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GENERAL STUDIES (TEST CODE : 1249)

Name of Candidate	NUPUR GOEL		
Medium Hindi/Eng.	ENGLISH	Registration Number	6667
Center	ORN	Date	13/9/19

INDEX TABLE

Q. No.	Maximum Marks	Marks Obtained
1(a)	10	
1(b)	10	
2(a)	10	
2(b)	10	
3(a)	10	
3(b)	10	
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:

Signature of Examiner

INSTRUCTIONS

1. Do furnish the appropriate details in the answer sheet (viz. Name, Registration Number and Test Code).
2. There are **FOURTEEN** questions printed in **ENGLISH**
3. All questions are compulsory.
4. The number of marks carried by a question/part is indicated against it.
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.
6. Word limit in questions, if specified, should be adhered to.
7. Any page or portion of the page left blank in the Question-Cum-Answer Booklet must be clearly struck off.

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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

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

1. (a) What do you understand by cultural sensitivity? Identify the ways in which individuals and organisations can benefit from cultural sensitivity in India. (10)

Cultural sensitivity can be defined as the understanding, mutual acceptance & tolerance towards various cultures in India. We believe in 'Sarva Jan Sukhay, Sarva Jan Hilayen' philosophy.

All the cultures are diverse in form of different food, dress, eating patterns, marriage, language etc. We show unity in diversity in India.

Benefits of cultural sensitivity:-

Individuals - more open to diversity, cosmopolitan culture.

(i) More tolerance

(ii) Able to enjoy different food, festivals

(iii) is more compassionate and accommodating.

eg.

- ii) Organisation :- Cultural sensitivity leads to better representation in organisation from different backgrounds.
- ii) celebration of various festivals to develop bonhomie, employee intrapersonal relation.
- iii) Increase in consumer base. Eg - Domino serving Navratri special pizza.
- iv) Increase in inclusivity and acceptance of organisation. Eg - Amazon being 'apni dukan' in India.

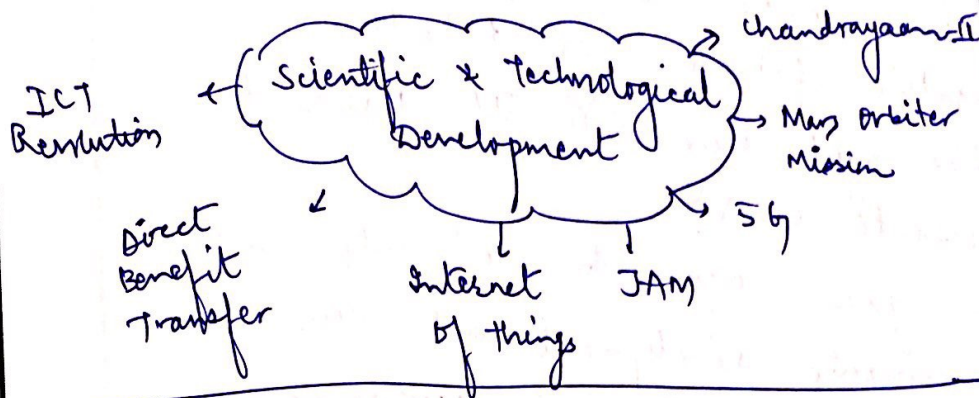
However, it also leads to fallouts :-

- 1) ~~Group~~ formation on the basis of culture in organisation.
- 2) Marriage only in same caste.
- 3) Rise of regionalism, communalism & casteism.

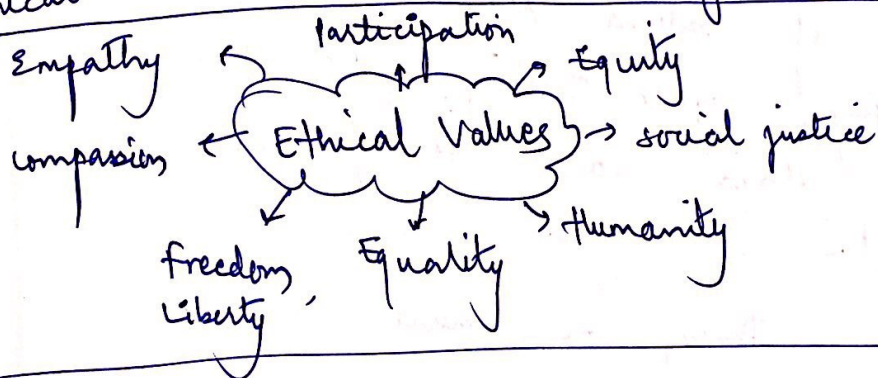
We need to promote good aspects of cultural sensitivity to increase our tolerance and humanism.

1. (b) In the quest for scientific and technological development, ethical values should not be neglected. Discuss in the current context. (10)

India has made great strides in scientific & technological field.



At the same time, in their quest ethical values should not be neglected:-

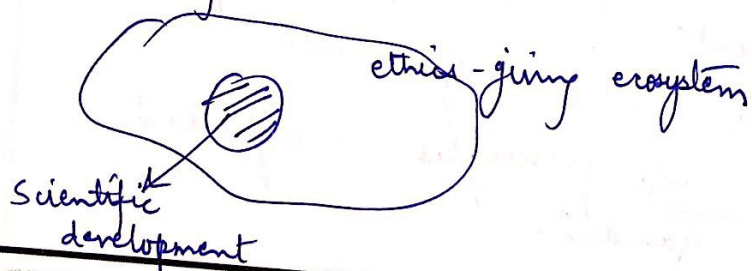


Reasons:-

- 1) Ethical values make the science & tech development for all. eg- use of NAVIC for all section of society.
- 2) science w/o principles - regarded sin by Gandhi.

