towards creating good governance.
- ② Time bound provision of information will help in building a dynamic administration. People can become aware of issues and respond timely.
- ③ It can save precious public

funds as was done by and NGO
in Delhi: which unearthed
PDS leakages due to RTI

④ RTI is a 'leverage right': it
can ensure access to other
rights of the people. For instance
information regarding PDS can
ensure Right to Food.

⑤ Participative democracy starts
with greater citizen awareness,
which is made possible by RTI.

⑥ Appeal mechanisms at two
levels (state, national) ensure
there is no arbitrary rejection.

Thus RTI can help India truly
transition from representative
to participative democracy.

3. (a) The bureaucracy technically has been an efficient form of organisation but is seen to have exceeded its administrative powers due to its tendency towards self aggrandisement, permanence in employment, and nearness to the political executive. Discuss. 10

तकनीकी रूप से नौकरशाही संगठन का एक कुशल रूप रही है, लेकिन आत्म-उन्नयन, रोजगार में स्थायित्व और राजनीतिक कार्यकारी से निकटता की प्रवृत्ति के कारण यह अपनी प्रशासनिक शक्तियों का अतिक्रमण करता है। चर्चा कीजिए।

The challenge of bureaucracy emerges from its nature of having become a power centre largely inaccessible to common public who it is created to serve.

The tendency of self aggrandisement makes bureaucracy view itself to be superior to people. In a democratic set-up ultimate sovereignty is of people however power in a bureaucratic setup gets centralized due to self-importance of bureaucrats.

Permanence of employment
tends to reduce accountability.

It assures a future to individuals
thus creating adverse attitudes.

This breeds inefficiency and
ineffectiveness. For instance 2nd
ARC in its report 'Ethics in Governance'
points out Article 311 as a key
hurdle towards reforming
civil services.

Bureaucracy has an intermediate
accountability to political executive.
However its ultimate answerability
is to the people of the country.

They should uphold constitutional
values in all cases of dilemma.

Proximity to political executive
challenges **NON-PARTISANSHIP** and
OBJECTIVITY.

3. (b) Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

भारत में सोशल मीडिया ने राजनीतिक मतों और सामाजिक अभिवृत्तियों को प्रभावित करने में महत्वपूर्ण भूमिका का निर्वाह किया है। टिप्पणी कीजिए।

Social media is distinct as it allows simultaneous communication between large groups and enables transmission of it at a very fast pace. Platforms like Facebook, Twitter, WhatsApp are shaping modern society in multiple ways.

The far reach of social media influences political opinions on a global scale. It leads to access to information, however 'fake news' is emerging as a key concern. This is moulding opinion on the basis

of misinformation and distorted facts.

The manipulation of political opinions is evident from illegal access to Cambridge Analytics of large voter database by Facebook.

Similarly social attitudes are getting altered as:

- Due to anonymity people tend to become more aggressive.
- Lack of human interface can cause desensitisation.
- Misinformation is building prejudices between communities.

An extreme case can be seen in mob violence against alleged 'kidnappers' due to WhatsApp forwards.

4. (a) "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment. 10

"अहिंसा दासत्व जैसी निष्क्रियता नहीं है बल्कि एक शक्तिशाली नैतिक बल है जो सामाजिक परिवर्तन में मदद करता है"। टिप्पणी कीजिए।

'Nonviolence' or 'Ahimsa'
according to Mahatma Gandhi
is an act of courage. It is
different from passive resistance
in that the individual makes
a conscious choice to abstain
from violence as a matter of
principle.

The strength of nonviolence
is in it being a moral act:
an act of virtue that makes
one's cause legitimate. For instance
during Salt Satyagrah in 1931
masses resisted violence of army

courageously. They faced lathi charge without flinching on principle of Ahimsa. This made their cause just.

More recently the peaceful march of farmers in Maharashtra from all parts to Mumbai can be seen. The protest was completely non-violent. This caused entire city to support them with food and water.

Farmers succeeded in making their voice heard and started a process of social transformation.

Thus Ahimsa is an act of courage: moral as well as physical that inspires people: even opposition.

