

Test Code: 21101

FIAS - 2019 - GS 4H/8G/12E/14D

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ACADEMY

GENERAL STUDIES

Name Of Candidate	CHANDRAJYOTI SINGH		
Email Id.	[REDACTED]	Roll No.	1910049732
Mobile No.	[REDACTED]	Date:	8 SEP 2019 .

Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE		
Q. No.	Max. Marks	Marks Obtained
1		
2		
3		
4		
5		
6		
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INSTRUCTION
1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).
2. There are NINETEEN questions printed in ENGLISH.
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
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.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.

Total Marks:

Remarks:

Start Time 4.45PM	End Time 7.45PM.
Mode Of Examination :	Online <input checked="" type="checkbox"/> Offline <input type="checkbox"/>
ECN CODE:	Evaluation Date:

Parameters	Excellent	Very Good	Good	Average	Poor	Very Poor
Language						
Structure						
Presentation						
Handwriting						
Content						
Attempt						

ADDITIONAL COMMENTS

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Section - A

Q.1) Indian ethics teach moderation as a moral standard. Examine.

(10 Marks, 150 Words)

Since times immemorial, Indian philosophers and texts have emphasized on following the middle path and not being extreme.

→ Gautama Buddha - focuses on the middle path which lies between extreme self indulgence and extreme penance. One can achieve this through the eight faith, right view, right mindfulness, right action etc.

→ Vardhamana Mahavira - He gave importance to ascetism but kept the door open to laymen who could not follow the extreme path. They were encouraged to cause as little harm as possible to the living beings and donate alms.

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→ Hindu religious texts such as the Vedas, Puranas, Bhagavad Gita emphasize on showing moderate behaviour even to one's enemy. They also say that actions should not be undertaken in extreme anger or joy. Moderation is also seen in the concept of 'indriya nigraha' which involves control of one's extreme feelings.

→ Similarly, religions such as Sikhism and Islam also give importance to the lives of householders who are aware of their social commitments. — langar in case of Sikhism and Zakat in Islam.

Therefore, one sees that Indian ethics have provided a special place to moderation in their value system.

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Q.2) What do the context of

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Q.2) What do you understand by the concept of 'altruistic-hedonism'? Discuss in the context of public ethics. (10 Marks, 150 Words)

Altruism refers to engaging in actions that benefit others with no gain for oneself while hedonism is the principle of maximising self pleasure.

Thus, altruistic hedonism means ~~maximising~~ maximising one's pleasure by engaging in actions that benefit others. In effect, such person derives pleasure from the gains of others.

In the context of public ethics, altruistic hedonism is important —

(1) It encourages individuals to engage in pro-social behaviour such as honesty towards one's job as this gives the person as well as those who he's serving a sense of pleasure and happiness.

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- (2) It enhances neutrality, impartiality and objectivity as person is likely to make decisions that benefit the society.
 - (3) It ensures self accountability as an altruistic-hedonist is honest with himself and feels guilt at having taken actions that do not benefit the society.
 - (4) Such a value also ensures empathy and compassion of the civil servant as he is moved by the suffering of others and wishes to alleviate their pain.
 - (5) It helps in reduction of corruption as such an individual does not personal gains at a higher pedestal than public gains. He is likely to be selfless in service.
- Thus, altruistic hedonism is an integral component of public ethics.

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Q.3) Socratic concept of "Ethical dying" is a principled leave-taking from life. Compare and contrast it with the Gandhian concept of Satyagraha and Non-violence. (10 Marks, 150 Words)

The Socratic concept of ethical dying refers to the search for truth for and knowledge, which may also lead to giving up one's life for their cause.

Such an ideology is quite similar to Gandhian concept of Satyagraha and non violence. Gandhiji said that one must struggle to uphold the truth and give up one's life if the situation so demands.

Socrates was hailed as one of the earliest 'satyagrahis' by Gandhiji as he consumed hemlock to give up his life for the truth to prevail. Rather than gaining by agreeing to the State's view, he stuck to his

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ideals.

