



VISION IAS

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GENERAL STUDIES (TEST CODE : 861)

Name of Candidate	RAVI JAIN	Registration Number	37670
Medium Hindi/Eng.	ENGLISH	Date	26/7/17
Center	ORN		

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<p>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)।</p> <p>2. There are FOURTEEN questions printed in ENGLISH & HINDI इसमें चौदह प्रश्न हैं तथा अंग्रेजी और हिन्दी में छपे हैं।</p> <p>3. All questions are compulsory. सभी प्रश्न अनिवार्य हैं।</p> <p>4. The number of marks carried by a question/part is indicated against it. प्रत्येक प्रश्न/भाग के अंक उसके सामने दिए गए हैं।</p> <p>5. Answers must be written in the medium authorized in the Admission Certificate, which must be stated clearly on the cover of this Question-Cum-Answer (QCA) Booklet in the space provided. 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।</p> <p>6. Word limit in questions, if specified, should be adhered to. प्रश्नों में शब्द सीमा, जहाँ विनिर्दिष्ट है, का अनुसरण किया जाना चाहिए।</p> <p>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।</p>
1(a)	10		
1(b)	10		
2(a)	10		
2(b)	10		
3(a)	10		
3(b)	10		
4(a)	10		
4(b)	10		
5(a)	10		
5(b)	10		
6	10		
7	10		
8	10		
9	20		
10	20		
11	20		
12	20		
13	20		
14	20		
Total Marks Obtained:			
Remarks:			

75, 3rd Floor, Old Rajinder Nagar Market, Near Axis Bank, New Delhi – 110060

103, 1st Floor, B/1-2, Ansal Building, Behind UCO Bank, Dr. Mukherjee Nagar, Delhi – 110009

EVALUATION INDICATORS

1. Alignment Competence
2. Context Competence
3. Content Competence
4. Language Competence
5. Introduction Competence
6. Structure - Presentation Competence
7. Conclusion Competence

Overall Macro Comments / feedback / suggestions on Answer Booklet:

1.

2.

3.

4.

5.

6.

All the Best

Answer the following questions in not more than 150 words each:

1. (a) Examine how role models influence ethical behaviour. What actions can leaders take to integrate ethical conduct in their organisations? 10

परीक्षण कीजिए कि आदर्श व्यक्तित्व (रोल मॉडल), नैतिक व्यवहार को कैसे प्रभावित करते हैं? अपने संगठनों में नैतिक आचरण समाहित करने के लिए नेतृत्व कर्ताओं द्वारा क्या कदम उठाये जा सकते हैं?

It is believed that people learn ethical behavior ~~the~~ or any behavior by observing other. This happens when the observer observes that the model is rewarded for his behavior. ~~This~~ Behavior can also be learned when the model that observer is observing is attractive, powerful or successful. If a model is successful or has achieved what observer wants to achieve he is likely to follow the model. Role model hence play important role in ethical behavior. They can be ~~for~~ used to promote ethical

behavior ~~like~~ ~~to~~ For example
P.V. Sindhu ~~was~~ is used in
an advertisement to promote tax
compliance.

Leaders must take following
step to integrate ethical
conduct in their organisation —

- 1) Lead from front by setting
correct example.
- 2) Define the core values of
the organisation.
- 3) Should not shoot the
messenger.
- 4) Promote positive values through
rewards and negative values
through proper action.
- 5) Should organise session &
training to promote values.
This can be done through
brainstorming, role playing etc.

1. (b) According to Aristotle, for persuasion, not only Ethos (credibility of the speaker) and Logos (logical argument) but Pathos (emotional connection to the audience) is equally important. Comment. 10

अरस्तू के अनुसार, अनुनयन के लिए न केवल इथोस (वक्ता की विश्वसनीयता) एवं लोगोस (तार्किक दलील) अपितु पैथोस (श्रोतागणों से भावनात्मक सम्पर्क) भी समान रूप से महत्वपूर्ण है। टिप्पणी कीजिए।

Persuasion is a technique by which persuader persuades a persuadee to change his behavior or thought in an intended direction.

Important attributes which determine the ~~ext~~ efficiency of Persuasion is the credibility of speaker (Ethos), and logic argument (Logos). ~~Credi~~

Credibility of speaker is important as the listener is most likely not receive the message given by ~~uses~~ a source who is not credible.

The argument given by this credible source should be logical and should fall under

the zone of acceptance of the listener. ~~It~~ Logical argument is likely to be understood more and would be ~~retained~~ retained more.

The most important thing is the emotional connection. For if the source is powerful and there is ~~only~~ no emotional connect only compliance can be achieved. It is important that there emotional connect so that the listener internalize the message. This would ensure successful persuasion

2. (a) With appropriate examples, discuss various ethical challenges associated with the utilization of public funds in India. Suggest strategies to effectively deal with these challenges. 10

उपयुक्त उदाहरणों के साथ, भारत में सार्वजनिक निधियों के उपयोग से संबंधित विभिन्न नैतिक चुनौतियों की चर्चा कीजिए। इन चुनौतियों से प्रभावी तौर पर निपटने के लिए रणनीतियां सुझाइए।

The ~~issue~~ main issue in India regarding development is not fund ~~but~~ but the utilization of public funds. Main ~~issues~~ ethical challenges with it are-

1) Red corruption & leakages - Most of the subsidy in Kerosine, fertilizer and LPG (previously) were lost due to leakage and intended beneficiary did not receive it.

2) Lack of values in the administrator - It is seen that officials are insensitive to needs of the public and ~~promote~~ hence promote corruption.

3) Lack of regulatory bodies - It is seen that funds was allocated ~~and~~ but it was not utilize. The phenomena

March Rush proves this.

4) Attitude of the public —

Some strategies to deal with these challenges —

1) Use of DBI — it has been successfully done in case of LPG need is to extend to other domain too.

2) Use of Technology (i) to ~~distribute~~ distribute the funds in an efficient manner. (ii) to track progress of the projects

3) Inculcation of values among the officials through training.

4) Awareness among the masses about their rights.

5) Strengthening important legislation like Right of Information Act, Whistle Blower protection etc.