4. (b) It is at the interface of public action and private interest that the need arises for establishing not just a code of ethics but a code of conduct. In this context, highlight the need for drafting a code of ethics as well as a code of conduct. 10

यह सार्वजनिक कार्रवाई और निजी हित के अंतरफलक (इंटरफ़ेस) पर है, जिससे न केवल नैतिक संहिता बल्कि आचार संहिता तैयार करने की आवश्यकता उत्पन्न होती है। इस संदर्भ में, नैतिक संहिता के साथ-साथ आचार संहिता का प्रारूप तैयार करने की आवश्यकता पर प्रकाश डालिए।

The need for code of conduct and code of ethics lies at regulating right behaviour. In case of interface of public action and private interest a conflict arises and can be reconciled with these.

→ A code of conduct is a specific guideline regarding Do's and Don't's. It seeks to regulate

- private sphere: specially as public officials need to be a 'model for society'.
- pecuniary interests: receiving gifts, resolving conflicts.

A code of conduct can guide an official by specifying correct course of action. It can also create awareness amidst public regarding what to expect.

However a code of conduct is by itself insufficient as public officials still have large amount of discretionary powers. Here a CODE OF ETHICS can provide a broad framework that can help officials in exercising these powers.

Formulation of code of ethics for civil servants, ministers and Members of Parliament is also suggested by 2nd ARC.

5. (a) Income inequality is a matter of grave concern for the Indian society. In this context, examine the relevance of Gandhiji's concepts of 'Sarvodaya' and 'Trusteeship'. 10

भारतीय समाज के लिए आय असमानता एक गंभीर चिंता का विषय है। इस संदर्भ में, गांधीजी की 'सर्वोदय' और 'न्यासिता' (ट्रस्टीशिप) की अवधारणाओं की प्रासंगिकता का परीक्षण कीजिए।

Income inequality is undesirable as an issue in itself. Additionally it challenges social harmony by creating rifts in society.

The idea of 'Sarvodaya' or greater good of all was forwarded by Gandhiji. It argues that governance should be such that it focuses on upliftment of the lowest rungs of society. Thus 'Rajniti' or politics should be 'Lokniti' i.e. rule of people.

In this context of Sarvodaya

or greater welfare for all, doctrine of Trusteeship implies that those who are rich should hold their wealth as 'trustees' of people. Their wealth should be used for society's welfare.

In this context 'Corporate Social Responsibility' mandates contribution of 2% of profit towards social sectors like education, health etc. Lately, a concept of Corporate Environmental Responsibility has emerged as well. This extends idea of social welfare to sustainability.

5. (b) It does not take long for conflict to turn violent when deep seeded prejudices and discriminatory attitudes are not addressed. Discuss in the context of communal and caste-based violence in India. What role should the state play in this context? 10

गहरे पूर्वाग्रहों और भेदभावपूर्ण अभिवृत्तियों के दूर नहीं होने की स्थिति में टकराव को हिंसात्मक होने में लंबा समय नहीं लगता है। भारत में सांप्रदायिक और जाति आधारित हिंसा के संदर्भ में चर्चा कीजिए। इस संदर्भ में राज्य को क्या भूमिका निभानी चाहिए?

A prejudice is a ^{negative} notion regarding certain community based on mis-information. A belief of prejudice leads to attitude of intolerance and ultimately acts of discrimination. While conflict sometimes arises naturally due to this inherent prejudice it becomes violent.

In context of caste-based and communal violence the prejudice are a result of socialisation. The notion of others encroaching on their identity

leads to fear of loss of identity
and manifests as violence. Often
affirmative action causes the
more affluent to feel insecure.

Role of state:

- ① Facilitating greater interaction
between communities will lead
to removal of prejudice. This
can be done by celebrating
festivals together.
- ② Judiciary has stipulated that
an appeal for votes should not
be made on the basis of caste
or religion: implementing this
can limit polarisation.
- ③ Inflammatory speeches must
be proactively stopped by admini-
-stration

6. Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

उदाहरण सहित व्याख्या कीजिए कि किस प्रकार भावनात्मक समझ (बुद्धि) एक सिविल सेवक में नेतृत्व कौशल की प्रभावशीलता में वृद्धि करती है।

Emotional intelligence entails recognition, regulation and management of ones own emotions as well as emotions of others.

In a civil servant it can increase effectiveness of leadership skills by:

① MOTIVATING SUBORDINATES:

As an emotionally intelligent leader will recognize what motivates different individuals. For instance honest individuals can be motivated by virtue, career driven officers can be motivated by rewards.

② PERSUASION AND SOCIAL CHANGE

Emotional Intelligence (EI) can help understand behaviour of social groups and effectively lead social change. For instance to persuade people to use toilets for Swachh Bharat an appeal to women can be made on basis of health effects of open defecation on children.

