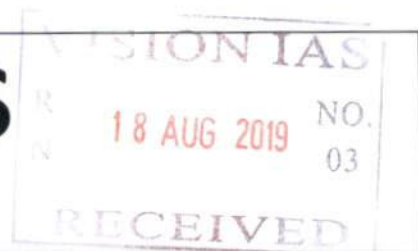




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## GENERAL STUDIES (TEST CODE: 1245)

Name of Candidate	SHUBHAM KUMAR		
Medium Eng./Hindi	ENG.	Registration Number	225253
Center	ORN.	Date	18/08/2019

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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Plot No. 857, 1st Floor, Banda Bahadur Marg (Opp Punjab & Sindh Bank), Dr. 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

## SECTION - A

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

1. (a) Highlighting the attributes of leadership, analyse why it is important for a civil servant. (10)

नेतृत्व (लीडरशिप) के गुणों पर प्रकाश डालते हुए, विश्लेषण कीजिए कि यह एक सिविल सेवक के लिए महत्वपूर्ण क्यों है।

Leadership is quality of being able to lead any group and convince all member to follow your advice to reach certain goals.

~~for~~ Attributes :-

- ① showing courage
- ② Being honest & showing Integrity
- ③ Helping others
- ④ leading from from at the time of failure  
eg - Vikram Sarabhai when 1st rocket launch failed.
- ⑤ Appreciating members contribution  
when succeed.  
eg - APJ Abdul Kalam



⑥ Emotionally Intelligent - to control & manage the group.

Importance for civil servant :-

① A civil servant has to lead all the time whether at district level, or at state or national level.

② for proper implementation of developmental schemes of govt.

③ Doing Justice to people and Bringing overall development.

④ leading administration

Thus it is one of the most important skill, It has been recommended by 2<sup>nd</sup> ARC & NOLAN Committee.



1. (b) A civil servant needs to be objective as well as empathetic. What do you understand by objectivity? Discuss its relationship with empathy. (10)

सिविल सेवक को वस्तुनिष्ठ होने के साथ-साथ समानुभूति रखने वाला भी होना चाहिए। वस्तुनिष्ठता से आप क्या समझते हैं? समानुभूति के साथ इसके संबंधों की विवेचना कीजिए।

Civil servant requires certain kind of skills to administer well and become a change agent in society.

Objectivity means using scientific approach and reaching at reasoned conclusions. Not being swayed by prejudices, feelings personal interests etc.

Empathy is defined as feeling the other's problem and knowing what others are going through.

This involves showing some leniency if a condition demands

For eg - Helping old women to get her old age pension

## Objectivity & Empathy

It might at first look like contrasting qualities but both supplement each other :-

- ① Objectivity helps in reaching at objective decisions - while involve not favouring someone.

Showing Empathy, doesn't mean running away from objectivity. It is just showing extra care and determination to help the destitutes following all the available options

for eg - If a old women does not have required documents ; then a sympathetic person will look for alternative approach and <sup>will</sup> find objective solution to help her.



2. (a) With rapidly increasing use of information technology, what according to you is the role of ethics in cyber space? (10)

सूचना प्रौद्योगिकी के तेजी से बढ़ते उपयोग के साथ, आपके अनुसार साइबर जगत में नीतिशास्त्र की क्या भूमिका है?

4th Industrial Revolution (ongoing)  
is based on information technology  
which involves 5G, Internet of things, Artificial Intelligence

Even delivery of government services  
e-governance & require information  
technology.

Role of ethics in cyber space :-

Cyber space is becoming vulnerable  
as we proceed in future. Problem  
of cyber attack, data theft, viruses  
attacks, malware etc are increasing

- ① Ethics can help in elevating  
the [Conscience] of the person



who are generally involved in these activities.

② Professional Ethics — will guide businesses to <sup>not</sup> involve / indulge in bad practices.

③ Framing of strong data protection laws by government can only happen if government is sensitive about people's privacy.  
So Ethical M.P.s & lawmakers are required.

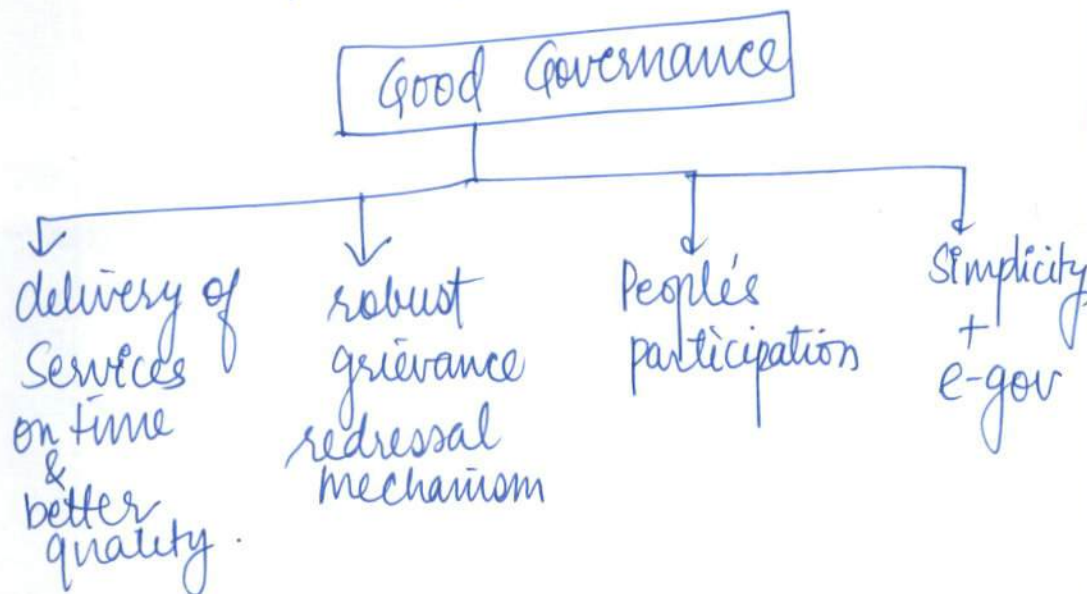
④ Self regulation — Ethics is very helpful in self regulation.

