

# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1435)

Name of Candidate	Umaharathi		
Medium Eng./Hindi	English	Registration Number	362399
Center	Online (Typ)	Date	12-Aug-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

- 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।

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

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.

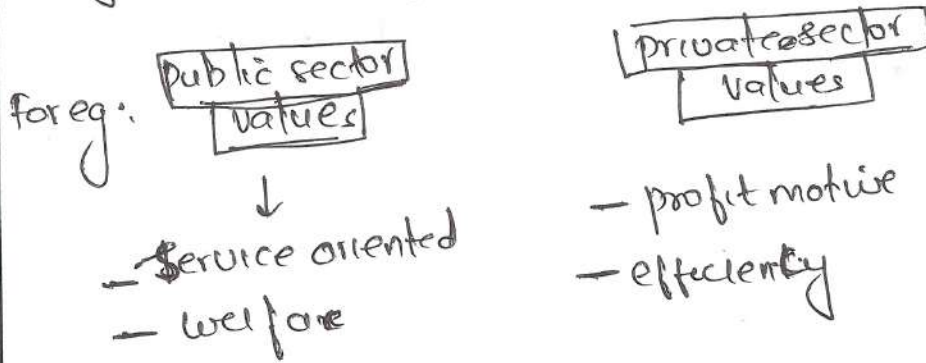
## SECTION - A

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

1. (a) Do you think there has been a convergence of values between public and private sectors in the wake of increasing role of the private sector in public service delivery? (10)

सार्वजनिक सेवाओं के वितरण में निजी क्षेत्र की बढ़ती भूमिका को देखते हुए, क्या आपको लगता है कि सार्वजनिक और निजी क्षेत्रों के मध्य मूल्यों का अभिसरण हुआ है?

The public sector and private sector in general are guided by different values.



Today as the public government is retreating, the private sector is taking increasing role in public service delivery. This is a cause of concern because certain private sector values should not always guide public service delivery.

For eg: profit motive or commercialization of education and health.

In some cases there is clear lack of convergence between the two values

eg: increasing inequality in ~~getting~~ getting quality education.

- individuals unable to afford quality health care, which is now provided by private sector.

However, initiatives and concepts like corporate social responsibility, corporate governance, social license to operate seem to enable convergence of both the values - i.e., public service values in private sector.

Nevertheless, government should not abandon its core job of ensuring welfare by

- Basic services like health and education should be provided by government

- Better regulation of private sector.

1. (b) Giving examples of some social ills plaguing the society, discuss how social persuasion can be an effective technique to overcome them. (10)
- समाज को बाधित करने वाली कुछ सामाजिक बुराइयों का उदाहरण प्रस्तुत करते हुए चर्चा कीजिए कि किस प्रकार सामाजिक अनुनय उन्हें दूर करने की एक प्रभावी तकनीक हो सकता है।

~~These~~ social ill is a societal belief or practise which has undesirable consequences for individuals as well as society as a whole.

Several such social ills can be identified in Indian society:-

For example,

- > child marriage
- > discrimination of certain gender - girls, ~~men~~ transgenders etc.
- > Manual scavenging.
- > Caste based discrimination and untouchability (and religion, race etc)
- > stigma attached with menstruation

The above ills require policies and legislations to tackle. However, given that they are social problems, they must also be

dealt using techniques of social persuasion

for eg: To deal with social ill-child marriage

- ↳ Behavioural change through campaigns such as Beti padho Beti Bachao.
- ↳ roping in community leaders and religious leaders to spread the awareness about illeffects of child marriage.
- ↳ Recognition and awarding improvements and good practices

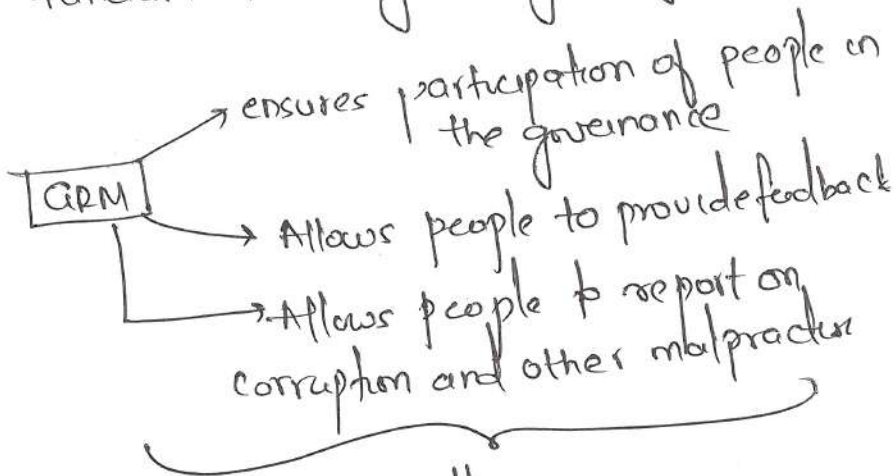
2. The grievance redressal mechanism is the gauge to measure efficiency and effectiveness as it provides important feedback on the working of the administration. In this context, answer the following questions:

शिकायत निवारण तंत्र दक्षता और प्रभावशीलता के मापन का पैमाना है क्योंकि यह प्रशासन के कार्यकरण के संबंध में महत्वपूर्ण फीडबैक (प्रतिपुष्टि) प्रदान करता है। इस संदर्भ में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- (a) Identify the issues which have created barriers for a responsive redressal mechanism. (10)

उन समस्याओं की पहचान कीजिए, जिन्होंने एक अनुक्रियाशील निवारण तंत्र के सम्मुख बाधाएं उत्पन्न की हैं।

According to World Bank's definition of good governance, grievance redressal mechanism (GRM) is fundamental to good governance.



