

GENERAL STUDIES - PAPER - IV

Time Allowed: 3 hrs.

Max. Marks: 250

Q	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> • There are 18 questions. • All questions are compulsory • The number of marks carried by a question/part is indicated against it. • Content of the answer is more important than its length. • Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p> <p>(Note: In Section A, Q.No. 4 carry 20 marks and word limit is 300 words. All other Questions in Section A carry 10 marks each and word limit is 150 words each.)</p>
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71.5

Name Jatin Kishore

Roll No. _____

Mobile No. _____

Date _____

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1. Invigilator Signature M. J. J.

2. Invigilator Signature _____

REMARKS

GS SCORE
MOCK TEST SERIES 2019

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Section - A

Q1. What are the advantages and limitations of the deontological approach to governance and in the maintenance law and order? (10 Marks)

Deontological approach deal with the necessity of the purity of the action or ^{be specific} mean to achieve an outcome. It is a broad outlook which focuses both on means & end.

Advantage in Governance & maintenance law & order

- ① It bring out humane Governance & intem ethical Governance
- ② It take citizen centric view of development
- ③ It increase confidence and respect of citizen towards public institution like ~~pat~~ Police
- ④ It also make public participation effective & help govt to bring change. ^{more tough & general & vague right arguments.}
- ⑤ It protect individual Human fundamental right.

Limitation

- ① Extensive focus on process can make difficult for govt. to achieve any outcome.

Remarks

Here, morality of an action is based on whether the action in itself is right or wrong.

① People may mistake it for inefficiency of institution to mend behaviour or to bring change.

② Status quest

③ Instance where Individual right collide with community right like sabnamas, jalupattu, deontological approach may not be hold valid.

Howsum & joining on

Teleological approach along with Deontological approach bring efficient & effective governance & maintenance of law & order.

↳ This system works on foundation of absolutes.

↳ There is no room for negotiation with choice.

Q2. You are a Principal at a high school and you want to help your students resist being persuaded by seeing the advertising messages for alcohol. What strategies would you use to help your students resist these marketing attempts? (10 Marks)

- Students are seen to be drifting to various ill habits like smoking & drinking ^{Disorders} mainly through advertisement, movies or other ^{children are at} means.
- To stop students from being persuaded by advertising messages, As a principal, I would take certain steps like
- Informing the effect of ~~sm~~ alcohol on the body & mind through interactive stories, case study etc. ^{influence through}
 - Bring out the emotive component with regard to Alcohol Negative effect like effect on their parents, friends etc. ^{can be} awareness
 - Arrange a seminar by a respected public figure or celebrity to persuade students to keep distant from Alcohol.
 - Involve parent, student, Guardian so that after school they get motivated to keep out of alcohol.
 - Find out students that already consuming & encouraging alcohol to follow rules and ~~no~~ take necessary steps to limit this.

Remarks

→ Allow student to make pledge to ~~to~~
not include in such act in morning
prayer. ~~strengthen~~ their value system

story with this, as a
principal, I would request Govt. authority
to filter such advertisement & strict
monitoring of shop ~~at~~ so that no sale
to minor happen.

C Renewed focus on extra-curricular
activities. It keep children involved
and at peace of mind.

2/2

Q3. What is Ambedkar's understanding of "Constitutional morality"? How can it provide a framework to resolve conflicts in the Indian society having ethical pluralism?

(10 Marks)

Constitutional morality refer to the value inscribed in our constitution & adherence to core principles preached by it to our society. value of equality, justice etc. tolerance, secularism. of constitutionalism

Ambedkar's understanding of const. morality include that the const. morality must proceed before community or social morality. see to Ambedkar, const. morality is a way to transform or modernise the traditional society of India.

It provide framework to resolve conflict in society having ethical pluralism.

(c) In India, many community follow diverse set of ethics & by value of secularism society coexist with each other. secularism not only by community but also by govt. machinery that str- is to maintain equality.

Remarks

① By Equality, Constitution does not prefer one community over other rather prefer Gandhi's sarv dham sambhav.

② It also provide affirmative action to create level playing field by the value of equality, justice.

③ Beambhe preachs brotherhood, fraternity for community harmony.