Thus Ethics can be applied in every field which reflects society's collective consciousness and values & principles

2. (b) Transparency in government organisations is an essential pre-condition for good governance. Elucidate. (10)

सरकारी संगठनों में पारदर्शिता सुशासन की आवश्यक पूर्वपेक्षा है। स्पष्ट कीजिए।

Transparency refers to being open such that information about the working of organisations are easily available and nothing is hidden from general public.



Transparency is pre condition as :-

- ① It enforces Accountability  
without transparency people will not know about any problem.



② Right to information is our fundamental right which acts like a restricting force ~~from~~ ~~for~~ so that administrators are following all rules

③ Transparency leads to more people's participation

④ Builds Trust between government & people

Right to Information (RTE) Act, 2006 is landmark law to ensure transparency in governance.



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 इनके क्या निहितार्थ हैं:

(a) A nation should not be judged by how it treats its highest citizens, but its lowest ones. Nelson Mandela. (10)

राष्ट्र का आंकलन इस बात से नहीं किया जाना चाहिए कि वह अपने श्रेष्ठतर नागरिकों के साथ कैसा व्यवहार करता है, बल्कि इस बात से किया जाना चाहिए कि वह अपने निम्नतर नागरिकों के साथ कैसा व्यवहार करता है। - नेल्सन मंडेला।



3. (b) The highest education is that which does not merely give us information but makes our life in harmony with all existence. Rabindranath Tagore (10)

श्रेष्ठतम शिक्षा वह है जो न केवल हमें जानकारी प्रदान करती है, अपितु सभी के अस्तित्व के साथ हमारे जीवन का सामंजस्य भी स्थापित करती है। - रबींद्रनाथ टैगोर

Education is considered as agent of liberation - that means from darkness, prejudices, hatred, cruelty etc

Information - is related to knowledge. Gaining only information can make people knowledgeable but <sup>does</sup> not guarantee education

One of the basic desired quality of human being is to achieve harmony & peace in society & world. Education helps in achieving this.



① It makes <sup>people</sup> aware about the diversities around the world, why anything exist.

② Respect for other culture, beliefs, traditions etc

③ Adjusting with conflicting views  
Adopting other's views also.

Highest education teaches us  
to be in peace & harmony.

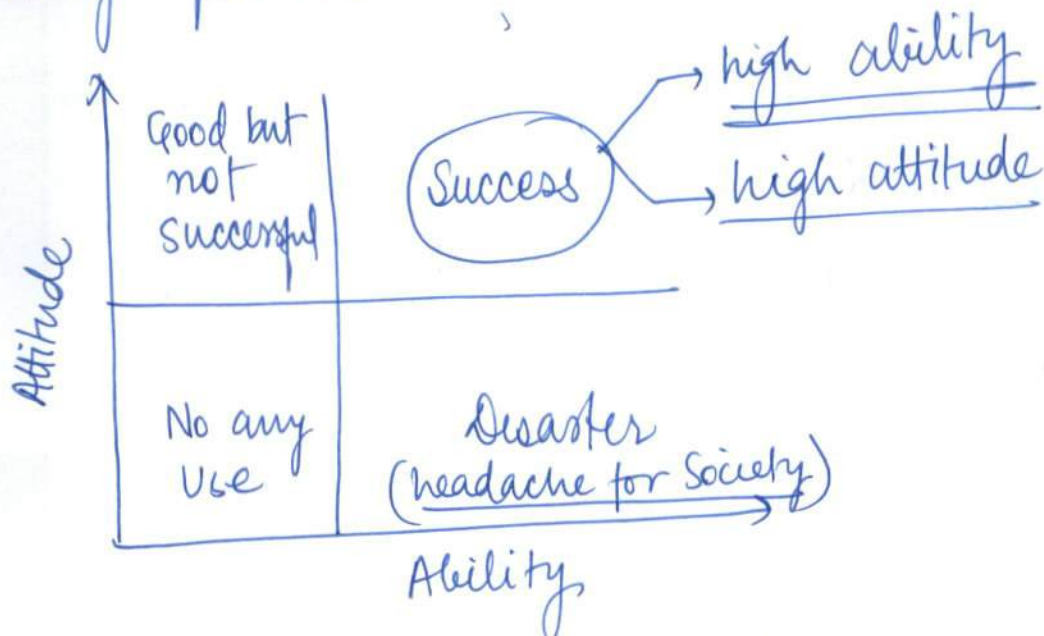
'vaandhev kutumbhkam' (whole world  
is one big family) is perhaps  
teaches ~~us~~ us about the importance  
of harmony.

4. (a) For achieving success, attitude is equally, if not more important than ability. Discuss with the help of examples from your daily life. (10)

सफल होने के लिए, अभिवृत्ति क्षमता से अधिक नहीं तो, क्षमता जितनी ही महत्वपूर्ण है। अपने दैनिक जीवन के उदाहरणों की सहायता से विवेचना कीजिए।

Attitude is endured, learned, predisposition which regulates how one feel, think and act to a given situation or external stimulus.

Ability is one's capability and his knowledge and skill to solve any problem.



Relation between the two



Examples

Having <sup>only</sup> a positive attitude to clear an competitive exam will not make me clear the exam.

One require ability also in form of understanding of concepts, acquire knowledge, hard work etc.

Personal — I was able to get well paid job in United States because of my personal ability and professional skills; but while gaining the skills I required positive attitude. Also positive attitude required for whole process of recruitment.

Thus both are essential and complements each other



4. (b) The core of high Emotional Intelligence is self-awareness. If you don't understand your own motivations and behaviours, it is nearly impossible to develop an understanding of others. Discuss with the help of appropriate examples. (10)

उच्च भावनात्मक समझ का मूल आत्म-जागरूकता है। यदि आप स्वयं की अभिप्रेरणाओं और व्यवहार को नहीं समझते हैं, तो दूसरों की अभिप्रेरणाओं और व्यवहारों की समझ विकसित करना लगभग असंभव है। उपयुक्त उदाहरणों की सहायता से विवेचना कीजिए।

Emotional & Intelligence refers to a situation when :-

- ① One knows about himself & herself and can control his/her feeling & emotion -
- ② knowing other's feelings and controlling their behaviour & action

so Emotional intelligence first require knowing own motivations and behaviours.

