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GENERAL STUDIES (TEST CODE : 1505)

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Medium Hindi/Eng.	English	Registration Number	971773
Center	Online	Date	14 July 2021

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	
1(a)	10		1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code). उत्तर पुस्तिका में सूचनाएं भरना आवश्यक है (नाम, प्रश्न-पत्र कोड, विद्यार्थी क्रमांक आदि)।
1(b)	10		2. There are TWELVE questions printed in ENGLISH & HINDI इसमें बारह प्रश्न हैं अंग्रेजी और हिन्दी में छपे हैं।
2(a)	10		3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।
2(b)	10		4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।
3(a)	10		5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. No marks will be given for answers written in medium other than the authorized one. प्रश्नों के उत्तर उसी माध्यम में लिखे जाने चाहिए जिसका उल्लेख आपके प्रवेश पत्र में किया गया है और उस माध्यम का स्पष्ट उल्लेख प्रश्न-सह-उत्तर (क्यूसीए) पुस्तिका के मुख्य पृष्ठ पर अंकित निर्दिष्ट स्थान पर किया जाना चाहिए। उल्लिखित माध्यम के अतिरिक्त अन्य किसी माध्यम में लिए गए उत्तर पर कोई अंक नहीं मिलेंगे।
3(b)	10		6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।
4(a)	10		7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off. उत्तर पुस्तिका में खाली छोड़ा हुआ पृष्ठ या उसके अंश को स्पष्ट रूप से काटा जाना चाहिए।
4(b)	10		
5(a)	10		
5(b)	10		
6(a)	10		
6(b)	10		
6(c)	10		
7	20		
8	20		
9	20		
10	20		
11	20		
12	20		
Total Marks Obtained:			
Remarks:			
Signature of Examiner			

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EVALUATION INDICATORS

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

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

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All the Best

- ① Open Government Data (OGD) can be seen as a step towards greater transparency and accountability in India. In this context, discuss the benefits of OGD and the challenges which lie therein. 10m

Ans. "Sunlight is the best disinfectant"

Open Government Data is an initiative which seeks to make the data collected by public agencies accessible to the public.

Benefits of OGD

(a) promotes greater transparency in government functioning

(b) increases accountability

eg:- Data on health enables public to demand better health facilities

(c) Enables citizen participation

passive beneficiary → active participant

- (d) Benefits researchers to study government policies
- (e) Reduces scope for corruption, nepotism, crony capitalism
- (f) enhances public trust



Way forward

- (a) Use of technologies like blockchain to ensure authentic data
- (b) Upgrading digital infrastructure
- (eg:- BharatNet)
- (c) private sector - civil society - government collaboration

Thus, there is need to promote OGD to uphold citizens right to information.

(16) while corruption is never good, not all forms of corruption are equally bad for the economy, nor do they cause the same kind of harm. Critically analyze the statement in the context of India. 10m

Ans. Corruption refers to the misuse of one's position for personal gain. There are two types of corruption:-

(a) Coercive corruption:- Beneficiary is forced to pay a bribe to get a service he is entitled to. Not paying may lead to denial of service, delays, loss of life or limb, etc.

eg:- poor old woman forced to pay bribe to receive pension

(b) Collusive corruption:- Bribe giver & bribe taker collude for mutual benefit but rest of society suffers.

eg:- builder pays bribe to official to

Regularise illegal construction.

Not all corruption is the same

(a) As per 2nd ARC, after LPG reforms coercive corruption reduced and collusive corruption is increased.

(b) Coercive corruption directly affects poor & marginalised sections
eg: deprived of welfare schemes

Collusive corruption may affect directly or indirectly

Direct ⇒ illegal building collapses

Indirect ⇒ waste of taxpayers money

(c) Collusive corruption is harder to detect as bribe giver will not be willing to complain.

Nevertheless, there is a need to combat corruption in all its forms through e-governance, code of ethics, stronger laws etc.

Q (a) Probity in governance is an essential and vital requirement for an effective and efficient system of governance and for socio-economic development. Discuss. Also state ways to enhance probity in governance.

