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FIAS – 2019 – GS 4H/8G/12E/14D

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MGPO021419**ForumIAS**
ACADEMY**GENERAL STUDIES**

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Time Allowed: Three Hours

Maximum Marks: 250

INDEX TABLE			INSTRUCTION
Q. No.	Max. Marks	Marks Obtained	<p>1. Do furnish the appropriate details in the answer sheet (viz. Name, Email, Roll No, Mobile).</p> <p>2. There are NINETEEN questions printed in ENGLISH.</p> <p>3. All questions are compulsory.</p> <p>4. The number of marks carried by a question/part is indicated against it.</p> <p>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.</p> <p>6. Word limit in questions, if specified, should be adhered to.</p> <p>7. Any page or portion of the page left blank in the Question-Cum Answer Booklet must be clearly Struck off.</p>
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Total Marks:			
Remarks:			Start Time 3pm
			End Time
			Mode Of Examination : Online <input type="checkbox"/> Offline <input checked="" type="checkbox"/>
			ECN CODE:
			Evaluation Date:

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

ADDITIONAL COMMENTS



Section - A

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

(10 Marks, 150 Words)

Indian ethics have attempted to resolve the dilemma over 'absoluteness of ethics'. The Mahabharata tells us that 'Dharma' which loosely translates as ethics, morality, law is sthal-kal-sapeksa i.e. relative to the time & place.

Therefore rather than advising value absolutism, Indian scriptures provide for a middle path or moderation. The greatest supporter of moderation was Buddha who argued for 'Samyag' i.e. the golden mean.

The emphasis on golden mean or moderation allows society to evolve as per the needs of the times and also helps preserve the basic moral fabric.

We see the moderation theory applied by Indian philosophers in practise with Gandhiji undertaking 'civil obedience' with 'Ahimsa' or non violent mean.

The key distinction of moderation is not self appeasement but the fluid nature of Dharma. Thus the ethics allow leeway in means while they do not compromise on the ends i.e. 'Dharma' or a just society.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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

Altruistic hedonism means universal nature of virtues which are 'good' in itself. That is those virtues are not good only by virtue of their consequences but by the virtue themselves.

Ex: Gandhiji believed in Ahimsa as altruistic virtue and not merely as a political strategy to minimise British repression.

Public ethics:

i. certain values like Human rights and right to life, liberty and dignity are altruistic.

ii. They are foundations of a democratic society and necessary to establish Just society.

iii Indian constitution is a social document which provides for these virtue ethics and mandates supreme court to uphold them.

They provide the rationale for social order and existence of state going beyond the structures of state.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Socrates believed in dying for the values one believes in. He was sentenced by Athenian parliament for the heretic views & rather than changing his views or running away from Athens, he underwent capital punishment.

This ethical dying is ~~different~~ similar as well as different from Gandhian ideals of satyagraha.

Similarities

- i Both were willing to die rather than compromise with the principles.
- ii Both believed in human reason and accepted death as a step towards a just society.

Differences

- i For Gandhi, ahimsa was a positive force

- ∴ and he was not willing to kill someone.
- ii He was ready to face brutalities not as compulsion but as a means to reform the wrongdoer.

Gandhi's idea of Satyagraha & Ahimsa goes beyond Socratic 'ethical dying' and provides a robust philosophical basis for self-penalization as a means for political emancipation.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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

Understanding one's own emotions (Awareness) and ability to regulate those emotions is key to having a better 'Emotional Intelligence'. Daniel Goleman has outlined that all the great leaders were better at this emotional intelligence.

First, the ability to have intrapersonal intelligence. It allows oneself to understand true nature of emotions and clearly differentiate impulses from reasoning. It also allows leaders to be able to accept their mistakes. Ex: Gandhiji calling Non cooperation movement a Himalayan Blunder, and calling it off.

Second, Interpersonal intelligence allows leaders to ensure their message reaches masses.

∴ It also allows them better understanding of the people, their emotions and thus make them better decision makers. All the great leaders from Lincoln to Nehru were great orators and had that ability to sense the 'pulse of the people' helping them be better.