2. (b) With proliferation of social media, people have got the opportunity to express their views anonymously and more freely. (a) What according to you, is its effect on the social and political culture of the country? (b) Discuss the role of social media in changing one's attitude, particularly the youth. 10

सोशल मीडिया के प्रसार के कारण लोगों को अज्ञात रूप से एवं अधिक स्वतंत्रता के साथ अपने विचारों को प्रकट करने का अवसर मिल गया है। (a) आपके अनुसार राष्ट्र की सामाजिक और राजनीतिक संस्कृति पर इसका क्या प्रभाव पड़ा है? (b) एक व्यक्ति की अभिवृत्ति, विशेष रूप से युवाओं की, को परिवर्तित करने में सोशल मीडिया की भूमिका की चर्चा कीजिए।

(a) Social Media ~~has~~ ~~is~~ is playing a very important role in the current world. Some of the effects are —

1) Social Effect —

- (i) People are more connected globally & nationally
- (ii) People are more aware about current happening.
- (iii) They have got a platform to voice their opinion, concern & grievance.
- (iv) It has added more tolerance among the people.

2) Political Effect

(i) Can exercise freedom of expression as given by Article 19 of the constitution of more efficiently & effectively.

(ii) Government & society gets to know the concern of the masses.

(iii) Government can spread message, information more quickly & efficiently.

(b) Role of social media in changing one's attitude —

(i) A well informed member of society can ^{takes} steps to bring about change.

(ii) It has made youth more participative in society.

(iii) ~~It~~ It has lead to new opportunities for youth in terms employment.

(iv) Youth can express himself more freely.

3. (a) What are the various components of an organization's work culture? What are key issues that need to be addressed in any organisation to create a more developmental and performance oriented culture? 10

किसी संगठन की कार्य संस्कृति के विभिन्न अवयव क्या हैं? एक अधिक विकासात्मक एवं कार्य निष्पादन उन्मुख संस्कृति का विकास करने के लिए किसी संगठन में किन महत्वपूर्ण मुद्दों को संबोधित करने की आवश्यकता होती है?

Various components of an organization's work culture are —

- (i) Importance to core positive values.
- (ii) Work-Life Balance.
- (iii) Openness
- (iv) Hierarchy - less the hierarchy better the culture.
- (v) Degree of freedom & flexibility for employee.
- (vi) Platform to address their grievance.
- (vii) Conducive environment for work.

Key issue that needs to be addressed to create a more developmental & performance

oriented culture are —

- (i) Compensation — It should be ~~propor~~ proportionate to work & good work should be awarded.
- (ii) Proper development of Employee — & Timely training should be organised to update the skills of the employee.
- (iii) Work-Life ^{Balance} — focus should be there on [^] Work life balance to ensure good physical and mental health of the employee.
- (iv) Proper distribution of the work
- (v) Good healthy atmosphere with fewer hierarchy.

3. (b) There is a difference between what a person has a right to do and what the right thing to do is and often there is a conflict between these two. (a) Illustrate with examples the ethical issues that can arise because of such a conflict. (b) How does this conflict play out if someone wants to protest against injustice? 10

किसी व्यक्ति को क्या करने अधिकार है तथा क्या करना सही है के मध्य एक अंतर होता है, और प्रायः इन दोनों के बीच एक विरोधाभास होता है। (a) इस प्रकार के विरोधाभास के कारण उत्पन्न हो सकने वाले नैतिक मुद्दों को उदाहरण सहित स्पष्ट कीजिए। (b) यदि कोई व्यक्ति अन्याय का विरोध करना चाहता है तो यह विरोधाभास किस प्रकार अपनी भूमिका निभाता है?

4. (a) It is vain to talk of the interest of the community, without understanding what is the interest of the individual. Discuss the statement in the present context. 10

व्यक्तिगत हित को समझे बिना कि वे क्या हैं, किसी समुदाय के हित की बात करना व्यर्थ है।
वर्तमान संदर्भ में इस कथन पर चर्चा कीजिए।

The sign of a very successful society is where the rights of the individual is considered.

An individual's right should not be overlooked to keep the interest of the community. This can be seen from the cases of ~~the~~ lynching recently. Individuals are killed in the name of cow protection. Their right of life is ~~taken~~ as given by the constitution by ~~this~~ the action of the cow protector.

Another example where the individual's right is disregarded ~~is~~ is the case of temple entry for the women. They are deprived by their right to free

practice of religion.

It is improper of the society ^{to talk} of the right of ~~the~~ community when right of individual is not respect.

It goes without saying that individuals have limited rights when it comes to action that can harm the society.

There should be a balance between the right of community and right of individual.

4. (b) Vision and intentions are necessary components of political ethics. However, equally important are the process of implementation, tools used and the established system. Elaborate with examples. 10

दूरदर्शिता और इरादें राजनीतिक नैतिकता के आवश्यक घटक हैं। हालांकि, कार्यान्वयन की प्रक्रिया, प्रयुक्त विधियाँ (उपकरण) और स्थापित व्यवस्था भी समान रूप से महत्वपूर्ण है। उदाहरण प्रस्तुत करते हुए विस्तारपूर्वक बताइए।

When a policy, which can impact the society, is introduced, both the objectives and intention (ends) and the process of implementation, tools used and the established system (means) needs to be considered.

For example if a government wants to end the menace of rape or murder, it cannot go about by killing the rapist or the murderer. It should bring about laws which is acceptable to the citizen and the punishment should be proportional and justified to achieve its ends.

One ~~It has always~~ should
 remember, ^{the saying - the} "Road to Hell is always
 full of roses". ~~A wrong~~
 A right and ethical objective
 cannot be achieved by a
 wrong and unethical means.

5. (a) Swami Vivekanand brought religion to the centre-stage and gave a new meaning to it while stressing the need for harmony among faiths. In this context, discuss the relevance of his teachings in contemporary society. 10

स्वामी विवेकानंद ने धर्म को केंद्रीय मंच पर लाकर खड़ा कर दिया और इसे एक नया अर्थ प्रदान किया और साथ ही विभिन्न धर्मों के बीच सामंजस्य की आवश्यकता पर भी जोर दिया। इस संदर्भ में, समकालीन समाज में उनकी शिक्षाओं की प्रासंगिकता की चर्चा कीजिए।

Swami Vivekanand had taught the value of tolerance and co-existence among ~~the~~ all faith. He gave the teaching of oneness of ~~good~~ God and unity in ~~of all~~ teaching all religions of the world.