Gandhiji was also the same. In the face to British's brutal repression, he remained non-violent till the end, leading to his moral victory over his oppressors.

Thus, one sees that there is immense similarity between Gandhian and Socratic thought.

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Q.4) "Great leader
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Q-4) "Great leaders not only possess Interpersonal intelligence but also Intrapersonal intelligence." Comment. (10 Marks, 150 Words)

Interpersonal and intrapersonal intelligence are two important components of emotional intelligence

Interpersonal intelligence refers to the ability to understand other's feelings and motivations and communicate to them what one's views regarding an issue are in an articulate manner.

Advantages of interpersonal intelligence

- Good leadership skills as one can motivate others.
- Honesty in one's dealings with people.
- Successful fulfillment of a group's objectives.

An example of a great leader with interpersonal intelligence was Gandhiji who understood the various grievances of different sections of society and united them under the

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umbrella of a unified national struggle.

Intrapersonal intelligence refers to the ability to understand one's own feelings and motivations that guide our actions.

Advantages

- Enables a positive attitude.
- Able to understand motivation for a goal. eg - If an IAS officer knows his motivation for becoming one an selfless service, he is less likely to become corrupt.

→ Enables resilience in face of obstacles.
 Gandhiji was able to understand his own attitude towards caste.
 He, thus, cleaned his own toilets to break down the caste barrier in his own mind & then influence people to do the same.

Thus, one sees that to be an effective leader, one must show impeccable intrapersonal & interpersonal

Intelligence .Feedback (For OFFICE use only)

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Q.5) Value conflicts are common in the public sphere of life to everyone and a public servant is not an exception to this. What are the common value conflicts that a public servant faces? How can a public servant overcome those value conflicts?

(10 Marks, 150 Words)

Values refer to personal standards that allow us to distinguish between right and wrong actions.

Following are some of the value conflicts a public servant faces:-

→ Personal value conflict - This involves compromise of one value to uphold the other. Eg - A civil servant may wish to show compassion and empathy for weaker sections but also has to remain objective in decision making.

→ Interpersonal value conflict - Eg - A minister may want to show favour to a particular section but a civil servant must remain objective.

→ Personal values conflict with organizational values Eg - A civil servant may be of leftist orientation but has to remain neutral in his professional conduct.

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How to resolve value conflicts -

- A civil servant must always uphold the foundational values of civil services.
- His actions must always be legal and in line with with the code of conduct for civil services.
- He must focus on resolution through engagement and consensus building.
- In the most difficult circumstances, he must keep in mind Gandhi's talisman to guide his actions.

Thus, one sees that value conflicts ~~are~~ abound in a public servants life and need to be resolved for the efficient functioning of administration

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Q.6) Probity is the synonym for complete refusal to

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Q.6) Probity is the synthesis of Integrity and fortitude. Examine. Does Integrity imply complete refusal to compromise? (10 Marks, 150 Words)

Probity refers to the quality of having moral principles, honesty and rectitude. It requires fortitude i.e. strength in the most difficult times to show integrity i.e. adherence to one's moral values.

An example of probity is from the life of Mahatma Gandhi. He adhered to the values of non-violence (ahimsa) and satyagraha.

When the Non-cooperation movement became violent, he called it off even though [>] it had reached fever pitch and his fellow nationalists were against it. However, he showed immense strength to hold onto his values.

Thus, one concludes that integrity and fortitude result in probity.

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Integrity does not mean complete refusal to compromise.
 As long as certain values ~~are~~ that are Integral to an individual are upheld, compromise can be undertaken in dire circumstances.

Example - India, as a nation, upholds the values of peace and nonviolence. However, we are surrounded by 2 hostile nuclear powers - Pakistan and China. Thus, we have compromised by following a 'policy of no first use'. It means we will not use our nuclear weapons unless the other nation does so.

