



VISION IAS

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NO 03
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GENERAL STUDIES (TEST CODE : 2421)

Name of Candidate	Deeksha Chauvasiya	Registration Number	365537
Medium Hindi/Eng.	English.	Date	14 th August, 23
Center	ORN.		

INDEX TABLE		
Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
3(c)	10	
4(a)	10	
4(b)	10	
5(a)	10	
5(b)	10	
6(a)	10	
6(b)	10	
7	20	
8	20	
9	20	
10	20	
11	20	
12	20	

Total Marks Obtained:

Remarks:

Signature of Examiner

INSTRUCTIONS

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

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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

SECTION - A

1. (a) दुनिया भर के समाजों में मूल्यों में निरंतर नैतिक गिरावट हो रही है और अब समय आ गया है कि शिक्षकों को आगे आकर व्यक्तिगत, सामाजिक और व्यावसायिक नैतिक मूल्यों को विकसित करने के लिए मनुष्यों की इच्छा को फिर से जागृत करने का प्रयास करना चाहिए। क्या आप इस बात से सहमत हैं कि देश में बदलते सामाजिक परिदृश्य के मद्देनजर, मूल्यों की शिक्षा युवाओं के लिए न केवल कुशल बल्कि नैतिक रूप से मजबूत पेशेवर बनने हेतु तकनीकी शिक्षा के समान ही महत्वपूर्ण है। व्याख्या कीजिए।

Societies across the world are witnessing a gradual moral decline in values and it is time that educators stepped in and made efforts to rekindle the desire of human beings to develop personal, social, and professional moral values. Do you agree that in the wake of changing social landscape in the country, value education is as important as technical education for the youth to become not only skilled but also morally strong professionals? Explain. (Answer in 150 words) 10

"Education without morals is like a ship without a compass - wandering anywhere" - Martin Luther King

Value Education has been an inherent part of Indian Traditions from Urukals to Gandhi ji's wardha scheme.

Importance of Value Education

- ① Provide moral competence along with skills
- ② Builds a strong moral character, as envisaged

by Swami Vivekananda

③ Builds emotional resilience and sensitivity in children

(Ex) - to cope up with failure

④ Clears the inner conscience of a child which deters him/her from wrong path

(Ex) - avoidance of drugs

⑤ Builds social capital of society as it teaches them to respect / love / motivate fraternity and imbibe Tolerance.

⑥ Increase overall productivity of a human due to Positive outlook

Thus, NEP 2020 too emphasis on value inculcation by moral lessons to children.

1. (b) गुरु नानक देव जी का मानना था कि धर्म, जाति और लिंग पर ध्यान दिए बिना, प्रत्येक व्यक्ति को दूसरों का भला करना चाहिए और केवल तभी उसे बदले में भलाई मिल सकती है। गुरु नानक देव की महत्वपूर्ण शिक्षाओं पर चर्चा कीजिए जो वर्तमान युवाओं के लिए प्रासंगिक हैं।

Guru Nanak Dev ji believed that despite religion, caste, and gender, everyone should seek well for others and only then one can have that goodness back in return. Discuss the important teachings of Guru Nanak Dev ji relevant to the youth of today. (Answer in 150 words)10

Guru Nanak Dev was a famous Bhakti saint who believed in the concept of 'one-god' and 'communitarian ethics'

Teachings relevant to Youth

① Public service - Sikhism promotes Nanak's Langer as a way to feed the poor in gurdwaras.

(Ex) Even in COVID and Russia Ukraine war - gurdwaras in other countries served people - showing spirit of

Shared Humanity

② Unity in God - with rising communal strives, Nanak

gives lessons of united goal
but different paths

☞ 12-Outline

② Women empowerment - Nanak believed that women were equal in every aspect. Youth needs to encourage equality.

③ Casteless society - Nanak denied social inequalities based on birth, and promoted humanism → Youth can help in eradicating caste system.

④ Common good approach - Nanak's Theory of good karma came back can help us in letting go individualism in youth led future.

Thus, Nanak's teachings serve as future lighthouse to youth.

2. (a) घर से काम करने की संस्कृति, जिसे कोविड-19 महामारी के प्रसार के साथ व्यापक स्वीकृति मिली है, ने निजी संगठनों में कई नैतिक चिंताएं उत्पन्न की हैं, जिनमें मूनलाइटिंग (दो नौकरियां करना) प्रमुख चिंताओं में से एक है। क्या आपको लगता है कि किसी कर्मचारी के लिए मूनलाइटिंग करना नैतिक है? चर्चा कीजिए।

The 'work from home' culture that gained wide acceptance with the outbreak of the COVID-19 pandemic has led to many ethical concerns for private organizations with moonlighting being one of the most prominent ones. Do you think that it is ethical for an employee to practice moonlighting? Discuss. (Answer in 150 words)10

Moonlighting is the practice where an employee starts ~~pro~~ doing a parallel job due to the flexibility provided by work from home.

Moonlighting - unethical

- For many companies, it is against their policies and law.
Ex - Google.
- It shows Disloyalty towards company's works
- Reduces productivity of the employee due to multi-tasking

- Non-reporting of alternate job shows unprofessional behaviour and immoral work ethics.

Moonlighting - ethical

- It serves as a mode for parallel earning - needed during COVID
- Time does not clash for both works
- ethical and legal in many foreign states (USA)
- Provides freedom of opportunity to explore new work.

Thus, moonlighting is a personal choice that will depend on the company's policy and employee's mental strength.

2. हालांकि, अंतर्राष्ट्रीय संबंधों में निष्पक्षता सुनिश्चित करने के लिए कई संस्थान कार्यरत हैं, फिर भी, राष्ट्र अपने हितों की पूर्ति हेतु अक्सर नैतिक मूल्यों और इन संस्थानों के दिशा-निर्देशों की उपेक्षा कर देते हैं। उदाहरण सहित चर्चा कीजिए।

While there are multiple institutions to ensure fairness in international relations, states often put aside moral values and the directions of these institutions for their own interests. Discuss with illustrations. (Answer in 150 words)10

International community ~~have~~ come together at multiple forums to formulate laws / rules / directions yet due to 'poor enforcement' and 'non legality' states circumvent around them.

Fiscal Probity → ensured by Financial action Task Force (FATF)

- Not all members are part of it
- Lack of stringent measures

(Ex) Pakistan removed from the grey list - still continues to fund terror.