We also see leaders like Nelson Mandela & Martin Luther King who developed such intelligence not among themselves but also for their followers. ~~then~~

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Human existence and social interactions are defined by many values which often result in competition over priority, resulting in value conflict.

Common conflicts for public servant:

i. Personal / professional ethics : A civil servant deeply believing in Ahimsa might have to order lathi charge or shooting to quell a riot.

ii. Private / public interest : At times his/her private interests may hamper due to professional pressure resulting in poor work-life balance

iii. Value absolutism / Pressure to perform
sometimes procedures and

speed of work are antithetical and thus creating dilemma.

ex: longer process of contact ^{awarding} through auction to build shelter for homeless.

iv) Lastly conflict between laws and overall go: constitutional morality.

ex: An officer of NRC in Assam ~~starting~~ denying a 75 year destitute woman citizenship for lack of documents.

overcoming those conflicts:

i. Through the hierarchy of guiding principles such as statutes → laws → constitution → preamble

ii) Most important is to follow one's own conscience and also record the reasoning of taking the decisions.

Even the jurisprudence accepts mistakes of lapses done in "good faith".

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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

Probity implies having impartial and resolute way of thinking based on strong moral grounds, thus a synthesis of integrity & fortitude.

It is application of the high morals in simple actions of public service i.e. attending officer on time and in complex actions like not resorting to extra judicial killings.

Integrity is defined as ability to do the right thing, even when no one is watching. It implies steadfast commitment to one's own principles, even in extreme circumstances.

However it doesn't mean complete refusal to compromise. A public servant does not have the liberty of constructing

Castles of high morality ignoring the demands of governance.

ex: Using illegal buses/trucks to transport blood relief when govt does not have enough buses.

However this compromise cannot be with the larger 'ends' but only with short term 'means'.

The constitutional principles & one's own conscience guide a person in deciding such compromises and minimise their fallouts.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Behaviour of an individual is outcome of his/her attitude which is shaped by numerous factors as follows:

- i. ~~Most~~ Government relies on 'Laws' as the hard boundaries to prevent wrong behaviour of the citizens. ex: penalty for murder under IPC section 302.
- ii. However 'negative boundaries' do not ensure a positive change in society.
- iii. Society is often defined by its traditions and customs and it may not be possible by law to change it.
ex: women protection laws cannot ensure equal treatment for women.
- iv. Thus social influence & persuasion helps in creating a 'positive nudge' towards collective good.

ex: Nudging people to construct & use toilets through Swaccha Bharat Abhiyaan.

How it can help?

- i. creating awareness about the positive change
- ii. Initiating discussion among the stakeholders
- iii. Increasing participation and through continuous creation of examples.

ex: Beti Bachao Beti Padhao and Selfie with daughter campaign.

As seen in recent years, the persuasion or social influence is much effective & thus is now being institutionalized through Bottom up planning & social Audits.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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 is the ability of channelizing one's own emotions in constructive behaviour. It plays a significant role in a person's life.

Gandhiji used to say, "watch your thoughts for what you think, you become".

Attitude defines how a person responds to a situation. It defines their life choices and thus ability to succeed.

Attitude in success

- i. Most important role
- ii. Helps in understanding one's own weakness and overcome it while adding to the strength.
- iii. Helps coping up with performance pressure

and bear of failure.

iii Attitude also defines the long term success of a person as he/she is able to overcome short temptations or problems.

The attitude & its direct linkage to behaviour defines what a person is and his abilities.

Manasi Joshi was an amateur badminton player when she lost a leg in a road accident. She didn't give up, used prosthetics and with undying positive attitude won the BWF para Gold medal on the same day PV Sindhu won gold!

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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

Conscience is the ability of a person to judge what is right and wrong. The above statement is attributed to Gandhiji and Dr. Martin Luther King.

I agree to the above statement completely. Law of majority can be expressed in two ways. Either through explicit democratic process and elections or through social customs and traditions.