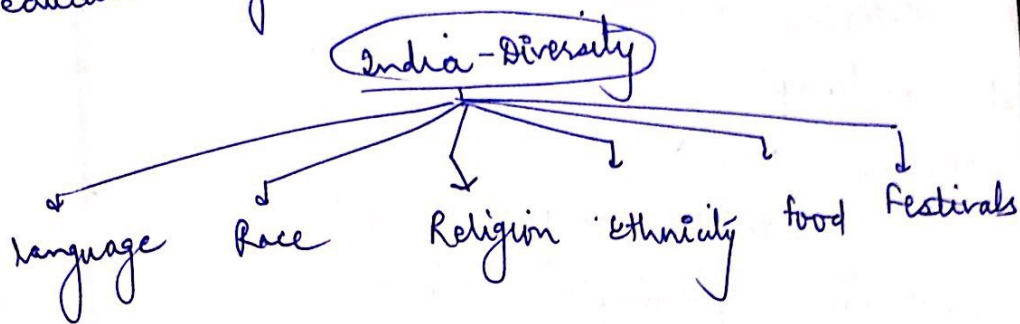
- 3) All scientific developments prone to misuse & abuse by vested interests. Eg - Nuclear proliferation by Ayub Khan.
- 4) Ethics make it easy to reduce the negative fallouts. Eg - Protection of farmer rights along with IPR Rights (Monsanto case).
- 5) It gives way to not only faster socio-economic development but also inclusive & sustainable development. Eg - Environment in ethics.
- 6) Loss of values leading to cyber bullying, cyber trolling, fake news. Only ethics can rectify such situation.

Thus, we must conduct scientific & technological research while being ethical in nature.



2. (a) In a plural society like India, education should help the individual to celebrate the plurality and visualize the inherent unity of cultures and values. Analyze the statement in the present context with examples. (10)

The above statement focuses on important & ultimate aim of education. It focuses on value based education system.



Education should help to celebrate plurality:-

- 1) Increase the tolerance of different cultures, religion etc.
- 2) Be accommodative of other's points of views. Eg - Buddhism's middle path.
- 3) Increase the emotional intelligence so that she is able to better understand the social fabric. Eg - focussed by Nehru in discovery of India.
- 4) Open to change & leave the old, decadent values behind.

Inherent unity of culture & value :-
India is today facing rise in regionalism, communalism, casteism etc. Education can help in their diminution by :-

- i) Spreading awareness about oneness of all religions. - 'Sabka ishqar ek'.
- ii) Moral philosophers' teachings - e.g. Raja Ram Mohan Roy &.
- iii) Building scientific temper amongst individuals. e.g. Having a critical & questioning attitude. Socrates - 'it is examined life worth living for'.
- iv) Change-oriented - Even if our culture/religion is preaching irrational stuff, leaving it. e.g. - sati during 19th century.

Thus, education acts as a window for individual to see the world. We must focus on value-based education & secular education (Durai Lamma).

2. (b) Elucidate Swami Vivekananda's ideas on nationalism.

(10)

Swami Vivekananda was a great moral philosopher.

This idea of nationalism was deep rooted in Indian spirituality & modernity. Basic ideas were:—

i) Humanism :- Focused on social service

'service to jiva is service to shiva' was his message. Called for good relations with all nations for humanity.

ii) Spirituality :- He called for Indians to know that they are spiritual leaders of the world & the contribution they must make to spread peace & harmony.

iii) Religion - He considered the essence of all religion to be one and propagated the same at the Chicago conference.

iv) National pride - He increased the pride of all Indians. He even motivated all to help India attain its true

position at the global stage.
Thus he was a great
national leader who gave the message
of selflessness & service to humans.

3. Given below are quotations of moral thinkers/philosophers. Bring out what they mean to you in the present context:

(a) The best way to find yourself is to lose yourself in the service of others.
Mahatma Gandhi (10)

By this statement, Gandhiji stresses on the self-fulfillment that one achieves by serving others.

In the present day of increasing commodification, self-focused, materialism, the human race has forgotten its roots. By indulging in service to others, they get connected to their soul.

Vivekananda said 'service to jiva is service to shiva'. M.S. Swaminathan, Anna Hazare, V.S. Kurien are the real life examples of exemplary leaders who are in service of nation.

By helping the stranded people in Kerala floods without any returns, the Kerala fishermen got to know their hidden strength-courage.

extreme willpower to face any
eventuality.

Even the schools today
focus on service trips to oldage homes
so that children can develop compassion,
dedication & self-actualisation.

All the above, by exercising
others, we recognise that we are
humans first. It develops our humanity,
emotional intelligence & sets us apart
from animals.

Even big organisations like
Tata Group, Mr Bill Gates, Pranji give their
service by philanthropy activities. It helps
them to connect to the roots of
society.

thus, service is an
important quality of humankind.

3. (b) So long as you do not achieve social liberty, whatever freedom is provided by the law is of no avail to you. B.R. Ambedkar

(10)

Here Dr BR Ambedkar, Indian Manu is stressing on the need of social liberty so as to experience freedom.

He said that inspite of Indian constitution giving Right to freedom as a fundamental right, unless there is socio economic equality, it is meaningful.

Today, we see a number of laws for equality of women like POSH Act, 2013, PCPODT Act but still the female infanticide goes on. Economic survey put the number of missing girls at 60 lakh.

Unless there is a societal acceptance of all people irrespective of caste, gender, religion, we will go on witnessing mob lynching, genocide etc.

Amartya Sen in his capability approach focussed on development as freedom i.e. unless we have freedoms we can't be developed.

- for achieving this freedom, in spite of strong laws, we need
- * strict implementation of law having swift criminal investigation system.
 - * inculcation of values in society
 - social influence & persuasion
 - value based education
 - Political leaders, religious leaders etc.
 - * increase in tolerance amongst people.

Only by social liberty, the laws enshrined in the constitution will be fruitful & 'New India' will be born -

4. (a) Explaining the concept of moral attitude, discuss how social media is shaping moral attitudes of people. (10)

Moral attitude can be defined as the views, beliefs, perception of an individual towards a given subject/issue based on his moral conviction.

- Features -
- strongly related to emotions.
 - Generally synchronisation between moral attitude and behaviour.
 - More strong than moral conviction.
 - May vary from person to person.

