



# VISION IAS

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## GENERAL STUDIES (TEST CODE : 1057)

Name of Candidate	KHUSHBOO LATHER		
Medium Hindi/Eng.	ENGLISH	Registration Number	25609
Center	JP	Date	7/8/18

INDEX TABLE			INSTRUCTIONS
Q. No.	Maximum Marks	Marks Obtained	<ol style="list-style-type: none"><li>Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).</li><li>There are <b>FOURTEEN</b> questions printed in <b>ENGLISH</b>.</li><li>All questions are compulsory.</li><li>The number of marks carried by a question/part is indicated against it.</li><li>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.</li><li>Word limit in questions, if specified, should be adhered to.</li><li>Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.</li></ol>
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:			

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

103, 1<sup>st</sup> 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) Self doubt can both help and hinder leadership. Discuss with examples.

10

Self doubt means one doubts his abilities to achieve set target. For a leader, someone who has to visualise a vision and motivate others to achieve it.

Former President ~~for~~ A.P.J. Abdul Kalam, right before the launch of the first Poithvi missile had a moment where he questioned himself. Whether he was doing the right things for right reason and whether he could do it. This helped him think clearly and achieve what was aimed for.

Ratan Tata as a CEO of the company had two companies declared bankrupt under him. His self doubt made him the leader he is today as it allowed for correction in mistakes.



At the same time there are various situations where self doubt hinders leadership. It can prevent one to achieve their potential by bringing in associated negativity.

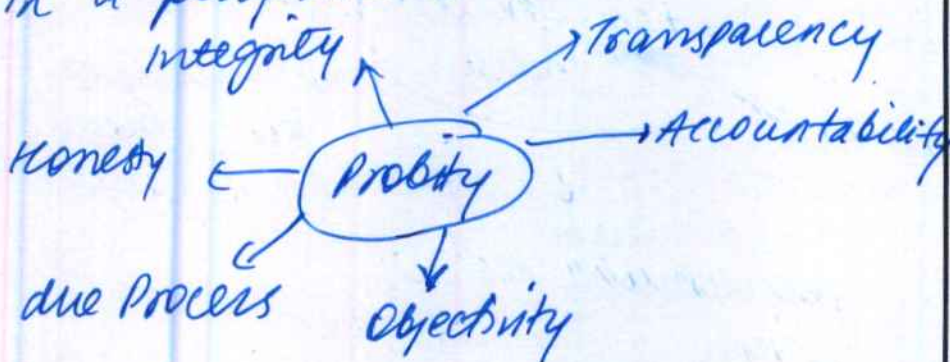
For example, if our National Security Advisor had shown self doubt on the eve of surgical strikes it would have hampered the morale of the populace.

Thus self doubt as long as it enhances introspection is healthy. It should not become negative or debilitating to leadership.



- 1.(b) Bring out the significance of probity in public life. What are the requisites for ensuring probity in governance? Pointing out the key concerns in India in this context, suggest certain remedial measures. 10

Probity is the practice of the highest ethical standards in a professional role.



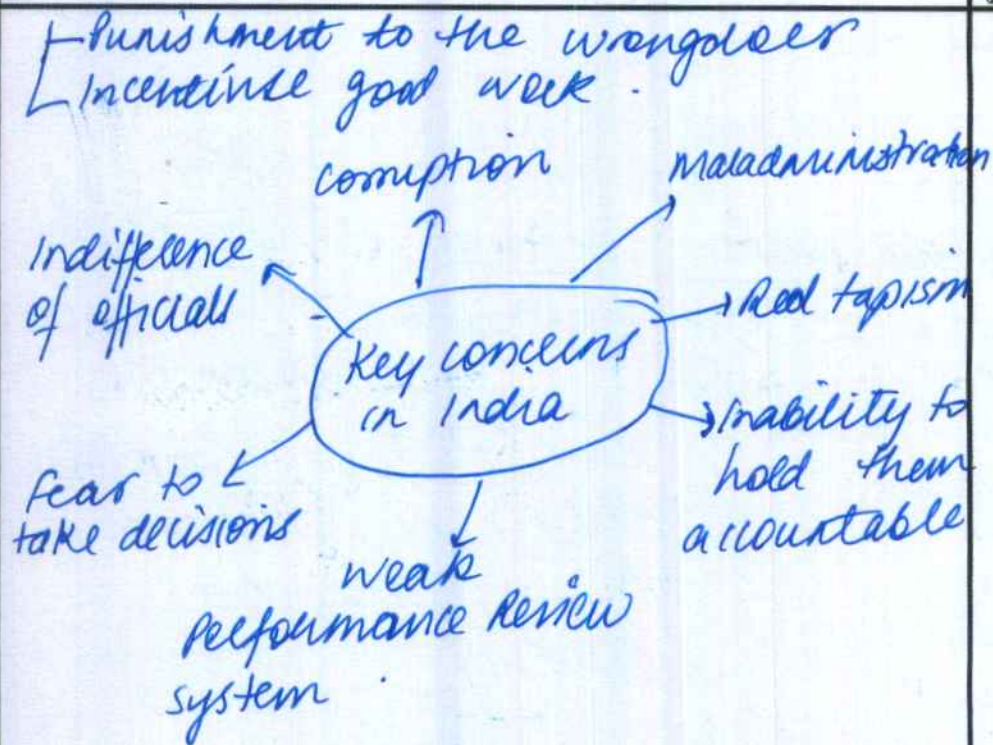
Significance of Probity

- + ensure delivery of justice
- + ensure citizen's demands are fulfilled
- + comes from being responsible

Requisites

- + Accountability framework should be strong
- + Good, ethical officials must be hired in government
- + checks and balances in place



