



# VISION IAS

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## GENERAL STUDIES (TEST CODE: 1245)

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Medium Eng./Hindi	ENGLISH	Registration Number	41166
Center	ONLINE	Date	31/7/19

### INDEX TABLE

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

Total Marks Obtained:

Remarks:

### INSTRUCTIONS

1. 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)।
2. There are **FOURTEEN** questions printed in **ENGLISH & HINDI** इसमें चौदह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
3. **All questions are compulsory.**  
सभी प्रश्न अनिवार्य हैं।
4. The number of marks carried by a question/part is indicated against it.  
प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
5. 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।
6. Word limit in questions, if specified, should be adhered to.  
प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.  
उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।

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## EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

**All the Best**

This document is personalised for Aranyak Saikia(aranyaksaikia@gmail.com)

## 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 the ability to guide others to achieve a particular goal.

Attributes of leadership

→ Willingness to commit sacrifice to stand by ideals.

→ Providing space to followers to air their views.

→ Ability to inspire others to follow the leader's path

→ Conviction on moral goals like honesty, compassion, etc and refusal to be compromised

when tempted to do so.

Why leadership is important for civil servants

- (1) Civil servants need to lead a team of officials in a department to achieve a particular task.
- (2) They need to have integrity and dedication. Only then will others be inspired by them.
- (3) A civil servant's leadership lies in motivating his juniors, listening to their grievances and using emotional intelligence (EI) to ~~be~~ change attitudes.
- (4) There are emergency crisis-like situations where civil servants need to hold their emotions and perform with objectivity.
- (5) When faced with political interference ~~the~~ leaders' commitment to ideals inspires his juniors to follow the same.
- Thus, civil servants like TN Selvan's leadership have re-shaped elections in India.

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।

Objectivity is the basing of decisions on rational cost-benefit analysis and goals. It is the opposite of subjectivity, where decisions are based on emotions or on extraneous considerations.

Empathy is the ability to feel another's pain or suffering.

Thus, emotions play an important part in empathy.

A civil servant needs both objectivity and empathy

- Objectivity reduces nepotism, litigation and brings efficiency
- Empathy helps ~~to~~ him to work towards peoples' suffering. The

administration becomes more responsive to people's needs.

This is true in the case of welfare schemes.

Objectivity is needed to ensure that only genuine beneficiaries, as per rules, ~~are~~ benefit from the scheme. Empathy ensures that the civil servant goes out of his way to help a needy in availing the scheme.

Relationship between empathy and objectivity

→ As described above, both are essential for civil servants.

→ But sometimes, there can be a conflict, when a genuine suffering person is denied a benefit as rules do not allow.

The way out is to have a code of ethics to resolve such dilemmas.

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?

Increasing crimes and abuse in cyber space has become a concern.

This is due to the following features—

- Anonymity
- Action at a distance
- Automation through bots
- Perpetuity— Once an action is done on cyber space, it tends to stay there.

eg- Revenge porn uploaded on websites continues to circulate.

This has called for increasing ethical use of cyber space.

(1) ~~to~~ To prevent biols and verbal abuses

(2) To prevent proliferation of child pornography or revenge porn.

- (3) To deal with instances of social media addiction and ~~4)~~ depression.
- (4) Even newer challenges like Blue Whale Game where children are committing suicides.
- (5) Cyber ~~to~~ space is increasingly used for terrorism, espionage and cyber crimes, like WannaCry ransomware.

These are areas where ethics is ~~is~~ are important.