For eg - when an officer is required to control a crowd he/she is required to be emotionally intelligent.

But one should first know how to properly react in such a situation!

If the officer knows his/her behaviour in a stressed situation then he/she can handle the situation well by restricting himself/herself to take bad decision.

Once own feelings are understood, one becomes more capable in taking decisions and also in understanding other's situation & feelings.

Thus this helps in taking right decision & controlling & monitoring other's behaviours & actions for better society & results.

5. (a) What do you understand by Integrity Pacts? Highlight the role they can play in bringing transparency in allotment of public contracts and ensuring proper utilization of public funds in India. (10)

सत्यनिष्ठा समझौता (इंटीग्रिटी पैक्ट्स) से आप क्या समझते हैं? भारत में सार्वजनिक अनुबंधों के आवंटन में पारदर्शिता लाने और सार्वजनिक निधि के समुचित उपयोग को सुनिश्चित करने में इसके द्वारा निभाई जा सकने वाली भूमिका पर प्रकाश डालिए।





5. (b) In the context of rapid technological change, discuss the significance of inculcating moral and spiritual values in educational institutions. (10)

द्रुत गति से हो रहे तकनीकी परिवर्तनों के संदर्भ में, शैक्षणिक संस्थानों में नैतिक और आध्यात्मिक मूल्यों को अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

Moral and spiritual values refers to high values like respect for elders, selflessness, good conduct etc.

Rapid technological change has changed the lifestyle of people. It has also changed the ethical standards of the society.

### Moral values

- ① will help in developing better qualities in persons.
- ② Better chance of success in life.
- ③ will bring peace & harmony in society

## Spiritual values

- ① One feels alienated & alone in today's fast moving world.
- ② will help in finding final goal of life / purpose in life
- ③ will make people more confident and stronger from within.
- ④ Inner Conscience will develop

Thus there is need to inculcate both values among students.



6. Explain the main elements of integral humanism as propounded by Deen Dayal Upadhyay and highlight its contemporary relevance. (10)

दीनदयाल उपाध्याय द्वारा प्रतिपादित एकात्म मानववाद के मुख्य तत्वों की व्याख्या कीजिए और इसकी समकालीन प्रासंगिकता पर प्रकाश डालिए।

Deen Dayal Upadhyay gave the concept of integral humanism

### Main Elements

- ① Upholding Humanistic values like Peace, protection of rights.
- ② These principles are integral to humans and cannot be taken away.
- ③ Integral humanism help in achieving better result & success in life.

- ④ It involves respect for other humans & even other creatures

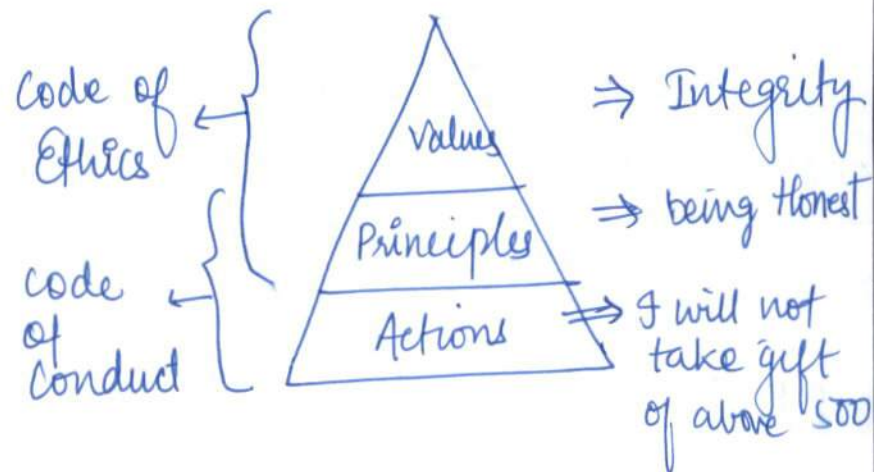
### Contemporary relevance

- ① Growing tensions between countries — require humanism.
- ② People are developing wrong attitude & values —
- ③ Cases of mob lynching, decisions of kangaroo courts etc can be solved using integral humanism.

Thus there is need to inculcate this.

7. It is imperative for a country like India, that code of ethics should be implemented for civil servants on social media platforms as well. Discuss. (10)

भारत जैसे राष्ट्र में, सोशल मीडिया प्लेटफॉर्म पर भी सिविल सेवकों हेतु आचार संहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।



Code of Ethics is broad values and principles which act as guiding path for a civil servant

Social Media platforms are now being used by all.

① Sometimes it has been misused by civil servants.

② To disapprove of govt. or support any political party.



Need

① Civil servants are role models  
thus their actions have far reaching  
consequences

② Personal life & public life  
should be separate

But civil servant is first  
a public servant  $\Rightarrow$  He/<sub>she</sub> needs to  
work for society.

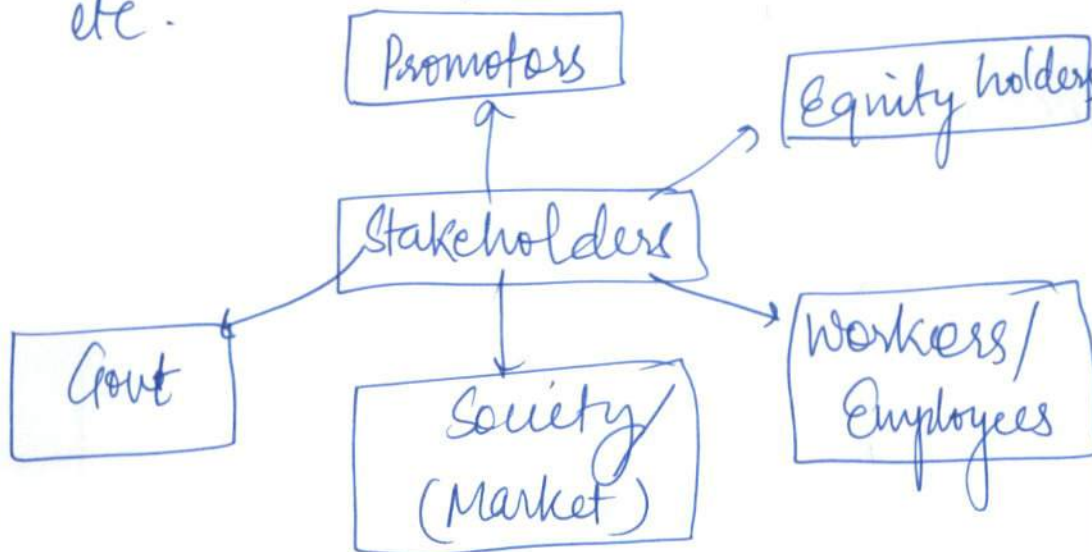
③ Civil servants needs to work  
like a change agent & not  
contributing in spreading  
fake news & hatred.