Social Media :- is also affecting moral attitude as today, we live in ICT Revolution world where everyone is connected to FB, Twitter, Instagram etc.

Positive effect :-

- 1) Exposure to high information - people seeking news through inshorts application.
- 2) Faster dissemination of information - Better communication leading to blurring of time, space & distance.

- 3) Anonymity - People can post their views online without sharing their identification (or).

Negative Impact :-

- 1) Radicalisation - social media used to radicalise youth by ISIS, Al Qaeda.
→ Huge security challenge.
- 2) Anonymity - makes it difficult to punish the ~~one~~ wrong-doer.
- 3) Rigging with declin - eg - facebook - cambridge Analytica case in USA elections, 2016.
- 4) Fake News - being spread like wildfire.
- 5) Increase in lynching, regionalism, communalising, casteism due to social media. Eg - use of fb in North-East people exodus from Bangalore.

Thus, it is upto us to use this double-edged sword & curb its misuse by proper regulation & checks in place.

4. (b) Analyse the importance of both Influence and persuasion for effective leadership. (10)

Leadership is the act of influencing others for the success of organisation.

We have seen a number of great leaders. Eg-Nelson Mandela, A.P.J. Abdul Kalam, Vikram Sarabhai, Kiran Bedi etc.

An effective leader is

- a good communicator
- motivator & transformative
- change-agent.

Importance of influence :-

It is an act of making others do the task in such a manner to make vision a reality. It doesn't involve coercion or force rather leading by doing & effective operation.

A.P.J. Abdul Kalam used to work from 4am to late till 12mat night. This hard work & dedication motivated his team members & they also started giving their 120% to the

organisation. It is one of the reasons why ISRO has best work culture in the world.

Importance of Persuasion:-

It is act of social influence wherein the task is presented in such a way that it looks achievable to the followers. The leader here makes people believe in their own capacity.

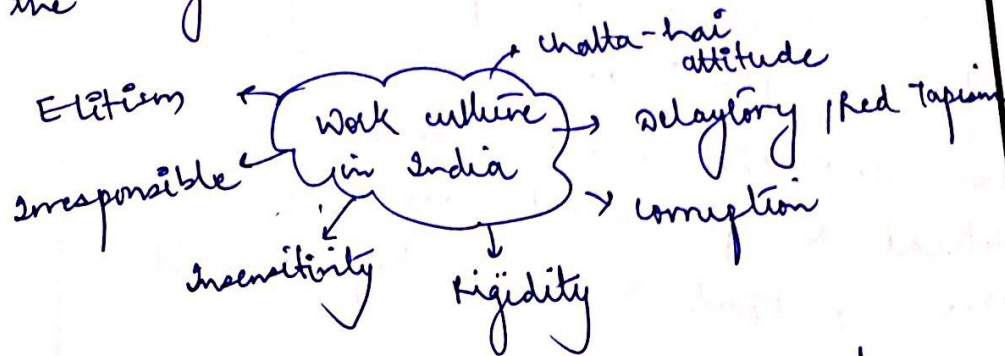
e.g. - Gandhiji made Indians believe that they can get rid of British not by weapon but by truth & non-violence. His persuasion was able to motivate millions of Indians in the noble cause.

Through these, the leader is able to increase efficiency

- effectiveness
- individual development
- organisational success
- better able to connect with followers
- Also increase his mass appeal.

5. (a) Analyze the significance of adopting a code of ethics for creating a healthy work culture in an organization. (10)

Work culture is defined as the totality of process, procedures, technology, environment, socio-cultural aspect of the organisation.



AFCI, Kiran Agrawal
committee recommended code of Ethics
to create healthy work culture.

Code of Ethics is the document mentioning the important values; the conflict of interest & how to deal with them, relation with political executive & people at large.

Significance of Code of Ethics :-

- 1) Gives an ethical framework for civil servants to adhere to -
- 2) Give the probable conflict of interest & how to handle them
- 3) List of all important qualities/values to be imbued. Eg - Impartiality, selflessness, public service etc.
- 4) Gives amicable relation between political & permanent executive → More sectoral & inter-departmental coordination.
- 5) Increase in motivation & morale.
- 6) Makes civil servants more citizen-friendly & thus a democratic work-culture.

As said by PM Modi, it has the potential of transforming our work-culture. But it needs to be able ethical environment, quick action against corruption & inefficiency & encouragement of honest officers.

5. (b) Ethos, ethics, equity and efficiency are key criteria on the basis of which the competency of civil servants should be judged. Analyse. (10)

Kiran Agrawal Committee laid out these 4 criteria for developing holistic competence of a civil servant :-

Ethos - of public service

Ethics - integrity & probity in governance.

Equity - Empathy towards weaker section

Efficiency - No delays, effectiveness in work, professionalism.

To judge competency of a civil servant, following are important :-

- 1) Ethos - a) People first motive
- b) Understanding of ground reality.
- c) selfless service to nation.
- d) Not indulging in corruption, malpractices

2) Ethics :- a) integrity is consistency in decisions made & implemented

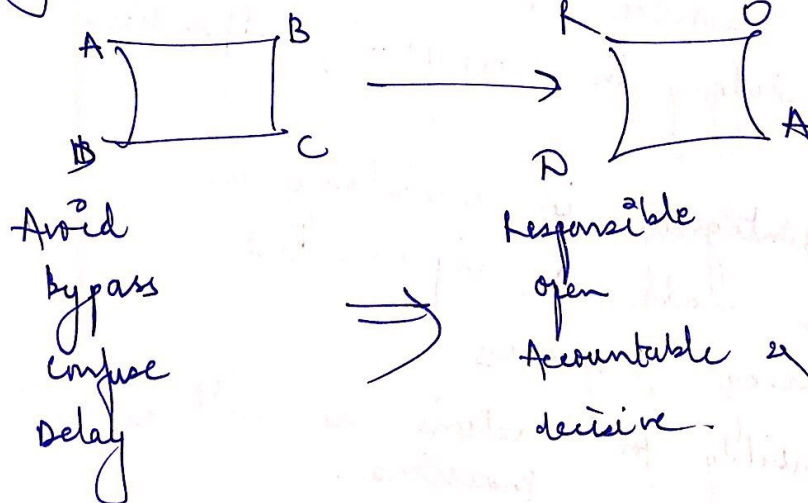
b) Transparency, openness

c) Accountability for actions as well as inactions.

