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GENERAL STUDIES (TEST CODE : 2421)

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|-------------------|--------------------|---------------------|----------|
| Name of Candidate | SHIVANG SRIVASTAVA | | |
| Medium Hindi/Eng. | English | Registration Number | 962608 |
| Center | Online | Date | 6/8/2023 |

| 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 उन्ही 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। | |
| 3(c) | 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(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: | | | | |
| | | | Is student recommended for One-to-One mentoring? | |
| | | | Recommended | Strongly Recommended |

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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.

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

Rising consumerism, Commodification and declining spiritualism, has all contributed to general decline in moral values across societies.

Thus value education has become important, particularly for young professionals.

→ Role of Value education for Youth

① Promotes balance between skills and morals

eg. Use of ICT skills → for social good → eg. → financial inclusion of marginalised.

- (2) Helps ^{preventing} dehumanising of individuals in light of cut throat competition.
eg. If others get promotion
↳ → no need to get jealous
- (3) Helps preventing use of unethical means to get profit or success.
eg. Lack of value education
↳ Doctor → may charge commission for suggesting specific medicine.
- (4) Value education → helps maintain balance between family and work.

Thus value education is indispensable as it ensures that technical knowledge is used for social good & not for societal detriment.

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 first
Sikh Guru, on teachings of
which Sikhism is established.

→ His moral teachings relevant
for youth

| Teachings | Relevance. |
|-------------------------------|--|
| ① unity of being (One God) | → Help youth to give away <u>discriminatory</u> <u>practices</u> based on Religion, caste, Gender. etc. |

| | |
|-----------------------------------|---|
| ② Vand Chakka (Common langars) | → Promote value of sharing Help ↓ reduce feeling of <u>consumerist</u> <u>selfishness</u> among <u>youth</u> . |
|-----------------------------------|---|

③ He ⁱⁿ himself travelled a lot around the world → Relevance for Youth
→ Inspire Youth to travel and develop broad horizon and outlook about world.

④ Guru nanak → did farming & intense hardwork till his death → Inspire Youth to work hard and respect dignity of labour.

⑤ Equality between Men (Singhs) and Women (Kaur) → Inspire young women to make place in fields dominated by men e.g. Armed forces.

Thus, Guru nanak dev ji provides light to current generation to leave narrow parochialism and become more open minded, courages & compassionate.

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 refers to the practice of working for two or more employers without keeping them informed of this practice.

→ Moonlighting → Rationale

- ① To support oneself financially particularly during COVID.
- ② To utilise free leisure time to earn money.
- ③ work from Home (WFH) enables one to practice moonlighting effectively.

→ Ethical concerns

- ① Against terms of employee contract → thus against professional ethics.

- ② Against integrity → as it involved use of resources of one organisation for work of other.
- ③ Threat of leaking company secrets.
- ④ Negatively impact work-life balance.

→ However, some companies have allowed moonlighting & even considered it ethical under some circumstances. That is,

- ① Transparently inform ^{both} employers about practice
- ② Proper time division → for different works
- ③ Not working for closely related companies (i.e. competitors).

Thus, ~~it~~ in general moonlighting may be unethical, but there may be mitigating factors that makes it more complex ethically.

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 करते 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]

Multiple institutions like UN, WHO, WTO, IMF etc exist for ethical global governance. But often states put aside the directions of these institutions for various reasons. These reasons include :-

- ① To practice self interest.

eg → USA → intervention in Iraq, Vietnam etc. to secure its geo political interests.

- ② Absence of morality in International Relations (Real politic ideology)

eg → Russia → defends its invasion of ukraine → giving arguments that it is defending itself from NATO aggression

(3) To secure ones sovereignty.
eg. India's Nuclear tests →
to protect its sovereignty from
Pakistan and China, at
well as, reaction to unfair
global consensus around
nuclear weapons

(4) To secure economic interests
eg. Trade war between US
and China → in a comparative
to WTO norms.

(5) Euro American bias in Interna-
tional institutes like IMF,
World Bank.

↳ Thus countries like India,
China, Africa etc have resisted
their attempt to impose
western norms ~~eg.~~ under garb
of Democracy & Human Rights.