Thus CoE needs  
to be implemented as  
suggested by ARC 2 report also.

8. Discuss how effective corporate governance can ensure the equitable treatment of all stakeholders. (10)

चर्चा कीजिए कि किस प्रकार प्रभावी कॉर्पोरेट गवर्नेंस सभी हितधारकों के साथ न्यायसंगत व्यवहार सुनिश्चित कर सकती है।

Corporate governance related to the governance of corporate, their way of working, work environment etc.



Effective Corporate Governance :-

- ① Require addressing ~~the~~ the problems of all stakeholders.
- ② Upholding rule of law

## Equal treatment

- ① Corporate Governance will allow company to treat every individual with respect.
- ② Problem of harassment at workplace can be reduced.
- ③ Cases of violations of laws etc can be minimised.
- ④ Robust grievance redressal mechanism will be at place.

Thus Corporate Governance can be panacea for all the current ~~pr~~ problems being faced by corporates in their governance.



## SECTION – B

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

9. You are posted as the Superintendent of Police (SP) in a district of a state where alcohol prohibition has been imposed recently. The District Excise department has conducted many raids and seized liquor in large quantities, for which it has received state-wide public appreciation. A few months later reports surface in the media that in this district, hundreds of seized bottles of illicit liquor are missing from the government malkhanas or stores. As a result, the government is left red-faced. You are asked by the DM, who is the overall in-charge of the district excise setup, to investigate the matter. Upon investigation, you unearth a nexus of politicians and government officials who smuggled seized liquor and sold it through spurious means both inside and outside the state.

In this context, evaluate these options:

1. Report your findings to the DM and seek instructions for further actions, stating clearly the criminal offences committed prima facie.
2. Charge all accused under legal provisions and let the law take its own course.
3. Being aware of the seriousness of the matter, discretely put the detailed investigation report in the public domain and expose the nexus.

Also, suggest, without restricting yourself to the given options, the final course of action that you would prefer. (20)

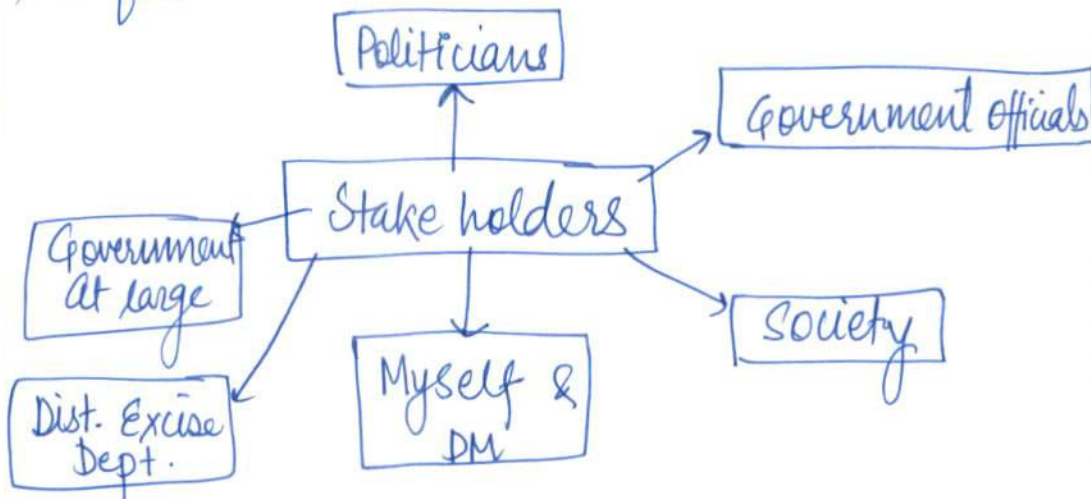
आप हाल ही में मद्यपान निषिद्ध करने वाले एक राज्य के एक जिले में पुलिस अधीक्षक (SP) के रूप में पदस्थापित किए गए हैं। जिला आबकारी विभाग ने कई छापे मारे और बड़ी मात्रा में शराब जब्त की है, जिसके लिए उसे राज्यव्यापी सार्वजनिक सराहना मिली है। कुछ महीनों बाद मीडिया में यह खबर आई कि इस जिले में, सैकड़ों अवैध शराब की बोतलें सरकारी मलखाने या स्टोर से गायब हैं। फलस्वरूप, सरकार को शर्मिंदा होना पड़ा। जिला आबकारी ढांचे के समग्र प्रभारी DM द्वारा आपको इस प्रकरण की जाँच का कार्य सौंपा गया है। जाँच करने पर, आपको उन राजनेताओं और सरकारी अधिकारियों के बीच सांठगांठ का पता चलता है, जो जब्त की गई शराब की तस्करी करते थे और अवैध माध्यमों से उसे राज्य में तथा राज्य के बाहर बेचते थे।

इस संदर्भ में, निम्नलिखित विकल्पों का मूल्यांकन कीजिए:

1. अपनी जाँच के परिणाम DM के समाने रखेंगे और स्पष्ट रूप से यह बात बताते हुए कि प्रथम दृष्टया आपराधिक कृत्य किये गए हैं, आगे की कार्यवाही के लिए निर्देश मांगेंगे।
2. सभी अभियुक्तों को कानूनी प्रावधानों के अंतर्गत आरोपित बनाएंगे और कानून को अपना काम करने देंगे।
3. इस प्रकरण की गंभीरता से अवगत होने के नाते, विस्तृत जाँच रिपोर्ट को अलग से सार्वजनिक डोमेन में रखेंगे और सांठगांठ का खुलासा करेंगे।

साथ ही, दिए गए विकल्पों तक अपने आपको सीमित न रखते हुए, अंतिम कार्यवाही का सुझाव दीजिए जिसे आप बरीयता देंगे।

The above case study pertains to the unholy nexus between politicians and government officials, which has many manifestations one being - smuggling of seized liquor for personal benefits.