③ SELF-MOTIVATION: as a civil servant leadership also requires one to be motivated themselves.

Understanding one's own emotions can help in overcoming obstacles and challenges and still be optimistic.

7. A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric. 10

सिटीजन चार्टर उन लोगों की दृष्टि से सार्वजनिक सेवाओं को देखता है जो इनका उपयोग करते हैं। इस संदर्भ में, सार्वजनिक सेवाओं को नागरिक केंद्रित बनाने में सिटीजन चार्टर के महत्व का विश्लेषण कीजिए।

A Citizen's Charter declares the services a public office offers along with quality, time and cost specifications. Thus it informs citizens and helps them understand their rights and what to expect from the service.

Citizen charter makes public service delivery citizen centric by generating their participation. A Citizen's charter also specifies Grievance Redressal Mechanisms.

that exist in case of failure to meet pre-specified standards. Thus it creates an accountability mechanism.

As specified by the 2nd ARC in its report on 'Citizen Centric Governance' in order to truly make a citizen's charter participative there is a need for involvement of people in its formulation stage itself.

8. Given the effects that cultural attitudes about menstruation have on women, there is need to follow a strategic approach in combating these. Discuss. 10

महिलाओं पर पड़ने वाले रजोधर्म के सांस्कृतिक अभिवृत्तियों के प्रभावों को देखते हुए, इनसे निपटने में रणनीतिक दृष्टिकोण का अनुसरण करने की आवश्यकता है। चर्चा कीजिए।

The social stigma associated with menstruation manifests itself as preventing entry of women in temples or kitchens during menstruation considering it impure. This is a reflection of cultural attitudes that look at a natural biological phenomenon as something undesirable.

A strategic approach should include starting with attitude formation

itself:

- ① Children should be made aware of menstruation being natural essential cut at school itself. This can help destigmatize the issue.
- ② Use positive celebrity role models to influence individual perceptions.
- ③ Law should protect women's rights to dress public places like temples.

Changing attitudes and removing taboo is essential step towards achieving menstrual hygiene.

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

9. As the District Magistrate you are posted in a district that had been infamous for girl-child marriages. The government introduced a contributory scheme two decades ago, where the government contributed the same amount as the parents, into an account, for their girl child of age 0 to 7 years. The total sum could be withdrawn only when the girl turns eighteen and is unmarried. Due to this scheme, a new pattern has emerged. All girls are married as soon as they turn eighteen and incidents of dowry have increased substantially – because the community customs require paying the sum commensurate to the age of the girl. Further, parents now tend to save money for the scheme instead of investing in girl's education. As the local administration tries to tackle the current situation it looks up to you for ideas and leadership.

(a) Identify the factors which have led to such outcomes.

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(b) Devise a strategy, keeping in mind the multiple aspects of the situation.

जिला मजिस्ट्रेट के रूप में आप एक ऐसे जिले में तैनात हैं जो बालिका-बाल विवाह के लिए बदनाम रहा था। सरकार ने दो दशक पहले एक अंशदायी योजना आरंभ की थी, जिसके अंतर्गत 0 से 7 वर्ष की बालिका के लिए खोले गए खाते में, सरकार उनके माता-पिता जितनी राशि का योगदान देती थी। बालिका के 18 वर्ष की आयु के हो जाने और अविवाहित रहने पर ही कुल राशि निकाली जा सकती थी। इस योजना के कारण, एक नया पैटर्न उभरा है। सभी बालिकाओं की 18 वर्ष के होते ही शादी कर दी जाती है और दहेज की घटनाएं काफी बढ़ गई हैं- क्योंकि समुदाय की प्रथाएं बालिका की आयु के अनुरूप राशि का भुगतान करने की मांग करती हैं। इसके अतिरिक्त, अब माता-पिता बालिका की शिक्षा में निवेश करने के स्थान पर योजना के लिए पैसा बचाने लगे हैं। चूंकि स्थानीय प्रशासन वर्तमान स्थिति से निपटने का प्रयास कर रहा है, अतः वह आपसे आपके विचारों और नेतृत्वशीलता की अपेक्षा कर रहा है:

(a) उन कारकों की पहचान कीजिए जिसके कारण ऐसी परिस्थितियां उत्पन्न हुई हैं।

(b) इस स्थिति के बहु-आयामों को ध्यान में रखते हुए, एक रणनीति तैयार कीजिए।

In this situation the district was infamous for girl-child marriage. A government scheme with financial support has

lead to greater dowry and
thus low investment on education

KEY STAKE HOLDERS:

- ① Girls being married at age of 18.
- ② Parents of girls: pressured to pay dowry due to customs.
- ③ Families girls are married into
- ④ Administration: faces challenge of female education, dowry and social attitudes at large.