The teaching of Swami Vivekananda is very relevant today as relevant as it was then. There is increase in conflict between different faith, caste and religion. His teaching can send a true message of unity in diversity.

5. (b) Access to quality basic services plays a critical role in enhancing individual capabilities to participate fully in the growth of the nation. (a) Discuss the statement in the context of vulnerable sections of India. (b) Analyse the challenges with regard to quality service delivery in India.10
- गुणवत्तापूर्ण आधारभूत सेवाओं तक पहुंच वस्तुतः राष्ट्र के विकास में पूर्ण भागीदारी करने हेतु व्यक्ति की क्षमता को बढ़ाने में एक महत्वपूर्ण भूमिका का निर्वाह करती है। (a) भारत के सुभेद्य वर्गों के संदर्भ में इस कथन की चर्चा कीजिए। (b) भारत में गुणवत्तापूर्ण सेवाएं प्रदान करने के संबंध में आने वाली चुनौतियों का विश्लेषण कीजिए।

(a) The new concept of governance envisages government as a service provider. The service provided is helpful in the citizen to achieve their full potential.

The Indian society is divided on many grounds. Lower caste / section people do not get equal opportunities as the upper caste / section. Since they do not get equal opportunity they find it difficult to compete with upper section and their growth is ~~cut~~ curtailed.

Similarly ~~we~~ physically disabled people needs special

attention. The services provided the government should consider their needs. ~~to~~ ~~what~~ Access to government offices, transport, education institute etc are needed by them to achieve full potential.

(b) Challenges with respect to Quality Service delivery -

(i) Lack of awareness ^{among people} about their rights.

(ii) Lack of standard of service delivery - Citizen Charter, Servotam Model plays a role here.

(iii) Attitude of the official → Serving the needs of people versus serving their interest.

(iv) Red Tapism.

(v) Lack of Grievance redressal system.

(vi) Lack of transparency, accountability

6. Is Emotional Intelligence influenced by cultural moorings? How would you differentiate the applicability of Emotional Intelligence in Indian society from that of Western society? 10

क्या भावनात्मक बुद्धिमत्ता सांस्कृतिक जड़ों से प्रभावित होती है? भारतीय समाज की भावनात्मक बुद्धिमत्ता की प्रयोजनीयता को आप पश्चिमी समाज की भावनात्मक बुद्धिमत्ता से किस प्रकार पृथक करेंगे।

Emotional intelligence is the ability of individual to understand one's emotion & that of others & use them effectively in their life.

Emotional Intelligence is innate but it is highly influenced by the culture one lives in.

In a culture of positive regard, empathy, compassion, freedom respect to the individual identity emotional intelligence would grow in an individual. Individual would give regards to the needs of others and make him tolerant.

Indian society is a collectivistic society as compared to western society which is individualistic. Here the focus is on the growth of society as a whole. ~~The~~ ~~an~~ Emotional Intelligence plays an important role here. It will make individual more compassionate and tolerant. Being a collectivistic society these attributes are important for a society to exist peacefully.

7. Evaluate the success of RTI in bringing governance reforms in the country. Examine whether it has served the purpose it was meant for. 10

देश में शासन संबंधी (गवर्नेंस) सुधार लाने में सूचना के अधिकार (RTI) की सफलता का मूल्यांकन कीजिए। परिक्षण कीजिए कि जिन उद्देश्यों के लिए इसे लाया गया था, क्या यह उनको पूरा कर पा रहा है?

Right to Information Act
2005 was passed by the
Parliament to bring in transparency
in the working of the government.
which in turn was to bring
accountability of the official
and make them more responsive
to the needs of the individual.

RTI has been successful in the
last decade by bringing governance
more closer to people.

Citizens are now able to ask
officials about governance and
question their lack of ability to
do their jobs.

It has increased the faith of
people in the government and
increased its credibility.

It has increased transparency in the system. Several scams and corruption have been unearthed by using this Act.

Several Issue with the Act are-

- (i) The exception provided in the Act are misused by the official and information is not provided.
- (ii) The deadlines are missed.
- (iii) Judiciary & political party are not included.
- (iv) It has been misused as a grievance redressal tool.
- (v) It has been seen to be misused by disgruntled official against the department.

Overall the Act has been successful in achieving its goal but several shortcomings need to be addressed to make it more effective.

8. The decisive role that money plays in elections creates a vicious cycle of corruption. (a) Elaborate in the context of India. (b) Discuss whether state funding of elections can help in curbing the menace of political corruption in India. 10

चुनावों में पैसे द्वारा निभाई जाने वाली निर्णायक भूमिका भ्रष्टाचार के एक दुष्चक्र का निर्माण करती है। (a) भारत के संदर्भ में इस कथन की विस्तृत व्याख्या कीजिए। (b) चर्चा कीजिए कि चुनावों के लिए राज्य द्वारा वित्तपोषण किए जाने पर क्या भारत में राजनैतिक भ्रष्टाचार के इस अनिष्ट को रोकने में सहायता प्राप्त हो सकती है।

The constitution envisage the election to be held should be free & fair. It has been seen that the election has been far from free & fair due to the money being used.

- ✓ Several corporate house fund political parties so that when they come in power they make policy upholding their interest.
- ✓ Huge amount of money is spend by the candidate and this is recovered through the abuse of power and corruption after an election is won.
- ✓ Several supporter support in the hope of favour after the election.

State funding of Election is a method where in the government funds the election. There are several procedural issues associated with are -

- ✓ Rationale of distribution
- ✓ Source of fund - is it ethical to use tax payers money to fund political party.
- ✓ preventing of Phantom candidate who contest the election for money.

State Funding of Election is a progressive step but the issue needs to be addressed by building a consensus.

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

9. You are the officer in charge of development planning of a state whose capital is the technology hub of the country. However, the capital city is overcrowded and marred by traffic congestion. A group of top MNCs have approached you and showed their interest in expanding their operations in the capital provided that the highway connecting the SEZ to airport is widened. This has been cited as an important business requirement. The expansion of MNC operations is expected to create numerous jobs and would bring in huge revenues to the State. At the same time, the road connectivity in rest of the state, especially the rural areas, is abysmal and is in need of urgent attention. Media has been highlighting the incidents of deaths due to delay in hospitalization and other such issues which can be directly attributed to poor condition of roads. As the officer in charge of the development planning you find that the road widening project will entail huge cost and would severely curtail the rural road development programme currently being undertaken by the state. 20

(a) What challenges do you face as the officer in charge, in this situation?