Collective Security → By UNCLOS
To ensure maritime sovereignty

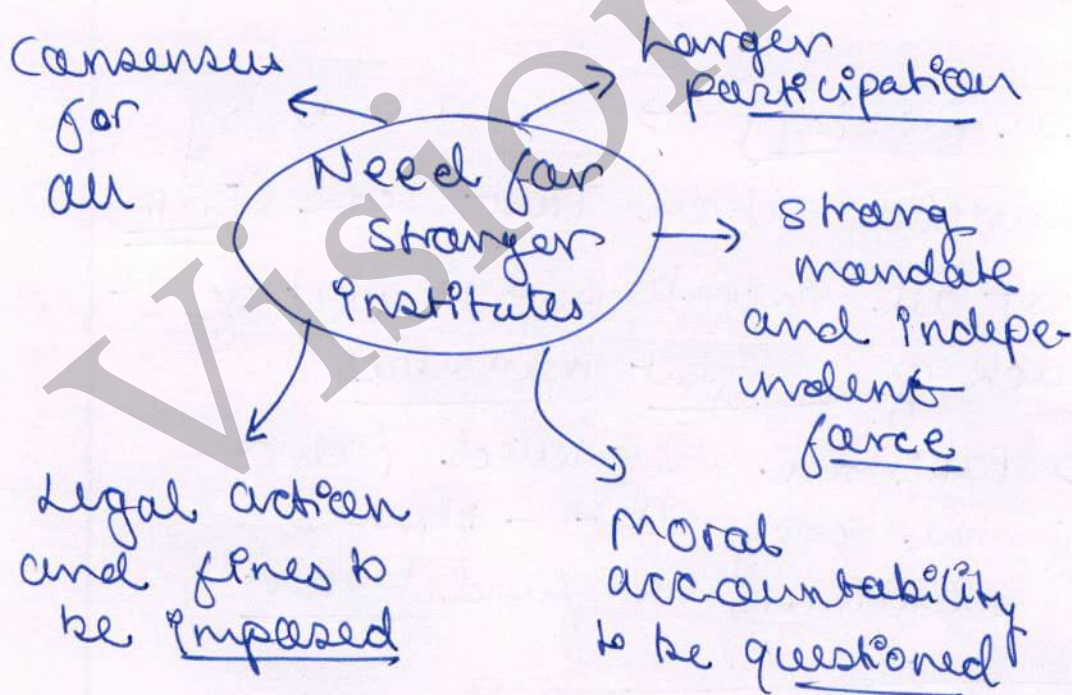
- Not adhered by China in

South China Sea

- Lack of any action against it

③ Human Rights → ensured by
UNHRC and its surveys.

- Demands of upholding human rights in Rwanda / Xinjiang region has been paid no importance.



India, as a responsible power can help in ushering ethical governance in IR.

3. निम्नलिखित में से प्रत्येक उद्धरण का आपके लिए क्या अर्थ है?

What does each of the following quotations mean to you?

(a) "बुद्धिमानी से कार्य करने के लिए बुद्धिमत्ता से अधिक की आवश्यकता होती है" - फ्योदोर दोस्तोयेव्स्की

"It takes something more than intelligence to act intelligently." - Fyodor Dostoyevsky (Answer in 150 words)10

The quote reflects that knowledge is not enough to make a person "Act intelligently", but it needs to be coupled with other values : Emotional intelligence, social skills and intellectual awareness.

① Emotional intelligence (EI)

Dr APJ Abdul Kalam and Dr AQ Khan (Pakistan) - Both had enough knowledge, but former came to be called 'People President' and later was jailed for selling important information.

⇒ This shows importance of EI

in acting intelligently.

② Social skills → A person needs to be well versed in speeches / attitudes and habits

Ex) Respecting women.

③ Self awareness → of own emotions and others → makes an efficient leader

Ex) MS Dhoni - great captain due to his knowledge of people's skill.

④ Punctuality & morality
knowledge devoid of character is Threat. Thus values like love / respect / integrity are equally important.

Hence, the quote reflects the needs to inculcate above values with education.

3. (b) "एक लोकप्रिय सरकार, बिना लोकप्रिय जानकारी के, या इसे प्राप्त करने के साधनों के, एक ढोंग की शुरुआत या एक त्रासदी; या संभवतः दोनों है।" - जेम्स मैडिसन
 "A popular government, without popular information, or the means of acquiring it, is but a prologue to a farce or a tragedy; or perhaps both." - James Madison
 (Answer in 150 words) 10

The quote shows the 'Threats' to a democracy by undemocratic elements which attempt to undermine its legitimacy / acquire it farcefully.

(E2) Myanmar Coup

Why a Tragedy?

- ① Undermines public doctrine of Public support :- which has elected the representative
- ② Against Rousseau's social contract of state & citizen
- ③ Hampers human rights and fundamental rights to citizens.

(E2) Right to free & fair election (ART1)

- ④ Force and violent acquiring
via coup reduces the
mandate of people over their
choice of government.
- ⑤ Leads to victory of immoral
forces : ends over means
- ⑥ Anti liberal, Totalitarian
regime overpowers citizen
Power.

History has been evident that
any political move against public
welfare & interest is met by
strong resistance.

Text American / French Revolution

Thus, government should be
by the people, of the people
and for the people!

3. (c) "चरित्र को अनुनय का लगभग सबसे प्रभावी साधन कहा जा सकता है।" - अरस्तू

"Character may almost be called the most effective means of persuasion." - Aristotle (Answer in 150 words) 10

"Sheelam Param Bhustam" - i.e. character is the highest virtue (LBSNAA's motto). Being of the highest virtue, it motivates others via the means of persuasion.

Persuasion is the practice of influencing someone's action/behaviour by intangible social influence.

(Ex) Amitabh Bachan promoting open toilets for usage

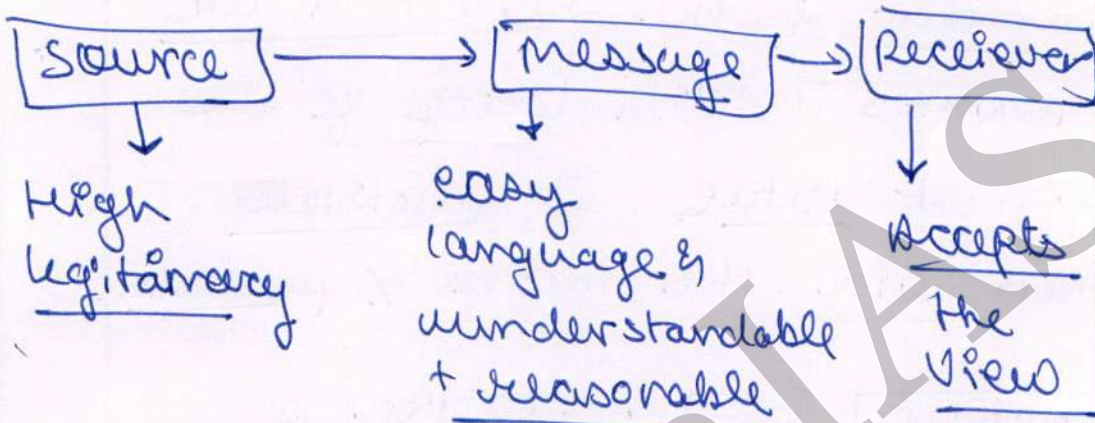


People follow him for his strong character



People also follow ODF practices
∴ Persuading via character.

By having a strong character
you set Legitimacy to
the source of persuasion.



At the same time, a Bad
character can also ruin
process of persuasion by
eroding Public Trust.

Hence, who we choose as
a face of persuasion determines
the strength of acceptance
in citizens. That is why, ASHA
workers are chosen as
community workers

4. (a) हालांकि, निष्पक्षता को लोक सेवा के लिए प्रमुख नैतिक मूल्यों में से एक के रूप में निर्धारित किया गया है, फिर भी इसे लोक सेवाओं में करुणा के प्रति बाधक के रूप में नहीं देखा जाना चाहिए। चर्चा कीजिए।

While impartiality has been identified as one of the key ethical values for public service, it should not be seen as precluding compassion in public services. Explain with suitable illustrations. (Answer in 150 words)10

"Impartiality is the cornerstone of a fair and good governance."

As a fundamental value of civil servant and Nolan committee recommendation, it ensures:

- a) objectivity in governance
- b) No fear / favour
- c) Merit based working

Cannot preclude compassion

i) If impartiality > compassion:

→ This can lead to unequal being treated equally.