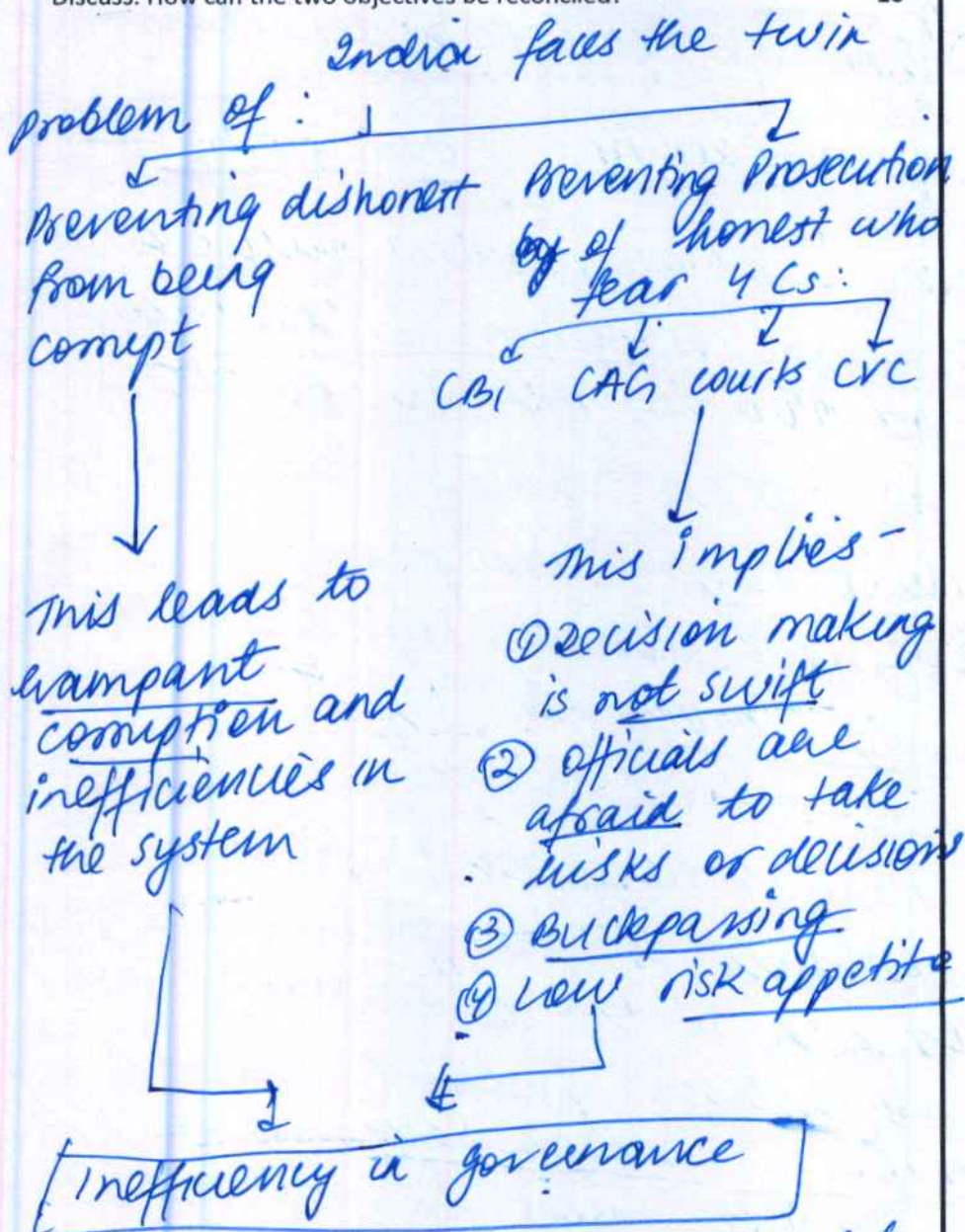


### Remedial measures

- enactment of service to citizen Bill that legalises citizen charters
- speedy conviction under Prevention to Corruption Act
- use of technology to increase transparency
- ethical audit of governance system
- on job ethical training
- Restructuring of performance review system to include probity



2. (a) While the corrupt and dishonest should be punished swiftly, honest public servants need to be protected against malicious and motivated complaints to enhance efficiency and effectiveness of an organisation. Discuss. How can the two objectives be reconciled? 10



Following measures should be taken to solve this problem -



Resultant policy  
paralysis is dangerous.  
As seen in the ~~the~~ case of  
prosecution of Former Coal  
Secretary in Coal Scam, ~~there~~  
honest must be protected.



2.(b) The effective implementation of the Right to Information Act will create an environment of vigilance which will help in functioning of a more participatory democracy. Elaborate. 10

Right to Information Act ~~en~~ 2005 was enacted to empower the Indian citizen.

by:

- ① making information requested available on time.
- ② increasing transparency.
- ③ making citizens directly hold public servants accountable.
- ④ Enhancing participatory democracy by citizen led vigilantism.

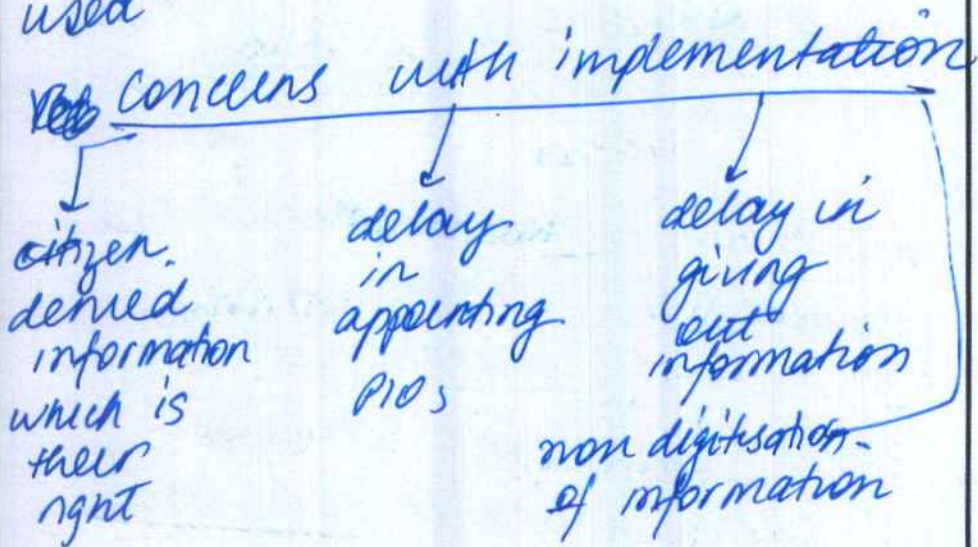
this will:

make government accountable      prevent wrongdoing      prevent information asymmetry.

Success of RTI has been seen in many cases like it being used to uncover scams



in MAHATMA wages to details,  
about how public money is  
used.