FACTORS LEADING TO SUCH OUTCOMES

- ① Use of financial incentive for reducing girl-child marriage.
- It effectively lead to marriage at age of eighteen

thus tackling issue of child marriage.

- However since social attitudes didn't change the resources are being used for dowry and not in educating girls.

② Social customs

These see girl-child marriage as desirable thus demanding dowry for marriage at eighteen.

- ③ Due to demands for dowry parent's are reluctant in investing in education of girls as they are still seen as financial burdens.

④ Ultimately it's the social attitude that ruins girls as financial burden, early marriage desireable and negates their ability to have a constructive future leading to these outcomes.

SUITABLE STRATEGY :

① Persuasion and Social Change:

1) This is the ultimate solution to the issue. It has to be undertaken by first appealing to parent's sense of love for their daughters and their better future with education.

ii) Persuasion of families demanding dowry is also necessary. They should be made aware of desirability of late marriage and usefulness of an educated girl not only in terms of their ability to work but also to undertake social responsibility.

In this context village panchayats, panchayat workers, ASHA workers can become means of transmission and attitude change as they command public trust.

② In the mean-time it is also the administration's responsibility to tackle illegal practice of dowry.

10. While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involves aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture?

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एक और जहां कुछ राज्य सरकारों ने मद्यपान निषेध कानून लागू किए हैं, वहीं अन्य राज्यों में इसकी अनुमति है। इस मुद्दे पर बहस में प्रायः व्यक्तिगत अधिकार, सांस्कृतिक अभिवृत्ति और सामाजिक कल्याण जैसे पहलु सम्मिलित होते हैं। एक शिक्षक के रूप में आपको युवा श्रोताओं को इसमें सम्मिलित महत्वपूर्ण मुद्दों को समझाना है। ये मुद्दे क्या हैं? आप आपने व्याख्यान के निष्कर्ष में क्या कहेंगे?

Alcohol consumption prohibition laws present a challenge as they affect different sections of the society differently. As a teacher I would explain this by enumerating various aspects:

- ① WHY ALCOHOL CONSUMPTION ISN'T JUST A MATTER OF INDIVIDUAL'S CHOICE:

While consuming a beverage can be considered matter of preference, alcohol is different as:

i) Effects on family: burdens the family due to its habitual nature. A person becomes addicted and spends precious resources on addiction. Additionally due to adverse health effects it can also lead to significant health costs. On behavioural front as well it often leads to domestic violence.

ii) Effect on society: consumption of alcohol can impair decision making adversely like in case of drinking and driving, violent conflict in intoxicated state. Health cost of alcohol diseases are also borne by the state

② WHY PROHIBITION IN SOME STATES:

- ① Cultural factors : in certain societies alcohol consumption is an integral part of way of living. They tend to reconcile adverse effects as they have traditionally been wary of them. For instance alcohol forms a part of life in states like Goa.
- ② Source of revenue : for many states revenue generated by excise on alcohol is very important source of income.
- ③ Higher incomes : alcohol tends to adversely affect poorer

households to a greater extent
as they have limited resources,
often buy cheap or impure
liquor being harmful to health.

Thus social inequalities in
rich states are fewer.

④ Right of profession for liquor
makers: specifically local alcohol
like toddy involves entire
communities specially disadvant-
-aged ones. Thus first they
would need alternate employment.

I would conclude my
lecture by specifying that
Directive Principles of State
Policy in Indian Constitution

specify prohibition of intoxicating substances as an objective.

It is important that demands for prohibition come from people. For instance in Rajasthan Local Panchayats at places unanimously voted for prohibition. Therefore allowing ultimate sovereignty of people in such an issue is an effective way forward.

11. As a concerned citizen you have been engaged with the issue of persons employed in manual scavenging. You notice that despite laws and strictures from the highest court of the land the practice of employing human labour to clean sewers continues. While the administration has to ensure the cleanliness of the urban localities, those who are employed also have to earn to sustain themselves and their families. The death of few workers recently due to asphyxiation while cleaning a septic tank has caused much consternation in your locality. You would like to engage with the situation by writing to the administration, for which you need to find an answer to the following:

(a) Identify the stakeholders involved and state their conflicting interests.