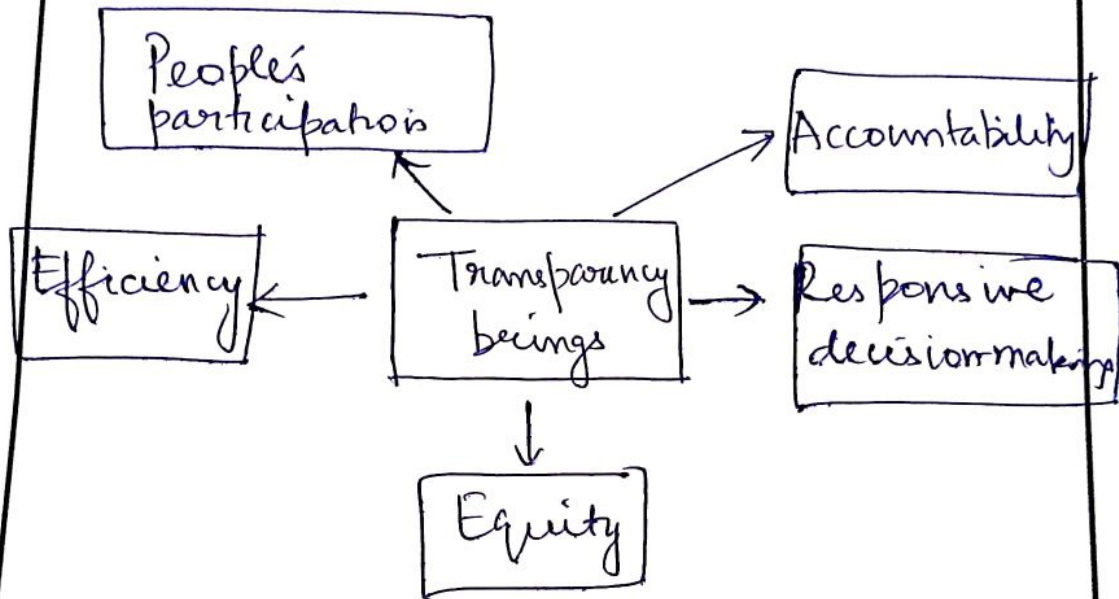
- To change people's attitudes
- To make people respect others' opinions, inculcate tolerance.
- ~~Respecting~~ Respect for basic human dignity by ~~going to~~ abstaining from trolling or uploading child porn.



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 openness in government decision making and freedom of information for the public.



As the figure shows above, Transparency improves

(i) Accountability by making ~~the~~ decision-makers answerable for their actions.

(2) Responsive to the needs of the public. It also fosters equity as the marginalized find voice

(3) People's participation improves while efficiency increases as schemes are open to public scrutiny.

All of this can be best seen from the working of the RTI Act

that has enabled people to

- expose corruption
- increase people's ~~part~~ participation
- made civil servants more responsive to the people's needs.

Thus, transparency forms the bulwark of good governance.

Other steps needed include—

- Social audits
- e-governance
- Open Government Data.

They can further boost transparency.

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।

The above quote highlights the need for compassion and impartiality in a society.

A nation needs to treat its lowest citizens — the marginalized and discriminated groups — with care and compassion.

This requires -

→ Taking affirmative actions like reservations for SC/ST

→ Taking special schemes to reduce deprivation, like Stand-Up India or MGNREGA

to enable self-employment and wage jobs to ~~low~~ these groups.

→ Being tolerant to diversity

→ giving a voice to such people to air their grievances.

One such way is by increasing representation in Parliament.

It is only when that a nation ends the suffering of the marginalized groups that we can call that nation to be truly civilized.

This is a society where there is harmony, equality and compassion.

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। - रवींद्रनाथ टैगोर

Education is not just about getting information — this is possible simply by checking the internet or reading a book.

Education is truly successful only when it inculcates knowledge.

This knowledge includes -

- Cognitive skills related to mathematics, reading etc
- But more importantly, it includes ethical values

Inculcation of ethical values

helps us in a number of ways

- It makes us tolerant to diversity and different viewpoints

→ We ~~we~~ learn to respect all living beings. We understand that nature has an intrinsic beauty.

→ We begin to value the virtues of love, honesty and compassion. So, we are ready to help others, relieve their suffering.

→ ~~We~~ We learn to face adversity and to stand up to ideals.

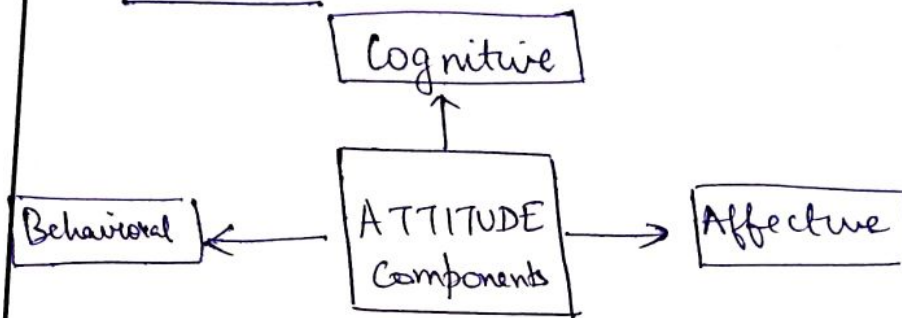
All of this helps us in living in harmony with all others.