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 above quote by Russian author Dostoyevsky, means that the traditional concept of intelligence is insufficient, rather it need some thing more (i.e. Emotional intelligence) to act more effectively.

→ Utility of emotional intelligence over traditional intelligence.

① EI helps to understand ones emotions and use it to better apply ones skill.

eg. In exam → panic

EI → helps to reinforce positive thoughts & calm one self

(2) EI → helps to understand situation better and act accordingly.
eg. M. Gandhi → understood violence can't be effective against powerful British government
Thus use of non-violence

(3) EI → helps generate empathy to other and built better teamwork.
eg. → MS Dhoni → leader with high EI → knew strengths & weakness of team member → better utilization of Human Resources.

(4) Other values & important apart from traditional intelligence are →
 • Communication skills.
 • Negotiation.
 • Consensus building.
 A holistic individual has combination of Aptitude based intelligence, and social skills to use intelligence better.

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 above quote means that government should have awareness on its perception among people and also information on living qualities of governed. Other-wise it doesn't live upto its ideal role in society.

→ For instance,

① Preceding to ~~the~~ French Revolution the Louis XVI → was unaware of immense dissatisfaction of people and their lives. His Queen said → "If people don't have breads, let them eat cakes".

↓
This led to eventual downfall of his regime

② Govt. → without data on poor
can't create schemes to
alleviate poverty.

But will give → political
slogans to remove poverty
without action on ground.

③ Further, democracy is incomplete
if popular will through need
assessment of population is
not done effectively.

eg → Farm bills → farmers
were not consulted → people
protest → Bills ~~are~~ eventually
withdrawn.

Thus, wisdom in govern-
ance demands that regular
assessment of popular needs
of people are done & govt.
acts upon it.

to students to generate scientific temper

→ But there are aspects other than character necessary for persuasion

↓
These include :-

- ① Good interpersonal skill
- ② Good communication → to ensure ~~the~~ clarity of message.
- ③ Need of experts → to improve acceptability of message.
eg. Doctors, lawyers → more trusted for persuasion in their field.

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 quality of absence of bias or prejudice while decision making.

→ Impartiality is key value in public services

- ① Ensure objectivity.
- ② Ensures social justice & Equality
- ③ Prevents self opinions & feeling → cloud decision making.

→ However, compassion too is a key public services value, which involves taking special initiatives to serve marginalised sections of society. This involves subjective considerations while decision making.

→ Impartiality doesn't preclude
compassion

① Because broader goal is
Public services.

eg. Aadhar authentication →
should not deprive one of
Right to food under MNSH
This → compassionate exception
for those ~~not~~ whose biometric
are not recordable due
to old age.

② Reservation → entitlement to
some sections of society

Based on historic injustice faced
by them in past or
compassionate considerations
like reservation for PwD.

This compassion is not
antithetical to impartiality.

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। सविस्तर 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 under governance is entrusted power by the public. Thus it is legitimised by people and should be used to fulfill needs of people.

Right use of power & dividends

Reduce poverty
eg. MGNREGA.

Bring social equality & Justice

Resource mobilisation. eg. laws to promote ease of business.

Military power → to conscientiously safeguard sovereignty of country.

→

Plans & disrepute due to
abuse of power

①

Corruption

↳ leads to drain of resources
eg. PSAs → corruption in credit
disbursal → Economic fugitives
like Nirav Modi → loss of
savings of people

②

Use of military power → to
do surveillance of citizens
↳ Against F.R to privacy.