(b) What challenges does the administration face in curbing this social evil?

(c) Enumerate the steps to deal with the problem.

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एक चिंतित नागरिक के रूप में आप हाथ से मैला उठाने (मैन्युअल स्कैवेंजिंग) में नियोजित लोगों के मुद्दे से जुड़े हुए हैं। आप पाते हैं कि देश के कानून और उच्चतम न्यायालय की कटु आलोचना के बावजूद सीवर साफ करने हेतु मानव श्रम नियोजित करने की प्रथा जारी है। जहां प्रशासन को शहरी क्षेत्रों की सफाई सुनिश्चित करनी है, वहीं जो लोग नियोजित हैं उन्हें अपना और अपने परिवारों का भरण-पोषण करने के लिए रोजी-रोटी भी कमाना है। हाल ही में सेप्टिक टैंक की सफाई करते समय श्वासावरोधन के कारण कुछ कर्मचारियों की मृत्यु ने आपके क्षेत्र में अत्यधिक संक्रास पैदा किया है। आप प्रशासन को लिखकर इस स्थिति से जुड़ना चाहते हैं, जिसके लिए आपको निम्नलिखित का उत्तर ढूंढना होगा:

(a) इसमें सम्मिलित हितधारकों की पहचान कीजिए और उनके परस्पर-विरोधी हितों का वर्णन कीजिए।

(b) इस सामाजिक बुराई पर अंकुश लगाने में प्रशासन को किन चुनौतियों का सामना करना पड़ रहा है?

(c) इस समस्या से निपटने के उपायों को सूचीबद्ध कीजिए।

In this situation human labour is being employed to clean sewers despite laws against it. Recent incident of death due to asphyxiation makes it a grave concern.

STAKE HOLDERS :

① PERSONS EMPLOYED AS MANUAL
SCAVENGERS.

Right to Employment	VS	Right to Life with dignity
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They need a source
of income to sustain
themselves and families

Death of individuals
and degrading
nature of work.

② RESIDENTS OF LOCALITY.

- Want a clean locality for
health and sanitary reasons
- They are also concerned with
incidents like death of people
cleaning septic tank.

③ ADMINISTRATION

- Needs to ensure cleanliness of locality.
- Needs to implement laws banning manual scavenging
- Ensure means of sustenance for those individuals.

④ A CONCERNED CITIZEN:

He: as a concerned citizen wants to see the issue resolved.

Challenges faced by the administration:

- ① Strict implementation of the law would render large populations of manual scavenging jobless.

- ② The cleanliness of city is also an important objective.
- ③ Manual scavenging remains to be a social evil degrading dignity of individual. It is supported by attitudes of people as well. as they wish their dirty work be done by others.
- ④ Providing alternate employment to manual scavengers is limited by their skills.

STEPS TO DEAL WITH THE PROBLEM

- ① Relief provision to families of those who died of asphyxiation should be the first task.

- ② Immediate and short term solution is providing manual scavengers with equipment that ensures certain amount of safety. Using gloves and masks can be helpful.
- ③ In long term alternate means of livelihood need to be found and adequate skill training provided.
- ④ Sanitation system of the city should be automated and using technology like bio digesters need for human scavenging elimination.
- ⑤ Citizens be made aware of efficient disposal practices.

12. You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

(a) What are the dilemmas that you face in this situation?

(b) Highlight the course of action that you would adopt and give reasons for the same.

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आप एक प्रतिष्ठित कॉलेज के विज्ञान विभाग में एक शिक्षक हैं। आपके विभागाध्यक्ष आपके अच्छे परामर्शदाता रहे हैं और आपके करियर की प्रगति में उन्होंने आपका मार्गदर्शन किया है। आपको अपने एक छात्र से पता चलता है कि विभागाध्यक्ष अपने निवास पर निजी ट्यूशन प्रदान करते हैं, जिसे विभाग में कई अन्य लोगों द्वारा नापसंद किया जाता है। इस बात की भी अफवाहें हैं कि वह अपना ट्यूशन लेने वाले छात्रों को अतिरिक्त अंक दे रहे हैं। पूछे जाने पर उनका उत्तर है कि वह अकेले नहीं हैं और साथ ही कुछ अन्य शिक्षक भी निजी ट्यूशन दे रहे हैं। वह आपको आश्चस्त करते हैं कि यह छात्रों के लिए लाभदायक है क्योंकि उनमें से कुछ पर अतिरिक्त ध्यान देने की आवश्यकता है। वह आपको इस संबंध में हंगामा न मचाने का परामर्श देते हैं और अप्रत्यक्ष रूप से आपको मूल्यांकन रेटिंग के संबंध में याद दिलाते हैं, जो इसी सप्ताह नियत है। आप जानते हैं कि अच्छी रेटिंग से निश्चित रूप से आपको उचित पदोन्नति मिलेगी। विभागाध्यक्ष चार महीने में रिटायर होने वाले हैं।