In the present context, lack of such ethical values has increased intolerance, cases of mob lynchings ~~and~~ mental health problems as we are not able to cope with adversity, and destruction of nature.

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 how we feel towards a particular person, subject or situation.



Thus, attitude is affected by our knowledge (cognition), experiences (affection) and behaviour.

Attitude, in many cases, is more important than ability. Ability is the skill required to accomplish a task.

→ In most offices, those employees who have a negative attitude.

towards work have lower productivities, even though their abilities are the same.

(2) In civil services, all civil servants clear the same UPSC exam. But some are well-known because they work for the people. These officials have a positive attitude towards serving people.

(3) A positive attitude towards different religions prevents communal clashes.

(4) People like Hitler had the ability to ~~can~~ change Germany. But his negative attitude (hatred) towards Jews made him commit genocide.

Thus, while ability is important, attitude finally shapes a person.



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 में विवेचना कीजिए।

Emotional Intelligence (EI) is the ability to understand and manage one's own and others' emotions.

The most important aspect of EI is self-awareness — understanding your own motivations and behaviours.

In its absence, it is impossible to understand others.

→ If ~~you~~ a leader cannot control her emotions, ~~she~~ her juniors will not take her seriously.

→ If she cannot express her emotions well, she will not be able to tell a counsellor how she is feeling. Then, she will not get adequate help.

→ During a crisis, if she breaks down, her team will lose morale and break down too.

→ If she has frequent mood swings, her output will be affected. This will lower her credibility.

Thus, having self-awareness is the first step in gaining EI.

This requires doing —

→ Yoga and meditation

→ Trying to understand one's feelings

→ Going to a counsellor if necessary

→ Talking to others and listening to them.

As Gandhiji said, "we must be the change we want to see in others."

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।

Integrity pacts is an agreement between the government and the private player that wins the contract to deliver a ~~good~~ public service. The pact stipulates adherence to highest values of integrity and to desist from corruption, nepotism, etc and ~~to~~ provide effective service delivery to citizens.

The 2nd Administrative Reforms Commission (ARC) has recommended these pacts for all government contracts.

## Importance of integrity pacts

→ They ensure objectivity in awarding of contracts to private players.

→ They prevent corruption and nepotism in service delivery.

→ ~~By~~ They have a grievance redressal mechanism.

In case of breach of any provisions in the pact, ~~they~~ the contract can be terminated.

→ They also give a greater say to public.

Civil society and NGOs can scrutinize their working.

All of this ensures transparent utilization of public funds.

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

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

Technological changes have changed the nature of education and institutions.

→ ~~Too~~ Imparting information in schools is ~~not~~ unnecessary as it can be obtained from the internet.

→ Even ~~the~~ tough concepts can be learnt from the internet.

→ However, technology has also led to verbal abuse, trolls and bullying.

→ It has given rise to a materialistic and competitive culture where the number

of 'likes' one gets is seen as a measure of success.

As a result, we have lost our peace of mind.

→ Incidences of lynching and mob violence are propagated through social media.

All of these clearly demonstrate the need to rework education towards moral and spiritual values.

→ To inculcate compassion and tolerance.

→ To ~~be~~ learn to be happy with little.

→ To ~~be~~ learn to value human dignity.

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।

Integral Humanism of Deen Dayal Upadhyay is a comprehensive concept.

→ It is based on humanism — that ~~has~~ humans are the ends, and not means to achieve something. ~~All~~ It stresses on human dignity.

→ It extends the concept of humanism to all living beings — and therefore integrates it.

## Contemporary relevance

→ By focussing on human dignity, it can help us to be more tolerant and compassionate to the weak.

The mob lynchings find no place in integral humanism.

→ Respect for nature, in a world facing 6<sup>th</sup> mass extinction.

→ It is also a means to resolve differences across nations.

→ ~~It~~ Everyone can find inner peace and fight away their mental problems.



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 मंहिता लागू किया जाना अत्यावश्यक है। चर्चा कीजिए।

The recent case of an IAS officers' comments on ~~to~~ Nathuram Godse has again highlighted the need for a code of ethics on social media for civil servants.

→ Anonymity of officers require that officers do not publicly criticize the government. But many officers do so on social media platforms.