③

Police brutality against tribals
and underprivileged

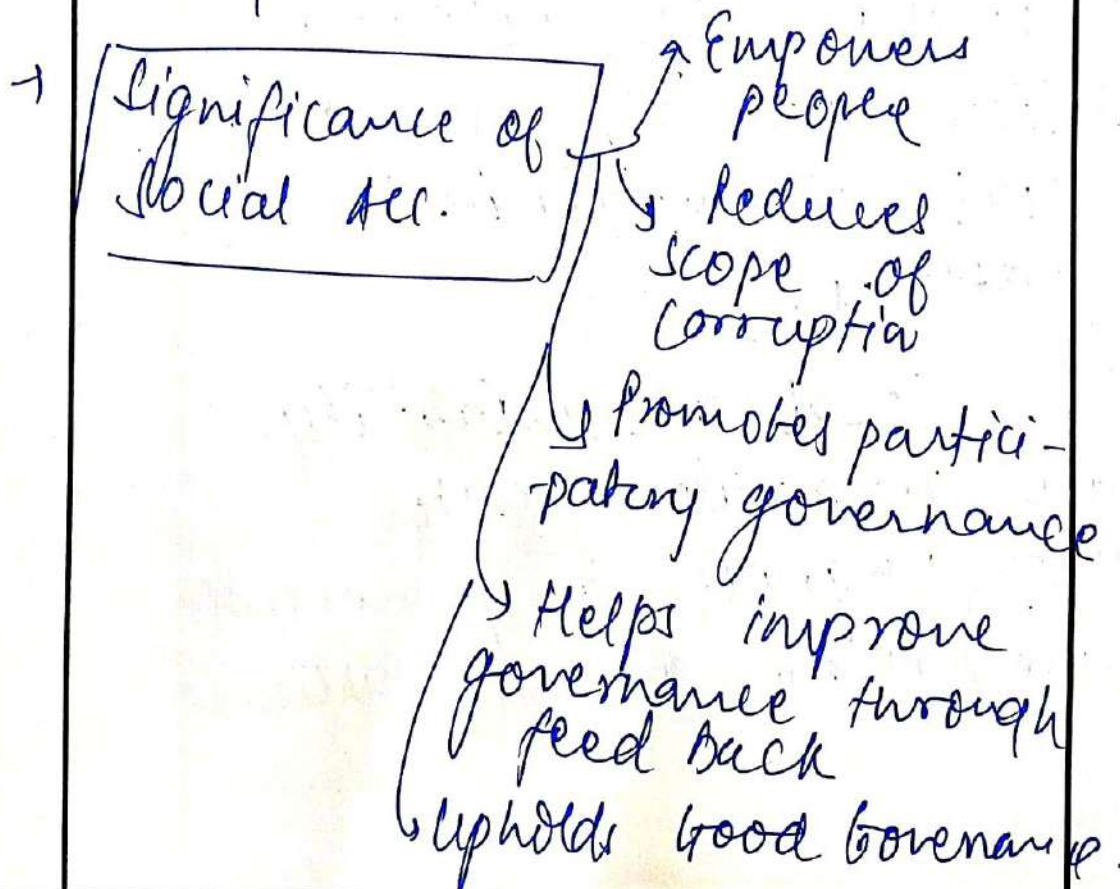
↳ leads to radicalisation
and extremism eg. UWE extension.

Thus power should
uphold public trust reposed
in state authority.

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 refers to answerability enforced by the general public, citizens or beneficiaries of particular scheme
eg. Social Audit



→ Critical factors for success of social accountability

- ① Involvement of large no. of people
- ② Inclusion of marginalised, minorities in social accountability
- ③ Proper record maintenance to enable social auditing.
- ④ Action upon reports of social accountability measures.

social accountability can generate greater belongingness to process of development among public.

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

'data is the new oil'.
As it is fundamental fram-
-ework on which present
policies, technologies etc run.

→ Concerns associated with data dependence

- ① foreign servers of MNCs
→ lead to data colonialisation
- ② use of data for digital profiling of citizens & sur-
-veillance → digital dictatorship
- ③ sale of data → to private entities without consent of people → Against privacy

- (P) Use of data for social engi-
neering as per selfish
needs of data possessing
entity.
- (S) Misuse of data in elections
for electoral engineering.

→ Measures to be taken

- (1) Data localisation
- (2) A comprehensive data protection bill.
- (3) Individual empowerment to use and share data.
- (4) Distinct regulation for personal and non personal data.

India can take cues
from Europe's Data Protection
Guidelines, for better regulation

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 refers to ~~the~~ negative biases against people or communities, based on superficial, subjective considerations.

→ Prejudice leading to Discrimination

Prejudice {
Cognitive → Unfavourable opinion
Affective → Hate
Behavioural
↳ violence
↳ discrimination

① People ~~have~~ ^{had} prejudice against lower caste, as born to some and do cleaning work

↳ led to caste discrimination
↳ lack of Inter caste marriage

② Prejudice against N.E people
eg. They eat dogs etc

People in Delhi → refrain to give

homes to those from N.E
States

→ Prejudice leading to violence

① Prejudice against Jews → as
profit minded & responsible
for Germany's loss

↓
led to violence against
Jews in Nazi Germany.

