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GENERAL STUDIES (TEST CODE: 1249)

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Medium Eng./Hindi	English	Registration Number	656155
Center	At home	Date	Sep. 5

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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SECTION - A

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

1. (a) What do you understand by cultural sensitivity? Identify the ways in which individuals and organisations can benefit from cultural sensitivity in India. (10)

आप सांस्कृतिक संवेदनशीलता से क्या समझते हैं? उन रीतियों की पहचान कीजिए जिनसे भारत में व्यक्ति और संगठन सांस्कृतिक संवेदनशीलता से लाभान्वित हो सकते हैं।

Cultural sensitivity refers to awareness and respect about one's cultural values.

Example: Values of family bonding in the light of rising individualism in a globalized world.

Every culture has some moral values to offer that can become an individual's and organization's guide.

Benefit to individuals

- Acts as a court of conscience.
- Acts as guiding light.
- Gives an identity.
- Makes one accept and respect diversity and different cultures.
- Personality development of individual.
Eg: Culture of thrift or commerce.

→ Increases harmony in the society as people are sensitive to other cultures as well.

Benefit to organisations

- Acts as a code of ethics. Example: culture of helping others.
 - Increases harmony within the organisation.
 - Enriches work culture.
 - Better client relationship as decisions are based on sensitivity of culture.
- Eg: If tribals are sensitive about their vernacular language, an administrator understanding this, would convey instructions in the same.
- ~~At~~ Cultural sensitivity may sometimes take extreme picture of chauvinism. In moderate amounts, however, it is a win-win situation.

1. (b) In the quest for scientific and technological development, ethical values should not be neglected. Discuss in the current context. (10)

वैज्ञानिक और तकनीकी विकास की तलाश में, नैतिक मूल्यों की उपेक्षा नहीं की जानी चाहिए।
वर्तमान संदर्भ में चर्चा कीजिए।

Industrial revolutions, increasing consumerism and human quest to conquer the world has led to massive advancements in science and technology.

Its importance lies in

- Creating conducive environment for human survival.
- Economic growth
- Survival and sustainable use of nature - E-vehicles for example.

However, under the same situation, there are cases of erosion of ethical values:

- Ethical questions in gene editing of humans, stem cells and other applications of biotechnology.
- Environmental ethics vs economic growth.
- Exploitation of space and other global commons.

- Values of compassion and empathy are in question when development in advanced nations causes threat to small island nations and coastal areas.
- Ethical dilemmas related to surrogacy, abortion.
- Medical ethics - fixed drug combinations being sold without regard to health in areas countries where laws are not strict.

National and international
codes of ethics in R & D can thus balance advancement in science and technology with values and ethics.

2. (a) In a plural society like India, education should help the individual to celebrate the plurality and visualize the inherent unity of cultures and values. Analyze the statement in the present context with examples. (10)

भारत जैसे एक बहुलवादी समाज में, बहुलता की प्रशंसा करने एवं संस्कृतियों व मूल्यों की अंतर्निहित एकता का दिग्दर्शन करने में शिक्षा को व्यक्ति की सहायता करनी चाहिए। उदाहरण सहित वर्तमान संदर्भ में इस कथन का विश्लेषण कीजिए।

"Education is not just collection of facts but understanding of other humans and living in harmony with them" — Rabindranath Tagore.

Education should thus involve understanding and being sensitive to people different from oneself.

The given statement talks about the importance of —

Understanding the differences. Accepting them. Living in harmony with them.

Importance in present context

- Rising ~~sect~~ communalism.
- Rising secessionist tendencies.
- Tilt towards homogenization — Non acceptance of L G B T Q Community.

The statement also mentions that it is equally important to realize that the core values of different cultures and groups are same. Example: All religious value truth, honesty, ~~the~~ love.
Importance in Present context!

- Rising Xenophobia.
- Communalism.
- Regionalism.

In administration, it becomes important for a civil servant realize and respect these differences to be empathetic, ~~and~~ compassionate and unbiased.

2. (b) Elucidate Swami Vivekananda's ideas on nationalism.
राष्ट्रवाद पर स्वामी विवेकानंद के विचारों का विशदीकरण कीजिए।

(10)

Swami Vivekananda talked about nationalism which involves the idea of collective dignity of all people and all communities.

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

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

(a) The best way to find yourself is to lose yourself in the service of others.
Mahatma Gandhi (10)

स्वयं को खोजने का सबसे अच्छा तरीका यह है कि आप स्वयं को दूसरों की सेवा में खो दें -
महात्मा गांधी

Gandhi said the above statement which stands as a true replica of his own life where he gave his entire life to fight for the independence of people and their dignity (Hajians, peasants, women)

The statement directs about the true meaning of life and ethical actions. It means that person can 'find oneself' - that is find the true meaning of life only by serving others.

This is a guide for civil servants who must always place public interest over any personal

goal or ambition - Civil service values
of selflessness, empathy, compassion,
magnanimity all give the same
guidance.