Thus, at times, integrity does involve minor compromise for one must not be obstinate in face of real life situations

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Q.7) Social Influence and Persuasion focus on ways in which behaviour of a group or an individual is influenced by outside factors. Explain how it can help in convincing people to work towards collective good?

(10 Marks, 150 Words)

Social influence refers to changing individual's behaviour through interaction with others, usually people seen as role models by the individual.

Persuasion refers to changing one's behaviour in an atmosphere of free choice and rationality.

It can be used to convince people to work towards the common good in the following ways:-

→ Gandhiji used his social influence to change people's attitudes regarding casteism. He worked to uplift the untouchables and others also began following his example. In Sabarmati Ashram, people began cleaning their own toilets as a result.

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→ Social influence and persuasion were used in the 'Beti Bachao, Beti Padhao' campaign. The Prime Minister gave talks in the form of Mann Ki Baat, popular personalities also took part and 'Selfie with Daughter' was also launched.

→ These tools lead to behavioural change as seen in the Swachh Bharat Mission where Swachhagrahis carried their message to remote villages to persuade people to use toilets.

Therefore, one sees that social influence & persuasion can work well to achieve collective good especially in the social arena.

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Q.8) The greatest discovery of all time is that a person can change his future by merely changing his attitude. What is the importance of attitude in one's life? What important role does attitude play in one's success? Elaborate.

(10 Marks, 150 Words)

Attitude refers to one's positive or negative evaluation of an entity or event.

A positive attitude is extremely important for achieving success because of the following reasons:-

→ Optimism - One is enthused by the opportunity to face a challenge and overcome it.

→ Dealing with failure - A positive attitude enables one to deal with failure and rise above it for future endeavours.

→ Resilience - A positive attitude allows one to face even the toughest circumstances and if one fails, then his indomitable

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spirit carries him forward.

→ Motivation - The right attitude enables one to remain motivated to achieve his goal.

EXAMPLES

Ms. Jea Singhal topped the 2013 Civil services. She is disabled yet she did not let her disability negatively affect her future. Her hardwork and the right attitude allowed her to achieve her goals. Similarly, the famous dancer Sudha Chandran lost her leg but her attitude allowed her to overcome this and become a dancer in spite of her loss. Thus, one sees that with the right attitude, one can achieve great success.

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Q.9) "In matters of conscience Substantiate with Example."

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(Q.9) "In matters of conscience, the law of majority has no place." Do you agree?
Substantiate with Example. (10 Marks, 150 Words)

Conscience refers to one's judgement of right or wrong. Conscience ~~is~~ ^{includes} personal moral standards that may often differ from the views of the majority.

eg - During apartheid regime, there were many Britishers who disagreed with the treatment meted out to blacks. even though apartheid was legal.

→ This quote refutes utilitarian ethics that provide for maximum good to maximum no. of people.

→ In a country like India, this quote is significant. Though Hindus form the majority community, minorities such as Muslims, Sikhs, Buddhists, Jains, Christians, Parsees etc. have freedom of religion.

→ The conscience of our constitution makers did not allow them to

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give in to majoritarian values as in the case of Pakistan.

→ Gandhiji said that the highest court is that of one's conscience. Thus, what may be legal, may not prick our conscience.

→ Example - Before triple talaq was banned, it was legal in our country. However, the conscience of social activists was pricked and they raised their voice against it.

Therefore, one can conclude that ^{many} laws may be acceptable to the majority, but that does not mean they are ethical. Thus, one must always listen to the voice of conscience to the course of action.

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Q.10) "We are what we eat"
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Q.10] "We are what we repeatedly do. Excellence, then, is not an act, but a habit."
Elaborate this Aristotelian ethics with examples. (10 Marks, 150 Words)

According to the given quote, Aristotle means that one can achieve the highest standards only through practice and hardwork. Thus, regular practice makes excellence a habit rather than a one off incident.

EXAMPLES

→ P.V. Sindhu, the badminton player, has been able to achieve so many international laurels through years of hardwork and practice. Her excellence in the field of badminton results from her habit of maintaining high standards for her skills.