Both of them may not necessarily be right. Hitler gained power using democratic means & India suffered from inhuman practices of untouchability for hundreds of years. Both were immoral and wrong. ~~They~~

For an individual, the conscience must satisfy the test of 'reason and humanism'.

That's why we adore Oscar Schindler who saved hundreds of Jews and Raja Rammohan Roy who stood up against sati even when his family threatened to boycott him.

Having said that, it is difficult for a person to truly develop a conscience rising above to social norms. That's why education is the key to ensure we have conscientious citizens and not merely herds of sheep.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Aristotle believed in the power of ideas like his 'Guru' Plato. Plato believed that one can ~~bring~~ give shape to the ideas by merely thinking about them.

Aristotle disagreed and believed that 'ideas need a strong moving force' to implement and bring them to reality. He therefore believes in human actions.

For Aristotle, excellence is not one time act. It is what a person repeatedly does and therefore becomes a habit.

We see numerous examples from Sachin Tendulkar to Zakir Hussain who would practice for hours together to be better at ~~the~~ batting or playing Tabla.

Neurology also believes that repetitive actions often lead to developing the brain functions in synchronous manner. Perhaps that's why all the religions also focus on repetitive chanting or studying meditation.

In normal life we realise this dictum in simple ways. Uniformed soldiers are put through a strict regimen every single day to excel ~~into~~ in the most cardinal of the virtues i.e. discipline.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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

Indian model of civil service is 'permanent civil service' with constitutional safeguards. Thus it is expected to be impartial unlike USA where the idea is of a 'committed bureaucracy'.

While bureaucracy is expected to maintain absolute impartiality on political, religious, caste and gender grounds as mandated by Article 15 and conduct rules; the raison d'être of civil service or the state itself is to bring 'justice'.

Thus it has to remain ~~imp~~ partial towards justice as follows.

- i civil services cultivating empathy towards weaker sections of the society.
- ii while implementing rules & regulations, providing a humane face of governance.

ex: civil servants sympathetically helping an old person get his share in PDS, rather than rejecting the application.

iii It also implies working towards broader social justice and taking positive steps to cure social ills, beyond normal course of duty.

ex: civil servants participating in Swaccha Bharat Abhiyaan through 'Shram daan'

Granville Austin called Indian constitution a 'social document' & therefore civil service has a greater role in furthuring this social revolution

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Economist Bibek Debroy has estimated that public officials every year siphon off Rs. 95,000 cr using corrupt means. A Transparency International survey suggests that $\frac{2}{3}$ rd Indians have first hand experience of giving bribes.

Reasons for high corruption in India:

i. High level of discretion for public authorities.

ex: 2G, coal block allocation

ii. Poor conviction ratio and near zero impact on career progression.

iii. Broader societal acceptance of 'corruption and unfair means to earn money'

Measures taken

i. Prevention of Corruption Act amendments now allow attaching property of the accused

ii Lokpal as the national ombudsman for all the civil servants including MP/MLAs

iii Increased empowerment of citizens through

- RTI
- Loksewa Guarantee Acts.

while the measures are well intended, they fall short.

i CVC, CBI often criticized for poor performance & as a 'caged parrot'

ii India needs a truly accountable public service which could be achieved only through increased public pressure & systemic reforms such as

- a) civil service Board insulating them from political interference.
- b) Rooting out influence of money in politics.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Max Weber believed in the 'ideal type' of authority as the impersonal technical bureaucracy based on 'legal-rational' authority. That resulted in 'public Administration' as the independent state function to be carried out by a specialized cadre.

However the current perception of public administration is "off the people, by the people & for the people". The state bureaucracy has become a self serving machinery and is perceived as 'mai-Baap Sarkaar'.

Reconciling 'Public' & 'Administration'

- i. Reorienting Administration towards its essence i.e. Public service.

ii Empowering citizens relative to the administration

- Right to Information
- Citizen charters
- Lok Seva Guarantee Acts.

iii Increasing public participation in the governance through

- Bottom up planning
- social Audits
- Grass root democracies.