④ SC by holding constitutional morality took tough decision in Sabrimala, Haji Ali Dargah & Jalukattu.

↳ any attempt of homogenization is prone to violent resistance.

↳ Kinship significance of constitutional morality as — it is the common minimum moral goals.

6

Q4. Answer the following three questions:

- (a) What is Confucius famous for? Why are his teachings still relevant in the modern society?
- (b) 'Weak value system in families eventually transcend to weak social, political and administrative systems, leading in turn to degeneration of the whole nation'. Comment.
- (c) 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce such problem creation'. Illustrate your opinion.

(20 Marks)

Confucius is ~~the~~ ancient Chinese philosopher who believe in social & ethical principles & not in religious doctrine.

expanded system of political philosophy

In a age of religious fundamentalism & radicalisation, Confucius philosophy had relevant to look think for social & ethical principles rather than religious morality. Ex: Killing innocent people on a name of God as seen in New Zealand, Solanka bombing etc.

Also in time of moral dilemma, religious doctrine may induce biasness like killing animal but religious scripture allow it. Hence at that time thing for social & ethical principles can use to solve such situation. As. to Mahabharat at time of crisis, heart of good man become self authority.

Remarks

highlight ethical moral values along with the example.

G. Compassion, altruism, self-restraint.

b) Wilson churchill said that healthy individual make healthy society which in turn make healthy nation. This summarise the importance of value system of individual

value of individual got shape by various agency like school, friend & specially family.

value of system of family manifested in different walk of individual personality

① father paying bribe to child to hide a fact from mother inculcate value of dishonesty

② violence inside home make child more violent & acceptable to use of violence

③ Disturbance, broken marriage, adultery have child socially & emotionally weak

④ Authoritarian family inculcate value of obedience, low confidence & kill innovator & leadership qualities.

Hence to make Great nation, we have to have healthy & happy families.

The family value system inculcates the moral values of tolerance, non-violence

Remarks sympathy, compassion, harmony etc.

(C) Human societies in current phase denoting as materialistic, consumerist society which still of man unable to solve it. Acc. to Gandhi, There is enough for need but not for everyone Greed. Also the amount of clothes among society & violence due to decrease of social value system & increasing competition among themselves for limited resources make problem beyond the ability of human.

Here it require ethical & behavior change. Happiness has to find in what you have rather mindless pursuing for more. Indian value system focus on internal happiness rather than material happiness. Some measure can be taken

- ⊙ Yoga, meditation
- ⊙ thinking about meta thinking
- ⊙ Internal control
- ⊙ Nishkam Karma as suggested by Gita.

while analyzing on a broader level, increasing conflict is creating problem at utmost level in the society

Remarks

And inculcating ethical and human values would provide better situations.

Q5. Explain and elaborate the following statements:

- (a) The best way to find yourself is to lose yourself in the service of others.
- (b) The only true wisdom is in knowing that you know nothing. (10 Marks)

Remarks

Remarks

2/12

Dutle incidents
while explaining

GS SCORE

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Q6. How did Nelson Mandela's life establish the power of "forgiveness over revenge" and "reconciliation over justice"? Explain using events from his life.

(10 Marks)

Gandhi ji : have the evil and not
evil Doers.

Nelson Mandela life is a great example
of such act. He show great exhibition
of forgiveness over revenge & reconciliation
over justice.

Nelson Mandela : fight against
apartheid, the worst form of racial
violence & discrimination in south Africa.

By changing the conduct of
white people & coming into political
power he show ~~for~~ forgiveness
over revenge. As apart from coming
into power, he encourage common
living, equality, fairness, justice
to anyone regardless of race, color,
caste, religion etc.

He show reconciliation →
by showing equal respect & love to
the people who are hostile to

Remarks

him. Justice demand the punishment of executor of apartheid, however Mandela focus on reconciliation by forgiving and providing equality not just for Black but also for white people.

Due to Nelson Mandela & Gandhi's conciliatory approach, India & South Africa share great historical & cultural bond even till today.

✓ The ques demands you to highlight / discuss the approach of Mandela towards apartheid regime after his release from prison.