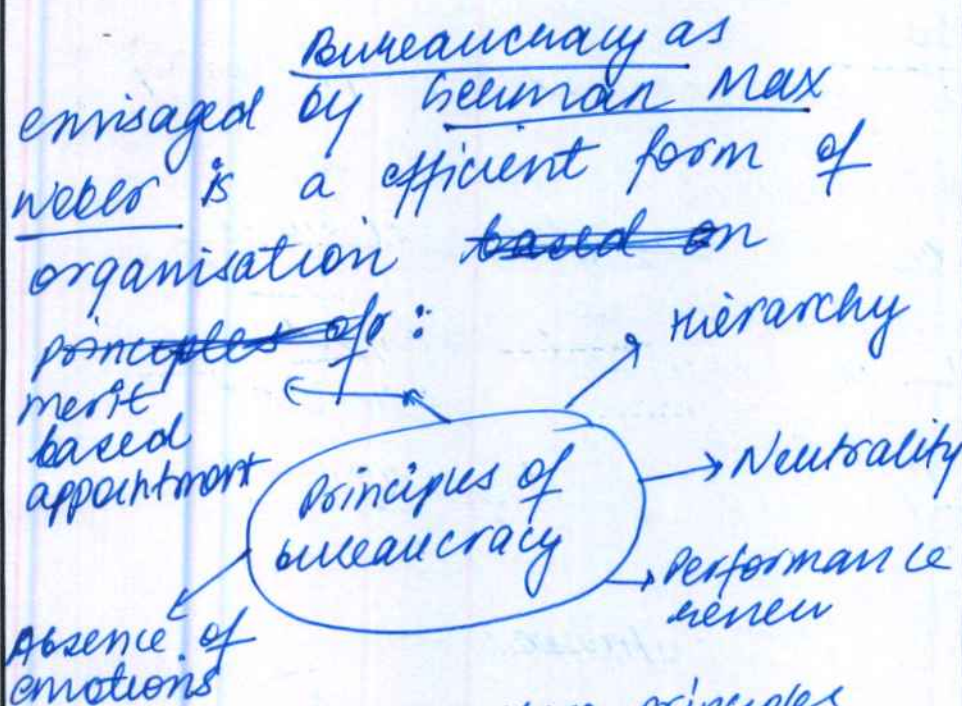


Information is  
power and by democratising  
information if implemented  
rightly, RTI aims to enhance  
participatory democracy.



3. (a) The bureaucracy technically has been an efficient form of organisation but is seen to have exceeded its administrative powers due to its tendency towards self aggrandisement, permanence in employment, and nearness to the political executive. Discuss.

10



However these principles have not been adhered to leading to issues:

- ① Taking decisions beyond one's mandate as envisaged in the hierarchy.
- ② Focusing on one's own self instead of collective well being of organisation.



- ③ Permanence in employment dilutes the principle of merit. It breeds complacency and inefficiency.
- ④ in closeness to political executive violates neutrality.  
It manifests as:-
- postings and transfers decided by politicians
  - Advising politicians
  - Taking their inputs in implementation.

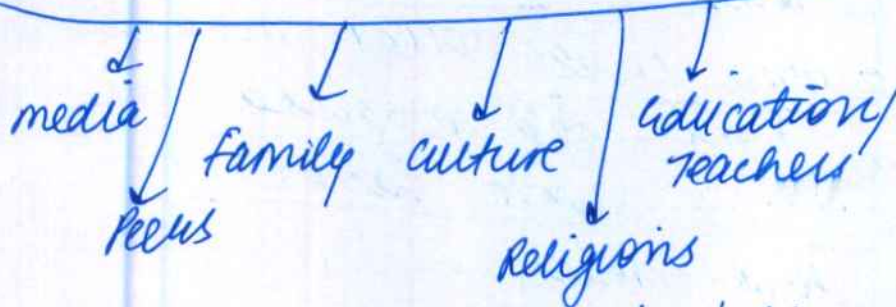
To revert back to original bureaucracy we must adopt the practice of New Public Management which focuses on citizen centricity.  
separation from political matters should also happen by establishing civil services board.



3.(b) Social media has played a key role in influencing political opinions and social attitudes in India. Comment. 10

social Attitude is one's feeling towards a social practice. One's political opinions constitute their political attitude.

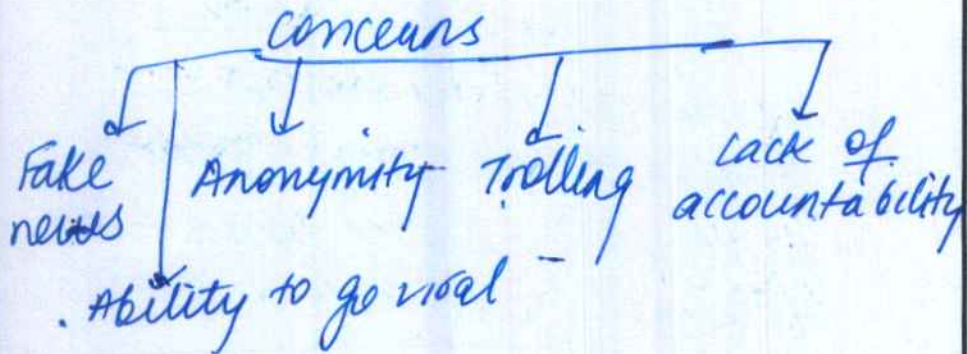
Determinants of Social Attitudes



social media is thus a key influencer of such opinions. It provides a platform for individuals to meet and discuss digitally, create a new avenue of influence.

eg. All political parties are now active on social media to create awareness about their propaganda.





### ① examples -

① As seen in Cambridge Analytica case social media ~~was~~ was used to spread fake news and curate favorable political opinion.

② In ~~case~~ many cases of lynching whatsapp was used to spread misinformation and form opinion.