(a) इस स्थिति में आप किन दुविधाओं का सामना कर रहे हैं?

(b) उस कार्यवाही पर प्रकाश डालिए जिसे आप अपनाएंगे और इसके कारण बताइए।

In this situation my HoD who has been a good mentor to me provides private tuitions to children and marks them favourably. He has asked me

to remain quiet indirectly threatening with adverse assessment

The dilemmas I face in this situation include:

① Loyalty to my mentor vs loyalty to college and students:

As the HoD has been a good mentor to me I would feel a sense of loyalty towards him.

However since the system of favouring students in his private tuitions is unjust it adversely affects students.

As told by him other

teachers are indulging in similar practices. This brings bad reputation to the college.

Further it challenges my ethical duty towards my profession as a teacher.

② Private interest vs. Public interest

Exposing the issue threatens to put my due promotion at a risk. However complying threatens interest of the students.

COURSE OF ACTION :

- ① Firmly ask the HOD to not indulge in practice of taking tuitions as there is a conflict of interest for him
- ② If he refuses approach higher authority and bring the issue to their notice. I can ask for assistance from adversely affected students to put my case forth.
- ③ Identify other teachers indulging in similar practices.
- ④ As the HOD mentions some students need extra attention request college for remedial classes.

This course of action ensures loyalty to my profession as a teacher. It protects the interests of students towards whom I have the ultimate responsibility. This unethical practice can demoralize students, prove discriminatory to those who can't afford tuition. and set forth a bad example. The loss of promotion is not an adequate reason to refrain from imposing the practice.

13. While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

(a) Identify the key areas you would focus on?

(b) What are the challenges that you foresee?

(c) How do you propose to overcome them?

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यद्यपि भीड़-भाड़ की वजह से होने वाली भगदड़ और दुर्घटनाओं के कारण कई अवसरों पर जीवन की क्षति हुई है, तथापि यह केवल किसी त्रासदी के घटित होने के उपरांत ही चर्चा किया जाने वाला एक मुद्दा बनकर रह गया है। हाल ही में आपको लाखों श्रद्धालुओं को आकर्षित करने वाले एक पूजनीय धार्मिक स्थल के निकट एक मेला के संचालन का उत्तरदायित्व सौंपा गया है। मेले में प्रति वर्ष संख्या बढ़ती रही है और इस वर्ष कुछ विशेष खगोलीय संरेखण के कारण अभूतपूर्व भीड़ होने की आशा है। पिछले वर्ष प्रभारी अधिकारी की आलोचना हुई थी और धार्मिक स्थल पर पहुंच को प्रतिबंधित करके धार्मिक संवेदनाओं को आघात पहुंचाने के आरोप में उनका स्थानांतरण कर दिया गया था। मेला की तैयारी करने हेतु आपके पास तीन महीने हैं।

(a) उन महत्वपूर्ण क्षेत्रों की पहचान कीजिए जिन पर आप ध्यान केंद्रित करेंगे?

(b) आप कौन-सी भावी चुनौतियां देख पा रहे हैं?

(c) उन पर काबू पाने हेतु आपका क्या प्रस्ताव है?

In this situation I face the challenge of conducting a mela at a revered religious place and at the same time not hurt religious sentiments by restricting access.

KEY AREAS OF FOCUS:

- ① Analyze the capacity of area around the religious place.
- ② Consider transportation and communication lines leading to the place.
- ③ Based on this assessment focus on managing numbers effectively.
- ④ Primary focus: protection of life of people threatened due to possibility of stampede.
- ⑤ Ensure preservation of religious place despite large crowds.

- ⑥ Special attention to vulnerable sections: elderly, women and children.