(b) State your priorities and discuss how you plan to achieve them in the context of given challenges.

आप एक ऐसे राज्य की विकास योजना के प्रभारी अधिकारी हैं, जिसकी राजधानी, देश का प्रौद्योगिकी हब है। हालांकि, राजधानी शहर में जनसंख्या बहुत है और यह ट्रैफिक जाम की समस्या से ग्रस्त है। शीर्ष बहुराष्ट्रीय कंपनियों (MNCs) का एक समूह आपसे मिलता है और राजधानी में अपने कार्य संचालन का तेजी से विस्तार करने में रुचि प्रदर्शित करता है, लेकिन शर्त यह है कि विशेष आर्थिक क्षेत्र (SEZ) को हवाई अड्डे से जोड़ने वाले राजमार्ग को और अधिक चौड़ा किया जाए। इसे एक महत्वपूर्ण व्यापारिक आवश्यकता के रूप में उद्धृत किया गया है। बहुराष्ट्रीय कंपनी के संचालनों का विस्तार होने से अनेक रोजगार उत्पन्न होने एवं राज्य को भारी मात्रा में राजस्व प्राप्त होने की संभावनाएं हैं। इसके साथ ही, राज्य के शेष भागों- विशेष रूप से ग्रामीण क्षेत्रों में, सड़क संपर्क निम्नस्तरीय है और इस पर तत्काल ध्यान दिए जाने की आवश्यकता है। मीडिया, अस्पताल में भर्ती होने में देरी के कारण होने वाली मृत्यु की घटनाओं एवं अन्य इसी तरह के मुद्दे जो सीधे सड़कों की दयनीय स्थिति से जुड़े हैं, को उजागर करता रहा है। विकास योजना के प्रभारी अधिकारी होने के नाते आप पता लगाते हैं कि सड़कों को चौड़ा करने की परियोजना में बहुत लागत आएगी और परिणामस्वरूप वर्तमान में राज्य में संचालित किए जा रहे ग्रामीण सड़क विकास कार्यक्रमों में भारी कटौती होगी।

(a) इस परिस्थिति में प्रभारी अधिकारी के रूप में आप किन चुनौतियों का सामना करते हैं?

(b) अपनी प्राथमिकताएँ बताइए एवं चर्चा कीजिए कि प्रस्तुत चुनौतियों के संदर्भ में उन्हें प्राप्त करने के लिए आप किस प्रकार योजना निर्माण करेंगे।

Stakeholder -

- (i) Rural ~~popu~~ people
- (ii) MNCs
- (iii) Urban people.
- (iv) Prospective employment

(a) The challenges & I, as a
Officer in charge of development,
faces are multitude.

1) Addressing the need of MNCs
Their demand is to ~~increase~~
expand the roadside. This
would make them expand their
business and bring ~~to~~ about
new employment opportunity &
revenue in the state.

2) Addressing the need of
Rural population

The state of road connectivity
in the state is abysmal.

As per media, there have been cases of death due to delay in hospitalization. Other issue which can be linked to few connectivity infrastructure is poverty and lack of economic opportunities and lack of other infrastructure like education institute, hospitals etc

(b) Since both the choices is per ~~say~~ say important there is need to deal the situation objectively -

(i) ~~First~~ I would request the state government to increase the fund for road infrastructure project.

Pros -

- (1) both the demanding needs is addressed.
- (2) Revenue generated by new

opportunities due to MNCs
Can be ~~recovered~~ used to fund
other project.

Cons—

✓ It will be an additional
burden ^{on} of the state finance.

If the government agrees, this
is the best case ~~scenario~~ option.

But if the government disagrees
I would request the government
to make a fund of the ~~profit~~
taxes generated from SEZ be
utilized for developing rural
roads. If the government
agrees on this then I will
sanction the fund ~~to~~ for the
expansion of the highway.

If there is no way a fund
can be arranged for the rural
roads, I would ~~transfer~~

Sanction the money for the rural road development. This would ensure inclusive growth. Funding the urban roads again will create disparity. People are dying because of lack of infrastructure. Too much imbalance between the urban and rural can provide imbalance.

10. You are the SP of a district where a large number of followers of a particular sect reside. The district also hosts a large Ashram where regular gathering of the followers take place. The leader of the sect has been under the scanner of the judiciary for his involvement in illegal activities. Now the court has ordered his immediate arrest and an order pronouncing the same has been sent to you. You have been asked to comply with the orders within two days. A large number of followers, which include women and children, have already thronged the Ashram in anticipation of arrest of the leader. Intelligence units have informed about the presence of not only large stock of food and water but also ammunition, inside the Ashram. Your request urging the followers to vacate the site has failed. 20

(a) What could be the reason for people's defiance?

(b) List the issues involved in the case.

(c) What will be your plan of action?

आप एक ऐसे जिले के एस.पी. हैं जहाँ एक विशिष्ट सम्प्रदाय के अनुयायी बड़ी संख्या में निवास करते हैं। जिले में एक वृहद् आश्रम भी है जहाँ उस सम्प्रदाय के अनुयायी नियमित रूप से एकत्रित होते हैं। अवैध गतिविधियों में संलिप्तता के कारण उस सम्प्रदाय का नेता न्यायिक निगरानी में है। अब न्यायालय ने तत्काल उसकी गिरफ्तारी का आदेश दिया है और ऐसी व्यवस्था करने वाला आदेश आपको भेजा गया है। आपको दो दिनों के अंतर्गत आदेशों का अनुपालन करने के लिए कहा गया है। उक्त नेता की गिरफ्तारी की आशंका में महिलाओं और बच्चों समेत अनुयायियों की एक बड़ी संख्या पहले से ही आश्रम आ पहुँची है। खुफिया इकाइयों ने आश्रम के अंदर न केवल भोजन और पानी के पर्याप्त विशाल भण्डार बल्कि अस्त्र-शस्त्र होने की भी सूचना दी है। आपके द्वारा अनुयायियों से स्थल को खाली करने के लिए किया गया निवेदन विफल रहा है।

(a) लोगों द्वारा अवज्ञा किए जाने का कारण क्या हो सकता है?

(b) इस मामले से जुड़े मुद्दों को सूचीबद्ध कीजिए।

(c) आपकी कार्य-योजना क्या होगी?