- 3) Equity - a) social Justice (John Rawls)
b) social contract theory
c) duty of state to take care of unprivileged.
d) compassion towards weaker section.

- 4) Efficiency - a) Result-orientation.
b) outcome and output-focused.
c) No cost & time over-runs.
d) Effectiveness in public service delivery.

Overall, these 4 qualities make ~~and~~ a person a fit candidate for civil services. We must conduct our training in such a way to develop the holistic competence so that they can move from



6. The mandatory nature of Corporate Social Responsibility goes against the notion of philanthropy. Discuss. (10)

The Indian Companies Act, 2013 gave mandatory status to corporate social responsibility (CSR) in India -

Feature - All the companies having turnover greater than 500 crore will have to direct 2% of net profits towards CSR.

Philosophy of CSR :-

- 1) company belongs not to individuals, but to society.
- 2) Moral duty to share resources with society.
- 3) A mode to say thanks to society & shouldering some responsibility of govt.

But, mandatory nature attacks on the voluntary nature of philanthropy :-

- 1) imposed decision instead of realisation from within.
- 2) companies manipulating their profits to

- escape this provision in its usage -
- 3) lack of responsibility in its usage - majority fund going to PM Relief Fund instead of education/health.
 - 4) Companies also don't have expertise in social sector spending.

However this mandatory provision has led to an increase in philanthropic activities in India.

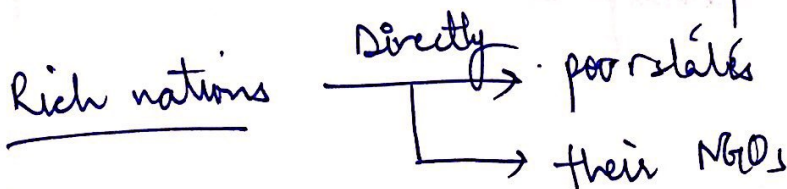
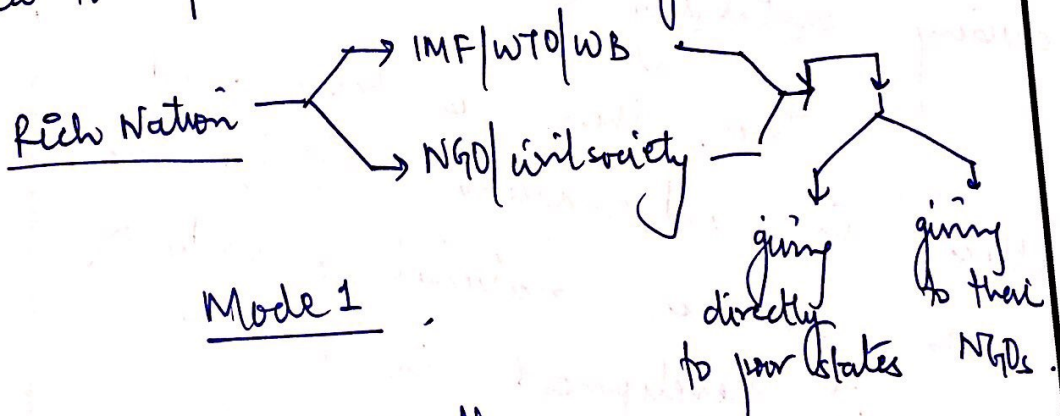
Govt must rope in NGOs, civil society as intermediaries between these companies and the society at large. Only by the optimal utilisation of such resources can we have the foundation of inclusive & sustainable India.

7. There have been arguments that rich countries owe an obligation to people living in poor countries. In this context, discuss the issues associated with foreign aid. (10)

In ethics, we strive towards equality, equity & collective responsibility.

In 'Vaandeva Kumbhakarani' is universal brotherhood philosophy, it is moral obligation of a rich person to help poor. Same goes for nations. After all, poverty anywhere is a threat everywhere.

Rich countries give foreign aid to poor nations through 2 modes:-



Issues involved are :-

- 1) Sovereignty - Usually, they are tied funds & compulsory order the poor nations to introduce some reforms. Eg- India in 1991 reforms.
- 2) Security - JB Report 2015 focusses on the role of NGO & foreign funding in impeding security of state.
- 3) Vested interest - foreign nations aiding to topple local democratic govt, increase protests etc.
- 4) Also used for rigging in elections & causing instability in nation.

Thus, there is huge need of ethics in international affairs. We need to balance national security & socio-economic development in foreign funding.

8. It is essential that people have access to information if they are to have the capacity to exercise other rights. Discuss the statement with focus on importance of RTI in governance.

RTI is said to be master key (10)
to good governance by ARC-II.

RTI Act, 2005

Features

- Makes it a fundamental right under Article 19(1)(a)
- Sub-judice disclosure of information
- Citizen as master
- Effective grievance redressal mechanism.

It is a pre-requisite to exercise other rights:-

- 1) It increases transparency - various scams unearthed by RTI e.g. Vyapam scam.
- 2) Accountability of govt is improved - people also get access to file ratings of civil servants.
- 3) This information becomes basis for further action. e.g. Holding corrupt official to rule of law.
- 4) Gives a weapon to people to hold

- the govt responsible for its lacunae.
- 5) More caution amongst public officials
Eg- HG Gupta case.
 - 6) It helps people to understand various challenges in governance → strengthens democracy as citizen participation increases.

{ RTI + Jan Sunwai → social Audit
 RTI + Timely Delivery of Service → Right to Public Services Act
 RTI + Accountability → less corruption

Thus, RTI is the pre-requisite for citizens to be the real masters. Eg - Rajasthan govt recently launched an online portal for suo-moto disclosure of information under RTI.