①. Option 1: Report the findings to DM and seek further actions, stating clearly the criminal offences committed prima facie.

Merit : As this work was given by District Magistrate, and since he/she is also overall-incharge of the district excise setup, it make



sense to report the findings first to the DM.

Demerit :- There may be nexus between DM and politicians. Also more deeper investigation may be required seeking further actions from DM, when the criminal offence is established can affect further ~~now~~ investigation.

SP has enough power to conduct an investigation independently. He/she is not bound by the order of a DM.

② Option 2 : charge all accused under legal provisions and let the law take its own course.

Merit :- It will ensure that no one can escape the justice.

Demerit - Not informing DM, may not be a good step.



Also leaving everything on the law  
is like running away from my  
responsibility.

③ Option 3 : Put detailed investigation in  
Public and expose the nexus.

Merit - Since government is there to  
serve society, people needs to know.  
will bring transparency and reinforce  
accountability.

Demerit - Make hamper the image  
of government & administration in  
the eyes of people.

May lead to media trial instead  
of free & fair trial.

Further, the trust of public in  
administration will get eroded which

is very difficult to build back & win the trust.

My course of Action :-

- ① Report to DM, as the work was assigned through him.
- ② Charging all the accused under legal provisions
- ③ Ensuring that any further requirement of the case is fulfilled
- ④ Co-operation ~~to~~ in legal proceedings

Further the system should be made 'robust'. Also I will inform SPs of other districts as well as there can be case of unholy nexus there also. This way I will be able to uphold the 'rule of law' and provide justice to the case.



10. You are posted as a District Magistrate in a Left Wing Extremism (LWE) affected district. The district has witnessed many instances of violence by the naxalites in the past. It has been observed that instances of violence increase as the elections approach. You, as a Returning Officer, are responsible for the smooth conduct of elections. Soon after the announcement of elections, the naxalites gave a call for their boycott and have been threatening people to stay away from them. The people of the district are eager to exercise their voting rights but are scared of the impending acts of violence. Further, with threat to their lives and a low expected turnout, the other electoral officers are also reluctant to go to these areas.

In this context, answer the following:

- (a) Identify the civil service values that are crucial for working in such adversities.  
(b) Suggest a plan of action to ensure the conduct of free and fair elections in such a situation. (20)

आप वामपंथी उग्रवाद (LWE) से प्रभावित एक जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं। अतीत में यह जिला नक्सलियों द्वारा हिंसा की कई घटनाओं का साक्षी रहा है। यह देखा गया है कि चुनावों के निकट आने पर हिंसा की घटनाएं बढ़ जाती हैं। एक रिटर्निंग ऑफिसर के रूप में, आप चुनावों के सुचारु संचालन के लिए उत्तरदायी हैं। चुनावों की घोषणा के शीघ्र बाद, नक्सलियों ने चुनाव के बहिष्कार का आह्वान किया है और लोगों को मतदान से दूर रहने की धमकी दे रहे हैं। जिले के लोग अपने मताधिकार का प्रयोग करने के लिए उत्सुक हैं, लेकिन हिंसा द्वारा रोड़े अटकाने के कार्यों से भयाक्रांत हैं। इसके अतिरिक्त, अपने जीवन के लिए खतरा और कम अपेक्षित मतदान के कारण, अन्य निर्वाचन अधिकारी भी इन क्षेत्रों में जाने के लिए अनिच्छुक हैं।

इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) सिविल सेवा के उन मूल्यों की पहचान कीजिए, जो इस तरह की प्रतिकूलताओं में कार्य करने हेतु महत्वपूर्ण हैं।  
(b) ऐसी स्थिति में स्वतंत्र और निष्पक्ष चुनाव का संचालन सुनिश्चित करने हेतु एक कार्य योजना का सुझाव दीजिए।

Left wing Extremism is threatening  
India's internal security, though in  
recent times it has reduced and  
now limited to 106 districts; out of



which 36 districts are more concentration of LWE.

(a) Civil services values involved :-

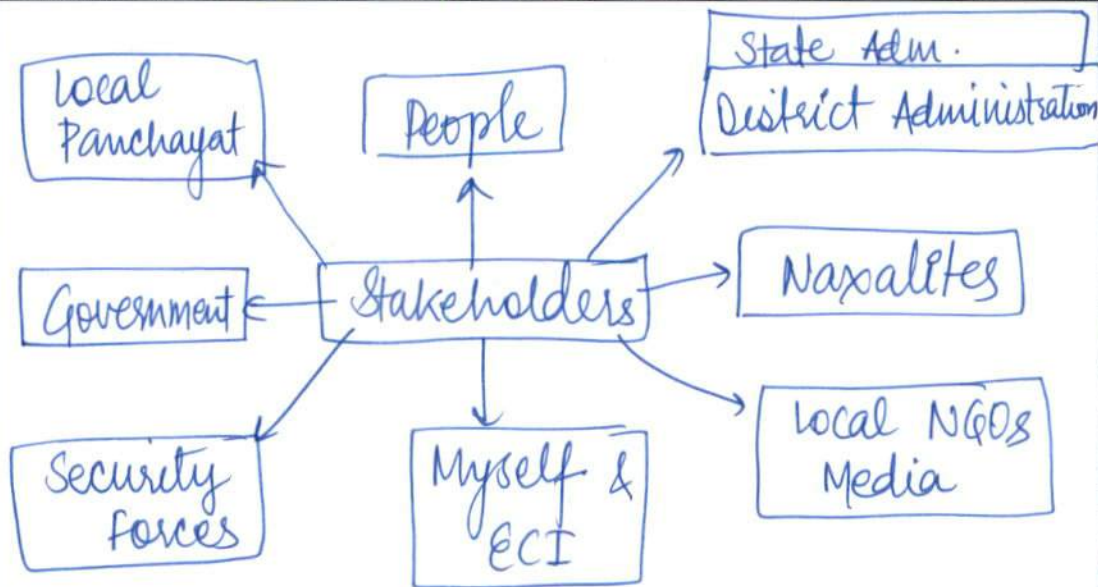
① Courage - This situation needs courage & conviction to stand against naxalites knowing fully that it is threat to my life.