The administration in short must move from 'procedural propriety' to 'outcome oriented actions'

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Radicalisation of youth through online platforms & social media is a serious issue in India. ISIS is believed to have recruited 15,000 youth from the entire world to fight for terrorist causes.

The ethical dilemmas in this case are as follows:

1. National security vs. the well being
- of X and his family.
2. Chain of command (i.e. Seniors advice)
and vs. my personal conscience.
3. ~~State~~ → social sanctions, stigma and
Islamofobia vs social harmony and
dignity of the individual.
4. High handed approach of state resulting
in further radicalization i.e. Law vs
Justice.

Adhering to seniors advice.

- i. I will not adhere to my seniors advice,
knowing fully well possible implications
on me.
- ii As part of 'deradicalization' efforts, my
job is to ensure the youth gets back to
mainstream society.

For whatever reasons he is not able to, it defeats the very purpose of initial efforts to prevent Mr X.

iii Here, taking the actions to logical end is more important and thus I will follow my own conscience.

Course of action to resolve the dilemma:

i. First I will get in touch with X and his family and assure them of my support.

Creating the atmosphere of faith and confidence is key to ensure X doesn't join ISIS again.

ii I will document my efforts to ensure I am able to justify the actions later.

iii I would explore options to get him a job in some firm where I could keep watch on him & also provide him financial security.

iv I would ~~from~~ appreciate his family of their role in ~~main~~ keeping him at home and also inform them of consequences if he were to slip again.

X is an Indian citizen and a misguided youth. Treating him justly will create a positive example and reduce the terrorists appeal and their ideas.

As Yuval Noah Harari has outlined, "the biggest challenge of terrorism is the overreaction to it". Thus appropriate humane reaction is the solution.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.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.

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

Corruption or malpractices in public works is the most visible form of corruption which denies socio-economic justice to Indian people and weaken the growth story.

Conflicts of interests here:

i. My professional responsibility vs personal relation [Impartiality]

- Having a close relative bid for the tender is the very definition of conflict of interest.

My responsibilities as a public servant

- a) Bringing the fact on record and to the knowledge of seniors
- b) Ensuring that my relative is ~~not~~ treated favourably or unfavourably.

ii) Neutrality and probity

- Minister suggesting me to allot ~~it to~~ ^{the tender} company B.
- violates my neutrality & probity, questioning the integrity of my decision making.

My responsibilities

- a) Awarding the tender on its merit.
- b) Ensuring the best possible ~~case~~ contender wins. i.e. fairness of the procedure.

My course of action

- i. I will bring the fact about my ~~involve~~ relatives bidding for contract on record,

in the interest of full disclosure.

ii Then I would continue the tendering process unless specifically ordered to stay out.

iii I will create ~~sub~~ strong paper trail for each levels of tendering process. I would ensure there are two tendering methods used i.e.

1st : Eligibility criteria

2nd : Financial criteria.

iv I would use the online tendering platform of Govt. of India prohibiting any external influence on tendering process.

v I would politely refuse the minister of his ~~request~~ ^{direction} to award tender to the company B.

I would seek written instructions

if he persists.

vi. Through strong documentary process, I would ensure the tender is awarded on merit & not due to fear or favour.

As the guardian of public resources, it is my 'fiduciary responsibility' to ensure just & fair procedures. I would ensure the same through ~~robust~~ to a well documented process.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.16) A social audit was conducted by a reputed national institution for all state funded shelter home for girls in your district. The audit has pointed towards possible sexual abuse of girls living in a particular shelter house located in posh locality near district headquarters. The shelter home is run an influential person who has political 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. Also 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)

Sexual abuse of girls in shelter homes is the worst example of abuse as the perpetrators prey on the weaknesses of girls under the disguise of being social reformers.

As the District magistrate I am the representative of the state which aims to provide equality, justice and dignity to all individuals. Thus I will take extremely strict actions.