② Biases against Muslims

eg. · love jihad

· People unaware about
Muslim praying method

· Muslims not venerating
Shrikrat Mata → law against
Nation

↓
These ~~issues~~ prejudices leading
to violence against Muslims
in India eg. Mob lynchings.

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

Me too was global move-
ment of women coming out
against sexual harassment
at work place. It diffused
in India as well.

Me too
movement
created

awareness about
lack of ICC in
offices, as per
POSH Act

Employers more
sensitive about
issue of sexual
harassment.

→ However, it failed to create
lasting impact because

① Movement limited to social
media clamour. → most
accusations did not lead

- to legal incarceration.
- ② Movement → limited to cities that too few metropolitan cities in organised sectors
 - ③ limited sectoral coverage eg → Most cases from Entertainment industry.
 - ④ Absence of effective response from public, as many times lack of evidence, restricted people's mobilization.

However, it did force various organised workplaces to enforce norms of Internal Complaints Committee under POSH Act. Thus, movement was not a failure, rather it can be seen as a step in broader movement of feminism.

SECTION – B

निम्नलिखित प्रश्नों में, प्रस्तुत प्रकारणों 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:

- इस मामले में शामिल मुख्य हितधारकों की पहचान कीजिए।
- उपर्युक्त मामले में सत्यनिष्ठा और नैतिकता से संबंधित मुद्दों पर प्रकाश डालिए।
- 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

(a) Main Stakeholders

- ① Meera
- ② The concerned boss → who allegedly has done sexual harassment
- ③ HRD department
- ④ Internal Complaints Committee (ICC) → if constituted.
- ⑤ Other women employees → who suffered harassment.
- ⑥ Company, at large
- ⑦ Local law enforcement
- ⑧ Me as a senior of Meera as well as concerned employee of company

③ Issue related to integrity and ethics

① Misuse of senior position by boss to harass & intimidate ~~his~~ junior employee.

② Law of respect to dignity of women

③ Unprofessionalism → on part of HRD department → which sought settling sexual harassment in view of money.

④ Probable lack of constitution of ICC → despite legal provisions under POSH Act 2013.

⑤ Lack of value development in boss despite his p. high professional competence.

⑥ Non disclosure agreement in sexual harassment cases is both unethical & illegal.

(1) Option available to ~~Meeera~~
Meeera

① Accept settlement, in light of
her mothers need.

Merit
• Help mothers
need

Demerit
• wrong to silently
suffer injustice
• Empower Boss to
Commit such inde-
-cency in future
too.

② Disregard the settlement offer
and complaint in local police
office.

Merit
• Will lead to
fair investigation
• Ensure legal
Justice

Demerit
• Affect Meeera's
career in
Company
• Impact her
financial ability
to get her
mother treated

(3) ~~Do~~ not accept settlement, but pursue her complaint to HRD and bring up other women complainant ~~who~~ who faced harassment to raise their voice.

→ Meera should choose third option and if no action is taken then go to Police.

Reasons

1) Greater Good of greater
~~non~~ number

as ~~the~~ 3rd option gives justice to other women as well.

2) No scope for tolerating sexual harassment as it emboldens predatory behaviour.

Further, I as senior would support unbiased investigation and justice in the matter. I would also help Meera in personal capacity for her mother's treatment.

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।
- (a) इस संदर्भ में, आपके द्वारा किन नैतिक दुविधाओं का सामना किया जा रहा है?
- (b) आपके समक्ष उपलब्ध विकल्पों के गुणों और दोषों पर चर्चा कीजिए? आप इन विकल्पों में से किसका और क्यों चयन करेंगे?
- (c) 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.

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

The above case outlines the issue of widespread use of unethical means by pharma companies to market their products.

(a) Ethical dilemmas faced

- (1) Following orders of senior v/s Following personal morals based on integrity.
- (2) Profit consideration to use unfair marketing v/s Ethical consideration to follow code of pharma practices
- (3) Deontological methods v/s Teleological method
 use of right marketing practices to achieve profit. v/s use of unfair means to achieve profit.
- (4) Personal goal for career advancement v/s Social detriment of promoting corruption.