~~It~~ No positive discrimination

towards SC/ST/OBC.

→ This will deny Justice of
people

(Ex2) It can also create ^{webberian} ~~webberian~~
bureaucracy — that is
driven by rules rather
than roles.

Thus compassion has to be
the foundational value over
which other values are to
be based. This makes more
humane and empathetic
governance model.

4. (b) प्रशासकों द्वारा धारित शक्ति, यदि सही तरीके से प्रयोग की जाए तो देश को महान लाभ प्रदान कर सकती है, लेकिन यदि इसका दुरुपयोग किया जाए तो क्षति और अपमान का कारण बन सकती है। सविस्तार वर्णन कीजिए।

The power, which administrators wield, can bring the nation great dividends if rightly used, but can bring harm and disrepute if abused. Explain with suitable illustrations. (Answer in 150 words) 10

"Power corrupts and absolute power corrupts absolutely"

Power is the ability to transform and change peoples thoughts and actions.

Power - bring great dividends

If rightly used - such power emboldens nations development.

Ex) Strong leaders : Mahatma

Gandhi / Jawahar Lal Nehru /

Atal B. Vajpayee took nations

to great heights.

○ Revolution of powers to Panchayats and municipalities (73 & 74 CAA) has further

led to local grassroot
empowerment.

- ① Power of Parents & Teachers :-
They can change the destiny
of a child and country's
future.

Power - being harm

- ① African nation witness COUP &
has further increased
food insecurity there
- ① Abuse of power by Pakistan
and Myanmar military -
Rise of deep state - non demo
cratic
- ① Hitlers misuse of his powers
led to world war II.

Thus, power is dangerous
and should only be used
to empower others

5. (a) 'सामाजिक जवाबदेही' पद से आप क्या समझते हैं? इसके महत्व की व्याख्या कीजिए और किसी भी सामाजिक जवाबदेहिता संबंधी पहल की सफलता हेतु उत्तरदायी प्रमुख कारकों पर चर्चा कीजिए।

What do you understand by the term 'social accountability' and what is its significance? Discuss the critical factors responsible for the success of any social accountability initiative. (Answer in 150 words)10

Social accountability is the answerability of an entity to the society as a whole.

(Ex) MGNREGA using social accounting for finances.

Significance

- ⊗ Bottom up approach to governance
- ⊗ Leads to participative governance
- ⊗ ↑ Public stake = ↑ vigilance and accountability
- ⊗ ensures timely completion of projects
- ⊗ makes administration people centric

Critical factors for success of social accountability

- I Awareness amongst the masses - regarding the vision of the project
- II High participation rate of people in surveys
- III Conducive environment provided by administration
- IV Transparency and accountability to be mutual
- V Use of simple technology to evaluate output and outcome.

Thus, all this becomes crucial
for success of social
accountability

5. (b) डेटा संचालित प्रौद्योगिकियों पर अत्यधिक निर्भरता के परिणामस्वरूप डेटा उपनिवेशीकरण और डिजिटल तानाशाही की स्थिति उत्पन्न हो सकती है। इस संदर्भ में उत्पन्न होने वाले विभिन्न मुद्दों पर चर्चा कीजिए और उपचारात्मक उपायों का सुझाव दीजिए।

Too much dependence on data driven technologies can result in data colonisation and digital dictatorship. Discuss the various issues that may arise in this context and suggest remedial measures. (Answer in 150 words)10

"Information is the currency
of any democracy"

- Thomas Jefferson

Data has become invaluable
asset of a country that
has been threatened by -
data colonisation / stealing etc.

Arising Issues

- ① Hinders peoples privacy
and personal dignity
(Article 21 - Puttaswamy
Judgement)
- ② Lack of ownership - due
to poor data localisation
norm
- ③ Misuse of data - by

commercialising it
(Ex) Google data leak to company

① Data discrimination

(Ex) In Facial Recognition Tech

Remedial measures

① Data & internet literacy to people for ↑ awareness of Data Theft Ex - Samtara

② Data protection Bill - will protect citizens (Netizen) and Data Board to safeguard.

③ Obligations on Intermediaries to comply with strict norms

④ Increase capacity of data localisation

Thus, Data has become extended version of our own identity which needs to be safeguarded

6. (a) पूर्वाग्रह और भेदभाव को जब दूर नहीं किया जाता है तो इनमें संघर्षों को हिंसा में बदलने की क्षमता होती है। उदाहरण सहित चर्चा कीजिए।

Prejudice and discrimination when left unaddressed have the potential to turn conflicts into violence. Discuss with examples. (Answer in 150 words) 10

Prejudice is a negative emotion/
outlook for any particular thing
which translates into action
as discrimination.

For instance:-

① stereotype :- That all muslims
are non vegetarians



② Prejudice - All muslims are
involved in
cow slaughter



③ Discrimination - against Hindu
and muslim
in society &
economy



④ violence → Recent Nuh violence
where muslim shop were targetted
and leading to communal
violence

Thus Prejudice is a dangerous emotion which if left unchecked can lead to → concrete attitude and outlook

Similarly → in racist discrimination too a strong stereotype motivates strong actions.

↓
⊕ Leads to 'otherisation' and social ostracisation

↓
To counter this we need to stem out stereotypes by greater emotional and cognitive awareness as well as greater intermixing of society.

6. (b) हालांकि, 'मी टू मूवमेंट' ने कार्यस्थल पर महिलाओं के यौन उत्पीड़न के संबंध में कुछ असंतोष की ध्वनि पैदा करने में मदद की है, लेकिन यह भारत में कार्य संस्कृति पर स्थायी सकारात्मक प्रभाव उत्पन्न करने में विफल रहा है। क्या आप सहमत हैं?

Though the 'Me Too Movement' helped in creating some murmur with respect to sexual harassment of women at workplace, it has failed to create a lasting positive impact on the work culture in India. Do you agree? (Answer in 150 words) 10

The cases of sexual harassment at workplace has been rising with many going unreported.

Ex) recent allegations against WFI chief by wrestlers of India

MeToo movement - failed to create lasting impact

- while it has motivated women to come forward and voice concerns.

↓
But it has not changed structural realities :-

- ① Patriarchal mindset
- ② Dependency of women on work.

- ③ Lack of Internal complaint committee
- ④ social objectification of women
- ⑤ Passive discrimination at workplace
- ⑥ Ostracisation of women on departing crime

Thus, a long lasting measures will require :-

- ① Efforts from Company's
Ex - Google's : Zero Tolerance
- ② Strong legal backing and awareness
- ③ zero tolerance in society
- ④ Value incubation & training on gender sensitivity.