→ Neutrality is violated when officers sympathize with ~~their~~ certain political ideologies by sharing their content.

→ Unnecessary comments can generate unwanted ~~comment~~ controversy that hampers governance.

→ Those officers in charge of national security need to be more careful, as snooping can be done by hostile states.

Thus, a code of ethics is necessary to preserve neutrality and anonymity of officers.

However, they should not be too restrictive.

Social media, through platforms like Twitter Seva of Railways, ~~has~~ has improved governance,

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

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

Corporate governance refers to the standards and practices of the management that protect the interests of all stakeholders, primarily the shareholders.

This is done through -

- (1) Transparency in decision-making -
- (2) Accountability of the management
- (3) Regular audit.

The Companies Act, 2013 provides for corporate governance standards in India.

Equitable treatment of all stakeholders

→ Shareholders' interests ~~help~~ are protected through regular audit.

This helps in preventing shareholders from losing their hard-earned money.

→ Following worker legislations protect workers, who become more productive.

→ ~~Many~~ Creditors and suppliers are more willing to ~~be~~ provide credit and capital at competitive rates for all those firms that high corporate governance standards.

→ Consumers are protected through good quality products. This

**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 वरीयता देंगे।

The case involves a nexus of politicians and officials who smuggle seized liquor and sell it.

### Ethical issues

- Ensuring that the law is enforced and prohibition is effective.
- ~~Do~~ Break the nexus, punish the culprits and prevent this from future happening.
- Minimize the harm to my career in the process.

### Of Evaluation of the options

- (1) Merits: (a) I will uphold the rule of law and my duties.
- (b) If investigation proceeds, the nexus can be broken and culprits punished.

Demerits: (a) The DM might refuse to order further actions. He might be hand-in-glove.

(b) The politicians can pressurize the DM to not proceed further.

(c) My career might be jeopardized.  
I might be transferred.

(2) Merits: (a) I will discharge my duties, objectively, as per law.

(b) The nexus can be broken and duly punished.

(c) This will deter future smuggling.

Demerits: (a) ~~I~~ Since it was the DM who had ordered me to investigate, this direct action of mine would be perceived as insubordination.

(b) The involved officials ~~can~~ in my office might refuse to cooperate or work with me in the office.

(c) My career might be  
jeopardized for talking on  
the politicians.

(3) Merits: (a) This will expose the  
nexus to the public.

(b) The public pressure will force  
the DM to initiate criminal  
proceedings.

Demerits: (a) This violates my  
ethical principles of using  
internal communication channels  
for all matters.

(b) If my role is found out,  
I might be sacked.

My course of action

(1) I will present my findings  
to the DM and ask him to  
initiate criminal proceedings.



(2) I will also explain to him that if he fails to do so, then I am required by law to initiate proceedings.

(3) I will ~~also~~ send the report to the State Chief Secretary and DGIP and keep them informed of my ~~my~~ actions.

(4) Once I start criminal proceedings, I shall work as per law and objectively.

My primary responsibility ~~to~~ is to deter the nexus and punish the culprits. My career comes second. Further, I have full faith in the system that my rightful actions will prevail.

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।

This is a case of Naxalites threatening people to boycott elections, and my responsibility as a Returning Officer to ensure a high voter turnout.

(a) ~~to~~ The Civil Service values crucial for working in such adversities are as follows—

(1) Courage — I must have the courage to face violence from Naxalites.

(2) Commitment and conviction to the core democratic values of universal franchise, liberty, equality and ~~for~~ fraternity.

Only when I am committed to these values will I have the courage to work there.

(3) Leadership — As a civil servant, I must be able to motivate the voters ~~and~~ to come out and vote.

I must also lead by example and work for increasing the

turnout. This will inspire other electoral officers to work.

(4) Empathy and emotional intelligence

I need to be able to understand why people ~~do~~ are afraid, and how I can talk to them to get rid of their fear.

(5) Compassion for the weak is another necessity.

(6) Neutrality and impartiality

→ I must be neutral to all parties contesting. I need to be impartial to every voter.

(7) Integrity → My objective is to conduct free and fair elections and get a high turnout. I need to be honest, and work for this. I should not be compromised by bribery or leave the place

for ~~fear~~ of Naxal threat .

(b) Plan of action to conduct free and fair elections

(1) First, I will conduct a threat assessment of all polling booths.