(b) Options available

① follow the advice of National Sales manager.

Merit

- Enhance company profit
- Secure career goal of self.

Demerit

- against morals
→ cognitive dissonance
- Bring disrepute to company
→ if such practice come to light

② not follow senior's advice and follow ethical means to market.

Merit

- upholds value of integrity
- Prevent corruption on my part or by company.
- Positive Role modelling for Juniors.

Demerit

- Affect profit levels negatively
- Reduce competitiveness
- May affect my growth in company

- ③ Persuade senior of illeg risks of unethical method. & suggest alternatives rather than using illegal marketing methods.

| Merit | Demerit |
|--|--|
| <ul style="list-style-type: none"> Upholds personal integrity More holistic comprehensive marketing may be | <ul style="list-style-type: none"> Alternatives may take time to implement. |

- I will choose the 3rd option as its :-
- uphold value of integrity.
 - Prevents societal corruption
 - may induce positive competition through use of ethical alternatives.
 - Use of right means for right ends.

(C) Ethical Alternatives

- ① use of social media to advertise products.

- ② Arrange free medical camp to advertise products.
- ③ Engage science organisation to study effectiveness of products and advertise the study using media.
- ④ Improve products to built customer good will.
- ⑤ Transparently advertise side effects of products → to built positive good will. & ensure ethical marketing.

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 वे सुखियों में आए बिना अपने कार्यों का निर्वहन करें, जबकि यह राजनेताओं पर निर्भर है कि वे अपने राजनीतिक कृत्यों के लिए सुखियों 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

The ~~use~~ value of anonymity is fundamental value in civil services. Use of social media by civil servant has impacted their ability to uphold this value.

(a) Ethical issues associated with excessive social media use by civil services

- ① Against civil services value of anonymity
- ② Create expectation among civil servants to get credit, likes appreciation for official duty → against Public services value.
- ③ Opens them to constant public scrutiny eg. trolling of officers for their public personal life.

- ④ Affects dedication to duty.
eg., Use of social media while at work.
- ⑤ Populist pressure on ~~the~~ civil servants.
- ⑥ Blurs the line between public life and personal life of civil servant.
- ⑦ Wrong example set before aspiring civil servants → i.e. to get name, fame, popularity after clearing civil services exam.

④ Effective use of social media

- ① Use of separate handles for public official work and personal account on social media
- ② Dissemination of information ^{Emergency.} through use of "social media"
eg. During COVID → lockdown mandate via S.M.

eg. Disaster related information dissemination.

③ Mobilization of fund for legible purposes.

eg. IAS Armstrong Pame → mobilised funds through crowdsourcing for building road in N.E district.

④ Uphold civil services values even on social media

eg. Professionalism in tone & language used

- Political neutrality

- Decency in personal handling

⑤ Do not see social media as a replacement to public interaction, but only as a supplementary tool.

⑥ Use social media to disseminate knowledge & educational awareness.

eg. IFS + Praveen Kaswan
↓
twitter for Environment &
wildlife awareness.

Social media as a tool
to connect ~~to~~ with public is
indispensable in present era.
However, high standards of
probity, professionalism must
be upheld by public servants
on social media, as they
represent an office of public
trust.

10. आप एक युवा अर्थात्, एक अधिकाारी हैं और हाल ही में एक ऐसे जिले में सब-डिविजनल मजिस्ट्रेट के रूप में नियुक्त हुए हैं जिले क्षेत्र 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 क्षेत्र 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 प्राणीयों को क्षेत्र में शौच न करने के लिए राजी करें। लेकिन, वे इस प्रथा को पूर्ण तरह से बंद करने में अपनी अतिव्यथा और असमर्थता व्यक्त करते हैं। क्योंकि वे कुछ मामलों में शौच क्षेत्र में शौच करने को नहीं मानते हैं। आप इस मामले पर विभागाधिकारी से बातें करते हैं जो आपको कोई भी आधिकारिक कार्रवाई करने से मना कर देते हैं। क्योंकि हमारे जिले को दिया गया क्षेत्र में शौच मुक्त का दर्जा वापस लिया जा सकता है।

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

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

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

(5)

The above case involves continuance of open defecation despite government's efforts to prevent it.