(a) Reason for people's defiance could be -

(i) Blind Faith on the leader of the sect.

(ii) Use of force or blackmail by the leader of the sect on the follower who does not

want to defy police's order.

(iii) Use of money power by the leader to make people provide 'protection to him'.

~~(iv)~~

(b) Issues involved in this case are -

(i) Sentiments of the people - People might be genuinely genuine ~~supo~~ follower of the leader and his arrest might hurt the sentiments.

(ii) Use of women & children as a shield.

(iii) The leader might ~~have~~ eventually be proved innocent.

(iv) Use of weapons

(v) Preventing the police from performing their duty

(vi) Situation might turn violent and innocent women and children might get hurt or even killed.

(c) This is a very difficult situation ~~and~~ as it involves a case where there is a large gathering of people and they have ammunition with them.

The plan of action would be —

- (i) To request the leader first to surrender himself and giving him a time frame to do so and monitor the activities meanwhile planning future course of action.
- (ii) I'll ask the people gathered to leave the compound and let ~~people~~ ~~for~~ Police do their job. I will also threaten that since they are breaking the law they might also get arrested.
- (iii) If there is ~~no~~ response, I will make a ~~force~~ group of

Police to try to peacefully
enter the Ashram.

(iv) If there is any use of force
by the leader and his supporter
I will ask ~~the~~ my force to give
a measured and calculated reply.
My objective would be to isolate
the peaceful group of followers
from the ones with guns and
other weapons. Once I am
successful I would ~~attack the~~
order to attack and unarm
them. The main aim would
be to arrest the leader and
thus minimize the casualty.

11. Ramesh, a very hardworking person, is the sole bread earner in his family. He has worked with an oil company's local affiliate for several years, and has established a strong, trustworthy relationship with Suresh, manager of the local facility. Suresh has recently recommended Ramesh to be recruited as the corporate consulting engineer for the company, which would be a position of greater responsibility along with a stable income. During a casual conversation, Suresh mentions an incident in the 1960s wherein 10,000 gallons of a petrochemical was leaked into the local environment by the company due to negligence, though at the time no damage was found, and no mention of this leak was made to the press. When Ramesh mentions that the state law requires him to report all spills, Suresh reminds him that no harm had been done and reminds him that the company can't have a consulting engineer who does not value loyalty and respect confidentiality.

20

(a) Identify the ethical issues involved in the given case.

(b) What are the options available to Ramesh in this situation? Evaluate each of them.

(c) Had you been at Ramesh's place, what would have been your course of action? Give reasons for the same.

रमेश जो कि एक बहुत-ही मेहनती व्यक्ति है, अपने परिवार में पैसा कमाने वाला एकमात्र व्यक्ति भी है। उसने कई वर्षों से एक तेल कंपनी की स्थानीय सहबद्ध इकाई में कार्य किया है और उस कंपनी के स्थानीय सुविधा के प्रबंधक सुरेश के साथ एक मजबूत एवं विश्वसनीय संबंध स्थापित किया है। हाल ही में सुरेश ने कंपनी के कॉर्पोरेट परामर्शी इंजीनियर के रूप में नियुक्ति हेतु रमेश के नाम की अनुशंसा की है, यह पद स्थिर आय के साथ ही साथ अधिक जिम्मेदारी का पद होगा। एक अनौपचारिक बातचीत के दौरान सुरेश 1960 के दशक में घटित एक घटना का उल्लेख करता है, जिसमें कंपनी की लापरवाही के कारण 10,000 गैलन पेट्रो कैमिकल्स का स्थानीय पर्यावरण में रिसाव हो गया था, लेकिन उस समय उसके कारण कोई क्षति ज्ञात नहीं हुई थी और प्रेस को इस रिसाव की कोई जानकारी नहीं दी गयी थी। जब रमेश उल्लेख करता है कि राज्य के कानून के अनुसार उसे तेल रिसाव (स्पिल्स) की सभी घटनाओं को दर्ज कराना आवश्यक है तो सुरेश उसे याद दिलाता है कि उस घटना कोई हानि नहीं हुई थी और उसे पुनः स्मरण कराता है कि वह ऐसा परामर्शी इंजीनियर नहीं रख सकता जो गोपनीयता का सम्मान नहीं करता हो।

(a) दिए गए मामले से जुड़े नैतिक मुद्दों की पहचान कीजिए।

(b) इस परिस्थिति में रमेश के पास कौन-से विकल्प उपलब्ध हैं? उनमें से प्रत्येक का मूल्यांकन कीजिए।

(c) यदि आप रमेश के स्थान पर होते, तो आपकी कार्यवाही क्या रही होती? उसके लिए कारण दीजिए।

(a) Ethical Issues involved are

- (i) loyalty vs. disclosure
- (ii) Professional integrity vs. Personal ethics.
- (iii) Conflict of interest
- (iv) Responsibility towards society
- (v) Breach of ~~fiduciary~~ trust

(b) Options available to Ramesh

- (i) Ignore and join ~~the~~ Suresh's company.

Pros -

- ✓ ~~#~~ Increase in income.
- ✓ will earn Suresh's loyalty and lead to speedier professional growth in new company.

Cons -

- ✓ Compromising with personal values.
- ✓ Neglect one's responsibility towards society.

(ii) Ignore the issue and not join Suresh's company.

Pro -

✓ Upholding personal values.

Cons -

✓ Chances of better job and pay gone.

✓ Neglecting one's responsibility towards society.

(iii) Persuade Suresh to report the issue to local authority.

Pro -

✓ Upholding personal values and responsible to one's duty towards society.

✓ Might earn respect in Suresh's eye and he might offer a better job.

Cons -

✓ Suresh might get offended.

✓ He might cancel the job offer.

(iv) Report the issue to
Authority.

Pro -

- ✓ Upholding personal ethics and responsibility towards society
- ✓ The authorities can themselves check if there was any damage and take necessary step
- ✓ Government might reward him for his proactiveness

Cons -

- ✓ It will be a breach of trust. As Suresh trusted him and thought he would keep it to himself.
- ✓ Suresh company might get closed and might get arrested.
- ✓ Better job prospective for Ramesh would be gone.

(C) The best course of action is to persuade Suresh to come out clean on this and report this to authority himself. Since there has been no damage, ~~he might~~ it might actually improve his & his company's image. In case of damage, the authority might take appropriate action.