It helps in

- Gives ^{one} a purpose in life.
- Building a better society and social capital.
- Good governance.

Thus, losing oneself in
service of others is the easiest path
of living a worthy life.

3. (b) So long as you do not achieve social liberty, whatever freedom is provided by the law is of no avail to you. B.R. Ambedkar (10)

जब तक आप सामाजिक स्वतंत्रता प्राप्त नहीं कर लेते, तब तक कानून द्वारा प्रदत्त स्वतंत्रता का आपके लिए कोई मायने नहीं है - डॉ. बी. आर. आम्बेडकर

Dr. Ambedkar's statement is an irony on the conditions of dalits in the society wherein India on legal front was seeing massive reforms and movement towards freedom.

In the present context too, there are many instances where even though laws exist to protect a person's freedom and dignity, a person may not have the social liberty to avail its benefits.

Examples:

- Presence of domestic violence even in presence of Dowry Act, Prevention of women from domestic Abuse Act.
 - Presence of manual scavenging -
 - Female specific abortions
- Even though we have strict laws for all.

In above examples, social
bindings of:

① low agency Child financial
 marriage dependency } ~~near~~
 For women and girls.

② / / /
 Continued Bonded Vicious
 caste labour cycle of
 system Poverty } For the
 backward
 classes

act as hindrances.

In such a scenario, social awareness, affirmative action by states, nudging behaviour of people (Beti-Bachao, Beti padhao) can come to rescue.

4. (a) Explaining the concept of moral attitude, discuss how social media is shaping moral attitudes of people. (10)

नैतिक अभिवृत्ति की अवधारणा को समझाते हुए, चर्चा कीजिए कि सोशल मीडिया लोगों की नैतिक अभिवृत्ति को कैसे आकार दे रहा है।

Moral attitude is the perception of a person towards different moral values. Eg: Attitude ^{towards} ~~the~~ same sex couples.

Social media and moral attitudes:

Positive impact:

- Increased connectivity - Enhances diversity and acceptance.
- Enhanced discussions on different topics.
- Focus on hitherto taboo topics -
#MeToo movement, #Selfie with Beti.
- Blurring boundaries between ~~the~~ administration and people: Positive attitude towards governance.

Negative impact

- Misguided morality - Fake news, ~~the~~ religious intolerance.

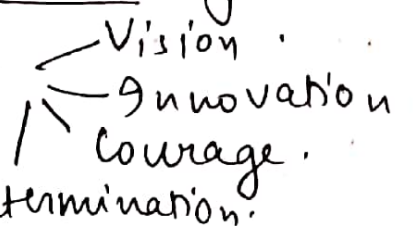
→ Enhancing stereotypes and biased morality towards females & homosexuals.

Thus social media is creating both upgradation and degradation in moral attitudes of people. A code of ethics for social media on the lines of recent self inflicted moral code of conduct during elections by social media giants like Facebook & Google is necessary.

4. (b) Analyse the importance of both influence and persuasion for effective leadership. (10)

प्रभावकारी नेतृत्व के लिए प्रभाव और अनुनय, दोनों के महत्व का विश्लेषण कीजिए।

Leadership is the ability to take initiative and encouraging others to work towards the goal. It

~~involves~~ involves 
Vision.
Innovation.
Courage.
Determination.

Eg: A returning officer conducting elections in a Naxal affected area where Naxals have given a threat of attack if elections are conducted.

Both influence and persuasion can help in effective leadership.

Influence ~~involves~~ means when actions of a leader directly make an impact on the followers and encourage them to work.

In the above examples if the returning officer shows courage to go ahead, some election officers may get influenced.

Persuasion on the other hand involves deliberate actions & motivational talks, clearing cognitive bias, by the leader to encourage others.

Eg: The officer explaining the need of free and fair elections to other officers and voters.

Thus, influence and persuasion can be effectively combined by a leader for achieving effective leadership.

5. (a) Analyze the significance of adopting a code of ethics for creating a healthy work culture in an organization. (10)

किसी संगठन में एक स्वस्थ कार्य संस्कृति के सृजन हेतु आचार संहिता को अपनाने के महत्व का विश्लेषण कीजिए।

Code of ethics is a broad set of values that should be considered as a guide during decision making. Unlike the code of conduct, it doesn't involve specific do's and don't's.

Significance to ensure healthy work culture:

- In areas of high discretion, where laws can't reach, code of ethics serve as a guide.
- Ensures ethical work culture.
- Ensures better service delivery and involvement of benefits for all stakeholders.
- 2nd ARC recognizes the importance of code of ethics for politicians and civil servants and suggests for the same.

→ Serves as a picture of an organisation's vision and values to outsiders.

Recent case of Tomato where on cancellation of order by a customer on the delivery executive being non-Hindu, the company kept its values above business.

→ Creates better picture of an organization.

2nd ARC also recognizes the need for ~~work~~ code of ethics for all professions. They must thus be worked upon.