Womens modesty and dignity needs to be preserved by any Nation

SECTION – B

निम्नलिखित प्रश्नों में, प्रस्तुत प्रकरणों का ध्यानपूर्वक अध्ययन कीजिए और उनके आगे आने वाले प्रश्नों के उत्तर दीजिए (लगभग 250 शब्दों में):

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

7. आप लगभग 15 वर्षों से एक प्रसिद्ध व्यावसायिक सलाहकार कंपनी में काम कर रहे हैं और आपको वरिष्ठ कार्यकारी स्तर पर पदोन्नत किया गया है। मीरा नाम की आपकी एक कनिष्ठ सहकर्मी है, जिसे आप समय-समय पर सलाह देते रहे हैं। आपके मार्गदर्शन के साथ-साथ उसने कंपनी में जो समय और सहयोग दिया है, उसने उसे संगठन में पेशेवर रूप से तेजी से उन्नति करने हेतु प्रेरित किया है। काम का माहौल भी उसके विकास के अनुकूल रहा है। इस बीच, मीरा की माता पिछले कुछ वर्षों से बीमार हैं और उन्हें चिकित्सीय देखभाल की आवश्यकता है। समय के साथ उसके चिकित्सीय व्यय में भी तेजी से वृद्धि हो रही है।

हाल ही में, मीरा को आपके बॉस द्वारा यौन उत्पीड़न के एक असहज अनुभव का सामना करना पड़ा, जिसके बारे में उसने कंपनी के मानव संसाधन विभाग (HRD) को तुरंत सूचना दी। संबंधित बॉस का कंपनी की सफलता में महत्वपूर्ण योगदान रहा है और वह कंपनी के भीतर एवं बाहर भी अच्छी तरह से जुड़ा हुआ है। उन्होंने मीरा को इस मुद्दे के निपटारे के लिए अप्रत्यक्ष रूप से एक बड़ी राशि की पेशकश की है। अगर मीरा उसके प्रस्ताव को स्वीकार कर लेती है, तो उसे एक गैर-प्रकटीकरण समझौते पर हस्ताक्षर करना होगा जो मीरा को इस मुद्दे को फिर से खोलने या इसके बारे में चर्चा करने से रोकता है। मीरा को पता चला है कि संबंधित बॉस पहले भी इस तरह की हरकतों में शामिल रहा है। कंपनी में उसके पद और उसके संबंधों को देखते हुए, मीरा को लगता है कि वह भविष्य में उसके करियर के लिए खतरा हो सकता है। लेकिन उसे पैसों की भी सख्त आवश्यकता है।

दी गई परिस्थितियों में, निम्नलिखित के उत्तर दीजिए:

- (a) इस मामले में शामिल मुख्य हितधारकों की पहचान कीजिए।
 (b) उपर्युक्त मामले में सत्यनिष्ठा और नैतिकता से संबंधित मुद्दों पर प्रकाश डालिए।
 (c) मीरा के पास कौन-से अन्य विकल्प उपलब्ध हैं? उसे किस विकल्प का चयन करना चाहिए और क्यों?

You have been working in a well-known business consultancy company for nearly 15 years and have been promoted to a senior executive level. You have a junior colleague, named Meera, whom you have been mentoring from time to time. The time and effort she has invested in the company along with your guidance has led her to rapidly grow professionally in the organisation. The work environment has also been conducive for her growth. Meanwhile, Meera's mother has been ill and requiring medical attention for the past few years. Her medical bills have been increasing rapidly over time.

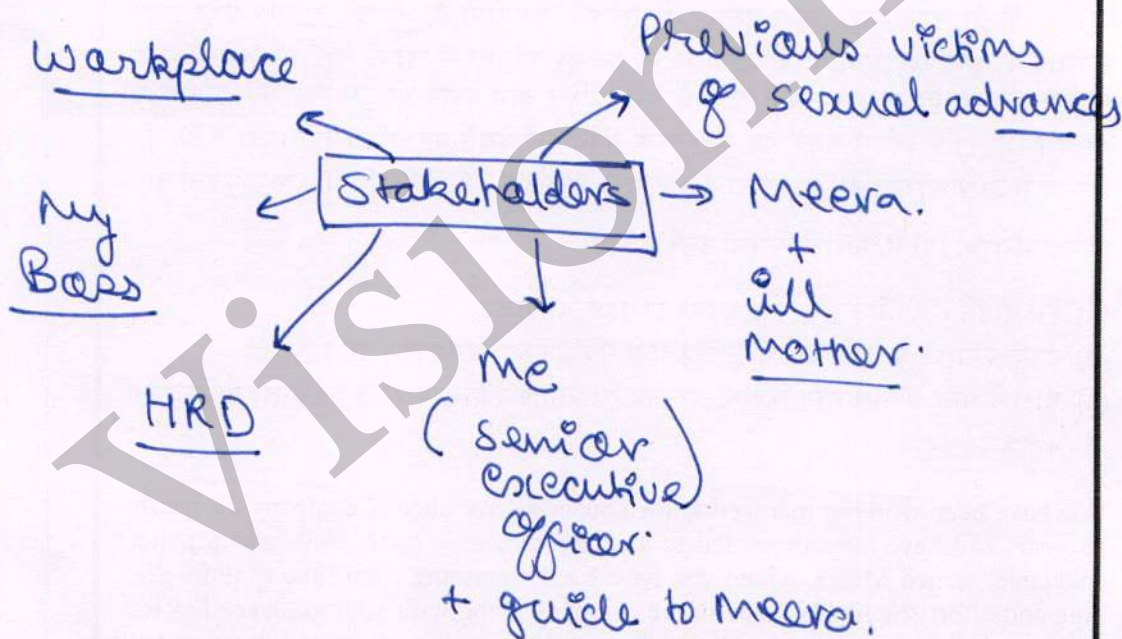
Recently, Meera encountered an uncomfortable experience of sexual advances at the hands of your immediate boss, which she reported to Human Resources Department (HRD) of the company instantly. The concerned boss has been instrumental in the success of the company and is also well-connected within the company and beyond. He has indirectly offered a large amount for the settlement of this issue to Meera. If Meera accepts his offer, she will have to sign a non-disclosure agreement that restricts her from re-opening the issue or even discussing

about it. She came to know that the concerned boss has been involved in similar acts earlier as well. Given his position in the company and his connections, Meera feels that he could be a threat to her career in the future. She is also in dire need of money.

In the given circumstances, address the following:

- Identify the main stakeholders involved in this case.
- Highlight the issues related to integrity and ethics in the case above.
- What are the various options available to Meera? Which option should she choose and why? (Answer in 250 words) 20

The above case reflects one of the societal menace India is facing is sexual harassment at workplace



Ethical Issues in case

- Lack of sexual morality in the boss - shows ~~to~~ disrespect of women.

- ② Coercive sexual advance → amounts to illegal activity under Prevention of sexual Harassment at workplace Act.
- ③ Lack of Transparency and accountability by the 'non-disclosure agreement'
- ④ Covering the issue with money - shows fiscal & moral corruption + escapist tendencies.
- ⑤ Meera's lack of courage of conviction

Options available to Meera

- ① Take the money and not act upon the misconduct
- ② Sery the money and file a case against the Boss + report it in media
- ③ make sure the culprit is penished

not just for the present act but also his previous misconduct by taking matters to the highest officers in charge.

Evaluation of Options

Option - I

Merit

- Will water the ill mother
- Will safeguard her dignity/ Privacy

Demerit

- Justice not served
- Culprit still not charged - will continue his act

Option - II

Merit

- Shows courage & will power
- Will attract attention to the guilty crimes

Demerit

- Will hamper company's and meera's reputation
- She can lose the money
- might hamper her career.

Option IIIMerit

- Will address the root problem.

Demerit

- might or might not get money.

She should go with option III as:

- She should first try the official way to attain justice for all.
- To instill confidence in other victims, she can lead by example - this will pressurise the company to act itself.
- Running away from problem will not clear her conscience.
- If, as her guide & mentor will support her at every step and make sure the workplace is made more safe and secure.