Ans. Probity refers to adhering to highest ethical standards such as integrity, honesty, transparency, etc. It is sine qua non for good governance.

Importance of probity

(a) Ensures public servants do not misuse their position for private gain

eg: Public servant allocating contract to politicians relative \Rightarrow shows lack of probity

(b) Increases public trust

(c) Increases accountability of government to public

(d) Reduces scope for corruption, nepotism,

Political patronage etc.

eg:- 2G scam due to lack of probity cost the nation billions of rupees.

(c) Officers with probity can efficiently deliver public services

eg:- E Sreedharan - completed Delhi Metro ahead of deadline.

Ways to enhance probity

(a) Code of ethics for civil servants

(b) E-governance

eg:- GEM portal ensures probity in public procurement

(c) RTI & social audit

(d) Citizens charters must be effectively implemented

(4) Corrupt officers need to be convicted through fast track courts.

Thus, Lincoln said "To test a man's character give him power". Probity ensures those with power exercise it in a fair manner.

Q(b) Highlighting the importance of whistle blowing in an organisation, discuss the systemic factors that determine whether a person would become a whistleblower.

Ans. Whistleblower is an individual who discloses the unethical practices being carried out in an organisation.

eg:- Edward Snowden

Importance of whistleblowing

- (a) Exposing grave ethical violations
- (b) Acts as a check against corrupt practices
- (c) Improves work culture within an organisation
- (d) Increases accountability of those exercising power
- (e) Enhances public trust in an organisation

eg:- Whistleblower exposed conflict of interest in Chanda Kocher case.

Systemic factors

Factors which encourage whistleblowers

- protection for whistleblowers
- Attitude of management towards whistleblowers is open, receptive
- rewards for whistleblowing

Factors which deter

- backlash against whistleblowers
- loss of life/limb
eg: Satyendra Dubey
- management is non responsive

Way forward

- ① Effective implementation of Whistleblowers Protection Act: 2014
- ② Companies must have mechanisms to protect identity of whistleblowers, receive complaints, etc.

Thus, whistleblowing requires moral courage to stand up for what is right even if one stands alone.

3(a) "Strive not to be a success, but rather to be of value" - Einstein

Ans. In today's society, there is a rat race to be successful even using unethical means, leading values to be sidelined.

Implication of striving for success & neglecting values

(a) Unethical means to success as it is argued. "ends justify means"

eg:- doping by athletes to win medals

(b) However, such success without values will not last long

eg:- Satyam Ramalingaraju used unethical means to build company but eventually collapsed.

(c) It leads to inner turmoil, guilt conscience & lack of mental peace

eg:- corrupt official always worried about getting caught.

Striving to be person of value

(a) Ensures success comes through right means

(eg:- JRD Tata - ethical capitalism)

(b) Helps to earn respect of one & all

(eg:- Gandhi is admired for sticking to his values at all times)

(c) Brings inner peace & satisfaction

(d) Enables one to grow as an individual, not only material success.

Thus, through value education in schools we must teach children to focus on values and success will follow.

(b) "Facts are many but the truth is one"
- Jagan

Ans. In today's world of information explosion, there are several facts floating around the internet. However, in spite of many facts, truth remains unchanged.

Multiplicity of facts

(a) Often, people selectively interpret facts to support their view point even if it is incorrect.

(b) "If you cannot convince them, confuse them" - Bombarding people with facts & figures to obfuscate the truth.

(c) Often, incorrect information is also passed off as "fact".