5. (b) Ethos, ethics, equity and efficiency are key criteria on the basis of which the competency of civil servants should be judged. Analyse. (10)

लोकाचार, नीतिशास्त्र, समता और दक्षता वे प्रमुख मापदंड हैं, जिनके आधार पर सिविल सेवकों की कार्यनिर्वाह-क्षमता का आकलन किया जाना चाहिए। विश्लेषण कीजिए।

Competency and efficiency
in administration of a civil servant
can have the following check.
Ethics → ~~Values~~ ^{involves the} decision of a
conduct. A civil servant is at behest
of power and his/her decisions involve an
impact on thousands of lives. Eg:
Integrity, honesty, self-
lessness

Ethos : - Competency - Equity
in taking
decisions.
→ No biased
decisions.
→ Ensuring
that benefits
are distributed
among all
stakeholders.
→ Ensuring
inclusiveness.
Eg: Gender
Budgeting of
policies.

Efficiency
→ of administration
→ of providing
service.
For eg: Proper
utilization of
public funds.
→ Proper monitoring
and evaluation of
schemes.

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The above 4 are also a guide
to a proper functioning by a
civil servant.

6. The mandatory nature of Corporate Social Responsibility goes against the notion of philanthropy. Discuss. (10)

निगमित सामाजिक उत्तरदायित्व की अनिवार्य प्रकृति परोपकारिता की धारणा के विरुद्ध है। चर्चा कीजिए।

Corporate social responsibility (CSR) involves a percentage of profit that a corporate needs to keep aside for social work — Education — Health — Sanitation etc.

~~Also it~~ Regulating under Companies Act, 2013 makes it compulsory.

Philanthropy on the other hand is voluntary in nature. Though the tasks involved as outcome may be same in both.

Even though giving back to the society should be voluntary and come from within, ~~at~~ there are certain benefits in making CSR mandatory as under Companies Act:

It is a way to internalize certain externalities of a corporate creates in its functioning - e.g. - Pollution.

Benefits of
mandatory
CSR.

Enhances
Corporate
governance.

Giving
back to
the society

from which a
corporate takes resources.

Better reputation
for the firm

Thus, mandatory CSR
complements and should not substitute
voluntary philanthropy.

7. There have been arguments that rich countries owe an obligation to people living in poor countries. In this context, discuss the issues associated with foreign aid.

(10)

ऐसे तर्क दिए गए हैं कि समृद्ध राष्ट्र निर्धन राष्ट्रों में रहने वाले लोगों के प्रति दायित्वाधीन हैं। इस संदर्भ में, विदेशी सहायता से जुड़े मुद्दों की विवेचना कीजिए।

The arguments of rich countries owing an obligation to people in poor countries arise from different logics like —

- ① Colonialism — Imperial history
European : Rich countries
Afro-Asian : Poor countries
↓
History of drain of wealth from poor countries.
- ② Idea of common But differentiated responsibilities where the rich developed nations had in past exploited the environment and must now help poor countries save the same poverty
anywhere is a threat to prosperity everywhere.

(4) Simple ethical virtue of compassion and helpfulness.

Foreign aid in recent times takes the shape of

Grants

Hard
Soft
loans

Official
development
assistance

Contribution
to international
organizations
WHO, UN,
IMF.

Issues

- Most of the times they are supply specific and not sensitive to the demand of the poor nation.
- Are voluntary and can stop arbitrarily (US pulling out of major fora).

Way Forward

- Shift towards South-South cooperation -
Eg: India's development assistance in various countries - Africa (Solan Mamas), Afghanistan (Parliament).
- Making assistance compulsory → Kyoto Protocol.

- B. It is essential that people have access to information if they are to have the capacity to exercise other rights. Discuss the statement with focus on importance of RTI in governance. (10)

यदि लोगों को अन्य अधिकारों का उपयोग करने की क्षमता प्राप्त करनी है, तो सूचना तक उनकी पहुँच होना अनिवार्य है। शासन (गवर्नंस) में RTI के महत्व पर ध्यान केन्द्रित करते हुए इस कथन की विवेचना कीजिए।

RTI Act, 2005 is the main enabling act for enhancing transparency in governance.

Why is information necessary? Ensures exercise of rights through:

- People become aware of their rights.
- People become aware of the recourse to follow in case state and administration fails to follow its duty in providing rights.
- Creates an informed citizenry and thus a better electorate. In Kerala for eg; showing money power goes against a politician.
- Enhances accountability.
- Also acts as a monitoring and evaluation mechanism for services.

→ Better policy formulation in future
as citizenry takes more participation.

In recent times certain
issues with RTI Act
have emerged.

Collision
with OSA

Delay
in information

Threats
to RTI
ach'v's.

Way Forward

→ 2nd ARC recognizes RTI as bedrock
of good governance in India.

It suggests:

→ Removal of OSA, 1923 and addition
of a chapter in NSA.

→ Maximum use of section 4 of RTI
for maximum information in public
domain.