③ ~~How~~ It is important to regulate the use of social media. It should be used as a positive enabler and above concerns must be addressed -

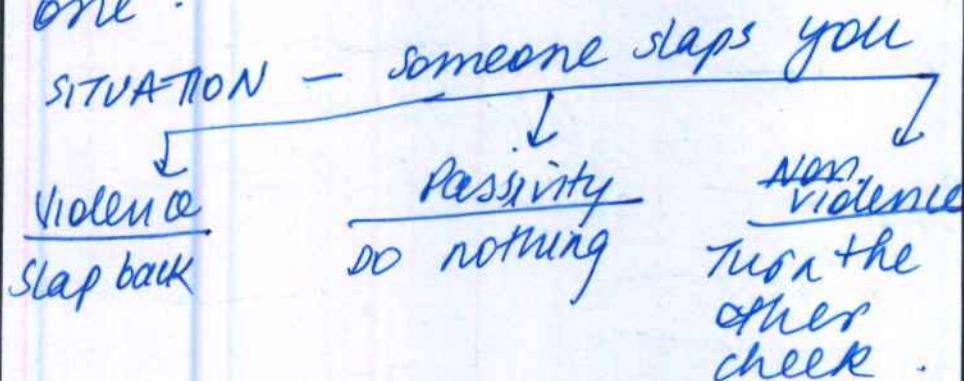


4. (a) "Nonviolence is not servile passivity but a powerful moral force which makes for social transformation". Comment.

10

Handhi ji said  
non violence was integral to  
his Satyagraha. However for  
him non violence  $\neq$  inaction.  
In fact he said -  
violence is better than  
cowardice of inaction

For Gandhi ji this Non  
violence stems from a  
position of truth where one  
is fighting the ideological  
war ~~of~~ and not a personal  
one.





Thus being the  
superior force non violence  
becomes a means to bring  
the higher moral power

It is this binding  
moral power that brings  
social transformation as it  
doesn't partake in petty  
violence.

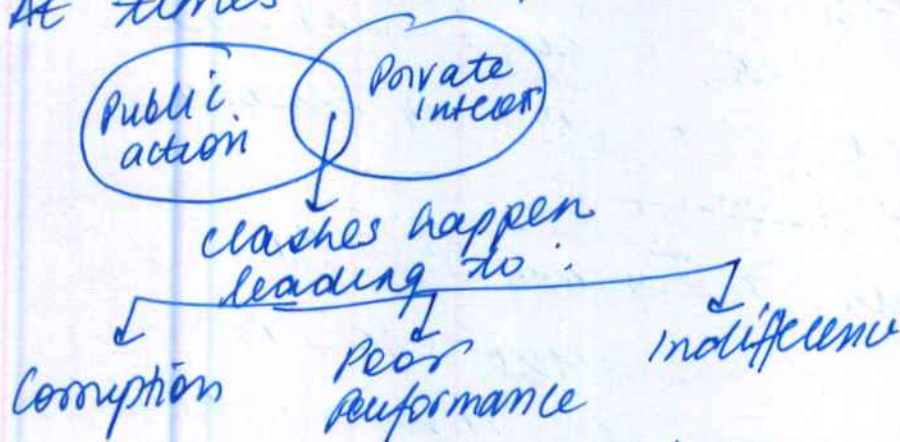
Recently it was seen  
that the protests by Maratha  
Mukti Morcha in 2017 were  
non violent in nature. They not  
only didn't create violence,  
they cleaned the streets after  
the protest. This shows  
conviction in faith and  
ability to transform comes  
from here.



- 4.(b) It is at the interface of public action and private interest that the need arises for establishing not just a code of ethics but a code of conduct. In this context, highlight the need for drafting a code of ethics as well as a code of conduct.

10

Public servants are envisaged to be, moral beings whose purpose is to serve the public by action. Yet they are also private beings with personal aspirations. At times these ~~two~~



Thus there is a need to have both a code of ethics (COE) and code of conduct (CoC) -

- ① LOC: It lays down the right way to conduct one self. eg. All India <sup>services</sup> Conduct Rule 1968.



eg. Recently Revenue Secretary  
Hasmukh Adhia submitted  
gifts received personally into  
government's Toshkhana.  
He made sure personal interest  
doesn't triumph over public  
interest by following conduct  
rules.

② COE:  
It highlights the right way  
of being a ~~civil~~ <sup>public</sup> servant.  
The 2007 code includes  
values like:

Integrity Transparency objectivity etc

Since the COE is  
broader and arbitrary, there  
is a need not just to implement  
it but also to codify  
a CoC which is more detailed  
and brings principles of  
COE to life.

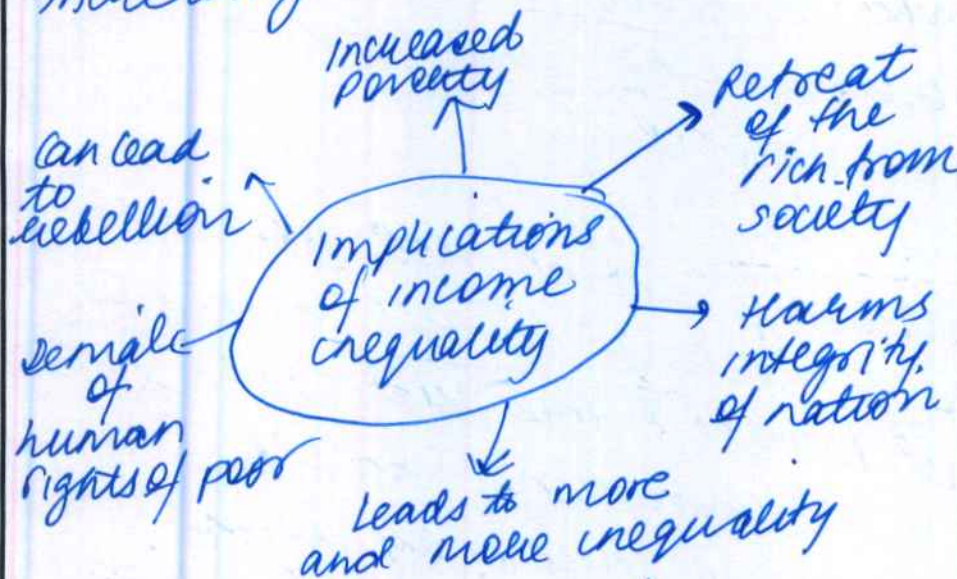


5. (a) Income inequality is a matter of grave concern for the Indian society. In this context, examine the relevance of Gandhiji's concepts of 'Sarvodaya' and 'Trusteeship'.

10

As per a Credit Suisse report the top 1% of Indians earn more than bottom 50%.

As per Thomas Piketty this inequality has only been increasing since 1980.



Gandhiji's key concepts of Sarvodaya and Trusteeship can be used to address it.



① SARVODAYA :  
welfare of all. This approach implies  
any development should be  
inclusive of all. Thus we should  
focus on those at the bottom  
of the pyramid as those at the  
top. We must expense for  
inclusive growth. Instead of  
growth being restricted to  
a few people.