Eg:- misinformation on vaccines

One truth

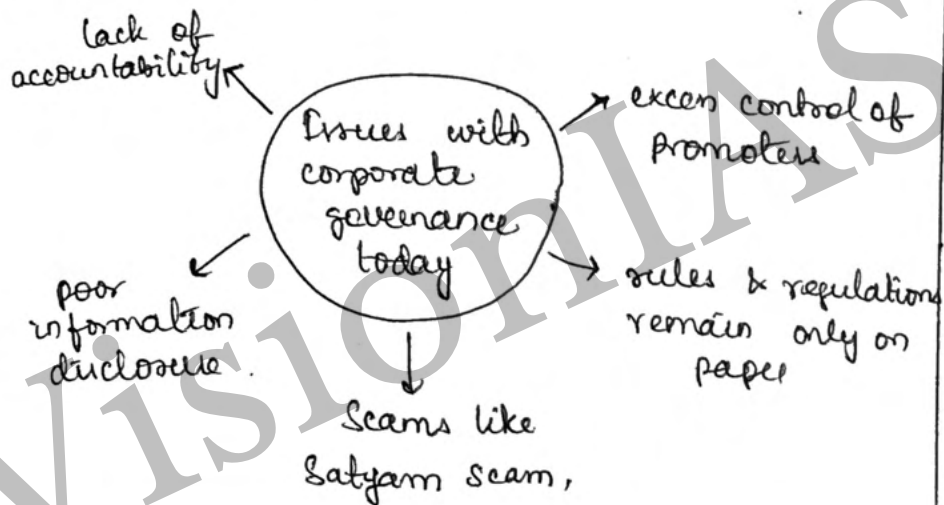
- (a) However, multiple & misleading "facts" cannot obfuscate real truth
- (b) Hence, instead of chasing facts we need to focus on ~~st~~ finding the truth

eg:- Multiple facts & theories on origins of COVID19 needs to be countered with impartial investigation to find the truth.

Thus, as Tagore said, "where words arise from the depths of truth" in his poem, we need to focus on truth, and truth alone.

4(a) Analyze the importance of appointing ethics officers in the light of strengthening corporate governance in India.

Ans. Corporate governance refers to systems and processes that ensure a company is governed in best interest of all stakeholders.



How ethics officers can help in this regard

- (a) Ensuring compliance with Code of Ethics of company
- (b) Receiving complaints about violation

of ethics and acting on them in
timely manner

- (c) Creating awareness among employees
& advising them on ethical
issues
- (d) Increasing transparency & accountability

Challenges :-

- (a) Ensuring independence of ethics officers
vis-a-vis management
- (b) Giving adequate power to ethics officers
to enforce their decisions

eg:- disciplinary action against employee
for unethical conduct

Thus, ethics officers can
ensure corporate governance is
carried out in a fair, just &
ethical manner.

4(b) Transparent governance promises an accountable state but a balance has to be achieved between disclosure requirements and administrative privileges for efficient governance. Discuss. 10m

Ans. Transparency is often regarded as sine qua non for good governance. However, in certain situations transparency may neither be feasible nor desirable.

When transparency is useful

- (a) Implementation of schemes - reduces corruption, nepotism, etc
- (b) Identification of beneficiaries - prevents inclusion & exclusion errors
- (c) Use of public funds
- (d) Empowering marginalised groups like SC, ST, women, etc. to demand their entitlements.

eg:- RTI application exposed Adarsh society scam.

When transparency is detrimental

- (a) National security issues
(eg: working of RAW)
- (b) Cabinet discussions - prevents free & frank discussion
- (c) Frivolous RTI applications - diverts time, effort & resources of officials

Way forward

- (a) As per 2nd ARC, transparency must be the norm & secrecy the exception
- (b) Suo-moto disclosure by government agencies (eg: Jan Sochna portal of Rajasthan)

Thus, we need balance between disclosure & administrative privileges for efficient yet transparent governance.

5(a) Citizen empowerment is a natural outcome of a citizen charter. Critically evaluate in the Indian context. 10m

Ans. Citizens Charter is a commitment by an organisation to adhere to certain standards of service delivery

eg:- Recent taxpayer charter.

Whether citizen charter naturally empowers citizens

Yes:-

(a) It empowers citizens to demand certain minimum standards of service delivery

(b) Increases accountability & transparency

(c) Ensures service delivery that is timely & corruption free

(d) Increases public trust

(e) Marginalised sections like women, SC, ST, etc. now have a tool

to fight against denial / delays in service.

No :-

- (a) As per 2nd ARC, citizens charters remain on paper & are not implemented
- (b) Citizens even lack awareness about existence of a charter
- (c) Lack of grievance redressal mechanisms
- (d) Citizens Charters are often vague & make unrealistic commitments

Way forward :-

- (a) Citizens charters must make practical & realistic commitments
- (b) 2nd ARC \Rightarrow penalties for noncompliance
- (c) capacity building of officials to meet commitments.