SECTION - B

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

9. You have been recently appointed as the head of tourism department of a state in India that has many places of great historical importance. In the past few years, the state has witnessed a decrease in tourist inflow. Upon enquiry, you come to know that this decrease is largely attributed to the influence of touts and harassment of tourists, including unwanted advances and grossly overcharging them for various services. You also did a quick search about your state on leading travel advisory websites and found that it has earned a dubious reputation for being particularly unsafe for women tourists.

Given the situation, answer the following:

(a) Do you think that such a state of affairs can be attributed to insensitivity prevailing in the society? How can the community be made more sensitive towards tourists?

(b) Suggest some measures to make a quick turnaround in terms of reputation, employment generation and rebuild the reputation of the state as a safe haven for tourists. (20)

आपको हाल ही में भारत में ऐतिहासिक महत्व के कई स्थलों वाले एक राज्य के पर्यटन विभाग का प्रमुख नियुक्त किया गया है। विगत कुछ वर्षों में, राज्य में पर्यटकों के आगमन में कमी देखी गई है। पूछताछ करने पर, आपको पता चलता है कि इस कमी का कारण मुख्य रूप से दलालों का प्रभाव और पर्यटकों का उत्पीड़न है, जिसमें अवांछित अग्रिम एवं विभिन्न सेवाओं के लिए उनसे अत्यधिक शुल्क वसूलना सम्मिलित है। आप प्रमुख यात्रा सलाहकार वेबसाइटों पर अपने राज्य के संबंध में त्वरित खोज भी करते हैं और पाते हैं कि इस राज्य की छवि ने महिला पर्यटकों के लिए विशेष रूप से असुरक्षित होने की छवि बन गई है।

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

(a) क्या आप मानते हैं कि इस प्रकार की स्थिति के लिए समाज में व्याप्त असंवेदनशीलता को उत्तरदायी ठहराया जा सकता है? समुदाय को पर्यटकों के प्रति और अधिक संवेदनशील कैसे बनाया जा सकता है?

(b) प्रतिष्ठा (माख) व रोजगार सृजन के संदर्भ में त्वरित बदलाव लाने और पर्यटकों के लिए एक सुरक्षित स्थल के रूप में राज्य की प्रतिष्ठा को पुनर्बहाल करने हेतु कुछ उपायों का सुझाव दीजिए।

The case involves a degradation of professional ethics and social values.

Stakeholders involved:

- People of the state.
- Tourists who harass tourists.
- Tourists.
- ~~for~~ Society - For its social capital and reputation.
- Me as the head of tourism department.

Issues involved

- Neglect of Professional ethics by travel service providers.
- Declining social values.
- Neglect of administration as exploitation of tourists and harassment of women is also a law and order issue.

(a) In such a scenario, the insensitivity in the society has to take some blame as:

- Youth and other ~~tour~~ service providers are members of the society.
- Missing respect and dignity for women.
- Degradation of Indian culture of Atithi Devo Bhava.

However, the administration also needs to take up the responsibility of keeping check on mining incentivising. Thus, taking the blame, following steps can be taken to raise sensitivity of the community:

- Awareness programmes:
 - ✓ Through NGOs → Showing documentaries
 - ✓ In schools → Involving moral values.
 - ✓ Media campaigns.
- Having meetings with tourist service providers and explaining them how tourists are important for their revenue earnings and growth.

- (b) Measures for quick turnaround:
- In Reputation:
 - Conducting region specific festivals
 - Rannotsav of Kutch, Ganapati Puj'a in

Maharashtra for example and
advertising it with special emphasis
on enhanced safety provisions.

→ Online database of all registrations
and bookings by tourist service
providers.

→ Only registered service providers would
be allowed to function.

In employment:

→ As tourist inflow and formalization
of the sector expands, more jobs
would be created.

In long run,

To build reputation as the safe
haven for tourists:

→ Continuous campaigns through media
channels.
They would involve increased safety
and formalization measures.

- continued social sensitivity programmes.
- Advertisizing the ~~the~~ fall in rates of
business and defaults.

This way, the state can
see a revival in its tourism.

10. A private company has proposed a large-scale hydel power project to tap the potential of a fast-flowing river in a state predominantly occupied by indigenous tribal groups. The state is backward and badly needs funds for socio-economic development. The state government is deliberating on the issue and is yet to take a final decision on the matter.

While the project is expected to generate substantial revenue and employment, it will submerge the surrounding areas eventually displacing the tribals. Another issue of concern is that the tribal community regards this land and the river as sacred and integral to their cultural heritage. Thus, the tribals are not in favour of going ahead with the project and are already protesting against it. Their leader has threatened to initiate a hunger strike if the government goes ahead with the project. This has caught the attention of the mainstream media and social activists.