If Suresh does not comply to this request, ~~I may~~ Ramesh should himself file a complaint as ~~this is case of~~ if there is any damage it will harm many organism - both human and marine & it will be dangerous for environment.

12. You are the CEO of a social media company that has a wide user base. The social network offered by your company has emerged as a platform for people to interact with each other and share news, opinions etc. However, at the same time, women are being repeatedly harassed and cyber bullied through this network. Whenever any instance of harassment is brought to notice of the company, your staff members immediately deactivate the account of the culprit. However, since new accounts can be created easily, such incidents continue to happen. Also, the system to verify one's account details has been deemed lax by public authorities and human rights groups. But in order to increase the user base, you have to ensure that it is easy for a new user to sign up. Increase in the user base leads to more advertisements on your network, which is a source of huge annual turnover for the company. At the same time, in wake of increasing instances of harassment, you also need to tighten the process of creating new accounts and deactivate or delete the ones being misused. 20

Conflict

*Revenue vs
ethics
Integrity*

(a) Highlight the options available to you in this scenario and evaluate each of them. What course of action will you take and why?

(b) Is there a need for having reasonable restrictions on social media for it to remain a platform of healthy and fruitful engagement. Analyse from the viewpoint of different stakeholders.

आप एक सोशल मीडिया कंपनी के मुख्य कार्यकारी अधिकारी (CEO) हैं जिसके उपयोगकर्ताओं की संख्या (यूजर बेस) बहुत अधिक हैं। आपकी कंपनी द्वारा प्रस्तुत किया गया सोशल नेटवर्क वस्तुतः लोगों को एक दूसरे के साथ संवाद करने और समाचार एवं राय इत्यादि साझा करने के लिए एक मंच के रूप में उभरा है। लेकिन, साथ ही साथ इस नेटवर्क के माध्यम से महिलाओं को बार-बार परेशान किया जा रहा है और वे साइबर बुल्लिंग (बदमाशी) की शिकार हो रही हैं। जब कभी परेशान किए जाने की कोई घटना कंपनी के ध्यान में लाई जाती है, आपके कर्मचारी वर्ग के सदस्य तत्काल ही दोषी व्यक्ति के खाते को निष्क्रिय कर देते हैं। लेकिन, नया खाता आसानी से बनाया जा सकता है इसलिए इस प्रकार की घटनाएँ जारी रहती हैं। साथ ही, अपने खाते के विवरणों को सत्यापित करने की प्रणाली सार्वजनिक अधिकारियों एवं मानवाधिकार समूहों द्वारा शिथिल मानी गयी है। किन्तु अपने उपयोगकर्ताओं की संख्या बढ़ाने के लिए आपको यह सुनिश्चित करना है कि नए उपयोगकर्ता के लिए साइन अप करना (सोशल नेटवर्क से जुड़ना) सरल हो। उपयोगकर्ताओं की संख्या में वृद्धि होने पर आपके नेटवर्क पर अधिक विज्ञापन आते हैं, जो कंपनी के लिए भारी मात्रा में वार्षिक प्रतिफल का स्रोत सिद्ध होते हैं। साथ ही, परेशान करने की घटनाओं में वृद्धि को ध्यान में रखते हुए आपको नए खाते बनाने एवं दुरुपयोग करने वाले व्यक्तियों के खातों को निष्क्रिय करने या मिटा देने (डिलीट करने) की प्रक्रिया को सुदृढ़ करने की भी आवश्यकता है।

(a) इस परिदृश्य में आपके समक्ष उपलब्ध विभिन्न विकल्पों पर प्रकाश डालिए और उनमें से प्रत्येक का मूल्यांकन कीजिए। आप कौन-सी कार्यवाही अपनाएंगे और क्यों?

(b) क्या स्वस्थ और उपयोगी संलग्नता का एक मंच बने रहने के लिए इस हेतु सोशल मीडिया पर युक्तियुक्त प्रतिबंध लगाए जाने की आवश्यकता है? विभिन्न हितधारकों के दृष्टिकोण से विश्लेषण कीजिए।

(a) Different options available are-

(i) Ignore and maintain the status quo of deactivating account of public -

Pros -

(1) It will increase the footprint of the website and increase the revenue through advertisement. It will be perceived as promoting free speech.

Cons -

- ✓ More women get harassed
- ✓ It will be ~~sight~~ running away from responsibility
- ✓ It will be against the professional integrity.
- ✓ User might feel vulnerable and leave and join some other sites which might decrease the footprint and thus the revenue.

(ii) Lightening the process of creating new accounts and deactivating or deleting the ones being misused -

Pros -

- ✓ It will enhance the image of the website and company.
- ✓ More and more people might start to join it.
- ✓ It will be a correct thing to do which is compliant with the right attitude and values.
- ✓ It will create a positive environment and may prevent hate from getting spread and may prevent hate crimes.

Cons -

- ✓ It might prove a bad ~~econ~~ commercial decision and decrease in user base and in turn decrease in revenue.
- ✓ It ~~is~~ might be perceived as stopping free speech.

(b) Stakeholders -

- (i) User
- (ii) Company
- (iii) Society

(iii) Society

The Indian constitution provides right to free speech (Article 19) but also provide situation in which free speech can be curtailed.

Individual should have ~~liberty~~ ^{freedom} of speech and expression but should be considerate of the others, their values and emotions. It should in no way harm others ~~and~~ sentiment or hurt them.

(ii) Company —

Putting reasonable restriction on free speech might ~~be~~ go in favour or harm the company depending on how it is perceived. But at the end it is the company's responsibility to maintain a healthy and fruitful environment.

(i) Users/Individual -

A restriction of on free speech might appear arbitrary. An individual might not realise what can be spoken and what not. The fear of ~~blocking or~~ deleting or deactivation might prevent the user from exercising free speech.