↳ 24 years of prison

Briefly explain what Reconciliation is

3

Q7. How does learning play an important role in the evolution of an individual, a system and a society? What are the prerequisites of a learning mind? What are the main obstructions to learning? (10 Marks)

Man is a social animal. It grows from infant to social member of community through learning & socialization. role played by learning

① learning makes individual that we call 'human' & 'humanity' ^{value!} cherished by individual.

② learning can make individual capable to realise its potential & to contribute to nation & society.

③ learning can help to evolve better than we are yesterday. It will enable to become efficient & more intelligent.

④ learned society cherish the values of learning which inculcate in next generation.

⑤ learned nation can help to enhance quality of life of its member & citizens other in area of economic, political & security arena.

Remarks

learning helps us evolve by enhancing growth, broadening horizons, building perspectives

Prerequisites of a learning mind

- ① Humility ✓
- ② Intellectual Integrity ✓
- ③ Support from society, family, nation to promote learning ✓
- ④ Inclusive culture also for eccentric ✓

Challenges

- ① Religious obscurantism & fundamentalism ✓
- ② Close society not seek new values ✓
- ③ Self centric attitude ✓
- ④ Education for money & money for education ✓

attention deficit?

As Aristotle suggest education without educating mind, is no education at all.

Hence, there is need to create an enabling environment to promote learning, new ideas, freedom, & consensus.

Q8. Bureaucratic morality in any society is but a mirror of the political morality prevailing there in. Explain and illustrate with the help of examples. (10 Marks)

Morality of any institution is shaped by the institutional morality and morality of the leader or person holding the institution. It gets influenced & also influences the morality.

As it works under Political as Executive master which get influence by the vision & leadership of leader. It is said that Bureaucratic morality is mirror to political morality. Bureaucracy is under the political master which get influence by the vision & leadership of leader.

Ex: Under Nehru, which is considered as Democratic, modernist, bureaucrats also learned democratic values & inculcate modern values like atomic energy, ISRO, Judiciary etc.

Also However it is not always a mirror of political morality.

Morality of Bureaucracy is based on constitutional morality which uphold

Public Interest. we see cases where
 bureaucracy differs from Political morality
 & uphold larger Public Interest.

Ex: Under centralist tendency of Indira
 Gandhi Govt, Judiciary assert itself
 to save constitution.

- T. N. Seshan : strength Election commission
 to safeguard free & fair election
- Vinod Rai : unearth various scam of
 UPA II Government.

Here, it is very important
 to find delicate balance b/w Political
 & Bureaucracy, also morality of
 institution is need to strengthen on
 broad term like Constitution,
 Public Interest to safeguard any institution
 to ~~also~~ ~~propagandise~~ propagate the constitutional
 morality. Discuss how Bureaucrats are
 neglecting public from Pub. Ad
 The quality of politics — most imp.
 determinant of integrity of public
 servants

Remarks

Give suitable examples

Q9. What do you mean by integrity? Why is integrity called the supreme quality of leadership? What is the relation between honesty, integrity and probity in administration? (10 Marks)

Integrity is ability to be consistent with what we think, ~~state~~ we do.

It is ability to stand on our moral grounds even in adverse situations.

Integrity is called supreme quality. It is said if you have integrity nothing more matters & if you don't have integrity nothing else matters.

It is supreme because

① It inculcates other values like honesty, humility, ~~to~~ responsibility, dedication.

② Integrity not only helps in personal life but also in professional & spiritual space of life.

Relation of integrity, honesty & probity is interlinked & inter-connected

Integrity is considered as a backbone of other value which support other value.

Honesty means to be true to the best of one's ability in any situation.

Integrity is a integration of value of integrity & honesty in the application or conduct of behaviour.

It is seen as a Maximist approach to conduct which also accompanied by strong emotion to be true to any situation.

Integrity in administrator gives humane & critical governance. Also it bring efficiency, effectiveness & economics to the Administrator.

→ Before explaining relation b/w these — clearly mark the differences b/w these three.