Based on the information given above, answer the following:

(a) Identify the stakeholders involved in the case and their respective interests (6)

(b) Keeping in mind the issues involved, how can differing interests be reconciled for ensuring sustainable development in the area? (20)

एक निजी कंपनी ने मुख्यतः देशज आदिवासी समूहों की आबादी वाले राज्य में एक तेज बहाव वाली नदी से प्राप्य संभावनाओं का दोहन करने के लिए एक बृहद् जल विद्युत परियोजना का प्रस्ताव दिया है। यह राज्य पिछड़ा है और इसे सामाजिक-आर्थिक विकास हेतु अत्यधिक धन की आवश्यकता है। राज्य सरकार इस मुद्दे पर विचार-विमर्श कर रही है और इस प्रकरण पर अभी अंतिम निर्णय लेना शेष है।

जहां इस परियोजना ने पर्याप्त राजस्व और रोजगार सृजन की आशा है, वहीं इससे आस-पास के क्षेत्र जनमग्न हो जाएंगे, जिनसे अंततः आदिवासियों को विस्थापित होना पड़ेगा। चिंता का एक और मुद्दा यह है कि आदिवासी समुदाय इस भूमि तथा नदी को पवित्र एवं अपनी सांस्कृतिक विरासत के लिए अभिन्न मानते हैं। इन प्रकार, आदिवासी इस परियोजना को आगे बढ़ाने के पक्षधर नहीं हैं और पहले से ही इसका विरोध कर रहे हैं। उनके नेता ने सरकार द्वारा इस परियोजना को आगे बढ़ाए जाने की स्थिति में आमरण अनशन आरंभ करने धमकी दी है। इसने मुख्यधारा के मीडिया और सामाजिक कार्यकर्ताओं का भी ध्यान आकर्षित किया है।

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

- (a) इस प्रकरण में सम्मिलित हितधारकों और उनके संबंधित हितों की पहचान कीजिए।
(b) सम्मिलित मुद्दों को ध्यान में रखते हुए, क्षेत्र में संधारणीय विकास सुनिश्चित करने हेतु विभिन्न हितों के बीच कैसे समन्वय स्थापित किया जा सकता है?

The case involves yet another example of ~~an~~ economic growth v/s environment protection debate.

(a) Stakeholders	Interest
→ Private Company	→ Earning revenues. → Profitable opportunity.
→ Gribals	→ Protecting their homes. → Protecting their culture.
→ State	→ Earning revenue. → Creating employment. → Balancing growth of state with protection of rights of indigenous people.
→ Media and social activists	→ Creating a positive debate and ensuring that no voice goes unheard.
→ Me	→ Finding a solution for reconciliation.

(b) Issues involved

- Balancing environment protection with economic growth.
- Protecting rights of indigenous tribes. Also protected under Forest Rights Act, 2006.
- Rights of other people of states for development, prospering and employment.

Course of action for reconciling different interests:

- The state should first talk to the private company and ask them to explore if any better technology or viable alternative like - Run of the river project is possible.
- Then the authorities must have a discussion with the tribal leader and other members —

and ensure them that:

- + Full care would be taken to ensure that their cultural heritage is protected.
- + Inform them how the new jobs created and revenue generated would benefit them as well.
- + ~~Just~~ Inform them that the company is trying to find alternative option and the authorities would ensure proper rehabilitation if any displacement still occurs.

→ Media and social activists should be encouraged to propagate the positive side of the project.

→ Proper Environment impact assessment in the long run — — — should also be done.

→ Ensuring proper rehabilitation.

→ More expenditure on tribal welfare and upliftment on revenues earned from the project would instill confidence in the tribals.

11. You are posted as Superintendent of Police (SP) in a district, which has a bustling market in the district headquarters with a high footfall. The area has traditionally been occupied by street vendors and hawkers. They form an intrinsic part of the market system in the area and derive their livelihood from it. Recently, you got reports that the policemen posted in the area harass the hawkers and also extort 'hafta' – a weekly bribe - from them despite complying with the laws. It has been brought to your notice that while those who comply with this arrangement are allowed to carry on with their daily operations, those who do not are being evicted from the market area. In the process of eviction, they are even physically assaulted and their saleable items are often confiscated and destroyed. As a result, some street vendors have been staging protests against the local administration in the market and have blocked the normal market passage. They have also threatened to intensify their protest over a period of time. The local police, however, has been in denial of any such wrong doings and argue that they are merely removing illegal encroachments, which were causing traffic jam in the area. In this situation, answer the following:

- (a) Mention the stakeholders and ethical issues involved in the case.
(b) As the Superintendent of Police, what course of action would you adopt for diffusing the tensions in the area? Also, suggest some policy recommendations, which will help resolve the issues in the long-term. (20)