13. You and your friend are living together in a metropolitan city and preparing for civil service examinations. While you manage to meet your daily targets, you sense that your friend is unable to cope up with the pressure of the exam. Fear of not passing the exam and meeting the expectations of his family is stressing him further. You realise that with time your friend is losing interest in everything and often talks about committing suicide if he is unable to meet his goal. He is also missing out on meals and prefers to stay indoors when asked to venture out. When you sought professional help, the doctor diagnosed your friend with clinical depression. Being aware that your friend needs professional counselling and psychiatric care, you reach out to his parents who reside in a rural area. They rebuff you for suggesting counselling and instead reiterate that nothing is wrong with him. They sternly mention that your bringing up the matter will only make people engage in loose talk. They also ignore you when you politely inform them that it is not wise to ignore one's mental health. Your friend's parents see his state as a sign of failure and decide to call him home where he can continue with his preparation. You are aware of the gravity of the situation if your friend goes back to his house. You also know that there is very little awareness about mental health and that the solution is not to ignore it but to take necessary measures to tackle it. 20

fear

(a) As a concerned friend and an aspiring civil servant who can frame policies for the public in the future and has a moral duty towards them, what are the options available to you in such a situation?

(b) Evaluate each of these options and choose the option you would adopt, giving reasons

आप और आपके मित्र दोनों एक महानगर में एक साथ रह रहे हैं और सिविल सेवा परीक्षाओं की तैयारी कर रहे हैं। जबकि आप अपने दैनिक लक्ष्यों को पूरा करने की प्रक्रिया का उचित प्रबंधन कर लेते हैं किन्तु आपको भान होता है कि आपका मित्र परीक्षा का दबाव सहने में असमर्थ है। परीक्षा में उत्तीर्ण न होने का भय एवं अपने परिवार की अपेक्षाओं को पूरा न कर पाने की चिंताएं उसे और भी अधिक अवसादग्रस्त कर रही हैं। आपको भान होता है कि समय के साथ सभी चीजों में आपके मित्र की रुचि समाप्त होती जा रही है और वह प्रायः अपना लक्ष्य प्राप्त न कर पाने पर आत्महत्या करने की बात करता है। वह कई बार खाना भी नहीं खाता है और बाहर घूमने जाने के लिए कहने पर कमरे अंदर ही रहना पसंद करता है। जब आपने एक पेशेवर डॉक्टर की सलाह ली तो डॉक्टर ने आपके मित्र का नैदानिक परीक्षण कर उसे नैदानिक अवसाद (क्लिनिकल डिप्रेशन) से पीड़ित बताया। इस बात से अवगत होते हुए कि आपके मित्र को पेशेवर परामर्श एवं मनोचिकित्सीय देखभाल की आवश्यकता है, आप ग्रामीण क्षेत्र में रहने वाले उसके माता-पिता से मिलने गए। पेशेवर परामर्श का सुझाव देने पर उन्होंने न केवल आपकी बातों को सिरे से नकार दिया अपितु बार-बार यही दोहराते रहे कि उसे कुछ नहीं हुआ है। उन्होंने कठोरतापूर्वक उल्लेख किया कि आपके द्वारा इस मामले की चर्चा करने से लोगों को मनगढ़ंत बातें बनाने का अवसर ही मिलेगा। जब आप उनसे विनम्रतापूर्वक निवेदन करते हैं कि किसी के मानसिक स्वास्थ्य की

उपेक्षा करना बुद्धिमत्तापूर्ण कार्य नहीं है तब भी वे आपकी उपेक्षा करते हैं। आपके मित्र के माता-पिता उसकी स्थिति को विफलता का संकेत मानते हैं और उसे (आपके दोस्त को) वापस घर बुलाने का निर्णय करते हैं जहां वह अपनी तैयारी जारी रख सकता है। यदि आपका मित्र अपने घर वापस जाता है तो आप उस परिस्थिति में उत्पन्न होने वाली समस्या की गंभीरता से अवगत हैं। आप यह भी जानते हैं कि मानसिक स्वास्थ्य के संबंध में बहुत कम जागरूकता है एवं इसका समाधान इसकी उपेक्षा करना नहीं बल्कि इससे निपटने के लिए आवश्यक उपाय करना है।

(a) मित्र के कल्याण के लिए चिंतित एवं सिविल सेवक बनने की आकांक्षा रखने वाले व्यक्ति के रूप में, जो भविष्य में जनता के लिए नीतियों की रूपरेखा तय कर सकता है और जिसकी उनके प्रति नैतिक जिम्मेदारी होती है; ऐसी स्थिति में आपके पास कौन-से विकल्प उपलब्ध है?

(b) इनमें से प्रत्येक विकल्प का मूल्यांकन कीजिए और कारण बताते हुए वह विकल्प चुनिए जो आप अपनाएंगे।

(a) The option available to me in this situation are —

(i) Ignore & continue my preparation.

pros —

- ✓ Prevent me from distraction
- ✓ Will be able to focus and achieve my goal and then bring in policy for mental health.

Cons —

- ✓ going against the saying "A friend in need is a friend indeed"

friend indeed'.

✓ It will be against personal value and also against basic human value.

(ii) Agreeing to his parents ~~to~~ to let him go to ~~their~~ his hometown ~~as~~ but persuading his parents to consult a psychiatrist

Pros -

✓ Friend will move away from environment of highest competition to a relatively safe and warm environment.

✓ Might show improvement without the need for psychiatric care.

Cons -

✓ Proper care would not happen as parents held negative attitude about his mental condition

✓ Friend ~~now~~ might ~~eventually~~ eventually give up his dream of becoming a civil servant and may negatively impact his mental health.

(iii) Consulting the same psychiatrist who diagnosed depression and ask for advice.

Pros -

- ✓ Consulting the expert would be the best thing to do.
- ✓ Might see improvement in the mental health and thus addressing the issue.

Cons -

- ✓ Friend might not cooperate and take it in negative.

(B) The main objective for me is to help my friend come out of depression and maintain his good mental health.

The best thing would be to consult the psychiatrist and ~~tell~~ appraise him of all situation and seek his advice.

I will ask my friend's parents

If ~~the~~ my friends to let him stay for a while and get him treated by making them understand the need of mental health. If they don't agree, I will ask the doctor to prescribe some medicine if required and get them for him. ~~as~~ I will still try to persuade them to visit a psychiatry nearby ~~to~~ their village.

I will try to talk to my friend and try to give him different perspective of the issue associated. I will try to make him understand the difficulty of exam for each one of us. Best way to cope up would be to prepare ourselves ~~and~~ by studying to our capability and giving the best effort. If we meet failure it should be taken positively and learn from it.