Thus, citizens charters must "promise what they can deliver & deliver what they promise" to citizens

5(b) Discretionary power by itself is not pure evil but gives much room for misuse. Discuss in the context of administration in India. 10m

Ans. Public servants enjoy vast amount of discretionary power in India in spite of several laws, rules & regulations.

Discretionary power - not evil by itself

(a) laws, rules & regulations cannot be exhaustive. Hence, some amount of discretionary power helps to deal with unforeseen situations

eg: COVID19

(b) Enables innovation in service delivery

eg: Armstrong Lane - innovative method of crowdfunding to build road

(c) Enables public servant to go extra mile to help needy.

eg:- Discretion to MPs under MPLADS to suggest developmental works

Discretionary power - scope for misuse

(a) Misuse for personal gain

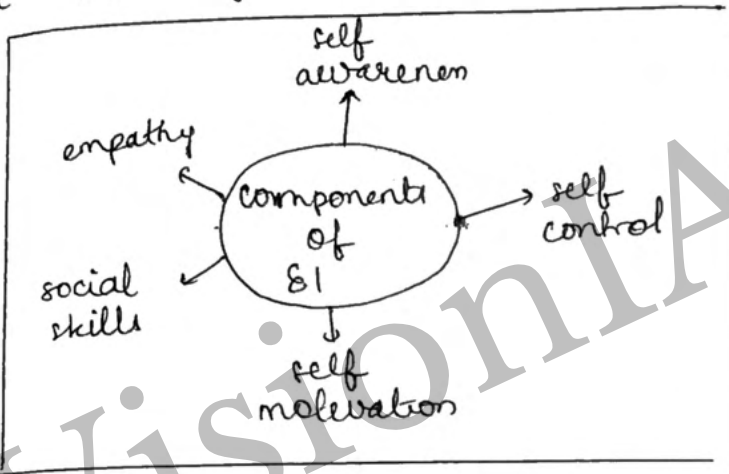
eg:- ~~for~~ using vaccines allotted for healthworkers for civil servants own family

(b) Lack of checks & balances in use of discretionary power leads to issues such as encounters by police.

Thus, there is need to balance discretionary power with rules & regulations to curb misuse while leaving room for innovation & public service.

6(a) Emotional intelligence is an important trait to imbibe in a highly competitive and achievement oriented environment. 10m
Elucidate.

Ans. Emotional intelligence (EI) refers to the ability to manage one's emotions and those of others.



Importance of EI in highly competitive environment

(a) To achieve success:- As per Daniel Goleman, EI contributes to 80% of success while IQ contributes only 20%.

- (b) To prevent rash & hasty decisions
eg: quitting your job out of frustration
- (c) To build healthy relations with
empathy & social skills
- (d) To keep negative emotions like anger,
jealousy, hatred, etc. in check.

Examples:-

- (a) M.S. Dhoni ("captain cool") - EI helped him win World Cup
- (b) In my personal life, EI helped me stay optimistic & motivated to study for UPSC amidst high competition.

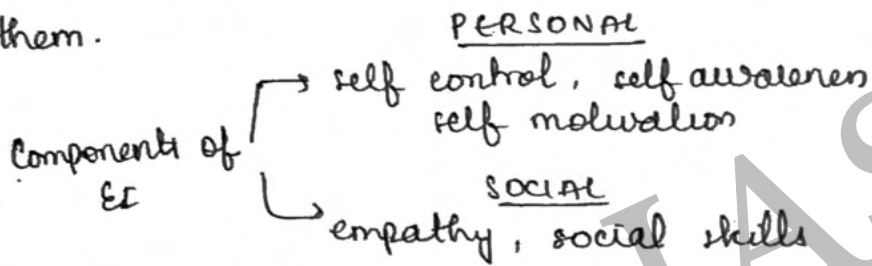
How to imbibe it

- self introspection (eg: diary)
- Yoga & meditation
- counting to 5 before responding.