(a) Reasons for open defecation despite toilets

- ① Habitual behaviour to defecate in open
- ② Superstitious beliefs → eg. defecation in toilets and home may lead to spiritual pollution
- ③ Poor infrastructure of built toilets under govt. scheme eg. lack of water supply, inefficient sewage management.
- ④ Poor enforcement of ODF at local level.

(b) Options available to me as SD or

- ① Accept order of SD and ignoring the matter as even village headman is not amenable to change

Merit
- Preserve ODF status.

Demerit
- Health & sanitation problems
- Against personal belief
→ Cognitive dissonance

- ② Proper enforcement of open defecation free provision, through punishment using power of law

Merits

- Curb open defecation
- Promote Health and Sanitation

Demerits

- Dissatisfaction against administration among local ~~peop~~ people
- Adverse & media attention.
- Short term change due to fear of action

- ③ Persuade villagers (particularly headmen) about health issues & mortality due to open defecation through logical argument. Further, improve existing toilets. infrastructure of

Merits

- Helps built change in habit in sustainable way.
- Sanitation improvement

Demerits

- Persuasion may take time
- Difficult to change superstitious beliefs.

(1) Course of action

- ① Bring DM into confidence, as not acting officially may be harmful, if the matter comes to light through media.
- ② Persuade villagers to give up open defecation, as it is,
 - ∴ Harmful for health,
 - leads to infection & disease spread
 - Against dignity, particularly of women and girls.
 - Ruins the environment.
- ③ Take help of village based network of SHGs and positive role models like retired army men teachers etc. → to convince villagers.
- ④ Village level volunteer committee to monitor status of open defecation and give feedback

own functionality of toilets.

- ⑤ Regular maintenance of toilets
- ⑥ Conversion of single to dual pit sewage toilets for addressing sanitation and management issues.

Above actions would uphold the values of objectivity, dedication to public services and public well being.

11. आप एक ऐसे जिले के जिलाधिनारी हैं, जो इंजीनियरिंग के साथ-साथ मेडिकल प्रवेश परीक्षाओं के कोचिंग संस्थानों का एक हव 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 व्यवसायिक 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 पेड़ंग रेस्ट 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.

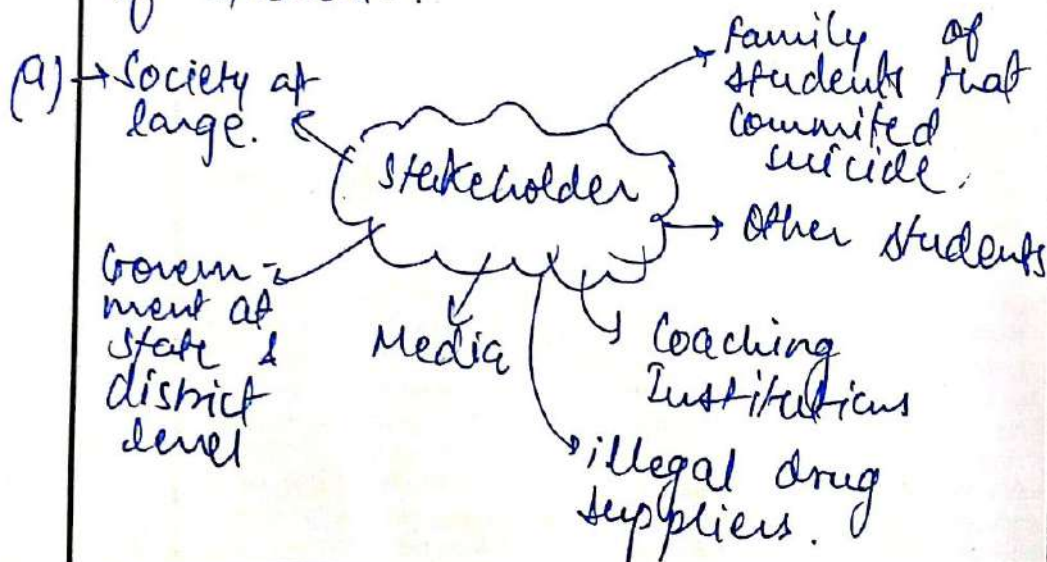
The recent spate of suicide by 5 students has been highlighted by the national media and you have been asked by the Chief Minister to present a report of the situation and take steps on the matter. The Chief Minister has also asked you to keep the matter away from limelight so that the coaching centres 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

The above case highlight the issue of rampant commercialisation of education that has taken a toll on mental health of students.