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→ Similarly, a civil servant clears the UPSC exam through consistent studying, answering writing practice and mock tests.

What one notices is that no one becomes an successful individual suddenly. Rather, it is through years of turmoil, inculcating habits of perseverance, optimism, resilience and a strong will that excellence becomes a habit, almost natural to an individual.

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Q.11) "Civil Service is towards justice." Examin

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Q.11) "Civil Service is not about absolute impartiality but is about partiality towards justice." Examine. (10 Marks, 150 Words)

Impartiality refers to taking a decision without any bias. It is an important value for the civil services as —

1. It ensures objective decision making on the basis of facts.
2. It reduces corruption, favouritism and nepotism.
3. It leads to selfless service.
4. It ensures that public resources are effectively used.
5. It restores public faith in administration.

However, a civil servant must be biased towards ensuring justice because of the following reasons:-

→ Upliftment of all sections of the society - Eg- affirmative action for SCs/STs in the form of reservation

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in education and government jobs.

→ Judicious use of resources - Eg- laws for environmental protection such as Biodiversity Act, 2002, Water Act, Air Act etc.

→ International affairs - Eg- Principle of common but differentiated responsibilities in the arena of climate change summits.

Thus, one sees that a successful bureaucracy is partial in favour of a section to ensure justice and equity prevail and an overall sense of impartiality is maintained.

Q.12) Discuss the menace of measures taken for ensuring

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Q.12) Discuss the menace of corruption in public life. Also critically examine the measures taken for ensuring probity in governance. (10 Marks, 150 Words)

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anything in this Area)

Q.13] What is the present perception of public administration in the view of the general public? How can we reconcile "public" and "administration"?

(10 Marks, 150 Words)

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Section - B

Q.14) Government of India decided to come up with a plan to de-radicalise youths, influenced by extremist groups to join their terror outfits. Under this plan, a separate department was established under Home ministry. You are assigned a senior position in a newly created department. The department, thus created, was responsible for monitoring, counselling and rehabilitation of youths who were apprehended on their way to join terror outfit. Afterwards they were returned to their family members and were given an opportunity to start afresh.

One such incident comes to your notice where Mr. X who is a doctor by profession and was returned to his family members. He was intercepted and apprehended by security agency in Turkey while on his way to join ISIS in Iraq. However, after his rehabilitation, Mr. X found it difficult to adjust. No one was ready to hire him. He and his family witnessed nearly a social boycott.

You are the officer designated to monitor the progress of Mr. X. You received a credible intelligence report that owing to lack of social support and promising future prospects, once again he is in touch with terror outfit. You reported the whole matter to your immediate senior who shrugged it off and replied that Mr. X deserves this treatment owing to his misplaced allegiance and mistake. He ordered you to stay quiet and let Mr. X go about his business and, makes a promise that if he makes moves to join terrorist organisation, he will be arrested and put in jail.

- a) Would you adhere to your senior's order? Give reason(s) for your choice.
 - b) What are the ethical dilemmas before you? How will you resolve these?
- (20 Marks, 250 Words)

The given case relates to a radicalised doctor, who after being rehabilitated, cannot avail of any employment due to his past involvements with a terror group.

(a) My superior has ordered me to let go of the matter, arguing that such misguided people deserve this

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treatment. However, I do not agree with my superior and will not adhere to his orders for the following reasons:-

→ My job is to de-radicalise misguided youth. Thus, letting go off the matter shows dereliction of duty.

→ My superior's orders are biased and not objective since he is letting his feelings regarding misguided youth ^{come in} way of his duties.

→ As an empathetic individual, I feel Mr X deserves the requisite social support and employment. Otherwise, he will feel alienated from the society.

→ It may not easy to catch Mr. X as easily this time. He may also influence other misguided youth close to him.

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Therefore, I will ensure that Mr X gets a fair second chance by pulling him through the rehabilitation program once again and ensuring that he gets the social support and employment.