14. You are the Managing Director of a multinational company that prides on hiring people from diverse backgrounds. The company also chooses multiple projects under Corporate Social Responsibility that are geared towards social inclusion and empowerment of vulnerable sections of the society. Miss 'X' who works in your office tells you that she has been diagnosed with HIV. It happened due to malpractice by a medical practitioner who re-used a contaminated syringe that led Miss 'X' to contract the disease. The company has strict policies about toleration and you ensure Miss 'X' that she can continue with her job in the company without facing any form of discrimination. A few days after the revelation, Miss 'X' angrily submits her resignation letter. She states that she has faced discrimination at the workplace everyday after the revelation. Her colleagues are hesitant to eat lunch with her, they make sure they do not drink water from the same source and the females in the office comment on her marital status. She is also asked to sit separately during departmental discussions. She intends to sue the company for mental harassment. If she takes the step, the public image of the company will be maligned and its non-discriminatory policies will be questioned. The following are some suggested options for you to deal with the situation as a Managing Director of the company. Evaluate the merits and demerits of each of the options:

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- (a) You accept her resignation and suggest a compensation package so that she refrains from suing the company.
- (b) You persuade her not to submit her resignation and transfer her to another department.
- (c) You ask her to continue with her job and take strict action against the colleagues who discriminated against her. Also, state (without necessarily restricting to the above options) your course of action, giving proper reasons.

आप एक ऐसी बहुराष्ट्रीय कंपनी के प्रबंध निदेशक हैं जो विविध पृष्ठभूमि के लोगों को काम पर रखने में गर्व करती है। कंपनी कॉर्पोरेट सामाजिक उत्तरदायित्व के अंतर्गत समाज के सुभेद्य वर्गों के सामाजिक समावेशन एवं सशक्तिकरण की दिशा में कार्य करने वाली विविध परियोजनाओं का भी चयन करती है। आपके कार्यालय में कार्य करने वाली सुश्री 'X' आपको बताती है कि वह एच.आई.वी. (HIV) से ग्रस्त हैं। उन्हें HIV का संक्रमण एक चिकित्सा पेशेवर के गलत अभ्यास के कारण हो गया था, जिसने एक संक्रमित सुई का पुनः उपयोग किया जिससे सुश्री 'X' को यह रोग लग गया। सहिष्णुता के संबंध में कंपनी की नीतियां कठोर हैं और आप सुनिश्चित करते हैं कि सुश्री 'X' किसी प्रकार के भेदभाव का सामना किए बिना कंपनी में अपना जॉब करती रह सकती है। HIV से संबंधित जानकारी प्रकट करने के कुछ दिनों के बाद सुश्री X क्रोधपूर्वक अपना त्यागपत्र जमा करती हैं। वह कहती हैं कि HIV से संबंधित जानकारी प्रकट करने के बाद उन्हें कार्यस्थल पर प्रतिदिन भेदभाव का सामना करना पड़ा है। उनके सहकर्मी उनके साथ भोजन करने में संकोच अनुभव करते हैं, वे यह

सुनिश्चित करते हैं कि जिस जलपात्र से वह पानी पीती है उसके वे पानी न पिएँ और कार्यालय की महिलाएँ उसकी वैवाहिक स्थिति पर टीका-टिप्पणी करती रहती हैं। विभागीय चर्चाओं के दौरान उनसे अलग बैठने के लिए भी कहा जाता है। वह मानसिक उत्पीड़न के लिए कंपनी पर मुकदमा करना चाहती हैं। अगर वह यह कदम उठाती हैं, तो कंपनी की सार्वजनिक छवि को क्षति पहुँचेगी और इसकी गैर-भेदभावपूर्ण नीतियों पर प्रश्न उठेंगे। कंपनी के प्रबंध निदेशक के रूप में इस स्थिति से निपटने के लिए आपको सुझाए गए कुछ विकल्प निम्नलिखित हैं। इनमें से प्रत्येक विकल्प के गुणों और अवगुणों का मूल्यांकन कीजिए:

- (a) आप उनका त्यागपत्र स्वीकार कर लेते हैं और उन्हें एक क्षतिपूर्ति पैकेज का सुझाव देते हैं ताकि वह कंपनी पर मुकदमा न करें।
- (b) आप उन्हें अपना त्यागपत्र जमा नहीं करने के लिए मनाते हैं और दूसरे विभाग में उसका स्थानांतरण कर देते हैं।
- (c) आप उन्हें उनका जॉब जारी रखने और उनके विरुद्ध भेदभाव करने वाले सहकर्मियों के विरुद्ध कठोर कार्रवाई करने के लिए कहते हैं। साथ ही (अनिवार्य रूप से केवल उपर्युक्त विकल्पों तक ही सीमित रहे बिना) उचित कारण बताते हुए अपनी कार्यवाही भी बताइए।

a) Accepting Miss X resignation
and suggesting a compensation
Pros -

- ✓ Company's bad image in public can be saved.
- ✓ It will protect Miss X from further harassment in the company.
- ✓ Since other employees are disturbed by Miss X ~~and~~ condition and would hamper ~~her~~ ~~perf~~ their performance in the company.
- This is a ~~welcome~~ ~~than~~ appropriate thing to do.

Cons -

- ✓ It is the most unethical thing to do.
- ✓ It might promote similar action from the employee's
- ✓ It will set a bad precedence
- ✓ It might hamper company's image in the future.

(b) Persuade her to not submit her and transfer her to other department.

Pros -

- ✓ It might stop the mental harassment.
- ✓ It will save negative publicity for the company.
- ✓ Might save Miss X from financial problems arising out of ~~job~~ no job.

Cons -

- ✓ It will also set a bad precedence.
- ✓ Discrimination from other employees might not stop.
- ✓ She might face discrimination in other department too.
- ✓ It might hamper the work environment.

(c) ~~You~~ Ask her to continue & take action against the other employee.

Pros -

- ✓ This is in alignment with professional ~~ethics~~ ethics and Company's value.
- ✓ It will send the correct message.
- ✓ It will enhance the company's image.
- ✓ It will create a positive work environment.

Cons —

✓ Other employees might get uncomfortable and resign themselves.

The best course of action would be to stop her from resigning and sensitising the group members about the ~~the~~ Miss X condition asking the other employees to apologise for their action.

If agreed by Miss X forgiving other employee for their shortcoming. If the discrimination continues taking strong action against the colleagues who has discriminated.

In the long run, session needs to be organised to

make people sensitize about
the problem of HIV patients and
discrimination against them is
illegal under the law.