Q10. What is sensitivity? Is it a strength or a weakness for a civil servant? Give reasons and also cite examples. (10 Marks)

If simply
mean
one
can
with
feelings
subjecting
experiences

sensitivity is a ability of a person to become emotionally aware for the external event.

civil servant as per 2nd ARC need to be objective, see compassion, & emphatic towards the goal of public interest.

sensitivity is regarded as a primary value to become compassionate. However it is strength or weakness is depends upon the ^{other} personality that of civil servant.

sensitivity is some situation regarded a strength like vargese one sensitive about the report by foreign media about quality of milk, started & promoted Amul in India.

Also, Harch Mandel sensitivity towards Tribal & Dalit make him one of the big human right activist.

Remarks

Also some time sensitivity bring status quo
 Δ inability of civil servant to take
 tough decision.

Here as institute suggest
 the doctrine of mean which suggest
 civil servant to not become too insensitive
 & too sensitive.

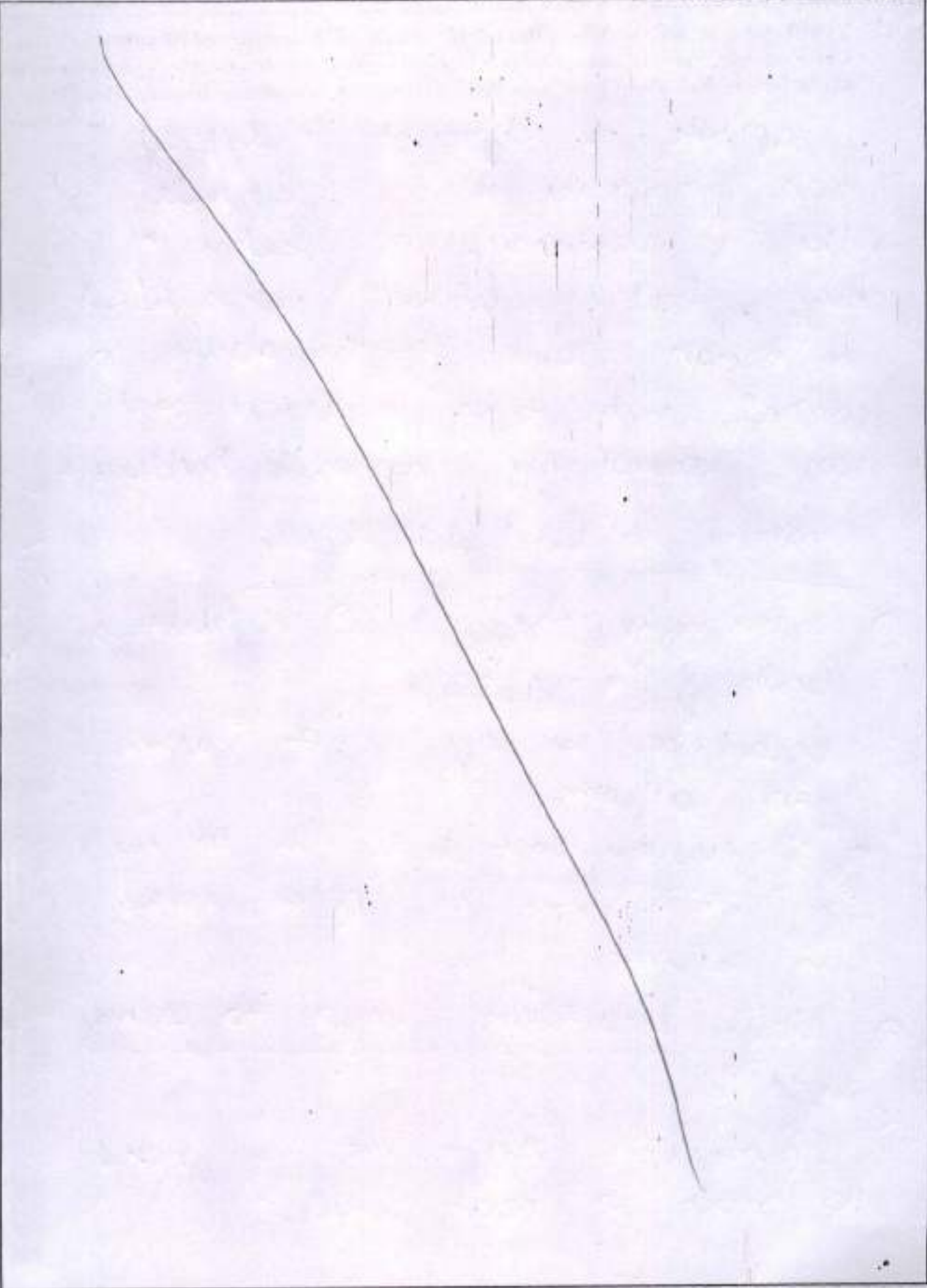
Hence the strength of civil servant
 lies in the balance of knowledge,
 Also it depends upon how civil servant
 mobilise it emotion to become better
 for public interest.