Injustice can be dealt only with the light to justice & courage.

8. आप हाल ही में एक फार्मास्यूटिकल कंपनी में शामिल हुए हैं वहां आपका पद रीजनल सेल्स मैनेजर का है। आपको एक वर्ष के लिए बिक्री लक्ष्य दिया गया है, जो आपके आकलन के अनुसार असामान्य रूप से अधिक है। हालांकि, बाजार का सर्वेक्षण करने पर, आपने पाया है कि प्रतियोगी ऐसे लक्ष्यों को प्राप्त कर रहे हैं। गहन विश्लेषण करने पर, आपको डॉक्टरों को उनके मेडिकल रिप्रेजेंटेटिव्स द्वारा उपहार, भुगतान और आतिथ्य लाभ देने की अनैतिक प्रथाओं के बारे में पता चलता है। यह यूनिफॉर्म कोड ऑफ फार्मास्यूटिकल्स मार्केटिंग प्रैक्टिस द्वारा प्रतिबंधित है। आपने इस संबंध में नेशनल सेल्स मैनेजर से संपर्क किया लेकिन उन्होंने जारी किए गए लक्ष्यों को किसी भी कीमत पर प्राप्त करने का संकेत दिया है। आपने डॉक्टरों को अनैतिक प्रोत्साहन देने की प्रथा में शामिल न होते हुए एरिया सेल्स मैनेजर्स को अपने-अपने निर्धारित लक्ष्यों को पूरा करने का निर्देश दिया। उन्होंने इन प्रोत्साहनों और लाभों को दिए बिना लक्ष्यों को पूरा करने में असमर्थता संबंधी अपनी चिंताओं को व्यक्त किया है।

- इस संदर्भ में, आपके द्वारा किन नैतिक दुविधाओं का सामना किया जा रहा है?
- आपके समक्ष उपलब्ध विकल्पों के गुणों और दोषों पर चर्चा कीजिए? आप इन विकल्पों में से किसका और क्यों चयन करेंगे?
- फार्मास्यूटिकल क्षेत्र के पास अपने उत्पादों के विपणन के लिए कौन-से नैतिक विकल्प उपलब्ध हैं?

You have recently joined as a Regional Sales Manager of a pharmaceutical company and have been given a sales target for the year, which is unusually high as per your assessment. On surveying the market, however, you have observed that the competitors are achieving such targets. On a deeper analysis, you come across unethical practices of giving gifts, payments and hospitality benefits to doctors by their medical representatives. This is prohibited by the Uniform Code of Pharmaceuticals Marketing Practices. You contacted the National Sales Manager in this regard but he hinted at achieving the released targets at whatever cost. You directed the Area Sales Managers to meet their respective targets while not engaging in the practice of unethical incentives to the doctors. They have communicated their concerns regarding their inability to meet the targets without provision of these perks and benefits.

- What are the ethical dilemmas being faced by you in this context?
- Discuss the merits and demerits of the options available to you? Which of these will you choose and why?
- What are the ethical alternatives available to the pharmaceutical sector to market their products? (Answer in 250 words)20

India is the largest producer of generic medicines in India but lags behind in upholding medical ethics in business.

Ethical dilemmas

- ① Company's profit vs ethical code of conduct :- profit will be requiring unethical practices
- ② Role as a manager vs keeping my conscience clean - I am expected to lead by example without completing the targets!
- ③ Call of duty vs call of conscience - while the National sales manager has directed to meet the targets anyhow.

Options available

- ① Ignore the unethical activities

↓
Merit

Demerit

- Save me from,

the task of
completing
Targets on time

- Create Cognitive Dissonance / knows over split
- Shows Ignorance
- engage in illegal activity - can be harmful for company

(II) Resign from company

Merit

- Resque from the split of heart & mind.

Demerit

- Shows escapism and dereliction of duty
- moral insensitivity

(III) Guide my team to pursue ethical practices by opting for alternative approaches to fulfill target

- By saving money from gifts / perks and payments - it can cover the temporary loss
- long term - set an example by making truthful relations

- Report the unethical activities (against the law) of others
- motivate and guide my team for inculcating medical ethics values like - (Benevolence) and (non-maleficence) (Doing no harm)
- Providing autonomy to doctors to choose ~ gain their trust and Build a Brand.

I will go with option III as:

- ✓ syncs with my Categorical Imperative
- ✓ Helps to uphold my Dharma as a Pharma-representative.
- ✓ Leads to 'Common good' for all
- ✓ Clears my conscience and Boosts my self esteem.

Thus, medical ethics needs to be practised with full efforts.

(C) Alternative approaches :-

① Consumer rating and grading system for the Pharma drugs

→ online surveys & feedbacks can help formulate database

② Common e-market place for all products to reduce marketing cost

③ Doctors to act responsibly and try the drugs for their effectiveness, not for perks

(Zero Tolerance Policy to be adopted)

④ ~~Strict~~ Advertisement by utilising case studies of treated patients/
healthy patients from the drug.

9. लोक सेवकों को आमतौर पर सरकार की योजनाओं और नीतियों को पर्दे के पीछे रहकर संचालन करने वाले अभिकर्ताओं के रूप में माना जाता है। स्थायी कार्यकारी होने के नाते, इनसे उम्मीद की जाती है कि ये सुर्खियों में आए बिना अपने कार्यों का निर्वहन करें, जबकि यह राजनेताओं पर निर्भर है कि वे अपने राजनीतिक कृत्यों के लिए सुर्खियों में रहें। हालांकि, हाल के दिनों में एक प्रवृत्ति विकसित हो रही है जिनमें लोक सेवकों, विशेष रूप से युवा लोक सेवकों ने नियमित रूप से अपनी दिन-प्रतिदिन की गतिविधियों को पोस्ट करने के लिए सोशल मीडिया का सहारा लिया है। कुछ अध्ययनों से पता चलता है कि कुछ अधिकारियों ने लोकप्रियता का वह स्तर हासिल कर लिया है जो भारत में मशहूर हस्तियों और प्रभावशाली लोगों के लगभग समान है।

सोशल मीडिया पर मौजूद इन अधिकारियों में से अधिकांश का तर्क है कि इससे उन्हें लोगों से जुड़ने में मदद मिलती है और युवा पीढ़ी को भी प्रेरणा मिलती है। हालांकि, कई वरिष्ठ लोक सेवक इस तरह की प्रवृत्ति का कड़ा विरोध करते हैं। उनका मानना है कि ऐसे अधिकारियों द्वारा साझा की गई कुछ सामग्री केवल पब्लिसिटी लेने के लिए होती है, ये लोक सेवाओं के 'सिद्धांतों' का उल्लंघन करती हैं और यहां तक कि उनके स्वयं के करियर के साथ-साथ समग्र रूप से सेवा के लिए भी हानिकारक हो सकती हैं। युवा अधिकारियों को विभिन्न माध्यमों से सलाह दी जा रही है कि वे अपनी छवि को फिल्मस्टार जैसा बनाने से बचें।

इस संदर्भ में निम्नलिखित प्रश्नों के उत्तर दीजिए।

- (a) लोक सेवकों द्वारा सोशल मीडिया के अत्यधिक उपयोग से जुड़े नैतिक मुद्दे क्या हैं?
(b) लोक अधिकारियों द्वारा सोशल मीडिया का प्रभावी ढंग से उपयोग कैसे किया जा सकता है?