(b) Following are some of the ethical dilemmas I face :-

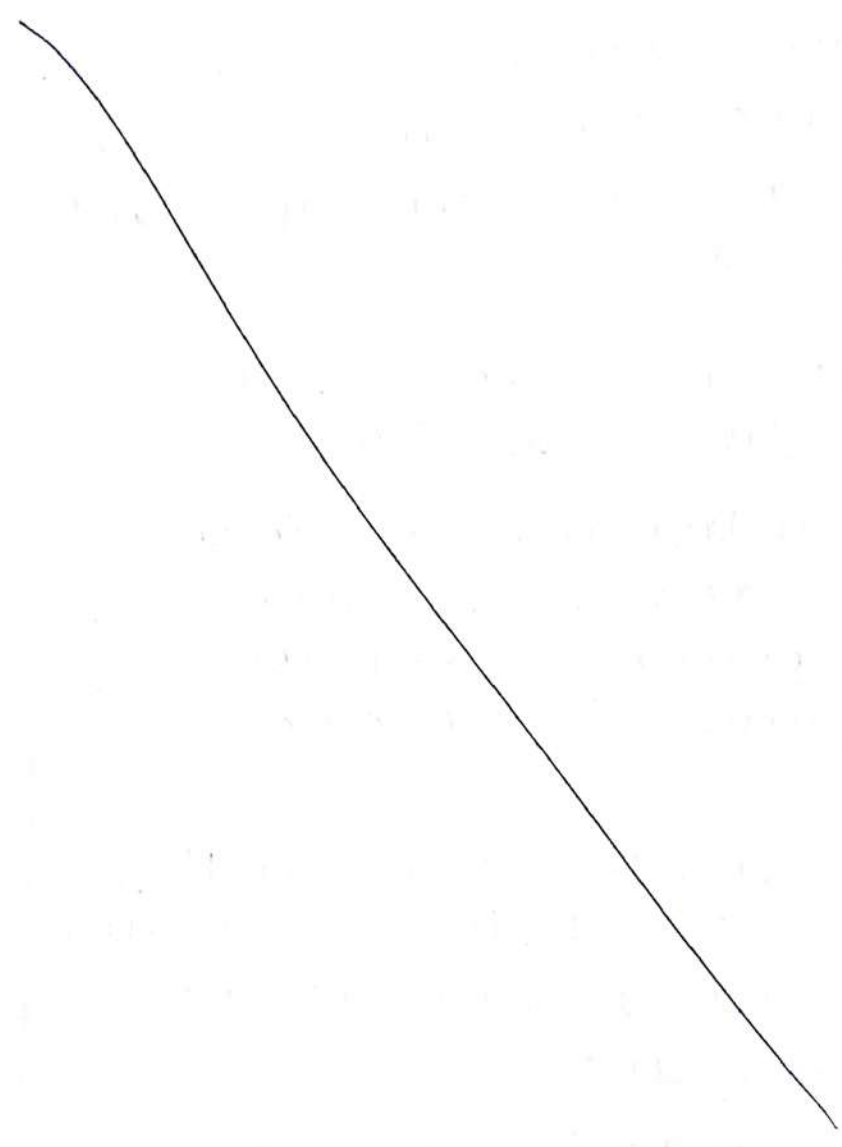
→ Loyalty ~~to~~ and professional attitude towards my given job v/s following my superior's orders and giving his experience due respect

→ I feel empathetic towards Mr. X but also I'm of the view partly that he has already been given a second chance

→ Callous attitude of the society which prevents re-integration despite intense government efforts.

Therefore, I will try my level best to ensure Mr. X's successful integration into the society.

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Q.15) Govern
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15) Government has issued a tender for a mega road project. As a senior official in the Ministry, you are responsible for issuing the notice, examining the prospective tender offers and selecting the final vendor for providing the services. You are an upright officer. One of your relatives owns an infrastructure company and his company have applied for the above mentioned contract. After preliminary examination, you have reached the conclusion that your relative's offer best suits the government requirement. Initially, you had taken enough care that you are not at all instrumental in helping your relative.