↳ Sensitivity ensures better
 identification of problem.

↳ Ensure effective delivery of public
 service.

Q11. "Profit with integrity leads to sustained growth". What do you understand by this statement? Discuss the ethical dimensions involved in relation to businesses, entrepreneurs and start-ups contributing to the economic growth and development of the nation. (10 Marks)

Remarks



Remarks

Q12. Your friend is an amazing athlete. He excels at basically every sport he tries. Unfortunately, you are not quite as athletically gifted. What strategies can you use to avoid feeling bad about your own sport abilities in comparison to your friend?

(10 Marks)

Attitude is different in different person. However, it is a attitude that make a difference. The feeling of envy, bad, jealousy is natural to human, but if our ability to control make us intelligent and more specifically Emotional Intelligent.

Strategy to avoid such feeling

- ① understanding the natural capabilities & limit of my body.
- ② encourage ~~for~~ my effort rather than outcome.

It is ~~the~~ ^{the} pursuit of 100% dedication to my aim which give me happiness rather than outcome.

③ Doing Meditation, yoga to control mind →

- ④ Encourage & appreciate my friend to reach to next level.

Remarks

- ① support my friend in his rough time
- ② cherish the art of sportmanship
& not gamemanship.

In the end, sport is for
self improvement, to become better
person rather than to envy, competition
& jealousy.

As I call my opponent my friend,
that means I would be happy for
the achievement of my friend.

→ You can rather refresh
your goals and appreciate
your own gifts & talents.

Section - B

Q13. A primary school building is being constructed in a remote village, by the local Gram panchayat. Panchayat functionaries do not have sufficient expertise and the Engineer-in-charge of the project rarely visits the site. People of the nearby villages fear that substandard materials are being used in construction of the building. Villagers fear that the school building might become unsafe for their children. One of them (villagers) has taken the task of exposing the corrupt practices, through RTI.

- What are the various options before the villager?
- Examine the merits and demerits of each option. According to you, what should be the ideal course of action and why? (20 Marks)

The case involves lack of capacity of Gram panchayat in building primary school and apprehension of ^{adopting} sub-standard building process.
It also risk life of young student and staff from building.

various option available are :

- filing RTI and analyse its response in depth.
- Mobilize gram sabha and some NGO in ~~the~~ Social Audit of construction.
- Till truth about building revealed, ~~the~~ student should refrain from attending school.

2) Merit

- filing RTI & analysing its report give proper account of expenditure *
- It can give some evidence of corruption

Remarks

is indeed is done.

Demeit

① response from RTI may take 1 month, till then life of young student can't be put to risk

② Also capacity of villagers to apprehend RTI response may be limited.

b) Meit : Mobilizing NGO & gram sabha in social audit can help in capacity building of villagers & also give quick analysis of situation.

① leap Demeit : ① ^{without} legal backing for social audit, it may be difficult to operationalise.

② Since village is remotely located, it may hinder mobilization of NGO & other expert civil society.

c) Meit ① Restraining student from attending school can safeguard potential risk to student & staff.

② Further it will help in quicker resolution of issue

✓ it is nowhere mentioned, that while the building is under construction, students are attending the school
 limit yourself to the given situation

Remarks

Demand ⊙ Student Right to education may be violated

⊙ Also it waste precious time of student to get education.