However there are several barriers that need to be overcome to ensure an effective grievance redressal mechanism

→ **Awareness** <sup>mechanism</sup> about the GPM available, especially among the poor and illiterate.

→ **Technological barrier** An online GPM can be very effective. But it requires us to remove the digital divide in India.

eg: penetration of internet into rural India is  $< 50\%$ .

→ **Attitudinal barriers** • simply putting in place a GPM is not enough, unless the officials are willing to act.

• The citizens may not trust the GPM, due to their past experiences.

→ **complexity** • procedural complexity acts an important barrier.



2. (b) What steps should be taken by the government for increasing the effectiveness of grievance redressal mechanism? (10)

शिकायत निवारण तंत्र की प्रभावशीलता में वृद्धि हेतु सरकार द्वारा क्या कदम उठाए जाने चाहिए?

The following steps need to be taken to improve the quality of GRM.

**Awareness** → Citizens should be made aware of the mechanisms. eg: The concerned department or organisation must put aside separate fund to ensure the same

**Simplicity** → Make the procedure simple.

Technological barriers can be addressed to some extent by providing information in regional languages on online platform

**Accountability** → Making the organisation or department accountable for poor GRM

eg: GRM be made as part of performance appraisal

Further an overarching mechanism at village level, block level and district level should be provided to complaint against poor GPM at different levels.

3. Given below are two statements. Bring out what you understand by them and discuss their relevance in the present context.

नीचे दो कथन दिए गए हैं। स्पष्ट कीजिए कि आप उनसे क्या समझते हैं और वर्तमान संदर्भ में उनकी प्रासंगिकता की विवेचना कीजिए।

(a) "I learned that courage was not the absence of fear, but the triumph over it. The brave man is not he who does not feel afraid, but he who conquers that fear" - Nelson Mandela

(10)

"मैंने जाना कि साहस भय की अनुपस्थिति नहीं, बल्कि उस पर विजय है। साहसी व्यक्ति वह नहीं है जिसे भय की अनुभूति नहीं होती, अपितु साहसी वह है जो भय पर विजय पाता है" - नेल्सन मंडेला

The given statement by Nelson Mandela explains what it means to be courageous. Courage does not mean a person does not have any fear. But it means a person has conquered his fears by facing and dealing with them.

Why does courage not mean absence of fear?

↳ Absence of fear is likely to make a person reckless ~~and~~ rather than virtuous

eg: A public servant must be afraid to lose his integrity, commitment etc.

→ A student must ~~have~~ ~~afraid~~ of fear of not achieving his goal.

Now, what makes the above persons courageous, is their attempt to deal with the fears

→ eg: The public servant ~~cultivate~~ strong character and attitude towards public service

→ eg: the student conquers the fear by working harder in pursuit of his goal.

Thus courage is a virtue as argued by Aristotle, that individuals need to carefully ~~cultivate~~ cultivate to live a virtuous life

3. (b) "Not everybody can be famous, but everybody can be great because greatness is determined by service" - Martin Luther King. (10)

"हर कोई प्रसिद्ध नहीं हो सकता है, लेकिन हर कोई महान हो सकता है क्योंकि महानता सेवा द्वारा निर्धारित होती है" - मार्टिन लूथर किंग

The given statement tells that being or becoming great is in the reach of every person, because greatness is ~~determined by~~ achieved by performing service towards other.

In today's world there is tendency to equate being famous to being great. ~~But that's not true.~~  
eg; a million followers on twitter may make person famous but not necessarily great

on the other hand, persons who are not famous become examples of greatness  
eg: A retired teacher in a district of Telangana has been spending past 12 years of his retired life, ~~biting~~ working outside banks and helping illiterates fill the forms.

Things one should aspire to be great.  
rather than famous. such an aspiration  
will ~~take~~ take us in the direction of  
service. And in the process one becomes  
famous, it will help positively influence  
more people.

4. (a) Explain why superstitious beliefs and practices abound in India. In this context, discuss the importance of inculcating scientific temper to remove superstitions. (10)

समझाइए कि भारत में अंधविश्वासी मान्यताएं और प्रथाएं बहुतायत में क्यों हैं। इस संदर्भ में, अंधविश्वास को दूर करने हेतु वैज्ञानिक मनोवृत्ति अंतर्निविष्ट करने के महत्व की विवेचना कीजिए।

In India we come across several superstitious beliefs and practices, some harmless and some other dangerous to rights of other.

↳ considering menstruation as polluting.

↳ not allowing women to work because of belief that it brings harm to family etc.

The reasons behind such a prevalence :-

- lack of awareness and low levels of functional literacy.
- Dominance of religion in the lives of people  
eg: Most superstitious practices have sanction of religion in some way or other
- lack of good governance and effective public service delivery.

For eg: parents take their ill children to a roadside baba, ~~not~~ because there's no hospital around, or they have no money to afford hospital.

Whatever may be the reason, such superstitions negatively impact the individuals as well as societies and social well being

For eg: Not allowing women to pray in temples (Sabarimala episode)

eg: Marrying off girl child before reaching puberty

In the context it is necessary that scientific temper be inculcated among people through

- Awareness: Beti Padhao - Beti Bachao
- Highlighting the ill effects of superstitions
- Holding people responsible for ills committed in the name of custom and belief.