SECTION - B

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

9. You have been recently appointed as the head of tourism department of a state in India that has many places of great historical importance. In the past few years, the state has witnessed a decrease in tourist inflow. Upon enquiry, you come to know that this decrease is largely attributed to the influence of touts and harassment of tourists, including unwanted advances and grossly overcharging them for various services. You also did a quick search about your state on leading travel advisory websites and found that it has earned a dubious reputation for being particularly unsafe for women tourists.

Given the situation, answer the following:

(a) Do you think that such a state of affairs can be attributed to insensitivity prevailing in the society? How can the community be made more sensitive towards tourists?

(b) Suggest some measures to make a quick turnaround in terms of reputation, employment generation and rebuild the reputation of the state as a safe haven for tourists.

(20)

<u>Fact</u>	<u>Value</u>	<u>Stakeholder</u>
Decrease in tourist inflow	- Safe Tourism	- Tourists
Touts & harassment	- Dignity & respect	- Local people
Bad online image	- Right to Life (Article 21)	- Hotels/tourism business
- Unsafe for women	- Social justice	- Govt
	- Economic development	- Tourism department

Now-a-days, we see our nation witnessing less tourist arrival due to their bad treatment. eg - A South African woman raped & killed in Goa recently.

Instead of 'Atithi Devo
bhava' doctrine (ie guest is God); we
are showing less respect & humility
for them.

Incredible India Brand India

Tourism

culture - people to people
- values transmitted

food - social
dress habits)
general standard
of living

economic - huge employment

a)

Reasons for such a sorry

state of affairs :-

1) insensitivity in society :-

- a) loss of values like respect to women in society, dignity, human rights.
- b) People more self-centred today
- c) Lack responsibility - show escapist attitude & thinking it is not their business.
- d) Lack of collectivism in society.
- e) Increase in materialism, profiteering through illegal means.

2) Lack of adequate infrastructure - like

- hotels, lighting of roads, safety during transportation, effective policing.
- 3) lack of effective grievance redressal - insensitivity amongst police officials.
 - 4) corruption nexus between these forces, politicians and bureaucrats.

Thus, this state of affairs is a result of a number of factors apart from insensitivity.

Measures to make community more sensitive:-

- 1) Individual:- Value-based education with focus on citizen duties & humanism as core values.
 - Owning responsibility instead of escapism.
- 2) Society - ^{Zero} Intolerance towards any woman harassment.
 - welcoming tourists with open arms.
 - understanding their benefits to their own lifestyle and thus, giving them good treatment.

- More awareness generation through participation of local leaders, religious leaders etc.

3) Tourist guides - special training to give right treatment.
- sensitivity training.

4) More community participation in unkeeping of historical places.

(b) As a head of tourism department, I'll be guided by :-

1) Indian constitution :- DSP and fundamental rights.

2) Indian philosophy (religious, cultural)

3) Laws, rules & regulation.

4) Ethics in administration.

Measures to make a quick turnaround are:-

I Legal - i) Action against illegal touts.

ii) strict action against service agents overcharging.

iii) Ensuring a police official in every tourist place on 24x7 basis.

II Administrative - I Having a talk with leading travel advisers not to show bad reputation. If possible, after 3 months, do a fresh survey & publish reports.

ii) cooperation with Transport, Tourism, Police, Health Department for a holistic response.

III Practical - I Involving schools - having awareness drives regarding importance of tourism.

ii) Community awareness programs to make people aware & also make them eye & ear of administration.

iii) Hoping in local leader, film star as a face of that state. Eg - Amitabh Bachhan for Gujarat tourism.

IV Police - special sensitivity training, quick investigation & judicial process.
- Helpline for female tourists.

WAY FORWARD :- It is our collective responsibility to ensure safety & security of tourists so as to make India a major tourist destination.

10. A private company has proposed a large-scale hydel power project to tap the potential of a fast-flowing river in a state predominantly occupied by indigenous tribal groups. The state is backward and badly needs funds for socio-economic development. The state government is deliberating on the issue and is yet to take a final decision on the matter.

While the project is expected to generate substantial revenue and employment, it will submerge the surrounding areas eventually displacing the tribals. Another issue of concern is that the tribal community regards this land and the river as sacred and integral to their cultural heritage. Thus, the tribals are not in favour of going ahead with the project and are already protesting against it. Their leader has threatened to initiate a hunger strike if the government goes ahead with the project. This has caught the attention of the mainstream media and social activists.

Based on the information given above, answer the following:

- (a) Identify the stakeholders involved in the case and their respective interests.
(b) Keeping in mind the issues involved, how can differing interests be reconciled for ensuring sustainable development in the area? (20)

Ethical Mapping :-

- 1) Laws, rules & regulations (PRA, 2006)
- 2) Environment Ethics
- 3) Sustainable Development.
- 4) Economic Development.

- a) Stakeholders involved here along with their interests are :-

Stakeholders	Interests
Tribals	- Treat river as sacred - Tribal displacement - Social justice
Tribal leader	- Hunger strike if demand not met

Private company	Investment in large-scale power project Employment generation
Govt including administration	Revenue generation Employment & development Already backward & wealth of investment.
Media & social activists	To support company ^{govt} or tribal interests.
Other residents, society in whole	Both employment, development & environment conservation important.

b) The various ethical issues involved are:-

- i) Environmental preservation vs socio-economic development.
- ii) Large scale displacement of tribals.
- iii) Livelihood & belief of tribals vs
interests of whole state.
- iv) social justice vs Environment ethics.
- v) cultural significance vs Economical
value.

for ensuring sustainable development, differing interests can be reconciled in this way :-

- i) Knowing & Understanding :- state should form a high-level committee to know the ground realities
- how much area to be submerged
 - Quantum of tribals to be displaced
 - cultural significance of river & emotional attachment.

It must have participation from all the given stakeholders as well as experts to quantify the loss to environment.