② Trusteeship:-  
Gandhi ji said that all  
wealth belongs to all. Corporates  
and owners are just Trustees  
of this communal wealth.  
Thus while they may even  
factor of production the profits  
generated must benefit all by:

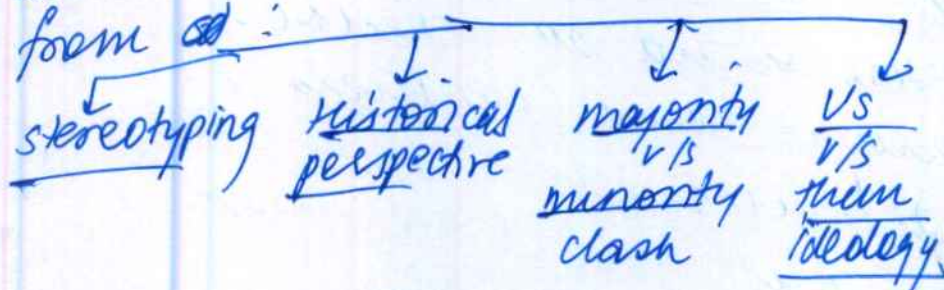
↓  
sharing      corporate      progressive  
                social      taxation  
                responsibility      progressive  
  transfers  
The above if applied will  
decrease inequality



- 5.(b) It does not take long for conflict to turn violent when deep seeded prejudices and discriminatory attitudes are not addressed. Discuss in the context of communal and caste-based violence in India. What role should the state play in this context?

10

Attitudes are an outcome of various factors. Prejudices against a community and discrimination stems from :-



Such deep seated prejudices have ~~been~~ become hidden as India became a democracy, got a constitution, protected all. Yet it crops up every now and then -

- ① fake news ~~also~~ has led to many communally ~~inspired~~ <sup>cracked</sup> cow lynchings -
- ② It has led to ~~caste~~ discrimination and ostracisation of dalits. for example recently in



a Bihar village a Dalit groom was not allowed to ride on a horse.

- ③ It has led to the Ayodhya case being dragged for over 2 decades.

### GOVERNMENT'S ROLE

- ① State should be a neutral party in such conflicts
- ② It can't stand to be inactive and must protect the weak against the mighty
- ③ It should try to alter these deep rooted prejudices by:

↓  
increasing spread of education

↓  
creating awareness about different communities

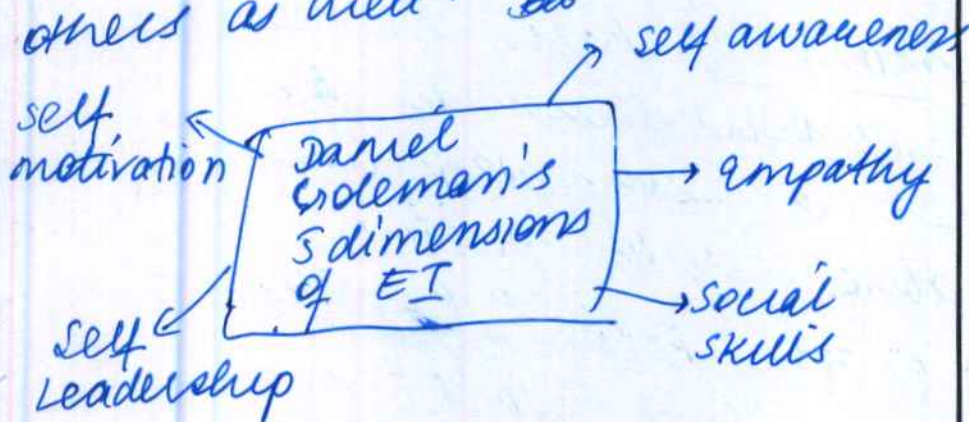
↓  
positive reinforcement

- ④ Punish wrongdoers  
Government's schemes like Atal Bhasat Shiksha Bhavot and organisations like National Foundation for Communal Harmony can also be used



6. Explain with examples how emotional intelligence increases the effectiveness of leadership skills in a civil servant. 10

Emotional intelligence is the ability one has to identify, regulate and respond to one's own emotions and emotions of others as well.



EI plays a very important role in lives of civil servant —

- ① In recent Manipal floods the state secretary of floods worked along side weekles to apply sandbags. He used EI at time of CRISIS, to lead people.
- ② There are cases ~~where~~ like death of girl due to denied of ration as she didn't have Aadhaar.



Use of EI would have prevented this as it would force one to come up with alternate solution.

③ Civil servants are leaders of their districts. EI allows them to be accessible, emphatic when dealing with public.

④ It also helps in stress management which is an important part of any leader's life.

⑤ It also allows them to be better persuaders ~~and~~ as they rely not only on Pathos but also ethos.

Thus EI has many roles to ~~play~~ in which it helps the ~~indian~~ civil servant as a leader.



7. A Citizens' Charter sees public services through the eyes of those who use them. In this context, analyze the importance of citizen charter in making public services citizen centric.

10

Citizen charter is a comprehensive list that includes:

- mission and vision of organisation
- services that it delivers
- standards it will adhere to
- citizen's responsibility

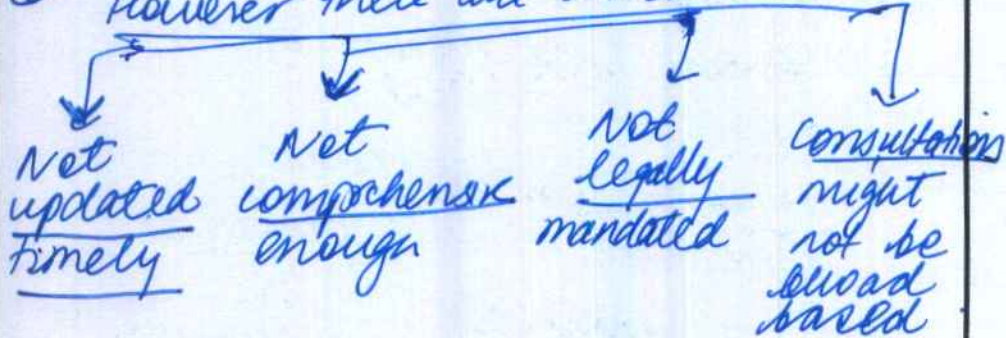
They play a very important role in enhancing citizen centricity of public services —

- ① As consultation includes consulting with the public.
- ② They are promised more choice
- ③ Systems are put in place for grievance redressal
- ④ They are allowed more transparency to hold government accountable.