4. (b) Simply labelling people as liberal or conservative is to miss the point that an individual can have divergent views on different issues. Explain with examples. (10)

लोगों पर सरलता से उदार या रूढ़िवादी होने का लेबल लगाना इस बात की अनदेखी करना है कि किसी व्यक्ति के भिन्न-भिन्न मुद्दों पर अलग-अलग विचार हो सकते हैं। सोदाहरण व्याख्या कीजिए।

1435

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Don't write  
anything this  
margin  
(इस आग में  
कुछ ना लिखें)

- 5 (a) Anti-corruption measures need focus on both demand as well as supply side of corruption. Discuss in the light of prevalence of 'collusive corruption' in India. (10)
- भ्रष्टाचार विरोधी उपायों को भ्रष्टाचार के मांग और आपूर्ति दोनों पक्षों पर ध्यान केंद्रित करने की आवश्यकता है। भारत में 'साँठ-गाँठ युक्त भ्रष्टाचार' की व्यापकता के आलोक में चर्चा कीजिए।

Corruption is a complex problem that has both supply as well as demand aspect.

supply aspects of corruption

→ From the side of service delivery  
Foreg: public servants willing to provide the service ~~only~~ for a bribe..

Even though the other person qualifies for receiving the service  
eg. clearing all the driving tests and yet have to give bribe.

When the person doesn't qualify to receive the service  
eg. failing the driving test.

Demand side of corruption

→ It arises because people are willing to offer bribe to "get work done" - speedily or illegally etc.

Thus the demand ~~and~~ and supply gives rise to what is known as collusive corruption. Both the parties gained personal benefit from such a transaction.

For eg: Getting driving license even after failing the driving test, by paying bribe.

The collusive corruption is very dangerous because:-

- Difficult to identify - because no body wants to complain
- keeps the corruption going on.
- The deserving persons lose out for no fault of theirs

Thus it is important to curb both aspects → In this context, the recently amended corruption act that ~~penalises~~ amended made offering bribe a crime is the right move.

5. (b) Identify the various traits of a healthy work culture for a bureaucracy in a modern society. Also, suggest ways in which a healthy work culture can be created in India to meet the objectives of good-governance. (10)
- एक आधुनिक समाज में नौकरशाही हेतु स्वस्थ कार्य संस्कृति के विभिन्न लक्षणों की पहचान कीजिए। साथ ही, उन उपायों के भी सुझाव दीजिए जिनके माध्यम से सुशासन के उद्देश्यों को पूरा करने हेतु भारत में एक स्वस्थ कार्य संस्कृति का सृजन किया जा सकता है।

Work culture refers to the <sup>common</sup> understanding that members of an organisation have with respect to values, goals and objectives of the organisation and their work.

Work culture is important because it greatly determines the quality of work. For eg, the quality of work done by public servants is influenced by the work culture of bureaucracy.

Therefore, we want a strong and positive work culture to improve the standard of governance or public service delivery.

- Positive :- Aligned to values of public service
- Honesty, objectivity, selflessness, Accountability, integrity etc

Strong :- All the members are aligned to similar values strongly.

Such a culture can be promoted through <sup>in order</sup>

→ Improving transparency - eg: RTI, Citizens charters be implemented effectively.

→ Fixing responsibility at each level, rather than current practice of deferred responsibility.

→ Reducing the vertical hierarchy, and making the bureaucracy more horizontal.

→ Leadership training, especially for those holding higher positions.

→ Celebrating good ~~role~~ behaviours and episodes.

6. Citizen's charters can be both a stimulus and a means for government to raise the standards of Public Service delivery. Discuss. (10)
- नागरिक चार्टर सार्वजनिक सेवा वितरण के मानकों को उन्नत करने हेतु सरकार के लिए एक प्रोत्साहक और एक साधन दोनों हो सकता है। चर्चा कीजिए।

Citizen's charter is a document that promises certain standards of service delivery. It is widely considered as a component of good governance.

Citizen's charter as a stimulus to raise standards of public service delivery

→ charters are prepared in consultation with public and therefore likely to reflect the standards public expect and demand.

→ By clearly laying out the standards of service, the public servants are more likely to be aware and conscious about the service provided.

Citizen's charter as a means to raise the standards

→ Now that the standards are laid out public can demand the service as a

matter of right.

- easier to extract accountability
- Reduces corruption because all the parties are vigilant.

→ However to be effective citizens charters in india need some reforms

- Making them legally enforceable
- keeping them simple and clear
- strong grievance redressal mechanism
- Making the charter preparation & updation a consultative process.



7. Attitude and behaviour are so closely interwoven that a change in one inevitably influences the other. Explain the statement with examples. (10)  
अभिवृत्ति और व्यवहार इतनी घनिष्ठता से गुथे हुए हैं कि एक में परिवर्तन अनिवार्य रूप से दूसरे को प्रभावित करता है। उदाहरणों के साथ इस कथन की व्याख्या कीजिए।

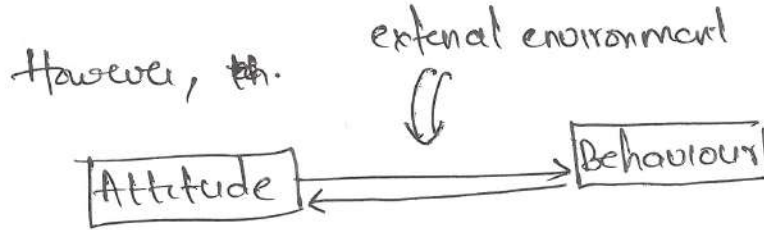
Attitude refers to ~~pre~~ learned predisposition to act in a certain manner with respect to an object.

There<sup>box</sup> our attitude towards situations or objects has great influence on our behaviour:

for eg: positive attitude to gender equality  $\Rightarrow$  Behaviour Likely to speak up against gender discrimination at one's work place.

On the other hand, since attitude is a learned or acquired predisposition, it can be modified by targeting behaviour.

for eg: penalising behaviour of coming late to office  $\Rightarrow$  employees more likely to come on time  
 $\Downarrow$   
Eventually they may develop positive attitude towards discipline



in some cases, external environment may prevent changes in one resulting in changes in other.

For eg:

Developed  
positive attitude  
towards gender  
equality

external env  
↓  
work culture  
is strongly  
discriminative

unlikely to  
display changed  
behaviour  
in fear of  
being left  
out or  
penalised etc.