- i. First I would ^{get} conduct a medical examination of girls and also use counsellors to help them come out of trauma & ascertain the extent of exploitation.
- ii My first priority would be the welfare of the girls. So I would transfer them to other shelter homes of better repute.
- iii Then I would immediately suspend and arrest the District child protection officer for
- molestation & sexual abuse
 - dereliction of duty
 - criminal conspiracy
 - breach of trust & violation of civil service conduct rules.
- iv I would create sufficient public awareness about the case through media to insulate the influence of shelter home owner. Next step would be to arrest him.

v. Then I would proceed to thoroughly investigate the case and also order simultaneous such audit of all the shelter homes in my jurisdiction.

3. Ensuring true & fair investigation

i. First arresting all the main accused under the new & stringent procedural amendments to protect POC SO Act & amended IPC section 376.

ii. Assuring the Investigating Officer all the support.

iii. Involving media through regular briefings & creating public pressure.

iv. Involving National Commission of Women & National Commission on Protection of Rights of children

v. lastly approaching the High courts as the guarantor of fundamental rights.

Safeguards:

- i. Detailed ~~and~~ annual audit of such shelter homes through NGOs and third party auditors.
- ii. Better conviction of the accused to create an atmosphere of 'rule of law' and safety for women.
- iii. Creating awareness among the girls about their rights and malpractices of abuse.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.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)

Increasing instances of alcoholism are becoming prevalent in India. A preliminary survey of WHO predicts nearly 3.5 cr addicts in India!

In above case there are valid arguments for rejecting or accepting the request of the staff member to provide a positive recommendation.

Adhering to his requests.

- i. morally right thing to do to help the needy
- ii It will help his family, his daughter & the handicapped son.
- iii ~~At least~~ Negative recommendation would surely make him loose the chance to come out of vicious cycle.

Rejecting his request

- i. wrong to provide factually incorrect information, akin to defrauding the new employer.
- ii Question made on my own judgement & personal integrity.
- iii No guarantee he will behave better at new job.

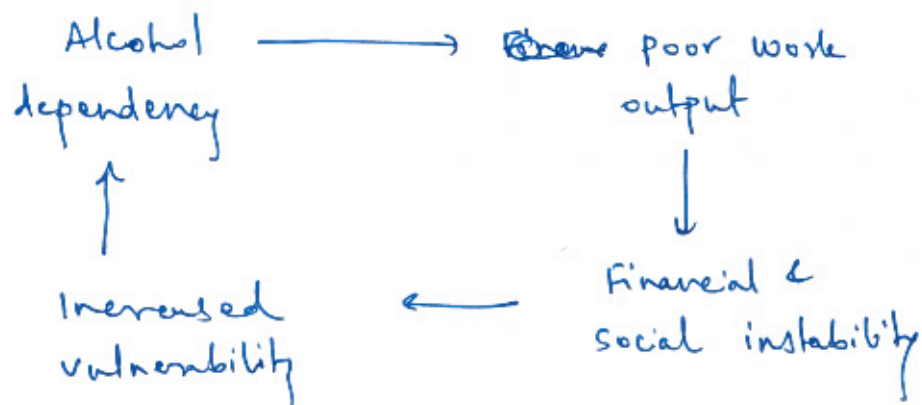
Way out:

~~The root is~~ The main problem here is not to give or to give a recommendation.

The core issue is inability of my erstwhile staff to manage his emotions

- ↳ - sorrow of losing wife
- Tensions for wellbeing of children
- Inability to augment financial resources.

It results in vicious cycle of alcoholism.



i. I would first ask the staff to meet me in person to judge the level of his alcoholism.

ii. Then I would get him admitted to a rehabilitation centre. I would assure him of all my support only if he is able to dissociate emotional vulnerability and

alcohol dependency.

iii I would tell him that a positive recommendation would be contingent upon fulfillment of rehabilitation course.

iv Based on his performance I would give him a recommendation.

v In the meantime I would find out any other ways to help the children in their education (specialized education for son).

vi I would also explore employing the girl in my dept. as research assistant or intern to help the family.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



Q.18) You are the Chief of District Transport department, who issues registrations for motor vehicles. The office is plagued with corruption, delays and arbitrariness. Some of the citizens complained that the absence of citizen charter in the office is 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.

a. Draw out a citizen charter for your organization and list out its merits.

b. What are the difficulties you think could occur in implementing the charter?