⑤ Quality of public service delivery is said to increase

⑥ However there are some concerns too:

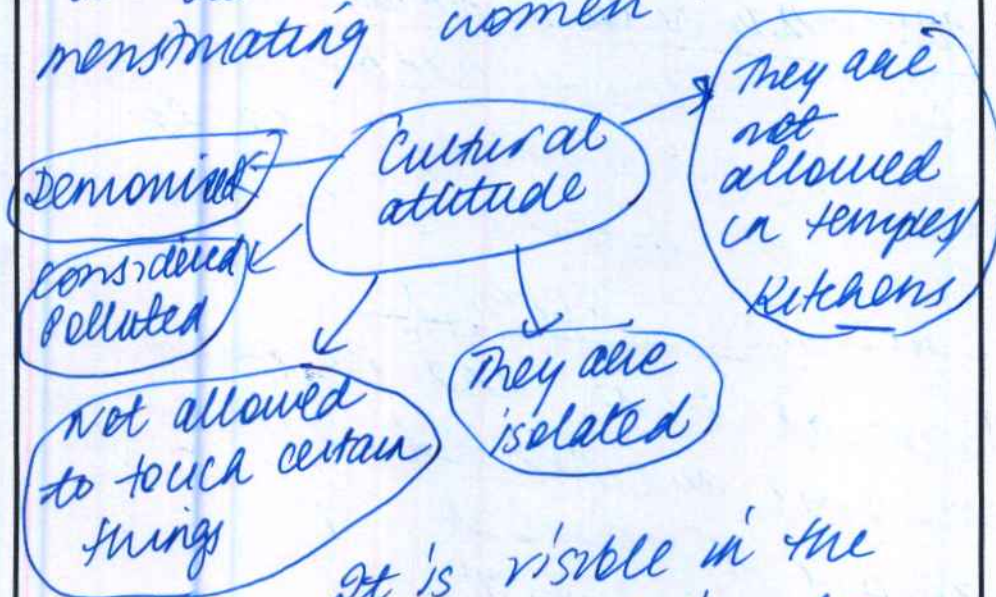


Thus to further increase citizen centricity the above should be addressed to truly empower the citizen. There is also a need to move beyond Citizen Charters to Sevottam Model of Public Service delivery. We also need to enact Right to Service to empower these Charters.



8. Given the effects that cultural attitudes about menstruation have on women, there is need to follow a strategic approach in combating these. Discuss. 10

Cultural attitudes about menstruation in India range from misinformation to demonisation of menstruating women.



It is visible in the cult followed by Sabarimala temple where menstruating women are not allowed. A strategic approach is needed to tackle these deep rooted ideas —



① INFORMATION CAMPAIGN

It is needed to create awareness that menstruation is a medical condition and not a religious / cultural one

② PUNISHING DISCRIMINATORS

men who discriminate against menstruating women must be legally punished

③ RELIGIOUS REFORMS

Personal law and religious reforms are needed to address the taboo topic

④ REINFORCEMENT

once public opinion is changed the new opinion must be reinforced ~~to~~ multiple times - it is ~~also~~ important to de-stigmatise this natural process of menstruation.



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

9. As the District Magistrate you are posted in a district that had been infamous for girl-child marriages. The government introduced a contributory scheme two decades ago, where the government contributed the same amount as the parents, into an account, for their girl child of age 0 to 7 years. The total sum could be withdrawn only when the girl turns eighteen and is unmarried. Due to this scheme, a new pattern has emerged. All girls are married as soon as they turn eighteen and incidents of dowry have increased substantially – because the community customs require paying the sum commensurate to the age of the girl. Further, parents now tend to save money for the scheme instead of investing in girl's education. As the local administration tries to tackle the current situation it looks up to you for ideas and leadership:

(a) Identify the factors which have led to such outcomes.

(b) Devise a strategy, keeping in mind the multiple aspects of the situation. 20

### INTRODUCTION —

A scheme to improve sex ratio has led to increased marriages at 18 and increase in dowry.

### STAKEHOLDERS

- Girl child — needs to be nurtured and protected. Deserves education
- Parents — ~~still want~~ aim to maximise economic return and reduce burden from girl
- Government — suffering from dual problem of early marriage and dowry
- Society — deeply patriarchal



ETHICAL ISSUES

- ① How to tackle deeply entrenched patriarchy
- ② How to tackle unintended consequences of government's scheme
- ③ How to restore to girl the rights that are due to her
- ④ How to tackle dowry.

A FACTORS LEADING TO THESE OUTCOMES

- Patriarchal belief that girls are a burden and must be disposed off at the earliest. This leads to early marriages.
- Investing in dowry being considered better than investing in girl's education.



- ~~can~~ cultural factors that promote early marriage
- economic incentives of the scheme are so structured that it promotes early marriage
- low level of literacy ~~is a~~ perpetuates above stereotypes
- poorly planned scheme leading to such sub optimal outcomes
- ~~can~~ patriarchy and its associated beliefs
- Apathy towards government's initiatives

All these leads to above outcomes.



b) STRATEGY TO TACKLE PROBLEM

- ① Creating awareness about -
- a) dowry being illegal and punishable offence
  - other schemes of government that support and subsidise higher education of girls
  - ~~and~~ issues associated with early marriage eg. unhealthy babies

- ② Restructuring scheme -  
the contributory scheme can be restructured as below -

- 1] Government can match contribution of parents to increase resources available
- 2] Government can give added incentives to parents to send girl to school or pay for education via



deposited funds.

- ③ An incentive scheme can be developed such that ~~those~~
- eg. for every year above 18 years that girl stays unmarried and in formal education, the family can be given a subsidy

- ③ <sup>stricter</sup> Law's implementation -
- stricter implementation of Right to Education Act wherein parents should be punished if child is not sent to school.
  - Dowry Prohibition Act 1961 to penalise dowry takers.

this combined strategy of changes incentives and stricter punishment can hopefully be helpful.