Thus although closely interwoven, other aspects such as external environment must be considered while ~~at~~ targeting behaviour changes.

8. Emotional intelligence is an important parameter as one aspires to move up the ladder in a competitive environment. Discuss. (10)

किसी प्रतिस्पर्धी परिवेश में आगे बढ़ने की आकांक्षा रखने वाले एक व्यक्ति के लिए भावात्मक प्रज्ञा एक महत्वपूर्ण मापदंड होती है। चर्चा कीजिए।

Emotional intelligence means being able to manage emotions in oneself and those in others so as to improve the relationships and generate overall desirable outcomes.

The 21st century world has become extremely competitive, making it challenging to progress in one's career. In this context emotional intelligence can come to rescue, because

- It helps one assess his/her own strengths and weaknesses and work accordingly.
- It helps stay motivated rationality by managing emotions properly.
- Given the competition, failure becomes more probable. In such case emotional intelligence is necessary to learn from

mistakes and get back into the competition.

→ Further emotionally intelligent people are more likely to adapt to changing work environments and work demands.

↳ Important in technologically disruptive world.

Thus as the Daniel Goleman study proved, success is 20% determined by IQ and 80% determined by EQ (Emotional quotient).

## SECTION – B

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

9. Rapid growth of information and communication technology, with all its benefits, has associated risks and far-reaching consequences. The government has constituted a committee to frame guidelines for an inclusive and safe cyberspace in India. The committee has solicited public opinion in this regard. As a concerned citizen, you have to give your suggestions on the following themes:
- (a) Why do you think some people or a set of people are more vulnerable to cyber threats with special emphasis on cyber-bullying.
- (b) Do you think the experiences and exposure in cyberspace are an important influence in a person's attitude and behaviour?
- (c) What reasonable restrictions can be applied to make cyberspace more safe and friendly to all citizens? (20)

सूचना और संचार प्रौद्योगिकी के द्रुत विकास के लाभों के साथ-साथ, इससे संबद्ध जोखिम और दूरगामी परिणाम भी हैं। सरकार ने भारत में समावेशी और सुरक्षित साइबर स्पेस के लिए दिशा-निर्देश तैयार करने हेतु एक समिति का गठन किया है। समिति ने इस संबंध में जनता की राय मांगी है। एक प्रबुद्ध नागरिक के रूप में, आपको निम्नलिखित विषयों पर अपना सुझाव देना है:

- (a) आपको ऐसा क्यों लगता है कि कुछ लोग या लोगों का एक समूह साइबर खतरों, विशेष कर साइबर बुलीइंग (धमकियों) के प्रति अधिक सुभेद्य है।
- (b) क्या आप मानते हैं कि साइबर स्पेस के मामले में अनुभव और खुलापन (एक्सपोज़र) किसी व्यक्ति की अभिवृत्ति और व्यवहार पर महत्वपूर्ण प्रभाव डालते हैं?
- (c) साइबर स्पेस को सभी नागरिकों के लिए अधिक सुरक्षित और अनुकूल बनाने के लिए कौन-से युक्तियुक्त प्रतिबंध आरोपित किए जा सकते हैं?

Our experience with information and communication technology has showed <sup>us</sup> that it is a double edged sword. Therefore, it is absolutely necessary to ensure inclusive and safe cyberspace through appropriate guidelines.

a) certain people are more vulnerable to cyber threats and cyber bullying. These include.

- > children .
- > Masses with little or no digital and general literacy .
- > women

This is because .

→ lack of awareness about the potential threats of cyberspace.

eg: children and adolescent easily drawn into life-threatening games like Blue whale.

→ tend to believe whatever is written on social media - No factchecks available

→ In a patriarchal society it become easier to target women and blackmail them.

↳ easier to hide behind the screen and talk to women on social media

(b)

Cyber space has important influence on person's attitude and behavior. This

is because :-

→ The ease of ~~use~~ which information or misinformation is available.

↳ For eg: Framing an opinion and attitude towards ~~IT~~ based on social media reports

→ Lack of adequate fact checking mechanism

↳ For eg: The influence of cyberspace is clearly visible in case of mobility, drug abuse among adolescents et.

→ In this context, certain restrictions are needed.

> There must be a code of conduct for all the persons using cyberspace. It must

include certain do's and don'ts with respect to cyberspace.

→ eg: creating fake social media accounts should not be allowed.

> people should provide authentic information while creating accounts etc.

> Absolute encryption must not be encouraged

↳ It should be possible to trace the origin of certain criminal messages.

> provision that enables parents to keep an eye/monitor social media and cyber activities of their children

Such restrictions should ensure that while the benefits of technology percolate to all, the misuse is curbed at all levels.





10. You are serving as the Public Health Officer in a district that is lagging behind in achieving the Open Defecation Free (ODF) status. Even after ensuring adequate access to water and sanitation services, their usage has not spread and the practice of open defecation continues in the district. Despite serious extension efforts by the government, safe hygienic practices have not been adopted by the people. As a result, various instances of bacteriological contamination and water-borne diseases have surfaced up recently. In such a scenario:

(a) Examine the reasons behind low usage and adoption rates of built toilets in India?