Thus, EI is needed to ensure that we "rule our feelings lest they rule us".

6(b) Emotional intelligence is an essential ingredient for successful implementation of pandemic induced emergency response.
Comment in the light of COVID19. 10m

Ans. Emotional intelligence refers to being aware of one's own emotions & those of others & effectively controlling them.



Importance during COVID19

(a) It was highly stressful period with news of deaths, oxygen shortage, fires in hospitals, etc. everywhere. EI was needed for officials to avoid being overcome by :-

- grief, fear
- helplessness
- frustration & anger

(b) Empathy towards families of victims, children orphaned by COVID-19, was needed.

eg:- children orphaned by COVID-19 to get support from PM CARES.

(c) EI helped to keep healthworkers motivated

eg:- Thali bajana ⇒ appreciation for doctors

(d) EI enabled designing a rational & objective COVID-19 response

eg:- Mumbai model of COVID management under Iqbal Singh Chahal IAS

Thus, as Bhagavad Gita said a 'Stithaprajnya' or one who can control his feelings can take right decisions & deal with crisis situations.

60) Enumerate the decisive factors behind moral attitudes. Also, discuss any incident from your life wherein you brought about a change in someone's attitude around an important social issue. 10m

Ans. Attitude refers to our mental outlook towards any issue. Moral attitudes are concerned with our outlook towards moral issues such as abortion, euthanasia, corruption, etc.

Factors behind moral attitudes

- (a) Family - strongest influence on attitudes
eg:- If son sees father hitting mother, he believes domestic violence is morally right
- (b) Peers - Under influence of peers, individuals may pick up immoral habits
eg:- drug abuse
- (c) Religion -
eg:- Some religions believe eating beef/pork is immoral

(d) Education - Value based education can shape people's attitudes towards corruption, hygiene, women's empowerment etc.

(e) Media :- e.g. social media can shape our attitude towards violence against animals (PETA)

Changing someone's attitude

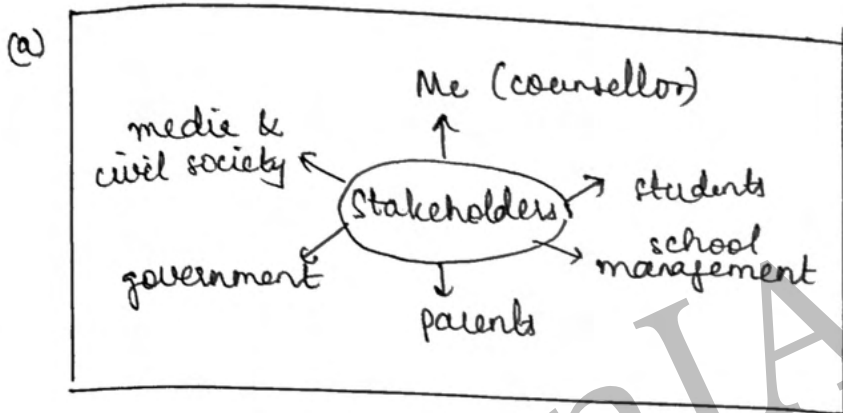
Recently, my house help was reluctant to take the vaccine because she had heard it promotes infertility. I tried to change her attitude by :-

(a) showing that I had myself taken vaccine & was safe.

(b) making my friend who is a doctor to talk to her.

Thus, attitudes are shaped by our upbringing & experiences but can be changed through social influence & persuasion.

- ② The above case study deals with the negative attitudes of school management towards mental health concern of students.



(b) Dilemmas :-

→ personal interest vs professional duty

- personal interest - safeguarding my job & supporting my family as a single mother
- professional duty - act in best interest of students

→ financial security vs clean conscience

If I speak up, I may lose job or be demoted. If I don't I ^{will} face guilt conscience

→ presenting supporting evidence vs ensuring privacy & confidentiality of children

→ reputation of school vs health of children

(c) Addressing stigmatisation of mental health issues

I have 2 options:-

(A) Ignore the management & directly inform parents

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none">• parents can take medical help for children	<ul style="list-style-type: none">• losing my job• loss of reputation of school

Hence rejected.