Civil servants are usually considered as the behind-the-scenes operators of plans and policies of the government. Being the permanent executive, they are expected to work without getting into the limelight while it is up to the politicians to hog the limelight for their political ends. But in recent times, a trend is developing where civil servants, especially younger ones, have taken to social media to post their day-to-day activities on a regular basis. Some studies suggest that some of the officers have attained a level of popularity that does not trail too far behind celebrities and influencers in India.

Most of these officers with social media presence argue that this helps them connect with the people and also inspire the younger generation. However, many senior civil servants strongly oppose such a trend. They believe that some of the content shared by such officers is excessively publicity-seeking, violates the 'principles' of the civil services, and may even be disadvantageous to their own career as well as the service as a whole. There have been calls from various quarters advising the young officers to desist from creating a filmstar like image of themselves.

In this context, answer the following questions.

- (a) What are the ethical issues associated with the excessive use of social media by civil servants?
(b) How can social media be effectively utilized by public officials? (Answer in 250 words) 20

Social media platforms have given a window in the working of the backstage of governance which is sometimes used as a bridge to connect and sometimes as a way to deviate from duties.

Ethical Issues of excessive Use of social media by CS's

- ① Hampers Anonymity which is an important clause of Code of conduct rules and a foundational value.
- ② Increases the divergence between permanent and political executive (by capturing demerit)
- ③ Disturbs Impartiality and Non partisanship value of civil Servant.

- ④ Can lead to 'Hero-worship' phenomenon in civil servants
- ⑤ Reduces the focus from CORE jobs of a civil servant.
- ⑥ Can portray ~~no~~ classified / secretive government information to the public (Ex - National Security)
- ⑦ Reduces / erodes the Trust on civil servants as 'Public Servants'.

Ways to effectively use social media

- ① Provision to open 'official account' only, and not personal.
- ② Code of conduct rules to be amended to add the SOP's and instructions for social media usage.

- ③ Any glorification content should be avoided
- ④ Social media to act as a Tool to extend Public service
- ⑤ Karnataka Twitter governance
- ⑥ Social media can be effectively used to gather grievances and complaints
- ⑦ Railway department active on Twitter (X) to address concerns of citizens.
- ⑧ Emergency use helplines and connections to be spread by official accounts of the office.
- ⑨ Separate Social media handles for each minister / department to reduce burden on CORE activities.

IAS Prashant Nair has been called 'collector Bro' for his prompt redressal and social skills. IAS Arij Shaikh utilised "Chuppi Took" campaign where women can report cases of domestic violence on WhatsApp.

This shows that social media can be utilised to extend good governance, keeping Anonymity and impartiality at utmost importance.

10. आप एक युवा आई. ए. एस. अधिकारी हैं और हाल ही में एक ऐसे जिले में सब-डिविजनल मजिस्ट्रेट के रूप में पदस्थापित हुए हैं जिसे "खुले में शौच मुक्त" घोषित किया गया है। हालांकि, आपको जानकारी मिलती है कि आपके सब-डिविजन के कुछ गांवों में शौचालयों की उपलब्धता के बावजूद अभी भी खुले में शौच करने की प्रथा जारी है। जिला प्रशासन में आपके सहयोगी इस जानकारी की सत्यता की पुष्टि करते हैं। आप इन गांवों के ग्राम प्रधानों को बुलाते हैं और उनसे कहते हैं कि वे अपने-अपने ग्रामीणों को खुले में शौच न करने के लिए राजी करें। लेकिन, वे इस प्रथा को पूरी तरह से बंद करने में अपनी अनिच्छा और असमर्थता व्यक्त करते हैं, क्योंकि वे कुछ मामलों में स्वयं खुले में शौच करने को सही मानते हैं। आप इस मामले पर जिलाधिकारी से चर्चा करते हैं जो आपको कोई भी आधिकारिक कार्रवाई करने से मना कर देते हैं, क्योंकि इससे जिले को दिया गया 'खुले में शौच मुक्त' का दर्जा वापस लिया जा सकता है।

एक युवा और सक्रिय अधिकारी के रूप में, निम्नलिखित का उत्तर दीजिए:

- घर में शौचालय होने के बाद भी लोग खुले में शौच क्यों करते हैं?
- इस प्रकरण में एक सब-डिविजनल मजिस्ट्रेट के रूप में आपके पास कौन-से विकल्प उपलब्ध हैं? प्रत्येक विकल्प के गुणों और दोषों पर प्रकाश डालिए।
- आप क्या कार्रवाई करेंगे?

GDF

You are a young IAS officer and have recently joined as a Sub-Divisional Magistrate in a district, which has been declared 'open defecation free'. However, you get information that some villages in your sub-division are still continuing the practice of open defecation out of habit despite availability of toilets. Your colleagues in the district administration confirm that the information is true. You call the village headmen of these villages and tell them to persuade their respective villagers to stop open defecation. But, they express their unwillingness and inability to fully stop this practice, as in some cases they themselves consider it healthy to defecate in the open. You discuss this matter with the District Magistrate who forbids you from taking any official action, as this may cause the 'open defecation free' status given to the district to be withdrawn.

As a young and dynamic officer, answer the following:

- Why do people continue to practice open defecation even when they have access to toilets?
- What are the options available to you as the Sub-Divisional Magistrate in this case? Highlight the merits and demerits of each option. //
- What will be your course of action? (Answer in 250 words)20

- a) Indian society is unique yet complex. People tend to practice open defecation because:
- ① wrong cognition :- people like my own colleagues think that open defecation is more 'healthy'
 - ② strong / stringent attitude :- very difficult to mend.
 - ③ social conformity :- people follow the herd mentality
 - ④ long tradition :- of open defecation is ingrained in the culture of people.
 - ⑤ Lack of any strong opposition or law to prohibit.

Options available to me as SDM:

- ① Go against the DM and take official action against people

engaged in ODF practices

merit

- shows courage
- lawful act
to punish
wrong doer

Demerit

- goes against
the order of
hierarchy
- Hasty action
can scrap public Trust
- punishing will
not ensure ODF
practices.

② Keeping silent over the Issue

merit

- Will reduce
personal
accountability

Demerit

- against the
ideals of
Justice
- against my
morals
- moral inaction =
moral corruption

- ③ Working in my capacity as SOM and persuading people via
- Brand ambassadors of SBM
 - Educating in schools
 - Posters and paintings
 - giving the dream / goal of attaining ODF++ to villagers as a matter of Pride

I will follow IIIrd option as:

- ① It will help me work in my own jurisdiction
- ② Persuasion as a skill goes further than any law / rules
- ③ Attitudinal change is imperative for societal change.
- ④ Jan. Andolan has been proven successful in Swachha Bharat Abhiyan.

My course of action will include:

- ① Communicating with the village women and community workers : understand their grievances and motivate them to act as community leaders.
- ② Educating children to ensure ODF at home.
- ③ Rewarding people for operating at home toilets (Shame game)
- ④ Talk to the Panchayat sarpanch and ask for his assistance in obtaining ODF ++.
- ⑤ Spreading awareness about diseases and Health measures for ODF.

Thus, a whole-of-society approach can help in catering to the much needed change.