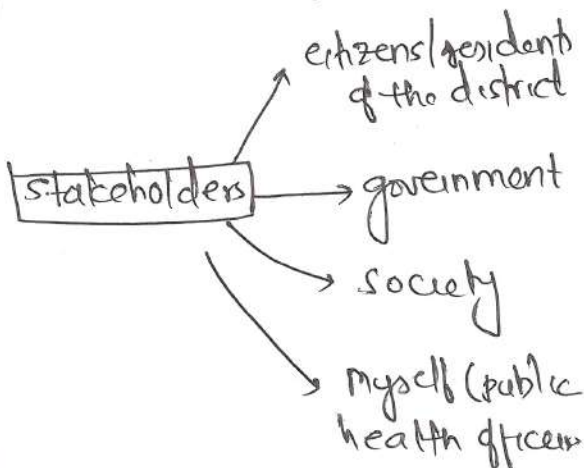
(b) Highlighting the principles to be kept in mind while preparing an effective Information, Education and Communication (IEC) strategy, design an action plan to address the problem. (20)

आप एक ऐसे जिले में जन स्वास्थ्य अधिकारी के रूप में कार्यरत हैं जो खुले में शौच से मुक्त (ODF) का दर्जा प्राप्त करने में पिछड़ा रहा है। जल एवं सैनिटेशन (स्वच्छता) सेवाओं तक पर्याप्त पहुंच सुनिश्चित करने के बाद भी, उनके उपयोग में वृद्धि नहीं हुई है और जिले में खुले में शौच की प्रथा जारी है। सरकार द्वारा इनके विस्तार के संबंध में किए गए गंभीर प्रयासों के बावजूद, लोगों द्वारा सुरक्षित स्वच्छता प्रथाओं को नहीं अपनाया गया है। फलस्वरूप, हाल ही में जीवाणुजनित संदूषण और जल जनित बीमारियों के विभिन्न उदाहरण सामने आए हैं। ऐसे परिदृश्य में:

(a) भारत में निर्मित शौचालयों के उपयोग और अंगीकरण की निम्न दर के पीछे उत्तरदायी कारणों का परीक्षण कीजिए?

(b) प्रभावी सूचना, शिक्षा एवं संचार (IEC) रणनीति तैयार करते समय ध्यान में रखे जाने वाले सिद्धांतों पर प्रकाश डालते हुए, इस समस्या का समाधान करने हेतु एक कार्य योजना तैयार कीजिए।

The given case study highlights



Ethical Mapping

- refusing to change one's behaviour

- serious endangering one's life and that of their children and others

It is found that construction of toilet has not automatically translated into higher usage of toilets. This is because of :-

### Socio-cultural beliefs

↳ Believe that it is unholy to have toilet in the compound. They may have constructed it due to government pressure but not using it.

### Old habits

↳ Difficult to change old habits, especially for the elderly who have been using open space for very long.

### Awareness

↳ Not being completely aware of the several negative consequence

to health — their health and that of others.

~~Perceptions~~

Policy issues

↳ Not providing appropriate designs

↳ Not targeting behavioural change through campaigns, rewarding improvement etc.

(b) Changing behaviours needs an effective information, education and communication strategy. It could be based on following principles.

→ Any information provided should be relevant to the people.

eg: citing the rates of IMP, diarrhoea deaths, Anaemia of the district — and correlating them with high ~~and~~ open defecation rates.

- Information should be kept simple and be provided in local languages, and made widely available
- Awareness campaigns should make use of the social capital of the district  
eg: taking help of community leaders, religious leaders, local school teachers etc.
- Appealing to the commonly held values such as  
 > cleanliness  
 > their love for their families etc.  
 > pride in their area.

Keep these in mind, the following action plan can be adopted.

- Identify the common reasons for non usage. (as discussed before)
- ~~Differs~~ Any action plan should address all the reasons appropriately.

→ Relevant information and data for the district be collected and made available widely

- at schools
- Market places.

} data that showing the ill effect of open defecation

→ Awareness campaigns, held regularly at different parts of the district.

↳ involving local leaders, priests etc.

↳ encouraging those who changed their behaviour to share their experience.

↳ Because people are more likely to be influenced by some body close to them.

→ Reward improvements ~~for~~ time to time by creating competition among different parts of the district

and equal changes take time and therefore

11. You are the District Magistrate of a district that is known for making combustible substances such as match boxes and fire crackers. As per the The Child Labour (Prohibition and Regulation) Amendment Act, 2016, employment of children in such hazardous activities is prohibited. In this regard, government has also released a notification that owners of these manufacturing units need to report on the profiles of their employees annually as child labour has been prevalent in these industries. These manufacturing units, abiding by the directives of the government, publish such reports annually and claim to have successfully put an end to employment of child labour. However, it has been brought to your notice that these companies are taking advantage of a loopholes in the law. They have been outsourcing their hiring to independent contractors who engage families in the business. The families have been continuing to use child labour to supplement their income and also keep the cost of labour competitive so as to bag more such contracts and since they are not officially on the payroll of the companies, they are absolved of the legal liabilities.

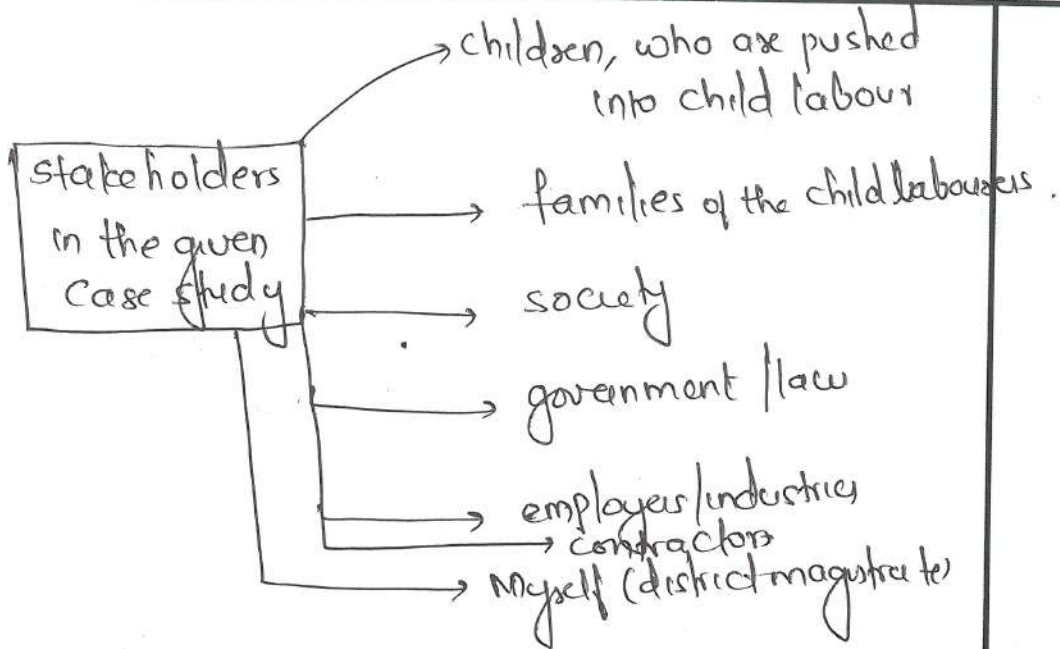
(a) Identify the ethical issues in this case.