② Responsibility - As I am assigned to conduct free and fair election, I am duty bound to undertake the challenge.

③ Leadership - to motivate others, so that people and other officers show courage and determination to fight.

④ Emotional Intelligence - to manage the situation effectively.

⑤ Upholding Constitution - by conducting free & fair election



⑥ Free and fair election is hallmark of a successful democratic state.

Plan of action :-

① Increasing the security - I will ask the seniors (state level incharge for conducting the election) to increase the security, but before that I

① will Inform to appropriate person / Administration → This will involve state & district governments & administration



- (iii) Calming People so that there is no panic
- (iv) Ensuring security of the region.
- (v) Confidence building through Local Media, NGOs, local administration  
→ showing that everything is secure
- (vi) Conduct of Election in free & fair way.  
It requires leadership skill to motivate electoral officers and convince them to go to the area.

Further arrangement should be done for any mishappening. From Ambulance to arrangement of health facilities. Also stress call or hotline can be activated to entire district so that people can inform the administration in case of any suspicious activity. Thus above case study require fortitude & courage.





11. You are posted as a District Magistrate in a district where many large factories and commercial establishments are located. One such factory is owned by one of your close friends. You visit each other's home frequently and are often seen in public together.

Recently, media reported about poor working conditions in your friend's factory. Upon enquiry with the labor office, you come to know that the factory has witnessed frequent labour unrests in the past as well. However, the labour officer told you that he was hesitating to take any action due to your proximity with the owner of the factory. With reference to the facts of the case, answer the following questions:

- (a) Identifying the stakeholders and public cause, discuss the ethical issues involved in the case.
- (b) As the District Magistrate, what appropriate course of action will you take? Give reasons for the same. (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में पदस्थापित हैं, जहाँ कई बड़े-बड़े कारखाने और व्यावसायिक प्रतिष्ठान स्थित हैं। आपका एक घनिष्ठ मित्र ऐसे ही एक कारखाने का स्वामी है। आप प्रायः एक-दूसरे के घर आते-जाते हैं और अक्सर एक साथ सार्वजनिक रूप से भी देखे जाते हैं।

हाल ही में, मीडिया में आपके मित्र के कारखाने में कार्य की खराब स्थितियों के संबंध में खबरें आई हैं। श्रम कार्यालय से पूछताछ करने पर, आपको पता चलता है कि इस कारखाने में अतीत में बार-बार श्रमिक अशांति देखी गई है। हालांकि, श्रम अधिकारी द्वारा आपको बताया जाता है कि कारखाना मालिक के साथ आपकी निकटता के कारण वह कोई कार्यवाही करने में संकोच कर रहा था। इस प्रकरण के तथ्यों के संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) हितधारकों और सार्वजनिक हेतुक की पहचान करते हुए, इस प्रकरण में सम्मिलित नैतिक मुद्दों की विवेचना कीजिए।
- (b) जिला मजिस्ट्रेट के रूप में, आप क्या उचित कार्यवाही करेंगे? उनका कारण बताइए।

*This is the classical case of conflict between personal & professional ethics; which people generally face especially while working as an administrator.*

(a) Stakeholders involved :-

- ① Factory Owner - as his/her factory's working condition has been reported poor.
- ② Workers - as they work there; supposedly in poor condition. Their health & life expectancy will get affected.
- ③ Media - since they reported the case. Also media is considered as 4<sup>th</sup> pillar of democracy, helps in building views in society.
- ④ Administration - as everything is happening because of lax attitude of people in administration including labour officer, Myself and others.
- ⑤ People at large directly or indirectly linked to the factory.



## Ethical Issues

Mainly involves the dilemma of personal ethics & professional ethics.

Since I have close relations with the factory owners, I might have developed soft feelings for them.

But Professional ethics demands impartial investigation and openness and uphold rule of law

It will also test my courage & conviction and my responsibility to the post.

⑥ As a District Magistrate, I would take following course of action :-

① Investigation of accusations - I will visit the factory along with labour officers to first see the matter myself.

② Preparation of detailed Investigation Report after consulting all stakeholders like workers, owners etc

③ Under Factories Act, it is the duty of owner to provide safe and healthy working environment.

Proper case must be filled with concerned authority for violation of the law ; if proved by the investigation -

④ Inquire further : why I was not informed earlier and see whether any standard procedures are being violated by labour officers or not.



If yes, then take actions against them also.

⑤ Since I am close to Owners of factory I will try to solve this case as transparently as I can

Also involvement of media, whenever required.

⑥ Arranging for health check-up for factory workers

⑦ and will arrange for their alternative livelihood if factory ordered to ~~get~~ close their operations after investigation. This can be done by contacting NGOs and other civil societies.

Thus my actions will be guided by principles like openness, accountability and upholding rule of law.



12. You are a resident of a remote tribal district, where there is high incidence of malnutrition. As a remedial measure, the District Magistrate has initiated a programme to promote millet cultivation, especially on the lands currently lying fallow in the district.

However, this well-intentioned move of the officer receives flak from the local tribals as this may not only change their age-old food habits, but also alter their traditional agricultural practices. They further cite lower remunerative prices of millets as another reason for continuing with their existing crop production pattern.