आप एक ऐसे जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित हैं, जिसके जिला मुख्यालय में भारी आवाजाही वाला व्यस्त बाजार है। इस क्षेत्र में पारंपरिक रूप से पटरी दुकानदारों और फेरीवालों का कब्जा रहा है। पटरी दुकानदार और फेरीवाले, क्षेत्र में बाजार प्रणाली का स्वाभाविक भाग हैं तथा इससे अपनी आजीविका चलाते हैं। हाल ही में आपको सूचना मिली है कि क्षेत्र में तैनात पुलिसकर्मी कानूनों का पालन करने के बावजूद फेरीवालों को परेशान करते हैं और उनसे 'हफ्ता' (साप्ताहिक रिश्वत) भी वसूलते हैं। आपके संज्ञान में लाया गया है कि इस व्यवस्था का अनुपालन करने वाले लोगों को अपने दैनिक कार्य करने की अनुमति है, जबकि अनुपालन न करने वाले लोगों को बाजार क्षेत्र से बेदखल किया जा रहा है। बेदखली की प्रक्रिया में, यहां तक कि उन पर शारीरिक रूप से हमला भी किया जाता है और उनकी पण्य वस्तुओं को प्रायः जब्त कर लिया जाता है और नष्ट कर दिया जाता है। परिणामस्वरूप, कुछ पटरी दुकानदार स्थानीय प्रशासन के विरुद्ध बाजार में विरोध प्रदर्शन कर रहे हैं और उन्होंने बाजार का सामान्य मार्ग अवरुद्ध कर दिया है। उन्होंने समय बीतने के साथ अपना विरोध और तेज करने की भी धमकी दी है। हालांकि, स्थानीय पुलिस ऐसे किसी भी गलत कार्य से इनकार करती है और तर्क देती है कि वे केवल अवैध अतिक्रमणों को हटा रहे हैं, जो क्षेत्र में ट्रैफिक जाम का कारण बन रहे थे। इस स्थिति में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) इस प्रकरण में सम्मिलित हितधारकों और नैतिक मुद्दों का उल्लेख कीजिए।
(b) एक पुलिस अधीक्षक के रूप में, क्षेत्र में तनाव को कम करने हेतु आप क्या कार्रवाई करेंगे? साथ ही, कुछ नीतिगत अनुशंसाओं के भी सुझाव दीजिए, जो दीर्घावधि में इन मुद्दों का समाधान करने में सहायता करेंगे।

The case involves alleged misuse of power by those in authority.

(a) Stakeholders involved.

- Local street vendors and hawkers.
- Other citizens.
- Local Police.
- Society as a whole.
- Me as Superintendent of Police.

Ethical issues involved

- Corruption by the local officials.
- Right of hawkers to legally perform their business.
- Right of citizens to a peaceful society.
- My own integrity in chair to follow compassion and selflessness as a civil servant.
- Physical and economic exploitation of vendors.

(b) My course of action as the Superintendent of Police:

Gandhiji's Talisman would guide me to take actions in the welfare of most oppressed.

- First of all, a detailed investigation would be carried out.
- I would then have a discussion with the street vendors and hawkers and personally assure them that even if a practise like this continued, they should file an FIR and I will ensure that the law takes its proper course of action.

Thenafter I would request them to end their protest and restart normal routine.

- Thenafter, I would have a meeting with the local police and ask them to present records of legal owings and illegal encroachments.
- On the basis of the investigation report disciplinary action would be taken.

In the long run:

- Digitization of all records.
- Increasing citizen government ~~not~~ grievance redressal mechanism.
- Reducing citizen - personnel interactions,
- Having more CCTV cameras installed in the market place.
- & Sensitization programmes for personnel.

This way EODB, citizen-centric governance and responsive ~~governance~~ administration would ensure justice done.

12. A mid level manager in a food and beverages firm has been assigned the responsibility to deal with tensions arising in a rural area between the firm and the local farmers. These farmers supply the company with bananas, which are used exclusively by the company in its niche products. The banana plantations are growing a variety developed by the firm. The core issue revolves around the perceived violation of company's IPR as many of the farmers in the neighbouring areas have also started growing the same variety of banana. It is suspected that the farmers with whom the company had a contract have shared the breed with others in the region. The legal department of the firm is of the opinion that a legal complaint against the farmers is the only way to protect the IPR of the company. It would also set a precedent for the future. However, many in the firm also believe that such a step would escalate the matter.

In such a scenario, identify the key issues to be addressed. What measures would you suggest to deal with these issues? (20)

खाद्य एवं पेय पदार्थ से संबंधित एक फर्म के मध्यवर्ती स्तर के एक प्रबंधक को फर्म और स्थानीय किसानों के बीच ग्रामीण क्षेत्र में उत्पन्न होने वाले तनावों से निपटने का उत्तरदायित्व सौंपा गया है। इन किसानों द्वारा कंपनी को केले की आपूर्ति की जाती है, जिनका विशेष रूप से कंपनी द्वारा अपने आला (उच्च दर्जे के) उत्पादों में उपयोग किया जाता है। केले के बागानों में उक्त फर्म द्वारा विकसित एक किस्म उगायी जा रहा है। मुख्य मुद्दा कंपनी के IPR के कथित उल्लंघन के इर्द-गिर्द है क्योंकि पड़ोसी क्षेत्रों के कई किसान भी केले की यही किस्म उगाने लगे हैं। यह संदेह व्यक्त किया गया है कि जिन किसानों के साथ कंपनी का अनुबंध था, उन्होंने क्षेत्र के अन्य लोगों के साथ यह किस्म (ब्रीड) साझा की है। फर्म के विधि विभाग का विचार है कि किसानों के विरुद्ध कानूनी शिकायत ही कंपनी के IPR की रक्षा करने का एकमात्र उपाय है। यह भविष्य के लिए भी एक पूर्व उदाहरण स्थापित करेगा। हालाँकि, फर्म के कई लोगों का यह भी मानना है कि इस प्रकार के कदम से मामला और आगे बढ़ेगा।