(b) How would you approach the problem and what would be the main elements of your action? (20)

आप एक ऐसे जिले के जिला मजिस्ट्रेट हैं जो माचिस और पटाखे जैसी दहनशील वस्तुएं बनाने के लिए प्रसिद्ध है। बाल श्रम (निषेध एवं विनियमन) संशोधन अधिनियम, 2016 के अनुसार ऐसी खतरनाक गतिविधियों में बच्चों का नियोजन निषिद्ध है। इस संबंध में, सरकार ने एक अधिसूचना भी जारी की है कि इन विनिर्माण इकाइयों के स्वामियों को वार्षिक रूप से अपने कर्मचारियों के प्रोफाइल पर एक प्रतिवेदन (रिपोर्ट) प्रस्तुत करना होगी क्योंकि इन उद्योगों में बाल श्रम प्रचलित रहा है। सरकार के निर्देशों का पालन करते हुए, ये विनिर्माण इकाइयां वार्षिक रूप से ऐसा प्रतिवेदन प्रकाशित करती हैं और बाल श्रम का नियोजन सफलतापूर्वक समाप्त करने का दावा करती हैं। हालांकि, आपके संज्ञान में यह लाया गया है कि ये कंपनियां इस कानून की कमियों का लाभ उठा रही हैं। वे स्वतंत्र ठेकेदारों से अपनी भर्तियां आउटसोर्स कर रही हैं जो व्यवसाय में परिवारों को संलग्न करते हैं। ये परिवार अपनी आय के अनुपूरक के तौर पर बाल श्रम का उपयोग करना जारी रखे हुए हैं और साथ ही श्रम को लागत प्रतिस्पर्धी भी बनाए रखते हैं ताकि वे ऐसे और अधिक अनुबंध प्राप्त कर पाएं। चूंकि वे आधिकारिक रूप से कंपनियों के भुगतान रजिस्टर पर दर्ज नहीं हैं, इसलिए वे कानूनी दायित्वों से भी मुक्त हैं।

(a) इस प्रकरण में निहित नैतिक मुद्दों की पहचान कीजिए।

(b) आप यह समस्या कैसे सुलझाएंगे और आपकी कार्यवाही के प्रमुख तत्व क्या होंगे?



a) The following are the ethical issues involved

→ children's right to healthy childhood and importantly their dignity is violated  
 ↳ clear violation of social contract by the state

→ parents are stealing childhood from their children.

→ what condition are the parents forced to send their children to labour?



→ Misuse of loopholes of law

→ <sup>Not</sup> following law in spirit.

→ poorly designed law which did not anticipate such negative consequences.

↳ ~~shouldn't~~ can be allow children to work in family enterprises at all?

(b)

The following approach will be taken.

(a) diagnosis  
of the problem

(c) problem solving

(a) employers and families misusing the law and creating undesirable consequences.

(b) ~~Take to both~~

(i) Verifying the reports by finding out where and in which factories is the issue happening.

② → Talking to all the parties to convince them to stop the practice immediately

↳ employers and contractors: Tell them they are violating the law and will be held responsible in court of law → Further highlight how it is bad for the image of the company.

↳ contractors #

↳ families: will be persuaded against child labour.

↳ finding out why there are taking this step.

↳ Tell them how it ruins the career and life of their kids. It is also illegal.

↳ Making them aware of different government initiatives to help them come out of their compelling situation

If the above parties fail to change their practices public naming and shaming will be considered

③ From now on, there would be a strict monitoring of payroll <sup>including</sup> ~~as well as~~ contract workers employed by industry.

Similarly, the contractors must clearly maintain details about the workers and their work conditions.

In this manner, we need to create zero tolerance for child labour at all levels - families and households, industries, <sup>and</sup> society.  
Businesses must not indulge in profits at the cost of values. Nothing is above values and certainly not business.

12. You are working as a Block Development Officer (BDO) in a state and the Lok Sabha elections are around the corner. Two months prior to the elections, a mega rally of a leader from the political party ruling the state is being organized in the neighboring district. All BDOs have received an oral order from the Chief Development Officer directing them to make sure that five buses full of people from their block be sent to the rally. The only direction is to ensure maximum participation and make suitable arrangements in pursuit of the same.

Given the situation, answer the following:

(a) As a civil servant, what values should guide your response in such a situation?

(b) Identify the various options that are available to you?

(c) What course of action would you choose and why?