(B) Persuade the management & change their attitude towards mental health by:-

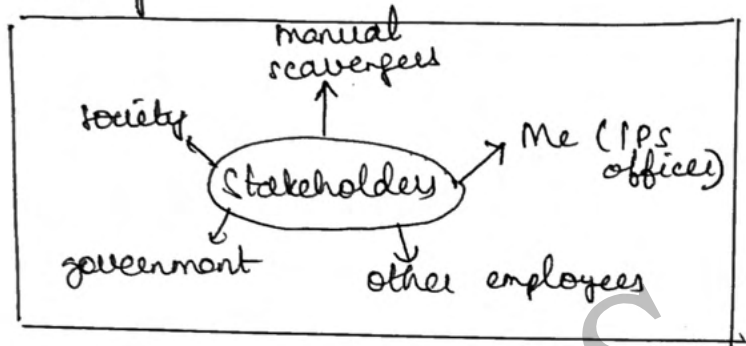
- Explaining that if issue is ignored & in the future any student commits suicide, it will worsen school reputation even more and even cause legal liability
- Poor mental health leads to poor academic performance as well as students resorting to drugs, alcohol, etc

In the long run,

- schools must work with NCOS to increase focus on mental health
- Government must introduce policy for mental health
- Students must be made aware of mental health & helplines to contact

Thus, there is a need to create a conversation around mental health of students, especially during COVID

⑧ The above case study deals with twin issues of sanitation & manual scavenging in a remote area of the country.



(a) Issues to be addressed

- Fixing the sewage problem to ensure health & productivity of employees
- Addressing the issue of manual scavenging which is both unlawful and degrading
- Discrimination faced by marginalised castes
- Lack of alternate career opportunities which has forced them to take up this work.
- Legal loopholes which enable this practice

(b) Options before me

(A) Ignore the issue of manual scavenging

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none">• sewage issue is resolved	<ul style="list-style-type: none">• promotes <u>caste discrimination</u>• against <u>rule of law</u>• lack of <u>empathy</u> for people involved• <u>guilt conscience</u>

Hence rejected

(B) Ignore the issue of sewage management

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none">• can avoid employing manual scavengers	<ul style="list-style-type: none">• affects <u>health & productivity</u> of myself & other workers.• does not solve problem of manual scavenging

Rejected

(c) I will follow below approach & address both problems:-

(a) Sewage issue :-

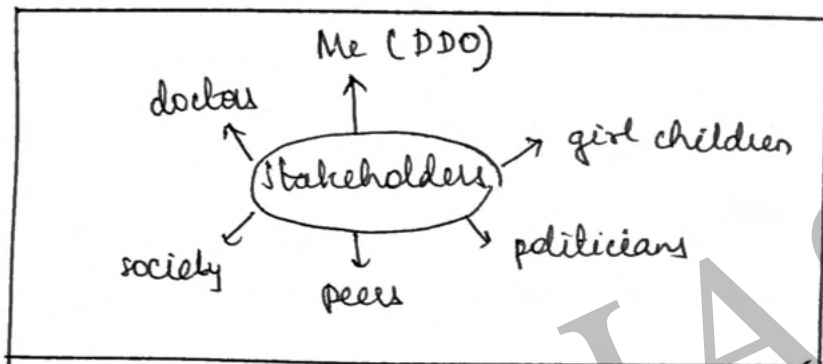
- I will take permission from higher authorities to order sewage cleaning machines (eg:- Bandicoot)
- If not possible, I will raise money through crowdfunding for the same

(b) Manual scavenging

- Under Prohibition of manual scavenging act, I will penalise the contractors for hiring manual scavengers \Rightarrow acts as deterrent.
- With help of NCOs, I will ensure rehabilitation of manual scavengers through:-
 - (a) skill training
 - (b) cash support
 - (c) cheap credit for starting business

Thus, as Gandhi said, we need to act in a way that benefits the weakest man.

- ④ The above case study deals with the issue of female foeticide in a developed rural area of the country and the apathy of wider society towards the issue.