As a civil servant aspirant, who has a keen interest in development of tribal areas, answer the following questions:

- What according to you are the key issues and challenges involved in the above situation?
- Identify the key stakeholders and their respective interests.
- Suggest a course of action that the District Magistrate can take keeping in mind the larger tribal interests. **(20)**

आप एक ऐसे दूरस्थ जनजातीय जिले के निवासी हैं, जहाँ कुपोषण व्यापक रूप से विद्यमान है। उपचारात्मक उपाय के रूप में, जिला मजिस्ट्रेट ने विशेषकर वर्तमान में जिले में परती पड़ी भूमि पर बाजरा की खेती प्रोत्साहित करने का कार्यक्रम आरंभ किया है।

हालाँकि, अधिकारी का यह सुविचारित कदम स्थानीय आदिवासियों की ओर से कठोर आलोचना का विषय बन गया है, क्योंकि इससे न केवल उनकी युगों पुरानी खान-पान की आदतें परिवर्तित हो सकती हैं, बल्कि उनकी पारंपरिक कृषि पद्धतियाँ भी बदल सकती हैं। वे अपने वर्तमान फसल उत्पादन पैटर्न को जारी रखने के लिए एक और कारण के रूप में बाजरा की कम लाभप्रद कीमतों का भी उद्धरण देते हैं।

एक सिविल सेवक अभ्यर्थी के रूप में, जिसकी जनजातीय क्षेत्रों के विकास में गहरी रुचि है, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- आपके अनुसार उपर्युक्त परिस्थिति में सम्मिलित प्रमुख मुद्दे और चुनौतियाँ क्या हैं?
- प्रमुख हितधारकों और उनके संबंधित हितों की पहचान कीजिए।
- आदिवासियों के व्यापक हितों को ध्यान में रखते हुए, जिला मजिस्ट्रेट द्वारा की जा सकने वाली कार्यवाही का सुझाव दीजिए।

India is home to over 645 different tribes, and majority of tribals are either malnourished or suffer from stunting, wasting, anaemia etc

① Key Issues :-

① High incidence of Malnutrition which will lead to higher infant mortality, and also will reduce their healthy life

② Tribal culture being affected

Tribals respect their culture and do not want to change. Here it includes changing their food habits & cultivation practices

③ Lower remunerative prices of millets which discourages its production.

Challenges :-

① To convince them to change their food habits & alter their traditional agriculture practices

② To reduce malnutrition & disease burden



- ③ Smooth adoption of nutricereals
- ④ Finding new alternative options if this fails or not able to produce desired result.

⑥ Key stakeholders : —

- ① Tribals → want to protect their age old culture & tradition
- To lead a healthy life & decrease malnutrition
- finding remunerative prices for their produce.

- ② District Magistrate & Administration
- development of tribal area
- Improve their health
- smooth implementation of policies.



③ Myself - as civil servant aspirant  
I should have developed sympathetic  
attitude towards tribals, thus want  
their betterment.

④ NGOs / Civil societies - who work for  
tribal development and also for  
protection of their culture.

⑤ Course of the action that District  
Magistrate can take keeping in mind  
their interests : —

① Wider Consultations - knowing first  
the problem of the issue and  
how it can be solved

This will involve talking to  
NGOs, tribals, experts and even  
Tribal Ministry.

② Finding Remunerative price of their produce  
through enam or better price discovery.

③ Nutritious food - other sources like through PDS (Public Distribution System), DM should arrange for fortified cereals & food (several states allow now).

④ Finding alternative — how they can adopt to new changes.

Before this → how nutrition can be increased through their traditional agricultural practices should be studied - this can be done by changing the seeds.

⑤ Community Participation & Capacity Building so that they can take care of their health.

Further NGOs and civil societies can be involved. Local nutritious food can be promoted. Regular health check of tribals should be arranged.



13. You have recently been posted as a District Labour Officer in a state, which derives a substantial revenue from tourism. You come to know that a big hotel in the area has not been paying wages as per the Minimum Wages Act. The hotel owner is a powerful local leader having contacts with many influential officials of the state. You have the power to take suo-moto cognizance of such violations and accordingly you initiate a preliminary enquiry into the matter. However, no worker is willing to come forward to lodge a formal complaint because they fear loss of employment. Meanwhile, your action has attracted notice of the higher authorities, and you are advised to drop the matter altogether. You are deeply concerned about the situation as it involves not only violation of the Minimum Wages Act but also denial of basic human rights of the worker.

(a) Identify the issues involved in the given case.

(b) Consider the options given below:

1. Follow the informal advise of the higher authorities.
2. Convince the owner of the hotel to take note of these violations and take appropriate remedial measures.
3. Submit a detailed report on the matter highlighting violations of workers' rights and seek formal directions from the competent authority.
4. Serve a notice to the hotel owner and initiate action as per your powers under the Minimum Wages Act.

Evaluate the merits and demerits of each of these options and suggest your preferred course of action, giving reasons. (20)

आपको हाल ही में पर्यटन से अच्छी मात्रा में राजस्व प्राप्त करने वाले एक राज्य में जिला श्रम अधिकारी के रूप में पदस्थापित किया गया है। आपको पता चलता है कि क्षेत्र का एक बड़ा होटल न्यूनतम मजदूरी अधिनियम के अनुसार वेतन का भुगतान नहीं कर रहा है। होटल स्वामी राज्य के कई प्रभावशाली अधिकारियों से संपर्क रखने वाला एक शक्तिशाली स्थानीय नेता है। आपके पास ऐसे उल्लंघनों का स्वतः संज्ञान लेने की शक्ति है और तदनुसार आप प्रकरण की प्रारंभिक जाँच आरंभ करते हैं। हालांकि, कोई भी श्रमिक औपचारिक तौर पर शिकायत दर्ज कराने के लिए आगे आने को तैयार नहीं है क्योंकि उन्हें अपने रोजगार से हाथ धोने का डर है। इस बीच, आपकी कार्यवाही ने उच्च अधिकारियों का ध्यान आकर्षित किया और आपको इस प्रकरण को पूर्णतया छोड़ देने का परामर्श दिया गया। आप इस स्थिति को लेकर गंभीर रूप से चिंतित हैं क्योंकि इससे न केवल न्यूनतम मजदूरी अधिनियम का उल्लंघन हो रहा है, बल्कि यह श्रमिकों के मूलभूत मानवाधिकारों का हनन भी है।