(20)

आप एक राज्य में प्रखंड विकास पदाधिकारी (BDO) के रूप में कार्य कर रहे हैं और लोकसभा चुनाव होने ही वाले हैं। चुनाव से दो महीने पहले, राज्य में सत्तारूढ़ राजनीतिक दल के एक नेता की विशाल रैली पड़ोसी जिले में आयोजित होने वाली है। सभी BDOs को मुख्य विकास पदाधिकारी से एक मौखिक आदेश इस निर्देश के साथ मिला है कि वे अपने प्रखंड से रैली में भेजे जाने के लिए लोगों से भरी पांच-पांच बसों की व्यवस्था सुनिश्चित करें। केवल इतना ही निर्देश दिया गया है कि अधिकतम भागीदारी सुनिश्चित की जाए और इस संदर्भ में उपयुक्त व्यवस्थाएं की जाएं।

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

(a) एक सिविल सेवक के रूप में, ऐसी परिस्थिति में आपकी अनुक्रिया का मार्गदर्शन किन मूल्यों द्वारा किया जाना चाहिए?

(b) आपके पास उपलब्ध विभिन्न विकल्पों की पहचान कीजिए?

(c) आप किस कार्यवाही का चयन करेंगे और क्यों?

Case study highlight the unethical practice of ~~organizing~~ <sup>gathering</sup> large crowds at the rallies by crook or hook (misusing power) to create an illusion of great public acceptance/following of the leader.

The following values would guide my  
behaviour response.

- free will of people should not be violated.
- One's power should not be misused to  
send people to the rally.
- Discussing the possible issue with  
superior rather than simply obeying the  
order.

b) The following options are available to me.

- ① obey the order and arrange for the same  
through some means.
- ② Disobey the order saying it doesn't  
seem right.
- ③ Discuss with the chief development officer  
about possible consequences and ask for a  
written order.

c) I would choose option c because and proceed  
↔ in the following manner.

→ Th.



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(इस भाग में  
कुछ ना लिखें)



13. You are serving as a District Magistrate in a district, which is prone to recurrent droughts. The issue of scarcity of water is aggravating year by year. Even during the years of high rainfall, the district has witnessed severe shortage of water for agriculture purposes, mainly due to cultivation of water guzzling crops. It is evident that water scarcity is one of the main reasons for backwardness of the district. Recognising this, the state government decided to withdraw some incentives given for cultivation of such crops and incentivise a cropping pattern more suitable to the agro-climatic conditions of this region. However, anticipating worsening of their economic condition in such times, the farmers have taken to protesting on the streets. Despite such a well-intentioned move by the government, the farmers feel that response of the state administration has been anti-farmer and cruel. Given the situation, answer the following questions:

(a) Do you think there is a real divergence between interests of the farmers of this district and the state?

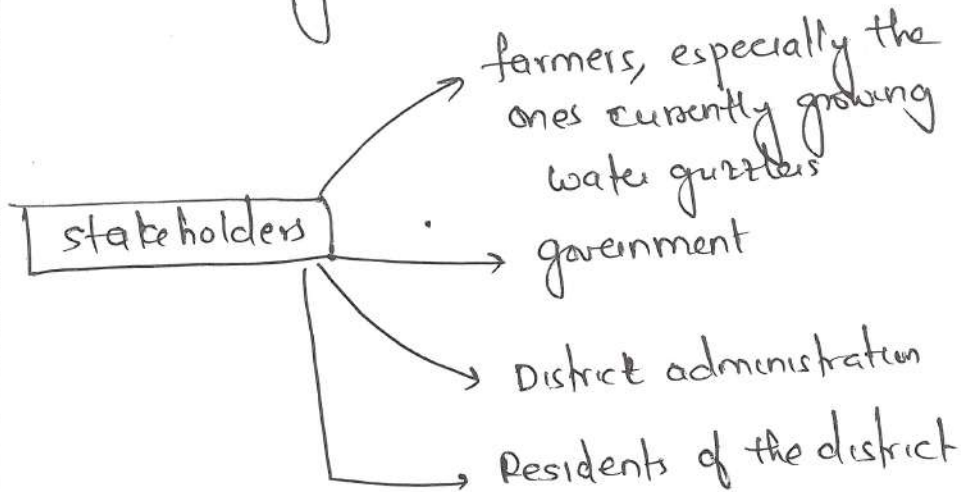
(b) What immediate steps should you advocate in the interests of farmers of the district? (20)

आप एक ऐसे जिले में जिला मजिस्ट्रेट के रूप में कार्य कर रहे हैं जो बार-बार पड़ने वाले सूखे के प्रति प्रवण है। जल की कमी का मुद्दा वर्ष प्रति वर्ष गंभीर होता जा रहा है। यहां तक कि उच्च वर्षा वाले वर्षों के दौरान भी जिले में कृषि उद्देश्यों की पूर्ति हेतु जल की भारी कमी देखी गई है, ऐसा मुख्य रूप से अधिक जल उपयोग वाली फसलों की कृषि के कारण हुआ है। यह स्पष्ट है कि जिले के पिछड़ेपन का एक मुख्य कारण जल की कमी है। इसे पहचानते हुए, राज्य सरकार ने ऐसी फसलों की कृषि हेतु प्रदत्त कुछ प्रोत्साहनों को वापस लेने और इस क्षेत्र की कृषि-जलवायविक परिस्थितियों के लिए अधिक उपयुक्त फसल प्रतिरूप को प्रोत्साहित करने का निर्णय लिया है। हालांकि, ऐसी परिस्थितियों में अपनी आर्थिक स्थिति बिगड़ने का अनुमान लगाते हुए, किसानों ने सड़कों पर विरोध प्रदर्शन करने का मार्ग चुना है। सरकार के ऐसे सोद्देश्यपूर्ण कदम के बावजूद, किसानों का मानना है कि राज्य प्रशासन की प्रतिक्रिया किसान विरोधी और क्रूर है। इस परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) क्या आप मानते हैं कि जिले के किसानों और राज्य के हितों के बीच एक वास्तविक मतभेद है?