⑤ My ethical duty

- Ensuring gender justice and preventing discrimination on basis of sex

(Constitutional duty)

- preventing unlawful activities like female foeticide from occurring (legal & professional duty)
- Ignoring the issue like my peers

suggested will lead to guilt conscience

- Empathy & compassion towards girl children.
- Arresting those doctors who perform sex selective abortions against PCPNDT Act.
- creating awareness among public & changing patriarchal attitudes

(b) My next steps

I have below options:-

(A) Ignore the issue

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none">• avoid backlash from society & politicians	<ul style="list-style-type: none">• against my conscience• gender discrimination continues

Hence rejected

(B) Take strict action against families & doctors who perform sex selective abortions, under PCPNDT Act

<u>Merits</u>	<u>Demerits</u>
<ul style="list-style-type: none">• acts as deterrent• uphold rule of law	<ul style="list-style-type: none">• backlash from society

- political pressure
- does not address root cause - patriarchy & son preference

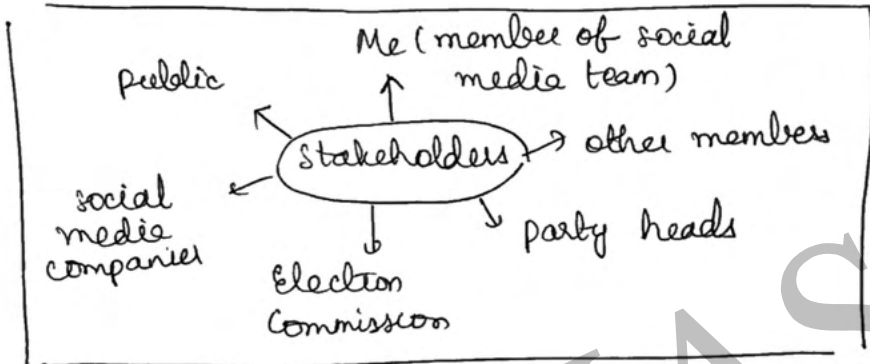
Hence, in addition to above step, I will:-

(a) Promote attitudinal change through:-

- cash incentives for birth & school enrolment of girl child
- Celebrating festivals like "Kusa Pujan" for birth of girl child
- Awards for Panchayats with highest number of girl children born
- use of media to promote social change (eg:- movies like Cruiyan Saxena, Dangal)
- Effective implementation of 'Beti Bachao Beti Padhao' scheme
- Invite famous woman leaders to address schools & Gram Sabha meetings

Thus, as Ambedkar said "I judge the progress of a community by degree of progress its women achieved"

- 10) The above case study deals with the issue of vote microtargetting and online campaigning which threaten the integrity of India's electoral process.



Key ethical issues :-

- (a) Ensuring free & fair elections
- (b) Right to privacy of citizens
- (c) Adhering to rule of law & model code of conduct
- (d) Fake news, hate speech & incendiary content lead to social polarisation
- (e) Securing votes via unethical means (Ends vs means dilemma)

(i) policy paralysis due to lack of majority in Rajya Sabha.

Course of action

I have below options:-

(a) Ignore the issue

Merits

- saves my job
- remain in good books of top leaders

Demerits

- lack of clean conscience
- long term damage to India's democracy
- ends do not justify means

Hence rejected

(b) Resign ^{from} the position

Merits

- avoiding taking a difficult decision

Demerits

- Abdication of responsibility
- If not me, someone else will do the unethical act
- does not address the root issue

Hence rejected

(c) I will take below course of action:-

- Refuse to implement the strategy
- Mobilise other members of social media team to speak up against wrong practice
- Persuade the senior officials to change strategy as it :-
 - (a) violates citizens privacy
 - (b) patently unlawful
 - (c) amounts to corrupt practice in elections.
- If they refuse to budge, I can write a letter to ECI with supporting evidence.

Thus, it is important to "stand up for what is right even if we stand alone" and ensure free & fair elections.

(11) The above case study deals with the issue of communalism in a district where implementing a judicial order to demolish a religious structure can lead to communal tensions.