ऐसे परिदृश्य में, संबंधित किए जाने वाले प्रमुख मुद्दों की पहचान कीजिए। इन मुद्दों से निपटने के लिए आप किन उपायों का सुझाव देंगे?

The case involves an alleged breach of a law and ethical issues involved therein.

Stakeholders involved

- Firm and its employees.
- Farmers who have pact with the company.
- Other farmers who are alleged to have been shared ^{the variety} with.
- Mid level managers.

Key issues

- ^{Legal} Right of the company over its IPR.
- Sustained motivation for private sector research and development by ensuring fair return to them.
- Need of ~~the~~ other farmers to copy the variety and for the farmers under contract to sell.
- Balancing the stability of company's functioning and creating a deterrence for other farmers at the same time.
- The credibility of the administration to deliver on its laws.

Measures to deal with the issue:

- The company must first conduct a detailed investigation on whether the variety was actually passed on by those under contract.
- A legal recourse under this scenario can only be taken to charge the farmers against breach of contract as Protection of Plant Variety and Farmer's Protection Act allows growing of a variety guided by IPR unless the farmers themselves ~~do~~ sell the seeds of the protected variety.
- The company should thus try to reconcile the matter at organization's level. ~~and~~ As escalating the matter may harm company's profits as well in the long run.

- The state must ensure enhanced public research and private availability of improved variety of plants and seeds so that farmers and individual firms are protected from such skirmishes.
- Enhancing awareness about the details of the IPR regime among both farmers and firms.

In this way, the interests of both - farmers and firms can be balanced.

13. You have recently been posted as a probationary officer in the District Magistrate's office in a tribal district. During one of the fieldtrips, while interacting with the tribals, you come to know about a private company, established a few years back, which has transformed their lives. The company, using the traditional knowledge of tribals, had launched a series of products and provided numerous livelihood opportunities to the tribals.

Upon further enquiry, you come to know that while the lives of tribals had indeed improved, the distribution of profits however, has been quite disproportionate. The company has seen a huge growth in its operations and its owners have amassed huge wealth. It is also planning to file for IPR, which may further hinder the interests of the tribals.

You feel that tribals have been left short changed and there has not been an equitable sharing of benefits arising out of the use of their resources. When you tried to approach the Gram Sabha and voice your concerns, the tribals requested you not to intervene as they do not have any alternatives. They also argue that governments in the past have failed to protect their interests.

Given the situation, answer the following:

- (a) Identify the different stakeholders and their interests involved in this case.

- (b) Present a case to convince the District Magistrate for the need of government intervention in the situation. (20)

आपको हाल ही में एक जनजातीय जिले में जिला मजिस्ट्रेट कार्यालय में एक परिवीक्षाधीन अधिकारी के रूप में पदस्थापित किया गया है। एक क्षेत्र भ्रमण के दौरान, आदिवासियों से बातचीत करते हुए, आपको कुछ वर्ष पूर्व स्थापित एक निजी कंपनी के बारे में पता चलता है, जिसे उनके जीवन का कायापलट कर दिया है। आदिवासियों के पारंपरिक ज्ञान का उपयोग करते हुए, कंपनी ने उत्पादों की एक शृंखला आरंभ की थी और आदिवासियों के लिए आजीविका के कई अवसर उपलब्ध कराए थे।

अधिक पृष्ठताछ करने पर, आपको पता चलता है कि जहां आदिवासियों के जीवन में वास्तव में सुधार हुआ है, वहीं लाभ का वितरण अत्यंत असंगत (अननुपातिक) रहा है। कंपनी के परिचालनों में भारी वृद्धि देखी गई है और इसके स्वामियों ने अत्यधिक धन-संपत्ति अर्जित की है। कंपनी IPR भी फाइल करने की योजना बना रही है, जो आदिवासियों के हितों में आगे बाधा भी बन सकता है।

आप अनुभव करते हैं कि आदिवासियों को वंचित रखा गया है और उनके संसाधनों के उपयोग से उत्पन्न होने वाले लाभों का एक समान वंटवारा नहीं हुआ है। जब आपने ग्राम सभा से संपर्क करने और अपनी चिंताओं से उन्हें अवगत कराने का प्रयास किया, तो आदिवासियों ने आपसे हस्तक्षेप न करने का अनुरोध किया, क्योंकि उनके पास और कोई विकल्प नहीं है। उनका यह भी तर्क था कि अतीत में सरकारें उनके हितों की रक्षा करने में विफल रही हैं।

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

- (a) इस प्रकरण में सम्मिलित विभिन्न हितधारकों और उनके हितों की पहचान कीजिए।

(b) इस स्थिति में सरकारी हस्तक्षेप की आवश्यकता है, जिला मजिस्ट्रेट को यह समझाने हेतु प्रकरण प्रस्तुत कीजिए।

The case involves exploitation of a vulnerable and relatively unaware community by those in powerful social and economic conditions. It also involves a neglect by government.