- ii) Along with the above Environment Impact Assessment, a Social Impact Assessment by Gram Sabha at local level. It'd tell whether it is worth going for such a hydro power project or not.

iii) Alternative sites can also be explored for such a project - which does not

- affect the cultural rights of tribals.
- v) If it is proved by EIA & SIA that such project is good for economy, then govt must look for alternative land for rehabilitation of tribals. This must be done in a multi-stake holder approach.
- vi) Govt can ask private company to give compensation as well as employment to the affected families.
- vii) The local leader must be convinced of the benefits of the project and asked about other concerns. Steps must be taken to address those needs. Now, the local leader would convince the tribals.
- viii) However, if project leads to irreparable environmental damage and isn't sustainable, it must be shelved immediately.
- ix) Media must be unbiased & be fair in

showing the case as it proceeds.

WAY FORWARD :-

Wherever, there is cultural & livelihood attachments are involved, govt must work on the basis of multi-stakeholder approach and scientific standards of procedure. It must give a level playing field to everyone with community deciding for itself wherever it wants to proceed. It leads to less protests & lead to more democracy.

11. You are posted as Superintendent of Police (SP) in a district, which has a bustling market in the district headquarters with a high footfall. The area has traditionally been occupied by street vendors and hawkers. They form an intrinsic part of the market system in the area and derive their livelihood from it. Recently, you got reports that the policemen posted in the area harass the hawkers and also extort 'hafta' – a weekly bribe - from them despite complying with the laws. It has been brought to your notice that while those who comply with this arrangement are allowed to carry on with their daily operations, those who do not are being evicted from the market area. In the process of eviction, they are even physically assaulted and their saleable items are often confiscated and destroyed. As a result, some street vendors have been staging protests against the local administration in the market and have blocked the normal market passage. They have also threatened to intensify their protest over a period of time. The local police, however, has been in denial of any such wrong doings and argue that they are merely removing illegal encroachments, which were causing traffic jam in the area. In this situation, answer the following:

(a) Mention the stakeholders and ethical issues involved in the case.

(b) As the Superintendent of Police, what course of action would you adopt for diffusing the tensions in the area? Also, suggest some policy recommendations, which will help resolve the issues in the long-term. (20)

Ethical Mapping

- 1) Exploitation of weaker section of people
- 2) social justice
- 3) Right to livelihood (Article 21, 19)
- 4) Law and order in society
- 5) Probity in governance
- 6) integrity, Honesty

a) stakeholders involved here & their interests :-

<u>Stakeholders</u>	<u>Interest</u>
1. street vendors & hawkers	- Right to livelihood - Extortion of 'hafta' &

	<ul style="list-style-type: none"> harassment - forceful eviction from area
2. Local Police	<ul style="list-style-type: none"> - Alleged to extortion & exploitation of street vendors - Oversee order in society - Removal of illegal encroachment
3. SP & govt administration	<ul style="list-style-type: none"> - Overall law & order - strict action against corrupt policemen - stability & peaceful environment for prosperity
4. Customers	<ul style="list-style-type: none"> - Getting affected by such eviction - Also traffic jam
5. society at large	<ul style="list-style-type: none"> - social justice - Right to livelihood & order in society

Ethical issues involved here are:-

- i) Right to livelihood of street hawkers & vendors getting affected.
- ii) social justice - exploitation of weaker section.
- iii) Law guardians themselves breaking law - High-handedness of police.

- i) protests by these affected street vendors.
- ii) collusion corruption - instead of coming together some gave in to demands of haffa.
- iii) local police denying such claims.

b) As the SP, the following course of action will be taken:-

- 1) Knowing & understanding the real ground situation :- He must set up committee to enquire whether allegations against the police are true or not. & Also find out the erroneous policemen in this & collect evidence against them.
- 2) The enquiry must be done in an unbiased & fair manner. It must take into consideration the views of both sides.
- 3) Based on such findings of report, if policemen are guilty, strict action must be taken against them. At the same time, sensitisation of police that such misuse of power will not be tolerated.

- 4) At the same time, vendors must be registered under street vendors Act, 2014. Awareness campaigns giving them information about their rights & duties to be done.
- 5) They must be told that they have no right to jam roads & harass local people. Instead of protests, they must use the grievance redressal mechanism of the state.
- 6) A helpline can be set up to take up grievances at the earliest.

Policy Recommendations for long-term:-

- 1) Earmarked street vending zones where they can freely exercise their right to livelihood.
- 2) Awareness generation drives to tell them about health standards, clean practices to be followed.
- 3) Making up of a Market committee having representation from all stakeholders to take care of day to day business.

- 4) Registration of hawkers and online grievance redressal mechanism.
- 5) Roping in NGO, civil society etc for their help.
- 6) Effective policing - sensitisation training, misuse of power strictly punished. setting up good examples of policing so that community respects & honours them.

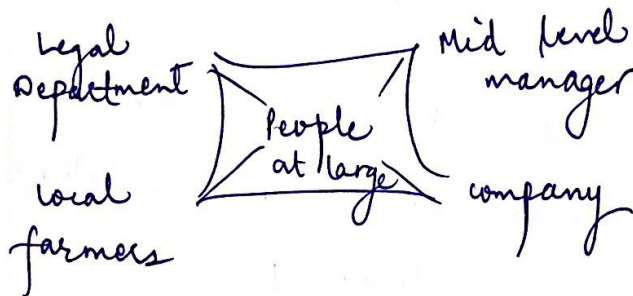
We all must come forward to help them move up the value chain. They are a critical part of our tourism industry. Instead of exploitation, we must encourage them to become the food capital of the world. E.g. Delhi - food capital of India due to its street food.

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12. A mid level manager in a food and beverages firm has been assigned the responsibility to deal with tensions arising in a rural area between the firm and the local farmers. These farmers supply the company with bananas, which are used exclusively by the company in its niche products. The banana plantations are growing a variety developed by the firm. The core issue revolves around the perceived violation of company's IPR as many of the farmers in the neighbouring areas have also started growing the same variety of banana. It is suspected that the farmers with whom the company had a contract have shared the breed with others in the region. The legal department of the firm is of the opinion that a legal complaint against the farmers is the only way to protect the IPR of the company. It would also set a precedent for the future. However, many in the firm also believe that such a step would escalate the matter.