(a) दिए गए प्रकरण में सम्मिलित मुद्दों की पहचान कीजिए।

(b) नीचे दिए गए विकल्पों पर विचार कीजिए:

1. उच्च अधिकारियों की अनौपचारिक परामर्श का पालन करेंगे।
2. होटल स्वामी को इन उल्लंघनों पर ध्यान देने के लिए मनाएंगे और उचित उपचारात्मक उपाय करेंगे।
3. श्रमिकों के अधिकारों के उल्लंघन पर प्रकाश डालते हुए इस विषय पर विस्तृत रिपोर्ट प्रस्तुत करेंगे और सक्षम प्राधिकारी से औपचारिक निर्देश मांगेंगे।



4. होटल स्वामी को नोटिस जारी करेंगे और न्यूनतम मजदूरी अधिनियम के अंतर्गत अपनी शक्तियों के अनुसार कार्यवाही करेंगे।

इनमें से प्रत्येक विकल्प के गुणों और दोषों का मूल्यांकन कीजिए तथा कारण प्रस्तुत करते हुए अपनी पसंद की कार्यवाही का सुझाव दीजिए।

It is quite common in India where industries do not follow workers laws like minimum wages Act, safety, working conditions etc



a) Issues involved are :-

① Exploitation of workers & violations of their human rights

② Nexus between hotel owner and officials from higher administration

- ③ Probability of loss of jobs of the workers
- ④ lack of any formal complaint.
- ⑤ I have been advised to drop the case — so might be in dilemma to whether continue the case or not

⑥ options given are :-

- ① Follow the informal advice of the higher authorities.

Merit → Relief from further pressure from authorities in future

Demerit → Civil Services (Conduct Rules) 1964

does not allow to take informal order/ advice

→ It will show my lack of courage and accountability to my post.

→ workers condition will not improve.



② Convince the owner of the hotel to take note of the violations and take appropriate remedial steps:-

Merit - Case can be solved without taking actions against anyone

Demerit - It is highly unlikely that owner will follow my advice in future also or take strong measures  
 ↳ Also Untill now, he/she has violated the provisions, for which he/she should be made responsible & punished

③ Submitting detailed report & seek formal directions from competent authority.

Merit → will not have to deal with the hotel owner  
 ↳ My life will become easier



Demerit → Running away from responsibility  
as I have power to take suo moto  
actions

- ④ Serve a notice to the hotel owner and  
initiate action as per my powers under  
Minimum Wages Act.

Merit → following my duty & upholding  
rule of law

Demerit → workers might loose jobs  
↳ More pressure from higher authority

### Course of Action

- ① I will start with option ④ —  
serving the notice and initiating the  
action.
- ② Then I will make detailed report  
which can be used as proof in further  
proceedings.
- ③ Involving NCOs, labour Unions and  
ensuring how workers can be employed  
if they loose their jobs.
- ④ If pressurised by higher authorities,  
I will ask for a written order.

These steps will ensure my integrity  
and accountability towards my post.

14. You are the Chairman of a Committee, constituted by the government, to suggest measures to improve the quality of education in state-run schools. In view of the increasing dropout rate and the widening gap between students' learning ability in state-run and private schools, answer the following questions:

- Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- Identify the principles and values that would guide your recommendations in this regard.
- Suggest some ways in which quality of education in state-run schools can be improved. **(20)**

आप राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार लाने हेतु उपाय सुझाने के लिए सरकार द्वारा गठित एक समिति के अध्यक्ष हैं। ड्रॉपआउट (बच्चों द्वारा विद्यालय छोड़ने) की बढ़ती दर और राज्य द्वारा संचालित विद्यालयों तथा निजी विद्यालयों के विद्यार्थियों के मध्य सीखने की क्षमता के बीच बढ़ते अंतर को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- शिक्षा क्षेत्र, विशेष रूप से राज्य द्वारा संचालित विद्यालयों के माध्यम से प्राथमिक और माध्यमिक शिक्षा प्रदान करने में सरकार की भूमिका का परीक्षण कीजिए।
- इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

(\*) Education in India is being provided by both public sector & private.

Government spend only, around 3% of GDP in Education, which gets reflected in poor condition of our education system.



(a) Role of government :-

- ① welfare state - Govt needs to provide education
- ② Right to Education as fundamental right U/A 21 for 6-14 age group.
- ③ Around 60-70% of students go to state run schools. Thus right kind of education is very important for better development of the child.

(b) Principles :-

- ① Education to All — so that anyone can afford quality education
- ② Inclusiveness
- ③ Education is great leveller — as it helps in reducing inequality.

④ Reducing the dropouts

↳ Making provision for proper infrastructure at school.

⑤ ↳ Quality Education to bridge the gap between private & public sector.

### Values

① Sympathetic attitude towards poor especially those who can't afford private education.

② Reasonableness as resources with govt. is also limited hence balance should be there while spending.

③ Objectivity - to adopt reasoned and scientific solutions.



④ Consulting wider stakeholders

Hence I need to be accomodative also.

⑤ Some ways :-

① Proper training of Teachers &  
mid carrier review

② focussing on Infrastructure

→ Also girls toilet should be there  
which can reduce drop outs.

③ Relieving teachers of non-teaching  
activity like making of mid day  
meal etc

④ Revision of Syllabus

⇒ Making it more friendly &  
interesting -

⇒ local materials & props can

be used to explain the concept like Use of stones & sticks to explain mathematic problems.

⑤ Sensitising parents to reduce the drop outs.

⑥ Schemes like Beti Bachho Beti Padhao, Sar Shiksha Abhiyan etc should be implemented in letter & spirit.

⑦ Strict Monitoring of Outcomes

⑧ Use of Technology  $\begin{cases} \rightarrow \text{for monitoring} \\ \rightarrow \text{for teaching} \end{cases}$

Thus it require multidimensional approach to improve the condition of school education in India. Further recommendations of TSR Subramaniam committee can be looked.