(a)

Stakeholders	Interests
Tribals.	→ Continued employment. → Continued earnings. → Right to equity - ensured equitable profits from earnings.
Private company	→ Enhancing its own profits. → Must have involved corporate ethics (currently neglected)
District Magistrate	→ To ensure welfare of citizens. → To not continue on path of neglect.

→ Me as probationary officer.

→ To present equitable and just picture of my observations.

→ To use my position and power for public welfare.

(b) I would present the following arguments to convince the District Magistrate:

→ Would remind him of Gandhi ji's Talisman and Ro to work in the benefit of most depressed.

→ Would present a true picture of:
+ How tribals are being exploited and may involve more exploitation in future.

+ How it is constitutionally wrong.

+ How is it morally unjust - on principles of equity and inclusiveness.

→ would present the importance of citizen centric governance in improving the lives of exploited as Mandela

said - 'A nation must be judged by how it treats its poorest citizens.'

→ How it is important to balance Consumerism and materialism with sustainable environment protection.

This has been recognized at various international forums as well.
 → For instilling trust of people in government.
 I would also suggest a possible course of action involving:

→ Pinching Net present value of all profits made or expected in future.

→ Formalization of the contracts so that no ambiguity remains. This would be done through direct talks with the firms.
 → Ensuring rights of tribals in the future IPR.

→ Raising awareness level of tribals.

→ The firm must also be taken into confidence as it is necessary for employment and income of tribals.

In the long run -

- Increasing education of tribals -
Ekkalavya schools.
- Remunerative prices for their
produce.
- Enhancing employment opportunities
for them.
- All future contracts should be
formal.

14. Various studies have found out that cases of depression and mental illness have increased exponentially in the recent past. Also, in the age group of 15-30 years, this problem is further pronounced. Furthermore, the rising trend of suicides in this age group has been attributed to depression.

Given the situation, answer the following questions:

(a) Present an ethical critique of the prevalent societal attitude towards mental illness.

(b) Given the magnitude of the problem among younger generation/young adults, analyse the role of the following:

i. Parenting

ii. Social Media

iii. Video Games

(20)

विभिन्न अध्ययनों से पता चला है कि हाल के दिनों में अवसाद और मानसिक रोगों के मामले तेजी से बढ़े हैं। साथ ही, 15-30 वर्ष के आयु वर्ग में, यह समस्या और स्पष्ट है। इनके प्रतिनिधित्व, इस आयु वर्ग में आत्महत्या की बढ़ती प्रवृत्ति के लिए अवसाद को उत्तरदायी ठहराया गया है।

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

(a) मानसिक बीमारी के प्रति प्रचलित सामाजिक अभिवृत्ति की नीतिशून्य आलोचना प्रस्तुत कीजिए।

(b) युवा पीढ़ी/युवा व्यक्तियों के मध्य इस समस्या की भयावहता को देखते हुए, निम्नलिखित की भूमिका का विश्लेषण कीजिए:

i. परवरिश (Parenting)

ii. सोशल मीडिया

iii. वीडियो गेम

The case involves a prevalent social malaise which can harm India's potential demographic dividend.

Stakeholders

- Youth of the society .
- Other members
- Nation and society as a whole .
- Prevalent societal attitude towards mental illness:
- Unawareness at individual and family levels .
- Considered a taboo in society .
- Lack of reconciliation and support .

There has also been a recent positive tilt however:

- Increased discussions .
- Mental illness bill .

Ethical issues involved

- Lack of compassion and empathy .
- Lack of helpfulness .
- Neglect and social bias .
- Societal morality overarching individual interest .

(b) ⇒ Role of Parenting

In enhancing the problem

- Neglect - Lack of communication.
- Enhanced pressure, Raising competition.

For curbing the problem.

- Parents are the best guides.
- Communication, motivation, family support.

⇒ Role of Social media

In enhancing

- Constant vigil
- Peer Pressure.

In curbing

- Awareness campaigns.
- Outreach by those who have overcome depression.

⇒ Role of Video games

In enhancing

- Cut with the other world.
- Reduced human connect and thus reduced emotional management and support backing.
- Games like Blue whale that directly lead them to suicides.

In curbing

- Positive environment.
- Controlled use, group use.

At state level,

- Awareness campaigns,
- Increasing the number of psychiatrists.
can help.