In such a scenario, identify the key issues to be addressed. What measures would you suggest to deal with these issues? (20)

The various stakeholders are :-



Fact	Values
<ul style="list-style-type: none"> - Tension between firm & local farmers - IPR law getting violated - Loss to company 	<ul style="list-style-type: none"> - IPR Policy of company - Livelihood of farmers - Future precedence - Social justice - Govt policy

a) Key issues involved here are :-

1) Violation of company's IPR perceived as

farmers might have shared the breed with fellow farmers.

2) whether to file a case against farmers or not :- Filing a case will protect companies' IPR but lead to loss of livelihood & huge financial loss to farmers.

Measures to deal with such issue :-

- 1) First, it should be enquired & established without doubt whether farmers have shared with breed with others or not. Enquiry must be conducted in an unbiased & fair manner through thorough investigation of farmers & their fellow farmers' fields.
- 2) The contract signed with the farmers also need to be scrutinised first whether they can share the breed or not. What are the possible courses of action and punishment stipulated in the contract.
- 3) Now, there must be session/meeting with the given farmers to give them a fair

chance explaining their side to the company management. Herein, they must also be made aware about the contract & details of the same.

4) If it is found out that farmers have shared their expertise, it must be known for the same. If it is found that it is permissible under law [Monsanto case], then no action can be taken against them.

They must however be given a warning to stop doing the same as it is incurring loss to the firm. The contract can also be made more comprehensive & holistic covering this issue.

5) However, if it is found out that it is not permissible under law, then first a warning must be given to them to stop these malpractices.

Regular surprise checks &

vigilant monitoring must be done to ensure they aren't able to do it in future.

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(इस मार्ग में कुछ ना लिखें)

Herein, we can rope in the farmer community leaders to ensure that contract is implemented strictly. It must also be told that strict legal action will follow if found again.

6) Fellow farmers - Meanwhile, firm might enter a contract with these farmers too for giving such bananas to the firm. In this way, it'll ensure that their right to livelihood isn't taken away & they don't come to the brink of stress. Firm might ask for some compensation from these fellow farmers as they knowingly stole/took such confidential information from the contracted farmers.

WAY FORWARD :- As said by Narayan Murthy, the firms must share the resources with the society to be sustainable.

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Page 45 of 56

in long-term. we must move
from capitalism → compassionate
capitalism
wherein social justices corporate
governance are given more value
than blind profiteering.

13. You have recently been posted as a probationary officer in the District Magistrate's office in a tribal district. During one of the fieldtrips, while interacting with the tribals, you come to know about a private company, established a few years back, which has transformed their lives. The company, using the traditional knowledge of tribals, had launched a series of products and provided numerous livelihood opportunities to the tribals. Upon further enquiry, you come to know that while the lives of tribals had indeed improved, the distribution of profits however, has been quite disproportionate. The company has seen a huge growth in its operations and its owners have amassed huge wealth. It is also planning to file for IPR, which may further hinder the interests of the tribals.

You feel that tribals have been left short changed and there has not been an equitable sharing of benefits arising out of the use of their resources. When you tried to approach the Gram Sabha and voice your concerns, the tribals requested you not to intervene as they do not have any alternatives. They also argue that governments in the past have failed to protect their interests.

Given the situation, answer the following:

- Identify the different stakeholders and their interests involved in this case.
- Present a case to convince the District Magistrate for the need of government intervention in the situation.

(20)

<u>Facts</u>	<u>Value</u>	<u>Law</u>
<ul style="list-style-type: none"> unequitable sharing of profit Govt not taken enough steps for tribals lack of alternatives for tribal population 	<ul style="list-style-type: none"> Right to livelihood social Justice Dignity & respect Equitable profit sharing Ethics in business integrity, probity 	<ul style="list-style-type: none"> IPR law Biodiversity Act 2002 Forest Rights Act, 2006 73rd constitutional Amendment Act

Various ethical issues are :-

- 1) Right to livelihood vs Right to Equitable share in profits.
- 2) short term vs long term interests of tribal population.
- 3) Ethics in business exploited/violated by private firm.
- 4) Ineffectiveness of Gram Sabha.
- 5) Lack of alternative employment opportunities.
- 6) Lack of serious govt intervention here.

(a) Stakeholders involved along with their interests are :-

Stakeholders	Interests
1. Tribals	Right to livelihood Indigenous knowledge being protected Desire of equitable share by company
2. Company	Amassing of wealth Profiteering IPR on Tribal knowledge

3. Probationary officer

- concerned about such activity of private firm.
- wants to help tribals.
- self-satisfaction

4. District Administration

- Tribal welfare
- socio-economic development.
- social justice for all
- checking any misuse of power, malpractice by company

5. Gram Sabha

- Representation of tribal people
- Welfare of society
- checking any illegal activity.

6. Society at large

- social justice
- peace, prosperity, order.
- socio economic development

(b) Case to convince DM for need of govt intervention :-

Present situation of tribals :-

i) They have enormous wealth of tribal knowledge but don't know how to use it.

ii) This gap is filled by private company which has launched a number of products & provided them employment.

- iii) Herein, the enquiry done by probationary officer can be submitted which shows inequitable distribution of profit.
- iv) The tribals filing of IPR in process to hinder their long term interests.
- v) Tribals, being innocent a single not able to see their long term interests getting hampered.
- vi) Lack of alternative employment opportunities.

II Then, DM must be told about lack of govt in protecting their interests :-

- i) The Gram Sabha incident where tribals themselves are requesting officer not to intervene.
- ii) Lack of trust in tribals regarding their upholding Tribal rights.
- iii) Lack of strict implementation of tribal rights on ground.
- iv) Lack of govt officials in protecting their rights.