→ Ethical Issues in the case

- Commercialisation of Education.

- ② Students → treated a means to end (success of coachings)
- ③ Isolation, family deprivations faced by students.
- ④ Use of wrong means (illegal drugs) to attain ends (success in exams)
- ⑤ Coaching/Teachers → not acting a positive role models
- ⑥ Misuse of political power → to prevent fair investigation in suicides.

(b) Course of Action

- ① Impartial enquiry → into suicide cases → to ascertain reasons for suicide.
- ② District administration Coordinated cell to provide mental health services to the students.

(3) Bring / convince → coachings in the districts to come up at a common platform → to manage stress levels of students & provide mental counselling to children in need.

(4) Action against illegal drug network in the city.

(5) Convince the CM, to the need for fair investigation and be transparent to media → considering the political illwill it may bring against district & state government.

(1) Reasons for increased cases of suicide

(1) High mental stress to succeed in competitive exams.

(2) Expectations of family, society → lack of ability to bear such expectations.

- (3) Isolation → lack of interaction
→ mental stress
- (4) Social support system to act
as ~~shock~~ shock absorber is missing
- (5) Lack of mental toughness →
due to absence of spiritualism,
fear of failure etc.

→ Long term measures

- (1) Incorporating Mental health as a
part of curriculum
- (2) Improve awareness → about
diversity of career option →
so students may not feel
distress by single failure
- (3) Institutionalise Mental health
& support at district, state, National
level.
- (4) Positive role models need to
be promoted to build mental
toughness among student. eg.
Bhagat Singh.
Thus, multifaceted approach is
needed to deal with the issue
of suicides

12. आप हाल ही में भारत के एक महानगर में जल आपूर्ति और सीवरेंज 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

The above case involves the issue of continuance of manual scavenging, despite legal provisions against it.

(a) Stake holders

Associate Issues

(1) → family of dead workers

• loss of loved one and source of income.

(2) → Resident

• ~~unaware~~ unaware about legality of manual scavenging
• suffering brunt of non provision of municipal services

(3) Private Contractor

• role in illegal employment for hazardous sewer cleaning

Private
contractor

• non provision of
safety gear

(7) Water supply &
Sewage Board
(WS&S) under
Municipal Corporation

→ • inability to
provide basic
municipal
service
• Lack of
clarity on
operation

(5) Media

→ • putting pressure
on administration
to withdraw
cases

(6) Me as
CEO

→ • to fairly enquire
in above issues
• Provide Justice to
family of dead
workers.

(b) Options available in the case :-

(1) Proper enquiry to fix responsibility
on Private contractor and alleged
carelessness by Residents.
No compensation → as govt. not
involved directly.

Merits

- Ensure objectivity through enquiry
- Justice → through punishment for offenders

Demerits

- leaves district administration out of ambit of Responsibility
- Lack of empathy to family of workers
- Media pressure
- Commodification of administration.

② Leniency toward Residents as they lacked awareness

Merits

- Acknowledges mitigating factors (for Residents fault)
- Reduce Media pressure.

Demerits

- Against legal propriety
- Bad example setting & further incentives to such behaviour.

③ Media engagement along with enquiry committee (independent) to fix accountability of

administration, private contractor & Resident. & Announce compensation on compassionate ground.

→ I will choose 3rd option as it ensures :-

- objectivity of Action
- Compassion to marginalised
- Holistic Action against illegal act.

(c) Long term measure

- ① Awareness generation in society against manual scavenging.
- ② Clarity of functional responsibility at local level administration
- ③ Mobilization of fund and better allocation to ensure seamless municipal services
- ④ Provision of protective gear for hazardous task → ensure mandatory enforcement

It is important to ensure dignity of all labour and prevent avoidable death in any employment