11. आप एक ऐसे जिले के जिलाधिकारी हैं, जो इंजीनियरिंग के साथ-साथ मेडिकल प्रवेश परीक्षाओं के कोचिंग संस्थानों का एक हब है। हाल ही में, लगभग 5 छात्रों ने शैक्षणिक और सामाजिक दबाव के कारण आत्महत्या कर ली है। देश भर से 15-18 वर्ष के आयु वर्ग के अनेक छात्र IIT और AIIMS जैसे प्रतिष्ठित संस्थानों में प्रवेश पाने का सपना लेकर जिले में आते हैं। हालांकि, कोचिंग संस्थान व्यावसायिक मानसिकता से कार्य करते हैं और चाहते हैं कि टॉपर्स उनके संस्थान के ही हों ताकि वे और अधिक छात्रों को आकर्षित कर सकें। वे बेहतर प्रदर्शन करने के लिए छात्रों पर बहुत अधिक दबाव बनाते हैं, छात्रों के प्रदर्शन के आधार पर अलग-अलग श्रेणी के बैच बनाने जैसे भेदभावपूर्ण व्यवहार करते हैं। ये छात्र पेइंग गेस्ट के रूप में और अपने परिवारों से दूर हॉस्टल में रहते हैं तथा उनमें से कई प्रतियोगिता के भारी बोझ और उससे जुड़े मानसिक तनाव का सामना करने में सक्षम नहीं होते हैं।

हाल ही में, 5 छात्रों द्वारा की गई आत्महत्या की घटनाओं को राष्ट्रीय मीडिया द्वारा उजागर किया गया है और आपको मुख्यमंत्री द्वारा स्थिति की रिपोर्ट पेश करने तथा मामले में उचित कदम उठाने के लिए कहा गया है। मुख्यमंत्री ने आपको इस मामले को लाइमलाइट से दूर रखने के लिए भी कहा है ताकि कोचिंग संस्थान अपना कारोबार करते रहें और अपने लिए तथा राज्य के लिए राजस्व उत्पन्न करते रहें। जांच करने पर, आपको पता चलता है कि 2-3 सबसे प्रसिद्ध कोचिंग संस्थान सत्तारूढ़ दल के राजनीतिक नेताओं द्वारा चलाए जा रहे हैं। वे छात्रों को लुभाने के लिए झूठे विज्ञापनों का सहारा ले रहे हैं। वे छात्रों पर प्रदर्शन करने के लिए अनुचित दबाव भी बनाते हैं। इसके अलावा, प्रदर्शन बढ़ाने वाली दवाओं का एक अवैध बाजार भी उभर रहा है और यह छात्रों के बीच काफी प्रचलित है।

स्थिति को देखते हुए:

- इसमें शामिल हितधारकों का उल्लेख कीजिए और दिए गए प्रकरण से जुड़े नैतिक मुद्दों पर चर्चा कीजिए।
- दी गई स्थिति में, आप क्या कार्रवाई करेंगे?
- छात्रों के बीच आत्महत्या के मामलों में वृद्धि के विभिन्न कारणों पर चर्चा करते हुए, इस मुद्दे के दीर्घकालिक समाधान के लिए उपाय सुझाइए।

You are the District Magistrate of a district, which is the hub of coaching centres for engineering as well as medical entrance exams. Recently, around 5 students have committed suicide owing to academic and social pressure. Students in the age group 15-18 years from across the country come to the district with the dream of getting admission into prestigious institutions like the IITs and AIIMS. However, the coaching institutes are business-minded and want to have toppers from their institute so that they can attract more students. They create a lot of pressure on students to perform, with differential treatment like forming different category of batches depending on students' performance. These students live as Paying Guests and in hostels away from their families and many cannot tackle the huge burden of competition and the associated mental stress.

The recent spate of suicide by 5 students has been highlighted by the national media and you have been asked by the Chief Minister to present a report of the situation and take steps on the matter. The Chief Minister has also asked you to keep the matter away from limelight so that the coaching centres continue with their business and generate revenue for themselves as well as the state. Upon

investigation, you find out that 2-3 of the most famous coaching institutions are run by political leaders of the ruling party. They are involved in false advertisements in order to lure students. They also create undue pressure on the students to perform. Also, there is an emerging black market for performance enhancing drugs, which have become common among the students.

Given the situation:

- Highlight the stakeholders involved and discuss the associated ethical issues in the given case.
- Given the situation, what will be your course of action?
- Discussing the various reasons for increased cases of suicides among students, suggest measures to address the issue in the long-run. (Answer in 250 words)20

a) The recent case of suicide of the child in IIT-Bombay is also a reflection of the rising instance of mental pressure on children.

Stakeholders and ethical issues

- Coaching centres
 - involved in false advertisement
 - business oriented rather than academic excellence
 - Pressure technique on children increasing their burden
 - Differentiation causes unhealthy competition & expectations

② State & CM :-

- Generating revenue from coaching centres, hence man action on unethical act
- Politicisation of education.
- Political pressure by ruling party.

③ Students

- Unrealistic goals and expectations of peers causing mental trauma & depression.
- Staying away from home :- increases social vulnerability
- suicides by kids + Drug addiction.

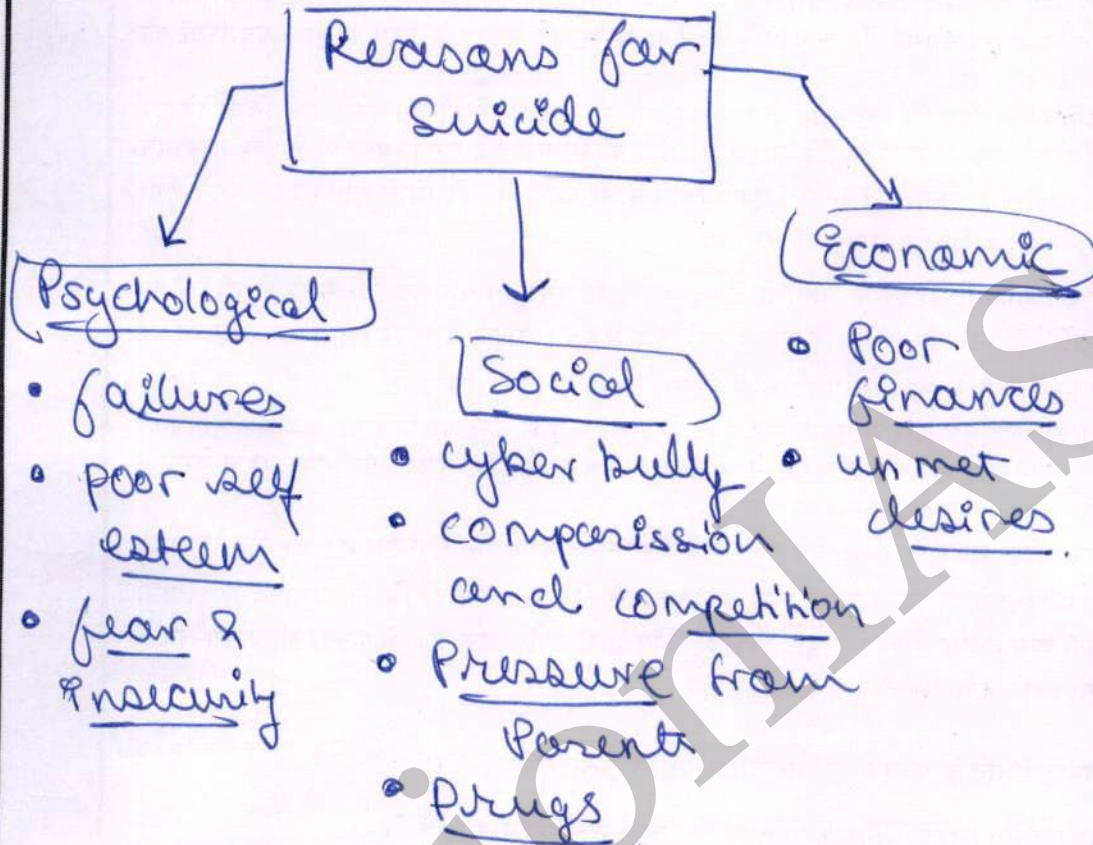
④ Me as PM

- Keeping matters away from limelight can hinder my attempt to solve matter
- Political opposition is serving my duty.