11) This attitude has been exploited by private company for vested interests. steps that can be taken to rectify this situation :-

steps :-

- 1) Involvement of NGOs, civil society to give them adequate employment opportunities.
- 2) Ministry of Tribal Affairs' TRIFED program can be used to assist them.
- 3) Awareness generation about rights of tribals & how their interests are being undermined by the company.
- 4) Having a legal counsel to fight their case in court. This'll also assure the tribals that govt is with them.
- 5) DM can also have an informal meet with company management to share the profits equitably with tribals. Otherwise, legal action will be taken against them.
- 6) strengthening of Gram Sabha & proper grievance redressal mechanism to register such complaints.

14. Various studies have found out that cases of depression and mental illness have increased exponentially in the recent past. Also, in the age group of 15-30 years, this problem is further pronounced. Furthermore, the rising trend of suicides in this age group has been attributed to depression.

Given the situation, answer the following questions:

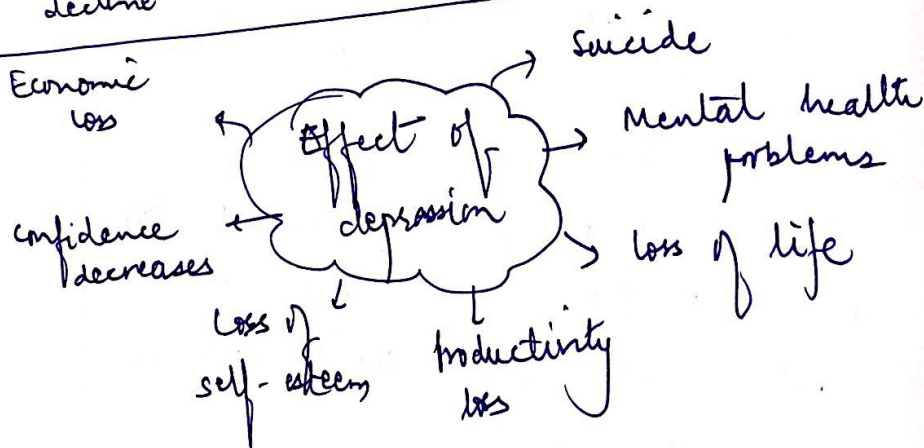
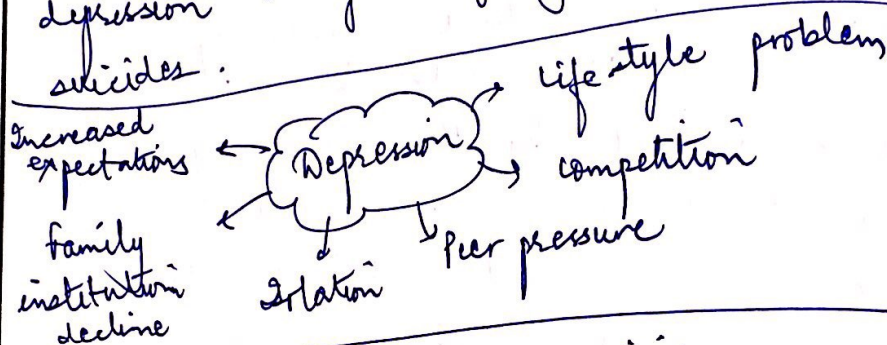
(a) Present an ethical critique of the prevalent societal attitude towards mental illness.

(b) Given the magnitude of the problem among younger generation/young adults, analyse the role of the following:

- Parenting
- Social Media
- Video Games

(20)

India is witnessing huge rise in depression amongst youngsters leading to suicides.



- a) It is ~~said~~ ^{seen} that depression is not talked/shared by the victim due to low societal attitude towards mental illness :-

- i) Contempt & carelessness :- Mental health is not given due importance. Visiting a psychiatrist is considered taboo in society.
- ii) social labelling, name calling & social ostracisation of the victim is done by society. This instead of solving her grief, in turn aggravates the problem.
- iii) Lack of awareness about mental health - instead of having highest cases of depression, we don't know its early signs & treatment procedure.
- iv) Isolation - The mentally ill person is generally isolated by not allowing her in family gatherings, her education is curtailed etc.
- v) Lack of specialised doctors & adequate mental centres - is also due to lax societal attitude.
- vi) Post-treatment rehabilitation of such people & re-integration with society is also complex as society shows pity towards them instead of compassion & sympathy.

- b) Magnitude of problem
- 1) Around 1 crore people suffering
 - 2) This number set to rise due to
 - nuclear families
 - increase in competition, peer pressure
 - lack of resilience
 - erosion of love & care.
 - 3) Around 1 lakh practitioners & staff needed for this.

In this scenario, role of following:-

- i) Parenting:-
- a) First need of contact - should always be in touch of activities of children & their friends.
 - b) No undue pressure of performance.
 - c) Instead of focus on marks, celebrate uniqueness of every individual.
 - d) Telling children that whatever happens they are with her.

ii) Social Media:-

- a) Restriction of social media use by

children or they can be allowed to access only educational sites under parental control.

b) Online self-regulation by social media
eg - Mark Zuckerberg coming forward to lament the miscarriage of his baby showed that not all pictures are perfect

c) Online awareness programs by social media.

d) Regulation of social media so that people celebrate their imperfections.

✳

3) Gaming :- We recently witnessed children committing suicide in Blue whale game and increase in addiction to PUBG.

a) Games to be gender sensitive - promoting ethical values instead of superimposing stereotypical behaviour.

b) Games only for fun or education instead of getting addicted.

c) should not lead to isolation & loneliness amongst children.

d) Promote outdoor games. Eg - Pikachu

game asking people to walk certain kilometres to win a pikachu.

Indian govt has come out with Mental Health Policy, 2014. We need to implement it in letter & spirit along with community participation & sensitisation towards mental health.

~~eg. Stephen Hawking~~ example of Deepika Padukone coming out & sharing her depression phase was a good start towards healthy discussion on this topic.