Ideal course of action

⊙ According to my ideal course of action would be

→ Mobilise NGO & expert body and gram sabha in social audit

→ Meantime, RTI should be filed

→ If found any delinquency, corruption charge should be framed against engineer in charge.

→ During the process, student under right to education programme, can be rehabilitated to another school.

→ In a long run, capacity of Gram panchayat & Gram sabha need to be enhanced through program like Panchayat Gram swaraj abhiyan.

→ Reason for such action would be to create win-win situation & a way that student right must not be violated & their safety is also not put to risk.

→ Also such measure will create strong message to bring efficiency in ~~work~~ working of any work.

Remarks

Q14. There was a residential school situated in the remote part of the country in which approximately 250 boys of class IXth and Xth used to stay and study. The School Principal had his residence in the school premises itself. The Principal used to attend and participate in the daily morning prayers and take both his meals along with students. He was a kind-hearted and empathetic person who also used to provide moral education. The students liked and admired him not only because he preached, but he also used to set personal examples.

On the basis of the above information, answer the following questions.

- (a) What could be the contribution of the school principal in attitude formation of the students?
- (b) If one of the students gets into civil services at a later stage, what impact and influence does the school have on his attitude and behaviour? (20 Marks)

The case misvalue imparting ~~to~~ education specially moral education through role modelling, & emphasis on practice.

(a) Attitude is a learned tendency to behave to certain object in certain manner. Attitude formation is complex task ~~but~~ it and include many factor, but school educators play very important role as student are in their early phase of learning life.

Contribution of principal will be

⇒ Principal through observation learning, inculcating value of commitment, punctuality by regular attending prayer & residing in school premise.

⇒ He also inculcate value of empathy

Remarks

* & equality by having meal with student.

⊙ He also by role modelling, encourage student to have ethical conduct in their behaviour.

(b) As student get moral education at early stage of his life, ^{student} on getting into civil service, school may have deep effect on his attitude & behaviour.

⊙ Civil servant likely to show positive attitude towards equality, commitment.

⊙ Also may show value of Empathy, compassion, leadership as he may like to ^{lead by} set an example, teamwork spirit.

⊙ ~~Since in IX & X he stay in~~

However, the exact impact of his attitude or behaviour get influenced by many factor after of his IX & X school education.

The situation, he ~~play~~ placed after his school may also improved his value system.

However there is great chance of upholding high regard toward ethics & values due to early value education.

Also add :- That the principle is leading by example — it not only affects our cognitive level but also at behavioural level.

Remarks

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Q15. There are spiritual gurus and social activists who enjoy a big fan-following among people. Their messages flow easily among masses & people follow them. However, the government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above:

- (a) Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programs is good? Give reasons.
- (b) What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (20 Marks)

The case involve low participation of people in government effort and on a mean high regards of people toward spiritual gurus. It involve dilemma of involving guru in programme promotion or maintain neutrality in action towards spiritual guru.

(a) Any social reform like Beti Bachao, Beti Padhao etc. need community participation. In this context, community mobilization to cause is required & a way of this done either by political parties, NGO's, civil societies, spiritual gurus etc. ~~However~~ involving guru may bring benefit like increase participation persistent persuasion and behaviour change.

Remarks

discuss their power of persuasion

However including Gurus may not be best approach because

- ① It may politicize the rational programme
- ② Spiritual Gurus may pollute ~~the~~ some of the objectives of programme on their own
- ③ Non-follower of Gurus may further opposed the programme.
- ④ Status of Gurus in public policy may be bolden for future.

(b) Difficulty in including spiritual Gurus & social activist for promotion of cont. welfare programme are

- ① Politicization of Policy mainly in case of Gurus needs elaboration
- ② In case of social reform, the social activist & Gurus need to have same value system with respect to programme.
- ③ It boost credibility of Gurus & social reform which may get opposition of them on ~~the~~ the future program causing people rejecting such program.
- ④ It undermine techno-rational bureaucracy

Also analyze that administrative machinery should run through Standard operating mechanism

Remarks

Hence for publicization of public policy state should be seen as a Neutral & Rational entity to increase courage & build confidence among masses.

Further involving Govt may question credibility of Govt. to implement program. Hence there is need to increase capacity & capability of state to persuade the people and initiate positive behaviour change.