The Minister in charge of the Ministry wants you to allot the contract to the company of his choice-Company B. The said company has no previous experience in the field of Infrastructure. For contract to be allotted to company B, even the pre-established criteria may have to be changed. Therefore, you suspect the promoters of the company have made generous donations to ruling political party. The Minister is promising you career advancement in lieu of complying with him.

- a. Critically examine various conflicts of interest and explain what your responsibilities as a public servant are.
- b. Faced with this situation, what will you do? (20 Marks, 250 Words)

The given case relates to a situation wherein I myself face a conflict of interest considering my relative's company has applied for the bid. Secondly, this is a case of corrupt behaviour on the part of the minister as well.

(a) The various conflicts of interest are as follows:-

→ My personal conflict of interest between being completely unbiased

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towards all vendors but at the same time my relative's company has also applied for the tender.

→ The second conflict of interest I face is ^{between} unpartial, neutral, honest values that a civil servant is required to show v/s the Career advancement I will receive if I engage in corruption.

→ The Minister also faces a conflict of interest between adhering to his duties and values as a public servant v/s purssing his selfish interests by allotting the tender to the company which has bribed him.

(b) In the given situation, I will analyse the contracts once again with the help of a completely neutral third party.

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that my relative's company best suits the government's requirements, I shall talk to the minister.
→ I shall impress upon him the critical nature of the infrastructure.

I shall highlight that numerous infrastructure failures have led to hundreds of deaths across the country.

→ I shall tell him that as moral individuals who have been tasked to serve the people with integrity, honesty, selflessness and objectivity, such corrupt actions are against the oaths of our offices.

→ If he still does not listen to me, I shall go ahead and give the contract to my relative considering he

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is the best for the task. I shall keep all the tenders and the evidence for my decision safe so that they can be produced if need be.

→ Even if I suffer a career setback, I shall have the mental satisfaction of knowing that I was honest and upright in my job and a mere career setback is nothing if it ensures the safety of the people.

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Q.16) A soci... funded shel... ble sexual a... near distric... political cor... officials inc... protection... Also news... case. An F... police stat...

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Q. A social audit was conducted by a reputed national institution for all state shelter home for girls in your district. The audit has pointed towards possibility of sexual abuse of girls living in a particular shelter house located in posh locality near district headquarters. The shelter home is run by an influential person who has close personal connections with big politicians and has a good influence on government officials including district child protection officer. It is in the news that district child protection officer is involved in the case as an accomplice with shelter home owner. So news is coming of involvement of politicians and government officials in the case. An FIR has also been registered by the auditing institution with the nearest police station.

As the district magistrate, what actions will be taken by you in the case? Also provide the objective behind the actions taken by you.

The investigating officer of the case have cited the political pressure on him due to the ongoing investigation of the case. Also as the District magistrate, you are also getting frequent calls from influential persons pertaining to investigation for removing their names from investigation.

What measures will be taken by you to ensure free and fair investigation without any influence?

Discuss the safeguards that should be put in place to make sure that such cases do not occur in the future. (20 Marks, 250 Words)

The given case pertains to the sexual abuse of girls in a shelter home run by influential persons along with a nexus of government servants and politician.

(a) As the DM, following steps will be taken by me: ↓

→ I shall ensure that an investigating officer is appointed immediately to the case.

→ I shall also personally go through

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the social audit report of the auditing institution.

→ If the investigating officer finds conclusive evidence against the persons involved, I shall ask him to charge all of them.

Justification for my actions

→ The case involves severe abuse of power by those who have the responsibility of taking care of the girls. Thus, it is an aggravated assault.

→ As an impartial and honest officer who aims to empower women, I cannot allow such people to abuse women without facing any repercussions.