My course of Actions

- ① Send a notice / warning to coaching centres with false advertising and unethical activities. If not taken actions penes to be imposed.
- ② Crack down upon the black marketing of drugs in market with the co-ordination of Police and National Drug Authority - Narcotics Central Bureau.
- ③ Generate a helpline number for children in need for help (like manodarpan) and connect them with local counsellor and child welfare committees.
- ④ Issue guideline to parents and PG's to have an emotional / compassionate outlook for children.

c)



Long Term solution :-

- address psychological needs by help of counsellor / therapy and value education
- Conducive environment to be build for child
- appreciate unique abilities of each child.
- Building emotional intelligence

12. आप हाल ही में भारत के एक महानगर में जल आपूर्ति और सीवरेज बोर्ड के मुख्य कार्यकारी अधिकारी के रूप में नियुक्त हुए हैं। हाल ही में, एक ऐसी घटना हुई थी जिसमें दो गरीब लोगों की शहर के एक पॉश मोहल्ले में सीवर की जोखिमपूर्ण सफाई के दौरान मौत हो गई थी, जिसमें शहर के शीर्ष कॉर्पोरेट प्रमुख रहते थे। प्रारंभिक रिपोर्ट में पाया गया कि उक्त मोहल्ले के कुछ निवासियों ने स्थानीय शहर प्रशासन की जानकारी के बिना सीवर की सफाई के लिए निजी कर्मचारियों को नियुक्त किया था।

संबंधित निवासियों के साथ-साथ दोनों मृत लोगों को काम पर नियोजित करने वाले निजी ठेकेदार के खिलाफ उनकी लापरवाही के कारण हुई मौत का मामला दर्ज कर लिया गया है। यह शिकायत उस मोहल्ले के निवासियों के लिए एक चौंकाने वाली घटना थी, जिनमें से अधिकांश ने पहले कभी कानूनी कार्यवाई का सामना नहीं किया था।

जांच के दौरान मोहल्ले के लोगों ने शिकायत की कि स्थानीय प्रशासन लंबे समय से सीवरों की सफाई नहीं करा रहा है, जिसके कारण उन्हें निजी कर्मचारियों को काम पर रखना पड़ा। आपको यह भी पता चला है कि नगर प्रशासन में मेंटेनेंस कार्यों को लेकर असमंजस की स्थिति बनी हुई है, जिसका आज तक कोई समाधान नहीं हुआ है। समग्र रूप से नगर प्रशासन भी आवश्यक बुनियादी ढांचे के निर्माण और सीवेज सफाई से संबंधित कार्य करने के लिए सुरक्षात्मक गियर प्रदान करने के लिए धन की कमी का सामना कर रहा है।

दूसरी तरफ, मृतक के परिजनों ने मुआवजे के लिए सरकार पर दबाव बनाना शुरू कर दिया है। साथ ही, मीडिया ने भी इस घटना के लिए नगर प्रशासन की उदासीनता को जिम्मेदार मानते हुए हंगामा किया हुआ है और मोहल्ले के हाई प्रोफाइल निवासियों के खिलाफ दर्ज शिकायतों को वापस लेने के लिए दबाव बना हुआ है।

उपर्युक्त स्थिति के आलोक में, निम्नलिखित प्रश्नों के उत्तर दीजिए:

- संबंधित मुद्दों के साथ प्रकरण में शामिल हितधारकों की पहचान कीजिए।
- दिए गए प्रकरण में आपके समक्ष उपलब्ध विकल्पों का मूल्यांकन कीजिए। आप इनमें से कौन-सा विकल्प चुनेंगे और क्यों?
- भविष्य में ऐसी घटनाओं को रोकने के लिए आप कौन-से दीर्घकालीन उपाय करेंगे?

You have recently joined as the Chief Executive Officer of the Water Supply and Sewerage Board in a metropolitan city of India. Recently, there was an incident where two poor people died while undertaking hazardous cleaning of sewers in a posh neighbourhood, housing top corporate honchos of the city. The preliminary report found that a few residents in the said neighbourhood employed private workers to clean the sewers without the knowledge of the local city administration.

A complaint for causing death by negligence has been registered against the concerned residents as well as the private contractor through whom these poor people were employed to carry out the task. The complaint has come as a shock to the residents of the neighbourhood, most of whom never had a brush with the law before.

During the investigation, the residents of the neighbourhood complained that the local administration has not been cleaning sewers for a long time, forcing them to hire private workers. You also come to know that there has been a confusion over the maintenance works in the city administration, with no resolution till date. The city administration, as a whole, has also been facing a shortage of funds to build

the requisite infrastructure and provide protective gears to carry out the sewage cleaning work. In the meantime, the family members of the deceased have started pressurising the government for compensation and there has also been a media blitzkrieg blaming the apathy of the city administration for the incident and pressure to withdraw the complaints registered against the high profile residents of the neighbourhood.

In light of the above situation, answer the following questions:

- Identify the stakeholders involved in the case along with the associated issues.
- Evaluate the options that are available to you in the given case. Which of these options will you choose and why?
- What will be the long-term measures you will take to prevent such an incident from occurring in the future? (Answer in 250 words) 20

Q) ~~St~~ The above case reflects the ~~real~~ menace of manual scavenging, which although illegal still continues to haunt us.

Stakeholders & issues

I Local admin

- lack of capacity (gears)
- apathy to grievances of public
- Non reciprocity

II Residents & private contractor

- Lack of compassion for workers - 2 died
- lack of accountability
- complaint withdrawing - shows economic pressure / corruption

III) Worker and family
 → Need for Just compensation
 for family
 → Justice to be met

IV) Me as CEO
 → Need to be accountable to
inaction of administration

V) Society at large
 → apathetic to vulnerable
manual scavengers : as media
pressure to release complaints
against poor residents.

b) Options available

I) Take back the complaints

↙
Merit

• Reduce the
media blaming

↘
Remitit

• Against the
rule of law
 (Veil of Justice)

2) Apologise on behalf of the
department and close the
case

merit

- Shows moral accountability

Demerit

- Compensation not ensured
- Justice not secured.

3) Ensure effective compensation
to family and fines/penitment
to contractor

- Ask for a detailed report for
admin inaction

- Need for funding to be raised
with em and other channels
like municipal Bonds

Merits

- Serve all the
interest of
stakeholders

Demerits

long gestation
period for
bringing change

Long Term changes!

⑤ Building capacity of city admin by employing local technicians to guide sewage cleaning mechanisation

⑥ Bandicoot (Bengaluru)

⑦ Need for resolute grievance redressal by e-filing of complaints

⑧ Social security net to all manual scavengers by schemes like NAMASTE.

⑨ Zero tolerance approach to Manual scavenger and increase social awareness on media.