Remarks

Q16. You are a Civil servant, living with your parents and wife. You have a part-time domestic who attends all important household works. You find that your mother and wife both ill-treat her in spite of her hard and sincere work. Whenever, you raise the issue of ill-treatment, both your mother and wife rebuke you and say that this is the only way through which domestic work is taken from someone. You are unhappy because of the conduct of your mother and wife.

- (a) What are the options available to you?
 (b) Evaluate each of these options and choose the option you would adopt, giving reasons.
 (20 Marks)

The case invalue situation of moral dissonance in civil servant due to ill-treatment of domestic helper by his wife & mother which are not matching with the personal value system of civil servant.

option available

- A) Talk to mother & wife to remove the stereotype that ill treatment is only way to get help. by
- B) Invalue my wife, mother and domestic helper to instill confidence and on each other by arranging meeting outside work environment
- C) Remaining helper for some time to realise the importance of worker & difficulty in the life of worker
- D) Take wife & mother to the residence of domestic worker to impart empathy & compassion on part of my family.

but even your wife ill treats her
 domestic help

Remarks

- D) make a provision like Domestic Helper Union to stop such practice from happening on some other house.

option A

Merit :- Ill-treatment is done because of
 Prevailing stereotype and remaining it
 can bring positive change in the behaviour
 of my wife & mother

Demerit :- Remaining stereotype is itself
 difficult as it build from the
 overgeneralisation of some experiences -

Also, it took long & difficult step when
 me as a child servant not have a luxury
 of time.

option B Remaining Helper

Merit :- This will ensure the importance
 of helper & also that domestic helper
 and employee have two way relation
 as both are of need -

Demerit :- My wife & mother may hire other
 helper defeating the purpose.

Also it is unjust on the part of helper
 who lost job because of ill-treatment
 by my family

Remarks:

Option C

merit : It can develop empathy & compassion which may bring sincerity in their behaviour.

Demerit : Since they both are adults, it may have limiting effect as they already are to this type of situation.

Option D

Merit : This not only ensure that ill treatment of domestic helper stop in my house but also restrict such practice in other home also

② It enhance capacity of domestic helper & may use to reduce many issue like low wage, etc.

Demerit : No possible demerit, however it may take time to materialize.

Considering the above option, I would choose mix of option A & C. ~~and~~ also if problem solved then also I go for option D i.e. creating worker Union for restricting such event in future.

worker Union are constitution right of a worker & ensuring life with dignity is constitution obligation on my part.

These were good options, you could

Remarks

also use for extra rational faculties like - making your mother realize/believe she might get punished by God for her deeds
 Provide substantial reasoning

Q17. Land is the most important component of the life support system. The development projects require land but it leads to displacement which get spill over to generations in many ways, such as loss of traditional means of employment, change of environment, disrupted community life and relationships, marginalization, a profound psychological trauma and more.

Suppose you are heading one of such project entrusted with construction of embankment on a river front to handle the menace of regular flood which affects around 70 villages. However, by the construction of embankment there will be displacement of people on the other side of the river. They are protesting against the construction which is becoming violent day by day. Due to this threat, your subordinates have opted out of the project. However, construction of the embankment is necessary for the safety and security of the people.

What are the options available before you? Examine the merits and demerits of each possible option and finally suggest the best course of action. Also, give reasons.

India is a developing society which may face such situation where the project is absolute necessity but it may also spark protest. This require a win-win situation & effective persuasion to carry out the project (20 Marks)

Option Available

A) Persuasion through information, education & communication campaign. Also include local leader, gram panchayat to persuade villagers.

B) Provide limited police force to manage gantu violent movement & instill confidence in subordinates.

C) Provide proper rehabilitation mechanism and also employ local people in manual labour in project.

Remarks

option A

merit ⊙ Persuading people can streamline developmental project and also ensure better utilization of resources.

⊙ It also encourage local participation in project & it safeguard village from flood.

Demerit ⊙ Persuasion may fail & protest may turn violent.

option B

merit ⊙ Providing limiting force can safeguard staff and damage to public property.