They need to be brought to justice

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2) In order to ensure free and fair investigation of the case, I shall take the following steps :-

→ I shall counsel the investigating officer to do his duty in an honest, selfless and impartial manner.

→ I shall ensure that he has the squisite resources and protection for the same.

→ Any influential person calling me will be informed that I intend on doing my job with the utmost integrity and honesty.

→ I shall write to the Ministry of Women & Child Development and National Commission for Women to take special cognizance of this case and provide extra resources and protection if need be.

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(c) Following are some safeguards that can be put in place —

(1) Regular audits by the State's Commission for Women should be carried out. & social worker

(2) An independent psychologist should be asked to conduct surprise checks. They should ~~be~~ engage with the girls and see if everything is alright.

(3) Since this is a case of the district officer colluding with the shelter home owners, regular transfer and auditing of his office must also be carried out.

(4) Such cases should be fast tracked and the strictest punishment must be provided to create future deterrents.

Thus, the sexual abuse of girls is a serious matter and must be dealt with swiftly and impartially.

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17) You are the Head of Department in a University. Recently, a clerical staff in your department was terminated from the job as he was found under the influence of alcohol during office hours. In the previous month there were a lot of complaints regarding his poor quality of work, tardiness and some incoherent behaviour. Later you came to know that this change in behaviour was concurrent with the death of his wife after a prolonged illness. It has also made him debt ridden. This may be further compounded by the fact that he has a daughter to marry off soon and a handicapped son to take care of.

He desperately needs a job. He has applied for a position at a private University and has already given your name as a reference. He pleads you to give him a good recommendation and not mention his drinking, which he assures you are now under control. He also asks you to mention that he voluntarily left the University to address a family medical crisis and that the University was pleased with his work. You like this person and believe that he is a good worker when he is not drinking. But you doubt whether he has really overcome his drinking problem.

Valid arguments can be advanced, both, for rejecting his plea with the consequence that his condition may become even worse and for accepting his plea with a noble intention, but keeping the third party in the dark.

- What could those arguments be?
- Could there be any better way to get out of this dilemma? If so, outline the main elements of this third way, pointing out its merits. (20 Marks, 250 Words)

The given case pertains to a clerical worker whose employment was terminated after he was seen under the influence of alcohol. He has now sought my help for further employment.

(a) Valid arguments can be presented for accepting & rejecting his plea-

(1) Arguments for accepting his plea

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→ The man has recently suffered the loss of his wife and has immense household responsibilities to fulfill. Thus, he desperately needs a job to fulfill these responsibilities.

→ He has personally assured me that his drinking is now under control.

→ He has served the previous institution well and is a good worker when not drinking.

However, if I accept his plea, I shall be hiding the truth from his employers. Such a dishonest act will prick my conscience as they will hire him on the basis of my word. As a person who is truthful and righteous in her dealings, I will suffer cognitive dissonance by accepting his plea.

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Arguments

- for rejecting his plea
- He has not been a good worker in the recent past.
 - I have no evidence that he is no longer an alcoholic.
 - Such an act will be honest on my part as I am not lying to his employers.

However, if the man does not get the job, his condition may worsen. As an empathetic person, I can understand his pain over losing his wife and the responsibility of two children. Thus, I will feel mental dissatisfaction of betraying him.

(b) There is a third way out of the situation as follows:-

- I shall talk to the man's children to find out if he has actually controlled his consumption.
- If he has not, I shall enroll

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him in a rehabilitation programme which are run free of cost by govt. hospitals.

→ If I feel he is attending regularly then I shall talk to his future employers.

→ Here, I will not hide the truth but I shall assure them that he is in rehabilitation and is a hard worker. I shall give them the guarantee of my word.

Thus, in this way, I have upheld my personal values of honesty and integrity while also ensuring that the man gets the help he needs in the form of rehabilitation and future employment.