(20 Marks, 250 Words)

~~So~~ Absence of simple and clear procedures is the first step of encouraging corruption. Indian governance systems are extremely complicated and thus promote corruption.

My citizen charter would look like following:

i. Clear information about the Transport Department, its governing laws and rules.

→ Motor vehicle Act

→ Traffic rules.

ii. ~~Establishing~~ Details of the officers / staff including their service mobile numbers & email IDs.

- iii clearly laid down process map of obtaining license, obtaining vehicle registration and other processes, including timelines
- iv outlining role of each vertical or each officer in the dept along with his responsibilities, including grievance cell.
- v Establishing an inquiry desk with this information and staff to guide the citizens.
- vi uploading it online & seeking citizens feedback

Merits :

- i. It will provide clarity of information to the citizens & what procedure is ~~that way~~ supposed to be followed.
- ii It will reduce the staff's time & energy in explaining the process.
- iii It would root out middlemen & facilitate citizens requests faster & in equitable manner.

(b) possible difficulties

- i. Having a citizen charter is ~~not~~ necessary but not sufficient.
- ii. overcoming nexws of corruption between staff, middlemen & even political linkages would be a challenge
- iii. updating the citizen charter ~~and~~ timely is also a difficulty.
- iv. lastly improving work culture of "Babws" towards facilitating the ~~to~~ people's service delivery.

various tools to achieve that:

- i. Computerization and digitization.
- ii. Bi Government process Reengineering.
A fabulous example analogous to ~~passpor~~ Transport dept. is

The renewed Passport systems which is completely digitized, has built in safeguards to check delivery time and kind out the logs if any. Also minimal ~~interference to~~ interface with people helps in reducing corruption.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	



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)

Free & fair elections with fullest participation of people is the cornerstone of Indian democracy. A similar incident occurred in Arunachal Pradesh with villagers embarking upon 'no road, no vote campaign'.

(a) Stakeholders in the situation & their interests

- The people → Getting basic necessities of livelihood provided.
Allowing a 'dignity' of life to participate effectively in the political process.

- ii Election commission → Maximum turnout & better electoral process
- iii political parties → Increased voter participation and ~~using~~ mobilization for their cause
- iv media → outlining the state apathy for the villages & creating awareness.
- v Me → fulfilling my professional responsibility as Booth officer and duty towards the constitution.

(b) way out :

- i. I would first ascertain the most basic of their demands such as Primary health care centre or a school or roads or bridge.
- ii Then I would use the constitutional authority vested in me flowing through Article 324 and involve district (Tehsil) administration towards providing that 'one'

demand of the villagers.

iii In absence of some action from me, villagers would have no reason to trust me. so I will win their trust first.

iv Then I would involve the political parties & their candidates to ~~exp~~ also campaign in the villages.

v I would personally request the District magistrate, Superintendent of police, BDO and even Election Commission officials to visit the village.

Most-often development doesn't reach villages due to lack of geographical or political connect. As a booth level officer I would establish that first connect to promote villagers to participate in elections. I would use

Election Commission initiatives of SVEEP
& awareness programs to improve
participation in the electoral process.

Feedback (For OFFICE use only)

Structure		Content	
Question Interpretation		Total :	

Mentor Feedback Questions

- 1
- 2
- 3
- 4
- 5

Test Goal

- 1
- 2
- 3

Outcomes

-
-
-
-
-

Marking Scheme

Marks	Good	Average	Below Average
10 Marker	3.75 – 5.0	3.0 – 3.5	< 3.0
15 Marker	5.75 – 7.0	4.0 – 5.5	< 4.0

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