(2) Then I will write to the Election Commission for more police reinforcements given the threat assessment.

(3) In the meanwhile, I will motivate my officials to ensure a free and fair elections.

I will explain ~~to~~ that they are performing the highest duty in a democracy, and that their effort will give these poor voters a voice. I will appeal to their emotions and seek

Compassion.

(3) I will talk to the members of civil society and NGOs to encourage voters to come out and vote. I will hold meetings myself, and explain that adequate security will be provided.

Further, I will use my powers of persuasion to explain that the best answer to Naxal violence is through the vote.

(4) I will lead by example and go to the sensitive booths myself, after taking adequate security.

I hope that these steps will embolden the voters to come out and vote.

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 a case involving my friend's factory where labour conditions are poor but authorities are refusing to take action due to my proximity with him.

(a)

Stakeholders

- Myself
- My friend
- The Labour Office
- The workers in the factory
- The public and media.

Ethical issues

(1) Perceived conflict of interest  
because of my close proximity  
with my friend.

~~Actually, I have no such issue~~

~~2~~

(2) Failure of the factory to  
ensure good working conditions  
for workers.

Rights of workers are affected

(3) Not taking action by the  
labour office is a dereliction



of duty, and will set a dangerous precedent.

(4) If action is taken, my friendship will be likely jeopardized.

Thus, there is a conflict between personal and professional ethics.

(5) People's right to know about the factory conditions and the role of the media.

(6) There is also a lack of communication between in my office. The officers in the labour office never asked me about the factory. They just presumed it to be.

(b) My course of action

(1) I will ask my ~~the~~ friend to improve the conditions in this

factory, and address the labour  
unrest.

I will ~~explain~~ persuade him to  
think about workers' welfare  
as they are a stakeholder in  
the factory.

(2) If he fails to take any  
action, I will ask my labour  
office to initiate proceedings.

This will affect my friendship,  
but upholding my professional  
ethical standards is important.

Further, I would not want to  
associate with someone who ~~is~~  
is not compassionate to his own  
workers.

(3) I will also ask my officials  
in all the departments to

communicate everything to me.  
I will explain that inter-personal communication is important for improving efficiency in the office.

(4) While professional and personal relationships are distinct, I will still maintain a distance from my friend in public till the inquiry is over. This will eliminate any perceived conflict of ~~other~~ <sup>interest.</sup>

(5) I will meet civil society and NGOs, and ask them to convey their grievances, if any and to keep me informed about factory conditions. This can build trust.

(6) I will ~~also~~ initiate a general inspection of all factories.

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।

This is a case involving tribals in a malnourished district taking exception to the DM's well-intentioned order of cultivating millets.

(a) Key issues and challenges

- Ending the scourge of malnutrition in the district.
- Protecting the practices and customs of tribals.
- Promoting millet cultivation in a non-coercive way.
- Increasing the remuneration for millets.
- Building trust between the tribals and district administration.

(b) Key stakeholders and their interests

Stakeholders	Interests
(1) District Magistrate and his administration	(a) Ending malnutrition (b) Promoting millets (c) Building trust with the Tribals

Stakeholders	Interests
(b) Tribals	(a) Ending malnutrition (b) Protecting food habits + agricultural practices (c) If millets are grown, then it should be remunerative

(c) My course of action

(1) First, I will talk to the tribal leaders and explain to them the advantages of cultivating millets.

I will also ask for their suggestions to ~~and~~ tackle malnutrition. The idea is to do things in a participatory manner based on mutual trust.

(2) I will contact a tribal expert to see if ~~will~~ some

Other steps ~~to~~ can be taken that does not jeopardize their age-old-food habits.

(3) To increase tribal incomes, I will see that the schemes like Van Bandh Kalyan Yojana ~~or~~ Scheme of Minor Forest Produce. These will augment and add value to their incomes.

(4) Steps will be taken to improve functioning of the PDS. The Mid-Day Meal and ICDS Schemes will also be scrutinized to improve effectiveness.

(5) Regular meetings of the Gram Sabhas will be encouraged.

This will be a platform to discuss their issues and also strengthen the Forest Rights Act.

(6) For those tribals willing to cultivate millets, I will contact the agriculture department to provide good seeds. ~~and also~~  
If possible, e-NAM facilities will be provided for better remuneration.