10. While on the one hand, some state governments have implemented alcohol consumption prohibition laws, it is permitted in other states. Debates around this issue often involves aspects such as individual rights, cultural attitudes and social welfare. As a teacher you need to explain the key issues involved to a young audience. What are these? How would you conclude the lecture?

20

Alcohol consumption  
is banned in some states of  
India like:  
→ Gujarat → Bihar  
Others permit it

### RATIONALE BEHIND BAN

- ① Increased alcohol consumption leads to loss of human resources
- ② These alcoholics lose their agency and ability to be a ~~member of~~ civic member of society
- ③ There is rise in violence associated with alcoholism



especially against women.  
It has a disproportionate  
burden on them; ~~Crime also~~  
may it leads to more crimes  
like organised crime of hood  
making

⑤ Leads to deaths and health  
concerns.

⑥ Disproportionate burden on  
the poor and the  
vulnerable like youth.

Thus it eats away  
at our social fabric and  
harms even integrity.

### RATIONALE AGAINST BAN

① It is against the libertarian  
view of ethics where individual  
has the right to decide for  
their own selves. It amount



to paternalism by state and is against individual rights

- ② From a utilitarian perspective too there is a concern as banning only leads to alcohol industry becoming underground leading to loss of taxes
- ③ Banning also leads to increased deaths ~~at~~ at times due to consumption of spurious ~~or~~ alcohol eg. hooch
- ④ ~~The~~ Associated stigma can lead to isolation and depression
- ⑤ Banning of alcohol can lead to dependence on other substances like drugs, not in social welfare



CONCLUSION

As seen in Bihar's recent relaxation of its prohibition law, instead of focusing merely on prohibition there is a need to:

- ① Create awareness and develop a cultural attitude that is anti ~~drugs~~ alcohol
- ② Focus on collective welfare along with individual welfare, by providing for facilities like:
  - de-addiction centres
  - counselling centres
  - supporting infrastructure
- ③ Reduce stigma associated with alcoholism and create



- an open dialogue about it
- ④ use economic incentives to change behaviour pattern  
eg: higher taxes for consumers  
↳ more ~~customs~~ excise duties for producers.  
∴ Treat it as a sin good
- ⑤ Focus on associated organised crime mafia and supply chain. Choking ~~bottlenecks~~ at supplies also important.

Constitution under Article 47 implores the government to prevent consumption of alcohol. Constitutional morality should be upheld while balancing with state's paternalism.



11. As a concerned citizen you have been engaged with the issue of persons employed in manual scavenging. You notice that despite laws and strictures from the highest court of the land the practice of employing human labour to clean sewers continues. While the administration has to ensure the cleanliness of the urban localities, those who are employed also have to earn to sustain themselves and their families. The death of few workers recently due to asphyxiation while cleaning a septic tank has caused much consternation in your locality. You would like to engage with the situation by writing to the administration, for which you need to find an answer to the following:

- (a) Identify the stakeholders involved and state their conflicting interests.
- (b) What challenges does the administration face in curbing this social evil?
- (c) Enumerate the steps to deal with the problem.

20

Introduction:

How to reduce the problem of manual scavenging in face of failure of laws and conflicting interests.

A) Key stakeholders:

① Manual scavengers -

They face a conflict as not only do they want a dignified job and work safety, they do need income ~~can~~ provided by manual scavenging.



② Government  
 Government faces a conflict as  
 as :  
 → as per laws it aims to  
 make manual scavenging  
 illegal  
 → ~~as~~ It also wants localities  
 to be clean and to provide  
 a decent quality of life for  
 all.

③ Individuals in urban localities  
 → want their sewage cleaned  
 → assuming summum bonum,  
 they don't want anyone to  
 be hurt in the process.

④ Society :  
 Caste consciousness further worsens  
 this problem.

## ⑤ CHALLENGES FACED

① manual scavengers are still  
 willing to work ~~as~~ without  
 safety despite it being outlawed.  
 due to deprivation.



- ② Individuals believe that job of manual scavenging is to be done by ~~people~~ for ~~clean~~ <sup>clean</sup>.
- ③ It is a deep entrenched ~~to~~ prejudice against this job
- ④ Lack of availability of alternatives when it comes to waste treatment also an impediment
- ⑤ Lack of safety equipment
- ⑥ Lack of alternative job opportunities for manual scavengers leading to them returning to these jobs
- ⑦ Lack of awareness about laws outlawing this demeaning practice.



1) STEPS TO DEAL WITH PROBLEM1. SAFETY:

- Provide safety equipment and gear for those partaking in this
- Use technology to prevent loss of life

2. REHABILITATION and SKILLING:

- Empower the manual scavengers by skilling them
- Rehabilitate them in other sectors after skilling

3. SOCIAL ASPECT

- Create awareness about ill's associated with manual scavenging
- make it caste neutral; taking away social persecution associated with it
- Focus on attitude change



#### 4. INNOVATION

→ focus on long term innovation to find a permanent solution to this problem that will ~~also~~ release manual scavengers from this job.

#### 5. PUNISHMENT

→ punish those found to be in breach of law in speedy manner  
→ increase quantum of punishment to realign incentives.

A combination of soft persuasive factors along with strict punishment is best suited



12. You are a teacher in the Science department of a reputed college. Your HoD (Head of Department) has been a good mentor to you and has guided your career progress. You get to know from one of your students that the HoD gives private tuitions at his residence, which is disliked by many others in the department. There are also rumours that he might be giving extra marks to the students taking his tuitions. When enquired, his reply is that he is not alone and a few other teachers are giving private tuitions as well. He assures you that it is beneficial for the students as some of them need extra attention. He advises you not to make a fuss about it and indirectly reminds you about the assessment rating, which is due this week. You are aware that a good rating will definitely get you the due promotion. The HoD is due to retire in 4 months.

- (a) What are the dilemmas that you face in this situation?  
(b) Highlight the course of action that you would adopt and give reasons for the same.

20

INTRODUCTION : what to do when a respected department senior who is about to retire is found to be indulging in malpractice, especially when this has personal ramifications.

### KEY STAKEHOLDERS

1. Teacher - I want promotion and (Me) to ensure relation with HOD stays in tact. However, I also don't want to be a part of any wrongdoing.



2. HOD - Gaining from his tuitions  
where he promises  
pay for marks. Set to retire
3. Students - might be gaining from  
tuitions but also participant  
in this quid pro quo.