POSSIBLE CHALLENGES:

- ① Large crowds coming suddenly on specific day due to which there can be a stampede.
- ② Threat of fire breaking out.
- ③ Injury of people due to large crowds.
- ④ Miscreants taking advantage to cause mischief like theft.
- ⑤ Traffic jams due to vehicles coming in large numbers

⑥ Any restriction on movement
can agitate crowds and
lead to conflict with authority.

COURSE OF ACTION

- ① Providing for traffic arrange-
-ment so that pedestrians
can move safely.
- ② Creating gates for entry via
use of railings.
- ③ Take people into confidence:
inform them regarding dangers
and evacuation plans in case
of any mishap.

- ④ Use technology like CCTV cameras to monitor activity
- ⑤ Keep fire fighting squads and ambulances at bay in case of emergency.
- ⑥ Try to allow people but if crowds go beyond capacity limit entry as protecting lives of people is my primary concern.

14. You are a senior official at a government agency that is responsible for collection, storage and protection of biometric data of citizens. Due to the expanse of operations, the agency employs third parties for collection of data. There have been reports of security breach and leakage of data by third parties in exchange of money. A journalist from a prominent newspaper carries a sting operation and releases some data in the public to show the ongoing corruption and highlighting the inability of the agency in protecting public data. You are asked by the chairperson of the agency to file an FIR against the journalist and pursue criminal proceedings against him considering it an act of unauthorized access.

(a) Do you agree with the action sought by the chairperson against the journalist? Give appropriate reasons for your answer.

(b) If you disagree, what would be your course of action?

(c) Do you think the action of the journalist is justified?

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आप नागरिकों के बायोमेट्रिक आंकड़ों के संग्रहण, भंडारण और संरक्षण हेतु उत्तरदायी एक सरकारी एजेंसी के एक वरिष्ठ अधिकारी हैं। परिचालन विस्तार के कारण एजेंसी, आंकड़ा संग्रहण हेतु तृतीय पक्ष को नियोजित करता है। तृतीय पक्ष द्वारा पैसा के बदले सुरक्षा उल्लंघनों और आंकड़ों के लीकेज की सूचनाएं मिली हैं। एक प्रमुख समाचार पत्र के एक पत्रकार द्वारा एक स्टिंग ऑपरेशन किया जाता है और चल रहे भ्रष्टाचार को प्रदर्शित करने वाले एवं सार्वजनिक आंकड़े सुरक्षित रखने में एजेंसी की अक्षमता उजागर करने वाले कुछ आंकड़े आम जनता के सम्मुख जारी किए जाते हैं। आपको एजेंसी के अध्यक्ष द्वारा इसे अनधिकृत पहुंच वाला का एक कार्य मानते हुए पत्रकार के विरुद्ध एक FIR दर्ज कराने और उसके खिलाफ आपराधिक कार्रवाई करने के लिए कहा जाता है।

(a) क्या आप पत्रकार के विरुद्ध अध्यक्ष द्वारा चाही गई कार्रवाई से सहमत हैं? अपने उत्तर के लिए उचित कारण बताइए।

(b) यदि आप असहमत है, तो आपकी क्या कार्यवाही होगी?

(c) क्या आप मानते हैं कि पत्रकार का कार्य उचित है?

In this case the third party collecting data has caused security breach. A journalist has exposed this releasing some data in public. Chairperson of

the agency has asked for an FIR and criminal proceeding against the journalist.

The action sought by the chairperson against journalist is justified on the grounds that not only did he conduct a sting operation but also release some data in public. This is a security breach and a criminal act as it compromises privacy of people.

While the intention of the journalist might have been right the means used are

illegal and cannot go unpunished. It is my responsibility to undertake proceedings against him.

However my action cannot
just be limited to this.

The core issue here should not be ignored that there were already reports of leakage of data by third party in exchange for money.

Thus criminal proceedings should also be taken up against them.

ACTIONS OF JOURNALIST:

Justified as:

- i) Aimed at public interest
- ii) Serves purpose of protecting
important data
- iii) There was no action despite
earlier reports. thus it was
necessary.

Unjustified as:

- i) Even if strong operation of
necessary the publishing of
data wasn't.
- ii) As a first step journalist
should have approached the
authority. Direct publishing
doesn't exhaust internal

mechanism.

iii) Publishing data in newspaper can be seen in light of wanting personal glory.

Thus it is important to punish the misconduct, at least the case should be left to judiciary after pursuing it.

In long term public trust will have to be built by making system more secure