(7) Finally, I will ensure the proper construction of schools, hospitals and sanitation systems. These are important in inculcating hygiene and tackling diseases which have a bearing on ~~se~~ nutrition. These steps are expected to improve outcomes in tribal



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।

Case This is a case involving interference by politicians and higher authorities in the performance of my duties.

(a) Issues involved

- (1) Violation of Minimum Wages Act and denial of basic human rights of workers
- (2) Interference by politicians and authorities in performance of my duties. This is deliberate obstruction.
- (3) Going forward can jeopardize my career. But not doing anything violates my professional ethics.

(4) Taking action can also create a negative image on the tourism sector, that can harm its revenues and employment of many workers.

Thus, ~~the form~~ there can be a conflict over the employment opportunities of many workers vs the human rights of a few.

(b)

(1)

Merits: (a) This prevents further escalation.

(b) The jobs of workers are protected.

(c) The image of the state is intact

(d) My career is not jeopardized.

Demerits: (a) This is a clear deviation of duty and goes against my professional ethics.

(b) It sets a dangerous precedent, as other hotels will also violate the law

(2) Merits: (a) The owner might pay the minimum wages, and basic human rights are restored.

(b) All the merits mentioned in (1).

Demerits: (a) The owner might not be convinced.

(b) ~~He~~ He will not be held liable for the earlier violations.

This is equally illegal.

(3) Merits: (a) I can act as per the instructions of the higher authority

Demerits: (a) The higher authorities might ~~not~~ be hand-in-glove with the leader.

(b) There might be delays in decision-making.

(c) It appears to me running away from my duties.

(4) Merits: (a) I will uphold the law and ensure human rights are not violated.

Demerits: (a) My career might be jeopardized.

(b) ~~He~~ The workers might lose their jobs.

(c) It can have a negative impact on tourism.

My course of action

→ Talk to hotel owner and ask him to stop violations.

→ If he doesn't, then initiate inquiry.

→ Also write to seniors explaining

the situation. Visit us : [www.visionias.in](http://www.visionias.in)

Call us : 8468022022, 9019066066

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:

- (a) Examine the role of government in the education sector, especially providing primary and secondary education through state-run schools.
- (b) Identify the principles and values that would guide your recommendations in this regard.
- (c) 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:

- (a) 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।
- (b) इस संबंध में आपकी अनुशंसाओं का मार्गदर्शन करने वाले सिद्धांतों और मूल्यों की पहचान कीजिए।
- (c) कुछ ऐसे उपाय सुझाइए जिनके माध्यम से राज्य द्वारा संचालित विद्यालयों में शिक्षा की गुणवत्ता में सुधार किया जा सके।

(a) The role of the government in education

→ Education is a public good.  
So, it is underprovided by the government market.

The government bridges this gap.

- Ensure equity in access to education.
- Provide educational opportunities to girls, SC/ST/OBCs
- Provide them with cognitive and ethical ~~for~~ learning to grow into capable adults.
- Take care of their health and nutrition through schemes like Mid-Day-Meal, or Menstrual Hygiene Programme
- Build good school infrastructure including ~~teachers~~, classrooms, labs, toilets for girls, etc
- Provide employment to teachers.
- Regulate private schools through RTE Act, and State Education Boards.
- Teach ethics and values to

children, and also critical  
and innovative thinking.

16) Principles and values guiding  
my recommendations

- Equity
- Values of diversity, tolerance  
and compassion for the weak.
- Inculcating critical and  
divergent thinking among  
youth
- Teacher quality.
- Schools should be holistic  
— look after nutrition  
and education.
- Building good infrastructure
- Inclusive.



(c) Recommendations

- Provide good teacher ~~or~~ training — They need to be aware of the latest trends and facts.
- Make learning a happy experience; This can be done by incorporating Happiness curriculum of Delhi schools or Happy Schools Project of UNESCO.
- The Haryana model of inducing district level competition can be looked into. Every block or district is declared Saksham when it is able to achieve some learning outcomes.

(4) Changing the nature of  
exams to promote critical  
thinking.

(5) Building resilient  
infrastructure with  
greater access for  
girls and disabled.

(6) Improving nutrition  
outcomes through Swachh  
Bharat and MDM

(7) Encouraging greater  
use of technology, ~~as~~  
like tele-education  
to increase the reach  
of education to rural

hinterlands  
The draft NEP can also be looked into,  
These suggestions can improve  
the quality of education in  
state-run schools.