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Q.18) You are for motor vehicle. Some of the the reason the office. Y gard with ca

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(8) You are the Chief of District Transport department, who issues registrations of motor vehicles. The office is plagued with corruption, delays and arbitrariness. The reason for all the other issues. You have decided to draw a citizen charter for the office. Your seniors and subordinates are also ready to support you in this regard with capacities, facilities etc.

Draw out a citizen charter for your organization and list out its merits. What are the difficulties you think could occur in implementing the charter?

(20 Marks, 250 Words)

The above case pertains to the transport department which is plagued with corruption and red tapism.

It is in dire need of a citizen charter.

(a) My citizen charter will have the following components -

→ Name, address and goals of the organisation.

→ Names and contact details of the chief of the department (me) and my subordinates in charge of the various sub-departments.

→ The details of the grievance redressal cell will be provided.

→ As far as possible, I shall try to provide a single clearance.

(Don't Write anything in this)

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Window for the services provided.
to reduce human interface

→ Details of consumer support for the website will also be provided

Merits

→ This will ensure transparency with the citizens.

→ The grievance redressal cell will ensure accountability amongst the employees and enable resolution of common problems.

→ The citizens will feel that their voices are being heard and this will ensure greater democratisation.

→ Online single window clearance will reduce the time spent by the citizens to visit the office. It will also reduce chances of bribery and overall

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corruption and red-tapism.
→ Since the goals of the organisation are stated, it will make employees realize the nature of their responsibility and motivate them to fulfill their role.

(b) Difficulties in implementing the charter :-

→ The charter will come into being without the employees owning it. This means they will not associate with it & thus, not fulfill their duties.

→ The charter may not be known to the citizens. As a result, they will continue to remain unaware of their rights.

→ Some citizens may not be digitally literate so, they will not be able to use the online interface.

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→ The online interface has other problems such as lack of internet infrastructure and installation costs.

→ The grievance redressal cell may not be responsive to the needs of consumers.

Thus, there is a need to ensure employee involvement in charter formation, spreading awareness and digital literacy and ensuring accountability of each department through regular monitoring and social audit.

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Q.19) You have been appointed by the Election Commission as a booth level officer to oversee the conduct of elections in a remote and under-developed area. For the preparations of elections, you have been instructed to ensure maximum voter turnout. For this, you conduct a series of meetings with the people in villages encouraging them to vote in large numbers. However, they confront you with the fact that despite so many previous elections, the promises made by representatives remain unfulfilled. And even the basic necessities of livelihood are not available. As such, they are not forthcoming even to listen to you, let alone giving assurances to participate in voting. Based on this information, answer the following questions:

- Identify the stakeholders in the situation along with their interests.
- How will you convince the people and ensure maximum voter turnout?

(20 Marks, 250 Words)

The given case relates to a situation where people feel unheard in a democratic setup and as a result, there is loss of public trust in the system.

1) Following are the stakeholders

1) Me, as the booth level officer.
My interest lies in ensuring a high turnout, thereby fulfilling the duty that I've been tasked with.

2) The Election Commission - Their interest lies in the conduct of election and ensuring a fair

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turnout so that the elections are free and fair.

(3) The people of the remote district
Their interest lies in making their voices heard and ensuring that development takes place in the district.

(4) The country at large.

A democracy can only function with people's participation and involvement. Thus, each citizen must be made to feel a part of the development process of the country.

(b) I shall take the following steps to encourage voter turnout:-

(1) I shall engage with the leaders of the community and

impress upon them the importance of voting in a democratic country

(2) I shall also ask them to engage with the various political leaders to campaign in the area. They should put forward their grievances to them as well. regarding the lack of development.

(3) I shall inform them of the NOTA - None of the Above option to register their discontent.

(4) I shall also ask one of the popular leaders of the community to stand in the elections themselves to improve their district.

(5) Lastly, I shall make use of social influence by involving popular figures in my electoral literary campaign. I shall also

put up nukkad nataks to involve the people in elections.

Thus, by means of persuasion and social influence, while using my emotional intelligence to understand the grievances of the community, I shall successfully resolve this problem.

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