⊙ It also instill confidence among subordinate to resume their administrative duty.

Demerit ⊙ It may seen as oppression by state.

⊙ It may fuel anger in local population.

option C

merit This will ensure not only security benefit from project but also economic benefit of local population.

⊙ Proper rehabilitation measure ensure that people living in embankment.

put out of risk from flood.

Rement ① It may get rejected by local villagers.

Since project is absolute ~~nee~~ important for safety of villagers, The best course of action are

- ② Effective persuasion
- ③ Involvement of limited police
- ④ Proper Rehabilitation of affected people & mechanism to involve local people

If people continue to reject and protesting then effective policing measure need to be undertaken & disruptive element have to be removed from protest.

Also while addressing to emotions of villagers, you could search for possibilities if embankment could be made on other side of the river.

Q18. You are the head of a government office which has a large scale of public dealings. People normally come in the office for their routine problems like pension claims, insurance claims, etc. There is an assistant who deals these subjects and there is complaint that he does not clear the claims before extracting a price for the same. He has the backing and patronage of a local influential politician. Other assistants are looking towards you for a decisive action. The work culture of the organization has reached an all-time low. You have decided to act on the given situation.

- (a) What are the various options available to you?
 (b) Examine the merits and demerits of each option and suggest the best course of action under the given situation? (20 Marks)

Case involves administrative malfunctions & possibility of corruption. Also low work culture which need to be boost to bring efficiency & effectiveness of public dealing.

option available

- A) warning the officer & put him on under scanner for future maladministration
 B) Transfer the officer to other function which does not require public dealing
 C) analyse why routine problem arise and make remedial measures to reduce public grievance
 D) In long term, Digitilization of service to reduce man interaction with proper Grievance Redressal officer.

Remarks

Option A Warning

- Merit :-
- ① It may bring change in behaviour of officer; also it might be a short term change.
 - ② It also make strong precedence for other members of office.

Demerit :-

- ① Due to strong political ~~refer~~ backing he may continue with his conduct and ignore warning.

- ② It also bring difficulty to me from his links.

Option B Transfer to other ~~job~~ function

Merit :-

- ① It solve problem in short time.

- ② It solve public problem of demanding money for their clearance.

Demerit :-

- ① He may do corrupt practice in other function. ~~again the angle of local prohibition should be considered.~~

- ② It also encourage corrupt officer to continue with their approach.

Option C Analyse the problem

- Merit :-
- It may help in providing long term ~~solution~~ to ~~problem~~ routes problem and increase effectiveness of administration.

Remarks

Drawback :- It may take long time & problem of officer is still not solve.

Option D Digitalization

Benefit :- It reduce interaction b/w officer & public, hence reducing chance of corruption.

⊙ It also ease the process of administration and citizen.

Drawback ⊙ It may take long time

⊙ corrupt officer may find another method to do corruption.

Best course that I would take

⊙ Analyse problem which are routinely arise and resolve the problem

→ Mean time I first issue warning to him & if he not mend his way, I refer him to training cell.

→ In a long time I would push for digitalization of process to ease administration & chance consumer satisfaction.

→ Also strict model of conduct would be issue to bring strong work culture.

LESSON

1. The first part of the lesson is devoted to the study of the general principles of the theory of the origin of life.

2. In the second part we shall consider the question of the origin of the organic world.

3. The third part of the lesson is devoted to the study of the question of the origin of the human race.

4. In the fourth part we shall consider the question of the origin of the human mind.

5. The fifth part of the lesson is devoted to the study of the question of the origin of the human soul.

6. In the sixth part we shall consider the question of the origin of the human body.

7. The seventh part of the lesson is devoted to the study of the question of the origin of the human spirit.

8. In the eighth part we shall consider the question of the origin of the human intellect.

9. The ninth part of the lesson is devoted to the study of the question of the origin of the human will.

10. In the tenth part we shall consider the question of the origin of the human emotions.

11. The eleventh part of the lesson is devoted to the study of the question of the origin of the human passions.

12. In the twelfth part we shall consider the question of the origin of the human faculties.

13. The thirteenth part of the lesson is devoted to the study of the question of the origin of the human powers.