### a) DILEMMAS FACED

- 1) Whether to go behind the  
HOD's back and complaint  
against him
- 2) ~~to~~ To keep quiet for the  
sake of promotion i.e  
~~put~~ personal interest v/s  
public interest
- 3) To spoil relationship with  
HOD, who is my mentor, over  
this issue - Personal relationship  
v/s public responsibility
- 4) Possible impact my actions  
will have on future of students  
who took part in the pay for  
marks



b) Possible causes of actions

	Pro	Cons
Option 1 Keep quiet	<ul style="list-style-type: none"> <li>→ will salvage relation with HoD mentor</li> <li>→ will ensure personal gain via promotion</li> </ul>	<ul style="list-style-type: none"> <li>→ against my self concept to condone a wrong</li> <li>→ violation of my professional integrity</li> <li>→ Harmful for students</li> </ul>
2. Request him to stop immediately, once more.	<ul style="list-style-type: none"> <li>→ shows I care about HoD to go to him first</li> <li>→ upholding my integrity and duty to job</li> </ul>	<ul style="list-style-type: none"> <li>→ <del>can</del> will not ensure a stop to the quid pro quo</li> <li>→ may lead to personal loss of promotion</li> </ul>



	Pro	Cons
3. Boing all teachers giving tuitions and request them	→ same as above	→ no guarantee → personal harm
4. Ask the students to stop attending tuitions or threaten action	→ will colder the wrongdoing → <del>that</del> will prevent loss of relation	→ new students might go → doesn't give permanent solution → personal harm
5. Complaint to person higher in hierarchy (eg. Principal)	→ will lead to solution → strongest step I can take - in line with my self concept -	→ lead to his suspension, loss of friendship → might cost me my promotion



I will choose a combination  
of above in following order:

① Warn HOD again to  
stop or you will go to  
students

↓  
② warn students and ask  
them to stop. after telling  
them you will provide  
support if needed

↓  
③ Complaint to higher  
authorities.

Education is key  
to human development.  
Those compromising on its  
quality should be punished.



13. While stampedes and mishaps due to overcrowding have led to loss of lives on multiple occasions, it remains an issue discussed only when there is a tragedy. Recently you were assigned the responsibility of conducting a mela around a revered religious place, which attracts millions of devotees. Every year the numbers have been increasing and this year due to certain celestial alignments the crowd is expected to be unprecedented. In the previous year the officer in charge was criticised and transferred over allegations of hurting religious sensitivities by restricting access to the religious place. You have three months to prepare for the mela.

- (a) Identify the key areas you would focus on?  
(b) What are the challenges that you foresee?  
(c) How do you propose to overcome them?

20

Introduction :

How will I plan for a crowded mela given past cases of stampedes and expectation of unprecedented crowds.



a) KEY AREAS TO FOCUS ON

① Identification of entry and exit plan in a smooth manner.



2. ~~How~~ how to regulate access to the mela - i.e traffic systems
3. what is the status of emergency response teams like quick response teams.
4. Training of personnel with on how to handle and manage crowds.
5. created a public hearing system to reach out to a crowd as and when needed.
6. answer religious sentiments are at center of all considerations

7.



Challenges	How to overcome them
1. Possible spread of misinformation leading to stampede	→ appoint personnel at various places to address misinformation → use public hearing systems
2. Stampedes at entry/exit points	→ create multiple entry-exit points → identify choke points and appoint personnel there to ensure smooth movement
3. weak infrastructure	→ focus on rebuilding outdoor Response Teams → stock up on first aid and other essentials



4. Possible fights  
leading to  
stampedes

→ Personnel to be  
trained to  
spot tension  
areas and  
resolve before  
fight occurs

5. Lack of  
resources

use existing  
disaster  
management  
infrastructure

6. Poor  
crisis handling  
in eventuality  
of stampede  
occurs.

→ Train personnel  
→ Keep teams  
ready  
→ hold practice  
drills  
→ Tie up with  
local hospitals  
and keep  
ambulances at  
hand



9 will follow the  
Crowd Management Rules  
2016 developed by National  
Disaster Management  
Committee 2016 while  
keeping religious sentiments  
in mind.



14. You are a senior official at a government agency that is responsible for collection, storage and protection of biometric data of citizens. Due to the expanse of operations, the agency employs third parties for collection of data. There have been reports of security breach and leakage of data by third parties in exchange of money. A journalist from a prominent newspaper carries a sting operation and releases some data in the public to show the ongoing corruption and highlighting the inability of the agency in protecting public data. You are asked by the chairperson of the agency to file an FIR against the journalist and pursue criminal proceedings against him considering it an act of unauthorized access.
- (a) Do you agree with the action sought by the chairperson against the journalist? Give appropriate reasons for your answer.
- (b) If you disagree, what would be your course of action?
- (c) Do you think the action of the journalist is justified?

20

Introduction: How to handle a breach of sensitive data that has become public?

Key stakeholders :

1. Government agency —  
Responsible for collecting, storing and PROTECTING biometric data
2. Third party agencies —  
Aim to gain income and monetise the opportunities. In a contract with government to insure privacy.



3. Citizens - vulnerable as their biometric information can be hacked.

4. Journalist - Has to follow journalistic ethics while reporting on any case.

A The chairperson has asked me to file FIR against the journalist and pursue criminal proceedings. I do not agree with the same as I believe the journalist was only doing his duty by trying to uncover loopholes. Moreover the leak is from the side of third party agency ~~and~~. Sting operations are ethical as long as no



private information is made public and journalistic standards are thoroughly followed. The journalist can be asked to ~~delete~~ <sup>delete</sup> data ~~for~~ in his possession.

### B. LIKELY COURSE OF ACTION.

1. conduct a systemic audit of privacy ~~controls~~ structure and identify the weak areas responsible for leak.
2. The third party in charge should be held in relation of its terms of contracts and their licence to collect data must be revoked, if found to be guilty.



3. To assuage the concerns of citizens a third party inquiry / audit / assessment should be undertaken to ensure the systems are full proof.
4. Transparency of the system should be enhanced.

c) The journalist's actions can be said to be justified if -

- 1) He follows due process while conducting the sting operation
- 2) The happenings are objectively reported and not with personal bias.



3. Instead of sensationalising the issue she uses it to point out to government its flaws, as a responsible citizen
4. Data that came in her possession is not misused and deleted in transparent manner
5. Journalistic ethics are followed the action is justified
- Therefore as long as