(a) Stakeholders :-

- minority community individual - demolition of religious structure is his personal property
- majority community :- protecting religious structures
- politicians :- seeking votes through religious vote banks
- Judiciary :- securing justice based on law & constitution
- Me (DM) :- (a) ensuring law & order in district
(b) preventing communal disharmony
(c) implementing judicial order, else I may be penalised for

contempt of court

- safeguarding my career

(b) Options available :-

- Demolish the building, ignoring the protests

Merits	Demerits
<ul style="list-style-type: none">• implementing court order• minority is satisfied	<ul style="list-style-type: none">• political pressure• may be transferred• outbreak of communal violence

Hence rejected

- Refuse to demolish the building

Merits	Demerits
<ul style="list-style-type: none">• majority is satisfied• may prevent clashes	<ul style="list-style-type: none">• may have to face contempt of court• minority is angered• against rule of law

Aence rejected

• I will follow below course of action:-

(a) call for a meeting between the representatives of communities.

(b) Propose following solutions:-

→ Religious structure may be relocated to another place, with government paying for it / crowdfunding

→ seek support of religious leaders from both communities to convince followers

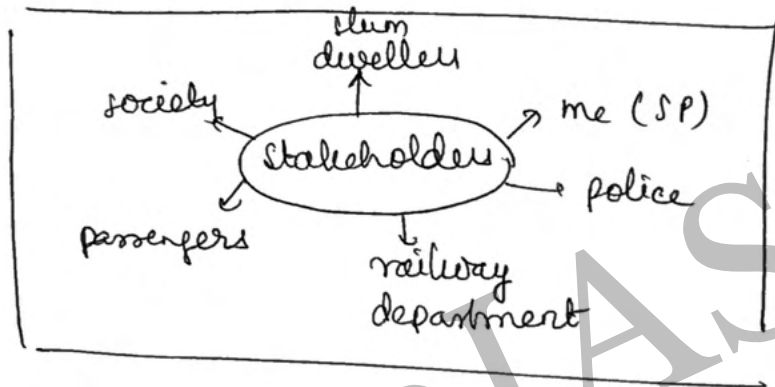
(c) Miscreants who may create trouble may be detained beforehand.

(d) In the long run, to ensure communal harmony :-

- Joint celebration of festivals
- District peace committees (2nd ARC)

Thus, there is need to promote tolerance, peace & justice to fight the evil of communalism.

- (12) The above case study deals with the issue of slums on railway property and the proposed demolition which has been met with opposition from slum dwellers.



Ethical issues involved

- (a) Slum dwellers have encroached on railway property which is against rule of law
- (b) Clearing slums is needed to expand railway station \Rightarrow promotes economic growth.
- (c) Occupation of railway tracks \Rightarrow both illegal & creates inconvenience to

passengers.

(d) However, evicting them will render them homeless and vulnerable to cold wave

e) It may also lead to violent clashes, leading to law & order issue.

(f) Media may report on the issue as a ~~real~~ evidence of insensitive bureaucracy.

(b) Course of Action

Option A:- forcibly evict slum dwellers

Pros

- resumes railway services
- clear encroachments
- expansion of station

Cons

- may lead to law & order issues
- lack of empathy towards suffering of slum dwellers

Hence rejected

Option B:- Allow slum dwellers to stay

<u>Pros</u>	<u>Cons</u>
<ul style="list-style-type: none"> • they call off protests • railway services resume • slum dwellers not rendered homeless 	<ul style="list-style-type: none"> • sets <u>bad precedent</u> - others may encroach in future • against <u>rule of law</u>
<p>• Hence rejected</p>	

Option C:-

- (a) I will call a meeting of police, district collector, railway officials & representatives of slum dwellers
- (b) I will explore option of rehabilitating slum dwellers under existing schemes
eg:- Affordable rental housing complexes.
- (c) I will also take help of NCOs in persuading slum dwellers to move to alternative place.
- (d) In long run, there is need to provide affordable housing (eg: PM Awas Yojana) to prevent rise of slums

Thus, there is need for conciliation & negotiation to amicably settle dispute and protect weaker sections.