(b) जिले के किसानों के हित में आपको किन तात्कालिक कदमों का समर्थन करना चाहिए?

The following stakeholders are involved



a) There is no real divergence between interests of farmers and state because.

- The move may cause temporary disruption, but is in the long term interest of the farmers.

↳ <sup>make.</sup> growing water guzzlers is bound to situation worse in the coming year.

- The ~~district~~ backwardness of district is clearly linked to the water scarcity. Therefore for the well being of district

It is necessary to control wastes and inefficiency.

- The farmers feel apparent divergence because
- > They are not made aware of how they are contributing to water issue.
- > They ~~are not~~ do not feel assured that they will be adequately helped in making transition to other crops.

b) In this context, the following steps  
need to be taken:-

- > The farmers should be made clearly aware the available incentives - MSP etc
- > The farmers who have already planted the crop should not ~~be~~ be penalised, given the already ~~the~~ drought like situation

→ Alternate livelihood be provided through schemes such as MDRGA, to help farmers deal with the stress situation

→ Adequate extension services be provided especially for farmers dealing with different crop for the first time

→ proper implementation of the measures

It is not that farmers ~~don't~~ want ~~can't~~ to waste water. Growing water guzzlers has become their source of livelihood in the absence of other equally lucrative options. For eg. Most dry crops don't get MSP support while rice easily does.

Thus it is important to convince the farmer that his financial stability will not be threatened. And that growing dry crops can both bring remunerative returns as

well as ensure sustainable growth of the  
development of the district as a whole.

14. Many Indian cities are facing a major problem of management of household waste. Huge volume of wastes has meant that landfill sites are facing the problem of overcapacity. On the other hand, the waste-to-energy plants constructed to solve the problem are also facing flak due to their inefficiency and release of poisonous pollutants. The manner of waste disposal by people is identified as one of the main reasons behind this problem. The government has notified rules regarding disposal, collection and treatment of waste and has initiated numerous awareness campaigns in the past. Still, the problem does not seem to be getting under control.

Given such a situation, answer the following questions:

(a) What do you think is the reason behind the apathy of people towards issues like waste disposal that affect the larger interests of society in general?

(b) Identify the stakeholders and the significance of their involvement in addressing the issue.

(20)

कई भारतीय शहर घरेलू अपशिष्ट के प्रबंधन की एक बड़ी समस्या का सामना कर रहे हैं। अपशिष्ट की अत्यधिक मात्रा का अर्थ यह है कि भू-भराव स्थल ओवर कैपेसिटी (अति क्षमता) की समस्या का सामना कर रहे हैं। वहीं दूसरी ओर, इस समस्या का समाधान करने के लिए निर्मित वेस्ट-टू-एनर्जी प्लांट्स (अपशिष्ट-से-ऊर्जा संयंत्र) भी अपनी अकुशलता और जहरीले प्रदूषकों के विमोचन के कारण कड़ी आलोचना का सामना कर रहे हैं। लोगों द्वारा अपशिष्ट निपटान की विधि को इस समस्या के पीछे उत्तरदायी मुख्य कारणों में से एक के रूप में पहचाना गया है। सरकार ने अपशिष्ट के निपटान, संग्रह और उपचार के संबंध में नियमों को अधिसूचित किया है और अतीत में कई जागरूकता अभियान चलाए थे। फिर भी, समस्या नियंत्रण में आती नहीं प्रतीत हो रही है। ऐसी परिस्थिति को देखते हुए, निम्नलिखित प्रश्नों के उत्तर दीजिए:

(a) सामान्य रूप से समाज के विस्तृत हितों को प्रभावित करने वाले अपशिष्ट निपटान जैसे मुद्दों के प्रति लोगों की उदासीनता के पीछे आप क्या कारण मानते हैं?

(b) विभिन्न हितधारकों की पहचान कीजिए और इस मुद्दे को हल करने में उनकी भागीदारी का महत्व बताइए।

The generation of huge quantities of waste in cities and ~~their~~ its mismanagement is causing serious social, economic and environmental problems.  
(Health)

a) Reason behind the apathy of people .

→ Back of awareness

↳ Most people have no idea what happens to their waste and how it is handled

↳ on the importance of source segregation and responsible disposal .

↳ on negative consequences of mismanagement  
- Groundwater contamination, health problems, pollution etc .

→ back of appropriate management mechanism

↳ waste is not collected separately

eg: even when the person segregates the waste the collectors simply dump all together in their vehicle .

→ ~~No penal~~ No incentives or disincentives .  
Fo req: The waste collectors do not refuse

When a household is giving unsegregated waste.

→ Finally, habits of people — They find it difficult to change their behaviour, especially about handling the waste (socio cultural belief)

b) The issue involves several stake holders.

→ Individuals and households

→ They can ensure most important step in any waste management which is source segregation

→ Companies, firms etc

→ should collect ~~about~~ certain items like plastic cover of their products, cardboard, etc. (Buy back system)

→ Waste collectors

→ should refuse to take unsegregated waste



→ Must ensure that waste is not mixed irresponsibly during handling process

→ After collection the waste should be finally sorted and processed appropriately

Waste to energy plants

→ should take in appropriate waste only - rather than burning biodegradable wet waste

Civil Society and administration

→ NGOs should generate awareness about recycling, reducing waste, proper disposal etc

→ administration should decentralise its management through fines etc.

The root cause of the problem lies in the irresponsible ~~or~~ unsustainable consumption of individuals. People should change

Such consumerist behaviours, judicial use of  
resources, judicial consumption, reuse and recycle  
is very much in the Indian ethos and  
culture - These must be highlighted, then recognised  
and demonstrated by elders, community  
leaders, religious leaders etc.

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**VISION IAS™**

Don't write  
anything this  
margin  
(इस भाग में  
कुछ ना लिखें)

